

**DOCKET NO. SA-519**

**EXHIBIT NO. 6H**

**NATIONAL TRANSPORTATION SAFETY BOARD  
WASHINGTON, D.C.**

**PASSENGER QUESTIONNAIRES**

**(1039 pages)**

Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

*I would like to thank the captain because he save everyone life. Because when he was close to the seat row.*

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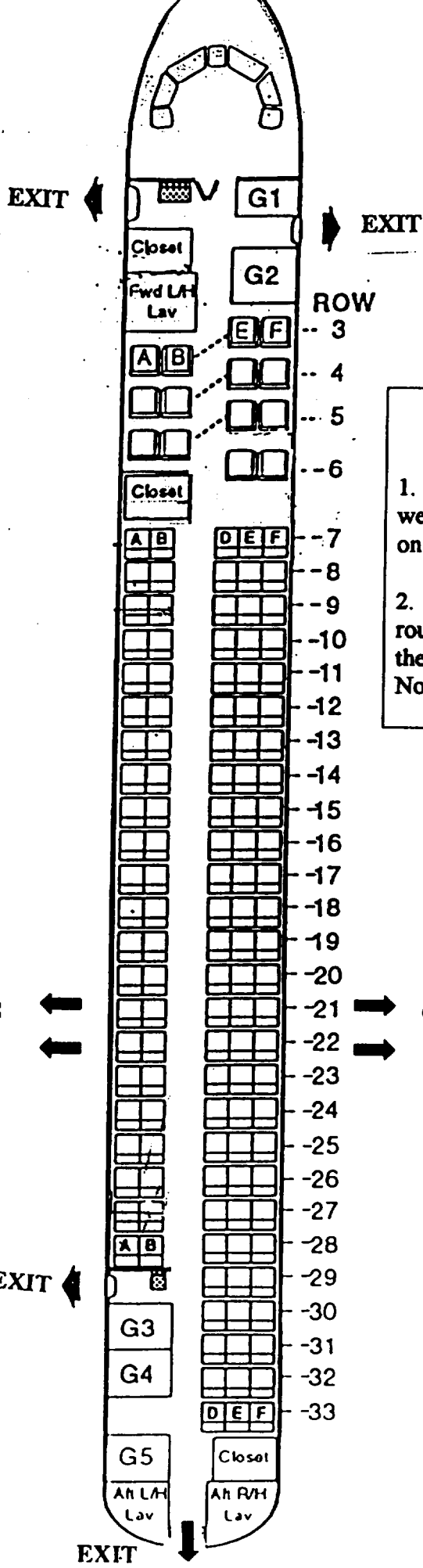
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: \_\_\_\_\_  
 Age: 38  
 Height: 56"  
 Weight: 161



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

(2)

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

My seatbelt was fine. I am not  
sure about my seat.

3. Describe the aircraft lighting inside the airplane immediately after the accident.

It didn't work.

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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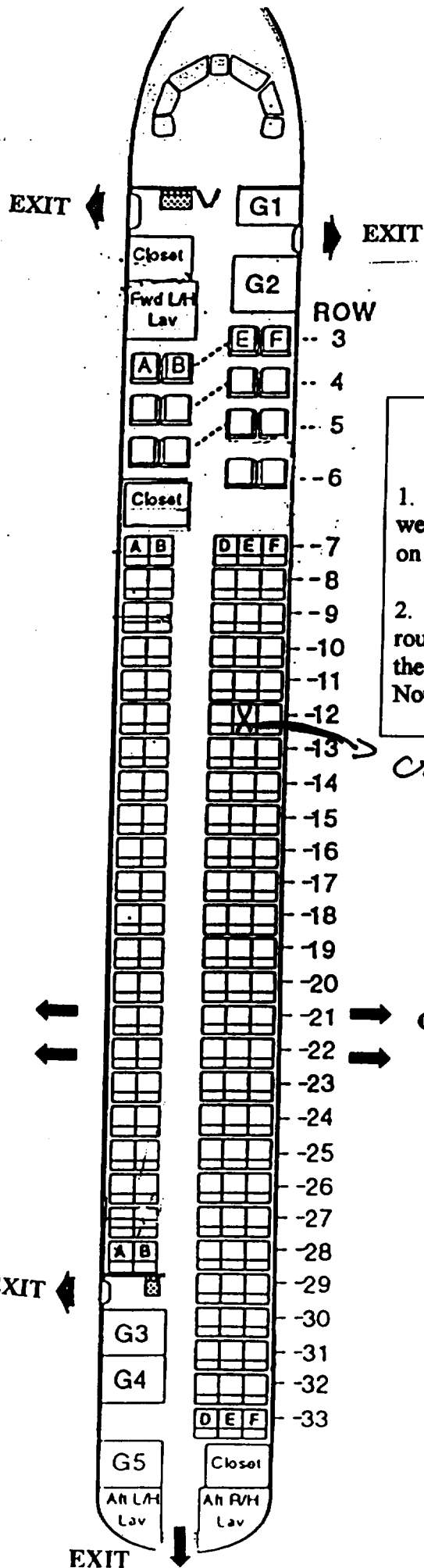
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: [REDACTED]  
 Seat Number: 12E  
 Age: 21  
 Height: 5'9"  
 Weight: 155lbs



**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

④

## Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

*Don't know*

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

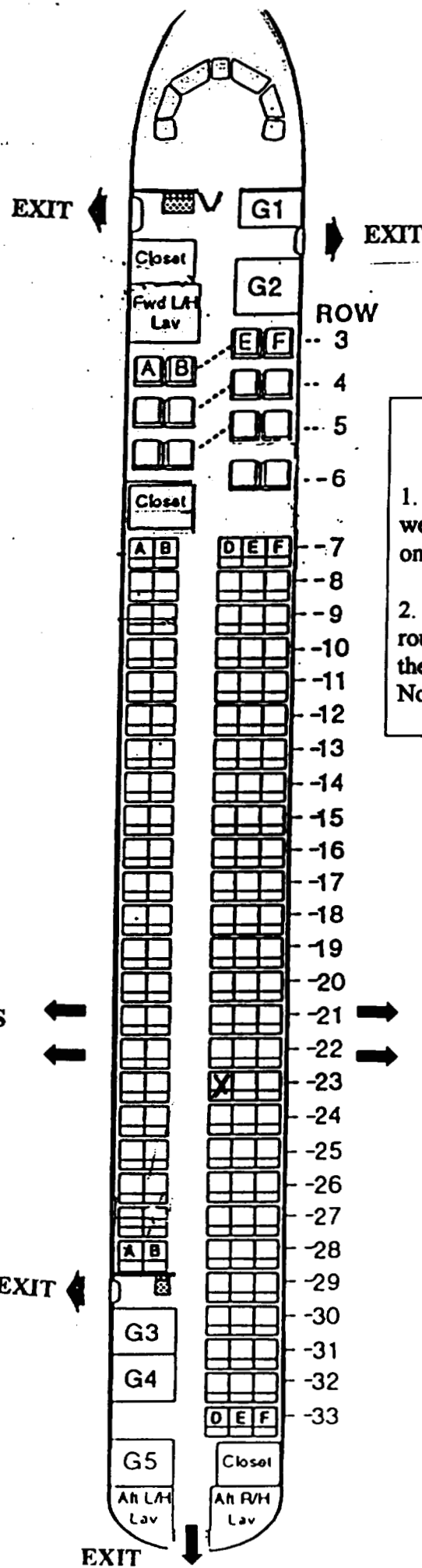
### Additional Comments

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

1. *Based on the length of time following touch down; and the crash, we had to have traveled too far down the runway before landing.*
  2. *Based on the time it took to rescue the passengers of fl 1420 Amer. Little Rock does not provide adequate personal & Equipment.*
  3. *I was conscious until we hit the rocks, and at that point overhead debris had pinned me to the seat and floor knocking me unconscious.*
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 23D  
 Age: 81  
 Height: 6'9"  
 Weight: 180



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.  
 Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

(6)

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

the lighting did not work after the crash

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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**American Airlines  
Flight 1420**

Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

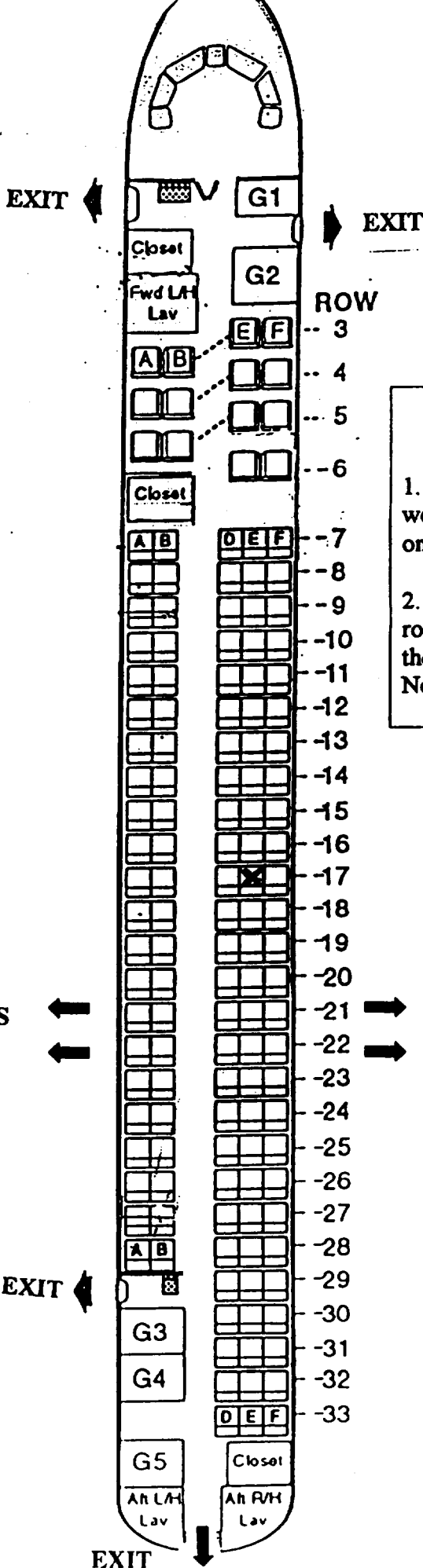
Name: \_\_\_\_\_

Seat Number: 17E

Age: 39

Height: 5' 7"

Weight: 160 lbs.



**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

8

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact    Opened/ separated    Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

*None, only light by fire.*

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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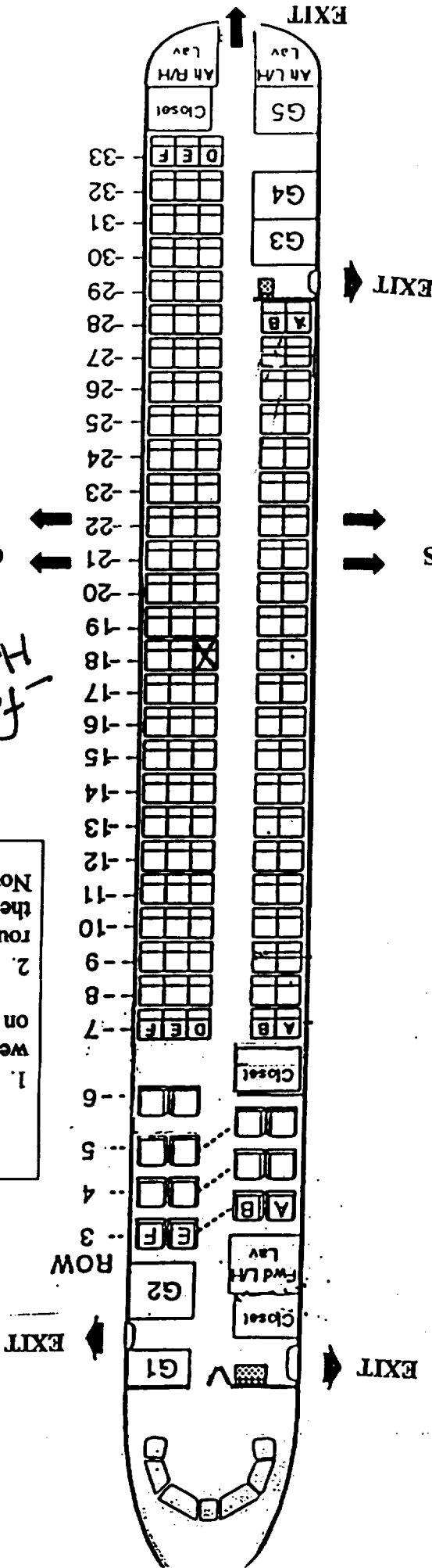
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10



← OVERWING EXITS  
← ROWS 21 and 22

→ OVERWING EXITS  
→ ROWS 21 and 22

*Friday separator - Her seat was out.*

**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.

Note: there are 4 overwing exits.

Name: ~~XXXXXXXXXXXXXXXXXXXX~~

Seat Number: 18D

Age: 8

Height: N/A

Weight: 48 pounds

American Airlines  
Flight 1420  
Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

8-30-99

Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact    Opened/ separated    Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

Only remember seeing lights from the flames

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

Additional Comments

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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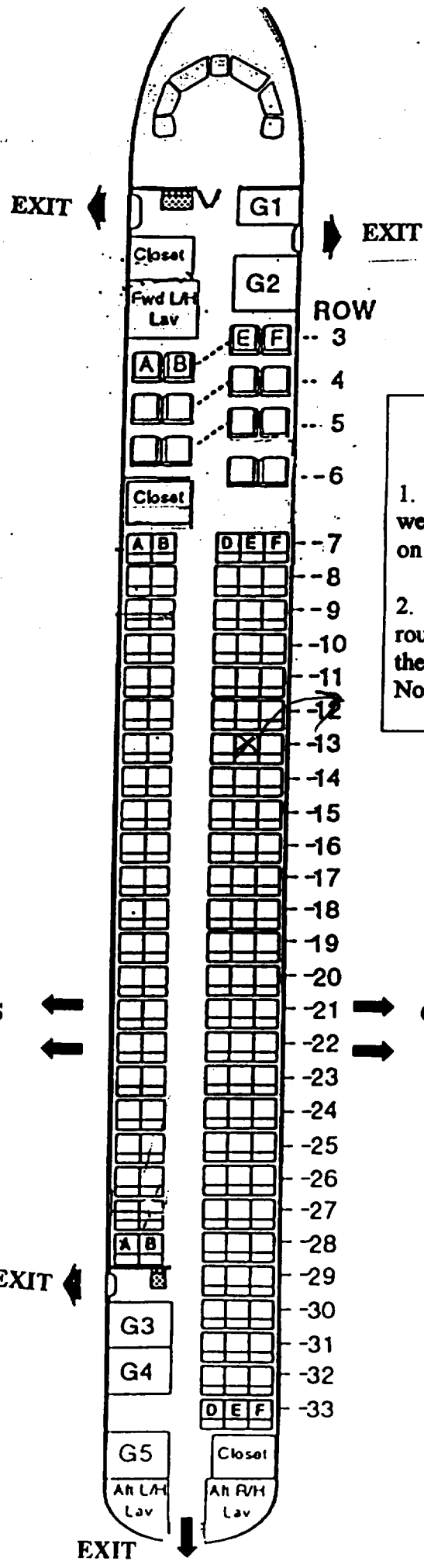
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 13-E  
 Age: 38  
 Height: 5.6  
 Weight: 160



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.  
 Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

12

9-26-99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

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

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

Lighting did not work. The fire provided the  
light to see to get out.

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

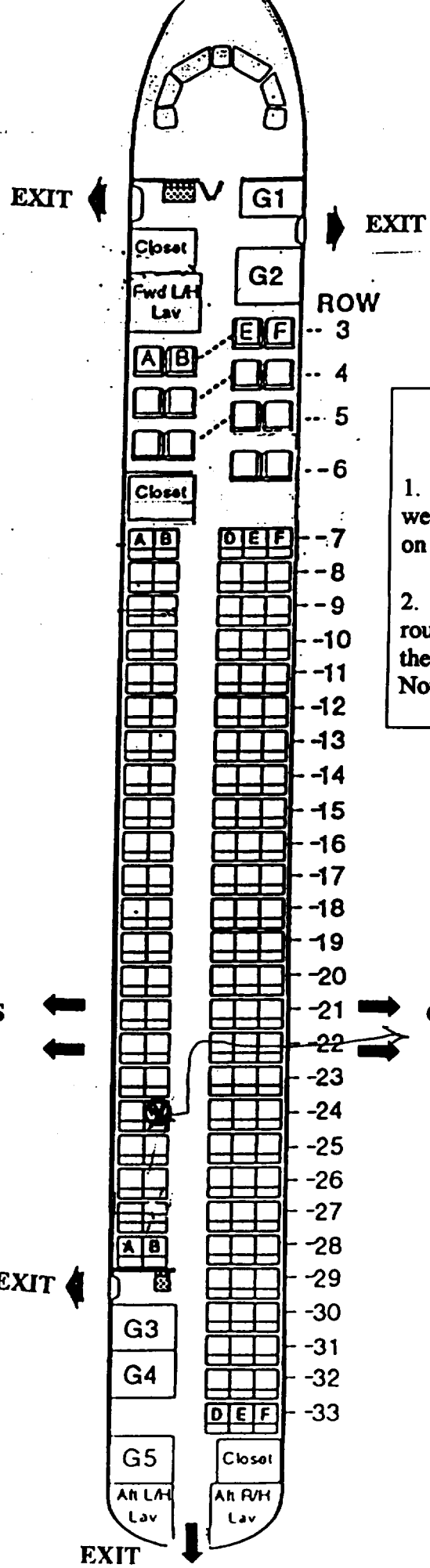
Name: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Seat Number: 24B

Age: 43

Height: 6'2"

Weight: 185



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

14

## Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact    Opened/ separated    Don't Know

2. What happened to your seat?

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

Describe:

3. Describe the aircraft lighting inside the airplane immediately after the accident.

*Do not remember any lighting - The only light I remember is lightening flashes -*

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Additional Comments

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

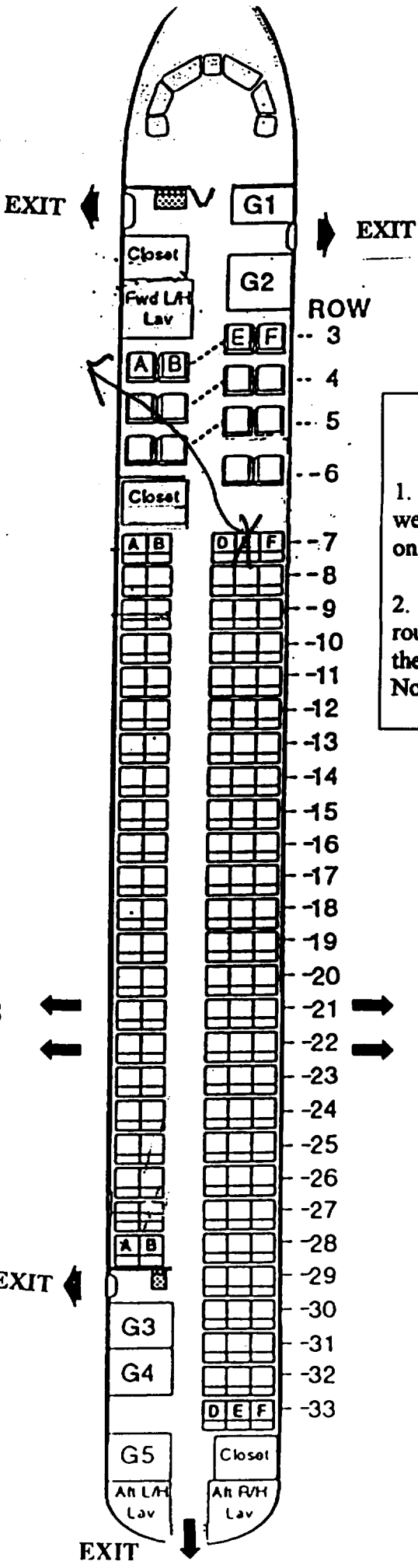
*A few seconds after touch-down and the Thrust reversers had not kicked-in and the spoilers had not deployed. I knew we were in trouble. I am retired Air Force and have approx. 3,000 hours on Military aircraft (mostly C-5A & C-141 aircraft). I also recall that touch-down speed was quite high - I suspect we were approx. half way down the runway, when I told my wife "Put your feet up & brace yourself - we are not going to stop - it!" I felt the plane leave the runway - and shortly after, I saw all the ceiling panels rupture, as if a shock wave was passing over them - then suddenly they began to fall - the lights went out. The next thing I sensed we were completely stopped & I told my wife "Get out of here!" I pushed the overhead baggage off me, pushed my wife out ahead of me - got to my feet - in a crouched position - fell away from the ceiling - got into the aisle - picked Alman up off the floor I pushed him ahead of me. I could see faint lightening flashes, he hole where 1<sup>st</sup> class - left side was sheared off. As I got to the edge of the opening, I saw my wife had fallen when she went out the side - I jumped out - helped her up*

*See Attached*



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 7E  
 Age: 63  
 Height: 5'6"  
 Weight: 162 lbs.



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

16

**Passenger:** ██████████  
**Flight:** American Airlines 1420  
**Seat:** 7 E

**A few seconds after touchdown and the thrust reversers had not kicked in and the spoilers had not deployed, I knew we were in trouble. I am retired Air Force and have approximately 3,000 flying hours on military aircraft (mostly C-5A and C141 aircraft). I also sensed that touchdown speed was quite high. I suspect we were approximately half way down the runway, when I told my wife (put your feet up and brace yourself—we are not going to make it.) I felt the plane go off the side of the runway, back onto the runway, then off again on the right side. Shortly after, I saw all the ceiling panels rippling as if a shock wave was passing over them - then suddenly they began to fall - the lights went out. During this time the plane was shaking violently and I sensed the plane turning around, even though I could not tell how far around we turned. My thoughts were, we're going to flip.**

**I do not remember if the shaking was before sensing a turning sensation or after. I do suspect that the ceiling panels rippling was at the time the left side First Class section was being sheared off. I don't know why I did not see the First Class section being torn away.**

**The next thing I sensed we were completely stopped and I told my wife, "get out of here." I pushed the overhead luggage rack and luggage off of me, pushed my wife out ahead of me, got to my feet - untangled myself from debris - stuff hanging from the ceiling - got into the aisle - picked a man up off the floor - pushed him ahead of me. Then I thought; Ann (my wife) went out, hope the plane wasn't too high off the ground. I could see, from lightening flashes, the hole where first class - left side was sheared off. As I got to the edge of the opening, I saw my wife (from lightening flashes) had fallen when she went out the side opening. I jumped out - helped her up. We were in shin high grass and were headed directly toward the river (of course we did not know how close to the river we were). We waded through a knee-deep or deeper drainage ditch to a high spot just a few feet (maybe 50 to 75 feet) from the drainage ditch. I kept telling my wife, "don't lose your shoes", knowing that we were in a very rough area. Everyone huddled in an area, trying to keep warm and trying to help one another. I would say that within five minutes after we got on high ground we could see flames beginning in the aircraft. I could tell that the fire was behind the wing, just couldn't tell how far back it was from the wing.**

**Passenger:** ██████████  
**Flight:** American Airlines 1420  
**Seat:** 7 E

**Before and during the time we were getting untangled and off the plane, the smell of jet fuel was very strong and the smoke was starting to fill the cabin. As I went out and picked up my wife the smoke really poured in over us. As we got away from the plane the wind took the smoke away from us.**

**I got hit very hard on the head, had several small cuts (nothing major). I suspect my chin got pushed down into my chest, because I was really hurting in my upper chest and my head. I am still having headaches and my neck gets very tired, quite often. I suspect, I would have been injured worse, if I were taller. I am 5' 6" tall and had my feet pressed up against the divider between First Class and Coach sections, therefore my head was below seat back level.**

**My wife says that I was probably in shock. Which, I agree. I could not get warm and would shake extremely hard from my head to my feet. One of the passengers pulled off her sweater and put it around me. Several people surrounded me trying to keep me warm. It was raining; hailing (dime size hail) and the wind was very heavy. During the time we were leaving the plane, through the drainage ditch and after we gathered in a huddle the hail was beating down on my back and head very hard. I kept my arms up over my head to protect it as best as I could.**

**I do not remember any aircraft lighting. It was very dark, during our deplaning except for lightening flashes, which were very frequent. I do remember getting tangled in a panel, in the aisle area, that was hanging by a wire from the ceiling and thinking; Hope I don't get electrocuted, then thinking, well there no electricity, no danger there.**

**I want to add; there is no doubt in my mind that this crash was due to pilot error or due to aircraft system failure. I consider it poor judgement for the pilot to try a landing in the severe weather surrounding Little Rock that night. If the Pilot and co-pilot failed to activate spoilers and failed to activate thrust reversers, — Pilot error. If the thrust reversers fail to activate due to system malfunction, — aircraft system failure. If the crash was due to pilot error, American Airlines Management Policies need to be looked at very closely.**

**Passenger:** [REDACTED]  
**Flight:** American Airlines 1420  
**Seat:** 7 E

**There is no way A/A should have allowed that plane to depart from Dallas, knowing the weather situation around Little Rock, or they should have called for an alternate landing sight. There is no way A/A should have allowed that crew to continue, knowing the hours they had been preparing for or flying that day. Even though a pilot and crew are not actually recording flying hours, they still fatigue during their daily activities. I know, I've been there. Flying, in it's self, is very tiring.**

**Of course, if nothing had happened, the pilot would have been our "HERO" for that night because he got us home... It is a tragedy that the pilot and so many others lost their lives. That crash and the horror from the loss of lives will be part of my life forever. I know that the pilot's wife and family will never get over this event, especially if the cause is ruled "Pilot Error,?"**

**One of my major concerns (in fact, I'm very angry with the Little Rock Airport Fire & Rescue Department and it's management or the tower crew and it's management) is the lack of response this crash got from the Little Rock crash crew/fire department. It is lack of competence for a crash crew not to know which end of the runway the plane crashed or for the Tower crew to send the crash crew to the wrong end of the runway, which ever the case may be. Of course, I can not know for sure and could never prove it, but I suspect that there were 2, 3, or maybe 4 lives lost and several severe burn victims due to crash crew incompetence and lack of responsiveness. I have told several people "lack of competence for this crash crew or tower crew, one or the other". I guess I'm just too use to the military, there is no way for a military plane to crash on a military airport with out the crash crew being there almost before the plane stopped moving.**

[REDACTED]  
**Flight 1420, Seat 7 E**

## Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact    Opened/ separated    Don't Know

2. What happened to your seat?

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

Describe:

3. Describe the aircraft lighting inside the airplane immediately after the accident.

*I could only see by the lightening each time it struck -*

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Additional Comments

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

*I never felt the plane stop down as it normally would - The probes were applied about 3 times as well as I remember.*

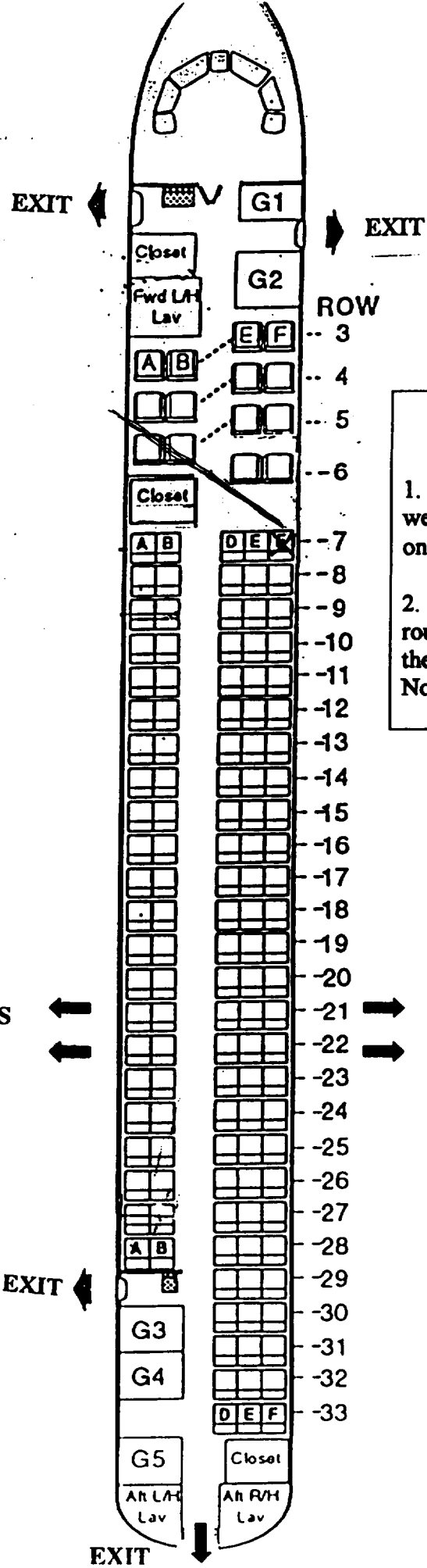
*Flying into L.R. the pilot announced that we could relax for about 10 minutes & unbuckle seat belts, but no sooner than he said that, the seat belts didn't come on, & he announced that we'd have to buckle up - we had some turbulence - I forgot I'm not quoting his exact words, but the turbulence seemed quite sudden -*

*I just hope I never want to experience anything like that again -*

*As we sped down the runway, the cabin seemed to ripple & shake violently, then began to lurch, the baggage compartments falling on my husband's head - We had come to an abrupt stop - "crashed" when my husband yelled at me to "get out of here" - I unbuckled my seatbelt and walked across & out where 1st class used to be - I stopped off the plane & fell to the ground - don't know how far down to the ground - The lightning was the only way for me to see where to go - I thank God we're alive & for those who put their lives in danger to rescue us -*

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 Seat Number: 7F  
 Age: 64  
 Height: 5'6  
 Weight: 140



**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

(21)

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

I was ~~thrown~~ thrown outside the aircraft

3. Describe the aircraft lighting inside the airplane immediately after the accident.

N/A

4. Other passengers, in general, were cooperative during the evacuation. N/A

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

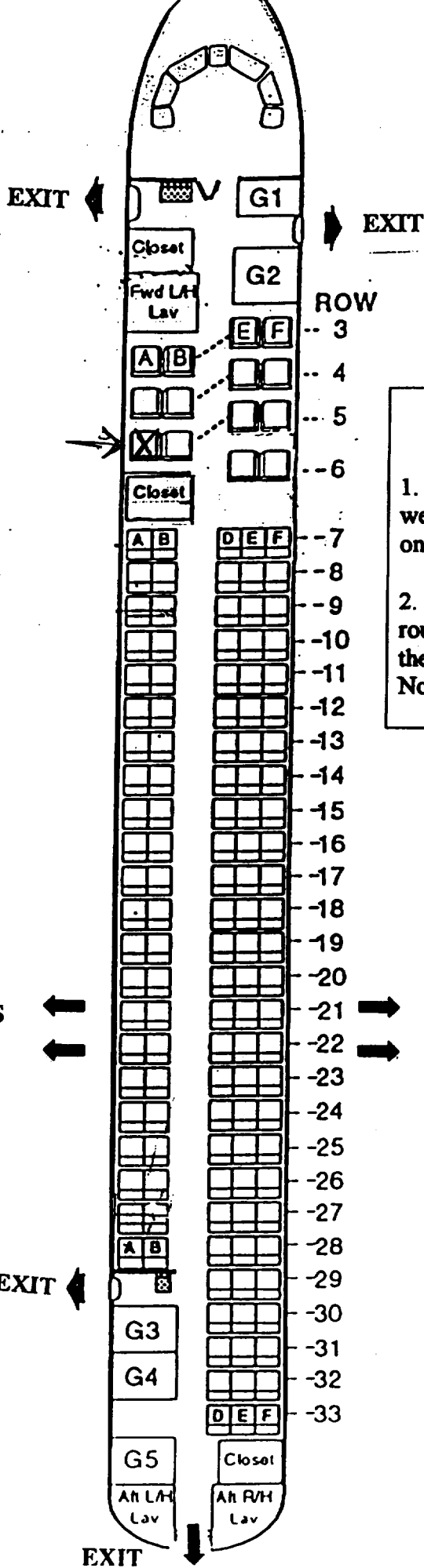
**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

Once the plane hit the electric poles, I was  
thrown out of the plane. ~~Seat was~~ The  
seat must have been ~~intucked~~ intucked  
in the plane?

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name:   
 [REDACTED]  
 Seat Number: 5A  
 Age: 40  
 Height: 5'6"  
 Weight: 160



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.  
 Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22



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**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

\_\_\_\_\_

\_\_\_\_\_

3. Describe the aircraft lighting inside the airplane immediately after the accident.

IT WAS DARK INSIDE OF THE CLASS SECTION & I COULD SEE INSIDE OF PLANE

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

(Passengers) They helped each other.

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

THERE WAS NO WARNING OF CRASH - FLIGHT CREW WAS NO ASSISTANCE -

MY HUSBAND WERE THE LAST TWO PEOPLE DISMISSED FROM CRASH - WE ARE STILL HEALING! WE HAVE NOT FILLED OUT PRIOR FORM DUE TO WE JUST ARRIVED HOME ON 7/27/99 - FORM IS VERY LONG!

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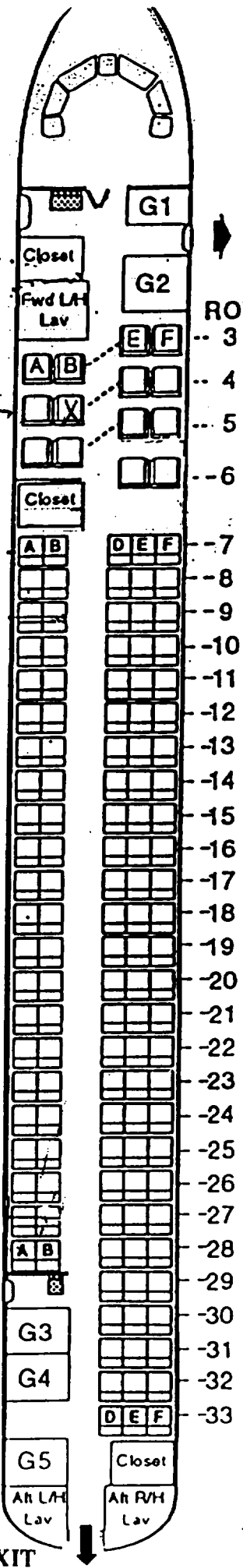
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: ~~XXXXXXXXXX~~  
 Seat Number: 4D  
 Age: 47  
 Height: 5'4 1/2"  
 Weight: 170

*plane  
 split  
 open  
 approx  
 here!*



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

End 9/16-99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

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

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

*Don't know! I only remember the flames in front of me.*

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Other: *Did not remember any one on the plane.*

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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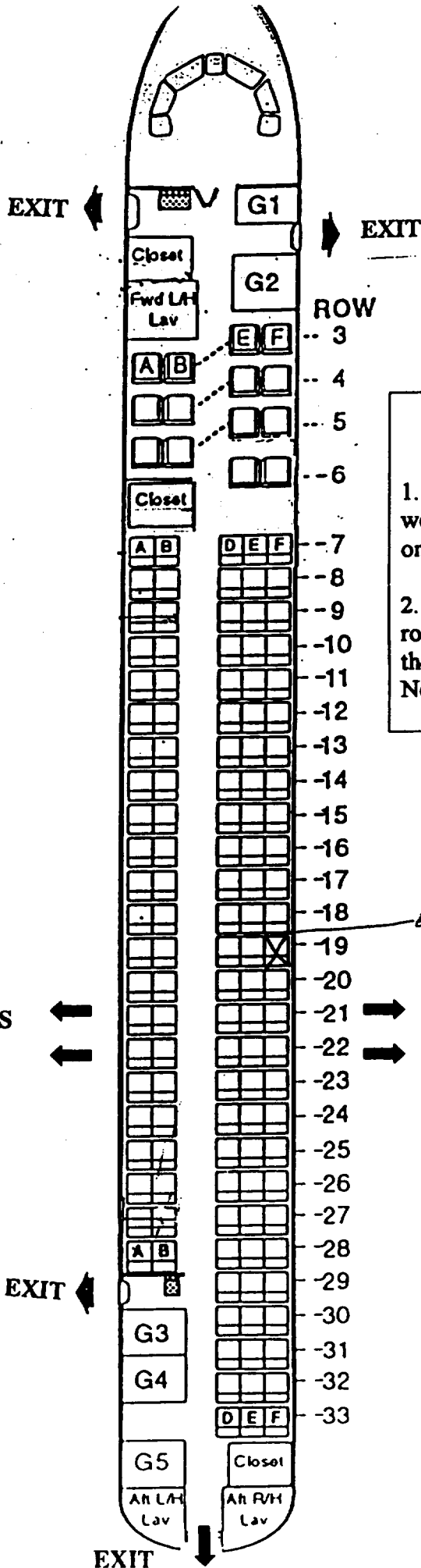
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 19F  
 Age: 34  
 Height: 5'  
 Weight: 150



**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

*Exited*

Rec'd 9-16-99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

---

---

3. Describe the aircraft lighting inside the airplane immediately after the accident.

*There were no lights after the plane crashed.*

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

*My seat belt opened real easy. I didn't have any problems with it. I'm not quite ~~sure~~ sure but it could of opened on impact.*

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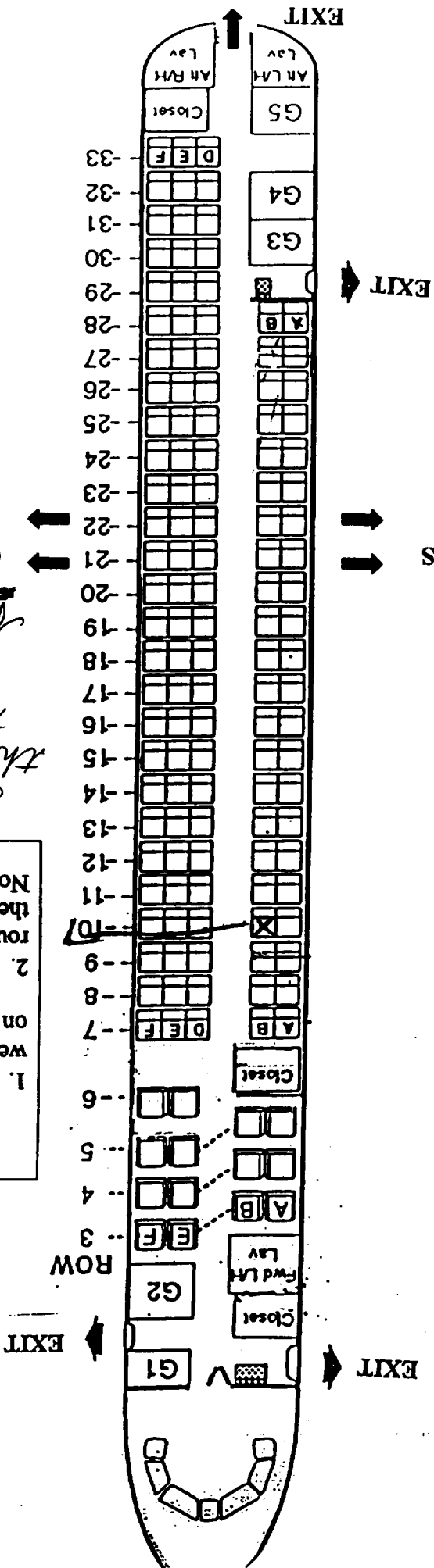
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**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.

