



ICAO

ECONOMIC DEVELOPMENT

Voluntary Air Transport Fund



iPLAN: Planning for Travel Disruptions

Massive air travel disruptions are rare occurrences. However, when they happen (Volcano Ash crisis, winter storms, etc.), thousands of passengers find themselves stranded, sometimes thousands of miles from their home. With a view to encourage coordinated approaches worldwide, ICAO took the lead in recommending that mechanisms should be planned in advance between major stakeholders (airlines, airports, local governments) to anticipate and alleviate the effects of massive disruptions.

iPLAN is ICAO's response to the call from Governments and the air transport industry to develop and implement such mechanisms. *iPLAN* is a set of practical, integrated, and modular solutions to help all stakeholders better plan their coordinated response in cases of massive disruptions. Most of the passenger stress, inconvenience and subsequent costs come from insufficient planning. By bringing all stakeholders together for sessions of well-structured, solution-oriented training, *iPLAN* bridges the gap between:

- the passenger's rightful expectation to be protected in case of disruption;
- the response provided by the air transport system in taking care of the passenger.

Project Purpose: The Need for Massive Disruption Response Planning

The eruption of Eyafjallajökull in Iceland and the resulting ash cloud caused the cancellation of 90% of all flights in Northern Europe over a six-day period. The loss in airline revenues from this event is estimated at \$1.7 billion. Anything the operators can do to minimize these losses is therefore of crucial financial relevance. Irregular operations cause serious damage to airlines' image and reputation, especially when amplified through social media. Massive disruptions also have a financial impact on other players in the air transport value chain. *iPLAN* will provide practical training on how to address these situations, with a view to minimizing adverse consequences.

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Project Purpose: The Need for Massive Disruption Response Planning (cont'd)

Passenger information is key. A non-informed, frustrated passenger will spread his/her dissatisfaction on the internet much faster and destructively than a happy one. **iPLAN** will also include specific passenger information solutions, providing practical ways to reduce passenger stress levels by accurate and up-to-date information.

Project Description: The iPLAN Tool

iPLAN should be a proprietary, legally protected trade name, adaptable to many different solutions. Some of these solutions are initially:

- **iPLAN** Workshops
- **iPLAN** Kits: including passenger information solutions
- **iPLAN** Newsletter

Support Requested

iPLAN will be a practical tool to assist various levels of State government, airlines, airports, local communities and other stakeholders better design responses in cases of air transport massive disruptions. Support is requested to (i) develop a prototype version of **iPLAN**, (ii) conduct a survey of concerned parties to establish the level of interest for **iPLAN** and (iii) develop and promote **iPLAN** to all interested parties.



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For more information on ICAO's Voluntary Air Transport Fund please visit:
www.icao.int/sustainability/Pages/TRAF.aspx

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