

2nd META-CDM Workshop - Agenda

Thomas Günther (Barco Orthogon)

META-CDM Workshop

12th November 2013



Multimodal, Efficient Transportation in Airports
and Collaborative Decision Making



2nd META-CDM Workshop – Agenda (1)

Session 1: Welcome & Introduction

09:00	10:00	Registration & Welcome Coffee	
10:00	10:15	Welcome (Introduction/Agenda)	Laplace, Guenther (ENAC, Barco)
10:15	10:35	META-CDM introduction & objectives	Guenther (Barco Orthogon)

Session 2: Irregularity management at Frankfurt Airport

10:35	11:05	Irregularity management at Frankfurt Airport	Wasow (Fraport) / Weil (Lufthansa)
11:05	11:25	Discussion	
11:25	11:45	Coffee Break	
11:45	13:00	Visit to the Hub Control Center (HCC) at Frankfurt Airport	Klempert / Weil (Lufthansa)
13:00	14:00	Lunch Break	

Session 3 Contributions of multimodality

14:00	14:20	Multimodality at Frankfurt Airport	Pfragner (Fraport AG)
14:20	14:40	MODAIR project	Perelgritz (EADS Innovation Works)
14:40	15:00	Discussion	
15:00	15:15	Coffee Break	

2nd META-CDM Workshop – Agenda (2)

Session 4: Disruptive events and resilience of Airports - Past experiences

15:15	15:35	CDM state of the art and review of past disruptive events	Dray (Cambridge University)
15:35	15:55	Preliminary results from the META-CDM interviews and surveys	Gardner/Dray (Cambridge University)
15:55	16:15	The operations of disease control at large hub airports	Feron (ENAC)
16:15	16:30	Coffee Break	

Session 5: Information sharing and decision making between stakeholders

16:30	16:50	Resilience of airports - Information sharing and decision making between stakeholders	Laplace (ENAC)
16:50	17:10	Future CDM concepts - Airport performance monitoring & improvements in case of disruptive events	Guenther (Barco Orthogon)
17:10	18:00	Round table discussion - Resilience of airports and future CDM concepts	
19:00		Dinner	

2nd META-CDM Workshop – Agenda (3)

Wednesday, November 13th

Session 6: Passenger expectations and solutions to improve passenger satisfaction

09:00	09:30	Welcome Coffee	
09:30	09:50	Passenger expectations	Perelgritz (EADS Innovation Works)
09:50	10:10	TU Dresden research aiming at CDM output improvements - Passenger expectations vs. handling processes	Oreschko (Dresden University)
10:10	10:30	Information sharing with passengers - Enabler for passenger satisfaction in case of disruptive events ?	Spies (Barco Orthogon)
10:30	10:45	Coffee Break	
10:45	11:05	The passenger in focus of multimodal airport management	Claßen (DLR - German Aerospace Center)
11:05	12:00	Round table discussion - Improved passenger satisfaction in case of disruptive events	
12:00	13:00	Lunch	

META-CDM Introduction & Objectives

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Passenger rights campaign (EC)

- European Commission pushes to increase passenger rights, which affects airline and airport operations
- Based on experiences from volcano ash and winter disruptions, further initiatives are foreseen to strengthen passenger rights in case of disruptive events

http://ec.europa.eu/transport/themes/passengers/campaign/campaign2013_en.htm



DENIED BOARDING? FLIGHT CANCELLED OR LONG DELAY?
Airlines have a legal obligation to inform you about

Your passenger rights at hand

YOUR RIGHTS
and where to complain



GENERAL PASSENGER RIGHTS

NON-DISCRIMINATION
You are protected against discrimination notably based on nationality, residence or disability when buying tickets and traveling.

REDUCED MOBILITY
If you're disabled or have reduced mobility, within the scope of the EU rules, you have the right to be assisted at no additional cost at all EU airports including when embarking, disembarking and when on board. Make sure you notify the airline of your needs at least 48 hours before departure. Essential information should be accessible to you.

INFORMATION
Airlines and their agents need to inform you of the ticket price before departure and about your rights at appropriate stages of your journey. You must be informed in advance of your travel which airline is planned to operate your flight. Unsafe airlines are banned from operating within, to, and from the EU.

