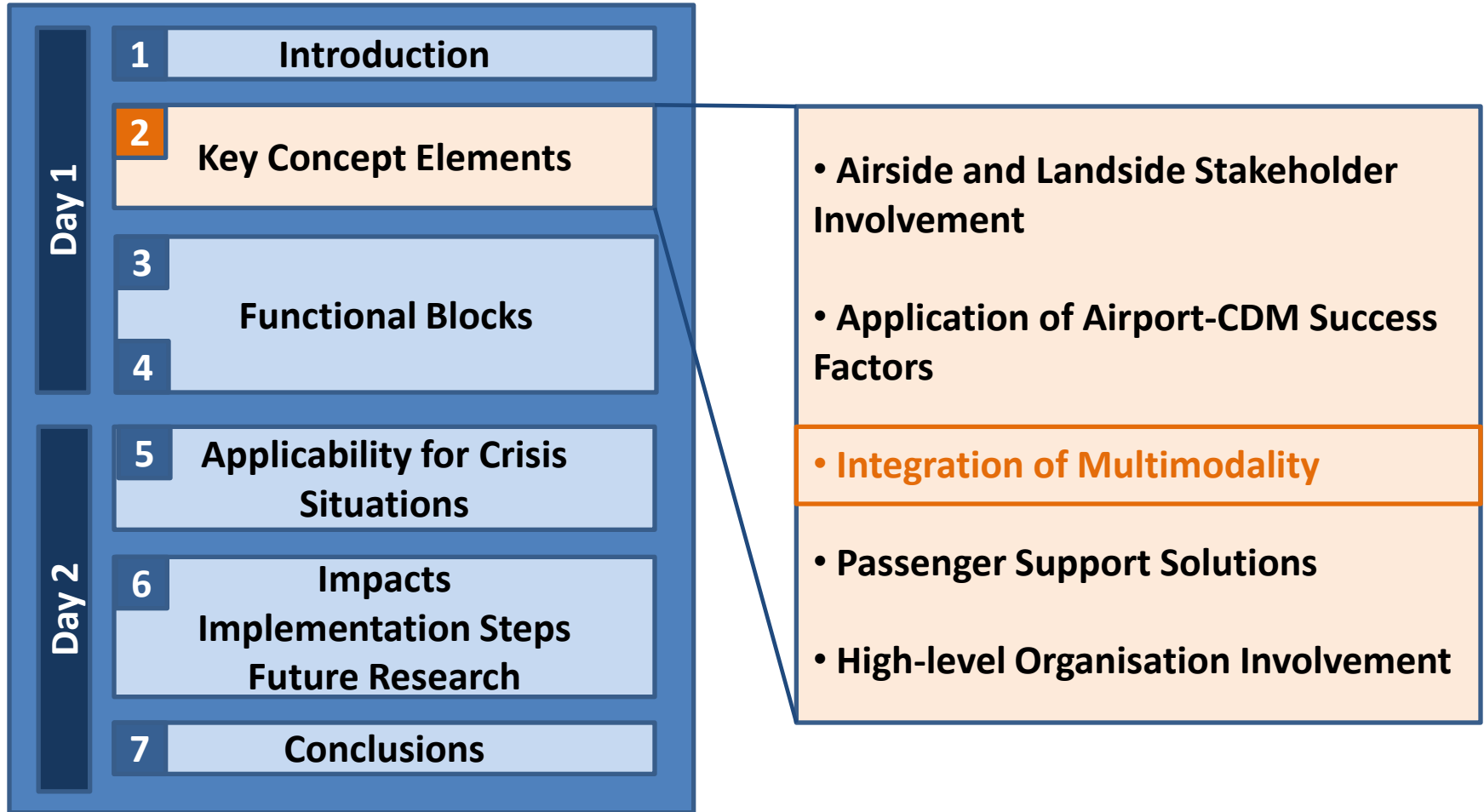


# Airside and Landside Stakeholder Involvement

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MetaCDM workshop 3  
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# Workshop and MetaCDM concept structure



# Contents

- Baseline for a new concept
- MetaCDM concept prerequisites
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- Summary

# Starting point for a new concept (1)

- Limited buy-in to the need to engage widely or the benefits of doing so
- Huge difference in levels of systemic awareness: better airside, poorer landside
- Most connectivity applies up or down one level where interface applies
- Lack of data and systems compatibility and of trust (sharing information) makes progress slow
- It is a human system: how to move to more automation (essential for a larger network)

# Starting point for a new concept (2)

- Differing perceptions of priority and precedence frustrates good communication
- Nervousness: more regulation = more cost
- Size matters: smaller airports without critical operational constraints not resourced to handle MetaCDM approach
- Contingency planning and training more a response to a mandatory requirements and less a integral part of resilience

