ATRASOS OPERACIONAIS NO TRANSPORTE AÉREO COMERCIAL

Conceito de atraso nos voos comerciais

O conceito de atraso não se encontra expressamente previsto em nenhum instrumento. A inexistência de definição de um conceito de atraso nos diplomas europeus ou nacionais contribui para a dificuldade de aplicação dos mesmos. O atraso corresponde a uma violação da pontualidade, a um desrespeito do horário inicialmente contratado entre as partes, verificando-se apenas na ocorrência de um desencontro entre a hora de chegada real e a hora prevista no contrato. "O setor aéreo comercial encontra-se em franca expansão, com novidades tecnológicas e novas rotas, a par da segurança e celeridade, a fomentarem a escolha deste meio de transporte pelos consumidores. O Direito tem um papel primordial para o controlo do mercado da aviação aérea, competindo-lhe resolver todas as questões relacionadas com o dito transporte e com o contrato de transporte. Nessa medida, os Estados ratificaram a Convenção de Varsóvia e, posteriormente, a Convenção de Montreal a fim de regular a responsabilidade do transportador aéreo e, consequentemente, proteger os interesses dos passageiros. A nível comunitário, a União Europeia criou o Regulamento (CE) n.º 261/2004 do Parlamento Europeu e do Conselho de 11 de fevereiro de 2004 com enfoque para a assistência e direitos dos passageiros. A combinação destes instrumentos é a fórmula para a concretização da responsabilização civil do transportador aéreo quando incumprido o contrato de transporte. Serão estes os diplomas a base do presente estudo para a análise do regime de responsabilidade civil do transportador aéreo em caso de recusa de embarque e de atraso dos voos." Direito Aéreo: Responsabilidade civil do Transportador Aéreo em caso de Atraso e Overbooking

Eurocontrol - Atrasos_2021

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1 https://www.eurocontrol.int/publication/all-causes-delay-and-cancellations-air-transport-europe-2021

Atrasos comerciais - Passageiros (PAX)

Serviços da assistência em escala Desembarque Embarque O atraso na aviação comercial não se

encontra expressamente previsto em nenhum instrumento regulador Ver DIREITOS DOS PASSAGEIROS

Atrasos operacionais - Ramp service

Serviços Descarregamento *unload aircraft* Carregamento *load aircraft*, Limpeza da aeronave *perform aircraft cleaning* Agua potável *aircraft water* Despejos *lavatory systems* Reboque da aeronave *Push back* Na fase de planeamento operacional do ground handling a gestão dos recursos é baseada nos horários divulgados (movimentos das companhias aéreas) na ocorrência de um desvio, quer seja atraso ou antecipação na chegada ou atraso na partida, pode evidenciar-se a indisponibilidade de recursos, na medida em que a sua necessidade não era visível na fase de planeamento. A empresa de assistência em escala (ground handling) pode não ter recursos disponíveis para novos e imprevistos horários, pondo em causa uma eficiente e segura assistência. FlightAware.com live flight delay and cancellation statistics FlightAware.com Official Aviation Guide, fornecedor líder de informações e análises digitais de voos para aeroportos, companhias aéreas e empresas de tecnologia de viagens. Official Aviation Guide

Atrasos operacionais - Imprevistos

Os horários programados de chegada ou partida estão sujeitos a uma série de imprevistos avaria das aeronaves condições atmosféricas adversas - Vento - Ventos fortes cruzados - Chuva - Intempérie - LVO - Low visibility operations problemas com a tripulação

Ferramenta de previsão dinâmica de atraso de voo

A Swissport, empresa de Ground Handling, implementa ferramenta de previsão dinâmica de atraso de voo. O algoritmo desenvolvido pela Finnish IT company Bluugo, aumenta a eficiência no desempenho da assistência em terra, detetando problemas que podem causar atrasos muito antes de uma aeronave descolar. Fluxos de dados para aumentar a precisão - tempo estimado de chegada (ETA, estimated time arrival) - alocação de pessoal e equipamentos - atrasos em turnaround - atrasos na partida

