



**Industry:** Aviation

**Location:** Multiple Airports

**Implementation Date:** Early 2024

# PrimeFlight Aviation: Fueling Efficiency Takes Flight with Walt Smart Radio System

"Walt radios save us anywhere from 5 to 10 minutes per fueling operation. That's significant when you consider we do 160-200 fueling operations daily at our MCI station. Those 5 minutes could be the difference between an on-time departure and a delay."



**Conner Lovell**  
Operations Manager,  
PrimeFlight Aviation (MCI)



## Business Challenge

PrimeFlight Aviation Services provides aircraft fueling for approximately 30 different airlines across multiple airport locations nationwide. With tight turnaround times typically ranging from 35-45 minutes between landing and departure, **every minute counts** in their high-pressure operation.

Their previous communication system relied on outdated Motorola radios with limited connectivity, creating significant operational challenges:

- Poor reception due to limited receiver placement around airport facilities
- Equipment failures in wet conditions with devices lacking waterproofing
- Unreliable clips resulting in lost or damaged units
- No ability to document communications for accountability or verification
- Limited range requiring dispatchers to relay critical information

At Kansas City International Airport (MCI) alone, the team handles **between 160-200 fueling operations daily**. Equipment failures requiring immediate response occur 3-5 times daily. Without reliable communication, these situations resulted in delays that damaged airline relationships and created potential safety hazards.

## Why They Chose Walt Smart Radio System

After evaluating available options, PrimeFlight selected the Walt Smart Radio System for its superior functionality and reliability. The decision was driven by several critical factors:

- **Cell-Based Connectivity:** Eliminated the need for physical receivers throughout the airport
- **Durability:** Waterproof design built for harsh operating conditions
- **Transcription & Playback:** Created accountability and reduced repeat communications
- **Multimedia Capabilities:** Allowed sharing of equipment photos for faster troubleshooting
- **Smartphone Integration:** Enabled management oversight even when off-site

“The timestamps help us a lot to go back and show the airline, ‘Hey, this is when the fueler was there, this is the timestamp.’ And then they want to start investigating and be like, ‘Okay, that’s not your guys’ delay.’”

– Conner Lovell, Operations Manager, PrimeFlight Aviation (MCI)

## The Solution

PrimeFlight implemented Walt Smart Radio System first at their Baltimore and Kansas City stations in early 2024. Following successful deployment, the system has expanded to additional locations including Denver, Seattle, San Jose, and most recently, Memphis.



The implementation includes:

- Walt Smart Radio devices for all team members
- Smartphone app access for management personnel
- Integration with existing operational workflows
- Capability to communicate across stations when necessary

All team members from fuelers to supervisors now carry Walt radios, signing in at the beginning of each shift. The primary communication happens on the “everyone” channel, ensuring all team members maintain situational awareness.



# The Results

The implementation of Walt Smart Radio System has delivered measurable improvements across multiple operational areas:



## Time Savings:

- 5-10 minutes saved per fueling operation
- Multiplied across 160-200 daily operations at MCI alone
- Significant reduction in time to respond to equipment failures



## Improved Safety:

- Immediate response to fuel spills preventing environmental incidents
- Enhanced team coordination during emergency situations
- Reduced need for phone use on the tarmac



## Enhanced Accountability:

- Timestamped communications provide verification of service times
- Ability to fight inaccurate delay claims from airlines
- Management can review communications for training and process improvement



## Business Impact:

- Strengthened airline relationships through reliable service
- Competitive advantage in the aviation services market
- Expansion to additional PrimeFlight locations based on success

"These radios probably have helped PrimeFlight save quite a bit of money with not catching delays. And just the efficiency is very evident."

– Conner Lovell, Operations Manager, PrimeFlight Aviation (MCI)

The implementation has been so successful that PrimeFlight is expanding Walt Smart Radio System deployment across their network, with projections for company-wide adoption within the next couple of years.

## Key Use Cases

**Emergency Response** Walt enables instant communication when aircraft wings vent fuel unexpectedly, allowing rapid deployment of cleanup crews before environmental incidents occur.

**Visual Troubleshooting** Rather than verbally describing equipment issues, teams send photos showing exactly where problems exist, accelerating repairs.

**Accountability & Training** Recorded communications create opportunities for process improvement and serve as evidence when defending against delay claims.

**Equipment Failure Management** When fuel carts fail (3-5 times daily), teams can immediately communicate and coordinate replacement equipment, minimizing downtime.

**Delay Prevention** Communication efficiency directly translates to keeping tight fueling schedules on track, preventing costly airline delays.

**Management Oversight** Supervisors monitor operations even when off-site via the smartphone app, maintaining operational continuity.

## Simple, Safe and Smart for Your Frontline Workforce.

**Ready to elevate your operational efficiency?**  
Contact weavix today to learn how Walt Smart Radio System can transform communication in your industry. [hello@weavix.com](mailto:hello@weavix.com)