Note: there are 4 overwing exits.

*I went out of the back in the plane but Row 10 and jumped out.*

OVERWING EXITS  
ROWS 21 and 22

Name: ~~XXXXXXXXXXXXXXXXXXXX~~

Seat Number: 10 B.

Age: 70

Height: 5'1"

Weight: 148

American Airlines  
Flight 1420  
Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

Rec'd 6-16-99

### Passenger Questionnaire - AAL 1420

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

My seatbelt remained securely fastened during the crash and I opened my seatbelt upon exiting the plane. My seat remained intact as well.

3. Describe the aircraft lighting inside the airplane immediately after the accident.

I do not recall seeing any aircraft lighting along the aisle or overhead.

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

### Additional Comments

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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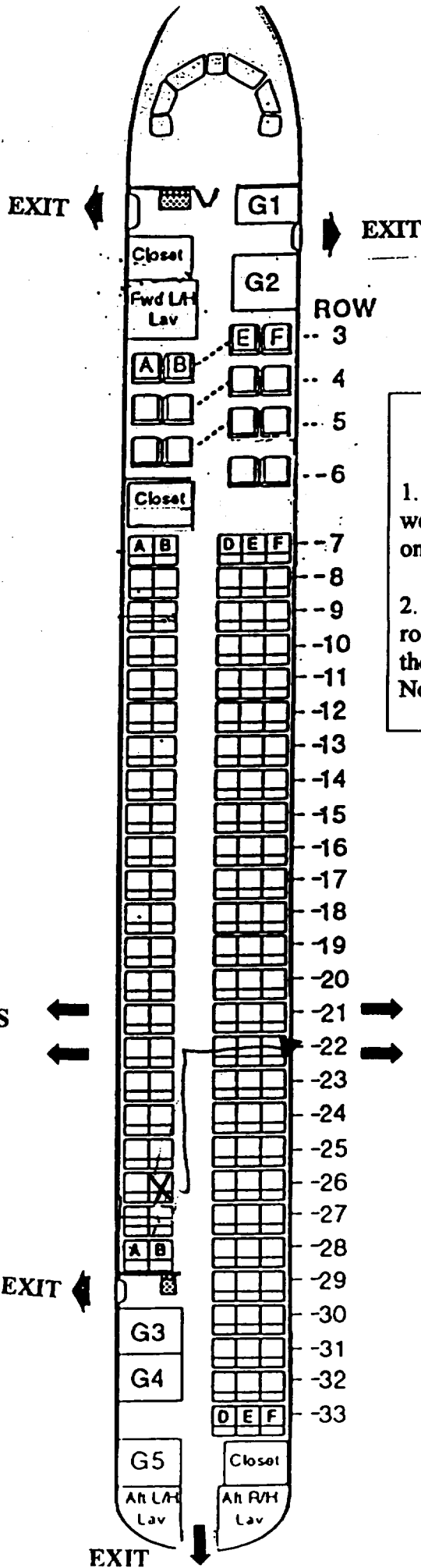
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name:   
 [REDACTED]  
 Seat Number: 26B  
 Age: 29  
 Height: 5'3"  
 Weight: 125



**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

(31)



*Rec'd 8-16-79*

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

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3. Describe the aircraft lighting inside the airplane immediately after the accident.

*No lighting; Power was off*

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: [REDACTED]  
 Seat Number: 4F  
 Age: 19  
 Height: 5'9"  
 Weight: 175 lbs

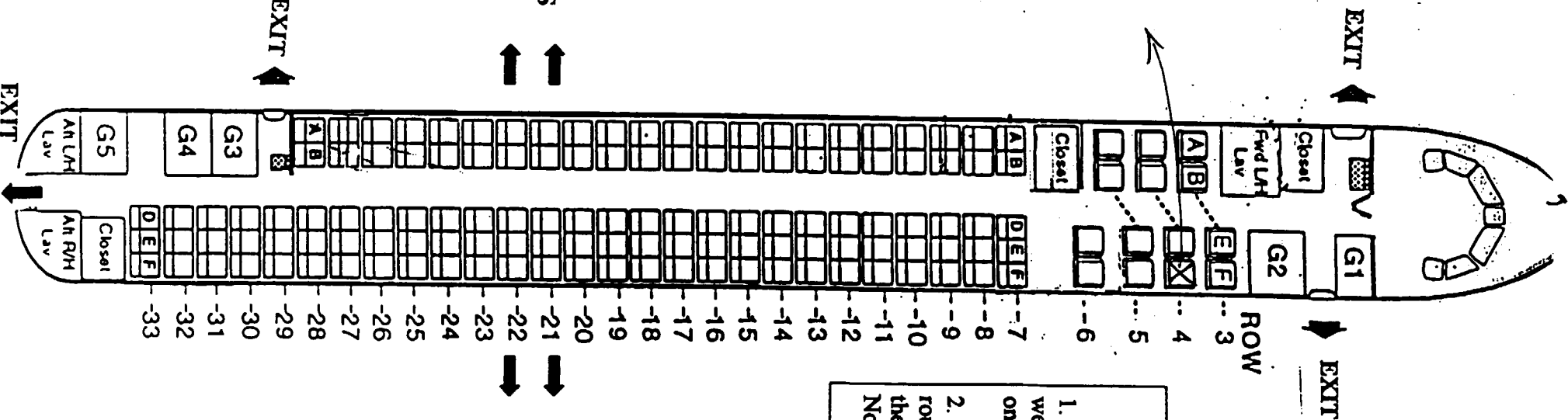
**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane.

Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22



8/31/99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

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

2. What happened to your seat?

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

Describe:

---



---

3. Describe the aircraft lighting inside the airplane immediately after the accident.

*I don't remember lighting - just flames in front of me*

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4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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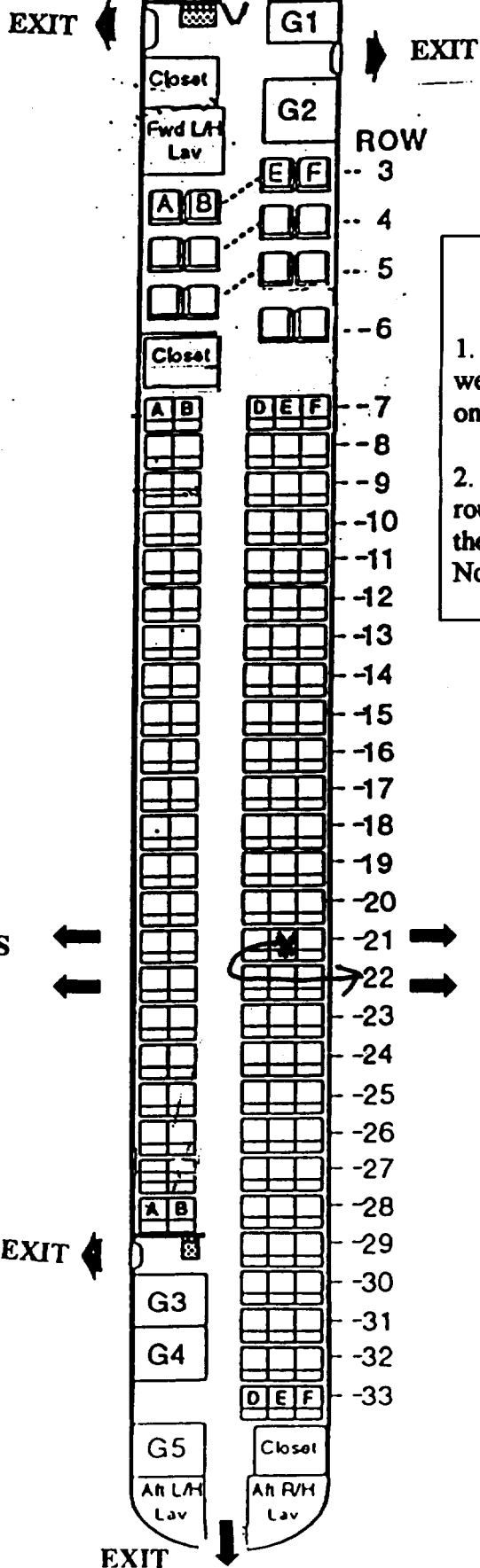


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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 21E  
 Age: 42  
 Height: 5'9 1/2"  
 Weight: 190

EXIT ←



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

8/31/99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact    Opened/ separated    Don't Know

2. What happened to your seat?

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

Describe:

\_\_\_\_\_

3. Describe the aircraft lighting inside the airplane immediately after the accident.

I don't remember.

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

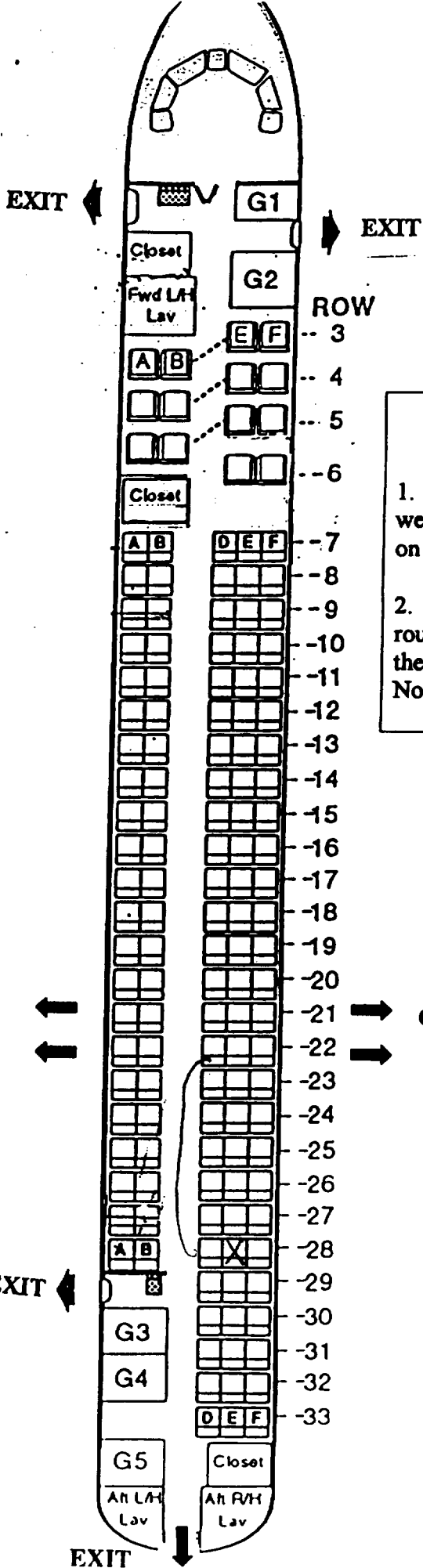
Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 28E  
 Age: 16  
 Height: 5'9"  
 Weight: 140

**Instructions**

- Please indicate where you were seated, by placing an "X" on the diagram.
- Draw a line indicating the route you took from your seat to the place you exited the airplane.  
 Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22



5/31/99

**Passenger Questionnaire - AAL 1420**

1. What happened to your seatbelt?

- Remained Intact     Opened/ separated     Don't Know

2. What happened to your seat?

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

Describe:

\_\_\_\_\_  
\_\_\_\_\_

3. Describe the aircraft lighting inside the airplane immediately after the accident.

Flames  
\_\_\_\_\_  
\_\_\_\_\_

4. Other passengers, in general, were cooperative during the evacuation.

- Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

**Additional Comments**

Thank you for completing the above items. The Safety Board welcomes any comments that you may feel are important to the investigation. Use additional paper if needed.

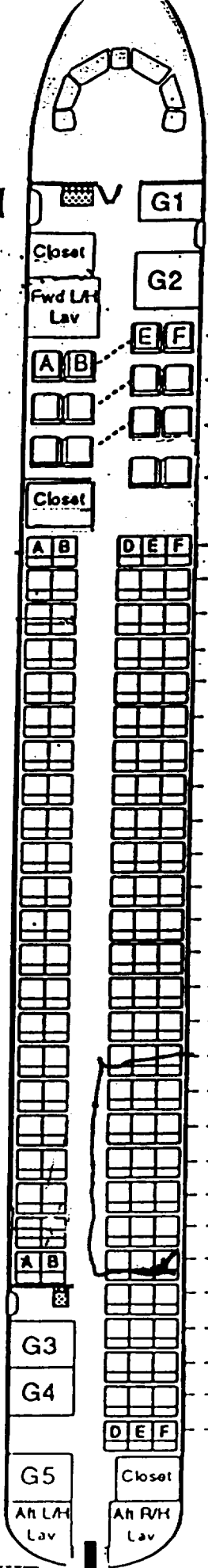
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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Seat Number: 28  
 Age: 12  
 Height: 5ft 3in  
 Weight: 120

EXIT ←

→ EXIT



ROW

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4  
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**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

← OVERWING EXITS  
 ← ROWS 21 and 22

→ OVERWING EXITS  
 → ROWS 21 and 22

EXIT ←

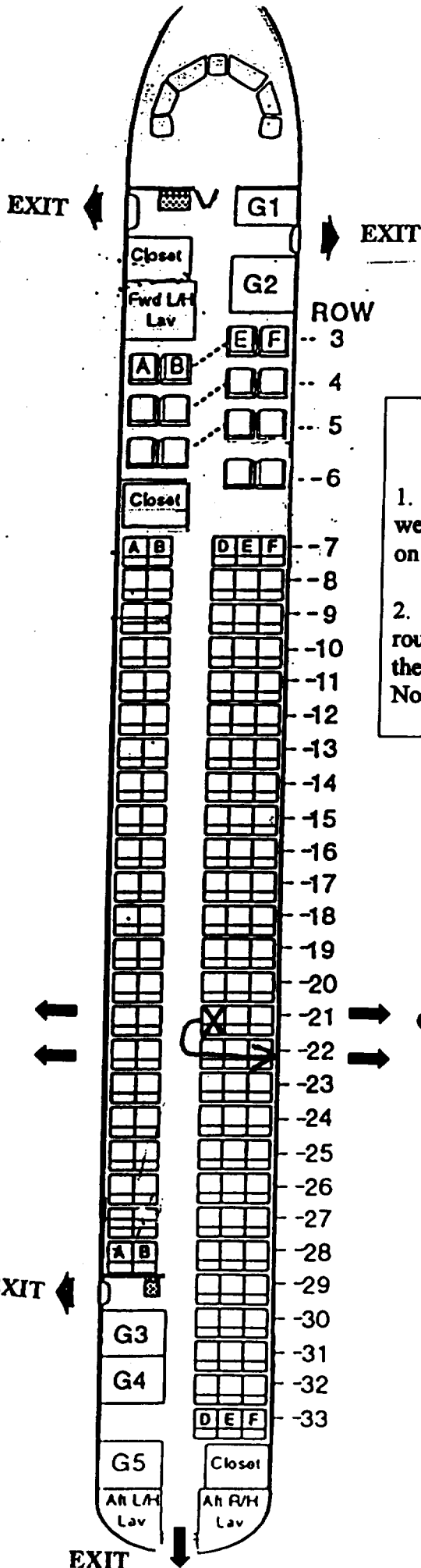
EXIT ↓





American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

Name:   
 [REDACTED]  
 Seat Number: 21 D  
 Age: 42  
 Height: 6'3"  
 Weight: 195



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

(41)

rec'd 7-19-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-0-51

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 202-314-6516. 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 oxygen masks didn't work & there were no  
emergency exits near or able to get to.

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

Yes  No

Explain: I 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  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 I didn't think it mattered

*I read one on a nether flight after an + it would not have hel.*

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

- Yes
- No

Explain: It said to put your head between your legs + if I had done so, I would have burned my face.

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

more in depth about different situations.  
more on fire directions.

### 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 got thrown around like a rag doll + I thought I was going to die

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

- Yes
  - No
- Explain:

see #5 9-10

- 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:

Not aware but painful. It was on my right side where the big metal part was

- What happened to your seat?

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

Describe:

It was sort of slanted

## 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 \_\_\_\_\_

*- It wasn't a real 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

*- No one was there to help*

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 \_\_\_\_\_

The wing area was on fire

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 - I tried to but didn't get them

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other year books

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

(45)

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 No one would move + I was the last one 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

FRA

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  
+ 5 Coordinating with traveling companions  
+ 3 Retrieving carry-on luggage  
+ 35 Moving up/down aisle  
+ 25 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    *There were no flight attendants*  
 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

*I was burned but it didn't hurt then*

\_\_\_\_\_

\_\_\_\_\_

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 bused to police/fire station

**Your Location**

at airport

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 16 F

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 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  
 More than 6 flights per year

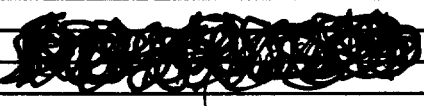
113. Aviation Experience

- Commercial Pilot  
  Private Pilot  
  Flight Attendant  
  Aviation Mechanic  
 Other \_\_\_\_\_  
 None

## Final Thoughts

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

The entire experience was absolutely horrible. I could not believe the lack of help from the other passengers. There were no emergency exits near me. The fire was right behind me + I got out through a hole in the plane (crack). Adults were yelling at me when I was screaming to get out because the fire was basically lapping at my heels. I strongly think that there should be more emergency exits in the middle of the plane. If that crack had not been there I would have ~~been~~ had to walk through flames. Also I think there should be a more detailed emergency instruction about fire, because there is none on the sheet. ~~Some~~ All of the things on that sheet did not pertain to this accident + I am ~~more~~ extremely disappointed. Hopefully you will consider this, because lives were lost and many more could have been because of the poor emergency plans and exits. Thank you.



**American Airlines  
Flight 1420**

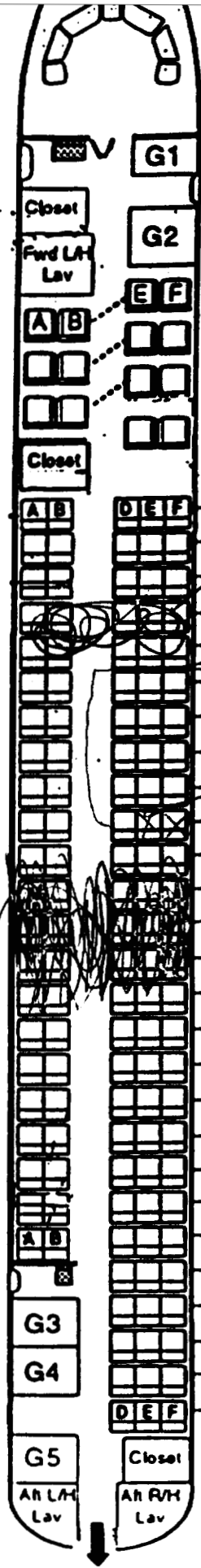
**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

**NAME** [REDACTED]

**SEAT Number** 16 F

**EXIT** ←

**EXIT** →



*All mangled up*

*crack in side of plane*

*my sister*

*Fire (Inferno)*

**OVERWING EXITS  
ROWS 21 and 22** ←

→ **OVERWING EXITS  
ROWS 21 and 22**

**EXIT** ←

**EXIT** ↓

Rec'd 7-19-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29048

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 202-314-6516. 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: If I had put my face down onto my knees, My face would have been burned too!

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

- Yes  No

Explain: It was just the usual briefing, so I didn't pay much attention to it, because that's what I am used to on a plane.

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 didn't read it

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

I couldn't change anything because the safety precautions might not work in a particular incident.

### 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 landed, lifted, then landed again, jolted, then hit a pole and the plane exploded right behind me.

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

- Yes    No   Explain:

Like I said, if I had put my head on my knees my face would have burned to. Plus, it all happened so 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:

just a small one right where the metal on the seatbelt was.

- What happened to your seat?

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

Describe:

I couldn't tell, I just wanted to get out of the plane.

## 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 didn't

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 I WAS WAITING FOR PEOPLE TO GET OUT OF THE

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

41  
Sm  
Crac



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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 taking a long time to  
jump out of the cracks

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.

I don't know why.

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 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%)

\_\_\_\_\_ 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 Don't know

### 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 DWH!!

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

Yes  No  Not enough time But I didn't hear it

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)

(59)

- 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

I had burns on my legs (2<sup>nd</sup> and 3<sup>rd</sup>) and the came from the explosion behind me. It did not effect 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

I had one small cut on my left middle finger

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 Finger

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 16 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 10

104. Height \_\_\_\_\_

105. Weight 80-85

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

First flight w/out parents

113. Aviation Experience

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic

Other \_\_\_\_\_  None I'm only 10!



**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

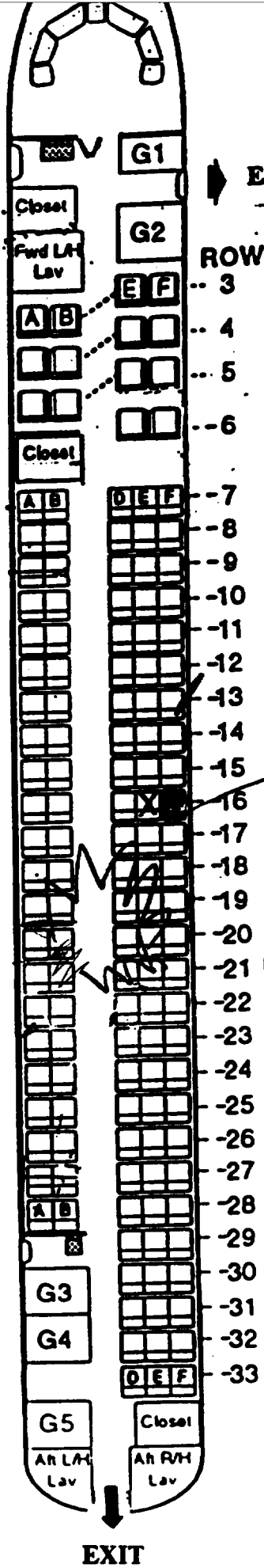
SEAT Number 16E

*W = Fire*

*/ = small crack of which I exited*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**





NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-5-7

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 202-314-6516. 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: SET BELT ADJUSTING AND RELEASE, EXIT LOCATION ALTHOUGH EXIE WAS NOT USED FOR EXIT (EMERGENCY LIES DIDN'T WORK)

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

- Yes No

Explain: TO EXPLAIN IMPORTANTS OF SEAT BELT OPERATION, CLOSEST EXIT TO YOUR LOCATION IN CASE OF EMERGENCY EVACUATION AND HOW EXITS OPERATE IF YOU ARE REQUIRED TO OPERATE EXIT.

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 DIDN'T GO TO EXIT, I EXIT THROUGH LARGE OPENING IN FIRST CLASS FUSAGE BULKHEAD IT WAS CLOSER.

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

MULTI LANGUAGE PRESENTATION SOME PASSENGER DON'T ALWAYS SPEAK ENGLISH OR LIMITED ENGLISH.

### 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:

STRUCK LANDING LITES, CONDUIT SUPPORTS AND WENT OFF RUNWAY BREAKING FUSAGE IN THREE PIECES.

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

- Yes    No   Explain:

DIDN'T BRACE, POSITION NOT NOTED ON CARD, ALSO NEVER NOTIFIED OF CRASH. INSTRUCTED FOR BRACE YOURSELF JUST BEFORE IMPACT (NO TONES)

- 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:

STRIKE TO LOWER BACK FROM FORWARD MOTION

- What happened to your seat?

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

Describe:

SEAT TRACK AND FLOOR PANELS BUCKLED BUT SEAT WAS STILL ATTACHED

## 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 ONE TO DIRECT YOU TO 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? (NONE GIVEN)  
 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 DID SEE OTHER PASSENGER LEAVING THROUGH  
OPENING IN FUSelage BUT IT WAS GOING BACKWARDS IN  
AIRCRAFT IN DIRECTION OF FIRE, I DIDN'T THINK IT WAS  
A WISE CHOICE

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/<sup>BACK</sup><sub>PACK</sub>:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 (SLIDES DIDN'T DEPLOY)

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 MASS EXITING NO ORDER (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?

HAD TO CRAWL OUT IN DARK TO AVOID LOW HANGING WIRES AND BINS

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 (DID GET STEPPED ON IN SEAT)

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  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ 25 Moving up/down aisle  
+ 20 Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 35 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.

(69)

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 (LATE HEAVY AFTER FIRE INCREASED 3-5 MINUTE)

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 (BRACE YOURSELF SAID ONCE)  
20-30 SEC. BEFORE IMPACT)

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)

70

- No aid     Indicated the exits in use     Shouted instructions     Directed passengers out exits  
 Assisted passengers from seat to aircraft exits     Opening exits     Other \_\_\_\_\_

(SAID BRACE YOURSELF ONCE)

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.

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### 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

9" LACERATION RIGHT TIGH, BUMP ON FOREHEAD, CUTS AND SCRATCHES  
 BOTH HANDS AND FOREARM. FLYING DEBRIS DEBRIS, SHARP METAL  
 EDGES AND SEAT IN FRONT OF ME. (NONE)

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

ADDITIONAL CUTS ON HAND MINOR,

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

---



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94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other HAND

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 10B

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 (HELO CRASH IN MILITARY)

103. Age 50

104. Height 5'7"

105. Weight 200 lbs

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No (READING GLASS 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: (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 22 YRS NAVY AVIATION  None

WORK



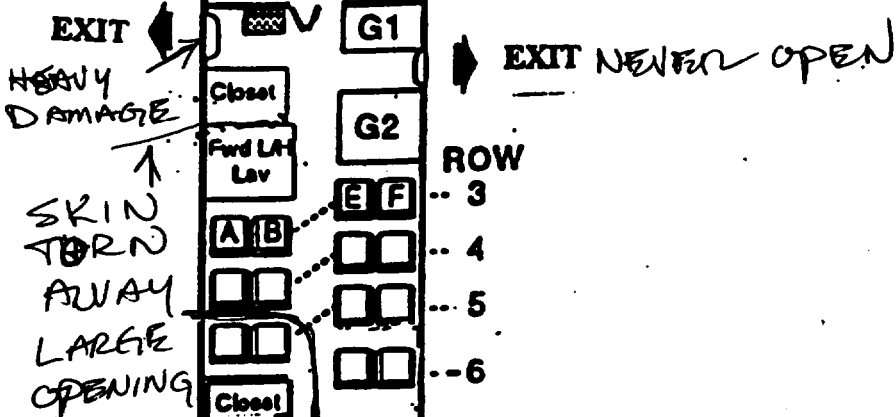
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 10 B



HEAVY DAMAGE

SKIN TORN AWAY LARGE OPENING

EXIT NEVER OPEN

ROW

3  
4  
5  
6  
7  
8  
9  
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26  
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28  
29  
30  
31  
32  
33

LARGE CRACK IN SKIN

FIRE

OVERWING EXITS ROWS 21 and 22

FIRE BECOMING OUT OF CONTROL AFTER FIRST 5 MINUTES

OVERWING EXITS ROWS 21 and 22

EXIT

EXIT

Rec'd 7-13-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-06-3

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 202-314-6516. 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: because there's was already a big hole for me to go through.

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

- Yes  No

Explain: Yes I thought they did a great job.

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

75

181

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 thought we were safe.

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, started swirring off the runway, and then started bumping again.

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

- Yes    No

Explain:

Because I did not know it was 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:

- What happened to your seat?

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

Describe:

It stayed in its original position.

## 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 ran through a big hole.*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

- Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

- Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

- Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 ~~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

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 My Mom

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  
+ 50% Coordinating with traveling companions  
+          Retrieving carry-on luggage  
+ 5% Moving up/down aisle  
+ 5% Moving from aisle to exit  
+          Opening exit (Zero if exit already open)  
+ 5 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 fire

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 *My shoes were already off and they were slip on sandals.*

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.

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### 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 fire above me burned my hair and my head. The flame on the side of the wing probably put burns on my leg and elbow.*

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

*The fire above me burned my hair and my head. The flame on the side of the wing probably put burns on my leg and elbow.*

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

*Because I got proton oak on my legs and maybe on my necks*

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 went back to save my sister.*

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 18F

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 15

104. Height 5.8

105. Weight 144

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



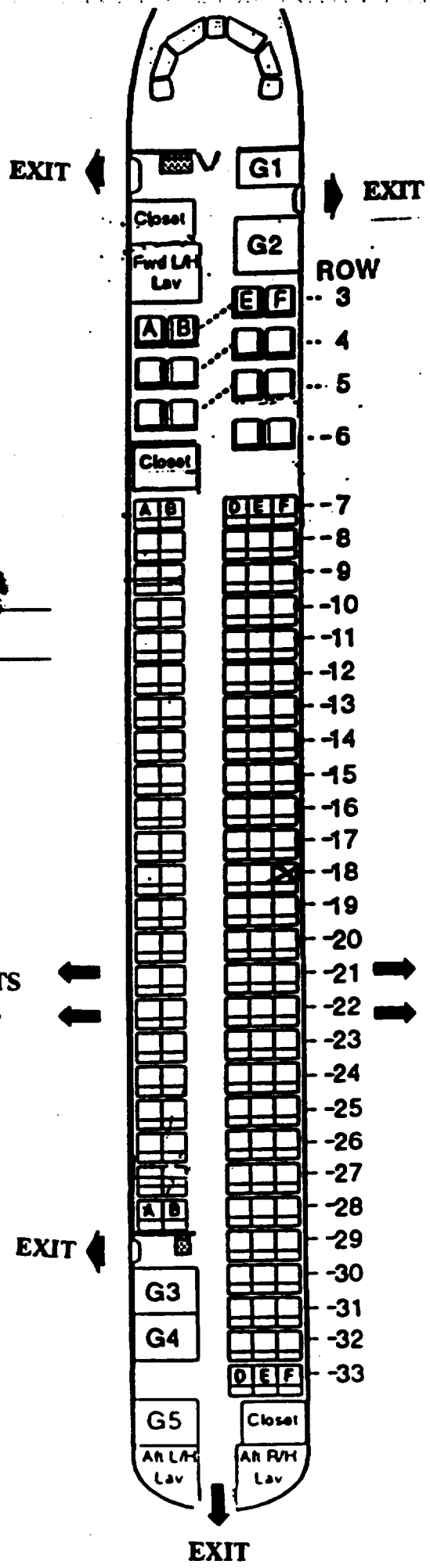
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 18F



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

3 9-17-99 rec'd 7-13-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-60

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 202-314-6516. 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 survival instinct took over and we evacuated  
any way possible.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  
 Yes  No  
Explain: None in a routine 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

86

18E

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: climbed through hole in plane to escape on the wing.

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:

Hit 2 times, then sounded like we were off the runway on gravel, then plane split open and immediate fire erupted.

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

- Yes    No   Explain:

No warning, we were about 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:

- What happened to your seat?

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

Describe:

Not totally sure but I believe it remained intact.



## 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 The side was ripped open, so we exited on 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

Other fire was in front of us and to the left side of us.

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 42

38. What items did you need to take?

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

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 N/A

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

Yes  No N/A

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No *N/A*

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49 *N/A*

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 *N/A No slide*

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 *N/A*

### 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? *N/A*

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.

Fire was in front of us, passengers were dead to the left of us, we exited out the right 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 son 15 yr. old

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)  
+ 10% Moving from seat row into aisle  
+ 25% Coordinating with traveling companions  
+ -0- Retrieving carry-on luggage  
+ -0- Moving up/down aisle  
+ 20% 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 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

### 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

Many Bumps, Bruises on both shoulders, left leg.

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

Burns on all fingers - both hands, tops of both hands, both ankles the right ankle being the most severe.

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

Sprained ankle, sweated on fire, hair burned  
Chemical burn on right thigh & buttock.

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 Poison Oak

### 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 called for my children.

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? Am bulance

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 18E

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 5'11"

105. Weight 174

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

## Final Thoughts

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

Warnings to brace ourselves could be put into place either by a sign where the seatbelt sign is or verbally over the intercom by the flight crew.



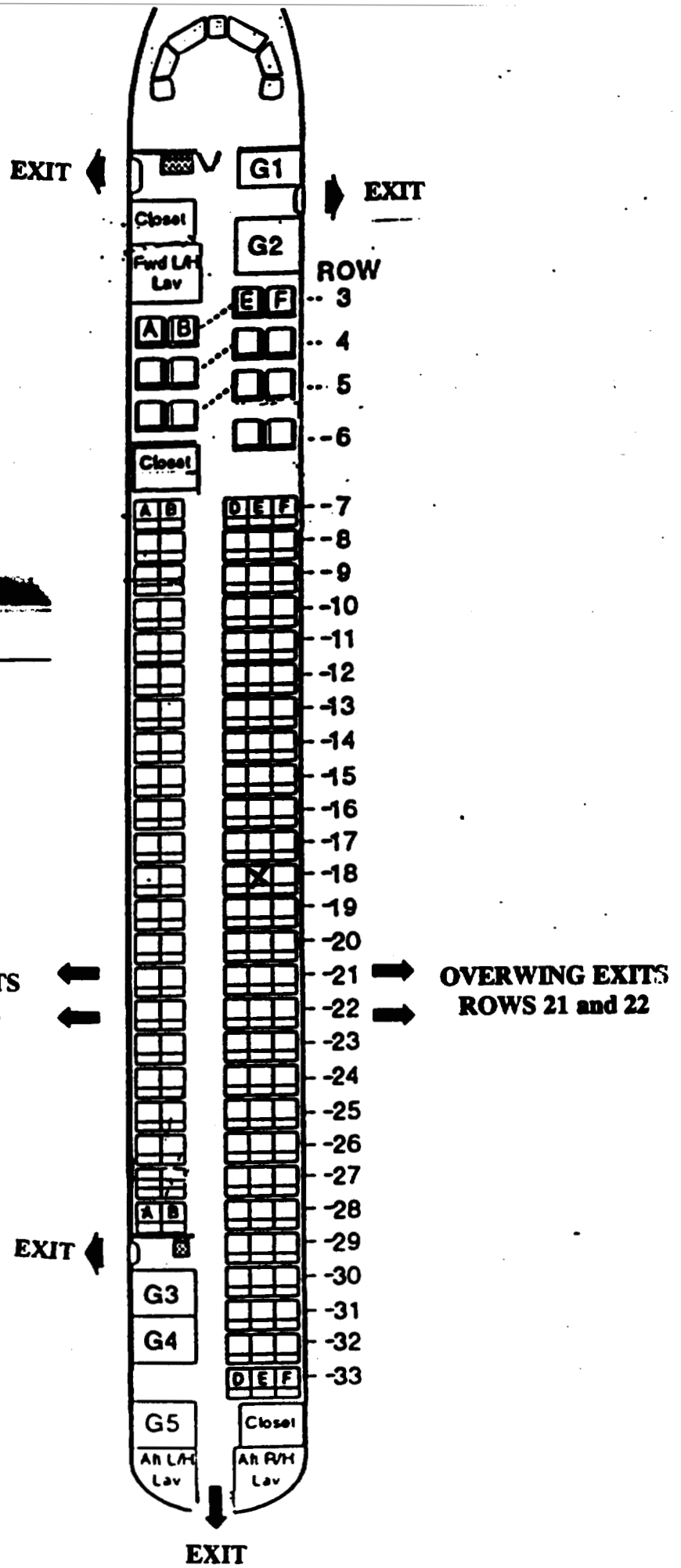
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME: [REDACTED]

SEAT Number 18E



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-4-1

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 202-314-6516. 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

97

23 A : B

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

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 MAN in other row direct from me  
was UNCONSCIOUS or ?? Laying on 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.

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

+ 5 mins Moving from seat row into aisle

+ 2 mins Coordinating with traveling companions

+ X Retrieving carry-on luggage

+ 5 mins Moving up/down aisle

+ 5 mins Moving from aisle to exit

+ 5 mins Opening exit (Zero if exit already open)

+ 2 mins Moving through exit

+ 1 min Getting off wing (Zero if you did not use a wing exit)

= 100% Total evacuation time

?? in percentage

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

*a sprain right ankle - twist or jerk in neck*

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   
 ~~Wrist~~ ~~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

65

104. Height

5'7"

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 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

## Final Thoughts

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

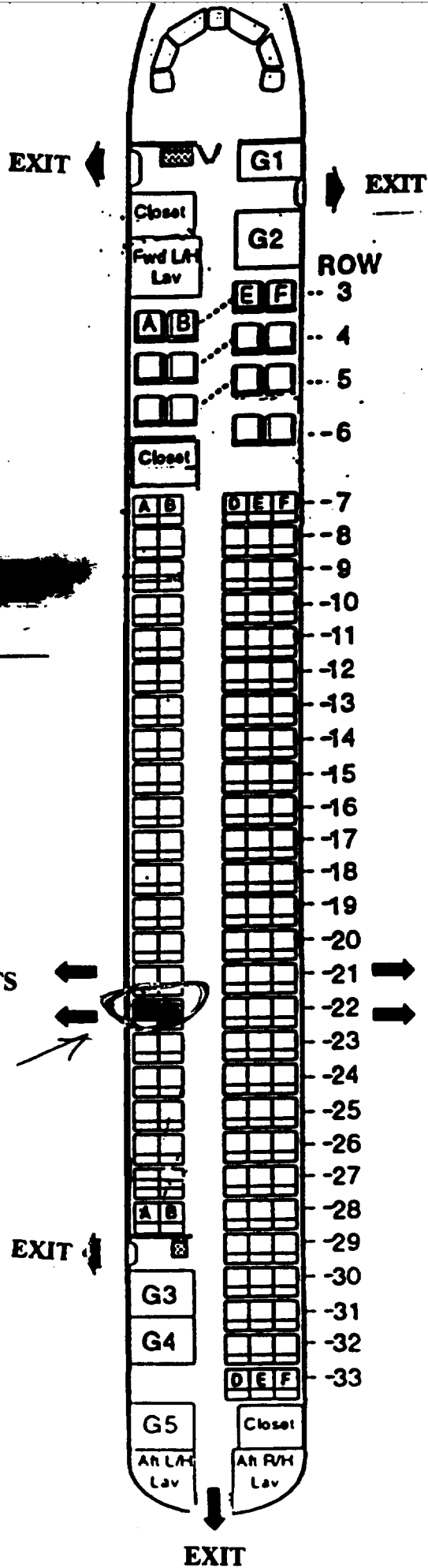
my wife & I have flown to  
Puerto Rico — Rome Italy  
Canada — Hawaii  
Oakland & Back to Little Rock Ark.  
For years  
I never had anything to worry about  
until June 1st 1999

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number \_\_\_\_\_



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

*more or less*

\*  
Note: Manifest  
has them in  
23A & B  
-MAG

rec'd 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-4-6

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 202-314-6516. 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 *Didn't get a good view over the wing route & engine*

4. How well could you hear the presentation?

- Heard every word  Some words difficult to hear  Most words difficult to hear *No part of*

5. Is English your primary language?

- Yes  No

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

- Yes  No

Explain: *Yes. We were not flight. Wait until the plane has come to a complete stop. Overhead storage bins have shifted - I didn't remove my glasses in their correct position.*

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

- Yes  No

Explain: *Always know where the closest exits are, & how many rows away the exit is from my seat.*

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

108

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)

*One does not envision their plane crashing. People should take responsibility for knowing what it is an often presented if they fly frequently. A first time flyer should look it all up. It's there!*

### 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 hard touch down and the thrustors went into reverse. We didn't slow down & I don't remember any other braking sounds. We were sliding and like on ice, further braking would be futile.*

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

- Yes     No    Explain:

*I realized that we were sliding. I sat back, waited to see if we would stop. I was in disbelief that we didn't want to brace.*

- 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:

*Once the plane came to a complete stop I unbuckled my seat belt and with a thrust from my seatmate I flew forward to the nearest seat - six rows ahead.*

## 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 *It was a huge hole in 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 just walked out of what had been the first class compartment.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *The tilt of the plane made for hard forward movement. My seatmate boosted me up and we were on our way over the ditching. Found clear 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.

