

Southwest Airlines
Burbank, CA
March 5, 2000
DCA00MA030

**National Transportation Safety Board
Washington, DC**

Attachment 3

Passenger questionnaires.

573 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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: It was panic: safety presentations are worthless. There was no control until we the passengers relaxed and took control

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

- Yes No

Explain: They never are

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: _____

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

Only after someone has crashed will they pay real attention to the instructions. Crew included

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

*We were out of control & in the hands of
100% God or whatever you believe in*

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

The seats are too small. Only someone thin and very short could assume the crash position.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

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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 front shuttle deployed incorrectly blocking the exit.

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

000003

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 we were told to exit the rear of the plane
I was in row 7. The emergency exit on the wing was
open so I used it.

31. If you used 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 41

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

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

Yes No

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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 48

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 _____

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

56. Did you see any passengers pushing other passengers?

- Yes No

57. Did you get pushed?

- Yes No

000005

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%)

2 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 6 Coordinating with traveling companions
+ 8 Retrieving carry-on luggage
+ 40 Moving up/down aisle
+ 50 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 1 Moving through exit
+ 1 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 _____

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

000006

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?

- Yes No

87. Did you remove your shoes during the evacuation?

- Yes No If no skip to item 89

88. Why did you remove your shoes?

- Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000007

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 *we were instructed to stay around by the people on the ground*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000008

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 C-7 *seat selected no assigned seats on southeast*

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

49

104. Height

5-7

105. Weight

165

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000009

Additional 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 airline was completely unprepared for the incident that occurred. I'm very happy that we the passengers all survived but frankly, very surprised that the crash investigation didn't involve the people that survived. We sat out on a stunt for 90 minutes while SW airlines tried to figure out what to do with us. Later we waited around for an hour while they tried to figure out what form we were supposed to fill out. We were like a big inconvenience to the airline. If there had been elderly, handicapped or children on board I'm really not sure what problems we would have had that night. Only a miracle allowed us live. The restitution was a joke and the follow up was equal to the whole treatment we got from the whole incident a bigger joke.

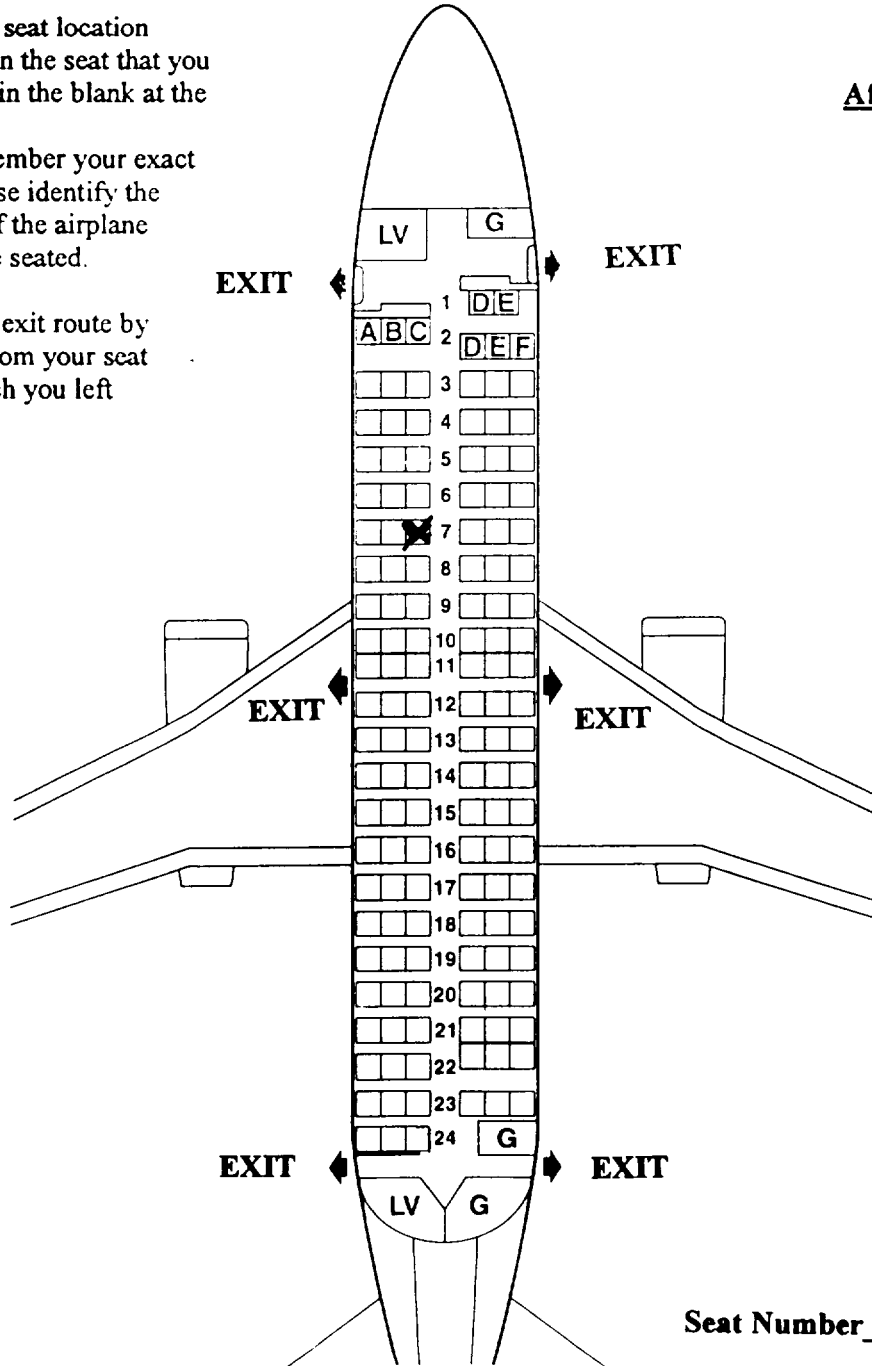
[REDACTED]

000010

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
 - If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.
- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number C

000011

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

Did NOT know we were coming

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000013

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

I Always knew where they were

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

28. Did you follow these directions?

- Yes No

000014

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. If you used 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 41

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

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

Yes No

000015

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 48

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 _____

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

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

000016

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 DAUGHTER 17yr.

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%)

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

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

000017

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000018

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

I HURT MY TAILBONE AT THE TOP OF THE SLIDE

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other TAILBONE

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000019

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 _____

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 46

104. Height 5'9"

105. Weight 220

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000020

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

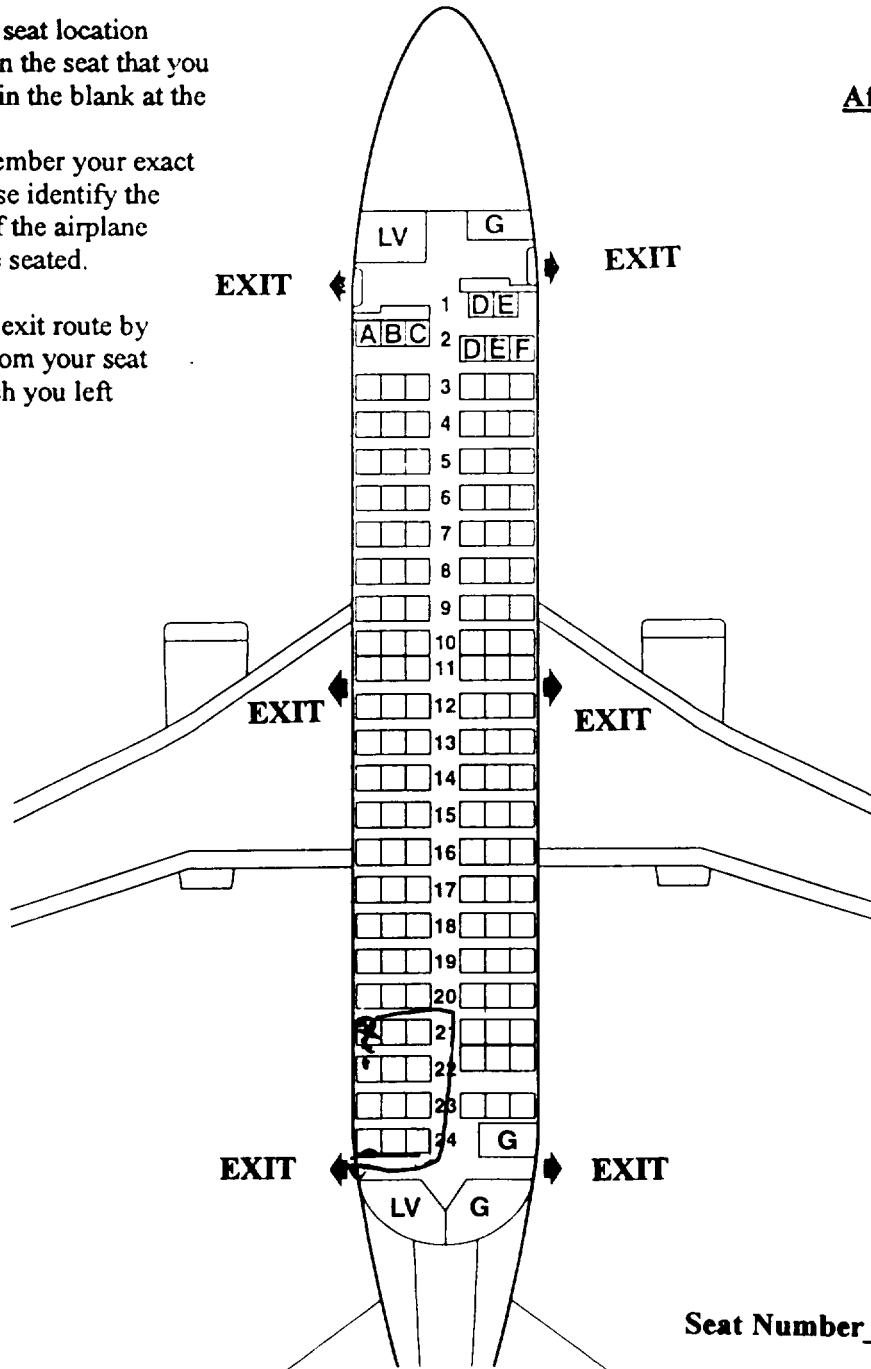
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

000022

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing (FIRST)
- Extremely violent (AFTER IMPACT WITH THE BLAST FENCE)

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

SHOCK & SUDDENNESS OF ACCIDENT MADE THINKING CLEARLY DIFFICULT

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

WAS INTACT BUT LOOSE

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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 *WAS SEATED IN EXIT ROW*

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 *(VERY GENERAL & BRIEF)*

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

28. Did you follow these directions?

- Yes No *(N/A)*

000025

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. If you used 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

DON'T REMEMBER

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 41

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

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

Yes No *(DON'T KNOW)*

000026

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

Yes No (Airt knew)

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 48

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 _____

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

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

000027

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 Friends² Other _____

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

Yes No (CMA)

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%)

<u>5</u>	Getting out of your seat (including unfastening seat belt)
+ <u>0</u>	Moving from seat row into aisle
+ <u>10</u>	Coordinating with traveling companions
+ <u>0</u>	Retrieving carry-on luggage
+ <u>0</u>	Moving up/down aisle
+ <u>0</u>	Moving from aisle to exit
+ <u>10</u>	Opening exit (Zero if exit already open)
+ <u>10</u>	Moving through exit
+ <u>65</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No (N/A)

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000029

89. 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 DONT KNOW

90. 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

91. Did you sustain any injuries prior to the evacuation?
 Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
MANIFESTED THEMSELVES LATER (SEE BELOW)

92. 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

93. 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

94. Describe the location of injuries suffered?
 Wrist Ankle Leg Arm Back Face Head Other NECK & SHOULDERS

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?
 Yes No

98. Were crewmembers or rescue personnel directing passengers on where to gather?
 Yes No (NOT IMMEDIATELY)

99. 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

100. How did you leave the site of the evacuation?
 Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000030

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 DON'T RECALL (12F)

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 38

104. Height 6'1"

105. Weight 190

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No (N/A)

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

Yes No (N/A)

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 _____

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

000031

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

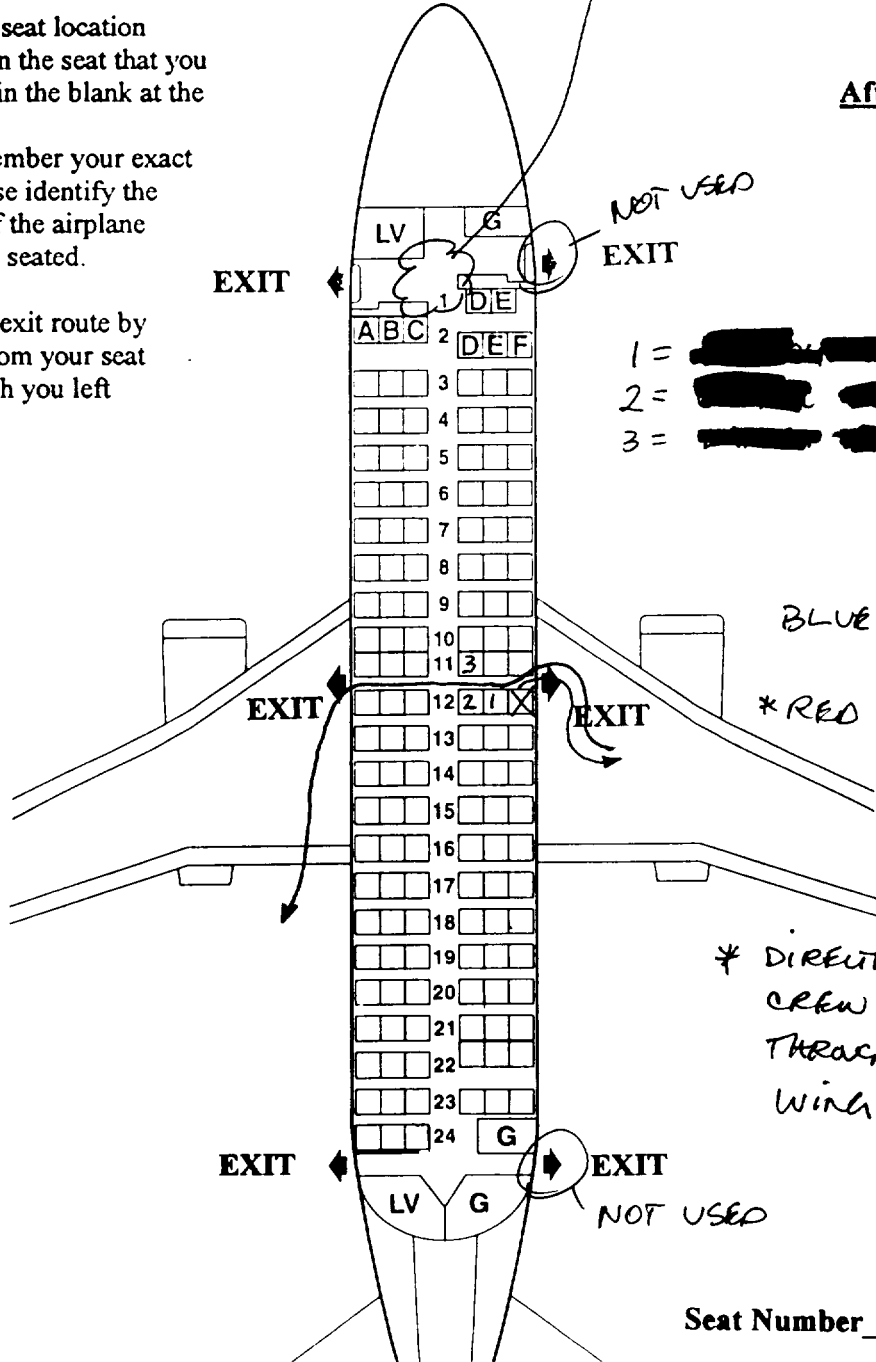
FRONT EMERGENCY
RAMP INITIALLY INFLATED
"INSIDE" CABIN.

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E
- Row 2 A B C
- Row 11 (all)
- Row 22 D E F



NOT USED

- 1 = [REDACTED]
- 2 = [REDACTED]
- 3 = [REDACTED]

BLUE LINE = INITIAL
EXIT
* RED LINE = FINAL
EXIT

* DIRECTED BY EMERGENCY
CREW TO EXIT BACK
THROUGH PLANE TO LEFT
WING.

Seat Number 12F

000033

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: _____

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

Yes No

Explain: _____

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

WE WANTED TO TURN, CRASHED THROUGH A FENCE & STOPPED IN
THE STREET

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000035

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

28. Did you follow these directions?

- Yes No

000036

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. If you used 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 41

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

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

Yes No

000037

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 48

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 _____

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

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

000038

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%)

 1 Getting out of your seat (including unfastening seat belt)

+ 0 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 0 Moving up/down aisle

+ 0 Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 9 Moving through exit

+ 90 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000040

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000041

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 11 B

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 31

104. Height 5 11

105. Weight 220

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000042

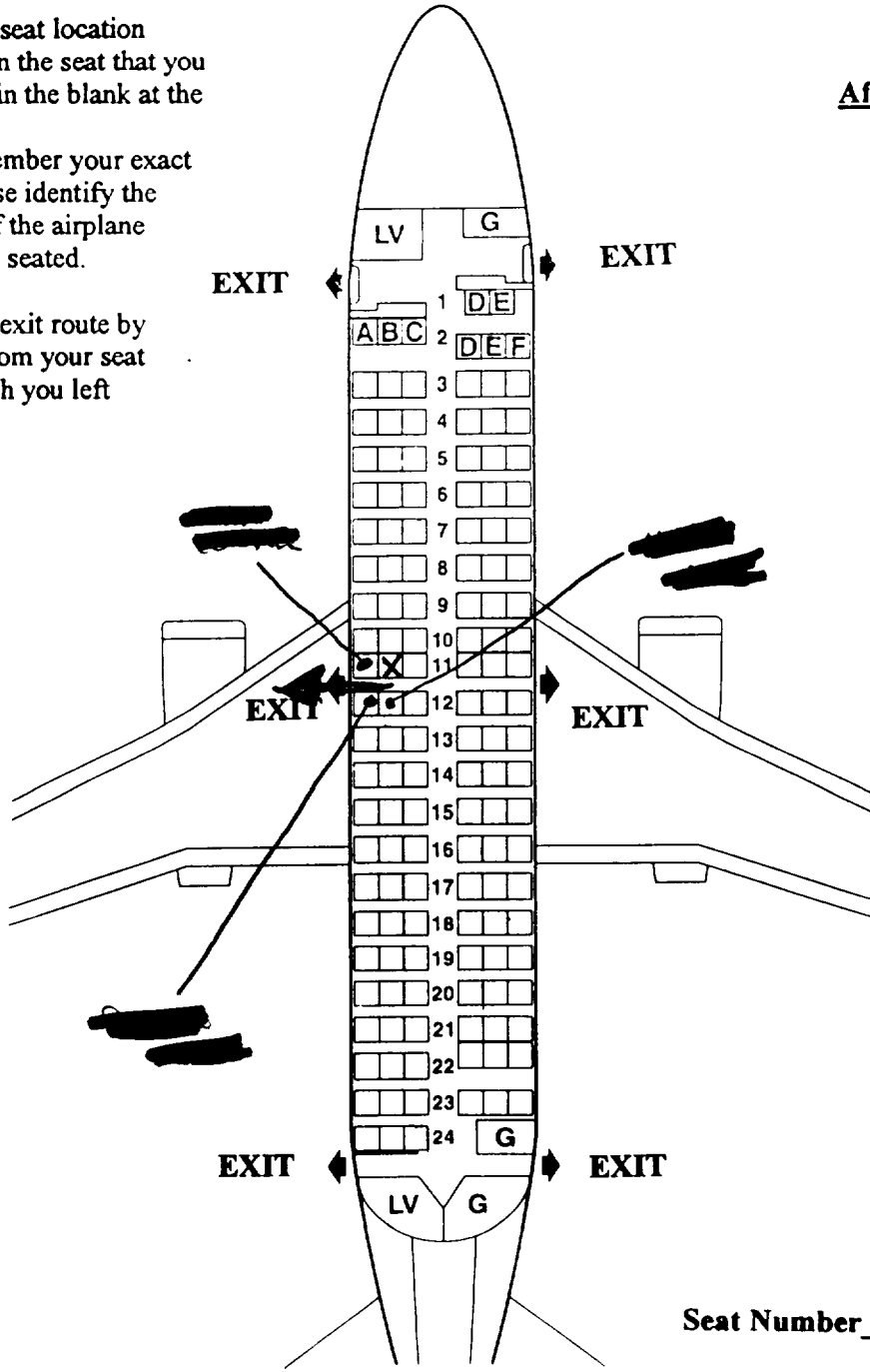
Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300



- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.



Seat Number 11 B

000044

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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) I have two children and I always watch and count the rows to be able to exit.

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: I already knew what to do because of a 20/20 air safety show.

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

- Yes No

Explain: Yes, I believe it was.

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: it could have.

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

Yes & No. First of all, there was absolutely no warning we were going to crash land, so we couldn't have prepared for a crash landing. The thrust of the aircraft was such that it automatically threw us forward where we had to hold on & brace ourselves by the seat in front of us.

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
 - No
- If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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 *I was prepared already in case of emergency.*

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 *Definitely*

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 *Five middle*

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

000047

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 Yes + No. I was also going to use the middle exit, but I felt there were too many people going there.

31. If you used 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 I had to count the bags of my small children also.

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

I my shaken state I hesitated not too, but as others grabbed theirs, I got mine, but my son did not.

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 _____

my daughters back pack. My purse.

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

Yes, as we tried to exit, several men were opening the bins to get briefcases.

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

Yes No

Definitely. I was shouting, get off the plane + some men said to "calm down lady" as they were getting their stuff from the bins.

000048

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 48

I had remembered a 20/20 t.v. show that told us to cross arms & jump down the slide.

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 _____

Several people caught us.

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 Other people I didn't recognize.

Passenger Behavior

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

- Yes No

If yes, describe There was smoke and then the lights went out & the emergency lights came on and I remembered the 20/20 show that said that would happen. There were lots of people, but no one pushed.

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

I was tempted to as my son who is 11 was 5 seats behind me to the ~~right~~ left. I wanted to pass up the men opening the bins

55. Did you see anyone climb over the seats?

- Yes No

but I had my 7yr old by the hand & I couldn't.

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 *already explained.*

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.

We were stalled by some men getting their briefcases out of the overhead bins.

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 _____
2 children.

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 *I was seated with my 7yr old. My 11 yr old was behind me.*

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

Yes No *Only my 7yr old. My 11yr old got off before me.*

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%)

20 Getting out of your seat (including unfastening seat belt)
+ 10 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ 60 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 *A panel from the aircraft fell into aisle.*

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

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

But I was prepared too, again by the 20/20 t.v. show that kept going thru my mind.

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

83. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time

prior to the evacuation, not the crash.

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000051

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

yes, by being thrust forward & as the aircraft made a wide right turn I was bracing my body with my right arm. It was strenuous on my neck & arm.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other Neck

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No after a few minutes.

99. 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
- I went with my children to the back of a police car for safely.

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. Seat Number Not sure, but I put it @ 17 and then remembered
as I was in the aisle, I could see people on
Please indicate the following locations on the diagram. the wing, so I had to be farther up.
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

39

104. Height

5'7

105. Weight

153

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Additional 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.

My question is this. When will we know what happened? Was the pilot in error as I believe he was?

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

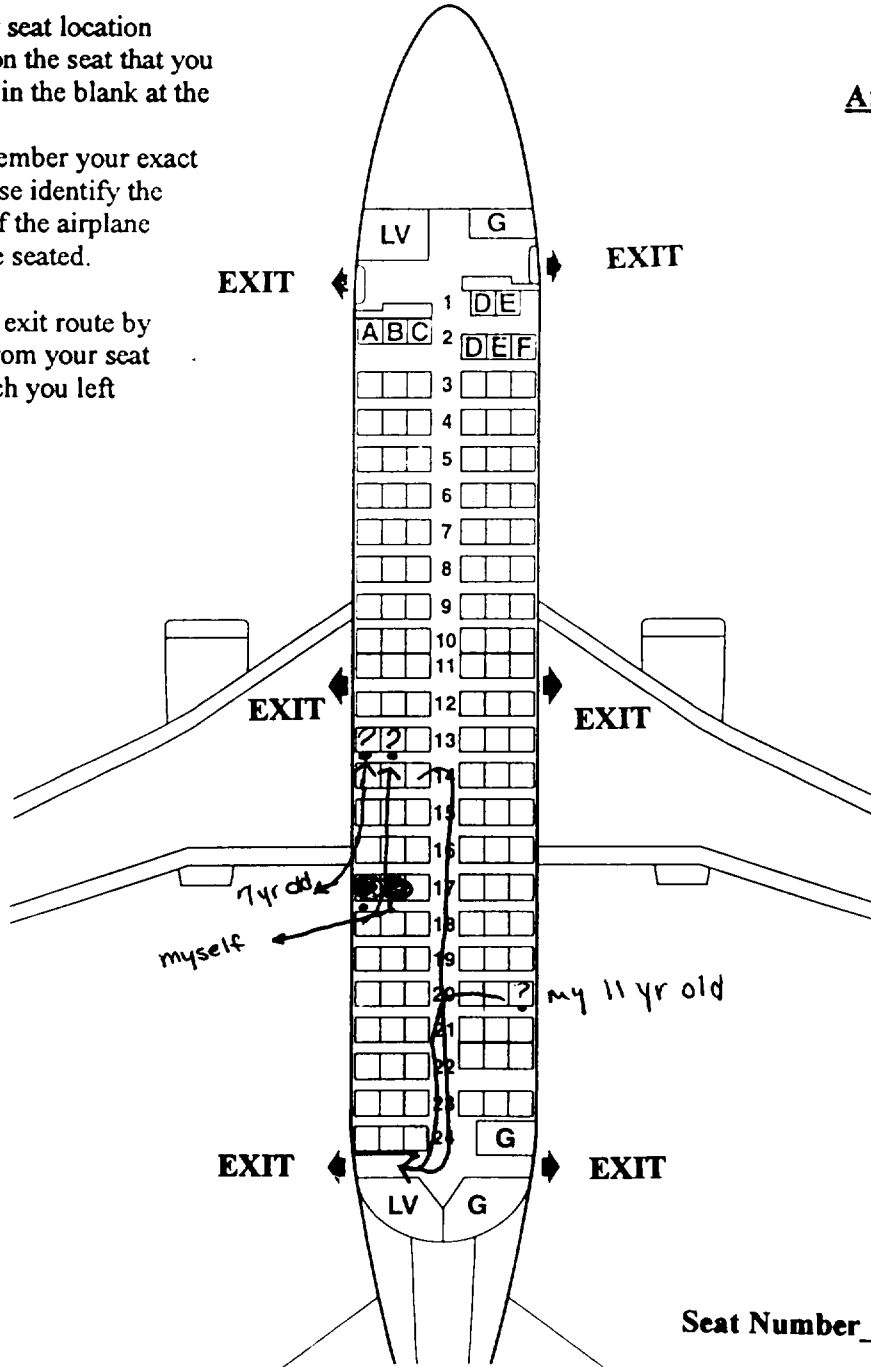
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

000055

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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

Don't remember one

(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: _____

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

- Yes No

Explain: _____

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

~~The plane came down very hard then instead of the usual slowing it kept speeding along. The Plane was rumbling and shaking and then it made a sharp turn and fishtailed. It finally ground to a stop. Paneling fell from the ceiling.~~

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

~~I put my hands on the seat in front of me and kept my head down.~~

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000057

Emergency Exits

3

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

28. Did you follow these directions?

- Yes No

000058

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. If you used 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 41

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

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

Yes No

000059

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 48

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 civilians from street were there to steady passengers & give a hand

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 Passengers were jostling around, trying to retrieve baggage from overhead bins. Didn't get directions from staff for several minutes then the smell of smoke scared people into pushing. Also there was ceiling paneling blocking the aisle.

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

56. Did you see any passengers pushing other passengers?

Yes No A little nothing really serious

57. Did you get pushed?

Yes No A little

58. Did you push anyone?

Yes No

000060

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 Boyfriend

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 He let a few people ahead of him

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)
+ 40 Moving from seat row into aisle
+ 35 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 60 Moving up/down aisle
+ 30 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 10 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No Not part of how to exit. Unclear

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000062

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

The back chute seemed to be improperly deployed at the time
evacuated. It was just a steep slide of material - not full
of air. Hurtled to the ground and hit the concrete hard.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other neck and knees

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No Don't remember

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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 31

104. Height 5' 2"

105. Weight 115

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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 depends

More than 6 flights per year

113. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

000064

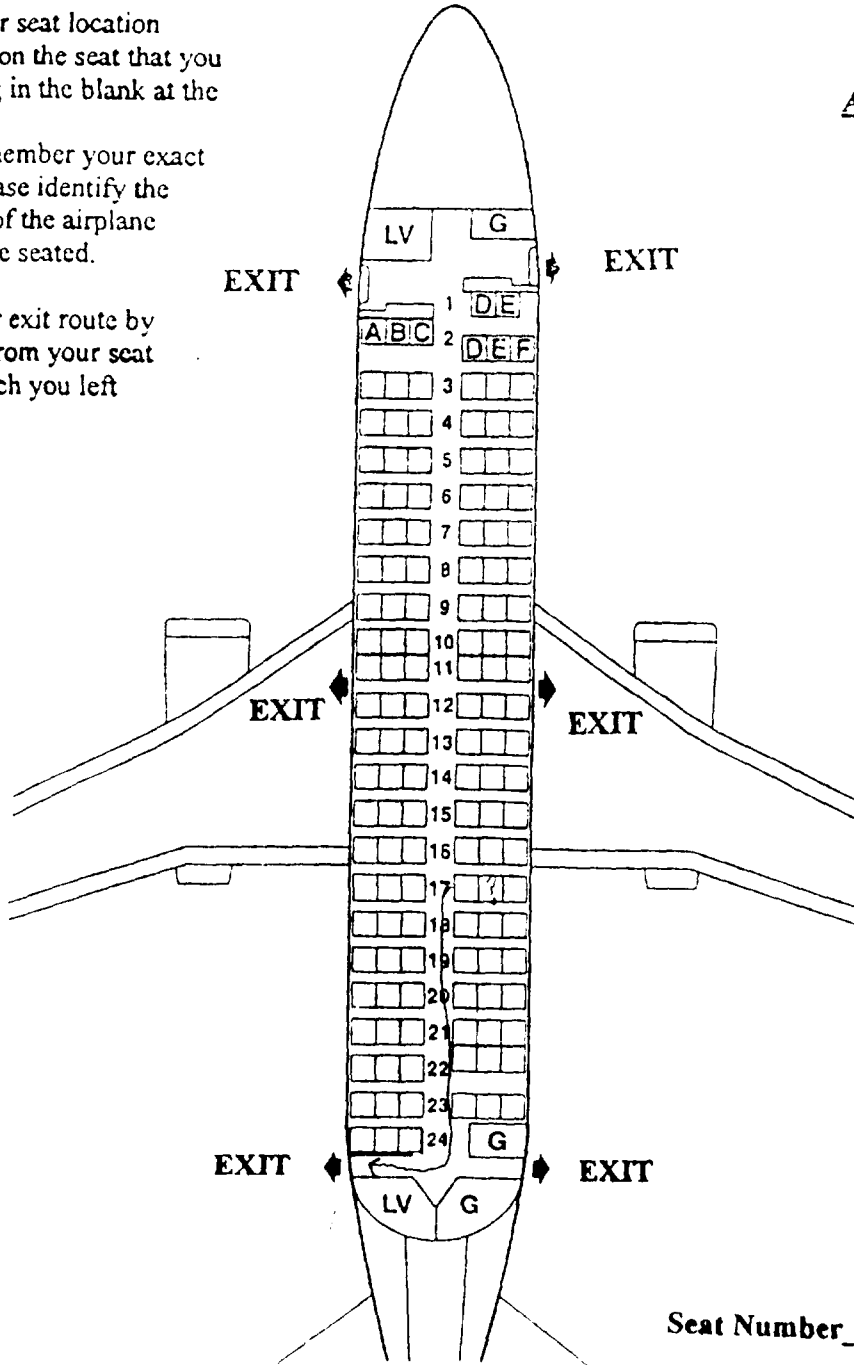
Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E
- Row 2 A B C
- Row 11 (all)
- Row 22 D E F



Seat Number _____

000066

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

Southwest
Flight 1455

Date of accident 3-5-00

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Came down too fast and steep

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

Pilot announced that landing would be "hard", that's all!

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000068

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

28. Did you follow these directions?

- Yes No

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

Yes No

There was no flight attendant nearby.

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

Yes No

If yes, explain _____

31. If you used 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 *Slid off engine to passer by*

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 41

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

Mostly because there was no instruction to leave everything.

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

There was no attendant near exit to converse with

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

They disappeared for all I know.

46. Did you hesitate before getting on slide?

Yes No If no, skip to item 48

Did it use a slide.

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 _____

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

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

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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%)

10 Getting out of your seat (including unfastening seat belt)
+ 10 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 20 Moving up/down aisle
+ 20 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 20 Moving through exit
+ 20 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 _____

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

000072

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

One flight attendant spoke, saying "calm down".

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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

NEVER saw crew except one attendant at front of plane

90. 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

91. Did you sustain any injuries prior to the evacuation?

Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other

95. 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

96. 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 with spouse fearing fuel on ground would ignite.*

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

This upsets me still today. Where were they?

99. 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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other

Van volunteered to drive us to terminal

000074

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 _____

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

58

104. Height

6' 1"

105. Weight

225

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

glasses only

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

Yes No

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

Yes No

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 _____

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

Additional 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.

Southwest Airlines attendants and pilots need to be trained to take charge and assist during an evacuation. None of the crew was visible.

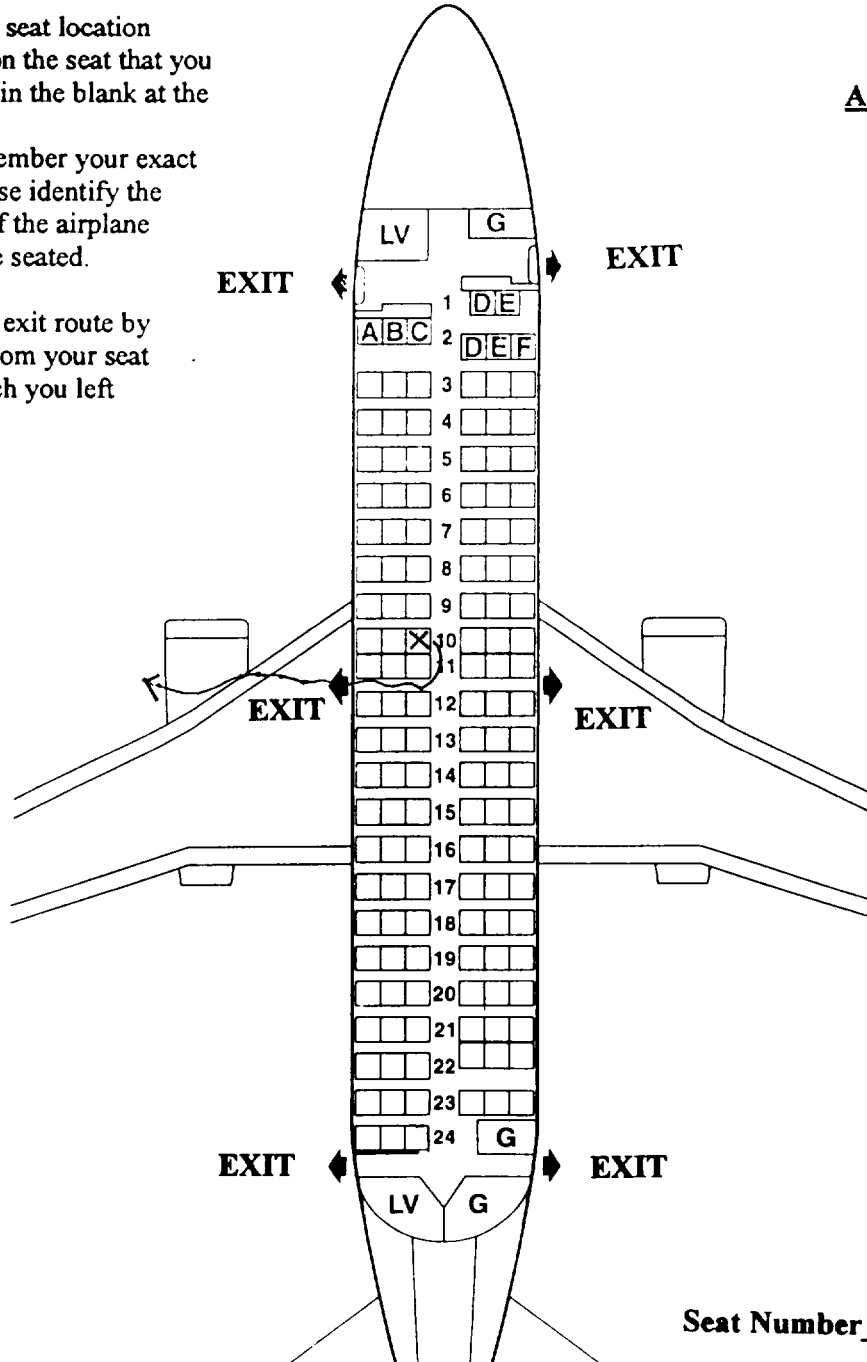
Airport staff of Southwest were even less prepared to deal with passengers who had just evacuated a plane. We were told to go home by the first Southwest employee we talked to about what we should do. Within one hour some more trained personnel began to handle the situation.

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 10 ?

