

**CIVIL AVIATION ACADEMY
CHAIR #25 “AVIATION ENGLISH”**

**Theme : “Disruptive
Passengers”**

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Plan:

1. Disruptive Passenger Behavior and its Causes
2. Disruptive Passenger Behavior Situations
3. Deal with Disruptive Passenger Behavior

AIM.

Handling with disruptive
passengers.

Keywords.

- behavior, jeopardize , unacceptable, aberrant, abnormal, abusive, violent , surveillance.

Vocabulary.

- ⦿ Behavior-поведение
- ⦿ Jeopardize- ставить под угрозу
- ⦿ Unacceptable-неприемлемо
- ⦿ Aberrant-аберрантное
- ⦿ Abnormal-ненормальным
- ⦿ Abusive-оскорбительных
- ⦿ Violent-насилие
- ⦿ Surveillance-наблюдение

Introduction

- Aggressive and threatening behavior has unfortunately become more common in our society. The problem of unruly passengers is constantly increasing within the airline industry. Although unruly passengers represent only a minute proportion of our passengers as a whole, we must never forget that one aggressive passenger can jeopardize safety on board. Unruly passengers affect all personnel involved in the process connected with a flight. Passengers who demonstrate behavior of this kind are unacceptable.

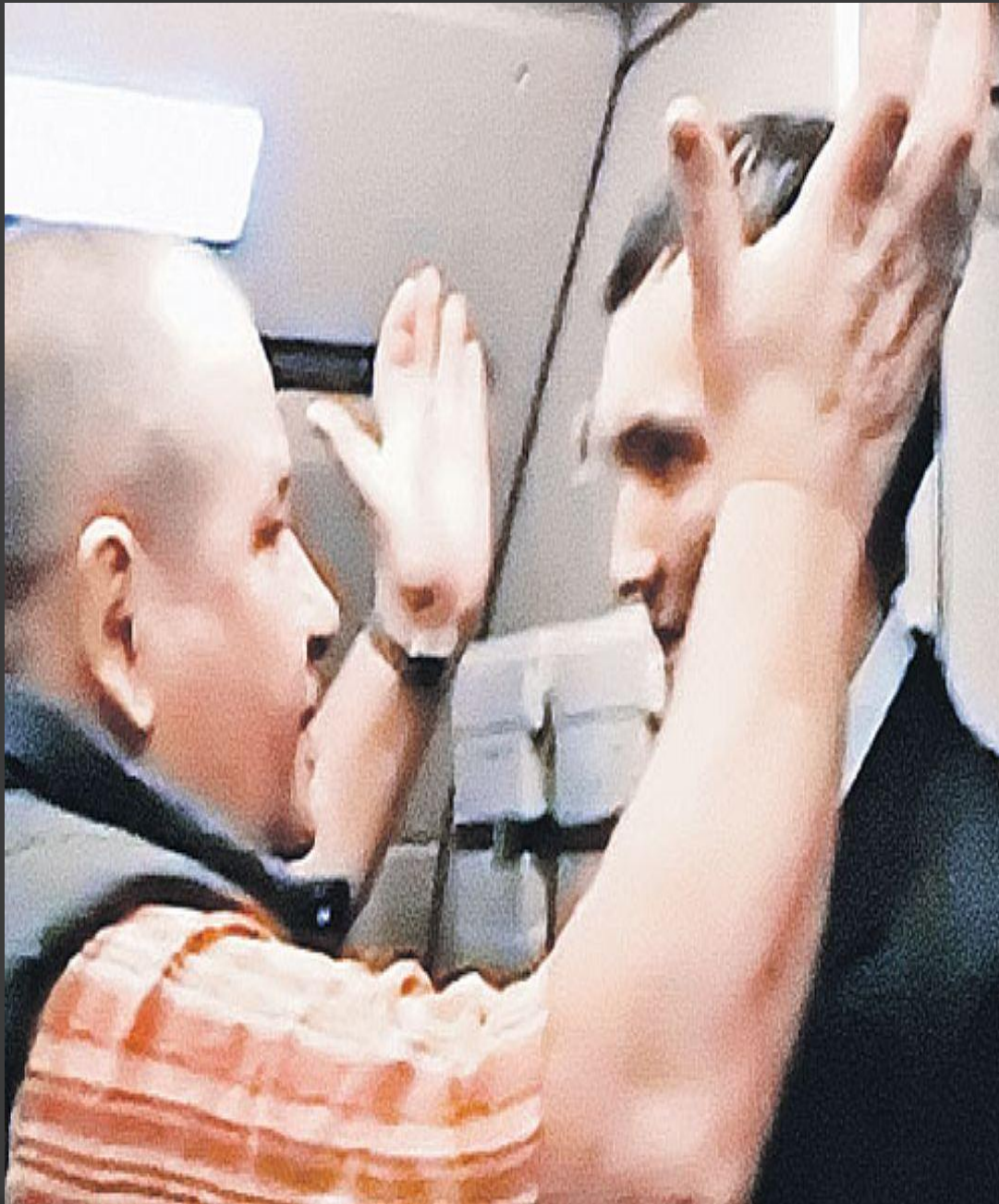
Disruptive Passenger Behavior and its Causes

