



# Safe Air Travel & Managing Passenger Behaviour

Martin Maurino

Manager, Safety Analysis

IATA

3rd World Conference on Fear of Flying  
Montreal - 4-6 June, 2007



# Overview

- Introduction to IATA's Safety activities
- Cabin Operations Safety programme
- Focus on passenger behaviour events
- IATA's role and support to airlines



# IATA's Safety Strategy

## 6-point Safety Programme



# IATA Cabin Operations Safety

- Aimed at enhancing Safety:
  - Reducing incidents
- Improving efficiency:
  - Reducing costs to airlines



# Air Rage

- Increased throughput at airports creates congestion
- Traffic growth contributes to situation
- Air rage is result of several factors, which can interact
- Air rage can significantly impact operations
- Concerted effort to recognise and deal with issue

# Contributing Factors to Air Rage



- Queues
- Overbooking
- Passenger handling at airports

# Contributing Factors to Air Rage

- Flight delays
- Lack of information
- Alcohol consumption
- PED restrictions



ON GATE 24	
TIME	STATUS
2:50	DELAYED
3:40	DELAYED
4:00	DELAYED
4:05	DELAYED
4:30	ON TIME
4:40	BOARDING
5:00	BOARDING
5:00	ON TIME
5:40	ON TIME
6:00	ON TIME

