

Office of Aviation Safety
Washington, D.C. 20594

December 21, 2011

ADDENDUM 2

SURVIVAL FACTORS GROUP FACTUAL REPORT OF INVESTIGATION

I. ACCIDENT : 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. Summary

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

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?

☒ 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:

*ALTHOUGH NO MENTION OF LEAVING STUFF BEHIND WHEN EVACUATING. THE
FLIGHT ATTENDANTS HAD TO YELL THAT DURING THE EVACUATION, MOST LISTENED.
PERHAPS IF THAT IT WAS PART OF THE STANDARD MESSAGE, MORE WOULD KNOW THAT
BY "INSTINCT."*

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?

☒ Yes ☐ No

Explain:

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

SEE ABOVE

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?

☒ Yes ☐ 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?

☐ 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 _____

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 ☐ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit
☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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?

- ☒ 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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

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 ☒ 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 ADULT SON

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 DID A GREAT JOB

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?

Injury

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 ☒ 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 was assisted away from the plane
☐ I assisted other passengers in their evacuation ☐ I waited near plane for help to arrive

☒ Other WALKED QUICKLY AWAY FROM THE PLANE

67. Did you notice any exterior aircraft lights illuminated?

☐ Yes ☒ No

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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 13C

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 51

74. Height 6'2"

75. Weight 190

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 _____

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

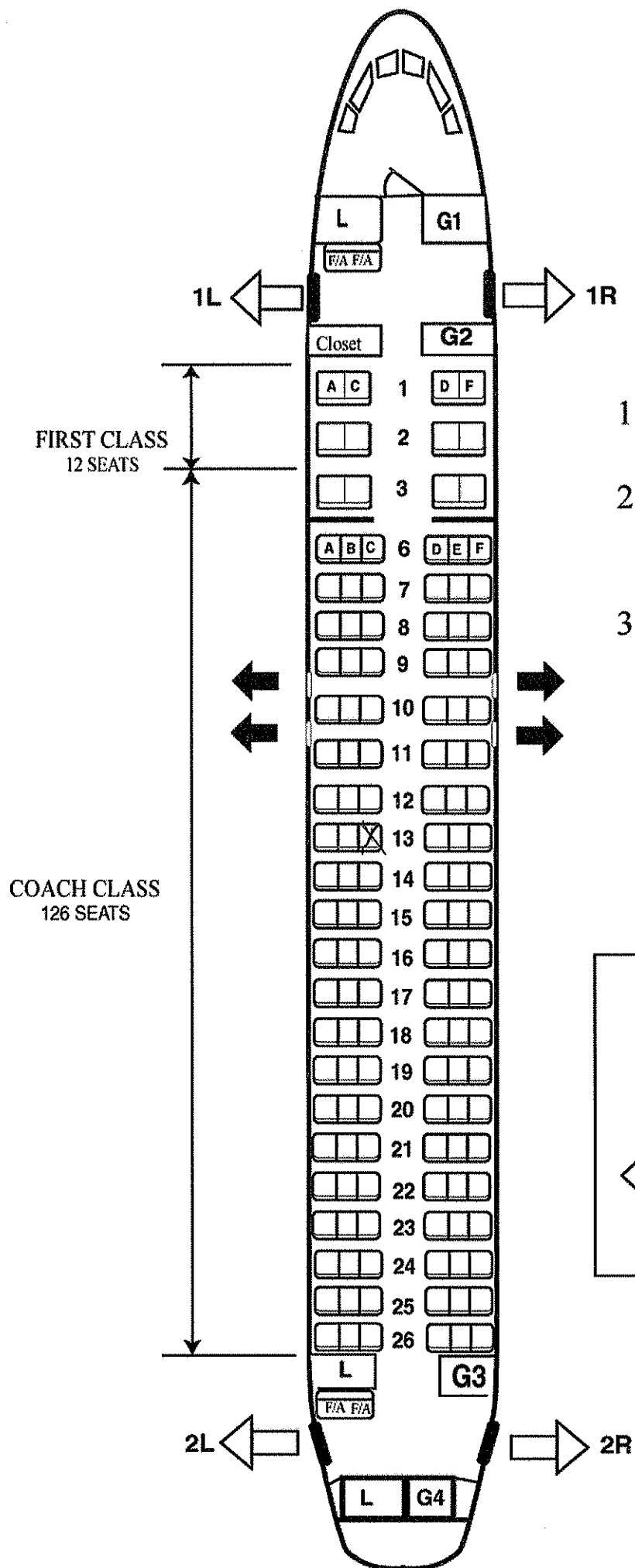
☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ 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.

- THE FORWARD STARBOARD SLIDE DID NOT INFLATE SO THE EXIT WAS NOT USABLE.
- FLIGHT CREW DID A GREAT JOB
- IT WAS A BIT DIFFICULT FOR CREW + EMERGENCY PERSONNEL TO COMMUNICATE WITH US, LARGE GROUP + LOTS OF BACKGROUND NOISE.
- LACK OF INFO WHILE WE WAITED IN THE HOTEL WAS FRUSTRATING.
- WOULD HAVE BEEN NICE TO HAVE SOME COUNSELING SERVICES AVAILABLE WHILE WE WAITED. SOME WERE VERY UPSET.



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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit

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PASSENGER QUESTIONNAIRE

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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 ☐ No

5. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: We did not use the emergency doors- we went out
the regular exit down the side

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?

☐ Yes ☒ No

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?

☒ Yes ☐ 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?

☐ 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 _____

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 ☒ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☐ Other _____

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?

☒ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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?

- ☐ 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

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

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?

- ☒ 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?

- ☐ Yes ☒ No

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 ☒ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☐ Some words difficult to hear ☒ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☐ Yes ☒ No

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 ☐ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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 7

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 32

74. Height 5'11"

75. Weight 190

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 _____

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

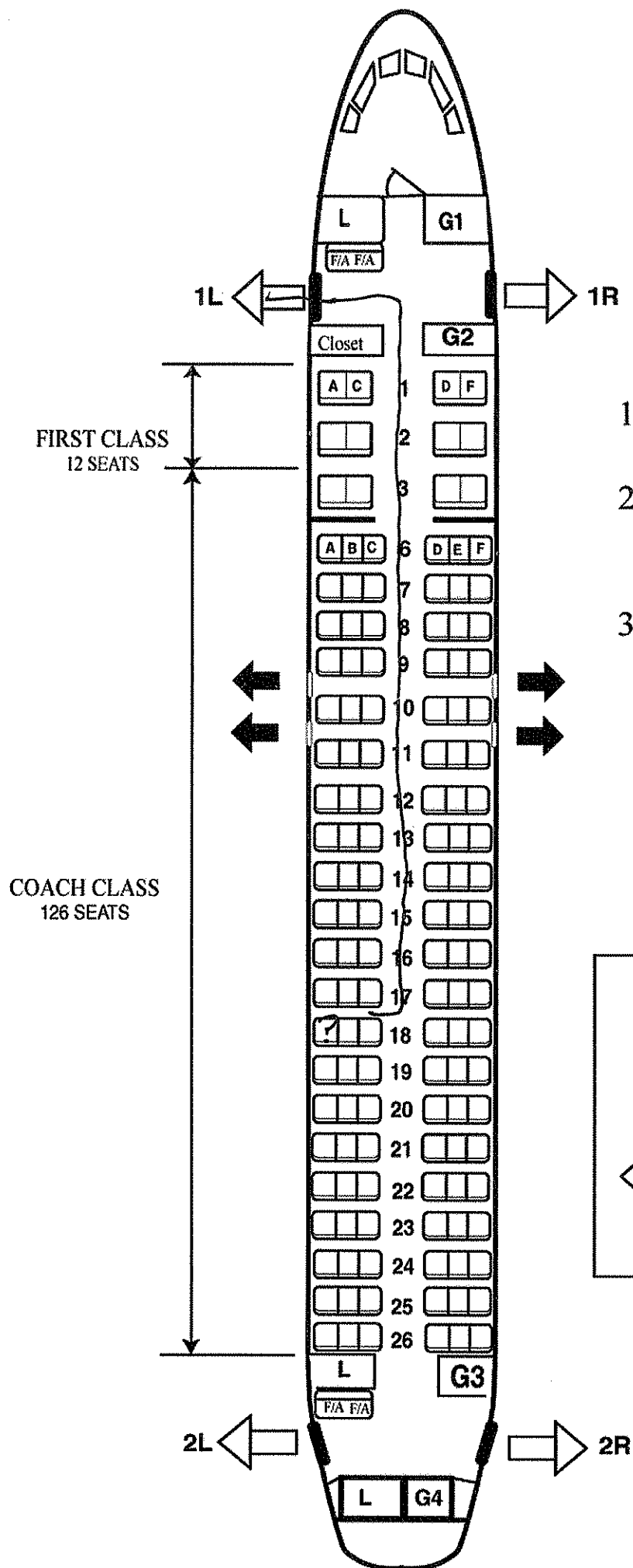
☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ 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.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.



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.

Legend	
G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit

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?

☒ 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: Been flying for many years - all routine

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?

☐ Yes ☐ No

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?
☐ Yes ☒ 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?
☐ 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 ONE EXIT WAS AVAILABLE - none others worked
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 ☒ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____
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?
☐ 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 ☒ No
25. Where did you store your:
- | | | | | |
|-------------|-------------------------------------|--|---------------------------------|--------------------------------------|
| Purse: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Briefcase: | <input type="checkbox"/> Under seat | <input checked="" type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Computer: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 1: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 2: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> 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 _____

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?

- ☒ 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

DON'T KNOW

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

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?

- ☐ 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?

- ☒ Yes ☐ No

39. If yes, who gave you instructions?

- ☐ Crewmember ☒ Fire fighter ☐ Another passenger ☐ Other

Sheriff Deputy

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 _____

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☒ Yes ☐ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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

*Person Behind me collided into my back
@ the bottom of the slide.*

63. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other *Bussed to Hotel*

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

13 E

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

64

74. Height

6'

75. Weight

165 #

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 _____

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 _____ ☒ 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.

United Was Terrible - They Promised Food
none WAS ON BOARD 2nd FLIGHT - They Promised
someone would be WAITING in San Francisco to
help, no one was there - they acted as if
they could have cared less about my continuing
flight to Hong Kong (Via Tokyo) ^(which I missed) - They gave us
a meal voucher, then sent us to a hotel without
a restaurant - United WAS NOT AT ALL
concerned about their passengers' inconvenience
only saving FACE.

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

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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 ☐ 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 emergency landing.

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?

☐ Yes ☒ No

Explain: Only the front exit was opened at first. There was no choice of exit

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?

☐ Yes ☒ 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?

☐ 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 *See question #8. Only the front emergency exit was opened. There was no choice!*

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 ☒ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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?

- ☒ 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

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

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?

- ☒ 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?

- ☐ Yes ☒ No

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 ☒ 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 _____

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☐ 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?

