NATIONAL TRANSPORTATION SAFETY BOARD Office of Aviation Safety Washington, D.C. 20594

December 21, 2011

ADDENDUM 2

SURVIVAL FACTORS GROUP FACTUAL REPORT OF INVESTIGATION

I. <u>ACCIDENT</u> : DCA11IA040

Location	:	New Orleans, Louisiana, Louis Armstrong International Airport (MSY)
Date	:	April 4, 2011
Time	:	07:15 Central Daylight Time
Aircraft	:	Airbus A320-200
Operator	:	United Airlines, Flight 497, Registration N409UA

II. <u>Summary</u>

Thirty six (36) questionnaires were mailed to passengers on board the incident flight from the available mailing addresses UAL provided to the Safety Board. Eighteen questionnaires (18) were returned to the Safety Board and are included in Attachment 7 of this addendum.

Cynthia L. Keegan Sr. Survival Factors Engineer

Attachment

7. Passenger Questionnaires

United Airlines New Orleans, LA April 4, 2011 DCA11IA040

National Transportation Safety Board Washington, D.C.

Attachment 7

UAL Flight 497 Passenger Questionnaires

150 Pages

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NATIONAL TRANSPORTATION SAFETY BOARD
Washington D.C. 20594
PASSENGER QUESTIONNAIRE
The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.
Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply)
Flight Attendant Video Audio
 How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None (If All go to question 4)
 How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. Is English your primary language?
5. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: <u>ACTHOUGH NO MENTION OF LEAVING STUFF BEHING WHEN EVACUATING. THE</u> FLIGHT ATTENDANTS HAG TO YOU THAT DUANG THE EVACUATION, MOST LISTENED. <u>PEANARTS IF THAT IT WAS PART OF THE STANDARD MESSAGE, MORE WOULD KNOW THAT</u> <u>BY "INSTRUCT."</u>
6. Did you read the safety instruction card in the seatback in front of you?
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation? X Yes No Explain:
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) Set ABOVE
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding K During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

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11. Where did you look for an exit? (Check all that ✓ In front of me Ø Behind me ☐ Left of me	apply)	f me				
12. Prior to the evacuation did you count the number Yes No	r of rows fro	om your seat t	o an emerge	ncy exit?	••• • • •	•
 Were you seated in an emergency exit row? Yes No If no skip to item 17 						
4. Did you receive any pre-flight instructions on yoX Yes □ No	our responsi	bilities in case	of an evacu	ation?		
5. Did you receive a personal briefing by a flight a	ttendant on	your emergend	y exit respo	nsibilities?		
6. Did you read the instructions on operating the er Yes No	kit?					·
7. When did you decide which exit to use? Before the evacuation order was given X As I Other	left my seat	As I trav	veled down t	he aisle		
 8. For what reasons did you choose this exit? (Che I was called to the exit I was directed by cal The other exit was blocked I followed other Other 	oin staff [It was the or	ly available closest exit	exit		
9. Were you directed away from a specific exit? Yes X No						
0. Were you directed toward a specific exit?						
1. Did you pass a usable exit at the direction of a fl Yes X No	ight attenda	nt?		· · · ·		
 Did you select an exit and then change your min Yes Y No f yes, explain 	d?					
C: 3. Did you have carry-on baggage (count purse, con] No 🔀 one bag 🗌 2 bags 🗌 3 bags 🗌 m	mputers, bac	Baggage ckpack etc. eac	h as one ite	m)?		
4. Did you have to gate check a bag you were planı]Yes ☑ No	ning to carry	on?				
5. Where did you store your: urse: Under seat Overhead bin Briefcase: Under seat Overhead bin Computer: Under seat Overhead bin uitcase 1: Under seat Overhead bin uitcase 2: Under seat Overhead bin	Closet Closet Closet Closet Closet	Other Other	······································		-	
6. Did you attempt to take any carry-on items with Yes 🛛 No	you during t	the evacuation	?			

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?
 29. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried down slide/out wing Other
30. Did other passengers attempt to take carry-on items with themselves? ↓ Yes □ No
31. Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Emorgoney Slides
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
34. Did you hesitate before getting on slide? Yes No If no skip to item 36
 35. Why did you hesitate? (Check all that apply) Did not know what to do Concerned about injury Concerned about landing on another person Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep Other
36. How did you get on the slide?
37. What happened at the bottom of the slide? (Check all that apply) Y Landed on feet □ Landed on backside □ Landed on feet □ Landed on backside □ Landed on me □ Someone caught me □ Other
38. Did anyone give you instructions at the bottom of the slide?
39. If yes, who gave you instructions?
Passenger Behavior
40. Did you consider another exit because of slow moving lines?
41. Were you traveling with anyone?
\swarrow Yes \square No If no skip to item 46
42. With whom were you traveling? (Check all that apply)

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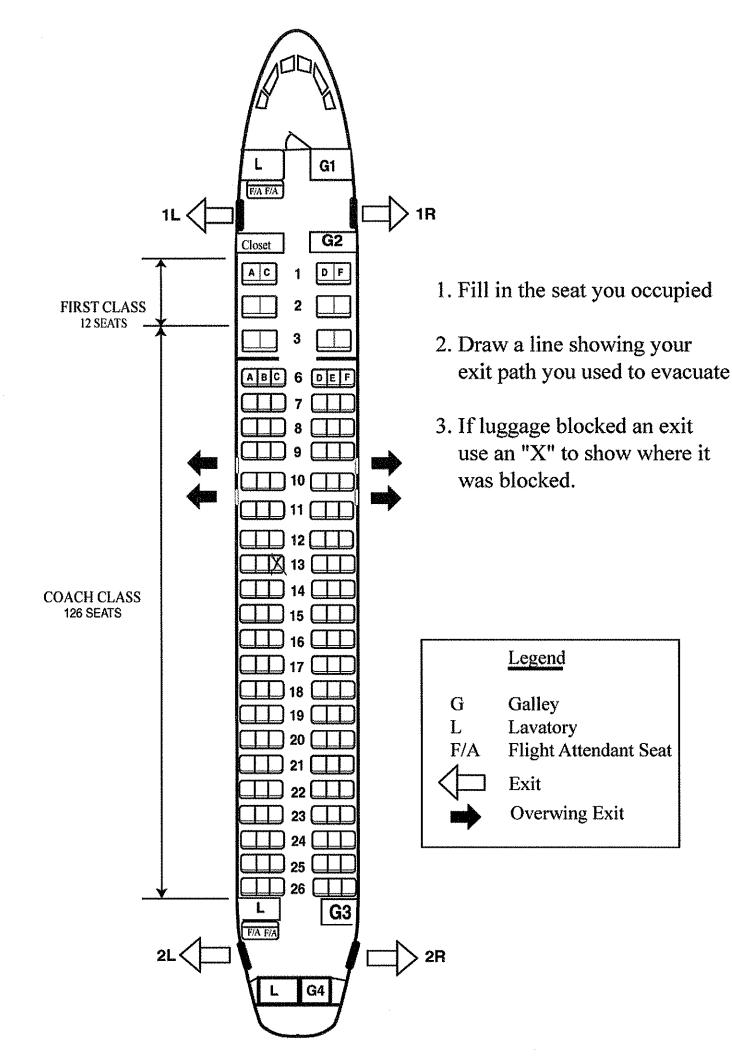
가 있는 것이 있다. 같은 것이 있는 것이 있는 같은 것이 같이 있는 것이 같이 있는 것이 있는 것이 있는 것이 있는 것이 있는 것이 있는 것이 있는 것
43. If you were traveling with a child, were you using a child safety seat?
44. Were you seated with your companion(s)?
45. Did you evacuate with your traveling companion(s)? X Yes □ No
46. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral 🕅 Agree ☐ Strongly Agree
Seat Belt Usage 47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft?
Environment 50. Was there smoke in the cabin? Yes A No If no skip to question 52
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting? Yes No
Communication 53. Who first informed you an evacuation was necessary? Pilot I Flight Attendant Other Passenger Personal Decision
54. Did you hear an alarm or alert before or while you were evacuating? ☐ Yes [\$\$] No
55. At the time, did you know why an evacuation was necessary?
56. Did the flight attendants give you any instructions just prior to the evacuation?
 57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No K Not enough time 58. Did you hear the flight attendants giving evacuation instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
59. Did you understand the flight attendants' instructions?
60. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use A Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other DIS A GAGAT JUS

61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes X No If yes, what were you asked to do and did you do the task?
62. Did you sustain any injuries during the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
63. Did you sustain any injuries after the evacuation? Yes X No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
 64. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other 65. Description of injuries suffered? (Check all that apply)
Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
Post Evacuation Events 66. What did you do once you exited the plane? I ran away from the airplane I waited for friends/family to exit I ssisted other passengers in their evacuation I waited near plane for help to arrive Other WACKS QUICKY 67. Did you notice any exterior aircraft lights illuminated? Yes No
68. Were crewmembers or rescue personnel directing passengers on where to gather?
 69. Did all passengers meet at an area away from the airplane? □ No, passengers were scattered □ No, the passengers gathered at airplane □ No, only a few passengers were grouped away from aircraft X Yes, passengers met away from the aircraft
70. How did you leave the site of the evacuation?

Your Location		
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.		
71. Seat Number /3 C	• •	· .
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.		
Personal Information		
72. Have you ever had to evacuate an aircraft before?		
73. Age 5 1		
74. Height <u><u></u><u></u><u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u></u>		
75. Weight		
76. Gender		
77. Prior to departure, was your ability to evacuate affected by any of the following:		
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 4 3 to 6 flights per year More than 6 flights per year		
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other		
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				Final 7	houghts		
di	scuss items	d what improve	ements or changes	e Safety Board to the design ar	welcomes any comm ad operation of safet	nents on what was helpful d y equipment you might sugg ny other area you think is ir	zest Feel free to
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	USABL	<i>E</i>	· · · · · · · · · · · · · · · · · · ·	······································			-
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# **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

## Safety Briefing

	State of the second second	the second second	a second s
1. How were the preflight safety instructions presented? (Check all that apply)         X Flight Attendant       Video         X Audio			•
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>X All ☐ 75% ☐ 50% ☐ 25% ☐ None</li> <li>(If All go to question 4)</li> </ul>			
3. How well could you hear the presentation?		÷	
<ul><li>4. Is English your primary language?</li><li>X Yes No</li></ul>			• • •
5. Did the pre-flight safety presentation help during the evacuation? Yes X No Explain: We d.d not use the emergency doors-	We	wer	tot
The regular exit down the side	· · · ·	-	
	······	·	
			<i>.</i>
6. Did you read the safety instruction card in the seatback in front of you? Yes X No			
7. If you did read the safety card, when?			
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>☐ Yes X No</li> </ul>			
Explain:			
	<u>.</u>	. :	
9. What changes would you recommend to improve the safety instructions? (Either the pro-	esentatic	on or safe	ty card)
	·.		
Emergency Exits			
10. When did you look for the emergency exit(s) closest to your seat?			
During boarding X During the pre-flight briefing After the preflight briefing but	before	the evacu	ation
During the evacuation			

 11. Where did you look for an exit? (Check all that apply) In front of me Behind me 🔀 Left of me Right of me
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?
 13. Were you seated in an emergency exit row?
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?
16. Did you read the instructions on operating the exit?
 17. When did you decide which exit to use? Before the evacuation order was given X As I left my seat As I traveled down the aisle Other
<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit I was directed by cabin staff I I twas the only available exit</li> <li>The other exit was blocked I followed other passengers I It was the closest exit</li> <li>Other</li> </ul>
19. Were you directed away from a specific exit?
20. Were you directed toward a specific exit?
21. Did you pass a usable exit at the direction of a flight attendant? Yes No
22. Did you select an exit and then change your mind?  Yes No If yes, explain
Carry-on Baggage         23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?         □ No       ▲ one bag       □ 2 bags       □ 3 bags       □ more than 3 bags
24. Did you have to gate check a bag you were planning to carry on? ☐ Yes X No
25. Where did you store your:         Purse:       Under seat         Overhead bin       Closet         Briefcase:       Under seat         Overhead bin       Closet         Suitcase 1:       Under seat         Overhead bin       Closet         Overhead bin       Closet
26. Did you attempt to take any carry-on items with you during the evacuation? ☐ Yes X No If no skip to item 30

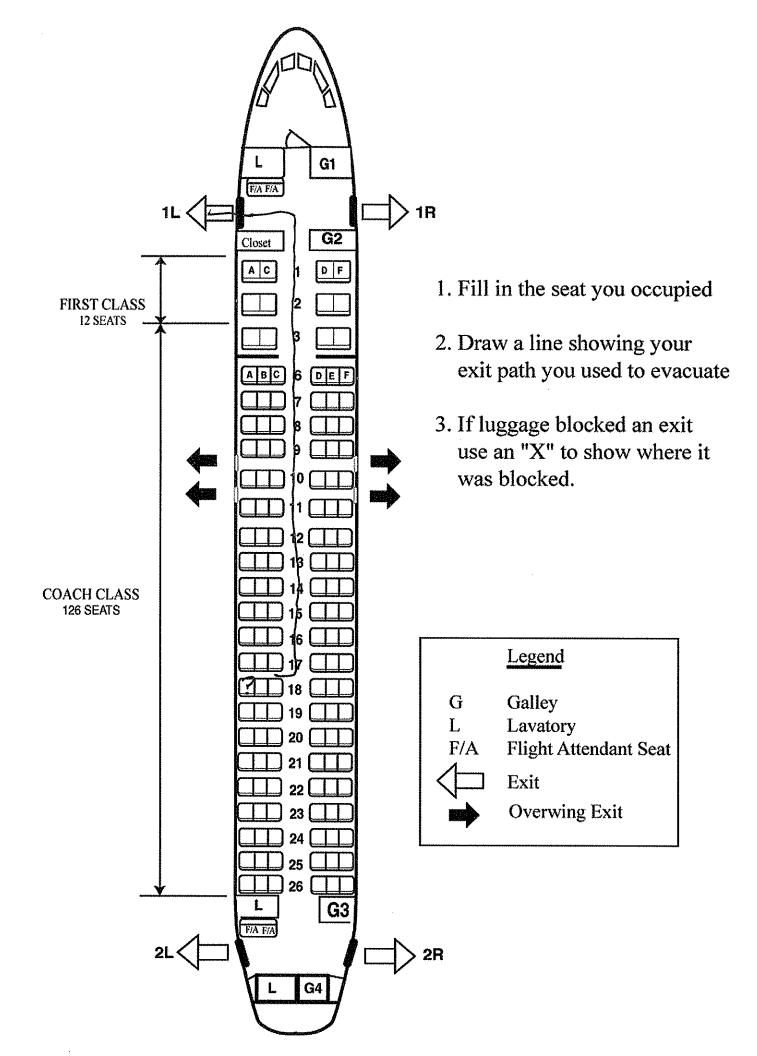
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothe Job related items Sentimental items Other	s Camera Computer
28. Where were the items stored?	
29. What happened to any carry-on bags you took with you during the evacuati Taken by flight attendant Placed in a seat Returned to overhead by Dropped to floor Carried down slide/out wing Other	
30. Did other passengers attempt to take carry-on items with themselves?	
31. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes Yes No	
32. Did passengers argue with flight attendants over retrieving carry-on luggag Yes X No	e during the evacuation?
Emergency Slides	
<ul> <li>33. Was a flight attendant at the doorway giving directions?</li> <li>✓ Yes □ No</li> </ul>	
34. Did you hesitate before getting on slide? ☐ Yes  No If no skip to item 36	
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about injury Score about going over side of slide</li> <li>Slide looked too steep Other</li> </ul>	
36. How did you get on the slide? X Jumped □ Sat down then slid □ Was pushed by another person	
37. What happened at the bottom of the slide? (Check all that apply)         X       Landed on feet         □       Landed on feet         □       Another passenger landed on me         □       Someone caught me         □       Other	side 🗌 Landed on another passenger
38. Did anyone give you instructions at the bottom of the slide? Yes X No	
39. If yes, who gave you instructions?	
Passenger Behavior	
<ul> <li>40. Did you consider another exit because of slow moving lines?</li> <li>Yes X No</li> <li>41. Were you traveling with anyone?</li> <li>Yes X No If no skip to item 46</li> </ul>	· · · ·
42. With whom were you traveling? (Check all that apply)	er 🗌 Friend 🔲 Other

43. If you were traveling with a child, were you using a child safety seat?	
44. Were you seated with your companion(s)?	
45. Did you evacuate with your traveling companion(s)?	
46. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree X Neutral Agree	Strongly Agree
Seat Belt Usage         47. Was your seat belt fastened prior to the evacuation?         Yes, Very Tight         Yes, Very Tight         Yes, Loose	e □ Can't recall
48. Did you have any difficulties unfastening your seat belt? ☐ Yes X No	
49. Did unfastening your seat belt slow down your evacuation of the aircr Yes X No Seatbelt was not buckled	aft?
50. Was there smoke in the cabin?	
51. What was the intensity of the smoke?	
52. Did you notice the lights marking the exits or floor lighting? Yes X No	
Communication 53. Who first informed you an evacuation was necessary?	
54. Did you hear an alarm or alert before or while you were evacuating? ☐ Yes X No	
55. At the time, did you know why an evacuation was necessary?	
56. Did the flight attendants give you any instructions just prior to the eva	cuation?
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepa</li> <li>Yes X No □ Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions durin</li> <li>□ Heard every word □ Some words difficult to hear X Most words</li> </ul>	g the evacuation?
59. Did you understand the flight attendants' instructions?	
	Directed passengers out exits Other

61. Did the crew as	sign you any duties (e.g., assist	at the bottom of the slide)?	
	u asked to do and did you do tl	ne task?	
	······································		
		Injury	
	any injuries during the evacuation	ation?	
Yes No If ves, describe the i	njuries, how they occurred and	the effect they had on your ex	vacuation
63. Did you sustain	any injuries after the evacuati	on?	
Yes X No If ves. describe the i	njuries, how they occurred and	the effect they had on your ex	vacuation
	······································		
	*****		
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	e Leg Arm Bac	ck 🗌 Face 🗌 Head 🗌 (	Other
65. Description of i	njuries suffered? (Check all that	at apply)	
Sprain Frac	ture Concussion Bro	oken Back Dislocation	Strain
Burn Abras	ions (Lacerations & Bruises)	Smoke inhalation	
	Pos	st Evacuation Events	
66. What did you d	o once you exited the plane?		
I ran away from	the airplane [_] I waited for f assengers in their evacuation	riends/family to exit I wa	as assisted away from the plane
Other	any exterior aircraft lights illun	ninated?	
Other 67. Did you notice :			
Other		• • •	1
☐ Other 67. Did you notice : ☐ Yes X No 68. Were crewmem	bers or rescue personnel direct	ing passengers on where to ga	ther?
Other 67. Did you notice : Yes X No	bers or rescue personnel direct	ing passengers on where to ga	ther?
<ul> <li>☐ Other</li></ul>	ers meet at an area away from t	he airplane?	ther?
<ul> <li>☐ Other</li></ul>	ers meet at an area away from t vere scattered \[ No, the pas	the airplane? sengers gathered at airplane	
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☑ No, passengers v</li> <li>☑ No, only a few p</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t	the airplane? sengers gathered at airplane	ther? gers met away from the aircraft
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☐ No, passengers v</li> <li>☐ No, only a few p</li> <li>70. How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t ave the site of the evacuation?	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☐ No, passengers v</li> <li>☐ No, only a few p</li> <li>70. How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☐ No, passengers v</li> <li>☐ No, only a few p</li> <li>70. How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t ave the site of the evacuation?	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☐ No, passengers v</li> <li>☐ No, only a few p</li> <li>70. How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t ave the site of the evacuation?	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft
<ul> <li>☐ Other</li> <li>67. Did you notice :</li> <li>☐ Yes X No</li> <li>68. Were crewmem</li> <li>☐ Yes X No</li> <li>69. Did all passengers v</li> <li>☐ No, passengers v</li> <li>☐ No, only a few p</li> <li>70. How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t ave the site of the evacuation?	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft
<ul> <li>Other</li> <li>Other</li> <li>Other</li> <li>Yes X No</li> <li>Were crewmem</li> <li>Yes X No</li> <li>Yes X No</li> <li>Other crewmem</li> <li>Yes X No</li> <li>No</li> <li>Did all passengers v</li> <li>No, passengers v</li> <li>No, only a few p</li> <li>How did you lease</li> </ul>	ers meet at an area away from t vere scattered INo, the pas assengers were grouped away t ave the site of the evacuation?	the airplane? sengers gathered at airplane from aircraft	gers met away from the aircraft

Your 1	Location
The attached diagram on the last page The doors and exits are	shows the cabin diagram of the aircraft. indicated by large arrows.
71. Seat Number	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat If you are NOT SURE of your seat position place a question m Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit use Indicate the empty seats in your vicinity by placing "E" on that Use this diagram for any other information you consider impor location of fire in the cabin, breaks or holes in the fuselage or c	ark on that seat. ed). t seat. tant such as
	nformation
72. Have you ever had to evacuate an aircraft before?	
73. Age $\frac{32}{5'11'}$ 74. Height $5'11'$	
75. Weight $19\phi$	
76. Gender X Male  Female	
77. Prior to departure, was your ability to evacuate affected by Vision Hearing Age Injury Recent sur	y any of the following: gery □ Cane
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flight More than 6 flights per year	ts per year 3 to 6 flights per year
79. Aviation Experience	Aviation Mechanic
v v	
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Final Thoughts		
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.		
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Safety Briefing
<ol> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant  Video  Audio</li> </ol>
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>☐ All ☐ 75% 🕅 50% ☐ 25% ☐ None</li> <li>(If All go to question 4)</li> </ul>
<ul> <li>How well could you hear the presentation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear</li> </ul>
4. Is English your primary language? X Yes No
5. Did the pre-flight safety presentation help during the evacuation? Pres BNO Explain: Been Plying for MANY yeers all ROW fine
6. Did you read the safety instruction card in the seatback in front of you?
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>Yes No</li> <li>Explain:</li> </ul>
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

	제 같은 것 같은	
	11. Where did you look for an exit? (Check all that apply)	
-	12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes No	
1 1000	13. Were you seated in an emergency exit row?	
	14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?	
	15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?	
	16. Did you read the instructions on operating the exit?	
WAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA	17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle of the seat of the se	worker
	<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit</li> <li>I was directed by cabin staff</li> <li>It was the only available exit</li> <li>The other exit was blocked</li> <li>I followed other passengers</li> <li>It was the closest exit</li> <li>Other</li> </ul>	
	19. Were you directed away from a specific exit? ☐ Yes X No	
	20. Were you directed toward a specific exit?	
	<ul> <li>21. Did you pass a usable exit at the direction of a flight attendant?</li> <li>☐ Yes  M No</li> </ul>	
	22. Did you select an exit and then change your mind?	
100		· 
	Carry-on Baggage         23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?         □ No       ☑ one bag       □ 2 bags       □ 3 bags       □ more than 3 bags	
	24. Did you have to gate check a bag you were planning to carry on?	
	25. Where did you store your:         Purse:       Under seat       Overhead bin       Closet       Other         Briefcase:       Under seat       Overhead bin       Closet       Other         Computer:       Under seat       Overhead bin       Closet       Other         Suitcase 1:       Under seat       Overhead bin       Closet       Other         Suitcase 2:       Under seat       Overhead bin       Closet       Other	
11	26. Did you attempt to take any carry-on items with you during the evacuation? Yes PNo If no skip to item 30	

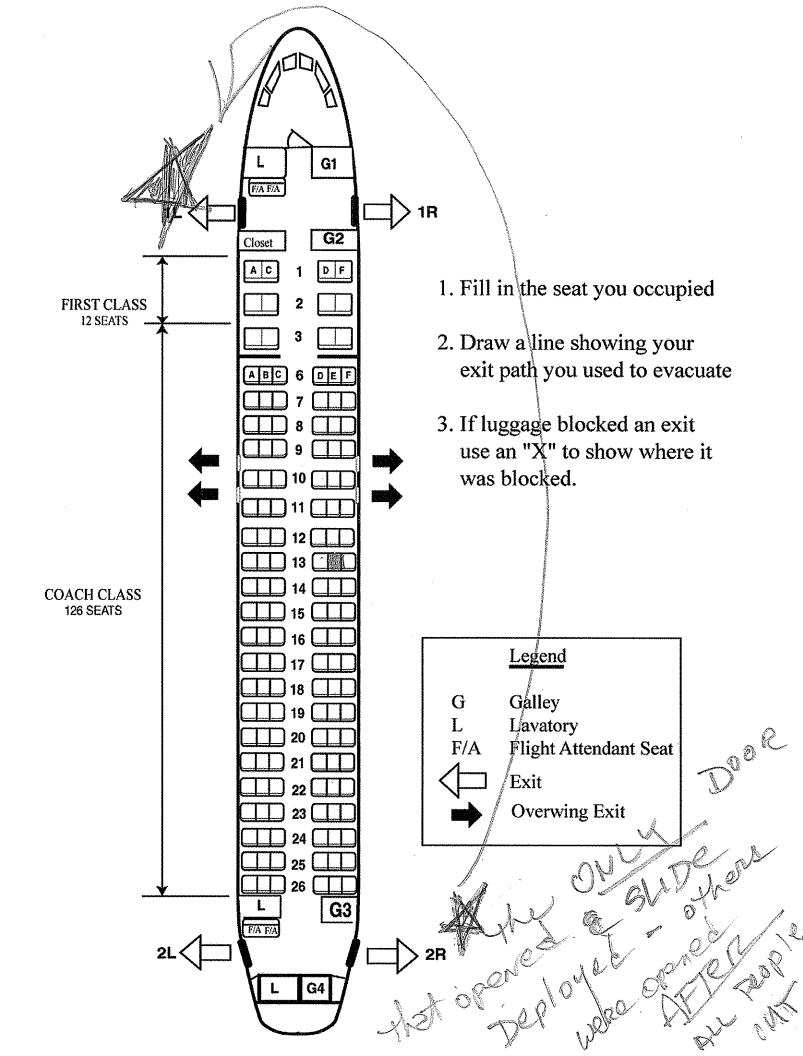
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
30. Did other passengers attempt to take carry-on items with themselves?
31. Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No DNT KNND
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
34. Did you hesitate before getting on slide? ☐ Yes 1 No If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person
37. What happened at the bottom of the slide? (Check all that apply)         Landed on feet       Landed on feet and tumbled over         Landed on backside       Landed on another passenger         Another passenger landed on me       Someone caught me         Other
38. Did anyone give you instructions at the bottom of the slide?
39. If yes, who gave you instructions?
Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Yes       -No         41. Were you traveling with anyone?         Yes       -No         If no skip to item 46
42. With whom were you traveling? (Check all that apply)

