

A photograph of a volcanic eruption. A massive, dark plume of ash and smoke rises from a mountain range. The mountains in the background are covered in snow. The foreground shows a brown, hilly landscape under a clear blue sky.

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

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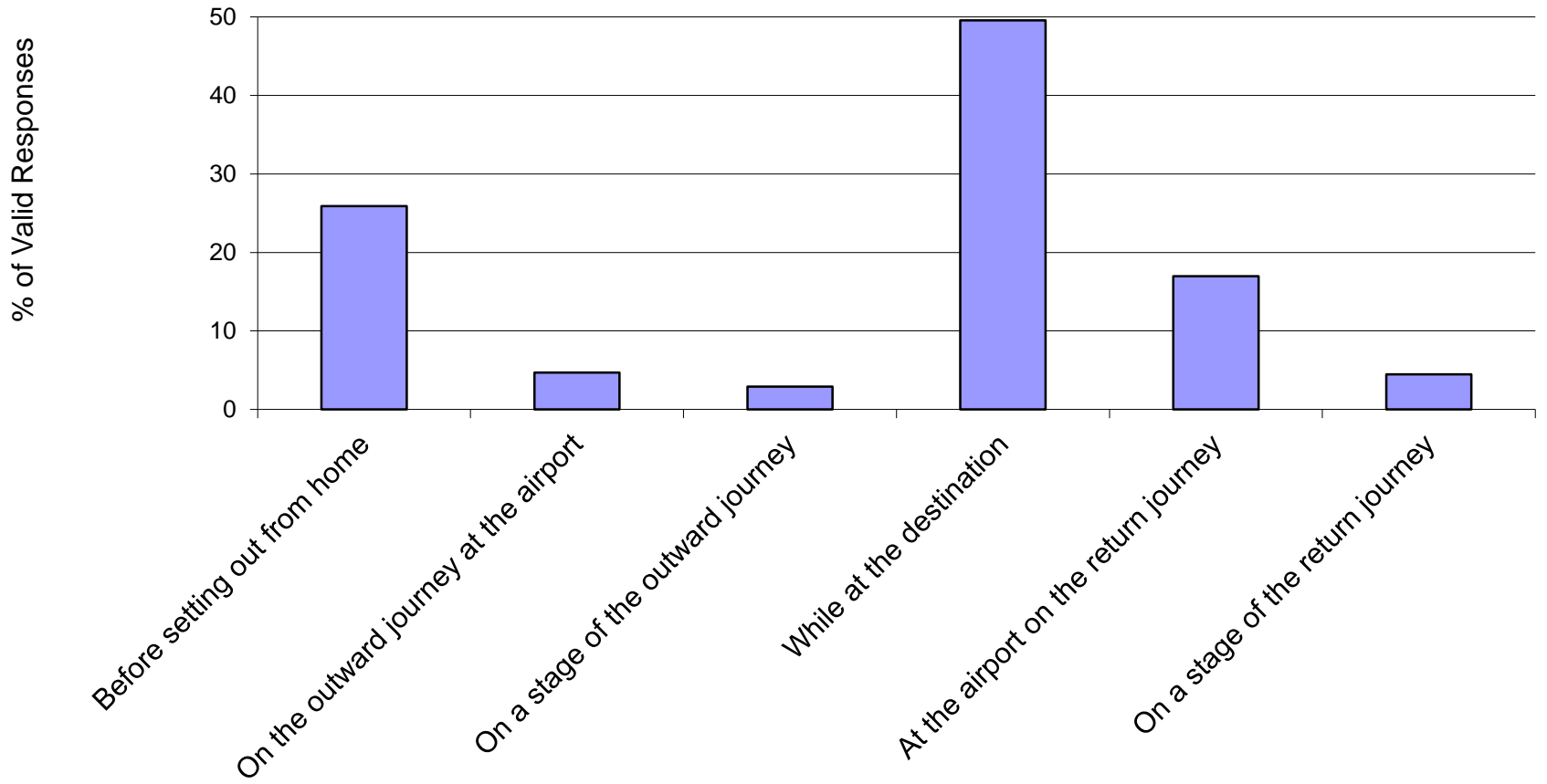


