

Frequently Asked Questions

In summary, what are the biggest benefits of this service?

The benefits are many, but in short, the Fireside EOC provides small and mid-size companies with the same humanitarian response capabilities of a much larger one, at a fraction of the cost. Further, we provide the only service in the industry that is specifically designed for business aviation and corporate flight departments.

If you are accustomed to providing the highest standards in flying, then this is how to extend that same standard to events that we hope will never happen.

How long does the Service Agreement stay in effect?

Just like an insurance policy, the service agreement stays in effect for 12 months at a time. Renewal takes place on the 11th month. At renewal you will not pay another set-up fee, and your monthly service fee will stay the same unless there has been a significant change in your operation.

Accidents are unlikely – so why not wait and call you then?

This philosophy is contrary to every lesson history has taught us about emergency planning. Having pre-established procedures and relationships that are solidified, vetted, and practiced is not only the smart thing to do – it is the right thing to do for your passengers and crews.

When an event happens, the time for planning has ended.

This sounds great, how are costs determined?

Each operator pays a modest one time set-up fee and a small monthly service fee. The fees are established by a sliding scale based on operator size, type aircraft (passenger loads), and international vs. domestic operators. The cost to each individual operator may vary on a few additional risk factors. Overall the intent of the EOC is to provide the highest level of service with the lowest possible cost.

What do the fees pay for?

The one time set-up fee is to cover time and materials for us to review your ERP, integrate our services, appropriate contact information, and operational procedures into your plan. Also you will receive a dedicated phone number and other individualized protocols that match your operation.

The small monthly service fee allows us to maintain the team on an around the clock basis, and stay in continual step with you as you make changes to your operation, plans, and personnel changes. We are always available for basic emergency response guidance and consultation at no additional charge.

What other cost factors should we consider?

You may choose which services you need. For example, perhaps you do not need call volume and screening support, only the HELP function (Notification, Family Assistance, and PEERS). This would lower your monthly service fee, and you are always free to add more support at renewal. Remember, we also support your internal drills and are available for general ERP consultation.

Anything else on cost?

We would recommend talking to your insurance company. Fireside Partners is the only general aviation emergency services provider that has formal partnerships with select insurers and brokers. Some insurers offer specific provisions for emergency response services, and it is always a good idea to ask. We also maintain partnerships with select safety management firms, such as Baldwin Aviation Inc. As such, you may have further options under these relationships.

We may need help with our overall emergency response plan, can you assist with that as well?

Yes. This is often a good place to start if you feel like your plan is not quite where it needs to be. You will find costs to be very reasonable, and our approach to be one of partnership and it will add significantly to your peace of mind.

Remember, the biggest response shortfalls are those that affect victims, families, and people who are watching from outside. The Fireside EOC fills this gap within your Emergency Response Plan.