



Atlantic Conference on Eyjafjallajökull and Aviation

**First Session – What Happened and What Needs to
Be Done?**

The Association Of European Airlines



AEA member airlines' brands give **credibility** and **weight** to the Association...



AEA leverages this weight and gives it back, **multiplied**, to each individual member.

35 member airlines

340 million passengers

11,200 flights a day

630 destinations in 160 countries

5.5 million tonnes of cargo

383,000 employees

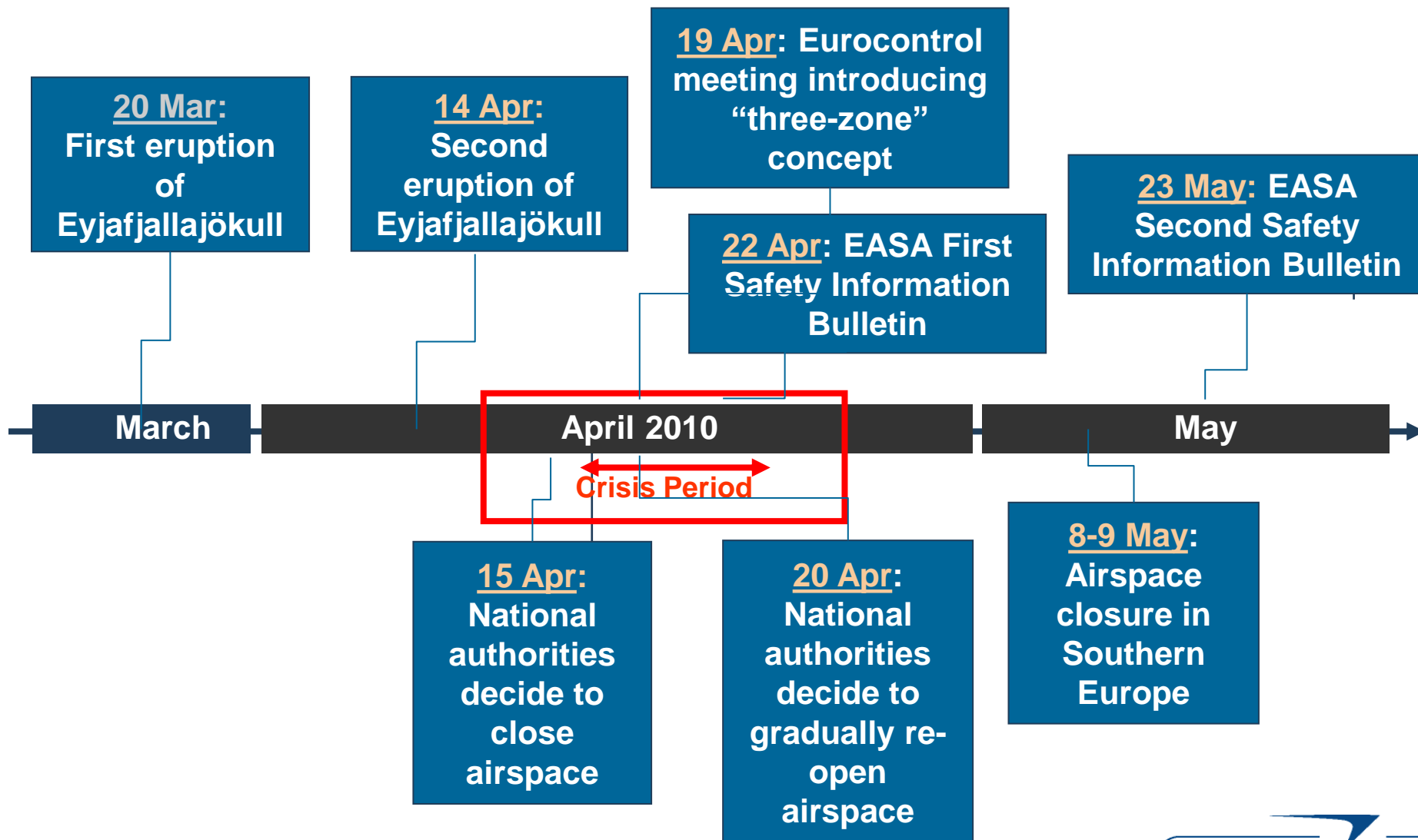
Total turnover of €70 billion



Practically All European Airspace Was Closed



Timeline: the Overview



What Actually Happened During the Crisis Period?

