Safer Terminals, Safer Tarmacs: How Incident Reporting Protects Airports

Safety Can't Wait

Safety is a non-negotiable priority for airports and this is a highly challenging responsibility. The dynamic airport environment has a lot of moving parts and people. Sudden hazards arise unexpectedly, equipment and facilities wear out over time, and unreported risks sometimes linger, unaddressed for months.
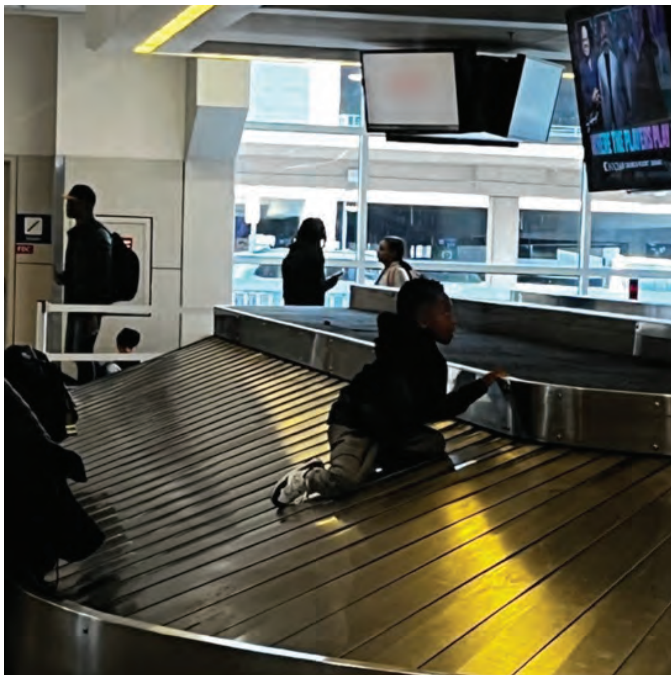
By leveraging employees and the public as "safety sensors", airports can identify and address hazardous conditions sooner.

Solution

ELERTS' crowdsourced incident reporting system helps airports to maintain a vigilant eye on safety. People with mobile phones report concerns and risky conditions in real-time. These early warnings help airports to mitigate potential threats, reduce injuries, and prevent costly lawsuits.

Real-World Applications

ELERTS' reporting system helps airports to address safety concerns sooner, to create a safer, more reliable airport experience for everyone.

A kid is playing on the baggage carousel.

This PCA wire almost poked my eyes!
Please need to fix ASAP thanks.

Fire Extinguisher upon floor. Not OSHA Compliant 8" off of ground.

Jetbridge c17 trip hazard.

Control panel for recycle compactor at T1 concourse on the ramp level, emergency stop button is missing.

The dust of the Fire Extinguisher is a Hazard to Aircraft Engines and need to be cleaned as the wind is blowing it everywhere.

This cart with trash (cart has flat tires) is blocking an emergency fire exit.

There are a lot of cords that lay on the ground or are covered in water due to employees who are in a rush not stowing them correctly.

This barrier was struck and more than half of it has been sheared off. This presents a safety hazard.
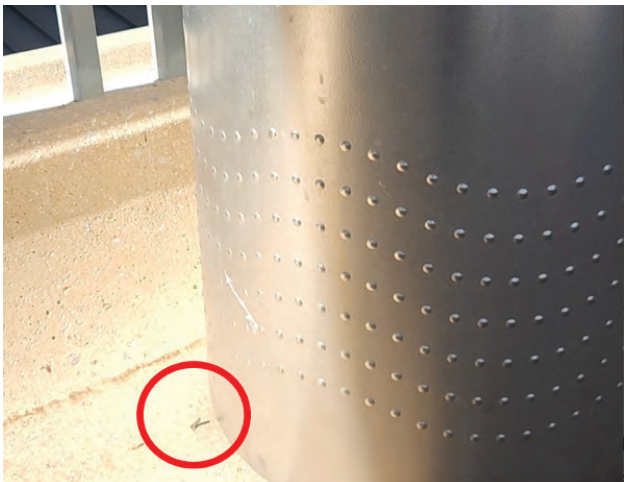

Defibrillator is beeping and blinking red. Gate A19.

Lock box over outlet broken, c terminal gate C4, child just tried to put fingers in outlet.

I just tripped and fell on these rotten floor tiles. In middle of terminal B.!

There is sharp piece of metal sticking up out of the sidewalk causing a safety concern near trash can. Should be high priority due to safety.

Fire hydrant broken and knocked over. Also, left a hole that should be filled or covered to avoid any fall injuries.

GPU head showing exposed metal. Please replace or lockout/tag ASAP.

Seat broken at Gate B19.

Terminal B counter number NNN are not calibrated properly, the scales are showing less 6 kg/ 10kg from the actual weight. It's a big safety concern for the weight and balance.

Eye wash station in front of United bag room not working, shower does not function, water is brown. This is a safety concern.

Conclusion

Unreported safety hazards at the airport can lead to injuries, lawsuits, and diminished customer trust. By empowering employees and passengers to act as "safety hazard sensors", issues can be addressed before they escalate into more serious and costly incidents.

ELERTS is committed to helping you enhance situational awareness and improve safety across your airport ecosystem.

Contact ELERTS today for a brief demo of our incident reporting system and learn how we can help you stay ahead of safety and customer experience concerns.