43. If you were traveling with a child, were you using a child safety seat?	
44. Were you seated with your companion(s)? ↓Yes □ No	
45. Did you evacuate with your traveling companion(s)?	14. 1
46. Other passengers in general were cooperative during the evacuation.         Strongly Disagree       Disagree         X       Neutral       Agree         Strongly Disagree       Disagree	n an
Seat Belt Usage         47. Was your seat belt fastened prior to the evacuation?         Yes, Very Tight       Yes, Moderately Tight         Yes, Very Tight       Yes, Moderately Tight         Yes, Loose       No         Can't recall	
48. Did you have any difficulties unfastening your seat belt?	
49. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes Solution Yes Seatbelt was not buckled	
Environment	
50. Was there smoke in the cabin? Yes No If no skip to question 52	
51. What was the intensity of the smoke?	
52. Did you notice the lights marking the exits or floor lighting?	
Communication	
53. Who first informed you an evacuation was necessary?	
54. Did you hear an alarm or alert before or while you were evacuating?	
55. At the time, did you know why an evacuation was necessary? ∑Yes □ No	,
56. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time	
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No K Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word K Some words difficult to hear Most words difficult to hear Heard</li> </ul>	d nothing
59. Did you understand the flight attendants' instructions? Yes No	
60. How did the crew aid in your evacuation? (Check all that apply) <ul> <li>No aid</li> <li>Indicated the exits in use</li> <li>Shouted instructions</li> <li>Directed passengers out exit</li> <li>Assisted passengers from seat to aircraft exits</li> <li>Opening exits</li> <li>Other</li> </ul>	its

61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes No If yes, what were you asked to do and did you do the task?	
	······································
62. Did you sustain any injuries during the evacuation?	
Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
63. Did you sustain any injuries after the evacuation? Yes S. No If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
64. Describe the location of injuries suffered?	
65. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other	
Prost Francesting Provets	
Post Evacuation Events         66. What did you do once you exited the plane?         I ran away from the airplane       I waited for friends/family to exit         I assisted other passengers in their evacuation       I waited near plane for help to arrive         Other       Other	
66. What did you do once you exited the plane?	
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation I waited near plane for help to arrive</li> <li>Other</li> <li>67. Did you notice any exterior aircraft lights illuminated?</li> </ul>	
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation I waited near plane for help to arrive</li> <li>Other</li></ul>	
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation I waited near plane for help to arrive</li> <li>Other</li></ul>	Hotel
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane  I waited for friends/family to exit  I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation  I waited near plane for help to arrive</li> <li>Other</li></ul>	Hotel
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane  I waited for friends/family to exit  I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation  I waited near plane for help to arrive</li> <li>Other</li></ul>	Hotel
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane  I waited for friends/family to exit  I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation  I waited near plane for help to arrive</li> <li>Other</li></ul>	Hotel

	Your Locat	ion		
	n on the last page shows pors and exits are indicate	the cabin diagram of	the aircraft.	
71. Seat Number 36				•
Please indicate the following locations on the If you know your exact seat position, place ar If you are NOT SURE of your seat position p Position of other known passengers (by name Show your route of escape (draw line from your Indicate the empty seats in your vicinity by pl Use this diagram for any other information you location of fire in the cabin, breaks or holes in	n "X" on that seat. lace a question mark on t or description). our seat to exit used). lacing "E" on that seat. ou consider important suc	h as		
	Personal Inform	nation		
72. Have you ever had to evacuate an aircraft Yes No	t before?			
73. Age <u>64</u>				:
74. Height				
75. Weight <u>165</u>		· ·		
76. Gender Male 🔲 Female			с.	
77. Prior to departure, was your ability to eva Vision Hearing Age Injur Other	acuate affected by any of y	the following:		
78. How often do you travel by air? First flight Less than 1 flight per year More than 6 flights per year	r 1 to 2 flights per ye	ear 🗌 3 to 6 flight	s per year	
79. Aviation Experience	Flight Attendant 🗌 Av	viation Mechanic		
				<b>`</b>

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. Ø WAS Oard On Quer 1 Wear em 13 C. C. S. A CA da a. 10 Sec. Cano ed 12 - A.A. and the A Rent O.L (Al 0 / Or đ Darde fan E



# **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety briefing
1. How were the preflight safety instructions presented? (Check all that apply)
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>☐ All ☐ 75% ☐ 50% ☐ 25%  None</li> <li>(If All go to question 4)</li> </ul>
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. Is English your primary language? ✓ Yes □ No
5. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Not in this instance. There was NO communication from Any crew before or during the Enveloping landing.
<ul> <li>6. Did you read the safety instruction card in the seatback in front of you?</li> <li>Yes X No</li> <li>7. If you did read the safety card, when?</li> </ul>
Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation? Use XNO Explain: Duly The Front CKIT WAS Opened at first. There Was NO Chance & EKIT
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

11., Where did you look for an exit? (Check all that apply) In front of me Rehind me K Left of me Right of me
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes X No
13. Were you seated in an emergency exit row? Yes No If no skip to item 17
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
16. Did you read the instructions on operating the exit?
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other <u>See guilstion #8. Only The fourt</u> Swelfing 2607 Was opened. There was no choiced
18. For what reasons did you choose this exit? (Check all that apply)         I was called to the exit         I was directed by cabin staff         I to ther exit was blocked         I followed other passengers         It was the closest exit         Other
19. Were you directed away from a specific exit?
20. Were you directed toward a specific exit?
21. Did you pass a usable exit at the direction of a flight attendant? Yes No
22. Did you select an exit and then change your mind? Yes No If yes, explain
Carry-on Baggage         23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?         No       Image: Count purse, computers, backpack etc. each as one item)?         Image: Count purse, computers, backpack etc. each as one item)?         Image: Count purse, computers, backpack etc. each as one item)?         Image: Count purse, computers, backpack etc. each as one item)?         Image: Count purse, computers, backpack etc. each as one item)?
24. Did you have to gate check a bag you were planning to carry on? ☐ Yes X No
25. Where did you store your:         Purse:       Under seat       Overhead bin       Closet       Other         Briefcase:       Under seat       Overhead bin       Closet       Other         Computer:       Under seat       Overhead bin       Closet       Other         Suitcase 1:       Under seat       Overhead bin       Closet       Other         Suitcase 2:       Under seat       Overhead bin       Closet       Other
26. Did you attempt to take any carry-on items with you during the evacuation? X Yes ☐ No If no skip to item 30

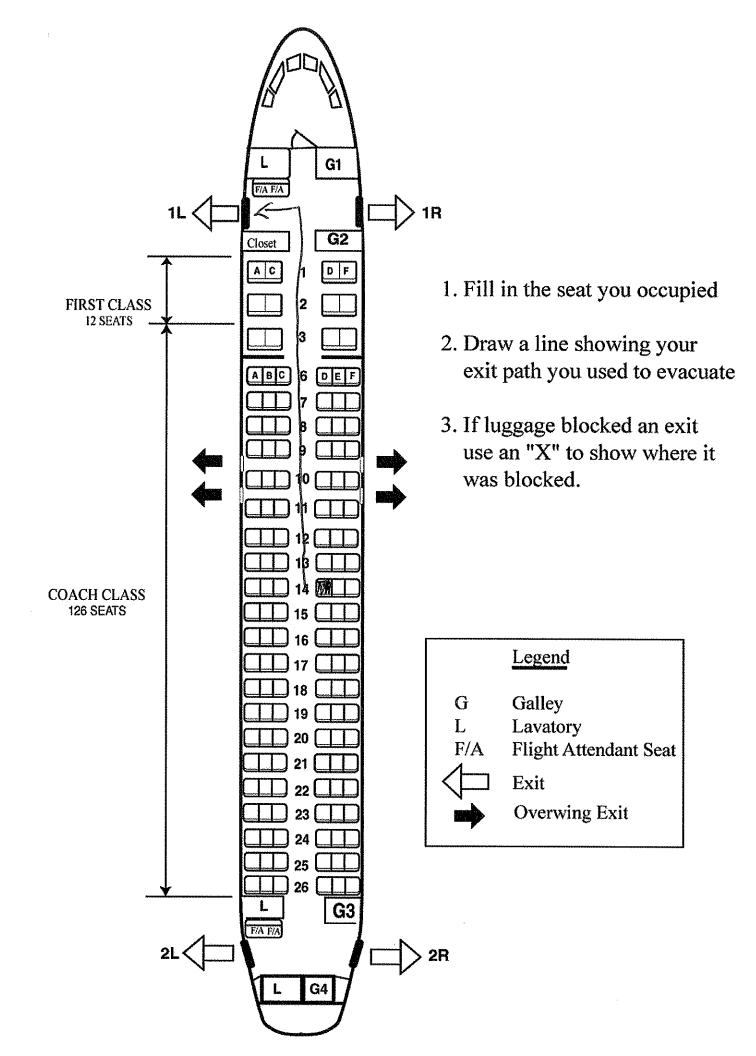
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?  Description: Under seat Overhead bin Closet Other
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li></ul>
30. Did other passengers attempt to take carry-on items with themselves? X Yes □ No
31. Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
34. Did you hesitate before getting on slide? X Yes □ No If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person
37. What happened at the bottom of the slide? (Check all that apply) Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger Another passenger landed on me Someone caught me Other
38. Did anyone give you instructions at the bottom of the slide?
39. If yes, who gave you instructions?
Dessenacy Dehaviou
Passenger Behavior           40. Did you consider another exit because of slow moving lines?
Yes X No 41. Were you traveling with anyone? Yes No If no skip to item 46
42. With whom were you traveling? (Check all that apply)

j.	성장 이 가게 있는 것 같아. 이 것 같아. 이 것 같아. 이 것 같아. 이 것 같아.	
	<ul> <li>3. If you were traveling with a child, were you using a child safety seat?</li> <li>Yes No</li> </ul>	
	4. Were you seated with your companion(s)? ✓ Yes □ No	
	5. Did you evacuate with your traveling companion(s)?	
4  E	6. Other passengers in general were cooperative during the evacuation.	Strongly Agree
	Seat Belt Usage 7. Was your seat belt fastened prior to the evacuation? Yes, Very Tight X Yes, Moderately Tight Yes, Loose No	Can't recall
	8. Did you have any difficulties unfastening your seat belt? Yes X No	
	9. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes X No Seatbelt was not buckled	
	Environment	
- i	0. Was there smoke in the cabin? ☐ Yes  Mo If no skip to question 52	
- i	1. What was the intensity of the smoke?	
	2. Did you notice the lights marking the exits or floor lighting? Yes X No	
	Communication	
	3. Who first informed you an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision	
	54. Did you hear an alarm or alert before or while you were evacuating?	
	55. At the time, did you know why an evacuation was necessary?	
	56. Did the flight attendants give you any instructions just prior to the evacuat Yes X No Not enough time	ation?
	57. Did the flight attendants go through the cabin prior to landing to prepare f	· · · ·
5	58. Did you hear the flight attendants giving evacuation instructions during th Heard every word Some words difficult to hear Most words diff	he evacuation? ficult to hear I Heard nothing
	59. Did you understand the flight attendants' instructions? ▼Yes □ No	
		ected passengers out exits her

<ul> <li>Did the crew assign you any duties (e.g., assist at the bottom of the slide)?</li> <li>Yes X No yes, what were you asked to do and did you do the task?</li> </ul>	
Injury	
2. Did you sustain any injuries <b>during</b> the evacuation?	
and density the interior from the second state of the second state	
- America I	NOWS
B. Did you sustain any injuries after the evacuation? Yes Xoo yes, describe the injuries, how they occurred and the effect they had on your evacuation	
. Describe the location of injuries suffered? Wrist Ankle Leg Arm Arm Face Head Other	
5. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation ] Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other Other Net the matching of the second	
Post Evacuation Events	
i. What did you do once you exited the plane? I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane I assisted other passengers in their evacuation I waited near plane for help to arrive Other Could only Slowly walk and from plane Other could only slowly walk and from plane Did you notice any exterior aircraft lights illuminated? Yes No	
. Were crewmembers or rescue personnel directing passengers on where to gather? Yes INo	
<ul> <li>Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered INo, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft X yes, passengers met away from the aircraft</li> </ul>	
<ul> <li>How did you leave the site of the evacuation?</li> <li>Walked to terminal Multiple Ambulance to hospital Other</li> </ul>	

Your Location										
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.										
71. Seat Number 171										
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.										
Personal Information										
72. Have you ever had to evacuate an aircraft before?										
73. Age <u>59</u>	· · ·									
74. Height <u>6'0''</u> 75. Weight <u>240</u>										
75. Weight $240$										
76. Gender										
77. Prior to departure, was your ability to evacuate affected by any of the following:          Vision       Hearing       Age       Injury       Recent surgery       Cane         Other										
78. How often do you travel by air? ☐ First flight ☐ Less than 1 flight per year ☐1 to 2 flights per year	ghts per year									
79. Aviation Experience         Commercial Pilot       Private Pilot         Other       None										

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. there COM MUNICAD pm The CARO on who NO 12 TUC tom Prink olme ingines KNew Somethi when WRONA 4 leme P0550 would 21 ondo le. ARPORT TO UL Nothing  $e_{\ell}$ Th Ster Imm L. AU geny UNIT And



## **PASSENGER QUESTIONNAIRE**

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Safety Briefing
<ul> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant Video Audio</li> </ul>
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None (If All go to question 4)
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. Is English your primary language? XYes ☐ No
5. Did the pre-flight safety presentation help during the evacuation?
Explain: I actually looked at the emergency "cond" IN MY front seat pocket when I knew we were in trouble t was remainded "oh yes-brace Myself with MyaRMS"!
6. Did you read the safety instruction card in the seatback in front of you? Yes No see above Not when I got ON
7. If you did read the safety card, when? Prior to flight During pre-flight briefing I In-flight
8. Did the safety card information help you in the evacuation? Yes No Explain: A bove
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits           10. When did you look for the emergency exit(s) closest to your seat?
During boarding $\Box$ During the pre-flight briefing $\Box$ After the preflight briefing but before the evacuation During the evacuation $NeVer$

	11. Where did you look for an exit? (Check all that apply)				
 - -	12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes XNo				
	13. Were you seated in an emergency exit row?	•	· · · .		
• . •	14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes $\square$ No $\wp/A$				
	15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes $\square$ No $\bigwedge cT/A$		· · · · ·		*. 
•	16. Did you read the instructions on operating the exit? Yes ANO <u>INOUE DE FORE</u> THOUGH		1. 1.		•
	17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other				
	18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff L It was the only available exit The other exit was blocked I followed other passengers I It was the closest exit Other				
	19. Were you directed away from a specific exit?				
	20, Were you directed toward a specific exit?				
	21. Did you pass a usable exit at the direction of a flight attendant? Yes No				
	22. Did you select an exit and then change your mind? Yes ANO If yes, explain	:		· .	
	Carry-on Baggage 23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No X one bag 2 bags 3 bags more than 3 bags				
	24. Did you have to gate check a bag you were planning to carry on?			• • •	
	25. Where did you store your:         Purse:       Under seat         Briefcase:       Under seat         Overhead bin       Closet         Suitcase 1:       Under seat         Suitcase 2:       Under seat				
	26. Did you attempt to take any carry-on items with you during the evacuation? Yes INO If no skip to item 30		•		· . ·

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27. What items did you need to take? NC+ SUNE how bad Ly I "needed to" bot - ☐ Medicines Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera KComputer ☐ Job related items ☐ Sentimental items ☐ Other
28. Where were the items stored? ∠8. Where were the items stored? ∠9. What happened to any carry-on bags you took with you during the evacuation? □ Taken by flight attendant. □ Placed in a seat. □ Returned to overhead bin
Dropped to floor Carried down slide/out wing Other haftan werything believed
30. Did other passengers attempt to take carry-on items with themselves? ☐ Yes ☐ No ? 31. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes 承No 32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? MRC 1 + Words MV MARCOMPT (R) MAR
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? ☐ Yes X No
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
34. Did you hesitate before getting on slide? ☐ Yes X No If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide?
37. What happened at the bottom of the slide? (Check all that apply) △ Landed on feet □ Landed on feet and tumbled over □ Landed on backside □ Landed on another passenger □ Another passenger landed on me □ Someone caught me □ Other <u>Someone helped me</u> ↓ Lunk with a hand
38. Did anyone give you instructions at the bottom of the slide? ∑ Yes □ No Run-geb alway from plane
39. If yes, who gave you instructions?
Passanger Babavier
40. Did you consider another exit because of slow moving lines?
41. Were you traveling with anyone? Yes No If no skip to item 46
42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

그는 것 같은 것 같
43. If you were traveling with a child, were you using a child safety seat? ☐ Yes ☐ No // f
44. Were you seated with your companion(s)?
Aves □ No 45. Did you evacuate with your traveling companion(s)? Since passengers in general were back to get pin glassest day temen + 46. Other passengers in general were cooperative during the evacuation. Brongly Disagree □ Disagree □ Neutral □ Agree X Strongly Agree he were out the back Seat Belt Usage
Seat Belt Usage
47. Was your seat belt fastened prior to the evacuation?
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft? ☐ Yes Yes No ☐ Seatbelt was not buckled
Environment
50. Was there smoke in the cabin?
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting?
Communication
53. Who first informed you an evacuation was necessary?
54. Did you hear an alarm or alert before or while you were evacuating?
55. At the time, did you know why an evacuation was necessary? I KNEW WE WERE M Yes No Juguelle - Alscendeng Not ascendency 56. Did the flight attendants give you any instructions just prior to the evacuation?
56. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time YES - MOUR ged out - Llave personal
56. Did the flight attendants give you any instructions just prior to the evacuation? ☐ Yes ☐ No ☐ Not enough time YES - MAU Ged MJ - Llaw performance of Mgency - 57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? ☐ Yes ☐ No ☐ Not enough time 58. Did you hear the flight attendants giving evacuation instructions during the evacuation?
Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
59/ Did you understand the flight attendants' instructions?
60. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other

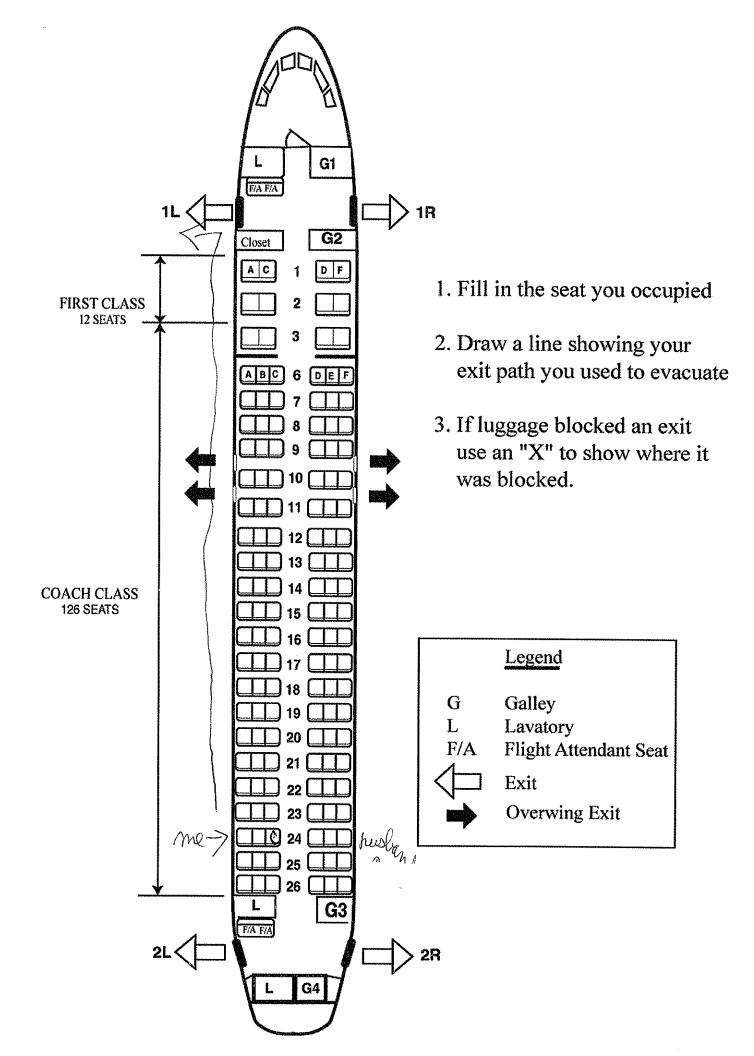
🗌 Yes	d the crew assign you any duties (e.g., assist at the bottom of the slide)? s X No what were you asked to do and did you do the task?	
11 yes, v	what were you asked to do and did you do the task?	
62. Dia Yes If yes, c	Injury d you sustain any injuries during the evacuation? s DNo describe the injuries, how they occurred and the effect they had on your evacuation	
		· ·
	d xou sustain any injuries after the evacuation?	
	describe the injuries, how they occurred and the effect they had on your evacuation	
		· · · · · · · · · · · · · · · · · · ·
64. De:	escribe the location of injuries suffered? ist Ankle Leg Arm Back Face Head Other	
🗌 Spra	escription of injuries suffered? (Check all that apply) ain Fracture Concussion Broken Back Dislocation Strain n Abrasions (Lacerations & Bruises) Smoke inhalation her	
I ran I ass Othe 67. Dic	Post Evacuation Events         hat did you do once you exited the plane?         n away from the airplane.       I waited for friends/family to exit       I was assisted away from the plane         sisted other passengers in their evacuation         I waited for friends/family to exit       I was assisted away from the plane         sisted other passengers in their evacuation       I waited near plane for help to arrive         her $+ mm + 0 - $	
68, We XYes	ere crewmembers or rescue personnel directing passengers on where to gather?	
🗌 No, .	d all passengers meet at an area away from the airplane? passengers were scattered INO, the passengers gathered at airplane only a few passengers were grouped away from aircraft IX Yes, passengers met away from the aircraft	
70. Ho 🗌 Wal	w did you leave the site of the evacuation? lked to terminal X Bussed to terminal Ambulance to hospital Other	· · · · ·
	Hilton Hotel	÷
· ·		
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		1945 1946 1947
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Your Location	
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. 71. Seat Number <u>24 C aisle</u>	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	
Personal Information	
72. Have you ever had to evacuate an aircraft before?	
73. Age <u>6</u> 3	
74. Height $5' 2' \lambda''$	
75. Weight 113,5	
76. Gender Male AFemale	
77. Prior to departure, was your ability to evacuate affected by any of the following: ☐ Vision ☐ Hearing ☐ Age ☐ Injury ☐ Recent surgery ☐ Cane ☐ Other & &	
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. Wden steril. ø 4 [OMINXA Since electrical was out + we has el I Was elled loudly + to get out. Many plos + Copiles. Tice MD MO Hrank, eller Shan



NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

## **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing
1. How were the preflight safety instructions presented? (Check all that apply)            ☐ Flight Attendant         ☐ Video         ☐ Audio         ☐ Audio
2. How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☑ 25% ☐ None (If All go to question 4)
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. J Is English your primary language? Yes INO
5. Did the pre-flight safety presentation help during the evacuation? Yes XINO Explain: PSCNOUS ones from previous flights. I knew to leave My luggage, to go to back of plan, fret first a shift
<ul> <li>6. Did you read the safety instruction card in the seatback in front of you?</li> <li>Yes No</li> <li>7. If you did read the safety card, when?</li> </ul>
Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation?
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
12. Prior to the evacuation did you count the number of rows from your seat Yes X No	to an emergency exit?
13. Were you seated in an emergency exit row?	
14. Did you receive any pre-flight instructions on your responsibilities in case	e of an evacuation?
15. Did you receive a personal briefing by a flight attendant on your emergen	cy exit responsibilities?
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I tra Other	veled down the aisle
18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I that the original transformed by the cabin staff I that the original transformed by the state of the cabin staff I that the original transformed by the state of the cabin staff I that the original transformed by the state of the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the original transformed by the cabin staff I that the cabin staff I that the original transformed by the cabin staff I that the cabi	nly available exit le closest exit
19. Were you directed away from a specific exit?	
20. Were you directed toward a specific exit?	
21. Did you pass a usable exit at the direction of a flight attendant?	
22. Did you select an exit and then change your mind? Yes No If yes, explain	
Carry-on Baggage 23. Did you have carry-on baggage (count purse, computers, backpack etc. ea O No O one bag 2 bags 3 bags more than 3 bags	ch as one item)?
24. Did you have to gate check a bag you were planning to carry on?	
Briefcase:       Under seat       Overhead bin       Closet       Other         Computer:       Suitcase 1:       Under seat       Overhead bin       Closet       Other         Suitcase 1:       Under seat       Overhead bin       Closet       Other         Suitcase 2:       Under seat       Overhead bin       Closet       Other	
26. Did you attempt to take any carry-on items with you during the evacuation of the second s	1?