000077

NATIONAL TRANSPORTATION SAFETY BOARD
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

3-5-00
1-4-4-5-

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: _____

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

Yes No

Explain: _____

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Came down too fast, too steep.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

No announcement - warning! Happened too fast.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 *No direction by cabin staff*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

000080

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

Yes No *No direction*

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

Yes No

If yes, explain _____

31. If you used 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 *helped by engine*
passers by

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 *lap*

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 *? purse only*

If no skip to item 41

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 *purse*

39. Where were the items stored?

Under seat Overhead bin Closet Other *lap*

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

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

Yes No *? unknown*

000081

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No *never saw attendants*

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 48

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 _____

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

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 10 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 20 Moving up/down aisle
+ 20 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 20 Moving through exit
+ 20 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 _____

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

000083

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000084

89. 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 *Never saw crew*

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 *Moved away fearing explosion*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other *van driving bx drove 6 to terminal*

000085

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 _____

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

58

104. Height

5' 7"

105. Weight

140

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000086

Additional Thoughts

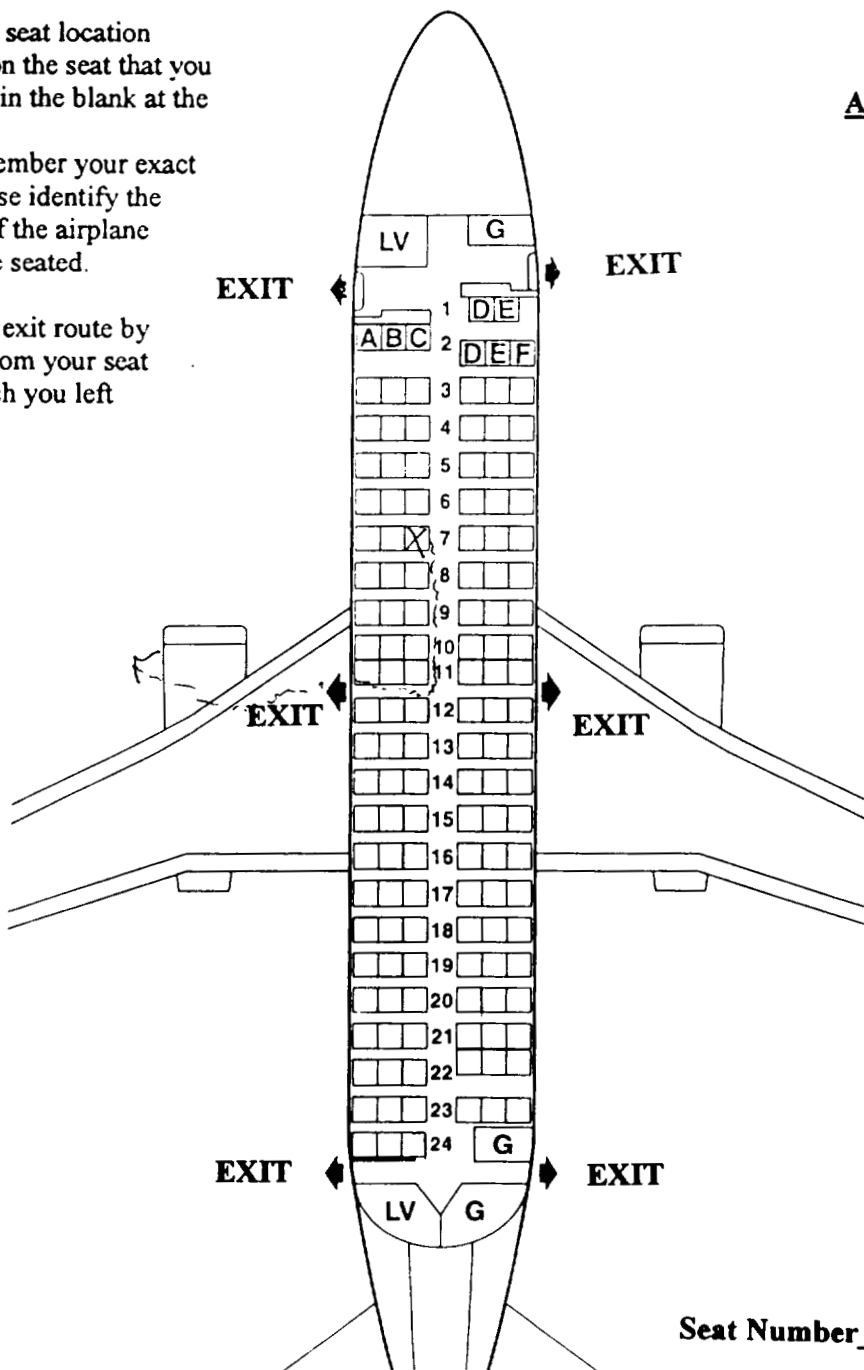
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

Flight crew needs to be more visible.
Never saw crew. Saw no airline personnel until back at terminal. Burbank airport needs some generic airline crew jackets or vests to identify those in charge. Either Southwest Airlines or the airport needs formal procedures to avoid the appearance of confusion. First airline personnel in terminal seemed ready to tell passengers OK to leave before information logged.

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
 - If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.
- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
 Row 1 D E
 Row 2 A B C
 Row 11 (all)
 Row 22 D E F



Seat Number _____

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: not really, but the calm, authoritative manner of the crew did help

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

- Yes No

Explain:

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 couldn't find my glasses

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

- Yes No

Explain: _____

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

Passengers must be made to understand how important the safety instructions are.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

... like a very hard landing that just didn't stop ... and finally crashed.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

When I realized we were going to hit I hurried my face in my shoulders and hung on to the seat arm rests.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

000091

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. If you used 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 needlepoint

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 41

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 needlepoint

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

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 48

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 _____

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 witnesses at the scene

Passenger Behavior

52. Did you experience any delay in getting into the aisle?
 Yes No
If yes. describe The normal "waiting for my turn"

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

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%)

0 Getting out of your seat (including unfastening seat belt)
+ 25 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 25 Moving up/down aisle
+ 25 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 20 Moving through exit
+ 5 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 just waiting our turns

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

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

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 *I don't know*

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000095

89. 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 firmly, calmly,

90. 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.

*professionally told us to
"exit the aircraft"
immediately"*

Injury

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

bruised knees

92. 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

bumps + bruises

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other _____

95. 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

96. 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 watched in horror

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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 51

104. Height 5'3"

105. Weight 105

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No (reading/magnifying glasses)

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

Yes No

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

Yes No

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 _____

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

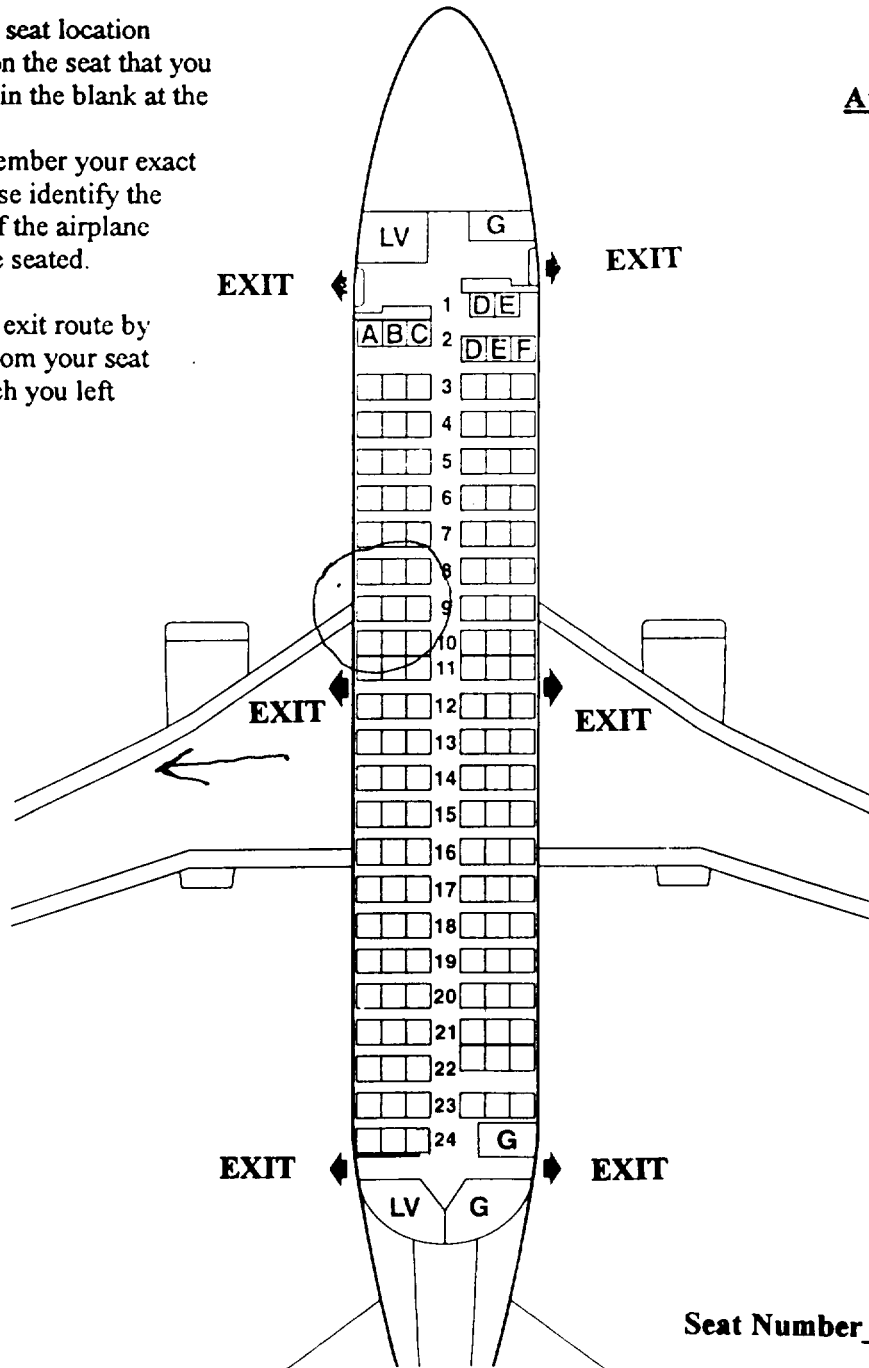
Other _____ None

000097

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
 - If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.
- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
 Row 1 D E
 Row 2 A B C
 Row 11 (all)
 Row 22 D E F



Seat Number _____

000099

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain: BUT COULDN'T SEE NOR HEAR DUE TO SEATING

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: _____ N/A _____

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

RECOMMEND VIDEO INSTRUCTIONS ON INDIVIDUAL SCREENS THAT GO INTO
DETAIL REGARDING PROPER USE OF SAFETY FEATURES.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

SHARP TURNS IN AIR PRIOR TO LANDING. FAST, STEEP DESCENT. EXTREMELY
FAST + BUMPY LANDING. WAY TOO FAST ON RUNWAY. VERY FRIGHTENING
ON ALL SENSES. CRASHED INTO FENCE, STOPPED IN STREET OUTSIDE
AIRPORT.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

NO INSTRUCTIONS ^{GIVEN} WHEN IT HAPPENED. I JUST BRACED MYSELF WITH MY ARMS
+ LEGS

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 BECAUSE WE WERE SEATED AT EXIT - IT WAS A GIVEN

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 A FLIGHT ATTENDANT VERIFIED WITH US THAT WE WERE ABLE TO OPEN DOOR IN
PRIOR TO LANDING CASE OF EMERGENCY

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

N/A

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. If you used 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 41

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

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

DON'T SEE NOR HEAR FROM FLIGHT ATTENDANTS

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 48

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 _____

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

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

000104

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

N/A

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%)

10% Getting out of your seat (including unfastening seat belt)
+ _____ Moving from seat row into aisle
+ 40% Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ _____ Moving from aisle to exit
+ 10% Opening exit (Zero if exit already open)
+ 10% Moving through exit
+ 30% 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 _____

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

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

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

86. Did you understand the flight attendants' instructions? *N/A*
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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.

WHILE FLIGHT ATTENDANT CONFIRMED WE WERE ABLE TO OPEN EMERG. DOOR, SHE DIDN'T ASSIGN US ANY SPECIFIC DUTIES BEYOND THAT.

Injury

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other WALKED AWAY FROM SITE. WALKED AROUND BLOCK, TRIED TO GET TO TERMINAL. WAS SENT BACK TO SITE TO WAIT FOR BUS.

000107

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

11 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 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

38

104. Height

6'0"

105. Weight

240

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 AIR FORCE ROTC None

Additional 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 warnings prior to impact
- ✓ No directions to assume brace position
- ✓ No instructions given after impact
- ✓ Never saw nor heard from crew post descent
- ✓ It would've been helpful for flight attendant to give more instruction on emerg. exit procedure, or show us where instruction cards were.
- ✓ CASUAL ATTIRE OF FLIGHT ATTENDANT MADE THEM IMPOSSIBLE TO IDENTIFY IN THE CHAOTIC EVACUATION.
- ✓ Never heard from pilot/co pilot?!
- ✓ Passengers were panicked + screaming - we at emerg exit had a decision to make.
WAS IT SAFE TO OPEN DOOR? We had no visibility. The environment was smokey. WAITED A FEW SECONDS for instruction from crew. NONE GIVEN. PERSONAL DECISION TO OPEN DOOR.

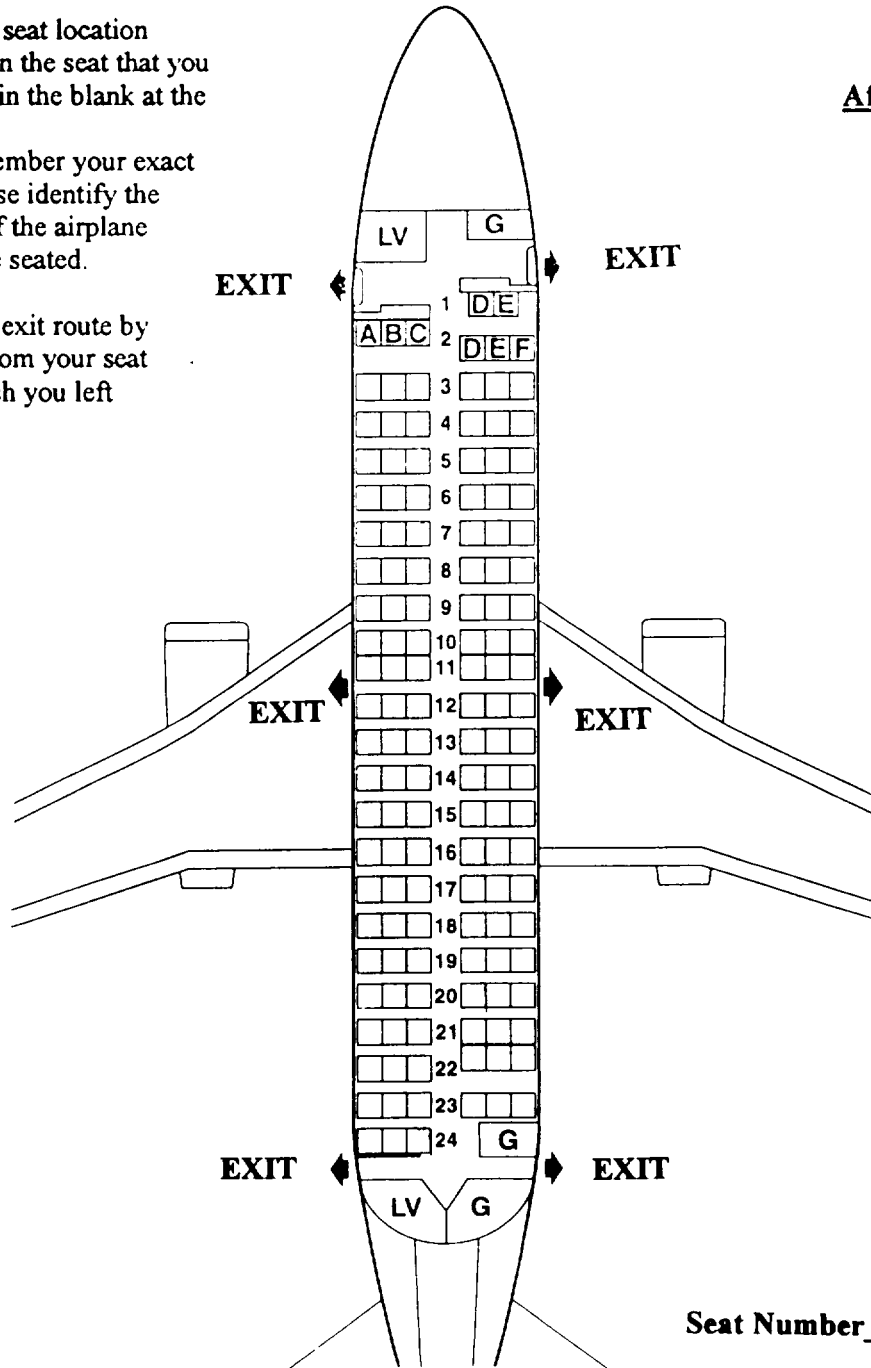
**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number _____

000110

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain: Southwest Always Make It Presentation Interesting or Fun

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

As the runway at the end of the runway grew smaller, the pilot turned the nose wheel to the right. We then burst through the blast fence and skidded to a stop.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

No instructions were given by the flight crew since they were obviously surprised at their inability to stop the aircraft at the end of the runway.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

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 Air Slide at the front left side of the cabin inflated inside the aircraft, preventing escape. I was going to use a pocket knife to deflate the slide but was told not to do so by a member of the flight crew.

31. If you used 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 41

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

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

Yes No

To a great degree

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

Yes No

But they weren't necessarily paying strict attention to instructions
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 48

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 _____

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

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.

Passengers in the rear apparently did not realize the severity of the situation with the close proximity to the gas station and the related fire danger

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
+ 10 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 70 Moving up/down aisle
+ 5 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5 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 Blocked Front Exit

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000117

89. 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 _____

90. 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.

I Asked crew to help me push a young girl & her mother over the top of the Air slide sliding the cart and out onto the street. The Exit through the rear was proceeding slowly, and I was afraid a fire would ensue.

Injury

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 was the last passenger off the plane*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000118

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 2C

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 41

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

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

Yes No

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 _____

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

Additional 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.

Overall the Evacuation went fairly smooth. The flight attendants maintained order while looking outside the windows to determine the best method of evacuation. I was disappointed that we could not deflate the front Airslide given the proximity to the filling station and the potential for fire. I am also curious as to why more passengers were not directed to use the wing exits, which again would have speeded up the evacuation.

All in all, I thought the Southwest Airlines personnel responded as well as could be expected, both in the cabin and later on the ground.

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

*Air Slide For/Blocked
Row used into the cabin
blocking the EXIT*

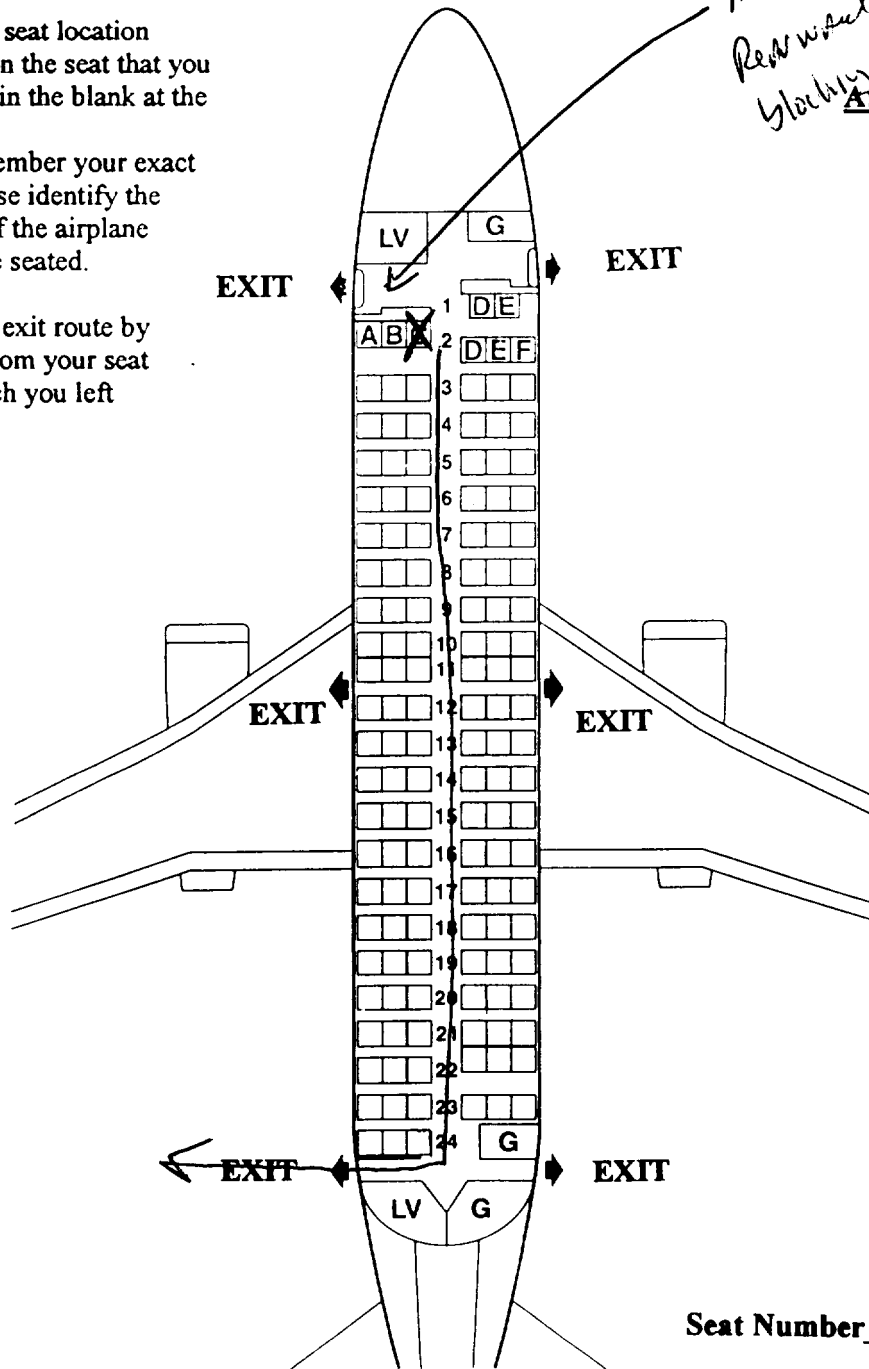
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Alt-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number 2C

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant [checked] Video [] Audio []

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

- All [] 75% [] 50% [] 25% [] None [checked]

(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 [checked] 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 [checked]

5. Is English your primary language?

- Yes [checked] No []

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

- Yes [] No [checked]

Explain:

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

- Yes [checked] No []

Explain: WHILE THE PRE-FLIGHT BRIEFING WAS PRESENTED IN A MANNER THAT INDICATED IMPORTANCE, I WAS SEATED ADJACENT TO THE FLIGHT ATTENDANT + COULDN'T HEAR OR SEE THE PRESENTATION.

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 [checked]

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: N/A

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

I RECOMMEND DETAILED, VIDEO INSTRUCTION THAT DEMONSTRATES HOW THESE SAFETY FEATURES ACTUALLY WORK

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

SHARP TURNS IN AIR PREPARING FOR LANDING. VERY STEEP, VERY FAST DESCENT. TOO FAST ON RUNWAY - INTO A RIGHT TURN - WHICH CAUSED SKIDDING + IMPACT WITH FENCE - STOPPING IN STREET OUTSIDE AIRPORT. FAST, BUMPY, VIOLENT, SMOKEY, FRIGHTENING EXPERIENCE

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

NO VERBAL INSTRUCTIONS WERE EVER GIVEN TO ASSUME THE POSITION.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 WHEN PLANE CAME TO A STOP

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 WE AGREED TO OPEN THE DOOR IN CASE OF EMERGENCY
PRIOR TO LANDING

26. Were you directed away from a specific exit?
 Yes No

27. Were you directed toward a specific exit?
 Yes No

28. Did you follow these directions?
 Yes No

N/A

000124

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. If you used 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 41

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

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

Yes No

000125

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

Yes No

DIDN'T SEE NOR HEAR FROM FLIGHT ATTENDANTS

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 48

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 _____

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

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

000126

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? *N/A*

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%)

10% Getting out of your seat (including unfastening seat belt)
+ _____ Moving from seat row into aisle
+ 40% Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ _____ Moving from aisle to exit
+ 10% Opening exit (Zero if exit already open)
+ 10% Moving through exit
+ 30% 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

N/A

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000128

89. 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 _____

90. 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.

PRIOR TO FLIGHT, ATTENDANT CONFIRMED WE WERE ABLE TO OPEN EMERGENCY EXIT DOOR IN CASE OF EVACUATION - HOWEVER, NO INSTRUCTIONS OR RESPONSIBILITIES ASSIGNED BEYOND THAT.

Injury

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

92. 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

EMERGENCY EXIT DOOR WAS OPENED, DETACHED FROM PLANE AND FELL ON MY LEFT KNEE. THIS HAD LITTLE TO NO EFFECT ON MY EVACUATION. BRUISE FROM THIS LASTED 2 WKS.

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other LEFT KNEE

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No

99. 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

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

- Walked to terminal
- Bussed to terminal
- Ambulance to hospital
- Other Walked away from site. Walked around block. Tried to get to terminal.

000129

WAS SENT BACK TO SITE TO WAIT FOR BUS.

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 11F

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 37

104. Height 5'6"

105. Weight 190

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Additional 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 WARNINGS PRIOR TO IMPACT
- NO DIRECTIONS TO ASSUME BRACED POSITION
- NO INSTRUCTIONS GIVEN AFTER IMPACT
NEVER SAW NOR HEARD FROM CREW POST IMPACT
- IT WOULD'VE BEEN HELPFUL FOR FLIGHT ATTENDANT TO GIVE MORE INSTRUCTION TO PASSENGERS SEATED AT EMERGENCY EXITS. I COULD HAVE BEEN GIVEN INFORMATION ON EXIT PROCEDURE. ALSO, FLIGHT ATTENDANTS SHOULD SHOW PASSENGERS SEATED IN BULK HEAD, WHERE INSTRUCTION CARDS ARE KEPT
- CASUAL ATTIRE OF FLIGHT ATTENDANT MADE THEM UNIDENTIFIABLE IN THE CHAOTIC EVACUATION
- NEVER HEARD FROM PILOT/ COPILOT?!
- PASSENGERS PANICKED, SCREAMING
WE DIDN'T KNOW IF IT WAS SAFE TO OPEN EMERG EXIT DOOR
WAITED A FEW SECONDS FOR INSTRUCTIONS FROM CREW
NONE AVAILABLE
PERSONAL DECISION TO OPEN EXIT

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

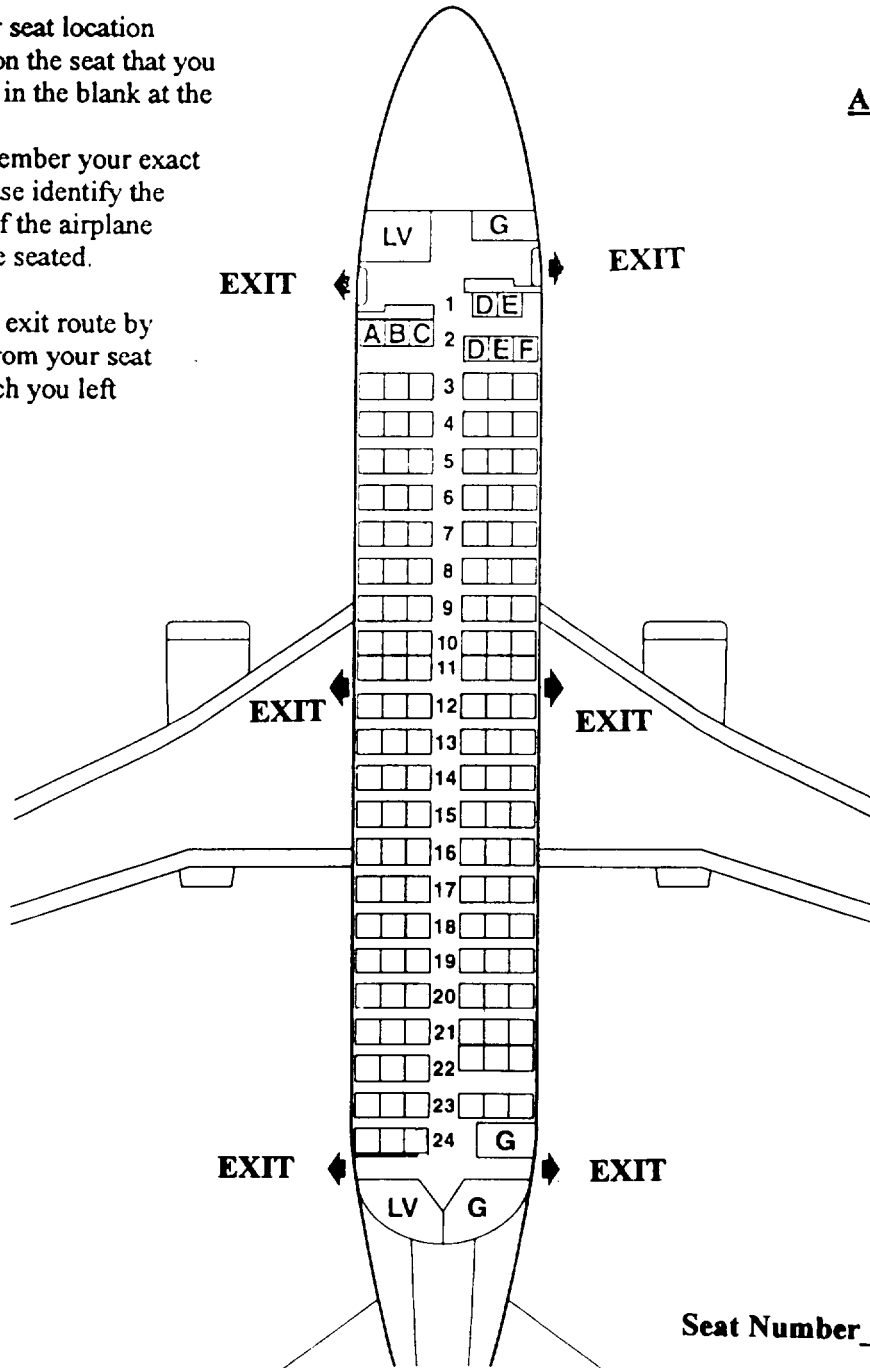
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- [X] Flight Attendant [] Video [] Audio

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

- [X] 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).

- [X] 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?

- [X] Heard every word [] Some words difficult to hear [] Most words difficult to hear

5. Is English your primary language?

- [X] Yes [] No

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

- [] Yes [] No

Explain: I WAS ONE OF THE FIRST 3024 OFF THE PLANE SO I DON'T KNOW HOW WELL THE OTHER PASSENGERS FOLLOWED THE INSTRUCTIONS

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

- [] Yes [] No

Explain: I've heard it so many times that I WASN'T PAYING THAT MUCH ATTENTION TO THE PRESENTATION EFFECT

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 [X] 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: _____

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

I think the instructions are fine

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Too High, too Fast, Pilot was so out of control

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000134

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 *BEFORE, MANY TIMES*

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 *I Knew the Exit & where it was*

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 *at the time it was the only EXIT AVAILABLE*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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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. If you used 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 41

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

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

Yes No *SINCE I WAS ONE OF THE FIRST 3004 OFF, I DIDN'T KNOW*

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

Yes No

UNKNOWN

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 48

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 OFF THE SLIDE

+ LANDED HARD ON THE STREET.

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

People were pushing & shoving I got pushed back to the cautionary door people were yelling & screaming, I managed to be the 3rd or 4th even though I was one of

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

Yes No

The first to get up

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 *UNKNOWN*

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%)

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

SINCE I WAS AT THE REAR OF PLANE AND ONE OF THE BRIMMERS TO EXIT, MOST OF THIS DOESN'T APPLY

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 _____

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

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

WAS OBVIOUS

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

- Yes
 No

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

86. Did you understand the flight attendants' instructions?

- Yes
 No

People yelling + screaming

87. Did you remove your shoes during the evacuation?

- Yes
 No
 If no skip to item 89

88. Why did you remove your shoes?

- Flight attendant instructions
 I thought I had to
 Saw others removing shoes
 Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

*Coming down the slide, SO FAST I WENT OFF THE
SLIDE & HIT THE CONCRETE SO HARD ON MY REAR END
I FELT THE IMPACT VERY HARD*

94. Describe the location of injuries suffered?

- Wrist Ankle Legs Arm Back Face Head Other _____

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

- Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *VERY BAD BACK PAIN &
BOTH THIGH NUMBNESS*

Post Evacuation Events

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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 _____

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

59

104. Height

6'3"

105. Weight

245

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No *Fell off but retrieved, glasses bent & scratched*

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 _____

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 *I fly Southwest Every week to my home in Vegas*

113. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

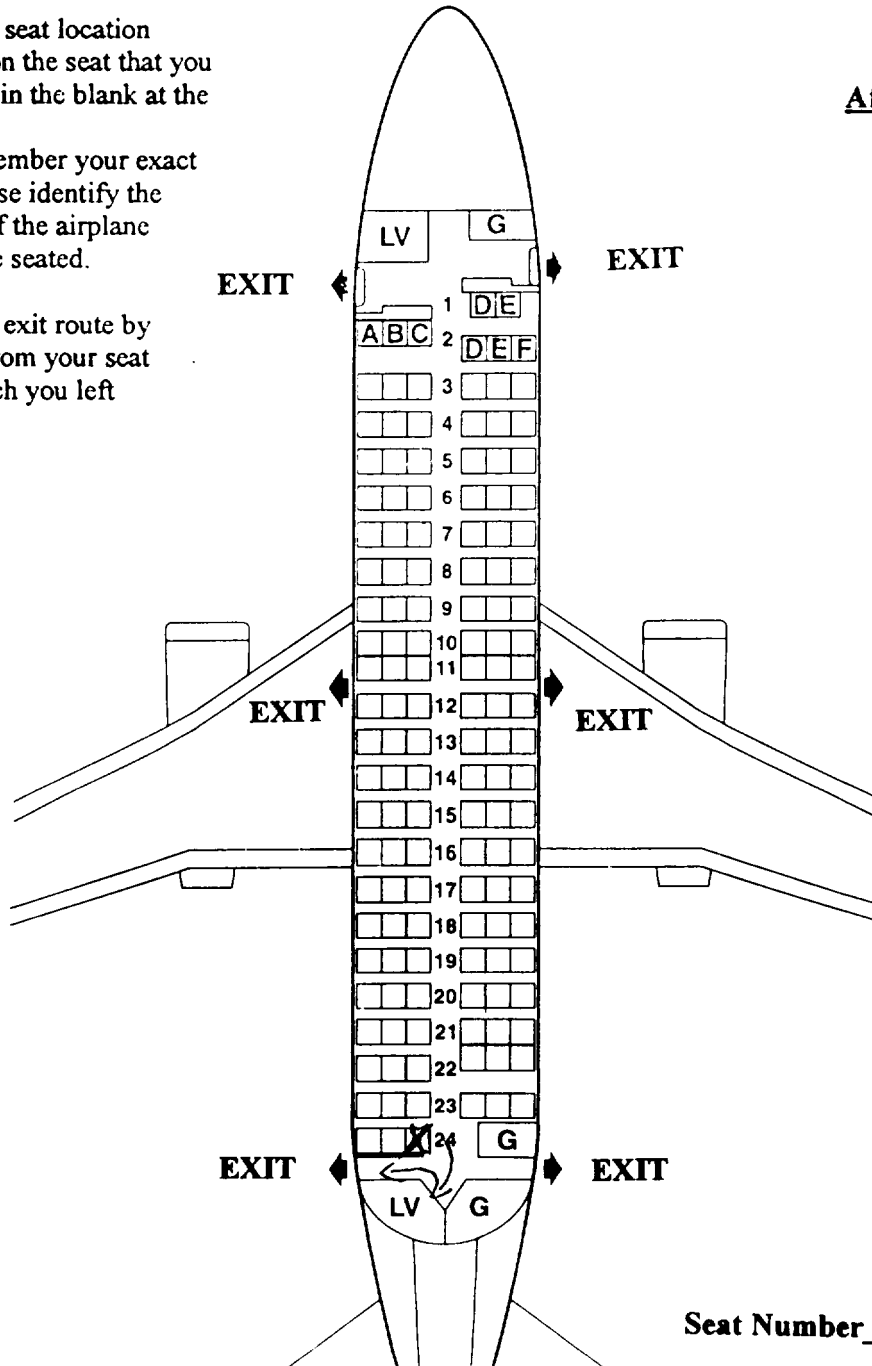
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E
- Row 2 A B C
- Row 11 (all)
- Row 22 D E F



Seat Number 24 or Row #

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: It should were the exits were

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

- Yes No

Explain:

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: it helped locate the emergency exits

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

It came down fast and shook.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

There wasn't any time.

