

iapa



Frequent Flyers count on us

3rd World Conference on Fear of Flying

June 4-6, 2007

ICAO Headquarters, Montreal



Who are we...

IAPA - International Airline Passengers Association - membership organization for the frequent airline traveler

- Founded in 1960 in the US
- Offices in London, Hong Kong, Dubai, and Dallas
- 100,000 Members in over 150 countries
- 300,000 Associate Members, through membership affiliations
- Promoting safety, security, convenience, comfort, and economy to air travelers



IAPA's Mission

Representing the interests of it's members with an emphasis on passenger safety, security, comfort, convenience and health.

- Assisting through an informal complaint process when necessary
- Participation on government & industry committees
- Speaking on behalf of the largest global organization of frequent air travelers



IAPA Position Papers

- Emergency Exits & Access Doors
- Leg Room in Aircraft Passenger Seating
- Numbers of Toilets/Washrooms
- Passenger Cabin Air Quality
- Cell Phone use In-Flight
- The Carriage of Guns in Airliners
- Passenger & Crew Security Screening
- Cargo Security on Passenger Aircraft
- MANPADS
- Safety & Airlines in Financial Difficulty
- Cabin Evacuation
- Baggage
- EU Airline Blacklist
- Environmental Impact of Aviation
- US/EPA Aircraft Drinking Water Rulemaking

Traveling Today

- Stress / Anxiety
- Prohibited / Banned Items
- Carry-on Luggage?
- Clearing Security
- Reduction in Staff
- Reduction in Services
- Load Factor
- Delays / Cancellations
- Lost Luggage
- Health Concerns





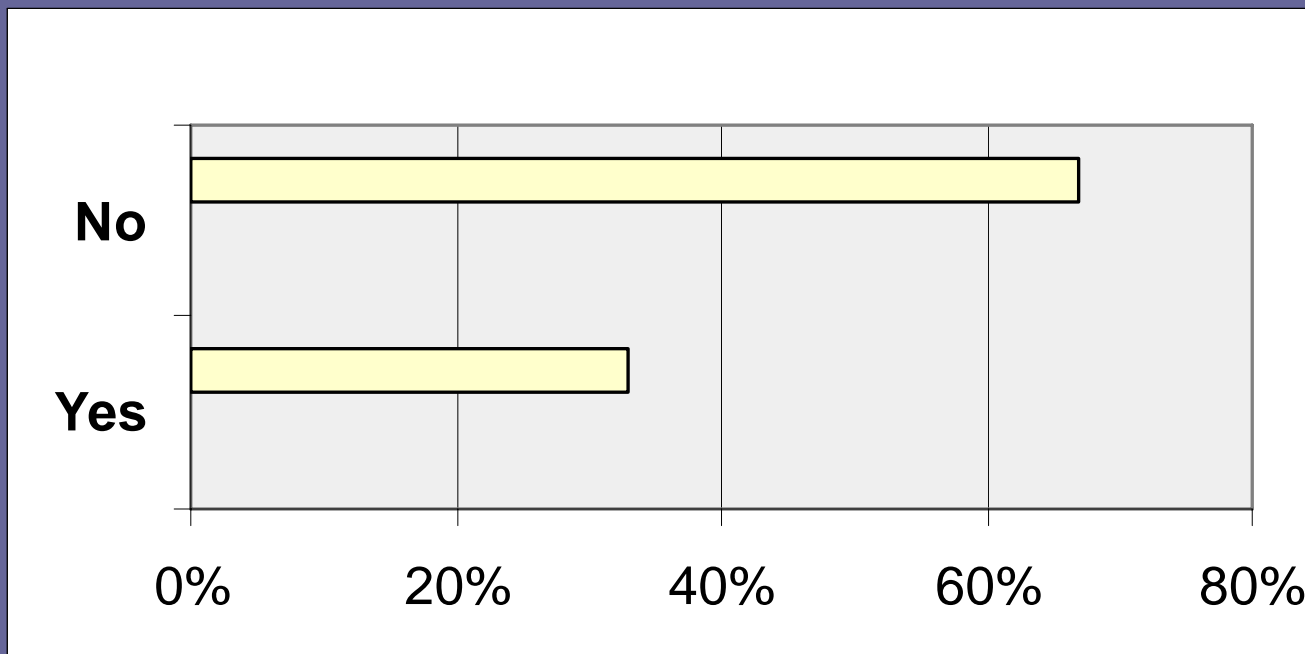
Member Surveys

Safer Today than Shortly after 9/11?

