Airline SSP 2021

Airline Update

Reconnecting the Americas: Copa's post-Covid challenges and successes

Online
17 – 19 May 2021

Planning Intelligence
Copa Airlines

Presented by: Arturo M. Ford
Planning Intelligence Analyst

Copyright © 2021 by Copa Airlines. Published by AGIFORS with permission.

AGIFORS
Airline Group of the International Federation of Operational Research Societies

Overview

IATA / ICAO airline codes:	CM/CMP
Annual revenues (currency):	185.7 MM (Q1 2021) – 672.2 MM (Q1 2019)
Number of daily flights:	137 daily (Q1 2021) – 370 daily (Q1 2019)
Primary route structure / business model:	Legacy, single-hub carrier connecting North, Central, South America and the Caribbean
Number of hub / base airports and locations:	Single hub: Panama City, Panama (PTY)
Aircraft inventory and types (number of aircraft):	Aircraft deployed: 62 737-800, 13 737-MAX9 Aircraft on order: 47 737-MAX Aircraft phased out recently: 14 Embraer E190, 14 737-700
Year over year capacity change	-61.3% Q1 2021 vs. Q1 2019
Announced new routes/new markets:	9 Markets resuming operations in June

CopaAirlines

Overall network – destinations served

Pre-Covid:

80 destinations in 33 countries throughout the Americas

As of May 2021:

50/80 (63%) markets reintegrated to network

Network Changes / New Destinations

- To resume operations on June 2021:
  - Belize
  - Curacao
  - Montego Bay, Jamaica
  - Nassau, Bahamas
  - Bucaramanga, Colombia
  - Monterrey, Mexico
  - Chicago, Illinois, USA
  - Tampa, Florida, USA
  - Boston, Massachusetts, USA

This will increase our standing to 59/80 (74%) of Pre-Covid markets

amadeus Lufthansa Systems ZULU AIRLINE SYSTEMS AGIFORS

wingo

- A Copa Holdings subsidiary based in Bogotá, Colombia
- Began operations in December 2016
- Point-to-point, low-cost carrier
- 20 Destinations in 12 countries
- Fleet: 6 737-800s

The 2020 Challenge

Ground time: ~5 Months

Main Challenges:

- The need to design a network without fully knowing demand, fares, capacity or gov't restrictions.
- Reactive decision-making process became a necessary norm at first
- Traditional demand-measuring methods became untrusted as most in-house analytics systems broke down.
- Passenger disruption increased significantly.
- Forced to make decisions closer to departure date meant stronger ripple effects throughout commercial and operational departments.
- Copa's cooperation with other airlines became severely strained as connectivity could not be guaranteed.

La aerolínea se vio afectada por las restricciones impuesta por varios países que frenaron el ingreso de extranjeros a sus territorios como Colombia, Perú, Panamá, Venezuela, entre otros, lo que mermó el flujo de pasajeros. Román Dibulet.

AVIACIÓN

Copa Holdings reducirá sus operaciones en un 80% tras crisis del coronavirus

Yolanda Sandoval · Hace 1 año

Copa Holdings –que opera las aerolíneas Copa Airlines y Wingo, espera reducir el 80% de sus operaciones para el mes de abril, debido a las restricciones que se han impuesto en la región para evitar el ingreso de extranjeros a raíz de la epidemia del coronavirus.

Es la primera vez en 31 años que Copa suspende operaciones. Tomada de internet

VUELOS HUMANITARIOS

Aterrizó en Tocumen el último avión de Copa Airlines que viajó a Argentina

Alex E. Hernández · Hace 1 año

El último de los tres aviones de Copa Airlines que se utilizaron para trasladar a 300 argentinos varados en el Aeropuerto Internacional de Tocumen regresó esta noche al país.

Movimiento de aviones de Copa Airlines en la terminal aérea de Tocumen. Román Dibulet

Copa Airlines suspende sus operaciones por un mes, a partir de las 11:59 p.m. del 22 de marzo

Wilfredo Jordán · Hace 1 año

Copa Airlines suspenderá temporalmente la totalidad de sus operaciones, a partir del próximo domingo 22 de marzo, a las 11:59 p.m., y hasta el 21 de abril.

En el Aeropuerto Internacional de Tocumen operan 21 líneas comerciales. Debido al cierre del aeropuerto hasta el 21 de abril, Copa Airlines tiene sus aviones estacionados. Archivo

AVIACIÓN

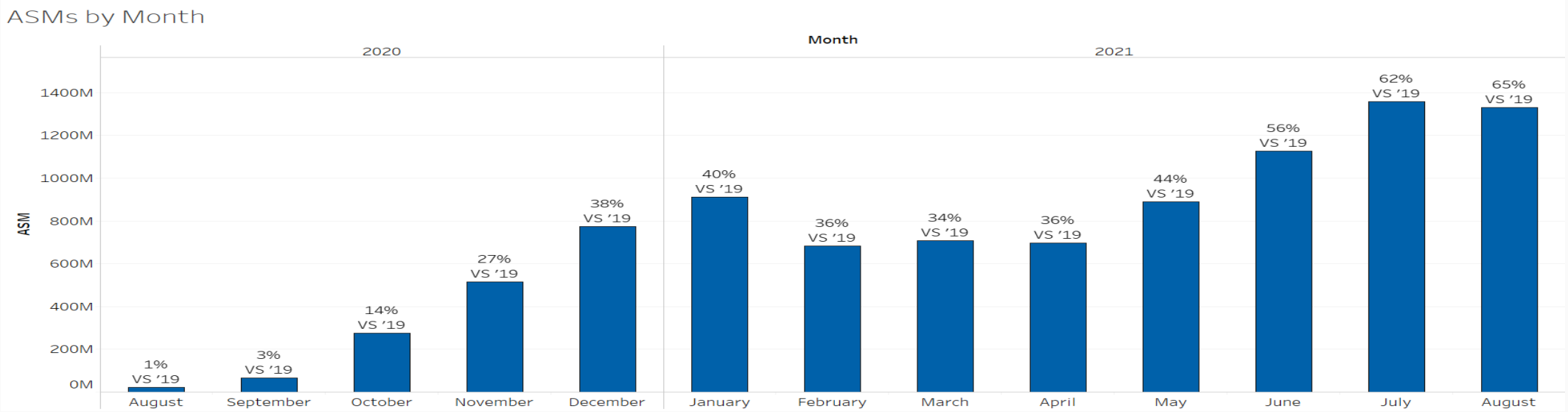
Copa estima caída de 70% en ingresos por coronavirus

Alex E. Hernández V. · Hace 1 año

La Asociación Internacional de Transporte Aéreo (IATA) confirmó que la crisis provocada por la pandemia de coronavirus (Covid-19) es la más profunda en la historia de la aviación.

Rising from the ashes

- Operations resuming at a steady – yet cautious – pace.
- Decision-making based on reaction has been replaced with enhanced communication between areas and timely execution of necessary changes.
- Focus of Business Intelligence areas has shifted into analyzing variables that are more affected by the crisis.
- Adaptability and flexibility in daily processes is expected.
- As time goes by, planning emphasis gradually moves from short-term to middle-term



Forward Outlook

- New hub terminal
- New MAX9 aircraft coming throughout the next few years
- Demand outlook cautiously optimistic, not out of the woods yet
- All markets expected to be reinstated by 2022, with few exceptions

- Planning Intel Initiatives:
  - Cost Calculator
  - Forecasting System
  - Health Check Dashboards