CRISES CONTROL
FOR TRANSPORTATION

THE CUSTOMER

Transport providers perform a vital role in society, that of making sure travellers get to where they need to go quickly and safely. This might be their place of work, home, place of study, entertainment venue or other destination.

There are many factors and incidents that can get in the way of this objective, such as severe weather, technical failure, staff sickness, unexpected demand, or unexpected incidents. When this happens, transport providers need to be able to negotiate the obstacles and deliver their passengers to their destination as quickly as is possible and in good health.

THE BUSINESS CHALLENGE

○ As commercial or government organisations that deal with large numbers of members of the public, and provide critical infrastructure for a country, transport providers are invariably the subject of regulation from government bodies who will require that they have emergency plans in place to deal with critical incidents.

○ In the UK, transport infrastructure providers, such as train operators, are subject to a stringent emergency planning regime under the Civil Contingencies Act 2004. They must be in a position to show that they can effectively respond to emergencies and business continuity incidents while maintaining services to passengers.

○ In the US, the Department of Transportation strongly encourages owners of private companies specializing in transportation services, assets, systems, or infrastructure, to develop a business continuity and recovery plan. They are also required to review, exercise, and enhance their continuity plans on a regular basis, in line with Department of Homeland Security, Federal Continuity Directive 1, and National Fire Protection Association Standard on Emergency Management.

○ In critical situations, transport providers face significant operational challenges related to staffing, equipment, technology and passenger care. Whether it's an unforeseen crisis or regulatory compliance, Crises Control can equip transport providers with the integrated communications platform needed to reach out to their response teams and passengers, handle the emergency and return to normal operations as quickly as possible.

BENEFITS OF CRISES CONTROL

○ **Supply Chain Communications**
Manage your critical supply chain and stakeholder communications in time of crises, using multi-channel notifications. Crises Control gives you full control of the many notifications networks available, so you can stay in control.

○ **Reporting and Analytics**
Our platform provides real-time dashboards, map-based visualization and ad-hoc reporting to make sure you always know the status of your travellers and your infrastructure.

○ **Workflow Automation**
Automate your response team's course of action according to the business continuity plan, quickly resolve any issue to cut expenses and get back on track as soon as possible.

STATISTICS

○ UK Department of Transport statistics shows that in 2017/18 there were 4.85 billion local passenger bus journeys in Great Britain.

○ There were 1.71 billion National Rail passenger journeys (an increase of 150% since 1986), and 1.66 billion Underground, light rail and tram journeys.

○ In 2017 there were 284 million air terminal passengers (arrivals and departures) an increase of 60% since 2000. There were 2.2 million air transport movements (landings and take-offs).

○ There was 189 billion tonne kilometres of domestic freight moved within the UK in 2017, of which 13% was moved by water, 9% moved by rail and 78% moved by road.

USES FOR CRISES CONTROL

The Operations Team of a major train company is using the Incident function to inform their incident response team of major incidents (such as a train crash, technical failure or approaching severe weather) and sending them detailed action plans to follow. The response team's acceptance of the notification and instructions is automatically recorded for post incident review.

The train company Operations Team is also using the Ping Message function to alert the travelling public on trains ore at railway stations to critical incidents (such as a train crash, active shooter or approaching severe weather) via SMS, telephone call and push notification, with instructions to evacuate the site or go into lockdown.

The Security Team of an airport operator is using the SOS Message function to provide the ability for both on-site and remote working employees who encounter difficulties to call for assistance via the one touch SOS button. GPS tracking of the employee is then utilised to locate them and help the employee in difficulties.

The airport operator Security Team is using Crises Control to support their quality assurance programmes on security incident response training, through the delivery and tracking of documented operating instructions and automated performance reporting by department, team and even individual. They use the Task Manager function to create, assign and delegate tasks, and track their completion within deadlines.

For more information visit www.crises-control.com/industries/transportation or call us on +44 (0)20 8584 1385. Email: sales@crises-control.com.

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