☐ Yes ☒ No

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?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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

hit in back at bottom of slide by another passenger. Hurt back - could not quickly exit slide. I could not walk away from slide quickly + back + leg hurt. BIG bruise on my back - still in pain now

63. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ 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 *pinched nerve lumbar spine affecting left leg*

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 *could only slowly walk away from plane*

67. Did you notice any exterior aircraft lights illuminated?

☐ Yes ☒ No

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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

14D

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

59

74. Height

6' 1 1/2"

75. Weight

240

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 _____

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

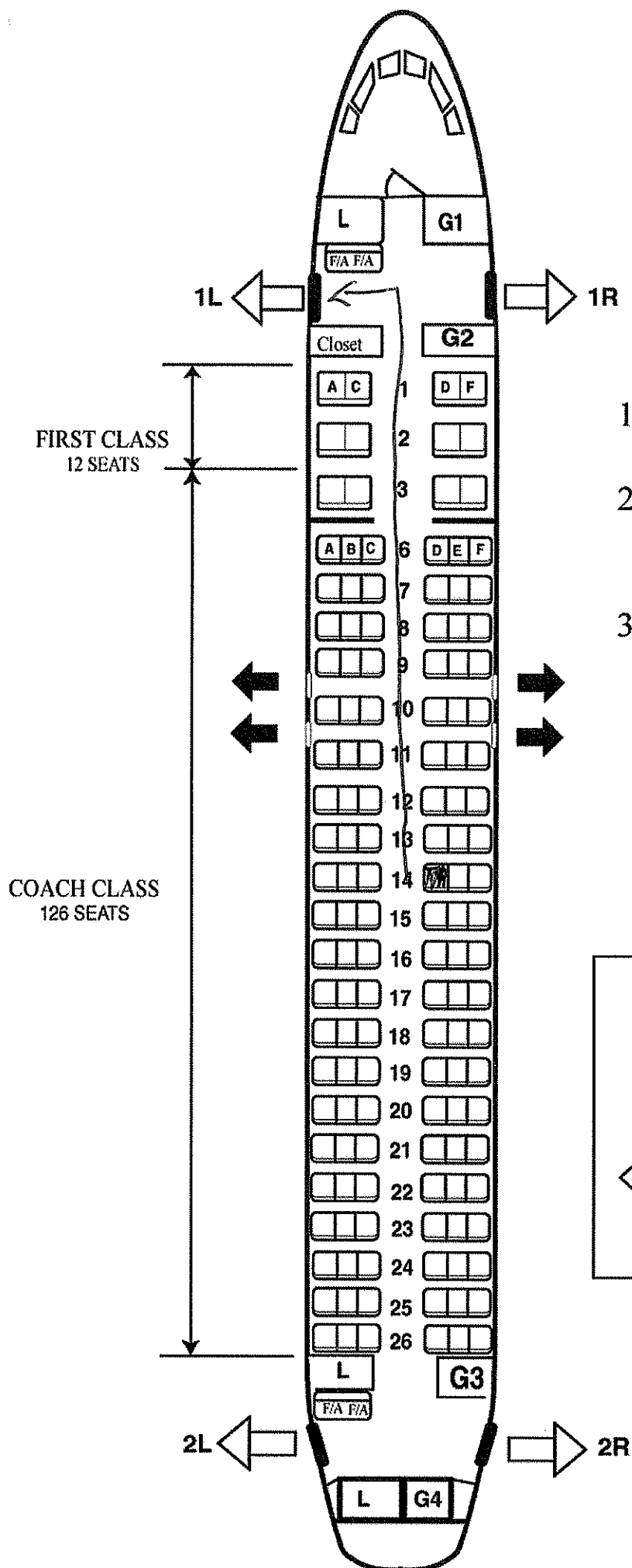
☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ 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 was no communication from the crew on what was occurring. I knew something wrong when plane engines seemed to hesitate & electrically went out. Then seemed possible would crash as plane turned back to airport. Still nothing from crew. Landed & went off runway. Then Stewardess shouted to exit plane immediately & front emergency exit opened.



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.

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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 ☐ No

5. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain:

I actually looked at the emergency "card" in my front seat pocket when I knew we were in trouble + was reminded "oh yes-brace myself with my arms"!

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 ☒ In-flight

8. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain:

above

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

Never -

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?

☐ 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 *N/A*

15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No *NOT/A*

16. Did you read the instructions on operating the exit?

☐ Yes ☒ No *I have before though*

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 ☒ It was the only available exit
☒ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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 baggage
purse with computer

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

I was holding my bag + even though they said leave everything behind since it was in my arms I just held onto it. In the excitement I just didn't leave it -

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

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?

- ☐ 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 Someone helped me

38. Did anyone give you instructions at the bottom of the slide?

- ☒ Yes ☐ No

Run - get away from plane

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 ☒ 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 _____

43. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No *N/A*

44. Were you seated with your companion(s)?

☒ Yes ☐ No

45. Did you evacuate with your traveling companion(s)?

☐ Yes ☒ No *Since passengers were in the aisle he went back to get his glasses + then they opened the BACK Exit so we were separated - he went out the back*

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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☐ No *I knew we were in trouble - descending not ascending*

56. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☐ No ☐ Not enough time *yes - move get out - leave personal belongings - a sense of urgency -*

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?

☒ 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 _____

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?

Injury

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

Just a bit jarred on landing

63. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ 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 was assisted away from the plane
☐ I assisted other passengers in their evacuation ☐ I waited near plane for help to arrive
☐ Other _____

I ran toward my husband

67. Did you notice any exterior aircraft lights illuminated?

☐ Yes ☒ No

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

Hilton Hotel

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 24 C aisle

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

63

74. Height

5' 2 1/2"

75. Weight

113.5

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 NO

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 round trip

☐ More than 6 flights per year

79. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ 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.

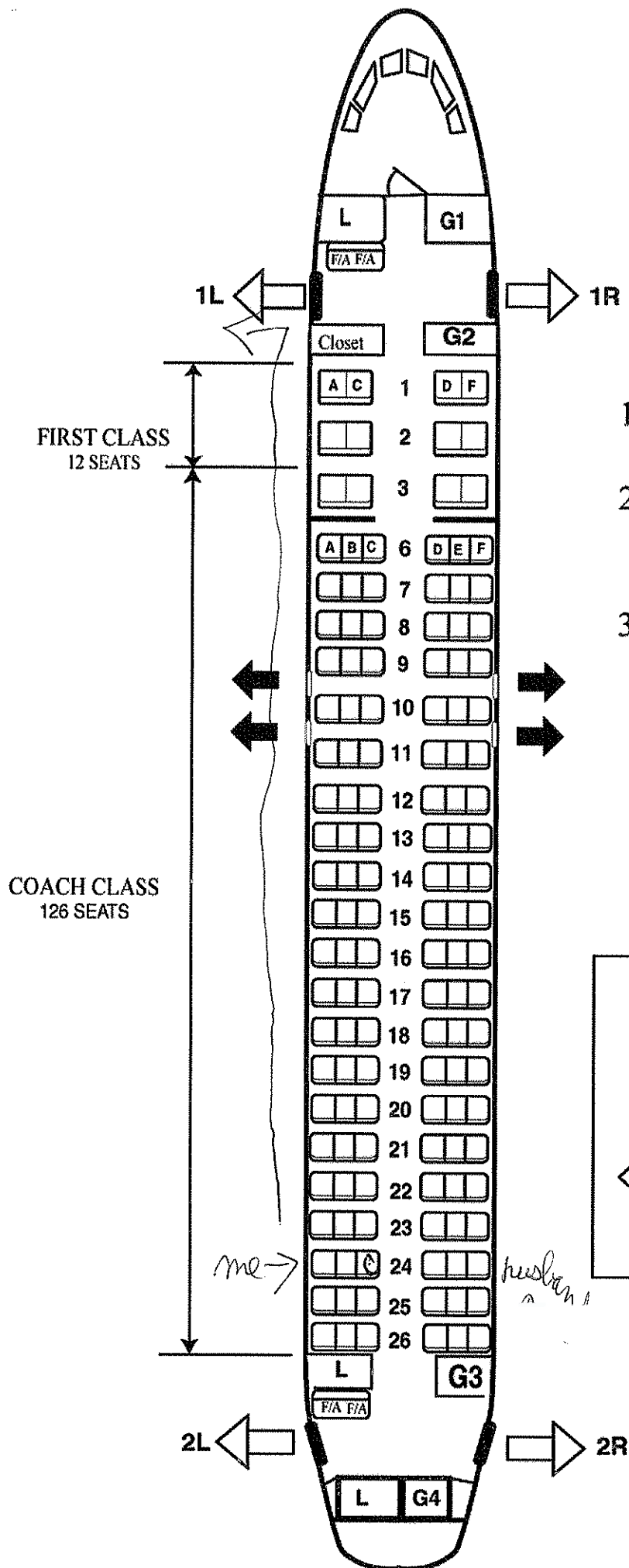
Crew ^{including} pilot + copilot were awesome.
professional, efficient, humble.
passengers were calm + organized
& grateful. It was still a harrowing experience.
Hilton Hotel breakfast terrific &
welcome after the ordeal.

We were told once finally on plane
home, meals would be provided.
Not only were they not provided,
there was not enough food on the
plane.

Having to go back thru security
through offices was a bit cumbersome.

Compensation was quite stingy I felt.
United could have come out looking
so much better offering passengers
something more generous. Instead
they offered \$150 or 7500 miles,
quite inadequate for such an
emergency, frightening but thankfully
safe landing.

Since electrical was out + we had
no notice from personnel I was
thankful they yelled loudly +
efficiently for us to get out. Many
thanks to this pilot + copilot.



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.

<u>Legend</u>	
G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit

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

Don't recall

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 ☐ No

5. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☒ No

Explain:

Previous ones from previous flights. I knew to leave my luggage, to go to back of plane, put first on slide

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?

☐ Yes ☒ No

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?

☐ Yes ☒ 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?

☐ 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 _____

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 ☐ It was the only available exit
☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 Jacket

28. Where were the items stored?

- ☐ Under seat ☐ Overhead bin ☐ Closet ☒ Other Seat

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?

- ☒ Yes ☐ No

32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

- ☐ Yes ☐ No Don't know

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

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?

- ☐ 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?