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Job related items Sentimental items Other	Camera 🗌 Computer	
28. Where were the items stored?		
29. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried down slide/out wing Other	· · · · · · · · · · · · · · · · · · ·	
30. Did other passengers attempt to take carry-on items with themselves?		
31. Did passengers retrieving carry-on luggage slow the evacuation?		
32. Did passengers argue with flight attendants over retrieving carry-on luggage during $\Box$ Yes $\Box$ No $\partial \sigma \gamma + k \eta \omega$	g the evacuation?	· ·
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes 🗌 No		
34. Did you hesitate before getting on slide? ☐ Yes X No If no skip to item 36		
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landi</li> <li>Concerned slide might deflate Concerned about going over side of slide A</li> <li>Slide looked too steep Other</li> </ul>	ng on another person Afraid of heights	
36. How did you get on the slide? ☐ Jumped ▲Sat down then slid ☐ Was pushed by another person		
37. What happened at the bottom of the slide? (Check all that apply) Landed on feet Another passenger landed on me Someone caught me Other	Landed on another pas	senger
38. Did anyone give you instructions at the bottom of the slide? $\square$ Yes $\square$ No $\square$		
39. If yes, who gave you instructions? ☐ Crewmember ☐ Fire fighter ☐ Another passenger ☐ Other		
		• •
Passenger Behavior 40. Did you consider another exit because of slow moving lines? Yes You Traveling with anyone? Yes No If no skip to item 46		
42. With whom were you traveling? (Check all that apply)	Friend 🗌 Other	

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	43. If you were traveling with a child, were you using a child safety seat?
	44. Were you seated with your companion(s)?
	45. Did you evacuate with your traveling companion(s)?
	46. Other passengers in general were cooperative during the evacuation.
	Seat Belt Usage
	47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
	48. Did you have any difficulties unfastening your seat belt?
	49. Did unfastening your seat belt slow down your evacuation of the aircraft?
	Environment       .         50. Was there smoke in the cabin?       .         Yes       Yes         No       If no skip to question 52
	51. What was the intensity of the smoke?
	52. Did you notice the lights marking the exits or floor lighting?
	Communication
	53. Who first informed you an evacuation was necessary?  Pilot Flight Attendant Other Passenger Personal Decision
	54. Did you hear an alarm or alert before or while you were evacuating?
	55. At the time, did you know why an evacuation was necessary?
	56. Did the flight attendants give you any instructions just prior to the evacuation?
	<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear</li> </ul>
	59. Did you understand the flight attendants' instructions?
	60. How did the crew aid in your evacuation? (Check all that apply)           No aid         Indicated the exits in use         Shouted instructions         Directed passengers out exits           Assisted passengers from seat to aircraft exits         Opening exits         Other

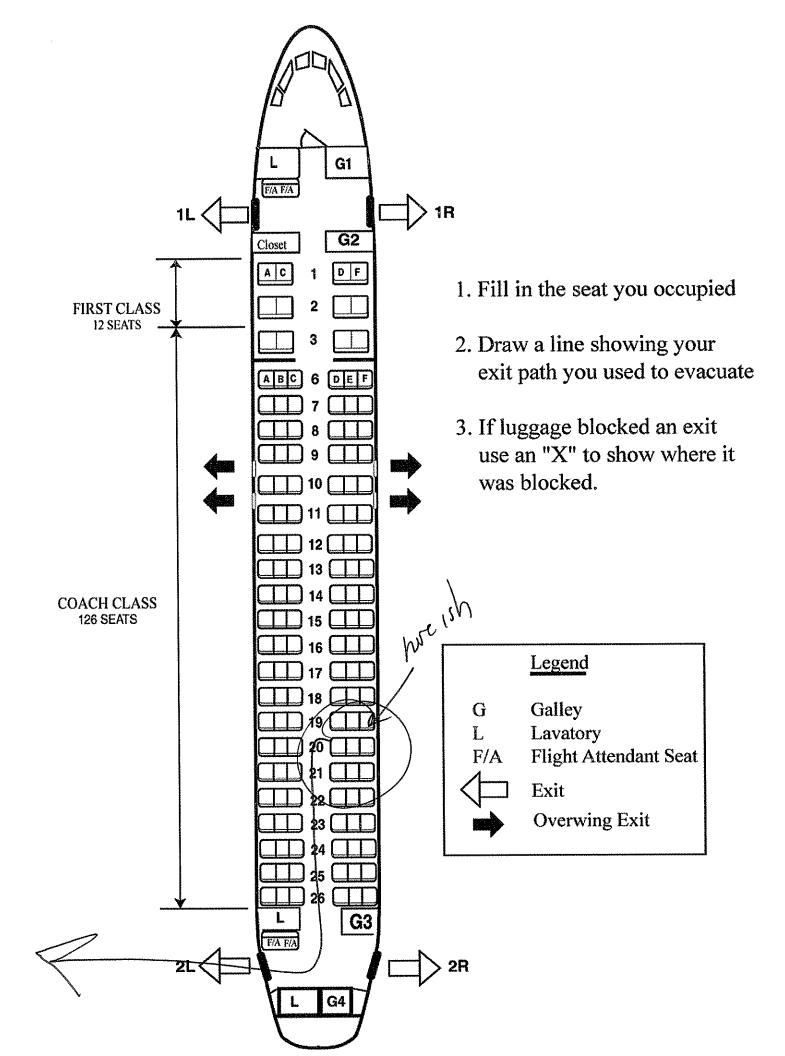
If yes, w	No nat were you asked to do and did you do the task?
·	
-	
	Injury
62. Did	you sustain any injuries <b>during</b> the evacuation?
Yes If yes, de	scribe the injuries, how they occurred and the effect they had on your evacuation
· .	
63. Did :	You sustain any injuries after the evacuation?
If yes, de	scribe the injuries, how they occurred and the effect they had on your evacuation
64. Desc	ribe the location of injuries suffered?
	Ankle Leg Arm Back Face Head Other
65. Desc	ription of injuries suffered? (Check all that apply)
$\square$ Spran	Fracture Concussion Broken Back Dislocation Strain Abrasions (Lacerations & Bruises) Smoke inhalation
Other	
66 W/ha	Post Evacuation Events did you do once you exited the plane?
🗙 I ran a	way from the airplane I waited for friends/family to exit I was assisted away from the plane
1 assis	ted other passengers in their evacuation $\Box$ I waited near plane for help to arrive
Other 67. Did y	ou notice any exterior aircraft lights illuminated?
Yes	No
68. Were	erewmembers or rescue personnel directing passengers on where to gather?
□ Yes _	No
59 Dida	Il passengers meet at an area away from the airplane?
No, pa	ssengers were scattered 🗌 No, the passengers gathered at airplane
No, or	ly a few passengers were grouped away from aircraft Yes, passengers met away from the aircraft
70. How	did you leave the site of the evacuation?
	d to terminal Bussed to terminal Ambulance to hospital Sother Russed
Walke	d to terminal Bussed to terminal Ambulance to hospital St Other Bussed
_] Walke	
] Walke	AO JEL
] Walke	40 John
] Walke	40 Jef
] Walke	40 Jup

The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.         71. Seat Number       20-25         Please indicate the following locations on the diagram.       If you are NOT SURE of your seet position place a question mark on that seat.         Protein of order known passengers (by mane or description).       Show your coate sets position, place a question mark on that seat.         Position of order known passengers (by mane or description).       Show your voice toy by placin, "F" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuseling or cabin wall, etc.         72. Have you ever had to evacuate an aircraft before?         Y ves       You         73. Age       34         74. Height       6         75. Weight       150         76. Gender       Male         77. Mee in the cabin differ pry year       l to 2 flights per year         76. How often do you travel by air?       3 to 6 flights per year         77. How often do you travel by air?       First flight All Locs than 6 flights per year         74. Height       1 to 2 flights per year       3 to 6 flights per year         75. How often do you travel by air?       I to 2 flights per year       3 to 6 flights per year         76. How often do flights per year       I t	The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. Seat Number $26-25$ se indicate the following locations on the diagram. u know your exact seat position place a "X" on that seat. u are NOT SURE of your seat position place a question mark on that seat. tion of other known passengers (by name or description). wyour route of escape (draw line from your seat to exit used). cate the empty seats in your vicinity by placing "E" on that seat. this diagram for any other information you consider important such as ition of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.  Personal Information Have you ever had to evacuate an aircraft before?  Age $36$ Height $360$ Gender Height $360$ Gender How often do you travel by air? How often do flights per year How often do in the flight duendant $\Box$ Aviation Kechanic	The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. 71. Seat Number				ur Logation			
71. Seat Number       20-25         Please indicate the following locations on the diagram.         If you know your exact seat position, place an "X" on that seat.         If you are NOT SURE of your seat position place a question mark on that seat.         Position of other known passengers (by name or description).         Show your route of escape (draw line from your seat to exit used).         Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information <b>Personal Information</b> 72. Have you ever had to evacuate an aircraft before?         Yes       No         73. Age       36         74. Height       6         75. Weight       1800         76. Gender       Male         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:       3 to 6 flights per year         78. How often do you travel by air?       1 to 2 flights per year       3 to 6 flights per year         78. How often do you travel by air?       1 to 2 flights per year       3 to 6 flights per year         79. Aviation Experience       Commercial Pilot       Private Pilot	The doors and exits are indicated by large arrows. Seat Number $20-25$ se indicate the following locations on the diagram. wu know your exact seat position, place an "X" on that seat. wu are NOT SURE of your seat position place a question mark on that seat. tion of other known passengers (by name or description). wy our route of escape (draw line from your seat to exit used). ate the empty seats in your vicinity by placing "E" on that seat. this diagram for any other information you consider important such as tion of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.   Personal Information  Have you ever had to evacuate an aircraft before?  Age $36$ Height $60$ Weight $800$ Gender Aale $errow as your ability to evacuate affected by any of the following: 'ision errow as your ability to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate affected by any of the following: 'ision errow are the family end to evacuate are the family end ton the$	The doors and exits are indicated by large arrows. 71. Seat Number 20-25 Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.  Personal Information 72. Have you ever had to evacuate an aircraft before? Yes No 73. Age <u>\$4</u> 74. Height <u>6</u> 75. Weight <u>1800</u> 76. Gender Male   Female 77. Prior to departure, was your ability to evacuate affected by any of the following: Other							
Please indicate the following locations on the diagram.         If you know your exact seat position place a "X" on that seat.         If you are NOT SURE of your seat position place a question mark on that seat.         Position of other known passengers (by name or description).         Show your accessed (draw line from your seat to exit used).         Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as         location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>366</u> 74. Height         6         75. Weight <u>1800</u> 76. Gender         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing       Age         Other	se indicate the following locations on the diagram. un know your exact seat position, place an "X" on that seat. au are NOT SURE of your seat position place a question mark on that seat. this of other known passengers (by name or description). w your route of escape (draw line from your seat to exit used). ate the empty seats in your vicinity by placing "E" on that seat. this diagram for any other information you consider important such as tion of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc. Personal Information Have you ever had to evacuate an aircraft before? Tes No Age <u>\$4</u> Height <u>6</u> Weight <u>150</u> Gender fale    Female Prior to departure, was your ability to evacuate affected by any of the following: 'fision    Hearing    Age    Injury    Recent surgery    Cane Wher How offen do you travel by air? irst flight _  Less than 1 flight per year    1 to 2 flights per year Aviation Experience 'ommercial Pilot    Private Pilot    Flight Attendant    Aviation Mechanic	Please indicate the following locations on the diagram.         If you know your exact set position, place an "X" on that seat.         If you are NOT SURE of your seat position place a question mark on that seat.         Position of other known passengers (by name or description).         Show your route of escape (draw line from your seat to exit used).         Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>366</u> 74. Height         6         75. Weight <u>1800</u> 76. Gender         Male       Fermale         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing       Age       Injury         Rescent surgery       Cane         Other       3 to 6 flights per year         78. How often do you travel by air?       It to 2 flights per year       3 to 6 flights per year         79. Aviation Experience       Other I private Pilot       Plight Attendant       Aviation Mechani		The attached	diagram on the last The doors and exit	page shows the cabin s are indicated by lar	n diagram of the airc ge arrows.	raft.	
If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc. Personal Informiation 72. Have you ever had to evacuate an aircraft before? Yes Yes Yes Yes Yes Yes Yes Y	u know your exact seat position, place an "X" on that seat.   u are NOT SURE of your seat position place a question mark on that seat.   tion of other known passengers (by name or description).   w your route of escape (draw line from your seat to exit used).   are the empty seats in your vicinity by placing "E" on that seat.   this diagram for any other information you consider important such as   ion of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.   Personal Information Have you ever had to evacuate an aircraft before? Yes No Age <u>36</u> Height <u>6</u> Height <u>6</u> Weight <u>1800</u> Gender Gale □ Female Prior to departure, was your ability to evacuate affected by any of the following: Yision □ Hearing □ Age □ Injury □ Recent surgery □ Cane How often do you travel by air? Inst flight □ Less than 1 flight per year Aviation Experience Your of the flight Attendant □ Aviation Mechanic	If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	71. Seat Nu	mber <u>20-25</u>					
If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	u know your exact seat position, place an "X" on that seat.   u are NOT SURE of your seat position place a question mark on that seat.   tion of other known passengers (by name or description).   w your route of escape (draw line from your seat to exit used).   are the empty seats in your vicinity by placing "E" on that seat.   this diagram for any other information you consider important such as   ion of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.   Personal Information Have you ever had to evacuate an aircraft before? Yes No Age <u>36</u> Height <u>6</u> Height <u>6</u> Weight <u>1800</u> Gender Gale   Female Prior to departure, was your ability to evacuate affected by any of the following: Yision   Hearing   Age   Injury   Recent surgery   Cane How often do you travel by air? Irst flight   Less than 1 flight per year Aviation Experience Your of the adia to evacuate Pilot   Flight Attendant   Aviation Mechanic	If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	Please indic	te the following location	is on the diagram.				
Position of other known passengers (by name or description).         Show your route of escape (draw line from your seat to exit used).         Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>96</u> 74. Height <u>6</u> 75. Weight <u>1800</u> 76. Gender         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Usion       Hearing         Age       Injury         Recent surgery       Cane         Other       3 to 6 flights per year         78. How often do you travel by air?       1 to 2 flights per year         78. How often do you travel by air?       1 to 2 flights per year         79. Aviation Experience       1 to 2 flight Attendant       Aviation Mechanic	<pre>tion of other known passengers (by name or description). w your route of escape (draw line from your seat to exit used). ate the empty seats in your vicinity by placing "E" on that seat. this diagram for any other information you consider important such as ition of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.  Personal Information Have you ever had to evacuate an aircraft before?  Yes No Age <u>36</u> Height <u>6</u> Weight <u>150</u> Gender fale □ Female Prior to departure, was your ability to evacuate affected by any of the following: 'ision □ Hearing □ Age □ Injury □ Recent surgery □ Cane ther use of the doy out travel by air? 'irst flight □ Less than 1 flight per year □1 to 2 flights per year Aviation Experience commercial Pilot □ Private Pilot □ Flight Attendant □ Aviation Mechanic</pre>	Position of other known passengers (by name or description).         Show your route of escape (draw line from your seat to exit used).         Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes       No         73. Age <u>56</u> 74. Height <u>6</u> 75. Weight <u>1800</u> 76. Gender	If you know If you are N	your exact seat position, OT SURE of your seat p	place an "X" on tha	t seat. on mark on that seat			
Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes       No         73. Age       \$\frac{16}{6}\$         74. Height       \$\frac{6}{6}\$         75. Weight       \$\frac{160}{6}\$         76. Gender       \$\mathbf{Male}\$ Gender         \$\mathbf{Male}\$ Female       \$\frac{7}{7}\$. Prior to departure, was your ability to evacuate affected by any of the following:         \$\mathbf{Vision}\$ Hearing       \$\begin{tabular}{lllllllllllllllllllllllllllllllllll	ate the empty seats in your vicinity by placing "E" on that seat.         this diagram for any other information you consider important such as         tion of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         Age         Age         Age         Mage         Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing       Age       Injury       Cane         Phore       How often do you travel by air?       Injury       I to 2 flights per year       3 to 6 flights per year       Av	Indicate the empty seats in your vicinity by placing "E" on that seat.         Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes       No         73. Age <u>366</u> 74. Height <u>6</u> 75. Weight <u>1800</u> 76. Gender       Male         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:       Cane         Other	Position of c	ther known passengers (	by name or descripti	on).	• • •		
location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.         Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes         Yes         73. Age         9         74. Height         6         75. Weight         160         76. Gender         Male         Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other	Personal Information     Personal Information     Have you ever had to evacuate an aircraft before?     Yes No     Age <u>\$6</u> Height <u>6</u> Weight <u>150</u> Gender   fale Female      Prior to departure, was your ability to evacuate affected by any of the following:   Vision Hearing   Age Injury   Recent surgery Cane   How often do you travel by air?   irst flight Less than 1 flight per year   Aviation Experience Commercial Pilot   Private Pilot Flight Attendant   Aviation Mechanic	Personal Information   ??   Personal Information     72. Have you ever had to evacuate an aircraft before?   Yes   Yes   Yo     73. Age   3. Age   4. Height   6   75. Weight   160   76. Gender   Male   Female     77. Prior to departure, was your ability to evacuate affected by any of the following:   Vision   Hearing   Age   Other     78. How often do you travel by air?   First flight   Less than 1 flight per year   79. Aviation Experience   Commercial Pilot   Private Pilot	Indicate the	empty seats in your vicir	ity by placing "E" o	n that seat.			
72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>36</u> 74. Height <u>6</u> 75. Weight <u>180</u> 76. Gender <u>180</u> Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other	Have you ever had to evacuate an aircraft before? Age <u>36</u> Height <u>6</u> Weight <u>180</u> Gender Hale Female Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Other How often do you travel by air? Virst flight Less than 1 flight per year 1 to 2 flights per year Aviation Experience Commercial Pilot Flight Attendant Aviation Mechanic	72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>56</u> 74. Height <u>6</u> 75. Weight <u>180</u> 76. Gender         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other	location of f	re in the cabin, breaks of	r holes in the fuselag	e or cabin wall, etc.			
72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>36</u> 74. Height <u>6</u> 75. Weight <u>180</u> 76. Gender <u>180</u> Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other	Have you ever had to evacuate an aircraft before? Age <u>36</u> Height <u>6</u> Weight <u>180</u> Gender Hale Female Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Private Pilot Flight Attendant Aviation Mechanic	72. Have you ever had to evacuate an aircraft before?         Yes         Yes         No         73. Age <u>56</u> 74. Height <u>6</u> 75. Weight <u>180</u> 76. Gender         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other			Person	al Information	n and the second second		
73. Age $36$ 74. Height $6$ 75. Weight $150$ 76. Gender $Male$ Female         77. Prior to departure, was your ability to evacuate affected by any of the following: $Vision$ Hearing         Age       Injury         Recent surgery       Cane         Other	Age $\frac{36}{6}$ Height $\frac{6}{6}$ Weight $\boxed{180}$ Gender       Image: Image	73. Age       36         74. Height       6         75. Weight       180         76. Gender       300         77. Prior to departure, was your ability to evacuate affected by any of the following:       180         77. Prior to departure, was your ability to evacuate affected by any of the following:       180         77. Prior to departure, was your ability to evacuate affected by any of the following:       100         77. Prior to departure, was your ability to evacuate affected by any of the following:       100         77. Prior to departure, was your ability to evacuate affected by any of the following:       100         78. How often do you travel by air?       100         78. How often do you travel by air?       100         79. Aviation Experience       100         79. Aviation Experience       Flight Attendant       Aviation Mechanic			and the second		••		
74. Height       6         75. Weight       180         76. Gender       Male         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         78. How often do you travel by air?         First flight       Less than 1 flight per year         78. How often do you travel by air?         First flight       Less than 1 flight per year         79. Aviation Experience         Commercial Pilot       Flight Attendant       Aviation Mechanic	Height       6         Weight       180         Gender       Gale         Aale       Female         Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Wother	74. Height       6         75. Weight       180         76. Gender       300         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         78. How often do you travel by air?         ☐ Other         78. How often do you travel by air?         ☐ First flight       ☐ Less than 1 flight per year         79. Aviation Experience         ☐ Commercial Pilot       ☐ Private Pilot         ☐ Flight Attendant       ☐ Aviation Mechanic		26		•			×
75. Weight       ISO         76. Gender	Weight       Image: Commercial Private Pilot         Gender       Age         Male       Female         Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other       Image: Commercial Pilot         Private Pilot       Flight Attendant         Aviation Mechanic       Private Pilot	<ul> <li>75. Weight  </li> <li>76. Gender  </li> <li>77. Prior to departure, was your ability to evacuate affected by any of the following:  </li> <li>77. Prior to departure, was your ability to evacuate affected by any of the following:  </li> <li>77. Prior to departure, was your ability to evacuate affected by any of the following:  </li> <li>78. How often do you travel by air?  </li> <li>78. How often do you travel by air?  </li> <li>79. Aviation Experience  </li> <li>79. Aviation Experience  </li> <li>79. Aviation Experience  </li> <li>79. Aviation Experience  </li> <li>70. Aviation Experience  </li> <li>71. Private Pilot  </li> <li>72. Flight Attendant  </li> <li>73. Aviation Mechanic  </li> </ul>		6			· · ·		
76. Gender         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         78. How often do you travel by air?         First flight         1 Less than 1 flight per year         78. How often 6 flights per year         79. Aviation Experience         Commercial Pilot       Private Pilot         Flight Attendant       Aviation Mechanic	Gender Male Female Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Other How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year More than 6 flights per year Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	76. Gender         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         77. Prior to departure, was your ability to evacuate affected by any of the following:         78. How often do you travel by air?         78. How often do you travel by air?         First flight       Less than 1 flight per year         79. Aviation Experience         79. Aviation Experience         Commercial Pilot       Private Pilot         Flight Attendant       Aviation Mechanic		150					
Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other	Male       Female         Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing       Age       Injury       Recent surgery       Cane         Other	Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other		100					
Vision       Hearing       Age       Injury       Recent surgery       Cane         Other	Vision L Hearing Age Injury Recent surgery Cane Other	Vision       Hearing       Age       Injury       Recent surgery       Cane         Other		] Female					
<ul> <li>Other</li></ul>	How often do you travel by air? irst flight Less than 1 flight per year I to 2 flights per year Aviation Experience commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	<ul> <li>Other</li></ul>	77. Prior to	departure, was your abil	ity to evacuate affect	ed by any of the follo	owing:		
<ul> <li>First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year</li> <li>More than 6 flights per year</li> <li>79. Aviation Experience</li> <li>Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic</li> </ul>	irst flight Less than 1 flight per year I to 2 flights per year Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	<ul> <li>First flight  Less than 1 flight per year  1 to 2 flights per year 3 to 6 flights per year</li> <li>More than 6 flights per year</li> <li>79. Aviation Experience</li> <li>Commercial Pilot  Flight Attendant  Aviation Mechanic</li> </ul>		Hearing Age	Injury Recei	nt surgery 🗌 Cane		·	· · ·
<ul> <li>More than 6 flights per year</li> <li>79. Aviation Experience</li> <li>Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic</li> </ul>	Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	<ul> <li>More than 6 flights per year</li> <li>79. Aviation Experience</li> <li>Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic</li> </ul>	78. How off	en do you travel by air?			7		
Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic	First flig	It Less than 1 flight In 6 flights per year	t per year $\prod 1$ to 2	flights per year 🔊	3 to 6 flights per yea	r	
Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic ther	Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic						·	
			Commerce	al Pilot 🔲 Private Pil	lot Flight Atten	lant 🔲 Aviation M	1echanic		
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### **Final Thoughts**

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

### **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

#### Safety Briefing

Salety Driving
<ol> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant Video Audio</li> </ol>
<ul> <li>How much of the preflight Safety Presentation did you watch?</li> <li>All 75% 50% 25% X None</li> <li>(If All go to question 4)</li> </ul>
<ul> <li>How well could you hear the presentation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear</li> </ul>
4. Is English your primary language? XYes ☐ No
<ul> <li>5. Did the pre-flight safety presentation help during the evacuation?</li> <li>Yes X No</li> <li>Explain:</li> </ul>
<ul> <li>6. Did you read the safety instruction card in the seatback in front of you?</li> <li>☐ Yes X No</li> </ul>
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation?
Explain:
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding A During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

11, Where did you look for an exit? (Check all that apply)	
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit X Yes No	t?
<ul> <li>13. Were you seated in an emergency exit row?</li> <li>☐ Yes X No If no skip to item 17</li> </ul>	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?	
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilit. Yes No	ies?
16. Did you read the instructions on operating the exit?	
<ul> <li>17. When did you decide which exit to use?</li> <li>Before the evacuation order was given As I left my seat As I traveled down the aisle</li> <li>Other</li> </ul>	<b>)</b>
<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit I was directed by cabin staff I twas the only available exit</li> <li>The other exit was blocked I followed other passengers I twas the closest exit</li> <li>Other</li> </ul>	
19. Were you directed away from a specific exit? ☐ Yes X No	
20. Were you directed toward a specific exit? ▼ Yes □ No	
21. Did you pass a usable exit at the direction of a flight attendant? Yes X No	
22. Did you select an exit and then change your mind? ☐ Yes X No If yes, explain	· · · ·
	· · · · · · · · · · · · · · · · · · ·
Carry-on Baggage         23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?         No       One bag       3 bags       Tore than 3 bags	
24. Did you have to gate check a bag you were planning to carry on?	
25. Where did you store your:         Purse:       Under seat         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Suitcase 1:       Under seat         Suitcase 2:       Under seat	_
26. Did you attempt to take any carry-on items with you during the evacuation? Yes A No If no skip to item 30	

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?      Under seat      Overhead bin      Closet      Other
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
30. Did other passengers attempt to take carry-on items with themselves?
31. Did passengers retrieving carry-on luggage slow the evacuation? X Yes ☐ No
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No
Emergency Slides 33. Was a flight attendant at the doorway giving directions? X Yes INO
34. Did you hesitate before getting on slide?
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? X Jumped Sat down then slid Was pushed by another person
<ul> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger</li> <li>Another passenger landed on me  Someone caught me  Other</li> </ul>
38. Did anyone give you instructions at the bottom of the slide? X Yes □ No
39. If yes, who gave you instructions?
 Passenger Behavior
40. Did you consider another exit because of slow moving lines? ☐ Yes X No
41. Were you traveling with anyone? ☐ Yes
42. With whom were you traveling? (Check all that apply)

·. .

