



ERP HIGHER EDUCATION CASE STUDY

THE CHALLENGE: When the COVID-19 pandemic struck in March 2020, PJS received a record number of requests for emergency repatriation and evacuation services, including a call from an international university located on a Caribbean island. The remote location of the island limited its scheduled commercial airline services and the school's student body came from all over the globe. Many students could not transit through the United States — a logical rallying point for evacuation. When the university's administration ordered the student body to return home, there was simply not enough commercial airlift to move

over 3,500 students, staff, faculty, families and pets. The travel requirements included the following:

- All flights had to be non-stop.
- Preference for premium, late model aircraft.
- Safe, on-time operation, coupled with a cost-efficient use of flight funds.
- Unique travel needs and aircraft preferences of executives.
- Ability to choose aircraft type based on passenger counts or flight length on a trip-by-trip basis.
- Last-minute changes, including frequent passenger additions or name changes.

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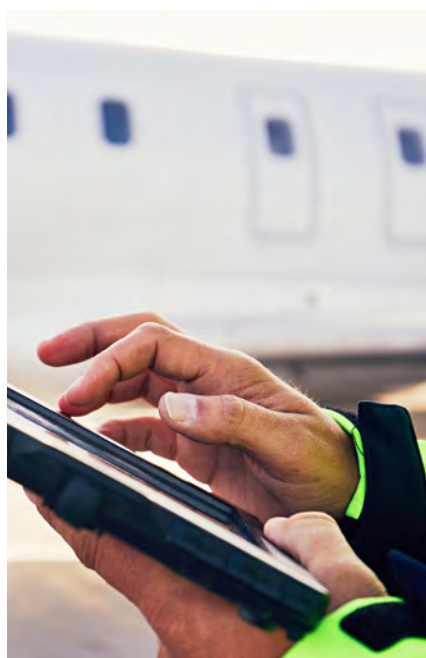
CASE STUDY

EMERGENCY RESPONSE: HIGHER EDUCATION

THE SOLUTION:

Well before the pandemic started, PJS engaged in a multi-month consulting project for the same client, which included such critical knowledge learned through:

- Site visits to the client and the local airport.
- Identifying and contacting potential air carriers with the proper equipment for such a mission.
- Reviewing possible departure destinations based on enrollment.
- Unique travel needs and aircraft preferences of executives.



- Setting up an internal and external communications plan.
- Developing a system to manage manifests and reservations.
- Making preparations to arrange such operational necessities such as ground handling, fuel, and permits.

That preparation allowed PJS to create an Emergency Response Plan (ERP) in advance of any need, which proved invaluable.

When the call came to evacuate, PJS put the ERP into action and immediately sent a team of six highly trained and veteran staff to the client's location. The team landed on the island only 10 hours before the first scheduled departure and met with airport staff, screening personnel, ground handlers and local authorities to ensure all logistics were in order. Within hours, the PJS made preparations to process thousands of travelers.

THE RESULT:

For the next five days, the on-site team successfully:

- Evacuated over 3,500 passengers back to their home countries.
- Helped complete over 18 flight rotations.
- Assisted with tagging and shipment of luggage and personal bags.
- Ensured that all customs and passport information was processed seamlessly.

Private Jet Services Group (PJS) is a corporate aviation consultancy providing mission-critical flight services to a global clientele of corporations, professional and collegiate athletic teams, live entertainment tours, governments, and others who recognize the cost of their transportation is far exceeded by the cost of failure. PJS procures on behalf of those clients both VIP and standard configured airliners, regional aircraft, as well as light, midsize, and large cabin executive jets. PJS acts as agents for its clients in negotiating and facilitating transportation with licensed air carriers. PJS does not own or operate aircraft.

CORPORATE OFFICE

5 Batchelder Road, Seabrook,
NH 03874, USA

+1 (603) 929 0700

www.pjsgroup.com

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your needs 24 hours a day.

Call or email us any time if you would
like to learn more.



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