

NATIONAL TRANSPORTATION SAFETY BOARD  
OFFICE OF AVIATION SAFETY  
WASHINGTON, D.C.

**SURVIVAL FACTORS GROUP CHAIRMAN'S FACTUAL REPORT OF  
INVESTIGATION**

**ADDENDUM C**

November 28, 2003

**I. ACCIDENT**

OPERATOR	:	American Airlines, Inc., Flight 1291, N14056
AIRCRAFT	:	Airbus A300-600
LOCATION	:	Miami, Florida
DATE	:	November 20, 2000
TIME	:	848 Eastern Daylight Time (EDT)
NTSB No.	:	MIA01FA029

Add pages 60 through 69 to Attachment 3; "Passenger Statements" and replace the Attachment 3 cover page with the following page:

American Airlines  
Miami, Florida  
November 20, 2000  
MIA01FA029

National Transportation Safety Board  
Washington, DC

**Attachment 3**

Passenger Statements

69 Pages

# 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 [redacted]. Thank you for your assistance.

## Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

- Flight Attendant    Video    Audio

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2. How much of the preflight Safety Presentation did you watch?

- All    75%    50%    25%    None

(If All go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

- Seen it before    Obstructed view    Distracted by child    Distracted by other person  
 It's basic knowledge    Listening to music/audio tapes    Reading    Sleeping    Too long  
 Other \_\_\_\_\_

4. How well could you hear the presentation?

- Heard every word    Some words difficult to hear    Most words difficult to hear

5. Is English your primary language?

- Yes    No

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

- Yes    No

Explain: The ~~flight attendants~~ flight attendants along with everyone else, were too frantic. There was too much chaos.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

- Yes    No

Explain: It seemed like a routine

8. When did you read the safety instruction card in the seatback in front of you?

- Prior to flight    During pre-flight briefing    In-flight    Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before    Could not find    Was not there    Could not understand  
 Not important    Other \_\_\_\_\_

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

Yes  No

Explain: \_\_\_\_\_

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

*That the instructions be given before the plane moves.*

### Emergency Exits

12. 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

13. Where did you look for an exit? (Check all that apply)

In front of me  Behind me  Left of me  Right of me

14. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?

Yes  No

15. Were you seated in an emergency exit row?

Yes  No If no skip to item 19

16. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

Yes  No

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

Yes  No

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

Yes  No

19. Did you open an exit yourself?

Yes  No If no, skip to item 24

20. What caused you to open the exit?

Flight attendant  P.A. announcement  Personal assessment  Other \_\_\_\_\_

21. Did you have any difficulties opening the exit?

Yes  No

Explain: \_\_\_\_\_

22. Did you use this exit?

Yes  No

23. Did you open the exit while the aircraft was moving?

Yes  No

24. 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 \_\_\_\_\_

25. 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 \_\_\_\_\_

26. Were you directed away from a specific exit?

Yes  No

27. Were you directed toward a specific exit?

Yes  No

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28. Did you follow these directions?

Yes  No *NA*

29. Did you pass a usable exit at the direction of a flight attendant?

Yes  No

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

Yes  No

If yes, explain \_\_\_\_\_

31. Did you use an over-wing exit, how did you get off the wing?

Inflatable slide  Slid down back of wing  Jumped off front of wing  Not Applicable  
 Other \_\_\_\_\_

32. If you used an over-wing exit, did you place the exit door inside the aircraft?

Yes  No  Not Applicable

33. If you used an over-wing exit, did you see any arrows indicating direction to get off the wing?

Yes  No  Not Applicable

### Carry on Baggage

34. 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

35. Did you have to gate check a bag you were planning to carry on?

Yes  No

36. 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 \_\_\_\_\_

37. Did you attempt to take any carry-on items with you during the evacuation?

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer  
 Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

Under seat  Overhead bin  Closet  Other \_\_\_\_\_

40. 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 \_\_\_\_\_

41. Did other passengers attempt to take carry-on items with themselves?

Yes  No ?

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

Yes  No ?

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

Yes  No ?

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. 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 \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. 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 and kept running.

