

MetaCDM key concept elements – Application of Airport-CDM success factors

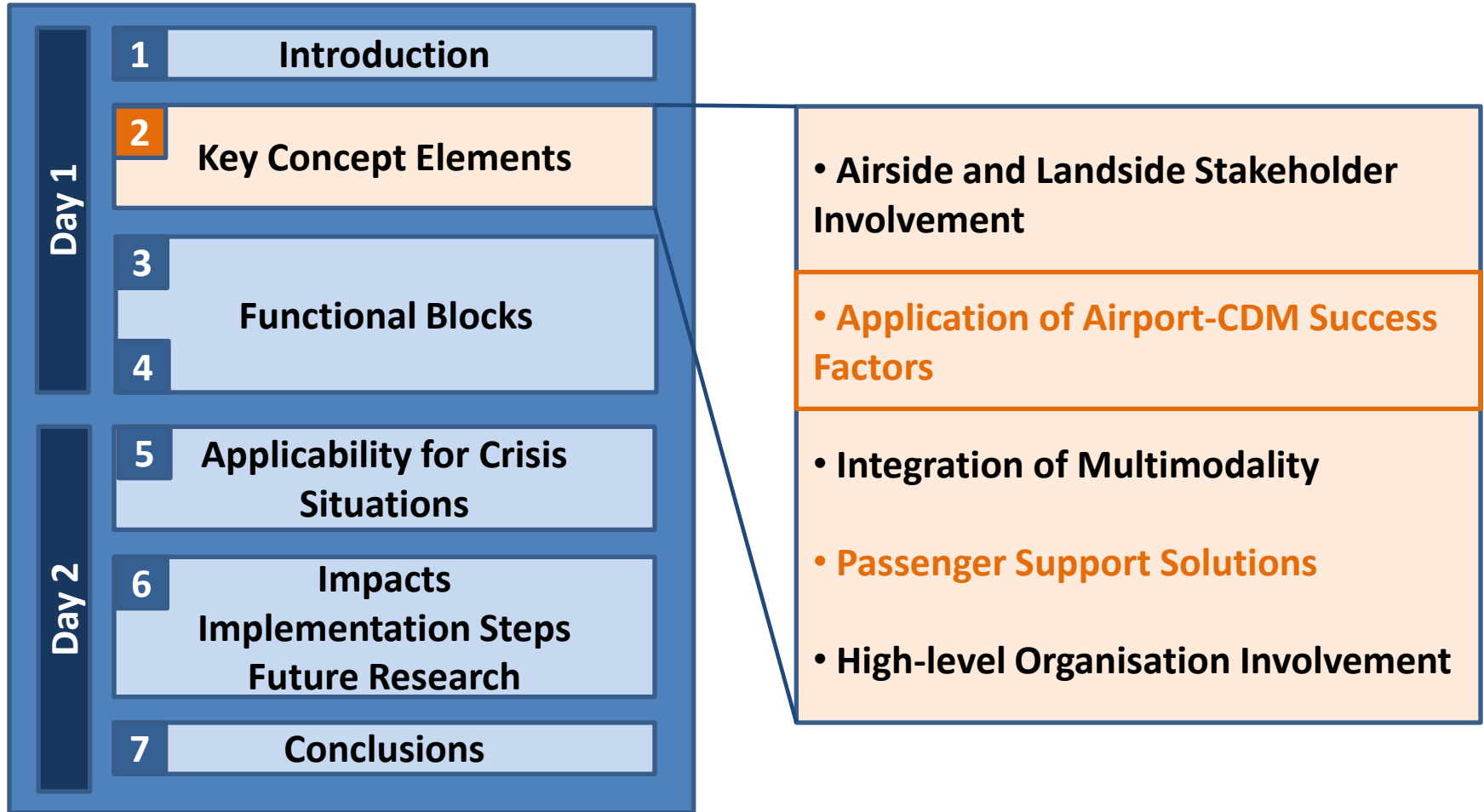
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MetaCDM Workshop

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Workshop and MetaCDM concept structure



Overview

- Application of Airport-CDM Success Factors
 - How to adapt the idea of A-CDM to MetaCDM
 - The Link between A-CDM and MetaCDM
 - MetaCDM Functional Groups
- Passenger Support Solutions
 - Empowered Travel
 - Guided Travel

Introduction

While implementing A-CDM helps to successfully mitigate the effects of delay upon ATFM (CFMU) slot adherence and although helps airport, airlines and ground handlers in optimising their resource allocation in everyday operation, the landside is not within scope of A-CDM.

