

# “Zero Air Rage” Survey

*safety  
professionalism  
quality*

*“making airports safer”*

## Help us make our airports safer

**Air Rage** is disruptive passenger behaviour which can range from the failure to obey safety instructions to verbal harassment or physical assault directed at airline staff. Air Rage occurs both at airports and in flight. In flight Air Rage is taken very seriously and has significant penalties for offenders – at airports, rage and violence is often not treated so seriously.

**Our goal** is to make our airports safer by collecting statistics showing how often Air Rage incidents in airports occur and how they are dealt with. We also need your opinion about how security at Australian airports can be improved. With this information we can campaign to make sure our airports are safe places to work.

Please fill in the survey and post it back to us as soon as you can. The postage is paid so all you have to do is seal the survey and put it in a post box, or you can fax it back to us on 03 9342 1499.

Check out the website [www.zeroairrage.com.au](http://www.zeroairrage.com.au) where you can download this survey or catch up on the latest in the campaign.

**The Australian Services Union –  
the airlines customer service union**



**Delivery Address:**  
116 Queensberry Street  
CARLTON SOUTH VIC 3053

No stamp required  
if posted in Australia



Australian Services Union  
National Office  
Reply Paid 71326  
CARLTON SOUTH VIC 3053

SEAL with STAPLE or TAPE

SEAL with STAPLE or TAPE

# "ZERO Air Rage" Survey

All responses remain confidential

1. Have you ever experienced Air Rage at work at your airport?

- Yes  No

2. How often have you witnessed Air Rage at work at your airport?

- Never  
 Almost every day  
 About once a week  
 About once a month  
 About once a year

3. Please check off the behaviours you have witnessed:

- PAX becoming angry at agent or fellow passenger  
 PAX verbally abusing or cursing agent or fellow passenger (may also include slamming hand on counter; throwing bags down and other aggressive behaviour)  
 PAX out of control; will not calm down  
 PAX verbally threatening agent or fellow passenger  
 PAX physically assaulting agent or fellow passenger (grabbing paper or other object from agent, pushing, hitting or touching agent or fellow passenger)  
 PAX stalking agent; following agent or fellow passenger away from place where the confrontation began

4. Have you ever been physically touched or assaulted by a PAX?

- Yes  No

5. Briefly describe the incident

.....  
.....  
.....

6. Was the offender prosecuted?

- Yes  No  Don't know

## What is Air Rage?

Air Rage occurs both at airports and in flight. Air Rage is disruptive passenger behaviour which can range from the failure to obey safety instructions to verbal harassment or physical assault directed at airline staff.

7. How did Management respond?

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.....  
.....

8. Do you think that the criminal penalties for Air Rage at airports should be tougher?

- Yes  No

9. Does your airport have security staff present during all operating hours?

- Yes, Australian Protective Services  
 Yes, private security staff (eg: Group 4, Chubb etc)  
 Yes, other  
 No

10. In your opinion, are the security arrangements adequate?

- Yes  No

11. What is the usual response time of security staff to Air Rage or security incidents?

- Response within 1 – 3 minutes  
 Response within 3 – 5 minutes  
 Response within 5 – 10 minutes  
 Response takes more than 10 minutes

12. Is all PAX hand luggage screened before entering aircraft?

- Yes  No  Don't know

13. Is all PAX checked luggage screened before being loaded on to aircraft?

- Yes  No  Don't know

14. Do you think that PAX photo identification should be checked at the gate before boarding all flights?

- Yes  No

15. What else could be done at your airport to improve security?

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.....  
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[www.zeroairrage.com.au](http://www.zeroairrage.com.au)

## Please keep me informed

- Please send me a copy of the survey results  
 Please keep me informed about the campaign to make our airports safe and secure places to work  
 I would like to participate in efforts to make our airports safer places (eg send letters to politicians, attend meetings, rallies etc)

Name .....

Address .....

Postcode .....

Airline / Ground Handler .....

.....

Airport .....

E-mail .....

Detailed stories can be submitted at

[www.zeroairrage.com.au](http://www.zeroairrage.com.au)

or inserted on a separate page or e-mailed to [airlines@asu.asn.au](mailto:airlines@asu.asn.au)

Surveys can be faxed back on 03 9342 1499