



Streamlining Passenger/Family Reunification and Mobilizing Air Incident Response Management with WebEOC

EXECUTIVE SUMMARY

In the hours and days following an airline incident, carriers need to quickly assess the cause and impact of the incident while keeping families apprised of the situation. A world-class airline recently turned to Juvare to automate, connect, and manage its emergency response program in a centralized platform.

CHALLENGE

A U.S.-based international air carrier needed a comprehensive, integrated method to initiate, execute, and monitor its passenger/family reunification process following an air incident. The carrier sought a solution for communicating internally and with victims' loved ones in real-time as additional information continually becomes available. Ensuring accurate, timely updates would enable the airline to convey compassion while ensuring it complies with FAA regulations governing the passenger reunification process.

SOLUTION

The airline chose Juvare WebEOC Pro and its Air & Cruise add-on module to support direct immediate air incident response by integrating several of the platform's key features:

- Allowing on-site airline staff to report status updates and activities at the scene of the incident
- Providing the Emergency Operations Command Center to obtain comprehensive situational awareness of the incident so it can allocate resources efficiently
- Updating injury and fatality reports to passengers' and crew members' family and friends

This airline client chose Juvare WebEOC because of its ability to integrate with legacy systems, flexibility to conform to existing workflows and protocols, and interoperability with the carrier's passenger reservation system.



RESULTS

Since deploying Juvare WebEOC, the airline has gained real-time visibility into all incidents, allowing it to expedite the collection, analysis, and dissemination of data to internal decision-makers. This capability has increased the carrier's response time in communicating quickly and efficiently with customers as well as internal and external stakeholders. The reunification process can start sooner and progress faster while giving the airline greater tracking of the incident and management of response workflows through both granular and comprehensive reporting functions.

The airline's manifest and passenger check-in systems integrate flawlessly with WebEOC, so it knows immediately who and what geographies are impacted by any potential incident. Customer service and emergency management personnel can access these records instantaneously, optimizing personnel mobilization, actioning data, and responding to media and family inquiries.

About Juvare

Juvare is a worldwide leader in emergency preparedness and critical incident management and response software. Juvare solutions empower government agencies, corporations, healthcare facilities, academic institutions, and volunteer organizations to leverage real-time data to manage incidents faster and more efficiently, protecting people, property, and brands. For more information, visit www.juvare.com.

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