When the Music Stops: The Impact of the Volcanic Ash Cloud on Air Passengers

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The Survey

- Launched 19th April,
- 507 responses
  - Business 45%
  - Holiday 41%
  - Visiting friends and family 14%
  - 53% within Europe 47% inter-continental
Before setting out from home

On the outward journey at the airport

On a stage of the outward journey

While at the destination

At the airport on the return journey

% of group

Stages and technologies

used skype

Visited office

used landline

used e-mail

used mobile
Who was Contacted

- Coach operator
- Tour Guide
- Other
- Train operator
- Tour operator
- Embassy/Consulate
- Insurer
- Accommodation provider
- Employer
- Travel agent
- Friend
- Family
- Airline
Difficult to contact

% of Group who made contact

- Family
- Friend
- Accommodation provider
- Employer
- Other
- Tour Guide
- Coach operator
- Travel agent
- Tour operator
- Train operator
- Insurer
- Embassy/Consulate
- Airline
Unwilling to help

% of Group who made contact

- Friend
- Other
- Family
- Train operator
- Travel agent
- Employer
- Airline
- Tour operator
- Tour Guide
- Coach operator
- Embassy/Consulate
- Insurer
Found Alternative Travel Arrangements

% of group who made contact

- Insurer
- Embassy/Consulate
- Employer
- Tour operator
- Friend
- Accommodation provider
- Family
- Airline
- Travel agent
- Tour guide
- Train operator
- Coach operator
- Other

The chart shows the percentage of groups who made contact with various entities to arrange alternative travel. The highest percentage of contact is with Other entities, followed by Coach operator, Train operator, Tour guide, Travel agent, Airline, Family, Accommodation provider, Friend, Tour operator, Employer, Embassy/Consulate, and Insurer.
Found alternative travel arrangements

- Embassy/Consulate
- Insurer
- Coach operator
- Tour Guide
- Tour operator
- Employer
- Other
- Accommodation...
- Train operator
- Friend
- Travel agent
- Family
- Airline

% of all respondents
Inconvenience

% of valid responses

- Extreme and Difficult to cope with
- Hard but not intolerable
- Difficult but managed
- Trying
- Not a problem
Inconvenience and Distress

% of Valid Responses

- Red: Extreme and Difficult to cope with
- Orange: Hard but not intolerable
- Yellow: Difficult but managed
- Green: Trying
- Brown: Not a problem

Inconvenience

- 45%

Distress-self

- 30%

Not a problem
Inconvenience and Distress

% of Valid Responses

- Extreme and Difficult to cope with
- Hard but not intolerable
- Difficult but managed
- Trying
- Not a problem

Inconvenience
Distress-self
Distress-others
Information: Problems

• Dissemination
  – Getting through on the ‘phone
  – Messages being received too late
  – Inaccurate information on websites
  – Conflicting information

• Receiving Information
  – People away without access to computer
  – No broadband
  – Time zones
• I spent all my mobile phone money to contact them and I just listened music and a machine. It was very frustrating!

• Impossible to contact. Their website referred us to a telephone number and that recorded message advised looking at the website

• Impossible to get contact with travel agent, difficult/impossible to reach airline by phone/e-mail, airline mostly - some were helpful at the airport
Rebooked to flight, which was cancelled again, rebooked again and hope now to get back to Glasgow tomorrow (23/04). I didn't see any point starting to arrange train/ferry/etc at this moment, but I would have gone for an overland alternative eventually had the flight bans taken much longer than this week.
Too much emphasis placed on internet - some people either because of age, access, could not use internet. Websites crashed. Mobile phones v expensive to use abroad ... for both sender and recipient of call. Lack of information caused high stress.
Everybody said use the internet -don't turn up- but there were queues to get to computers and the sites were obstructive or crashed or had out of date information on them. we spent a fortune on mobile phone coast (calls and internet) as roaming costs are high and you had to go through the whole 'press 1 for..' thing first. often we just got cut off.
Ripples

- Delayed passengers ...
  - missed appointments, exams, weddings, work
- Back at home ..... 
  - Friends fed pets
  - Partners coped with childcare
  - Colleagues stand in
The biggest problems were not for me but for my family and colleagues. I'm staying with friends, have a hire car at my disposal, and am actually having a very nice time. But my wife is having to manage the children and her job on her own, she has had to cancel a trip she was going to make ... since I'm not there to take care of the children and my colleagues have had to cover for me which is of course extra work for them.
When the music was playing

• Some questions about choice of flying and alternatives
Why people fly

- I like flying
- Didn't consider any other way
- Cheapest Way
- Quickest way
- Most convenient way
- Too far to go any other way
Options if flying not Possible

% of valid responses from Group

- Long distance coach
- Car
- By sea
- Mixture of surface transport
- Train
- Different destination
- Not made trip

- Within Europe
- Intercontinental
• There isn't much of an alternative way to get to Iceland except in the summer months.

• Not really possible to get from Australia to anywhere

• Most ferries from Scandinavia to the UK have closed in recent years because of competition from low price airlines.
Conclusions

• International networks
• Expectation of speed
• Loss or reduction of other mobility networks
• Is society now locked into flying?
• Resourcefulness and resilience
• How to activate them?
Thank you and any questions?
Insurance and Cover

- Insured and covered 21%
- No Insurance 28%
- Insured (cover not answered), 16
- Insured, but not covered 35%