- ☐ Yes ☐ No Don't recall

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 ☒ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

59. Did you understand the flight attendants' instructions?

☐ Yes ☒ No

No real 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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☐ Yes ☒ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other Bussed
to separate hotel

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 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 36

74. Height 6

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 _____

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 _____ ☒ None

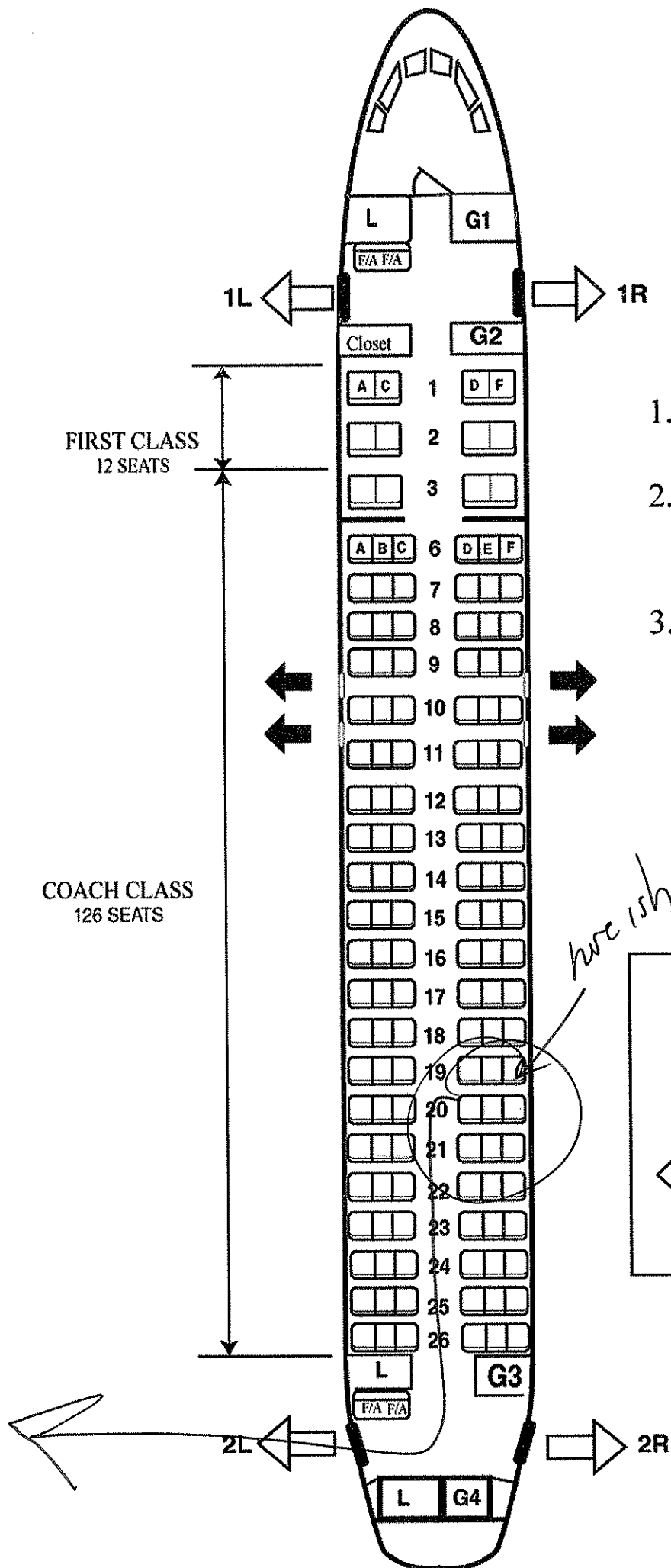
Final Thoughts

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.

No alarms or info - just a quiet landing
long pause then panicked F.A. yelling
at us to exit. Some passengers grabbing
bags - very annoying. A moment of
crowd panic, but then we left via
back slide no problem.

People nice, but no info given as they
were on.

I would like to know what happened.
Is the report something that will
be public?



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.

<u>Legend</u>	
G	Galley
L	Lavatory
F/A	Flight Attendant Seat
←	Exit
→	Overwing Exit

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?

☐ 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:

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?

☐ Yes ☐ No

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?

☒ Yes ☐ 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?

☐ 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 _____

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 ☐ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit

☐ Other _____

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?

☐ 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 ☒ 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?

☐ 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?

- ☐ 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?

- ☒ 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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

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 ☒ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☒ Yes ☐ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other Bussed to hotel

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 2D

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 57

74. Height 5'8"

75. Weight 150 lbs

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 _____

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

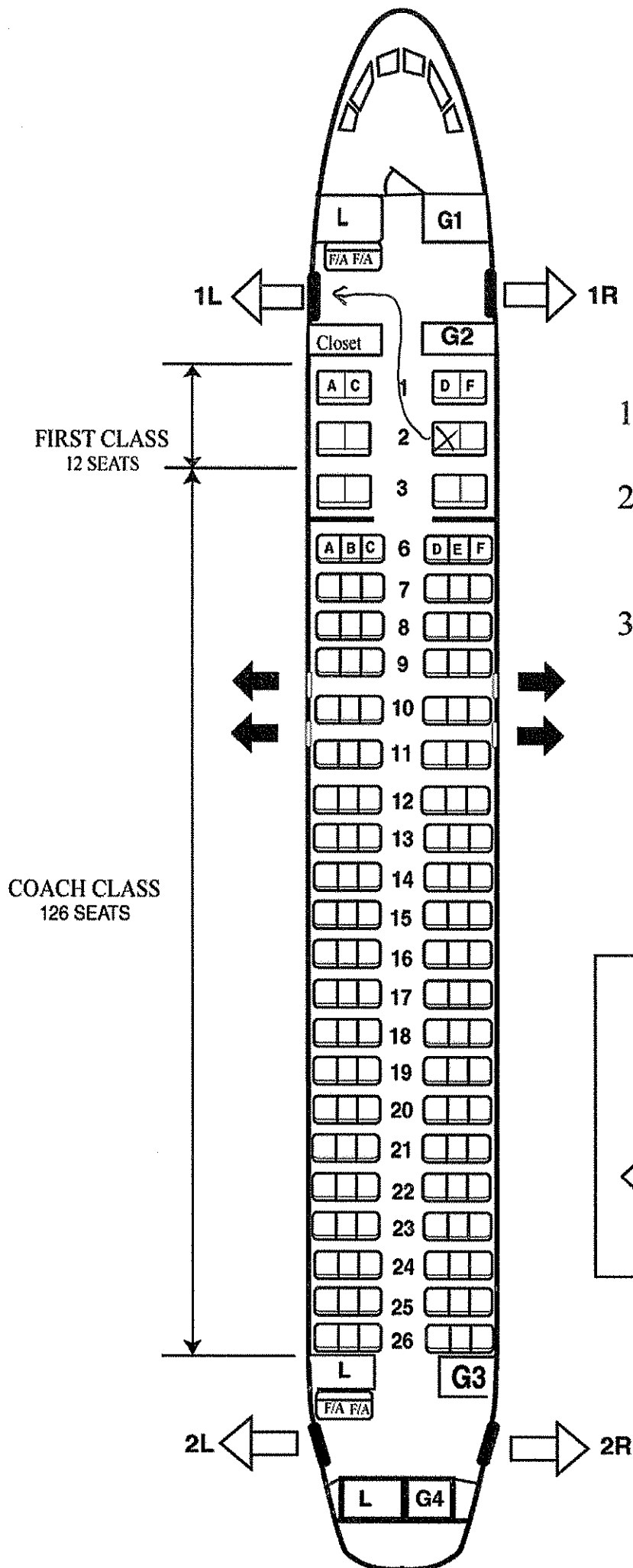
☐ Other _____ ☒ None

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.

The passengers were directed away from the plane to ~~the~~ a road on the perimeter of the airport. We waited for an hour or so milling around outside with little or no instruction. It seemed like the local airport officials ~~are~~ were not well prepared to gather up the passengers and transport them away promptly from the site. We waited for a long time for some rental car (Hertz etc) buses to pick us up.

The flight crew was excellent but I felt that the local authorities on the ground ~~are~~ were not well organized or prepared for a serious incident.



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.

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?

☐ 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:

I WAS seated 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 minutes 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?

☒ 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?

☐ Yes ☒ No

Explain:

was reading how to operate door - and we didn't use the emergency exits

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

clarity about whether to open emergency exit even if a flight attendant's announcements not audible

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?

☐ Yes ☒ No *m exit row*

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?

☒ 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 ☒ It was the only available exit *opened*

☐ The other exit was blocked ☒ I followed other passengers ☐ 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?

☒ Yes ☐ No *every one went out @ front door as far as I could tell as we were directed*

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 ☒ 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?

☒ 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 phone

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?

- ☒ 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 limited, she shut them down, made them leave behind in 1st class seats

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

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 slide, asked to wait a moment

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?

- ☒ Yes ☐ No

39. If yes, who gave you instructions?

- ☐ Crewmember ☒ Fire fighter ☐ Another passenger ☐ Other _____

or other 1st responder

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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

52. Did you notice the lights marking the exits or floor lighting?

☒ Yes ☐ No Came on when power went out a few minutes into flight

Communication

53. Who first informed you an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision It was very obvious - knew the plane was in an emergency situation

54. Did you hear an alarm or alert before or while you were evacuating?

☒ Yes ☐ No could hear something as we passed cockpit

55. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ 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 system stopped working a few minutes into flight

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 (actually stopped mid-announcement, and cabin went dark, our 1st indication of a problem) how

59. Did you understand the flight attendants' instructions?

☒ Yes ☐ No get out, everyone out, leave everything behind, now, now, now

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)?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task?

just run towards the fence, get away from the aircraft

Injury

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 ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

except the trauma of no longer being a relaxed traveler - problematic when you fly 200,000 miles a year for work!

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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ 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

11A (maybe 10A) L side exit 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.

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

215#

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 _____

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 200,000+ miles

79. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ 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.

Directions to open emergency exit not definitive. Discussion amongst those in exit row how to proceed. As front of cabin evacuated we just followed. Probably slowed evacuation of passengers farther back. Hampered by no PA system to make/give direction to us.

Flight crew very professional both during evacuation and on ground; fire crew professional and demonstrated care and concern once evacuated.

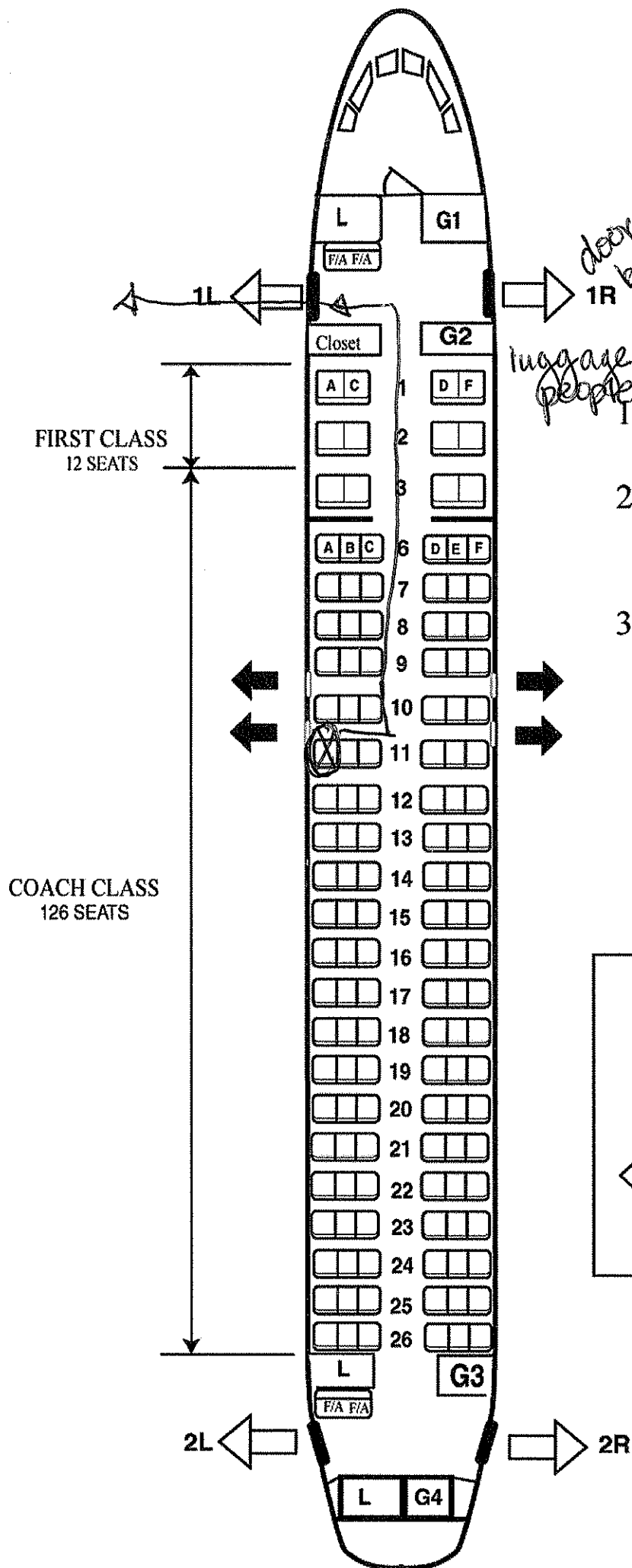
United's outreach and follow up post event very poor. Only reached out when folks started commiserating on Facebook.