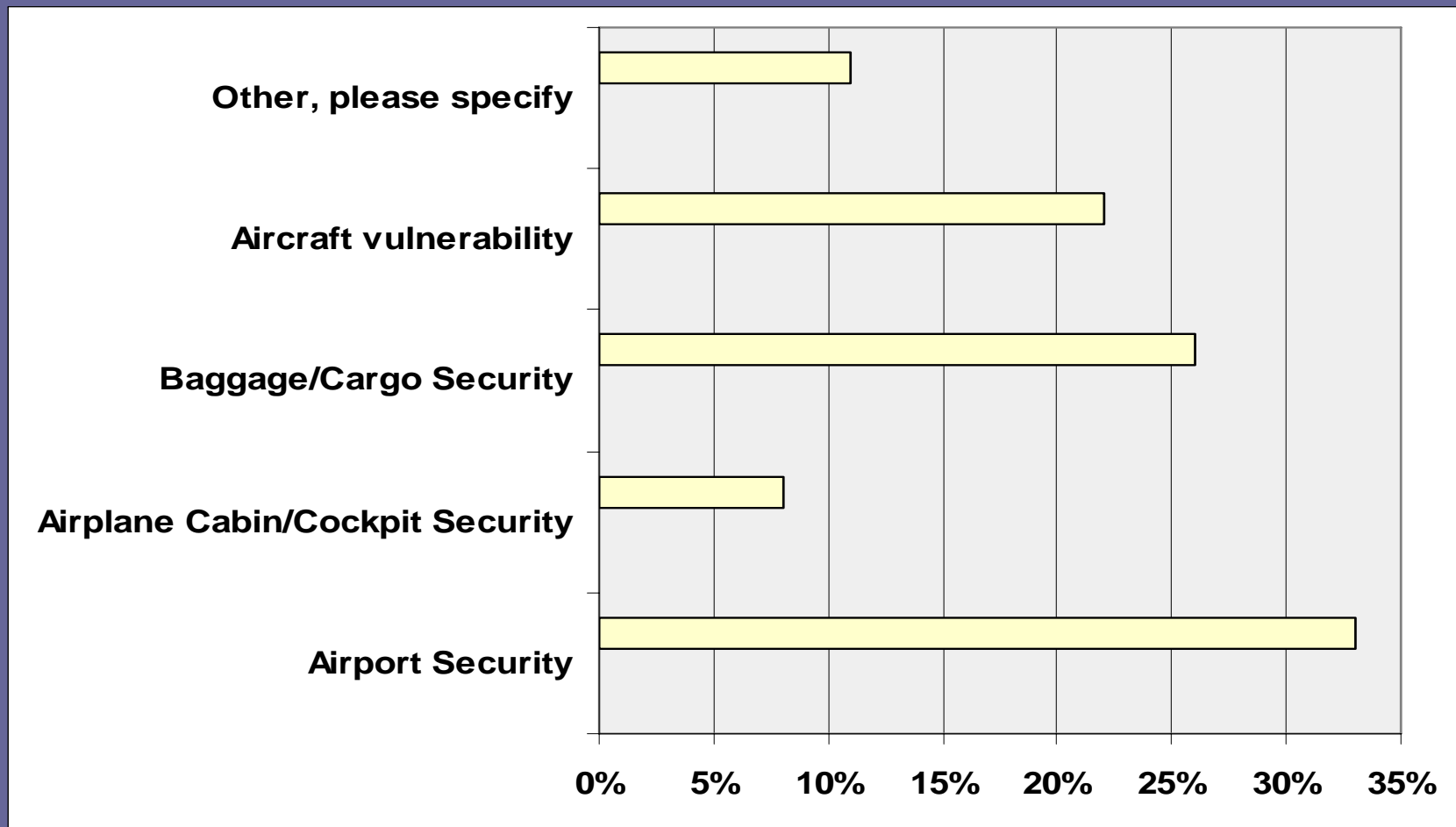
UK Airport?

Mobile / Cell Phones?

