



Aviation Leaders Forum on Airports and Airlines Winter Operation 10 Oct. 2011, Iceland

WINTER 2010 DISRUPTIONS: Exceptional? Foreseeable? Avoidable?

**Ulrich Schulte-Strathaus, Secretary General
Association of European Airlines**



The Association of European Airlines



35 member airlines

12000 flights a day

630 destinations in 163 countries

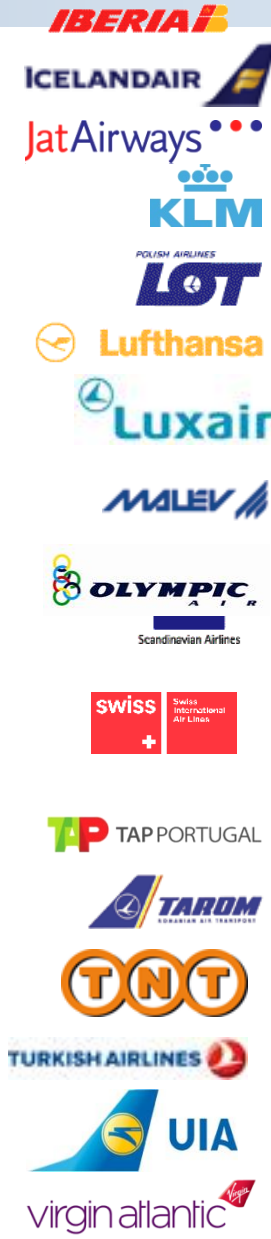
377 million passengers

6 million tonnes of cargo

392,000 employees

2800 aircraft

Total turnover of €82 billion



Winter 2010 flight cancellations in Europe



30 Nov - 9 Dec	10 days	2750 cancellations
17 Dec – 21 Dec	5 days	9037 cancellations
22 Dec – 28 Dec	7 days	1990 cancellations

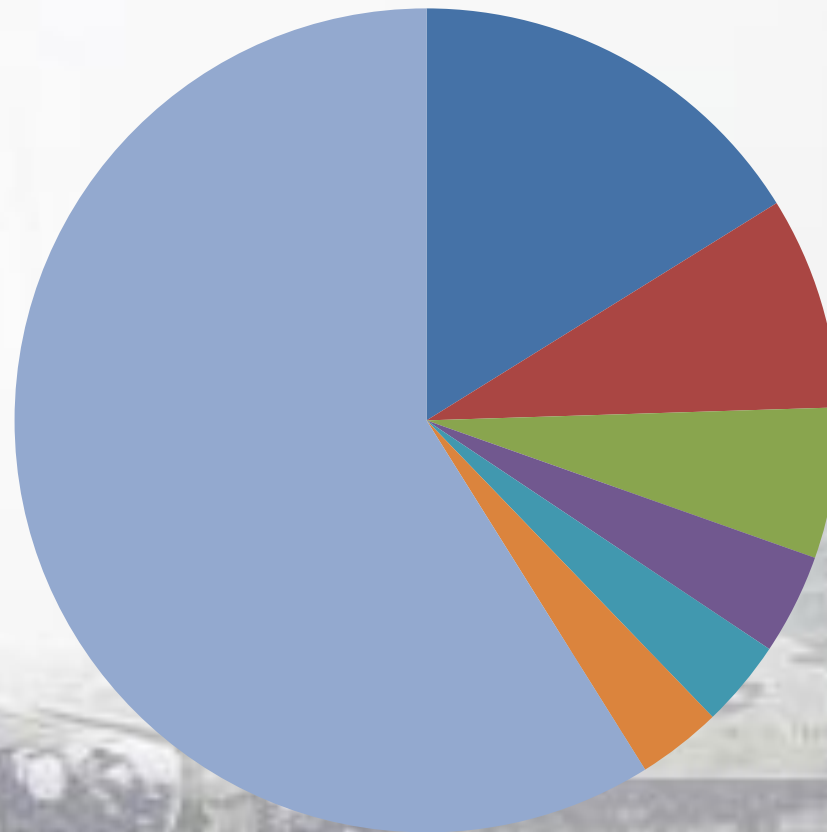
Source: AEA estimates

Winter 2010 flight cancellations



Airports most affected

- London Heathrow
- Frankfurt
- Paris CDG
- London Gatwick
- Dublin
- Geneva
- Others

