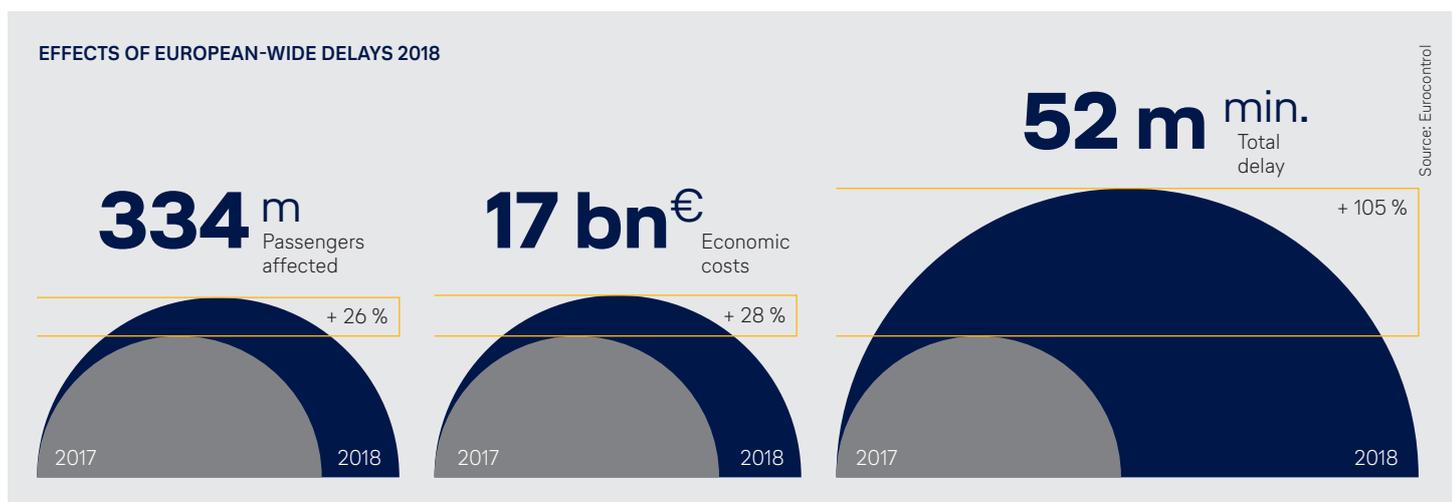


Air traffic control

TACKLING PUNCTUALITY PROBLEMS ACROSS EUROPE

The Lufthansa Group is hiring 600 new employees, increasing its reserve capacity to 37 short-haul aircraft and investing a total of around 250 million euros to improve punctuality in the summer. We expect similar commitment from our partners. Air traffic control in particular is called upon.



According to Eurocontrol, delays increased twofold across Europe in 2018. The main drivers behind this were capacity bottlenecks in airspace and air navigation services, where delays increased by around 80 and 110 percent respectively. Bringing up the rear among the 60 air traffic centers was Karlsruhe, where the controllers have to control a particularly large number of aircraft movements due to overflights. The key reason was that DFS was unable to deploy enough air traffic controllers.

Tackling structural problems

DFS operates in a strictly regulated environment. Enterprises, trade unions and politicians are all called on to address well-known deficits now. Main points:

- **More flexible use of air traffic controllers:** For the coming summer months, we are hard at work promoting greater flexibility. DFS and employee representatives should work together to facilitate modern working models with part-time shift services. Greater flexibility should also be possible as regards the places of employment.
- **Better estimation of personnel requirements:** The personnel requirements of DFS are defined by the EU Commission. The basis of this are traffic forecasts, which are updated every five years – and which were set too low for 2018 and 2019. Brussels should shorten the interval.

- **Enabling more digitalization:** The work of air traffic controllers could be made much easier as the systems become more digital, virtual and harmonized between sites. Numerous technologies have already been developed and introduced to the EU in mid-March as part of the Airspace Architecture Study – they have to be consistently implemented.
- **Cross-border collaboration:** With a Schengen Area in the air, aircraft would have to fly fewer detours and flight plans would be straightened. Nation states and the respective air traffic control services should pave the way for this.

The delay records of 2018 must not be repeated. All participants in aviation must, therefore, play their part. The growth forecast underlines the pressure to act: By 2040, air traffic in Europe will increase by about 50 percent, according to Eurocontrol.