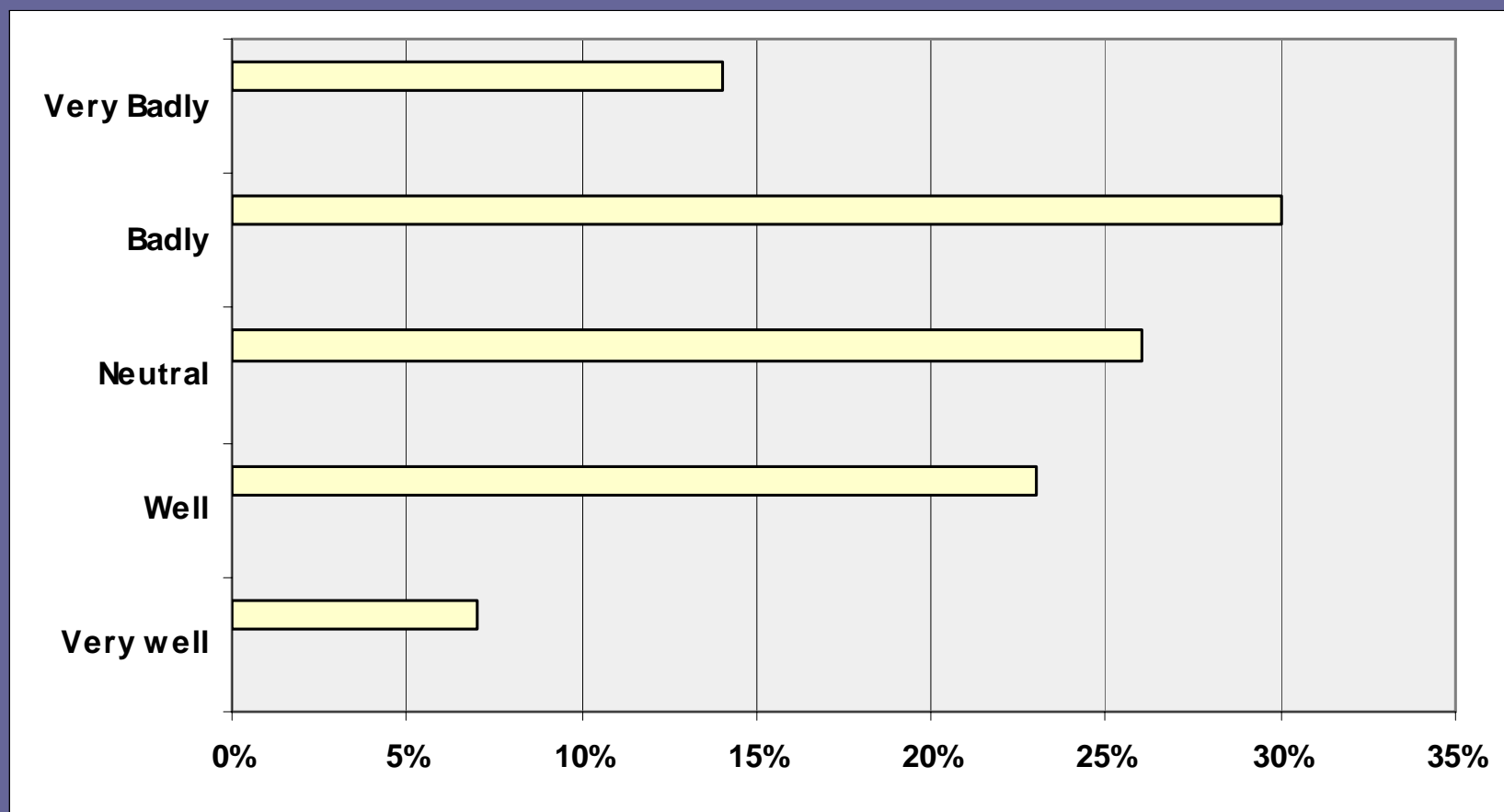
Do you feel safer flying today than you did shortly after 9/11?