Códigos de atrasos IATA *Delay Codes*

	CODA CAUSE	Description	IATA Code
Primary Delay Causes	Airline	Passenger and Baggage	11-19
		Cargo and Mail	21-29
		Aircraft and Ramp Handling	31-39
		Technical and Aircraft Equipment	41-49
		Damage to Aircraft & EDP/Automated Equipment Failure	51-58
		Flight Operations and Crewing	61-69
		Other Airline Related Causes	Others
	Airport	ATFM due to Restriction at Destination Airport	83
		Airport Facilities	87
		Restrictions at Airport of Destination	88
		Restrictions at Airport of Departure	89
	En-Route	ATFM due to ATC En-Route Demand / Capacity	81
		ATFM due to ATC Staff / Equipment En-Route	82
	Governmental	Security and Immigration	85-86
	Weather	Weather (other than ATFM)	71-79
		ATFM due to Weather at Destination	84
	Miscellaneous	Miscellaneous	98-99
	Reactionary	Late Arrival of Aircraft, Crew, Passengers or Load	91-96

Standard IATA Delay Codes (AHM730) **Others**

00-05 AIRLINE INTERNAL CODES 06 (OA) NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY 09 (SG) SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

Passenger and Baggage

11 (PD) LATE CHECK-IN, acceptance after deadline 12 (PL) LATE CHECK-IN, congestions in check-in

area 13 (PE) CHECK-IN ERROR, passenger and baggage 14 (PO) OVERSALES, booking errors 15 (PH) BOARDING, discrepancies and paging, missing checked-in passenger 16 (PS) COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items 17 (PC) CATERING ORDER, late or incorrect order given to supplier 18 (PB) BAGGAGE PROCESSING, sorting etc. 19 (PW) REDUCED MOBILITY, boarding / deboarding of passengers with reduced mobility.

Cargo and Mail

21 (CD) DOCUMENTATION, errors etc. 22 (CP) LATE POSITIONING 23 (CC) LATE ACCEPTANCE 24 (CI) INADEQUATE PACKING 25 (CO) OVERSALES, booking errors 26 (CU) LATE PREPARATION IN WAREHOUSE 27 (CE) DOCUMENTATION, PACKING etc (Mail Only) 28 (CL) LATE POSITIONING (Mail Only) 29 (CA) LATE ACCEPTANCE (Mail Only)

Aircraft and Ramp Handling

31 (GD) AIRCRAFT DOCUMENTATION LATE/INACCURATE, weight and balance, general declaration, pax manifest, etc. 32 (GL) LOADING/UNLOADING, bulky, special load, cabin load, lack of loading staff 33 (GE) LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff 34 (GS) SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps 35 (GC) AIRCRAFT CLEANING 36 (GF) FUELLING/DEFUELLING, fuel supplier 37 (GB) CATERING, late delivery or loading 38 (GU) ULD, lack of or serviceability 39 (GT) TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, e.g. pushback

Technical and Aircraft Equipment

41 (TD) AIRCRAFT DEFECTS. 42 (TM) SCHEDULED MAINTENANCE, late release. 43 (TN) NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule. 44 (TS) SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown. 45 (TA) AOG SPARES, to be carried to another station. 46 (TC) AIRCRAFT CHANGE, for technical reasons. 47 (TL) STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons. 48 (TV) SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS.

Damage to Aircraft

51 (DF) DAMAGE DURING FLIGHT OPERATIONS, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing 52 (DG) DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions 55 (ED) DEPARTURE CONTROL 56 (EC) CARGO PREPARATION/DOCUMENTATION 57 (EF) FLIGHT PLANS 58 (EO) OTHER AUTOMATED SYSTEM Digest - Delays to Air Transport in Europe

Flight Operations and Crewing

61 (FP) FLIGHT PLAN, late completion or change of, flight documentation 62 (FF) OPERATIONAL REQUIREMENTS, fuel, load alteration 63 (FT) LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or entire crew) 64 (FS) FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc. 65 (FR) FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements 66 (FL) LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby 67 (FC) CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc. 68 (FA) CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements 69 (FB) CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary

Weather

71 (WO) DEPARTURE STATION 72 (WT) DESTINATION STATION 73 (WR) EN ROUTE OR ALTERNATE 75 (WI) DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment 76 (WS) REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT 77 (WG) GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

