

# Summer 2023



**30 May – Air Ops - 1400 to 1530**

**Are you Ready, Resilient and Responsive enough for this summer's challenges?**

# Who is to blame for the summer of flight delays and cancellations?

## Travel chaos: Will flight delays and cancellations return this summer?



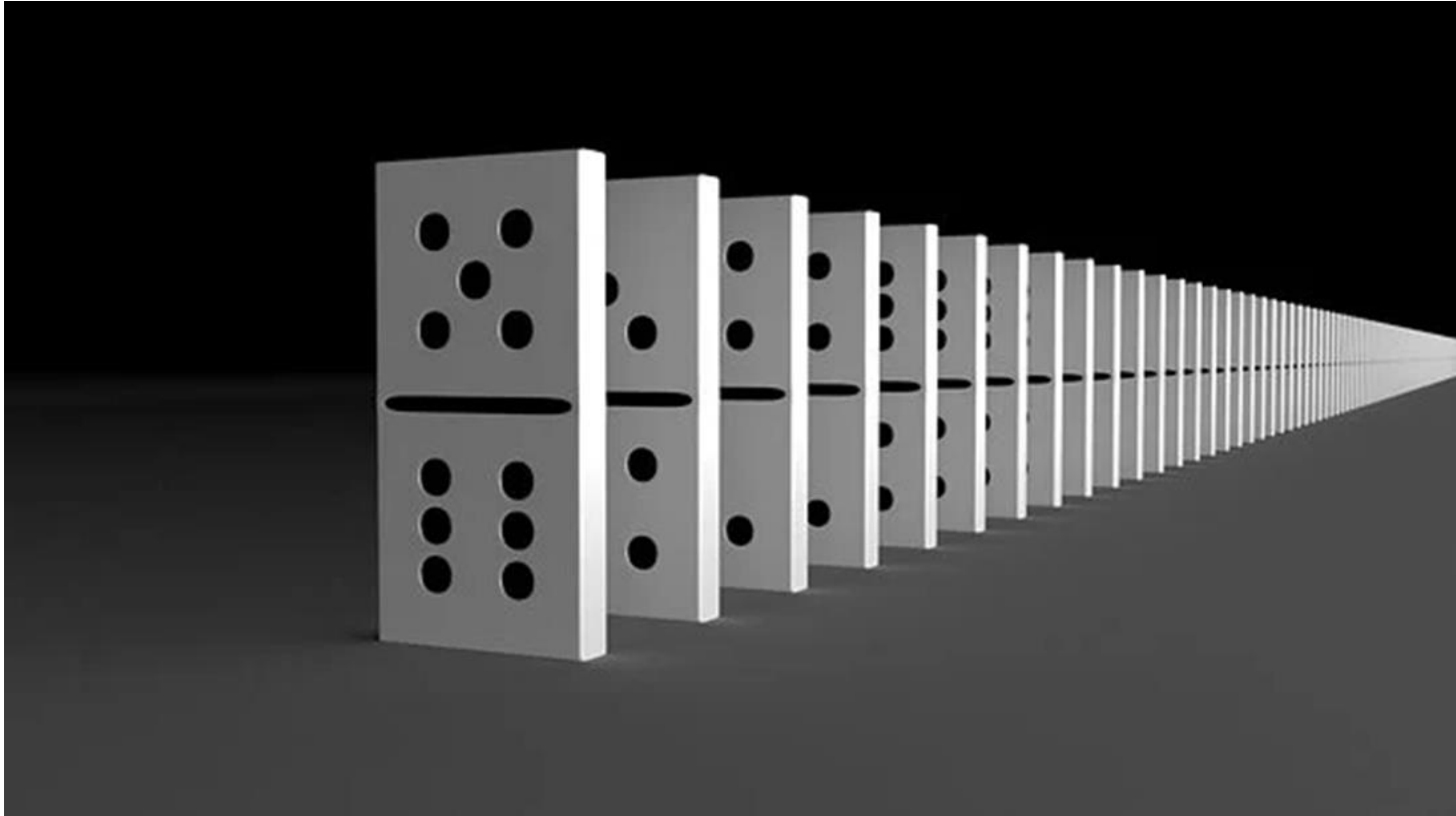
If you're traveling to Europe for summer 2022, you should be prepared for long delays – and even potential cancellations – as a **new wave of flight disruptions is set to sweep across the continent**. This time around, a new Covid variant is not to blame, or at least not directly.



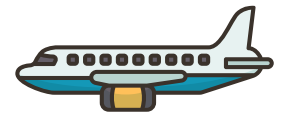
The Big Read: Airlines [Add to myT](#)  
**Delays, shortages and strikes: can the aviation industry get airborne by summer?**

As passenger numbers pick up, staffing problems at airports have caused chaos across the US and Europe.

# The Aviation Ecosystem



# Where can the domino effect start?



## Airline

- Flight and cabin crew availability
- Crew training resources
- Operations staff
- Aircraft
- Business model
- Maintenance