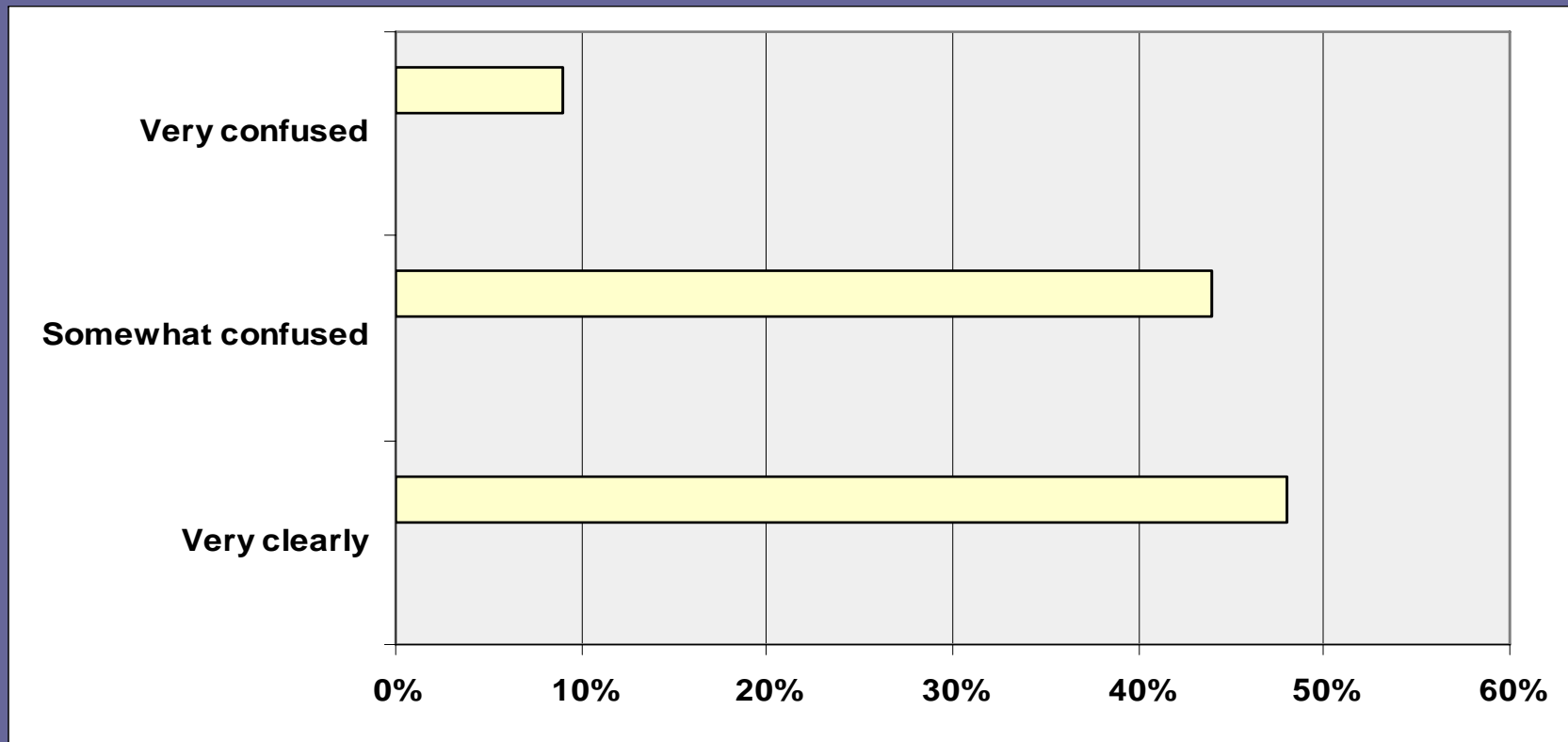
Where do you believe the greatest vulnerability still exists?