ATFM AIRPORT GOVERNMENTAL AUTHORITIES

AIR TRAFFIC FLOW MANAGEMENT RESTRICTIONS 81 (AT) ATFM due to ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems 82 (AX) ATFM due to ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area 83 (AE) ATFM due to RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights 84 (AW) ATFM due to WEATHER AT DESTINATION AIRPORT AND GOVERNMENTAL AUTHORITIES 85 (AS) MANDATORY SECURITY 86 (AG) IMMIGRATION, CUSTOMS, HEALTH 87 (AF) AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc. 88 (AD) RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights 89 (AM) RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather1, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

Reactionary

91 (RL) LOAD CONNECTION, awaiting load from another flight 92 (RT) THROUGH CHECK-IN ERROR, passenger and baggage 93 (RA) AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector 94 (RS) CABIN CREW ROTATION, awaiting cabin crew from another flight 95 (RC) CREW ROTATION, awaiting crew from another flight (flight deck or entire crew) 96 (RO) OPERATIONS CONTROL, re-routing, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous

97 (MI) INDUSTRIAL ACTION WITH OWN AIRLINE 98 (MO) INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding ATS 99 (MX) OTHER REASON, not matching any code above

Standard IATA Delay Sub-Codes (AHM731) WEATHER: EN ROUTE OR ALTERNATE

73 (WR) WEATHER: EN ROUTE OR ALTERNATE Z OUTSIDE AIRCRAFT LIMITS Y OUTSIDE CREW LIMITS X ETOPS

ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY

81 (AT) ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems Z ATC ROUTEINGS Y HIGH DEMAND OR CAPACITY

ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE

82 (AX) ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or shortage or equipment failure, extraordinary demand due to capacity reduction in neighbouring area Z INDUSTRIAL ACTION Y EQUIPMENT FAILURE X STAFF SHORTAGE W MILITARY ACTIVITY V SPECIAL EVENT

ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT

83 (AE) ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights Z HIGH DEMAND / ATC CAPACITY Y INDUSTRIAL ACTION X EQUIPMENT FAILURE W STAFF SHORTAGE V ACCIDENT / INCIDENT U MILITARY ACTIVITY T SPECIAL EVENT S NOISE ABATEMENT/NIGHT CURFEW R OTHER

AIRPORT FACILITIES

87 (AF) AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc. Z LACK OF PARKING STANDS Y RAMP CONGESTION X LIGHTING OR BUILDINGS W GATE LIMITATION / NO GATE AVAILABLE V BAGGAGE SORTING SYSTEM DOWN / SLOW U NO PUSH BACK CLEARANCE DUE TO INFRASTRUCTURE T JET BRIDGE INOPERATIVE S LACK OF CHECK IN COUNTERS R ELECTRICAL SYSTEM FAILURE P PASSENGER TRANSPORT SYSTEM FAILURE N PUBLIC ADDRESS/FLIGHT INFORMATION

DISPLAY SYSTEM FAILURE M INSUFFICIENT FIRE COVER L GROUND COMMUNICATION SYSTEM FAILURE K NO PUSH BACK CLEARANCE DUE TO CONSTRUCTION J BREAKDOWN OF AIRPORT FUELLING SYSTEM H LATE OR LACK OF FOLLOW ME FOR PUSH-BACK G ANY OF THE ABOVE AT THE DESTINATION AIRPORT

RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS

89 (AM) RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather. Z ATC CAPACITY Y ATC INDUSTRIAL ACTION X ATC STAFFING W ATC EQUIPMENT V ATC ACCIDENT/INCIDENT U ATC DUE TO DE-ICING T ATC SPECIAL EVENT S ATC WEATHER R ATC RESTRICTIONS DUE TO CURFEW P ATC POLITICAL UNREST N ATC ENVIRONMENTAL M AIRPORT CLOSURE L RUNWAY CLOSURE K START-UP/PUSHBACK CLEARENCE DELAY (LOCAL ATC) J LOST FLIGHT PLAN BY ATC H CONSTRUCTION WORK/MAINTENENCE G OTHER

AIRCRAFT ROTATION

93 (RA) AIRCRAFT ROTATION, late arrival of aircraft from another flight Z LATE ARRIVAL DUE DEPARTURE DELAY AT PREVIOUS STATION Y LATE ARRIVAL DUE ENROUTE DELAY X LATE ARRIVAL DUE DELAY AFTER LANDING W LATE ARRIVAL DUE TO HIGH DEMAND FOR DESTINATION STATION V LATE ARRIVAL DUE TO WEATHER AT DESTINATION U LATE ARRIVAL DUE TO TECHNICAL REASONS