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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

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

Yes No

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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 48

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 _____

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

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

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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 fr. wife's family

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%)

<u>2</u>	Getting out of your seat (including unfastening seat belt)
+ <u>24</u>	Moving from seat row into aisle
+ <u>2</u>	Coordinating with traveling companions
+ <u>0</u>	Retrieving carry-on luggage
+ <u>55</u>	Moving up/down aisle
+ <u>18</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>3</u>	Moving through exit
+ <u>13</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100</u>	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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 13

104. Height 5'7

105. Weight 130

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

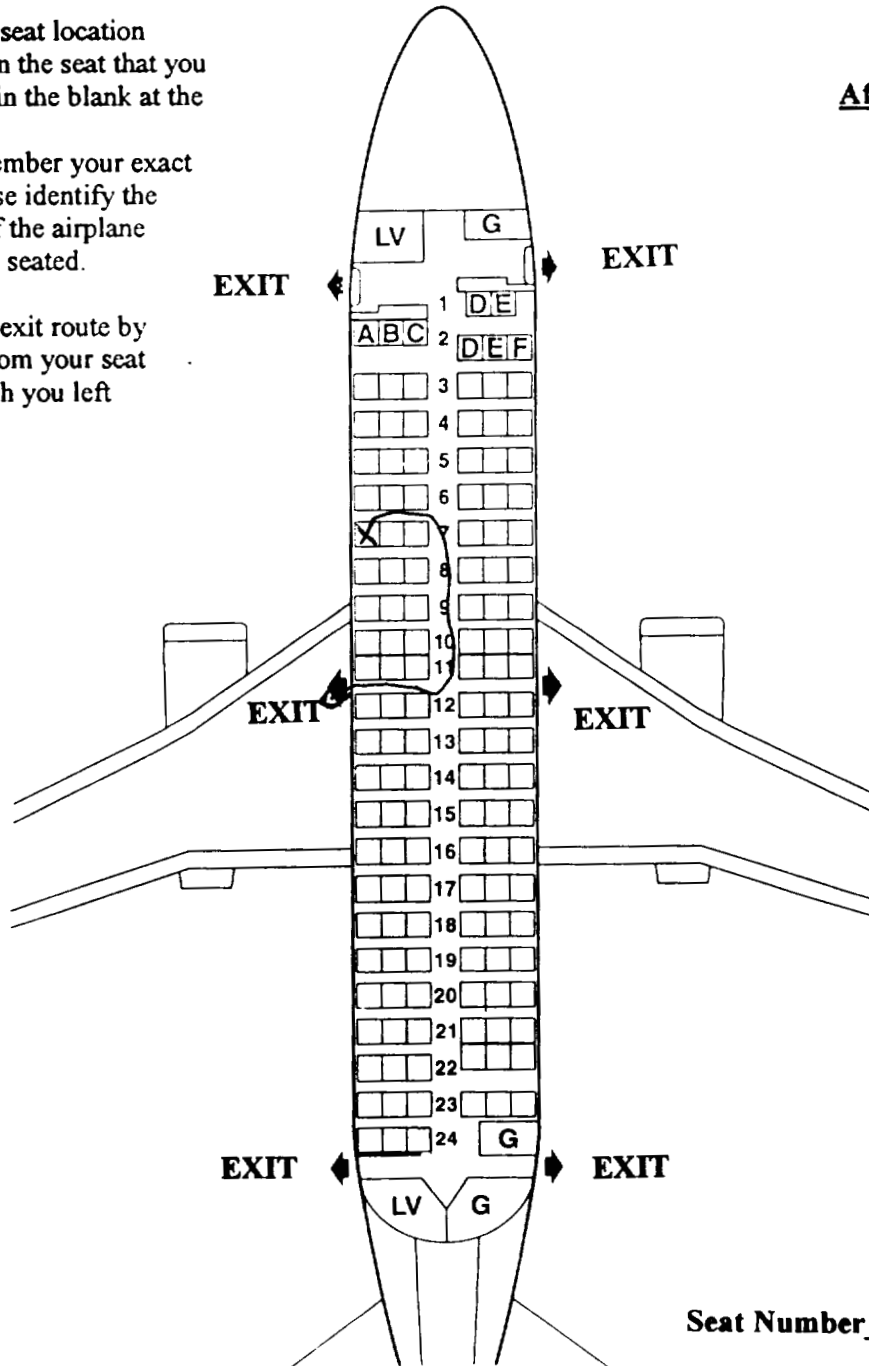
Other _____ None

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: I WAS AWARE OF LOCATION OF EMERGENCY
EXITS
NOTHING ELSE IN BRIEFING WAS RELEVANT
TO OUR SITUATION.

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

Yes No

Explain: NOT REALLY - IT WAS DONE QUICKLY AND
IN A MATTER-OF-FACT MANNER

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: AGAIN, I WAS AWARE OF LOCATION OF EMERGENCY EXITS

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

PRESENTATION NEEDS TO COVER MORE ABOUT EVACUATION PROCEDURES AND GIVEN HIGHER LEVEL OF IMPORTANCE - HOWEVER ONLY SO MUCH DRONES CAN DO - THE REST IS UP TO PASSENGERS TO TAKE SERIOUSLY

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

STEEP DECLINE OF APPROACH, HIGH SPEED IMPACT OF WING AND NOSE ON FENCE WITH PIECES OF FENCE EXPLODING AROUND AIRCRAFT - NOSE HIT GROUND CAUSING WIRCH FORWARD - SUDDEN STOP

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

WHEN I REALIZED WE WOULD IMPACT FENCE/WALL - COULD SEE IT RAPIDLY APPROACHING TO MY LEFT

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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 **DURING LANDING/CRASH**

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

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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 REMAINED WITH ME

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

Yes No

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 **DO NOT RECALL**

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 48

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 _____

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

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%)

_____ Getting out of your seat (including unfastening seat belt)

+ 5 Moving from seat row into aisle

+ _____ Coordinating with traveling companions

+ _____ Retrieving carry-on luggage

+ _____ Moving up/down aisle

+ 25 Moving from aisle to exit

+ _____ Opening exit (Zero if exit already open)

+ 20 Moving through exit

+ 50 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 _____

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

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 **DID NOT SEE SMOKE, BUT I DID SMELL WHAT SEEMED TO BE SMOKE**

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

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

Yes No Not enough time **"ONLY HEARD 'STAY CALM'"**

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 **"STAY CALM"**

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

AS AIRCRAFT WAVED FORWARD/DOWNWARD, MY HEAD HIT THE SEAT (TRAY TABLE) IN FRONT OF ME.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 **MET WIFE AND WE WALKED A BLOCK AWAY AND WAITED**

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

INITIALLY SCATTERED THEN POLICE GROUPED PASSENGERS

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 9B

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 51

104. Height 6'-0"

105. Weight 185

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

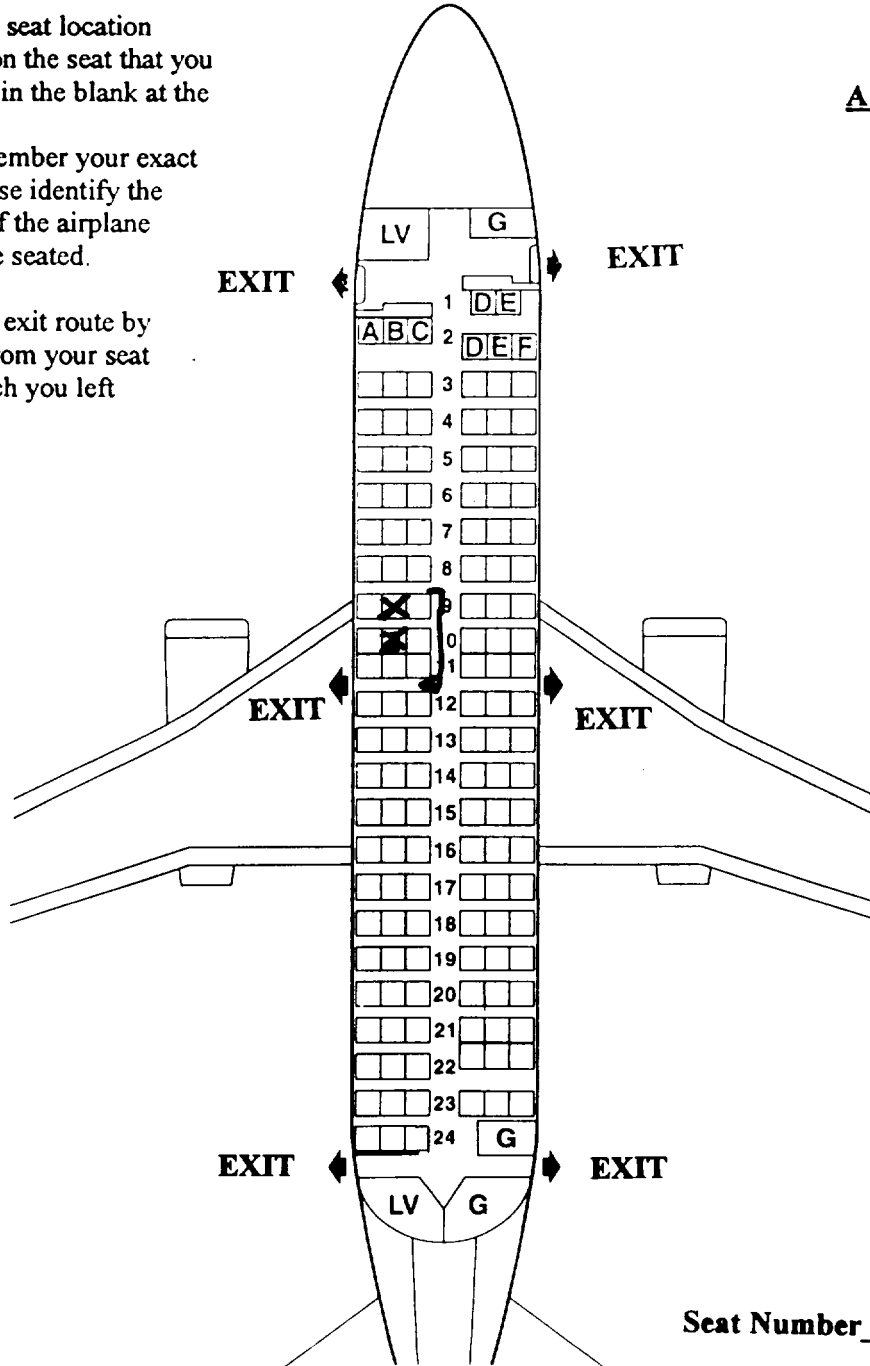
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 9B

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NATIONAL TRANSPORTATION SAFETY BOARD
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: I always make sure I sit near an emergency exit, if possible and decide in advance what exit I would use should an emergency occur.

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

Yes No

Explain: I think so. People pay attention.

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: I knew where the nearest exit was

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

We were at a VERY steep angle during Approach into Bulparak. We were going VERY fast when we turned down and as the pilot attempted to slow down, it was pulling everything forward. We began a slight turn to the right as we hit the fence. Windows shattered. We were thrown around hard as the plane lost landing wheels and finally stopped.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I was not aware at that time the pilot was unable to stop the plane. I was being pulled forward so hard, my reaction was to push my feet down and hold armrests to stay in my seat.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

I was just very sore across the area where the belt was. I think its normal given the situation.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 when I first got on the plane

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

28. Did you follow these directions?

- Yes No

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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. If you used 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 41

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 *both were small items, I kept them with me*

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

Yes No

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

Yes No *From the overhead bins.*

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

Yes No

I got off quickly, so I am not aware of any possible arguments.

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 48

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 *I did not see a slide. If there was a slide, it was too dark to see it... I don't think it inflated.*

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 _____

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

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

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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
+ 1 Retrieving carry-on luggage
+ 5 Moving up/down aisle
+ 25 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 14 Moving through exit
+ 45 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 _____

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

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

83. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time *A flight attendant said "stay calm" as she tripped and almost fell. She appeared dazed and slow thinking.*

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, except "stay calm"

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

knee, hand, back. No effect on evacuation.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other *Hand, Knee*

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

- Sprain
- Fracture
- Concussion
- Broken Back
- Dislocation
- Strain
- Burn
- Abrasions (Lacerations & Bruises)
- Smoke inhalation
- Other *UNKNOWN AS TO KNEE INJURY. diagnostic tests in progress.*

Post Evacuation Events

96. 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 *Ran a safe distance away in case of fire and/or explosion*

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No *they had not arrived yet. Later, they did, and we were taken to the terminal.*

99. 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

initially, people ran from the plane, then we gathered once rescue personnel arrived.

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

- Walked to terminal
- Bussed to terminal
- Ambulance to hospital
- Other _____

Airport vans

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 9A

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

42

104. Height

5'7"

105. Weight

145

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

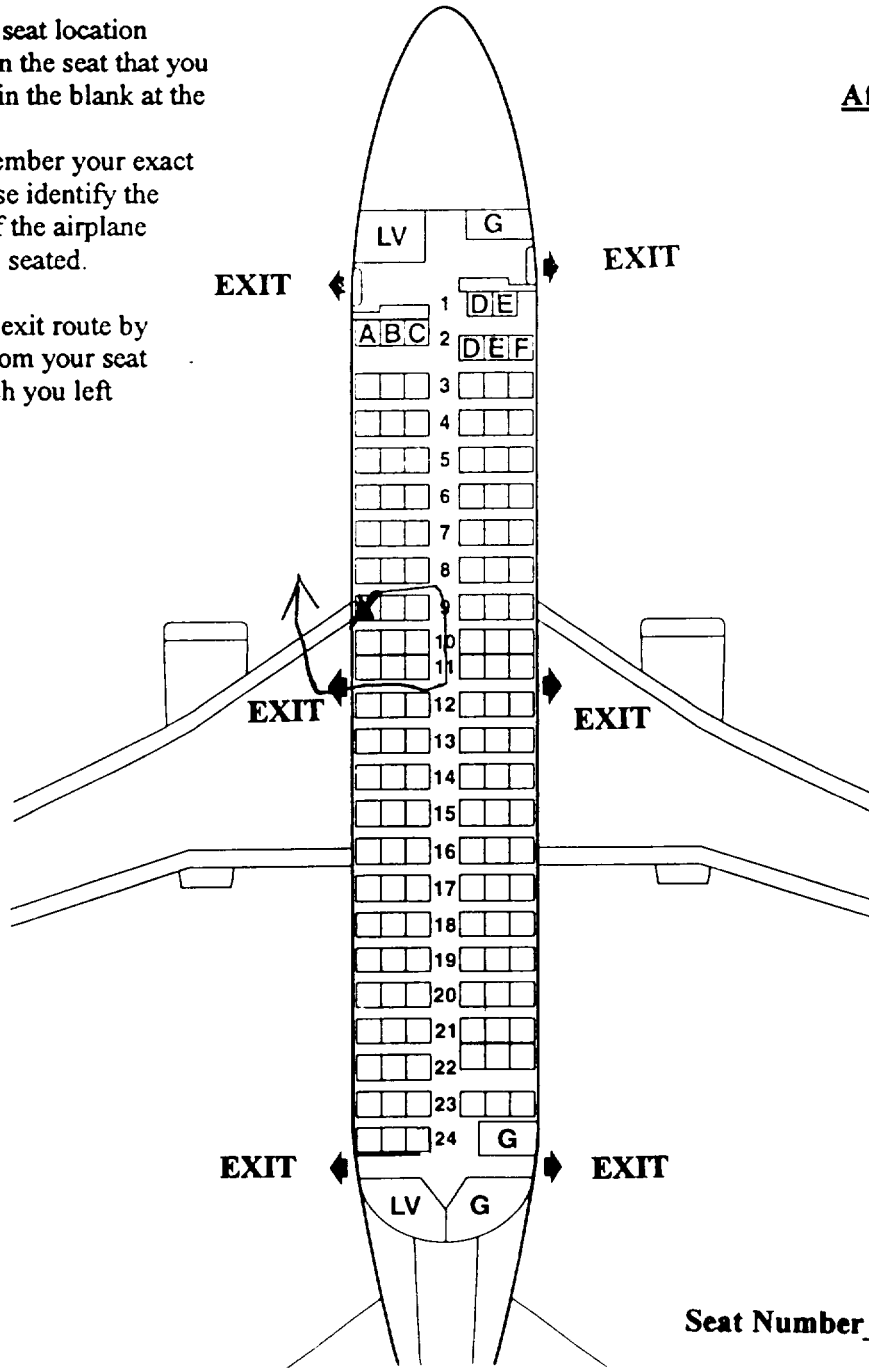
Other _____ None

ground school; Flight instruction in late teens/early 20's, a lot of small aircraft flights; much commercial flight travel.

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
 - If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.
- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 9A

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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: IT HELPED BECAUSE IT GAVE DIRECTIONS WHICH EXITS TO USE WHEN EVACUATING THE AIRCRAFT. HOWEVER IN OUR CASE THE FRONT EXIT WAS BLOCKED BECAUSE THE EMERGENCY CHUTE DEPLOYED INTO THE FRONT OF THE CABIN NOT OUT THE DOOR.

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

- Yes No

Explain: IT WAS PRESENTED MORE AS A ROUTINE ITEM, BY THE STEWARDESSES IN THEIR PRESENTATION

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 SEAT DID NOT HAVE CARD(S).

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

- Yes
- No

Explain: HAVING READ THE CARD FROM PREVIOUS FLIGHTS I KNEW WHERE THE EXITS WERE.

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

FIRST THERE WAS NO WARNING THAT WE WERE GOING TO CRASH AS WE LANDED AT THE AIRPORT, WE WERE MOVING DOWN THE RUNWAY AND THE AIRCRAFT BEGAN A RIGHT TURN AND THE PILOT(S) LOST CONTROL. NEXT INSTANT THE CRASH BEGAN & A HARD LANDING.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

NO WARNING WAS GIVEN WE WOULD CRASH.

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

REMAIN INTACT BECAUSE I WAS IN THE FIRST ROW IN ONE OF THE REVERSE SEATS FACING THE PASSENGERS.

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 OUR PRIMARY EXIT WAS BLOCKED, THEREFORE, WE WERE INSTRUCTED TO USE THE REAR EXIT.

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

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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 BRIEFCASE / SMALL PACKAGE

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

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 48

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 _____

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 BECAUSE PASSENGERS HAD RUSHED TO THE FRONT EXITS IT TOOK SOME TIME FOR THE STEWARDESS TO STOP THEM AND ORDER THEM TO USE THE REAR EXIT.

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

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

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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.

I BELIEVE THE LINE WAS MOVING SLOW BECAUSE WE HAD A LONGER DISTANCE TO THE EXIT, AND PASSENGERS TRYING TO CARRY THEIR BAGGAGE.

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
+ 5 Retrieving carry-on luggage
+ 75 Moving up/down aisle
+ 5 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5 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 LONGER DISTANCE TO EXIT, DIM LIGHTING IN CABIN, AND WAITING IN LINE TO EVACUATE.

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

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 Scatbelt 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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

INJURY OCCURRED WHEN WE STOPPED HIT THE BACK OF MY HEAD AGAINST THE BACK OF MY SEAT/WALL.

92. 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

HAD NECK AND BACK PAIN POSSIBLY RESULTING FROM JUMPING ON TO THE EVACUATION CHUTE. OR THE HARD LANDING (STOP). ALSO, ANGLE OF EMERGENCY CHUTE WAS AT A STEEP ANGLE WHEN EXISTING THE AIRCRAFT, THEREFORE, I HAD TO JUMP FROM THE PLANE.

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other NECK

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

- Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other NECK/BACK PAINS & LIGHT CONCUSSION.

Post Evacuation Events

96. 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 PASSENGERS WERE TOLD TO MOVE AWAY FROM THE AIRCRAFT BY THE STEWARDESSES.

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. Seat Number NO ASSIGN SEATING ON SOUTHWEST.

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 52

104. Height 5'2"

105. Weight 180

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

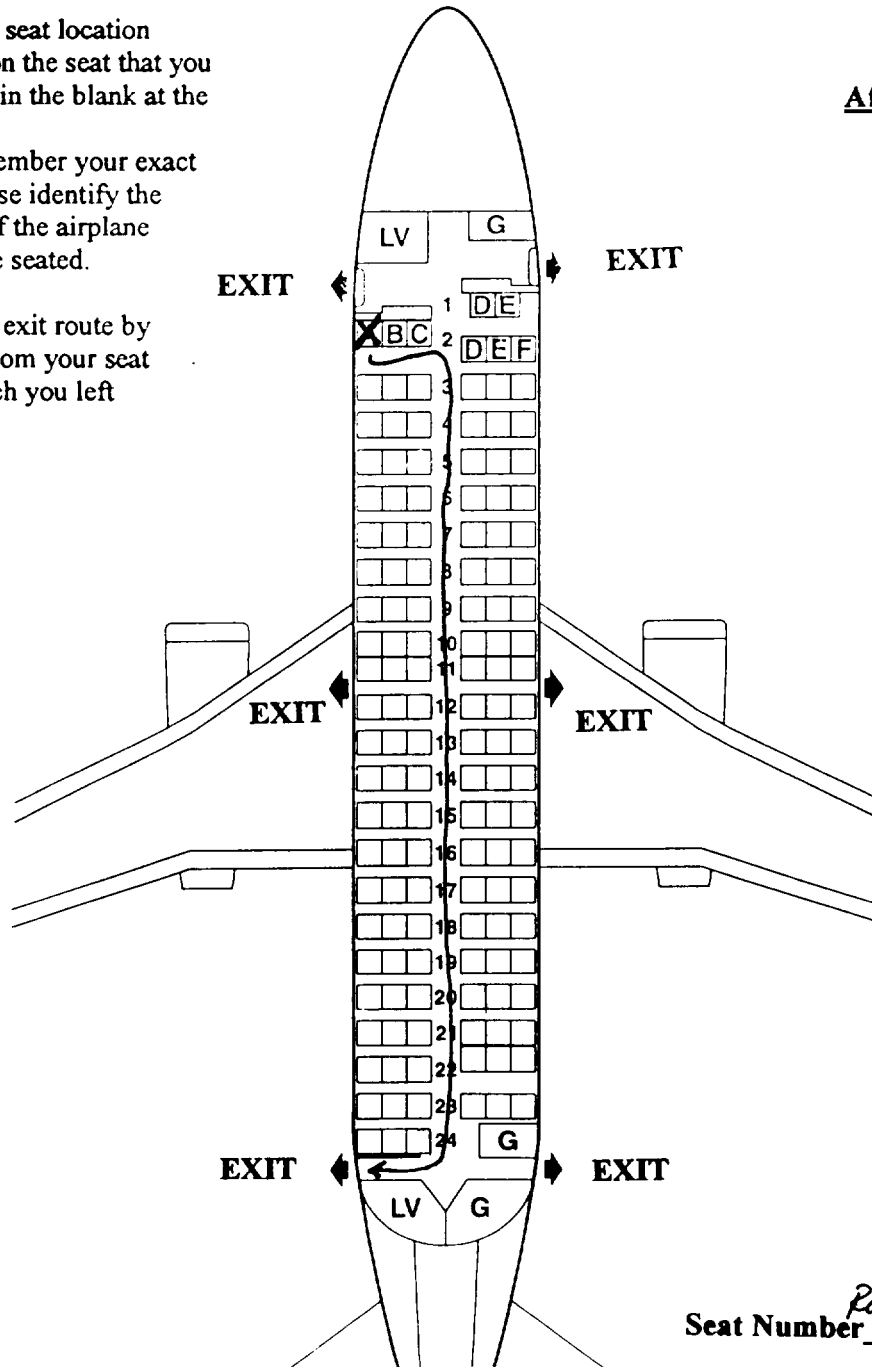
Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number Row 2 A

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- [X] Flight Attendant [] Video [] Audio

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

- [X] 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?

- [X] Heard every word [] Some words difficult to hear [] Most words difficult to hear

5. Is English your primary language?

- [X] Yes [] No

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

- [] Yes [X] No

Explain: When it came time to evacuate, the obvious choice was to head for the door. (BACK OF PLANE FOR ME). I did not have the pre-flight presentation in my mind at the time of evacuation. I was only thinking about the present moment.

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

- [] Yes [X] No

Explain: Usually Southwest Airlines "jokes around" during the briefing. The information is presented, but the delivery is not as serious.

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 [X] 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: _____

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

I'd prefer a more serious delivery of such important information from the crew.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

It was somewhat alarming but not over-the-top out of control. It wasn't until the plane did not stop that we knew something was terribly wrong

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

Because the plane was moving so fast and the reverse thrusts were off we were pushed forward. I held on to the seat in front of me.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

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. If you used 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: *N/A*

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 41

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

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

Yes No

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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 48

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 CUT MY HAND ALSO

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 I HAD AN AISLE SEAT

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

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

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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%)

_____ Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 90 Moving up/down aisle
+ _____ Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 5 Moving through exit
+ _____ 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 PART OF PLANE'S CEILING LANDED IN AISLE

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

000193

72. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000194

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

~~AS~~ AT SOME POINT ON THE SLIDE I CUT MY HAND -
~~AND~~ ALSO GOT A SMALL ABRASION ON MY ARM

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other HAND & ARM

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000195

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 21 C

Please indicate the following locations on the diagram.

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Use this 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 36

104. Height 6' 3"

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

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

Yes No

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 _____

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

Additional 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.

PLEASE Feel free to call me

2- [REDACTED]

8- [REDACTED]

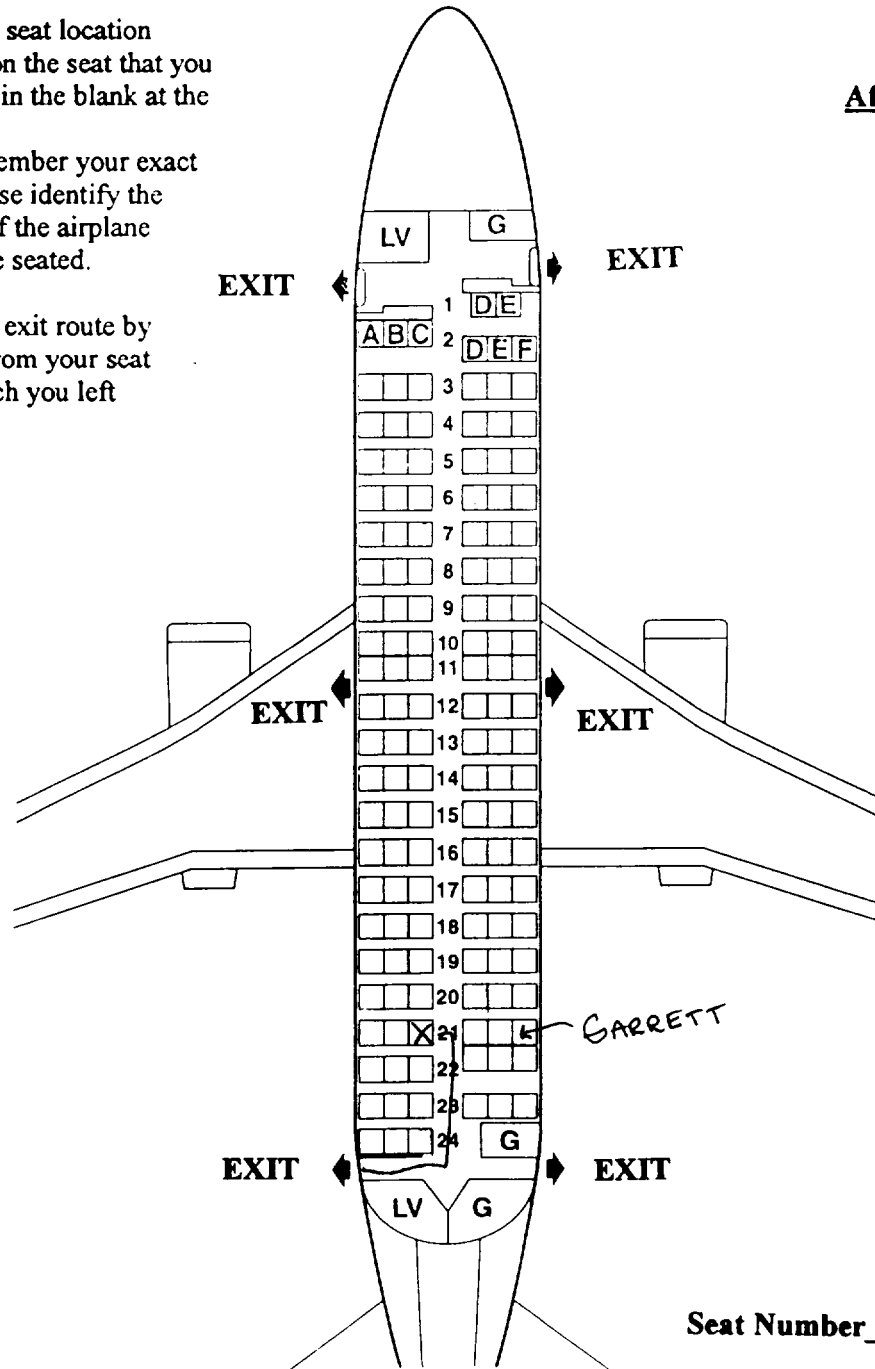
[REDACTED]

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 21C

000198

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 I am a licensed private pilot and fully aware of the safety information being presented.

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: I expected all exits to be available. However because of the emergency slide exploding into the cabin, the nearest exit was not available.

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

- Yes No

Explain: Southwest staff rushed through the briefing to expedite because the flight was already two hours delayed.

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: _____

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

The instructions on the card do not say to wait for instructions from flight crew in the event of an emergency.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I was expecting a normal landing. The approach was very fast, but I assumed the pilot would go around if he couldn't make the landing.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

Hip injuries.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28/ Did you follow these directions?

- Yes No

000201

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

I was going to use the left-wing exit but was called by an attendant to the rear of the aircraft.

31. If you used 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 41

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 *Jacket: On my lap. Book: On my lap.*

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

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

Yes No

000202

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 48

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 _____

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

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

000203

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 mother
Sister

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
+ 5% Coordinating with traveling companions
+ 5% Retrieving carry-on luggage
+ 65% Moving up/down aisle
+ 5% Moving from aisle to exit
+ 0% Opening exit (Zero if exit already open)
+ 10% 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 _____

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

000204

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000205

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

Whiplash. It did not affect the evacuation.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *Neck*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. Seat Number 30

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

23

104. Height

6'0

105. Weight

195lb.

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

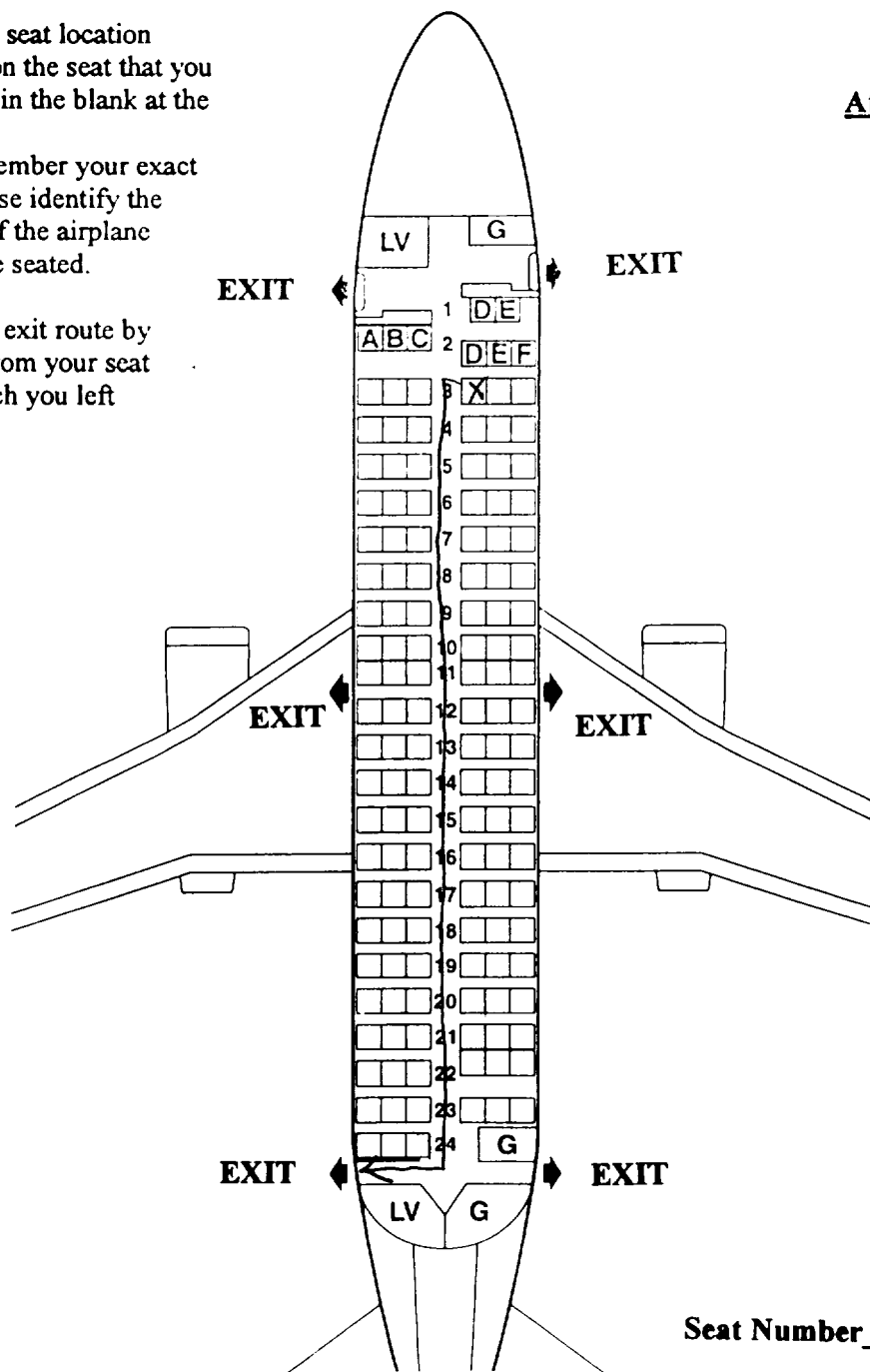
**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

**Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F**



000209

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 exits that were closest to the seats I was in didn't have the slide. I thought that all exits had a slide. As a result I had to jump off the wing, rather than go all the way back into the rear of the plane and exit the rear exit with the slide.

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

- Yes, No

Explain:

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: *I knew where the closest exit was to my seat but I am not sure if this can be attributed to the safety card or just my seeing the exit before I sat down.*

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

None

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

Seconds before we crashed into the sheet metal wall the plane fish tailed and teetered to the left, this may have slowed us down a bit before hitting the wall.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

The incident happened too fast.

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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 BASICALLY took my purse

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

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

Yes No

000213

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 48

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 _____

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

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.

Because the passengers in front of me were trying to get their baggage out of the overhead bin.

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%)

<u>5</u>	Getting out of your seat (including unfastening seat belt)
+ <u>5</u>	Moving from seat row into aisle
+ <u>5</u>	Coordinating with traveling companions
+ <u>5</u>	Retrieving carry-on luggage
+ <u>30</u>	Moving up/down aisle
+ <u>20</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>5</u>	Moving through exit
+ <u>25</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000216

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

I bruised my foot after jumping off the wing.

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *foot*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000217

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 6F

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 _____

105. Weight _____

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

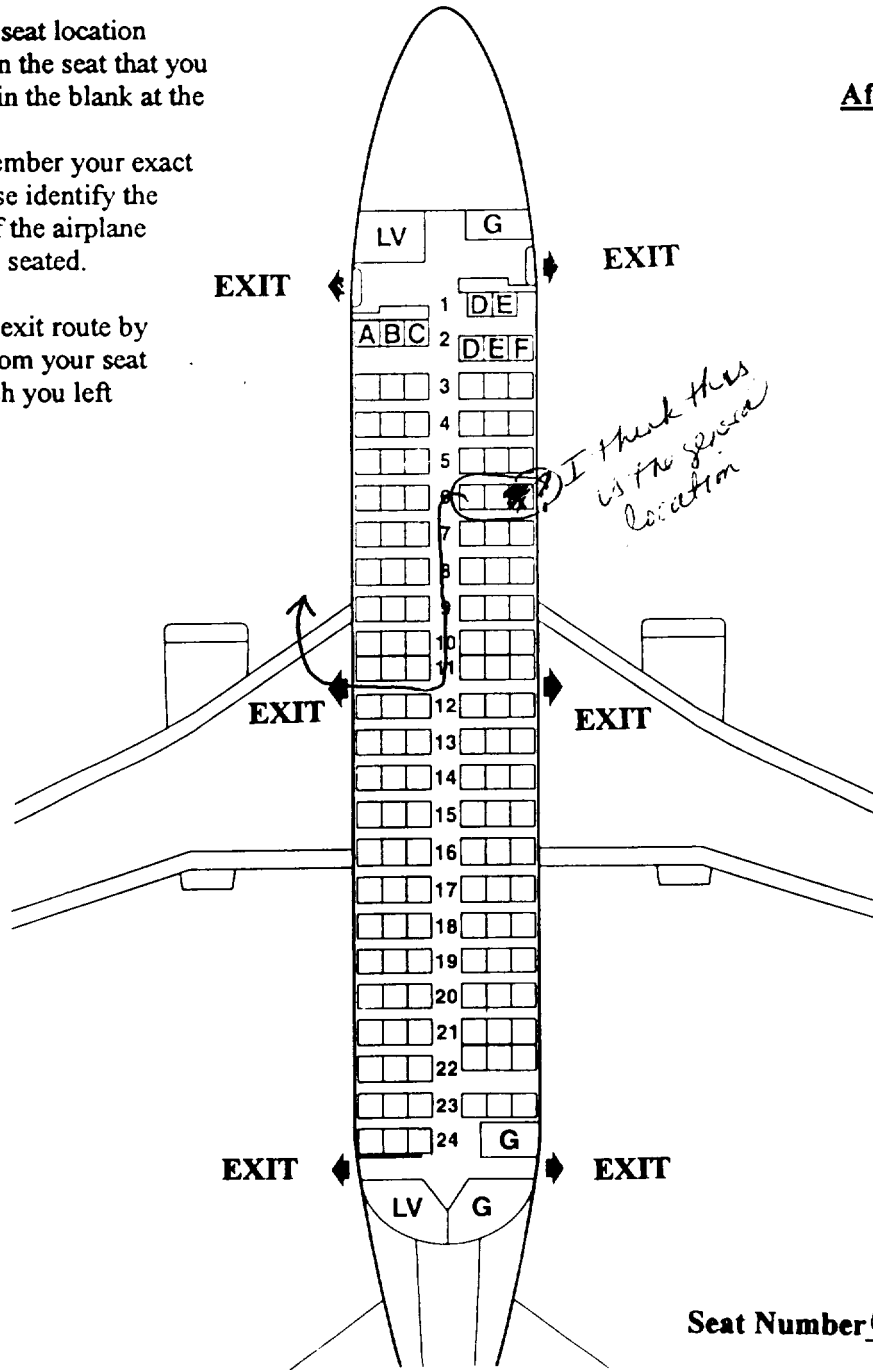
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E
- Row 2 A B C
- Row 11 (all)
- Row 22 D E F



Seat Number 6F

000220

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 Flight Attendant didn't give entire presentation. Presentation began the she stated "blah, blah..."