- Disruptive Passenger Behavior or Air Rage can be defined as aberrant, abnormal, or abusive behavior on the part of passengers either at airports or onboard commercial flights. Unruly and violent passengers create a massive safety risk to the aircraft and its passengers. They can also prove to be very expensive to airlines. In some cases, captains have been forced to divert a flight to eject the violent passenger. British Airways has said that the average cost of an unscheduled landing is 40,000 pounds sterling . Disruptive Passenger Behavior can have many causes ranging from the stress of travel and the banning of smoking to the side effects of prescription drugs. However many of the incidents that we see reported have one thing in common - alcohol. Most airline passengers are either going on or coming from a holiday; or are travelling on business. The holiday makers are often in the party mood, in good spirits, and want to continue partying on board. The business man/woman is often tired and stressed, and considers themselves in need of a stiff drink.

Disruptive Passenger Behaviour Situations Include:



- **Overly Happy Holiday Maker**
- Even on early morning flights many holiday makers have started drinking well before they get on an aircraft. They will continue to drink once on board and as with any situation where there are drunk people minor incidents such as a perceived slight, a long queue for the toilets or being refused any further alcohol by a flight attendant can lead to abusive and even violent behavior.



- ◎ **Don't You Know Who I Am**
- ◎ These cases often hit the headlines but this not only applies to celebrities but also to people who are used to other people doing what they tell them to, e.g. senior businesspeople and politicians. When such a person is refused service or not treated with the deference they consider they deserve then can, especially if intoxicated, get verbally or physically abusive.



- **Smoking**

- The general ban on smoking on flights can lead to irritability by smokers having an enforced abstinence and in extreme cases problems when someone is caught having a cigarette in the aircraft's toilets.
- The vast majority of people can deal with the uncomfortable aspects of flying, but when under the influence of alcohol, medication (or the lack of it) some people become volatile. and a minority, become violent.

So how do we deal with Disruptive Passenger Behavior?

- Airlines could provide larger, more spacious seats, with more leg room and wider aisles, and they could let the passengers smoke again. Airlines can, and are beginning to, limit the amount of alcohol that passengers drink on board, and to refuse admittance onto an aircraft if they turn up at the gate drunk. This may seem extreme, but the problems seen in flight are similar to the problems seen in city centres all over the world on a Friday night. Only in these instances, the problems occur at 35,000 feet, in congested airspace, and could have a life threatening effect on 200 - 300 other passengers. Unlike the Friday night reveller, the air rage assailant can not be thrown out of the door.
- Surveillance cameras have been extremely effective in as a deterrent to crime. If airline passengers are made aware that the cabins are fitted with cameras that will record the whole flight, they will be less likely to become disruptive. The FlightVu internal cameras not only deter criminals, if an incident did occur in-flight the indelibly stamped recorded images (registering the time, date and location) would be admissible as evidence in court. This would aid and speed up prosecution of the offender.