MetaCDM Surveys

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MetaCDM workshop 2

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UNIVERSITY OF CAMBRIDGE

Meta CDM
Multimodal, Efficient Transportation in Airports and Collaborative Decision Making

COOPERATION

MetaCDM Surveys

- Not an integral part of the project, but a useful way to get more data then from interviews alone

- Two surveys so far

  - Workshop 1 survey on questions arising during WP1

  - Ongoing survey on airport disruption plans (**https://www.surveymonkey.com/s/MetaCDM_Airports_Survey**)

Workshop 1 Survey – some results (1)

- Extreme weather was highlighted by participants as the most important source of disruption
  - Several noted that this interacts with airport capacity limits – airports close to capacity cannot recover as easily
  - Climate change and more airports operating close to capacity were mentioned as future problems
- Current system bottlenecks and process deficiencies in crisis management mentioned included:
  - Lack of or poor information sharing and collaboration
  - Institutional barriers (e.g. a reluctance to use the latest technologies)
  - Existing infrastructure
  - Lack of passenger data collection (e.g. knowing passenger location)

Workshop 1 Survey – some results (2)

- What are the challenges to increasing multimodality in crisis management?
  - Most respondents (11/13 answering this question) agreed increasing use of other modes was worthwhile
  - Challenges highlighted included passenger acceptability, getting information to passengers, co-ordinating with ground transport and acceptability to transport providers
- What ideas, concepts and technologies should we investigate?
  - Many concepts discussed, including TAMs, real-time data collection and distribution, ITS, passenger data provision and/or tracking via mobile phones
- What KPIs are missing to measure the passenger experience?
  - Door-to-door journey metrics, passenger costs and weighting delays by perception were discussed