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:

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

- Yes No

Explain:

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: _____

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

We sat over the wing + there are no seatbacks, therefore no cards.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe: _____

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000222

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

28. Did you follow these directions?

- Yes No

00223

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. If you used 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 held in lap

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 held in lap

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

Yes No

If no skip to item 41

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 in lap

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

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

Yes No

000224

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 48

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 _____

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

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

000225

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%)

- _____ Getting out of your seat (including unfastening seat belt)
- + _____ Moving from seat row into aisle
- + _____ Coordinating with traveling companions
- + _____ Retrieving carry-on luggage
- + _____ Moving up/down aisle
- + _____ Moving from aisle to exit
- + _____ Opening exit (Zero if exit already open)
- + _____ Moving through exit
- + _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000227

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 WAITED ON WWG

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000228

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 12D

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 38

104. Height 5'3"

105. Weight 110

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000229

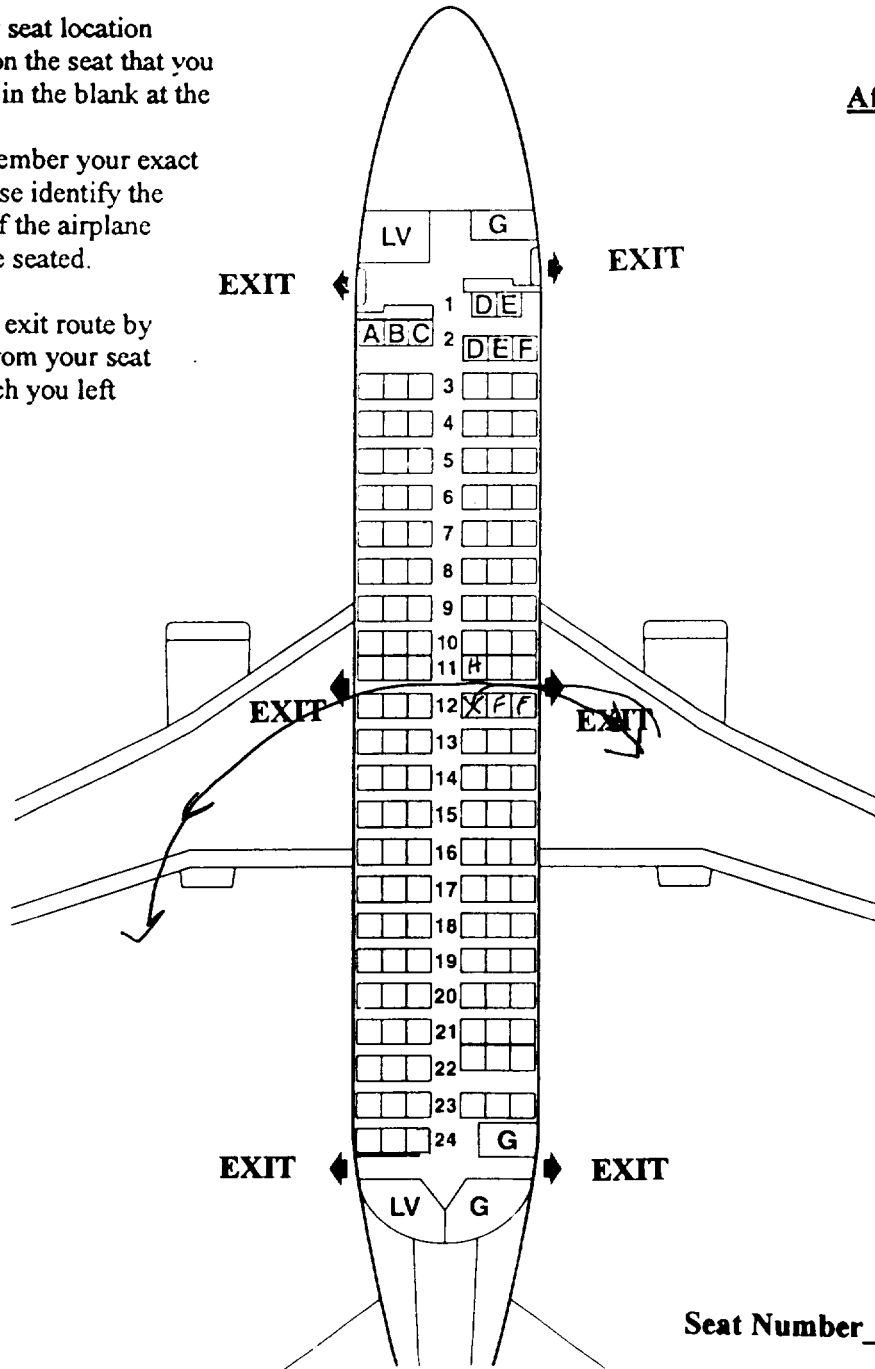
Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 12D

000231

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: *Aircrew where the Emergency closest to me was.*

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

Yes No

Explain: _____

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: I was in a panic and just followed other passengers

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

I don't know.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The planes descent was very steep, it hit the runway very hard - when the brakes were on and the reverse thrusts it lifted me out of the seat. I had my belt on. The plane was still going too fast. I could see smoke & sparks then it turned and crashed.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I held on to the arm rests first then put my hands on the seat in front of me

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

slight redness and soreness

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 *Stewardess instructed us to use wing exit - Front was blocked*

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

28. Did you follow these directions?

- Yes No

000234

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. If you used 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 Shopping Bag from Crookstones
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 41

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 Small purse

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

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 48

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 _____

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

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

000236

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%)

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

I can't answer this, I was crying and in shock.

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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

Hit my head on seat in front of me, braked my glasses - Received broken bone in neck - whiplash soft tissue injuries from being thrown around during crash

92. 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

Jumped off front of wing into crowd of people yelling "to jump!" Bruised up a little.

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *neck fracture of small bone.*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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 61

104. Height 5'3"

105. Weight 135

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No Broken

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 Canc

Other _____

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

Additional 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 should have been a better way
to exit off the wing. We were instructed
to jump into the arms of helpful people*

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

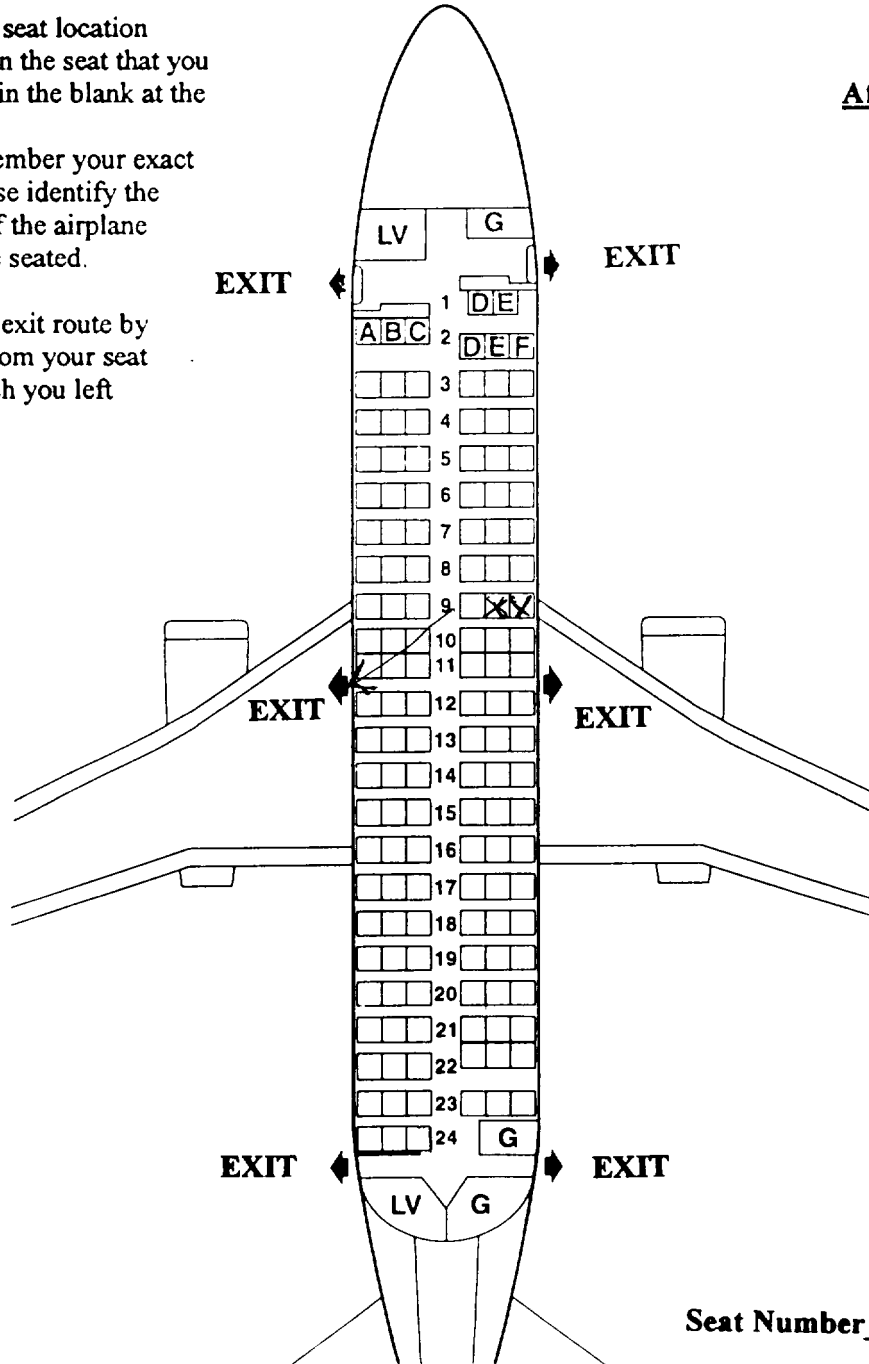
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: _____

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

Yes No

Explain: _____

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: _____

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

The presentation should stress the importance of knowing where the emergency exits are, as well as making sure the passengers sitting in the emergency exit rows know exactly what to do and are committed to

Impact Information *helping in an emergency.*

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

There was no decrease in speed as we approached the runway. We went as fast on the tarmac, as we did when we were just above it. We landed at an angle on the nose of the plane.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I thought about it, but I didn't want to keep my head up so I could see what was going on. There isn't enough room, anyway, to assume a brace position.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

Soreness across hips. No visible bruising.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

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

28. Did you follow these directions?

- Yes No

Re: Ques #26

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. If you used 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 41

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

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

Yes No

Absolutely!

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 48

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 _____

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 *Passengers tried to remove their belongings from the overhead bins instead of getting off the plane.*

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

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.

People became helpiers. Nobody seemed to have taken action. A few of us tried to help flight attendants give instructions

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 *mother*
brother

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%)

1 Getting out of your seat (including unfastening seat belt)
+ 90 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 2 Moving up/down aisle
+ 5 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 1 Moving through exit
+ 1 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000250

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 4E

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

27

104. Height

5'5"

105. Weight

125

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000251

Additional 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 two major issues I had with the evacuation process were the emergency exits and the lack of communication between the flight crew. One emergency exit was not opened soon enough, and the other was not opened at all. The front slide inflated into the plane trapping us. Those sitting in the emergency exits did not open the doors, and it was not until several minutes after the crash that the rear exit eventually opened.

The flight crew's inability to communicate with each other from opposite ends of the plane significantly delayed the evacuation. Upon take-off and landing, I suggest that someone from the flight crew sit in the aisle of the emergency exit rows. This way, they would be able to communicate with hand signals from the front to the middle to the rear of the plane. That way, emergency procedures can proceed with fewer complications. The attendants in the rear had no idea that the front exit was blocked.

I now fully understand the responsibility and importance of sitting in the emergency exit row, and I know that escape and survival can depend on the person in that seat. Airlines need to re-evaluate how to determine passengers seating in those aisles. I will even be so bold as to suggest that those passengers should be required to lift a door of the same weight and size as the emergency exit door before boarding the plane. While not every situation requires an emergency exit door to be opened, please think about this for a moment: What if the plane crash was survivable only if everyone evacuated in a matter of minutes? If the person in the emergency exit row delayed the evacuation because of his/her inability to open the door properly, an airline would have a different story to tell.

Overall, Southwest personnel reacted quickly and efficiently considering the circumstances.

000252

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

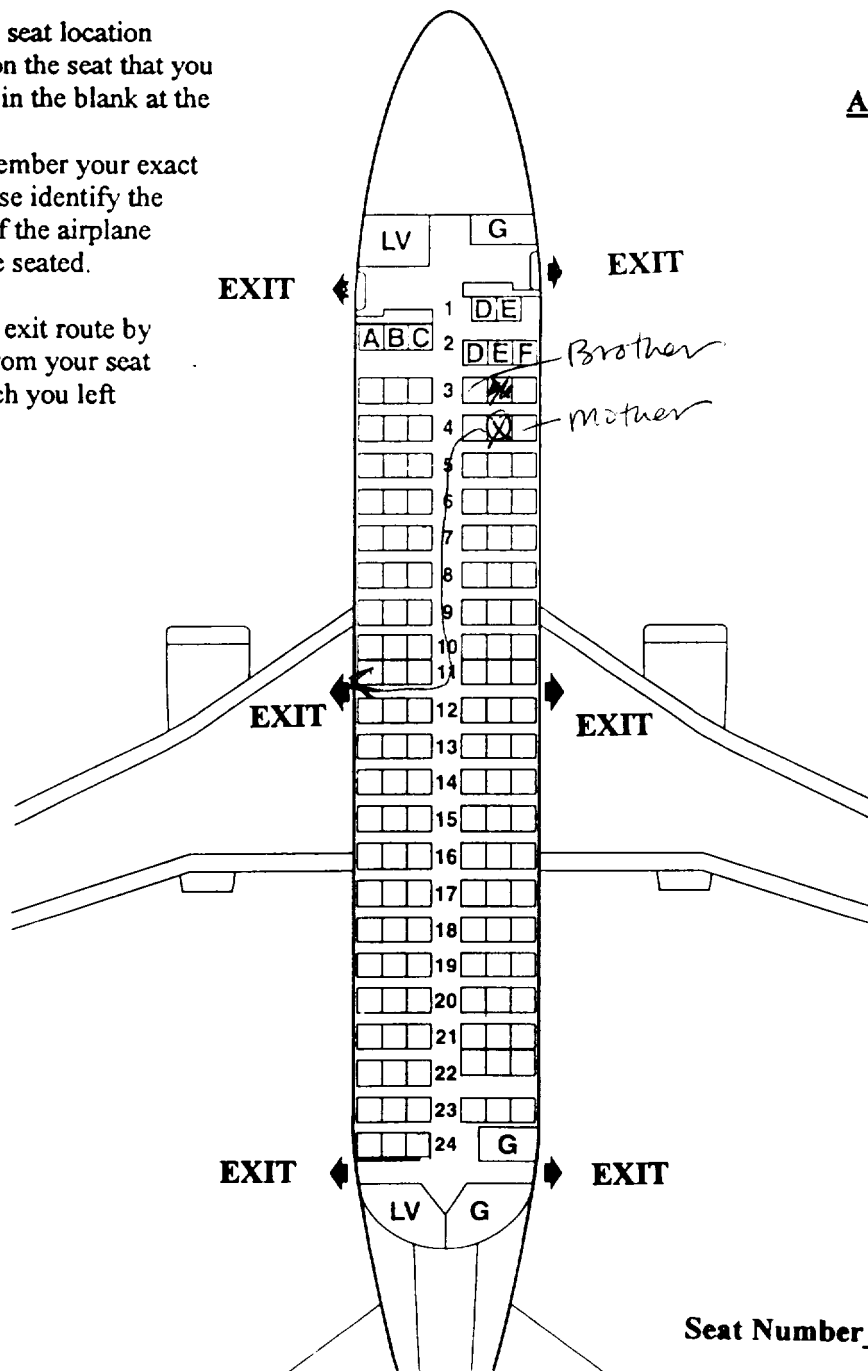
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

4E

000253

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: FRONT SLIDE DID NOT WORK, NOT ONLY DID OXYGEN MASKS FALL DOWN BUT ALL ELECTRICAL WIRING AND PANELING OVERHEAD.

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

- Yes No

Explain: IT WAS DRESENTED LIKE IT WAS PART OF THE JOB - PART OF THE PROCEDURE.

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: NO TIME TO READ IT DURING EVACUATION -
BY THE TIME YOU KNEW YOU WERE IN TROUBLE, THE LAST
THING YOU THINK OF IS READING SAFETY CARD.

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

I DON'T THINK ANY CHANGES COULD BE MADE. WHEN
THINGS HAPPEN THAT QUICKLY THE ONLY INSTRUCTIONS
PEOPLE FOLLOW ARE THE FLIGHT ATTENDANTS (VERBAL
COMMANDS)

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

THE PLANE WENT THROUGH A FENCE AND ENDED ON A
MAIN STREET (HOLLYWOOD WAY IN BURBANK, CA) AND
WAS STOPPED NOT FAR FROM A GAS STATION (SOMEWHERE
BETWEEN 30-100 FEET)

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

000256

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. If you used 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 TWO MEN WERE AT THE WING. THEY SAID TO SIT, SLID OFF AND THEY CAUGHT ME.

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 41

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 I CARRIED OFF PURSE WHICH WAS UNDER THE SEAT

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

Yes No

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

Yes No

000257

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 48

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 _____

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

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

000258

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 10 Moving from seat row into aisle
+ 0% Coordinating with traveling companions
+ 5% Retrieving carry-on luggage
+ 5 Moving up/down aisle
+ 15 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 15 Moving through exit
+ 40 Getting off wing (Zero if you did not use a wing exit)
= 100% Total evacuation time

*I DON'T KNOW IF THESE PERCENTAGES ARE ACCURATE
IT HAPPENED SO QUICKLY.*

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 _____

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

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 THE PLANE WAS DARKENED.

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000260

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

00261

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 ^(?) AISLE SEAT - RIGHT SIDE

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 50

104. Height 5'5"

105. Weight 145

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

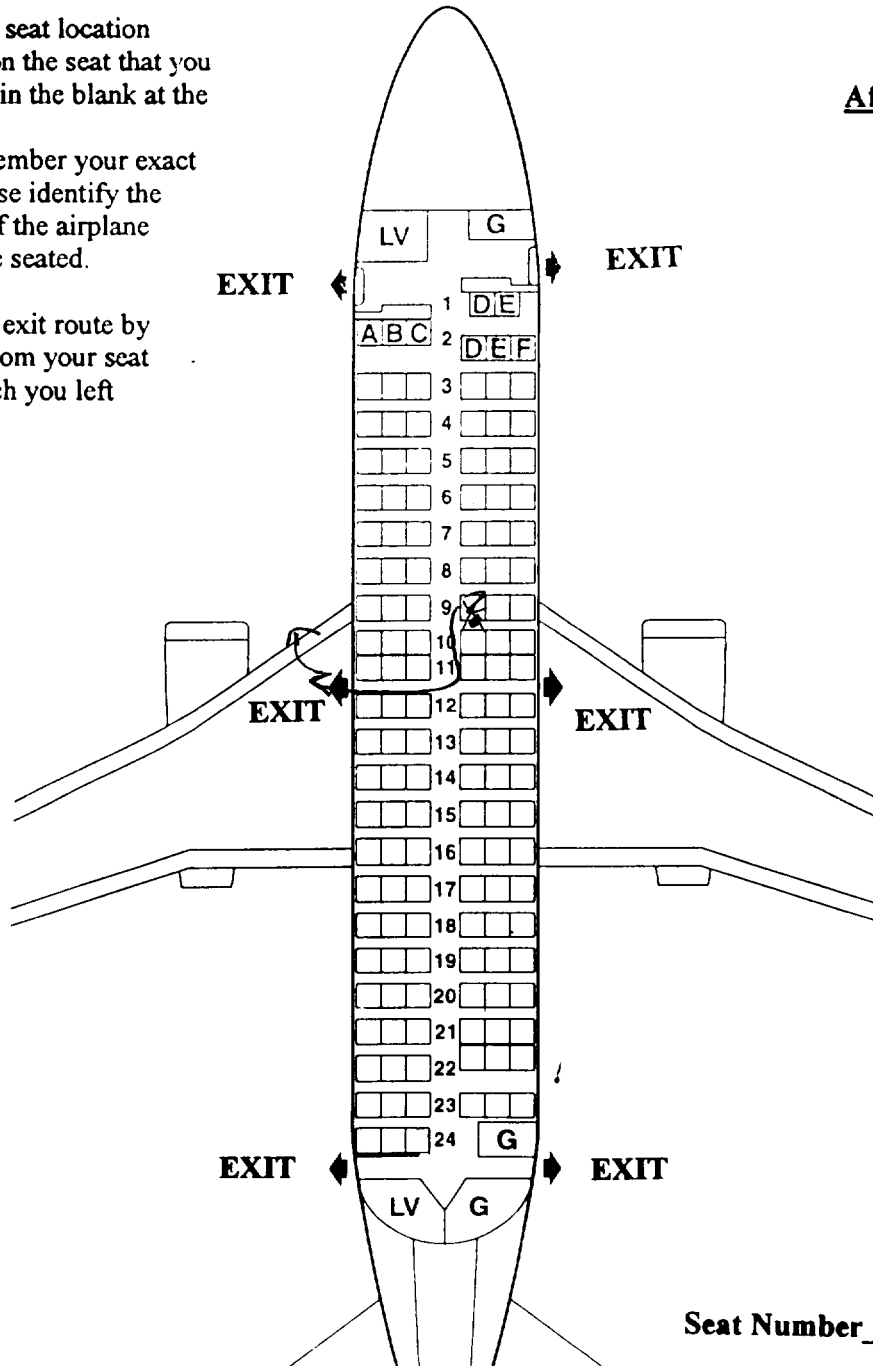
Other _____ None

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



C00264

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: I already knew what to do

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

- Yes No

Explain: _____

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

*It was very bumpy, almost like a roller
coaster*

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

I + happened too quickly

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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

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

Yes No *I don't know*

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 48

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 _____

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

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)
+ 10	Moving from seat row into aisle
+ 0	Coordinating with traveling companions
+ 0	Retrieving carry-on luggage
+ 15	Moving up/down aisle
+ 10	Moving from aisle to exit
+ 0	Opening exit (Zero if exit already open)
+ 10	Moving through exit
+ 30	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 Said to "remain calm"

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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 10 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 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

30

104. Height

5'8

105. Weight

160

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 Cancer

Other _____

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

Additional 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 felt our descent into Burbank was too fast. I thought when we tumbled down we were going too fast. I don't remember hearing the landing gear come down prior to landing. Also, the pilot said to prepare for some turbulence, as it was windy in Burbank (20-25 mph). However, after I exited the plane I remember noticing how not windy it was.

The flight crew tried to keep us calm, but they gave us no direction. The man by the emergency exit kept asking "should I open it?" No one answered him so he took it upon himself to open it.

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

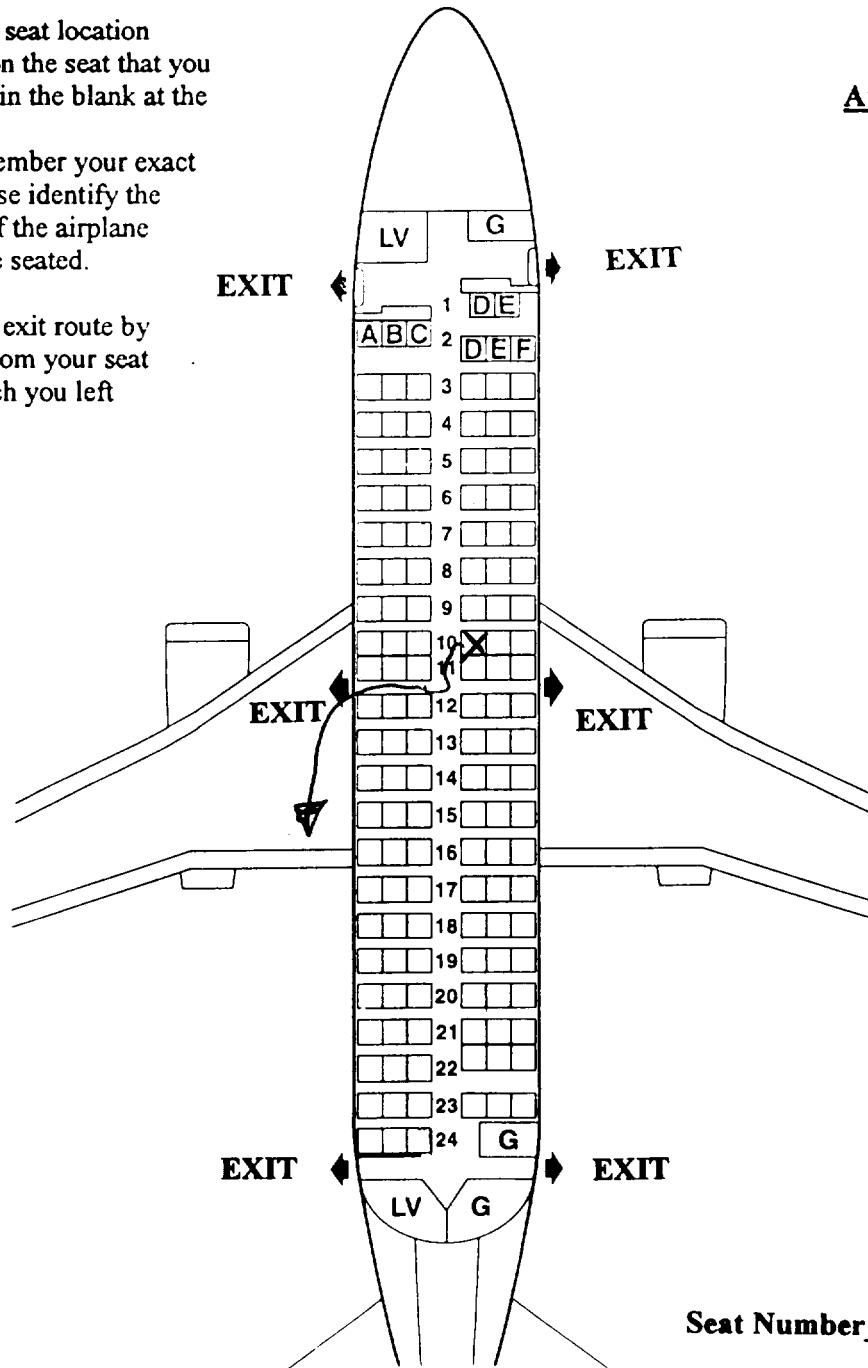
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

**Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F**



Seat Number _____

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Didn't know what to do until flight attendant used P.A., then she was easy to understand. I never noticed it there was a lighting strip on the floor.

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

- Yes No

Explain:

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: From reading it before, I knew what to expect about the evacuation slides

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

Make them more entertaining to hold your attention. Some SW attendants do this, & I listen to those.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The landing itself was a bit hard, but I've had worse. The impact with the fence threw me against my seat belt, but not too hard. In between, as the plane was braking I ~~could~~ was thrown forward more than usual, but not too bad.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

Didn't realize there was a problem until it was over and we were stopped.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

The seats next to me seemed to have come a bit loose and wrenched forward. or maybe mine reclined?

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 *when the P.A. said "move to the rear exit"*

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

28. Did you follow these directions?

- Yes No

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. If you used 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 *Removed from backpack*

If no skip to item 41

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 *cell phone*

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

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

Yes No

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43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No *Not sure about abandon, but other passengers said to leave things*

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 *Don't know*

46. Did you hesitate before getting on slide?
 Yes No If no. skip to item 48

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 _____

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

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%)

20 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ 15 Moving up/down aisle
+ 15 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 20 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. Seat Number 21A ?

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. *There were none*

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 34

104. Height 5'11"

105. Weight 165

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Additional 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 enclosed copy of email I sent to friends & coworkers

Subject: Burbank airplane
Date: Wed, 08 Mar 2000 20:28:46 -0800
From: DJ Byrne <dj.byrne@jpl.nasa.gov>

I was on Southwest flight 1455 which skidded off a Burbank runway last Sunday night, with Glenn Johnson.

>What's this I hear about your plane experience?
>Can't you think of a better way to enjoy a thrill
>ride (haven't you heard of Disneyland?). Anyway,
>what happened to the two of you - anyone hurt, etc.
>Would like to hear the details!!!

Thanks for asking! We'd just come off a week of skiing with my family and east-coast friends in Park City, Utah, and connected through Las Vegas between Salt Lake and Burbank. The plane skid was less thrilling than some of the ski runs we'd taken earlier in the week. Come up to Jupiter Bowl sometime :-)

There really wasn't time to get good and scared. I thought we'd come in a bit steep (we had) but figured the pilot knew what he was doing. We landed just a wee bit hard but not overly so. The pilot hit the brakes very heavily and people began clapping like they do when a hard landing is past the dangerous point (so we thought).

We continued to brake hard when we started a sharp right turn; I thought, "this is odd," and took off my glasses out of paranoia. There was a thud and crash too fast for me to remember well and then we were stopped.

Some of the overhead luggage bins had come open and spilled things out, a few ceiling panels were hanging down, and there was a light haze of smoke in the cabin. A very few people were panicing while most were telling them to sit back down and calm down.

After a minute or so a flight attendant came on the intercom and said to move to the back of the plane, where an inflatable ramp had been deployed, and to leave all the carry-on stuff behind. My backpack was small enough not to matter, but I left it anyway after removing my keys and cellphone.

I was only a few rows from the very back on the port (left) side and was probably fifth or tenth out the door. The lady (debatable) behind me carefully dropped a small suitcase down the ramp before sliding herself, earning some choice remarks from the other passengers. The nose exit was resting right on the ground, leaving the tail, oh, 4 meters (JPL does so know the metric system, so there!) up in the air. The tail ramp was pretty steep but lots of bystanders ran up to catch people as we slid down.

Glenn was closer to the center and got to exit onto the wing (lucky!) and down one of the flaps, a two-meter drop to the ground. He walked along the street (N. Hollywood Way) behind the plane while I walked up the side-street (Burton Avenue) so it was a while before we found each other.

We called folks to let them know we were allright before they might hear something on the news. Here's something my folks impressed on me after the Northridge earthquake when I didn't call home because my house was fine: after any emergency call someone far away and have

them pass the word. Incoming phone lines get jammed up with busy signals but the phone company gives priority to outgoing calls to relieve the congestion.

Eventually shuttle vans came around to take us to the terminal "Skyroom," a large meeting room for the airport planning board (?). We considered just leaving, as some passengers did, but hung around for our luggage and to gawk a while longer. Two hours of boredom later we left the terminal sans baggage. They put everyone in a very nice room but weren't telling us anything except "we can't get the luggage until the investigative board OKs it." The bar downstairs had the TV news on so I went there to learn about the crash.

Luggage was delivered Monday night. I had to call back about my carry-on backpack and it came on Tuesday night. Wednesday morning a FedEx envelope came in with a refund for the airfare (well that's thoughtful) and a nice apologetic letter hoping I wasn't scared off of flying, with two free round-trip tickets anywhere Southwest goes.

Kudos to another airline, United, which sent drinks and some snacks to us in the Skyroom. Also, the bystanders on the street were incredibly on-the-ball and helpful, especially considering the leaking jet fuel on the ground. One guy in particular was very take-charge, he was off-duty LAPD at the airport to pick up his son.

For more info, see the press releases under
<http://www.southwest.com/flt1455/>
though CNN and MSNBC have more details.

Sorry I didn't write sooner. Some folks at work thought I'd been injured but on Monday I just processed email and voicemail from the week on vacation and Tuesday was a planned sick day for crowns at the dentist (he's good, but I preferred the plane crash).

When I took up skydiving in college people joked, "why jump out of perfectly good airplane?" The answer is, "because you never know how good it is." I believe strongly in "Hope for the best, plan for the worst" and will always travel with keys, wallet, credit card, cash, small change, Swiss army knife, and now cell phone in my pockets. I think I may be the only person on Earth or elsewhere to loan a cell phone to Glenn Johnson.

I've always felt a little silly because during take-offs and landings I look straight ahead instead of twisting my neck to look out the windows. Usually my glasses are in my pocket "in case of a crash"

- 1) to keep them from scratching my face, and
- 2) so they won't fly off and get lost.

This once I was still wearing them during touch-down, but quickly removed them when the sharp turn started.

Some of Life's Little Ironies about the trip, things I'd've forgotten on any other trip:

- 1) The flight out of Las Vegas was very full. Glenn asked me in the terminal, "If they offer vouchers, do you want to volunteer to take the next flight?"

- 2) Waiting in Las Vegas, I put a quarter in a slot machine and lost. Better to use up the bad luck before flying. It was worth it.
- 3) Glenn and I never heard our boarding call in Las Vegas. A nice helpful lady noted the boarding pass in Glenn's pocket and told us to board immediately. That's also why we had seats so far apart (Southwest doesn't assign seats).
- 4) Because the flight was full, they asked Glenn to check one of his two carry-on pieces. He wouldn't give up the laptop computer, naturally, so grudgingly gave them his backpack - which had his keys, cell phone, and both pagers.
- 5) The guy in front of us tried to jam his big floppy carry-on into a full overhead compartment, which of course wouldn't latch no matter how many times he tried. The passenger under that bin looked very nervous, then relieved as the guy gave up and put it under his seat. I looked at the passenger and asked, "feel better now?" and he said yeah, he was glad that guy's bag wouldn't be up there.
- 6) When we left Utah, Jason Shramko loaded my suitcase in his car trunk and asked, "is this compressible?" I said "sure" but didn't expect a whole plane to fall on it.
- 7) On the flight out of Burbank to Las Vegas the week before, the Southwest crew did a great job telling jokes during the flight instructions. They said, "in the event of a water landing, use the seat cushion as a floatation device and kick to shore. You may keep the cushion courtesy of Southwest." I thought it would be neat to have an airplane seat cushion. Now I have an airline blanket.

--
DJ Byrne dj.byrne@jpl.nasa.gov 818-354-8262
pager: 18186345136@pacbellpcs.net #include <std/disclaimer.h>

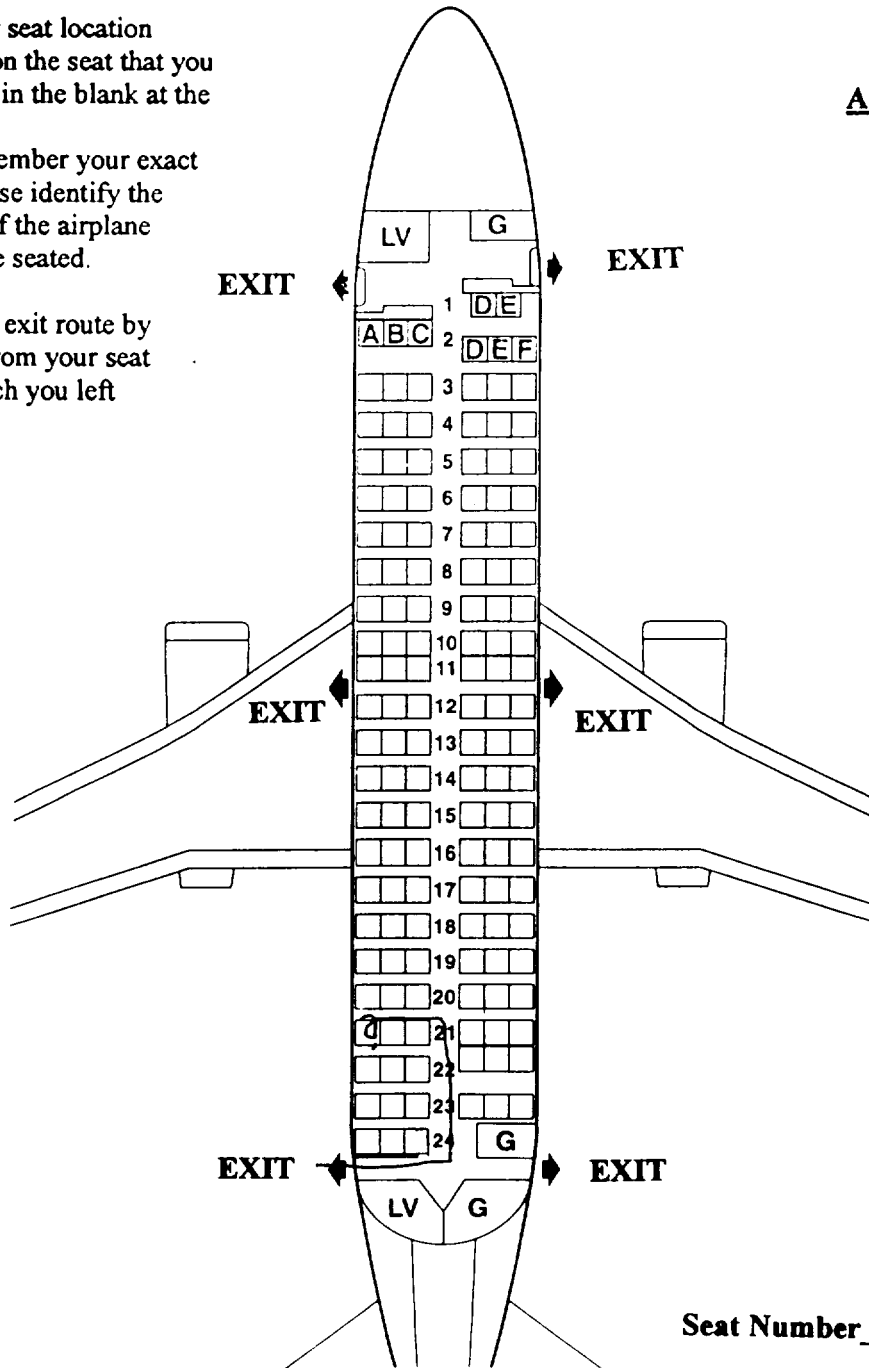
Calm down - it's only ones and zeros.