43. If you were traveling with a child, were you using a child safety seat?
44. Were you seated with your companion(s)? ☐ Yes ☐ No
45. Did you evacuate with your traveling companion(s)?
46. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
Seat Belt Usage 47. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft? Yes X No Seatbelt was not buckled
Environment 50. Was there smoke in the cabin? Yes X No If no skip to question 52
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting?
Communication         53. Who first informed you an evacuation was necessary?         Pilot       Flight Attendant         Other Passenger       Personal Decision
54. Did you hear an alarm or alert before or while you were evacuating? ☐ Yes X No
55. At the time, did you know why an evacuation was necessary?
56. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear Heard nothing</li> </ul>
59. Did you understand the flight attendants' instructions?
60. How did the crew aid in your evacuation? (Check all that apply) On aid Indicated the exits in use I Shouted instructions I Directed passengers out exits Opening exits Opening exits Other

🗌 Yes 🛛	No ·	any duties (e.g., ass o do and did you do	· ·	om of the slide	)?			
🗌 Yes 🛛	No	ies <b>during</b> the evac	cuation?	jury	ur execution			
Yes 🗙	] No	ies after the evacuation of the evacuation of the second sec		they had on yo	ur evacuatior	l	· ·	
64. Describ	e the location of i	njuries suffered? g	ack 🗍 Fac	e 🗌 Head	□ Other			
65. Descrip	tion of injuries su	ffered? (Check all t Concussion E erations & Bruises	hat apply) Broken Back ) 🔲 Smoke	Dislocati		n		
🔀 I ran awa	y from the airplan	Penexited the plane? The I waited for in their evacuation	r friends/fami	lation Even ly to exit d near plane for	I was assiste	d away from t ve	he plane	
67. Did you □ Yes X	notice any exteri No	or aircraft lights ilh	uminated?					
68. Were cr X Yes	ewmembers or re: No	cue personnel dire	cting passeng	ers on where t	o gather?		:	
🗌 No, passe	engers were scatte	an area away fron red Do, the pa were grouped away	assengers gatl	hered at airplan	ne ssengers met	away from th	e aircraft	
70. How did	l you leave the sit o terminal 🔲 B	e of the evacuation ussed to terminal	?	ce to hospital	D Other	Busse	s fe	, hotel
-								

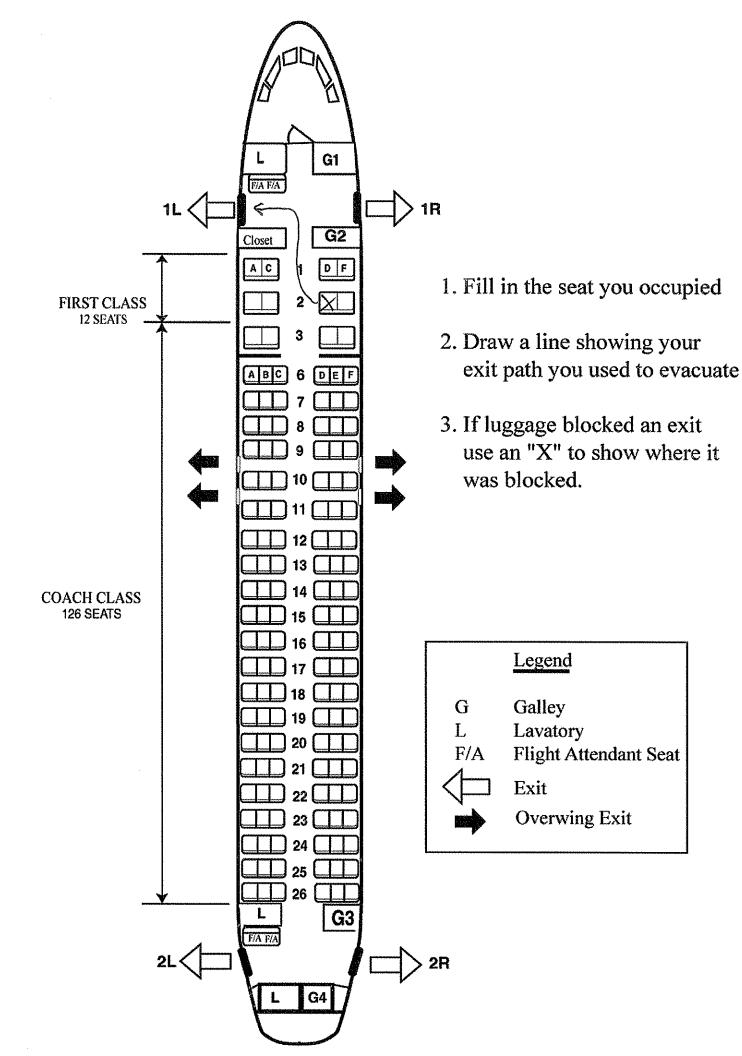
	· · ·		r Location		
	The attached	diagram on the last p The doors and exits	age shows the cabin c are indicated by large	liagram of the aircraft. arrows.	
71. Seat Numbe	r_2D				
If you know you If you are NOT S Position of other	ne following location r exact seat position, SURE of your seat po known passengers (t	place an "X" on that sition place a question by name or description	n mark on that seat. n).		
Indicate the emp Use this diagram	of escape (draw line ty seats in your vicini for any other inform the cabin, breaks or	ity by placing "E" on ation you consider in	that seat.		
			l Information		
72. Have you ev	er had to evacuate an	aircraft before?			·····
73. Age	57				
74. Height	51811				
75. Weight	51811 \$15016	J.			
76. Gender X Male 🗌 Fe	male				
77. Prior to depa	rture, was your abilit Iearing 🔲 Age [	y to evacuate affected	l by any of the follow: surgery Cane	ing:	
78. How often d First flight [ More than 6 f	o you travel by air? Less than 1 flight lights per year	per year 🗍 to 2 fl	ights per year 🔲 3 t	o 6 flights per year	
79. Aviation Exp Commercial I Other	perience Pilot 🔲 Private Pilo	ot 🗍 Flight Attenda XNone	ant 🔲 Aviation Mec	hanic	
	·				

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Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

# **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing
1. How were the preflight safety instructions presented? (Check all that apply)           Image: Check all that apply           Image: Check all that a
2. How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% 🕱 50% ☐ 25% ☐ None (If All go to question 4)
3. How well could you hear the presentation? Heard every word X Some words difficult to hear Most words difficult to hear
4. Is English your primary language? XY Yes ☐ No
5. Did the pre-flight safety presentation help during the evacuation?
Yes TX No
"Explain: I Well selected in an exit row, and we were told to open the emergency exit only as directed by a flight attendant. Since the PA system went off mnutes after take off there was no direction to open the emergency exit
6. Did you read the safety instruction card in the seatback in front of you? XYes ☐ No
7. If you did read the safety card, when? Prior to flight X During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation?
Yes V No
Explain: Thas reading how to operate door - and we didn't use the eigengency exits
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) <u>Clavity about whether to open emergences exit even if a flight</u> <u>attendant's approximents not auguible</u>
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing X After the preflight briefing but before the evacuation During the evacuation

11. Where did you look for an exit? (Check all that apply) 🗌 In front of me 🔲 Behind me 🔀 Left of me 📋 Right of me 12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? I Yes & No MEXIT NOW 13, Were you seated in an emergency exit row? 🕅 Yes 🔲 No 🛛 If no skip to item 17 , Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes 🗌 No 15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes 🗌 No 16. Did you read the instructions on operating the exit? Yes 🗌 No 17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle & other Only the front door open 18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I It was the only available exit Opened The other exit was blocked I followed other passengers I It was the closest exit Other not sure if I was to open emergency exit 19. Were you directed away from a specific exit? Yes No 20, Were you directed toward a specific exit? en roward a specific exit? Every one went out @ front door as far as I could tell Yes 🗌 No 21. Did you pass a usable exit at the W.ECTEd direction of a flight attendant? Yes X No 22. Did you select an exit and then change your mind? 🗌 Yes 🛛 No If yes, explain Carry-on Baggage 23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? No one bag 🕅 2 bags 🗌 3 bags 🗍 more than 3 bags 24. Did you have to gate check a bag you were planning to carry on? Yes No 25. Where did you store your: Purse: Under seat | Overhead bin Closet Other Briefcase: Under seat Overhead bin Closet Other Computer: Under seat Overhead bin Closet Other Suitcase 1: Under seat Overhead bin Closet Other Overhead bin Suitcase 2: Under seat Closet | Other 26, Did you attempt to take any carry-on items with you during the evacuation? Yes No If no skip to item 30

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other Other	
28. Where were the items stored? Under seat  Overhead bin Closet Other	
29. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried down slide/eut wing Other	
30. Did other passengers attempt to take carry-on items with themselves?	
 31. Did passengers retrieving carry-on luggage slow the evacuation?	
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? A Yes no limited, she shut them down, made them leave behind in St	dass
	ts .
Emergency Slides         33, Was a flight attendant at the doorway giving directions?         Yes         No	
34. Did you hesitate before getting on slide? Yes If no skip to item 36	
35. Why did you hesitate? (Check all that apply)	
Did not know what to do Concerned about injury Concerned about landing on another person Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep Other back up at bottom of stade, asked to wait among	nt-
Concerned slide might deflate Concerned about going over side of slide Afraid of heights	nt
Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep X Other back up at bottom of slide, asked to wait a mome 36. How did you get on the slide?	int-
Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep Other Hall Up at bottom of State, asked to Wait among 36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person 37. What happened at the bottom of the slide? (Check all that apply) Landed on feet Landed on feet and tumbled over Landed on backside.	int-
<ul> <li>Concerned slide might deflate □ Concerned about going over side of slide □ Afraid of heights</li> <li>Slide looked too steep A Other <u>back up at bottom of shide</u>, asked to wait among</li> <li>36. How did you get on the slide?</li> <li>Jumped □ Sat down then slid □ Was pushed by another person</li> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet □ Landed on feet and tumbled over □ Landed on backside □ Landed on another passenger</li> <li>Another passenger landed on me □ Someone caught me □ Other</li></ul>	int-
Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep Other Walk Up at bottom of Strate, asked to Walt among Another passenger landed on feet and tumbled over Landed on backside Landed on another passenger Another passenger landed on me Someone caught me Other 38. Did anyone give you instructions at the bottom of the slide? 39. If yes, who gave you instructions?	int-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights Slide looked too steep X Other <u>balle up at bottom of slide</u> , <u>asked to Wait a mome</u> M Jumped ☐ Sat down then slide? Jumped ☐ Sat down then slide? (Check all that apply) Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger Another passenger landed on me ☐ Someone caught me ☐ Other	int-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights Slide looked too steep X Other <u>back up at bottom of strate</u> , asked to wait a momental on the slide? How did you get on the slide? Y Jumped ☐ Sat down then slid ☐ Was pushed by another person 37. What happened at the bottom of the slide? (Check all that apply) Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger 38. Did anyone give you instructions at the bottom of the slide? Yes ☐ No 39. If yes, who gave you instructions? Crewmember X Fire fighter ☐ Another passenger ☐ Other W OffWC 1St Vet Ut At Ve	int-
Concerned slide might deflate Concerned about going over side of slide Afraid of heights Slide looked too steep Other back up at bottom of shale, asked to wait a mome of slide? How did you get on the slide? Jumped Sat down then slid Was pushed by another person What happened at the bottom of the slide? (Check all that apply) Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger Another passenger landed on me Someone caught me Other Yes No Join anyone give you instructions at the bottom of the slide? Yes No Yes No Yes No Work Ist Passenger Behavior 40, Did you consider another exit because of slow moving lines?	int-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights          Slide looked too steep       Other       balley at bottom of slide, asked to Wait atmome         36. How did you get on the slide?       Was pushed by another person         37. What happened at the bottom of the slide? (Check all that apply)         ☐ Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger         ☐ Another passenger landed on me ☐ Someone caught me ☐ Other         38. Did anyone give you instructions at the bottom of the slide?         Yes ☐ No         39. If yes, who gave you instructions?         ☐ Crewmember         Y Fire fighter ☐ Another passenger ☐ Other         Image: Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Y ves ☐ No         39. Yes ☐ No	nt-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights Slide looked too steep X Other <u>BACK UP AF WHOM OF SHARE, OSKED to WOLLT A MOME</u> How did you get on the slide? Jumped ☐ Sat down then slid ☐ Was pushed by another person Was pushed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger Another passenger landed on me ☐ Someone caught me ☐ Other Bid anyone give you instructions at the bottom of the slide? Yes ☐ No Yes ☐ No Passenger Behavior 40, Did you consider another exit because of slow moving lines?	int-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights Slide looked too steep Other <u>back up at battom of strate</u> , asked to Wait a mome 36. How did you get on the slide? 37. What happened at the bottom of the slide? (Check all that apply) X Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger 38. Did anyone give you instructions at the bottom of the slide? Y es ☐ No 39. If yes, who gave you instructions? Crewmember X Fire fighter ☐ Another passenger ☐ Other W offWc 1st / YesDWALC Passenger Behavior 40. Did you consider another exit because of slow moving lines? Y es ☐ No 41. Were you traveling with anyone? Y es ☐ No 42. With whom were you traveling? (Check all that apply)	int-
Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights          Slide looked too steep       Other       DACK UP AF WATON OF Shake, asked to Wait a Momental         36. How did you get on the slide?       Jumped ☐ Sat down then slid ☐ Was pushed by another person         37. What happened at the bottom of the slide? (Check all that apply)         Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger         Another passenger landed on me ☐ Someone caught me ☐ Other	nt-

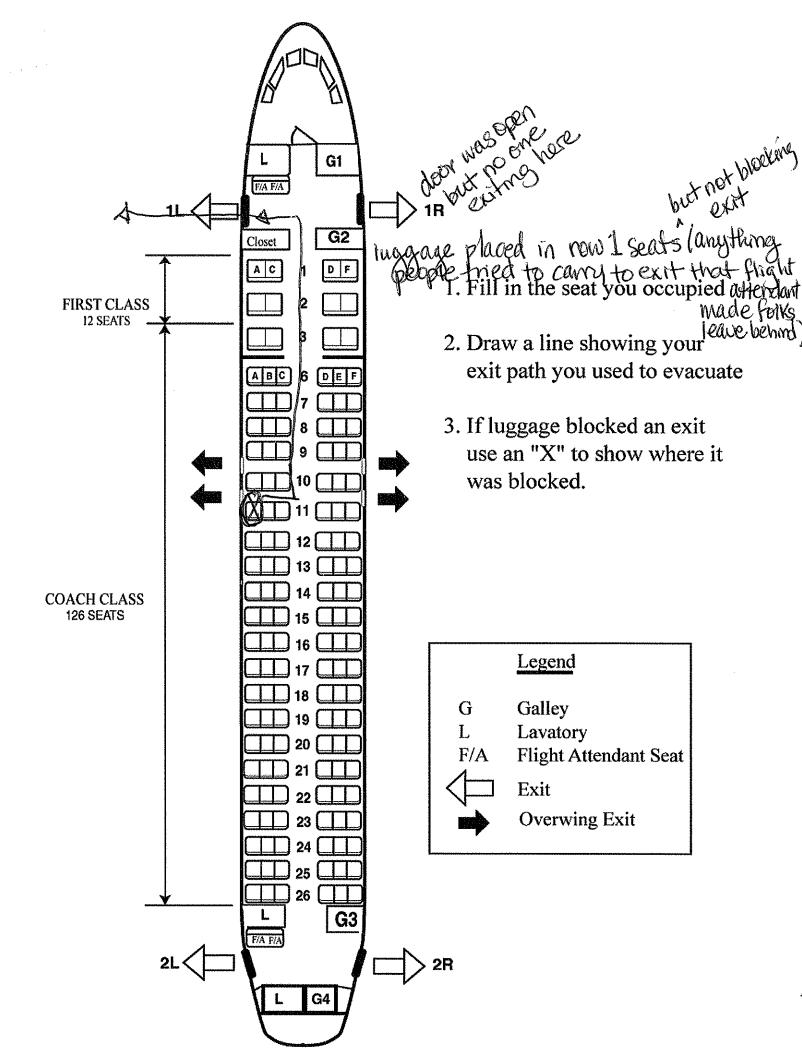
	43. If you were traveling with a child, were you using a child safety seat? ☐ Yes ☐ No
	44. Were you seated with your companion(s)? ☐ Yes ☐ No
	45. Did you evacuate with your traveling companion(s)?
	46. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
	Seat Belt Usage
	47. Was your seat belt fastened prior to the evacuation? X Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall HIGH HENED HENEN WE WERE IN HOUSE 48. Did you have any difficulties unfastening your seat belt? ☐ Yes IN No
	49. Did unfastening your seat belt slow down your evacuation of the aircraft?
	Environment
	50. Was there smoke in the cabin? Yes XNO If no skip to question 52
	51. What was the intensity of the smoke?
	52. Did you notice the lights marking the exits or floor lighting? A Yes □ No CAME ON When power went out a few minutes into flight
	Communication 53. Who first informed you an evacuation was necessary? It Was Wery Obrous - Knew the pla Pilot Flight Attendant Other Passenger Personal Decision Was in an emergency situat
	54. Did you hear an alarm or alert before or while you were evacuating? X ^{Yes} □ No UWA NEAV GOMETHING as we passed cockpit
	55. At the time, did you know why an evacuation was necessary? $A^{Yes} \square No$ Was obviously an emergency landing
	56. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time PA SUSTEM Stopped Working a few minutes in Fught
-	$[1]$ $V_{00}$ $(1]$ $V_{00}$ $V_{10}$
	58. Did you hear the flight attendants giving evacuation instructions during the evacuation?

f yes, what w	rew assign you any duties (e.g., assist at the bottom of the slide)? No JUST YUM FONDERDS the fence, get away from the aur cr rere you asked to do and did you do the task?
	Injury
Yes 🕅 1	sustain any injuries <b>during</b> the evacuation? No e the injuries, how they occurred and the effect they had on your evacuation
3. Did you s Yes XII f yes, describ	sustain any injuries after the evacuation? Except the trauma of no lenger bench No be the injuries, how they occurred and the effect they had on your evacuation fly 200,000 miles a for work!
****	J for worle !
	the location of injuries suffered? AnkleLegArmBackFaceHeadOther
]Sprain [	on of injuries suffered? (Check all that apply) Fracture Concussion Broken Back Dislocation Strain Abrasions (Lacerations & Bruises) Smoke inhalation
	Post Evacuation Events
🕻 I ran away	you do once you exited the plane? from the airplane I waited for friends/family to exit I was assisted away from the plane other passengers in their evacuation I waited near plane for help to arrive
	notice any exterior aircraft lights illuminated? No
8. Were crev	wmembers or rescue personnel directing passengers on where to gather? No
] No, passen	assengers meet at an area away from the airplane? agers were scattered I No, the passengers gathered at airplane few passengers were grouped away from aircraft X Yes, passengers met away from the aircraft
0. How did	you leave the site of the evacuation? terminal 🕱 Bussed to <del>terminal</del> 🗌 Ambulance to hospital 🗌 Other
	hotel near terminal

Your Location
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. 71. Seat Number <u>IIA</u> (MUYBE 10 A) LACLEXIT DEFINITELY Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. — don't remember Use this diagram for any other information you consider important such as
location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.
Personal Information         72. Have you ever had to evacuate an aircraft before?         Yes       No         73. Age       43         74. Height       5'6''         75. Weight       J154+         76. Gender       Male         Male       Female         77. Prior to departure, was your ability to evacuate affected by any of the following:         Vision       Hearing         Age       Injury         Recent surgery       Cane         Other
Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Final Thoughts Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. pirections to open emergency exit not definitive. Discussion amongst those in exit now how to proceed. As front of cabin evacuated we just followed. Probably glowed evacuation of passengers farther back. Hampened DU NO PA system to make/give direction to us. Tight grew very professional both during evacuation fire crew professional and demonstrate and on ground and concern Oneg. evacuated United's outreach and follow up post (only reached out when folks started ( very poor. Commissiona toda on Pacebook Its a frequent flyer, knew early on (within mnutes of take Off) that there was a problem PA Sustem off und announcement then no more re 2) Emergency lighting on Engine sounds odd backed of throttle, Levelid off very tow altitude few thousand feet Many odd mechanical gounds, could see flaps may On wings, but not fully deployed Banked back and forth many times Descended even farther final miles of approach tew at altifude 21000 VIENWAY really hard abript Steer Stop Evacuation started within 2 min max.

Pilot gave short debrief to folks on side of tarmae once all passengers and crew evacuated. Appreciated condor Since there was no communication during flight, lording or evacuation. Searry to not nave any guidance



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NATIONAL TRANSPORTATION SAFETY BOARD
Washington D.C. 20594
DAGENORD ALECTIONNALDE
PASSENGER QUESTIONNAIRE
The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.
Safety Briefing
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio
2. How much of the preflight Safety Presentation did you watch?
$\checkmark$ All75%50%25%None(If All go to question 4)
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. Is English your primary language? ✓ Yes □ No
5. Did the pre-flight safety presentation help during the evacuation? Ves INO Explain: people seeved to know where the OXITS Were
6. Did you read the safety instruction card in the seatback in front of you? Yes No
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation?
Explain: Information on Cord uns clear
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits 10. When did you look for the emergency exit(s) closest to your seat?
During boarding During the pre-flight briefing After the preflight briefing but before the evacuation

11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
12. Prior to the evacuation did you count the number of rows from your seat to an emerged Yes Yes No	gency exit?
13. Were you seated in an emergency exit row? Yes No If no skip to item 17	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation of the second se	cuation?
15. Did you receive a personal briefing by a flight attendant on your emergency exit resp Yes No	ponsibilities?
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down Other	n the aisle
18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I it was the only availab The other exit was blocked I followed other passengers I it was the closest exit. FOther T was fast in the middle of the Cabin. It was	xit
19. Were you directed away from a specific exit?	
20. Were you directed toward a specific exit?	
21. Did you perss a usable exit at the direction of a flight attendant? Yes No	
22. Did you select an exit and then change your mind? ☐ Yes	
Carry-on Baggage	
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one i No one bag 2 bags 3 bags more than 3 bags	item)?
24. Did you have to gate check a bag you were planning to carry on? Yes V No	
25. Where did you store your:         Purse:       Under seat         Briefcase:       Under seat         Overhead bin       Closet         Overhead bin       Closet         Other       Overhead bin         Computer:       Under seat         Suitcase 1:       Under seat         Suitcase 2:       Under seat	
26. Did you attempt to take any carry-on items with you during the evacuation? ☐ Yes I No If no skip to item 30	

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?      Under seat      Overhead bin      Closet      Other
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
30. Did other passengers attempt to take carry-on items with themselves? Yes No Not Sure
31. Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuati? Yes No Didn't hear any -but I heard Flight attendant Yell to someone
Emergency Slides ' $\mathcal{G}(f) = \mathcal{U}(\mathcal{U}(f), f')$ 33. Was a flight attendant at the doorway giving directions? Yes $\square$ No
34. Did you hesitate before getting on slide? Yes You If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person
37. What happened at the bottom of the slide? (Check all that apply) ↓ Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ☐ Landed on another passenger ↓ Another passenger landed on me ☐ Someone caught me ☐ Other
38. Did anyone give you instructions at the bottom of the slide?
39. If yes, who gave you instructions?
Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Yes         No
41. Were you traveling with anyone? Yes No If no skip to item 46
42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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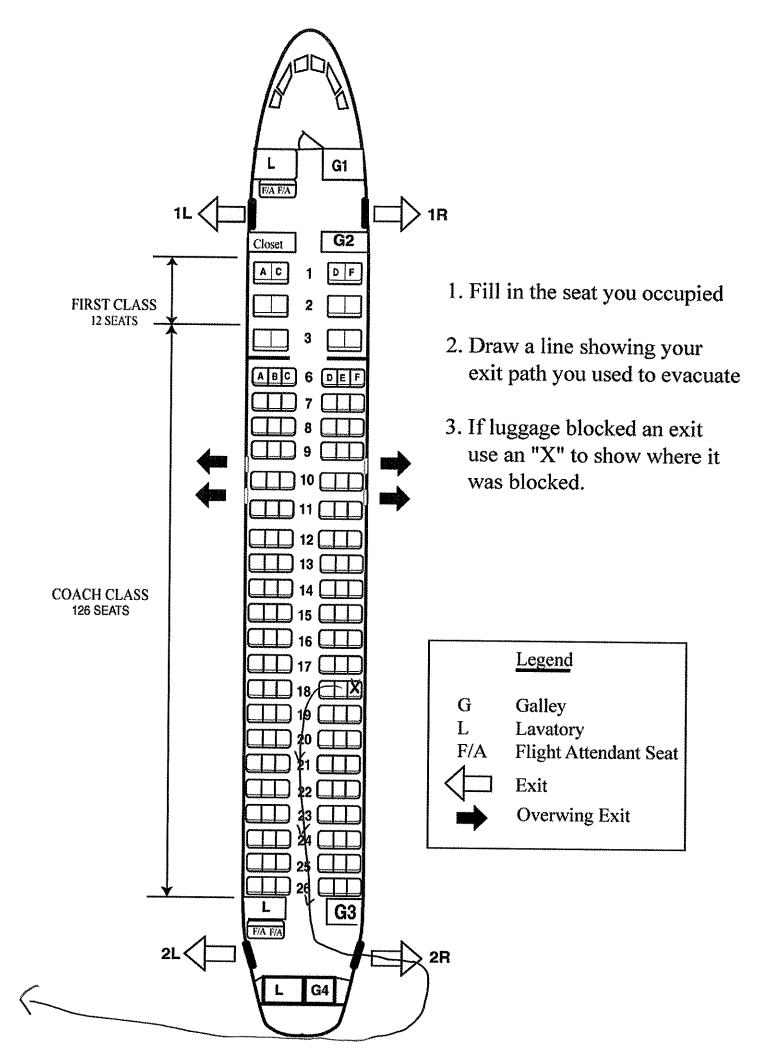
43. If you were traveling with a child, were you using a child safety seat? Yes No	
44. Were you seated with your companion(s)?	
45. Did you evacuate with your traveling companion(s)?	
46. Other passengers in general were cooperative during the evacuation. Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree	Strongly Agree
Seat Belt Usage	
47. Was your seat belt fastened prior to the evacuation?	] Can't recall
48. Did you have any difficulties unfastening your seat belt?	
49. Did unfastening your seat belt slow down your evacuation of the aircraft?	
Environment	
50. Was there smoke in the cabin? Yes No If no skip to question 52	
51. What was the intensity of the smoke?	
52 Bid you notice the lights marking the exits or floor lighting? Yes INO Those were the only things	$\sim \infty$
Communication	
53. Who first informed you an evacuation was necessary?	
54. Did you hear an alarm or alert before or while you were evacuating? Yes V No	C
55. At the time, did you know why an evacuation was necessary? ☐ Yes ☑ No	
56. Did the flight attendants give you any instructions just prior to the evacuation	ion?
Yes No Not enough time	
57. Did the flight attendants go through the cabin prior to landing to prepare for Yes ✓ No □ Not enough time 58. Did you hear the flight attendants giving evacuation instructions during the	evacuation?
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for Yes Yes No ☐ Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the Heard every word ☐ Some words difficult to hear ☐ Most words diffic</li></ul>	evacuation?
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for Yes Yes No ☐ Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the Heard every word ☐ Some words difficult to hear ☐ Most words diffic</li></ul>	evacuation?
57. Did the flight attendants go through the cabin prior to landing to prepare for Yes ✓ No □ Not enough time 58. Did you hear the flight attendants giving evacuation instructions during the	Except what t Cited in Q-32 Ly as exiting ted passengers out exits Plane.
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the Heard every word Some words difficult to hear Most words difficult to hear Most words difficult instructions?</li> <li>59. Did you understand the flight attendants' instructions?</li> <li>59. Did you understand the flight attendants instructions?</li> <li>60. How did the crew aid in your evacuation? (Check all that apply) on No aid Indicated the exits in use Shouted instructions</li> </ul>	Except what t Cited in Q-32 Ly as exiting ted passengers out exits Plane.