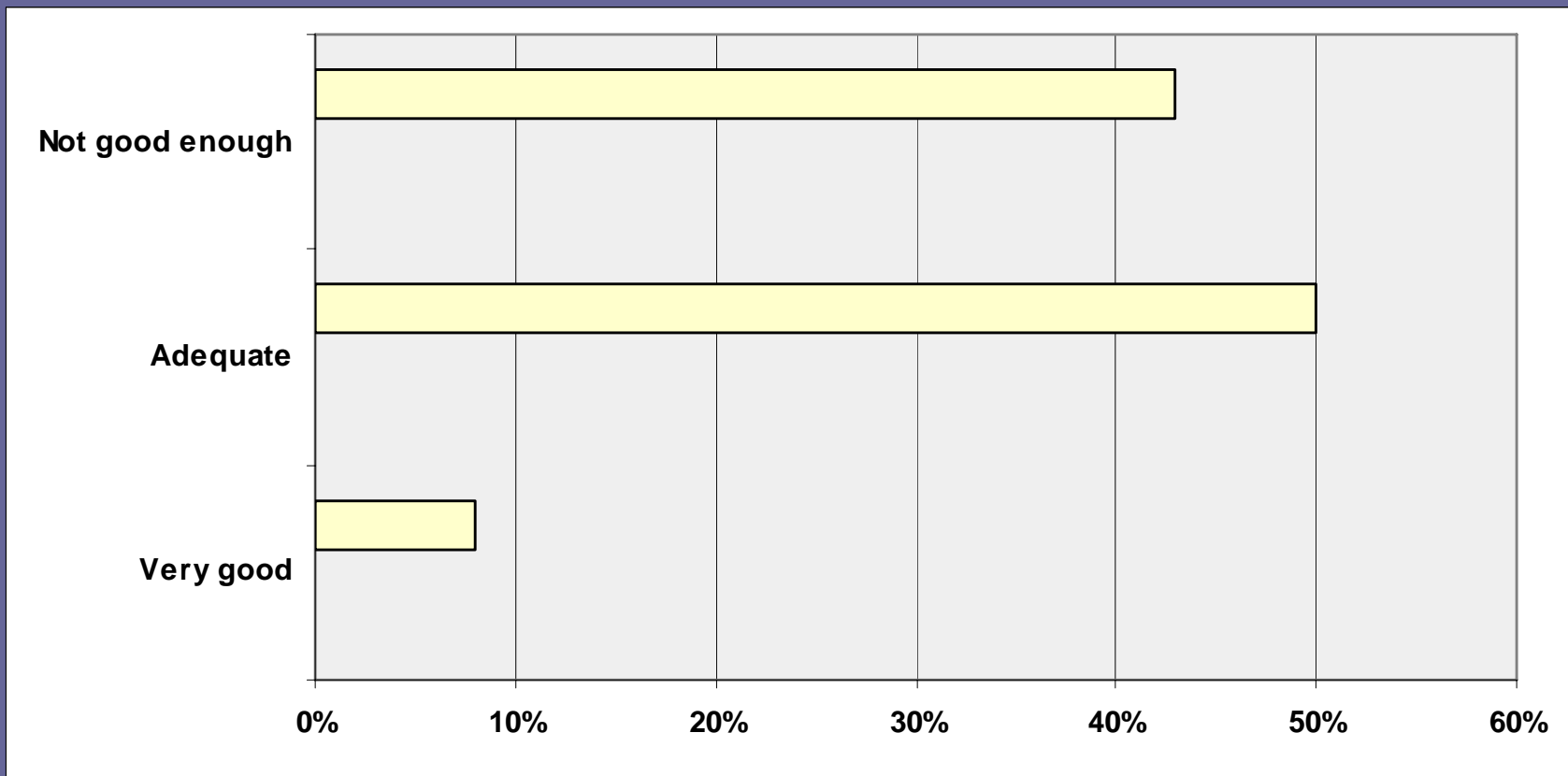
How well do you think the imposition of additional security restrictions at UK airports have been handled?



How clearly do you feel you understand current hand baggage restrictions?



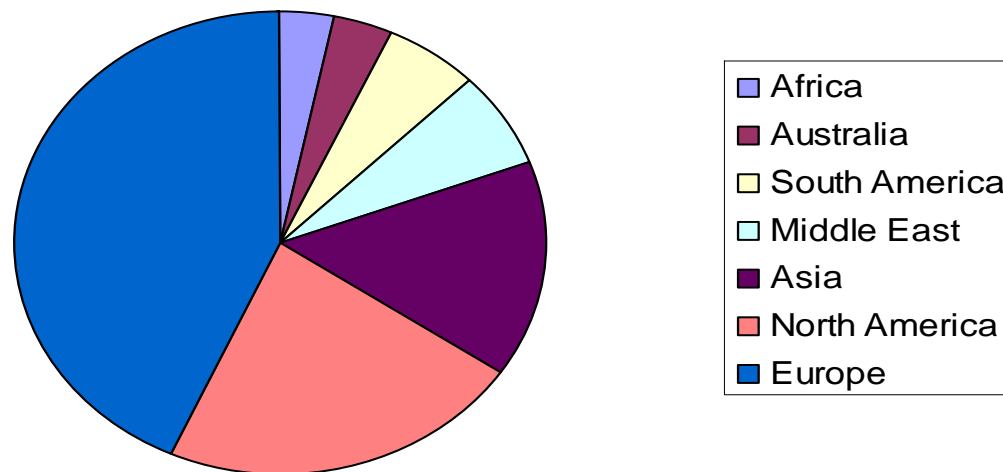
How do you feel in general about airport security outside the UK?



Attitudes to mobile/cell phone use during flights

- Online survey emailed to current members worldwide
- 1500 responses in first 48 hours
- Over 120 Countries represented

Geographical Response



How do you rank the following annoyances?

	1 Not Annoying	2	3 Mildly Annoying	4	5 Highly Annoying
A passenger snoring	2%	10%	35%	24%	29%
A passenger playing loud music through headphones	3%	8%	22%	32%	34%
A child crying	3%	11%	27%	24%	35%
Loud conversation between two passengers	2%	4%	22%	35%	37%
A passenger making phone call next to you	5%	12%	20%	18%	45%
A passenger knocking the back of your seat	1%	1%	5%	15%	78%



In Conclusion

Meeting Passenger Expectations

- Global Consistency – Services / Security
- Personnel Training – Airport / Airline / Security
- Timely & Accurate Information
- Promote Helpful Facts / Solutions

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Thank you

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