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



000289

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: PRINTED OUT CARDS IN BACK OF SEAT EVALUATING HOW TO EXIT THE AIRCRAFT

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

- Yes No

Explain:

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: PROVIDED BASIC INFORMATION ON EXITING FROM THE WING

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

NONE, LUCK WAS ON OUR SIDE

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

HARD TOUCHDOWN, AT THE LAST SECOND THE AIRCRAFT VEERED TO THE RIGHT - JUST IN TIME TO PLUNGE THROUGH THE BUSHES LOCATED AT THE END OF THE RUNWAY

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain:

I WAS IN A STATE OF DENIAL LOOKING OUT THE WINDOW AND WATCHING DEBRIS GET FED INTO THE ENGINE

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

I DON'T KNOW IF MY LOWER BACK INJURY WAS CAUSED BY THE SAFETY BELT, OR FROM ASSISTING OTHER PEOPLE OFF THE WING

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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 I WAS THE SECOND PASSENGER OFF THE CROCK

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No N/A

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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. If you used 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

FUSIDG: WAS CHECKED UP, COULDN'T USE AREA TO SLIDE ONTO GROUND

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 41

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 *UNKNOWN*

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

Yes No *UNKNOWN*

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43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No *UNKNOWN*

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 48

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 _____

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 *I WAS THE SECOND PASSENGER OUT OF THE LEFT WING EXIT*

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

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%)

10 Getting out of your seat (including unfastening seat belt)
+ _____ Moving from seat row into aisle
+ 20 Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ _____ Moving from aisle to exit
+ 30 Opening exit (Zero if exit already open)
+ 20 Moving through exit
+ 20 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 _____

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

000295

72. My age assisted me in the evacuation

- Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

PHYSICAL HAND SIGN GIVEN TO OPEN EXIT

86. Did you understand the flight attendants' instructions?

- Yes No

87. Did you remove your shoes during the evacuation?

- Yes No If no skip to item 89

88. Why did you remove your shoes?

- Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 UNKNOWN

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

UNKNOWN LOWER BACK COMFORT BEGAN FROM THE IMPACT OR CATCHING
SOME PEOPLE WHO JUMPED OFF THE WING

92. 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

UNKNOWN (SEE ABOVE)

93. 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

SEE ABOVE # 91

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000297

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 12B

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 32

104. Height 61

105. Weight 170

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 AVIATION AFFAIRS

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 AVIATION AFFAIRS None

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

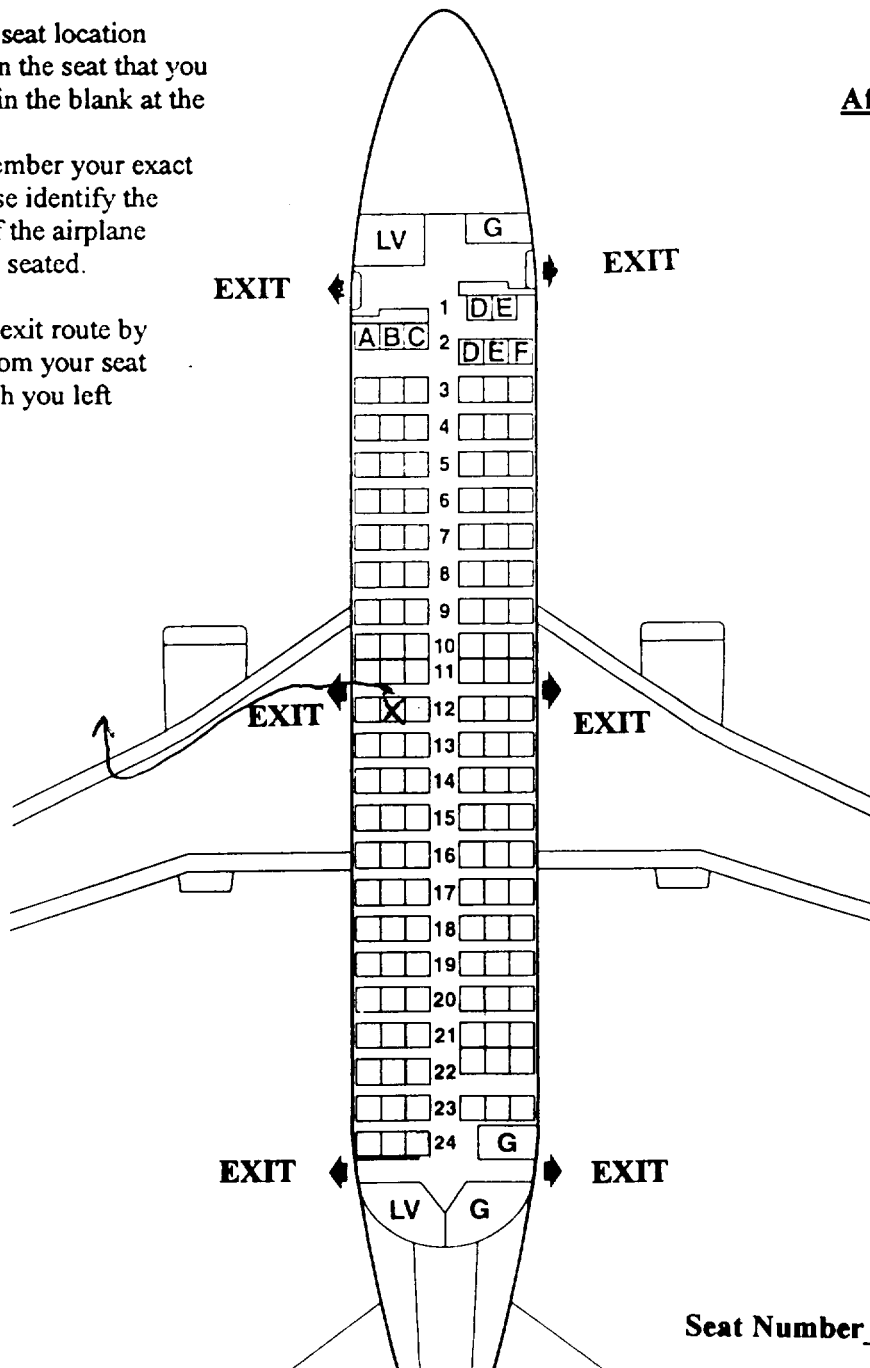
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

**Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F**



Seat Number 1213

000300

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 was 2nd flight of the day - saw it on 1st flight

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:

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

- Yes No

Explain: presented in every day way

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: _____

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

emphasize the seriousness of knowledge for emergency situation

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The landing was extremely hard - many passengers did not realize the severity of the problem until the plane turned sharply to the right + was out of control

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

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 *As the attendant ordered us to evacuate on the rear (prior to that I was going to*

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

28. Did you follow these directions?

- Yes No

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 The wing exit was closed but the front exit was blocked
so front passengers were using that - I then went back to
the back exit with the flow of all passengers sitting behind
the wings

31. If you used 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 (BACKPACK)
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 41

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

42. Did passengers retrieving carry-on luggage slow the evacuation? (when getting items out of overhead bins)
 Yes No (~~not slow~~)

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 48

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 _____

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 _____
"Get up & Run"

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

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%)

590 Getting out of your seat (including unfastening seat belt)
+ 590 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 590 Retrieving carry-on luggage
+ 7090 Moving up/down aisle
+ 1090 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 596 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 _____

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

000306

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000307

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

sprained wrist
separated rib (NOT aware at the time)

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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 35

104. Height 5' 5"

105. Weight 122

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

**Southwest Airlines
 Flight 1455
 March 5, 2000
 Burbank, California
 Boeing 737-300**

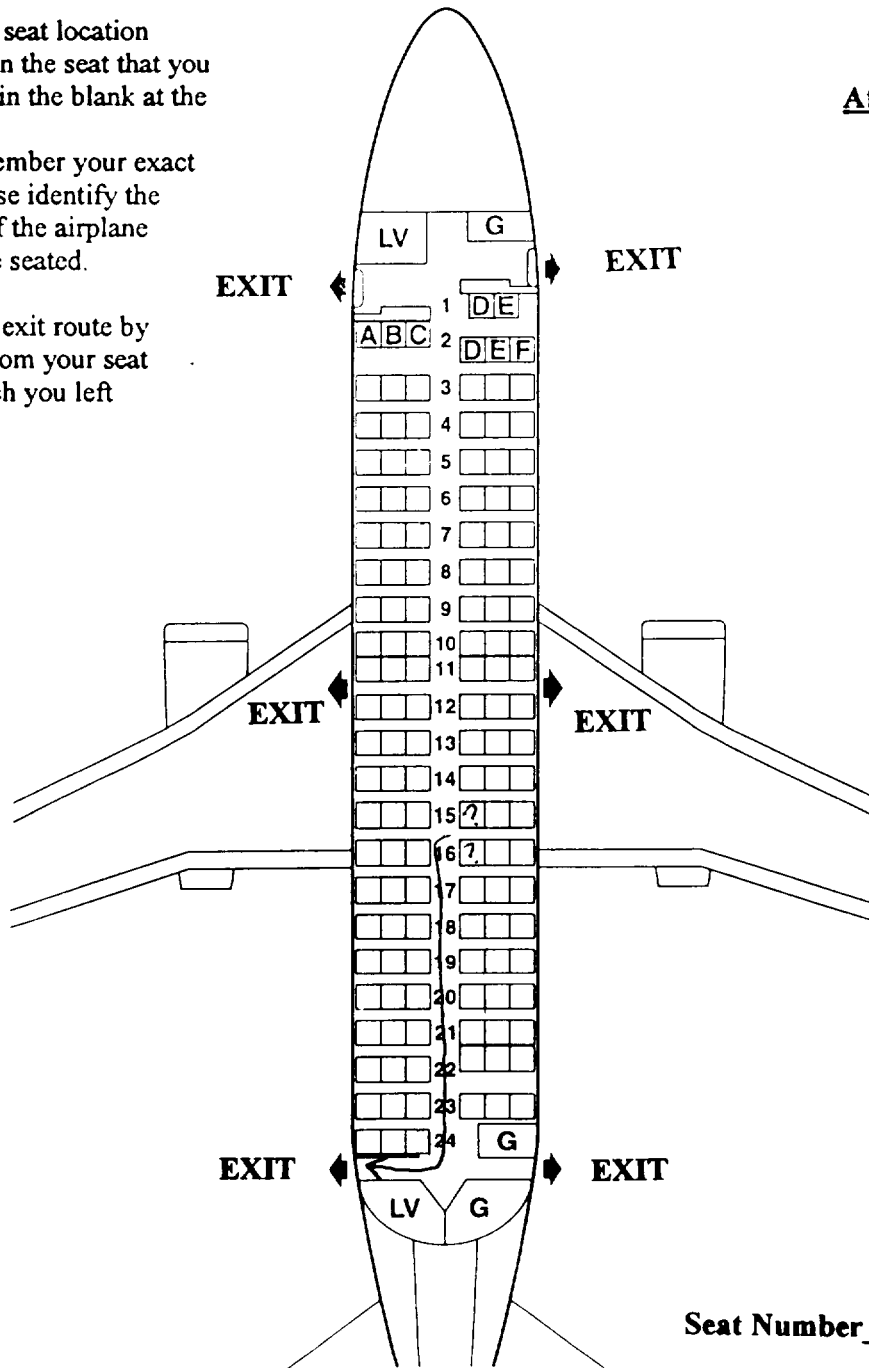
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant [checked] Video [] Audio []

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

- All [] 75% [] 50% [] 25% [checked] None []

(If All go to question 4)

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

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

4. How well could you hear the presentation?

- Heard every word [checked] Some words difficult to hear [] Most words difficult to hear []

5. Is English your primary language?

- Yes [checked] No []

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

- Yes [] No [checked]

Explain: I was sitting 4-5 rows behind the emergency exits by the wing. I followed the crowd to the rear to exit the plane because people from the front were going through the wing exits

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

- Yes [] No [checked]

Explain: The plane was 2 hours late, people were tired of waiting in a crowded lounge. The crew had just unloaded one set of passengers when flight #1455 got on. I'd guess most travelers were second flyers.

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 [checked]

If you read the safety card skip to item 10

of them before - had read many

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: *but my recollection of remaining calm as previously instructed on many flights*

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

Do it as a prerequisite before the plane can leave the gate. When the plane is moving there are too many distractions

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

an unusual
 1. The plane was descending at ~~the~~ sharp decline and doing it a much higher speed than usual. 2. Once we touched down there was no real braking activity. We did not slow down (One passenger later told me the flaps were going up and down). 3. I kept waiting for the plane to slow, then at an estimated 80-120 MPH, the pilot tried to turn the plane. Shortly thereafter there were some crashing and the plane ended on an angle nose down tail up.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain: *There was no warning from the crew. Until the turning, we kept waiting for the plane to slow down. It all happened quickly*

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
 - No
- If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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 _____
I was then ordered to reverse direction and evacuate via the rear

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 _____
by people coming from the front of the plane

26. Were you directed away from a specific exit?
 Yes No

27. Were you directed toward a specific exit?
 Yes No

28. Did you follow these directions?
 Yes No

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 *I was 6-8 passengers from the wing exit when a crew member on the
cabin system ordered evacuation from the rear. The people in front turned
around so I did too*

31. If you used 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 *but I left it at the exit door on the*

If no skip to item 41

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 _____
by the rear exit

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

Yes No

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 48

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 *wanted to be as careful as I could be*

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 *4 girls & hands pulled me to my feet*

50. Did anyone give you instructions at the bottom of the slide?
 Yes No *"Stand up and move out of the way"*

51. If yes, who gave you instructions?
 Crewmember Fire fighter Another passenger Other *in yellow plastic outfit*

Passenger Behavior

52. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe *There were a lot of other people from adjacent rows*

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

56. Did you see any passengers pushing other passengers?
 Yes No *Lady next to me (I was on aisle) pushed me out of the way to get to her 11 year old a few rows back*

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

There were a few "Hurry up" "MOVE!" "Quietly"

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%)

- _____ Getting out of your seat (including unfastening seat belt)
- + _____ Moving from seat row into aisle
- + _____ Coordinating with traveling companions
- + _____ Retrieving carry-on luggage
- + 97% Moving up/down aisle
- + _____ Moving from aisle to exit
- + _____ Opening exit (Zero if exit already open)
- + 3% Moving through exit
- + _____ 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 _____

No!

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

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

but tilted nose down tail up,

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000319

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 _____

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

60

104. Height

4'10"

105. Weight

194

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

000320

Additional Thoughts

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

- ① CHANGE THE PROCEDURES SO THAT A FLIGHT ATTENDANT DOES NOT HAVE TO WAIT FOR INSTRUCTIONS TO OPEN AN EVACUATION ROUTE. I NOTED AN ALERT PASSENGER OPENED THE EXIT ONTO THE WING AS SOON AS HE REALIZED WE HAD HAD A COLLISION AND AFTER WE STOPPED. I HEARD THAT THE FLIGHT ATTENDANT AT THE REAR WAS WAITING FOR INSTRUCTIONS (TO OPEN THE DOOR) FROM THE CREW. VALUABLE SECONDS WERE LOST. FORTUNATELY, THE WASTED TIME DIDN'T CAUSE ANY EXTRA INJURY. THE ATTENDANT SHOULD BE EMPOWERED TO OPEN THE DOOR WITHOUT INSTRUCTIONS (WHICH MAY NEVER OR BE DELAYED IN COMING)
- ② IF IT ^{WAS} "UNTHINKABLE" THAT A PLANE COULD CRASH THROUGH THE BARRIER ONTO A LOCAL STREET THE "UNTHINKABLE" COULD HAPPEN AGAIN. MOVE THE GPS STATION THAT'S AT THE END OF THE RUNWAY. IT'S NEGLIGENT NOT TO!
- ③ OTHER THAN PERHAPS PILOT ERROR, SOUTHWEST PERSONNEL HAVE BEEN EXCELLENT IN THEIR HANDLING OF THIS ACCIDENT

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

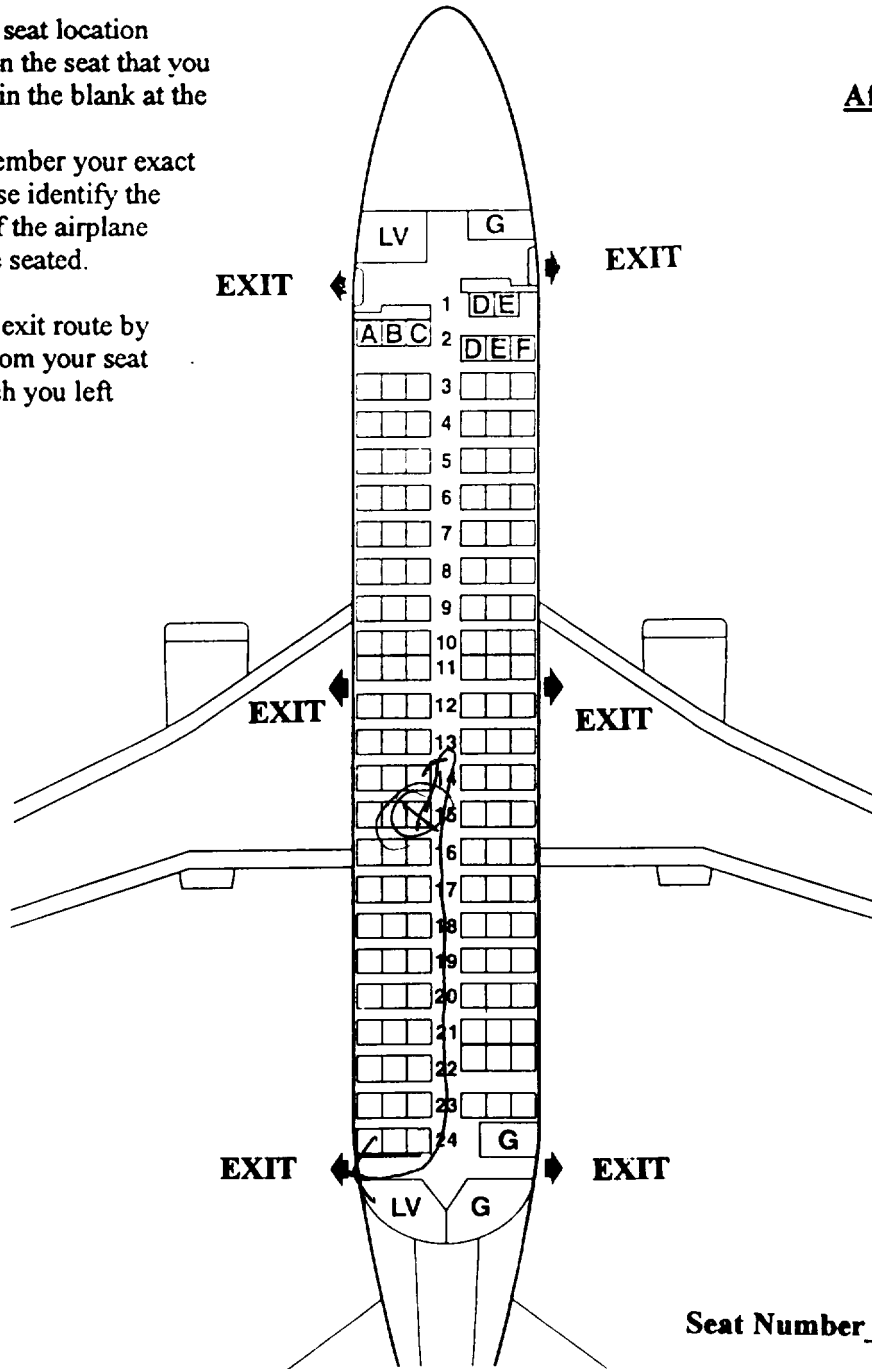
Aft-facing Seats:

Row 1 D E

Row 2 A B C

Row 11 (all)

Row 22 D E F



Seat Number 14015c

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: EVERYONE STOOD UP AND WERE TO SHOCKED TO MOVE QUICKLY WHEN WE
FIRST STOPPED. WE HAD TO BE YELLED AT BY THE FLIGHT ATTENDANT TO
EXIT

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

Yes No

Explain: VERY CASUAL

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: _____

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

GIVEN BY VIDEO WITH LIGHTS OFF ON PLANE

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

WE TOUCHED GROUND GYMNLY - THE PLANE DIDN'T SLOW DOWN AND THEN PILOT TURNED HARD TO THE RIGHT. WE CRASHED THROUGH THE FENCE AND AIRPORT FENCE AND STOPPED WHEN LANDING GEAR COLLAPSED

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain: _____

IT HAPPENED TOO FAST

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
 - No
- If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe: _____

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 *Don't Remember*

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 *WHEN I SAW EMERGENCY DOOR @ WING WAS OPEN*

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 *FRONT DOOR EXIT WAS BLOCKED BY CHUTE THAT OPENED INSIDE CABIN*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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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 REAR EXIT WAS TOO FAR - FRONT EXIT WASNT OPEN -
WING EXIT WAS CLOSED

31. If you used 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 41

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

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

Yes No DONT KNOW

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

Yes No Don't know

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 48

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 _____

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

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

000327

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 son 14 yrs

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%)

2 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ 1 Retrieving carry-on luggage
+ 20 Moving up/down aisle
+ 30 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 15 Moving through exit
+ 17 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 _____

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

000328

72. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000329

89. 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 _____

90. 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.

~~THE FRONT COVER ABOVE ME CAME DOWN AND HIT ME NEXT TO MY LEFT EYE~~

Injury

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

THE SMALL COVER ABOVE ME CAME DOWN AND HIT ME NEXT TO MY LEFT EYE

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000330

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 _____

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 47

104. Height 5'8"

105. Weight 160

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

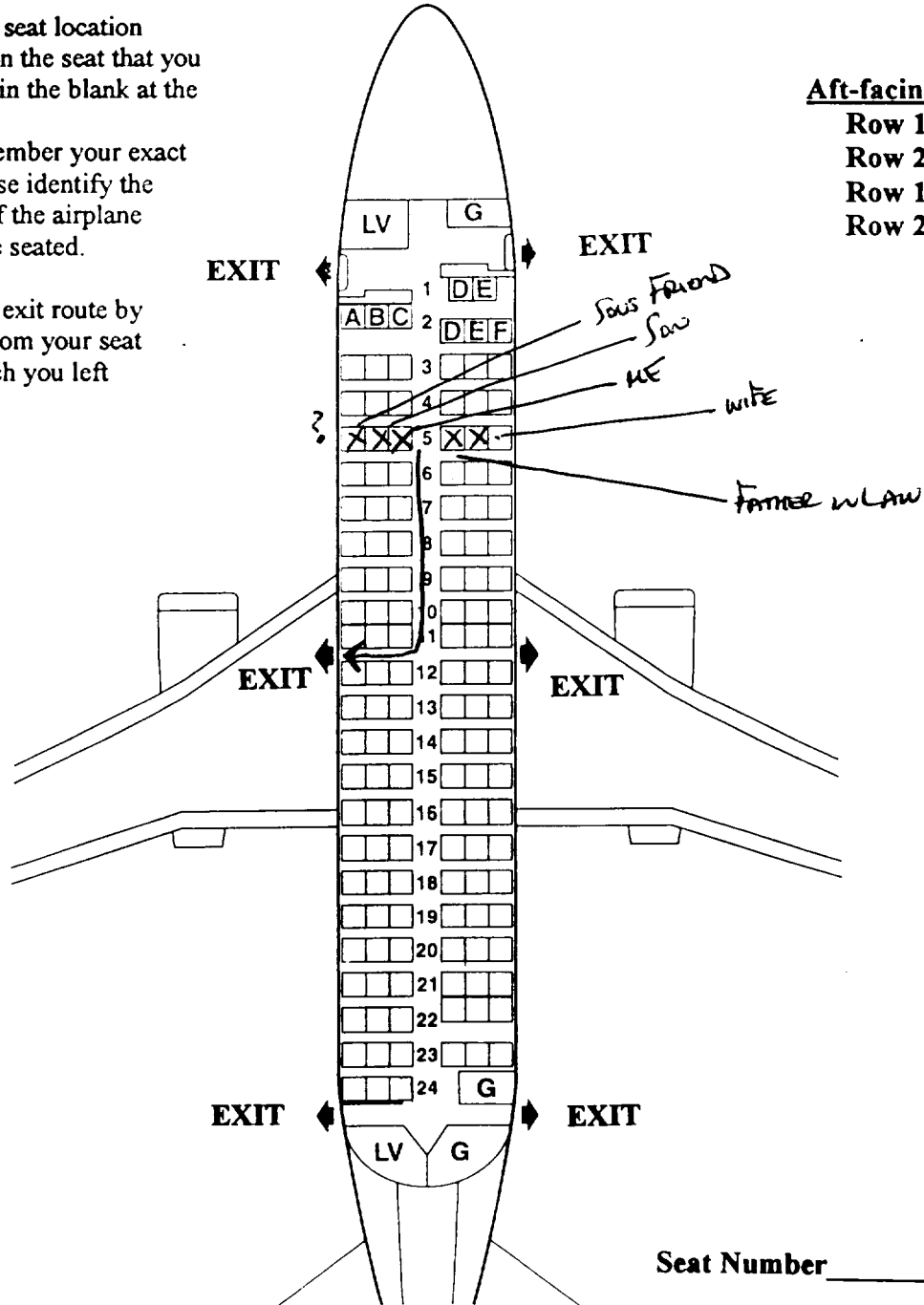
Other TOOK FLYING LESSONS None

IN 80'S - DIDN'T FINISH FOR LICENSE

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
 - If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.
- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
 Row 1 D E
 Row 2 A B C
 Row 11 (all)
 Row 22 D E F



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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- [X] Flight Attendant [] Video [] Audio

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

- [] All [] 75% [X] 50% [] 25% [] None

(If All go to question 4)

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

- [X] Seen it before [X] Obstructed view [] Distracted by child [] Distracted by other person [] It's basic knowledge [] Listening to music/audio tapes [] Reading [] Sleeping [] Too long [] Other PLANE SO LATE, THEY RUSH THRU IT

4. How well could you hear the presentation?

- [] Heard every word [] Some words difficult to hear [X] Most words difficult to hear

5. Is English your primary language?

- [X] Yes [] No

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

- [X] Yes [] No

Explain: SEEN SO MANY, PROBABLY HELPED

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

- [] Yes [] No

Explain: REALLY DON'T REALLY REMEMBER

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 [X] 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: _____

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

I am not Qualified

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

that's putting it mildly

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

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 N/A

21. Did you have any difficulties opening the exit?

- Yes No

Explain: N/A

22. Did you use this exit?

- Yes No

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

- Yes No N/A

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 SEE #12

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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. If you used 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 N/A

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 41

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 N/A

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 N/A

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

Yes No

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

Yes No

000337

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 **Don't REMEMBER**

46. Did you hesitate before getting on slide?
 Yes No If no, skip to item 48

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 **N/A**

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 _____

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 **crowded with passengers**

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

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

000338

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.

Front Exit of Plane was broke they couldn't get it open All
Passengers had to Exit at the rear and they couldn't get rear
Exit open right away.

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 N/A

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%)

Getting out of your seat (including unfastening seat belt)
+ 20% Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ 70% Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 10% Moving through exit
+ _____ 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 N/A

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

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

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

86. Did you understand the flight attendants' instructions?

- Yes No

87. Did you remove your shoes during the evacuation?

- Yes No If no skip to item 89

88. Why did you remove your shoes?

- Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000340

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

lower back injured, on impact and subsequent bouncing around

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000341

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 DONT REMEMBER

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 39

104. Height 5'10 1/2"

105. Weight 180

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

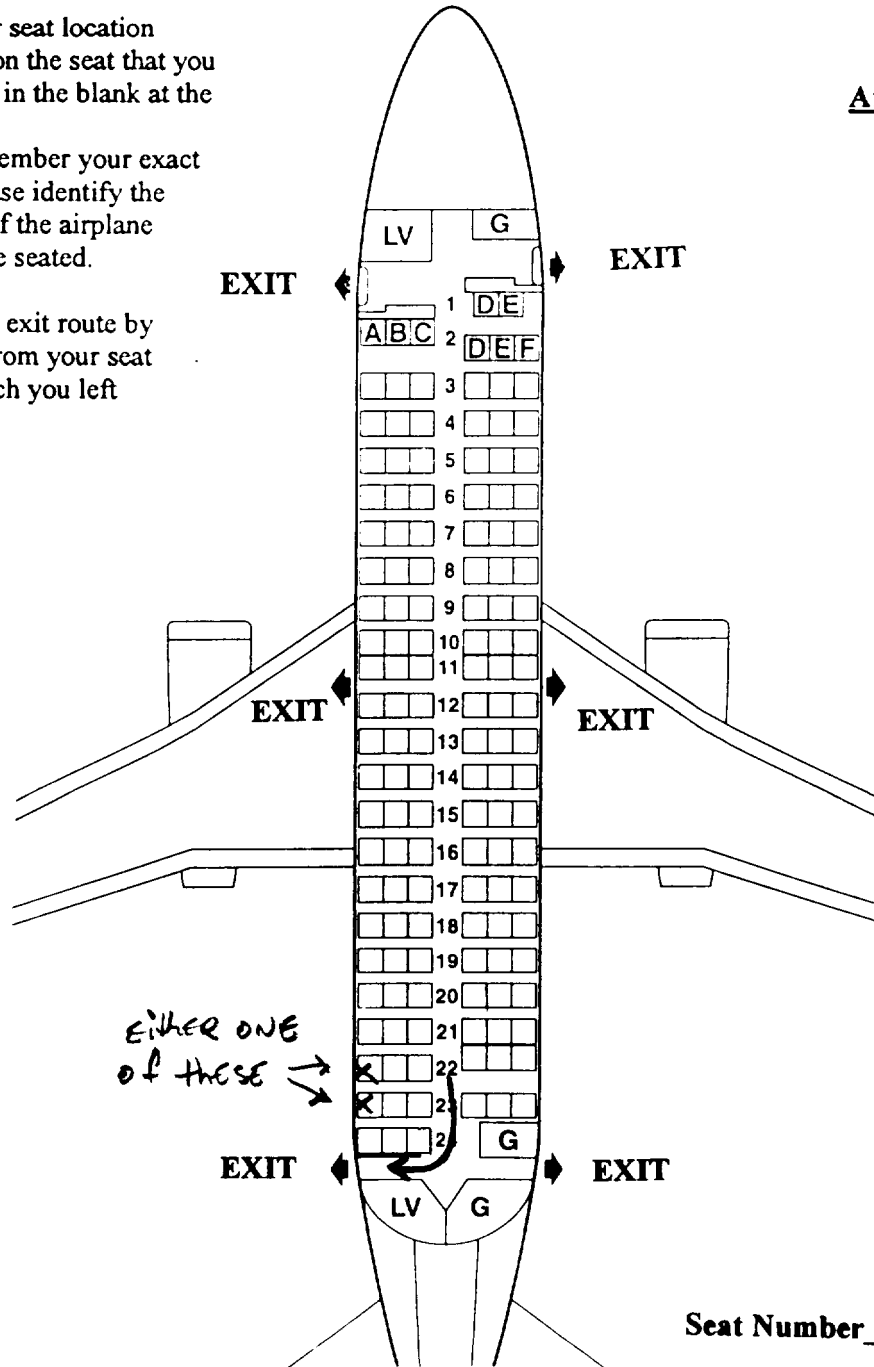
000342

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an **arrow** from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number _____

000344

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 — *I have hearing impairment*

5. Is English your primary language?

Yes No

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

Yes No

Explain: *only that there were 3 exits and the rule to keep your safety belt fastened + items under seat in front — others didn't apply*

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

Yes No

Explain: *presentation was or seemed rote*

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: *Noted the 3 exits, kept my seat belt on until we stopped; other than that, nothing else applied.*

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

Needs to say that all shoes (no flammable - solid sole shoes) must be worn at all times during flight. No flammable clothing; should point your seats to your closest exit or to each exit (in case one doesn't work); no liquor during flight - except for overseas flights.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

We came down fast & hard, and the aircraft shook violently as the pilot was desperately trying to stop on half a runway.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

We weren't sure we were going to crash and, we weren't instructed to assume brace position.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained intact Came partially loose Broke free Don't know Other

Describe:

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 *a passenger opened the side exit because the front ramp blew into the plane & blocked our chance to exit out the front*

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

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27. Were you directed toward a specific exit?

- Yes No *toward the back exit - by the stewardess*

28. Did you follow these directions?

- Yes No *- we were in the 5th seat from the front. The front exit was out of order so we followed passengers leaving the exit from the wing because it was closest to us. The cabin was smoking & I felt it was a quicker escape route than waiting for all passengers to leave from the back exit. also, the nose was down & the tail was at an incline.*

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 I thought we would be exiting out the front until we realized that the escape ramp malfunctioned.

31. If you used 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 we didn't open door - door was open by another passenger

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 but left them on the seat because my husband told me to,

If no skip to item 41

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

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 48

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 _____

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 everyone was standing in the aisles screaming (panicked)

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

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

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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.

As explained before, we only had 2 exits available. Since we were in the front we had to wait for all passengers ahead of us to either exit through the tail section or through the side door over the wing.

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%)

<u>5</u>	Getting out of your seat (including unfastening seat belt)
+ <u>25</u>	Moving from seat row into aisle
+ <u>2</u>	Coordinating with traveling companions
+ <u>1</u>	Retrieving carry-on luggage
+ <u>30</u>	Moving up/down aisle
+ <u>20</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>10</u>	Moving through exit
+ <u>7</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	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 *passengers in aisle for too long*

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

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 (*nose down, tail up*)

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

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

86. Did you understand the flight attendants' instructions?

Yes No — *not clear; very noisy (everyone was screaming + I have a hearing impairment)*

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

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89. How did the crew aid in your evacuation? (Check all that apply) *(only 1 stewardess)*
 No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

90. 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

91. Did you sustain any injuries prior to the evacuation?
 Yes No
 If yes, describe the injuries, how they occurred and the effect they had on your evacuation
my neck, and back hurt immediately, but didn't affect my evacuation + head,

92. 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

93. 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

94. Describe the location of injuries suffered?
 Wrist Ankle Leg Arm Back Face Head Other _____
+ neck

95. Description of injuries suffered? (Check all that apply)
 Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *neck, headache + upper back ache*

Post Evacuation Events

96. What did you do once you exited the plane?
 I ran away from the airplane I waited for *husband* 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 *once my husband exited, we ran away from the plane*

97. Did you notice any exterior aircraft lights illuminated?
 Yes No

98. Were crewmembers or rescue personnel directing passengers on where to gather?
 Yes No

99. 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

100. How did you leave the site of the evacuation?
 Walked to terminal Bussed to terminal Ambulance to hospital Other *grabbed us shuttle support source + he drove us back to terminal -*

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 7A (window seat)

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 51

104. Height 5'7 1/2"

105. Weight 145

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Additional 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 stewardess, even though she was notably afraid, yelled instructions 3 times and, I think that calmed the passengers enough to proceed with the evacuation.

Due to my hearing impairment and nervousness, however, I thought she instructed us to remove all baggage (carry-ons). My husband instructed me otherwise, & I left them in one of the seats as we passed to exit.

If there hadn't been bystanders who came to help us off the wing, I'm not sure we could have evacuated as swiftly as we did.

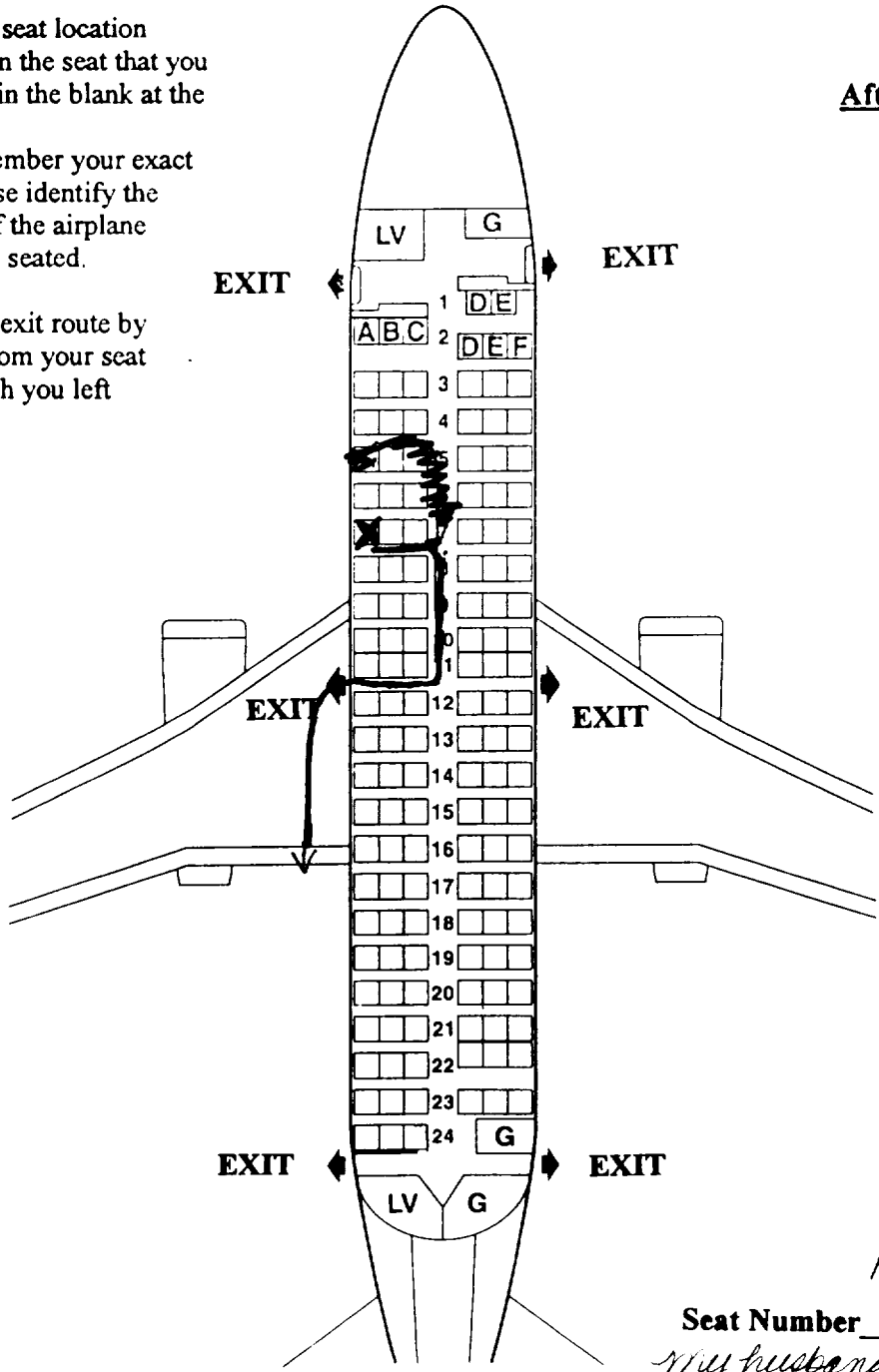
As far as evacuation instruction, written or verbal maybe, telling passengers to get away from a plane immediately after evacuating in case of explosion.