The Survey

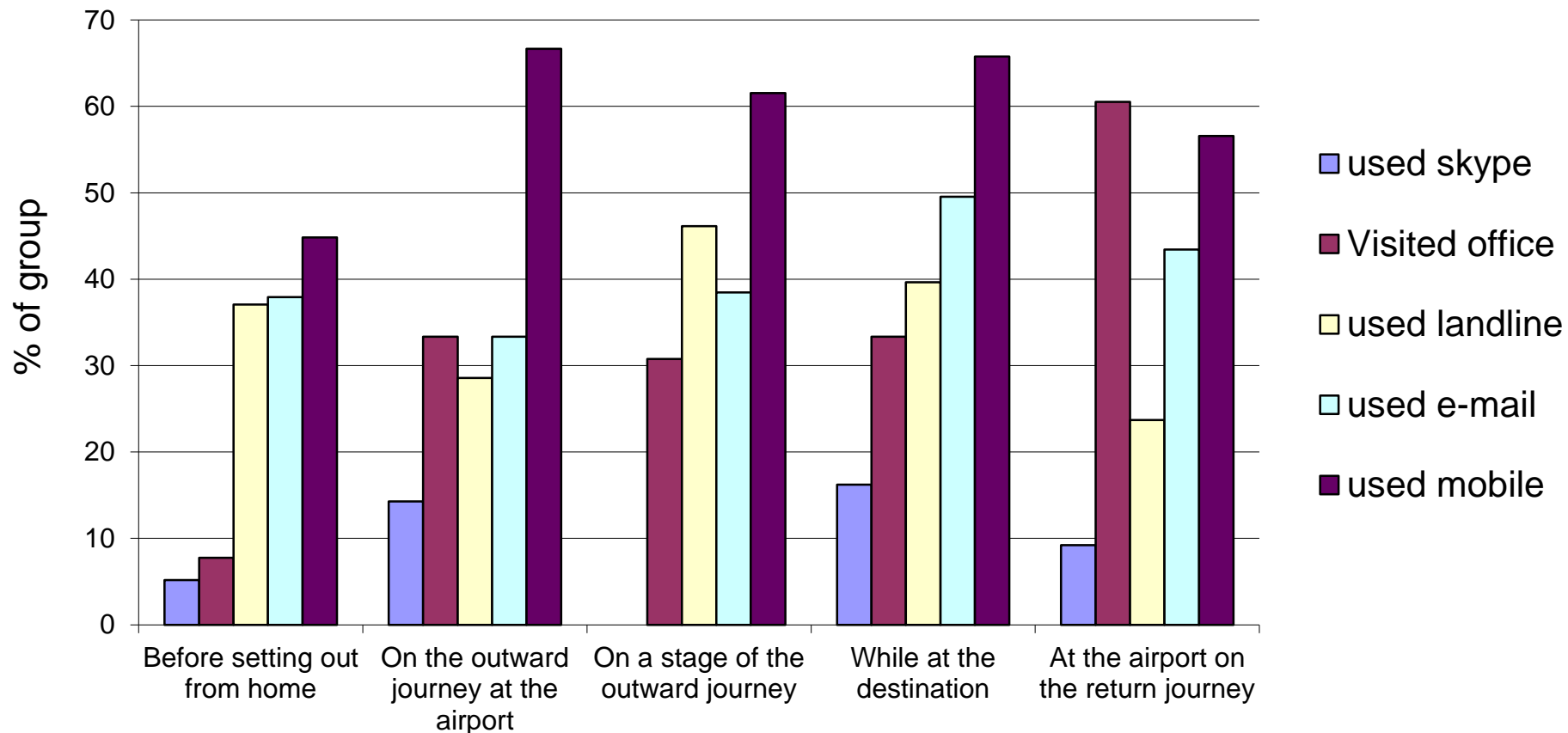
- Launched 19th April,
- 507 responses
 - Business 45%
 - Holiday 41%
 - Visiting friends and family 14%
 - 53% within Europe 47% inter-continental