6	1. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?
	Yes, what were you asked to do and did you do the task?
	Injury
	<ol> <li>Did you sustain any injuries during the evacuation?</li> <li>Yes I No</li> <li>Yes, describe the injuries, how they occurred and the effect they had on your evacuation</li> </ol>
-	
63	3. Did you sustain any injuries after the evacuation? Yes Yoo
	yes, describe the injuries, how they occurred and the effect they had on your evacuation
64 [	4. Describe the location of injuries suffered? ] Wrist Ankle Leg Arm Back Face Head Other
	5. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
	Post Evacuation Events
	<ul> <li>6. What did you do once you exited the plane?</li> <li>I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation I waited near plane for help to arrive</li> <li>Other Work from the airplane for friends/family to exit Other of the plane for help to arrive</li> <li>Other Work from the airplane for help to arrive</li> <li>Other work from the airplane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> <li>Other work from the plane for help to arrive</li> </ul>
68 [	8. Were crewmembers or rescue personnel directing passengers on where to gather? ] Yes WNo
	<ul> <li>Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered INO, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft IV Yes, passengers met away from the aircraft</li> </ul>
7( [	). How did you leave the site of the evacuation? ] Walked to terminal 🔲 Bussed to terminal 🗌 Ambulance to hospital 🚺 Other <u>Buc</u> to terminal

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Your Location
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.
71. Seat Number
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.
Personal Information 72. Have you ever had to evacuate an aircraft before? Yes No
73. Age 50
74. Height $5' o 7$
75. Weight 700
76. Gender Male Female
<ul> <li>77. Prior to departure, was your ability to evacuate affected by any of the following:</li> <li>☐ Vision ☐ Hearing ☐ Age ☐ Injury ☐ Recent surgery ☐ Cane µo</li> <li>☐ Other</li> </ul>
<ul> <li>78. How often do you travel by air?</li> <li>First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year</li> <li>More than 6 flights per year</li> </ul>
79. Aviation Experience

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. Based on what happened, the crew did all that they rend, Except once we jeft the aircraft safely, more needs to be done. - Nobody took accountability - They only generally asked "is any body hurt" - There was no direction after exit as to where to rally Regarding Satery Mstructures - Suggestions "If for some veason we land when plated by and you do not hear arewmember metuctions - wook for a over member. - Add to briefing whether you should or should not use wing exits on a non-water landing have a few fictures I and most prepared because I was listening to "Inthe lock and once the power went out and the flane diverted, I knew Something was about to happen. All air lines should offer that ! "In the Cuckpy"



NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

# **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing
Safety Briefing         1. How were the preflight safety instructions presented? (Check all that apply)         Dight Attendant         Video         Audio
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>☐ All ☐ 75% ☐ 50% ☐ 25% X None</li> <li>(If All go to question 4)</li> </ul>
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear If was loud and clear
<ul> <li>Heard every word □ Some words difficult to hear □ Most words difficult to hear If was loud and clear even though I did n't listen to it.</li> </ul>
5. Did the pre-flight safety presentation help during the evacuation? X Yes □No Explain: <u>I have heard Them many Fimes and I have a good sense of</u>
evacuation procedures
6. Did you read the safety instruction card in the seatback in front of you?
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>Yes No</li> <li>Explain:</li> </ul>
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
None
Emergency Exits
10, When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

그 이상 가지 않는 것 같아요. 이 것 같은 것은 것 같아요. 말 물건을 받았다.	
11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?	
13. Were you seated in an emergency exit row?	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?	· ·
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities	?
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other	
<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit</li> <li>I was directed by cabin staff</li> <li>It was the only available exit</li> <li>The other exit was blocked</li> <li>I followed other passengers</li> <li>It was the closest exit</li> <li>Other</li> </ul>	
19. Were you directed away from a specific exit?	
20. Were you directed toward a specific exit? Yes INO	
21. Did you pass a usable exit at the direction of a flight attendant?	
22. Did you select an exit and then change your mind? ☐ Yes X No If yes, explain	
Carry-on Baggage         23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?         No       One bag       2 bags       3 bags       more than 3 bags	
24. Did you have to gate check a bag you were planning to carry on? ☐ Yes X No	
25. Where did you store your:         Purse:       Under seat         Overhead bin       Closet         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Overhead bin       Closet         Other         Suitcase 1:       Under seat         Overhead bin       Closet         Other         Suitcase 2:       Under seat	
26. Did you attempt to take any carry-on items with you during the evacuation? Yes ☐ No If no skip to item 30	

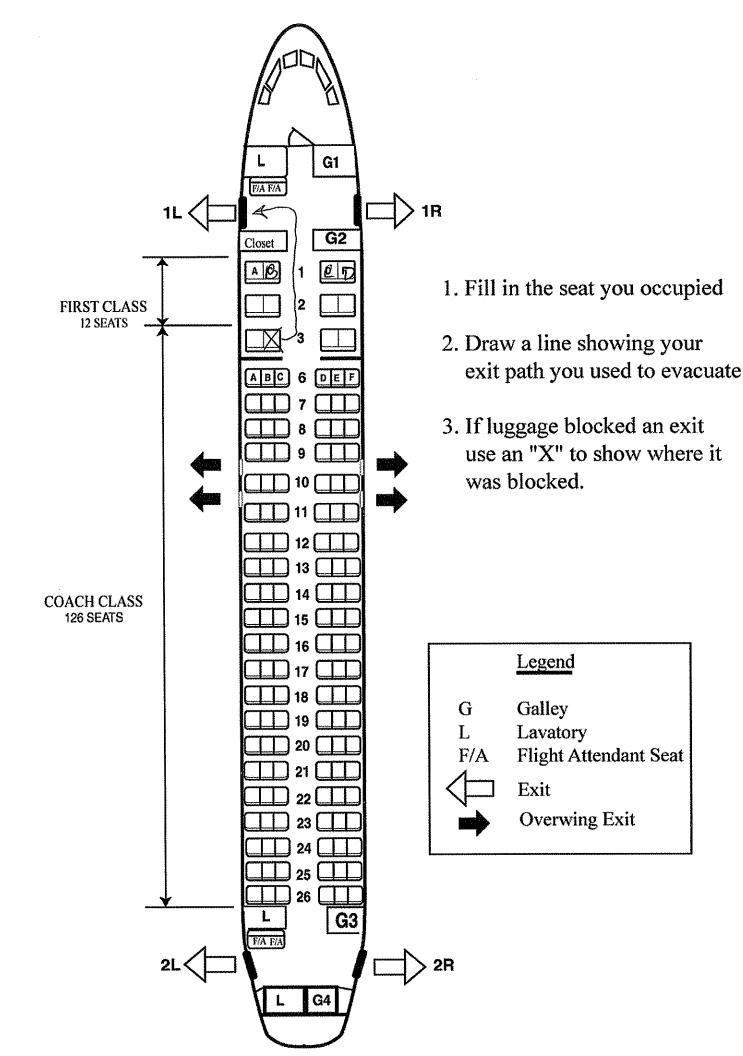
: 	
	27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other <u>Computer bag</u>
	28. Where were the items stored? Under seat Overhead bin Closet Other
	<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
	30. Did other passengers attempt to take carry-on items with themselves?
	31. Did passengers retrieving carry-on luggage slow the evacuation?
	32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
	34. Did you hesitate before getting on slide? Yes No If no skip to item 36
	<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
	36, How did you get on the slide? X Jumped Sat down then slid Was pushed by another person
	37. What happened at the bottom of the slide? (Check all that apply) Landed on feet Another passenger landed on me Someone caught me Other
	38. Did anyone give you instructions at the bottom of the slide? Yes INO
	39. If yes, who gave you instructions? Crewmember Fire fighter Another passenger Other Old I recall. Could have been a fire fighter
	Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Yes       No         41. Were you traveling with anyone?         Yes       No         Yes       No         If no skip to item 46
***************************************	42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

43. If you were traveling with a child, were you using a child safety seat?	
44. Were you seated with your companion(s)?	
45. Did you evacuate with your traveling companion(s)? ☐ Yes ☐ No	
46. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree	e
Seat Belt Usage 47. Was your seat belt fastened prior to the evacuation? X Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall	
48. Did you have any difficulties unfastening your seat belt?	
49. Did unfastening your seat belt slow down your evacuation of the aircraft?	
50. Was there smoke in the cabin?	
51. What was the intensity of the smoke?	
52. Did you notice the lights marking the exits or floor lighting?	
Communication	
Communication         53. Who first informed you an evacuation was necessary?         □ Pilot       ✓ Flight Attendant       □ Other Passenger       □ Personal Decision	
54. Did you hear an alarm or alert before or while you were evacuating?	
55. At the time, did you know why an evacuation was necessary? ☐ Yes XNo	
56. Did the flight attendants give you any instructions just prior to the evacuation? X Yes No Not enough time	
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear Hea</li> </ul>	rd nothing
59. Did you understand the flight attendants' instructions?	
60. How did the crew aid in your evacuation? (Check all that apply)	xits

61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes X. No If yes, what were you asked to do and did you do the task?
Injury
62. Did you sustain any injuries <b>during</b> the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
63. Did you sustain any injuries <b>after</b> the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
<ul> <li>64. Describe the location of injuries suffered?</li> <li>Wrist Ankle Leg Arm Back Face Head Other</li> <li>65. Description of injuries suffered? (Check all that apply)</li> <li>Sprain Fracture Concussion Broken Back Dislocation Strain</li> </ul>
Burn Abrasions (Lacerations & Bruises) Smoke inhalation
Post Evacuation Events
<ul> <li>66. What did you do once you exited the plane?</li> <li>I ran away from the airplane □ I waited for friends/family to exit □ I was assisted away from the plane</li> <li>I assisted other passengers in their evacuation □ I waited near plane for help to arrive I was fit instructed to</li> <li>Other</li></ul>
68. Were crewmembers or rescue personnel directing passengers on where to gather?
<ul> <li>69. Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered No, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft X Yes, passengers met away from the aircraft</li> </ul>
70. How did you leave the site of the evacuation?

		Your Le	ocation			
71. Seat Number	The attached diagram The do $\frac{2C}{2C}$	n on the last page s ors and exits are in	hows the cabin dicated by large	diagram of the aircrat e arrows.	ft.	
If you know your e If you are NOT SU Position of other kn Show your route of Indicate the empty Use this diagram fo	following locations on the xact seat position, place an RE of your seat position pl own passengers (by name escape (draw line from yo seats in your vicinity by pl r any other information yo be cabin, breaks or holes in	"X" on that seat. ace a question mar or description). ur seat to exit used acing "E" on that so u consider importa-	). eat. nt such as			
72. Have you ever	had to evacuate an aircraft	Personal In	formation			
Yes No		DETOTES				
73. Age	73			· .		
74. Height	6' 2"					
75. Weight	[73					
76, Gender X Male 🗌 Fema	le			. · · · · ·		
77. Prior to departu	re, was your ability to evad ring Age Injury	cuate affected by ar	ny of the follow ry 🗌 Cane	ing: No		
78. How often do y □ First flight □ ▲ More than 6 fligh	Less than 1 flight per year	1 to 2 flights p	per year 🔲 3	to 6 flights per year	·	
79. Aviation Experi Commercial Pilo Other	t 🗌 Private Pilot 🔲 F	light Attendant [ None	Aviation Med	chanic	•	
				· ·		
						·
	- I					

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. A public address announcement was in progress when the plane began to jos He and the engine(s) seemed to hesitate and then accelerate, The abruptly ceased and there was a nnouncement her message from no tun flight attendant The cock DI SOON US Plane Touch ownit ODENCO allendant Shoutpa eall COMP Copn coming our way as we Dilo ODP OF ho. UBS ina US To alarow once event seemed to have been managea In an es ective and e7 Ficient manner his day allse



NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

## **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing				
<ol> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant Video Audio</li> </ol>				
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>All 75% 50% 25% None</li> <li>(If All go to question 4)</li> </ul>				
<ul> <li>How well could you hear the presentation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear</li> </ul>				
4. Is English your primary language? ∑Yes □ No				
5. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Everything ram Smoothy				
<ul> <li>Did you read the safety instruction card in the seatback in front of you?</li> <li>Yes No</li> </ul>				
7. If you did read the safety card, when?				
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>X Yes No</li> </ul>				
Explain: Since I Am A Frequent traveler AND read the instructions on each Fright - I didn't have to think of what to do - I, ust did				
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)				
Emergency Exits				
10. When did you look for the emergency exit(s) closest to your seat? ✓ During boarding ✓ During the pre-flight briefing				

11. Where did you look for an exit? (Check all that apply) ✓In front of me Ø Behind me Ø Left of me Ø Right of me	
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?	
13. Were you seated in an emergency exit row? ☐ Yes ☑ No If no skip to item 17	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No	
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?	
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given 🔀 As I left my seat 🗌 As I traveled down the aisle Other	
<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit I was directed by cabin staff I It was the only available exit</li> <li>The other exit was blocked I followed other passengers I that the closest exit</li> <li>Other</li></ul>	
19. Were you directed away from a specific exit? ☐ Yes ☑ No	
20. Were you directed toward a specific exit? ☑ Yes □ No	
21. Did you pass a usable exit at the direction of a flight attendant?	
22. Did you select an exit and then change your mind? Yes No If yes, explain	
Carry-on Baggage	
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)? □ No ☑ one bag □ 2 bags □ 3 bags □ more than 3 bags	
24. Did you have to gate check a bag you were planning to carry on? ☐ Yes INO	
25. Where did you store your:         Purse:       Under seat       Overhead bin       Closet       Other         Briefcase:       Under seat       Overhead bin       Closet       Other         Computer:       Under seat       Overhead bin       Closet       Other         Suitcase 1:       Under seat       Overhead bin       Closet       Other         Suitcase 2:       Under seat       Overhead bin       Closet       Other	
<ul> <li>26. Did you attempt to take any carry-on items with you during the evacuation?</li> <li>Yes XNo</li> <li>If no skip to item 30</li> </ul>	

۰.

27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28. Where were the items stored?
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
30. Did other passengers attempt to take carry-on items with themselves?
31. Did passengers retrieving carry-on luggage slow the evacuation? XYes □ No
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Emergency Slides         33. Was a flight attendant at the doorway giving directions?         Image: Application of the second state of the sec
34. Did you hesitate before getting on slide? ☐ Yes
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? ↓ Jumped ☐ Sat down then slid ☐ Was pushed by another person
37. What happened at the bottom of the slide? (Check all that apply) ☐ Landed on feet ☐ Landed on feet and tumbled over ☐ Landed on backside ⊠ Landed on another passenger ☐ Another passenger landed on me ☐ Someone caught me ☐ Other
<ul><li>38. Did anyone give you instructions at the bottom of the slide?</li><li>X Yes No</li></ul>
39. If yes, who gave you instructions?
Passenger Behavior
<ul> <li>40. Did you consider another exit because of slow moving lines?</li> <li>Yes Z No</li> <li>41. Were you traveling with anyone?</li> </ul>
<ul> <li>Yes No If no skip to item 46</li> <li>42. With whom were you traveling? (Check all that apply)</li> </ul>
Spouse Baby (Under 2 yrs.) Voung child (2-10 yr.) Coworker Friend Other Sou $29_{yr5}$

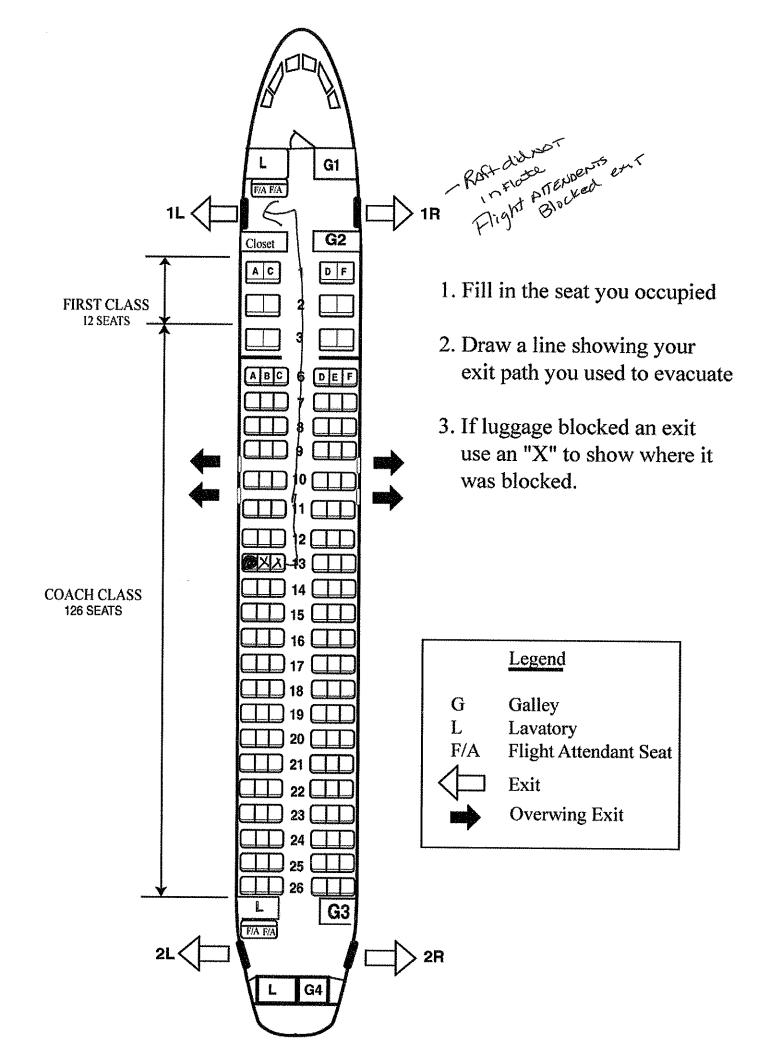
43. If you were traveling with a child, were you using a child safety seat?
44. Were you seated with your companion(s)?
45. Did you evacuate with your traveling companion(s)?
<ul> <li>45. Did you evacuate with your traveling companion(s)?</li> <li>Yes □ No</li> <li>46. Other passengers in general were cooperative during the evacuation.</li> <li>□ Strongly Disagree □ Disagree □ Neutral □ Agree Strongly Agree - Wester.</li> </ul>
47. Was your seat belt fastened prior to the evacuation?
Yes, Very Tight I Yes, Moderately Tight I Yes, Loose I No Can't recall
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft?
Environment
50. Was there smoke in the cabin? ☐ Yes
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting?
Communication         53. Who first informed you an evacuation was necessary?         Pilot Altendant       Other Passenger         Personal Decision
54. Did you hear an alarm or alert before or while you were evacuating? ☐ Yes ☑ No
55. At the time, did you know why an evacuation was necessary?
56. Did the flight attendants give you any instructions just prior to the evacuation?
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes X No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear </li> </ul>
59. Did you understand the flight attendants' instructions? Yes No
60. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other

r				· · ·	
61. Did the crew as	sign you any duties (e.g.	, assist at the bottom of the s	lide)?		
🗌 Yes 🖌 No	ou asked to do and did yo				•
	a abroa to do and dra yo			- 	
				······································	· · · · · · · · · · · · · · · · · · ·
		Injury			
$\Box$ Yes $\blacksquare$ No	any injuries during the	evacuation?			
If yes, describe the i	njuries, how they occurre	ed and the effect they had on	your evacuation		
		· · · · · · · · · · · · · · · · · · ·	······································		
63. Did you sustain	any injuries after the ev	acuation?			
☐ Yes ☑ No If yes, describe the i	njuries, how they occurre	ed and the effect they had on	your evacuation		
		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		······
				******	
64. Describe the loc	ation of injuries suffered	1?			
Wrist Ankl	e 🗌 Leg 🗌 Arm [	Back 🗌 Face 🗌 Hea	d 🗌 Other		*****
65. Description of i	njuries suffered? (Check	all that apply)			
Sprain Frac	ture Concussion	Broken Back Disloc	ation 🗌 Strain		
Other			н		
		D-AE C D			
66. What did you de	o once you exited the plan	<b>Post Evacuation E</b>			
🔀 I ran away from 1	the airplane 🔲 I waited	d for friends/family to exit	I was assisted a	way from the plane	
Other		tion 🔲 I waited near plan	e for help to arrive		
67. Did you notice a ☐ Yes ☑No	any exterior aircraft lights	s illuminated?			
		•• •			
88. were crewmem XYes □No	pers or rescue personnel	directing passengers on when	re to gather?		
69 Did all passenge	ers meet at an area away i	from the similars?	, e		,
🗌 No, passengers w	vere scattered 🗌 No, th	ne passengers gathered at airr	plane		÷
No, only a few pa	issengers were grouped a	way from aircraft 🛛 Yes,	passengers met aw	ay from the aircraft	t
70. How did you lea	we the site of the evacuat	tion?			
	at Mussed to termin	al Ambulance to hospit	tal Other	· · · · · · · · · · · · · · · · · · ·	
	2 ·				
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· · · · ·		· · · ·			
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Your Location	)n
The attached diagram on the last page shows the The doors and exits are indicated	e cabin diagram of the aircraft. by large arrows.
71. Seat Number <u>13A</u>	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on tha Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such location of fire in the cabin, breaks or holes in the fuselage or cabin wall,	as
Personal Inform	ation
72. Have you ever had to evacuate an aircraft before?	acton
73. Age <u>49</u>	
74. Height <u>5'7"</u>	
75. Weight <u>190</u>	
76. Gender Male 🔀 Female	
77. Prior to departure, was your ability to evacuate affected by any of the Vision Hearing Age Injury Recent surgery Other	e following: Cane
78. How often do you travel by air? ☐ First flight ☐ Less than 1 flight per year ⊠1 to 2 flights per year ☐ More than 6 flights per year	☐ 3 to 6 flights per year
79. Aviation Experience	
Commercial Pilot Private Pilot Flight Attendant Aviat	tion Mechanic
	na se anna an A Anna an Anna an

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	Lingl Thoma	-l-A-	
ank you for completing the above items. The	Final Thoug		
hank you for completing the above items. The vacuation and what improvements or changes	to the design and opera	tion of safety equipment w	was helpful during the
iscuss items such as the equipment used, instr	ructions given, crew, pas	ssengers or any other area v	ou think is important. Use
iditional paper il needed.	C / / / P		ou annie is importante. Ose
1 1	NOT WORK.	······································	
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NATIONAL TRANSPORTATION SAFETY BOARD Washington D.C. 20594

### **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing	
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio	
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 25% None (If All go to question 4)	
3. How well could you hear the presentation?	
4. Is English your primary language?	-
5. Did the provilight safety presentation help during the evacuation? [Yes ] No Explain: H Was helpfy in that I have head Similar Message on many them is before so that filight's pere taken refreshed mil recollegion of appropriate actions to	3
that.	gand
6. Did you read the safety instruction card in the seatback in front of you? Yes No	- -
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight	
8. Did the safety card information help you in the evacuation?	
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) Emphasize the least equiverent (if any to leave the pane whoat stopping to got books, dences etc. Many (if not most) passingets would not go	wit
Emergency Exits          10. When did you look for the emergency exit(s) closest to your seat?         During boarding       During the pre-flight briefing         After the preflight briefing but before the evacuation         During the evacuation	These this

2월 26일 등 전에 가장 아이는 것은 것 같아요. 그는 것 같은 것 같이 많이 다.	
11. Where did you look for an exit? (Check all that apply)	
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes Xo	
13. Were you seated in an emergency exit row? Yes If no skip to item 17	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?	
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities. Yes Ves	2 1
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle	lue were
[_] Other	shifted in
18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit 1 was directed by cabin staff I It was the only available exit The other exit was blocked I followed other passengers I It was the closest exit Other	a live and directed toward an
19. Were you directed away from a specific exit?	exit.)
20. Were you directed toward a specific exit?	
21. Did you pass a usable exit at the direction of a flight attendant?	
22. Did you seleet an exit and then change your mind?	
If yes, explain	
Carry-on Baggage	
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?	
24. Did you have to gate check a bag you were planning to carry on?	
25. Where did you store your:         Purse:       Under seat         Overhead bin       Closet         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Overhead bin       Closet         Other         Suitcase 1:       Under seat         Overhead bin       Closet         Other         Suitcase 2:       Under seat	
26. Did you attempt to take any carry-on items with you during the evacuation? Yes No If no skip to item 30	

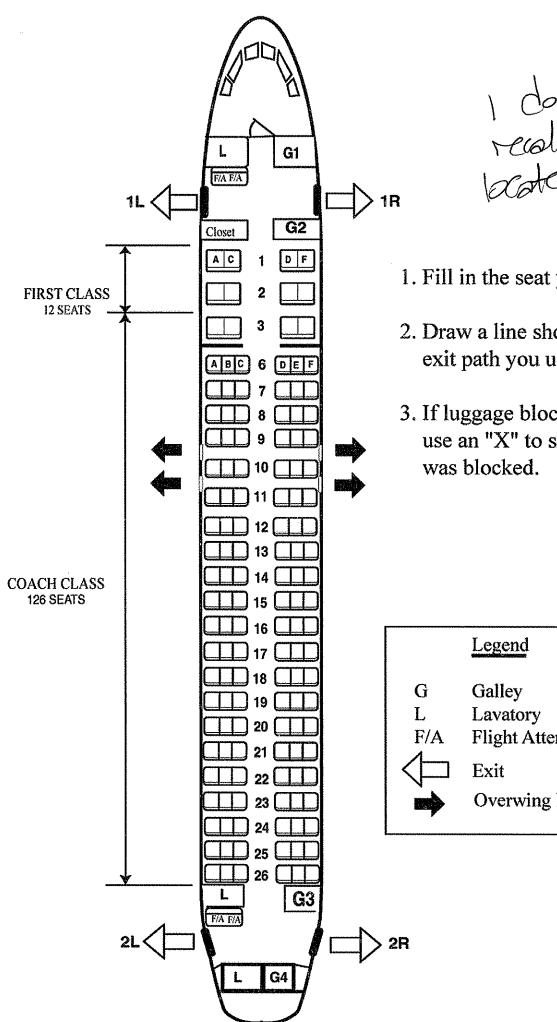
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other	
28. Where were the items stored?	-
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight/attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>	
30. Did other passengers attempt to take carry-on items with themselves? ☐ Yes ☐ No	
31. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes ☐ No	•
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes □ No	•
33. Was a flight attendant at the doorway giving directions? ☐ Yes ☐ No	
34. Did you hesitate before getting on slide? ☐ Yes ☐ No If no skip to item 36	
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>	
Did not know what to do Concerned about injury Concerned about landing on another person Concerned slide might deflate Concerned about going over side of slide Afraid of heights	
<ul> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> <li>36. How did you get on the slide?</li> </ul>	
<ul> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> <li>36. How did you get on the slide?</li> <li>Jumped Sat down then slid Was pushed by another person</li> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger</li> </ul>	
<ul> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> <li>36. How did you get on the slide?</li> <li>Jumped Sat down then slid Was pushed by another person</li> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger</li> <li>Another passenger landed on me Someone caught me Other</li> <li>38. Did anyone give you instructions at the bottom of the slide?</li> </ul>	
<ul> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> <li>36. How did you get on the slide?</li> <li>Jumped Sat down then slid Was pushed by another person</li> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger</li> <li>Another passenger landed on me Someone caught me Other</li> <li>38. Did anyone give you instructions at the bottom of the slide?</li> <li>Yes No</li> </ul>	
<ul> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> <li>36. How did you get on the slide?</li> <li>Jumped Sat down then slid Was pushed by another person</li> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger</li> <li>Another passenger landed on me Someone caught me Other</li> <li>38. Did anyone give you instructions at the bottom of the slide?</li> <li>Yes No</li> </ul>	
☐ Did not know what to do ☐ Concerned about injury ☐ Concerned about landing on another person ☐ Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights ☐ Slide looked too steep ☐ Other	
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을 가져 있는 것이 같아요. 그는 것이 아이들에 있는 것 이렇는 것이 아이들은 말을 가지 않는 것이다.
43. If you were traveling with a child, were you using a child safety seat?
44. Were you seated with your companion(s)? ☐ Yes ☐ No
45. Did you evacuate with your traveling companion(s)?
46. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree
Seat Belt Usage         47. Was your seat belt fastened prior to the evacuation?         Yes, Very Tight       Yes, Moderately Tight         Yes, Very Tight       Yes, Moderately Tight
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastering your seat belt slow down your evacuation of the aircraft? ☐ Yes ☐ No ☐ Seatbelt was not buckled
Environment
50. Was there smoke in the cabin? Yes Yes No If no skip to question 52
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting?
Communication
53. Who first informed you an evacuation was necessary? Pilot Plight Attendant Other Passenger Personal Decision
54. Did you hear an alarm or alert before or while you were evacuating?
55. At the time, did you know why an evacuation was necessary?
56. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear Heard nothing</li> </ul>
59. Did you understand the flight attendants' instructions?
60. How did the crew aid in your evacuation? (Check all that apply)

61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?	
Yes Yes Yes You asked to do and did you do the task?	
62. Did you sustain any injuries during the evacuation?	
Yes Yes You If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
	•
63. Did you sustain any injuries after the evacuation?	
Yes You If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
64. Describe the location of injuries suffered?	
65. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other	
Post Evacuation Events         66. What did you do once you exited the plane?         I ran away from the airplane         I vaited for friends/family to exit         I assisted other passengers in their evacuation         I waited near plane for help to arrive	
Other         67. Did you notice any exterior aircraft lights illuminated?         Yes	
68. Were crewmembers or rescue personnel directing passengers on where to gather?	
<ul> <li>69. Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered No, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft Yes, passengers met away from the aircraft</li> </ul>	
70. How did you leave the site of the evacuation?	