As a frequent flyer, knew early on (within minutes of take off) that there was a problem.

- ① PA system off mid announcement - then no more rest of flight
- ② Emergency lighting on
- ③ Engine sounds odd, backed off throttle.
- ④ Levelled off very low altitude (few thousand feet)
- ⑤ Many odd mechanical sounds, could see flaps move on wings, but not fully deployed
- ⑥ Banked back and forth many times
- ⑦ Descended even farther final few miles of approach easily at altitude < 1000 ft.
- ⑧ hit runway really hard
- ⑨ abrupt ~~start~~ stop

Evacuation started within 2 min max.

Pilot gave short debrief to folks on side of tarmac once all passengers and crew evacuated. Appreciated candor since there was no communication during flight, landing or evacuation. Scary to not have any guidance



1. Fill in the seat you occupied *after that flight attendant made folks leave behind*
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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◁	Exit
➡	Overwing Exit

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?

☒ 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: People seemed to know where the exits 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?

☒ Yes ☐ No

Explain: Information on card was clear

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

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?

☐ 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?

☐ 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 _____

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 ☐ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☒ Other *I was lost in the middle of the cabin. It was a 50/50*

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?

☐ 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 ☒ 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?

☐ 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?

- ☐ 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?

- ☐ Yes ☐ No *not sure*

31. Did passengers retrieving carry-on luggage slow the evacuation?

- ☐ Yes ☐ No *not sure*

32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

- ☐ Yes ☐ No *Didn't hear any - but I heard Flight attendant yell to someone*

Emergency Slides

"get off - leave it"

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

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?

- ☒ 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?

- ☐ Yes ☒ No

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 ☐ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

52. Did you notice the lights marking the exits or floor lighting?

☒ Yes ☐ No

Those were the only things on

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 ☒ No

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

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?

☐ Yes ☐ No

Did not hear any

*Except what I
Cited in Q-32*

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

only as exiting plane.

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?

Injury

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 ☒ 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 MIA

65. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other MIA

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 Walked away from plane towards others

67. Did you notice any exterior aircraft lights illuminated?

☐ Yes ☒ No

68. Were crew members or rescue personnel directing passengers on where to gather?

☐ Yes ☒ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other Bus to hotel

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 5'07

75. Weight 200

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 ☒ No
☐ 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 _____ ☐ 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.

Based on what happened, the crew did all that they could, except once we left the aircraft safely, more needs to be done.

- Nobody took accountability
- They only generally asked "is anybody hurt"
- There was no direction after exit as to where to rally

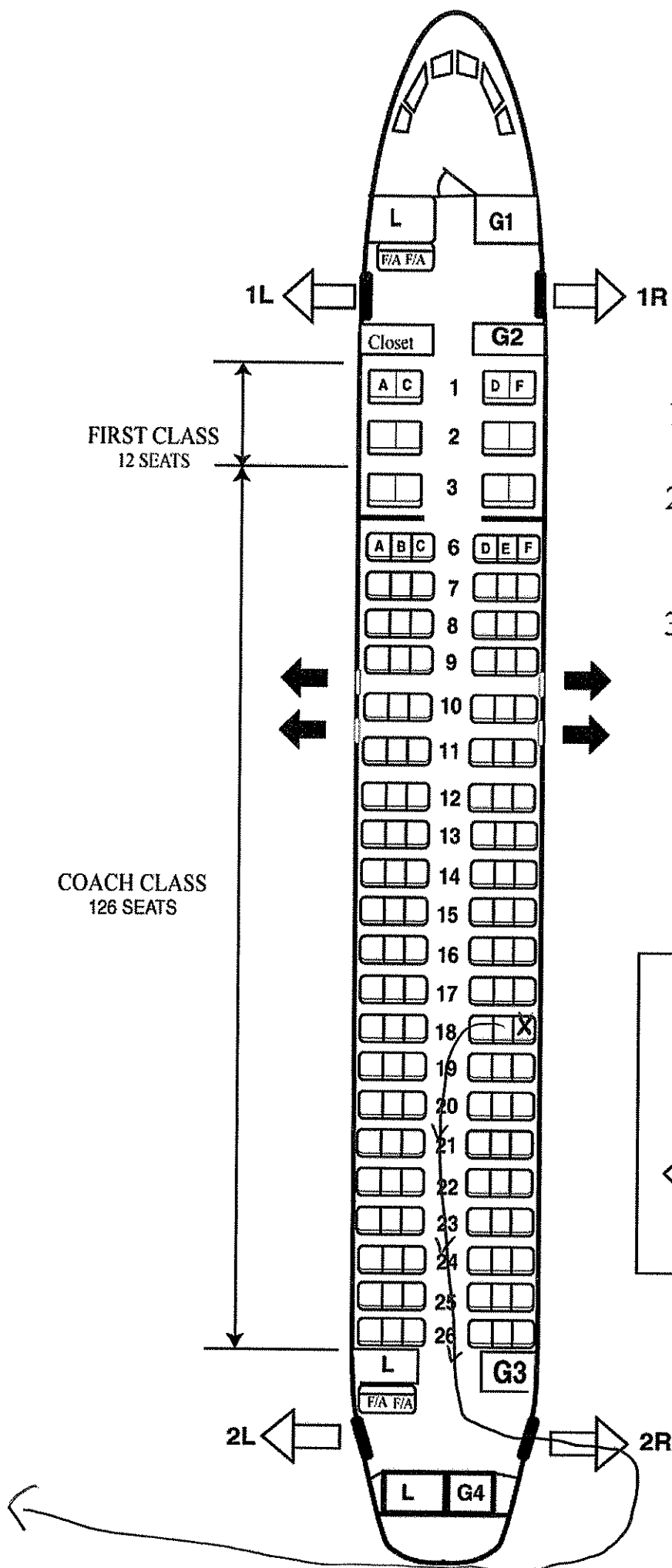
Regarding Safety Instructions - Suggestions

"If for some reason we land unexpectedly and you do not hear crewmember instructions - look for a crew member."

- Add to briefing whether you should or should not use wing exits on a non-water landing

I have a few pictures

I was most prepared because I was listening to "In the Cockpit" and once the power went out and the plane diverted I knew something was about to happen. All airlines should offer that.



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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit

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

Don't remember.

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

*It was loud and clear
even though I didn't
listen to it.*

4. Is English your primary language?

☐ Yes ☐ No

5. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain:

*I have heard them many times and I have a good sense of
evacuation procedures*

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?

☐ Yes ☐ No

Explain:

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

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?

☐ 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?

☐ 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 _____

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 ☐ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 computer bag

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?

- ☒ 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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

39. If yes, who gave you instructions?

- ☒ Crewmember ☐ Fire fighter ☐ Another passenger ☐ Other _____

As I recall. Could have been a firefighter

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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

*I was not instructed to
do this by crew or fireman
at bottom of slide.*

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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 2C (or 3C)

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 73

74. Height 6' 2"

75. Weight 173

76. Gender

☒ Male ☐ Female

77. Prior to departure, was your ability to evacuate affected by any of the following: No

☐ 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 _____ ☒ None

Final Thoughts

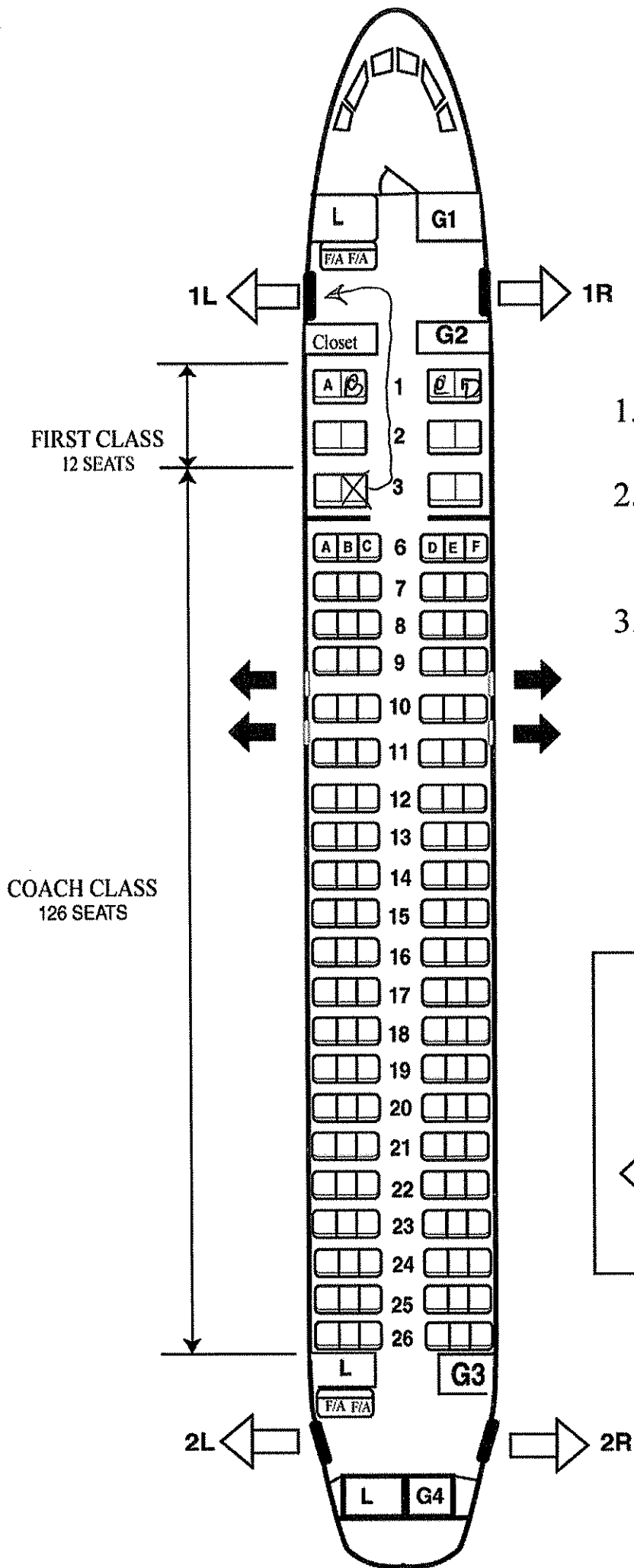
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

A public address announcement was in progress when the plane began to jostle and the engine(s) seemed to hesitate and then accelerate. The announcement abruptly ceased and there was no further message from the cockpit or the flight attendant (who was still belted in her seat). As soon as the plane touched down it lurched to a stop and the flight attendant opened the door and shouted to leave all belongings and come forward promptly to exit via the slide.