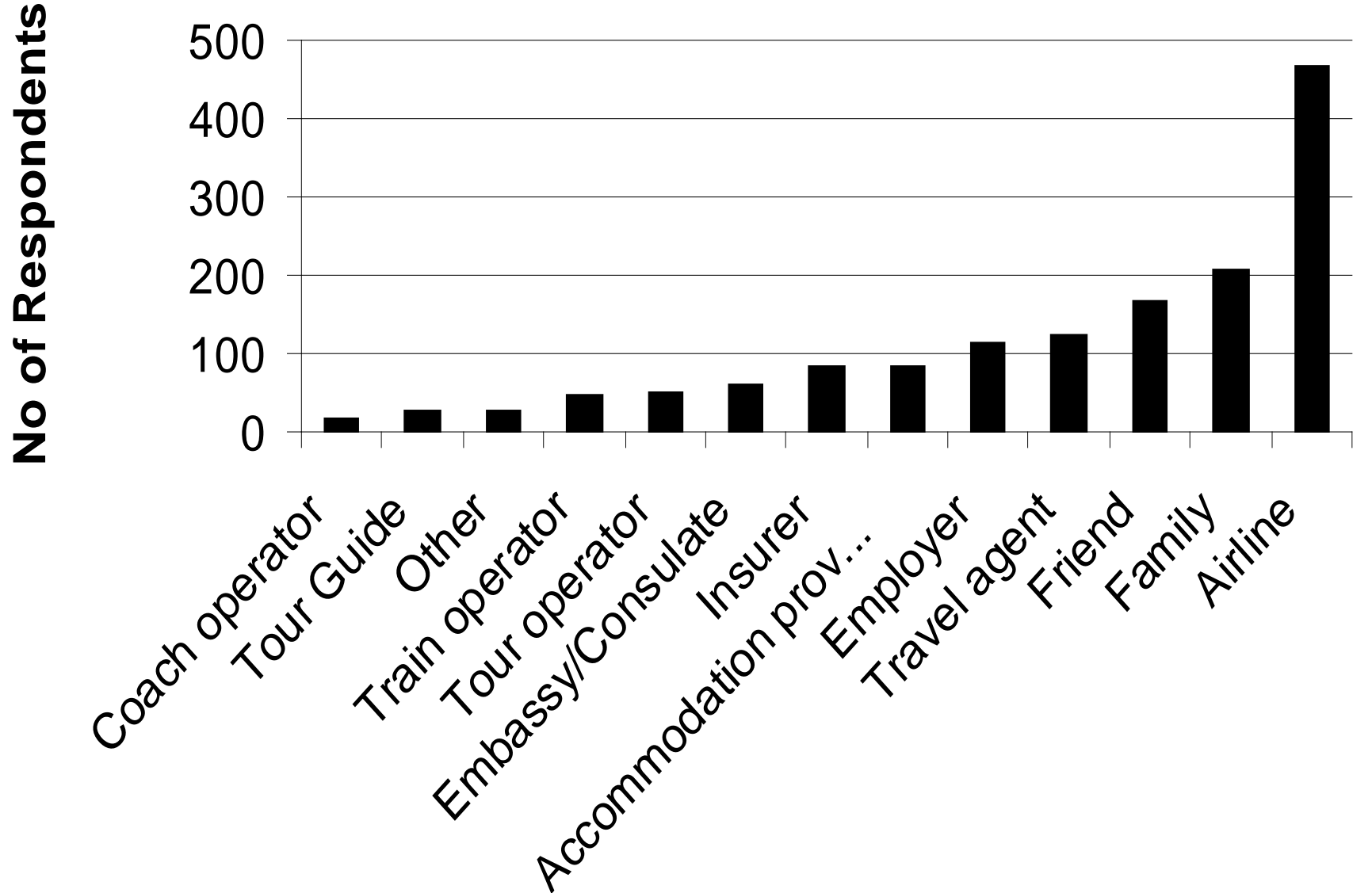
Stage heard about Delay



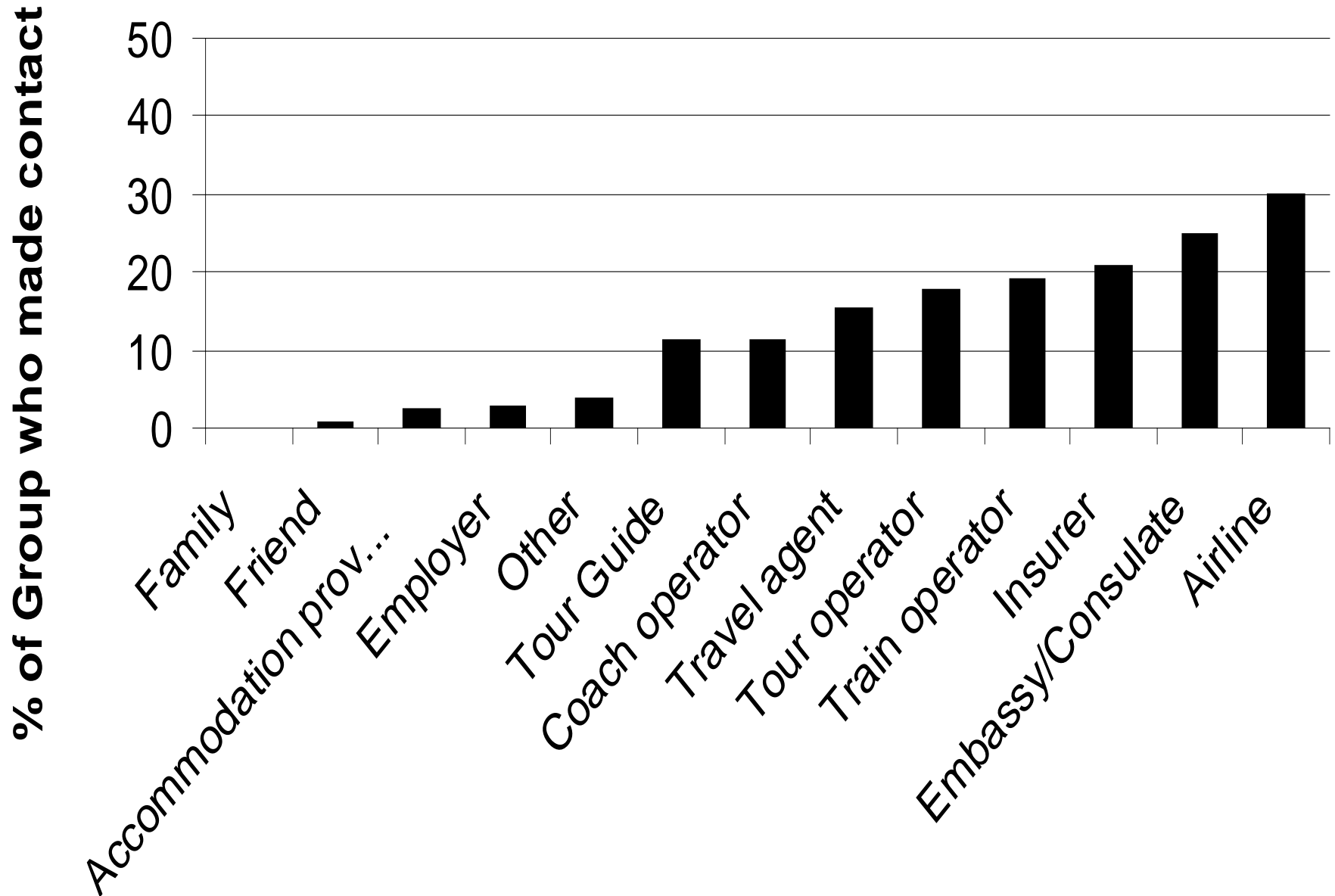
Stages and technologies



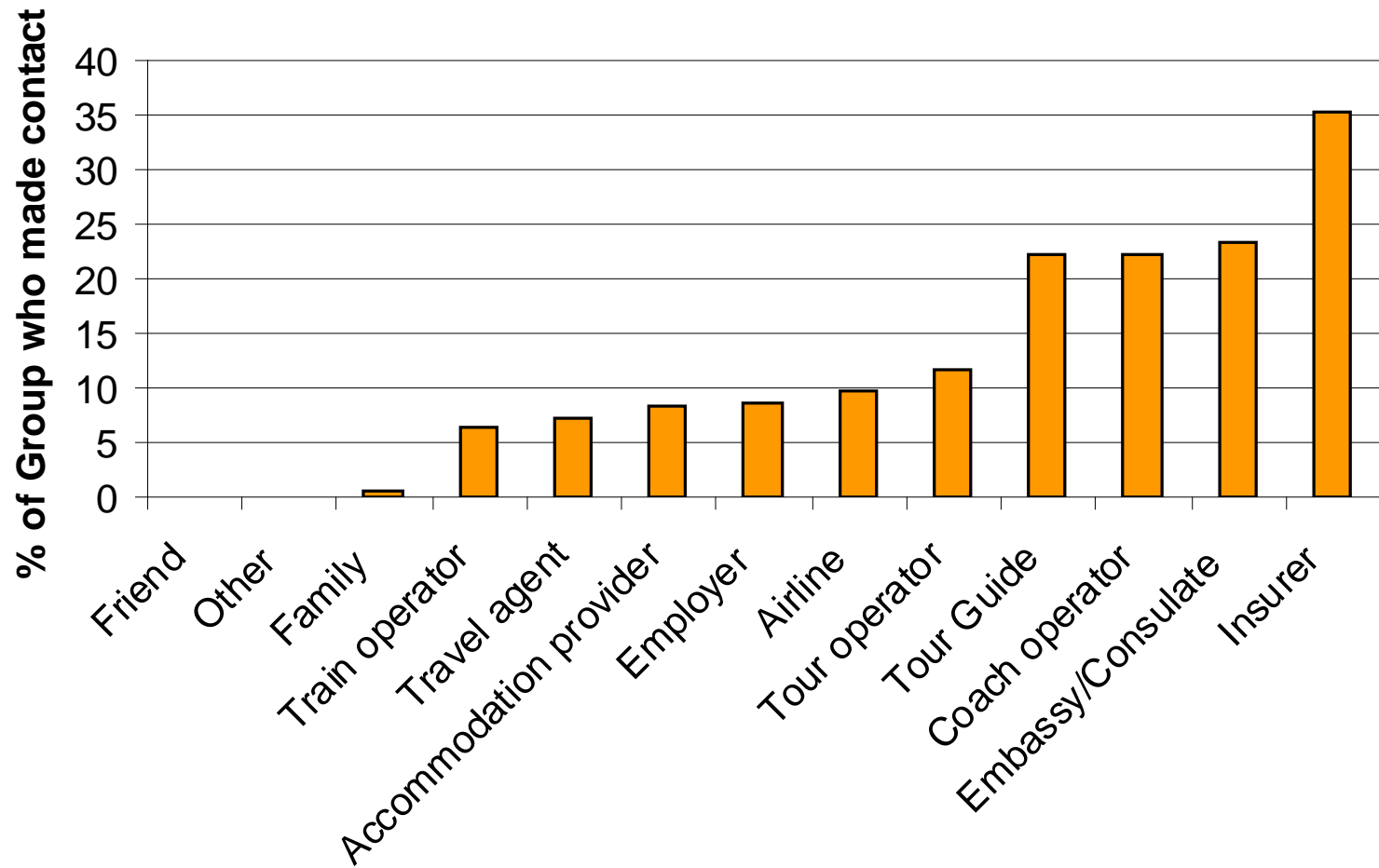