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

+ 3 sec Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 2 min Moving up/down aisle - forward

+ 3 sec Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 2 sec Moving through exit

+ 0 Getting off wing (Zero if you did not use a wing exit)

= 100% Total evacuation time

2 min. 13 sec - more or less

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)

(114)

- No aid     Indicated the exits in use     Shouted instructions     Directed passengers out exits  
 Assisted passengers from seat to aircraft exits     Opening exits     Other *Don't know how to push us out of the side of the 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

*Legs thrown against the airplane, and my leg was held but a leg twisted about, my arms got out of control and I grabbed the chair in front to get control.*

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 think the seat belt kept me while trying to climb through the debris to the aisle.*

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 *Ribs*

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 *I don't know*

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 \_\_\_\_\_  
*Bus to the Bus Then ↑*

### 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 13 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 62

104. Height 5'11"

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

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

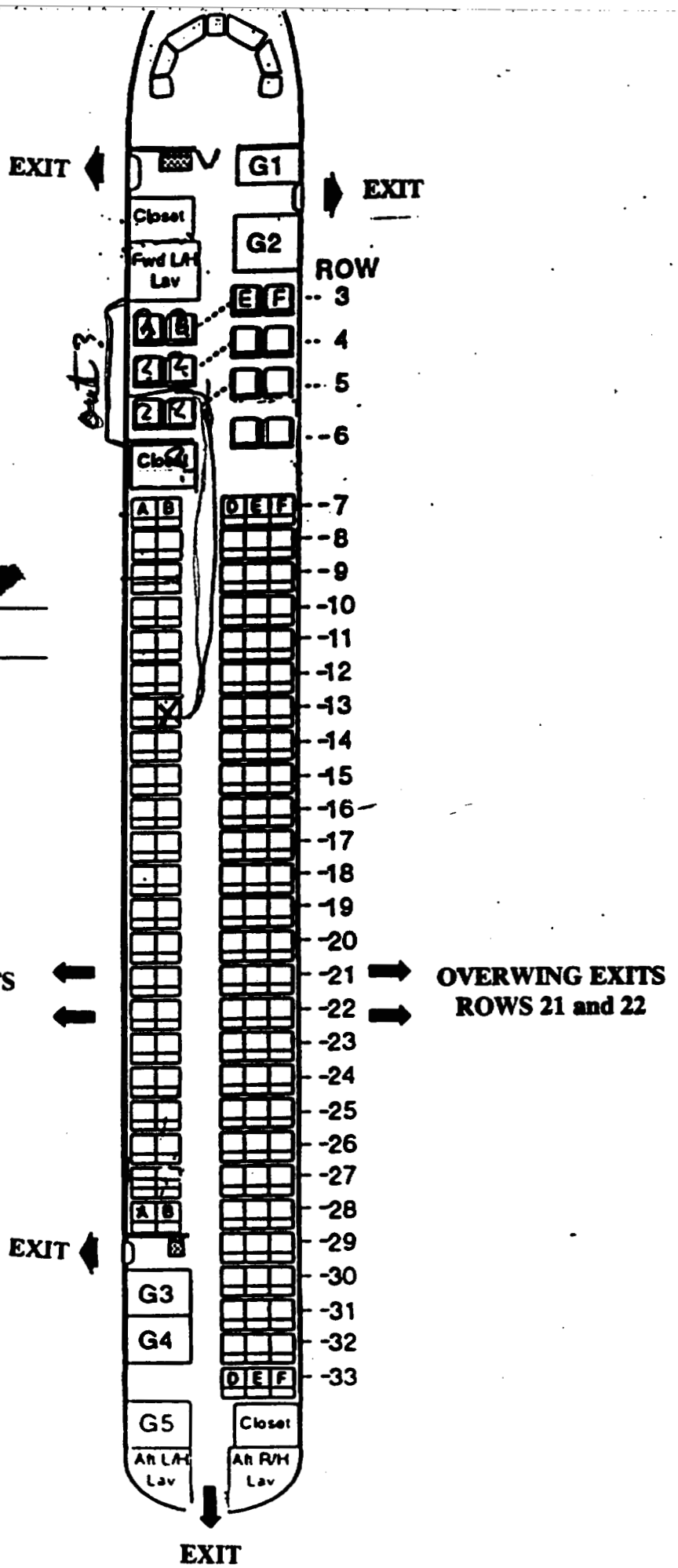
Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None

## Final Thoughts

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

American Airlines  
Flight 1420  
Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

NAME: [REDACTED]  
SEAT Number 13 B



118

9-10-99

Need to enter

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-91-0-5

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 202-314-6516. 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 *Have flown for over 30 years and watched the presentation numerous times.*

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: *No flight attendants were in flight. An emergency light came on. The whole flight crew was my closest exit. My seat came completely out of the floor and the chair in front of me collapsed on my feet. There wasn't a clear passageway, it was*

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

- Yes  No

Explain: *Generally, the flight attendants on many flights including this one appear to make the presentation as if it were a daily ritual.*

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

119

11E



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: The plane was so dark you couldn't have seen to do the safety measures.

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

Just of all the flight attendant should make it seem important. Obviously a crash ~~can~~ happen to anyone. Secondly, they should get on stage during flight if engine should lead the safety card, it might be used to do so.

### 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 was awful. We rocked from side to side. The wheels hit very hard on one side of the ground and then on the other. The plane stayed down and subsided unmercifully. We then felt two bumps and a hard crash.

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

- Yes     No    Explain:

It happened so fast and my daughter was scared. All I remember is trying to keep her calm.

- 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:

It was bruised and very sore.

- What happened to your seat?

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

Describe:

My seat came out of the floor and fell to the left.

## 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 *The man seated next to me guided me down the aisle.*

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 *Adm Co #24*

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer  
 Job related items  Sentimental items  Other 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 I couldn't even get it loose b/c the seat in front of me had collapsed on it.

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *Only the fact that my foot was stuck under the chair in front of me and my feet was sliding on the floor slowed my getting into 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.

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 15yrs

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 My daughter, not my spouse

66. Did you evacuate with your traveling companion(s)?  
 Yes  No My daughter, not my 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%)

<u>20</u>	Getting out of your seat (including unfastening seat belt)
+ <u>10</u>	Moving from seat row into aisle
+ <u>30</u>	Coordinating with traveling companions
+ <u>5</u>	Retrieving carry-on luggage
+ <u>10</u>	Moving up/down aisle
+ <u>15</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>10</u>	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 Collapsed chair in front of me on my foot.

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 *They were caught under the collapsed seat in front of me. The only way for me to get my foot loose was to kick out of my shoe.*

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

*My foot was sprained due to the chain in front of me slipping on it. Also my chest + ribs were heavily bruised when my chain fell to the side. My neck and back of my head were bruised when my chain fell over. These all hurt terribly but my adrenaline allowed me to keep moving.*

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 had a brain concussion but it didn't show for several days when I lost my short term memory.*

94. Describe the location of injuries suffered?

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

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

- Sprain     Fracture     Concussion     Broken Back     Dislocation     Strain  
 Burn     Abrasions (Lacerations & Bruises)     Smoke inhalation  
 Other *Inflammation of my eye.*

### 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 located my husband several feet from us. We then ran from the burning 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 bussed to fire station  
and then bussed to hospital.

### 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 11E

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 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 N/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



## Final Thoughts

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

The whole ordeal was a nightmare. The last voice heard was the pilot telling the flight attendants to prepare for landing. This was 15 minutes before landing. No one checked I was strapped, trays stowed, seatbelts to airplane. I feel horrible for the pilot and his family, however, it is beyond my comprehension as to why an attempt to land was even made. The real tragedy occurred when we were off by the plane and no rescue team showed for at least 20 minutes. We survived through rain hail, lightning, and high winds totally unprotected. American Airlines has tried to be attentive and kind, but clearly no one will ever take the trauma away. Thank God my family all survived.

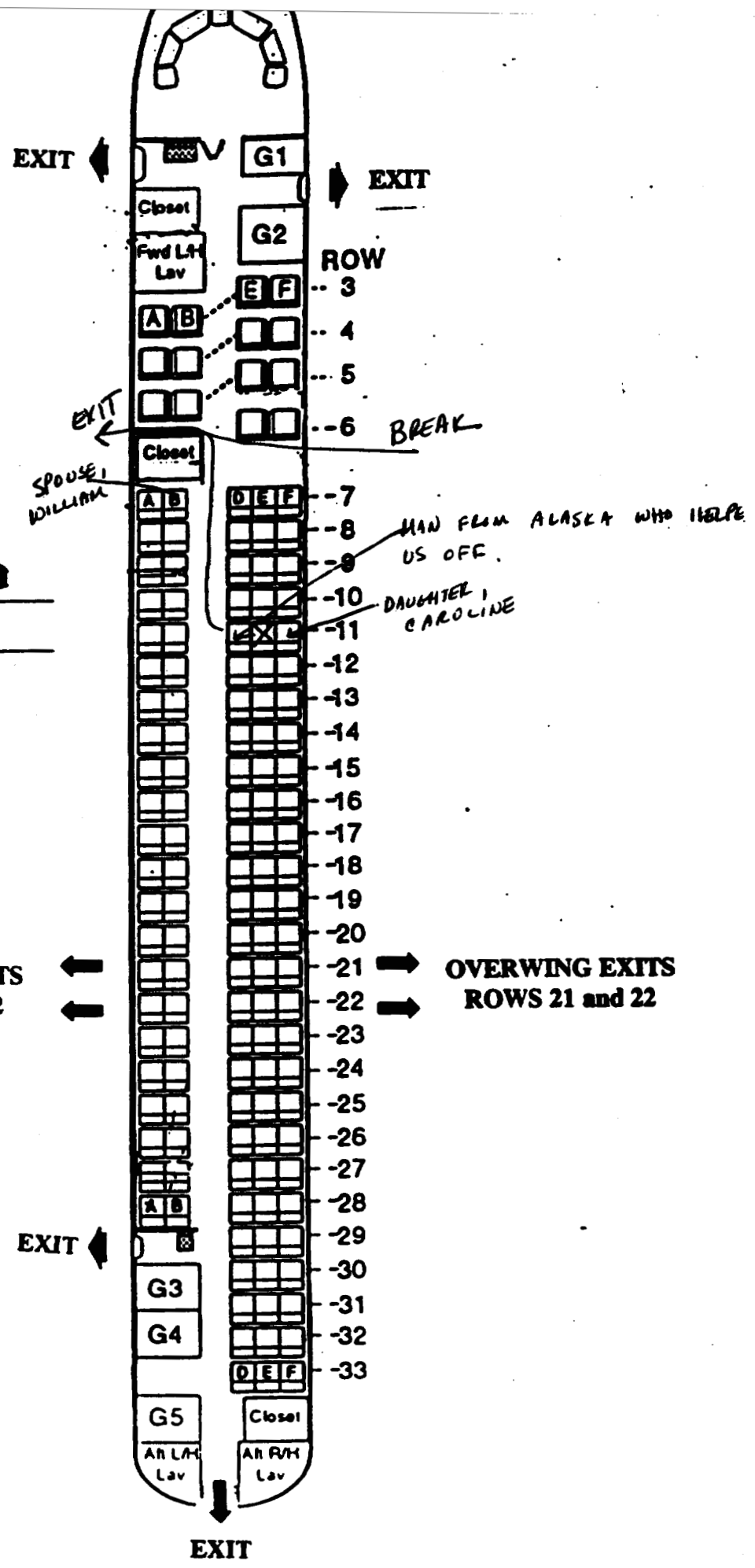
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number \_\_\_\_\_



129

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-91-0-1

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 202-314-6516. 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 think the way USAir lets the personnel "cut up a bit" keeps the presentation more interesting + still gets the info across.

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 had my shoes on / was tightly strapped in / assumed close as possible to crash position when I realized what was happening

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

Yes  No

Explain: Don't recall - seems like it was as usual - I had not slept more than 4 hours in the last 40+ was very interested in getting it over so I could nap.

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

This time have done so many times + often do so.

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 am an artist + have good visual memory - the crash position drawings flashed across my mind

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

Have 2 or 3 different layouts/designs + switch them around - a new format will attract attention of the frequent flyer such as I am.

### 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 hit down hard / I thought "Wow - that was rough but we're down" - we bounced up + hit again harder + I thought "that was really rough" + tried to clap for the pilots skill + the velocity on the ground made it impossible!

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

- Yes
- No

Explain: PARTIAL

Got control of my right arm enough to grab seat back in front of me + grab my right arm at the elbow with left hand and had head bowed between arms.

- 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:

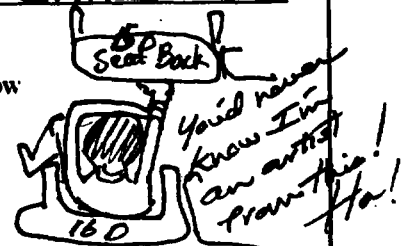
an ugly bruise on my right hip where I think the buckle was. I had just tightened my seat belt when we started coming down, which seemed way to sharp an angle + way too fast. However my UPS pilot (former AF) tells me that's bad weather

- What happened to your seat?

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

Describe:

I was thrown clear from the seat - left ribs probably broken by arm rest + ribs under left breast tendons pulled loose + cracked ribs. I thought in the second I was airborne (before the seatbelt caught me) - hope this thing holds - and it did.



## 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 saw lightning through a crack in the airplane several rows ahead of me*

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 *There was a huge fireball right behind me - I didn't realize it then but have since learned that the plane split in 1/2 2 rows behind me.*

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 *None given!*

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 \_\_\_\_\_

*Re EXIT: I exited through the narrow crack in the fuselage*

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

Yes  No  Not Applicable

*at about row 7 or 8 - there was a woman stuck in the exit afraid to fall - I stuck my head out the crack - for AIR - and talked to her*

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

Yes  No  Not Applicable

*head out the crack - for AIR - and talked to her*

### 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

*purse + sketchbook + 1 bag dirty free*

*told her to just*

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

Yes  No

*fuck her head + roll when she fell. I told people inside to calm down, don't panic - we will get out -*

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 \_\_\_\_\_

*help me push this lady's leg-shoes straps.*

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

Yes  No

*We did + I was next out.*

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

*Did not take any*

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

Yes  No *Don't know*

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

Yes  No *Don't 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 49 *Not applicable*

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 actually (I think) climbed over the seats backs + up between the right wall of the plane + where seats were cantilevered away from the wall*

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? *No*

*→ Actually I was amazed at how calmly I directed others at the exit. I was terrified but I guess 25 years as a teacher + group leader prepared me to assume a leadership role at the crash exit + later at the big round hay bale to the R. of the plane (looking forward)*

Yes  No *I certainly hope not/but it was dark + chaotic*

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 *Sister-in-law*

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

*5 getting out of seats (2 tries)*  
*5 getting out of caught coats (I think it was on fire)*  
*40 clambering over seats as aisle was blocked + that*  
*30 removing lady who was stuck*  
*20 exiting plane myself*  
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 \_\_\_\_\_

*lost my shoe + kicked off the shoe*

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

*I banged my knee + ankle hard on the seat in front of me.*

92. Did you sustain any injuries during the evacuation? *up until I got up from the ground outside the plane*

- Yes  
  No

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

*3 broken ribs   " bone bruise knee  
cut leg  
chipped ankle bone*

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 *RIBS/LEGS*

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

- Sprain  
 Fracture  
 Concussion  
 Broken Back  
 Dislocation  
 Strain  
 Burn  
 Abrasions (Lacerations & Bruises)  
 Smoke inhalation  
 Other *cut leg*

### 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 helped gather people together for warmth near a large round hay bale.*

97. Did you notice any exterior aircraft lights illuminated?

- Yes  
 No

*we pulled hay from the bale to try to protect ourselves from the cold*

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

*I thought the small # of people on the R. (DEF side) side of the plane were the only ones who'd gotten out alive.*

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

*In the first bus - a very difficult job of backing a big bus on a tiny road or tractor path. Later when vehicles arrived with lights I saw a group on the other side of the plane.*

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 16D

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. *No empty seats I was aware of*

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 5'6

105. Weight 184

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No *CONTACTS*

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

## Final Thoughts

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

I know we were in big trouble when the plane came in very fast + steep bounced twice and couldn't be slowed down.

I'm not a pilot or trained in this but it felt + sounded like the pilot tried to reverse the engine as many as three times without slowing the plane. I can only imagine his horror at realizing we were hurtling toward a deep + swollen river at 100 miles an hour.

I believe that pilot chose to hit the metal light stands - he saved many lives with that action.

Consider doing the safety instruction tape with familiar actors + actresses + add a touch of humor. True, it's very serious business, but it's useless unless people watch. I'm sure my having heard the message 100 + times helped me survive.

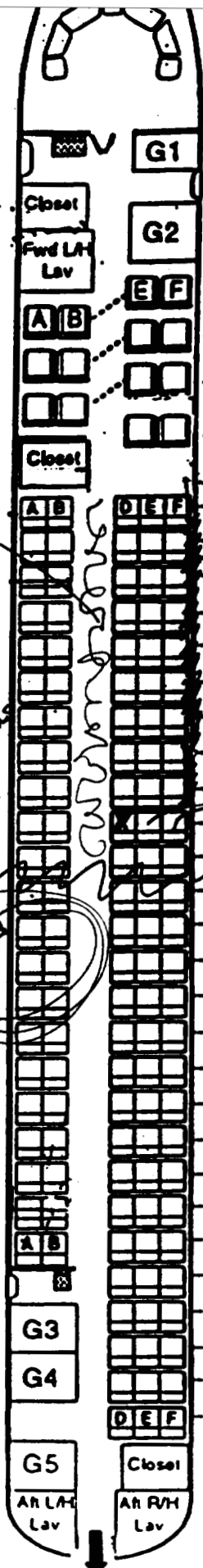


**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 16 D



*lots of luggage  
it seemed to  
me*

*to crack in fuselage  
I don't know  
exactly where it  
was*

*I think I was  
crawling over seats  
along the wall where  
seats were pulled  
2 young girls traveling alone  
from Texas  
Survivors*

*I was terrified of  
the fire - heard  
the explosion, screams  
and ball of fire  
Ahead*

*1st Fire ball position*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

*My seat  
16D*

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NOT REALLY

# NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

2-9-09-0

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 202-314-6516. 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: LANDING CRASH HAPPENED TOO FAST. QUICKEST  
EXIT WAS CRACK IN SIDE OF PLANE

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

- Yes  No

Explain: HAS BECOME TOO MATTER-OF-FACT

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

READ IT ON PREVIOUS FLIGHTS

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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:

PANIC ENSUED IN DARKNESS AND NO  
ORDERLY EXIT WAS POSSIBLE

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 HIT A BRIDGE AT HIGH SPEED, WHAT  
MORE IS THERE TO SAY

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

- Yes
- No

Explain:

NO TIME - UNAWARE SITUATION WAS SO BAD

- 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 CRACK IN PLANE WAS BESIDE MY SEAT

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



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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No, NOT FROM WHERE I WAS

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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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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

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

Yes  No

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

BIN HIT ME ON HEAD WHEN IT FELL

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?

(145)

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)

+ 0 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 0 Moving up/down aisle

+ 5 Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 90 Moving through exit (GOT HUNG IN CRACK IN PLANE)

+ 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 OXYGEN MASK CORDS (I GOT BRIEFLY TANGLED)

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

(JUST A FEW SECONDS)

### 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

(SLIGHTLY TILTED)

### 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 \_\_\_\_\_

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 WAS HIT BY DROPPING OVERHEAD BIN - LITTLE 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

LEG HUNG IN CRACK THWARTED EVACUATION FOR SEVERAL MINUTES AS OTHER PASSENGERS PUSHED FORWARD OR CLIMBED OVER. HAND CUT TRYING TO FREE MYSELF FROM CRACK. LEG WAS SEVERELY BRUISED, CS

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

ANKLE SPRAWED, RIBS BRUISED DURING JUMP TO GROUND

94. Describe the location of injuries suffered?

- Wrist  
 Ankle  
 Leg  
 Arm  
 Back  
 Face  
 Head  
 Other HAND

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 ASSISTED OTHERS WHO HAD EVACUATED

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?

113. Aviation Experience  
 Other  
 Commercial Pilot  
 Private Pilot  
 Flight Attendant  
 Aviation Mechanic  
 None

112. How often do you travel by air?  
 More than 6 flights per year  
 First flight  
 Less than 1 flight per year  
 1 to 2 flights per year  
 3 to 6 flights per year

111. Prior to departure, was your ability to evacuate affected by any of the following:  
 Other  
 Vision  
 Hearing  
 Age  
 Injury  
 Recent surgery  
 Cane

110. Had you consumed any alcohol in the 8 hours prior to the evacuation?  
 Yes  
 No

109. Did you lose your corrective lenses during the event that caused the evacuation?  
 Yes  
 No

108. Were you wearing your corrective lenses during this flight?  
 Yes  
 No

107. Do you wear corrective lenses?  
 Yes  
 No

106. Gender  
 Male  
 Female

105. Weight: 205  
104. Height: 5'10"  
103. Age: 31

102. Have you ever had to evacuate an aircraft before?  
 Yes  
 No

Personal Information

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.

101. Seat Number: 12D  
The attached diagram on the last page shows the floor plan of the aircraft.  
The doors and exits are indicated by large arrows.

Your Location

Walked to terminal  
 Bussed to terminal  
 Ambulance to hospital  
 Other  
FIREHOUSE

## Final Thoughts


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

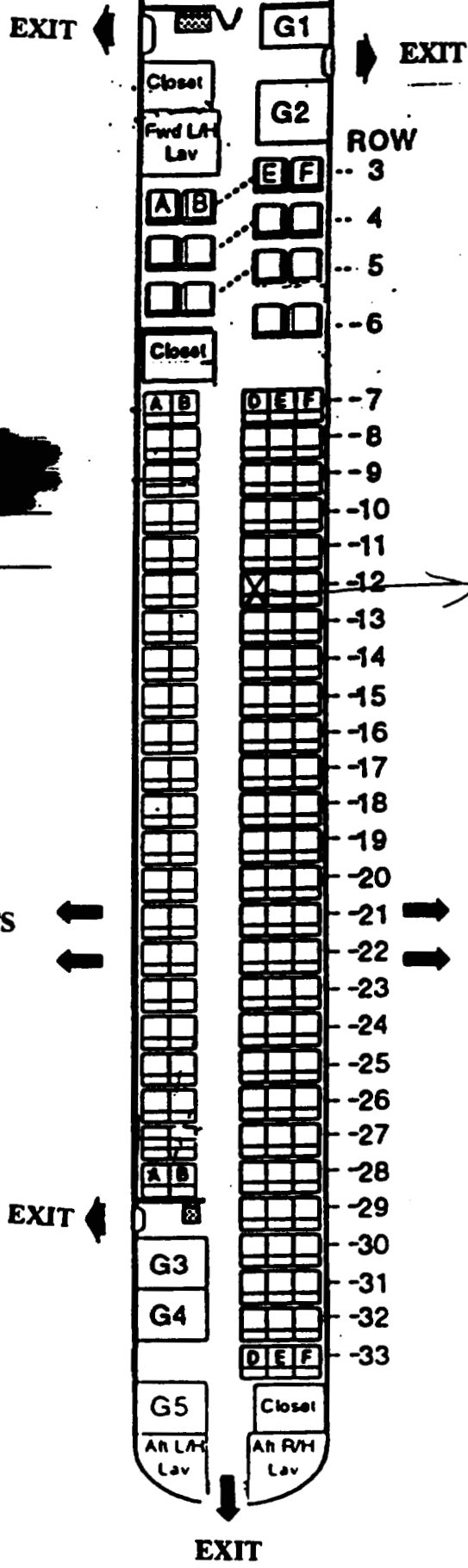
EMPHASIS ON PROPER ATTIRE FOR FLIGHTS  
MAY BE BENEFICIAL.

ALSO, IF EYEGLASSES WEARERS WERE INSTRUCTED  
TO REMOVE THEM DURING TAKEOFF/LANDING,  
IT MAY PROVE HELPFUL.

A DIRECT LWE FROM THE TOWER TO  
THE FIRE STATION MAY HAVE SAVED SOME  
LIVES.

**American Airlines**  
**Flight 1420**  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME   
 SEAT Number 12D



12B - OLDER  
 WOMAN - INJURED  
 12E - TRUMPET  
 PLAYER  
 12F - JUDGE IN  
 ARKADELPHIA  
 CRACK WAS  
 BESIDE ME



NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-0-7

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 202-314-6516. 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 thrown from the plane

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

- Yes No

Explain: They read the instructions like they have read it a thousand times

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

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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 thrown from the plane. (I did put my head down by my knees)

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:

When I knew we were in trouble I put my head down between my knees.

- 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:

My hip are real sore and bruised

- What happened to your seat?

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

Describe:

From the pictures I saw it broke free,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 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 *Was thrown from the plane*

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 *thrown from 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

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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)

+ \_\_\_\_\_ 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

Thrown from the Plane

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 *I was thrown out of the plane*

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 *There was smoke when I was crawling in the field,*

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

*There was NO Communication of any trouble before or during landing,*

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.

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### 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

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---



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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 \_\_\_\_\_

*Rid Fracture, Ankle Fracture from the crash not the evacuation*

### 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? *Ambulance*

159



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 5B

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 6'

105. Weight 188

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 But I stayed at a Holiday Inn Express

160

## Final Thoughts

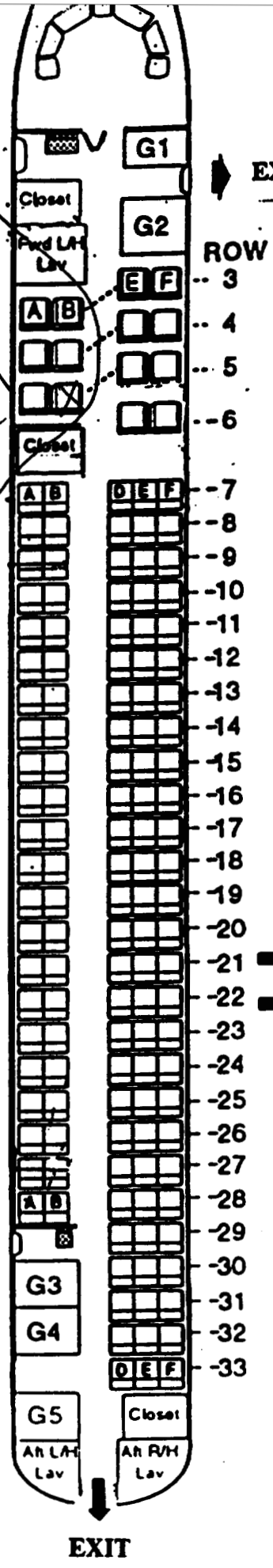
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

We should not have landed in This storm. ~~It was~~  
~~No~~ 100 one ~~and~~ gave us any warning.

American Airlines  
Flight 1420  
Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

*Left Side Form away*

NAME [REDACTED]  
SEAT Number 5 B



162

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.5.0

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 202-314-6516. 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 considered having to use the oxygen mask when I smelled the fumes, but instantly realized that I needed to get off the plane instead. I went to the closest exit and got out as soon as possible.

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

Yes  No

Explain: I feel it was presented properly, but I was very tired and didn't want to make the effort to 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

If you read the safety card skip to item 10

163

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.

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 fast, like the impact of a car crash, sudden;  
I was shaken like a doll, but my seat belt held me  
down. I held on to the handle on the seat in front of  
me. That braced me from hitting my head.

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

- Yes    No

Explain:

If I ducked my head, I would've hit it 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:

- 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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 filled in the aisle. The person next to me hurdled the chairs, so I followed him.

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.

There was an elderly couple in front of me, and a man who wouldn't let go of his briefcase, so he tripped through the door causing the line to slow a little.

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 Chior group

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)  
+ 0 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle seats  
+ 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 \_\_\_\_\_

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)

169

- No aid  
  Indicated the exits in use  
  Shouted instructions  
  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  
  Opening exits  
 Other *they were not in the middle where I was, and some were injured.*

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.

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### 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

---



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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 hailing and raining)*

*I only rolled in the grass to get down and ended up getting poison ivy.*

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 *Poison Ivy*

### 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 25F

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

21

104. Height

5'6"

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 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

## Final Thoughts

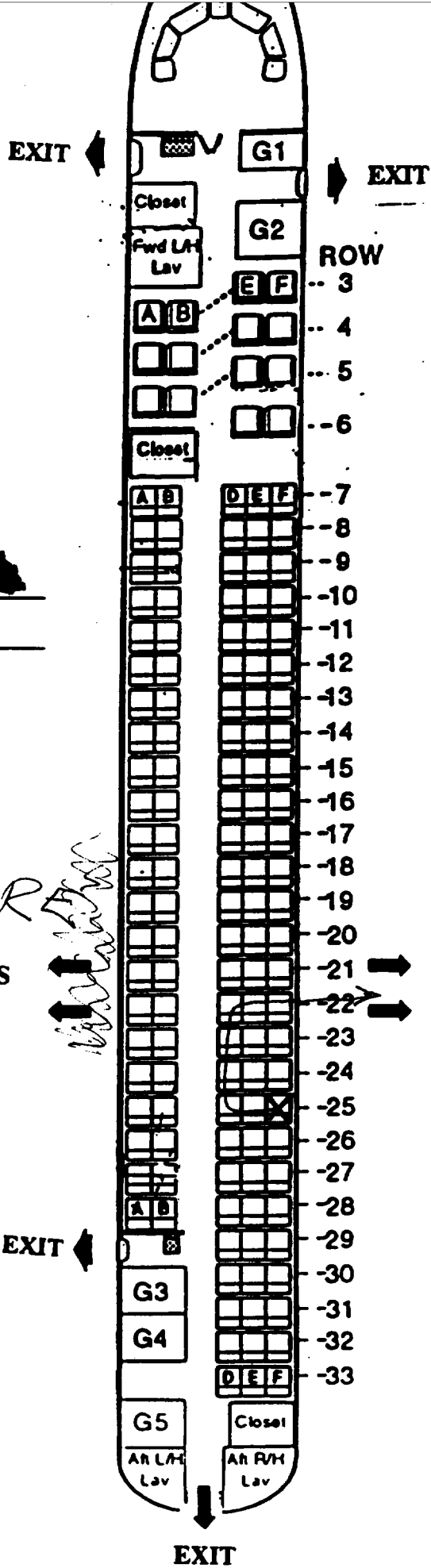
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

Our chief director opened the exit door I used, and later we talked about it and he was saying that a "net" was hanging down in the exit after he opened it, so he had to hold it out of the way for everyone to get through without getting caught. He said it was difficult to open the door.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_

SEAT Number 25F



(173)

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-0-98

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 202-314-6516. 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: had been up for 23 hours w/o sleep. I was very tired, but tried to listen for a while

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 in case of emergency, I would need to get the door open in order to evacuate

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

- Yes No

Explain: It was not the fault of the flight attendants, but because I had watched and heard the presentation so many times, I began thinking of sleep.

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

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22A

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 had looked at it on my first flight earlier in the day.

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

- Yes  No

Explain: I don't think in the crisis of the moment that I remembered anything other than just getting the door open.

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 was used to flying and/or landing in a storm, so I wasn't too concerned when we touched down. But then we just didn't slow down. A very bumpy ride-ended suddenly steeply, and I noticed fire out my window.

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

- Yes  No

Explain:

My inclination was to grab the armrests, and brace myself against the seatback. I was also focused on looking out the window to try and determine what was happening.

- 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:

It may have come partially loose, but it did hinder my evacuation.

\_\_\_\_\_  
\_\_\_\_\_



## 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 Jumped off back of wing

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 Choir group

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%)

30 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  
+ 30 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 *Don't know*

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 *My shoes were already off.*

89. How did the crew aid in your evacuation? (Check all that apply)

180

- 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 had to jump through the fire on the wing (which appeared to be broken) when I hit the ground, something cut my forehead and my eye and I lost my glasses.*

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

*Returning to the side of the plane to help others, I banged my knee into something, I don't know what.*

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 *First I ran, then I stopped and came back to help others*

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? *By bus, once all the injured passengers were attended to.*

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 22A

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 6'1"

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

## Final Thoughts

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

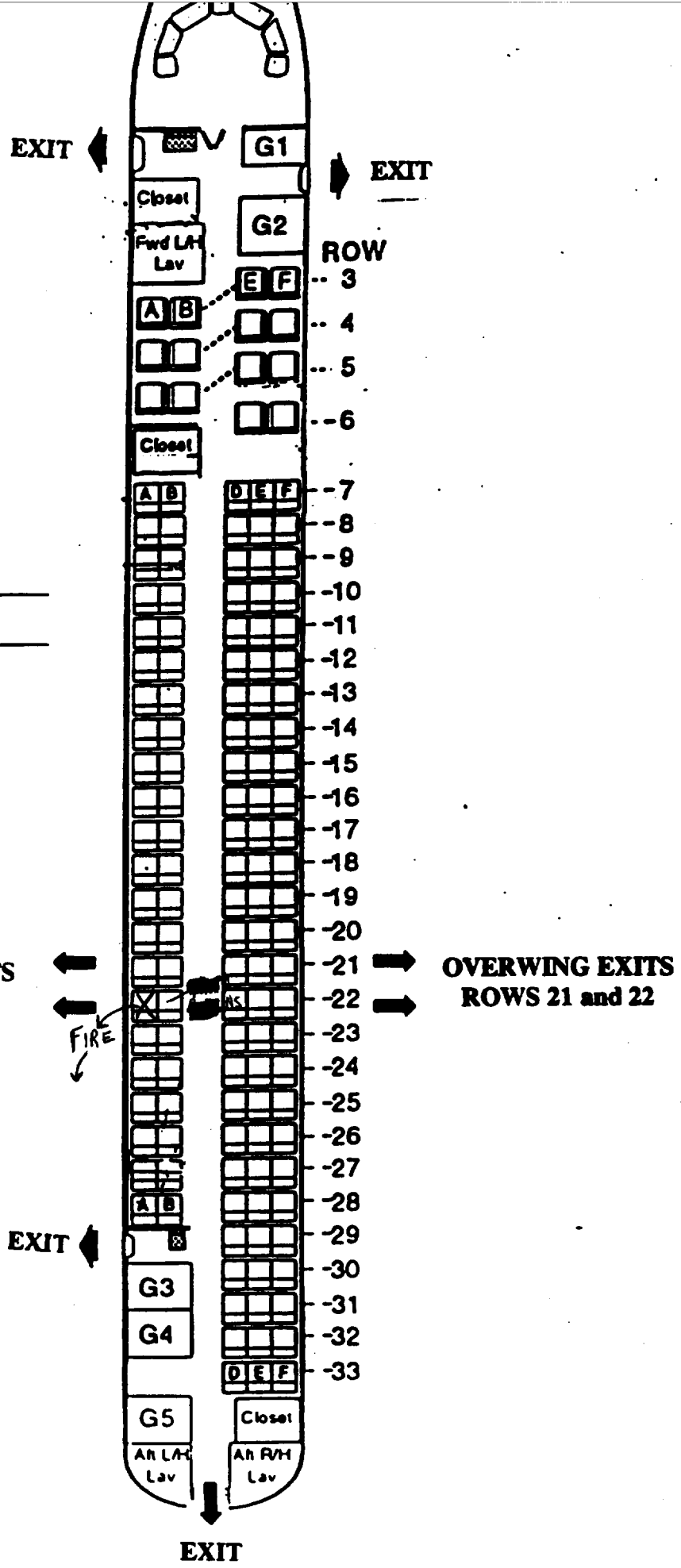
I don't believe the flight attendants can be faulted. I think everyone assumed we would have a bumpy, but safe landing.

The exit door opened very easily and quickly. The only thing that slowed me down was forgetting I had my seat belt on.



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_  
 SEAT Number 22A



184

rec'd 6-21-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-90-43

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 202-314-6516. 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 use emergency exit to evacuate

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

195

14F

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: See answer to No. 6

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

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### 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 did ~~not~~ grab seat in front of me with one hand and ~~brace~~

- 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:

Not sure what caused bruises on left side of mid-section. May have been arm rest.

- What happened to your seat?

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

Describe:

Seat in front of me did come loose, went to the left.

## 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 *Hole in side of 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

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 Did not use 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 not sure 100%

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.

