

FAQs: AirFlare Partnership with Mountain Resort Patrol Teams

What is AirFlare?

An app that transforms an outdoor adventurer's phone into a safety and rescue beacon. AirFlare enables a search team to quickly locate an adventurer in need of assistance, whether in or out of cell service. AirFlare also provides a number of self-help features, for example, the ability to determine the exact location of a friend or family member with a single push of a button, and to quickly navigate to them.

How does AirFlare work?

Please see:

1. [How AirFlare Works – Abilities and Features](#)
2. [How AirFlare Works – Usage Scenarios](#)

What is the training and onboarding commitment needed from Mountain Patrol?

AirFlare Search Technology Onboarding Training is typically conducted in-person, onsite at the resort unless otherwise specified. The following Mountain Patrol roles should be considered:

1. **Dispatch**: Plays a central role in AirFlare operation. All resort dispatch personnel responsible for fielding assistance calls should be trained and competent in AirFlare Search Technology use.
2. **Field personnel**: Play a critical role when AirFlare Detectors are deployed (e.g. when searching for a non-AirFlare subscriber, or when a Location Return Request for an AirFlare subscriber does not return GPS coordinates). The AirFlare team recommends onboarding a handful of Patrol heavy hitters – i.e. those personnel most likely to be involved in searches. It is not necessary for all Mountain Patrol field personnel to be trained AirFlare operators.
3. **Drone Operators**: If Mountain Patrol has adopted drone technology to aid in searches, the team's drone operator(s) should also be trained in AirFlare Search Technology operation.
4. **AirFlare Point of Contact**: The AirFlare team requests the resort assign a Patroller to act as a point of contact to the AirFlare team and to manage AirFlare technology at the resort (e.g. Detector charging, hardware and software update and maintenance notifications, etc.).

For initial onboarding to AirFlare Search Technology, please plan for the following time commitments:

1. **Patrol Dispatch**: 30min-1hr if responsible for performing in-cell-service searches only. (Registry search, Location Return, Non-Subscriber Location Request). 2-3hrs if also responsible for configuration and operation of AirFlare Detectors.
2. **Field Patrol Staff**: 2-3hrs. Includes training on both in-cell-service and out-of-cell service (Detector) search operations.

Train-the-Trainer Model: Various onboarding tutorials are available and sufficient for self-onboarding additional team members periodically. However, we highly recommend adopting a train-the-trainer model where key patrol personnel assume the additional responsibility of training new personnel in AirFlare use. This is especially important, for example, in operations with a rotating dispatch model, where new staff are frequently brought into the dispatch role. The AirFlare team intends to develop training videos as the technology matures.

What other responsibilities does Mountain Patrol have in a partnership with AirFlare?

1. ***Awareness and education of Mountain Patrol staff.***

AirFlare is a new product and an entirely new concept. Resort guests frequently ask questions of Mountain Patrol about AirFlare, how it works, and why it was adopted by the resort. The AirFlare team will provide material to help in high level education for all Mountain Patrol personnel, and will collaborate on a plan to disseminate the information to patrollers

2. ***Access to a smart phone for all AirFlare trained personnel.***

All Mountain Patrol personnel trained in AirFlare Search Technology operation should have, or have access to a smart phone running IOS 10 or later or Android 5 or later. Many Patrol Dispatchers will opt to use the AirFlare Desk Console (the desktop version of Field Console) for the vast majority of operations, but will still find a smart phone running Field Console very useful for some critical operations. Please contact the AirFlare team if issues arise with this requirement.

3. ***Feedback and Support***

We periodically ask assistance from Mountain Patrol to help us optimize our technology and to ensure it fits seamlessly into patrol operations. Specifically, Patrol personnel are asked to:

- a. Report any issues or bugs to the AirFlare team as soon as possible.
- b. Assist us in recreating an issue or bug if we cannot recreate it ourselves.
- c. Provide us feedback on how to improve AirFlare, and to optimize it to resort operations.
- d. Suggest ideas on how to expand and improve adoption with resort guests and the community

Can AirFlare be deployed to auxiliary search teams like County SAR and Mountain Rescue?

Yes. If Mountain Patrol interfaces with other search and rescue teams to assist in in-bounds or out-of-bounds searches, the AirFlare team is happy to discuss the feasibility and logistics of deploying AirFlare Search Technology to those teams.

Additionally, the AirFlare team views Mountain Resorts as hubs and gateways to the local outdoor community. When we go-live at a Mountain Resort, we are very interested in opportunities to expand AirFlare adoption to other outdoor activities and venues; for example, mountain bike, trail running and skimo races, outdoor festivals, adventure outfitters, niche communities such as swift water paddling, etc. Expansion to these venues is also a catalyst for local SAR teams to adopt AirFlare Search Technology. Bottom line, the more AirFlare subscriber density we can encourage in a community, the more powerful our search technology becomes to community search teams.

What technology is required to operate AirFlare?

AirFlare Search Technology is entirely free to our Charter Mountain Resorts. Specific technology requirements are determined individually for each resort, but generally:

1. ***Field Console*** is an app downloaded to Mountain Patrol personnel mobile phones used to operate and administer AirFlare Search Technology. Field Console should be downloaded to the mobile phones of all Mountain Patrol personnel trained as AirFlare operators.
2. ***Desk Console*** is the desktop computer (Windows) version of Field Console generally used by Patrol Dispatch.

3. ***AirFlare Detector*** is a small, lightweight device carried by Mountain Patrol into the field to detect a lost subject's phone. AirFlare Detectors are supplied to Mountain Patrol by the AirFlare team. One or more Detectors are stored at Mountain Patrol until they are deployed into the field.
4. ***Google Earth Pro*** is a GIS application useful in visualizing search results on a map, for example when GPS coordinates are returned via Location Return, Location Capture or Location Request features. Google Earth is most useful for dispatch on their desktop if using Desk Console or mobile phone if using Field Console to translate GPS coordinates into recognizable landmarks such as ski runs or trails to instruct field personnel to navigate to. Google Earth may also be valuable for Mountain Patrol to have on their mobile phones in the field. Other GIS applications such as CalTopo or SARTopo can be substituted for Google Earth.
5. ***GPS Applications*** such as Gaia or Avenza are often desirable for Mountain Patrol to have on the mobile phones in the field to navigate to a search subject via GPS coordinates obtained during a successful AirFlare search via Location Return, Location Capture or Location Request. In the absence of a GPS application, native IOS or Android map applications (Apple Maps or Google Maps) can be used.