Who was Contacted



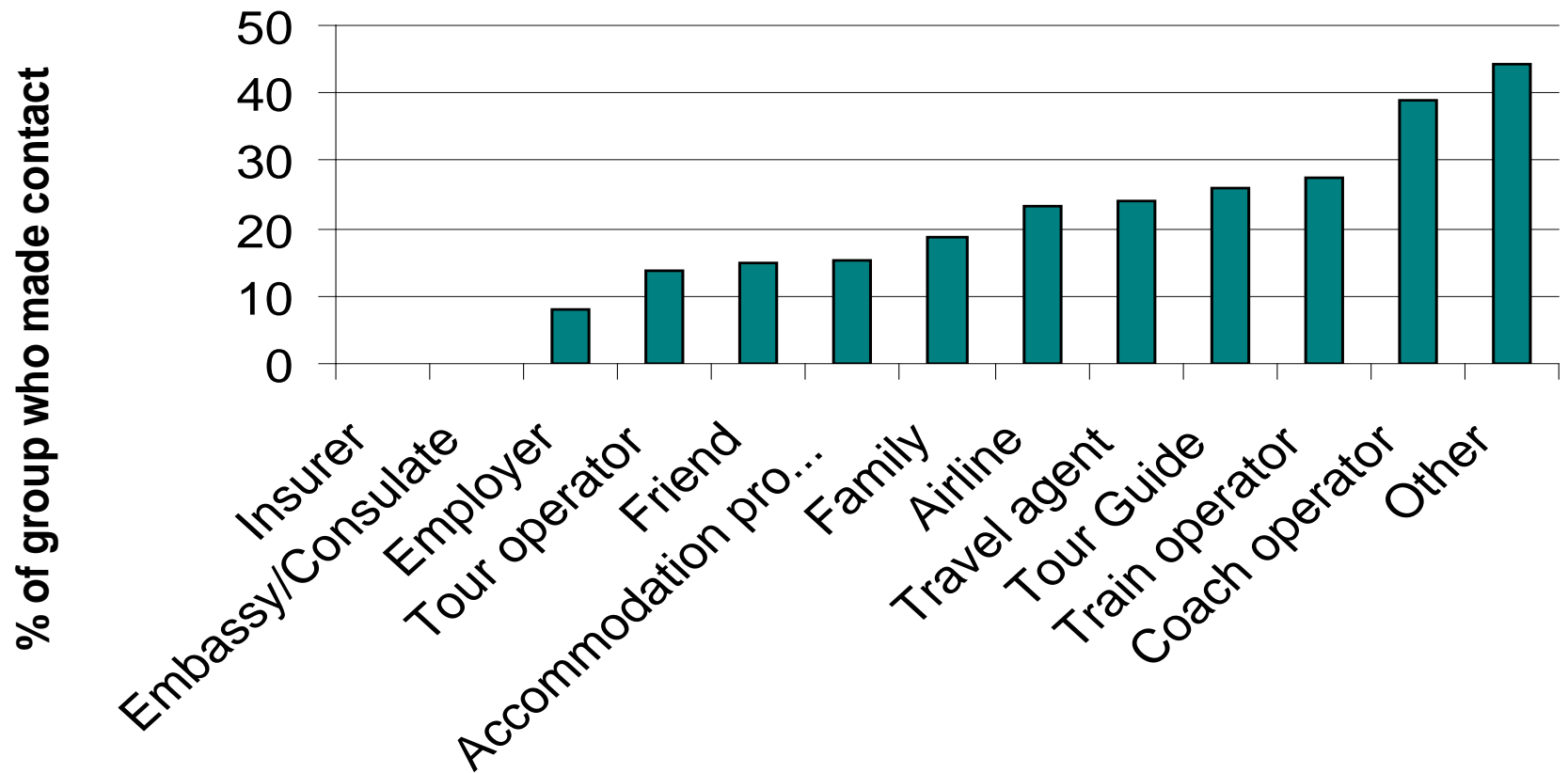
Difficult to contact



Unwilling to help

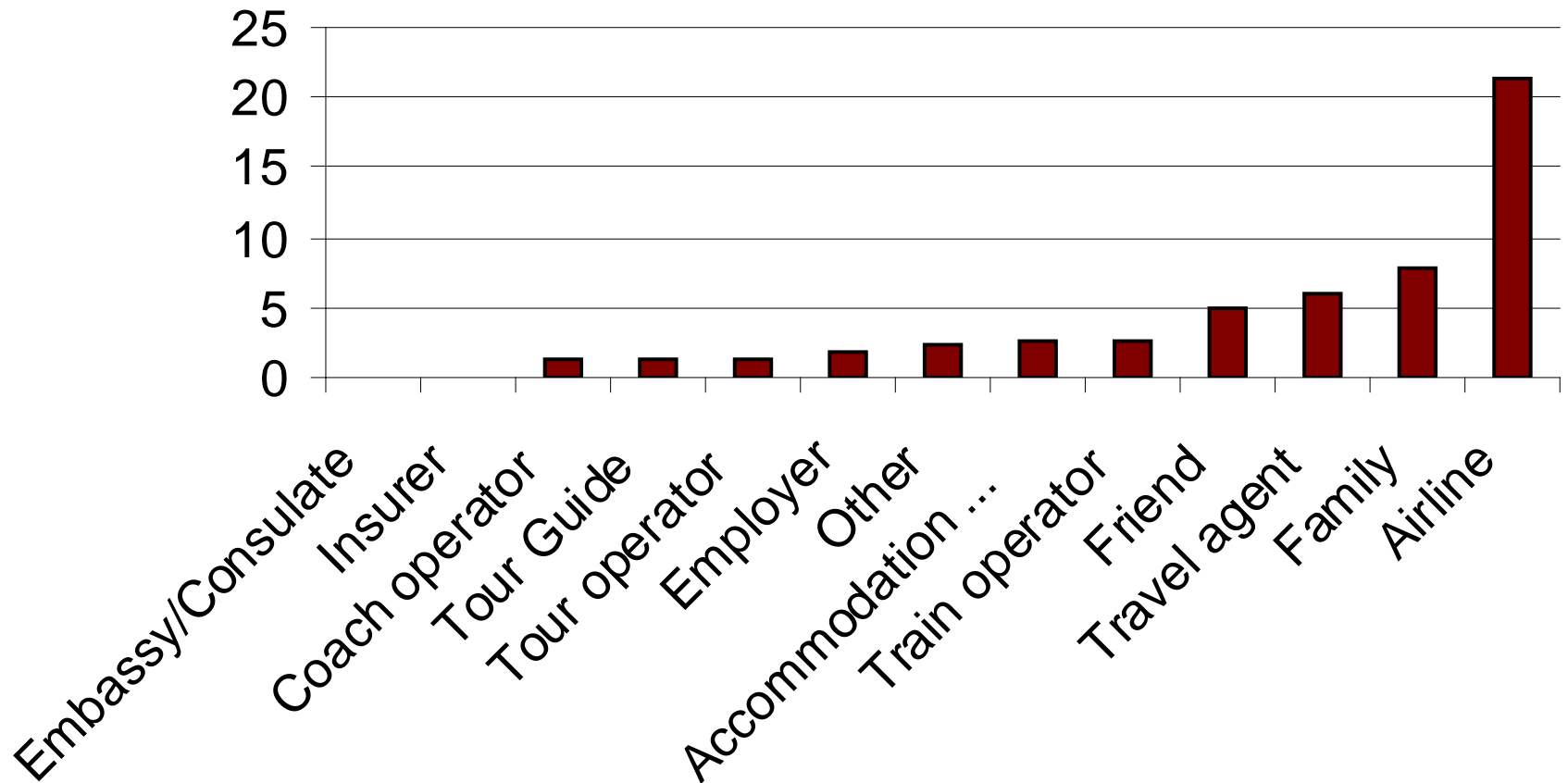


