



## How TA Connections Solves Aviation Challenges: **By the Numbers**

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It's no secret that a lot of moving pieces go into flight travel, and recently, staffing shortages, severe weather, and high passenger volume have further complicated these already complex operations.

In June 2023, **there were an average of 30,000 delayed flights** per day globally, including 7,000 to 9,000 delayed flights in the United States alone. And while delayed or canceled flights clearly disrupt passengers' travel, they also have an impact on crews, operations managers, and airline executives and administrators who are responsible for dealing with those complications and keeping passengers happy.

TA Connections, the airline's leading source for end-to-end operational management, offers comprehensive technology to support crews, disrupted passengers, and airline operations. Here are some of the challenges faced by the industry, and how our solutions can transform airline operations — by the numbers.

## TA Crew Hub

Pre-pandemic, there were over

**38.9** million

flights around the globe, averaging to over

**100k**



flights

each  
day from

**9,000**



airports<sup>1</sup>

In the United States,  
pilots and flight crews  
are guaranteed



hours of rest<sup>2</sup>

There were over



**248.7k**

active flight  
attendants<sup>3</sup>



**142.6k**

pilots<sup>4</sup>

in the US in 2021.

### How TA Crew Hub supports crews:

**TA Crew Hub**, our intelligent crew layover management platform, seamlessly integrates with any Crew Management System to fully automate crew logistics in real time. Reduce your operations center workload and improve crew communications through our self-service mobile and web platforms, which include the ability to schedule flights at pre-negotiated rates.

## TA Inflight



Customer Care is

**1**

of the

**2**

biggest factors

that airline customers consider while making  
their purchase decisions for a flight.<sup>5</sup>

### How TA Inflight enhances customer service:

**TA Inflight** creates a 100% digital cabin for your crew to improve productivity and streamline the inflight operation. It delivers in-depth passenger information, an integrated retail solution, and access to all manuals and checklists for enhanced, more personal inflight service.

<sup>1</sup> <https://www.statista.com/statistics/564769/airline-industry-number-of-flights/>

<sup>2</sup> <https://www.faa.gov/faq/what-are-flight-attendant-duty-period-and-rest-requirements#:~:text=However%2C%20under%20certain%20circumstances%2C%20our,the%20eight%20hour%20rest%20period.>

<sup>3</sup> <https://www.statista.com/statistics/918867/aviation-industry-number-of-flight-attendants-in-the-united-states/>

<sup>4</sup> <https://www.bls.gov/ooh/transportation-and-material-moving/airline-and-commercial-pilots.htm#tab-1>

<sup>5</sup> <https://www.emerald.com/insight/content/doi/10.1108/APJML-07-2021-0486/full/html#:~:text=Further%2C%20modeling%20of%20these%20factors,while%20making%20their%20purchase%20decisions.>

## TA Disruption Hub

Hold times for customer service can be a few minutes

or  **3 hours**  
during very busy times.<sup>6</sup>

The largest cause of air traffic delay in the National Airspace System is the weather, which causes

**75%**  
of delays<sup>7</sup>

### How TA Disruption Hub simplifies passenger disruptions:

**TA Disruption Hub** proactively monitors passenger itineraries and flight operations to identify and treat disruption events in real-time. It supports flight rebooking, processes refunds, generates vouchers, creates credits, and hotel and transportation reservations for a one-stop management of passenger disruptions.

## TA Ramp

Connection times between domestic flights are often only

**60** to **90**  
minutes<sup>8</sup>

Depending on the size of the airport, customers wait an average of

**14** to **45**  
minutes

for their bags to arrive.<sup>9</sup>

It can take

**20**  
minutes

to unload bags off of a plane.<sup>10</sup>

### How TA Ramp improves baggage handling:

**TA Ramp** is a digital and mobile platform that tracks bags, manages aircraft weight and balance systems, and alerts passengers if their checked bag doesn't make it on the flight. It gives access to real-time data and enables faster communication within the ramp operations team and other airline groups, enabling ramp staff to get their work done more efficiently.

<sup>6</sup> <https://www.washingtonpost.com/travel/tips/airline-customer-service-hold-times/>

<sup>7</sup> <https://www.faa.gov/nextgen/programs/weather/faq#faq1>

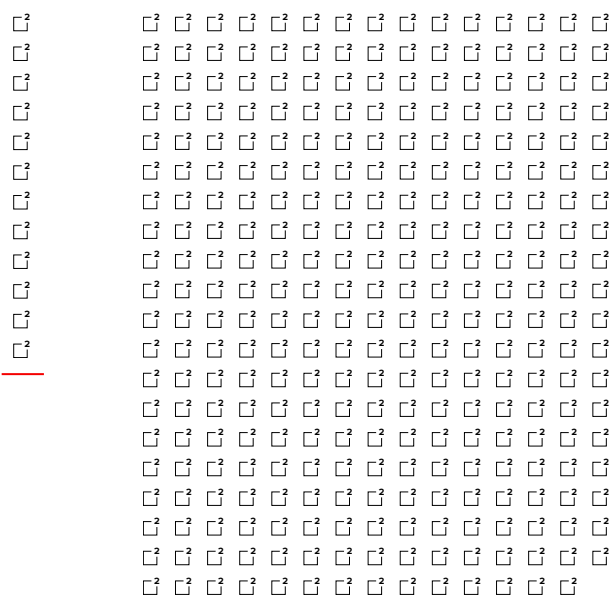
<sup>8</sup> <https://www.usatoday.com/story/travel/airline-news/2023/05/18/time-between-connecting-flights/70222761007/>

<sup>9</sup> <https://www.nytimes.com/2016/08/23/business/luggage-baggage-claim-tracking.html>

<sup>10</sup> <https://ronithetravelguru.com/why-does-it-take-so-long-to-get-my-checked-bag-once-i-land/>

**12** to **299** square miles

The largest airports in the world range from



Imagine if your customer service team was able to go directly to your customers instead of them finding you.<sup>11</sup>

## How TA Airport transforms airport operations:

**TA Airport** creates a digital and mobile airport operation to reduce reliance on airport infrastructure. The app seamlessly integrates with all core airline systems to facilitate digital and contactless touchpoints, growing ancillary revenue and improving passenger service.

Every airline faces unique challenges. TA Connections is your answer for improved customer service, cost savings opportunities, and system automation. **Request a customized demo today.**

<sup>11</sup> <https://worldpopulationreview.com/country-rankings/largest-airports-in-the-world>

<sup>12</sup> <https://thepointsguy.com/news/what-it-takes-to-get-a-plane-ready-between-flights/>

<sup>13</sup> [https://simpleflying.com/aircraft-turn-around/?newsletter\\_popup=1](https://simpleflying.com/aircraft-turn-around/?newsletter_popup=1)

<sup>14</sup> <https://simpleflying.com/aircraft-turnaround-process/>