# Contributing Factors to Air Rage

- Non-smoking policy:
  - At airport terminals
  - On board A/C



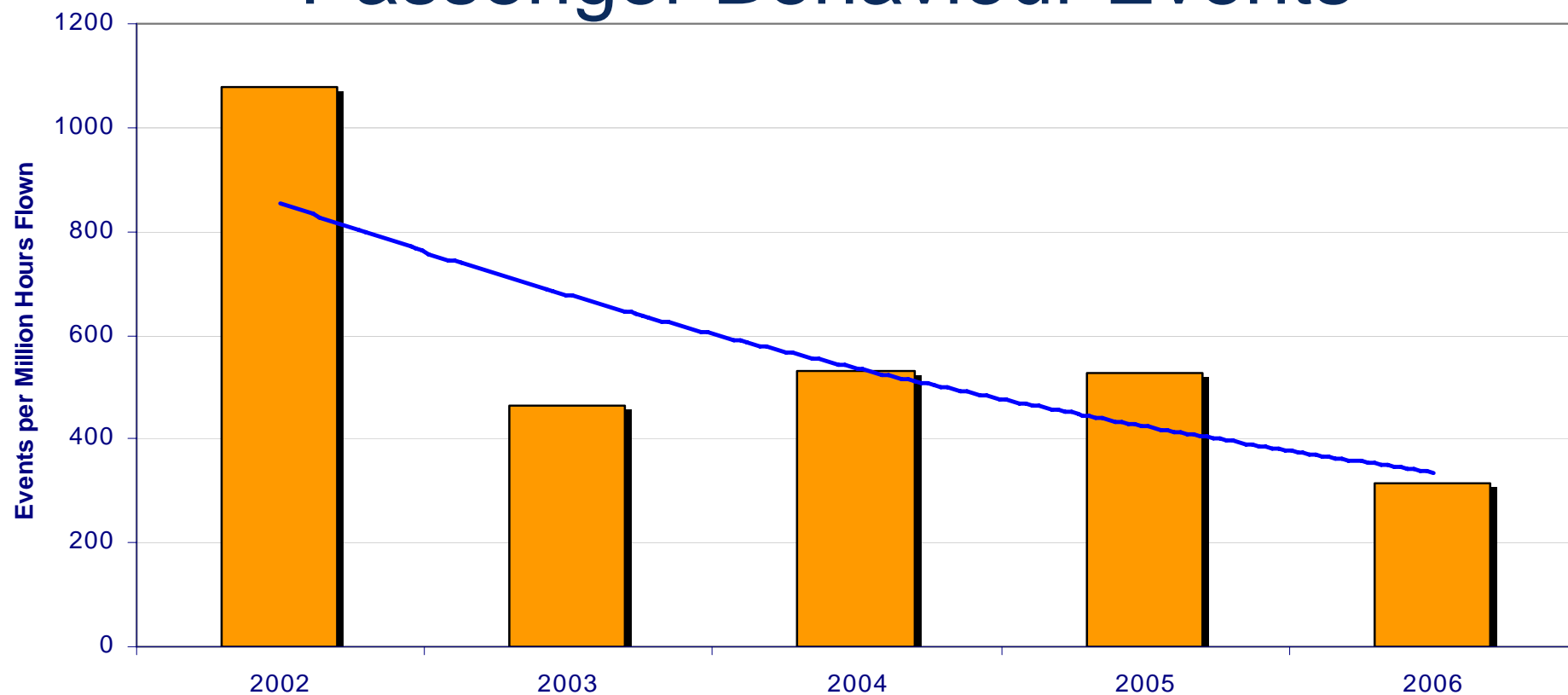


# Effects on Passengers

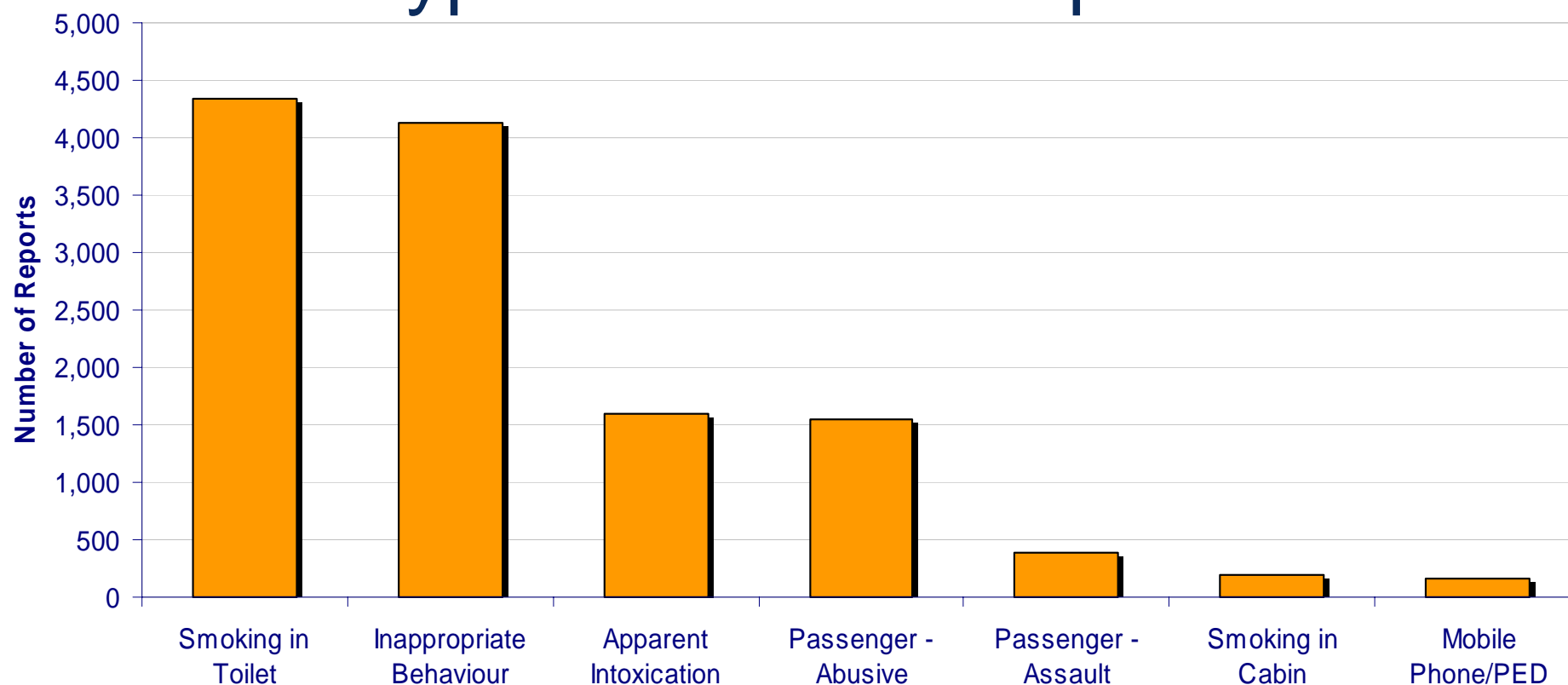
- Frustrated
- Tired
- Stressed
- Anxious
- ...



