

ACI EUROPE/CER RECOMMENDED PRACTICE 01/11

Disruption of traffic

(Adopted by the Board of ACI EUROPE on 16.12.2011)

ACI EUROPE POLICY/RECOMMENDED PRACTICE

1. The airport operators should communicate the contact details of their crisis managers to the relevant railway.
2. The railways are invited to indicate to each relevant airport operator manager (and crisis manager) the name and contact details of the relevant "Duty Control Unit(s)" whom to contact in case of a major crisis. This (These) "Duty Control Unit(s)" must be able to take operational decisions and take any action as necessary.
3. When a crisis is likely to affect a significant number of passengers in an airport, airport operators are invited to liaise with their nominated railway "Duty Control Unit(s)" at least one day in advance of the foreseen trouble. If the crisis is not predictable, they should inform the railway Duty Control Unit(s) as soon as possible.
4. Airport operators will endeavor to provide the relevant railways "Duty Control Units" with regular information on the estimated number of stranded passengers and their regions of destination at least on a daily basis as long as airlines provide this information to airport operators.
5. Airport operators are invited, after agreement of concerned station manager(s), to provide train timetable information from the nearest main railway station(s) on dedicated screens or otherwise, including information on how to reach the station(s). In addition, and if available, they may display the number and/or website address of a rail information service to contact.
6. The railways are invited to inform airport operators crisis managers of possible additional seats / coaches / trains on relevant origin-destinations.
7. Railways are invited to provide at a number of predefined stations situated in the vicinity of an airport, information on major airport disruptions with advise to passenger to check flight availability with relevant airlines, in order to avoid unnecessary influx of passengers to the airport.
8. A representative of the airport operator may be invited in the same crisis room as the railways' crisis management centre for better coordination between air and rail.
9. Crisis simulation exercises should be encouraged at local level in order to foster and test relationship. These simulations can involve relevant airlines.