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Row A
Seat Number 5 (window seat)
My husband - Row 5 (middle seat)
B

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Pass knew what exits were available to them

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

- Yes No

Explain:

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: N/A

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

 N/A

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

 Good landing - but was fast

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

 Did not know crash was going to occur

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 *Dead heading crew member*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

★ Did evacuation

000358

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

Yes No N/A

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

Yes No
If yes, explain N/A

31. If you used 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 41

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

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

Yes No

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

Yes No *was not made aware of that info*

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 ** I was last one off a/c*

46. Did you hesitate before getting on slide?

Yes No If no, skip to item 48

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 _____

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 *N/A did evacuation*

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

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

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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 ~/N

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%)

_____ Getting out of your seat (including unfastening seat belt)
+ _____ Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ _____ Moving up/down aisle
+ _____ Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 _____

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

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

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

** I did evacuation up front*

86. Did you understand the flight attendants' instructions?

Yes No
** Yes I did (smile)*

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

*Pax grabbed neck while being thrown to right
Neck sprain and nerve damage right hand*

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000363

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 5c

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 - training

103. Age 44

104. Height 5'9

105. Weight 128

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 ~ / A

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

000364

Additional 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.

Hope this is helpful. Thanks Mark
for making us feel so comfortable
during the NTSB meeting

Best Regards,

Wanda Zimmer

Dead Header Flight 1455

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

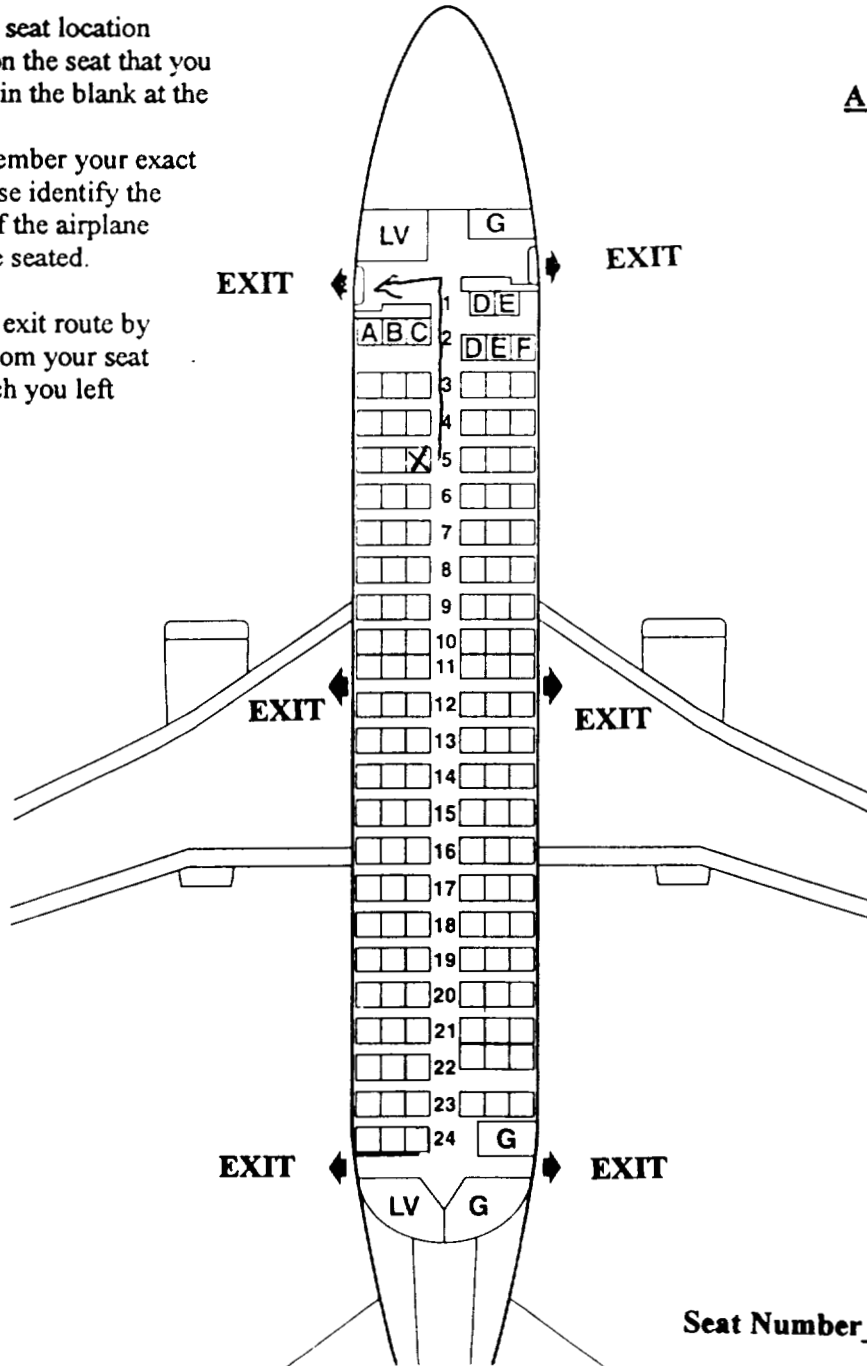
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

000366

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- [X] Flight Attendant [] Video [] Audio

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

- [X] 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?

- [X] Heard every word [] Some words difficult to hear [] Most words difficult to hear

5. Is English your primary language?

- [X] Yes [] No

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

- [X] Yes [] No

Explain: Personally it did not help me, however the people over the wing emergency exits were advised pre-flight or emergency procedures.

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

- [] Yes [X] No

Explain: I feel that Southwest Airlines have a very casual atmosphere approach and the briefing didn't seem to be presented with as much emphasis as other airlines.

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 [X] 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: No effect

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe:

Very steep approach at high speed very hard landing bounced off port under wing then then bounced down on both rear wheels then bounced down again and nose gear collapsed. Extremely hard braking. Violent crash of nose hit wall / nose gear collapsed

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
- No

Explain: I knew we had time to fasten our seats & quite far down the runway but there was no announcement or immediate need of the "brace" until the plane hit the wall.

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
 - No
- If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe:

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

28. Did you follow these directions?

- Yes No

000369

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. If you used 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 41

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

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

Yes No

000370

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 48

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 _____

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 Two young women in seats next to mine were very upset and immediately attempted to get out of our row. I calmed them down and assured them that we'd be OK, and had them follow me out the aisle to the wing exit.

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

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

000371

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%)

20 Getting out of your seat (including unfastening seat belt)

+ 10 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 5 Retrieving carry-on luggage

+ 45 Moving up/down aisle

+ 5 Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 5 Moving through exit

+ 10 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

Head/neck jostled with rough landing/crash.
No effect on evacuation.

92. 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

Bumped chest against vertical edge of exit opening as
stepped out onto wing. No effect on evacuation except for
momentary delay through exit.

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other Neck/Shoulder
also chest

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

- Sprain
- Fracture
- Concussion
- Broken Back
- Dislocation
- Strain
- Burn
- Abrasions (Lacerations & Bruises)
- Smoke inhalation
- Other Mild contusion chest

Post Evacuation Events

96. 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 Moved away from plane into Gas Station lot.

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No

99. 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

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

- Walked to terminal
- Bussed to terminal
- Ambulance to hospital
- Other offered ride by

good Samaritan to pickup car and
transported.

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 14 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 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 44

104. Height 5'10"

105. Weight 163 lbs

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000375

Additional 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.

(at front of cabin)

Flight attendants instructed passengers in (Row 11) over wing exits to remove exit doors, once plane had come to a halt. About the time I had made it to the port side wing exit I heard a female attendant remark that the main cabin exit was not usable or the chute wasn't deployed so she instructed passengers to head toward the back where the exit slide was. Apparently deployed. Most of the passengers near the wing exits continued through there and didn't turn to go to the back of the plane. A line was already formed towards the rear cabin exit that was approximately up to aisle 17 as I exited the cabin over the wing exit.

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

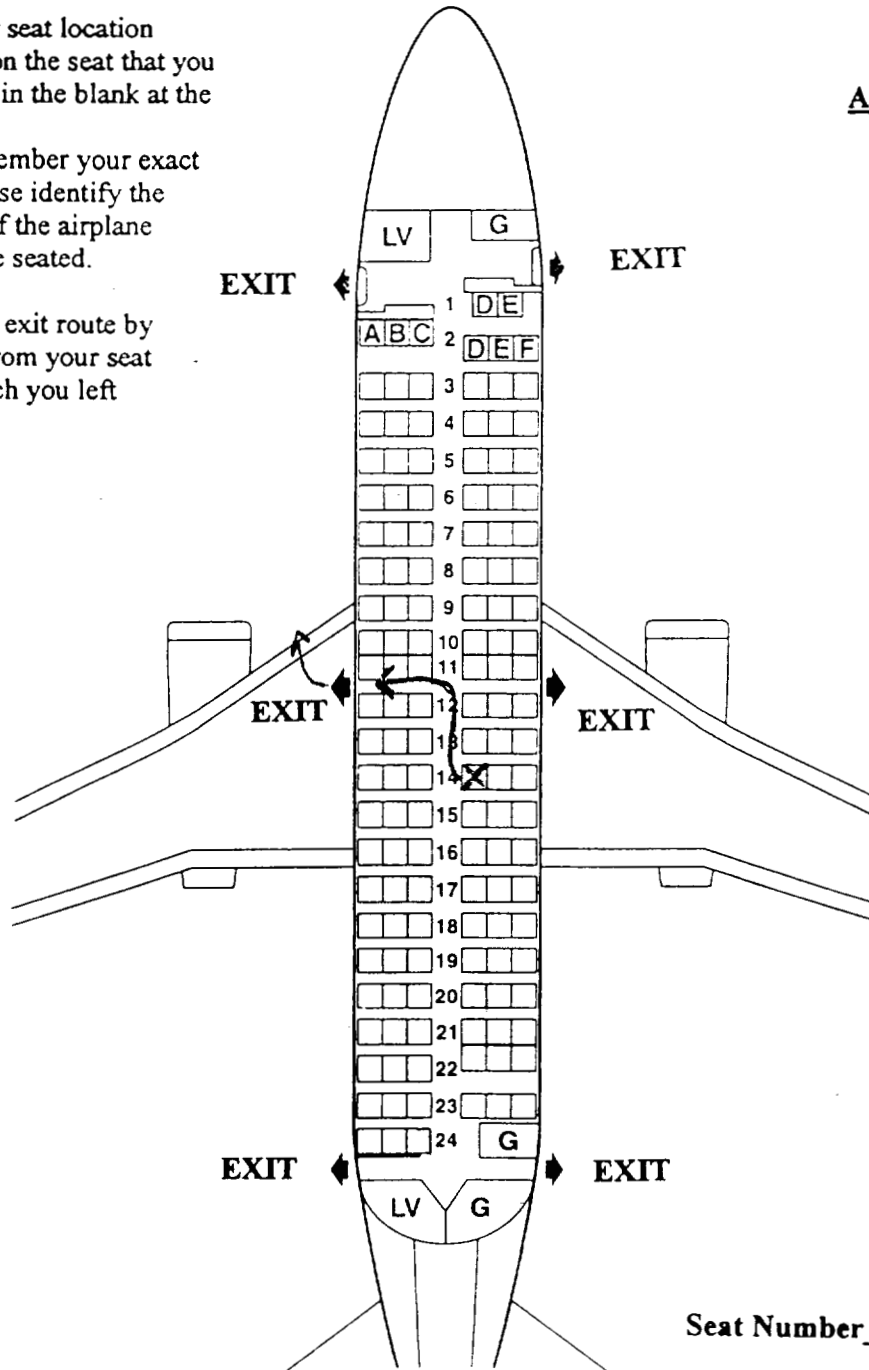
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number 7D

000377

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Did not really apply - didn't use the oxygen masks & the inflator slide imploded so we had to jump from the wings

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

- Yes No

Explain:

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: knew what I had to do already

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

none that come to mind.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Descended at steep angle, hit runway hard then pilot made sharp st. turn while going 50-60 mph(?) - Hit fence at end of runway & skittered into major roadway.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

Put hands on back of seat in front of me.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000379

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 *upon realizing that nearest exit way jammed -*

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 _____ *next*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

000380

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 *Front exit was jammed. Directed to rear exit then realized that center exit (over wing) was available (but hadn't been opened yet) yelled to guy to open it & he did. My family + I all exited that exit.*

31. If you used 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 SHOPPING BAG
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 41

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

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 *not that I heard*

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 48

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 _____

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 *Luggage in aisle from overhead plus people delayed while trying to get their carry-ons from overhead (the ones that didn't fall out.)*

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

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

000382

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

Yes No Don't know *didn't see any.*

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 *daughter - son-in-law + grandson (14 yr.)*

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%)

10% Getting out of your seat (including unfastening seat belt)
+ _____ Moving from seat row into aisle
+ 10% Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 30% Moving up/down aisle
+ 30% Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 20% Moving through exit
+ _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No *(@-next page for explanation under #90)*

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000384

89. 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 _____

90. 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?

Flight attendant (upon noting front exit was jammed) instructed us to exit by rear exit + slide. We were in 5th or 6th row from front. I noticed the exit sign pointing to wing exit only about 6 rows back + shouted to open that door which some passenger did do. - we exited thru wing.

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

Post-evacuation "my body from jolting from the wing - had muscle reaction 2 days later I took + chest. Dr. diagnosed as possible muscle spasm from incident - ruled out heart attack

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *chest.*

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

- Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *muscle spasm? -*

Post Evacuation Events

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000385

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 Open section (approx 6 rows from front, in middle on right side)

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 64

104. Height 6-2

105. Weight 220

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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: (NO)

Vision Hearing Age Injury Recent surgery Cane

Other _____

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

Additional 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.

Mentioned earlier - Flight attendant instructed us to exit by rear exit & slide since forward one was jammed. I noticed mid exit was still closed & shouted to someone to open it which he did.

High jump from wing but tried to minimize it by sliding down wing & flap.

Not well organized once we exited - No one seemed to tell us where to go or stay - They kept saying "keep together - we need to take a count"

A good 1/2 hour till blankets arrived, & it was very cold, even though we were less than a 1/2 mile from the Burbank terminal.

Much too long (probably an hour) till busses arrived to take up to the terminal.

Must say though that the passengers overall were not panicky & were pretty orderly.

The Fire Dept was very prompt in its arrival. Perhaps 3 or 4 minutes, it seemed.

[REDACTED]

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

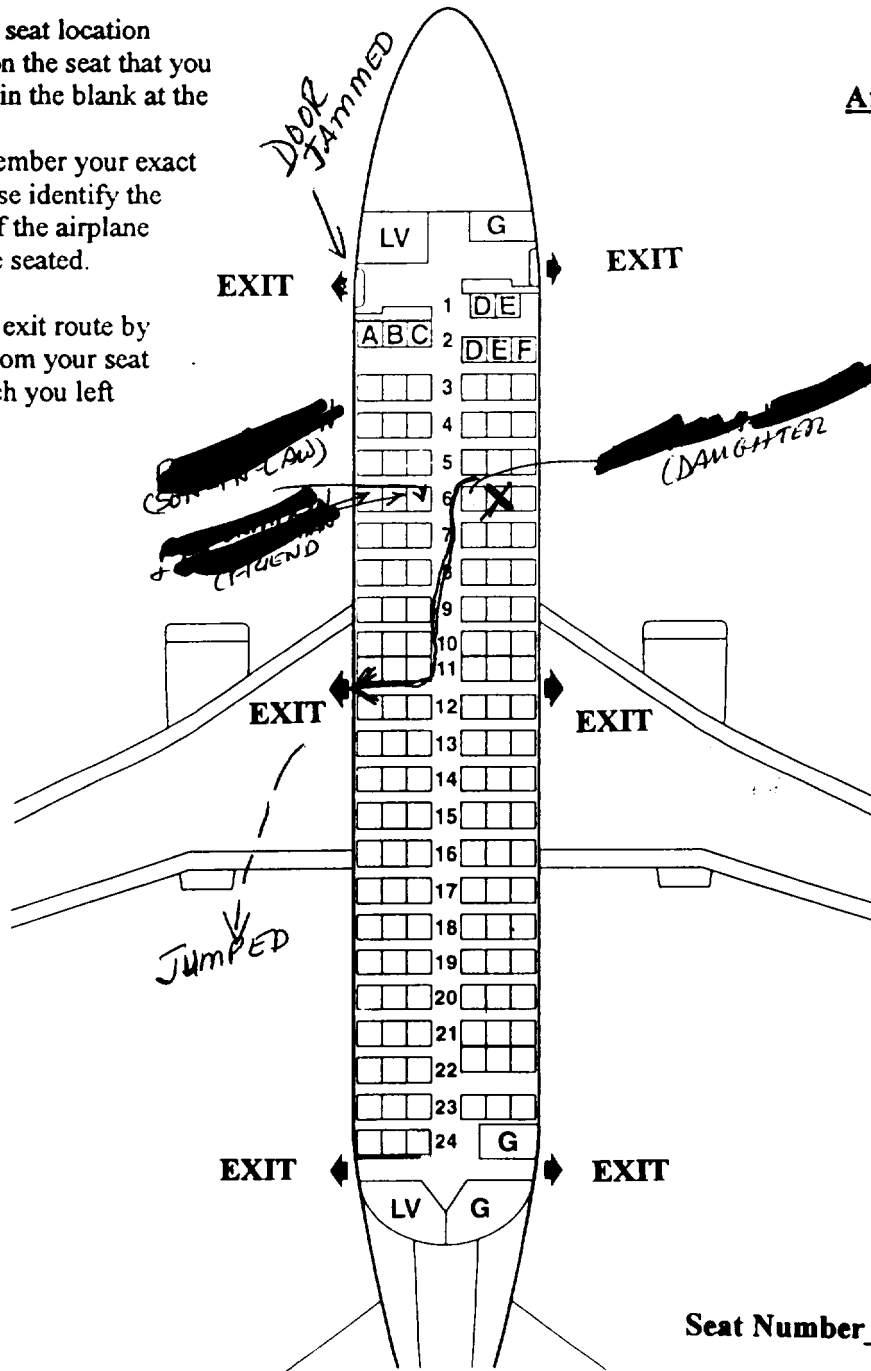
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number Open seating:

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: *WE REHEW WHERE EXIT DOOR WAS.*

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

Yes No

Explain:

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: *IT EXPLAINED HOW TO EXIT THE PLANE, AND WHERE THE EXIT DOOR WAS*

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

INSTRUCTIONS WERE OK RIGHT, BUT THERE WAS NO WARNING OF ANY KIND WHEN PLANE BANGED OR WENT TART, THE WAY.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

ANGLE OF DESCENT WAS TOO STEEP AND AIR SPEED WAS TOO FAST.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

POT MY ARMS OUT TO SEAT IN FRONT OF US. MY WIFE HELD ON TO DRINK RESTS.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

000391

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. If you used 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 *me* *w/FE*

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 *Shopping BAG*

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 41

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 *SMALL HAND BAG*

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

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 48

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 _____

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

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

000393

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%)
Getting out of your seat (including unfastening seat belt) 20
Moving from seat row into aisle 15
Coordinating with traveling companions 10
Retrieving carry-on luggage 10
Moving up/down aisle 10
Moving from aisle to exit 5
Opening exit (Zero if exit already open) 10
Moving through exit 25
Getting off wing (Zero if you did not use a wing exit) 100
Total evacuation time 100 %

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 2

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

000394

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

HIT ON HEAD BY SOMETHING, WIFE WAS THROWN INTO SEAT IN FRONT OF HER. GLASSES WERE BROKEN.

92. 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

BOTH OF US HAVE A WHIPLASH FROM MOVING. WIFE WAS SENT SCRAMBLING OFF LOBBY, CHILD F WAS ALSO.

93. 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

.....

.....

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *NECK*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft
The doors and exits are indicated by large arrows.

101. 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 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 61

104. Height 5'6"

105. Weight 120

wife 5'3"
130

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

wife broke lens

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 NO None

000297

Additional 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.

FLIGHT ATTENDANTS NOTED
VERY PROFESSIONAL. IT SEEMS AS THE
CROWD WAS DESCENDING PASSENGERS WERE
MAKING COMMENTS ABOUT SPEED AND
ANGLE OF DESCENT. WE RECEIVED NO
WARNINGS AT ALL. IF PASSENGERS KNEW
SOME THING WAS WRONG THE CREW MUST
BE KNOWN. FROM TIME OF WARNING
TO STOPPING THERE WAS NO WARNINGS.
AT THE TERMINAL IT WAS VERY CONFUSING
AS TO WHAT WAS GOING ON AND WHAT
WE WERE SUPPOSED TO DO. MOST
PEOPLE FINALLY JUST LEFT.

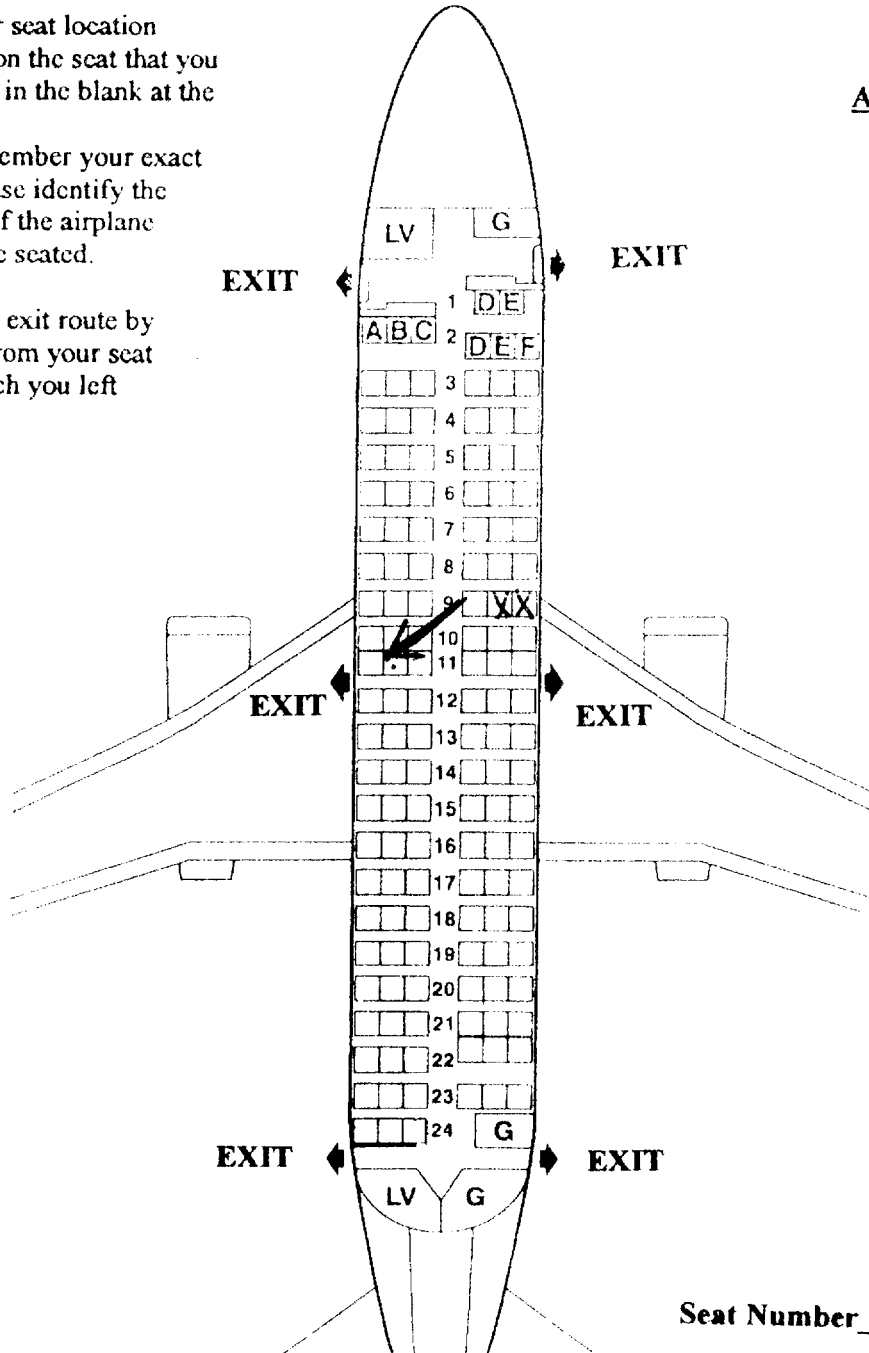
**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

000399

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant [checked] Video [] Audio []

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

- All [] 75% [] 50% [checked] 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 [checked] 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 [checked] Some words difficult to hear [] Most words difficult to hear []

5. Is English your primary language?

- Yes [checked] No []

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

- Yes [checked] No []

Explain: []

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

- Yes [] No [checked]

Explain: People must listen because it may happen, and it did. Tell the people it has happened, please listen.

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 [checked]

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 *I have read it many times before.*

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

- Yes No

Explain: _____

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

People lose interest because it is so routine. They should try to make it more interesting.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

It hit the beacon hard and I saw it explode around the plane.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No

Explain:

Just sat there and saw it happen

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000401

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

28. Did you follow these directions?

- Yes No

000402

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. If you used 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 41

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 Small Carry-on

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

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

Yes No

000403

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 48

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 _____

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

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

000404

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 25 Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 50 Moving up/down aisle
+ 15 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 _____

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

000405

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000406

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000407

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 17A

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 68

104. Height 5 10 1/2

105. Weight 185

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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 Teach flying lessons None

000408

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

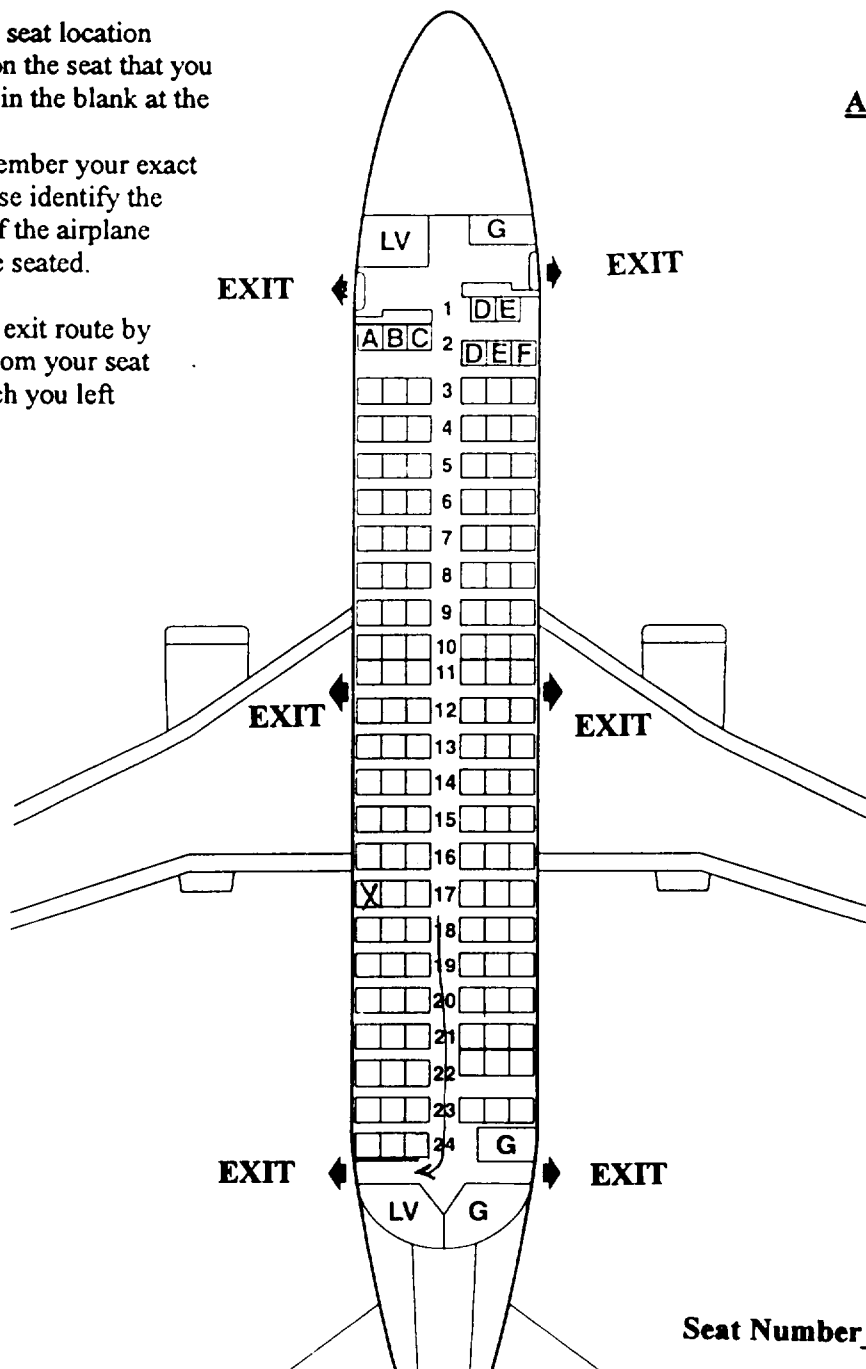
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



000410

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

[X] Flight Attendant [] Video [] Audio

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

[] All [] 75% [X] 50% [] 25% [] None

(If All go to question 4)

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

[X] 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?

[X] Heard every word [] Some words difficult to hear [] Most words difficult to hear

5. Is English your primary language?

[X] Yes [] No

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

[] Yes [X] No

Explain:

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

[] Yes [X] No

Explain:

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 [X] 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: _____

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

I fly over 100 days each year - The problem was the fact that the slide in the front cabin blew up inside the air plane + prevented evacuation in a timely manner.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The Ceiling partitions fell on our head + we were thrown towards the front in front - even though with the seat belt on we were not held in place.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

We were never instructed to do so.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

Had Black + Blue (Bruises) on my abdomen.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000412

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 I DIDN'T OPEN AN EXIT.

21. Did you have any difficulties opening the exit?

- Yes No

Explain: I DIDN'T OPEN THE EXIT.

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

28. Did you follow these directions?

- Yes No

000413

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. If you used 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 41

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 purse

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

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

Yes No I Don't Remember

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

Yes No *I Don't Remember*

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 48

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 _____

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 *I Don't Remember*

Passenger Behavior

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

Yes No

If yes, describe *PASSENGERS seemed paralyzed + wouldn't move + flight ATTENDANTS instructed everyone to stay in their seats.*

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

Yes No

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

NOT AT ALL

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

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

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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 Children

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

(My son & I went down the slide & my daughter exited over the wing)

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%)

1	Getting out of your seat (including unfastening seat belt)
+ 20	Moving from seat row into aisle
+ 10	Coordinating with traveling companions
+ 2	Retrieving carry-on luggage
+ 30	Moving up/down aisle
+ 18	Moving from aisle to exit
+ 0	Opening exit (Zero if exit already open)
+ 10	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000417

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

pulled muscle on left side trying to hold on

92. 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

pulled back x shoulder

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000418

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 4F

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 53

104. Height 5'6

105. Weight 160

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

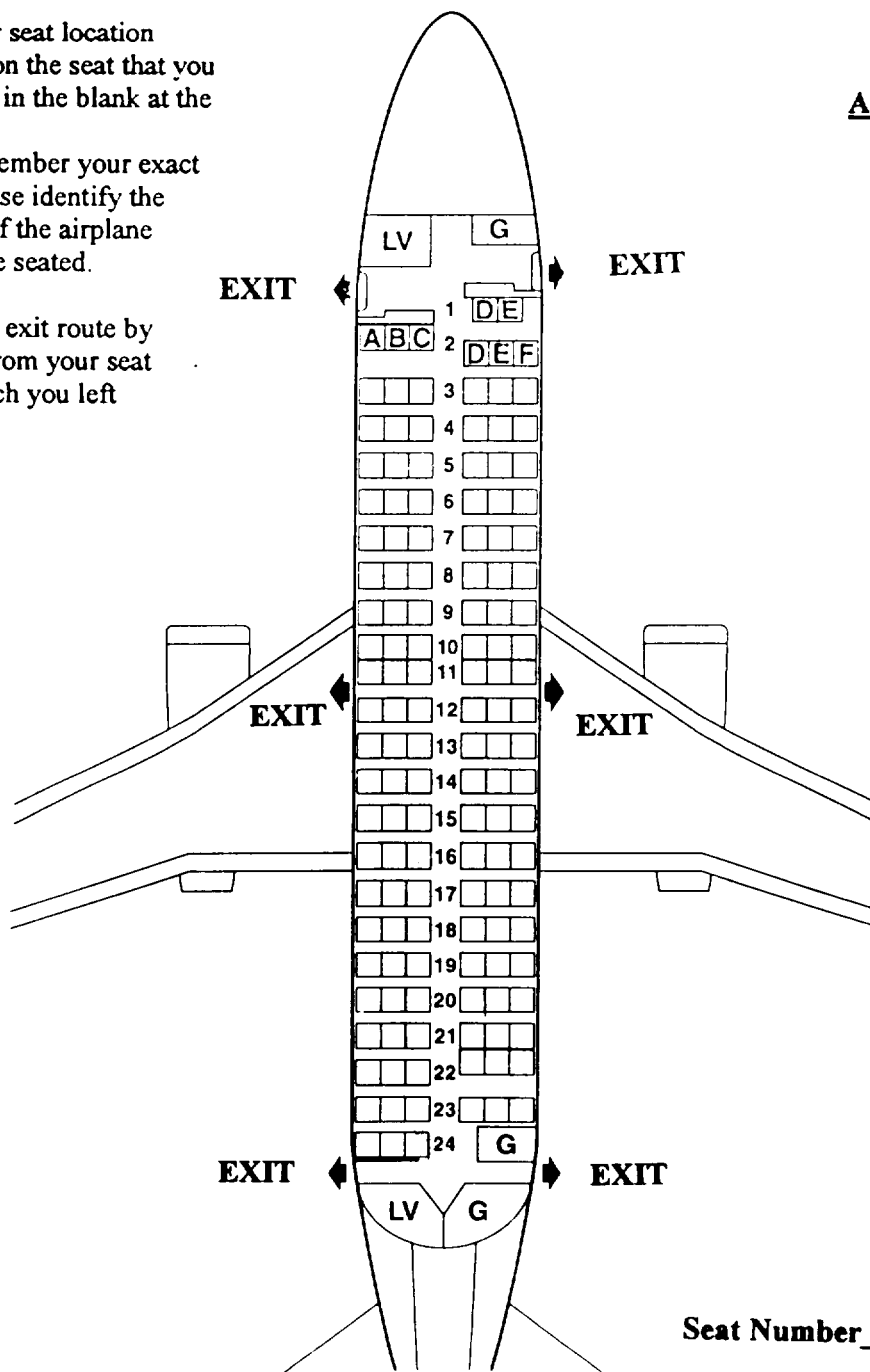
Aft-facing Seats:

Row 1 D E

Row 2 A B C

Row 11 (all)

Row 22 D E F



Seat Number _____

000421

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: I always hear & heed the instruction to 'look around & find your nearest exit.'

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The touchdown was hard, we were obviously going too fast - the braking action was much more severe than normal. The impact with the fence and collapse of the nose gear was pretty violent.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

No warning of impending crash

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained intact Came partially loose Broke free Don't know Other

Describe:

000423

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 The front exit was blocked, we were instructed to go out the rear only

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

There. The attendant said there was fuel on the ground. - so we shouldn't use the over-wing exits. That left only 1 exit for 142 people. Hearing that there was fuel spilled I decided not to wait to get to the rear exit.

000424

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. If you used 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 41

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

000425

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

Yes No Those trying to get their stuff out of the overhead bins. However, flight attendants used everyone to leave everything in the plane.

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 48

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 _____

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 I was in an aisle seat

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

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

000426

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.

Too many people for 1 exit

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ 30 Moving up/down aisle
+ 30 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 10 Moving through exit
+ 10 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 *The front emergency slide exploded into the cabin blocking that exit*

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

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 *question whether it was smoke or dust*
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
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
86. Did you understand the flight attendants' instructions?
 Yes No
87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89
88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000428

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000429

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 80? w7D

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 58

104. Height 6-1

105. Weight 180

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000430

Additional 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 fly a lot. It was obvious to me that we were approaching the airport in a steeper and faster than normal manner. Once we touched down - too long based on my frequent flights to Burbank - the braking was more severe than on any flight I can recall. It was clear to me the closer we got to touchdown that we were going too fast and were in trouble (how much I didn't guess!!)

There is no question in my mind that this was a clear case of pilot error.

I want to praise the flight attendants - including one who was not on duty but was the first to offer assistance. They were terrific.

After we got out of the plane we were kept herded behind police tape for well over an hour. This is unconscionable! We were scared, cold, angry and wanted to go home. No one would tell us what was going on. Neither the Police nor the Southwest Airport people had a clue. The Fire Department people were at least sympathetic and reassuring.