LIABILITY
Airlines can be held liable for injury or death as the result of an accident or, subject to certain criteria, for loss or damage to baggage (including mobility equipment).

PACKAGE HOLIDAYS
Package tour operators must give accurate information on the holiday booked, comply with contractual obligations and protect passengers in case of the organizer's insolvency.

DENIED BOARDING? FLIGHT CANCELLED OR LONG DELAY?

ASSISTANCE
While waiting to continue your trip, you may have the right to meals and refreshments, access to communication, accommodation (if necessary) and transportation to and from the accommodation. Some restrictions to this right may apply. The airline will have no further obligation to provide assistance once you accept a refund of the ticket, a rebooking at a later date, or if, in the case of voluntary denied boarding, you accept some other benefits.

RENOUNCE TRAVELLING
You have the right to a refund of your ticket if you decide not to travel and, if necessary, a return flight free of charge to the first point of departure at the earliest opportunity. The option of reimbursement shall be available in case of delay at departure of at least five hours.

REROUTING
You have the right to be rerouted to your final destination shown on your ticket at the earliest opportunity under comparable transport conditions or rebooking at a later date if that is more convenient for you. The right to rerouting and rebooking is not applicable to long delays.

COMPENSATION
You may have the right to compensation of between €125 and €600 depending on the distance of your flight and the delay in arrival to your final destination. Restrictions to this right do, however, apply. No compensation is due where your flight was cancelled more than two weeks before departure and you are offered rerouting within certain time frames, your delay in arriving to your final destination is less than three hours or the cancellation or delay is due to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Visit the website at ec.europa.eu/passenger-rights, download the passenger rights map or call Europe Direct on 00 800 6 7 8 9 10 11*
*Certain telephone operators may charge for access to 00 800 numbers

Please note: prior to 1st Oct 2013, you should always familiarise yourself with our library, check-in times and the airline's terms and conditions. The poster is for information purposes only. Any legal claim or action taken in the event of a dispute should be based solely on the legal texts concerned. These may be found in the Official Journal of the European Union. Published by: European Commission, Directorate-General for Aviation and Transport, 10 2013 02 0000.

Mobility and Transport

IATA Statement (Tony Tyler at the World Passenger Symposium in Dublin)

- “We are an industry that relies on satisfying our customers. [...] But writing new passenger rights regulations that impose prescriptive solutions on airlines without adding value to the travel experience is not the right way.
- Already some 60 countries have passenger rights requirements and several more are considering imposing them, creating a patchwork quilt of confusing and conflicting regulations that limit airline flexibility in addressing disruptions.
- Value comes from global standards that foster coordination and consistency.”

<http://www.iata.org/pressroom/speeches/Pages/2013-10-29-01.aspx>

META-CDM Motivation

How can in case of *disruptive events* both passenger satisfaction and cost effectiveness of airport/airline operations be improved?

What *further R&D* is needed in this domain to effectively support future operations?

Can regulations strengthen *passenger friendly* airports/airlines (without negatively affecting aviation industry)?

META-CDM Objectives

- The META-CDM project aims to extend the success of CDM to the management of disruptive events
- Passenger-centric approach
- Examining how linkages between airside and landside CDM and other transport modes could limit the impact of severe disruption