## Resources

- Flight crew
- Cabin crew
- Ground staff
- Loading staff
- Security staff
- ATM



## ATM

- Capacity
- Resources



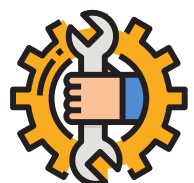
## Authority

- Qualified inspectors
- Procedures
- Resources



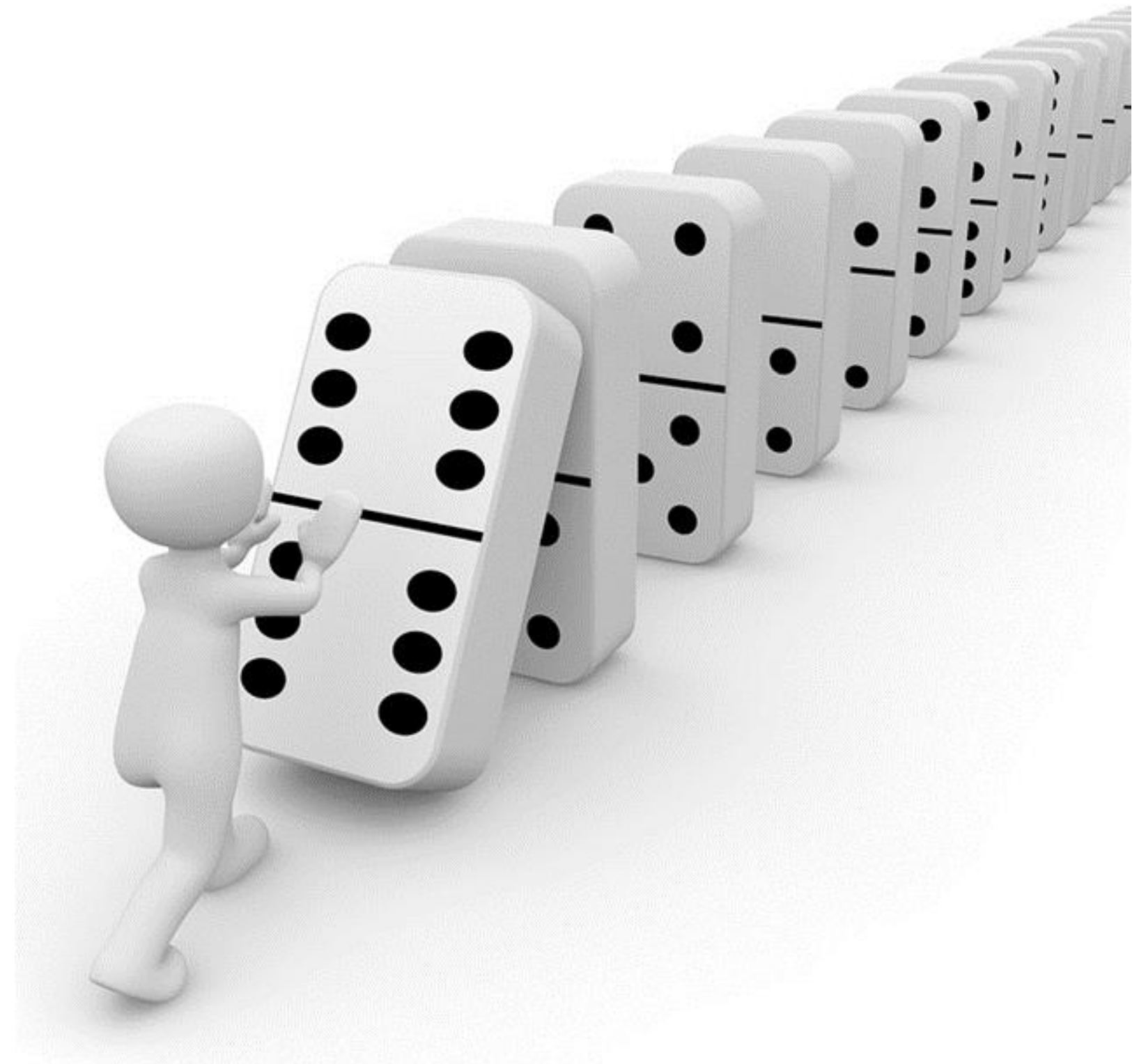
## Aerodrome

- Slot
- Capacity
- Ground services
- Security



## Maintenance

- Availability of staff





# How can we reduce the impact?



## LET'S RAISE AWARENESS

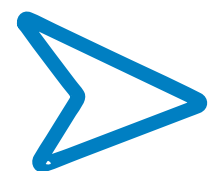
Authorities are in a privileged position having access to information from all the different domains (OPS, Aircrew, Airport, ATM, etc)



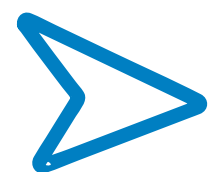
# How can we reduce the impact?



# Areas of Concern



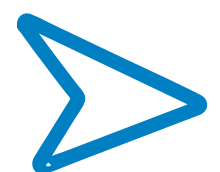
**Fatigue**



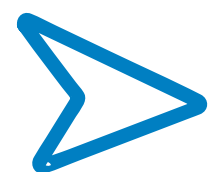
**Staff wellbeing**



**Incorrect crew pairings**



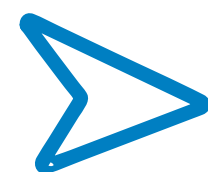
**Unavailability of crew members**



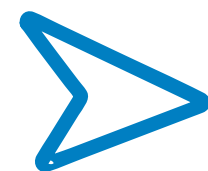
**Scheduling through  
Commander's descretion**



**Decreased operation  
robustness**



**Operational pressure**



**Increased workload**



**Increase in the number of  
unruly passengers**



# What can authorities do?

**1**

**Coordinate information sharing at authority level between departments**

**2**

**Anticipate (if possible) by meeting with the accountable manager to understand the main areas of concern**

**3**

**Focus during scheduled oversight activities on “hot spots” (e.g. SMS, FTL, Fatigue, Training, etc)**

# What can we do?

**1**

**Coordinate information sharing at authority level between departments, between organisations and within organisations**

**2**

**Anticipate by discussing the main areas of concern/safety issues with between authorities and organisations, as well as within your organisation**

**3**

**Focus on "hot spots" (such as SMS, FTL, Fatigue, Training etc) during authority oversight activities and internal audits and monitoring**



**Questions?**