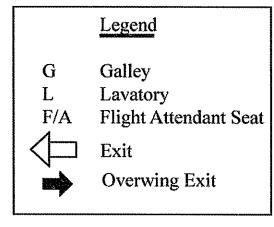
Your Location	
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.	
71. Seat Number	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	
Personal Information	
<ul> <li>72. Have you ever had to evacuate an aircraft before?</li> <li>Yes No</li> <li>73. Age 33</li> </ul>	
74. Height 52"	
75. Weight 1256	
76. Gender	
77. Prior to departure, was your ability to evacuate affected by any of the following:	
78. How often do-you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.



1 do not recall and cannot beate recard.

- 1. Fill in the seat you occupied
- 2. Draw a line showing your exit path you used to evacuate
- 3. If luggage blocked an exit use an "X" to show where it





### **United Airlines Customer Appreciation**

3 messages

To:

10:

Mon, Apr 4, 2011 at 6:05 PM

	UNITED ° COM °
	Shop for flights Special deals
	<b>,</b>
in th	le sincerely regret the inconvenience you experienced. Your satisfaction is very apportant to us as we strive to achieve the highest level of customer satisfaction in e airline industry. Please accept a token of our appreciation for your understanding clicking here and making a selection.
	ou have 30 days to make a selection. Please retain this email for your records until ou have received email confirmation of your selection.
	nank you for your time. We value your business and look forward to serving you etter in the near future.
R	egards,
(	
	ote: If the link above does not open, please copy and paste the following link into our internet browser:
	© 2007 United Air Lines, Inc. All rights reserved.
o u a ro p	Pur process does not accept electronic replies to the e-mail address used for this orrespondence. If you would like to contact us regarding the attached message, please email s at <u>customervoice@united.com</u> . This message is intended only for the use of the Addressee nd may contain information that is PRIVATE and CONFIDENTIAL. If you are not the intended ecipient, you are hereby notified that any dissemination of this communication is strictly rohibited. If you have received this communication in error, please erase all copies of the message and its attachments.
	Tue, Apr 5, 2011 at
	anning & booking Reservations & check-in Mileage Plus ^e Services & information
PI	

Thank you for accepting our token of appreciation.

7000 Mileage Plus miles will be credited to your account within 14 days.

Please review the terms and conditions of this goodwill offer.

We appreciate hearing from our guests. It helps give us an opportunity to make significant service improvements. Our goal is to create the highest level of guest satisfaction within the airline industry.

Thank you for your time. Your satisfaction is important to us and we look forward to serving you better in the near future.

Sincerely,

© 2007 United Air Lines, Inc. All rights reserved.

Our process does not accept electronic replies to the e-mail address used for this correspondence. If you would like to contact us regarding the attached message, please email us at <u>customervoice@united.com</u>. This message is intended only for the use of the Addressee and may contain information that is PRIVATE and CONFIDENTIAL. If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please erase all copies of the message and its attachments.

Wed, Apr 6, 2011 at 5:05 PM

To: Cc:

#### Dear Sir or Madam,

I was a passenger on UA497 on Monday, which made an emergency landing in New Orleans. I am writing to express my disappointment and general insult taken with regard to the steps and actions taken by the United cabin and crew to accommodate the passengers and subpar offerings made by United Airlines to compensate passengers following this very dangerous and frightening experience.

>

First, during the failure of the aircraft, the cockpit's and crew's failure to communicate anything related to the emergency landing and/or events leading up to such landing was shocking and dismaying. It is unacceptable that the very people with whom United 497 passengers entrusted their lives took no steps to communicate to help prepare us to take a crash position, or even brace ourselves for a rough landing and a big scare. United should hold itself is responsible for this failure to provide and enforce FAA safety regulations that are in place for precisely this type of situation. On flight 497, no word of any landing at all was communicated to passengers. Rather, all we passengers experienced was a surprising and incredibly frightening experience where the plane violently rocked back and forth, we quickly dropped in altitude, flying closely above homes and waters underneath, heard engines attempted to be revved and stalling, and finally were party to a short, jolting landing on the New Orleans airport runway.

Following landing, the United employees did a good job of getting us out of harm's way, and we all appreciated being taken to comfortable grounds at the Hilton Hotel while United sorted out what had gone wrong and how to get us home. We were provided breakfast at 9 am, and waiting in a conference room for more information.

During such time, representations were made by a United employee that United would cater the replacement aircraft and we would be provided lunch. Accordingly, I and some other passengers did not buy lunch at the hotel and boarded the plane at 2:30 with expectations of being fed. On board, however, we learned that there were only a limited number of snack boxes, which they proceeded to quickly run out of. At this point, there was just a general feeling of irritation that further aggravated the circumstances. And frankly, this was simply a sign of poor business operations on the part of United.

This flight situation also cost me lots of money out of pocket that United should rightfully, at least in part, be

happy to offer back to me, at least in the form of a refund for my flight. As an hourly salaried employee, every hour I cannot work is additional cost to me. I understand and appreciate that airlines are not responsible for weather and other force majeure events that may cause the delay or cancellation of flights. Still, it is no consolation to me that I lost almost \$600 in pay the day of this flight as a result of United flying defective aircraft, failing to communicate appropriate safety information, and not even respecting their customers enough to provide them with a complimentary on-board meal. In other words, I hold United responsible for this lost time and earnings. Moreover, it sets an incredibly poor precedent and makes me question my loyalty to United generally. And finally, leaves a sour taste in my mouth thinking about the fact that I gave even more of my money to your company and am about to get on yet another United/Continental plane tonight headed to Newark, NJ.

Airline passengers understand and appreciate that flights involve an element of risk, as well as delayed caused by weather and similar occurrences outside of the control of airlines. But still, passengers rightfully expect United to take all necessary and appropriate measures to ensure the safety of their aircraft, reduce the risk of danger to its passengers and others as much as possible, and to fairly compensate customers for their failures to do so. United's measley offering of a low dollar voucher or little more miles than that which makes up 1/4 of a domestic flight, is an insulting attempt to appease me and my fellow passengers following a traumatic and dangerous event we will all remember for the rest of our lives. But even more, in failing to refund our tickets and provide more appropriate compensation to us, United has or will likely lose customers. And after all, an airline with no customers doesn't fly.

Thank you for your time. In response to this email, I would appreciate a further apology for the technical failures and poor business practices of your company, if for no other reason than to remind me why I am a loyal United customer.

Sincerely,

[Quoted text hidden]



#### **RE: United Airlines SV -**

:

1 message

Tue, Apr 19, 2011 at 6:58 AM

Reply-To: To:

Dear

Thank you for following up with United Customer Care. We appreciate your patience during the time it has taken to get back to you.

>

It was a pleasure to speak with you last week. Again, I truly appreciate the time you spent to share your experience with us. The initial 7,000 miles you redeemed should post to your Mileage Plus account by the end of the week. The additional 15,000 offered, were posted to your account on April 18, 2011. As these miles were offered through different venues, they will be credited on different time lines. I apologize for the delay.

I'm sorry to hear about your poor travel experience on your April 11, 2011, trip on Continental from Newark to San Francisco. I can understand your frustration with the additional stop your flight made to refuel as you purchased a direct flight. Especially after your experience on UA 497. United and Continental are committed to operating a reliable schedule for every customer with safety always being our number one concern. We recognize how important it is to you to get to your destination on time, however daily operational challenges sometimes interfere with our schedules. We've made significant improvement to our on-time performance, but still have work to do. Your feedback will help us target further improvement to ensure you have a more pleasant travel experience the next time you fly. Please accept my sincere apology for the additional flight delays you experienced. We are truly sorry that your recent experiences have not been hassle-free.

We hope you will give United and Continental another opportunity to provide you with the level of service we mutually expect and that you truly deserve each and every time you travel or interact with us.

At the conclusion of this email, please fill out the survey where you can rate your experience with the Customer Care department. We value your feedback and hope that you are satisfied with our service.

Regards,

**United Airlines Customer Relations** 

Please provide us feedback on the correspondence you have just received from the Contact Center. After filling out our brief survey, you will be given a chance to fill out our longer survey. If you choose to take our longer survey, your name will be entered to win a \$400 certificate. Please see more details by accessing the weblink below.

This message is intended only for the use of the Addressee and may contain information that is PRIVATE and CONFIDENTIAL. If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please erase all copies of the message and its attachments and notify the sender immediately. Thank you.

----Original Message----Received: 4/12/2011 1:52:19 PM Subject: Re: United Airlines - REF:

Can you please provide an estimate of how long it will be until I see any of the 22,500 miles go into my

account? None are appearing as of this morning and I want to make sure that United delivers on this promise to follow through with this small gesture.

I appreciated your call, as I told you that day. However, I cannot help but share with you the experience I had on your new sister carrier, Continental, just yesterday.

I was scheduled to ride on a flight from Newark, NJ back to San Francisco, CA leaving at 3:35 pm. When I got to the airport, due to mechanical problems with Continental aircraft, the flight was delayed and rescheduled to stop for fuel in Salt Lake City, Utah. As you might imagine, it is challenging enough for me to board and take off in an aircraft once following last Monday, nevermind with a newly added touchdown and takeoff. Also, I specifically pay a premium to have a direct flight, and unlike in situations of inclimate weather, expect the airline to fulfill its promise to deliver direct service should I choose to pay for the same. Additionally, as the arrival time was going to be severely delayed, I worked with an agent to get onto a flight leaving at 5:35 and set to arrive in San Francisco at 8:30 or so, the same time as the original flight under the revised schedule.

On the new flight assignment, there was another mechanical problem with the aircraft. This was followed by 3 hours of delays to take off. Continental staff announced there was another flight with free seats leaving at 8:30, so me and many other passengers went to speak to a customer agent to see if there was a way to get onto another flight. For me, I also had no intention of boarding any aircraft with fresh mechanical problems, following Flight 497. While on line, a Continental agent, overwhelmed by the line of customers literally yelled out at the line that they had "had it" and walked off the job. Thereafter, it took at leave 35 more minutes online. In the interim, Continental had found another aircraft for us and I went to board the flight.

Upon boarding, the passengers were informed that as a result of the continuous delay, one of the flight attendants had exceeded the permitted number of hours in his or her shift and we had to continue to wait for a replacement. In my opinion, this is certainly an avoidable delay, as Continental could have obtained such resources while the new plane was being prepared for the voyage.

We did take off at last and arrived in San Francisco about 1:45 AM.

I do not mean to complain for complaining's sake, but this experience is just another example of subpar service offered by you and your newly-partnered airline that make me question my choice of carriers in the future. I wanted to make you aware of this situation, as once, again, the extensive problems and delays resulted from failure of the airline to maintain its equipment, and shortfalls in operational management.

On Mon, Apr 11, 2011 at 5:05 AM,

· wrote:

Dear

I want to express my sincere thanks on behalf of United Airlines for your patience and understanding during the unexpected delay during your flight to San Francisco on April 4th.

I was advised of the mechanical issue that necessitated Flight 497's precautionary return to New Orleans and the subsequent evacuation of the aircraft. I realize the unexpected nature of this and the inconvenience it may have caused. This is one reason why United takes great strides to ensure all of our flight crews are well-trained and able to handle any situation. While the flight continued on using a different airplane without further incident, I can certainly appreciate any concern you may have felt personally or on behalf of others. Thank you for your understanding of this unusual event.

When you dial the number, you will be prompted to enter the numeric portion of your reference number. Your

unique reference number is shown in the subject line of this email. When your reference number is successfully entered, you'll be connected immediately to a customer relations representative who is dedicated to resolving your specific issue. Our hours of operation are Monday through Friday, 8:00AM to 4:30PM Central Time.

Resolving travel issues for you with courtesy and respect is at the heart of our business. We are looking forward to talking with you as soon as you find it convenient to give us a call.

We want to advise you that your unique number will remain active for 7 days. If you are unable to reach us within that time, we will try to resolve your issue to conclusion via email and close the file.

Sincerely,

Customer Care

~~·*·*·

**United Airlines Customer Relations** 

Please provide us feedback on the correspondence you have just received from the PW Contact Center. After filling out our brief survey, you will be given a chance to fill out our longer survey. If you choose to take our longer survey, your name will be entered to win a \$400 certificate. Please see more details by accessing the weblink below.

#### http://www.intelliscaninc.net/ua/g.cfm?p=PW&id=SPK&ref=12041294B

If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please erase all copies of the message and its attachments and notify the sender immediately. Thank you.

	INATIO		SPORTA hington D.	and the second	ETY BC	DARD
	PASSI	ENGEI	S OUT	STIO	NNA	IRE
			~ ~~~	-~ ~		
with investigating from happening a recent experience approximately 20	the National Transport g transportation acc again. It is with this will help in our ef minutes of your the contact the NTSB	idents, determini s purpose in minc fort. This questic me. If you shoul at 202-314-6390	ng the probable I that we are as onnaire is volur I have any que	cause, and main cause, and main constant to constant and anony stions about any ryour assistant	king recomn plete this fo mous. The f aspects of t	endations to preve rm. Information ab orm should require
1. How were th Flight Attenda	e preflight safety in ant Video	structions preser	ited? (Check al	that apply)		
2. How much o ☐ All ☐ 75% (If All go to ques	f the preflight Safe 50% 25 tion 4)	ty Presentation d %   None	id you watch?	н 		
3. How well co Heard every v	uld you hear the provord Some wo	esentation? ords difficult to he	ear 🗌 Most v	vords difficult t	o hear	
4. Is English yo ↓Yes □ No	our primary languag	ge?				
5. Did the pre-f Yes No Explain:	light safety present	ation help during	the evacuation	?		· · · · · ·
-	·				· · · · · · · · · · · · · · · · · · ·	
6. Did you read	the safety instructi	on card in the sea	tback in front o	of you?		
☐ Yes ☑ No 7. If you did rea	ad the safety card, v	when?				
Prior to flight	During pre-fl	ight briefing	In-flight			
8. Did the safet Yes No Explain:	y card information	help you in the e	vacuation?			
9. What change	s would you recom	mend to improve	the safety instr	uctions? (Eithe	er the presen	tation or safety card
(	nothing.	really.	······			·····

· .

11. Where did you look for an exit? (Check all that apply)	
12. Prior to the evacuation did you count the number of rows from your seat to Yes No	an emergency exit?
13. Were you seated in an emergency exit row?	
14. Did you receive any pre-flight instructions on your responsibilities in case Yes No	of an evacuation?
15. Did you receive a personal briefing by a flight attendant on your emergence Yes No	y exit responsibilities?
16. Did you read the instructions on operating the exit?	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I trav	eled down the aisle
<ul> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>I was called to the exit I was directed by cabin staff I to the on</li> <li>The other exit was blocked I followed other passengers I to was the on</li> <li>Other</li> </ul>	ly available exit closest exit
19. Were you directed away from a specific exit?	
20. Were you directed toward a specific exit?	
21. Did you pass a usable exit at the direction of a flight attendant? Yes No	
22. Did you select an exit and then change your mind? ☐ Yes	
Carry-on Baggage	
23. Did you have carry-on baggage (count purse, computers, backpack etc. eac No one bag 2 bags 3 bags more than 3 bags	ch as one item)?
24. Did you have to gate check a bag you were planning to carry on? Yes Vo	
25. Where did you store your:         Purse:       Under seat         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Suitcase 1:       Under seat         Suitcase 2:       Under seat	
26. Did you attempt to take any carry-on items with you during the evacuation ✓ Yes	

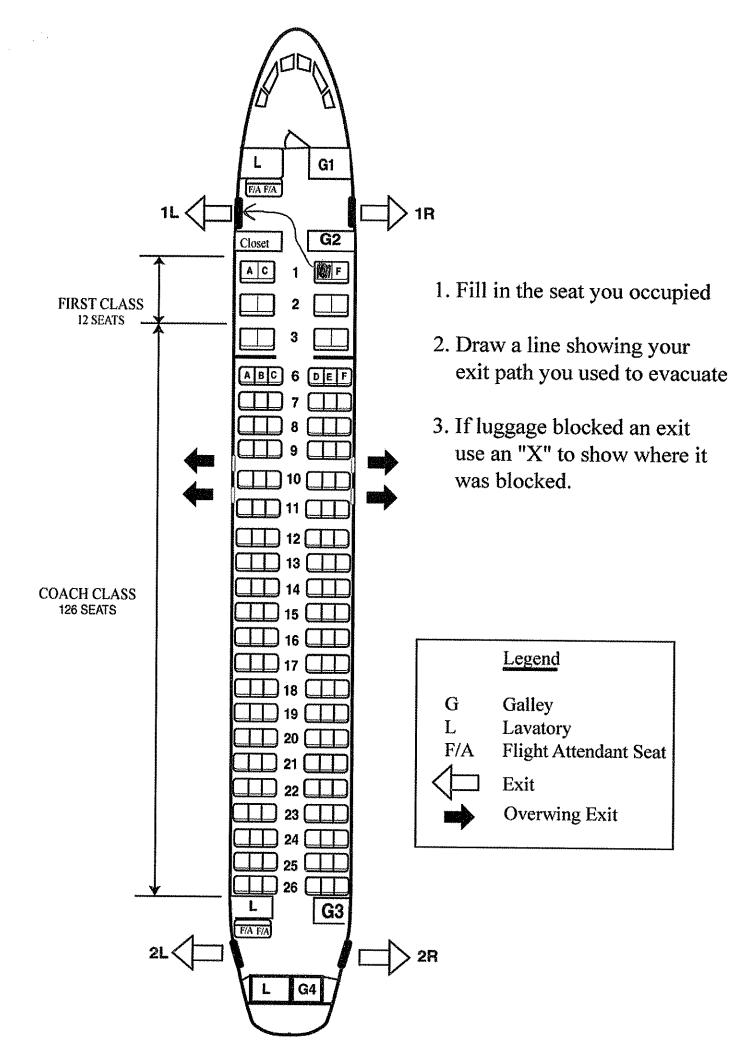
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
28./Where were the items stored? Under seat Overhead bin Closet Other
29. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried down slide/out wing Other
30. Did other passengers attempt to take carry-on items with themselves?
31. Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes No
34. Did you hesitate before getting on slide? ☐ Yes ☐ No If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide?
37. What happened at the bottom of the slide? (Check all that apply) Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger Another passenger landed on me Someone caught me Other
Another passenger landed on me Someone caught me Other Add Fo Craul over) 38. Did anyone give you instructions at the bottom of the slide? Yes No
39. If yes, who gave you instructions?
40. Did you consider another exit because of slow moving lines?
Yes V No 41. Were you traveling with anyone? Yes V No If no skip to item 46
42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

	에게 있는 것은	
	<ul><li>43. If you were traveling with a child, were you using a child safety seat?</li><li>☐ Yes ☐ No</li></ul>	
	44. Were you seated with your companion(s)? ☐ Yes ☐ No	
	45. Did you evacuate with your traveling companion(s)? ☐ Yes ☐ No	
	46. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☑ Strongly Agree	
Constant S avronation	Seat Belt Usage 47. /Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall	
	48. Did you/have any difficulties unfastening your seat belt? ☐ Yes ☑ No	
	49. Did unfastening your seat belt slow down your evacuation of the aircraft?	
101031003000	Environment 50. Was there smoke in the cabin? Yes V No If no skip to question 52	
	51. What was the intensity of the smoke?	
	52. Did you/notice the lights marking the exits or floor lighting? ☐ Yes ☑ No	
100000	Communication	
	53. Who first informed you an evacuation was necessary?	
	54. Did you/hear an alarm or alert before or while you were evacuating?	i .
	55. At the time, did you know why an evacuation was necessary? ↓Yes □ No	
	56 Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time	
	<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Vot enough time</li> <li>58 Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Weard every word Some words difficult to hear Most words difficult to hear Heard nothing</li> </ul>	
	59 Did you understand the flight attendants' instructions?	
	60. How did the crew aid in your evacuation? (Check all that apply) No aidIndicated the exits in useShouted instructionsDirected passengers out exitsOpening exitsOther	

61. Did the crew assign you any duties (e.g., assist at the b Yes No If yes, what were you asked to do and did you do the task?	
	Injury
62. Did you sustain any injuries <b>during</b> the evacuation? Yes No If yes, describe the injuries, how they occurred and the effe	
63. Did you sustain any injuries after the evacuation? Yes No If yes, describe the injuries, how they occurred and the effe	ect they had on your evacuation
64. Describe the location of injuries suffered?	
Wrist       Ankle       Leg       Arm       Back         65.       Description of injuries suffered? (Check all that apply)         Sprain       Fracture       Concussion       Broken Ba         Burn       Abrasions (Lacerations & Bruises)       Sm	) ack Dislocation Strain
Other Post Eva 66 What did you do once you exited the plane? I ran away from the airplane I waited for friends/fi	acuation Events
<ul> <li>☐ I assisted other passengers in their evacuation ☐ I wa</li> <li>☐ Other</li> <li>67. Did you notice any exterior aircraft lights illuminated?</li> <li>☐ Yes ☑ No</li> </ul>	aited near plane for help to arrive
68. Were crewmembers or rescue personnel directing pass	sengers on where to gather?
69. Did all passengers meet at an area away from the airpl No, passengers were scattered No, the passengers No, only a few passengers were grouped away from air	gathered at airplane
70. How did you leave the site of the evacuation?	ulance to hospital Other

Your Locatio	n	
The attached diagram on the last page shows the The doors and exits are indicated	cabin diagram of the aircraft. by large arrows.	
71. Seat Number D		
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on tha Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such a location of fire in the cabin, breaks or holes in the fuselage or cabin wall,	ŝ	
Personal Inform:	tion	
72. Have you ever had to evacuate an aircraft before?		
73. Age <u>62</u>		
74. Height $5'3''$		
75. Weight 15D		
76. Gender Male PFemale		
77. Prior to departure, was your ability to evacuate affected by any of the Vision Hearing Age Injury Recent surgery Other		
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year More than 6 flights per year	$\boxed{2}$ 3 to 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviat Other	ion Mechanic	
	· .	
	· · · · ·	

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. was herson The, Or. roly Nest Э Tha Nachay 1100 or pril 0 us lo No NA a KON hear the ۵. a 0 ての 12as Open 0 Our she las won Cor ÐЛ Ŷ am all uma Ďп 1 an iscourre 0 rece an. ĸNA 221 emai me 1)there 9 & the pictures sen AUL



### **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

salely offering
<ol> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant Video Audio</li> </ol>
<ul> <li>How much of the preflight Safety Presentation did you watch?</li> <li>All 75% 50% 25% None</li> <li>(If All go to question 4)</li> </ul>
3. How well could you hear the presentation?
4. Is English your primary language? XYes INO
<ul> <li>5. Did the pre-flight safety presentation help during the evacuation?</li> <li>Yes No</li> <li>Explain:</li> </ul>
6. Did you read the safety instruction card in the seatback in front of you?
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation? Yes No Explain:
Explain:
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation

11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?
13. Were you seated in an emergency exit row? XYes No If no skip to item 17
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No Dr NOT RECAM
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No Do Not PECAU
16. Did you read the instructions on operating the exit? Ves No BUT AM FAMILLAR FROM FACOLONT THATCH
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other AS FULLIF ATTONDANT VILCORD US TO EVACUATE OUT THE LEFT FLANT DOOL
18. For what reasons did you choose this exit? (Check all that apply) 1 was called to the exit is a directed by cabin staff if it was the only available exit The other exit was blocked if I followed other passengers if It was the closest exit Other
19. Were you directed away from a specific exit? ☐ Yes XNo
20. Were you directed toward a specific exit?
21. Did you pass a usable exit at the direction of a flight attendant? Yes □ No
22. Did you select an exit and then change your mind? Yes XINO If yes, explain IT WAS UNCLEAR WHY WE WHE ENAWATING NO DILECTION OR INFO WAS PLAVIDED UNIT AFTER ANCINET HAD STOPLED AT WHICH TIME WE WHE DIRECTED ONT THE DOM AT FRANT OF CABIN Carry-on Baggage
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?
24. Did you have to gate check a bag you were planning to carry on? Yes No
25. Where did you store your:         Purse:       Under seat         Overhead bin       Closet         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Suitcase 1:       Under seat         Suitcase 2:       Under seat
26. Did you attempt to take any carry-on items with you during the evacuation? Yes No If no skip to item 30