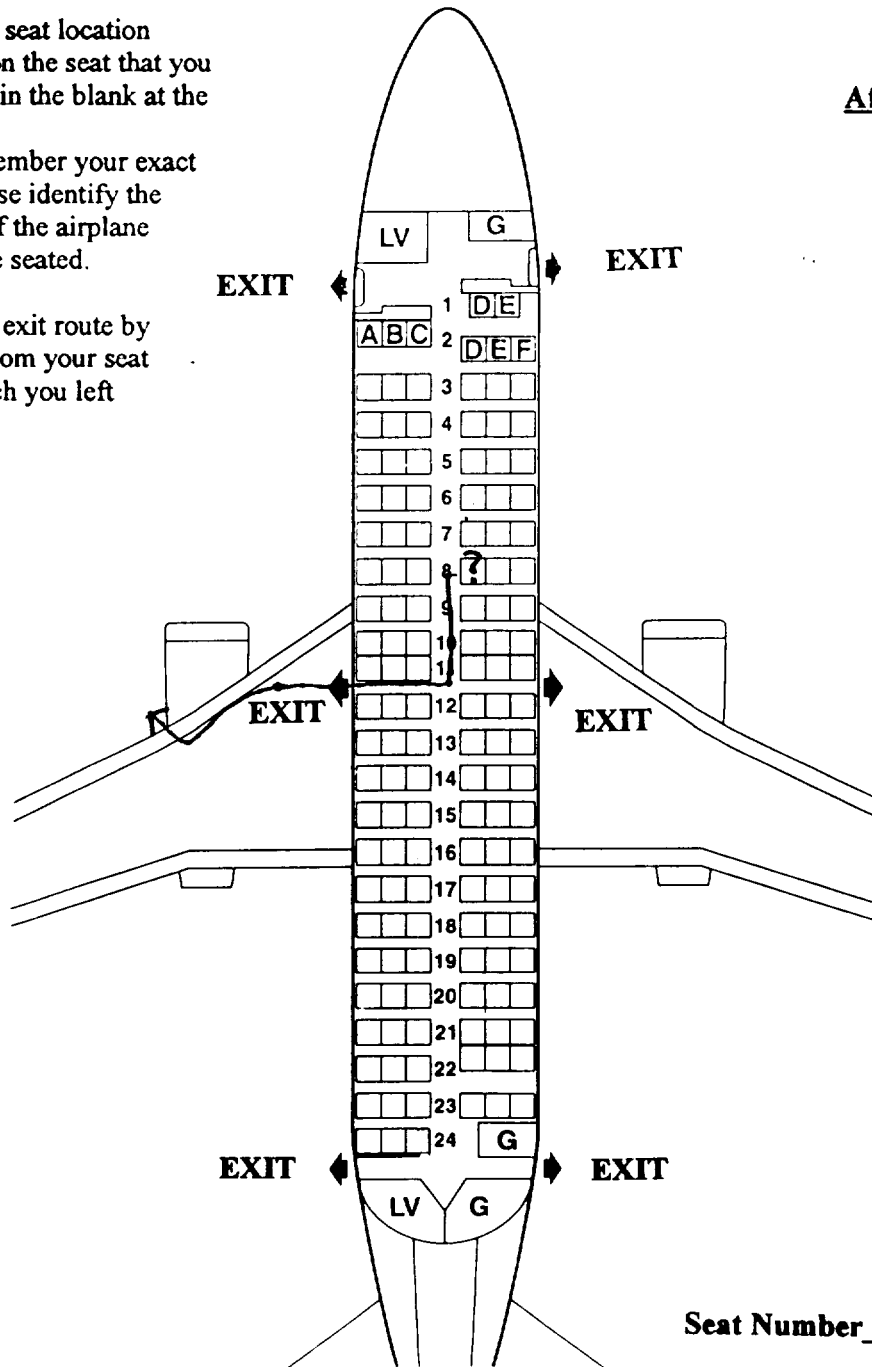
Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 8D ~ 7D

000432

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000434

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

28. Did you follow these directions?

- Yes No

000435

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. If you used 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 41

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 *Some*

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 48

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 _____

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

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

000437

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ 10 Retrieving carry-on luggage
+ 40 Moving up/down aisle
+ 10 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ 25 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 _____

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

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72. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000439

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000440

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 _____

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

40

104. Height

5'7"

105. Weight

155

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000441

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

Would not open

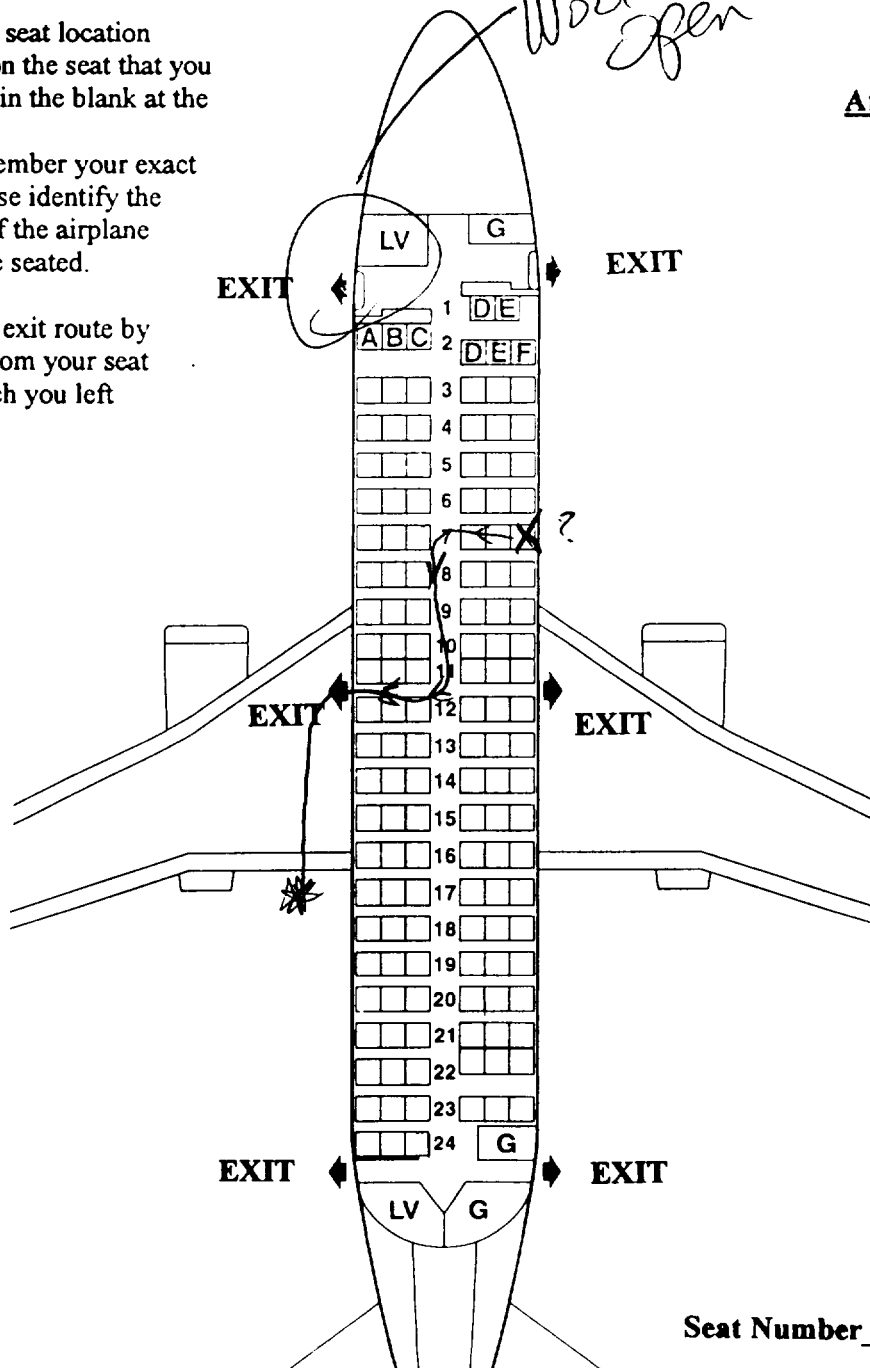
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number _____

000443

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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

28. Did you follow these directions?

- Yes No

000446

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. If you used 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 41

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

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

Yes No

000447

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 48

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 _____

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 People attempting to get items from overhead, airplane parts in the aisle.

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

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:

Attempting to get items from overhead bins
Airplane parts in aisle

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%)

20 Getting out of your seat (including unfastening seat belt)
+ 15 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ 35 ~~35~~ Moving up/down aisle
+ 15 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other Did not
remove
shoes

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

Bruises, during impact as plane went through the fence

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No *NO T SURE*

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000451

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 Not Sure - See diagram

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 55

104. Height ~~5'11"~~ 5'7"

105. Weight 180 lbs.

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000452

Additional 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 very annoyed at the amount of disorganization.

No one seems to be in charge, not SIA, not the
Portland Police & airport officials.

I strongly suggest that the Portland Airport authority,
the Portland Police & fire department conduct
"Mass Assembly" exercises to deal with ~~such~~ ^{such} occurrences.

Given the amount of disorder etc. is very fortunate that
we ~~do not~~ ^{do not} ~~have~~ ^{do not} ~~have~~ ^{do not} health issues to deal with.

Improvement is seriously needed.

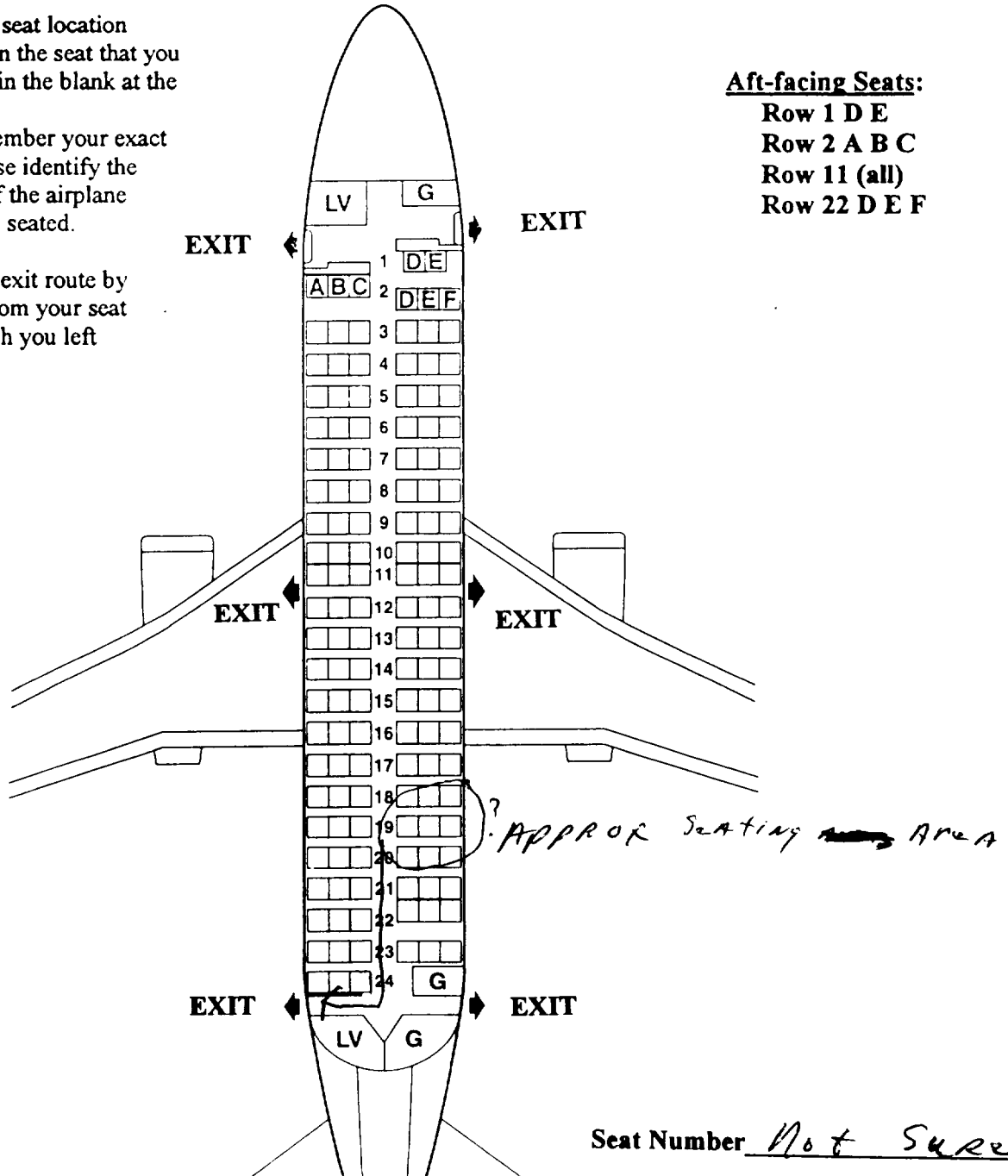
**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



000454

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: People did not know which exits they were to exit
through. Also debris from plane was in aisles that
needed to be removed.

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

Yes No

Explain: _____

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
 Not important
 Could not find
 Other
 Was not there
 Could not understand

10. Did the safety card information help you in the evacuation?
 Yes
 No
 Explain:

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
none at this time. Presentations cannot cover every situation imaginable.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:
 Nothing unusual
 Like a very hard landing
 Extremely violent

Please describe:

Plane came in too fast - we had to brace ourselves the seats in front of us. We could feel there was something wrong with landing. We could feel we hit something but did not know what.

- Did you assume a brace position as demonstrated on the safety instruction card?
 Yes
 No
 Explain:
Braced ourselves against seat in front of us upon realizing plane wasn't stopping.

- In which direction were you thrown during the impact(s)?
 Forward
 Rearward
 Up
 Down
 Right
 Left
 Don't know

- What happened to your seatbelt?
 Remained Intact
 Opened/ separated
 Don't Know

- Did your seatbelt cause any bruises or injuries?
 Yes
 No
 If yes, describe location and nature of injuries:

- What happened to your seat?
 Remained Intact
 Came partially loose
 Broke free
 Don't know
 Describe:

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 *When the flight attendant told me what exit to use*
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
28. Did you follow these directions?
 Yes No

000457

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. If you used 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: *small* Under seat Overhead bin Closet Other _____

Suitcase 2: *canyon* 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 41

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

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

Yes No

000458

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 48

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 _____

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 Unknown

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?

Plastic molding and ceiling overhead broke up during landing and fell on my head. Had to get some debris out of the way before evacuation.

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

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

000459

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.

One passenger was trying to get his carry-on luggage out of overhead bin.

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 Significant 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%)

10 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 5 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ ~~25~~ 25 Moving up/down aisle
+ 50 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000461

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

Yes No

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

92. 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

93. 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

I do not have any physical injuries but I am experiencing psychological injuries and that I continue to have nightmares and have thoughts about flying in the future.... I am continuing to deal with these issues.

94. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other

Please see above - The incident scared me to death!

Post Evacuation Events

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

99. 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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000462

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

Exact Seat # unknown

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.

There were no empty seats.

Personal Information

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

Yes No

103. Age

46

104. Height

5'3"

105. Weight

112 lbs

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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: *no*

Vision Hearing Age Injury Recent surgery Cane

Other _____

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

000463

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

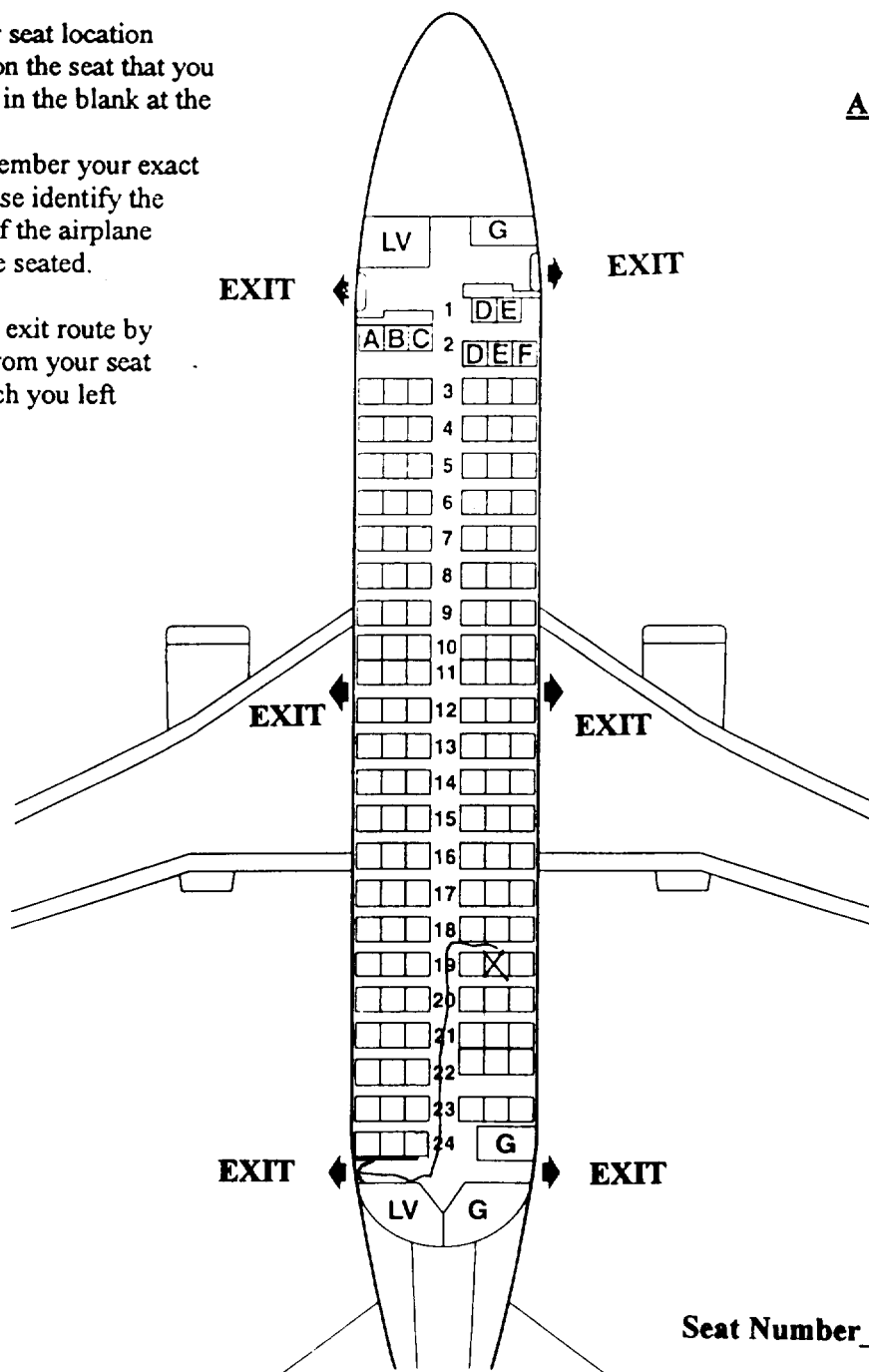
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

**Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F**



Seat Number _____

000465

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: I knew how to use the oxygen mask when it came down

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

- Yes No

Explain: It was done like a chore

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 didn't see it

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

- Yes No

Explain:

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

make them fun to watch, you could even use a little humor to make you look up and take notice.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

It was a quick drop and at a high speed and then a very sharp turn when we broke through the wall and onto the street

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I leaned forward and held on to the seat in front of me.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

I don't remember unbuckling my seatbelt, but it was unbuckled.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000467

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

28. Did you follow these directions?

- Yes No

000468

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. If you used 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 41

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

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

Yes No

000469

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 48

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 _____

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

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.

everyone was shouting for people to hurry and not try to get bags.

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 ^{SON'S} Friend Other ^{FATHER & 14 YEAR OLD SON}

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)? (ONE OF THEM)

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 8 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ 8 Retrieving carry-on luggage
+ 10 Moving up/down aisle
+ 20 Moving from aisle to exit
+ 8 Opening exit (Zero if exit already open)
+ 30 Moving through exit
+ 20 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 _____

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

000471

72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000472

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

when sliding off the front of the wing I fell to the ground and injured my chest & legs. Had to have help getting up off the ground.

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Legs Arm Back Face Head Other *lower back & hip*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000473

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 NOT SURE

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 41

104. Height 5"3

105. Weight 170

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000474

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

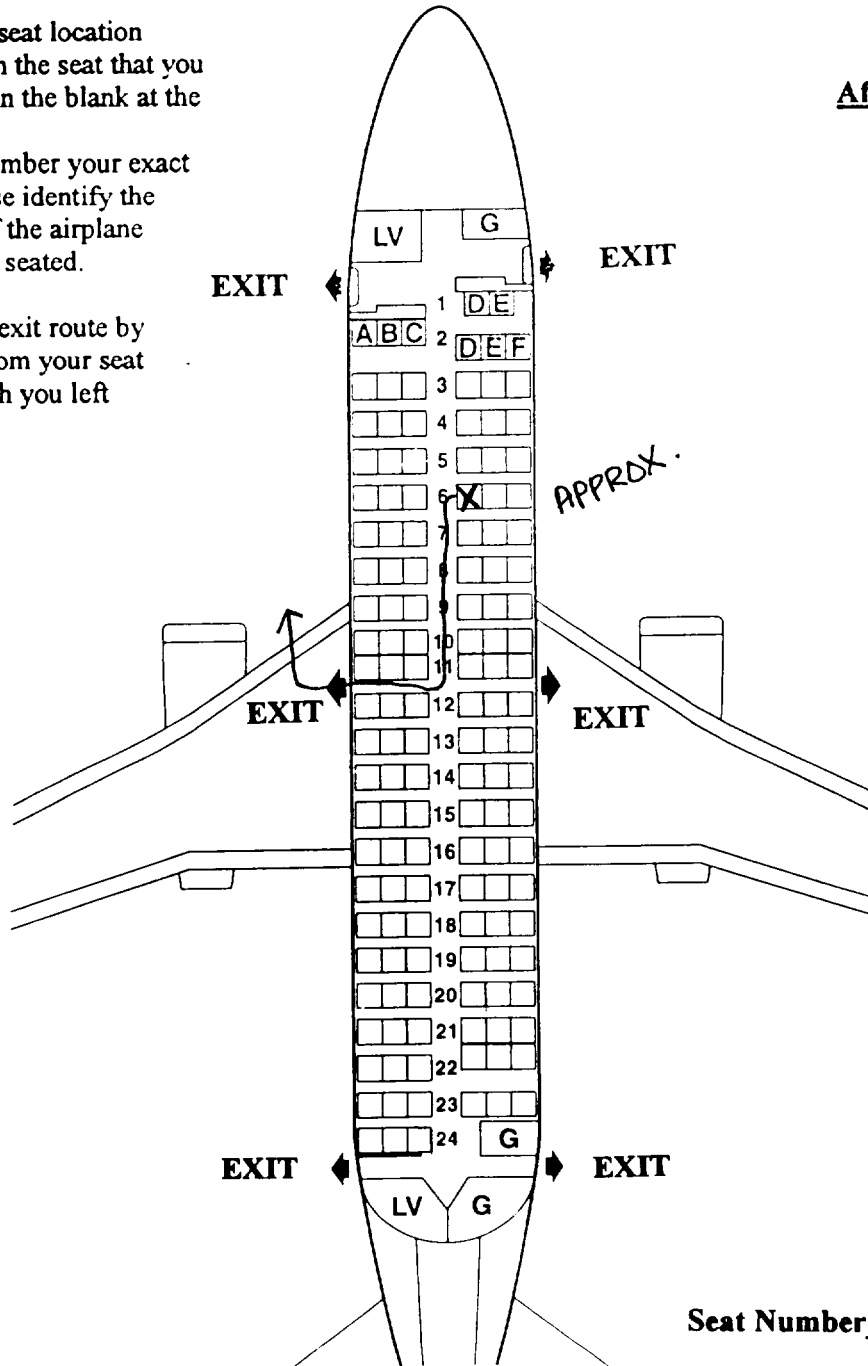
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



000476

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Location of emergency exits were pointed out (& I was aware of them from numerous prior flights); however we were instructed not to exit through those exits

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

- Yes No

Explain:

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

(had read on prior Southwest flights & all their planes are the same)

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Plane seemed to come in at a very steep angle; landing itself (touchdown) wasn't too hard but I was aware of great speed -- plane turned right and went into a sideways skid

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000478

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

28. Did you follow these directions?

- Yes No

000479

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

The only exit available was in the rear of the aircraft and the aisle was filled w/ people taking their luggage down - we decided to exit over the wing because the rear exit was so slow.

31. If you used 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 *Sat down on wing just outside exit & slid down to be caught by two men on the ground*

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 *seat*

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

one purse which was in my hands at impact

If no skip to item 41

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

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 *Don't remember*

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 48

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 _____

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 *Aisle was blocked by passengers trying to get their overhead luggage down - I don't recall any instruction to leave it.*

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

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

000481

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.

luggage retrieval & maybe slide exit; only one way out unless wings used

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 *business partner & her spouse*

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

spouse

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

Yes No

spouse

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
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 75 Moving up/down aisle
+ 5 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 5 Moving through exit
+ 5 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 _____

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

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

*Smelled jet fuel while still
in the cabin*

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000483

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

minor scrap to right elbow when sliding off wing

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 *moved some distance from plane w/ spouse &*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

reunited w/ friends

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000484

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

15E or 16E

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

54

104. Height

5'1"

105. Weight

180

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000485

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

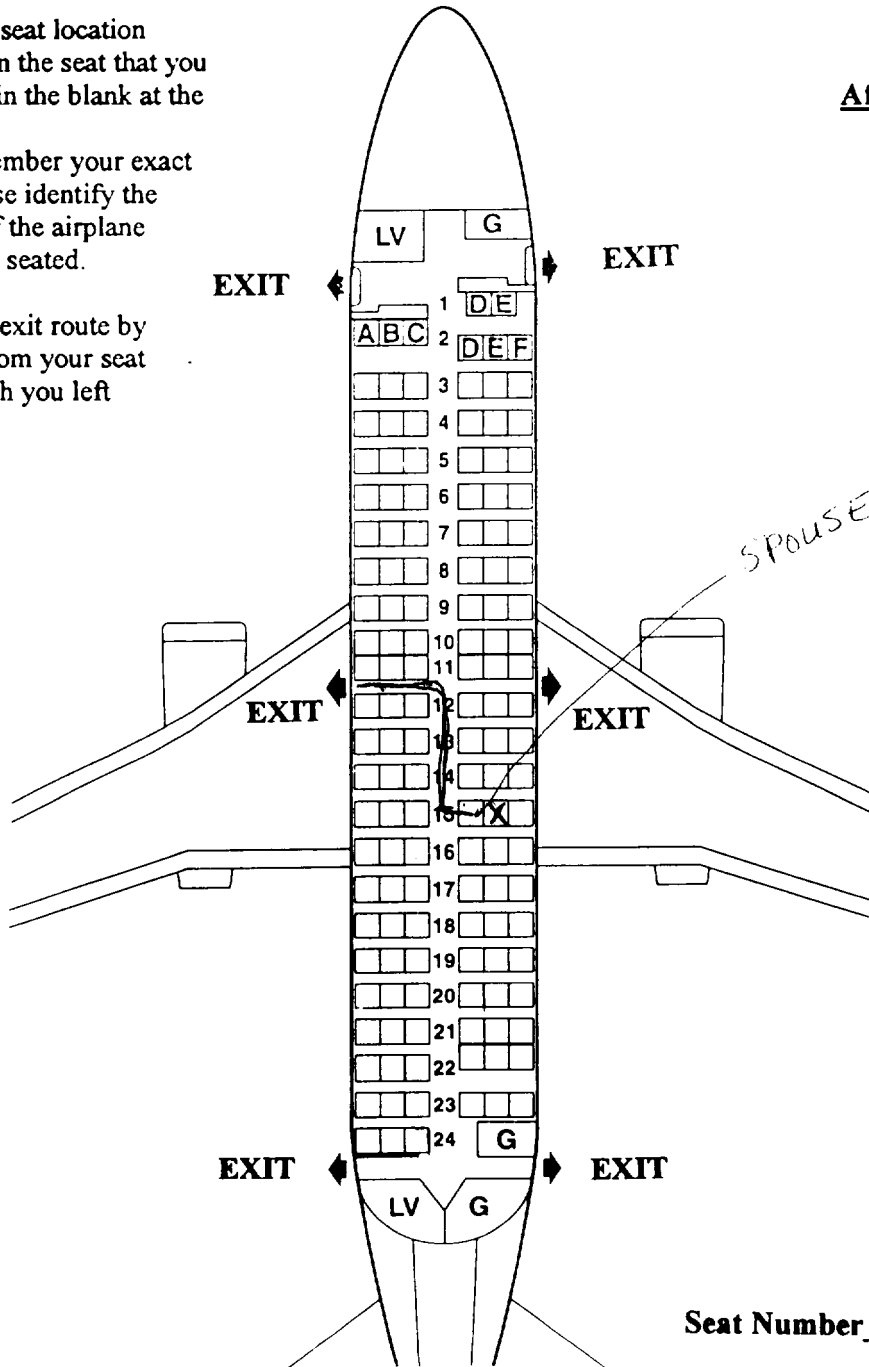
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

- Row 1 D E**
- Row 2 A B C**
- Row 11 (all)**
- Row 22 D E F**



Seat Number 15 E or
might have been 16 E

000487

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Exits found

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

- Yes No

Explain:

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: _____

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

NONE

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

The aircraft did not stop before reaching the end of the runway. The pilot turned the aircraft hard to the right, the plane went through the fence and into the street coming to rest next to a gas station.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I braced myself against the seat in front of me

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000489

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 Flight attendant instructions.

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

28. Did you follow these directions?

- Yes No

000490

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. If you used 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 41

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 N/A

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

Yes No

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

Yes No

000491

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 48

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 _____

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 Some passengers wanted to get their carry on baggage

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

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.

Lady in front of me was hesitant to jump off the slide.
I gave her a boost.

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%)

10 Getting out of your seat (including unfastening seat belt)
+ 10 Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 50 Moving up/down aisle
+ 20 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 10 Moving through exit
+ _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000495

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 20A?

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 41

104. Height 5'10

105. Weight 280

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 None

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

000496

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain:

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: _____

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

GOING TOO FAST.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

INSUFFICIENT TIME. NO WARNING.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

*SLIGHT GRIP PULL,
SORE FOR 10 DAYS.*

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

000500

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

28. Did you follow these directions?

- Yes No

000501

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. If you used 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 41

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

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

Yes No

000502

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 48

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 _____

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

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

000503

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%)

25 Getting out of your seat (including unfastening seat belt)
+ 25 Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 25 Moving up/down aisle
+ 25 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000505

89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?
 Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
SLIGHT GROIN PULL.

92. 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

93. 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
LONG EXPOSURE TO COLD AIR CAUSED LONG TERM COLD.

94. Describe the location of injuries suffered?
 Wrist Ankle Leg Arm Back Face Head Other GROIN MUSCLES

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?
 Yes No

98. Were crewmembers or rescue personnel directing passengers on where to gather?
 Yes No

99. 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

100. How did you leave the site of the evacuation?
 Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000506

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 LAST REAR SEAT STARBOARD SIDE.

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

78

104. Height

5'10"

105. Weight

165

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000507

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

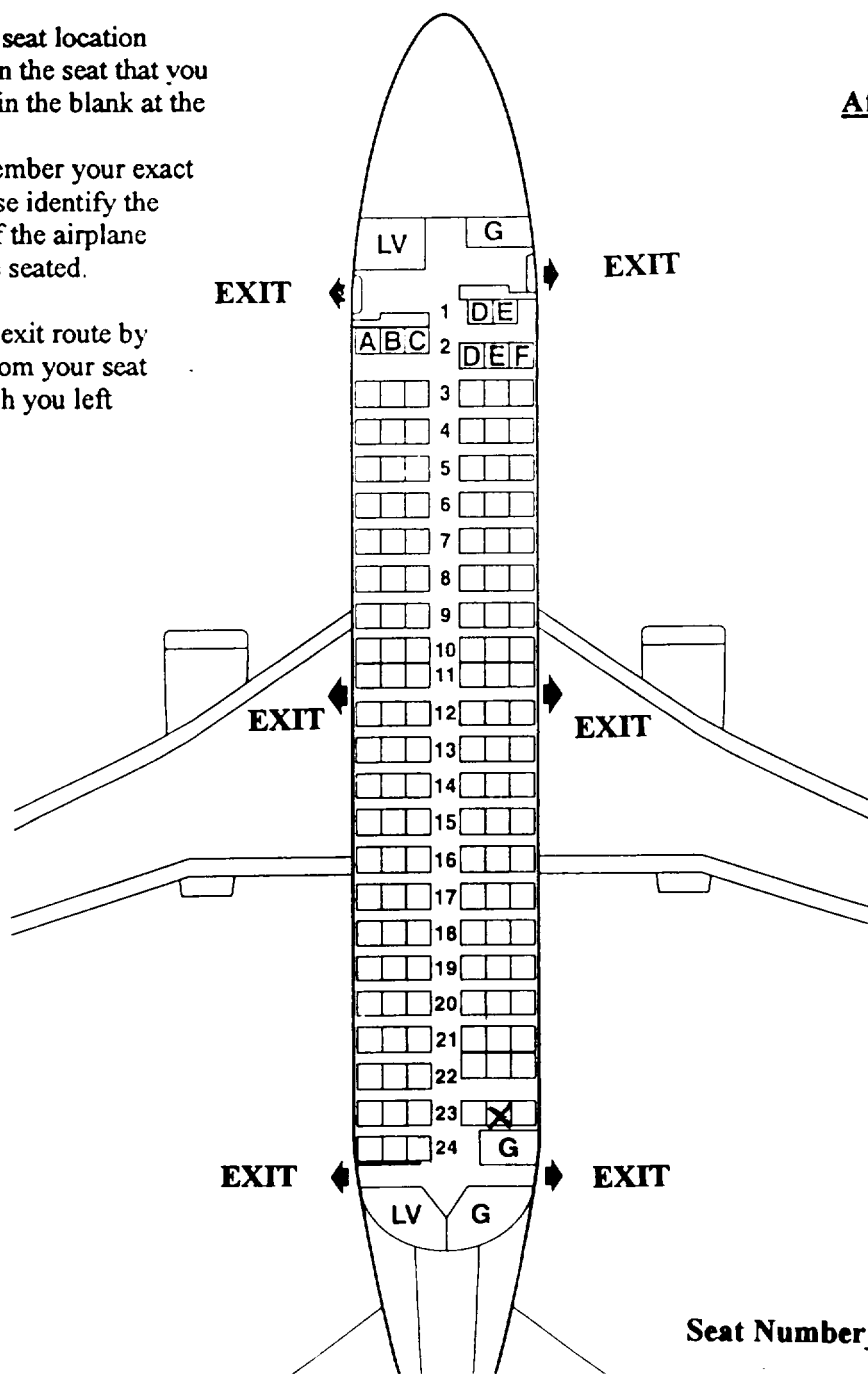
Aft-facing Seats:

Row 1 D E

Row 2 A B C

Row 11 (all)

Row 22 D E F



Seat Number _____

000509

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant [checked] Video [] Audio [checked]

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

- All [] 75% [checked] 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 [checked] Obstructed view [] Distracted by child [] Distracted by other person [checked]
It's basic knowledge [checked] 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 [checked] Most words difficult to hear []

5. Is English your primary language?

- Yes [checked] No []

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

- Yes [] No []

Explain: I am not 100% sure it was the same flight attendant who gave the instruction during the evacuation.

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

- Yes [] No [checked]

Explain: not really

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 [checked] on this particular flight.

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: *I cannot say it was the safety card information alone that helped during the evacuation. I believe it was a combination of the card & preflight briefing.*

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual
- Like a very hard landing
- Extremely violent

Please describe: *I am familiar with ^{the} Burbank airport and it's landing. From the very beginning the landing felt wrong! The plane was going extremely fast. It was apparent the plane was out of control. I remember a big crazy turn, I thought the plane was going to flip over.*

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes
 - No
- Explain: _____

- In which direction were you thrown during the impact(s)?

- Forward
- Rearward
- Up
- Down
- Right
- Left
- Don't know

- What happened to your seatbelt?

- Remained Intact
- Opened/ separated
- Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes
 - No
- If yes, describe location and nature of injuries: _____

- What happened to your seat?

- Remained Intact
- Came partially loose
- Broke free
- Don't know
- Other

Describe: _____

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 *I was seated at the front of the aircraft*
 Other *The front emergency exit malfunctioned, so I exited outside the wing.*

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 *& the front exit malfunctioned*
 Other _____

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

to some extent, I was making my way to the back emergency exit & I saw the doors opened at the wings so I exited there.

000512

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 I chose the wing exit because it was the closest to me and I was afraid the plane was on fire or would be on fire.

31. If you used 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 two men caught me as I slid down the wing

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

Yes No Not Applicable

I don't know it was open when I got there.

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 _____

bag

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

Yes No

If no skip to item 41

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

000513

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

Yes No

at first passengers were attempting to take the luggage in the overhead bins until people screamed at them to stop and move out

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 48

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 _____

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 people at fast rate

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

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

000514

59. Were there any disputes among passengers during the evacuation? Yes No Don't know *at first, passengers were screaming & we couldn't hear the instructions*
Give the luggage in the overhead bins

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.
I believe it just took long to evacuate and get out into the aisle

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%)
50% Getting out of your seat (including unfastening seat belt)
+ 15% Moving from seat row into aisle
+ 20% Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 15% Moving up/down aisle
+ 45% Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5% Moving through exit
+ 5% Getting off wing (Zero if you did not use a wing exit)
= 100% Total evacuation time

at first

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 _____

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

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

light to med.

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000516

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

93. 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

It was not until the morning after the crash did I begin to feel discomfort in my lower back. That discomfort intensified the following two days.

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

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

- Sprain Fracture Concussion Broken Back Dislocation Strain ^{back}
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

96. 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 was directed to move away from the plane*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000517

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 no seat #'s were assigned, but I was at the front of the plane.