*It was not a regular exit, but a crack in the fuselage. I did not see it but understood a lady in front of me got hung up*

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 *Went out same place. He was two rows in front of me. Another friend in back of plane.*

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)  
+ *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)  
+ *95* Moving through exit (including the wait)  
+ *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 *lots of things out of place, but not overhead bins.*

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)

(191)



- 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

~~Strained ribs, abrasions on left midsection~~  
~~Strained ribs, abrasions on left midsection~~  
 Uncertain - about when injuries occurred

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 also had abrasions on left thigh skin  
 left knee, lacerations on left midsection -  
 over ribs, shoulder bruises, ankle bruise

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 am not sure when all these injuries  
 occurred

94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other midsection

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 after the left 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 \_\_\_\_\_

### 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 F

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 198

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

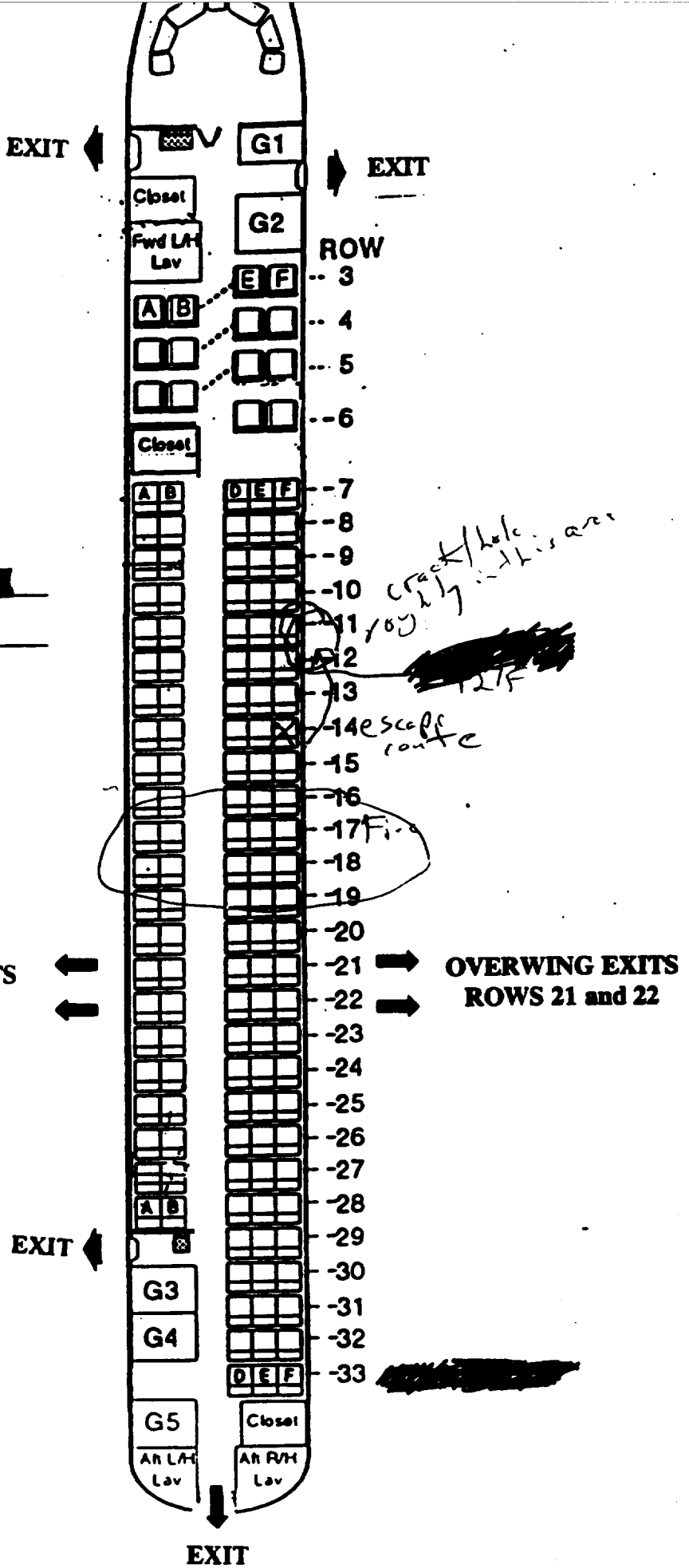
193

## Final Thoughts

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

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 14F



195

rec'd 6-21-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-023

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 202-314-6516. 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 evacuated aircraft through gash on side  
of aircraft, not through any door.

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 I have read before.

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: My type of evacuation is not covered.

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

None recommended.

### 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 violent enough to render me unconscious for a short period (at least 30 seconds)

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

- Yes     No

Explain:

We were not told of an approaching rough landing, but I knew to lower my head.

- 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 did not leave aircraft through designated exit.*

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

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

*It was in plain view.*

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 *No evacuation order given. I left through gash on my own.*

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 *It was obvious exit to use.*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No (Not in my area - First Class)

(199)



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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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? *NO*

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 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)?

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  
+ 0 Retrieving carry-on luggage  
+ 0 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 60 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.

(201)

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 *not in First Class cabin where I was,*

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 *None given*

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

*Small cut to head*

*Bruise to left arm and shoulder*

*Did not impede my 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 found son already evacuated, and we moved with others to area about 200 yards away.*

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 4 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 49

104. Height 5' 11"

105. Weight 212

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

## Final Thoughts

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

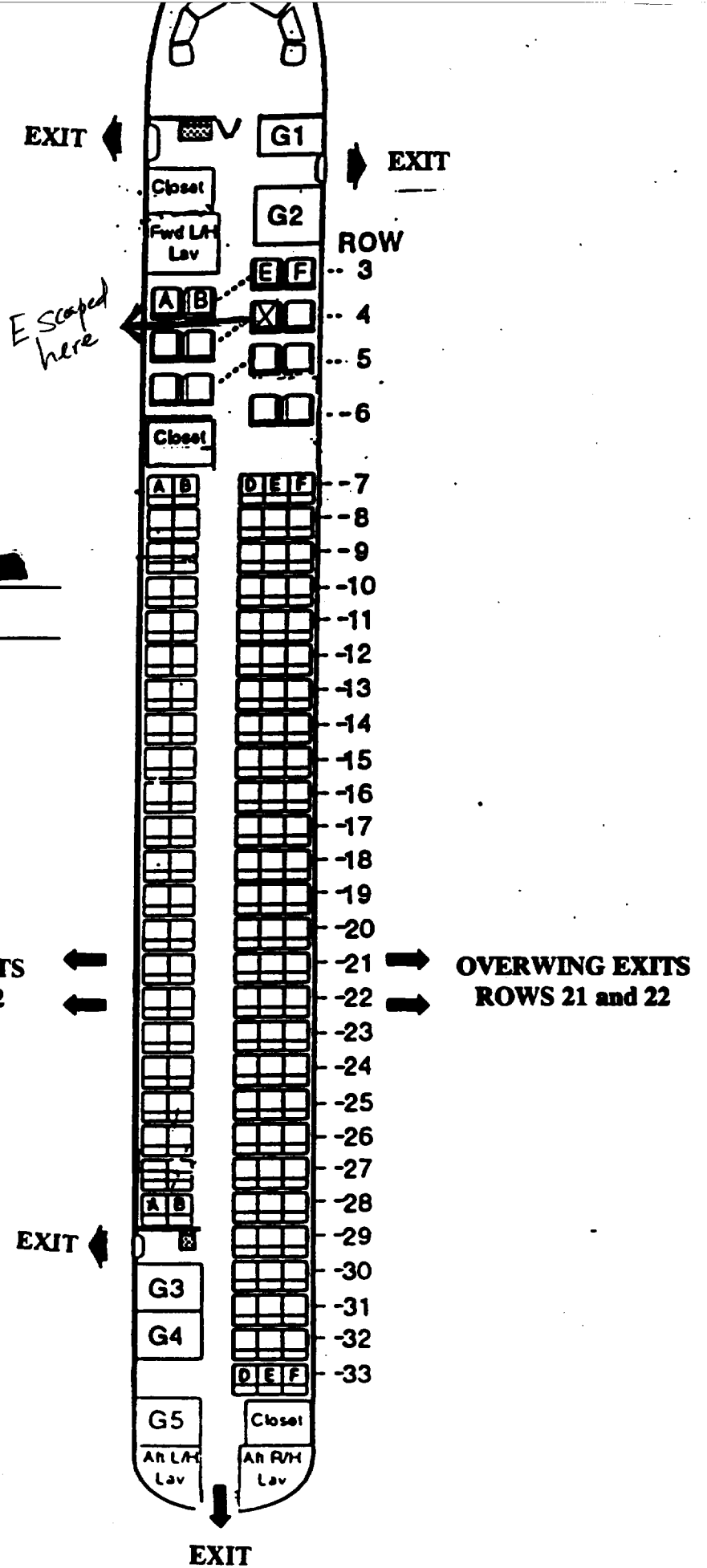
No one was expecting the airplane to crash, so flight attendants did not have time to prepare passengers for emergency. The way the aircraft hit ground objects (lights, tower) determined how the airplane broke apart. It was pure chance how it broke apart and allowed passengers to escape. My son and I were very lucky to be seated where we were. We escaped through an opening on left of craft in First Class. There was no way we could have prepared for this.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 4E



rec'd 7-1-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-2

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 202-314-6516. 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

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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:

no time - impact was a surprise

- 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 was ejected at the time of impact so most of this does not apply.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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)  
+ \_\_\_\_\_ 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.

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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.

---



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### 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 3B

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.

Passenger

102. Have you ever had to evacuate an aircraft?

Yes  No

103. Age

42

104. Height

6'3"

105. Weight

190

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

108. Were you wearing your corrective lenses during the event?

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 to 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

~~A. Harrison in Conference Room~~

~~Busca~~

~~29121~~

Busca

29120.

(also never  
can archer)





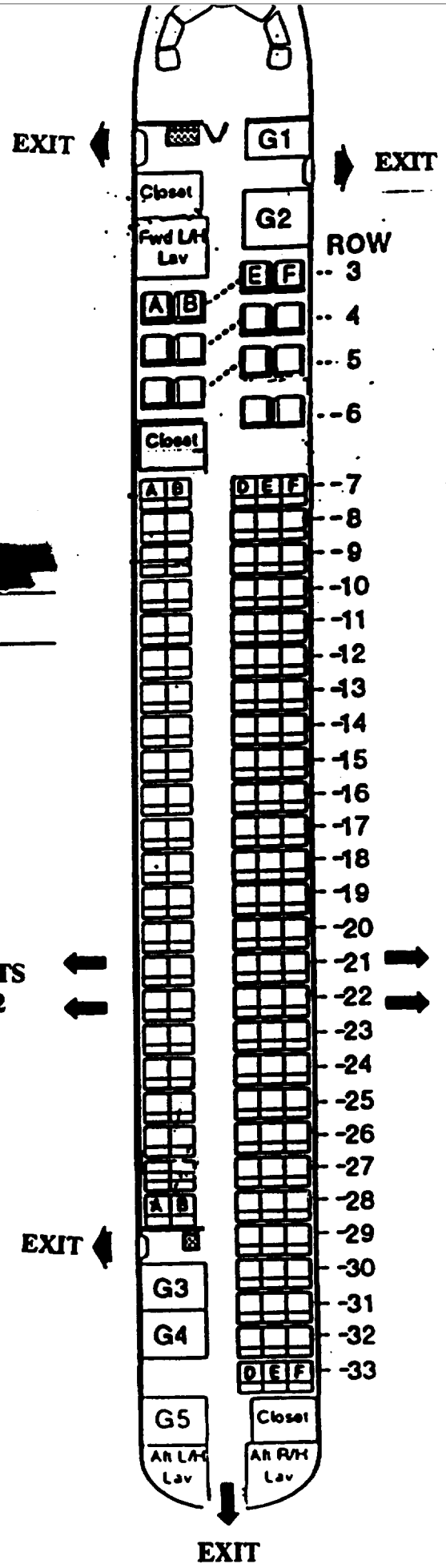
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 3 B



216

not 6/24/99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-04-0

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 202-314-6516. 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

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20A

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)

*no improvement is needed*

### 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

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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~~<sup>end</sup> of wing  Not Applicable  
 Other \_\_\_\_\_

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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)  
+ 10 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 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  
+ 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

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

*bruises - hurt 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

*rash - wading through water - diagnosed  
 as poison ivy and aggravated by water from  
 plane being extinguished.*

\_\_\_\_\_

\_\_\_\_\_

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?

224

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 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 66

104. Height 5'5"

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 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

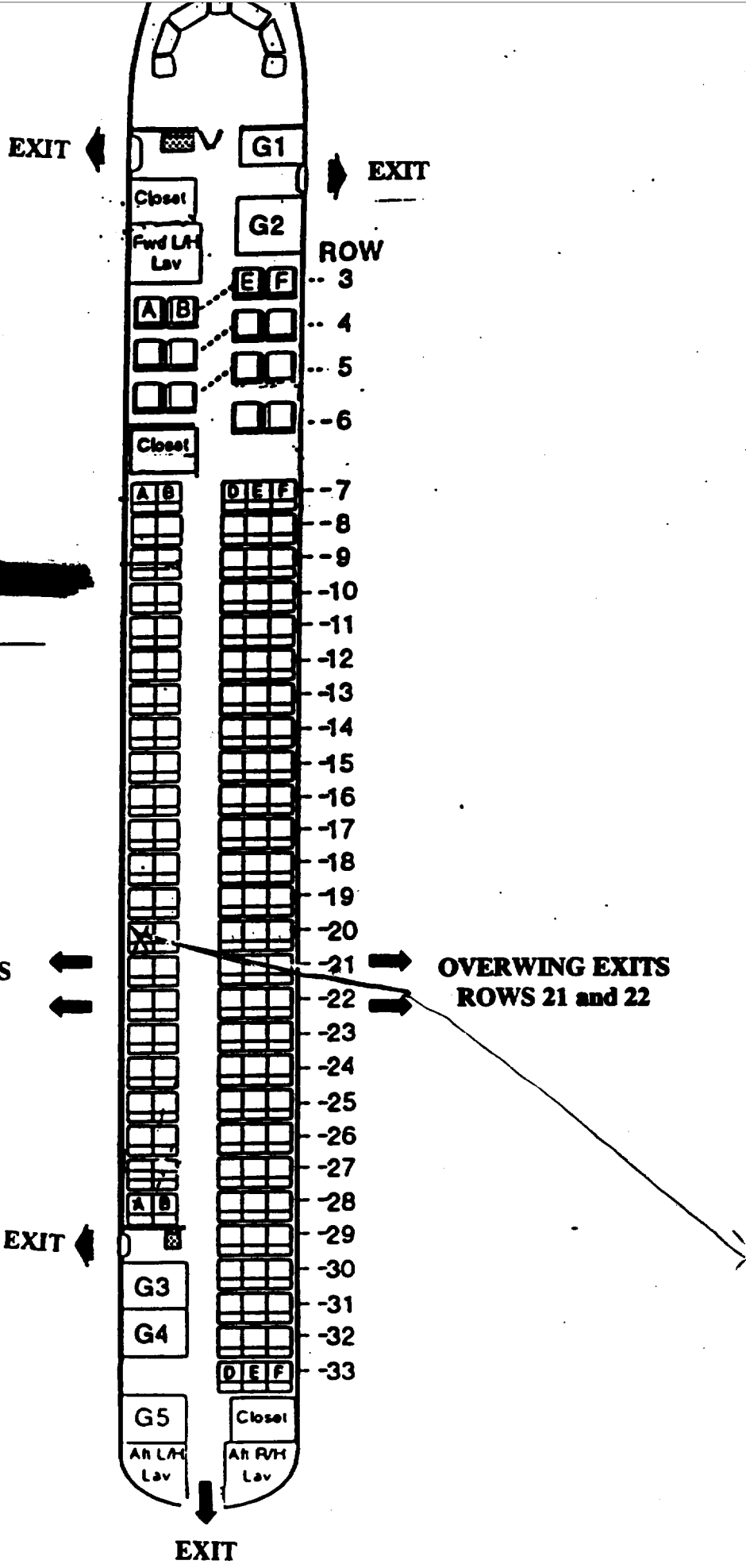
Other \_\_\_\_\_  None



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME XXXXXXXXXX

SEAT Number 20A



227

Rec'd 6-24-96

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29037

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 202-314-6516. 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 where the nearest exits were in relation to our seats.

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

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20B

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)

*No comment*

### 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 stopped very suddenly and broke apart*

- 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

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? *end*

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

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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)  
+ 10% Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 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  
+ 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 Scattered loose interior walls

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.

233

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

*Lost shoes during evacuation  
Pulled off my feet, by debris,  
in path to exit.*

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)

23A

- 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.

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### 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

*Left hand and wrist strained trying to prevent flying item from landing on my wife & myself. Left shin bruised  
 Right ear torn by flying object.*

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

*Shin was abraded & bruised while moving to exit  
 Breathed smoke causing restricted oxygen absorption  
 by lungs (40% reduction day after crash)*

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

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94. Describe the location of injuries suffered?

- Wrist  
 Ankle  
 Leg  
 Arm  
 Back  
 Face  
 Head  
 Other Lungs

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 20B

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 66

104. Height 6'0"

105. Weight 210lb

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

*In business, I have flown since 1955 beginning on Convairs & ending 1985 on jets. Have probably flown over one million miles during that time.*

## Final Thoughts

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

We were very tired when we arrived in Dallas from London.

Checked through Customs - from Concourse A we went by rail to Concourse C - gate 16.

Plane to depart for Little Rock after (8:00pm?)

Announced delay of 30 minutes - Aircraft delayed in Oklahoma due to weather.

Two subsequent delays of 1hr each. About 10:30 it was announced that plane was in & had unloaded passengers gate No. C-10.

Plane arrived at gate C-16 we were boarded quickly and prepared for departure by attendant. Told we would be served beverage in flight. Pilot said we would be in Little Rock within the hour & we would cruise at 26,000 ft.

Left Dallas - Ft Worth within 15 minutes of taxiing out to runway.

Smooth flight no turbulence - most of passengers seemed to be sleeping. Beverages & pretzels served about 35 minutes into flight. Around Benton pilot mentioned lightning photo left of plane - This was last communication by pilot to passengers.

Slowed - descended, moved between what appeared to be thunder showers - No noticeable turbulence. Seemed pilot was searching for approach & may have changed approach pattern to come in from east.

About 1/4 mile from touch down we were struck by heavy NW wind that caused plane to slip sideways.

I told wife that if he (the pilot) throttled down more we would be blown off the runway. Heavy rain with wind at this time. We hit surface with heavy veering to left then right (very rough) it seemed like pilot may have throttled up to gain control then plane seemed to be airborne - a huge jolt & the plane was torn apart to our left & front at this point I told my wife to get down & assume crash position.

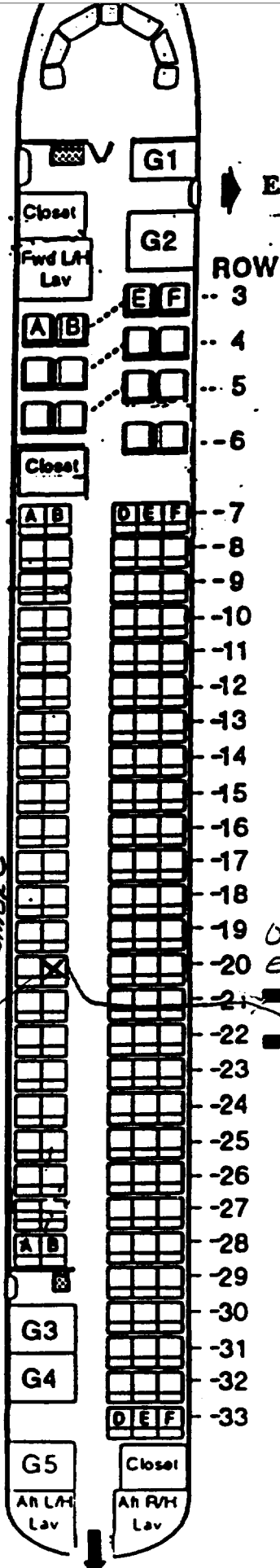
My thought pattern last few seconds - People rarely survive major jet crashes. We will probably die. Instant after crash I am alive and Kathy is alive, let's get out of this fire & smoke.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 20B



EXIT ←

→ EXIT

ROW

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33

*This side of plane  
open with much fire &  
smoke*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

*our  
exit route*

*Traveled NE to  
about 20yds. of Ark River*

EXIT ←

EXIT ↓

*I believe we were facing NW following  
Crash*

238

*read 6-20* *Place note correct name in:*  
**NATIONAL TRANSPORTATION SAFETY BOARD**  
**Washington D.C. 20594**

# PASSENGER QUESTIONNAIRE

2-9-0-8-2

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 202-314-6516. 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 exits & their positions in the plane

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

Yes     No

Explain: Did not seem to get everyone's attention & presenter spoke very quickly, just going thru the motions.

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

239

29F



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: Used common sense

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

What without: downing the passengers, presenter needs to express the importance of the prebreathe, & present the instructions in that 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:

Came down hard + seemed to have trouble controlling. The impact which stopped the plane was violent, & sudden!

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

- Yes    No   Explain:

Just before touchdown I reached down & got my purse & simply held it tightly on my lap. For an instant I thought he was going to take off again & I was praying that he would.

- 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:

As far as I know it apparently remained intact.

## 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 *the rear was not useable fire + smoke blocked forward, across aisle had a small opening on top of crumpled door which was my 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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other *For some reason I reached down, picked up my purse + clutched it -- I kept it as I evacuated.*

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 *Carried purse with me*

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

Yes  No *don't know*

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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) -

+ \_\_\_\_\_ Moving from seat row into aisle

+ \_\_\_\_\_ Coordinating with traveling companions

+ \_\_\_\_\_ Retrieving carry-on luggage

+ \_\_\_\_\_ Moving up/down aisle

+ 10% Moving from aisle to exit -

+ 50% Opening exit (Zero if exit already open) - *attempted to open along with flight attendant*

+ 30% 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 *not in my area prior to my evacuation*

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)

245

- 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.

---



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### 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*

---



---

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

*bruises, scrapes + cuts. I think going thru the crumpled exit door - they had absolutely no effect on my evacuation. I was not aware of any injuries until much later.*

---



---

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

*the aviation fuel in the water on the ground irritated by feet + ankles, nothing lasting.*

---



---

94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other *hand (cuts) + fat (aviation fuel)*

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

- Sprain     Fracture     Concussion     Broken Back     Dislocation     Strain  
 Burn     Abrasions (Lacerations & Bruises)     Smoke inhalation  
 Other *irritation on feet + ankles from fuel.*

### 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 *but in various groups on both sides of craft.*

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 29 F

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

62

104. Height

5'5"

105. Weight

130 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

247



## Final Thoughts

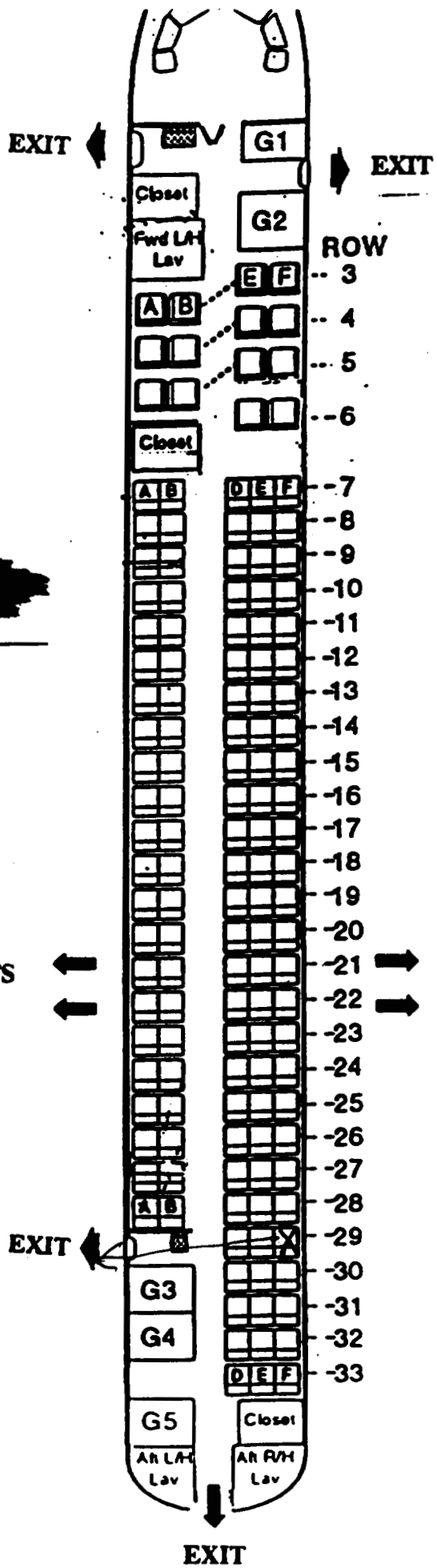
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

Needed a ram rod to get the crumpled exit door open. I just thankful that the opening at the top of the door allowed for exit. As far as I know I was the second person out that exit & apparently everyone behind me, & beside me, went out through exit. The flight attendant was injured by the door, but she was very helpful when we realized we couldn't get the door open, she determined that we could get thru the small space at the top. I don't know if anyone later was able to get the door open.

As the plane circled for a landing we went in & out of a couple of light rain storms. As the plane came down for the landing we entered a very heavy rain just before touch down. Being very fast, I was sure we were going to take the plane up out of the storm. But we landed going fast & did not seem to slow down, fish tailed, apparently was hydroplaning, then heard "bump, bump, bump" several times, then seemed to be off the runway, then immediately we abruptly stopped. My glasses flew off, several people behind me headed for the rear exit, the attendant & I & I don't know who else tried to open the crumpled exit door since smoke & fire was coming fast our way from up front. People in row ahead were saying there was a way out if ahead thru the smoke. With some time the attendant determined that we could exit at the opening at the top of the crumpled exit door. Only seconds had passed & we were evacuating from that opening. Others were calling for a short distance from the plane for us to gather. Soon we fell on to each other & ran from the plane to the edge of the water where we hudd for a long time in the wind, rain, hail, & lightning. After a considerable amount of time, fire crews came, but still no one seemed to be looking for us, even though we & other groups were calling out. It seemed that the airport was not prepared for such an incident.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 29F



249

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-30

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 202-314-6516. 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: [Handwritten explanation]

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

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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 exits were close to me to exercise the procedure.

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:

I couldn't, I was trying to push away the seat in front of me as it started to get closer to my chest.

- 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:

On Impact, I felt either my seat or the seat in front of me started to move. I started to get closer to the seat in front of me and I kept pushing it away from my chest.

## 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 *Not an exit, it was the small opening by my seat upon impact. 13F*

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 When I escaped from the small coach seat to my window I didn't go through 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, just my seat.

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, I don't remember

58. Did you push anyone? NO

Yes  No

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

Yes  No  Don't know, *I don't think so*

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%)

40 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)

+ 60 Moving through exit, *very narrow* This wasn't a normal exit, small crack that I had to go through

+ \_\_\_\_\_ 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.

(255)



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, I don't know

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

*I was fighting so hard to push the seat in front of me away from my chest, doing that caused some strain on my lower back + shoulder.*

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

*few deep cuts that required stitches in different parts of my body due to the sharp metal that I had to squeeze through*

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

*Some bruises on my head from the strong hail  
bruises*

94. Describe the location of injuries suffered?

- Wrist   
 Ankle   
 Leg   
 Arm   
 Back   
 Face   
 Head   
 Other *Shoulder 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 *After things cooled down I came back to the plane to help other evacuate.*

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 13F

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 5.9

105. Weight 182

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

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## Final Thoughts

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

Unfortunately the captain died so we can't argue with him on why he decided to land the plane.

But the big question I have is why would AA allow Flight 1490 to take off to Little Rock even though there ~~was~~ was knowledge of bad weather at the other end.

I fly very frequently and I am very hurt + frustrated with the way these guys operate their business. We pay top \$ to take us from point A to point B safely.

I will never argue if this was an accident no one could have avoided, but clearly there were some choices.

There were a lot of close by places that we could have went ~~land~~ land but I ~~think~~ think the pilot was too tired to go anywhere else.

I was the person who first called 911 + even that was a challenge.

until ~~was~~ now ~~it's~~ the image of the captain face + neck as well as some passengers who were badly burned in front of my eyes.

there were so many different things went on and if you would like to call me + chat I would be more than happy to do it

thanks

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

~~XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

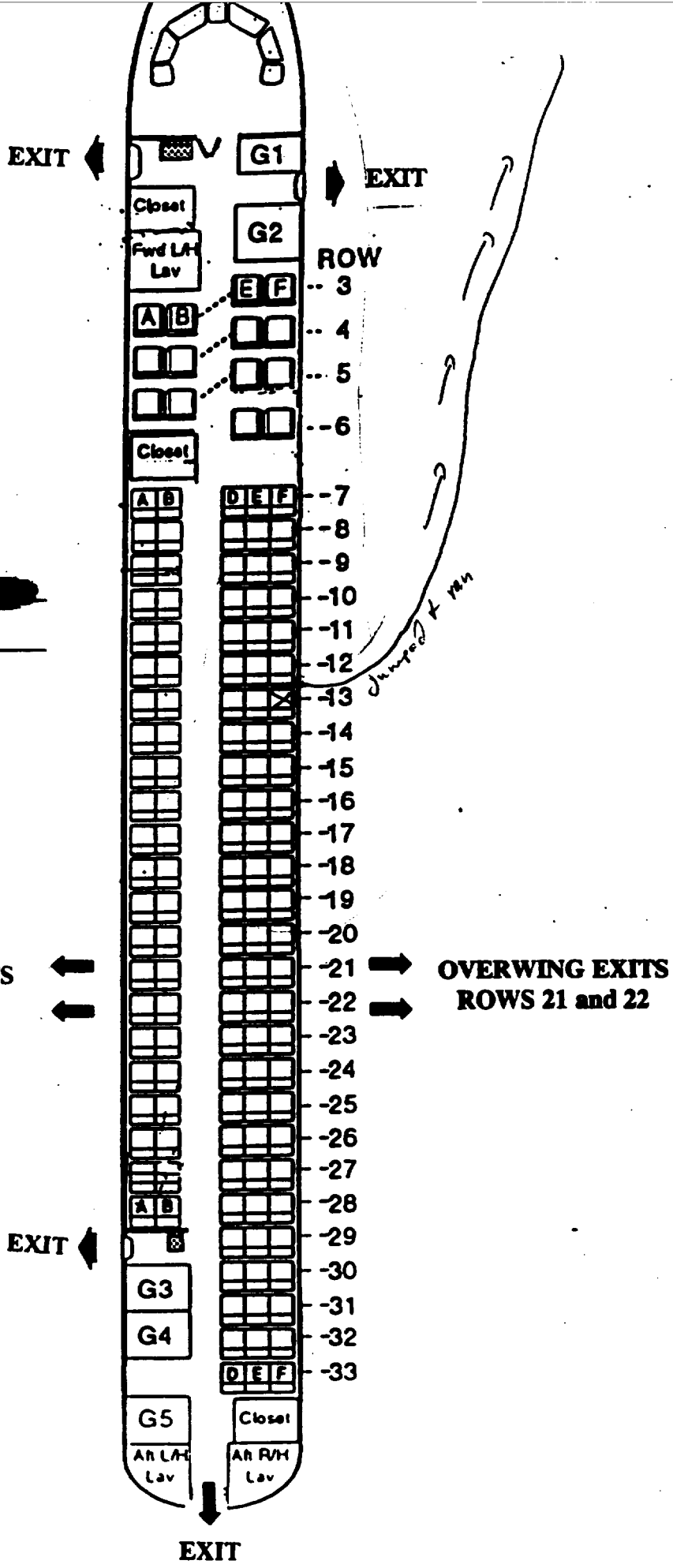
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 13 F



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rec'd 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-1-6

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 202-314-6516. 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: Seat Counting -  
Door operation -

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

- Yes  No

Explain: 50/50

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

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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)

*DON'T Read in a monotone -*

*Personalize -*

### 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: \_\_\_\_\_

*no 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:

Exit door jammed -

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 unable to open my 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 *NA*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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? *nm*

*(265)*

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  
+ 50 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.

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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)

(267)

- 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

*Muscle strain -*

\_\_\_\_\_

\_\_\_\_\_

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?

*Bus*

(268)

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 21 F

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 74

104. Height 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 1 Beer 8 PM

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

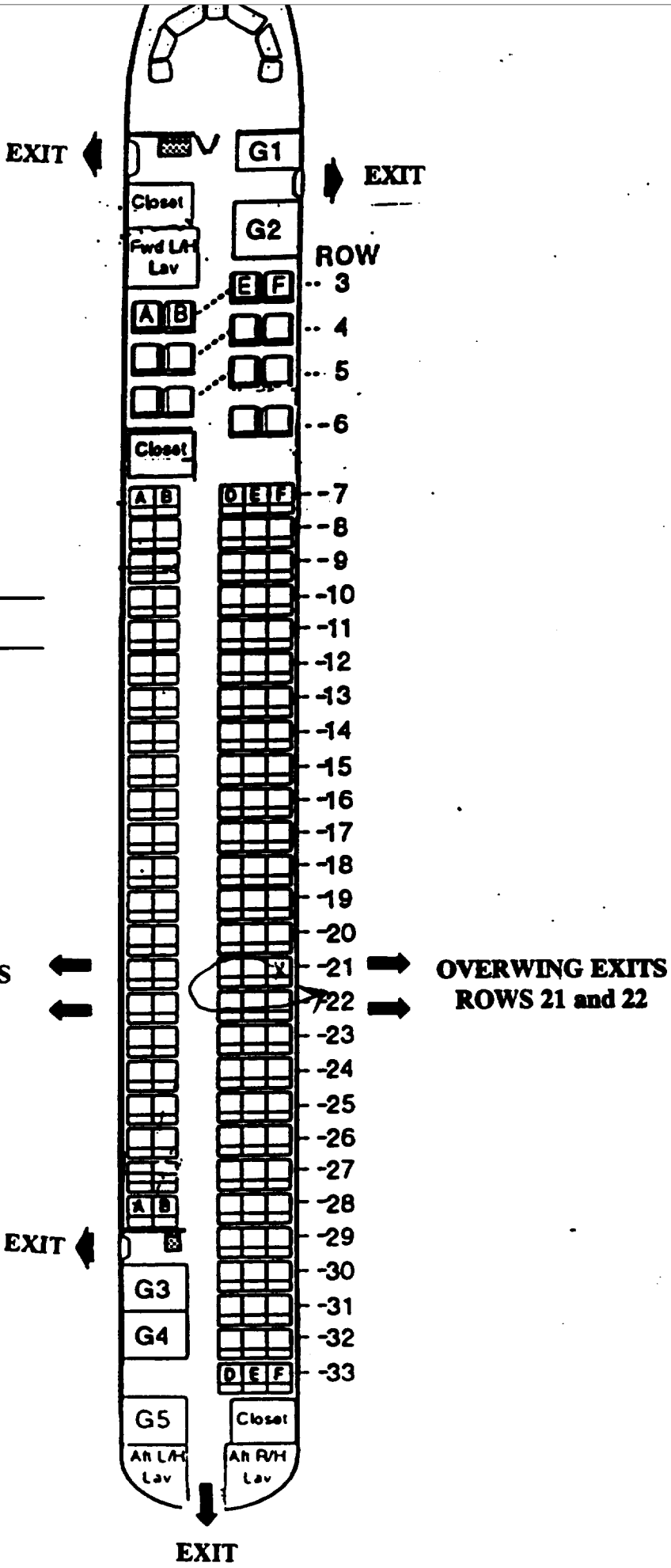
Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_

SEAT Number \_\_\_\_\_



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-2-5

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 202-314-6516. 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 I knew where the exits were BUT  
the emergency exits would not open!

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

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31D

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)

*figure out how to get the emergency doors  
to work in a CRASH! Need a Big AX !!*

### 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 Lowered my head but grabbed at the arm rests, pushed feet  
down, hard.*

- 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 *Closest one to me was just to my left, after the 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 When they Couldn't get the door open, we turned to go out the back, then that door wouldn't open either, and someone said "Go back go back"

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 Under 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 I looked for my purse, but only for about 10 seconds then I didn't look for it again, I was worried about my medicines

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 Don't know

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

Yes  No I don't know

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

Yes  No I don't know

(275)

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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

*chairs were everywhere*

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.

too much smoke

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

Yes  No

We tried both exits and neither door would open

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

① 21 yr old

daughter

② 21 yr old

boyfriend of my daughter

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)  
+ 0 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 40 Moving up/down aisle  
+ 20 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 Chairs all over

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.

(277)

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 *Some*

79. Did you notice the lights marking the exits?

Yes  No

*There Wern't Any Lights!*

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

*She Never Said or Did Anything*

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

*There were no instructions from the attendant*

87. Did you remove your shoes during the evacuation?

Yes  No If no skip to item 89 *I LOST ONE SHOE*

88. Why did you remove your shoes?

Flight attendant instructions  I thought I had to  Saw others removing shoes  Other *I Lost one*

*shoe in cabin  
Somewhere*

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.

*No Crew Members Offered Assistance*

**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

*thrown and bruised heavily*

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

*Smoke inhalation; (I couldn't do anything else so I laid down, I was dragged out by my daughter and her boyfriend)*

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

*- Cuts bruises as we tried to get away from the plane;*

94. Describe the location of injuries suffered?

- Wrist  Ankle  Leg  Arm  Back  Face  Head  Other *feet / LUNGS*

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

- Sprain  Fracture  Concussion  Broken Back  Dislocation  Strain  
 Burn  Abrasions (Lacerations & Bruises)  Smoke inhalation  
 Other \_\_\_\_\_

*Throat  
Nose*

**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 \_\_\_\_\_

*\* by my daughter + her boyfriend*

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?

*I couldn't walk at first, so my daughter + her boyfriend dragged me away.*



- Walked to ~~terminal~~ <sup>to lights</sup>
 Bussed to ~~terminal~~ <sup>fire station</sup>
 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 31D

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 5'3"

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 Smoke Inhalation

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

## Final Thoughts

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

Perhaps it would help if there was a back-up plan to open the doors in the event of a crash - for example, a fireman's ax at each emergency door, or a sledge hammer. Since neither emergency exit door worked, the men surely would have gotten us out faster.

A back up light plan would help also. Battery operated in intervals (in case of a crash).

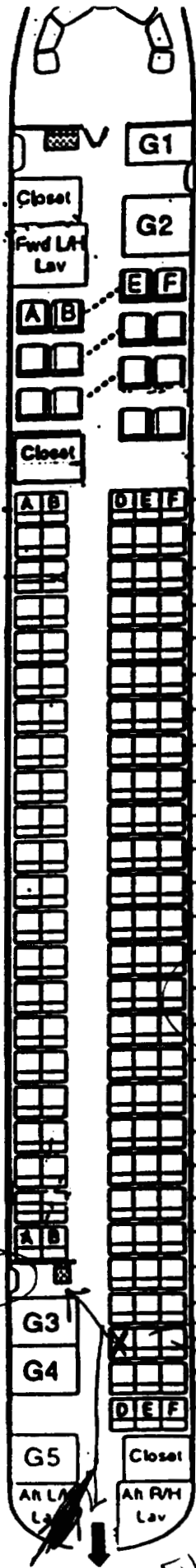
Fireproof materials under the seats (with the life preservers)?

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 31 D



**OVERWING EXITS  
ROWS 21 and 22**

**FIRE**

**OVERWING EXITS  
ROWS 21 and 22**

*exit door  
did not  
open*

*was moving toward  
US - Heavy - came  
force of smoke -  
his way too ↓*

*my daughter  
daughter's boyfriend*

*EXIT door did  
NOT open.*

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Revised 6-25-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-09-7

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 202-314-6516. 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 RE-NO

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 RE-MADE AWARE  
THAT THE EXIT DOOR WAS  
JUST IN FRONT OF ME

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

- Yes  No

Explain: ITS @ JUST GOTTER  
TO REOTEN,

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

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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 NEW WHERE DOOR WAS.

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

KEEP IT BASIC, BUT NOT TOO SIMPLE, CUZ ITS JUST

**Impact Information**

HAULIC.

