

"Access to airports is quick, comfortable and simple for all people in Europe. Intermodal connections, especially air-rail provide a win-win situation in terms of passenger convenience and sustainability. Airport design, processes and services are based on new concepts and are highly efficient. Airport operations are resilient against weather and other disruptions."

– Flightpath 2050's vision for European aviation in 2050

## Laying the foundations for an extended CDM concept

MetaCDM provides the data-gathering and information synthesis which is a vital first step to bringing together an extended CDM concept – one in which airside, landside and ground transportation providers work together to optimise the passenger experience and reduce disruption costs. The final outcome of the project is a framework for airport CDM processes which can be used both as a set of recommendations based on best practice for European or global airports, and as a roadmap for future research areas.

## Workshops

The MetaCDM project is centred around a series of workshops at which stakeholders can review the outcomes of the project so far, advise on future steps and influence the concepts being developed. At every step, the practical advice of those who have had to deal with air transport system disruption is vital.

**Workshop 1**, held at London Heathrow Airport in January 2013, reviewed the current state of CDM and response to crisis events.

**Workshop 2**, at Frankfurt Airport in November 2013, focuses on lessons learned from MetaCDM's series of on-site interviews with affected stakeholders.

**Workshop 3**, in Toulouse in May 2014, will discuss the final project outcomes, future directions, and steps towards a new passenger-centric concept of operations.

Further details of the MetaCDM workshops are available via the project website.

# MetaCDM

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



[www.meta-cdm.org](http://www.meta-cdm.org)



Be it snow, volcanic ash or strikes, crisis events impose huge costs on the air transport system and society and it is the passenger who bears the practical consequences. Collaborative Decision Making (CDM) has been hugely successful at enabling advanced air transportation concepts such as ground delay programs and airport departure managers. The MetaCDM project aims to extend this success to the management of crisis events, taking a passenger-centric approach to examine how airside and landside CDM can be interlinked with other transport modes to minimise the impact of severe disruptions.

The project has three main phases:

- A comprehensive literature review of existing CDM efforts and responses to disruptive events
- A series of stakeholder interviews to gain insight into how disruption is currently handled
- A concept development phase in which the lessons learned are used to formulate a framework for airport CDM processes in response to disruption, and the potential economic and environmental benefits of utilising this framework are assessed.

## A comprehensive review of existing CDM activities

The initial stage of the MetaCDM project brings together existing information on CDM activities, both practical and theoretical, into one comprehensive source. By identifying the state of the art in airside, landside and total airport CDM, and by reviewing representative disruptive events and the literature available on how they were dealt with, MetaCDM will form an initial knowledge base upon which the data gathering and concept development phases of the project

can build. The information gathered will be made freely available to the stakeholder community, with all MetaCDM reports available to download from the project website.

## Investigating what worked in the past - and what didn't

A key part of the MetaCDM project is a series of on-site interviews and questionnaires with stakeholders who have had to deal with disruptive events in the past and prepare for those in the future – airlines, airports, air navigation service providers, ground transportation providers and others. Amongst other questions we seek to understand: What strategies and response plans to major disruption exist for each stakeholder? To what extent are they currently coordinated beyond the air transport system, and what means exist for greater cooperation? What are the potential benefits (and risks) of doing so? What new ideas in disruption management deserve to be pushed forward? By understanding the practical application of CDM we will build up a comprehensive picture of the current and potential future best practice available in crisis situations, both within Europe and, as far as possible, globally.

## Bringing together landside, airside and multimodal CDM

Landside and Airside CDM can be united in the concept of Total Airport CDM. But responding to disruption may require CDM that reaches beyond the airport boundaries to encompass providers of alternative transportation modes – effectively, multimodal CDM. MetaCDM will explore the technologies and capabilities available to facilitate this transition, the potential risks and barriers, and investigate what could be achieved by utilising multimodal CDM concepts.



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## Partners