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 29

104. Height 5'6 1/2

105. Weight 135

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 NA

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

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

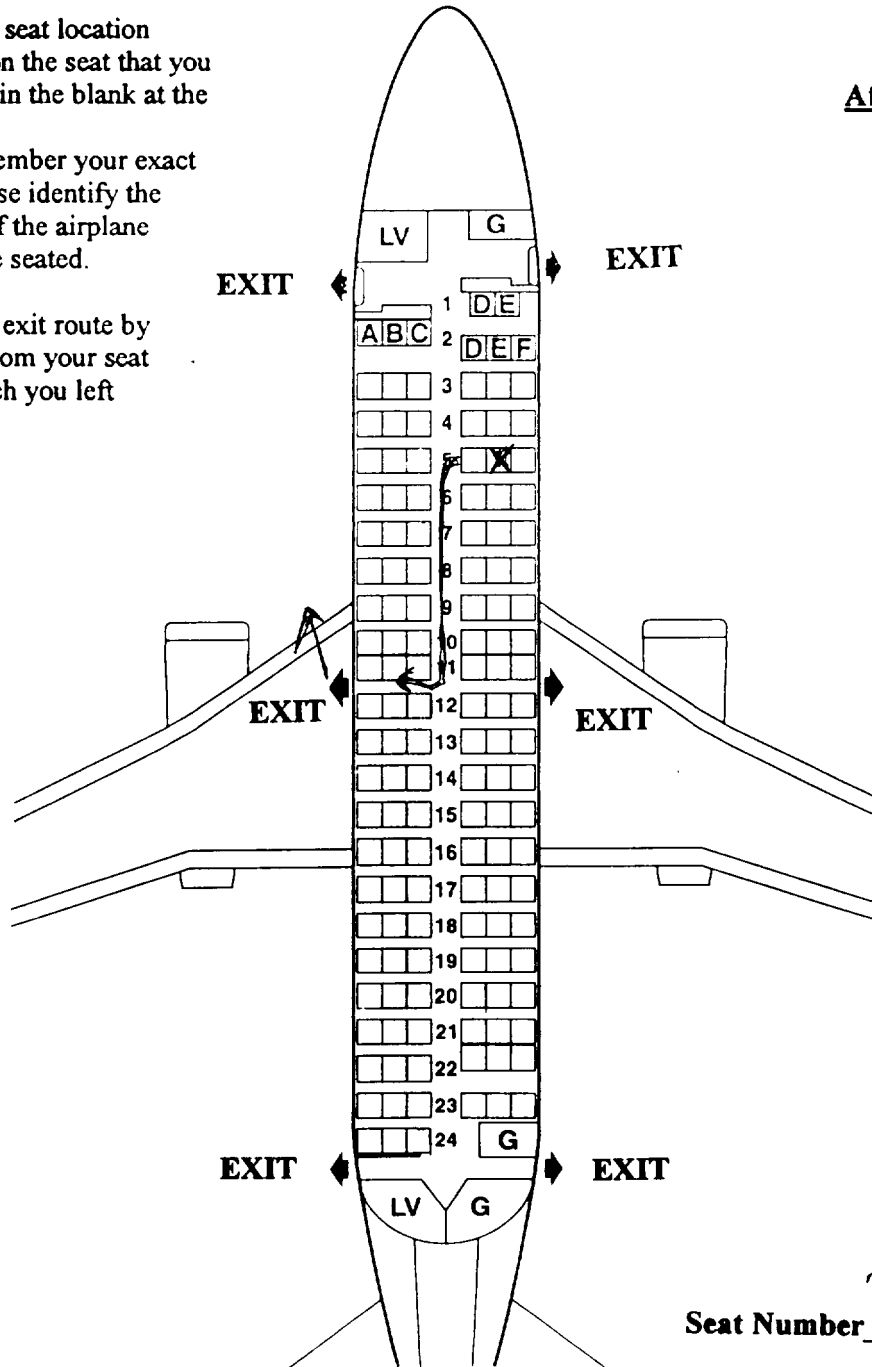
000518

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



no seat number was assigned
 Seat Number _____

000520

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: When plane hit wall front slide was not working there was smoke + panic everyone rushed to rear slide

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

- Yes No

Explain:

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: To much PANIC

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

THAT'S HARD TO SAY

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

PLANE hit RUNWAY IN USUAL MANNER but Felt like it WAS going to CRASH Then all the sudden PLANE MADE SHARP TURN Luggage came out of overhead and PLANE CRASHED THROUGH WALL then there WAS smoke

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

I HAD NO idea WE WERE going to CRASH

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

I AM NOT SURE WHAT CAUSED injuries.

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

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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

28. Did you follow these directions?

- Yes No

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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. If you used 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 41

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

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

Yes No

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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 48

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 _____

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 There was PANIC

53. Did you bump your head on the overhead bins?
 Yes No
If yes. how did this affect your ability to evacuate the aircraft?
PANIC

54. Did you climb over any seats during the evacuation?
 Yes No

55. Did you see anyone climb over the seats?
 Yes No

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.

Panic

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%)

- 20 Getting out of your seat (including unfastening seat belt)
- + 20 Moving from seat row into aisle
- + _____ Coordinating with traveling companions
- + _____ Retrieving carry-on luggage
- + 20 Moving up/down aisle
- + 20 Moving from aisle to exit
- + _____ Opening exit (Zero if exit already open)
- + 20 Moving through exit
- + _____ 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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes
- No

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

BACK NECK SHOULDER STRONG HEAD

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist
- Ankle
- Leg
- Arm
- Back
- Face
- Head
- Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes
- No

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

- Yes
- No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. 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 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

53

104. Height

6'3"

105. Weight

200

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

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Additional 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 the pilot was under pressure because our flight was supposed to leave Vegas at 2:45 PM it didn't leave til 5:00 PM then we waited on the runway for about 15 minutes til take off. When we were ready to land at Burbank I remember someone saying the landing might be rough but I never heard anyone saying to get into crash position. Plane felt like it was coming in fast I felt like pilot was hot rodding it felt like plane was going really fast then all the sudden he made sharp turn and that's when I put my hands on seat in front of me to brace myself then impact. People started to scream and there was mass confusion. Some one yelled front slide was blocked and everyone was rushing to rear of plane. People were afraid of slide because it went straight down to street.

Plane was supposed to head to San Jose after Burbank I really feel ~~that~~ ~~that~~ pilot was in a hurry because of all the delays. It was raining I feel pilot put our lives in danger. I would like a report on what really happened Please send to

[REDACTED]

[REDACTED]

[REDACTED]

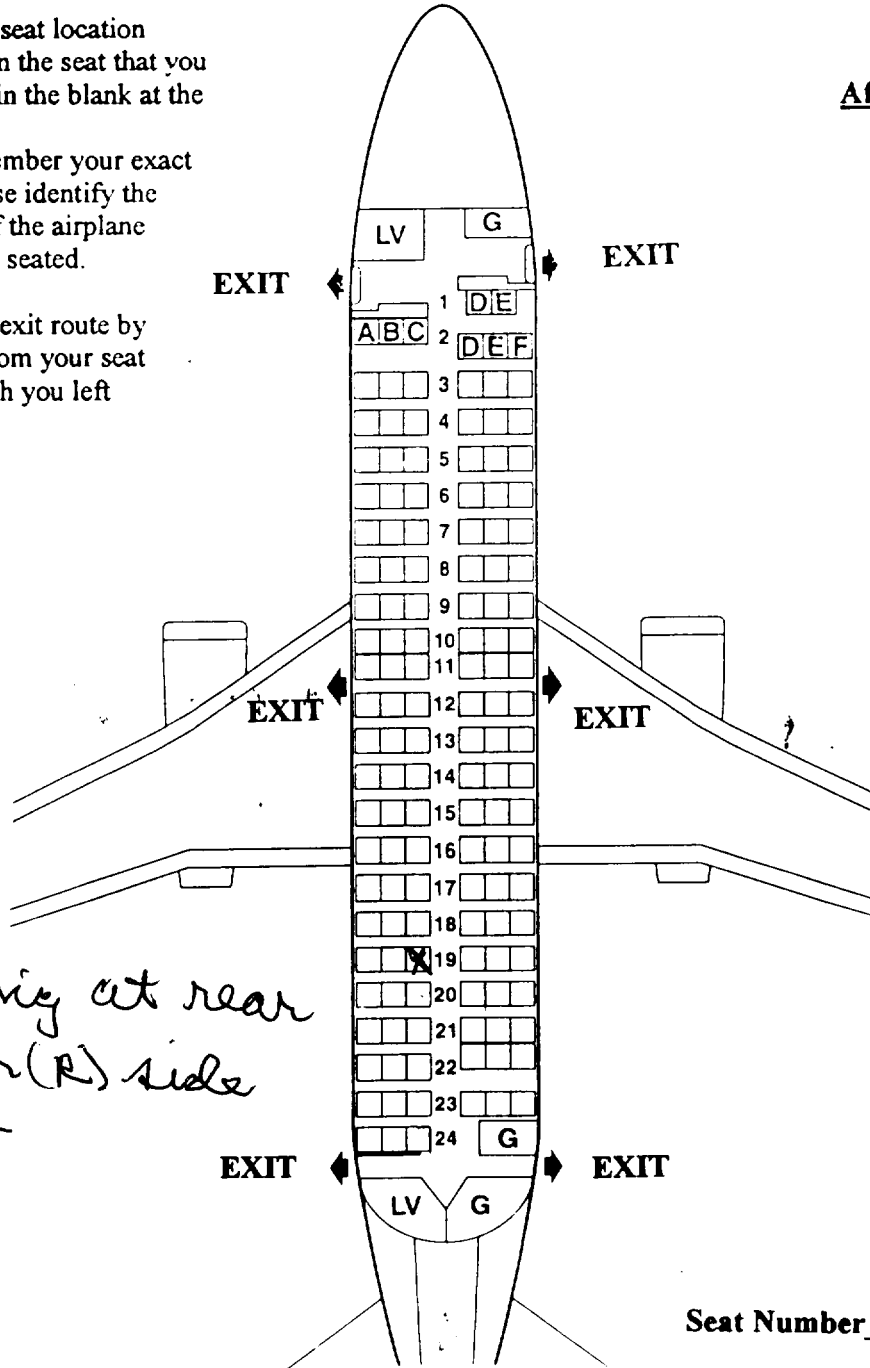
**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



*I was sitting at rear
of plane on (R) side
on the seat*

Seat Number _____

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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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:

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

- Yes No

Explain: It is taken so as just something that "has" to be done rather than stressing the real importance. Until you have to use the information you don't realize the importance of listening & refreshing your memory.

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: _____

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

People have lost interest because it is so routine.

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

I noticed flames or sparks from the left wing and saw things flying past the window. Material from baracade.

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

We weren't asked to. No directions from the cockpit.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

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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

28. Did you follow these directions?

- Yes No

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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. If you used 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 41

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

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

Yes No

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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 48

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 _____

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

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

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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%)

10% Getting out of your seat (including unfastening seat belt)
+ 25% Moving from seat row into aisle
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 50% Moving up/down aisle
+ 15% Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ _____ Moving through exit
+ _____ 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 _____

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

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72. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

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
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
86. Did you understand the flight attendants' instructions?
 Yes No
87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89
88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

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89. 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 _____

90. 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

91. Did you sustain any injuries **prior** to the evacuation?

- Yes No

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

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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 17B

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 57

104. Height 5'7"

105. Weight 190

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

000540

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

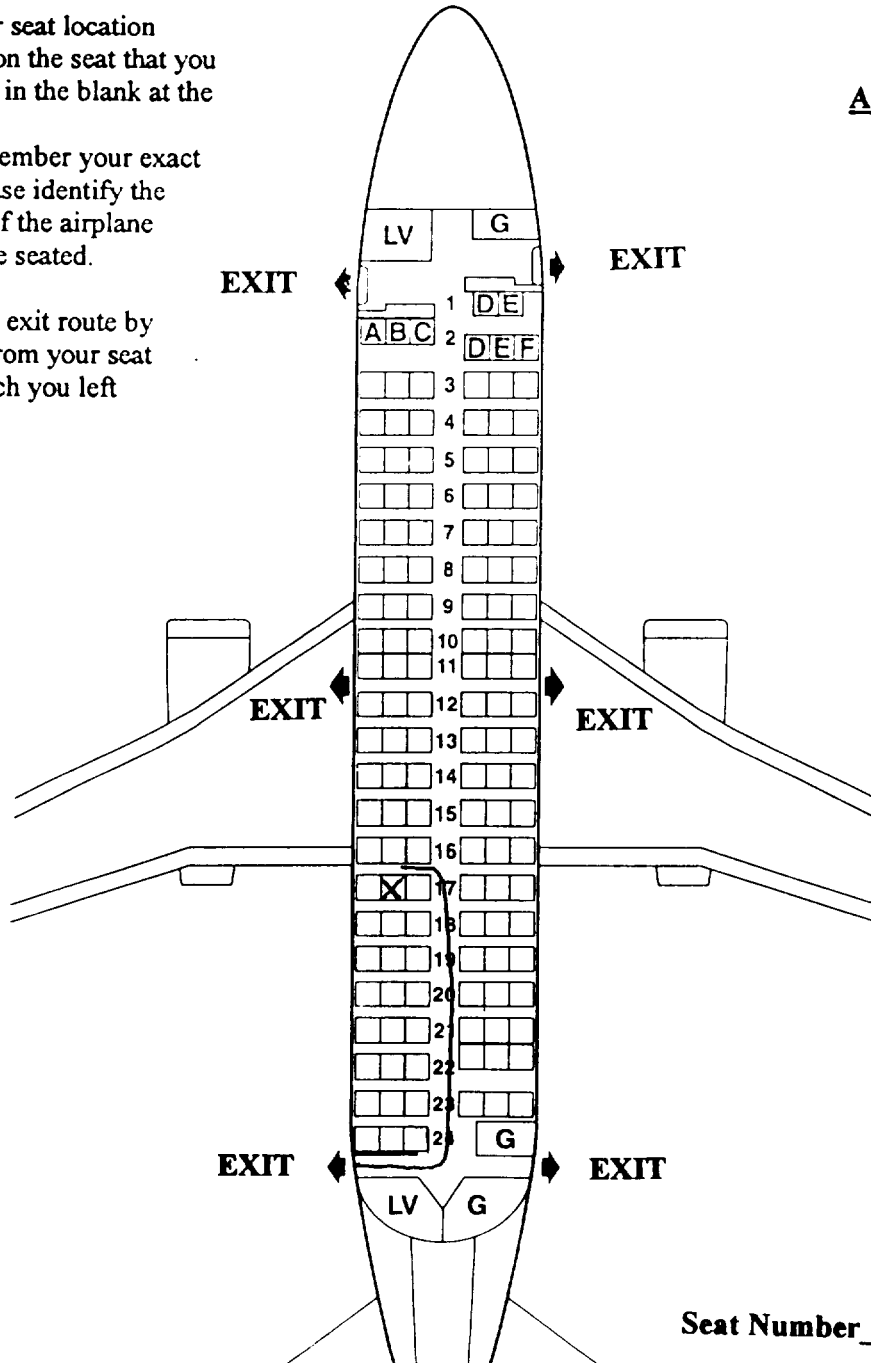
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 17 B

000542

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 attendant immediately announced we were going to evacuate to the rear of the airplane but it seemed many moments too long before passengers could begin the evacuation.*

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

Yes No

Explain: *Maybe the attendants could be more emphatic in their presentation. It seemed to be they are slightly bored doing the same thing over and over again.*

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 *was observing the flight attendant*

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

Yes No

Explain:

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

I would improve on the presentation

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

Nothing unusual Like a very hard landing Extremely violent

Please describe:

The approach & landing was extremely fast and seemed unusual for my experience of the air.

- Did you assume a brace position as demonstrated on the safety instruction card?

Yes No

Explain:

- In which direction were you thrown during the impact(s)?

Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

Yes No

If yes, describe location and nature of injuries:

- What happened to your seat?

Remained Intact Came partially loose Broke free Don't know Other

Describe:

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 *I preferred the chute rather than climbing on the wing
It seemed less dangerous*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

000545

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. If you used 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 41

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 pillbox

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

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

Yes No

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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 - can't remember

46. Did you hesitate before getting on slide?

Yes No If no, skip to item 48

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 _____

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 - *ready to push & tell who to land*

Passenger Behavior

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

Yes No

If yes, describe *people were not moving - the evacuation exit was slow in opening*

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

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

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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.

The door did not open immediately

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

Yes No *no choice*

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
+ _____ Coordinating with traveling companions
+ _____ Retrieving carry-on luggage
+ 10 Moving up/down aisle
+ 75 Moving from aisle to exit
+ _____ Opening exit (Zero if exit already open)
+ 5 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 *I was not looking at anything but in front of me*

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

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72. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

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

*I could smell the burning tires
of the plane*

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

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89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

92. 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

My body was very rigid & I felt a strain on my neck and head.

93. 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

I've had headaches & have seen the doctor

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *back*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other _____

000550

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 _____

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 61

104. Height 5' 8"

105. Weight 157

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

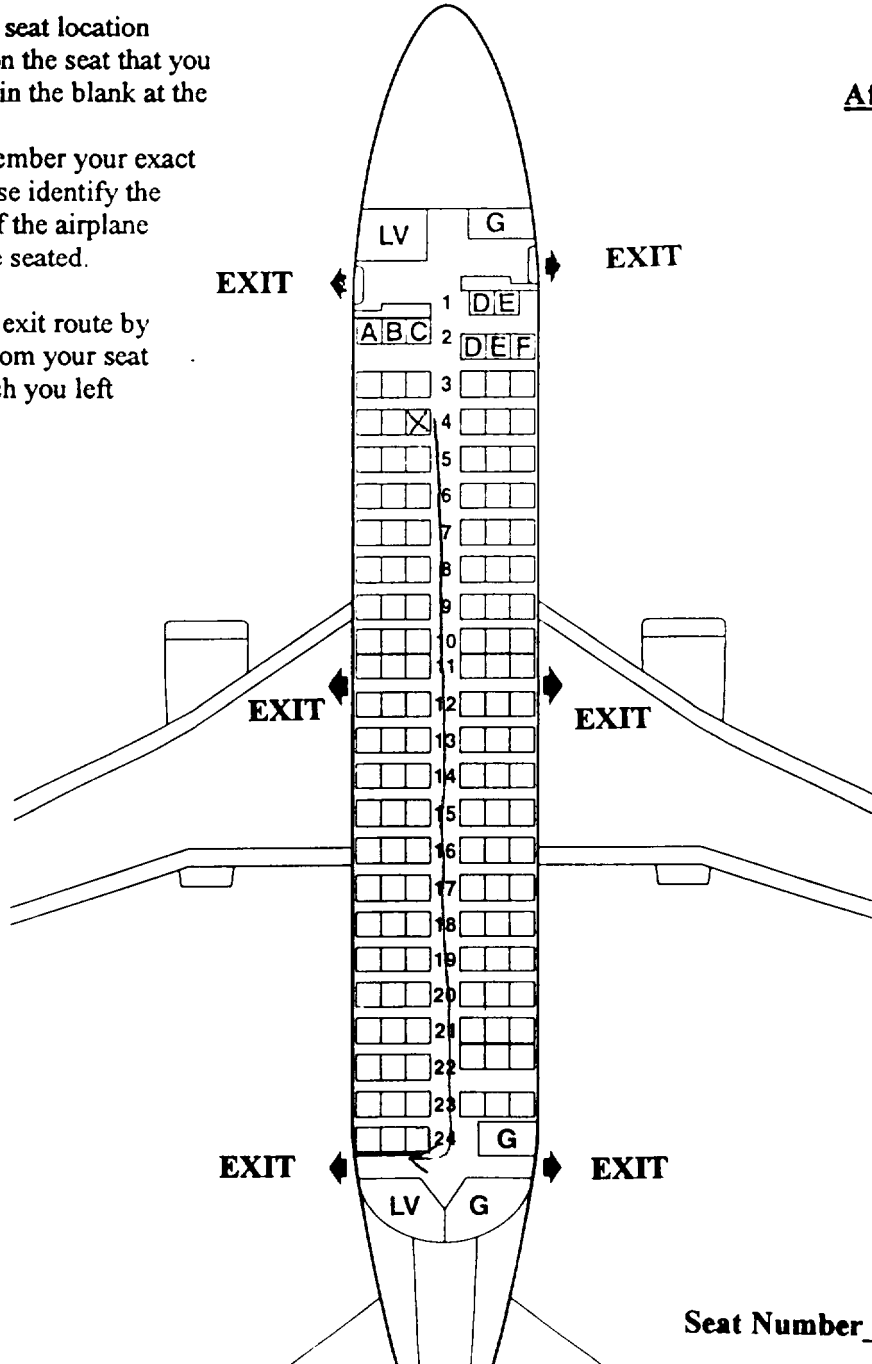
000551

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

- 1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.
- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

- 2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:
Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 4

000553

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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 Watched it

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

SEE SUPPLEMENT

6. Did the preflight safety presentation help during the evacuation?

- Yes No

Explain: _____

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

- Yes No

Explain: _____

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: _____

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

SEE SUPPLEMENT

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:
 Nothing unusual Like a very hard landing Extremely violent

Please describe:

See Supplement

- Did you assume a brace position as demonstrated on the safety instruction card?

- Yes No Explain:

NO WARNING -

SEE SUPPLEMENT

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

Sore WAIST

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe: _____

000555

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

See Supplement

28. Did you follow these directions?

- Yes No

See Supplement

000556

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 Going to BACK when over wing opened -
See supplement

31. If you used 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 See Supplement

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 41

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

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

Yes No

000557

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No *Some confusion -*

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 48

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 _____

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 _____

See Supplement

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

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

000558

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.

See Supplement #52

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 N/A

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%)

<u>10</u>	Getting out of your seat (including unfastening seat belt)
+ <u>30</u>	Moving from seat row into aisle
+ <u>5</u>	Coordinating with traveling companions
+ <u>—</u>	Retrieving carry-on luggage
+ <u>25</u>	Moving up/down aisle
+ <u>20</u>	Moving from aisle to exit
+ <u>—</u>	Opening exit (Zero if exit already open)
+ <u>5</u>	Moving through exit
+ <u>5</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	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 _____

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

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

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

86. Did you understand the flight attendants' instructions?
 Yes No

87. Did you remove your shoes during the evacuation?
 Yes No If no skip to item 89

88. Why did you remove your shoes?
 Flight attendant instructions I thought I had to Saw others removing shoes Other _____

000560

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

WHIPLASH - NECK + UPPER BACK

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other *NECK*

95. 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

96. 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 _____

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No *NOT IMMEDIATELY - SEE SUPPLEMENT*

99. 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

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

- Walked to terminal Bussed to terminal Ambulance to hospital Other *FLAGGED DOWN*

A PARKING LOT SHUTTLE

000561

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 7B (LEFT)

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 57

104. Height 5-10

105. Weight 195

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 None

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

000562

**Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300**

1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

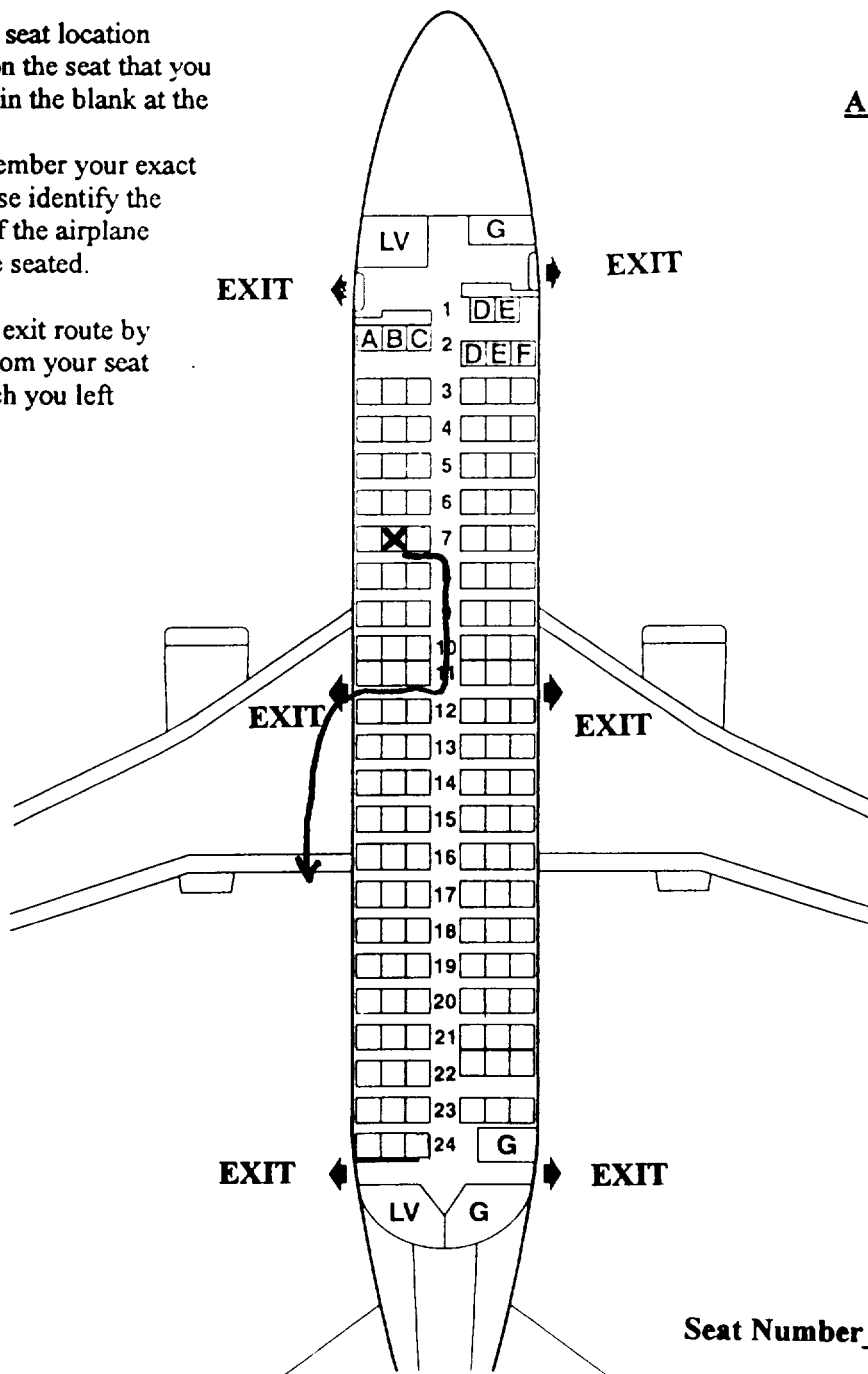
Aft-facing Seats:

Row 1 D E

Row 2 A B C

Row 11 (all)

Row 22 D E F



Seat Number _____

000564

Supplement
A3-60
Southwest
#1455

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594

PASSENGER QUESTIONNAIRE
(REV 5/22/98) FORM APPROVED FOR USE THROUGH
11/30/98 BY OMB NO. 3147-0018

SAFETY BRIEFING

1. How were the preflight safety instructions presented?

Flight Attendant

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

All

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

Other - Watched and listened to the presentation

4. How well could you hear the presentation/

Some words difficult to hear

5. Is English your primary language?

Yes

000565

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

X No

Explain - We were row 7, left, from the front. When the skidded to a stop our closest exit was blocked by a mal-functioning slide which had backed up into the front area, trapping a stewardess and blocking the cockpit door. The nose was laying on the ground, cabinet smelled of smoke and electrical smell, the cabin and emergency lights went out...then flashed on briefly. Therefore, none of the basic safety instructions applied to our situation.

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

X No

Explain - Southwest very casual on briefings...flight was over 2 hours late from Las Vegas...crowd very restless.

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

X Did not read

9. Why did you not read the safety card?

X Read it before - Southwest frequent-flyer

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

X No

000566

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

We had one stewardess (the other trapped by slide) passengers were confused and panicked...very noisy, people were shouting as loud as the front stewardess,

Should emphasize counting rows to nearest exit, LEAVE ALL CARRY-ONS

IMPACT INFORMATION

-The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

X Extremely violent

Explain: Smooth flight to Burbank...upon arrival it was a clear night, no wind...pilot appear to be coming in very high for landing and out of position...as a frequent flyer on Southwest from Burbank to Las Vegas, it was an odd approach. Suddenly the plane went into a very steep left slide which left the passengers gasping...then the plane slammed to the runway so hard some of the overheads opened...the engines were roaring in reversing, the brakes screeching the plane obviously going was too fast...and landed way down the runway...the plane itself was groaning .

Page#4

-What happened to your seat?

X Remained in tact

EMERGENCY EXITS

12. When did you look for an emergency exit(s) closest to your seat?

X During pre-flight briefing

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

X In front of me

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

X Yes

15. Were you seated in an emergency row?

X No

19. Did you open the exit yourself?

X No

000568

IMPACT...CONT.

Being in Row 7 left...my wife on the window and I in the center sit the plane veered right and all we could see out the window was steel fence...the the fence exploded and all we could hear was the grinding of metal, the nose dipped...slide right some more and stopped.

The lights went out...flashed on...there was smoke in the room of the cabin and a electrical smell...the masks dropped creating more debrie..since all the interior ceiling and over heads had come down

-Did you assume the brace position as demonstrated on the Safety Card instruction?

X No

Explain: We had no instruction or warning of a crash.

-In which direction were you thrown during the impact(s)?

X Forward X Rearward

- What happened to your seatbelt?

X Remained intact

-Did your seat cause any bruises or injuries?

X Yes - Describe: Soreness in my waist area

000569

24. When did you decide which exit to use?

X We were ordered out the back, and would have been close to last out...a person next to the wing emergency opened it three seats behind us on our side...where we exited down the back of the left wing.

25. For what reason did you choose this exit?

**X the other exit was blocked (front was blocked by an inflated slide
X It was the closest exit
X Being in the front we thought the plane could explode**

26. Were you directed away from a specific exit?

X No

27. Were you directed toward a specific exit?

X Yes - the front stewardess screamed to go out the tail door

28. Did you follow these instructions?

X - No, for the reasons stated in #25

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

X - No

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

X- Yes...headed toward the back of plane, when over-wing door was opened, cabin had smoke and electrical and some fuel smell was detectable.

31. If you used an over-wing exit, how did you get off the wing?

X - Slide down back of wing. - assisted by people on the ground.

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

X - I didn't open the door, am not sure where the door was.

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

X - No

PASSENGER BEHAVIOR

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

X - Yes - Being in the window and middle seat, aisle jammed with scared, confused people. Sitting in row 5, and being told to out the very back of the plane...some people trying to get carry-ons...no body was moving quickly...until someone opened the left over wing door.

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

X - No

POST EVACUATION EVENTS

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

X -No - My wife and I were the first passengers to get back to Burbank terminal. Much confusion but we could reassure relatives that there were no apparent fatalities...this gave Southwest time to get organized.

ADDITIONAL THOUGHTS

When a plane crashes the way this one did, with front landing gear and the nose on the ground the front slide, if pulled is more of a danger than jumping to the ground from the front door.

As very frequent flyer, local, domestic and international I can't find any other reason for the crash than extreme pilot error. The weather was clear, runway dry...plane was already two hours late...the pilot/or co-pilots actions were most negligent. I hope your eventual report will clearly explain what happened without whitewashing Southwest. The airline has been most careful to call this an "incident" and clean up the scene at record speed and move the whole affair from the headlines.

000572

Those of us who went through this know that it was only good fortune and the grace of God that this was a tremendous disaster. The airplane itself was so damaged it was declared a "total loss" to Southwest West's insurance carrier.

**Part of the closure for those of us who went through this will be a clear and honest airing of what happen to us that night....
AND WHY!**

000573

1455

Rec'd 1-3-01 / 11/02/98

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. One of the tools the Board uses to complete its mission is safety studies. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. This form is required to display a currently valid OMB control number. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact the NTSB at 202-314-6363. 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. 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: Exits pointed out - although I knew where they were already.

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

- Yes No

Explain: Same routine over and over again

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: ~~Yes~~ ~~No~~ Can't remember all the details of what is on the card to answer completely.

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

Impact Information

- The severity of the impact(s) and/or the manner in which the aircraft came to a stop was:

- Nothing unusual Like a very hard landing Extremely violent

Please describe:

Airplane turned to the right after we were thrown forward in a violent effort by the pilot to stop the plane. The plane crashed through a fence and went off the airport property onto a major city street.

- Did you assume a brace position as demonstrated on the safety instruction card?

Yes No Explain:

Did not know for sure if we were going to crash. I had no idea exactly what was happening when the plane turned to the right although I did feel uneasy through the whole landing.

- In which direction were you thrown during the impact(s)?

- Forward Rearward Up Down Right Left Don't know

- What happened to your seatbelt?

- Remained Intact Opened/ separated Don't Know

- Did your seatbelt cause any bruises or injuries?

- Yes No If yes, describe location and nature of injuries:

- What happened to your seat?

- Remained Intact Came partially loose Broke free Don't know Other

Describe:

I am not sure if it came loose or was loose, but I felt very unsecure even with my seatbelt on in the seat. I got thrown in so many directions, it felt like the seat wasn't holding me in very well.

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 *It was obvious, the one in front of me was broken, had to look for another.*

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 *The exits on wings were too high to go out and jump from... no slide.
Rear was only real option, and flight stewardesses directed us to rear.*

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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. If you used 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 41

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

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 48

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 people at bottom were yelling opposite directions of the flight stewardess at the top.

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 _____

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 Police Officer

Passenger Behavior

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

Yes No

If yes, describe People were all trying to get up and crowd the aisle. Also, no one was evacuating very quickly in the back while I was stuck in the front w/ the front exit broken.

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

Yes No

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

None.

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

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%)

60 Getting out of your seat (including unfastening seat belt)
+ 20 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ 5 Moving up/down aisle
+ 5 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5 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 isle way too narrow

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

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

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

86. Did you understand the flight attendants' instructions?

- Yes No

87. Did you remove your shoes during the evacuation?

- Yes No If no skip to item 89

88. Why did you remove your shoes?

- Flight attendant instructions I thought I had to Saw others removing shoes Other _____

89. 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 _____

90. 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

91. Did you sustain any injuries prior to the evacuation?

- Yes No

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

During the accident I was thrown around a lot. I was pretty shaken at what had happened and it took me a minute to realize what was happening... it slowed down my thought process. I also did not feel very well in my neck and head immediately... back also started to hurt after setting off slide.

92. 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

93. 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

94. Describe the location of injuries suffered?

- Wrist Ankle Leg Arm Back Face Head Other _____

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

- Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *Pain in neck, lower back, upper back, head ache*

Post Evacuation Events

96. 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 stood there, talk around, then walk to lobby*

97. Did you notice any exterior aircraft lights illuminated?

- Yes No

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

- Yes No

99. 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

100. 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 floor plan of the aircraft.
The doors and exits are indicated by large arrows.

101. Seat Number 4D

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

23

104. Height

5'11"

105. Weight

235

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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 _____

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

Southwest Airlines
Flight 1455
March 5, 2000
Burbank, California
Boeing 737-300

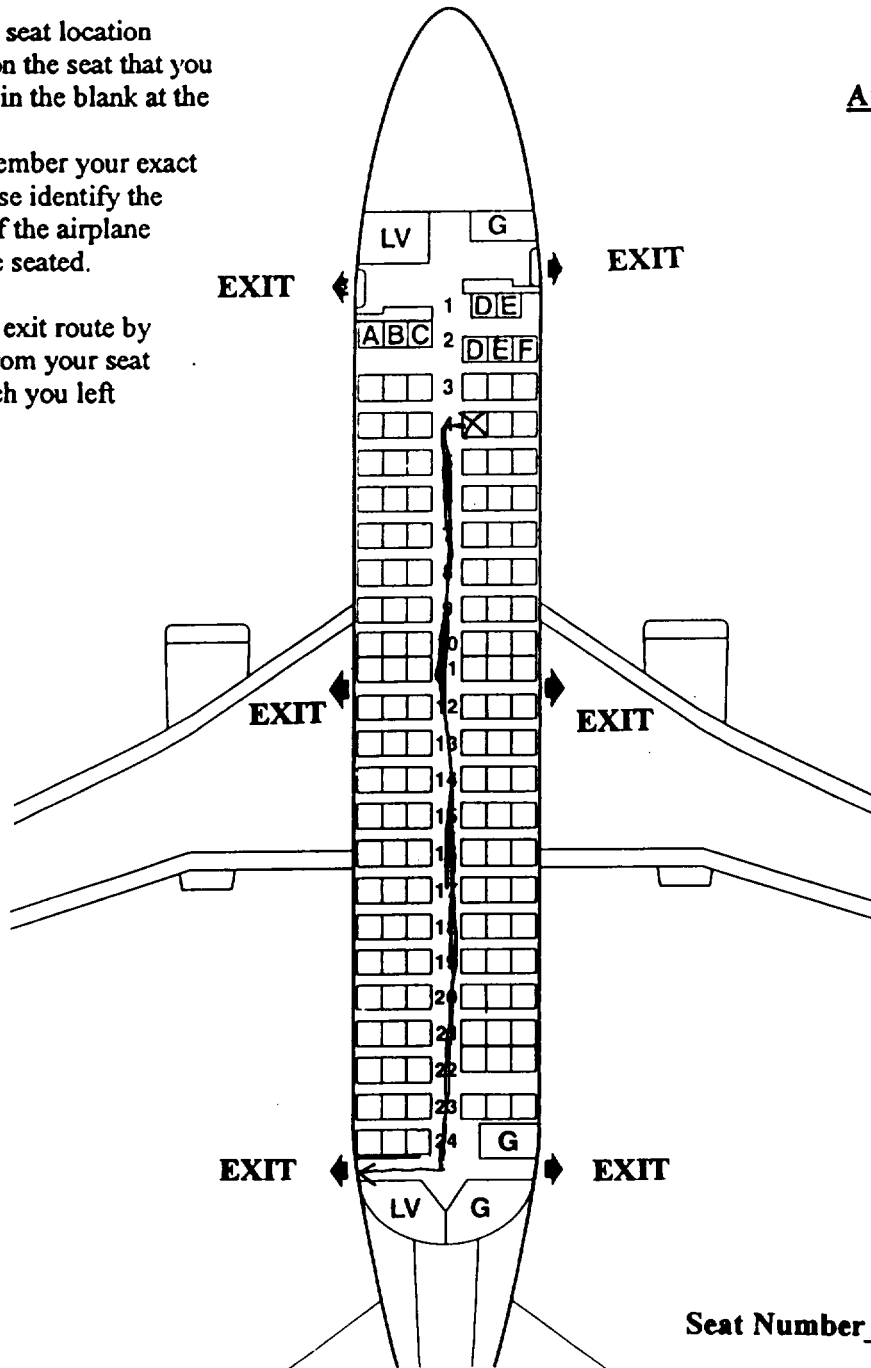
1.) Please indicate your seat location by placing an "X" on the seat that you occupied and filling in the blank at the bottom of this page.

- If you do not remember your exact seat location, please identify the general location of the airplane in which you were seated.

2.) Please indicate your exit route by drawing an arrow from your seat to the exit from which you left the airplane.

Aft-facing Seats:

Row 1 D E
Row 2 A B C
Row 11 (all)
Row 22 D E F



Seat Number 4D

584