Found Alternative Travel Arrangements

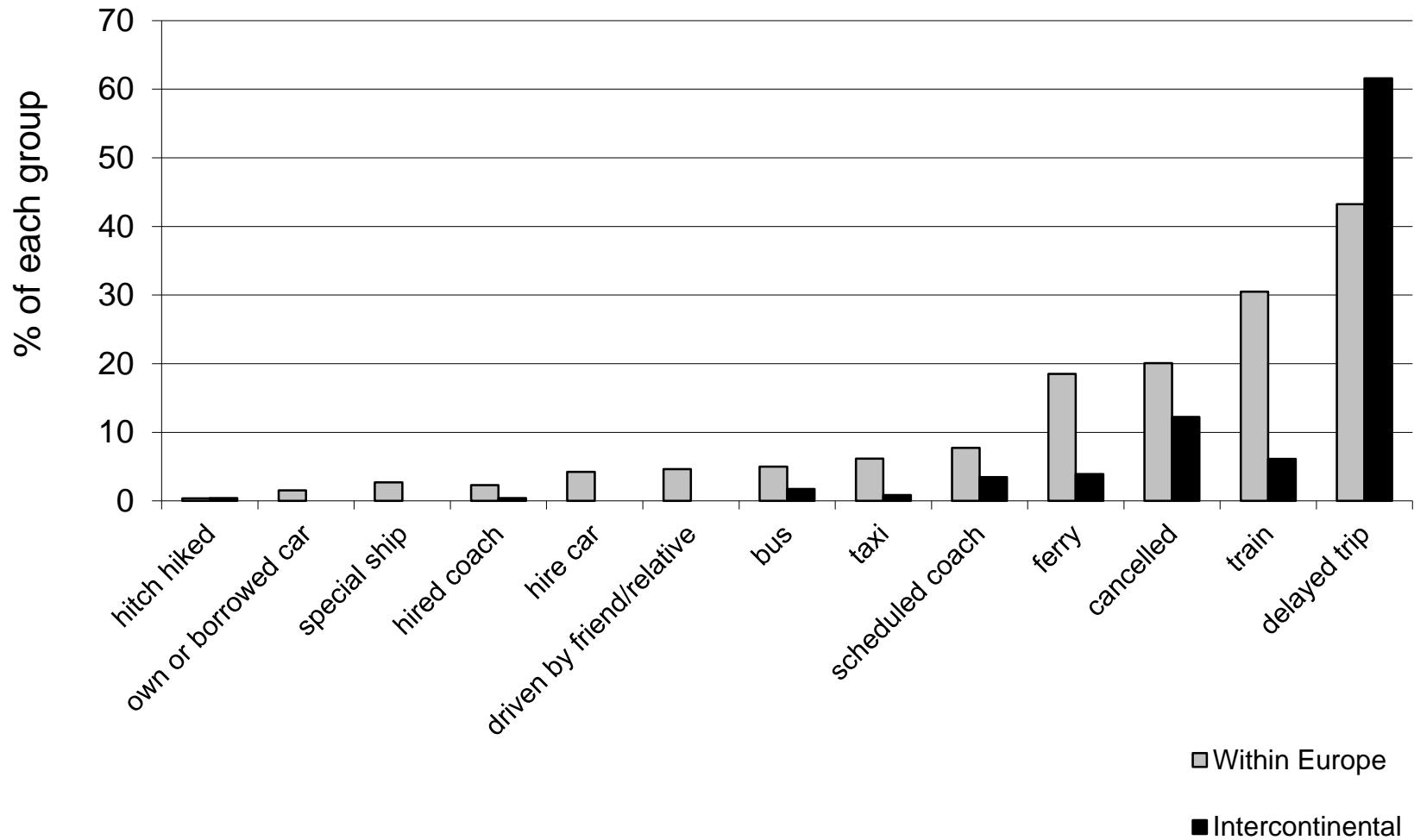


Found alternative travel arrangements

% of all respondents



Solutions