- 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 COULD NOT BELIEVE WE LANDED ON TIRES.

- 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

PERSON  
SITTING IN  
SEAT NEXT  
TO EXIT

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 I DROVE AWAY FIRST & SLID DOWN THE FRONT

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other NONE, & IT WAS

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

*N/A*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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? *NO*

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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

SOMEONE I JUST MET

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%)

+ 75 Getting out of your seat (including unfastening seat belt)  
+ \_\_\_\_\_ Moving from seat row into aisle  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ 10 Retrieving carry-on luggage  
+ \_\_\_\_\_ Moving up/down aisle  
+ \_\_\_\_\_ 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 NONE

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

*JUST FLAMES*

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

*\* THEY WOULD NOT HAVE BEEN ABLE TO WALK*

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

*WE WERE IN TOO MUCH TURBULENCE.*

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)

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- 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

BROSE LEG & 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 \_\_\_\_\_

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 23 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 42

104. Height 5'8"

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 NA

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

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## Final Thoughts

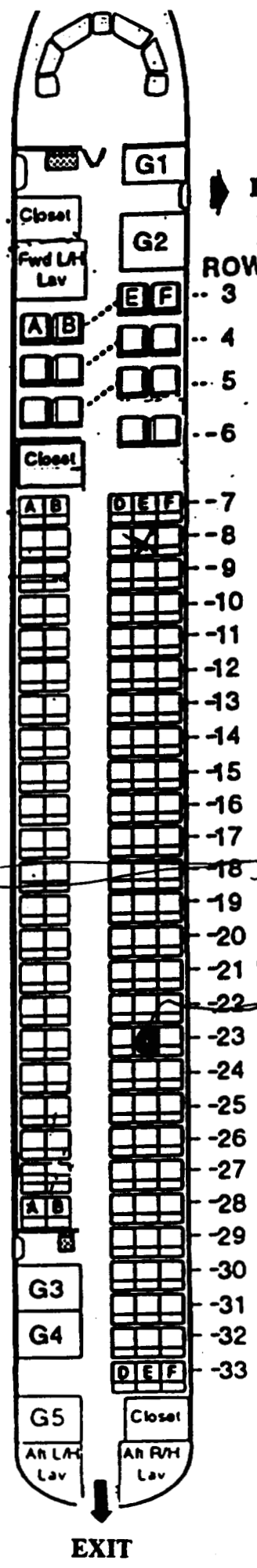
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

THIS WHOLE THING WAS NOT NECESSARY TO HAPPEN, THAT PLANE HAD NO BUSINESS LANDING AT THAT TIME, WHEN WE WERE <sup>SO</sup> FINAL APPROACH WE WERE FLOATING LIKE A LEAF FALLING, IT WAS CRAZY WHEN WE GOT ON THE GROUND THE REVERSE THRUSTER KEEP GOING ON & OFF, & WE WERE NOT SLOWING THAWK PROCEDURES THE PILOT DID NOT HIT THE BRAKES, COZ WE WOULD ALL BE DEAD, WE WOULD HAVE SPUN LIKE A TOP, SO THE PILOT GAVEN SOME OF US, BUT KILLED OTHERS, THE WAY I'VE COME UP WITH <sup>WAS</sup> TO DESCRIBE IS IMAGIN BEING ON THE BIGGEST ROCKER COASTER AT 60 FEET, AND COME OFF THE TRACKS INTO A WALL,

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_  
 SEAT Number 23 E

*IT WAS LIKE  
 THE CEILING PLANE  
 CAVED IN BROKE  
 ON FIRE*



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

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rec'd 7-6-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-1-8

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 202-314-6516. 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'm not sure.

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

- Yes  No

Explain: I'm not sure.

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

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26A

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)

*Make sure you wake people up and stress the reading of the 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 kept bouncing back and forth and the final impact was the loudest crashing, tearing, sound I have ever heard. Very abrupt and hard hitting.*

- 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:

*Got abrasions and a blood clot on my waist line from the impact.*

- 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 I tried to go to the rear exit, thinking it may be closer. I was told it was stuck and not to try to exit there. I then chose the right way.

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 in front of me  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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.

A business man was trying to decide whether to take his belongings.

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 Choir

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  
+ 60 Moving up/down aisle  
+ 10 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

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.

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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)

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- 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

*abrasions from landing from seat belt.*

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

*Abrasions on back from hail and smoke inhalation.*

94. Describe the location of injuries suffered?

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

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 *huddled over children to block hail*

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

*1 group on right side ; one on left*

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 26A

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

21

104. Height

5' 7"

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

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## Final Thoughts

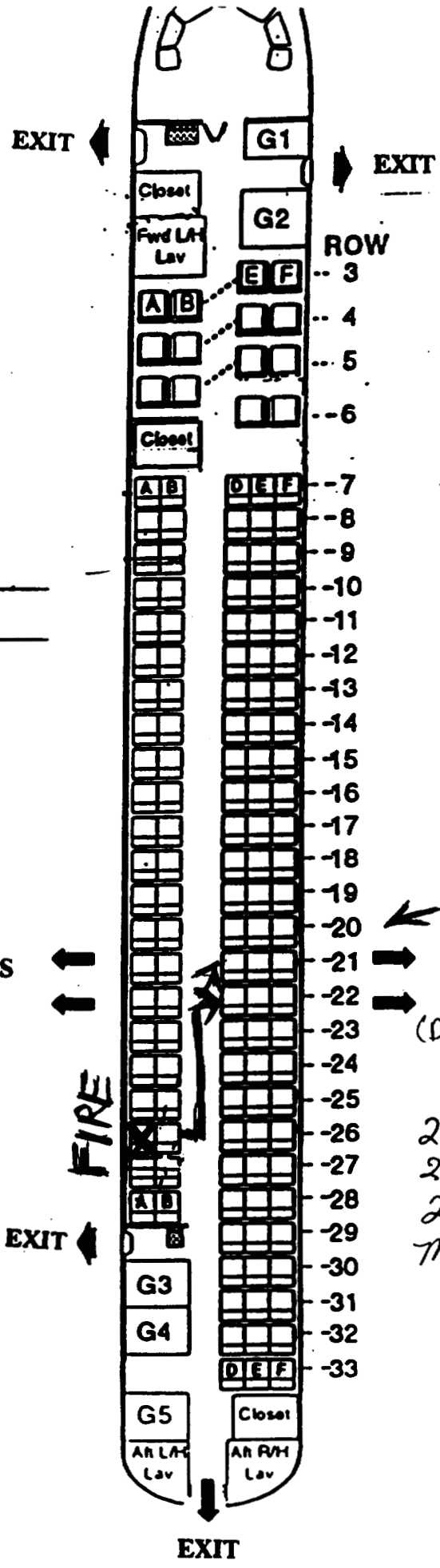
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

Smoke hoods that are accessible near seats would help. There emphasis on safety seats. The evacuation was fine but not many instructions were given. The main thing that needs to change is the response time in Little Rock. 2 hours in a field in hail and rain and wind is possible. Being ignored by government officials and emergency personnel was unacceptable. When we got to the TMAX off the bus, I was ignored and no one said a word to me. No one told the people ~~waiting~~ waiting for me that there was a problem. They were told that we had landed but nothing else. Not even at the TMAX were they told anything. The rescue was more hysterical than we were and maybe need to be able to handle the emotions of the crash. The American people have started to be rude to me since a month has almost passed. It is not good! My Car Team member is nice, but others treat me like they did a crash me into a field. I have been fairly distanced from the interaction but still know enough to communicate with others in the crash.



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_  
 SEAT Number 26A



OVERWING EXITS  
 ROWS 21 and 22

**FIRE**  
 OVERWING EXITS  
 ROWS 21 and 22  
 (Don't know which exit  
 only one was open I think)

26 B ~~XXXXXXXXXX~~  
 26 D ~~XXXXXXXXXX~~  
 27 A ~~XXXXXXXXXX~~  
 Most ~~XXXXXXXXXX~~  
 behind me on  
 right side

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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-01-0

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 202-314-6516. 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

I cannot remember this presentation. I must have fallen asleep as soon as I sat down. We had flown into Dallas from London, England, with no sleep. I remember waking up, & we were already in the air.

(REV 5/22/98)

FORM APPROVED FOR USE THROUGH 11/30/98 BY OMB NO. 3147-0018

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12A

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- What happened to your seat?  
 Remained intact  
 Came partially loose  
 Broke free  
 Don't know  
 Other

Describe:

*I think*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Did your seatbelt cause any bruises or injuries?  
 Yes  
 No  
If yes, describe location and nature of injuries:

- What happened to your seatbelt?  
 Remained intact  
 Opened/separated  
 Don't know

- In which direction were you thrown during the impact(s)?  
 Forward  
 Rearward  
 Up  
 Down  
 Right  
 Left  
 Don't know

*something is it stops*

*had hit a "rod" that was leaning back. It was a matter of seconds before I was thrown forward.*

- Did you assume a brace position as demonstrated on the safety instruction card?  
 Yes  
 No  
Explain:

*seemed like they were bracing for that. I was all the way down on the runway a little ways. They the plane began to lean from left to right. Not because we came down on the runway a little ways. They the forward. The main cabin hitting the window seat back. I was sitting on the left side (window) DA: I see me*

- 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

### Impact Information

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  
*Be sure that people can hear & see it.*

10. Did the safety card information help you in the evacuation?  
 Yes  
 No  
Explain:  
*The cards do not explain that presentation you must crawl through a crack in the door.*

9. Why did you not read the safety card?  
 Read it before  
 Could not find  
 Was not there  
 Could not understand  
 Not important  
 Other

*This was the fault airlines we had look in on for the entire trip & I had read the others.*

## 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 *none of the above*

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

- In front of me  Behind me  Left of me  Right of me *none of these. The plane*  
*crashed at row 12 on the right side. I was seated on the*

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 *see 13 above. We did not get evacuation orders;*

25. For what reasons did you choose this exit? (Check all that apply) *this was all so sudden.*

- I was called to the exit  I was directed by cabin staff  It was the only available exit *I could see*  
 The other exit was blocked  I followed other passengers  It was the closest exit *see 13 above.*  
 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 in my 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

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*I don't think so. I don't know if anyone tried to get out of the plane with carryon stuff. I did not see anyone.*

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

Yes  No

*not that I know of.*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

*I don't think so. I bumped my head but it may have been the lock of the seat in front of me.*

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

Yes  No

*don't know*

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 *not that I heard.*

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 *she went out of the creek ahead of me; she was seated next to aisle.*

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 cannot do this.*

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 none

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

*don't know*

71. My physical condition assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree   *don't know*
72. My age assisted me in the evacuation.  
 Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree   *don't know*

### 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 was not aware of any when I got out.*
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  
*I thought leaning to the left side.*

### 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 remember.*
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 mentioned earlier in this report that everything seemed to happen quickly - almost suddenly.*
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)



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

The bus came & took me to the little rock airport.

No, only a few passengers were grouped away from aircraft  Yes, passengers met away from the aircraft

No, passengers were scattered  No, the passengers gathered at airplane

99. Did all passengers meet at an area away from the airplane?  Yes, passengers met at the little rock airport.

98. Were crewmembers or rescue personnel directing passengers on where to gather?  Yes, not when I got out, but I was directed by someone else.

Yes  No

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

96. What did you do once you exited the plane?  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 walked away from the plane.

Post Evacuation Events

95. Describe the location of injuries suffered?  Wrist  Ankle  Leg  Arm  Back  Face  Head  Other hip on little rock.

94. Description of injuries suffered? (Check all that apply)  Bruise  Abrasions (Lacerations & Bruises)  Smoke inhalation  Spain  Fracture  Concussion  Broken Back  Dislocation  Strain  Other a few scratches

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  Bruise when I hit the ground

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  Bruise + scratches on leg & shoulder through the seat of the plane. Did not affect evacuation.

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  Bruise on my foot, that did not affect my evacuation

Injury

90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?  Yes  No

No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  Other

Assisted passengers from seat to aircraft exits  Opening exits  Other I know of my aid, however, the seat was fixed the seat belt & I personally did not

If yes, what were you asked to do and did you do the task?  Yes  No were personally injured

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 12A

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

5'3"

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 none that I know of.

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

## Final Thoughts

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

In future airplanes, it might be good to have exit doors about row 12. If the plane had not cracked open at that point, there would have probably been many more fatalities. That is a pretty long way between the exits - between rows 1 + 2 + ~~between~~ rows 21 + 23.

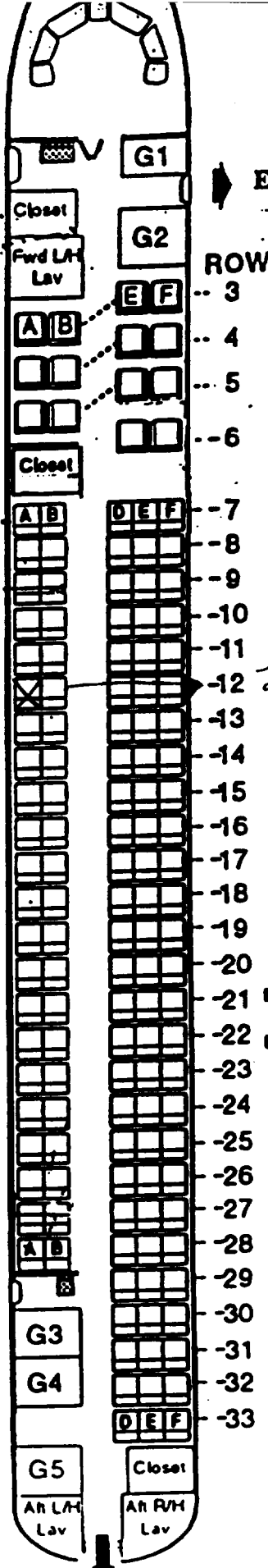
American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_

SEAT Number 12A

EXIT ←

→ EXIT



*The break or crack was on row 12 on the right side. This is where I got on*

← OVERWING EXITS  
 ← ROWS 21 and 22

→ OVERWING EXITS  
 → ROWS 21 and 22

EXIT ←

EXIT ↓

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Form 6-25-71

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29007

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 202-314-6516. 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

25D

316

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:

*Bruised both my hips*

\_\_\_\_\_  
\_\_\_\_\_

- 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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  
+ 10 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 40 Moving up/down aisle  
+ 10 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 An older gentleman that could not get up.

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)

322

- 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.

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### 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

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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

---



---



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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

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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?

(323)

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 250

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 25

104. Height 5'10"

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

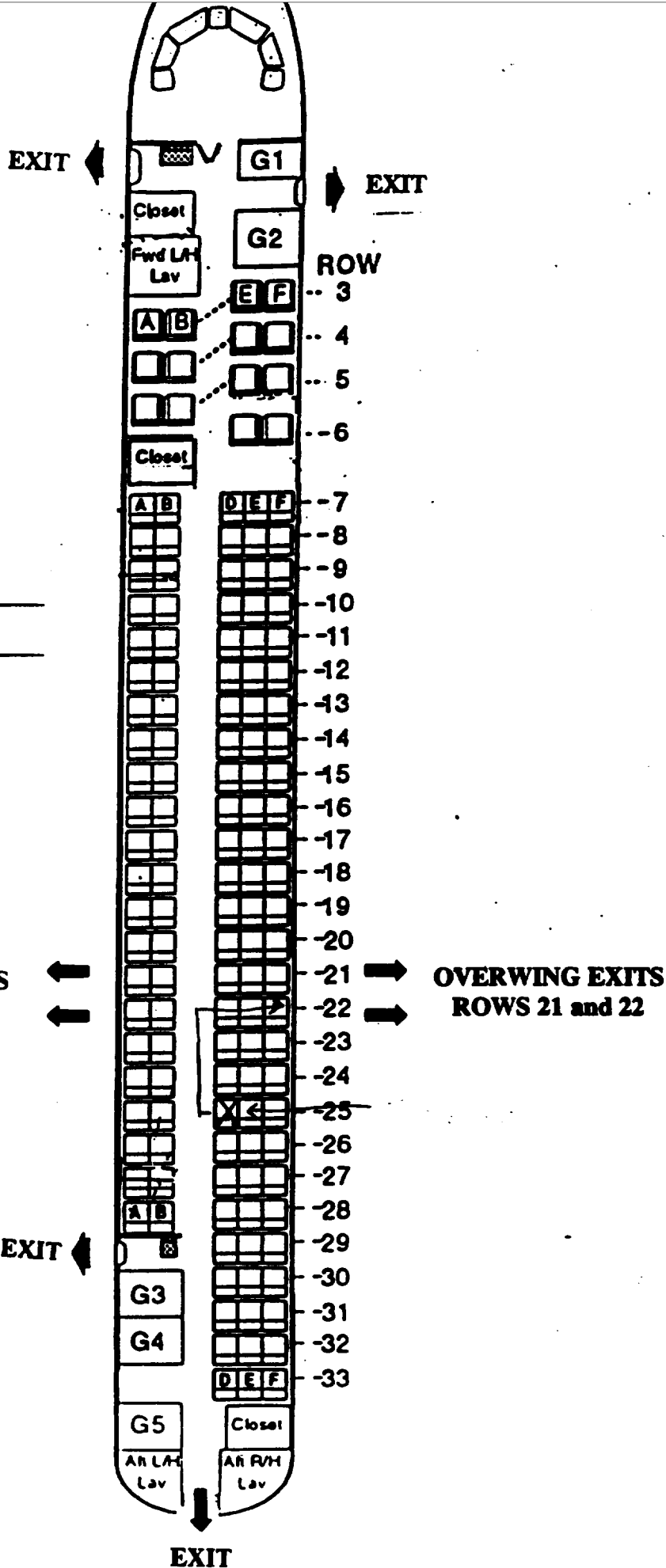
Other \_\_\_\_\_  None



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_

SEAT Number 25D



326

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-96

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 202-314-6516. 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

327



9. Why did you not read the safety card?

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

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:

I was asleep & injured

\_\_\_\_\_

- 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 *Upon impact - there was a hole & fire behind me*

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 hole & fire was behind me or my left - I headed opposite & saw others doing so ahead of me*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No *In my knowledge no one was retrieving luggage*

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *Don't remember*

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 *Didn't see another exit*

62. Were you traveling with anyone?

Yes  No If no skip to item 67 *I traveled as a single, but was with a tour group of 12*

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)  
+ 75 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 15 Moving up/down aisle  
+ 0 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 60 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.

332

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

*I think my bruises & aches were from the crash landing & jolt. They did not affect my 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

*Scraped cuts & scrapes from the jump onto the rough field*

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

*The hail & wind was terrible. I don't know that it caused injuries. I had an amputation - I don't know if it was caused from being cold & wet for hours*

94. Describe the location of injuries suffered?

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

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

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

Other *side was sore for a couple weeks headaches for a week or more*

### 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 & waited for help*

97. Did you notice any exterior aircraft lights illuminated?

- Yes     No *I only noticed the fire from the plane.*

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

*I think there were several groups*

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to fire station  
at airport as then bussed to T-mat to be picked up by family

### 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 16 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 56

104. Height 5'6"

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 \_\_\_\_\_

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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I jumped through a split in the airplane which I think was near row 10 on the right side of the plane. I don't know how many of my minor cuts, bruises, etc. were from the crash and how many were from the jump. I don't recall any shouting or pushing, but do remember hearing someone saying "don't push - we can only get out one at a time." While standing in line I noticed someone's foot was caught and she could not get out - I reached down and freed her foot. From a television interview I learned people were trying to climb over her - I think this is when the above remarks were made. Although I recall climbing over some seats, I don't know if I was standing on the floor or a seat when I actually jumped.

Safety Briefing: I normally pay close attention to the information provided, but due to lack of sleep during the previous 24 hours, I fell asleep before leaving the Dallas terminal.

Impact Information: To the best of my knowledge, my seat remained intact, but I think the seats across the aisle pulled away from the floor - at least they were leaning.

Seat Belt Usage: I fumbled with my seatbelt because of the circumstances - that slowed me down momentarily - the seatbelt functioned properly.

Environment: I don't know if the lights along the floor were on - the fire lit the interior of the cabin in my location.



**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

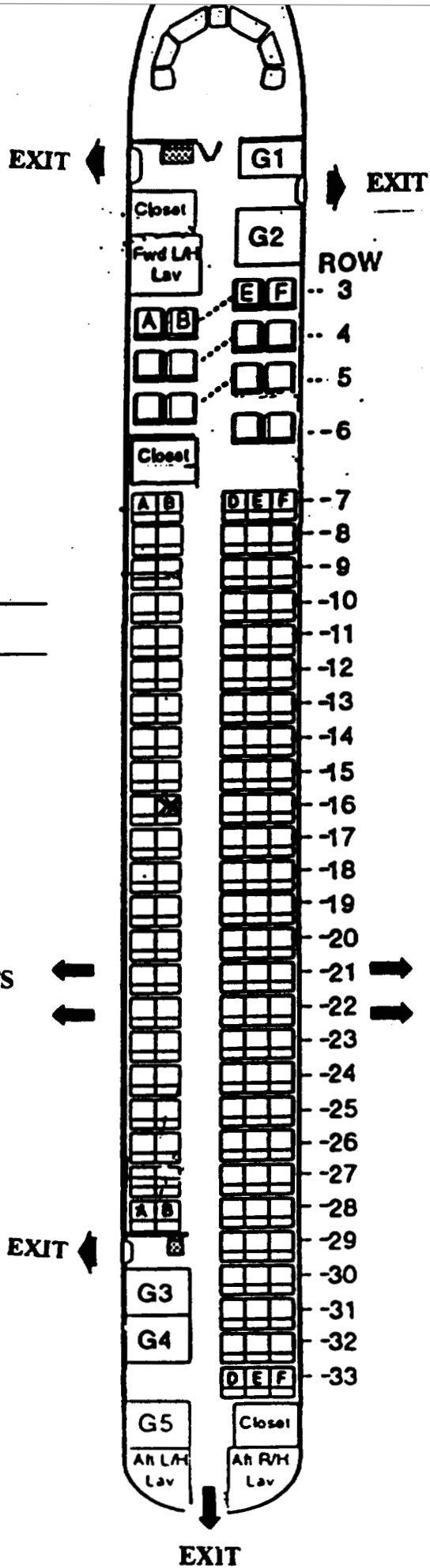
**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 16B

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**



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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-91-26

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 202-314-6516. 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: Neither one of the exit doors would open.  
The flight attendant was not really taking control  
of the situation.

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

- Yes  No

Explain: The flight attendants looked bored.

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

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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)

stress the importance of listening to 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:

After sliding on the runway the plane came to a halt and the seats crashed to the floor.

- 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:

The arm rests bruised the side of my body by my ribs.

- What happened to your seat?

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

Describe:

Came out of the floor of the plane and crashed to the left. A woman behind me was stuck under the seat next to me.

## 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 *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 The first exit we tried would not open. We went toward the exit in the back of the plane, and it would not open either.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

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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.

I could not see them because we were in a dark part of the plane (tail). I remember yelling please go faster. People behind me were screaming.

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 & 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

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)  
+ 1 Moving from seat row into aisle  
+ 15 ~~10~~ Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 4 Moving up/down aisle  
+ 4 Moving from aisle to exit  
+ 50 Opening exit (Zero if exit already open)  
+ 25 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 had to climb over seats

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.

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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 shoes fell off

89. How did the crew aid in your evacuation? (Check all that apply)

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- 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.

---



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---

### 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

Breathed in too much smoke. I could hardly breathe.

---

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 fell several times, trying to run from the plane. I also had a lot of thorns in my feet and hands.

---

94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
 Leg  
 Arm  
 Back  
 Face  
 Head  
 Other feet, hands, lungs.

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

- Sprain  
 Fracture  
 Concussion  
 Broken Back  
 Dislocation  
 Strain  
 Burn  
 Abrasions (Lacerations & Bruises)  
 Smoke inhalation  
 Other thorns in feet and hands.

### 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 helped my mother run 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?

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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 31 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 21

104. Height 5'2"

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

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## Final Thoughts

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

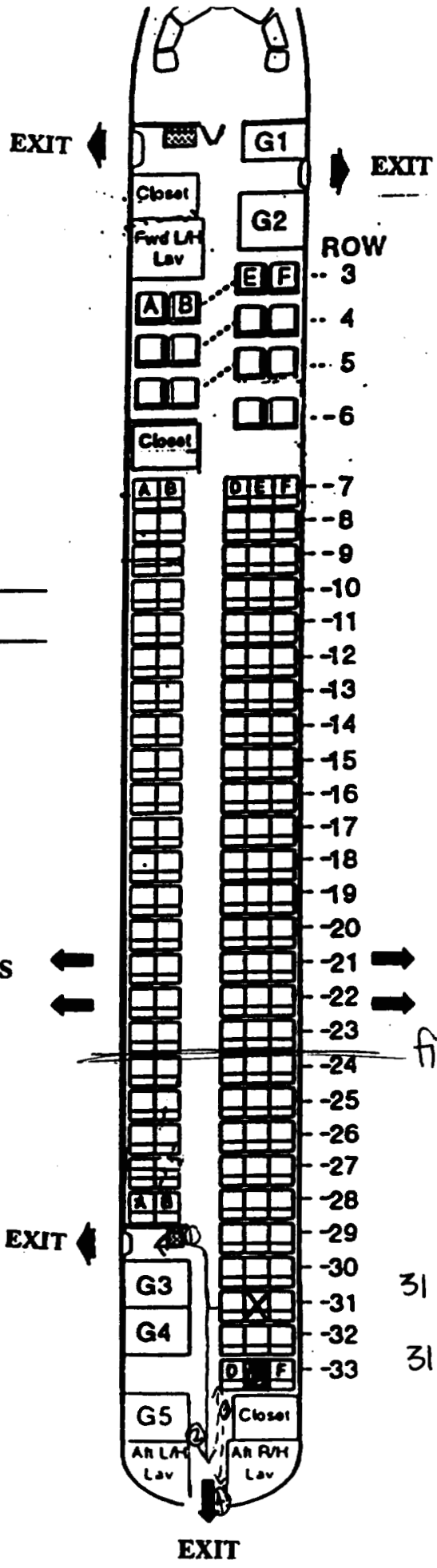
Use additional paper if needed.

I think there should be a fireman's ax to help open up the emergency doors during a crash or an emergency. Flight attendants need to take control of the situation. Suggest people to ~~wear~~ wear shoes that won't fall off on a plane.

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_  
 SEAT Number 31 E



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

fire?

31 D- Mother  
 31 F- Boyfriend

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rec'd 6-14-99

# NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

2-9-0-29

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 202-314-6516. 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

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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:

*MD-82 hit the runway hard, skidded 150 degrees off course and hit a steel ramp and stop*

- 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

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

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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  
+ 10 Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ ~~10~~ Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 10 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.

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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)

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- 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 grabbed old man and stepped onto a wing and fall down the grass*

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

*my left shoulder, Numbness and low back pain*

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?

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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 25A

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 43

104. Height 65

105. Weight 159

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

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## Final Thoughts

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

The weather is a key issue as they look at various factors in the crash

When the jet descended into the thick soup of the storm, rain pelted the windows so hard; lightning struck, and dense, the plane should not be landed.

Jet couldn't seem to be steady itself. The wings see-sawed left and right; winds bucked the plane. Everyone was scared.

I hope not this happen again." Says This is a day  
I am going to die.



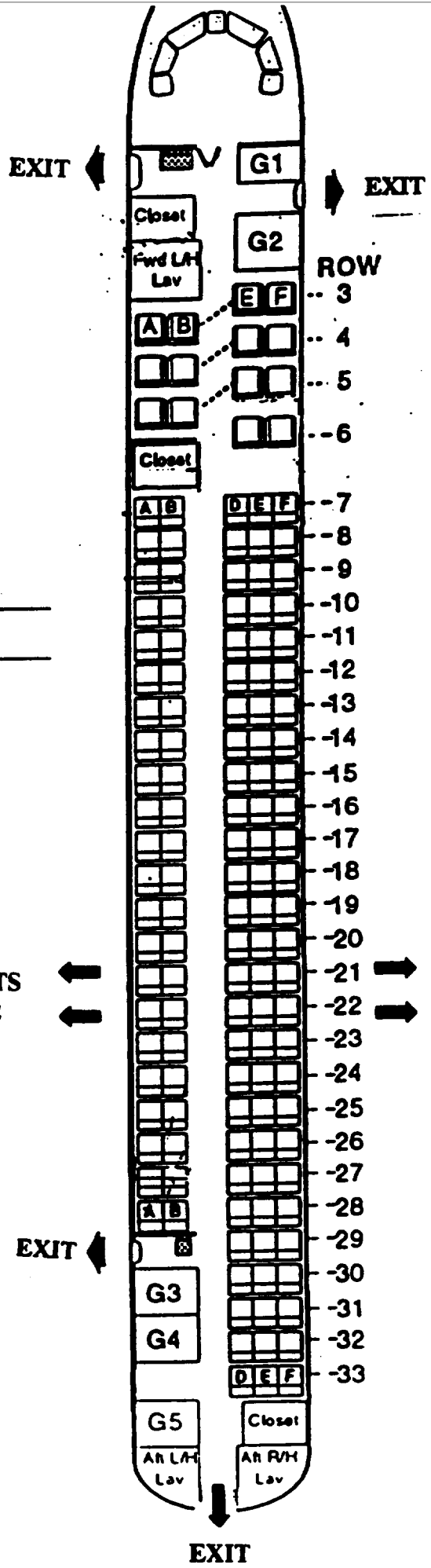
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 25A



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29034

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 202-314-6516. 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 where to look for emergency exits, though  
none were open.

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

Yes  No

Explain: I paid attention. This was my first time  
flying in a commercial jet.

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

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15D

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: Not really, the exits were not open, nothing really applied.

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

Practicing the brace position, not just read about it.

### 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 guess (not experienced flyer) like a hard landing. I remember feeling the plane swerve and go off the runway. After that I don't remember until I realized the person next to me was standing up.

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

- Yes  No Explain:

I heard 'brace yourselves' and I just sat there and put my hands on my lap. I blanked and did not know what to do but wait.

- 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:

There was slight bruising across my stomach and my left leg/thigh was moderately bruised. Both tops of feet were bruised & swollen.

- 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  
②                      ①

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 *No exits opened. Someone SAID there is a crack we could get out.*

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? *NA*

- 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 could not see an open exit. I figured the ones over the wings were the closest then the exits up front the next closest. Everything seems like a blur. Nothing seemed opened.

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 opposite side

Computer:  Under seat  Overhead bin  Closet  Other opposite side

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer  
 Job related items  Sentimental items  Other wasn't consciously carried a book + threw down when I realized I had it in my hands.

39. Where were the items stored?

Under seat  Overhead bin  Closet  Other in hand.

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 None

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

Yes  No Didn't take notice

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

Yes  No Didn't take notice

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

Yes  No *Didn't take notice*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *Did not exit via aisle, climbed over seats,*  
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? *Someone tried to hold me back, I shook off his hand.*

Yes  No

58. Did you push anyone? *Don*

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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? *No other exit known*

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%)

15 Getting out of your seat (including unfastening seat belt)  
+ 75 Moving from seat row into aisle *climb over seats*  
+ 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)  
+ 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 NONE (FINDING AN USABLE 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.

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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

*memory is vague, yes there was smoke, unsure of intensity, dark*

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  
*slightly*

### 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)

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- 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.

---



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### 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

*Minor cuts + contusions. Did not feel the injuries yet, running on a chowline. Did not really affect 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

*Cuts on hand (left) Did not slow me down.*

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 slipped on the rocks on the embankment at the end of the runway. My right leg got further banged scraped up.*

94. Describe the location of injuries suffered?

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

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 \_\_\_\_\_

*NOT TOO CLOSE, PLANE WAS ON FIRE.*

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?

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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 15 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? First time flying  
 Yes  No

103. Age 36

104. Height 5'8"

105. Weight 140 lb.

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

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## Final Thoughts

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

One thing that really nags at me was the fact that rescue teams took so long to arrive at the crash ~~scene~~ <sup>site</sup>.

I know this is not one of your issues, but perhaps some other people could have gotten out. I felt that once I got out of the plane and got a safe distance away and then it started raining and hailing, I was ready to be rescued.

I almost walked into the river because I saw the lights on the barge I thought was a farm house. Everything took forever or maybe it just seemed that way, but it should not have taken that long.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

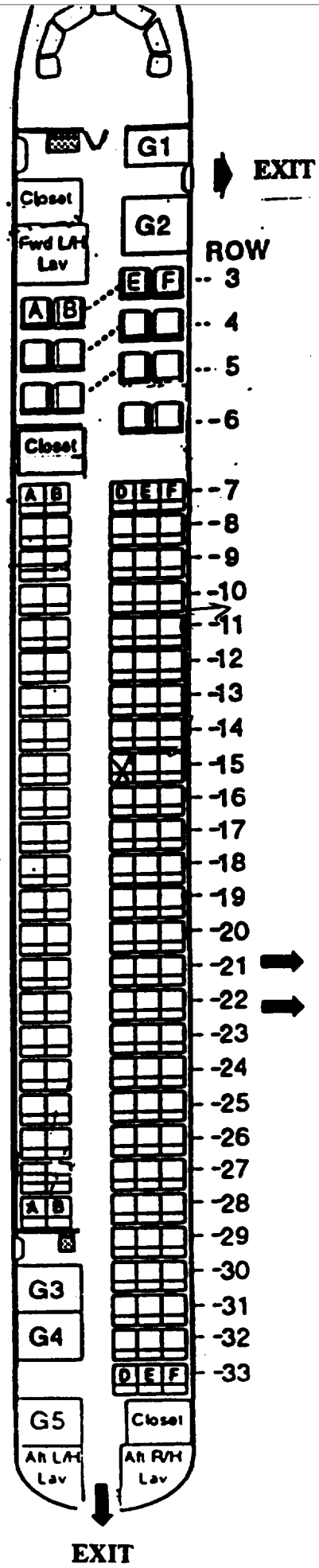
NAME [REDACTED]

SEAT Number 15D

*Noticed there was a  
fire in back, not sure of  
exact location.*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**



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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-90-4-4

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 202-314-6516. 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

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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:  
\_\_\_\_\_  
\_\_\_\_\_

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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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 \_\_\_\_\_

*man in other row direct from us*  
*was unconscious or ?? laying on 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?

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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 mins Getting out of your seat (including unfastening seat belt)  
+ 5 mins Moving from seat row into aisle  
+ 2 mins Coordinating with traveling companions  
+ X Retrieving carry-on luggage  
+ 5 mins Moving up/down aisle  
+ 5 mins Moving from aisle to exit  
+ 5 mins Opening exit (Zero if exit already open)  
+ 2 mins Moving through exit  
+ 1 min Getting off wing (Zero if you did not use a wing exit)  
= 100 % Total evacuation time

?? in percentage

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.

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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)

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- 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.

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### 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

*Bumps on back, legs + bruises*

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

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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

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94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other *bump & bruises*

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?

*379*

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       62

104. Height       5'2"

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       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

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## Final Thoughts

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

my husband and I flown to  
Puerto Rico — Rome Italy  
Canada — Hawaii  
OAKland & back to Little Rock Arkansas  
many years  
have never been in no danger  
until June 1st 1999

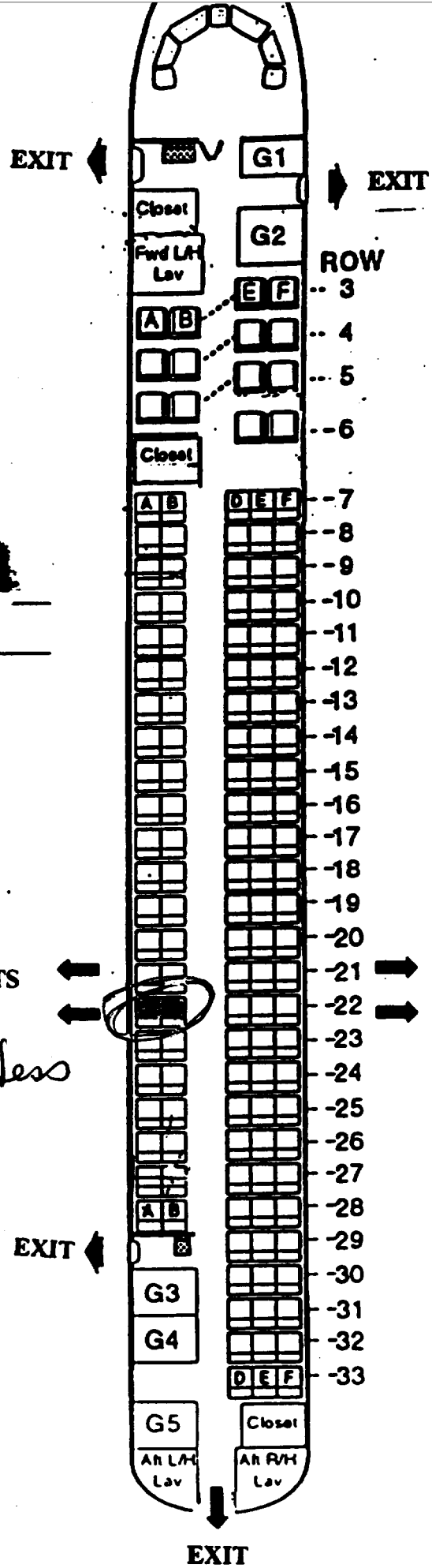
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number \_\_\_\_\_



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

*more or less*

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Rec'd 6-29-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29035

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 202-314-6516. 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 the plane had stopped, first reaction is shock and then as my eyes focused I realized I was ok the next reaction was "where am I" ... the entire front left of the plane was missing so no need to find a door.

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

- Yes  No

Explain: Flight Attendant presented briefing in a routine, professional 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

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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 need to find a door - wall was open & we were near the ground.

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

When it's dark it doesn't matter if you know where to go --- maybe some type of "game" like counting rows forward or back to closest exit would be helpful.

### 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:

Once the sliding sideways action began, there was no question a stop would not be normal --- I expected to go into a roll but it was just a sudden stop after dirt etc was seen flying out of front right window

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

- Yes    No   Explain:

But reaction was to brace my right foot on bulkhead wall; also no announcements or warning that to assume this 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:

Yes (maybe) - baseball size bruise at lower left rib - but could have been caused by left head watch - 2 straight lines at broken blood vessels (buckle or watch?)

- What happened to your seat?

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

Describe:

remained intact - no problem

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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 *When my eyes focused (I closed tight during accident when leaving)*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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? NO

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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%)

30 Getting out of your seat (including unfastening seat belt)  
+ 20 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 0 Moving up/down aisle  
+ 40 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.

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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 applicable* →

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 Can't remember

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.

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### 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 rib - no effect - not noticed until day after

---

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 rib cage

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?