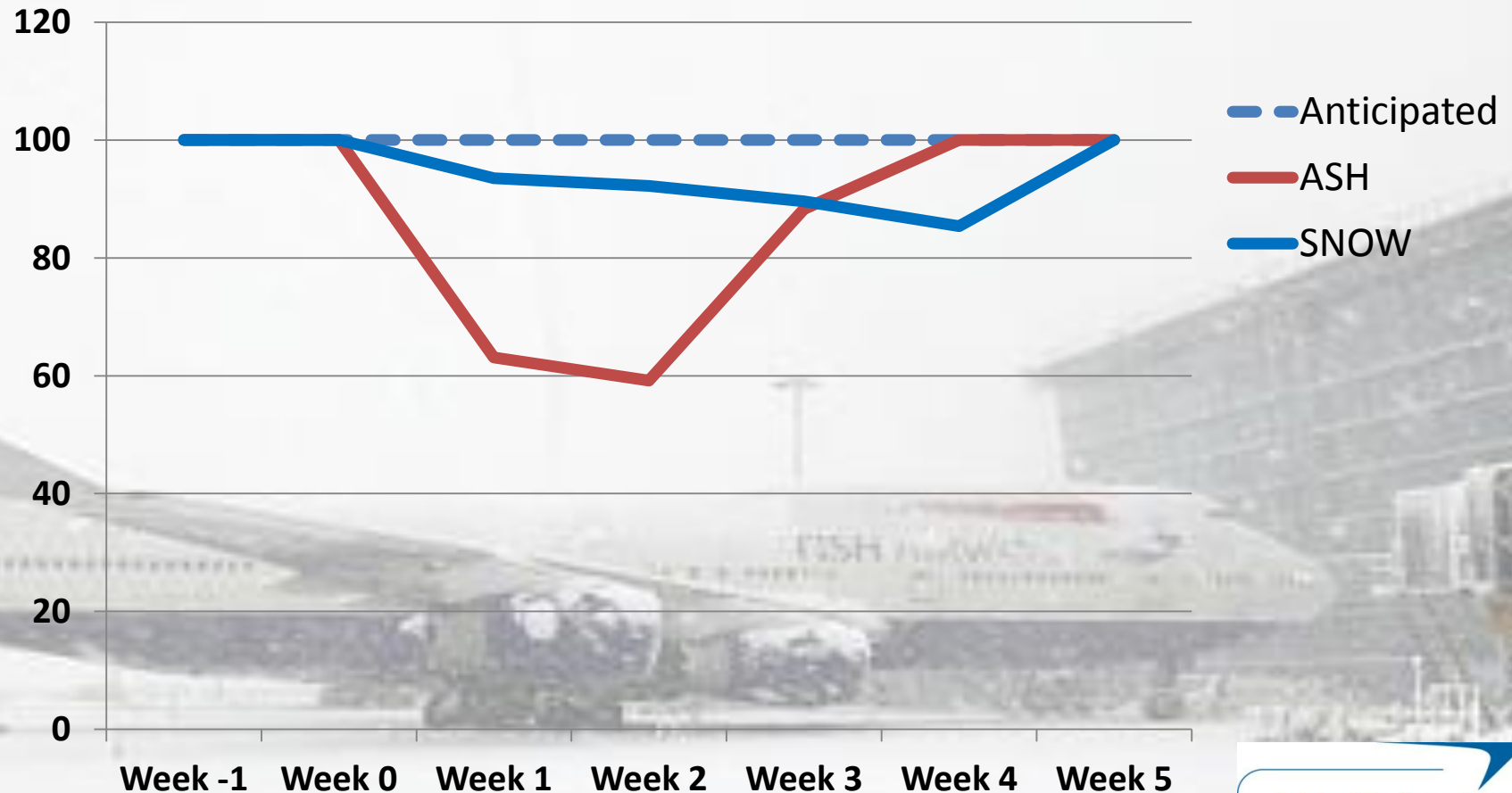


Source: AEA

Cancellations: Winter snow vs. April ash cloud



index = 100





REGULATION 261 IS NOT FIT FOR (THIS) PURPOSE



- **Airport takes responsibility for snow clearance for the entire airfield**
- **Tactical readiness – December snows were forecasted days in advance !**
- **Early initiation of crisis command & control structures:**
 - **specific contingency measures, e.g. staff rostering**
 - **difficult decisions can be taken at short notice**
 - **leave C3 structures in place when disruption eases**
- **Consistent, timely and accurate information provision to all stakeholders, and onward transmission to passengers**