



Freebird Helps Travelers at New York Air Brake



Overview

Since 1890, New York Air Brake has been supplying innovative and high-quality train control systems to railroads worldwide. As a leader in the rail transportation business, NYAB is committed to producing greener train technology, with an emphasis on safety and reliability.

NYAB trialed Freebird in 2018 to help manage employee flight disruptions, working closely with their travel agency partner ALTOUR.

“New York Air Brake uses Freebird to help our business travelers jump to the front of the line whenever their flights are disrupted, saving their valuable time, and reducing our rebooking costs.”

- Gerald Hettick, Controller and Corporate Travel Manager, New York Air Brake

Traveler Story

Gerald Hettick, Corporate Travel Manager at NYAB, was disrupted while traveling with a colleague. Here's his story...

- Gerald and his colleague were on their way to the airport after a long work weekend when Freebird alerted them of a flight delay. Freebird suggested two alternative travel options, and they were able to choose the one that would work best.
- Gerald was also contacted by Freebird's customer service, who answered his questions and immediately worked with ALTOUR to get his colleague rebooked on the same flight. By the time they had turned in the rental car, both itineraries were confirmed.
- There was not enough time to rebook with the airlines or with ALTOUR, so without Freebird, Gerald and his colleague would have been stranded in Newark overnight. Given that the flight was oversold, Gerald was very impressed by the speed of the rebooking--his colleague even thought Gerald must have special connections!

Freebird Results

Over the past year, 9% of NYAB flights have been disrupted, resulting in 20 Freebird rebookings with a replacement ticket value of \$10K. NYAB estimates that employees saved 76 hours, worth another \$11K. NYAB also received \$4K in full-cash refunds from the airlines. That's over \$26K in total savings that NYAB estimates from their first year with Freebird.

9.3%	Flight disruption rate (cancellations, missed connections, 4+ hour delays)
20	Freebird rebooked flights
40%	Different airline rebooking rate
3.8	Hours saved per flight, between original and actual arrival time
76	Total hours saved
\$11,400	Time savings, using \$150 avg hourly value estimate
\$10,321	Cost savings from the value of rebooked flights
\$4,505	Additional full-cash refunds from airlines, using \$200 avg refund estimate
\$26,226	Total savings estimate
Takeaway:	NYAB travelers used Freebird to rebook 20 flights with over \$26K estimated savings in their first year.

Freebird Testimonials

More feedback from disrupted travelers at NYAB who used Freebird...

"Freebird provided quick options and rebooked me on alternative itinerary easily. The process was quick, simple, and efficient which took much of the stress away related to flight cancellations."

- Keith Perry, Manager of Field Services

"Before Freebird, I would have had to spend a great deal of time giving all my information and the backstory of a situation just to get a rep up to speed to be able to assist me."

- Craig Lavere, Director of Program Management

"Had I stayed with the option provided by the airlines, I would have had to reschedule my morning appointments and I might have also risked not getting a rental car."

- Debbie Elam, Director of Engineering

"Freebird helped me get home on time for my family commitments for the weekend. I don't think it would have been possible without it. Thanks for getting me where I needed to go. I am always telling people how well the service works."

- Erich Leonard, Director of Product

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