

CROWD MANAGEMENT IN CASE OF EMERGENCY

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The text contains key elements for safe and effective evacuation of passengers in case of emergency on board the aircraft. The emergency situations are related to strong turbulences, damages caused to the emergency landing or possible terrorist attack. Each and every airlines should be responsible for training of its crew and ensure that crew is able to maintain reduce and avoid the panic in emergency situation.

Key words: emergency situation, exits, methods of awareness, crowd management training, passengers.

1 INTRODUCTION

What passengers should do after emergency landing or in other emergency situations onboard the aircraft? What is the priority of the aircraft crew when an emergency situations happen? There were two cases to which I would like to refer where passengers died as they sat waiting for crew evacuation instruction, that were never given. One was the Varig crash at Orly airport where the crew and one passenger escaped. The other was the Saudia Arabian Airlines where all 391 died. In both cases the cause of the accident was fire and in both pilot made successful landings. The passengers should have opened the door and jumped out but there was nobody to tell them how to do that.

Good question, but difficult answer. It is important to understand the different roles of crew while working and passengers while travelling and their roles in case of emergency.

2 CROWD MANAGEMENT TRAINING

The objective of crowd management training is too ensure that by the completion of the training attendees are well versed in all topics discussed, including, but not limited to the roles of both passengers and crew onboard the aircraft. Additionally attendees will have the ability to control passengers effectively, give clear and reassuring orders in case of an emergency and will also be familiar with all the elements involved mustering procedures.

Methods of awareness

The following are some of the ways that airlines make the passengers realize that an

emergency situations can happen and they have to be prepared!

- **Emergency instructions**
- **Mimic diagrams**
- **Exits**

- ✓ An exit is an escape to primary route or main exit.
- ✓ An emergency exit is an escape to a secondary route or emergency exit.



Fig.1. Emergency exit

- **Emergency location lighting**

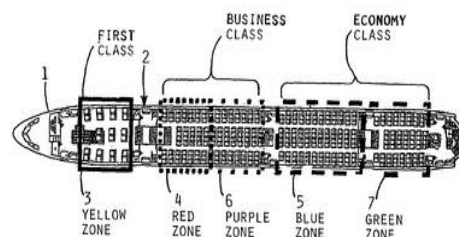


Fig.2. Emergency location lighting

To guide a passenger to the general location of his assigned seat in an aircraft cabin, the cabin is divided into several cabin zones that are individually identified by different colors of illumination, for example a yellow cabin zone, a

red cabin zone and a blue cabin zone. Each service class can correspond to one cabin zone or encompass plural cabin zones. Lighting devices arranged in the cabin are activated to provide illuminating light having the appropriate allocated illumination color in each respective cabin zone. The lighting devices are preferably ceiling lights, sidewall lights, and/or window funnel lights, controlled from a flight attendant panel via a lighting controller. A passenger ticket displays the passenger's assigned seat number and letter, and also the color of the cabin zone in which the assigned seat is located.

Key elements for safe and effective evacuation of the passengers

It is imperative to give clear and reassuring orders, understand different communication strategies and effectively control the passengers in corridors, staircases and passageways. It is also important to maintain and keep escape routes clear of obstructions, know the contingency plans for dealing with the physically challenged and people in need of special attention, and the importance of searching the aircraft in case of an emergency.

Clear and reassuring orders

Orders should be given by those with the utmost competence. When giving orders, it is essential that the person manifests confidence, maintains a highly visual position, wears official attire is polite yet firm and uses the following key phrases:

- This is important information and I need to make sure everyone understand this so let me say it again and please listen carefully
- For a safe and effective operation you need to follow instructions given by officers and crew members
- Please assist those who you feel need help
- Please watch your step
- For your own safety please do not run.
- Please don your life jacket appropriately.

Elements for evacuation of physically challenged and persons needing special attention

Following elements for evacuation of the physically challenged and persons needing special attention must be taken into consideration:

- Visual instruction and safety information must be displayed for the hearing impaired.
- Spoken announcements must be preceded by a tone to attract the attention of passengers with vision impairment.
- Details of persons who have declared a need for special care or assistance in emergency situation must be recorded.
- Passage must be kept barrier free for wheelchair users. (Airlines, in line with the FAA safety regulations, must allow travelers dependent upon assistive devices carriage of such items)



Fig.3. Wheelchair user

Physically challenged passengers and passengers in need of special attention may include:

- Vision and hearing impaired
- Mentally challenged
- Injured and unwell
- Intoxicated
- Elderly
- Pregnant
- Obese

Elements of effective control

- Corridors, staircases and passageways are to be clear of obstructions.
- Steady guest flow must be maintained.
- Firm directions must be given.
- Directions have to be visible.
- Coordination with other crewmembers is vital, as well as awareness of stoppage of guest flow.

Maintenance of Escape Routes

Escape routes must be kept clear of obstructions. Therefore, it is important to have knowledge of alternative escape routes.

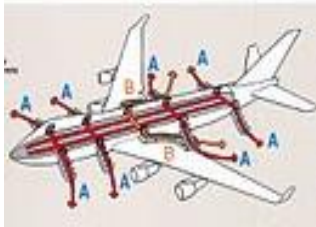


Fig.4. Escape routes

Proper search of seats and lavatories

Seats and lavatories should be thoroughly search to confirm all passengers have vacated because:

- People may panic and hide.
- Some may not be physically able to evacuate the seats.

In case of emergency landing on the water

- Passengers should take seasick medication.
- Passenger should drink water .
- Passengers should be suitable clothed.
- Don of the life jacket correctly.

How to don life jacket?

- Place life jacket over your head.
- Bring the strap around your body and fasten closure.
- Adjust to a snug fit by pulling the free end of the strap.

3 MUSTERING PROCEDURES

In the event of an emergency landing, order must be established and maintained. Panic needs to be avoided and reduced. The importance of passengers counts and abandon aircraft procedures must be also understood.

3.1 The ability to reduce and avoid panic

Passengers are active if they are aware of the situation and follow instructions. Passive passengers don't sense immediate danger, await

amplifying information and are optimistic about the outcome. Passengers who panic perceive danger and little or no escape, flee or become disorganized and may exhibit intense fear.

3.2 L. E. A. P. S.

This acronym will help you to remember the following key communication tools for use during mustering procedures:

- L – listen
- E – empathize
- A – ask
- P – paraphrase
- S – summarize

4 CONCLUSION

The main purpose of crowd management is to make sure that the aircraft crew will be prepared to handle emergency situation onboard the aircraft. It is the policy of many airlines to develop promote and maintain good employee relations and to motivate all personnel engaged in its operations to achieve a sense of personal and professional satisfaction, as well as a security of earnings. The airlines shall ensure that all crew have maximum requirements for safety and environmental training as required by international organizations and regulations.

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