27. What heres did you noted to take?       Car/House key □ Clothes □ Camera □ Computer         10 bot related terms       Semimental items       Other         28. Where were the items stored?       Under seat □ Overhead bin □ Closet □ Other       Other         29. What happened to any carry-on bags you took with you during the evacuation?       The bot related bin □ Placed in a seat □ Netiment to overhead bin □         30. Bid of other pressengers attempt to take carry-on items with themselves?       I Dub Not? Objective Thick The State Action of the state carry-on laggage alow the evacuation?         31. Did pagespagers are with flight attendents over retrieving carry-on laggage during the evacuation?       I Dub Not? Objective Thick The State Action of the state Actis Action Action passenger Action Action actis Action		
Under seat		Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
Taken by flight attendant   Placed in a seat   Returned to overhead bin Dropped to floor   Carried down slide/out wing   Other 30. Bid other passengers attempt to take carry-on items with themselves? I DUD NDT OBSELVE Titls FELSNALUL BDT HAUDE IN AT GRAD. 31. Did passengers argue vith flight attendants over retrieving carry-on luggage slow the evacuation? Yes   No Yes   No Yes   No NoT Title Landed on slide? Yes   No NoT Title Landed on slide? Yes   No Was a flight attendant at the doorway giving directions? Yes   No NoT Title Landed on slide? Yes   No Was a flight attendant at the doorway giving directions? Yes   No NoT Title Landed on slide? Yes   No So If no skip to item 36 Stille tooked to steep   Other   Landed on set at apply) Did not know what to do   Concerned about injury   Concerned about landing on another person Concerned slide might (Check all that apply) Did not know what to do   Concerned about going over side of slide   Afraid of heights Slide tooked too steep   Other   Landed on feet and tumbled over   Landed on backside   Landed on another passenger Another passenger landed on me   Someone caught m   Other   Landed on another passenger   Another passenger   Another passenger   Another passenger   Another passenger   Another passenger   Fire fighter   Another passenger   Other   Set No 39. If yes, who gave you instructions? Yes   No 10. Did you causider another exit because of slow moving lines? Yes   No 20. Did skip to mat 46. 21. Were you traveling (Check all that apply) 22. Did and gave give you instructions? 23. Did and gave give you instructions? 24. No Hart slide? 25. No 36. Did you gave gave you instructions? 26. Evol 37. What happened at the bottom of the slide? 38. Did another passenger landed on me   Someo		
X Yes       No       Yes       No         31. Did passengers retrieving carry-on luggage slow the evacuation?       Yes       No         Yes       No       Was       A Matter Art, Grad, Carry-on luggage slow the evacuation?         Yes       No       No       Matter Art, Grad, Carry-on luggage slow the evacuation?         Yes       No       No       No       Matter Art, Grad, Carry-on luggage during the evacuation?         Yes       No       No       The Art & Art & Art & Art & Grad, Carry-on luggage during the evacuation?       NetSchool (Carry)         Yes       No       No       The Art & Art & Art & Grad, Carry-on luggage during the evacuation?       NetSchool (Carry)         Yes       No       No       The Art & Art & Art & Art & Grad, Carry-on luggage during the evacuation?       NetSchool (Carry)         Yes       No       No       The Art & Art & Art & Grad, Carry-on luggage during the evacuation?       NetSchool (Carry)         Yes       No       No       The Not of the Side?       NetSchool (Carry)       NetSchool (Carry)         31. Did you hesitate before getting on Side?       Encergency Sides       Art and of heights       Side locked too step (Check all that apply)         Did not know what to do       Concerned about going over side of slide       Art and of heights       Side locked to step (Check all that apply		Taken by flight attendant Placed in a seat Returned to overhead bin
Yes       No       No       A A BlobEM AT Weak         22. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?       And Cliffer Flags         Yes       No       No       No       No         Was a flight attendant at the doorway giving directions?       Yes       No         Yes       No       No       No       No         Was a flight attendant at the doorway giving directions?       Yes       No         33. Was a flight attendant at the doorway giving directions?       Yes       No         Yes       No       No       No       No         34. Did you hasitate before getting on slide?       Yes       No       No         Yes       No       Concerned about injury       Concerned about landing on another person         Concerned slide might deflate       Concerned about going over side of slide       A flags         Yumped       Sat down then slide?       Landed on backside       Landed on another passenger         35. Why dia you get on the slide?       Landed on backside       Landed on another passenger         36. Jow did you get on the slide?       Landed on backside       Landed on another passenger         37. What happened at the bottom of the slide? (Check all that apply)       Landed on another passenger       So		30. Did other passengers attempt to take carry-on items with themselves? 7   DID NOT OBSERVE THIS
32. Did presengers argue with flight attendants over retrieving carry-on luggage during the evacuation?       Massion         Yes       No       NOT DTATE ('M. AwARK ge         Emergence. Slides       State         33. Was a flight attendant at the doorway giving directions?       Wes         Yes       No         34. Did you pesitate before getting on slide?       State         Yes       No       If no skip to item 36         35. Why did you hesitate? (Check all that apply)       Concerned about injury □ Concerned about landing on another person         □Concerned slide might deflate       Concerned about for you go over side of slide □ Afraid of heights         Slide looked too steep       Other         36. How did you get on the slide?       Landed on fact □ Landed on feet □ Landed on fack slide?         Yes       Sho         37. What happened at the bottom of the slide? (Check all that apply)       Landed on another passenger         10. Another passenger landed on feet and tumbled over □ Landed on backside       Landed on another passenger         38. Did an tope give you instructions?       Crewmember         Yes       No         39. If yes, who gave you instructions?       Other         Were work casider another exit because of slow moving lines?       Yes         Yes       No         10. Udd you conside	1 1	VYes INO WAS A PROBLEM AT VEAR
33. Was a flight attendant at the doorway giving directions?         Yes       No         34. Did you hesitate before getting on slide?         Yes       Yes         Did not know what to do       Concerned about injury         Concerned slide might deflate       Concerned about going over side of slide         Slide looked too steep       Other         36. How did you get on the slide?         Mumped       Sat down then slid         Was pushed by another person         37. What happened at the bottom of the slide? (Check all that apply)         Landed on feet       Landed on feet and tumbled over         Another passenger landed on me       Someone caught me         Other       Other         38. Did anyone give you instructions at the bottom of the slide?         Yes       No         39. If yes, who gave you instructions?         Crewmember       Fire fighter         Another passenger Bchavior         40. Did you consider another exit because of slow moving lines?         Yes       No         40. Did you consider another exit because of slow moving lines?         Yes       No         41. Were you traveling with anyone?         Yes       No         42. With whom were you traveling? (Check all that apply)		32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Yes       Y		33. Was a flight attendant at the doorway giving directions?
Did not know what to do ☐ Concerned about injury ☐ Concerned about landing on another person Concerned slide might deflate ☐ Concerned about going over side of slide ☐ Afraid of heights Slide looked too steep ☐ Other		
Aumped       Sat down then slid       Was pushed by another person         37. What happened at the bottom of the slide? (Check all that apply)       Landed on feet       Landed on feet and tumbled over       Landed on backside       Landed on another passenger         Another passenger landed on me       Someone caught me       Other		Did not know what to do Concerned about injury Concerned about landing on another person Concerned slide might deflate Concerned about going over side of slide Afraid of heights
□ Landed on feet   □ Landed on feet   □ Landed on another passenger   □ Another passenger landed on me   □ Someone caught me   □ Other      38. Did anyone give you instructions at the bottom of the slide?   □ Yes   □ Yes   □ No   39. If yes, who gave you instructions?   □ Crewmember   □ Fire fighter   □ Another passenger   □ Other   40. Did you consider another exit because of slow moving lines?   □ Yes   □ Yes   □ No   41. Were you traveling with anyone?   □ Yes   □ Yes   □ No   42. With whom were you traveling? (Check all that apply)		36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person
☐ Yes       ✓No         39. If yes, who gave you instructions?       ☐ Crewmember         ☐ Fire fighter       ☐ Another passenger       ☐ Other		Landed on feet 🔲 Landed on feet and tumbled over 🔲 Landed on backside 🔀 Landed on another passenger
Crewmember Fire fighter Another passenger Other Passenger Behavior 40. Did you consider another exit because of slow moving lines? 40. Did you consider another exit because of slow moving lines? 41. Were you traveling with anyone? 42. With whom were you traveling? (Check all that apply)		
<ul> <li>40. Did you consider another exit because of slow moving lines?</li> <li>Yes No</li> <li>41. Were you traveling with anyone?</li> <li>Yes No If no skip to item 46</li> <li>42. With whom were you traveling? (Check all that apply)</li> </ul>		
<ul> <li>40. Did you consider another exit because of slow moving lines?</li> <li>Yes No</li> <li>41. Were you traveling with anyone?</li> <li>Yes No If no skip to item 46</li> <li>42. With whom were you traveling? (Check all that apply)</li> </ul>		
<ul> <li>41. Were you traveling with anyone?</li> <li>Yes Yes You If no skip to item 46</li> <li>42. With whom were you traveling? (Check all that apply)</li> </ul>	4	40. Did you consider another exit because of slow moving lines?
42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other	. 4	41. Were you traveling with anyone?
		42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

	<ul><li>43. If you were traveling with a child, were you using a child safety seat?</li><li>☐ Yes ☐ No</li></ul>	
	44. Were you seated with your companion(s)?	
	45. Did you evacuate with your traveling companion(s)?	
	46. Other passengers in general were cooperative during the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree	
	Seat Belt Usage 47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall	
	48. Did you have any difficulties unfastening your seat belt?	
	49. Did unfastening your seat belt slow down your evacuation of the aircraft? ☐ Yes XNo ☐ Seatbelt was not buckled	
	50. Was there smoke in the cabin?	
	51. What was the intensity of the smoke?	
-	52. Did you notice the lights marking the exits or floor lighting?	
	Communication         53. Who first informed you an evacuation was necessary?         Pilot       Flight Attendant         Other Passenger       Personal Decision	
	54. Did you hear an alarm or alert before or while you were evacuating?	
	55. At the time, did you know why an evacuation was necessary?	
	56. Did the flight attendants give you any instructions just prior to the evacuation?	
	<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear Heard nothing</li> </ul>	
	59. Did you understand the flight attendants' instructions? XYes ☐ No	
	60. How did the crew aid in your evacuation? (Check all that apply) No aid club Indicated the exits in use Shouted instructions Club Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other	

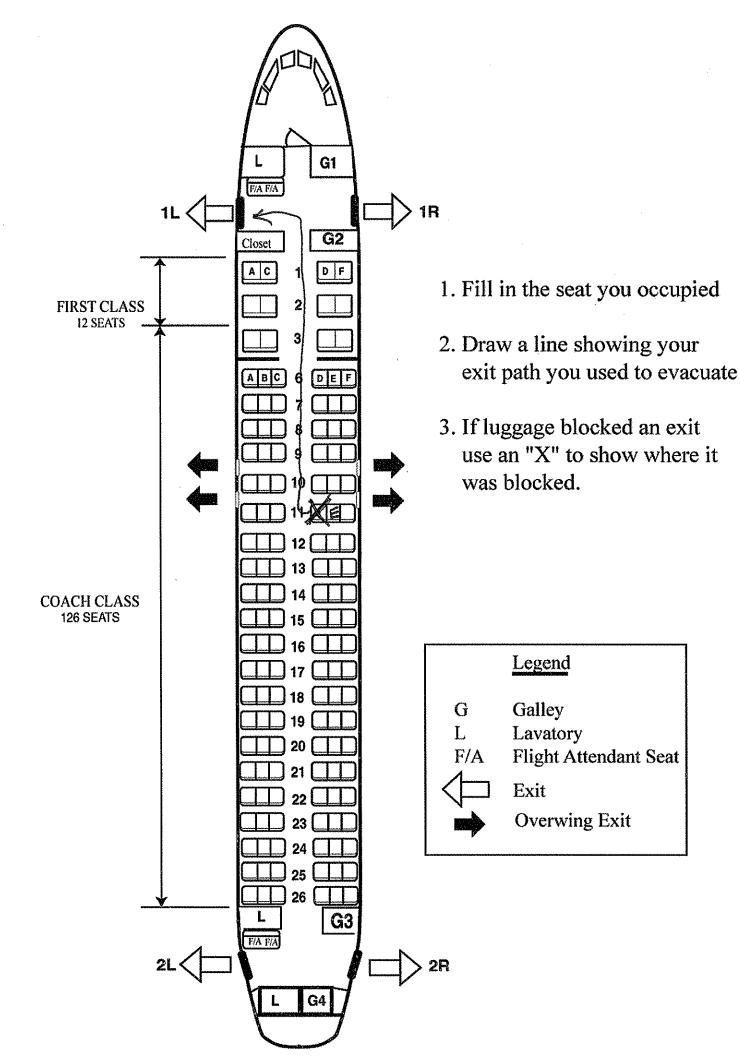
61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes XNo If yes, what were you asked to do and did you do the task?
62. Did you sustain any injuries during the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
63. Did you sustain any injuries after the evacuation?  Yes Yes Yes, describe the injuries, how they occurred and the effect they had on your evacuation
64. Describe the location of injuries suffered?
65. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
Post Evacuation Events         66. What did you do once you exited the plane?         A I ran away from the airplane       I waited for friends/family to exit       I was assisted away from the plane         I assisted other passengers in their evacuation       I waited near plane for help to arrive         Other
<ul> <li>68. Were crewmembers or rescue personnel directing passengers on where to gather?</li> <li>Yes No</li> <li>69. Did all passengers meet at an area away from the airplane?</li> </ul>
<ul> <li>No, passengers were scattered Invo, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft</li> <li>Yes, passengers met away from the aircraft</li> <li>How did you leave the site of the evacuation?</li> <li>Walked to terminal Bussed to terminal Ambulance to hospital Acother ACTE</li> </ul>

Your Location	
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. 71. Seat Number	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	
Personal Information	
72. Have you ever had to evacuate an aircraft before?	
73. Age $4$ 74. Height $6$ 75. Weight $175$ Ubs	
<ul> <li>76. Gender</li> <li>Male  Female</li> <li>77. Prior to departure, was your ability to evacuate affected by any of the following:</li> <li>Vision  Hearing  Age  Injury  Recent surgery  Cane</li> </ul>	
Other 78. How often do you travel by air? First flight Less than 1 flight per year1 to 2 flights per year3 to 6 flights per year More than 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	
	•

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

NNE FUGHT ATTENDANT 6003 MR DE SHUDNG SID A FVACUATION DEDERS of PINT ALCRAFT BLOND WOMM' ALSO AMONIGST CIRCULATING PASSENGERL AND EVACUATION CHEUC THAT P 051 TD ALL NRE OL HAD WITH CANTAO NO DAHON INFO / WAS INSTRUCTION THORE ND IN FUGHE WE NO P.A COUD AU SAMETHING TEU 1,105 കിക PATH & EVIT ND UGH ESCALE 116ATS UUMNA SOUNDS TVDE AND UNUSUAL MAD PAVIDED Ŋ NO NPO HAVE PHOTOS 1 PITONE MY / <del>}</del> (AN AAA-E-MAILED AL SENT he PERT VIA

### **Final Thoughts**



## **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing	
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio	
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>X All ☐ 75% ☐ 50% ☐ 25% ☐ None</li> <li>(If All go to question 4)</li> </ul>	
3. How well could you hear the presentation?	
4. Is English your primary language? X Yes □ No	
5. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Not Sure if it really did	
6. Did you read the safety instruction card in the seatback in front of you?	
7. If you did read the safety card, when?	
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>Yes No</li> <li>Explain:</li> </ul>	
9. What changes would you recommend to improve the safety instructions? (Either the presen	tation or safety card)
Emergency Exits	
10. When did you look for the emergency exit(s) closest to your seat?	
During boarding Curing the pre-flight briefing After the preflight briefing but bef	ore the evacuation

11. Where did you look for an exit? (Check all that apply)		
In front of me Behind me Left of me Right of me		÷
		14 1
12. Prior to the evacuation did you count the number of rows from your seat to an emer	gency exit?	
TYes X No		
13. Were you seated in an emergency exit row?		
Yes X No If no skip to item 17	· · · · · · · · · · · · · · · · · · ·	
		· .
14. Did you receive any pre-flight instructions on your responsibilities in case of an eva	cuation?	
15. Did you receive a personal briefing by a flight attendant on your emergency exit res	sponsibilities?	
	P 01101011111001	
		•
16. Did you read the instructions on operating the exit?		
17. When did you decide which exit to use?		2
Before the evacuation order was given As I left my seat As I traveled dow	n the aisle	
Other		
18. For what reasons did you choose this exit? (Check all that apply)		
I was called to the exit I was directed by cabin staff I lt was the only availa	ole exit	
The other exit was blocked I followed other passengers It was the closest e	xit	
Other		
19. Were you directed away from a specific exit?		
Yes X No		
20 Ware you directed forward a gradient avita		
20. Were you directed toward a specific exit?		
21. Did you pass a usable exit at the direction of a flight attendant?		
Yes X No		
22. Did you select an exit and then change your mind?		
Yes X No		
If yes, explain		
······································		
Carry-on Baggage		
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one	item)?	
□ No □ one bag 2 bags □ 3 bags □ more than 3 bags		
24. Did you have to gate check a bag you were planning to carry on? $\mathbf{X}$ Yes $\mathbf{X}$ No $-\mathcal{NO}$		
25. Where did you store your:		
Purse: Under seat Overhead bin Closet Other		
Briefcase:       Image: Computer:       Image	-	
Computer:       Under seat       Overhead bin       Closet       Other         Suitcase 1:       Under seat       Overhead bin       Closet       Other		
Suitcase 2: Under seat Overhead bin Closet Other		
26. Did you attempt to take any carry-on items with you during the evacuation?		
If no skip to item 30		
	· · ·	

	27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
	28. Where were the items stored? Under seat Overhead bin Closet Other
	<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor X Carried down slide/out wing Other</li> </ul>
	30. Did other passengers attempt to take carry-on items with themselves?
	31. Did passengers retrieving carry-on luggage slow the evacuation?
	32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
	Emergency Slides 33. Was a flight attendant at the doorway giving directions? X Yes No
	34. Did you hesitate before getting on slide? Yes X No If no skip to item 36
	<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
	36. How did you get on the slide? □ Jumped X Sat down then slid □ Was pushed by another person
	<ul> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger</li> <li>Another passenger landed on me  Someone caught me  Other</li> </ul>
	38. Did anyone give you instructions at the bottom of the slide? Yes X No instruction was given a Couple minster later to run away from 39. If yes, who gave you instructions?
	39. If yes, who gave you instructions?       βlane.         X Crewmember □ Fire fighter □ Another passenger □ Other       Other
	Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Yes       Xo         41. Were you traveling with anyone?         Yes       No         If no skip to item 46
	42. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other <u>Boufficerd</u>
1	

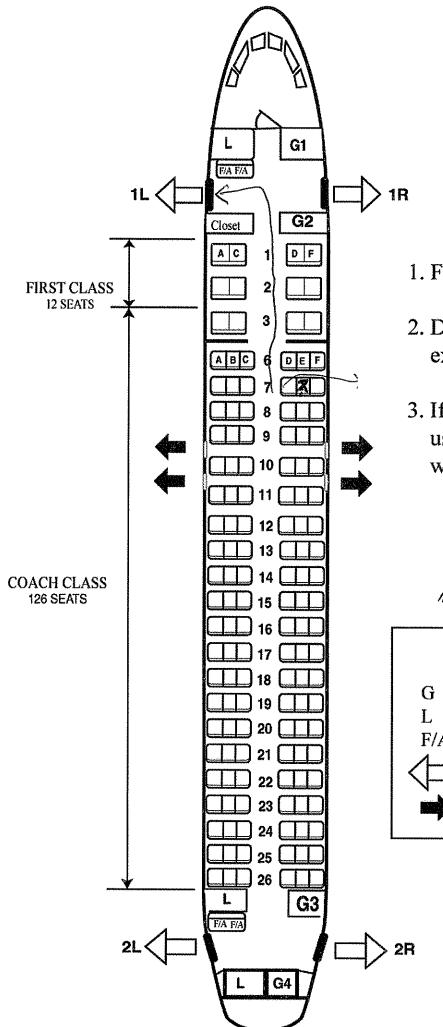
43. If you were trav	veling with a child, were	e you using a child s	afety seat?				
44. Were you seate XYes □ No	d with your companion	(s)?	 		a di seri se Seri se		
45. Did you evacua X Yes ☐ No	te with your traveling c	companion(s)?			· .		
<ul><li>46. Other passenger</li><li>Strongly Disagr</li></ul>	rs in general were coop ee	erative during the ev	acuation.	X Strongly	Agree		
17. Was your seat b	elt fastened prior to the	Seat Be	lt Usage				
X Yes, Very Tight	Yes, Moderately	Fight TYes, Loos	se 🗌 No 🗌	] Can't recall			
18. Did you have ar Yes 🕱 No	ny difficulties unfastenin	ng your seat belt?					-
9. Did unfastening Yes 🙀 No	your seat belt slow dow Seatbelt was not buck	wn your evacuation o cled	of the aircraft?				
0. Was there smok ]Yes [X]No If	e in the cabin? 'no skip to question 52	Enviro	nment				
1. What was the in Light Medit	tensity of the smoke? Im 🔲 Heavy						
2. Did you notice t Yes 🕅 No	he lights marking the ex	xits or floor lighting?	?		. •		
3. Who first inform	ied you an evacuation w Attendant Other P	Commun vas necessary? 'assenger Perso					
4. Did you hear an Yes X No	alarm or alert before or	while you were eva	cuating?				
5. At the time, did	you know why an evacu	uation was necessary	r?				7
6. Did the flight att ]Yes XNo □	endants give you any in Not enough time	structions just prior	to the evacuatio	on?			·
I Yes X No 8. Did you hear the	endants go through the Not enough time flight attendants giving Some words diffi	g evacuation instruct	ions during the o ost words difficu	evacuation?	Heard nothing	3	- -
9. Did you understa Yes 🗌 No	nd the flight attendants	' instructions?	nce intere high p	com wa oitch.	0 Brsten, 3	the SPOR	"e et.
). How did the crew No aid X Indic	v aid in your evacuation		1				

1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
	61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes X No If yes, what were you asked to do and did you do the task?	
	Injury	
	62. Did you sustain any injuries during the evacuation?	
	If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
,		
	63. Did you sustain any injuries after the evacuation?	· · ·
	If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
194	64. Describe the location of injuries suffered?	
	65. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other	
	Post Evacuation Events         66. What did you do once you exited the plane?         I ran away from the airplane       I waited for friends/family to exit         I ran away from the airplane       I waited for friends/family to exit         I assisted other passengers in their evacuation       I waited near plane for help to arrive         I other       Began to walk away from Plane, then was instructed to move         67. Did you notice any exterior aircraft lights illuminated?       fall away from plane.         Yes       No	
	68. Were crewmembers or rescue personnel directing passengers on where to gather? X Yes INO	
	<ul> <li>69. Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered No, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft X Yes, passengers met away from the aircraft</li> </ul>	
	70. How did you leave the site of the evacuation? Walked to terminal Bussed to terminal Ambulance to hospital D Other Bussed to Hallon An port	<b>2</b>

			n an shekara An an an an an An an an an an an an				
		Your Lo	ocation			de ge e Base Bare	
	The attached diagra	m on the last page sl	hows the cabin	liagram of the	aircraft		
	The c	loors and exits are in	dicated by large	arrows.			
	Seat was 7					•	
If you know your exact If you are NOT SURE Position of other know	llowing locations on th ct seat position, place a E of your seat position wn passengers (by nam	n "X" on that seat. place a question mar e or description).					
Indicate the empty sea Use this diagram for a	scape (draw line from y ats in your vicinity by p any other information y cabin, breaks or holes i	blacing "E" on that so ou consider importation	eat. nt such as	· ·			
		Personal In	formation				
72. Have you ever ha	d to evacuate an aircra	ft before?					
73. Age	42						
74. Height	5'3						
75. Weight	108						
76. Gender ☐ Male   KFemale			· .	· .			
77. Prior to departure, Vision Hearin Other	, was your ability to ev ng 🔲 Age 📋 Injur	acuate affected by ar y	ny of the follow ry 🔲 Cane	ing: - <i>NO</i>			
78. How often do you First flight Le More than 6 flights	ess than 1 flight per yea	r 1 to 2 flights p	per year 3	to 6 flights per	year		
79. Aviation Experien Commercial Pilot Other	Private Pilot	Flight Attendant [] ] None	Aviation Med	chanic			
		、					
			. •				

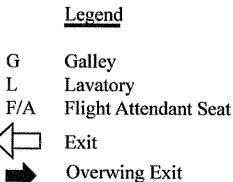
**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. Crew members and not annunce of prepare Fugl we rehaning to airpost for emergency landing. realized we were returning to aisport because we I looked out window & Game houses & Close to the grand! We were ver the print, we were landing, I realized we were going way too fast at current speed. The ge passenger and soat) said "I'm glad 12 My Collecsithing in Breaks are applying." We could feel the plane skidding off to LUNUR Weredohlag screeching havit. When come_ hault, the Flight attendents yelled - " Leave exerything out the Diane .... that was The passengers were calm prior to considering discent, because we were not rapped of emergency. This was positive, because it avoided panic & hyskina The other hand, I believe the "crew" should of said that we are returning to airport Mease feel free to contact me whany other questions My boyfriend -did not acceive this packet & would like one. It can be reached at It's mailing address is

Kind Legards



- 1. Fill in the seat you occupied
- 2. Draw a line showing your exit path you used to evacuate
- 3. If luggage blocked an exit use an "X" to show where it was blocked.

I Know I wassilling in Middle seat, My boyfriend was sealing to on aisle seat, to the left of me.



