



Freebird Helps Nurses Avoid Flight Disruptions

Overview

The Emergency Nurses Association (ENA) is a large professional nursing association, with over 42,000 members worldwide. ENA is dedicated to emergency nursing, providing members with valuable education opportunities, nursing practice resources, and ongoing government relations.

Alicia Pineda-Mitchell is the Travel Manager at ENA, responsible for managing travel for member volunteers from different companies and universities. Alicia worked with travel agency partner, Options Travel, to select Freebird as a mobile tool to help employees avoid flight disruptions on important association trips.

“Freebird exceeded our expectations during our trial period, making the rebooking service by far the easiest implemented, and the most popular among our travelers.”

- Alicia Pineda-Mitchell, Travel Manager, ENA

Freebird Results

During the ENA trial of Freebird, flights were disrupted over 4% of the time, resulting in 16 Freebird rebookings, with nearly 100 employee hours saved and over \$25K total estimated savings.

4.1%	Flight disruption rate (cancellations, missed connections, 4+ hour delays)
16	Freebird rebooked flights
81%	Different airline rebooking rate
6.1	Avg hours saved per flight, between original and actual arrival time
98	Total hours saved
\$14,700	Time savings, using \$150 avg hourly value estimate
\$9,539	Cost savings from value of rebooked flights
\$1,231	Additional full-cash refunds from airlines
\$25,470	Total savings estimate
Takeaway:	ENA travelers used Freebird to rebook 16 disrupted flights saving \$1,592 per rebooking with over \$25K total estimated savings.

“Freebird helped six of our staff and board members get to a critical annual conference during a major storm.”

- Alicia Pineda-Mitchell, Travel Manager, ENA

Freebird Testimonials

Feedback from disrupted travelers at ENA who used Freebird...

“Freebird has delivered on all promises for easing travel. When I have had to use the service, it was easy to use and took significant worry out of the process.”

- Jeff Solheim, President, ENA

“When my flight was canceled and others were struggling to re-book their flights, all the hassle was taken out of the stressful situation for me as I was booked with another airline without a long wait on a phone or in a line.”

- Michael Hastings, Manager, Swedish Edmond Hospital

“Awesome! I love that you guys have my back.”

- Karla Nygren, Supervisor, Avera McKennan Hospital

“Freebird is so easy. They were able to communicate with me directly and had me re-booked before the airline even suggested I wasn’t going to make my connection.”

- Jennifer Schmitz, Nursing Director, Southern Maine Health Care

“I gotta say, it was so awesome. I travel a lot and this is the first time I felt like I didn’t have to reach out. I felt like someone had my back. I’m thrilled that you are working with ENA.”

- Lisa Wolf, Director, Institute for Emergency Nursing Research

“Thank you for everything you did yesterday to get me home safely ahead of the snowstorm.”

- Michael Nickerson, Nurse Practitioner, Parkland Medical Center

“Today, I would have been sunk. Freebird was amazing and although not optimal, I will arrive home for my daughter’s 16th birthday and to the 50 teenagers who would otherwise be invading my backyard if I hadn’t made the change.”

- Margaret Carman, Georgetown University School of Nursing

About Freebird

Freebird is a simple mobile solution that empowers business travelers to skip the line and instantly book a new ticket after a flight cancellation, significant delay, or missed connection—on any airline, for free, with only three taps on their phone. There’s no app to download—travel managers select which travelers to protect and Freebird is applied automatically via their travel agency partner.

Learn more at getfreebird.com