ASPAC COVID-19 Recovery Coordination Centre (CRCC)

This CRCC is designed to supplement an airline's normal protocols and processes (not operate as a replacement) and will continue until the post-COVID operating environment has stabilised.

Hours of operation will be published and updated on the MS Teams site.

Daily Teleconferences: At a frequency reflective of the level and acceleration of the 'ramp-up', daily teleconferences will be convened through the Teams platform with all identified stakeholders invited. Those that have no immediate concerns are not obliged to join. The calls will be short (≤15 minutes) to provide a status-quo of operational capability of stakeholders and address any specific issues for resolution.

Live chat: Live Chat / Discussion threads in the CRCC Teams site will be pre-prepared on topics likely to generate questions or requests for help so that those accessing can find the relevant thread quickly and easily.

Dashboard: A reporting dashboard, updated daily, showing various summaries of collated data and information is planned as part of the IATA CRCC. This will leverage off other IATA dashboards currently being developed and may include items such as airline schedule information, airport acceptance rates and operational capacity of ANSPs. Ideally a dashboard screenshot could be regularly shared via normal comms channels (including social media) to help promote interest and confidence in air travel as part of collective efforts to provide stimulus for continuing growth.

NOTAMs: Where an airline is unsure they have the most recent NOTAMs for a location or airspace volume, or require clarification on validity, or content, the CRCC will seek a response from the NOTAM provider and provide to the airline. The information shall be posted on a chat thread for the benefit of others. The CRCC will also assist in promulgating information on short-notice changes to operational capabilities on behalf of ANSPs.

Flight Approvals: The re-commencement of schedules may see the need for temporary or permanent city-pair flights for efficient connections that weren't originally approved as part of seasonal flight approvals. The CRCC can support the expedition of approvals for changes.

IOSA Recency: remote support via the CRCC for any IOSA currency issues.

Clarification of alternate aerodromes: during the recovery period, some aerodromes may still not be available for flight planning as a technical alternate and others may have been re-activated. The CRCC will pursue enquiries for clarification and provide to the airline and also post on a chat thread for the benefit of others.

Civil-Military Liaison: where communication channels are possible, convey short-notice airspace / flight planning requests and responses between airlines and Defence organisations.

Other domains: any queries related to non-SFO domains such as airport and passenger facilitation, or health-check and quarantine requirements, will be referred to relevant IATA experts.

Contact Us:

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* Teams will be the primary communications tool and information repository
** Use any of these emails to request access to the Teams site