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Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Rec'd. a ride w/ police / back  
after last ambulance had left

### 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 3F

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 5'10

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 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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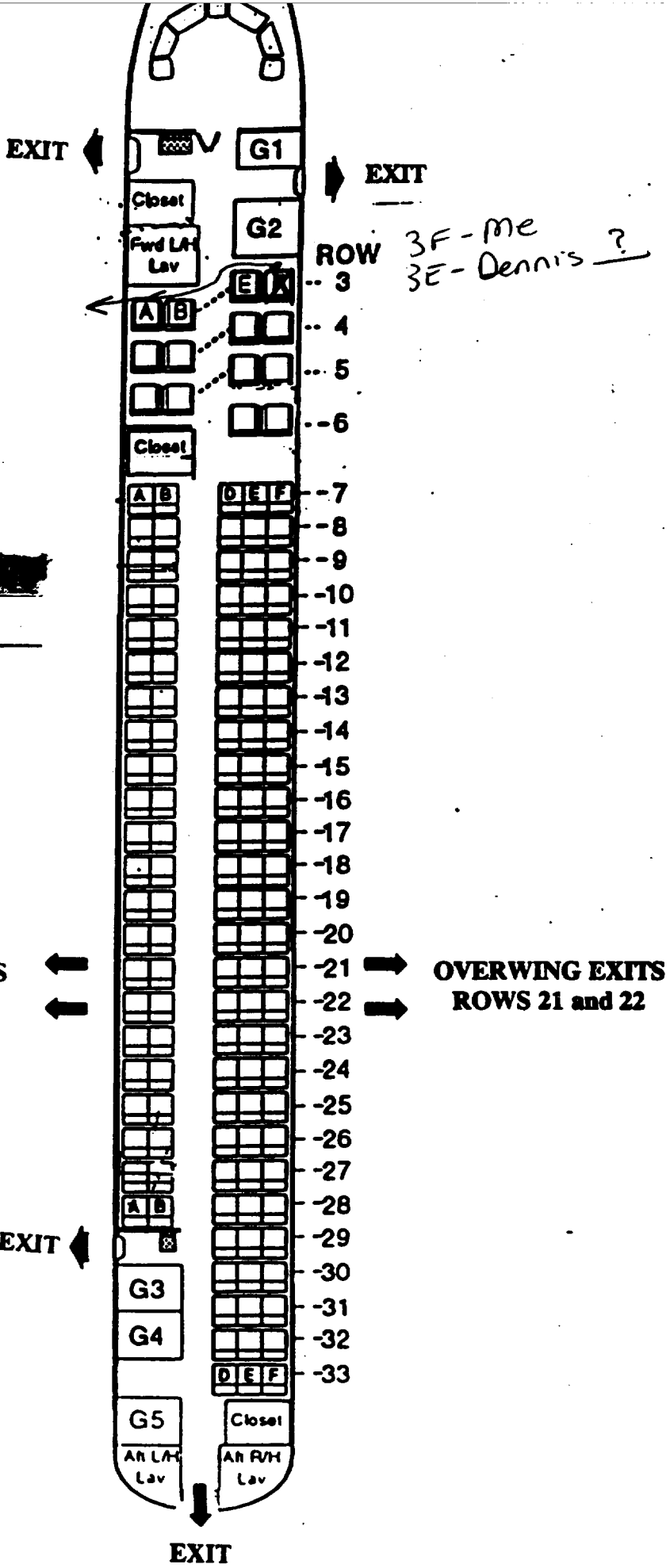
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 3F



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Rec'd 7-19-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-980

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 202-314-6516. 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: In my opinion it was presented as if given by a Robot  
or recording very monotone. Like they all are - as if they are  
bored with repeating the same info over and over. But it didn't  
matter, no ~~safety~~ emergency cards worked.

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

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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)

Difficult to say, as mentioned above safety instructions and emergency aids did not work or apply. No lights, no slides, no help from crew, or oxygen masks.

### 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:

At first, then it became too rough. I was holding onto the seat in front of me.

- In which direction were you thrown during the impact(s)? Every / Rear/Dell - No control

- 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:

Minor bruising around pelvis bones

- 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 but before the evacuation  During the evacuation

13. Where did you look for an exit? (Check all that apply)  Other than the entrance  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 Did not use exit, went out a main door  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 above, closest escape~~

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 Received no direction or instruction from anyone

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No I saw no one with any items during evacuation

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

Yes  No

*I never saw a flight attendant. PERIOD*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No

If No, skip to item 52 - *Didn't work - No slides*

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *Not because of people - just debris from ripped apart plank. No one to speak of.*

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)  
+ 80 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 10 Moving up/down aisle  
+ 5 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)-didn't use exit doors.  
+ 0 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 *After impact*

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 *I didn't really see anyone period.*

79. Did you notice the lights marking the exits? - *No lights!*  
 Yes  No

80. What was the position of the aircraft? *In pieces*  
 Upright  Inverted  On its side  Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary? *No One*  
 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? *- Never saw one*  
 Heard every word  Some words difficult to hear  Most words difficult to hear  Heard nothing

86. Did you understand the flight attendants' instructions? *\* The last time I saw an attendant was when they came with drinks*  
 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)

**400**

- 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 or heard 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.

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### 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

?

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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

Scrapes Bruises, Hurt BACK. - being struck with unknown object and being knocked around while crashing. Basically in distress on 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

Uncertain of any physical injury. Just shock from the incident & aftermath.

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? - Saw No Crewmembers

- 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?

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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 10F

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 26

104. Height 5'

105. Weight 100 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

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## Final Thoughts

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

I'm sure every crash is different, but in my experience of the actual crash and evacuation, ~~there~~ ~~was~~ ~~no~~ there was no help from anyone. None of the emergency equipment worked, and the time it took for rescuers to reach us was ridiculous - very, very, very SAD! The treatment we received at the "crash house" from American Airlines was disgusting and painful. That alone will stay in my mind until the day I die, we were treated like a herd of cattle, and as if we were a problem to the two women. Not like people. Especially not like people should be treated in our situation!

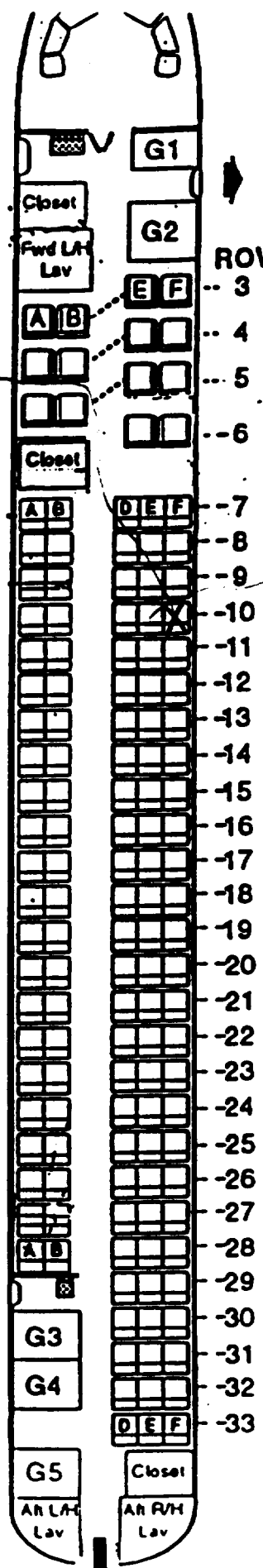
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME: [REDACTED]

SEAT Number 10F



ROW

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*Handwritten:* 10F  
in 10E

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

*Handwritten:* 404

Rec'd 7-20-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.01.7

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 202-314-6516. 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

*don't remember*

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

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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:

*I grabbed the arms of my chair - got my head down -  
flight attendants did not say 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:

*bruising because it did the job of keeping me from being thrown  
out.*

- What happened to your seat?

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

Describe:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*H06*

## 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 used a crack opening to get out.

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 It was the only thing I could see - the flames showed the way.

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 in my lap

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*408*

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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

Yes  No *did not use slide*

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 *rubble*

55. Did you see anyone climb over the seats?

Yes  No *saw someone go out the hole where seats were  
supposed to be - but  
were not there.*

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

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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%)

45 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  
+ \_\_\_\_\_ Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 50 Moving through ~~exit~~ rubble  
+ \_\_\_\_\_ 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 Show got stuck - left on plane. Moved out left side over rubble + debris.

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.

410

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    *don't know*

**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    *one shoe got stuck - I pulled foot out*  
 88. Why did you remove your shoes?  
 Flight attendant instructions     I thought I had to     Saw others removing shoes     Other *it was not important, living was my goal*  
 89. How did the crew aid in your evacuation? (Check all that apply)

*4/11*

- 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

*bruised from something that hit my left side*

\_\_\_\_\_

\_\_\_\_\_

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

*legs cut from getting through the hole*

\_\_\_\_\_

\_\_\_\_\_

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?

*412*

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 9D

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 just a demonstration program several years ago.

103. Age 38

104. Height 5'8

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

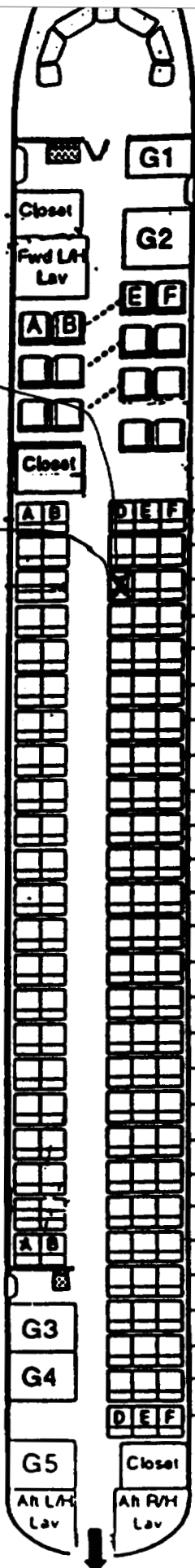
413



**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**



NAME \_\_\_\_\_

SEAT Number \_\_\_\_\_

*don't know if I went out or behind the closet before the left side*

*It was black except for light from flames.*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

**445**



rec'd 7-19-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.7.7

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 202-314-6516. 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: THERE WERE NO LIGHTS DID NOT SEE A Flight Attendant, NO DIRECTION NO AFR MASKS. BASICALLY IT WAS EVERY MAN FOR HIMSELF

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  
 Yes  No

Explain: THE NORMAL PRESENTATION; Flight Attendants seem bored with the process.

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

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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: The BEST exit from the plane was the enormous hole in the left side (First class)

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

Have Flight Attendants Located to help Assist All Areas of plane, NOT JUST REAR + FRONT.

### 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:

WELL WE SLAMMED TO THE GROUND THEN OFF THE RUNWAY AND INTO A WALKWAY WHICH RIPPED APART THE PLANE. VERY VIOLENT, VERY UNFORGETTABLE

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

- Yes     No

Explain:

HELD ON IN A BRACE OVER 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:

RIGHT HIP - BRUISE

- What happened to your seat?

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

Describe:

TO DARK? - RUSH TO GET OUT!

## 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 USED HOLE IN FIRST CLASS

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 Nearst exit AWAY from FIRE

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

Doesnt APPLY (NONE GIVEN)

418

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No *But, didn't notice anyone*

44

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 ? Didn't see any attendants or doorways

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 Getting over debris

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? NO

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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)  
+ 10 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 50 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 10 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.

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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 NON existent

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 HEARD NONE

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)

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- 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.

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### 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

Separated Shoulder, cuts on head, bruises - hit by some  
 UFD. IF there was an effect on evacuation did not  
 notice adrenaline

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

Cuts/Bruises on shins No effect

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

My mind will always be SCARED by the sights i.e  
 people screaming in pain, lying on the ground, blood  
 running off of people etc

94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other Shoulder

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

- Sprain     Fracture     Concussion     Broken Back     Dislocation     Strain  
 Burn     Abrasions (Lacerations & Bruises)     Smoke inhalation  
 Other Shoulder separation

### 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?

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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 10E

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

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

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## Final Thoughts

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

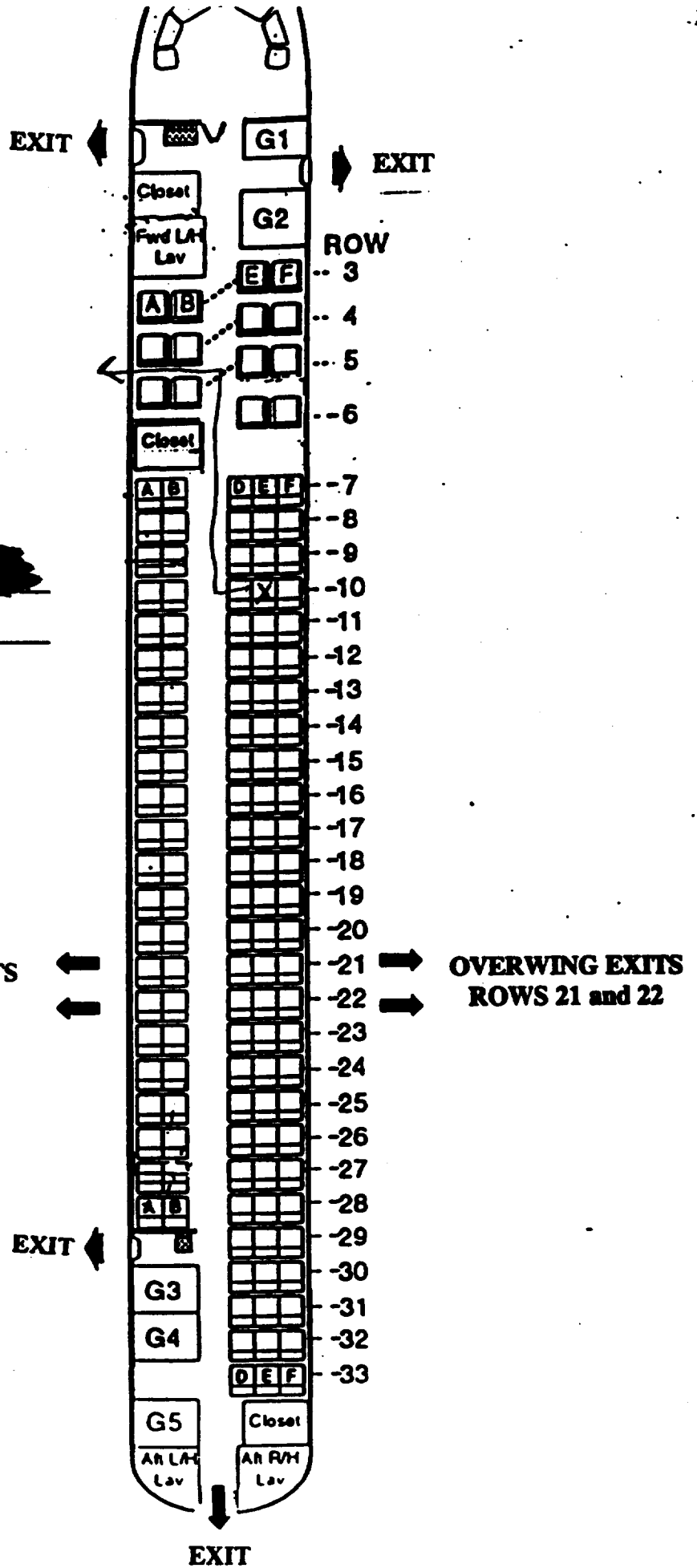
HAVE crew located throughout the Cabin during Landing. Allowing  
~~for~~ Assistance for All Areas of the plane.

Have pilot WARN of A 'HARD' LANDING

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American Airlines  
Flight 1420  
Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

NAME [REDACTED]  
SEAT Number 10E



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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-90-0-8

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 202-314-6516. 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 fly so much I know the drill by heart

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 only able to escape because the plane broke apart - without the fracture I could not have gotten out

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 - seen before

If you read the safety card skip to item 10

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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: See answer above

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:

Landing was "hot" seemed too fast  
no braking or slowing noted after landing

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

- Yes
- No

Explain:

There was absolutely no warning  
from airline personnel

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

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

- then  
backward

- 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:

unknown - I have bruising around  
my mid section.

- What happened to your seat?

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

Describe:

my seat ~~was~~ almost crushed the  
man behind me - I went forward the  
backward - this is when the seat broke loose

## 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   - by this type plane after
13. Where did you look for an exit? (Check all that apply)  
 In front of me    Behind me    Left of me    Right of me   - ? - didn't look during crash
14. Prior to the evacuation did you count the number of rows from your seat to an emergency exit?  
 Yes    No   - see answer above
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   - yes in sense I pulled side of plane out to make exit
20. What caused you to open the exit?  
 Flight attendant    P.A. announcement    Personal assessment    Other   See above
21. Did you have any difficulties opening the exit?  
 Yes    No  
Explain: broke ~~the~~ through interior paneling then skin of plane
- 
22. Did you use this exit?   - see above  
 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   - didn't use exit - got out ASAP
- 
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   this fracture was only way out - in front of me was blocked by seats & people - behind me was fire. without this opening I would have burned to death. I was drenched in jet fuel.
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   - NA

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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? *-NA*

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

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*450*

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

Yes  No

— never saw a flight attendant

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 went out side of plane I was just out because I was in window seat and had to go first

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

man behind us was very panicked - wanted out fast + tried to knock me and other lady (Carla Coen out of way)

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

NO! - I tried to make opening for us all

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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 - 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%)

200 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  
+ 60 Opening exit (Zero if exit already open)  
+ 20 Moving through exit - split in plane  
+ 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 had to stop - everything was so jumbled up

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.

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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 - Some - not too much, I was dazed

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

Yes  No  Seatbelt was not buckled - A little

### 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 - ON FIRE!

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

Yes  No  Not enough time

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes  No  Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?

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

86. Did you understand the flight attendants' instructions?

Yes  No NA

87. Did you remove your shoes during the evacuation?

Yes  No If no skip to item 89 - they were blown off in crash

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)

453

- 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  
 *unknown*

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

*broke ribs, partial collapsed lung, cuts  
abrasions, contusions*

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93. Did you sustain any injuries after the evacuation?

- Yes  
  No  
 *unknown - don't think so*

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

*I think my rib got broke when people fell  
on me getting out of plane.*

---



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---

94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other  
*ribs lung*

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

- Sprain  
  Fracture  
  Concussion  
  Broken Back  
  Dislocation  
  Strain  
 Burn  
  Abrasions (Lacerations & Bruises)  
  Smoke inhalation  
 Other  
*collapsed lung  
fractured ribs*

### 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  
*helped others get away and hide from storm.*

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?

*HS4*

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 12 F

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"

105. Weight

150

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

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## Final Thoughts

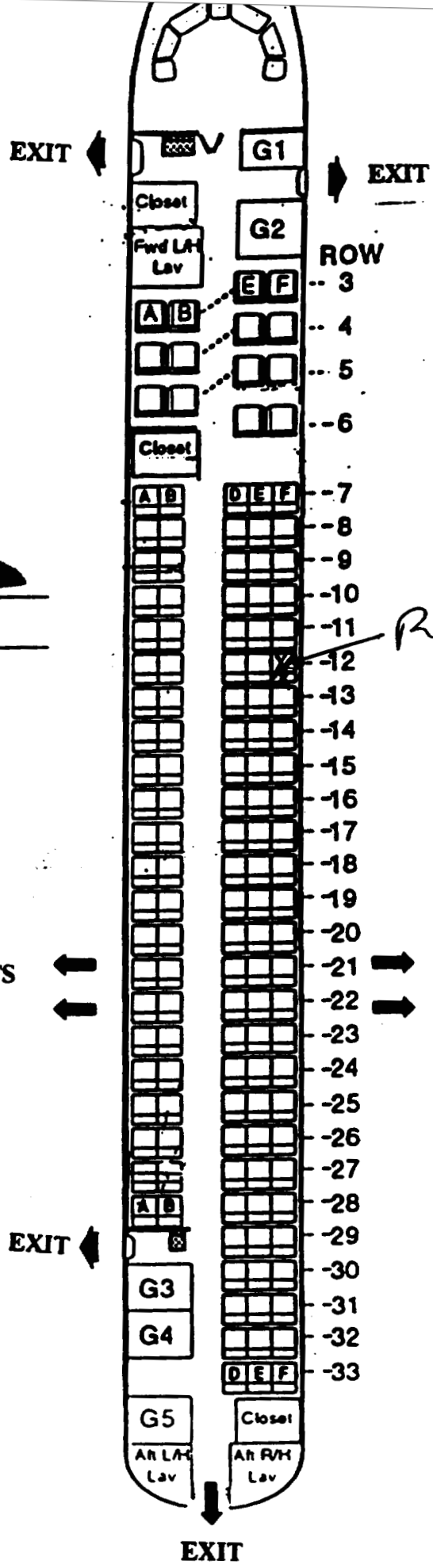
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

Some how pilot made decision to land  
in a terrible storm - he over flew the  
airport once - then came back in.  
There is absolutely no excuse to  
have landed in that storm. It  
was obvious to me we were in grave  
danger to land in these conditions.  
After hitting runway plane never  
seemed to slow - reverse thrusts  
didn't seem to work nor did  
brakes. It was a terrible mistake to land  
& think "get there - that's it".  
6-15-99

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 12 F



*R 12 F  
 "window  
 seat"*

457

Wed 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-01-8

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 202-314-6516. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant  Video  Audio - *Do not remember*

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 were very tired when we got on the plane having flown from London, I could not hear the briefings so I didn't pay a lot of attention*

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

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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:

*After a very hard landing the plane was still going at a high rate of speed. They several bump bump, bump then at terrible crash and the plane broke in three was fire immediately.*

- 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 went over the seats, I never got 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? No

*442*

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%)

40 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  
+ 20 Moving from aisle to exit  
+ \_\_\_\_\_ 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, car's)  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)

444

- 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

*I was burned on both hands and legs due to the intense fire on plane. I was not aware of the burns and bruises until I got off the plane.*

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 am not sure when I got burned.*

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 *Hands*

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?

*445*

- 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 20E

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 63

104. Height 5'4 3/4

105. Weight 138

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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## Final Thoughts

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

Make all landing procedures rechecked.  
We should never have landed in the storm. However if the spoilers were not working we would have been in trouble landing anywhere.

Our rescue was very, very slow. The ground crew could not find ~~the~~ plane. Please need signaling devices to locate it. The airport bus which runway we were on. We called our family from location at 12:30 and had them go to terminal to tell our daughter we were off the plane. We were picked up by bus around 12:45. We crashed at 11:51 - that was too long to wait. We had another 45 min to 1 hr at terminal before we were taken to hospital. I was very disappointed in the rescue efforts.

When I went to unit, the exit at 21 was not open - I went to unit 22.

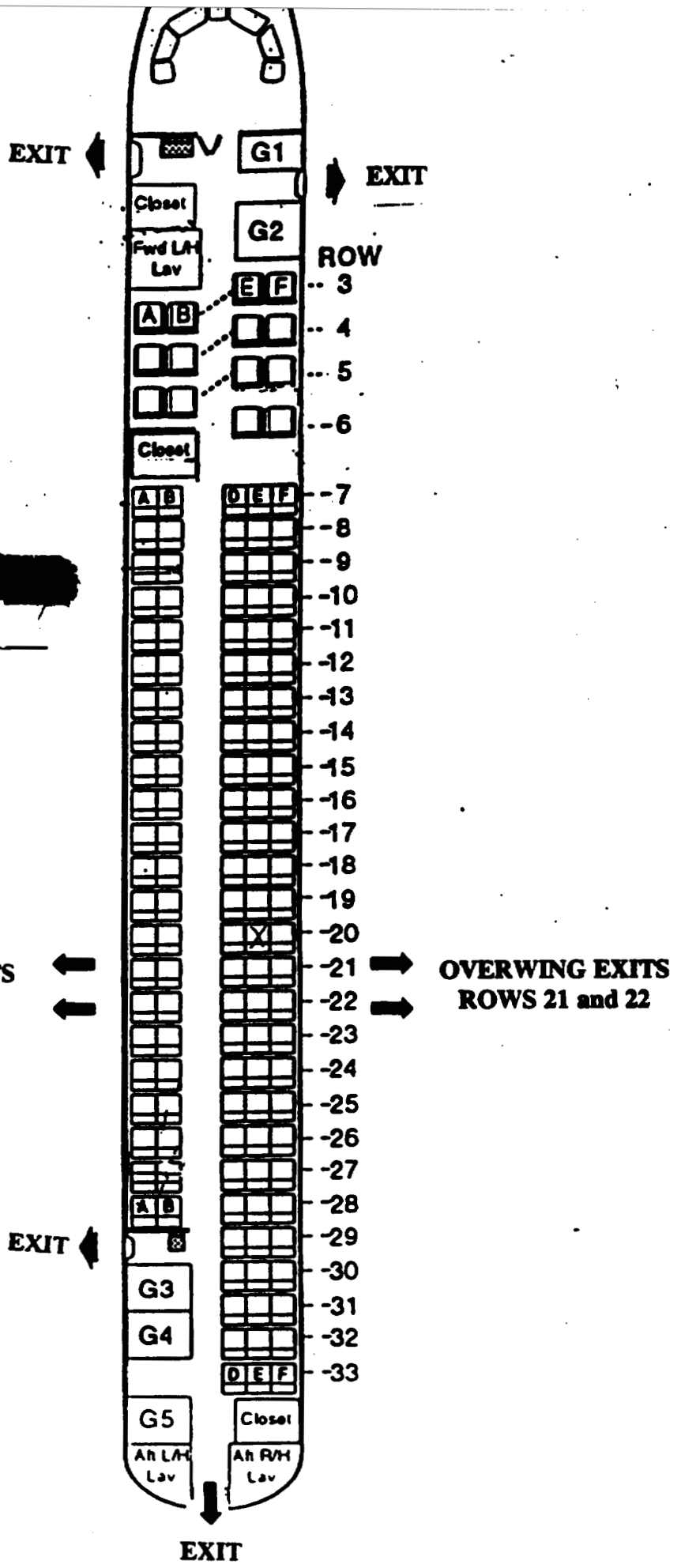
There is no exit near 1st class and row 7. There needs to be one for the people seated in front of plane.

~~XXXXXXXXXXXX~~



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 20 E



2/4/8

March 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-01-5

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 202-314-6516. 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 were resting after a long day and delay and I was unsure of where the exits were. We had flown in from Denver and had a long layover.*

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

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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:

*After a very hard landing the plane seemed out of control and was tumbling at a high rate of speed. I felt some bumps and then nothing and then a hard bump when the plane broke and fire came into our face.*

- 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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *My right foot was caught under seat in front and I had to lay over and work it free and then I got out in the aisle and followed them*

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?

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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%)

30 Getting out of your seat (including unfastening seat belt)  
+ 30 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 15 Moving up/down aisle  
+ 15 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 15 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 Foot was caught under seat in front

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.

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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)

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- 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

*Cracked ribs, Burns on both hands, burns on face*

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

*Ring finger on right hand has hair line fracture  
due to fall*

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 *Hands and ribs*

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?

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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 20F

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' 3"

105. Weight 225

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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## Final Thoughts

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

After hearing that the tapes do not show where the crew went verbally through all landing procedures I feel this should be mandatory.

No hand signals should be allowed as there is no assurance these signals were used.

I do not know what can be done but the fire and smoke came on us very fast and I only followed other outline of passengers to get off the plane. If they were walking into a disaster I was following them to the disaster as I could not see where I was actually going.

Also all airports should be aware of where the plane is so they know the quickest way to get there. There was a delay in getting to us and that was unnecessary as they knew which runway we landed on and they should have seen us run off the end and know which road to take to get to the plane.

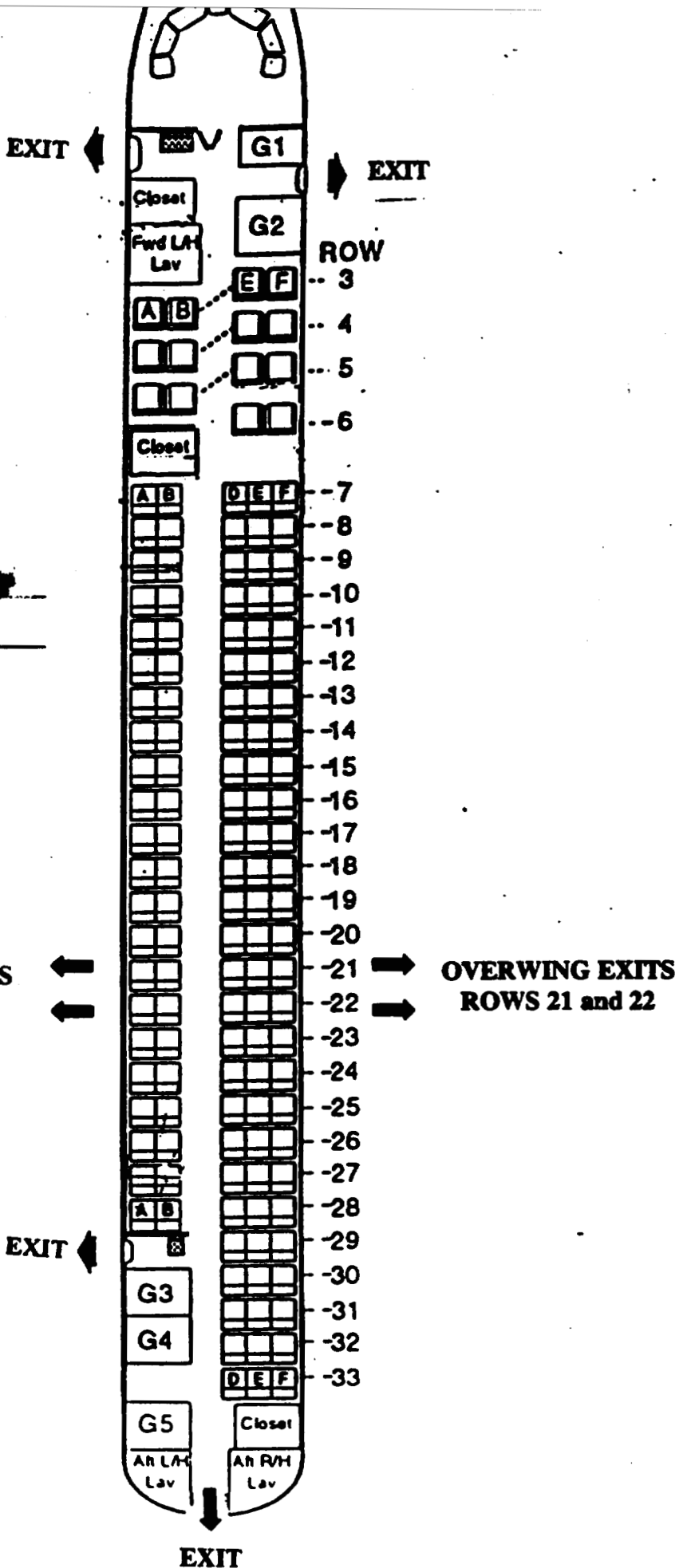
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 20 F



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Need 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.4.9

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 202-314-6516. 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 had to open the pressurized bulkhead door past the galley in order to exit. I then went through a crack in the tail of the plane to escape. Those actions are not discussed or described in the preflight safety instructions.

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

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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: See answer to question # 6.

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 descent was more turbulent than normal, but I was not alarmed. The landing was faster than normal & a little harder than I expected. When we ran off the runway, we veered to the right. My seat broke & shifted to the left.

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

- Yes     No

Explain:

I heard a flight attendant yell "brace" just seconds before we came to rest.

- 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 whole set of seats comprising Row 33 D, E, & F broke and shifted to the left. The center aisle was blocked.

## 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: The flight attendant could not open the bulkhead door at the rear of the plane. I jumped over my seat to assist her. It took several pulls before the door opened. Others helped too.

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 saw the flight attendant attempting to open the door

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 thought opening the galley door would allow everyone in the back of the plane to exit. I did not realize we had to go through a second exit in the tail section.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *My left foot was stuck under row 32. I had to untie my left shoes and pull my foot out. I then jumped over my seat to get to the galley door. The aisle in the back of the plane was blocked.*

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?

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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

*I considered another exit when I did not initially get out of the tail section. However, smoke was beginning to billow back on us.*

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)  
+ 1% 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)  
+ - 98% 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.

*4965*

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 - *Coming from the top of the galley door.*

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  
*↳ broken in half.*

### 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 - *removal 1 shoe because it was stuck under the seat ahead of me.*

88. Why did you remove your shoes?  
 Flight attendant instructions  I thought I had to  Saw others removing shoes  Other *see answer to # 87.*

89. How did the crew aid in your evacuation? (Check all that apply)

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- No aid    Indicated the exits in use    Shouted instructions    Directed passengers out exits  
 Assisted passengers from seat to aircraft exits    Opening exits    Other *flight attendant told me how to open the door in the tail section 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

*exit*

*My left ankle was injured when I tried to pull my left foot out from under Row 32. I strained a chest muscle opening an ~~exit~~ in the tail. I slipped my back exiting a creek in the tail section. All were minor injuries.*

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

*See answer to # 91.*

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

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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 \_\_\_\_\_

### 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 from plane a safe distance and assisted injured*

97. Did you notice any exterior aircraft lights illuminated?

- Yes    No

*who had already exited the plane.*

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?

**467**

- Walked to terminal  
 Bussed to terminal  
 Ambulance to hospital  
 Other bussed to another location.

### 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 33-F

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 6'1"

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 - *not the ones I was wearing. My prescription sunglasses were in my shirt pocket & flew out as we came to rest.*

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

*AG!*

## Final Thoughts

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

While I was in the tail section of the plane, the flight attendant tried to pull on a red strap or handle that was attached to a floor door.

I attempted to pull on the strap, to no avail.

I went to the furthest point in the tail & knelt down facing the galley area. At that time, the tail section had lights on that allowed me to see.

I did not know that a fire had started, and there was not any smoke at that time.

All of a sudden, someone yelled "Fire". A few seconds later I saw thick black smoke billowing toward me. The flight attendant came back to where I was, and said "Please pray with me."

I squeezed her hand and Rocky Stonecipher and I start pulling on the handle on the floor door and jumping up and down on the floor door.

Suddenly, a crack appeared in the tail section which allowed 6 or 7 people to exit. I was the last to leave the crack in the tail. I looked back toward the galley area as I left the plane, and I did not see anyone.

The fireman did not arrive for approximately 20-25 minutes. It was 30-35 minutes before EMTs reached the people who had gathered along the Ark. River.

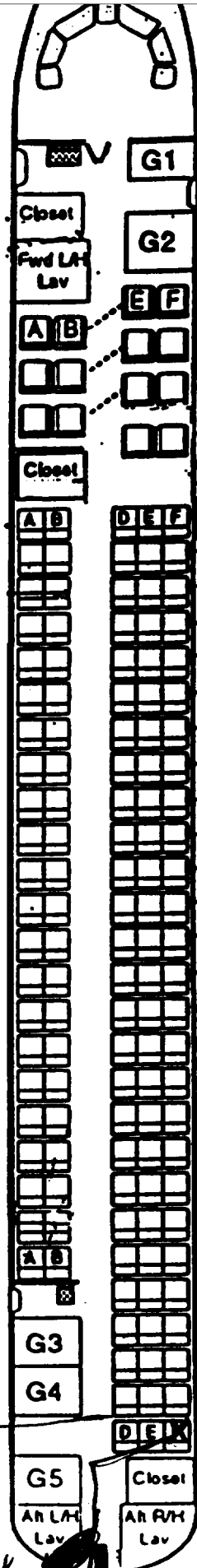
American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME \_\_\_\_\_

SEAT Number \_\_\_\_\_

EXIT ←

→ EXIT



ROW

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33

OVERWING EXITS ←  
 ROWS 21 and 22

→ OVERWING EXITS  
 ROWS 21 and 22

EXIT ←

*Smoke originated & was coming back to the tail section.*

*Crack in tail section*

~~33-F~~  
~~33-E~~  
~~33-I~~

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*I came out of. The tail section does not seem to be present in the diagram*

1001 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-6-4

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 202-314-6516. Thank you for your assistance.

Safety Briefing

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

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

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

- [ ] All [ ] 75% [ ] 50% [X] 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?

- [ ] Heard every word [X] 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: Did not have time to look for an exit door, besides they were not opened. Got out through a hole in door.

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

- [ ] Yes [ ] No

Explain: wasn't attentive during the pre-flight briefing

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: i don't know

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:

Some we landed pretty hard. The plane never slowed down at all. We hit the lights on the landing strip, the huge pile of rocks and the overhead wall. We finally stopped.

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

- Yes     No    Explain:

Did not have any warning at all to brace for a 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:

The floor of our seat pushed up and my seat was tilted toward the window and my wife's seat was tilted toward the aisle

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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? *by fellow passenger toward hole in the plane*  
 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 *N/A*

45. Was a flight attendant at the doorway giving directions?  
 Yes  No *N/A*

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49 *N/A*

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 *N/A*

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 *N/A*

50. Did anyone give you instructions at the bottom of the slide?  
 Yes  No *N/A*

51. If yes, who gave you instructions?  
 Crewmember  Fire fighter  Another passenger  Other *N/A*

### Passenger Behavior

52. Did you experience any delay in getting into the aisle?  
 Yes  No  
If yes, describe *My foot was stuck*

53. Did you bump your head on the overhead bins?  
 Yes  No  
If yes, how did this affect your ability to evacuate the aircraft?  
*I had to push the overhead bins and luggage that was falling out of the way*

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? *No*

*475*

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)  
+ 20 Moving from seat row into aisle  
+ 10 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 20 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.

426

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 \_\_\_\_\_

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

N/A

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

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### 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

When we crashed my head hit the window I was looking out of and I hit the back of the seat ahead of me. When I jumped out of the plane through a hole in the plane I had a minor cut on my left hand. Bruise on my left leg and chest.

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 had a cut on my left hand.

---



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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

Cut on left hand when I jumped out of the broken hole of the plane.

---



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94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other Hand

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?

