

Proactive Maintenance Makes Passengers Feel Safer



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94%

of passengers feel safer knowing that their airline is proactively maintaining their aircraft



Airline solutions

eEnablement

Connect pilot EFBs and crew devices to report maintenance issues while in flight

Wireless Quick Access Recorder

Automate and expedite flight data for operational and quality programs

Whether driving or flying, proactive maintenance programs help ensure safe trips and boost passenger confidence. In a car, for example, proactive maintenance begins with oil changes every 10,000 miles. In newer connected cars, sensor data alerts when the oil should be changed for improved performance.

Similarly, airlines have proactive aircraft maintenance programs. If a seat tray is broken in flight, crews can report this to ground maintenance teams for repair. Previously, this reporting occurred *after* the flight had landed. Today, connected crews can proactively report in real-time allowing maintenance teams to be prepared upon landing to avoid flight delays. Another aspect of proactive maintenance is utilizing data from the thousands of aircraft sensors to predict repairs and failures. Historically, this kind of aircraft data was only accessed

manually. However, wireless solutions can automate this process, and airlines can improve the timeliness of data access and subsequent predictive analysis.

Proactive maintenance keeps airplanes functioning longer and operating safely.

When flying, research shows that passenger confidence is based on the assumption that airlines are on top of maintenance issues. Considering some airlines' proactive aircraft maintenance programs are more robust than others, those airlines that connect crews and automate aircraft data retrieval programs should promote these operational enhancements to passengers. These solutions can be delivered through inflight internet and knowledge of them can positively impact the passenger experience through greater peace of mind.

The Global Traveler Research Series is an annual research study commissioned by Gogo. The purpose of the study is to explore the changing behaviors and attitudes of airline passengers around the world. For additional Gogo studies, visit gogoair.com/globaltraveler.

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