## **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briening
<ol> <li>How were the preflight safety instructions presented? (Check all that apply)</li> <li>Flight Attendant X Video Audio</li> </ol>
<ul> <li>2. How much of the preflight Safety Presentation did you watch?</li> <li>☐ All ☐ 75% ☐ 50% 🕱 25% ☐ None</li> <li>(If All go to question 4)</li> </ul>
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear
4. Is English your primary language? X Yes ☐ No
5. Did the pre-flight safety presentation? Yes X No Explain: The pre-flight safety presentation focuses on Oxygen masks which were not needed on our flight + emergency exits + ischts. There were no lights + only one emergency exits + Used. There was no information in the presentation about The emergency slides which we did use
6. Did you read the safety instruction card in the seatback in front of you?
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight
8. Did the safety card information help you in the evacuation?
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) 1 don't know that The presentation Should be all that different. Even unplanned landing situation will be all unique + it is realistic to the torrer all sceparios.
Emergency Exits          10. When did you look for the emergency exit(s) closest to your seat?         During boarding       During the pre-flight briefing         During the evacuation

물건이 가장 같은 것 같아. 이 것은 것은 것은 것은 것은 것은 것이 같다. 정말 것이 많다.	
11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me	
12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes X No	
13. Were you seated in an emergency exit row? Yes X No If no skip to item 17	
14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? $\square$ Yes $\square$ No $\bigvee$ $ A$	
15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities Yes $\square$ No $N/\beta$	?
16. Did you read the instructions on operating the exit? $\Box$ Yes $\Box$ No $N/A$	
17. When did you decide which exit to use? Before the evacuation order was given As I left my seat As I traveled down the aisle Other followed fight crew instructions Verbal	
18. For what reasons did you choose this exit? (Check all that apply)          I was called to the exit       I was directed by cabin staff       I was the only available exit         The other exit was blocked       I followed other passengers       I twas the closest exit         Other	
19. Were you directed away from a specific exit? ☐ Yes X No	· .
20. Were you directed toward a specific exit? X Yes □ No	
21. Did you pass a usable exit at the direction of a flight attendant?	
22. Did you select an exit and then change your mind? ☐ Yes XNo If yes, explain	· ·
Carry-on Baggage	
23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?	
24. Did you have to gate check a bag you were planning to carry on? Yes X No	
25. Where did you store your:         Purse:       Image: Description of the seat         Briefcase:       Under seat         Image: Under seat       Overhead bin         Briefcase:       Under seat         Image: Under seat       Overhead bin         Computer:       Under seat         Image: Suitcase 1:       Under seat         Suitcase 2:       Under seat	
26. Did you attempt to take any carry-on items with you during the evacuation? X Yes INO If no skip to item 30	

-	
	27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other MOML
	28. Where were the items stored? Under seat Overhead bin Closet Other
	29. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a seat Returned to overhead bin Dropped to floor Carried down slide/out wing Other Braught to us later at the Hilton half and taken a all
	☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin ☐ Dropped to floor ☐ Carried down slide/out wing 🛛 Other Brought to US later at the 1411 ton Where the airline had taken all 30. Did other passengers attempt to take carry-on items with themselves? The passengers. ☑ Yes ☐ No
	31. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes X No
· · · · ·	32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
LARK AND	Emergency Slides
	33. Was a flight attendant at the doorway giving directions? X Yes □ No
	34. Did you hesitate before getting on slide? ☐ Yes X No If no skip to item 36
	<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
	36. How did you get on the slide? X Jumped □ Sat down then slid □ Was pushed by another person
	<ul> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>Landed on feet  Landed on feet I Landed on feet and tumbled over I Landed on backside I Landed on another passenger </li> <li>Another passenger landed on me Someone caught me Other</li></ul>
	<ul><li>38. Did anyone give you instructions at the bottom of the slide?</li><li>X Yes No</li></ul>
	39. If yes, who gave you instructions? X Crewmember Fire fighter Another passenger Other
	Passenger Behavior         40. Did you consider another exit because of slow moving lines?         Yes         Yes
	41, Were you traveling with anyone? XYes IN No If no skip to item 46
	42. With whom were you traveling? (Check all that apply)
	42. With whom were you traverning? (Check an that appry)         X Spouse       Baby (Under 2 yrs.)       Young child (2-10 yr.)       Coworker       Friend       Other

	<ul><li>43. If you were traveling with a child, were you using a child safety seat?</li><li>☐ Yes ☐ No</li></ul>
	44. Were you seated with your companion(s)? XYes ☐ No
	45. Did you evacuate with your traveling companion(s)? ▼Yes □ No
	46. Other passengers in general were cooperative during the evacuation.           Strongly Disagree         Disagree         Neutral         Agree         Strongly Agree
100 A 100	Seat Belt Usage
12433	47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight X Yes, Moderately Tight Yes, Loose No Can't recall
	<ul><li>48. Did you have any difficulties unfastening your seat belt?</li><li>☐ Yes X No</li></ul>
	49. Did unfastening your seat belt slow down your evacuation of the aircraft? ☐ Yes X No ☐ Seatbelt was not buckled
PLANTING TO A CONTRACTOR	Environment 50. Was there smoke in the cabin? Yes X No If no skip to question 52
	51. What was the intensity of the smoke?
	52. Did you notice the lights marking the exits or floor lighting? ☐ Yes ☐ No
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Communication
	53. Who first informed you an evacuation was necessary?
	54. Did you hear an alarm or alert before or while you were evacuating?
	55. At the time, did you know why an evacuation was necessary? □ Yes X No
	56. Did the flight attendants give you any instructions just prior to the evacuation?
	<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes X No X Not enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear Heard nothing</li> </ul>
	59. Did you understand the flight attendants' instructions?
	60. How did the crew aid in your evacuation? (Check all that apply) <ul> <li>No aid A Indicated the exits in use A Shouted instructions A Directed passengers out exits</li> <li>Assisted passengers from seat to aircraft exits A Opening exits</li> </ul>

• •	61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? Yes XNo If yes, what were you asked to do and did you do the task?	
	62. Did you sustain any injuries <b>during</b> the evacuation?	
	If yes, describe the injuries, how they occurred and the effect they had on your evacuation VERY Minor. My hand was with by another passengers foot on the Slide. It was swollen a bruised but fine after a few days.	
	63. Did you sustain any injuries after the evacuation? Yes XNo If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
	64. Describe the location of injuries suffered?	
	65. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other	• • • •
	Post Evacuation Events	
	66. What did you do once you exited the plane? I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane I assisted other passengers in their evacuation I waited near plane for help to arrive Other	
	67. Did you notice any exterior aircraft lights illuminated? ☐ Yes ⊠ No Very specific	
	68. Were crewmembers or rescue personnel directing passengers on where to gather? about running to XYes No	
	<ul> <li>67. Did you notice any exterior aircraft lights illuminated?</li> <li>Yes ∑ No</li> <li>68. Were crewmembers or rescue personnel directing passengers on where to gather?</li> <li>69. Did all passengers meet at an area away from the airplane?</li> <li>○ No, passengers were scattered □ No, the passengers gathered at airplane</li> <li>○ No, only a few passengers were grouped away from aircraft ∑ Yes, passengers met away from the aircraft ∠ Yes, passengers</li> </ul>	ione
	70. How did you leave the site of the evacuation? Walked to terminal Bussed to terminal Ambulance to hospital Other bussed to hatel_	
	We have several photos of the plane from our gathering place across the field if needed. You can contact me at if you would like copies.	
	gathering place across the Held of needed. You can if you would like corries	
		· .

• •
x

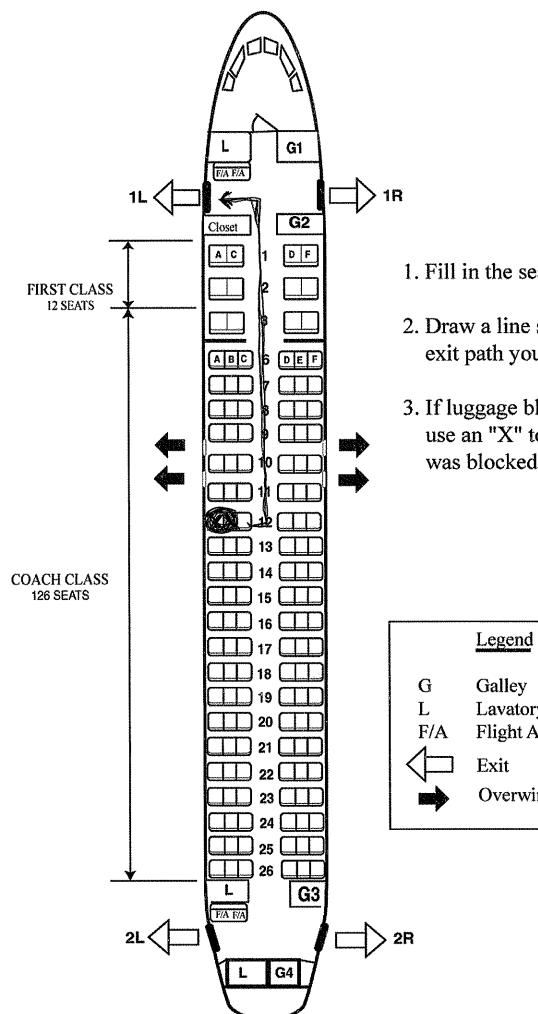
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. + didn't expect

**Final Thoughts** 

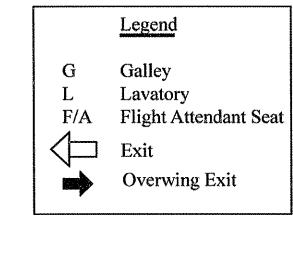
think all the Passengers were manare the fact That 04 would be evoluted so argently by the crew therease tare as the in flight as the Spirlous something was wrong was Surging + Not operating norma plane was no Sprous issue (Smoked were ere we al iened when the prane janded without major damag bit of a shock when the alkendants Started screaming WILS ust yelling or giving strong directions but screaming in INDY lact off the manuler) to panicked plane immediat onet caller Certainly Passeng as + add a わつさ sashi panta That (MOV ~1 Because the attendants Sturting to scream Syse rcon the issues the aircraft Dand to serio d as - 20 tan NO dea wil ndd 10 Demancing ING Ina d or a hat Sense Cutarled Think situation a Walna compunicated without ould institua have been Danico

Priots for getting am very us pack down quitteril to the ground safely disappoin. on the am With Rom Pricets of all tin record inded the senite They hand redeen premselvet badly. "emainder of the ontortunit 1 will avoid united + Jenonrage The tritine evenjone ! in COSts Some areas tub tailed Same o The information given to passengers during the 4+ h  $\overline{\mathcal{D}}$ werde a The NOPP at down to get on the & plane they had a quarantiled at the little the whole time Al Same Full pat ananged we were wattre 1 replacement Dane opportunity to purchase \$\$ foid at airport before replacence entryph tood for 1/2 the plane on a 4th how thight Heght 14 oul having NOF latest connection possible usk we tor pooled WS) 811 hao 40 earlier that. au replacement flight were rude + unfriend Rebiant crew or ven canned statement concerning going to united. On fested Compensant on to voucher for tood purchase det connecting airant durin 2+ how wal for a 75 voucher toward Future light after getter · Offer was manuall SC Dast A 0 1 Service Stuff at connecting airport we CEIStorne eå Only 2 people staffed three mo paned confer to help bebook our connecting flights Senia werent briefed on our Sthation, Unit to get nove customer Service staff horisos with a sluread of empoting trune on there for our Again, I'm ven græteful to be here about their senice. They got us down to conplain > traffis us down

what matters most



- 1. Fill in the seat you occupied
- 2. Draw a line showing your exit path you used to evacuate
- 3. If luggage blocked an exit use an "X" to show where it was blocked.



### **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio HOWESTY DON'T REMEMBER ANY PART OF PREFLICENT
2. How much of the preflight Safety Presentation did you watch? □ All □ 75% □ 50% □ 25% K None (If All go to question 4)
<ul> <li>How well could you hear the presentation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear</li> </ul>
4. Is English your primary language? XYYes □ No
5. Did the pre-flight safety presentation help during the evacuation? XYes No Explain: FROM PAST EXPERIENCE WATCHING VIDEOS - OVER 40 YEARS OF AIRLINE PASSENDEN EXPERIENCE - 7 KNEW
WHAT TO EXPECT AND WHAT TO DO
<ul> <li>Did you read the safety instruction card in the seatback in front of you?</li> <li>Yes X</li> </ul>
7. If you did read the safety card, when?
<ul> <li>8. Did the safety card information help you in the evacuation?</li> <li>Yes No</li> <li>Explain:</li> </ul>
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
BELONGINGS BEHIND WHEN EVACUAONY
Emergency Exits
10. When did you look for the emergency exit(s) closest to your seat? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation

	11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
	12. Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes XNo
	13. Were you seated in an emergency exit row?
	14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No
	15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
	<ul> <li>16. Did you read the instructions on operating the exit?</li> <li>☐ Yes ☐ No</li> </ul>
	<ul> <li>17. When did you decide which exit to use?</li> <li>Before the evacuation order was given As I left my seat As I traveled down the aisle</li> <li>Other</li> </ul>
-	18. For what reasons did you choose this exit? (Check all that apply) I was called to the exit I was directed by cabin staff I that the only available exit The other exit was blocked I followed other passengers I that the closest exit Other <u><b>REAR</b></u> <b>PIGHT EXIT THOCH THO LONG TO PIGH</b>
	19. Were you directed away from a specific exit?
	20. Were you directed toward a specific exit?
	<ul><li>21. Did you pass a usable exit at the direction of a flight attendant?</li><li>Yes X</li></ul>
	22. Did you select an exit and then change your mind? Yes XexNo If yes, explain
	Carry-on Baggage
	23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?
	<ul><li>24. Did you have to gate check a bag you were planning to carry on?</li><li>Yes X No</li></ul>
*****	25. Where did you store your:         Purse:       Under seat         Overhead bin       Closet         Briefcase:       Under seat         Overhead bin       Closet         Other         Computer:       Under seat         Overhead bin       Closet         Other         Suitcase 1:       Under seat         Overhead bin       Closet         Other         Overhead bin       Closet         Other         Suitcase 2:       Under seat
***************************************	<ul> <li>26. Did you attempt to take any carry-on items with you during the evacuation?</li> <li>Yes X No</li> <li>If no skip to item 30</li> </ul>

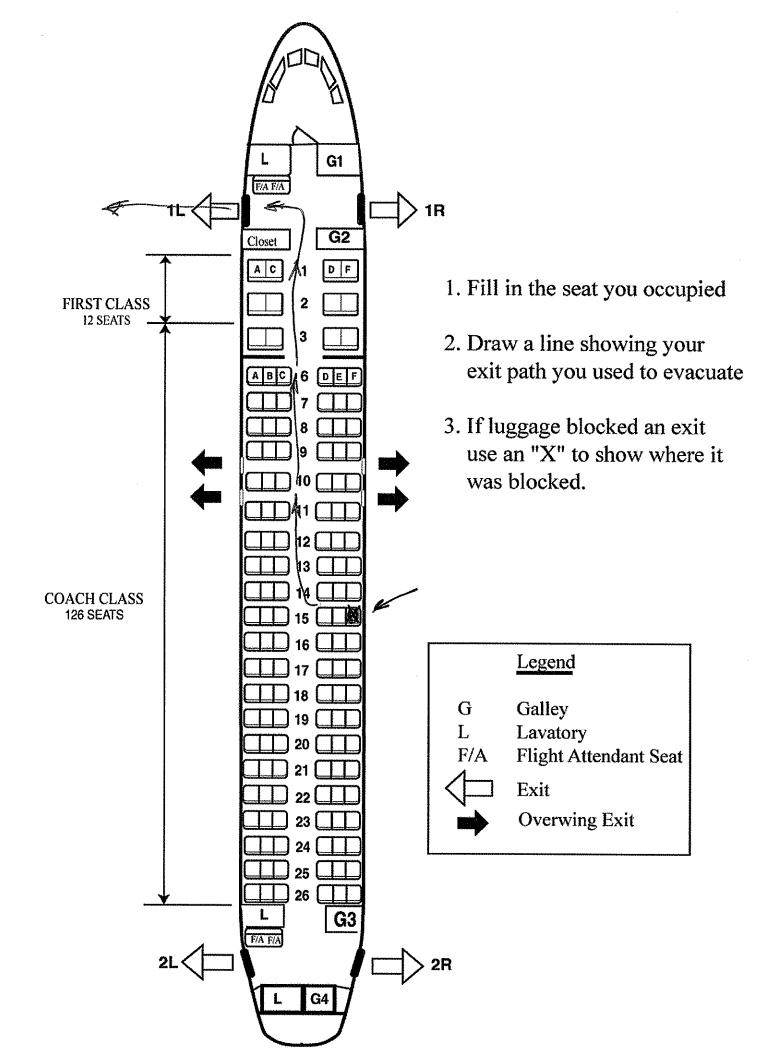
27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other <b>Phanke</b>
28. Where were the items stored? Under seat D Overhead bin D Closet D Other
<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant Placed in a seat Returned to overhead bin</li> <li>Dropped to floor Carried down slide/out wing Other</li> </ul>
30. Did other passengers attempt to take carry-on items with themselves? X Yes INO
31, Did passengers retrieving carry-on luggage slow the evacuation?
32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes  No
34. Did you hesitate before getting on slide? Yes No If no skip to item 36
<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
36. How did you get on the slide? Jumped Sat down then slid Was pushed by another person
<ul> <li>37. What happened at the bottom of the slide? (Check all that apply)</li> <li>▲ Landed on feet □ Landed on feet and tumbled over ▲ Landed on backside ▲ Landed on another passenger</li> <li>□ Another passenger landed on me □ Someone caught me □ Other</li> </ul>
38. Did anyone give you instructions at the bottom of the slide? ☐ Yes K No
39. If yes, who gave you instructions?         Crewmember       Fire fighter         Another passenger       Other
Passenger Behavior
<ul> <li>40. Did you consider another exit because of slow moving lines?</li> <li>✓ Yes □ No</li> <li>41. Were you traveling with anyone?</li> <li>✓ Yes □ No If no skip to item 46</li> </ul>
42. With whom were you traveling? (Check all that apply)

43. If you were traveling with a child, were you using a child safety seat?
44. Were you seated with your companion(s)? K Yes □ No
45. Did you evacuate with your traveling companion(s)?
46. Other passengers in general were cooperative during the evacuation.
Seat Belt Usage
47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft? ☐ Yes X No ☐ Seatbelt was not buckled
$\mathbf{p}$ with $\lambda$
50. Was there smoke in the cabin? Yes X No If no skip to question 52
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting?
Communication
53. Who first informed you an evacuation was necessary?
54. Did you hear an alarm or alert before or while you were evacuating?
55. At the time, did you know why an evacuation was necessary? Yes ☐ No
56. Did the flight attendants give you any instructions just prior to the evacuation?
<ul> <li>57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?</li> <li>Yes No KNot enough time</li> <li>58. Did you hear the flight attendants giving evacuation instructions during the evacuation?</li> <li>Heard every word Some words difficult to hear Most words difficult to hear KHeard nothing</li> </ul>
59. Did you understand the flight attendants' instructions? Yes No "Appr art", "Lorante to Way Thrule", North out"
60. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other

61. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?
If yes, what were you asked to do and did you do the task?
62. Did you sustain any injuries during the evacuation?
Yes X No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
63. Did you sustain any injuries after the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
64. Describe the location of injuries suffered?
<ul> <li>65. Description of injuries suffered? (Check all that apply)</li> <li>Sprain Fracture Concussion Broken Back Dislocation Strain</li> <li>Burn Abrasions (Lacerations &amp; Bruises) Smoke inhalation</li> <li>Other</li> </ul>
Post Evacuation Events
66. What did you do once you exited the plane? I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane I assisted other passengers in their evacuation I waited near plane for help to arrive
<ul> <li>Other</li> <li>67. Did you notice any exterior aircraft lights illuminated?</li> <li>☐ Yes K No</li> </ul>
68. Were crewmembers or rescue personnel directing passengers on where to gather? Yes No
<ul> <li>69. Did all passengers meet at an area away from the airplane?</li> <li>No, passengers were scattered □ No, the passengers gathered at airplane</li> <li>No, only a few passengers were grouped away from aircraft K Yes, passengers met away from the aircraft</li> </ul>
70. How did you leave the site of the evacuation?
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Your Location	
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows.	
71. Seat Number 15F	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	 
Personal Information 72. Have you ever had to evacuate an aircraft before? Yes No	
73. Age <u>54</u>	
74. Height 619	
75. Weight 180	
76. Gender Male Female	
77. Prior to departure, was your ability to evacuate affected by any of the following:          Vision       Hearing       Age       Injury       Recent surgery       Cane         Other       MNR	
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	с. Х.
I HAVE PADEDS OF THE FLANE AT RERT AFTER THE LANDNY.	

**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. THE REAL WAR SIAN EATS VV OPAN NO pround ONCE THREE WAR Dichello オディ EVERYOUR MOVED THE ANAY FRIM PLA THAN ONN ACE 0P-FRR- F216145 PART INSTRUCTION SHOULP BR RE- ITPRASTON OF LENING PERCENT BEINNO IN THE ENAL OF EVACUATIO BELONINAS



# **PASSENGER QUESTIONNAIRE**

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6390. Thank you for your assistance.

Safety Briefing					
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio					
2. How much of the preflight Safety Presentation did you watch? ☐ All ☐ 75% 🕱 50% ☐ 25% ☐ None (If All go to question 4)					
3. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear					
4. Is English your primary language? Yes INO					
<ul> <li>5. Did the pre-flight safety presentation help during the evacuation?</li> <li>Yes X No</li> <li>Explain:</li> </ul>					
they did not explain that the emergency water some passengers were trying to use that exit.					
6. Did you read the safety instruction card in the seatback in front of you?					
7. If you did read the safety card, when? Prior to flight During pre-flight briefing In-flight					
8. Did the safety card information help you in the evacuation? Yes No Explain: For the Slide MStuchmon					
9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)					
Emergency Exits          10. When did you look for the emergency exit(s) closest to your seat?         During boarding       During the pre-flight briefing         During the evacuation					

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	11. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
	12, Prior to the evacuation did you count the number of rows from your seat to an emergency exit? Yes 🗌 No
	13. Were you seated in an emergency exit row?
	14. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? ☐ Yes ☐ No
	15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?
	16. Did you read the instructions on operating the exit?
	<ul> <li>17. When did you decide which exit to use?</li> <li>Before the evacuation order was given □ As I left my seat □ As I traveled down the aisle.</li> <li>Other</li> <li>Out. Ne New Slide took some from to get 0 out. Only a few went down the apply.</li> <li>18. For what reasons did you choose this exit? (Check all that apply)</li> <li>□ I was called to the exit □ I was directed by cabin staff ○ It was the only available exit</li> <li>□ The other exit was blocked □ I followed other passengers □ It was the closest exit</li> </ul>
	19. Were you directed away from a specific exit?
	20. Were you directed toward a specific exit? ↓ Yes □ No
	21. Did you pass a usable exit at the direction of a flight attendant?
	22. Did you select an exit and then change your mind?
Lates	
-storate	Carry-on Baggage
	23. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?
	24. Did you have to gate check a bag you were planning to carry on? ☐ Yes XNo
	25. Where did you store your:
	Purse:       Under seat       Overhead bin       Closet       Other         Briefcase:       Under seat       Overhead bin       Closet       Other         Computer:       Under seat       Overhead bin       Closet       Other
	Suitcase 1:       Under seat       Under seat       Overhead bin       Closet       Other         Suitcase 2:       Under seat       Overhead bin       Closet       Other
	26. Did you attempt to take any carry-on items with you during the evacuation? Xes INo If no skip to item 30
L	

	27. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other
	28, Where were the items stored?
	<ul> <li>29. What happened to any carry-on bags you took with you during the evacuation?</li> <li>Taken by flight attendant  Placed in a seat  Returned to overhead bin</li> <li>Dropped to floor  Carried down slide/out wing  Other</li> </ul>
	30. Did other passengers attempt to take carry-on items with themselves?
	31. Did passengers retrieving carry-on luggage slow the evacuation? ☐ Yes ☑ No
	32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
20064	
d All Kord &	Emergency Slides 33. Was a flight attendant at the doorway giving directions? Yes INO
	34. Did you hesitate before getting on slide? ☐ Yes No If no skip to item 36
	<ul> <li>35. Why did you hesitate? (Check all that apply)</li> <li>Did not know what to do Concerned about injury Concerned about landing on another person</li> <li>Concerned slide might deflate Concerned about going over side of slide Afraid of heights</li> <li>Slide looked too steep Other</li> </ul>
	36 How did you get on the slide? Jumped Sat down then slid Was pushed by another person
	7. What happened at the bottom of the slide? (Check all that apply) Landed on feet Another passenger landed on me Someone caught me Other
	8. Did anyone give you instructions at the bottom of the slide?
	9. If yes, who gave you instructions?
11011	Desegrant Debasien
k	0, Did you consider another exit because of slow moving lines?
	1. Were you traveling with anyone? Yes XNo If no skip to item 46
4  C	2. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other
1	

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<ul> <li>43. If you were traveling with a child, were you using a child safety seat?</li> <li>Yes No</li> </ul>
44. Were you seated with your companion(s)? ☐ Yes ☐ No
45. Did you evacuate with your traveling companion(s)?
46. Other passengers in general were cooperative during the evacuation. ☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree X Strongly Agree
Seat Belt Usage
47. Was your seat belt fastened prior to the evacuation? Yes, Very Tight X Yes, Moderately Tight Yes, Loose No Can't recall
48. Did you have any difficulties unfastening your seat belt?
49. Did unfastening your seat belt slow down your evacuation of the aircraft?
Freedow 4
50. Was there smoke in the cabin?
51. What was the intensity of the smoke?
52. Did you notice the lights marking the exits or floor lighting? Yes INO
Communication
53. Who first informed you an evacuation was necessary?         Pilot       Flight Attendant         Other Passenger       Personal Decision
54. Did you hear an alarm or alert before or while you were evacuating?
55. At the time, did you know why an evacuation was necessary?
56. Did the flight attendants give you any instructions just prior to the evacuation? ☐ Yes No ☐ Not enough time
57. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time
58. Did you hear the flight attendants giving evacuation instructions during the evacuation?
59. Did you understand the flight attendants' instructions? Yes ☐ No
60. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Indicated passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other

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Yes No	assign you any duties (e.g., a you asked to do and did you o	to the task?	ide)?		
		Injury			
Yes No	in any injuries <b>during</b> the eva	acuation?			
🗌 Yes 🕱 No	in any injuries <b>after</b> the evacution in the evacution of the second state of the seco		your evacuation		
64. Describe the lo	ocation of injuries suffered?	Back 🗌 Face 🗌 Head	1 []] Other	· · · · · · · · · · · · · · · · · · ·	
Burn Abra	injuries suffered? (Check all acture Concussion asions (Lacerations & Bruise	Broken Back Disloce	tion 🗌 Strain	н. Та	
I assisted other	do once you exited the plane? a the airplane I waited for passengers in their evacuation	or friends/family to exit	] I was assisted away fro	om the plane	
Yes No	any exterior aircraft lights il				
69. Did all passens	gers meet at an area away from were scattered INo, the p passengers were grouped awa	m the airplane? passengers gathered at airm	ane	n the aircraft	
70. How did you le	eave the site of the evacuation inal Bussed to terminal	1?	al Ø Other busse Hote	d to A I unti	iv-por-
	· .		trig	d to A 1 unti nt ama 1d be	mad

Your Location	
The attached diagram on the last page shows the cabin diagram of the aircraft. The doors and exits are indicated by large arrows. 71. Seat Number	
Please indicate the following locations on the diagram. If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. Use this diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.	
Personal Information	
72. Have you ever had to evacuate an aircraft before?	
73. Age 49	æ
74. Height 514	
75. Weight 150	
76. Gender Male X Female	
77. Prior to departure, was your ability to evacuate affected by any of the following:	
78. How often do you travel by air? First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year More than 6 flights per year	
79. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other	
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**Final Thoughts** Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed. QV landi 0

> I do have photos of the plane after landing.