I had seen a fire truck coming our way as we landed and I think it was a fireman (or perhaps one of the pilots) who was at the bottom of the slide telling us to move quickly away from the plane over to a distant fence.

The whole event seemed to have been managed in an effective and efficient manner.

To this day I do not know what happened to cause this emergency.



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.

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?

☒ 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: Everything ran smoothly

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?

☒ Yes ☐ No

Explain: Since I Am A Frequent traveler AND read the instructions on each flight - I didn't have to think of what to do - I just did it.

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?

☒ Yes ☐ 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?

☐ 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 _____

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 ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit

☐ Other _____

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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?

- ☒ 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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

39. If yes, who gave you instructions?

- ☐ Crewmember ☐ Fire fighter ☐ Another passenger ☒ Other NOT sure

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 SON 28yrs old

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)?

☒ Yes ☐ No

46. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree

☒ Strongly Agree

-that I could see.

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?

☒ Yes ☐ No ☐ 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?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

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 ~~can't recall~~

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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 13A

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 49

74. Height 5'7"

75. Weight 190

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 _____

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 _____ ☒ 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.

THE PA SYSTEM DID NOT WORK. The Flight attendants did NOT SAY there was an emergency. We were told we were turning back. Passengers could tell ~~that~~ we had turned around. NO one braced themselves for the landing. The exit ramp on RIGHT side of plane did not inflate.

AFTER I WAS very upset about the entire ordeal. We waited on the Airfield access road for 20+ minutes. It was windy & cold.

Then we were bussed to a hotel and put in a small conference room. Breakfast or lunch was given free at the hotel buffet.

No one talked or stopped ~~to~~ with each passenger to see if they were OK.

I was crying and shaking - my husband told me it was Post Traumatic stress. I didn't cry while exiting the plane but after we were safely in the conference room I couldn't stop.

When we had to board the next plane several hours later I was very upset. They had us stand in a hallway and go up STAIRS. The TSA was rechecking our bags and searching us AGAIN. This took another 60 minutes or more.

My son and husband had to support me when we got on the next plane. I was emotionally stressed and I was having panic attacks.

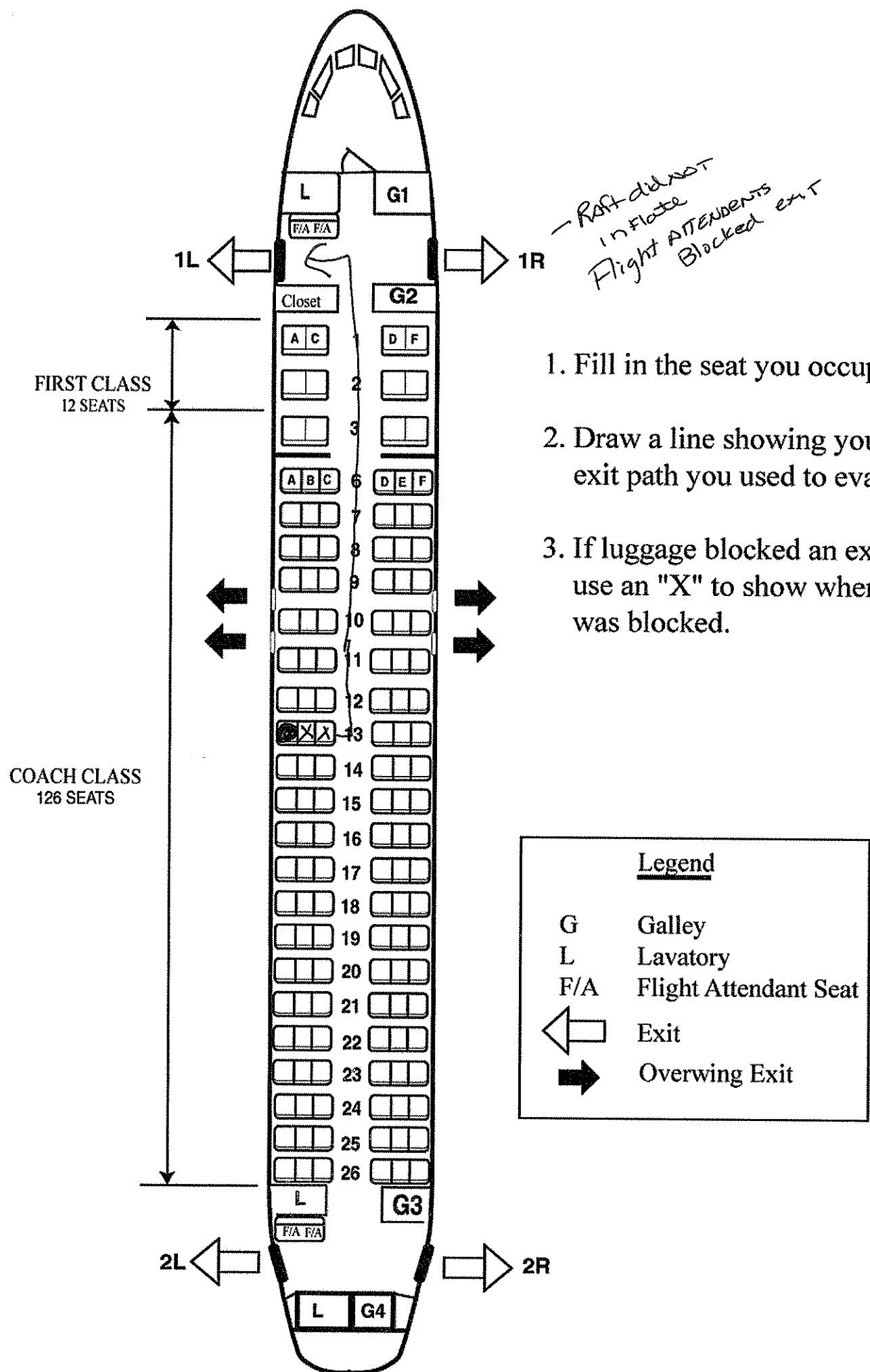
We had to fly one additional flight to get back to San Diego and I continued to have panic attacks.

I have only flown once since this accident. I cried during take off & landing.

United didn't even compensate the passengers with a free flight. They also were supposed to provide food but fell short on that as well.

I refuse to fly United.

There is a Facebook page with passengers comments



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?

☒ 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:

It was helpful in that I have heard similar messages on many flights before so that flight's presentation reinforced my recollection of appropriate actions to take; but other said, it was nothing new or useful beyond that.

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?

☐ Yes ☐ No

Explain:

N/A

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Emphasize the legal requirement (if any) to leave the plane without stopping to grab bags, devices, etc. Many (if not most) passengers would not evacuate without these things.

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?

☐ Yes ☐ 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?

☐ 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 _____

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 ☐ It was the only available exit
☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?

☐ Yes ☒ No

22. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

(We were
shuffled in
a line and
directed
toward an
exit.)

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:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 _____

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?

- ☒ 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

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

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?

- ☐ 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?

- ☒ Yes ☐ No

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 ☒ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

note

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.

*Do not
recall and
cannot locate
records.*

Personal Information

72. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

73. Age

33

74. Height

5'2"

75. Weight

125 lb.

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 _____

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

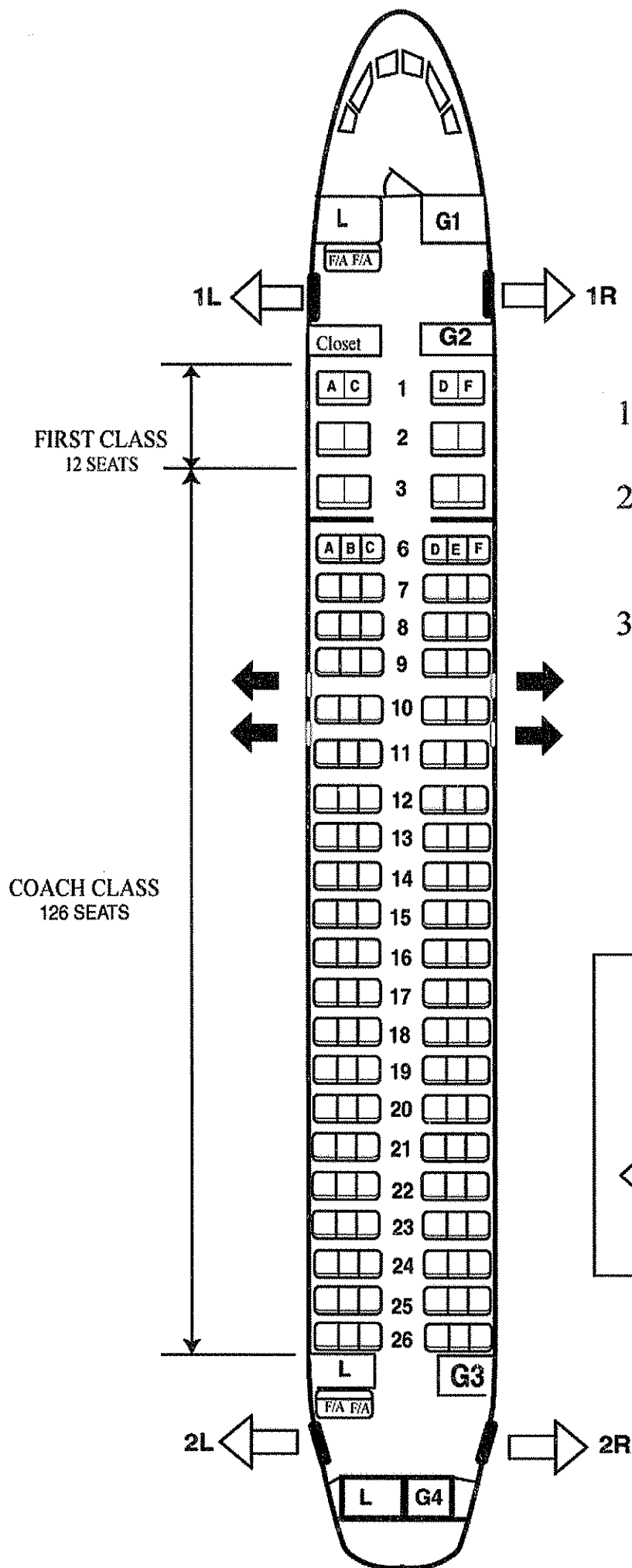
☐ Other _____ ☒ None

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.

See attached email
correspondence between
me and United.

I do not recall and cannot locate record.



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.

Legend	
G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit



United Airlines Customer Appreciation

3 messages

Mon, Apr 4, 2011 at 6:05 PM

To:

Planning & booking

Reservations & check-in

Mileage Plus®

Services & information

UNITED.COM®

Shop for flights

Special deals

We sincerely regret the inconvenience you experienced. Your satisfaction is very important to us as we strive to achieve the highest level of customer satisfaction in the airline industry. Please accept a token of our appreciation for your understanding by clicking [here](#) and making a selection.