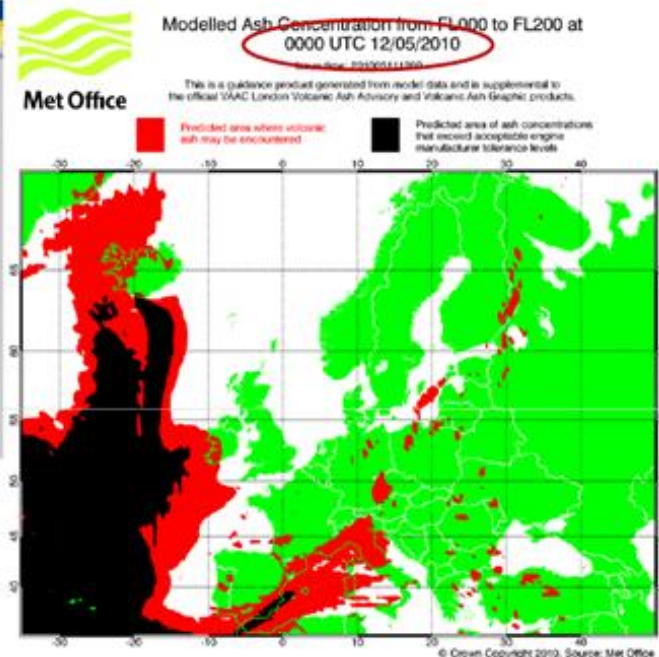
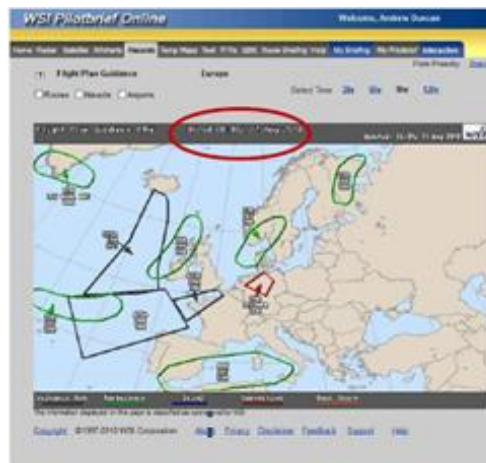


- The **Icelandic Met service** monitored the volcanic activity of the Mount Eyjafjallajökull, and provided data input to VAAC London
- The **London VAAC** produced advisories (*i.e.* maps) indicating the location of the ash cloud
- **Eurocontrol** circulated the charts to the national authorities
- **National authorities** took decisions to close air space based on the information provided by the London VAAC
- **Airlines** seriously questioned the accuracy of the data. Verification flights showed no boroscopic evidence of safety-relevant quantities of volcanic ash.

The London VAAC Used a Disputed Model...



- The forecasts were not confirmed by airlines' test flights
 - No test flights, operated by AEA carriers, revealed any safety concerns
- The forecasts were not confirmed by VAAC Toulouse
 - On 9th May, France opened its airspace based on data provided by the VAAC Toulouse, which differed from VAAC London's data
- The model was not supported by empirical data from WSI



The total and protracted closure of air space was disproportionate to the actual safety risk



- **Costly – very costly – to AEA Carriers**
- **Disruptive – very disruptive – to European businesses, economies and tourism and to all travelers**
- **The duration and extent of the air space closures were based upon computer simulations**
- **The crisis was followed by chaos, not crisis management control and command, and exposed weaknesses in the decision making process of governing bodies**

The Volcanic Ash Crisis Is Not Over



- It could happen again (and again) if we do not fix deficiencies

Past	Now	Future	
<i>Operational Crisis Stage</i>	<i>Status Quo</i>	<i>Political Fixes</i>	<i>Airline Compensation</i>
<ul style="list-style-type: none"> ▶ Governments abdicated responsibility to VAAC London ▶ Closure of airspace based on 'computer models', not enough real-time data ▶ Result: 'Political safety' exulted over aviation and consumer safety 	<ul style="list-style-type: none"> ▶ Data quality remains insufficient ▶ Differentiated zone approach pursued by ECTL and EASA very complex and different interpretations persist ▶ EACCC functional? 	<ul style="list-style-type: none"> ▶ Continued substance-based criticism of VAAC London ▶ ECTL Option 2 being pushed by industry, but not reality, no time plan for migration ▶ Crisis management network to be developed 	<ul style="list-style-type: none"> ▶ Airlines paid customers for effects of 'Act of God' ▶ and demand compensation for 'Acts of Government'

AEA's Proposed Alternatives Towards a 'New European Approach'



- **Promote better and more focused exchange of experience with non-European experts: volcanoes do not only erupt in Europe!**
- **Aircraft operators dispose of significant experience in risk management. Avoidance of ash-contaminated areas falls within this category;**
- **Aircraft operators need accurate scientific data and real-time information as basis for risk assessment;**
- **The decision-making process must be based upon a clear understanding of the roles of each player;**
- **In the short term, Europe needs functional crisis management cells; Structurally Europe needs a Single Sky!**