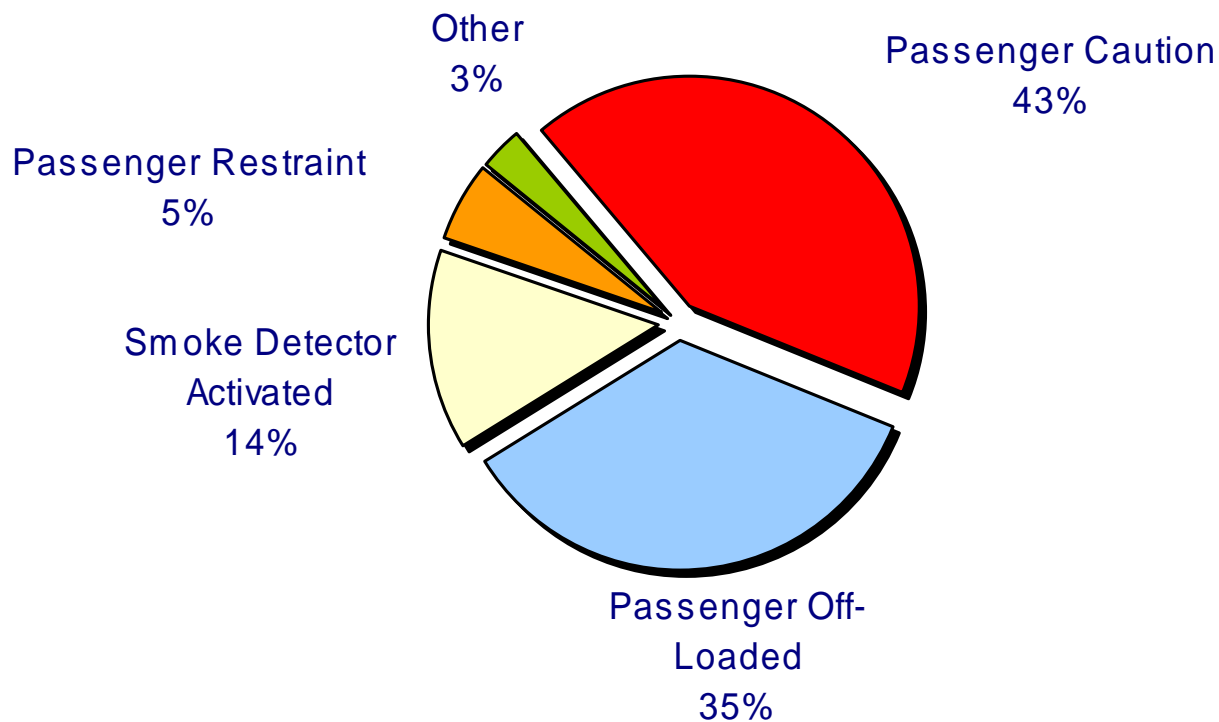
# Passenger Behaviour Events



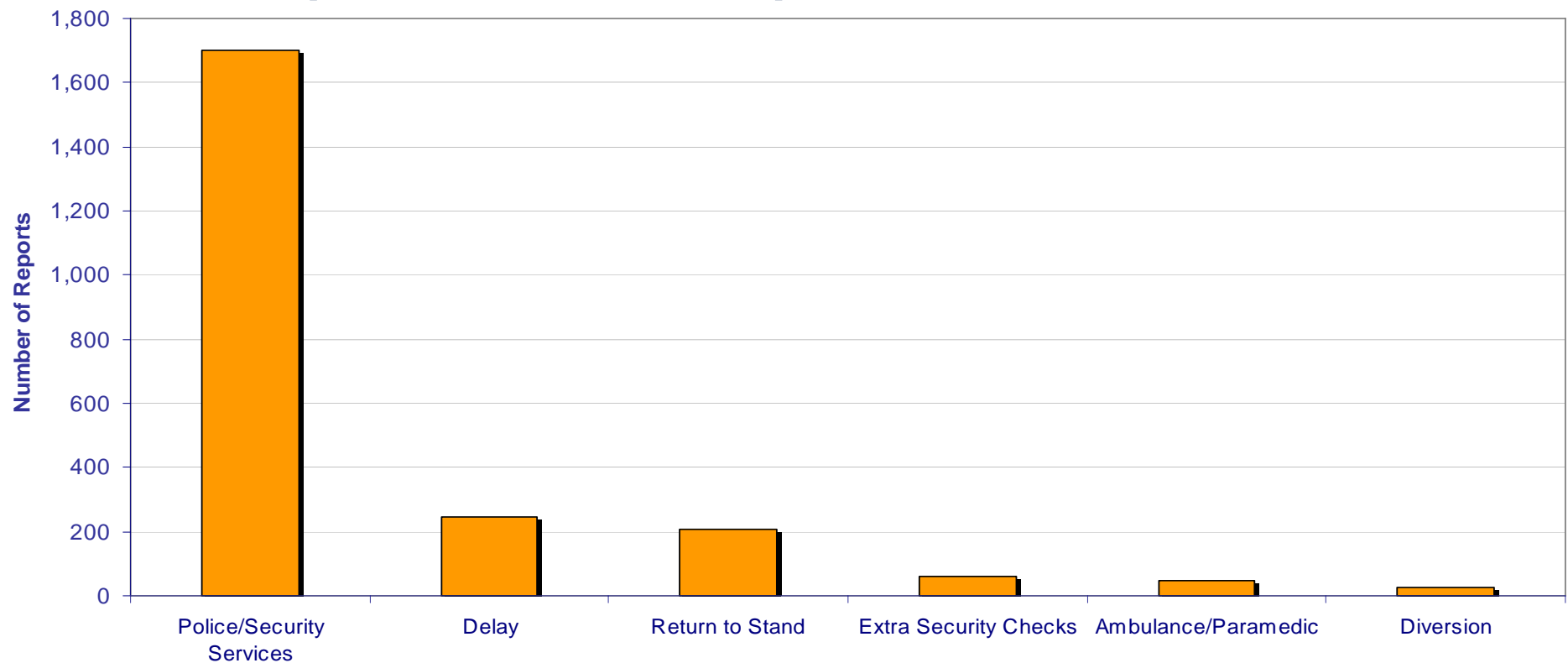
## Types of Events Reported



# Immediate Effect of Events



# Operational Impact of Events



# Operational Impact of Events



- Events disrupt operations
- They are costly to airlines:
  - Ground delays
  - Diversions
- Negative perception of airline

# Managing Cabin Operations



- Cabin crew need tools to:
  - Properly assess situation
  - Manage passenger-related events
- Situations can turn from minor to serious
  - Impact operations

# Leading the Way

## How Can IATA Help Airlines?

- Awareness campaign:
  - Analyse data
  - Identify issues
  - Voice concerns
- Practical training:
  - Conflict management simulation
- SOP enhancement:
  - Best practices





