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.
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.

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

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

Or contact us via:
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