

“Air Rage”

A systematic review of research on Disruptive Airline
Passenger Behaviour

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Media

- **Air rage woman who stormed cockpit on Jet2 flight yelling ‘I’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



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