

- **explanation of the term “air rage”**

The term “air rage” means disruptive or violent behavior on the part of passengers and crew of aircraft.

- **possible contributing factors to passenger’s misbehavior on board**

- Disruptive behavior can have many causes from the stress of travel, smoking bans to the side effects of drugs. But the most common reason is alcohol.
- Unruly behavior on board can be provoked by mental health issues and fears.
- A passenger may be stressed out by the long lines at the check-in, airport security procedures, departure delays and may start to act aggressively.

- **pilots’ requests and actions in case of an unruly passenger on board**

In case of air rage the pilot may be forced to land at the closest aerodrome in order to offload the unruly passenger. The pilot may require law enforcement, and the disruptive person may be arrested upon arrival.

- **reasons for diversion in case of unruly passenger behavior**

The ICAO has defined four levels of threat from unruly behavior in flight:

Level 1 — disruptive behavior (verbal confrontation);

Level 2 — physically abusive behavior;

Level 3 — life-threatening behavior (or display of a weapon);

Level 4 — attempted or actual breach of the flight crew compartment.

At the first level, the unruly passenger does not cause much trouble and the flight can continue normally. But if there is a level 2 and higher, then there is a real threat to flight safety.

They may become physically or verbally abusive and direct their aggression against flight attendants and other passengers. They may attempt to open the cockpit, interfere with the crew’s duties, make threats or initiate a fight and assault the staff or passengers. Violent behavior can cause panic in the passenger cabin and distractions that result in crew members’ errors. Extremely unruly passengers have to be restrained and offloaded at the nearest available aerodrome. In this case, law enforcement (police and security) is required upon arrival.

- **ways to cope with unruly passengers on board**

Airline crews are trained to deal with such events. They try to speak with the problem passengers, pacify them, defuse the situation and resolve the conflict verbally. Extremely unruly passengers have to be restrained.

- **information necessary for an effective assistance to a flight with an unruly passenger**

The necessary information includes personal information about the passenger (gender, age, first and last name), row, seat, passenger condition (alcohol or drug intoxication, panic attack), actions of the passenger and crew.

- **people responsible for handling such passengers during flight**

Perhaps one of the flight attendants will be watching this passenger or another passenger who wants to help.

- **cabin crew training for dealing with unruly passengers**

Airline crews are trained to deal with air rage incidents. Firstly, the flight attendants try to speak with the problematic passenger, pacify him or her, defuse the situation and resolve the conflict verbally.

- **ground services activated in case of an unruly passenger on board**

Depends on situation must by alert the medical service, police, security service, bomb squad and anti terrorist squad if required. Law enforcement may be needed to assist the crew with a disruptive passenger.

- **ways to prevent air rage incidents**

Air companies impose heavy fines and punishment for disruptive behavior. For example, an airline can choose to ban the problem passenger from any future flights. I mean the Blacklist.

- **air rage - a growing problem**

The majority of incidents involve verbal abuse, failure to follow crew instructions and other forms of anti-social behavior. 11% of the reports indicate physical aggression towards passengers or crew or damage to the aircraft. Alcohol or drugs are identified as a factor in 23% of the cases (which are mainly consumed prior to boarding or from personal hand baggage).

- **situation connected with unruly passenger behavior you have had / heard about**

I recently read about such a case in the news. On October 22 of this year, the Moscow – Vladivostok flight crash-landed in Krasnoyarsk due to a row. According to passengers, a man in a military uniform at first really wanted to smoke, then tried to knock out the door of a flying Boeing 777. They tried to restrain the violent passenger with plastic clamps and child belts. The plane landed in Krasnoyarsk, where the passenger was disembark and handed over to the police.