You have 30 days to make a selection. Please retain this email for your records until you have received email confirmation of your selection.

Thank you for your time. We value your business and look forward to serving you better in the near future.

Regards,

Note: If the link above does not open, please copy and paste the following link into your internet browser:

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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 customervoice@united.com. 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.

Tue, Apr 5, 2011 at 1:05 AM

To:

Planning & booking

Reservations & check-in

Mileage Plus®

Services & information

UNITED.COM®

Shop for flights

Special deals

Dear

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 customervoice@united.com. 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 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 inclement 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 least 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.

I am following up via email, since I missed the opportunity to speak with you in person a few moments ago. We are eager to talk about your recent experience so that we can serve you better in the future. We have assigned a reference number to identify you when you dial our exclusive phone line, [HYPERLINK "tel:18778888888"](tel:18778888888)

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/q.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.

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?

☒ 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:

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?

☐ Yes ☒ No

Explain:

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

nothing really.

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?

☒ Yes ☐ 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?

☐ 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 _____

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 ☐ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit

☐ Other _____

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?

☐ 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 ☒ 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?

☒ 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?

- ☒ 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 delivered later

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

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

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?

- ☐ 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 had to crawl over the edge

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 ☐ Other _____

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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☒ Yes ☐ No

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?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☐ Other _____

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 1 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 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 62

74. Height 5'3"

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 _____

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 _____ ☒ 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.

I was the first person out of the plane.
I am not aware of problems during the rest of the evacuation. The right front exit didn't open for some reason, that could be serious in the future. I also noticed that the exits at the rear of the plane took a while to be opened. That was bad!

Our stewardess was wonderful, she couldn't have done more.

I am not happy about flying on Airbus' until the problem is discovered and resolved.

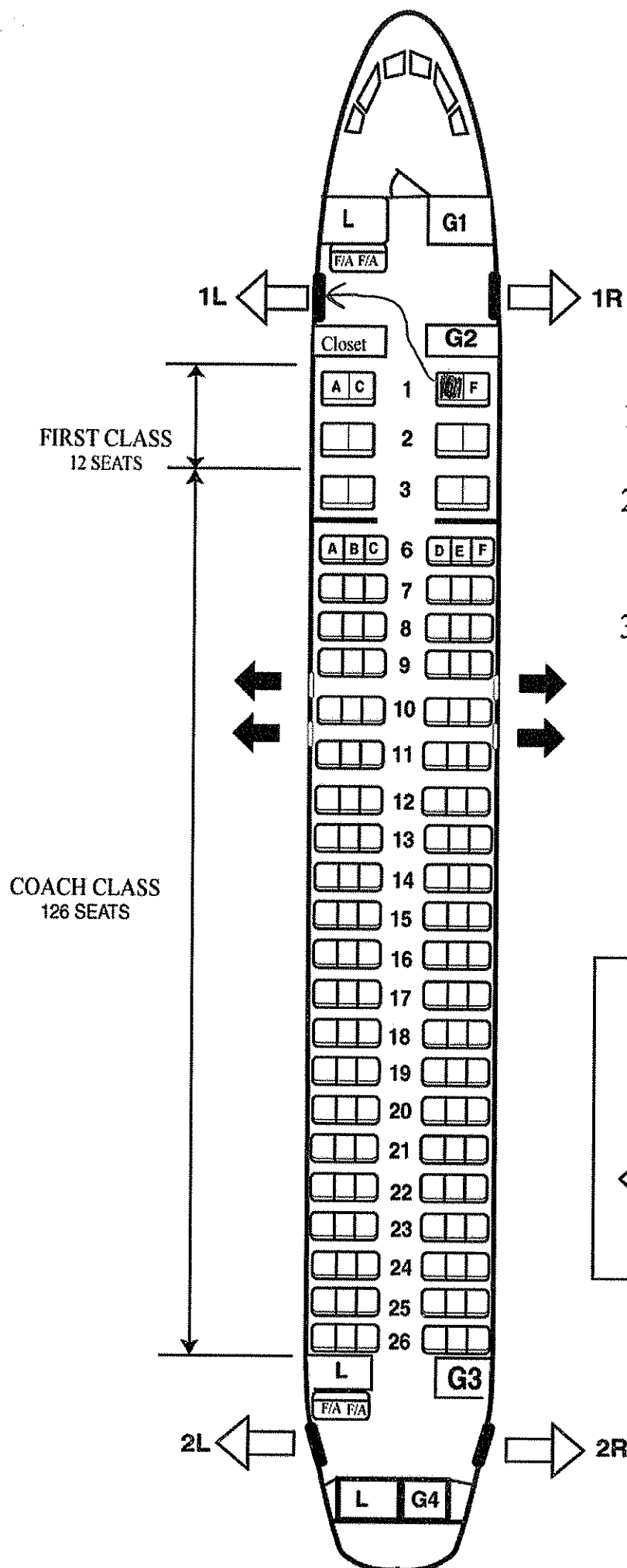
I would appreciate being kept apprised of the results.

email :

cell :

home :

Where should I send the pictures that I have?



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.

<u>Legend</u>	
G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◀	Exit
➡	Overwing Exit

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?

☐ 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: _____

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?

☐ Yes ☒ No

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?
☐ Yes ☒ 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 **DO NOT RECALL**

15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?
☐ Yes ☐ No **DO NOT RECALL**

16. Did you read the instructions on operating the exit?
☐ Yes ☐ No **BUT AM FAMILIAR FROM FREQUENT TRAVEL**

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 FLIGHT ATTENDANT DIRECTED US TO EVACUATE OUT THE LEFT FRONT DOOR**

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 ☐ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____

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?
☒ Yes ☐ No

22. Did you select an exit and then change your mind?
☐ Yes ☒ No

If yes, explain **IT WAS UNCLEAR WHY WE WERE EVACUATING NO DIRECTION OR INFO WAS PROVIDED UNTIL AFTER AIRCRAFT HAD STOPPED AT WHICH TIME WE WERE DIRECTED OUT THE DOOR AT FRONT OF CABIN**

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 _____
Suitcase 2: ☐ Under seat ☐ Overhead bin ☐ 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 _____

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?

- ☒ 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 NOT THAT I'M AWARE OF

I DID NOT OBSERVE THIS
PERSONALLY BUT HEARD IT
WAS A PROBLEM AT REAR
OF AIRCRAFT FROM OTHER
PASSENGERS

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

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?

- ☒ 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?

- ☐ Yes ☒ No

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 ☒ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☐ Yes ☒ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other BUSSED TO
AIRPORT HOTEL

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 11D

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 4

74. Height 6'

75. Weight 175 lbs

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 _____

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 _____ ☒ None

Final Thoughts

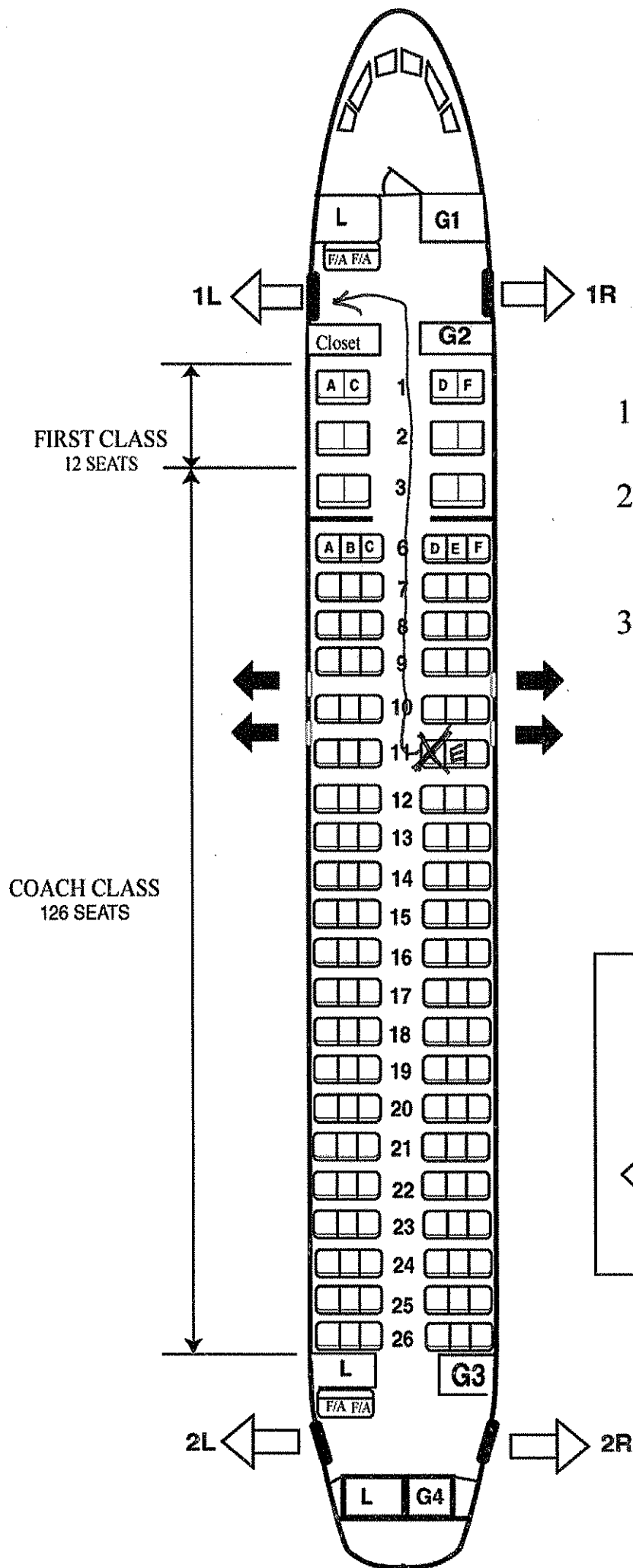
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

ONE FLIGHT ATTENDANT DID A GOOD JOB OF SHOUTING
EVACUATION ORDERS FROM FRONT OF AIRCRAFT
(BLOND WOMAN) AND ALSO CIRCULATING AMONGST PASSENGERS
POST EVACUATION TO CHECK THAT ALL WERE OK.

I HAD LITTLE/NO CONTACT WITH OTHER F/As.

THERE WAS NO INFO/INSTRUCTION IN FLIGHT. WE
COULD ALL TELL SOMETHING WAS WRONG (NO P.A,
NO LIGHTS, ESCAPE PATH & EXIT LIGHTS ILLUMINATED,
LOW ALTITUDE AND UNUSUAL SOUNDS/MOTION),
BUT CREW PROVIDED NO INFO.

I DO HAVE PHOTOS ON MY IPHONE THAT CAN
BE E-MAILED OR SENT VIA TEXT.



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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◁	Exit
➡	Overwing Exit

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?

☐ 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 sure if it really did*

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?

☐ Yes ☐ No

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?
☐ Yes ☒ 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?
☐ 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 _____
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 ☒ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit
☐ Other _____
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?
☐ 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 ☒ No **-NO**
25. Where did you store your:
- | | | | | |
|-------------|--|---------------------------------------|---------------------------------|--------------------------------------|
| Purse: | <input checked="" type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Briefcase: | <input checked="" type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Computer: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 1: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 2: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> 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 _____

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?