4/18

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to

terminal fire station

### 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 15 17

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 67

104. Height 5'10"

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 ~~Yes~~

109. Did you lose your corrective lenses during the event that caused the evacuation?  
 Yes  No ~~Yes~~

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 Smoke, Fumes, Luggage, Seat (broken), darkness

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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## Final Thoughts

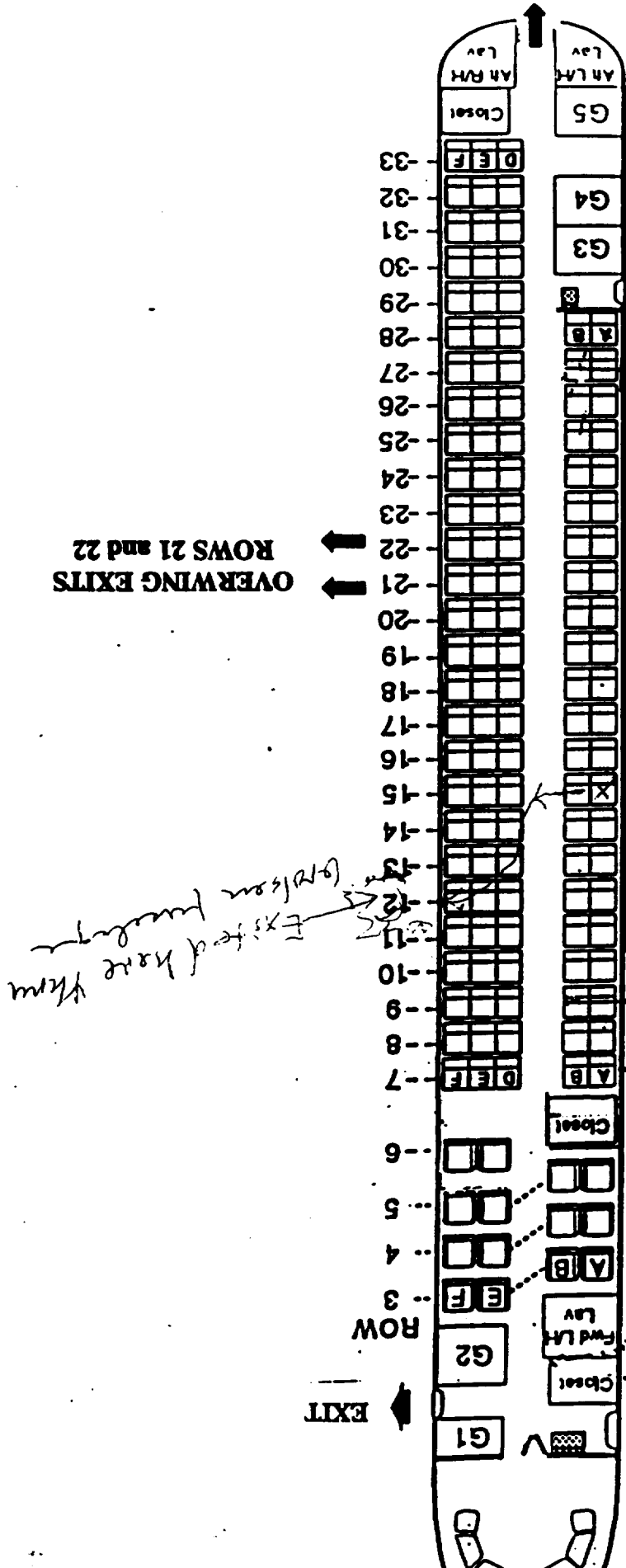
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

It might do away with or limit the size of  
luggage stored away in them. This might reduce  
the danger in case of a crash which may cause  
hinders the evacuation from the plane in future  
accidents that may occur.

Back up source of light in the cabin

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EXIT



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

*Exit of here from Gibson's luggage*

SEAT Number 15 A

NAME [REDACTED]

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

EXIT

EXIT

Nov 6-24-91

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.6.7

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 202-314-6516. 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 Routine

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 were not opened

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

- Yes  No

Explain: Just the routine type of info

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 - on this flight

If you read the safety card skip to item 10

Have read it on other flights

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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: Exits blocked

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:

Initial touch down appeared normal however it never slowed down after that. Items from above began falling when we hit a hard bump - the rest I can hardly remember clearly dropped, then they opened

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

- Yes
- No

Explain:

Not sure - it happened so fast without 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

Thank God!!!

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

A small bruise on the tummy where buckle hits body

- What happened to your seat?

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

Describe:

the floor was slanted or buckled  
I think

## 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

fire behind - several rows back

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 Not sure

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

- Yes  No Not sure

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

NA

NA

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

NA

Explain:

We escaped through the crack in the fuselage around row 12 - on the three seat side.

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

NA in this situation

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 yelled where is the closest opening -

26. Were you directed away from a specific exit?

- Yes  No

I couldn't go to the back

on five!!!

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? *NA*

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

*This was a nylon bag*

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

*NA - didn't take anything*

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

Yes  No

*Not sure - too dark*

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

Yes  No

*485*

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

*Pulled on my husbands hand*

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 no slide

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

*NA*

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 \_\_\_\_\_

*NA*

*too dark outside everyone trying to run away from plane - fire!!!*

### 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

*just rushing*

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

*out of the fuselage - where my calf was lacerated from jagged edges*

58. Did you push anyone?

*486*

Yes  No

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

Yes  No  Don't know

*Lets work as a team - someone yelled we can do it!*

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.

*a man was stuck in the small crack, I lifted + pulled to help free him - before he jumped*

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

*He was about four people behind on the jump*

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
- + 30 Coordinating with traveling companions
- + \_\_\_\_\_ Retrieving carry-on luggage
- + 40 Moving up/down aisle
- + \_\_\_\_\_ 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

*- clearing debris, pushed overhead panel, put back seat tray on window seat, husband, see*

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 Seats in disarray

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.

**489**



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

*but wind blew smoke into our section*

78. Were persons crawling or bent over to get below the smoke layer?

Yes  No *couldn't - had to climb over seats*

79. Did you notice the lights marking the exits?

Yes  No *No electric*

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

*Any fool would have known to evacuate*

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

*Couldn't hear if they did*

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

*NA*

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 \_\_\_\_\_

*I just lost them*

89. How did the crew aid in your evacuation? (Check all that apply)

*The couldn't!!*

*488*

- No aid    Indicated the exits in use    Shouted instructions    Directed passengers out exits  
 Assisted passengers from seat to aircraft exits    Opening exits    Other they were

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.

either hurt or dead!

NA - all hurt

### 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

just thrown around - bumps + bruises appeared later.

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

a deep laceration in the calf when jumping or pushed out of aircraft (nerves affected on leg)

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

splinters, thrown onto ground by high winds, water, rain, heavy hail - several times

94. Describe the location of injuries suffered?

- Wrist    Ankle    Leg    Arm    Back    Face    Head    Other right calf

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

- Sprain    Fracture    Concussion    Broken Back    Dislocation    Strain  
 Burn    Abrasions (Lacerations & Bruises)    Smoke inhalation  
 Other skin irritation in private area from jet fuel

### 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 Then we tried to run 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

small groups gathered to console one another

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

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

(1) (2)

### 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 15B

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 5'3 1/2

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 *The were last*

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

## Final Thoughts

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

\* shorter flying time for pilots - 13½ hrs too long

Rescue teams - firefighters need more light to help illuminate crash site - Mounted on trucks to shine on site

Survivors - stumbling in the dark even after numerous fire trucks arrived

Lack of leadership - when at firehouse

Firemen were helpful, but appeared to be disorganized

No Airline or airport officials to coordinate

Considering the seriousness of the accident/crash I did not observe the "PANIC" and hellum I had expected in this situation

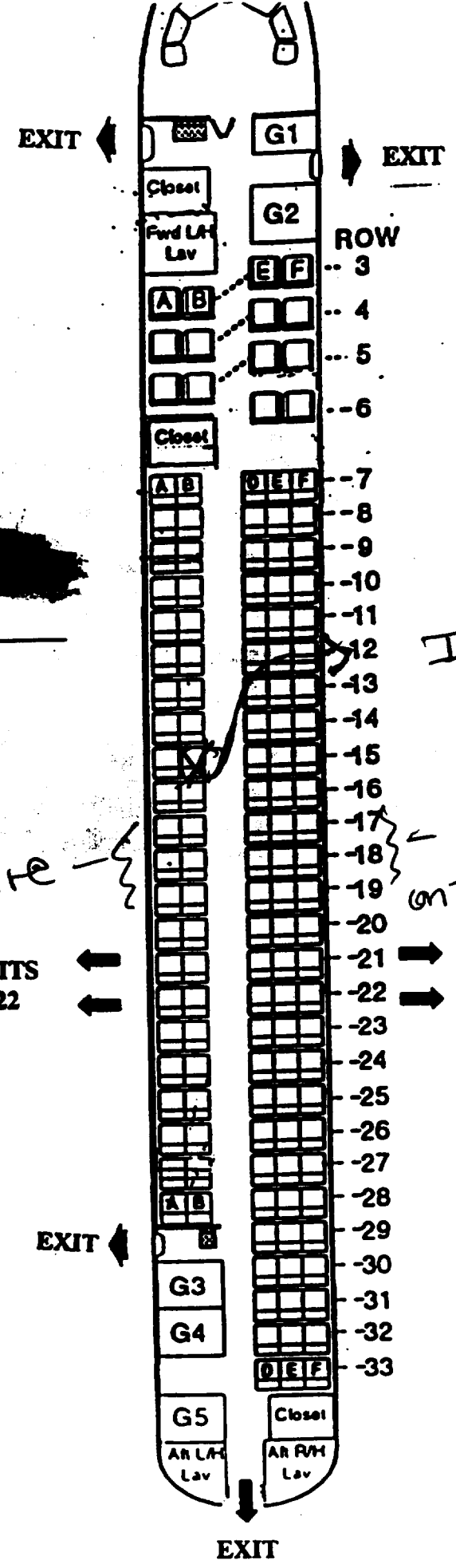
\* Slow response time -

Need more buses to quickly transport "walking wounded"

It was so dark - the bus had problems getting out, survivors had to help navigate - from the back of the bus.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 15 B



*fire* →

*I think!*

*broken area on fire!*

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

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Rec'd 6-22-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-6-2

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 202-314-6516. 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: Some passengers likely may not have known how to operate the exit doors w/out the presentation

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

- Yes  No

Explain: It was a hard and fast routine for the crew and they recognize that the majority of the passengers don't care because they've heard it all before, so the crew does not emphasize the briefing

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

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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: Through reading the card and prior experience, I knew of the exit door in the tail, which was my final method of escape.

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 landing was very hard, but the final stop was fairly violent and very sudden.

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

- Yes    No

Explain:

We were instructed to do so only the instant before impact.

- 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'm not sure what happened to my seat, but I was surprised with the ease that all of the seats in front of me came loose immediately.

## 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 We initially tried to get out through the tail door, but could not, and the door at about row 29 was jammed. We had to back away from the tail originally, but someone made away out eventually.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

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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%)

+ 26 Getting out of your seat (including unfastening seat belt)  
+ \_\_\_\_\_ Moving from seat row into aisle  
+ 2 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 28.40 Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 13.20 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.

498

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.

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### 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

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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

*Only a small bump on the head from the seat in front of me.*

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

*hoarseness, sore throat, then temporary loss of voice due to smoke inhalation. They didn't have any affect on evac.*

94. Describe the location of injuries suffered?

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

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

*In 3 different groups*

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



Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to flight

### 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 5'10"

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



## Final Thoughts

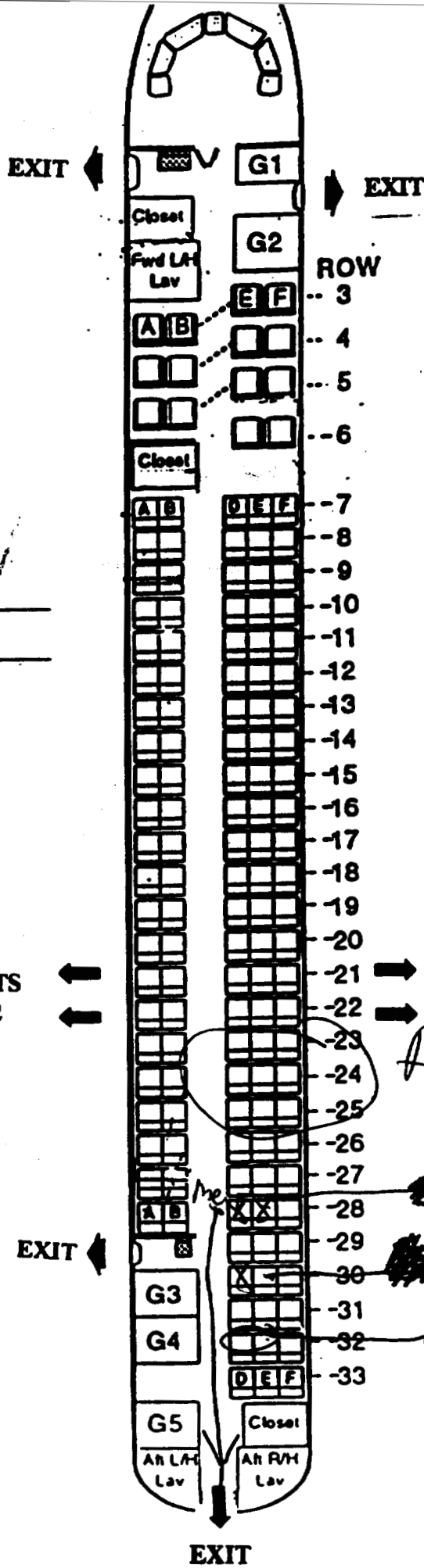
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

I was concerned that the exit door on row 29 was unusable because the impact forced it open in such a way that attempts to open it were unsuccessful. Had this door operated properly, we would have gotten out sooner, and the likelihood of smoke inhalation would have been greatly decreased. I understand that some passengers were able to get out through a small space near that door, but its usefulness was severely impaired.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]

SEAT Number 30 D



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

*Fire*

*403*



rec'd 6-22-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.1.0.6

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 202-314-6516. 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 APPROX 1/2 MILLION MILES ON COMMERCIAL FLIGHTS FAMILIARITY WITH MOST EQUIPMENT

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: OVERHEAD LUGGAGE BINS BROKE LOOSE AND FELL ON ME AND IN FRONT OF ME BLOCKING MY VIEW AND OBSTRUCTING AISLE. MY EXIT WAS THROUGH A LARGE CRACK IN FUSELAGE NEAR ROW 10 BR 11 ON RIGHT SIDE

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

Yes  No

Explain: IT MOST ALWAYS IS EXPRESSED IN RAPIDLY SPOKEN SEQUENCE WITH FEW VARIABLES FROM CRAFT TO CRAFT OR AIRLINE TO AIRLINE AND THE IMPORTANCE OF THE INSTRUCTION IS EXPRESSED IN MUCH THE SAME 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

MANY FLIGHTS ON SUPER 80'S

504

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: OBSTRUCTIONS IN MY WAY AND BLOCKING MY VIEW BUT BRIEFING FROM PREVIOUS FLIGHTS TAUGHT ME

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) EXISTED  
TO ASSUME CRASH POSITION AS SOON AS I KNEW - PROBLEM NOT NECESSARY IN MY OPINION

### 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:

3 SECONDS OF THE WILDEST ROLLER COASTER RIDE EVER BUILT OR IMAGINED

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

- Yes
- No

Explain: IF I HAD NOT ASSUMED CRASH POSITION I WOULD PROBABLY SUFFERED A BROKEN NECK INSTEAD OF A BROKEN SHOULDER

- 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 lightning flash showed me a break in fuselage

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 NEAREST WAS BREAK IN FUSELAGE

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 CHECKED @ TICKETING

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No PANIC DID

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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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 OVERHEAD Luggage bins collapse blocked 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?

OVERHEAD BINS CAME DOWN ACROSS MY SHOULDERS

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? No



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.

I STOPPED TO HELP PEOPLE PANICING AND STUCK IN WRECKAGE

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)  
+ 52% Moving from ~~seat~~ into aisle CRAWLED ALONG BETWEEN SEATS & EXTERIOR WALL  
+ 0% Coordinating with traveling companions  
+ 0% Retrieving carry-on luggage  
+ 0% Moving up/down aisle  
+ 10% Moving from aisle to exit  
+ 0% Opening exit (Zero if exit already open)  
+ 20% Moving through exit  
+ 64% ~~Getting off plane (Zero if you did not disembark)~~ HELPING OTHERS OUT  
= 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

MASS PANIC

70. My physical ~~size~~ PHYSICAL CONDITION assisted me in the evacuation.

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

71. My physical condition assisted me in the evacuation.

509

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

*TOO MUCH 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)

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- No aid  
  Indicated the exits in use  
  Shouted instructions  
  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  
 Opening exits  
 Other \_\_\_\_\_

IN MY AREA  
 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.

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### 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

OVERHEAD BINS COLLAPSED ACROSS MY SHOULDERS  
 BREAKING RIGHT SCAPULA, HAD TO CRAWL OUT ON  
 KNEES WITH ONLY LARM TO MOVE DEBRIS

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 SCRAPES & SCRATCHES  
 SMOKE INHALATION

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

SHOCK SET IN AFTER ABOUT 15 MINUTES

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 I WAS DIRECTING PASSENGER

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 13D

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 5'10"

105. Weight 178# @ TIME OF CRASH (168# 3 DAYS LATER)

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 LAST COUPLE

More than 6 flights per year

YEARS  
30 to 50 YEARS  
gone by

113. Aviation Experience

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic

Other \_\_\_\_\_  None

## Final Thoughts

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

MOTION SENSORS WITH LIGHTS OR ALARMS IN CASE  
AIRCRAFT EXCEED RUNWAY LENGTH IN FOG, INTENSE  
WEATHER OR LOW VISIBILITY WHEN CRAFT IS NOT  
VISIBLE TO TOWER PERSONNEL

LIGHTS OR ALARMS WOULD HAVE INFORMED TOWER  
ELECTRONICALLY WHEN 1620 EXITED RUNWAY  
AND PENETRATED THE PERIMETER FENCE

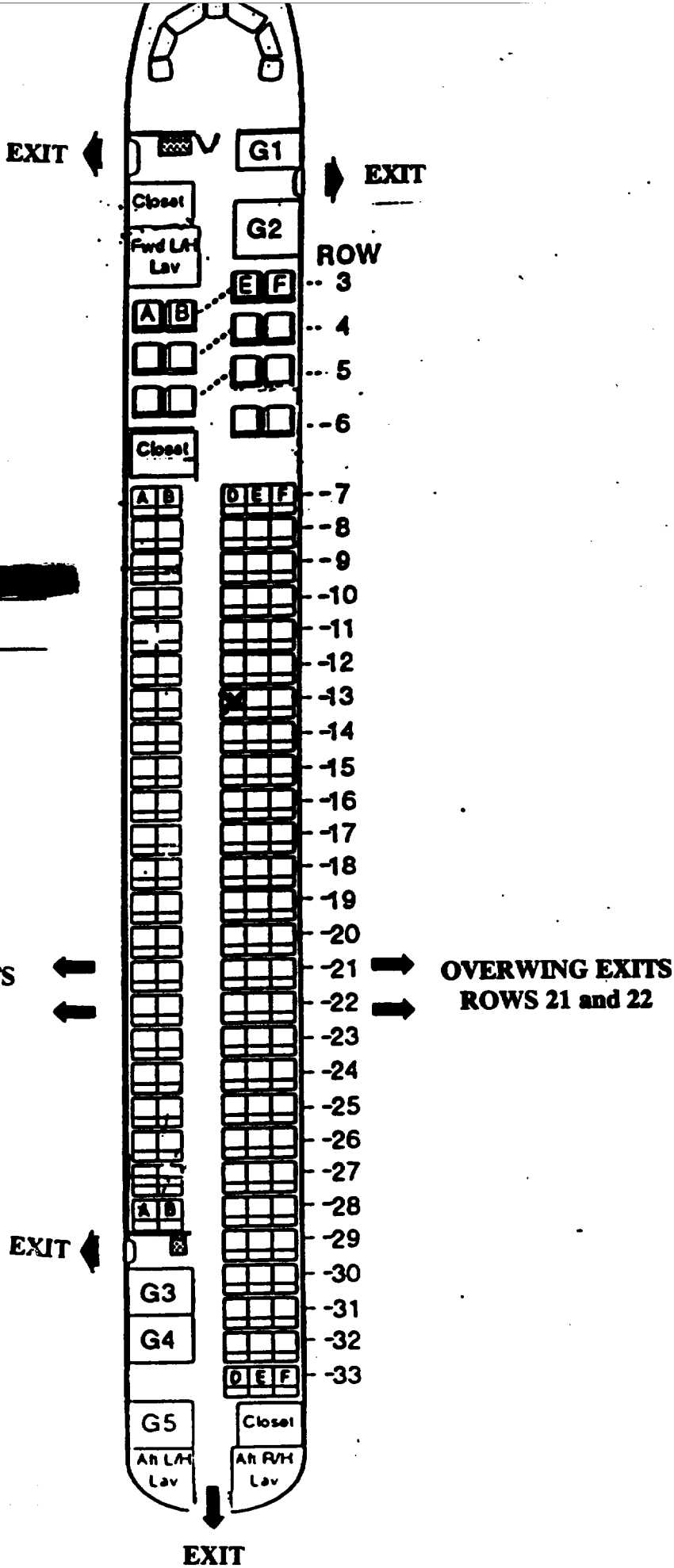
Addendum ATTACHED

513

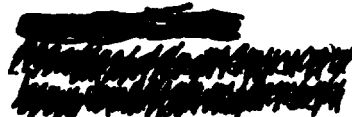
American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]

SEAT Number 13D



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### Flight 1420 questionnaire addendum

As you probably know from the multitude of accidents over the years, panic and self preservation are the most relevant factors in a life and death situation such as this.

In hindsight, panic was everywhere that night, and it appeared to me that very few passengers, in the first few minutes, did not possess the survival instinct, but instead were consumed by panic. This contributed significantly to their ability to exit, escape injury, and after exiting, what direction to take. As in this incident, craft crewmembers cannot be in all places in an emergency situation.

Therefore, when a passenger checks in at the ticket counter to get their boarding pass, it might be advantageous for the Ticket Agent to ask if the passenger is a first time or novice aircraft passenger. If the passenger is in this category, it would be very simple to provide them with a bi-lingual leaflet explaining emergency situation procedure universal to all flights for the passenger to read during their preboarding waiting time. This can be done without alarming the passenger while stressing the importance of them reading the material. In my opinion this would instill in their minds basic procedures, common to all flights, as to the best manner in which to react in the event of an emergency.

My second concern about the crash of Flight 1420, is that the NTSB needs to be made aware of the amount of time that it took for the Emergency Response Team to arrive on the scene.

Even though I was in control of the majority of my faculties, my perception of time may have failed me. I do not believe this occurred so it is up to the NTSB to determine actuality. The crash occurred at 11:51 pm 6/1/99 theoretically.

Emergency Response Dispatch tapes establish first call out at 00:08 6/2/99

I placed a 911 call on a cellular phone, which has been on all the news channels. At that point in time no emergency equipment had appeared on the scene of the accident. That time factor is relevant and can be determined by the 911 call recording. News crews from the various networks had already appeared at the perimeter fence of the airport and had their cameras set up before the first ambulances arrived. How can a news crew beat emergency response personnel if the municipalities Emergency Response Program works. It is my opinion that when the Little Rock Airport last tested its Emergency Response Program they knew the test was coming and were therefore prepared to respond, but when the actual call came they were unprepared because it was a surprise. Most actual disasters occur when least expected. If I were in charge of emergency response systems and knew that severe storm systems were approaching my vicinity and aircraft of all sizes were going to be attempting take offs and landings, I would have my people at the ready in a stand by alert. The average citizen does so everytime the weather alert is set off by the weather bureau. Why not a Emergency Response Team whose job is to respond to those events if required to do so?

My final concern involving the crash is that the airport tower was unable to determine the crash location and the Emergency Response Team went to the wrong end of the airport, even though the radio dispatch said "in the river". This caused life threatening delays. After the location of the crash was determined, the Emergency Response crews had to backtrack once again and take a perimeter service road to get to the location of the crash. If there were motion detectors at the ends of the runways and at intervals along the perimeter



fence with a light system or alarm system attached, then the craft penetration would have been detected and our exact point of penetration could have been determined. Such a system could be very simply implemented at minimal cost. Further this type of system could detect perimeter breach by unauthorized personnel in the event such an event occurred. I appreciate your efforts and considerations of these factors.

Thank You

~~XXXXXXXXXX~~  
Flight 1420  
Seat 13 D

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med 6-28-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-1-9

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 202-314-6516. 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: You looked for exists then any place to get out, but others I don't know.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  
 Yes  No  
Explain: I think that it becomes quick and stern what's should be made about it's your life listen and maybe you can protect it. This plane was in a rush we were 3 hours late, we were asked to be seated quickly so we could take off without delay so everyone hurried as did the crew members

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

519

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: HAVEING GONE THRU THE CARD SEVERAL TIMES, I KNEW OF THE FLOOR LIGHTS, EXITS, MASKS

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

SAFETY INSTRUCTIONS SHOULD BE ON THE BACK OF EACH SEAT RIGHT IN FRONT OF THE PASSENGERS, FORCE THE ISSUE TO THEM ITS LIFE AND PLANE DO GOING DOWN OR CRASH.

### 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:

THIS PLANE WAS SO VIOLENT, IT BOUNCED, POKED HARD SIDE TO SIDE, WENT IN DISTANCE SLIDING SIDE TO SIDE

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

- Yes
- No

Explain:

TIME DID NOT ALLOW IT - YOU HOLD ON, HEAD DOWN WE HAD NO PREPARATION, OR INSTRUCTIONS

- 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:

BRUISES HIP BONES,

\*I HAD A HARD TIME WITH THE RELEASE. I DIDN'T THINK I COULD GET IT LOOSE.

- What happened to your seat?

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

Describe:

BACK AND BOTTOM IT FELT LIKE.

## 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 **I WAS AT A EXIT 21B**

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: **I TRIED 3 TIMES, TWICE WHILE TRAPPED IN MY SEAT due TO TO SEAT BELT ONE WHILE STANDING, AND WITH THE FIRE COMING I GOT OUT**

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 USED THE AREA ACROSS THE ISLE EITHER A EXIT OR WHERE THE PLANE SPLIT**

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 **\* NONE WERE GIVEN**



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 one next to me 21B.

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 I FELL OFF THE WING.

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

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No DO NOT REMEMBER.

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

Yes  No **DID NOT SEE CREW MEMBERS**

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 not things around, waiting,**

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

Yes  No

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

**I had ALREADY BEEN HIT SEVERAL TIMES WHILE SEATING**

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 **NOT REAL CLEAR**

57. Did you get pushed?

Yes  No

58. Did you push anyone? **No**

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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 WERE HURT YELLING SCREAMING

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

Yes  No I JUST LOOKED FOR THE QUICKEST WAY OUT.

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)

+ 0 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 0 Moving up/down aisle

+ 10 Moving from aisle to exit

+ 50 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

I FELL OFF THE WING ALSO  
WAS KNOCKED OUT TWICE I  
REMEMBER

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.

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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 *Remember, & Couple BY Me*

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 I rec'd none

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.

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### 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

CUTS head AND eye Bleeding BLACKED OUT when hit on the 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

FELL OFF THE WING LEFT SIDE OF BODY BLACKED OUT

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

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94. Describe the location of injuries suffered?

- Wrist  
 Ankle  
 Legs  
 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?

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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 21B

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 6-1

105. Weight 176

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

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## Final Thoughts

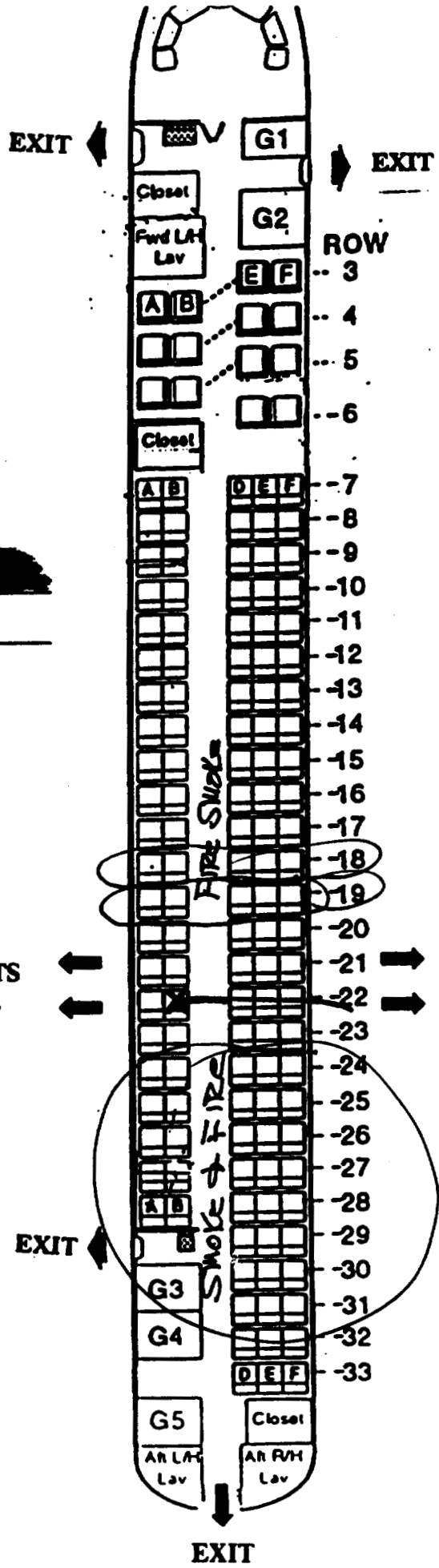
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

AT THE TIME WE HIT THE RUNWAY BRAKES  
WERE APPLIED (GEAR NOISES) GRINDING SOUNDS  
BUT THE PLANE NEVER SLOWED, ENGINE  
THROTTLES REVERSED AND FORWARDED PLANE  
NEVER SLOWED YOU COULD HEAR THE  
HEAVY MOTOR NOISE OF BRAKES OR FLAPS  
NOT WORKING - WE JUST NEVER SLOWED  
UNTIL WE HIT OBSTACLE AND BEGAN  
BREAKING APART WHAT AWFUL SOUNDS.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]

SEAT Number 21B



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Rec'd 6-29-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-27

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 202-314-6516. 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: AWARENESS OF EXIT DOORS

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

- Yes  No

Explain: AS I RECALL, IT WAS MORE JOVIAL THAN 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  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)

MAKE THE PRESENTATIONS MORE INTERESTING, LIKE  
SOUTHWEST AIRLINES.

### 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:

BULKHEAD COLLAPSED ONTO ME, A PLANK  
BROKE-UP.

- 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 I DID NOT USE AN EXIT DOOR - 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 FRONT EXIT WAS CLOSEST, BUT WAS BLOCKED. PART SIDE OF AIRCRAFT WAS RIPPED OPEN, SO I WENT OUT THE SIDE.

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 SEE #25

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No DON'T KNOW.

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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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

AS I RECALL, THE BINS CAME DOWN ON MY HEAD ALONG WITH THE BULKHEAD.

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? No



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%)

50 Getting out of your seat (including unfastening seat belt)  
+ \_\_\_\_\_ Moving from seat row into aisle  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ 2.5 Moving up/down aisle  
+ \_\_\_\_\_ Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 2.5 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 DEBRIS SCATTERED AROUND.

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.

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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)

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- 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 ON HEAD, SHOULDER & LEGS. LOST EYEGLASSES.  
DIDN'T FEEL THE INJURIES UNTIL INITIAL SHOCK WORE  
OFF. CHEST WALL CONTUSIONS & INFLAMMATION.

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

FELL DOWN SEVERAL TIMES DURING EVACUATION,  
JUMPING FROM PLANE & RUNNING TO GET CLEAR. CUT LEG,  
& HURT LEFT 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

BUG BITES & POISON IVY

\_\_\_\_\_  
\_\_\_\_\_

94. Describe the location of injuries suffered?

- Wrist  Ankle  Leg  Arm  Back  Face  Head  Other SHOULDER, CHEST

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

- Sprain  Fracture  Concussion  Broken Back  Dislocation  Strain  
 Burn  Abrasions (Lacerations & Bruises)  Smoke inhalation  
 Other CONTUSIONS & INFLAMMATION

### 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 7D

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 56

104. Height 6'0"

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

## Final Thoughts

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

AIRCRAFT CREWS, ESPECIALLY PILOTS,  
SHOULD BE LIMITED TO MAXIMUM  
8 OR 10 HOUR WORK SCHEDULES.

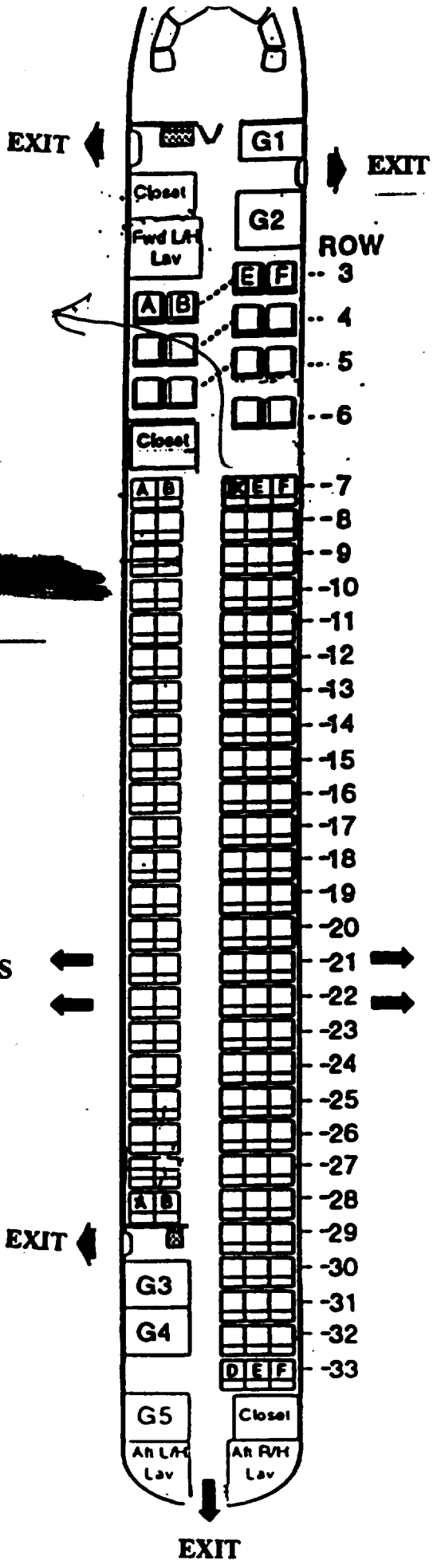
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 7D



538

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-24

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 202-314-6516. 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:

*Do Not remember or have A sense of  
obvious sudden impact*

- 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 only one exit available

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 Stepped off back of wing which WAS 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 \_\_\_\_\_

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No  Row 1 Kudu

5712

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

Yes  No 19 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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 INJURED PASSENGER IN 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.

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)  
+ 4 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 5 Moving up/down aisle  
+ 20 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 30 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.

5874

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)

5/15

- 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.

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---

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### 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

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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?

5/16

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

*front seat w/ driver*

### 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 24A

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 43

104. Height 6' 2"

105. Weight 210

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 inactive

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None

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## Final Thoughts

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

Passengers sitting in exit rows should not be served alcoholic beverages.

Flight attendants should have pocket flash light on their person at all times.

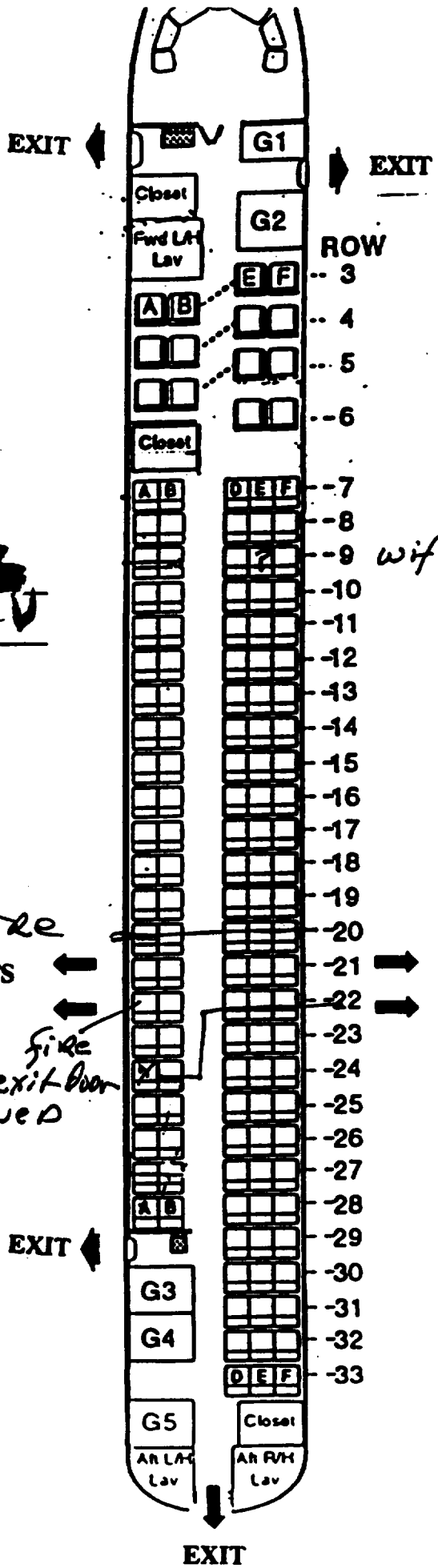
EMERGENCY crews (fire, ambulances, etc) should have blankets for injured.

Carry on articles, boxes, packages, luggage, etc. All fuel for fire and matches should be limited.

Impact absorbing devices should be positioned at end of the runway, much like highway Dept uses at bridge abutments.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 24A



*fire* →  
 OVERWING EXITS ROWS 21 and 22 →  
 → OVERWING EXITS ROWS 21 and 22  
 →  
*fire*  
*After exit door opened*

wife

549

Rec'd 7-6-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-1-0

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 202-314-6516. 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: WENT THROUGH A HOLE IN ROOF  
OF AIRCRAFT SAT IN 10A

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

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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:

*Upon landing, aircraft became sideways. Reverse thrust activated, this disoriented people, they repositioned. Crash occurred end of runway, before airborne striking fencing and approach lighting*

- 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:

*Bruising around the waist section*

- What happened to your seat?

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

Describe:

*Impact of crash caused my chest to strike seat in front. Suffered deep laceration to knee and bruising along left side of left leg*



## 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 *ATTEMPT TO*

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:

*BOTH FRONT BULKHEAD DOORS AFTER I  
ESCAPED FROM AIRCRAFT*

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 *LOOKING FOR 1ST CLASS ATTENDANT*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No ?

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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

ESCAPED THROUGH HOLE, STEPPED ON  
A PASSENGER AND USED WRECKAGE TO GET TO  
GROUND

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

Yes  No

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

BINS BROKE AND STRUCK ME IN THE  
HEAD

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

PASSENGER IN 11A-GRASPED MY SHIRT AND SAID WAIT FOR HER-CABIN DARK

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%)

100 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)  
 + 0 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.