Inconvenience



Inconvenience and Distress



Inconvenience and Distress



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

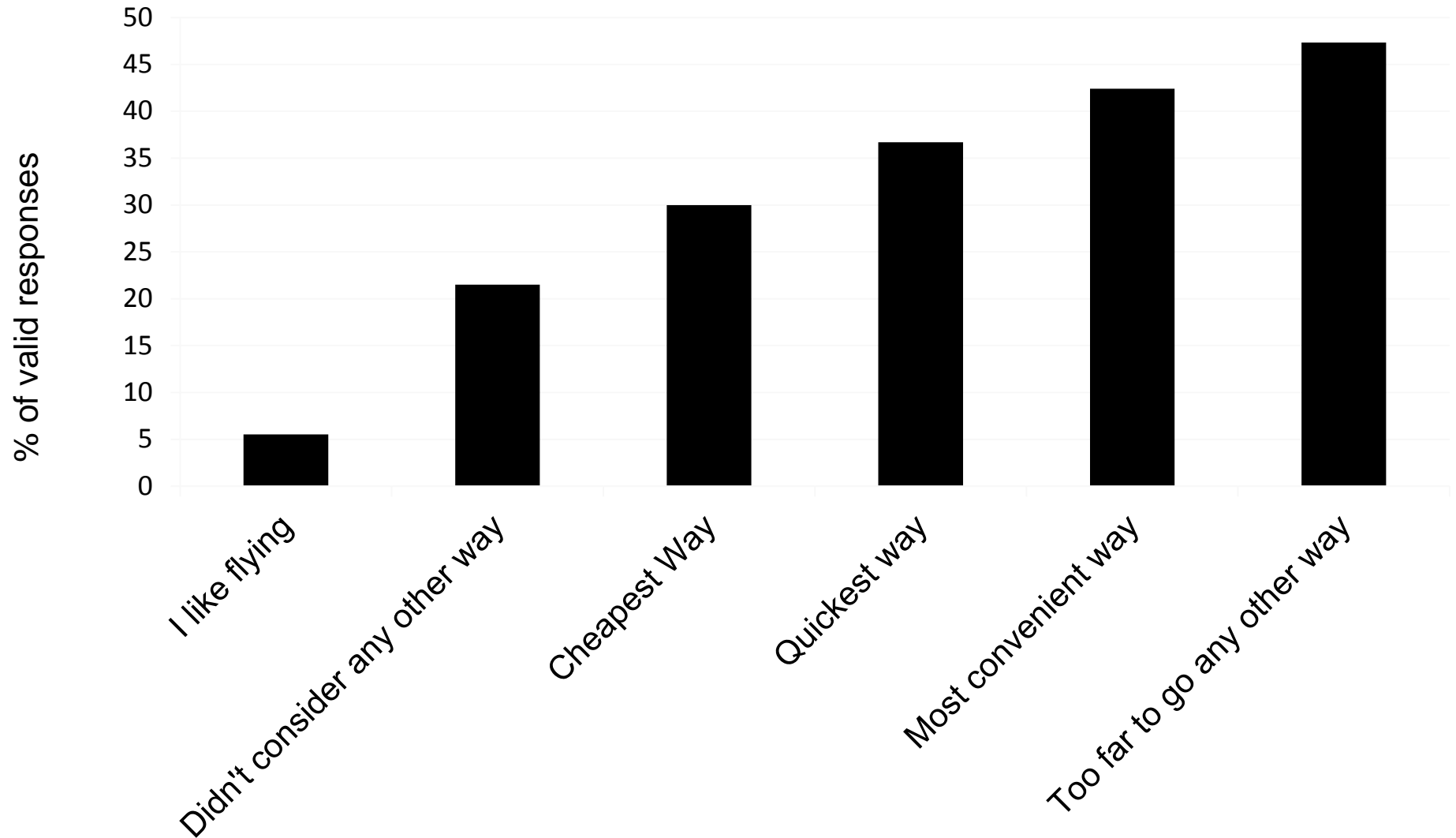
- Delayed passengers ...
 - missed appointments, exams, weddings, work
 - Back at home
- Friends fed pets
 - Partners coped with childcare
 - Colleagues stand in

