## "Air Rage"

A systematic review of research on Disruptive Airline
Passenger Behaviour

APATS Singapore 2019
Dr Doug Drury



## Media

- Air rage woman who stormed cockpit on Jet2 flight yelling 'l'll kill you all' slapped with \$150k airline bill - News.com.au
- Man 'slaps woman' as air rage brawl erupts on Turkish Airlines holiday flight from Istanbul to Russia – The Sun
- Air-rage drunk belted boy, 8, on head with bottle and spat in woman's face on Virgin flight — The Scottish Daily Record



## **Media**

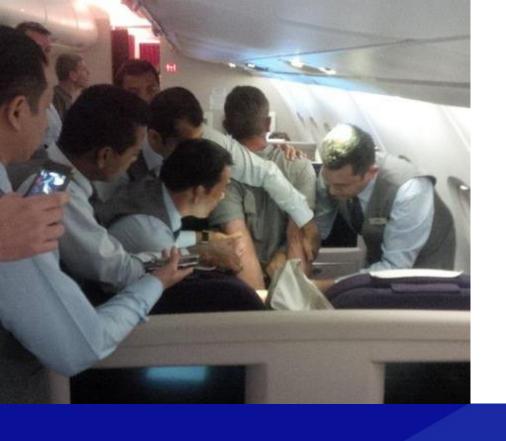
- Air rage: how it differs in West and East, and why Chinese passengers are in a league of their own – South China Morning Post
- Two 'violent' passengers kicked off easyJet flight from Gatwick to Gibraltar after being 'aggressive' towards crew – The Sun
- Brits named most unruly airline passengers by Spanish authorities – The Mirror.com.uk



## Media

- Pilot takes down passenger who pushed flight attendant
- Male passenger sparks complete disgust as he urinates in his plane seat – Express.co.uk
- Passenger Accused of Defecating on Airliner Pleads Guilty To Making A Threat – AP News





## **Disruptive Passengers**

Unruly passengers are those whose demeanour, behaviour or failure to comply with cabin crew directions present a threat to the safety or security of the aircraft and/or those on board. (Goldsmid et al., 2016)



### **Statistics**

- Every three hours there is a disruptive passenger event within the European Union - EASA
- 1 incident in 1,424 flights in 2017 IATA
- 20,000 airplanes in the air during peak travel FlightRadar24
- 1 incident in 14 flights
- 49% are non-compliance with safety regulations IATA
- 27% report alcohol involved IATA





#### **Disruptive Behaviour Cause?**

- Travel Stress
  - Begins before arriving at the airport
- Alcohol/Drugs
  - Widely reported in print and social media
- Class Anger
  - Business vs Economy
- Airplane Ergonomics
  - Economy seat size



# Disruptive Passenger Management

- What are the "Best Practices"
  - Each airline culture is different
  - Passenger culture changes
- Where are the Gaps?
  - Training Is it effective?
  - Organizational Support Is it enough?
  - Regulatory Does it need to change?
  - Air Law Does it need to change to deter others?



# **Impact on Cabin Crew**

- Effectiveness/Confidence in Containing Event
  - Self-defence training
  - Crisis negotiation training
- Recovery
  - PTSD Treatment
  - R U OK?
- What Do You Need?



# **How Can We Help?**

- Incident Data Analysis
  - Airline data from incident report
  - Deidentified
- "Best Practices" Analysis
  - What is working, what is not
- Training Methodologies
  - Use of technology to develop integrated training



### **Contact Information**

Dr Doug Drury
Program Director
Aviation
University of South Australia

doug.drury@unisa.edu.au

61+0883023945