- ☒ Yes ☐ No

31. Did passengers retrieving carry-on luggage slow the evacuation?

- ☐ Yes ☐ No *Perhaps*

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?

- ☒ Yes ☐ No

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?

- ☐ 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?

- ☐ Yes ☒ No *instruction was given a couple minutes later to run away from plane.*

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 ☒ 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 *Boyfriend*

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

59. Did you understand the flight attendants' instructions?

☒ Yes ☐ No

Since intercom was broken, she spoke at a high pitch.

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)?

☐ Yes ☒ 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?

☐ 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 ☒ 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 was assisted away from the plane
☐ I assisted other passengers in their evacuation ☐ I waited near plane for help to arrive

☒ Other *Began to walk away from plane, then was instructed to move far away from plane.*

67. Did you notice any exterior aircraft lights illuminated?

☐ Yes ☒ No

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☒ Bussed to terminal ☐ Ambulance to hospital ☒ Other *Bussed to Hilton Airport*

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 Seat was 76A 8B

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 42

74. Height 5'3

75. Weight 108

76. Gender

☐ Male ☒ Female

77. Prior to departure, was your ability to evacuate affected by any of the following: -NO

☐ 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 _____ ☒ 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.

The flight crew members did not announce or prepare us that we were returning to airport for emergency landing.

I realized we were returning to airport because we were ~~really~~ I looked out window & ~~saw~~ ^{saw} houses & said to myself, we are returning to airport. We were very close to the ground.

At the point, we were landing, I realized we were going way too fast at current speed. The ~~go~~ passenger ^{right} to my ~~left~~ (sitting in ^{window} ~~other~~ seat) said "I'm glad breaks are working."

We could feel the plane skidding off ~~the~~ runway & come to ~~abrupt~~ screeching halt. When we came to halt, the flight attendants yelled - "Leave everything & exit the plane!" ~~that was~~

The passengers were calm prior ~~to~~ ^{or} during descent, because we were not notified of emergency. This was positive, because it avoided panic & hysteria.

On the other ~~hand~~, I believe the "crew" should of said that we are returning to airport.

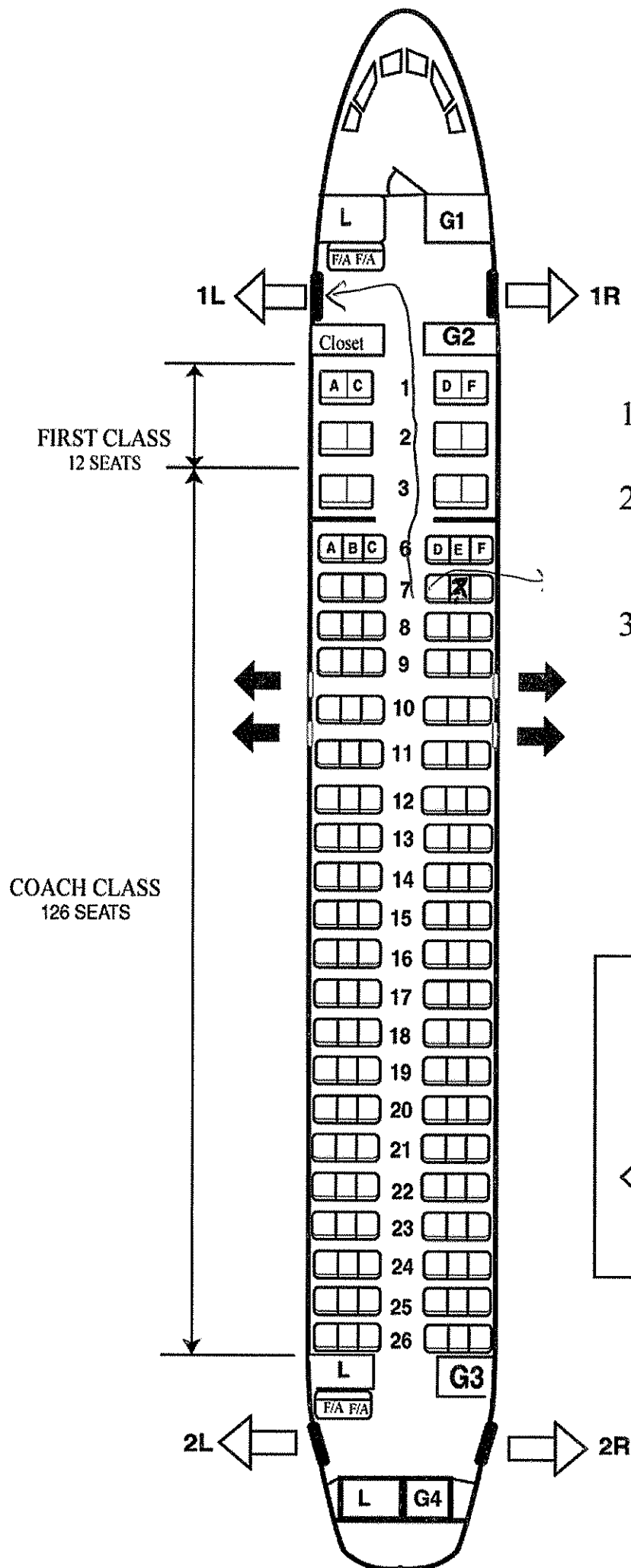
Please feel free to contact me w/any other questions.

My boyfriend

-did not receive this

packet & would like one. He can be reached at this mailing address is

Kind Regards



COACH CLASS
126 SEATS

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.

Legend

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?

☒ 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: The preflight safety presentation focuses on oxygen masks which were not needed on our flight + emergency exits + lights. There were no lights + only one emergency exit was 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?

☐ 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?

☐ Yes ☒ No

Explain:

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

I don't know that the presentation should be all that different. Every unplanned landing situation will be different + it isn't realistic to try + cover all scenarios.

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?

☐ Yes ☒ 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 N/A

15. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No N/A

16. Did you read the instructions on operating the exit?

☐ Yes ☐ 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 flight 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 ☒ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☐ Other _____

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?

☐ 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 ☒ 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?

☒ 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 phone

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 Brought to us later at the Hilton where the airline had taken all the passengers.

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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

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 ☒ 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 _____

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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

VERY minor. My hand was hit by another passengers foot on the slide. It was swollen & bruised but fine after a few days.

63. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ 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 hand

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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other bussed to hotel

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.

The crew was very specific about running to a police car across a field. Everyone followed directions

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 12 A+B (myself + travel companion)

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 42

74. Height 5'3"

75. Weight 150 lbs

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 _____

No

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 _____ ☒ 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.

+ didn't expect

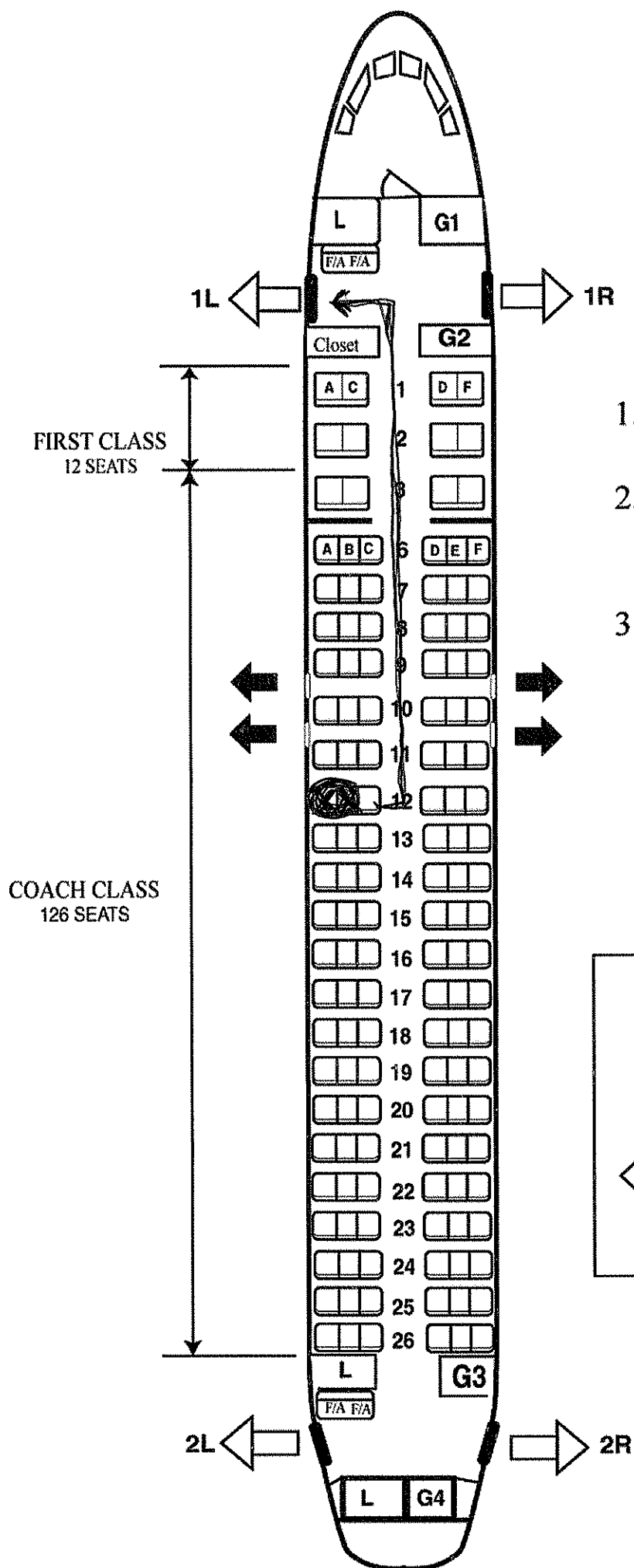
I think all the passengers were unaware of the fact that we would be evacuated so urgently by the crew. ~~There~~ It was obvious something was wrong as we in flight as the plane was surging + not operating normally but there was no obvious issue (smoke etc...). We were all so relieved when the plane landed without major damage that it was a bit of a shock when the attendants started screaming (not just yelling or giving strong directions but screaming in a pretty panicked manner) to get off the plane immediately. They took a plane of fairly calm passengers + added a level of panic that certainly wasn't there prior to the attendants starting to scream. Because the intercom system seemed to fail as part of the issues the aircraft was experiencing we had no idea why we had landed or what the situation entailed. I think a sense of urgency could have been communicated without instilling fear + panic.

I am very grateful to the pilots for getting us back down on the ground safely. I am very disappointed with the service received from all facets of United for the remainder of the experience. They handled every opportunity to redeem themselves badly. I will avoid United at all costs in the future + encourage everyone I know to do the same. Some areas they failed:

- No information given to passengers during the 4+ hours we were held at the hotel.
- Full fat down to get on the plane they had arranged despite being quarantined at the hotel the whole time we were waiting for a replacement plane.
- No opportunity to purchase food at airport before replacement flight + only enough food for 1/2 the plane on a 4+ hour flight + not having eaten since early morning.
- Rebooked us on latest connection possible. We had to ask for an earlier flight.
- Flight crew on replacement flight were rude + unfriendly.
- Offered very canned statement concerning going to united.com for compensation.
- No voucher for food purchase at connecting airport during 2+ hour wait.
- Offer was for \$75 voucher toward future flight after getting home 10 hours past originally scheduled time.
- United customer service staff at connecting airport were not prepared. Only 2 people staffed the customer

Service center to help rebook our connecting flights + they weren't briefed on our situation. United had 8 hours to get more customer service staff with a shroud of empathy there for our arrival + didn't bother.

