



Human Factors in Pax Screening: An Aircrew Perspective

2012 PACDEFF Sydney

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www.onecrew.biz

2009 Northwest 253
Umar Farouk
Abdul Mutallab
"Underpants Bomber"



2001 American Airlines 63
Richard Reid *"Shoe Bomber"*



2004 Qantas 1737
David Robinson



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A report released in the United Kingdom in 2008 found that incidents of air rage had soared from 696 in 2003–2004 to 2,702 in 2007–2008.

Air Rage Incidents	2003–2004	2007–2008
	696	2,707

63% – Alcohol consumption and smoking
78% of cases involved male passengers.
(CAA and Department for Transport)



Human Factors in Passenger Screening; An Aircrew Perspective

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Human Factors

Distraction

Information Processing

Workload

Environment

Culture



Pax Screening?



Human Factors

Is devoted to...

Optimizing
human performance

While reducing
human error

Safety/Security Officers & Customer Service Providers



Maintain High Situational Awareness



Human Factors



Spare Capacity





to effective pax screening
for aircrew is...

Awareness Training + Protecting Spare Capacity

Training:

- Situational Awareness
- Threat & Error Management Strategies



+



- ## Protecting Spare Capacity
- Understanding human limitations
 - Strategies for coping with overload

DISPAX Incident Case Study



Interview with Cabin Crew



Airline: Asian based legacy carrier

Person interviewed:

Mira, Senior Purser (In-charge of J-Class)

Route: Regional flight (2 hours)

Situation: Flight delayed for 2 hours
(prior to take-off)

In conclusion...

We must continue to improve Human Factors training for our aircrew through:

- ▶ awareness programs
- ▶ practical skills
- ▶ confidence building

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