

### **UNRULY PASSENGER ON BOARD**



#### ***SPEAK ON “UNRULY PASSENGER ON BOARD”. FOLLOW THE CHECKLIST***

- explanation of the term “air rage”
- possible contributing factors to passenger’s misbehaviour on board
- pilots’ requests and actions in case of an unruly passenger on board
- reasons for diversion in case of unruly passenger behaviour
- ways to cope with unruly passengers on board
- information necessary for an effective assistance to a flight with an unruly passenger
- people responsible for handling such passengers during flight
- cabin crew training for dealing with unruly passengers
- ground services activated in case of an unruly passenger on board
- ways to prevent air rage incidents
- air rage - a growing problem
- situation connected with unruly passenger behaviour you have had / heard about

*(from “Steps to Proficiency” Test Preparation)*

#### **KEY WORDS & PHRASES**

- a disruptive (unruly) passenger
- endanger (put at risk, jeopardize) flight safety
- deal with (manage, handle) air rage situations
- display aggressive (violent) behavior
- restrain (subdue, overpower) a disruptive person
- undergo training
- be restrained with rope/tape/flexi cuffs/seat belts
- be forcibly taped to the seat
- remove (disembark, offload) a disruptive man
- ask for the police and security assistance
- leave the aircraft under police escort
- be arrested (be taken into custody) by authorities

Air rage or sky rage is a situation when a passenger suddenly becomes aggressive and violent on an aircraft towards other passengers or the people who work on it and may put crew members and passengers at risk.

## **DISRUPTIVE BEHAVIOUR**

A disruptive passenger is a passenger who does not respect the rules of conduct on board or does not follow the instructions of crew members. He disturbs the order and discipline on aircraft. An unruly passenger may behave in an aggressive/threatening/abusive/assaulting way towards crew and passengers, become rude, fight with other passengers, interfere with duties of crew members and put the safety in danger. They may try to penetrate into the cockpit, interfere with the crew's duties.

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.

## **CAUSES OF AIR RAGE**

- 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 behaviour 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.

## **CREW ACTIONS**

Incidents of air rage often start as minor disputes between passengers and develop into life-threatening situations. 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.

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.

Extremely unruly passengers are restrained using different methods. Some airlines carry handcuffs for this purpose. Others use seatbelts, adhesive tape, shoe laces, or whatever is available on the aircraft to tie the unruly person to the seat if necessary.

## **ATC RESPONSE**

Controllers should follow ASSIST code: ACKNOWLEDGE – acknowledge emergency status, nature of the problem and intentions; SEPARATE - separate the aircraft from other traffic, clear the airspace to give it room to maneuver; SILENCE - impose radio silence if the frequency is congested; INFORM - notify authorities and units, agencies concerned such as adjacent sectors, police and security, medical services; SUPPORT - provide maximum assistance to the pilots, facilitate rerouting and diversion by coordinating a direct path; TIME – give the pilots time to resolve the situation.

**PREVENTIVE MEASURES**

- These days, incidents with unruly passengers occur quite often. It is necessary to prohibit/restrict alcohol in flight to prevent aggressive behavior.
- Trouble-makers or drunk passengers should not be allowed to board aircraft as a precautionary measure.
- Large fines for disruptive behaviour in flight must follow any unruly passenger event.
- Authorities must prosecute unruly passengers, especially after assaults and threats to staff and other passengers on board.
- Cabin crew and ground staff must be appropriately trained and empowered to deal with such situations effectively.

<b>Causes</b>	<b>Misbehavior and results</b>	<b>Crew actions</b>
<b><i>Air rage can be caused by</i></b> <ul style="list-style-type: none"> <li>• drugs and alcohol intoxication</li> <li>• stress and fatigue (due to smoking bans, long-haul flights, flight delays, crowded (crammed) planes, lack of personal space, small seats, etc)</li> <li>• mental disorders</li> <li>• mental breakdowns ( due to panic, fear of flying or height, annoying individuals in the vicinity (seat kickers, crying babies, etc)</li> </ul>	<b><i>A disruptive passenger can</i></b> <ul style="list-style-type: none"> <li>• endanger flight safety</li> <li>• disturb the order on board</li> <li>• refuse to maintain the seat, run back and forth</li> <li>• try to penetrate the cockpit</li> <li>• attempt to open an external aircraft door and leave the aircraft in flight</li> <li>• want a cigarette badly becoming really nervous, anxious</li> <li>• make threats</li> <li>• display something which look like a weapon/gun/knife/bomb</li> <li>• initiate a fight</li> <li>• hit (strike, beat, punch, kick) a crew member or passenger</li> <li>• assault staff and passengers</li> <li>• abuse people around</li> <li>• start yelling, swearing at others</li> <li>• scream and sing very loudly</li> <li>• provoke panic among passengers</li> </ul> <b><i>We can expect</i></b> <ul style="list-style-type: none"> <li>• flight safety at risk</li> <li>• diversion, unplanned landing and delays</li> <li>• injuries to pax and cabin crew</li> <li>• inconvenience to other passengers</li> </ul>	<b><i>The crew may</i></b> <ul style="list-style-type: none"> <li>• calm down the disruptive passenger</li> <li>• restrain the violent man</li> <li>• send urgency signal to ATC</li> <li>• divert to the nearest suitable aerodrome to remove the unruly passenger from the aircraft</li> <li>• require police assistance</li> </ul>