

# The Impact on European and Global Air Transportation

*Effects on airport operators and lessons learned*

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- Founded 1 april 2010 (two weeks before the ash cloud!)
- Founded as a consequence of the split up of LFV into ANS operations and airport operations
- Owns, operates och develops 14 Swedish airports
- The Swedish State is the only shareholder
- 2 600 employees
- Turnover approximately 500 MEUR

# Swedavia airports

- 27 million passengers
- 240 000 landings
- 175 000 tonnes of freight and mail
- 40 % domestic passengers



## *Airports operated by Swedavia:*

- Kiruna Airport
- Luleå Airport
- Umeå Airport
- Åre Östersund Airport
- Stockholm-Arlanda Airport
- Stockholm-Bromma Airport
- Göteborg Landvetter Airport
- Visby Airport
- Ronneby Airport
- Malmö Airport

## *Airports operated by Swedavia but will be sold:*

- Örnsköldsvik Airport
- Sundsvall Härnösand Airport
- Karlstad Airport
- Ängelholm Helsingborg Airport

# Ash cloud effects - Sweden

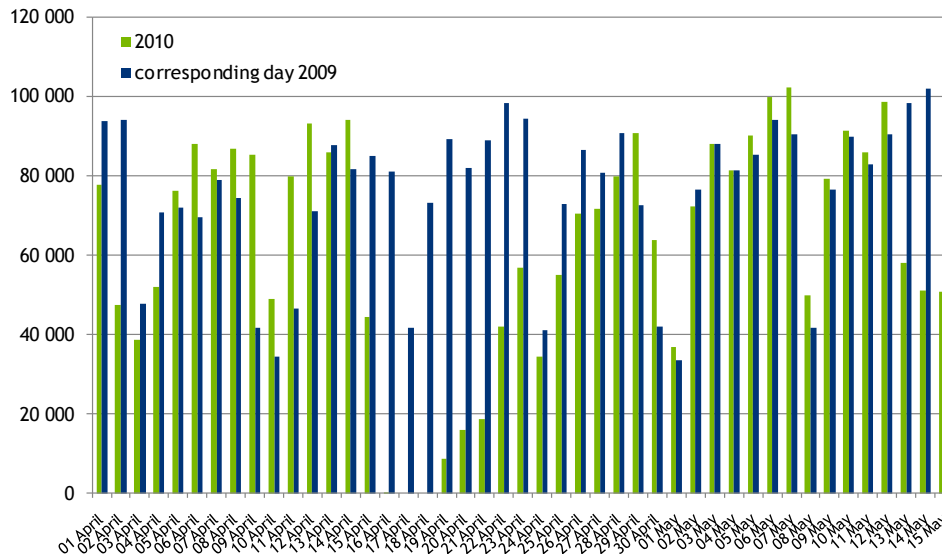


- 750 000 passengers couldn't travel as planned
- Swedavia - lost revenue per day: 1 MEUR
- Value of lost airfreight a day: 100 MEUR
- Lost revenue from airborne visitors to the Stockholm region: 25 MEUR
- Lost VAT revenues from domestic air transport: 1 MEUR
- Lost revenues for suppliers to the airlines and airports - catering, handling, restaurants, shops etc.
- >60% of flights taking off from Swedavias airports are longer than 1000 km - there is no other realistic alternative.
- Major effects outside the aviation industry by cancelled meetings, cancelled conferences, cancelled vacations, failed deliveries of goods. How to value people not being able to meet?

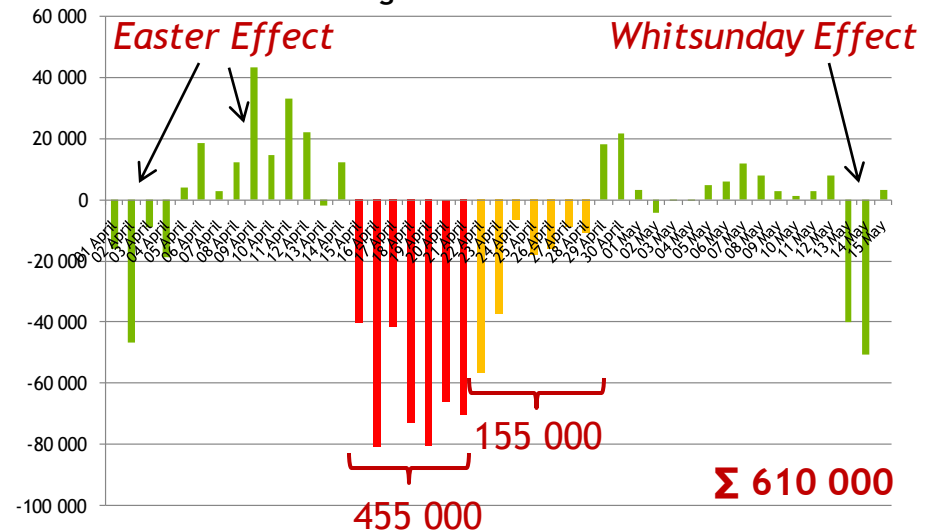
# Traffic Development at Swedavia April 1<sup>st</sup> - May 15<sup>th</sup>



Total Passengers - Swedavia (14 airports)



Total Passengers - 2010 difference to 2009



- Accumulated Passenger Loss Week of Ash Cloud (red): 455 000
- Loss First Week of Traffic after Ash Cloud (orange): 155 000
- Total Passenger Loss: 610 000

*Cancellation rate at Stockholm-Arlanda Airport 15-22 May: 66%*

## How did we as an airport operator react?

- Crisis management - reorganisation made us vulnerable.
- Our media and press organisation too small.
- Passenger information was first priority - moved our website to a “crisis server”.
- “Easy” when all flights were grounded.
- Partial traffic 19th - 21st of May - a mess!
- No stranded passengers - a big difference to Heathrow, Schiphol, Frankfurt etc.

**Questions regarding effect  
on air traffic**

**Questions regarding effect  
on society**



**We decided to  
handle both  
questions**

*Daily updates to:*  
**Airport management**  
**Passengers**  
**Media**  
**Government**  
**ACI**

## Lessons learned

- All crisis are unique (no airport redundancy in this crisis).
- Crisis management organisation too small - need for “backup crisis staff” from other parts of the organisation.
- Need for coordinated messages from different stakeholders (airlines, ANSPs, airports etc).
- Unclear roles became obvious during the crisis.
- No presence in social media - would it have helped?
- Impressive startup - everything running on schedule in two days after re-opening.