

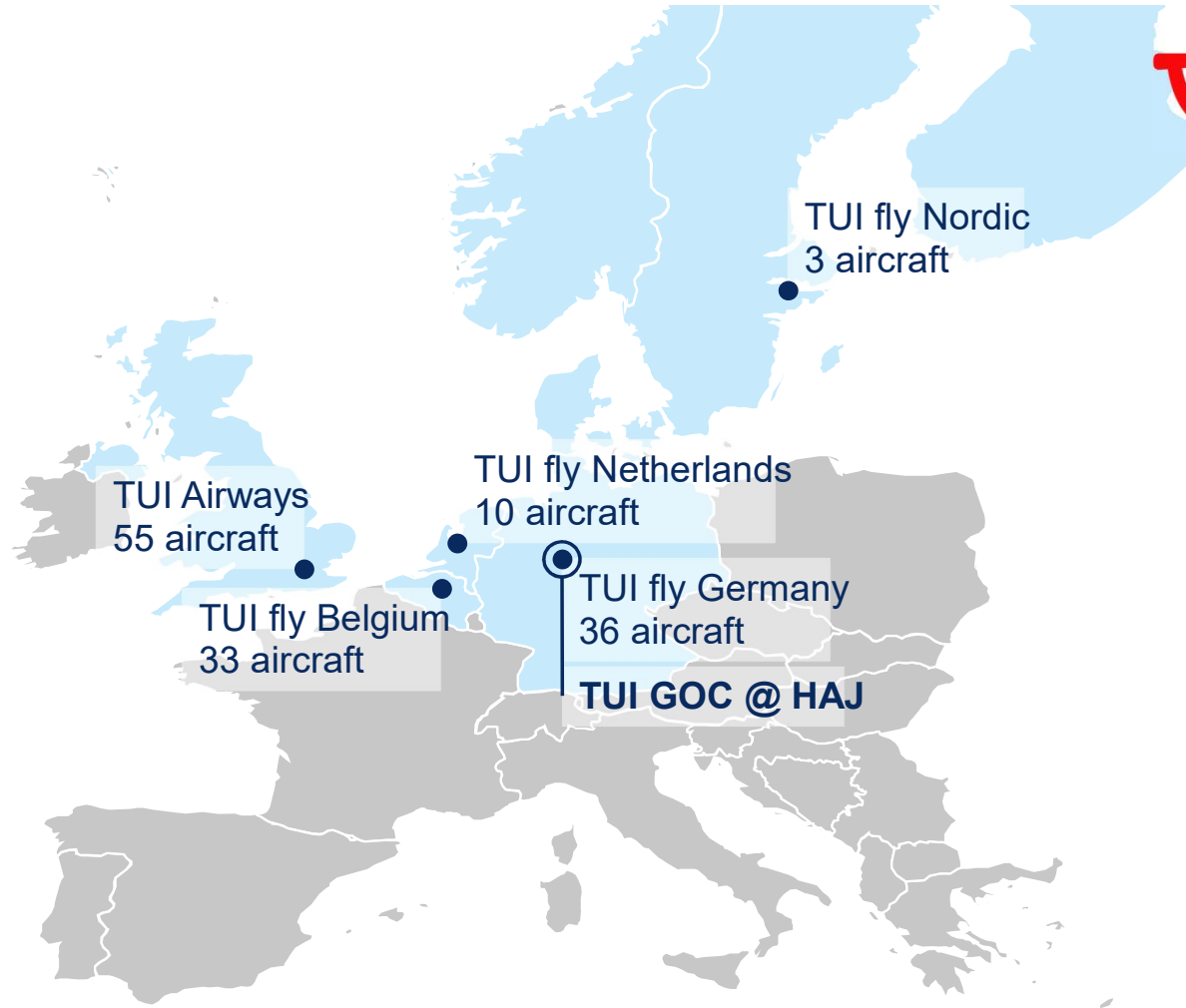


# TUI Airlines @ NM User Forum 2020

Brussels, 30-Jan-2020



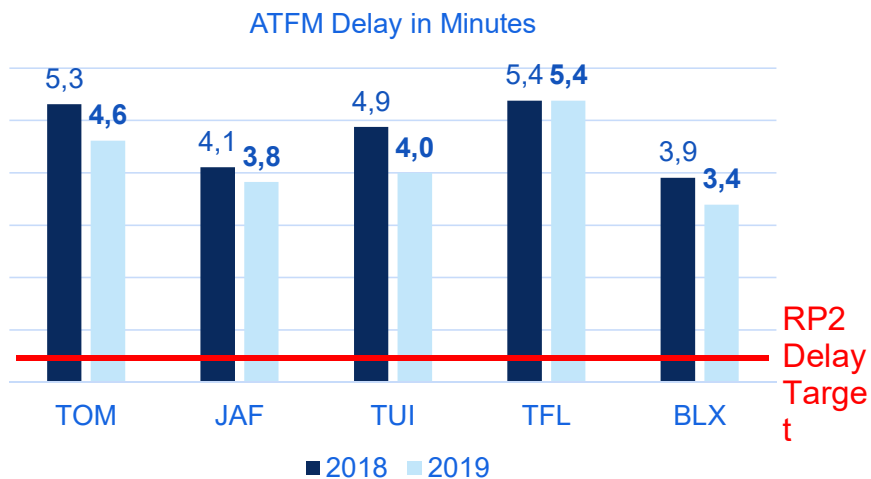
# TUI Airlines



Figures as of September 2018

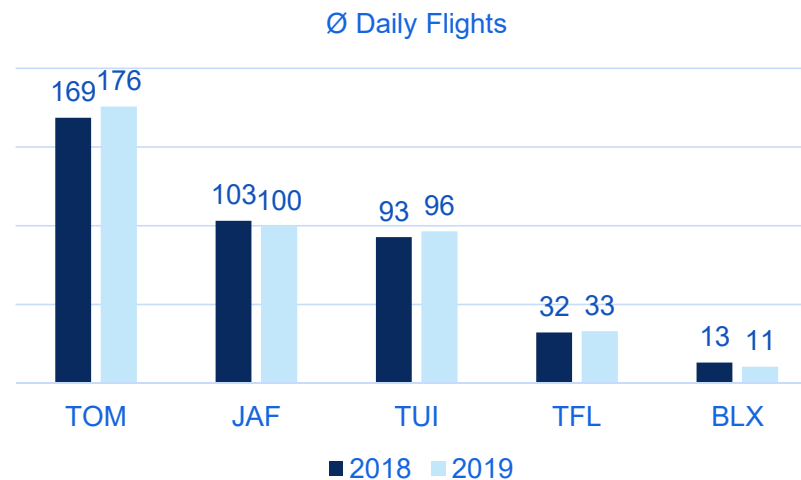


# The Figures



Overall delay decreased compared to 2018, but

- not even during periods of low demand, our flights were in a region close to the RP2 delay target
- seasonal differences were significant
- multi-base operation creates huge differences in available delay avoidance options



UK market developed well, despite Brexit uncertainties. Other markets stagnated or showed smaller changes in volume of flights.



# The Experience

- eNM/S19 Measures
  - showed again that all operational stakeholders must cooperate for the better of the network
  - helped to increase predicability for the operation
  - were initially applied on too large scale
  - came at significant cost (fuel/time) without compensation for airspace users
- Increase in predictability compared to previous years allowed
  - reduced stress level in Ops room and decrease in sick reports
  - better handling of ATC delays
  - better planning of other delay mitigation measures
  - reduced efforts for other TUI businesses (e.g. ground transport in destinations, cruise ships)
- Improved tools:  
The refurbished AOWIR-tool allowed much better avoidance of congested areas



# The Partnering

- Partnership starts to deliver tangible results
  - involvement of airspace users from the start
    - example: “AO App” – the actual users defined requirements, workflows, etc.
- Respecting the needs of different AO business models and their individual challenges, e.g.
  - re-establishing the “Airport Position” to maximize capacities at small aerodromes with high demand in a cooperative way
  - taking aircraft capabilities and restrictions in AO networks into account during strategic planning (e.g. eNM measures)
- cooperation between all stakeholders to bring the network back to a satisfactory performance
  - the “spirit” has definitely changed, especially since the disastrous summer of 2017
  - still a long way to go together, but “operations” cannot solve this without political will



Thank you very much.

For further questions:

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