MetaCDM aims at closing this gap through transferring the successful A-CDM idea onto the landside and thus to answer the question: “How can the passenger participate in the CDM-process?”.

How to adapt the idea of A-CDM?

- A-CDM bases its monitoring on the calculation and reachability of the
 - Target Start-Up Approval Time (TSAT) and
 - Target Take-Off Time (TTOT) of a departure.
- Besides a better forecast ability on network level, the main driver is to check if a regulated flight is able to depart within its CFMU slot.

How to adapt the idea of A-CDM?

- Transferred to MetaCDM,
 - the TSAT corresponds to the planned/target time when the traveller starts its journey and
 - the TTOT would be the planned/target time for the traveller to reach a critical milestone such as arriving at the gate for a long haul flight.
- MetaCDM equivalent to the CFMU slot is a critical transport service that must be reached or the travel will be significantly delayed.

How to adapt the idea of A-CDM?

#	A-CDM Functional Group	MetaCDM Functional Group
1	Information Sharing	Information Sharing
2	Collaborative Turn-Round Process	Passenger Travel Milestones
3	Variable Taxi Time Calculation	Variable Process and Travel Time Prediction
4	Collaborative Management of Flight Updates	Collaborative Management of Travel Updates
5	Collaborative Pre-Departure Sequence	Performance Based Travel Management
6	CDM in Adverse Conditions	MetaCDM in Adverse Conditions

The Link between A-CDM and MetaCDM

- Regarding the A-CDM milestones, there are two milestones directly influenced by passengers.
 - A-CDM milestone 11 "boarding starts" and
 - A-CDM milestone 12 "ARDT" of the booked flight.
- In MetaCDM the connected milestone is the "boarding of booked connection“.

MetaCDM Functional Groups – FG1

- Information Sharing
 - Exchange of specified personal information to identify the customer and her/his needs,
 - Planned and Estimated times from service provider / involved stakeholder at milestones,
 - Target times from passengers at milestones and
 - Position data (e.g. GPS) of passenger

MetaCDM Functional Groups – FG2

- Passenger Travel Milestone Approach
 - Milestones for which a monitoring between planned and forecasted arrival time should be executed to check if the chosen connection is still reachable or a re-planning of the travel must be done. Examples:
 - Proposed/Planned travel start time,
 - Interface with 1st/2nd public transport mode,
 - Arrival at airport, security gate, departure gate etc.

MetaCDM Functional Groups – FG3

- Variable Process and Transfer Time

Predictions:

- Calculation of travel times between milestones,
- Flexible route durations according to dynamic travel changes,
- Calculation of queuing at milestones, e.g. at check-in, at security etc.

MetaCDM Functional Groups – FG4

- Collaborative Management of Travel Updates:
 - How and when to exchange data,
 - Quality of data, e.g. accuracy, timeliness, etc.

MetaCDM Functional Groups – FG5

- Performance Based Travel Management:
 - The planning of the travel should be based on normed performance parameters that are set by the traveller. This setting should be used by the service provider to select the most fitting travel.

MetaCDM Functional Groups – FG6

- MetaCDM in Adverse Conditions:
 - Action mechanisms for conditions where the destination is not reachable within a reasonable time anymore, e.g. stop at home, reroute at or to a transition point, stop at hotel, return to home etc.,
 - Re-booking, e.g. change of transportation mode,
 - Caretaking, e.g. booking of hotel, re-compensation etc.

Passenger Support Solutions

- MetaCDM distinguishes between two forms of travel:
 - Empowered Travel and
 - Guided Travel.
- From the view of necessary action mechanisms the empowered travel can be seen as a subset of the guided travel, but the needed operational requirements differ.

Empowered Travel

- The empowered traveller receives the necessary information to take timely decision on how she/he will continue her/his journey.
 - To enable empowered travelling, the service provider should provide the traveller with the necessary travel information.
- This form of decision making requires that the traveller takes initiatives for planning and re-routing.

Guided Travel

- The guided traveller receives not only information on disruption of his/her actual planning but also an automatic proposal of next actions or of a re-route.
- A predefined loyal body to the traveller (e.g. a hired travel agency) takes care of the complete door-to-door route planning and if necessary plans and provides advice on an alternative route.

Thank you!

- Questions?