META-CDM Key Topics

Key Topic 1: IMPROVEMENT OF PASSENGER SATISFACTION

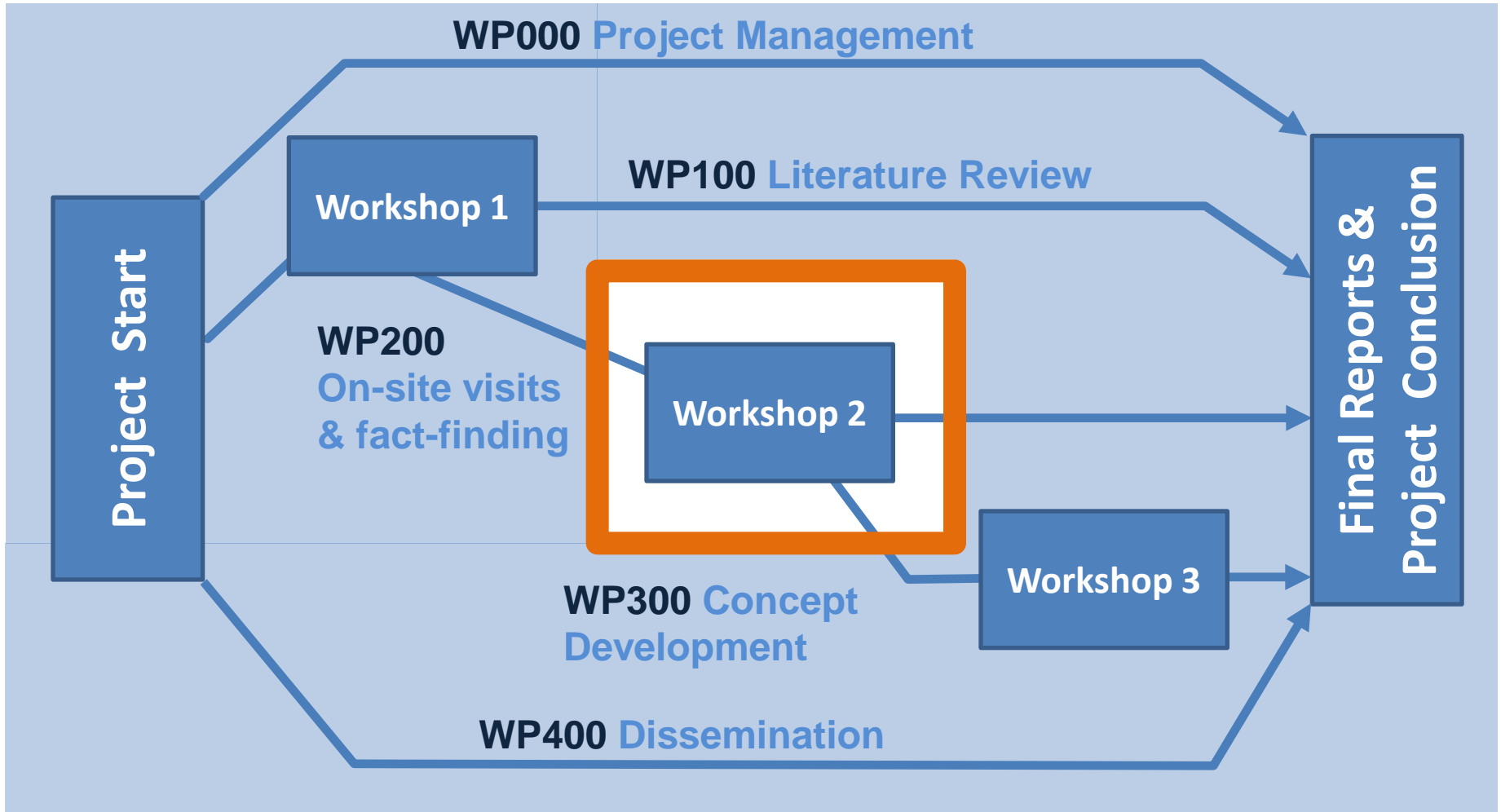
Passenger expectations	What indicators are used to describe passenger satisfaction? How can these indicators be measured?
Solutions to improve passenger satisfaction	What procedures and systems contribute to passenger satisfaction? How does Airport CDM support passenger satisfaction?
Airport performance monitoring	What interdependencies exist with the overall airport performance? How can airport performance be monitored and predicted?
Information sharing with passengers	What information is (will in the future be) shared with passengers? What mediums are used to share information with passengers?