- *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.*

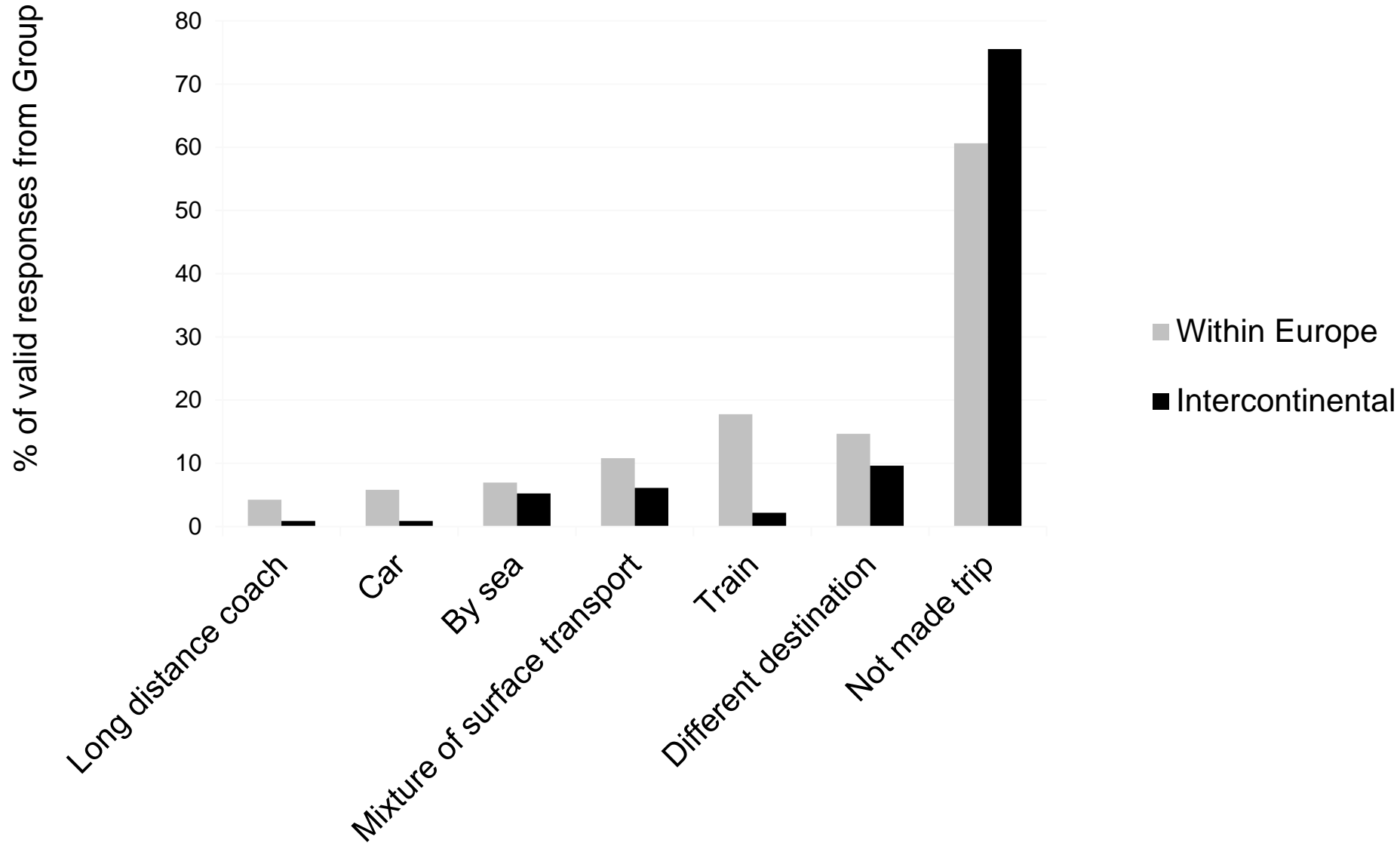
When the music was playing

- Some questions about choice of flying and alternatives

Why people fly



Options if flying not Possible



- *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

