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## **Flightcom Whitepaper Addresses How To Reduce \$10 Billion Annual Cost Of Airline Ramp Incidents**

### ***Wireless Team Communication Reduces Ramp Accidents, Decreases Aircraft Turn-Around Time and Improves Employee and Passenger Safety***

November 28, 2011, Portland, OR – Flightcom today released a whitepaper aimed at preventing the estimated one accident and nine injuries per 1,000 departures that occur on the aviation ramp and cost airlines \$10 billion per year. Flightcom, a leader in innovative team communication solutions for aviation environments, is releasing the whitepaper today at the Ground Handling International Barcelona Conference.

“Given the availability of new wireless communication technology today, the current modes for ensuring coordination on the ramp and protecting passenger safety and worker health are outdated,” said Executive Vice President Reed Stager. “The traditional approaches of hand signals and wands need to be augmented with real-time verbal communication to ensure members of the ground crew can effectively communicate to ensure safety and help prevent the thousands of incidents that cost airlines and their insurers billions of dollars every year.

Nearly 250,000 people are injured in the 27,000 ramp accidents that occur every year. A 2007 report from the U.S. Government Accountability Office identified 29 fatal ramp accidents between 2001 and 2006 that involved the death of 17 ramp workers, eight passengers and four pilots. Ramp accidents also cause damage that negatively impacts passengers and crews after they have left the ramp area, causing additional costs and delays.

“Team communication is absolutely essential in creating a safe, productive and effective work environment,” Flightcom’s whitepaper says. “This is especially true for aviation ground personnel, who depend on communication not only for their own safety, but for the safety of others as well...In fact, poor communication is the number one human-factor error in airline accidents.”

Flightcom pioneered the development of completely wireless [ground support communication](#) solutions, designed to enhance the safety of aviation operations and improve ground crew efficiency. Its wireless headsets reduce background noise and allow teams of almost any size to communicate clearly and effectively, leaving wearers’ hands free and eliminating the possibility of injury from entangled cords. Flightcom’s products offer the largest range of communication and the most affordable solutions and are available for review at the Ground Handling International Barcelona Conference at booth #16.

#### **About Flightcom**

Flightcom is the leading manufacturer and worldwide supplier of innovative and reliable wireless team communication solutions for aviation environments. We support hundreds of thousands of pilots, commercial and military flight crews, and ground support personnel with headsets and intercoms that deliver clear communications, even under the most challenging circumstances. Our innovative solutions keep aviation and ground crews safe, effective, and productive during aircraft push-back, towing, deicing, and maintenance. Flightcom systems offer full-duplex hands-free communication with a choice of wired or wireless noise-reduction headsets, general aviation headsets, and flight or portable wireless

intercoms. We back our commercial systems with our exclusive ComCare Service Programs, which provide up to five years of extended protection and expedited customer care -- the longest in the industry. Flightcom is a division of Sonetics Corporation. Visit [www.flightcom.net](http://www.flightcom.net) or call (800) 432-4342 for more information.

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