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**Eighth Session – Global Actions – Steps to be
Taken**

Volcanoes have, and can, erupt not only in Europe



- **Who remembers the eruption of Montserrat on 11th February 2010?**



- **Operators decided to cancel some flights, and to reroute some others.**
- **Airspace was divided into NFZ (over the cone and in the visible plume) and FZ**

Volcanic eruptions globally are matched by global expertise



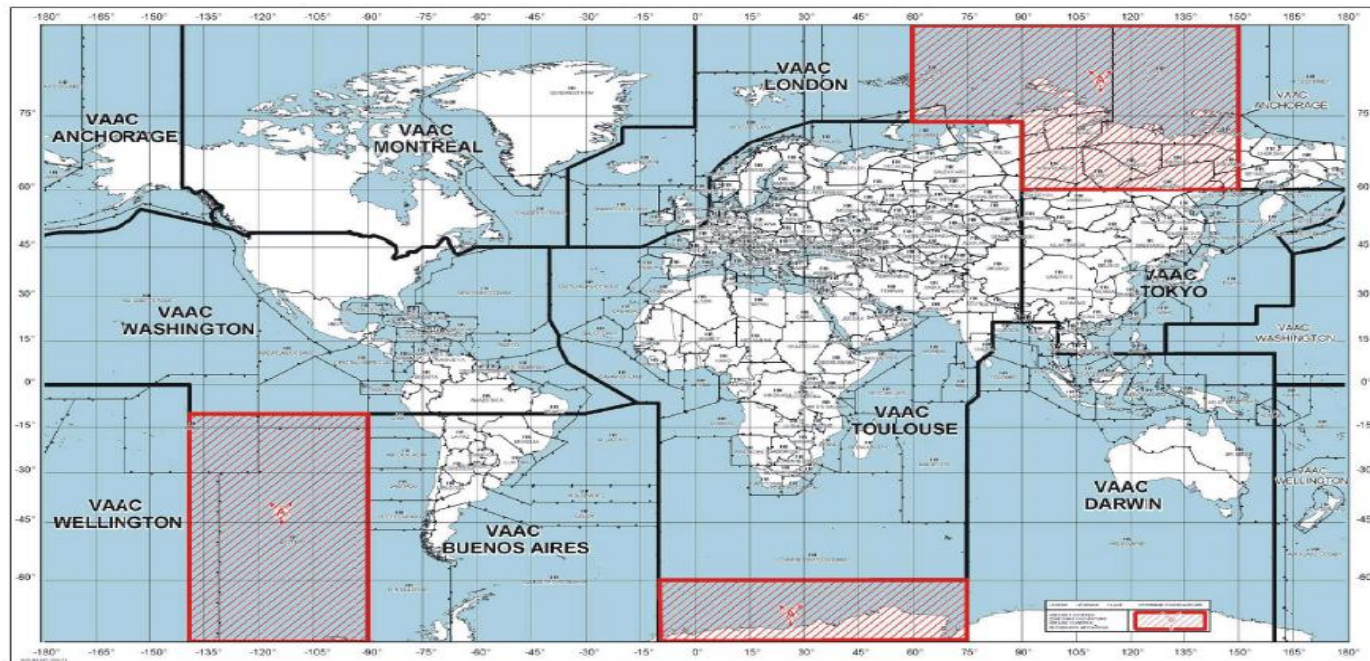
- **Global organisation to Coordinate consequence and harmonize execution**
- **Experience gained by FAA and ECTL shared**
- **Purpose: to establish benchmark/best practice and, if needs be, modify/clarify ICAO Contingency Plan and its implementation in the affected global regions**
- **Processes can best be optimized in close coordination between ICAO, IATA, manufacturers, safety agencies and regulators**



Improved data collection at source required!



- **VAAC depend upon 100% accurate information**
 - **Input:** Information from the local meteorological service (in the present case the Icelandic Met service)
 - **Output** Volcanic Ash Advisories VAACs and Volcanic Ash raphics VA s defining the location of the ash cloud
- **Accuracy at source, access to satellite imagery: vital!**



Steps to be taken globally? Accept aviation as a global business!



- **The confusion in Europe showed how crucial accurate data is – all over the world, airline pilots must have access to accurate data**
- **The chaos in Europe affected 10 million passengers and all international airlines. ICAO should ensure that a process is established which minimises confusion by clarifying the roles of the crisis managers.**
- **The strength and weakness of Europe is its diversity. But in times of crisis the process must be simple, clear, result oriented and risk based. A Single European Skies Network Manager should swiftly be established as catalyst for co-ordination.**
- **In the interests of the airlines and passengers, AEA calls for less post-crisis actionism and more focus on results!**