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

Yes  No

51. If yes, who gave you instructions?

Crewmember  Fire fighter  Another passenger  Other \_\_\_\_\_

### Passenger Behavior

52. Did you experience any delay in getting into the aisle?

Yes  No

If yes, describe \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

53. Did you bump your head on the overhead bins?

Yes  No

If yes, how did this affect your ability to evacuate the aircraft?  
\_\_\_\_\_  
\_\_\_\_\_

54. Did you climb over any seats during the evacuation?

Yes  No

55. Did you see anyone climb over the seats?

Yes  No

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56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

Yes  No

59. Were there any disputes among passengers during the evacuation?

Yes  No  Don't know

60. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes  No

If yes, explain why they were moving slowly.

61. Did you consider another exit because of slow moving lines?

Yes  No

62. Were you traveling with anyone?

Yes  No If no skip to item 67

63. With whom were you traveling? (Check all that apply)

Spouse  Baby (Under 2 yrs.)  Young child (2-10 yr.)  Coworker  Friend  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

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

Yes  No

67. What proportion of your evacuation was spent on: (Please indicate what percent of your time during the evacuation was spent on the following activities: The total should add to 100%)

5 Getting out of your seat (including unfastening seat belt)  
+ 5 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 15 Retrieving carry-on luggage  
+ 15 Moving up/down aisle  
+ 15 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 75 Moving through exit  
+ 0 Getting off wing (Zero if you did not use a wing exit)  
= 100 % Total evacuation time

68. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray  Seatback in front of you  Galley  Bulkhead (Walls dividing cabin into sections)  
 Flight attendant seats  Galley items (Soda cans, carts)  Luggage fallen from overhead bins  
 Luggage passengers tried to take off plane  Footrest  Child Safety Seat  Shoes  Blankets  
 Headsets  Broken cabin interior  Overhead bins  Curtains

Other my seatbelt restraint

69. Other passengers in general were cooperative during the evacuation.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree
70. My physical size assisted me in the evacuation.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree
71. My physical condition assisted me in the evacuation.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree
72. My age assisted me in the evacuation.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

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### Seat Belt Usage

73. Was your seat belt fastened prior to the evacuation?  
 Yes, Very Tight  Yes, Moderately Tight  Yes, Loose  No  Can't recall
74. Did you have any difficulties unfastening your seat belt?  
 Yes  No
75. Did unfastening your seat belt slow down your evacuation of the aircraft?  
 Yes  No  Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?  
 Yes  No If no skip to question 79
77. What was the intensity of the smoke?  
 Light  Medium  Heavy
78. Were persons crawling or bent over to get below the smoke layer?  
 Yes  No
79. Did you notice the lights marking the exits?  
 Yes  No
80. What was the position of the aircraft?  
 Upright  Inverted  On its side  Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?  
 Pilot  Flight Attendant  Other Passenger  Personal Decision
82. At the time, did you know why an evacuation was necessary?  
 Yes  No *loss of cabin pressure and the plane was on fire.*
83. Did the flight attendants give you any instructions just prior to the evacuation?  
 Yes  No  Not enough time
84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  
 Yes  No  Not enough time
85. 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 *no they were too busy screaming the doors won't open.*
86. Did you understand the flight attendants' instructions?  
 Yes  No *NA*
87. Did you remove your shoes during the evacuation?  
 Yes  No If no skip to item 89





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

- Walked to terminal  Bussed to terminal  Ambulance to hospital  Other \_\_\_\_\_

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### Your Location

The attached diagram on the last page shows the floor plan of the aircraft.  
The doors and exits are indicated by large arrows.

101. Seat Number 6C

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 floor 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

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

- Yes  No

103. Age \_\_\_\_\_

104. Height 5'9

105. Weight 175

106. Gender

- Male  Female

107. Do you wear corrective lenses?

- Yes  No

108. Were you wearing your corrective lenses during this flight?

- Yes  No NA

109. Did you lose your corrective lenses during the event that caused the evacuation?

- Yes  No NA

110. Had you consumed any alcohol in the 8 hours prior the evacuation?

- Yes  No

111. Prior to departure, was your ability to evacuate affected by any of the following:

- Vision  Hearing  Age  Injury  Recent surgery  Cane  
 Other NO

112. 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

113. Aviation Experience

- Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other None  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 American Airlines Airbus A-300 should be retired. I have NEVER been on ~~any flight~~ ~~anywhere~~ ~~the~~ anytime flight where the Airbus A300 was involved. Further more, I have NEVER been on an American Airlines flight where the Airbus A-300 did not have mechanical problems.

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American Airlines  
Flight 1291  
Miami, Florida  
November 20, 2000

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