**Meta CDM**

**Multimodal, Efficient Transportation in Airports and Collaborative Decision Making**

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The project META-CDM (Multimodal, Efficient Transportation in Airports – Collaborative Decision Making) aims to define the future of CDM at airports – a future where CDM techniques can even more than today be used to support resilience from crisis situations, and where the passenger becomes the centre of attention. The project has now been running for a year and project reports and early results are just starting to become available.

## *The First MetaCDM Workshop*

As the first project milestone, a workshop was held at Heathrow Airport on 15 and 16 January 2013. It was the first META-CDM workshop of a series of three. The major objective of this workshop was to share knowledge of current airside and landside CDM initiatives and systems in (and outside of) Europe to help identifying their current strengths and weaknesses to support resilience from crisis situations and regarding the consideration of passenger needs. A particular focus was set on the comparison of the latest achievement in research & development (R&D) and the operational requirements in these domains.

The positive feedbacks from the workshop attendees helped to identify in particular the following important topics that the project has to address:

- Accessibility of passenger information during crisis events: There is a need to explore how airports could improve working with stakeholders to solve problems by moving towards greater 'informed autonomy' that might allow for more dynamic responses and prevent the passenger experiencing excessive delays and causing congestions in airport terminals;

- Information sharing and decision making between stakeholders: Best practice airports are considered to be those where the crisis command and control structures give priority to information sharing, with coordination through a single point (the airport) and face-to-face meetings;

- Passenger centric key performance indicators: Existing performance indicators often focus on airports and airlines rather than passengers. One issue here is combining a measure of the subjective customer satisfaction with objective measures of service.;

  A full report on the workshop is available from the MetaCDM website (www.meta-cdm,org).

## Literature Review on Crisis Management, CDM and the passenger experience

The final report of MetaCDM work package 1 has recently been completed.. This review concentrates on information gathering on the state of the art in CDM, disruptive events and passenger response from literature and other publicly available information sources. It is shown that concepts and prototype solutions exist which aim to better integrate landside processes and passengers into CDM and to measure passenger satisfaction based on suitable Key Performance Indicators (KPI). The challenge then is to integrate the management of crisis situations into these frameworks, which will be further investigated in the coming months as part of the MetaCDM airport interview and concept development phases. The report also summarizes lessons that can be learnt from historical disruptive events, how they were dealt with, and what recommendations were made for future practice afterwards. For example, several reports recommended that airports which made earlier decisions about cancellations were able to recover from disruption more rapidly.  Finally, in order to take better account of passenger needs, the report identifies performance indicators for passenger satisfaction which could be adapted for use in the project.. The report will be made available shortly from the MetaCDm website (www.meta-cdm.org).

## Upcoming Steps

Thus far MetaCDM has concentrated on information available from the existing literature. However, any concept to reduce the impact of disruption on passengers needs to be practically implementable. Therefore the next stage of the project consists of interviewing airport and other stakeholders to get a more detailed look into practical experiences and current procedures. This process has already begun, and will continue over the coming weeks and months, with face-to-face interviews supported by online questionnaires,  The airports chosen for detailed investigation are those which have experience of at least one type of major disruption (preferably multiple types) and which have implemented or may be considering implementing CDM. The objective to gather information from airports with a wide range of conditions – for example, capacity-limited hub and spoke airports, different airports serving the same city and airports with different levels of ground transport connections – this ensures that solutions developed in MetaCDM can be felt to be robust under a wide range of conditions. The results of these interviews will be presented during the second META-CDM workshop which will occur in autumn 2013 in Germany.