

What are possible contributing factors to passenger's misbehavior on board?

Unruly passenger behavior is one of the biggest issues of our days and unfortunately, this problem grows/increases from year to year. There are different reasons for this: alcohol and drugs intoxication, mental illness, fear of flying, stress due to flight delays and strict security check/screening, long flights, smoking bans, crowded conditions, loud passengers or crying babies and so on (what not), (something like that).

- **Could you explain the meaning of the term “Air rage”, please?**

“Air rage” is a situation when a single passenger or several passengers show (demonstrate) aggressive behavior during the flight and threaten crew members and other passengers.

- **What are pilot's request and actions in case of an unruly passenger on board?**

Due to violent/unruly passengers on board the captain may make a decision and he is authorized to divert from his flight plan and proceed to the nearest suitable aerodrome. The crew may need a shortcut or a direct routing to the chosen point. They are allowed to disembark the unruly passenger. Usually they request police and security services upon arrival to help them. Then the crew may continue the flight to destination.

- **What are the reasons for diversion in case of an unruly passenger on board?**

A disruptive passenger on board is a serious threat to passengers and to a flight safety in general. They may try to penetrate into the cockpit and interfere with the crew duties or they may try to open emergency exits, they may injure other passengers and cause panic in the cabin. Actually, it's a serious risk to flight safety so the crew will divert and remove the abusive person.

If the unruly passenger can't be isolated from others on board and remains a threat for safety the captain is authorized to divert to the nearest suitable airport to remove him as soon as possible.

- **What are the ways to cope with unruly passengers on board?**

I think there are different ways to deal with such passengers. For example, communication, when the crew tries to calm them down, invites/asks/demands to follow the rules and warns/informs them about possible consequences of such a behavior. If it doesn't help it is necessary to restrain them.

- **What information is necessary for effective assistance to a flight with unruly passengers?**

Controllers will need an information about number of aggressive passengers, their age, male or female, number of their seats, may be nationality, their current behaviour (how they behave) and so on.

- **Who is responsible for handling such passengers during the flight?**

As far as know, it's responsibility of the cabin crew.

- **What training is necessary for the cabin crew for dealing with an unruly passengers?**

The cabin crew is trained to negotiate and manage conflicts. Also they are trained to restrain offenders physically. They may use handcuffs, seatbelts, sticky tapes to tie an unruly passenger to the seat.

- **What ground services are activated in such situations?**

In such cases controllers involve the police, the law enforcement, airport authorities, security, medical and ground services.

- **What actions can be taken to prevent air rage incidents?**

First of all ground staff and security must have skills to detect potentially unruly passengers: drunk or drugs intoxicated and if possible, prevent them from boarding. Then, the cabin crew should brief the passengers on the rules of conduct (behavior) on board. Video cameras may be installed. Moreover (even more) such passengers should be fined, arrested, in serious cases put into prison. They also may be placed on a black list (banned from any future flights).

- **Do you agree that an air rage is a growing problem?**

Unfortunately, air rage incidents are occurring regularly , on all airlines and in every cabin class. There are lots of incidents involving celebrities and ordinary passengers as well. The tendency is that the situation is getting worse.

- **Have you ever had/heard of a situation connected with unruly passenger behavior on board?**

On the first of January of 2021 (of this year) the captain of the flight from Sochi to Moscow decided to divert to our airport as it was the closest on his route. It happened due to aggressive passenger on board. During the flight one very famous hockey player used a lot of alcohol and became very angry and abusive when the flight attendant refused to serve him another dose. He hit and slightly injured her and one of the occupants. After safe landing at our airport the disturber was removed from the aircraft and arrested by the local police. In about twenty minutes the crew could proceed to the destination.