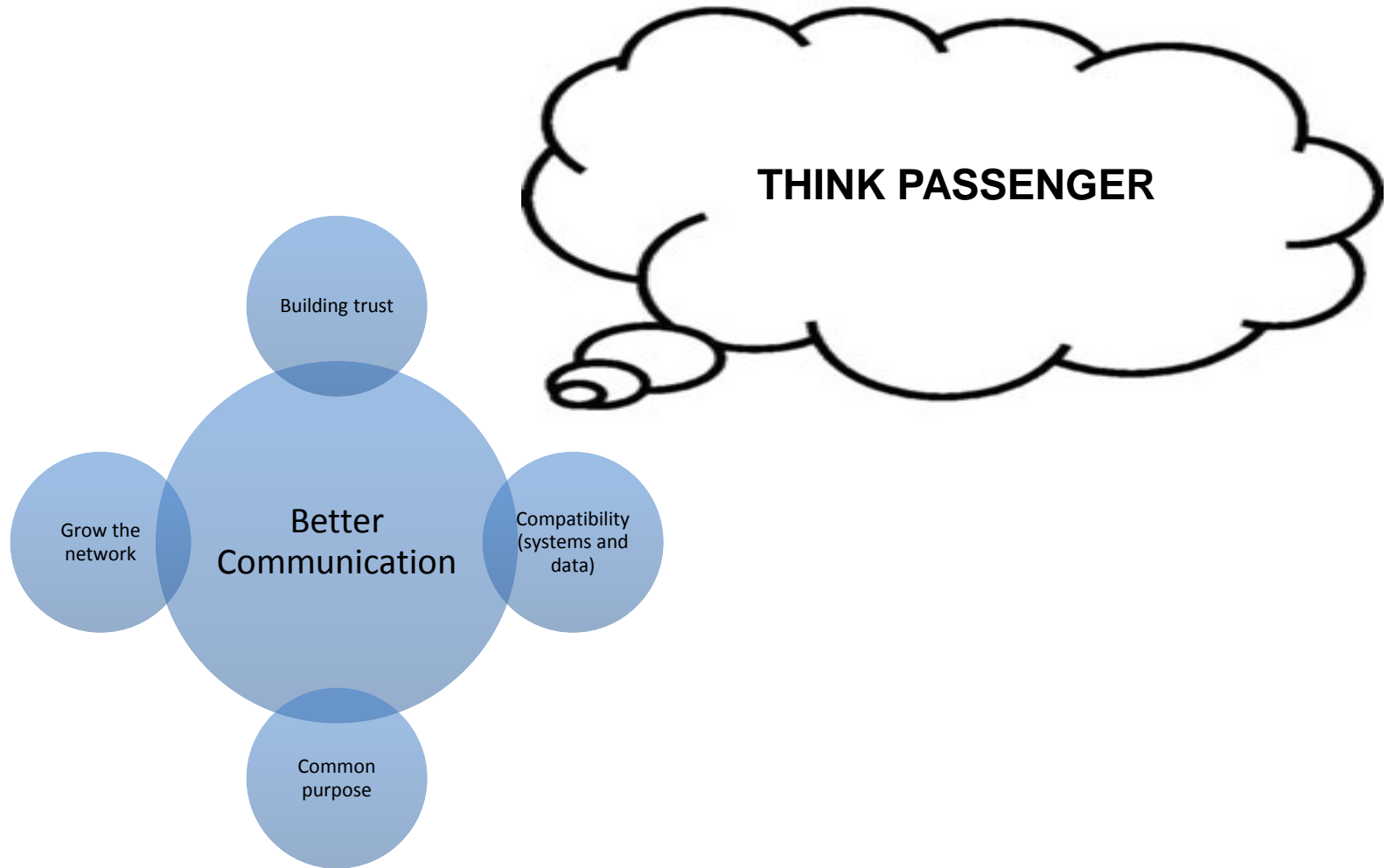
And importantly

- Most metrics and KPIs are business not passenger focused

# MetaCDM concept prerequisites (1)

- Agreement on the goals and the priorities, e.g. pax throughput/satisfaction, operational performance, cost, reputation, etc
- Grasping the importance of ‘the system’ – A-CDM players already there but not others
- Finding the ‘win-win’ formulae that largely balances costs and benefit .....
- ..... And scaling that to suit organisation size
- Extending the information chain of connections
- Exploiting new technology pathways
- Accounting for different types of passenger
- Suitable local, national and international structures

# MetaCDM concept prerequisites (2)



# Crisis handling process – concept obstacles

- Speaking the same ‘language’
- Consistency of source information
- Identification and resolution of bottlenecks
- Who needs to know?
- Speed of information flow between stakeholders – technology use
- Advance notice to passengers
- Media – help or hindrance



# Encouraging signals

Interest to:

- Learn from previous events and problems
- Spread the word by those who have experience and solutions
- Move towards integrated transport
- Address interface problems
- Explore collective resilience planning
- Train together
- Give the passenger greater priority

# Summary drivers for a new concept from stakeholder experience

- Growing recognition that A-CDM benefits can have wider applicability
- Define protocols and processes to share information consistently, rapidly and efficiently
- Work out the hierarchy and the pinch points and resource to match
- Make it worth our while (or at least explain the benefits and impact of doing more)
- Keep it simple where possible – especially for smaller organisations – and use technology
- Better advance notice and options provided to passengers – helping them helps us