# Integrated Approach



- Involve all ops parties:
  - Flight crew
  - Cabin crew
  - Ground crew
  - Security personnel

# Working Together

- Work with Member Airlines, ICAO & States:
  - Sharing experience
  - Cultural issues
  - Harmonization & support from authorities

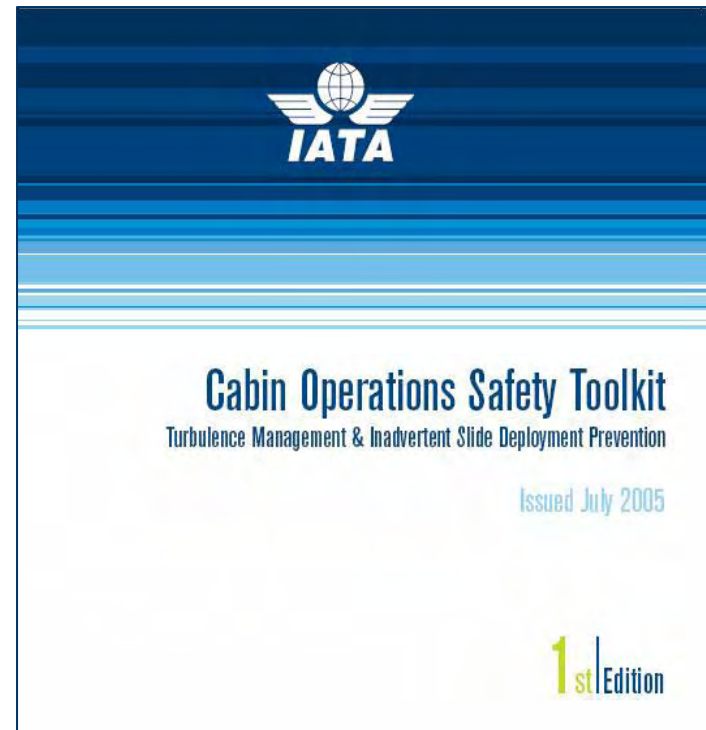




# Learning from Success

## IATA Cabin Operations Toolkit

- Aimed at reducing turbulence-related injuries
- Adopted by several members
- Results show reduction in incidents





## Conclusion

- Despite reduction in 2006, unruly passengers remain a concern
- These events can seriously disrupt operations
- IATA is working to develop tools for airlines
- Events cannot be eliminated
- But, they can be **properly managed** by crews
- End result: create a safe & pleasant experience for the passengers



