

TISABAS™

REDUCING COSTS & INJURIES OF GROUND HANDLING OPERATIONS

Business Case for TISABAS: Ramp Agents

During the last 60 years, aircraft bellies have grown substantially longer, with more items loaded and less time to do it. Unfortunately, ramp agents are still loading and unloading aircraft manually, throwing bags and cargo the length of the plane.



TISABAS was designed by a ramp agent to benefit ramp agents while, at the same time, delivering significant advantages to overall operations.

The estimated savings to an airline through using TISABAS is an average of \$1 million per gate over five years, savings that go directly to the bottomline.

1. TISABAS reduces workers' comp claims and premiums.

- A. Data shows that eliminating one worker's comp claim a year saves an airline \$122,000 in direct and indirect costs.
- B. Only 1/3 of injuries to ramp agents are actually recorded as OSHA lost workday cases demonstrating that the real impact of injuries is far greater.
- C. As an example, a medium-sized carrier averaged 100 injuries a year at their hub. Estimated cost per injury was \$3400 for a total impact to this airline of \$340,000 at that location.

2. TISABAS reduces work-related musculoskeletal disorders and related costs.

- A. With 2/3 of injuries unreported, the real cost to airlines is actually 167% greater than estimated.
- B. There are also other productivity and cost impacts. A tired and sore employee is :
 - less efficient
 - calls in sick more often
 - has lower morale
 - is more likely to seek employment elsewhere

3. TISABAS reduces costly agent turnover.

- A. Data demonstrates that it costs \$7000 to train a new ramp agent. This does not include the expense of hiring nor the period of lowered productivity and the loss of efficiencies with an inexperienced crew.
- B. Damage to equipment is also more likely with an inexperienced crew.

4. TISABAS decreases expensive damage to an aircraft belly.

- A. Throwing baggage and cargo often results in dents, scrapes and holes. Data from a station with only 4 daily departures showed a cost of \$20,000 per year in emergency maintenance to repair belly damage.
- B. Repairing aircraft damage also results in significant delays and attendant costs.

5. TISABAS reduces the cost of damaged customer belongings.

- A. What is the expense of damaged bags or damaged cargo?
- B. What are the tangible and intangible costs of unhappy or lost customers because their bag or cargo was damaged and any compensation paid?

6. TISABAS reduces the costs associated with delayed aircraft.

- A. Four of the seven top reasons an aircraft is delayed are associated with belly loading. Delays mean dollars lost.
 - What is the real cost of a delayed flight?
 - What is the cumulative impact of a delayed flight that never gets back on schedule?

7. TISABAS expands the hiring pool.

This is a physically-demanding job, ramp agents are predominantly young and male. Making the job less strenuous will expand the applicant pool.

8. The average amount of cargo loaded on an aircraft is increased.

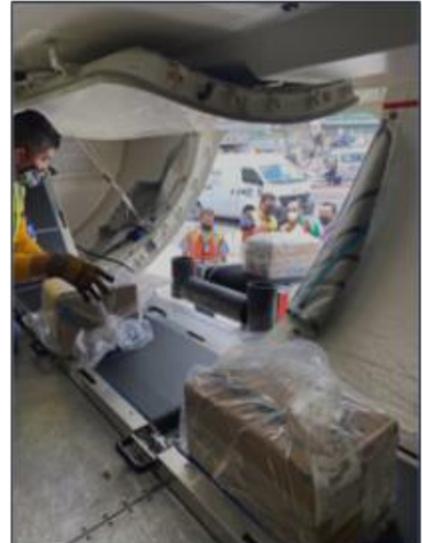
Belly-loaded cargo is bumped regularly because the crew is too tired or overworked to complete loading in the time available.

9. TISABAS requires little additional training.

- A. It is designed to work within the existing operation and with the same belt loader placement.
- B. Understanding a few easy features of TISABAS is the extent of the training; no need to track who has received training and who hasn't.

These are some of the most common – and costly – issues around loading and unloading aircraft. They are also operational issues that every ground service manager needs to control for an efficient and safe operation with on-time schedules and on-budget operations.

See how TISABAS will benefit yours.



RamperInnovations.com • sales@RamperInnovations.com • 907.738.0740

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