META-CDM Key Topics

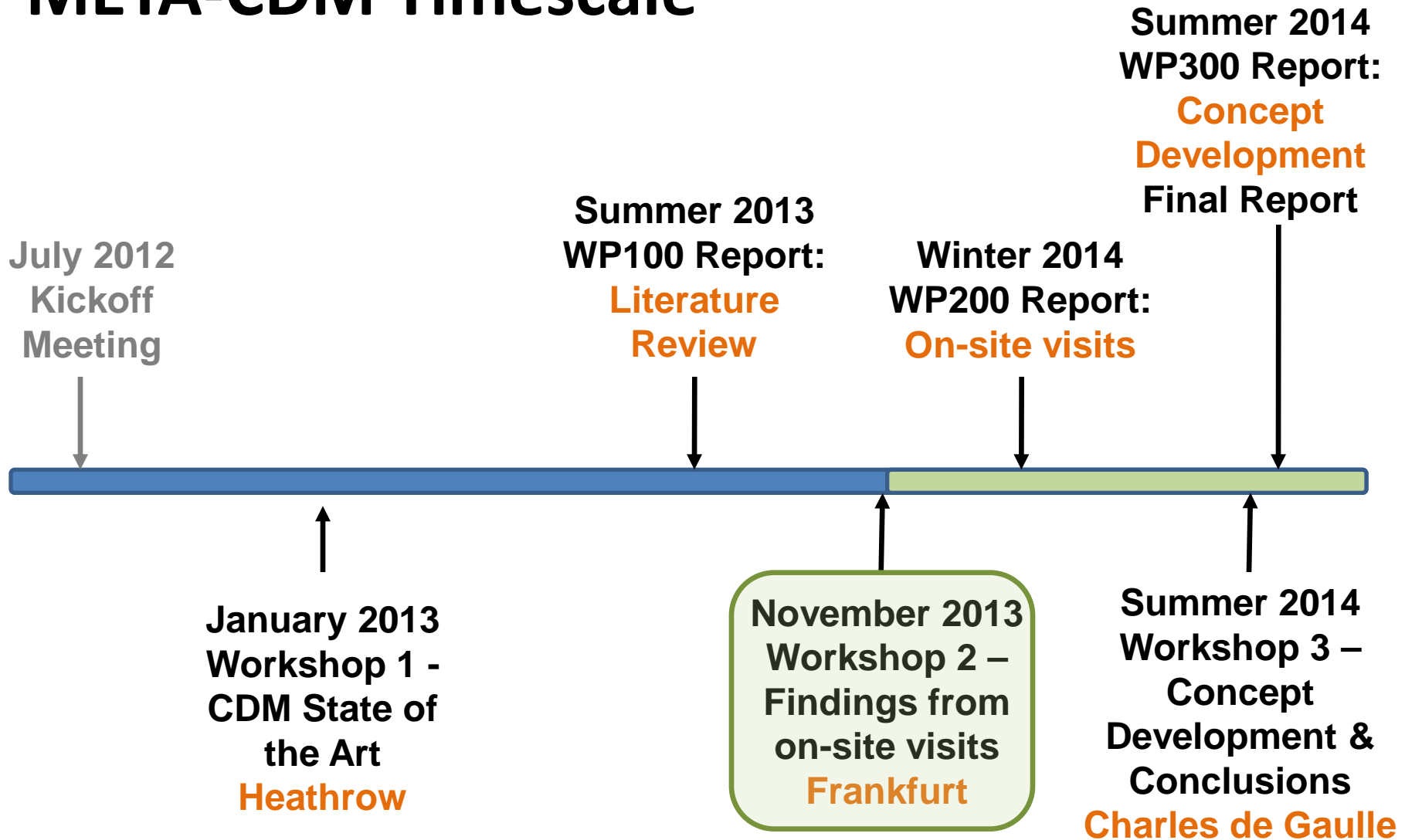
Key Topic 2: RESILIENCE AGAINST DISRUPTIVE EVENTS

Contingency & continuity planning	What are major risks that cause disruption in your operations? What are key components in the contingency and continuity planning?
CDM in case of disruptive events	How do you predict and assess the network impact of disruption? What are key success factors in CDM processes to support resilience?
Information sharing with passengers	How do you communicate disruptive effects with passengers? Which information provided by passengers supports your operations?
Multimodality contributions	How can multimodality support resilience from disruptive events? How do you coordinate with alternative transport organizations?

META-CDM Project Structure



META-CDM Timescale



www.meta-cdm.org