Again, I'm very grateful to be here + able to complain about their service. They got us down safely + that's 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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◁	Exit
➡	Overwing Exit

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

HONESTLY DON'T REMEMBER ANY PART OF PRE FLIGHT INSTR.

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 ☐ No

5. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain:

*FROM PAST EXPERIENCE WATCHING VIDEOS - OVER
40 YEARS OF AIRLINE PASSENGER EXPERIENCE - I KNEW
WHAT TO EXPECT AND WHAT TO DO*

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?

☒ Yes ☐ No

Explain:

9. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

*INSTRUCT EVERYONE TO LEAVE ALL PERSONAL
BELONGINGS BEHIND WHEN EVACUATING*

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?

☐ Yes ☒ 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?

☐ 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 _____

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 ☒ It was the only available exit

☒ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☐ Other REAR RIGHT EXIT TOOK TOO LONG TO OPEN

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?

☐ 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 ☒ No

25. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> 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 PHONE

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?

- ☒ Yes ☐ No

31. Did passengers retrieving carry-on luggage slow the evacuation?

- ☒ Yes ☐ No VERY MINOR

32. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

- ☒ Yes ☐ No VERY MINOR

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

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?

- ☒ 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?

- ☐ Yes ☒ No

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 ☐ 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 _____

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)?

☒ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☒ Yes ☐ No

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?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

59. Did you understand the flight attendants' instructions?

☒ Yes ☐ No "HAT OUT", "LEAVE EVERYTHING", "HAT 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)?

☐ Yes ☒ 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?

☐ 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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other BUSSED TO HOTEL

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 54

74. Height 6'11"

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 NONE

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 NONE

I HAVE PASSOS OF THE PLANE AT REST
AFTER THE LANDING.

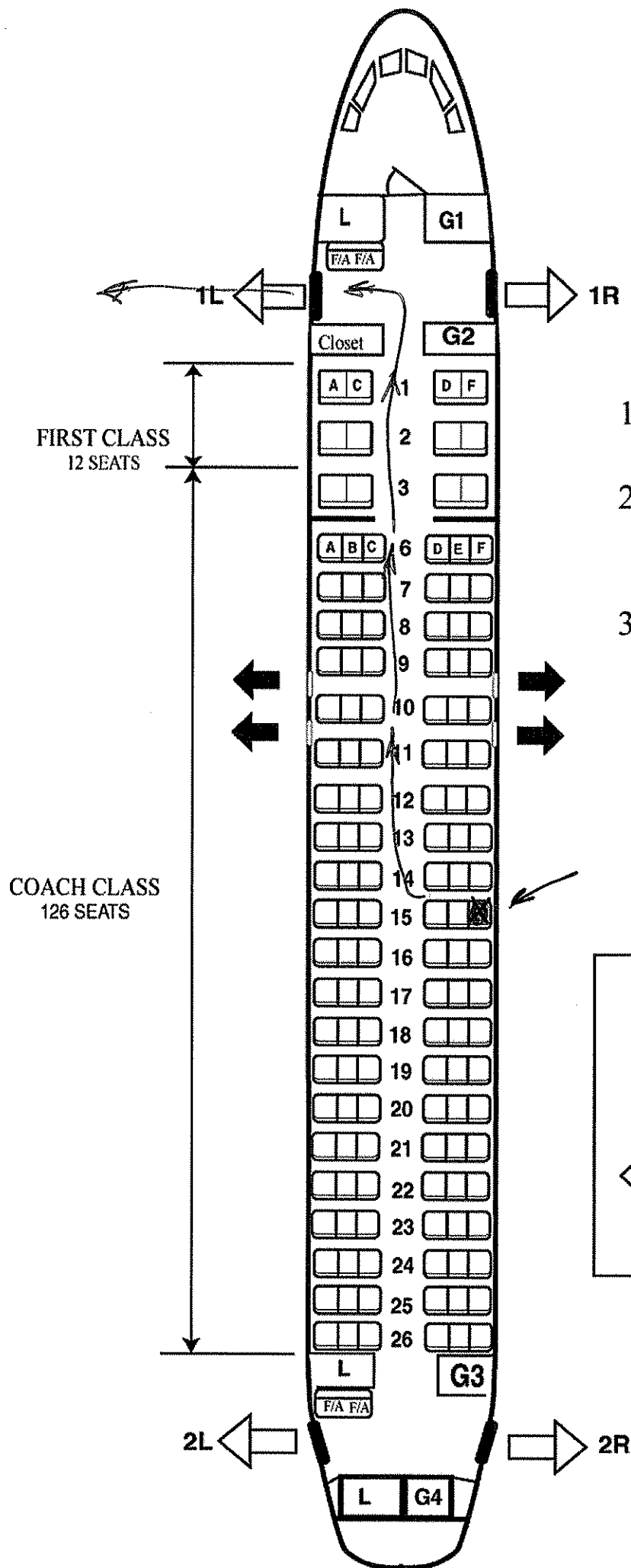
Final Thoughts

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 REAR EXITS WERE SLOW TO OPEN.

ONCE ON THE GROUND THERE WAS NO DIRECTION -
EVERYONE MOVED AWAY FROM THE PLANE AT
THEIR OWN PACE.

PART OF PRE-FLIGHT INSTRUCTION SHOULD BE
THE RE-ITERATION OF LEAVING PERSONAL
BELONGINGS BEHIND IN THE EVENT OF EVACUATION.



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.

Legend

G	Galley
L	Lavatory
F/A	Flight Attendant Seat
◁	Exit
➡	Overwing Exit

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?

☒ 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:

They did not explain that the emergency exit over the wing is only used over water. Some passengers were trying to use that exit.

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?

☒ Yes ☐ No

Explain:

For the slide instructions

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?
☒ Yes ☐ 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?
☐ 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 _____
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 ☒ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____
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?
☐ 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 ☒ No
25. Where did you store your:
- | | | | | |
|-------------|--|--|---------------------------------|--------------------------------------|
| Purse: | <input checked="" type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Briefcase: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Computer: | <input checked="" type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 1: | <input type="checkbox"/> Under seat | <input checked="" type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> Other _____ |
| Suitcase 2: | <input type="checkbox"/> Under seat | <input type="checkbox"/> Overhead bin | <input type="checkbox"/> Closet | <input type="checkbox"/> 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 _____

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?

- ☒ 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

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

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?

- ☒ 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?

- ☒ Yes ☐ No

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 ☐ 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 _____

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)?

☐ 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?

☐ Yes ☒ No

49. Did unfastening 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 ☒ No If no skip to question 52

51. What was the intensity of the smoke?

☐ Light ☐ Medium ☐ Heavy

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 ☒ 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?

☐ Yes ☒ No

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?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

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 _____

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?

Injury

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 ☒ 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 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

68. Were crewmembers or rescue personnel directing passengers on where to gather?

☒ Yes ☐ No

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 ☒ Yes, passengers met away from the aircraft

70. How did you leave the site of the evacuation?

☐ Walked to terminal ☐ Bussed to terminal ☐ Ambulance to hospital ☒ Other bussed to Airport
Hotel until
flight arrangements
could be made.

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

14C

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

49

74. Height

5'4

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 _____

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 _____ ☒ None

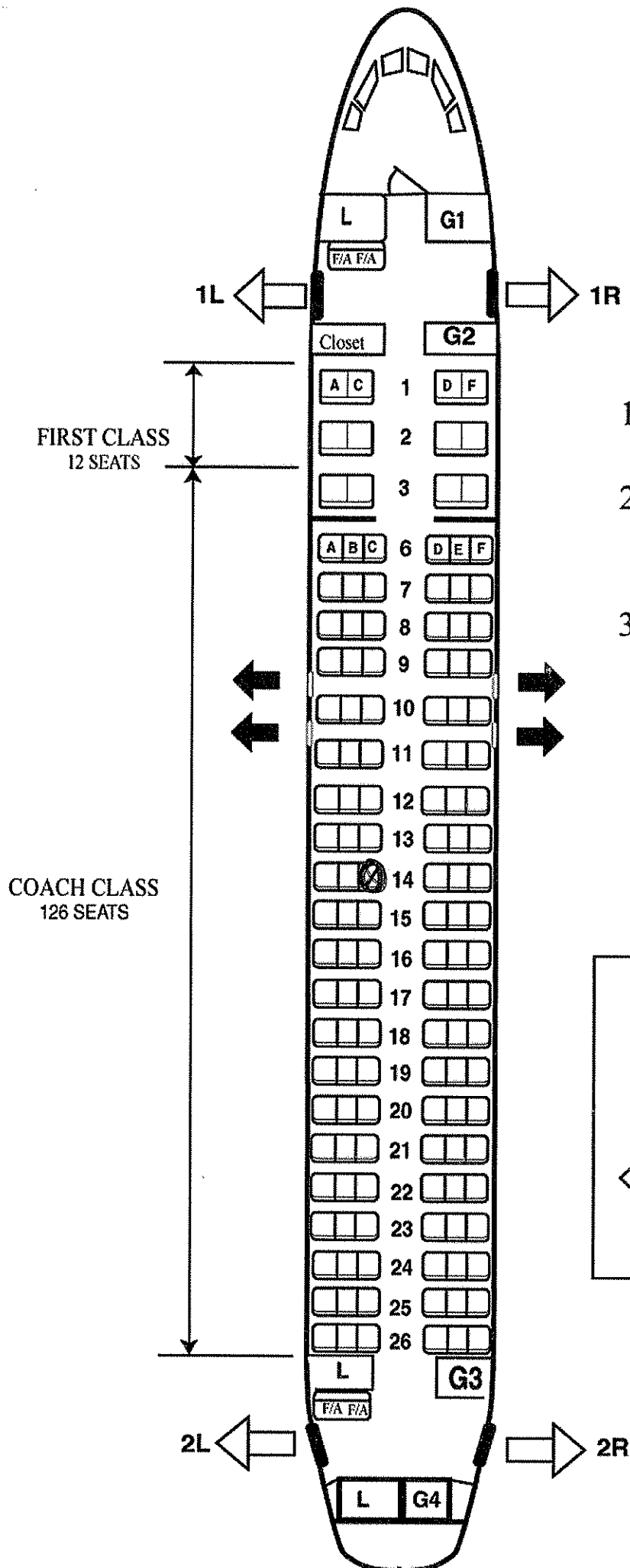
Final Thoughts

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.

I feel that overall it went well. The main problems were the rear slide did not open so there was a push and surge forward from the rear passengers. Also we were never given any indication or instructions prior to the planes emergency landing. I think they should have told us what was happening so we could prepare. The last words that were said was about the inflight movie right after takeoff. Then we are up in the air and it was rocky + not smooth. Then the plane descended ~~low~~ lower and the only indication we were going to land was by looking out the window. The first time the flight attendant spoke was to tell us to move to the door + exit via the slide. I am very happy at the skill + calm action of the ~~pilot~~ pilot + co pilot.

after
the
landing

I do have photos of the plane after landing.



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.