

Summer is just around the corner

LUFTHANSA IS INVESTING IN GREATER RELIABILITY

In the summer of 2018, more than a third of all European flights arrived late – an unacceptable number. What were the main causes? What is the Lufthansa Group doing to improve the situation?

WE ARE INVESTING 250 MILLION EUROS IN GREATER DEPENDABILITY FOR FLIGHT OPERATIONS
For example in:



600 additional **employees** in operational areas



More **engine** and **aircraft reserves**



Improved **communication** with passengers in the event of delays and cancellations



The acceleration of processing on the ground



Capacity bottlenecks determine the situation

2018 was marked by capacity bottlenecks. Many times, passengers queued at the security checkpoints in major airports for hours. Bottlenecks were particularly prevalent in air traffic control, which was unable to deploy enough controllers to manage the increasing demand. Moreover, the airlines lacked the aircraft reserves to adequately absorb flight cancellations. Transit times between landing and departure were also very ambitious, meaning that delays during the course of the day could often not be compensated.

Every bottle-neck itself causes only a few minutes of delay. However, there are follow-up delays: if an aircraft misses its assigned slot, it must be assigned a new one – more time passes. If the machine cannot compensate for the delay in flight, further delays accrue.

Tackling problems

In October 2018, the aviation industry and policy makers agreed on concrete measures for greater reliability. Key steps at the Lufthansa Group are:

- **Increasing aircraft reserves:** We are increasing our reserves by 15 additional aircraft to a total of 37 aircraft. This means we can respond to breakdowns and technical problems more efficiently.

- **Extending buffer times:** The time between landing and departure will be significantly rectified. Eurowings has even ordered scheduled ground times of up to three hours for every seventh aircraft around midday. Any delays can be absorbed and ad hoc flights organized.
- **Improving technical reliability:** The Lufthansa Group has procured replacement engines and spare parts worth over 100 million euros and is hiring 200 new mechanics.
- **A320-CEO on order:** In September 2018, six Airbus A320 CEOs were ordered at short notice. Three aircrafts were already delivered in January; the remaining planes will follow in time for the beginning of the summer timetable.

Despite all this, many reasons for delays lie outside of Lufthansa’s sphere of influence. The demand is also on air traffic control, authorities and airports. Therefore, all stakeholders must contribute to the operational dependability of air transport. At this point, we are still far away from an all-clear.