55

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

*FIRST REACTION WAS TO MOVE BECAUSE ENGINE STILL RUNNING FULL REVERSE EASY*

### Environment

*REMOVAL OF SEATBELTS*

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

*DEEP LACERATION TO LEFT KNEE*

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

*SCRAPES FROM FUSELAGE  
SIMILAR TO EXITING AN OPENED CAB*

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 *LACERATION*

### 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 *WENT TO THE COCKPIT TO CHECK FOR SURVIVORS*

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

*LEVEE NEAR RIVER*

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 10 A

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

5'10"

105. Weight

174

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 MILITARY  None

CREW CHIEF C-141B USAF

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## Final Thoughts

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

Aircraft flight was pretty normal up to 5 miles on the approach. Experiencing heavy rain, thunder, lightning left wing. On 1/4 mile approach, you experienced 4 shocks. On touchdown, aircraft parked sideways (25%). (Smoke threat issued 2 seconds, downward, then rearward). Aircraft crew increasing sideward action - worked forward - then grass, then tail, then crew - collapsed mostly in upright brace position and then watched aircraft lean left end of runway, impacting end of runway lights and landing. Descend further than any sideward approach. Note about my seat. Full range still going in aircraft, I felt over seat slipping on runway. PA (the approach to the approach). (and to runway). This breaks out at 17-20 SEATS coming, catch down. I reach cockpit - check pilot for instructions. Determined to be decrease in motion. Identified myself to FO, told him where the fire was and the situation aircraft in the cockpit. Then, command shut. Asked FO to open cockpit window so that I could enter but he advised me it was unsafe to do so because of broken leg. Left FO in cockpit to assist passengers in unseating, 1st class seats 4A & 4B. Made about 2 broken legs. Smoke appeared to have 1 broken leg. Covered that up to protect neck, after removal from seat. Smoke was moved back from aircraft with assistance from myself and other passengers. Moved to right hand of aircraft - located abandoned, found, experience, moved to full portion of main section. Identified 8 injured decedent or in that destroyed, one in a starting position and one still buckled in seat in luggage. Found face around aircraft and advised FO of fire just about to reach engine compartment. Fire broke out about 20-25 minutes after impact. I went to smoke generator in PA and lay on ground. Crew personnel about 2000. I went aircraft through first class section with looking for survivors with red light. Got by water from aisle I broke - put the aircraft and walk to descent road after identifying the two FO to rescue personnel.

Total time in Julia 2 HOURS

Weather - severe - wind quite strong - heavy rain

Best option available to pilot to reduce loss of life

Other options:

2. Quieter - moderate to heavy loss

3. Charge - "

4. Wooded area - heavy loss

959 Please contact me for any more info at -

~~CONFIDENTIAL~~  
pgr.





rec'd 6-29-99

# NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

2-9-0-9-3

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 202-314-6516. 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 standard safety brief, is obviously designed for situations much less demanding than the flight 1420 crash.

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

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9. Why did you not read the safety card?

Read it before  Could not find  Was not there  Could not understand

Not important  Other *Have flown in M-20 series frequently.*

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 don't believe proper preparation can be achieved for such a severe crash without causing a great deal of passenger fear.*

### 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:

*Aircraft began skidding immediately on landing. Did not maintain straight roll as they on runway. On impact seat released from floor, lights went out, no impression of others except for seat notes.*

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

Yes  No Explain:

*No warning of out-of-control situation before impact.*

- 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:

*Low across pelvic region.*

- What happened to your seat?

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

Describe:

*Impression of being upside down in broken seat.*

## 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 found the gaping hole on the port side.*

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 *IT WAS A BIG HOLE AND 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

- Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

- Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

- Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *D.30 orientation delayed my releasing my seat belt and assisting 2 seatmates in releasing theirs.*

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

- Yes  No

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

*Unsure, aircraft was badly broken up and dark, did not have smell out on self.*

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? *NO.*

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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.

Was not aware of anyone in the aircraft  
other than my seatmate and one unconscious  
man in the aisle under seats.

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%)

15 Getting out of your seat (including unfastening seat belt)  
+ 5 Moving from seat row into aisle  
+ 15 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 25 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.

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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

*All on impact, broken ribs (2), dislocated middle toe, cuts, scrapes, deep bruising.*

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 *Chest, buttock*

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?

*568*

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 14D

Please indicate the following locations on the diagram.

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

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

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

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

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

Use this 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 70"

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 CONTACTS.

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

## Final Thoughts

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

I fly thousands of miles annually, many in Alaska. I have experienced very bad weather, many missed approaches and landings, but I never had to deploy oxygen masks. This landing was bad but not as bad as that. There was no warning of a missed approach, no throttling down of the engines followed by increasing power to go around. I was directly on landing there was no air in effective control of the aircraft. I held my seat until we were skidding but there was no time for preparation before impact.

The turbulence prior to landing was not severe but the thunder storm was obviously a strong one, causing the Captain to invite passengers on the left side to "enjoy the light show" of the lightning. I escaped the aircraft into a diving rain and hail storm so severe I would not have driven in it. In fact I considered the irony of surviving the crash only to be killed by lightning or a tornado.

I was with several injured awaiting evacuation during the storm. Two of the four flight attendants were with me, one was injured. She attempted organizing the 20 to 30 people with us but due to the STARS of the six to eight injured was unable to be effective, additionally she was helping me with the injured flight attendant. Of greatest help at that time would have been a flash light to signal the rescue personnel as we were 100 yds or more away from the crash in the dark. We were not located for what seemed to be 30 to 45 minutes.

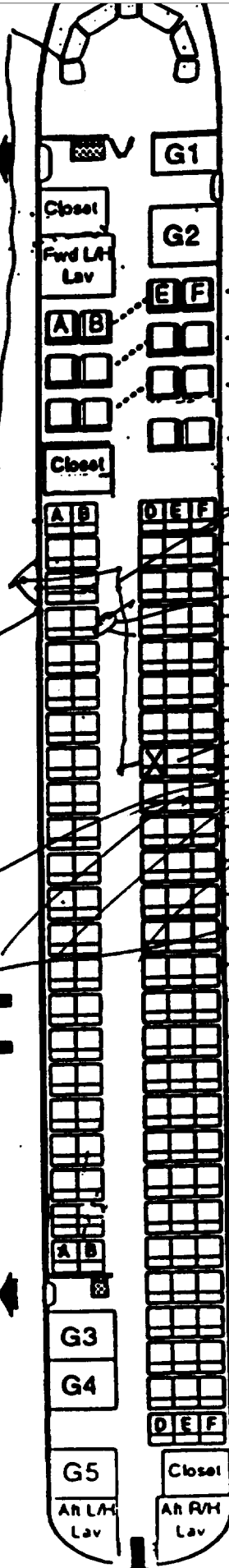
American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 14D

*side of aircraft  
 torn away*

EXIT

EXIT



*EXIT PORT*

*unconscious man partially under port side seats (A row?)*

*M. B. 34*

*Caroline*

*Impression of way to rear totally blocked b/c destroyed cabin interior.*

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

EXIT

EXIT

Rec'd 6-28-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29020

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 202-314-6516. 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

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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:

landing was a hard touchdown - however it wasn't my worst  
\_\_\_\_\_  
\_\_\_\_\_

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

- Yes    No   Explain:

Don't remember  
\_\_\_\_\_  
\_\_\_\_\_

- 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 removing my seatbelt, however I did have bruising  
on the backs of my thighs  
\_\_\_\_\_  
\_\_\_\_\_

- 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 noticed the left side of the plane was gone

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 Survival Instinct

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 Don't remember

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 Don't remember

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?

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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%)

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  
+ 20 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  Gal'ey 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.

597

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

*multiple bruising - left wrist, right forearm, left knee, both thighs, right shin*

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?

599

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 9E

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 26

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 \_\_\_\_\_

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



## Final Thoughts

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

-The landing itself was slightly hard. I knew we were in trouble after the first hydro-planing feeling - which seemed to occur while the pilot attempted to slow the plane. - The same affect was felt when the airplane attempted to slow the second time. After that I don't remember much other than - the hole I climbed out, and the hail and wind. - My memory is much stronger after the ~~rough~~ storm subsided.

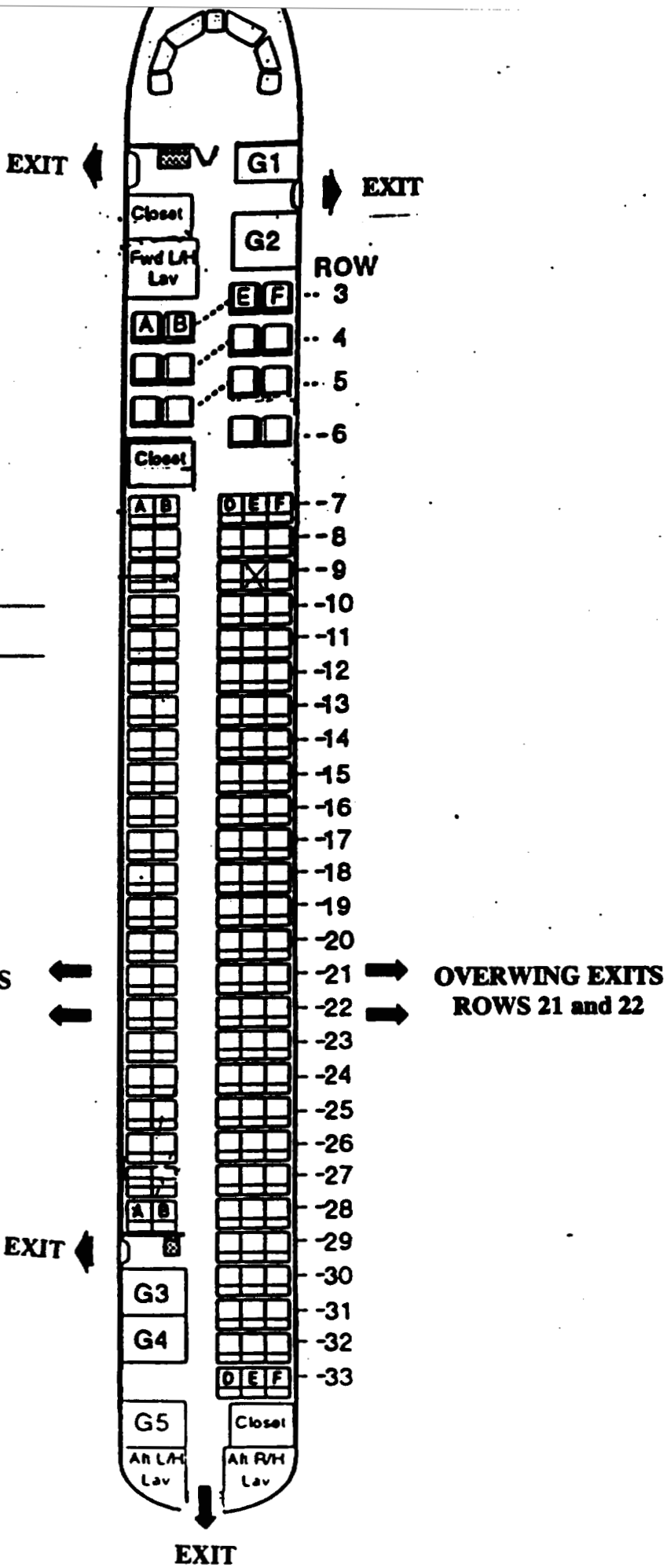
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 9E



582

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-9-9

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 202-314-6516. 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% [ ] 50% [ ] 25% [X] 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?

- [ ] Heard every word [X] 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: EVERYONE WAS SCARED & WAS TRYING TO GET OFF THE PLANE. THERE WAS NO TIME TO THINK ABOUT SAFETY INSTRUCTIONS. THE OXYGEN MASKS DID NOT COME DOWN & THE EMERGENCY LIGHTS DIDN'T COME ON.

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

- [ ] Yes [X] No

Explain: It was presented very casually & they didn't make it out to be very important.

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: You didn't have time to think about anything.

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

Try to make it seem really important so everyone will listen more.

### 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 definitely could tell we weren't on the runway. We were really bumpy and we hit really hard.

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

- Yes    No

Explain:

I didn't think to do 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:

Mine was to the very right, but my step mom's did come in contact. She was sitting to the left of me.

## 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 didn't use an exit to evacuate

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 did not use

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 trying to get off at the same time.

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 Step mom  
↓ dad

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  
+ 50% Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 10% Moving up/down aisle  
+ 10% 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 slip on shoes  
came off

89. How did the crew aid in your evacuation? (Check all that apply)

589

- 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.

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### 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

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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 was really bruised, & scratched, & shakend up*

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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

*We had to run through marsh & briars. I got pretty wet up.*

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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 bussed to fire station

### 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 14

104. Height 5'5

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 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



## Final Thoughts

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

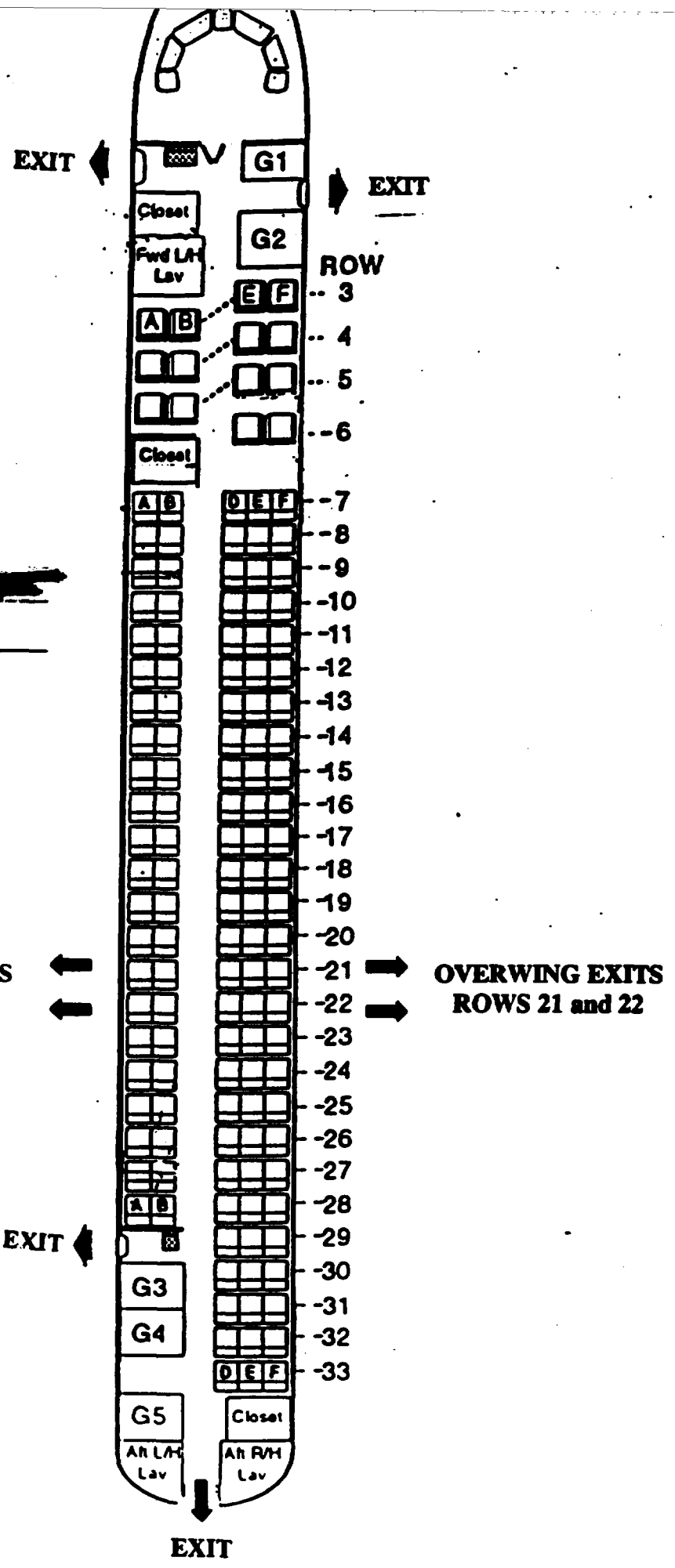
It is the scariest thing I have ever gone through in my life. I am lucky I still have my life. If there is anything to help prevent what happened a month ago to happen again then it should be done quickly. After the crash, emotionally I will never be exactly the same. The crash was caused by poor decisions & careless errors. No one should ever have to go through this.

**American Airlines**  
**Flight 1420**

**Little Rock, Arkansas**  
**June 1, 1999**  
**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 11 F



593

Rec'd 6-28-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29076

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 202-314-6516. 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: As I sat immediately after the crash in the dark & smoke, I thought "What do they say do when this happens?" "No, they never talk about this," I thought to myself. Then I saw flames & knew I should get out as fast as I could.

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

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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 guess it helped me to rule out the doors as an exit because I could not see doors near me + therefore I crawled through the crack in the left side, near the front.

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

The presentation is generally inaudible + the flight attendants are obviously bored by it. This keeps passengers from learning much to help us when we need it.

### 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:

once we touched down we never slowed + then we slid until the end of the runway where we hit a guard rail + cracked + stopped.

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

- Yes    No   Explain:

I did not realize the crisis which was upon us until it was upon us. There was no warning from the crew to take 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:

Bruised left Rib, 1

- 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

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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

*the only exit I had was through the break in the left side, aisle 12.*

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 The aisle was blocked. I crawled over the seats, out the hole.

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? No

598

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.

*She was pulling herself up to go out  
the side fear.*

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  
+ 10 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 50 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 wires hanging down

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

*They slipped off while I climbed out, they were sandals.*

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

BRUISED ONE RIB WHILE LANDING      NO EFFECT

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

CUTS + MINOR ABRASIONS — NO EFFECT ON EXITING  
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 HANDS CUT

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 14B

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

6'

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

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**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

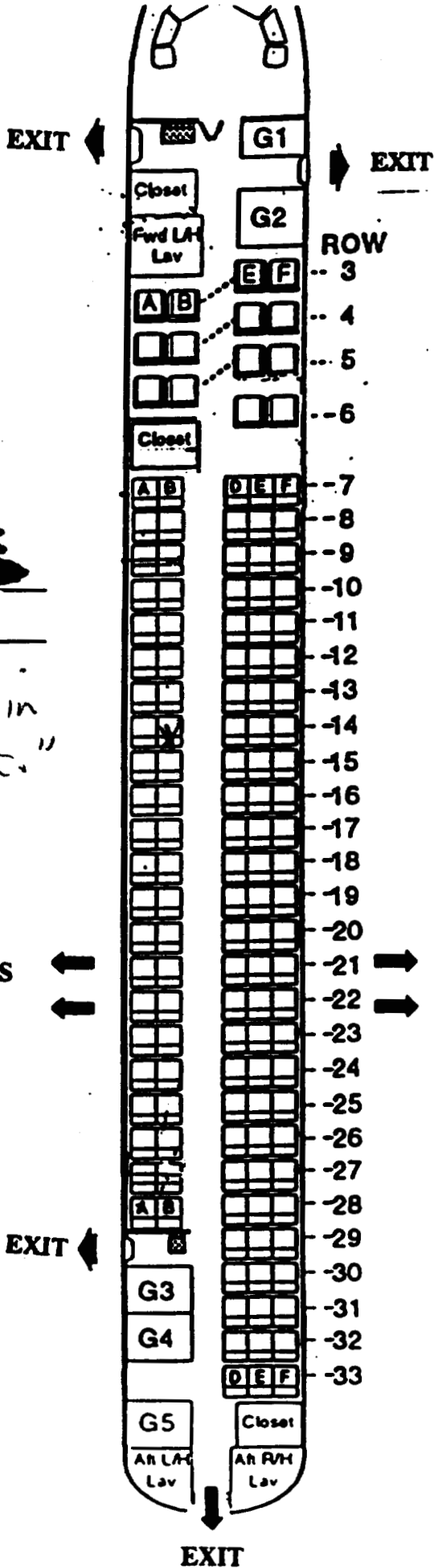
NAME [REDACTED]

SEAT Number 14B

*went out "crack in  
left side near front."*

**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**



Rec'd 6-25-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-01-9

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 202-314-6516. 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 closer to a crack in the cabin wall than to any emergency exits, and I already knew how to unbuckle my seatbelt

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

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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:

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

- Yes     No    Explain:

When the plane left the runway, and I realized we would crash, I assumed 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:

bruises + scrapes on right hip + groin area

- 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No  Don't 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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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  Did not enter aisle

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?

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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 college choir

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)  
+ 0 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 0 Moving up/down aisle  
+ 70% Moving from ~~aisle to exit~~ seat 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.

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- 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     Don't know  
 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     No instructions given  
 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

*scrapes + bruises from seatbelt (very minor) - did not effect my 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

*jagged edge of crack in cabin wall, through which I left plane, caught my pants + cut + bruised my bottom - ~~was~~ delayed me for a moment as I freed my pants, so that I could jump.*

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

*fell while running away from crash + gashed my elbow on hay ~~stob~~ stab.*

94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other *hip + bottom*

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?

*612*

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to fire department @ airport

### 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

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 20

104. Height 5'4½"

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

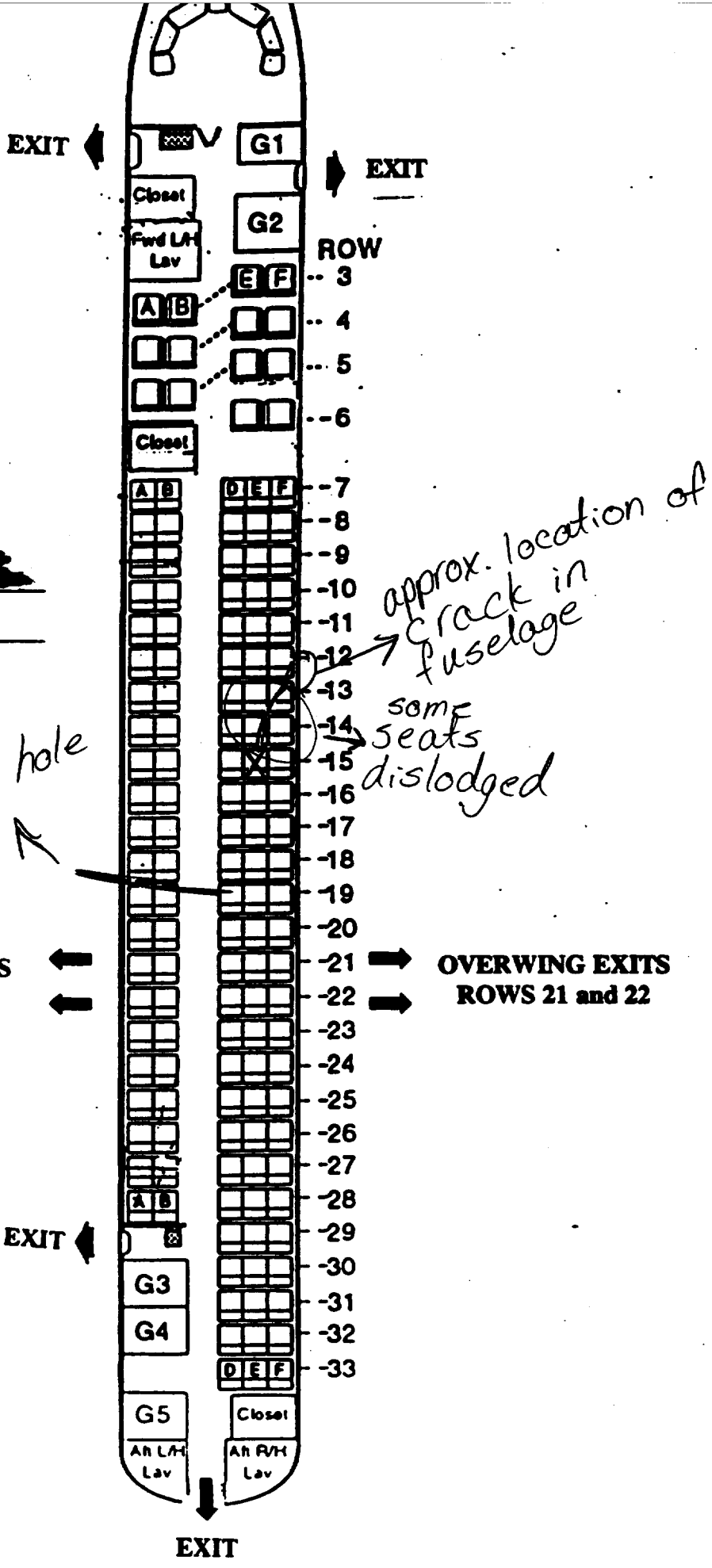


**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 15 E



**615**



Rec'd 7-30-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.3.9

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 202-314-6516. 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: very standard, animated 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 \_\_\_\_\_

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:

*began to brace with my legs, then seized > broken leg,*

- 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:

*left hip*

- 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 *left thru hole in first class*

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 saw the hole and exited*

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

*618*

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 car = 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No Don't know

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

Yes  No Don't know

**6/11**

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

*slowed down process*  
\_\_\_\_\_  
\_\_\_\_\_

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.

dazed, overweight

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)  
+ 17 Moving from seat row into aisle  
+ 5 Coordinating with traveling companions  
+ 3 Retrieving carry-on luggage  
+ 20 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 debris

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)

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- 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

*seat belt injuries*

*Black out from impact*

\_\_\_\_\_

\_\_\_\_\_

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

*bruises & cuts on leg*

\_\_\_\_\_

\_\_\_\_\_

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?

*623*



Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bused to Fire Dept.

### 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 8F

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 5'4"

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  
 More than 6 flights per year

113. Aviation Experience  
 Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None

## Final Thoughts

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

cooperation + communications contributed 2 great  
debt. Pricing of cockpit personal was inappropriate  
weather detection equipment was lacking. Standard  
safety procedures ie-checklist - not followed.  
time to prepare for impact was not allowed  
Oxygen masks did not deploy

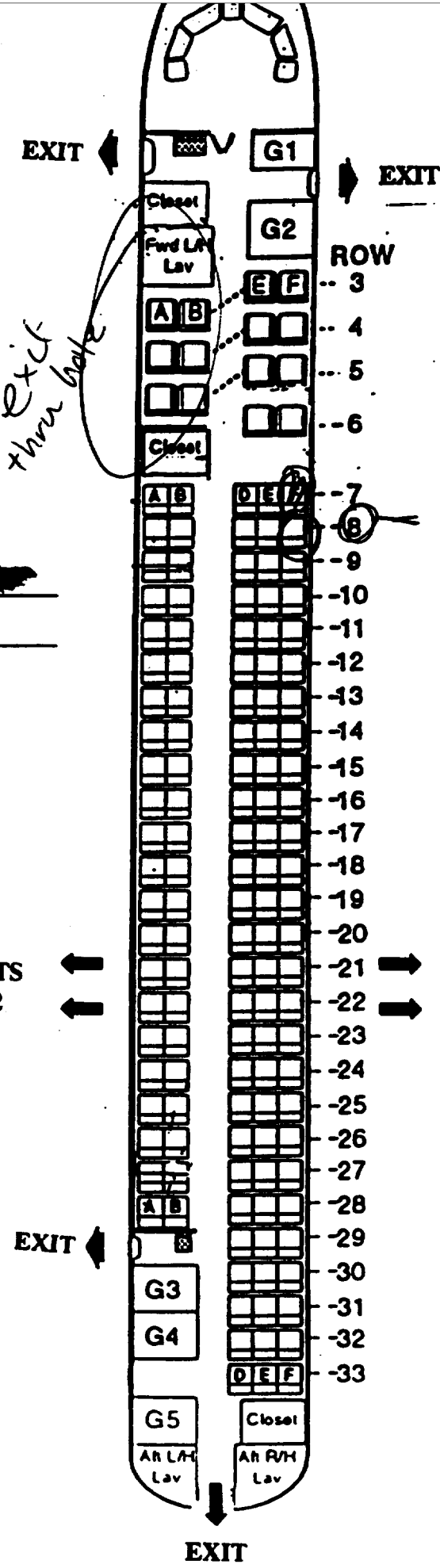
625

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 9F



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

626

rec'd 6-28-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29.08.5

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 202-314-6516. 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 Sounds from the engines like were TAXING to the Run way.

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 where all 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: I could tell that it was a Routine, the Attendants were smiling.

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

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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 showed the Exit Door to the REAR of the AIRCRAFT, which was Directly behind me.

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

I would like to see special instructions on Exit Row Seats on how to properly open that Exit. I was in Seat 33 D And Nobody asked me about the exit behind me, even though the Flight Attendant was sitting near it. What if the Attendant couldn't handle the Exit?

### 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 was the first time ever sitting in the back of the AIRCRAFT. I heard different noises that I've never heard before, like the landing gear locking down, the loud noise of the engine, the sound of the BRAKES.

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

- Yes  No Explain:

I didn't have any indication that we were in trouble. I couldn't see out of the plane. When we touched down the first time it seemed hard but I didn't feel or hear the brakes or the reverse thrust, then we touched down again it seemed normal, brakes and reverse thrust, brakes released and then brakes real hard. I felt the aircraft shudder and then we stopped hard.

- 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 always put my seat belt low on hips and tighten extremely tight on take offs and landings. I loosen them in slight and when taxiing.

- What happened to your seat?

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

Describe:

Rows 30, 31, 32, 33 Remained intact with Each other but broke loose from the floor. The seats in front of me Row 32 came back and landed on our legs and feet trapping us that were in Row 33.

## 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 Closest was directly behind me. Next closest was 4 Rows Forward And to the Left.

15. Were you seated in an emergency exit row? I Don't know if Seat 33D is considered

- Yes  No If no skip to item 19 An Emergency Exit Row Seat.

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 But the instructions didn't show the 2nd Exit Door in the rear of the plane.

19. Did you open an exit yourself?

- Yes  No If no, skip to item 24

myself and passenger in seat 33 F. (Clark Boster

20. What caused you to open the exit?

- Flight attendant  P.A. announcement  Personal assessment  Other Fire coming towards us. Flight Attendant couldn't get the door open.

21. Did you have any difficulties opening the exit?

- Yes  No

Explain: the 1st REAR Exit Door was jammed and originally opened about 2 inches. Once we got that door opened I thought we could get out but we had the tail release to open and it wouldn't open. (Because we were on the ground).

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 said to use Forward Exit because Exit Door in Rear wouldn't open. But fire was coming our direction.

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 Couldn't go forward because of the smoke and fire.

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 Because of heavy smoke and fire coming towards us.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

DON'T KNOW

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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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 NO AISLE. All the seats from the Right Side of Aircraft blocked the AISLE for as far as I could see when lightning lit up the cabin. There was no inside lighting. IT WAS pitch DARK EXCEPT for the lightning.

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 on the overhead bin but on the wall to the left of my seat. Didn't Affect my ability.

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? No.



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%)

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  
+ 1% Moving up/down aisle  
+ 1% Moving from aisle to exit  
+ 90% Opening exit (Zero if exit already open)  
+ 7% Moving through exit - I helped 4 passengers get out before I jumped.  
+ 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 No Lites, Pitch DARK Except for the lightning.

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 I pulled Cindy Goode A passenger in Seat 33E down to <sup>the</sup> floor.

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 Flight Attendant gave the order to calm down and then to use Forward Exit

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

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)

603

No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  Opening exits  Other Flight Attendant was first person through both Exits AND I never saw her again.

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

From wall to left of my seat  
Bump on head, Cuts and bruises on left leg around knee, Scraped  
Right foot above the ankle, Bruised ribs from arm rest  
And landed on legs. Didn't notice until we were taken to Fire station.  
From seats in Row 32 Back five from floor

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

[REDACTED]

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

Covered with jet fuel. Skin tingled and had small rash.

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 Bump on back of head.

### 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 away from plane and into Arkansas River. Had to go back towards

97. Did you notice any exterior aircraft lights illuminated?

Yes  No

PLANE AND helped other passengers that were  
Laying near plane.

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 with help from other passengers.

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

634



113. Aviation Experience  
 Other  
 Commercial Pilot  
 Private Pilot  
 Flight Attendant  
 Aviation Mechanic  
 None

112. How often do you travel by air?  
 More than 6 flights per year  
 First flight  
 Less than 1 flight per year  
 1 to 2 flights per year  
 3 to 6 flights per year

111. Prior to departure, was your ability to evacuate affected by any of the following:  
 Vision  
 Hearing  
 Age  
 Injury  
 Recent surgery  
 Cane  
 Other  
 No

110. Had you consumed any alcohol in the 8 hours prior to the evacuation?  
 Yes  
 No

109. Did you lose your corrective lenses during the event that caused the evacuation?  
 Yes  
 No

108. Were you wearing your corrective lenses during this flight?  
 Yes  
 No

107. Do you wear corrective lenses?  
 Yes  
 No

106. Gender  
 Male  
 Female

105. Weight 150#

104. Height 5'-8"

103. Age 40

102. Have you ever had to evacuate an aircraft before?  
 Yes  
 No

**Personal Information**

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.

101. Seat Number 33D  
 The attached diagram on the last page shows the floor plan of the aircraft.  
 The doors and exits are indicated by large arrows.

**Your Location**

A place called the I-mac.

Walked to terminal  
 Bussed to terminal  
 Ambulance to hospital  
 Other Bussed to Airport  
 Other Station. Then Bussed to

## Final Thoughts

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

The First Exit Door in the Rear of the Aircraft opens in towards passengers. I feel it should open out towards Rear. Also it was hinged and jammed at the floor. IT should be Removable complete. The Second Exit in Rear of plane wouldn't open because we were on the ground. Need Another ESCAPE hatch if it won't open. There were NO Visible Lights inside the Aircraft. I feel there should be Emergency battery powered Lights (Like the ones in buildings that are battery powered with 2 Flood Lites).

Special personal instructions for Exit Row Seats with Alternate Seats Assigned to open Exit Doors in the event of those passengers or crew getting injured and not full filling their duties.

I heard that the Little Rock Airport doesn't have Doppler Radar. I feel All Airports should be Required to have that system in place.

I Don't know if the Aircraft is Equipped with Any fire or heat detectors but there needs to be something that will detect smoke or heat that can be implemented to put out fire or atleast try to contain it.

I Don't know what the Flight Attendant did after she Exited From the aircraft and I know they are Trained for evacuations but actually going through this there is NO training that can Really prepare Anyone emotionally for it. I feel in my heart that everyone helped in one way or Another and I'm just grateful that the Lord gave me strength to keep my senses and to help those who needed help.

Rescue personnel took Approx. 45 minutes to find us. I heard and saw their lights and sirens and they left. I heard they didn't know which end of Runway we were at. Communicational problems caused this. They should have known which direction we landed. All runways should be completely visible from one end to the other from the Central tower.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

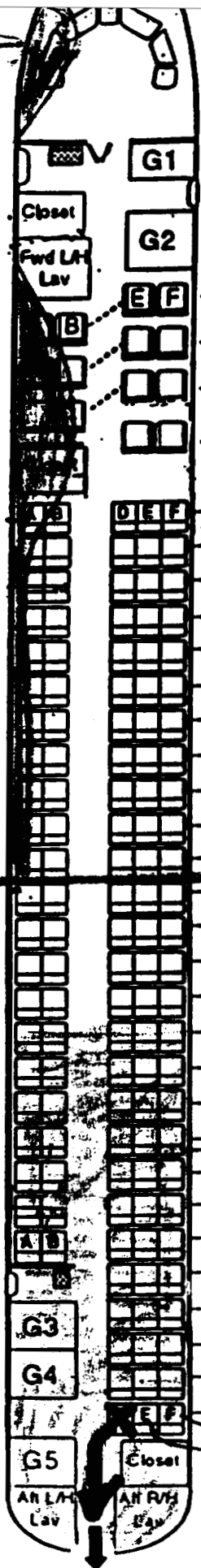
NAME [REDACTED]

SEAT Number 33D

*Smashed  
and flipped  
OPEN*

EXIT

EXIT



ROW

3  
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32  
33

*Separated  
in 2 pcs.*

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

*wing Ripped off  
in 2 pcs.*

*FIRE*

EXIT

*CLARK Bauster*

*Cindy Goode*

EXIT

639

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-02-2

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 202-314-6516. 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: personal fatigue I watched on the prior 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: Another passenger helped the flight attendant open emergency exits in tail. However, none of us grabbed our seat cushions. I did not have a window view and in reality did not know the outside conditions - ideally, we should have taken them in case there was deep water just outside the plane.

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

- Yes No

Explain: To the best of my knowledge, it was a typical 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: fatigue

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)

- Possibly showing how to open an emergency door -

### 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:

My memory is a little vague on impact details - I think we had a hard landing with some bumps - then it what occurred, although very fast. As a second I thought it was O.K. Then we had a lot of very bad bumps before we stopped.

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

- Yes     No ?

Explain:

I was holding onto the seat arms, but I do not know which position my head was in -

- 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:

not sure - I had a couple of bruises that are unexplainable. - I don't know how I acquired them - One was on my thigh.

- What happened to your seat?

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

Describe:

The actual seat remained intact, however the whole row of seats broke loose and jammed into the row in front, catching the legs and ankles in the metal frame of a seat in front of me.



## 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: *I personally did not open an exit, but I was in the tail of the plane while the flight attendant and two passengers tried to open exits. I did not try to pull because I was afraid I would be in the way and do more harm than good.*

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 *Exit in cabin was blocked*

26. Were you directed away from a specific exit?

- Yes  No *at one point, our exit in tail would not open, but we had to come back*

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 1/2:  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 saw my purse on the floor by the back wall of the cabin, but decided that was the least of my worries.

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other probably burned in the fire

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 *I think so*

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other *I think it was a moment of politeness - not sure where should go first*

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 *(at the bottom of the heel of rocks)*

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 *Our seats were in the aisle, but since I was caught, it took a little time to get 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 *I think I stepped over or around the seat on my right.*

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 *but it was not a shove, it was just normal due to the people and the space*

58. Did you push anyone? *no*

*6/12*

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.

*After leaving the tail and then turning back around to go back again, there was a short delay, but I don't know why. I was in the cabin smelling smoke and looking at my purse on the back wall.*

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%)

35% Getting out of your seat (including unfastening seat belt)  
+ 2% Moving from seat row into aisle  
+ 0% Coordinating with traveling companions  
+ 0% Retrieving carry-on luggage  
+ 7% Moving up/down aisle  
+ 3% Moving from aisle to exit  
+ 50% Opening exit (Zero if exit already open)  
+ 3% 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)

644

- 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 flight attendant seemed desperate that we turn around and get out of the tail. I joined her in telling the others to turn around & go back.)*

### 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 leg and ankles were caught in a metal frame in the seat in front of me. People were sitting and causing me pain. I was afraid my leg would break if they kept sitting. I could not get out until I had assistance. Naturally, the pain of all people sitting on the seats made me more aggressive in my pleas for help.*

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 had great difficulty getting off the rocks outside the plane - it was very hard to get away from the airplane and probably got more bruises then.*

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

*not really an injury -- but there was poison ivy in the field*

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 *General body aches all over*

### 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 *directed by passengers to walk thru water to field to get away from 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?

*645*

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 33E

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 5'7"

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 *but I got them back quickly, although I also lost a pair of contacts*

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 *I had some problems understanding everything said.*

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

644

## Final Thoughts

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

Possibly a video of evacuation procedures would help (that is if the equip would not be a danger in itself). I usually have trouble understanding everything. The video could show what it really looks like to open seats, etc. (I know from now on I'll be looking at every possible exit from now on very carefully.)

617



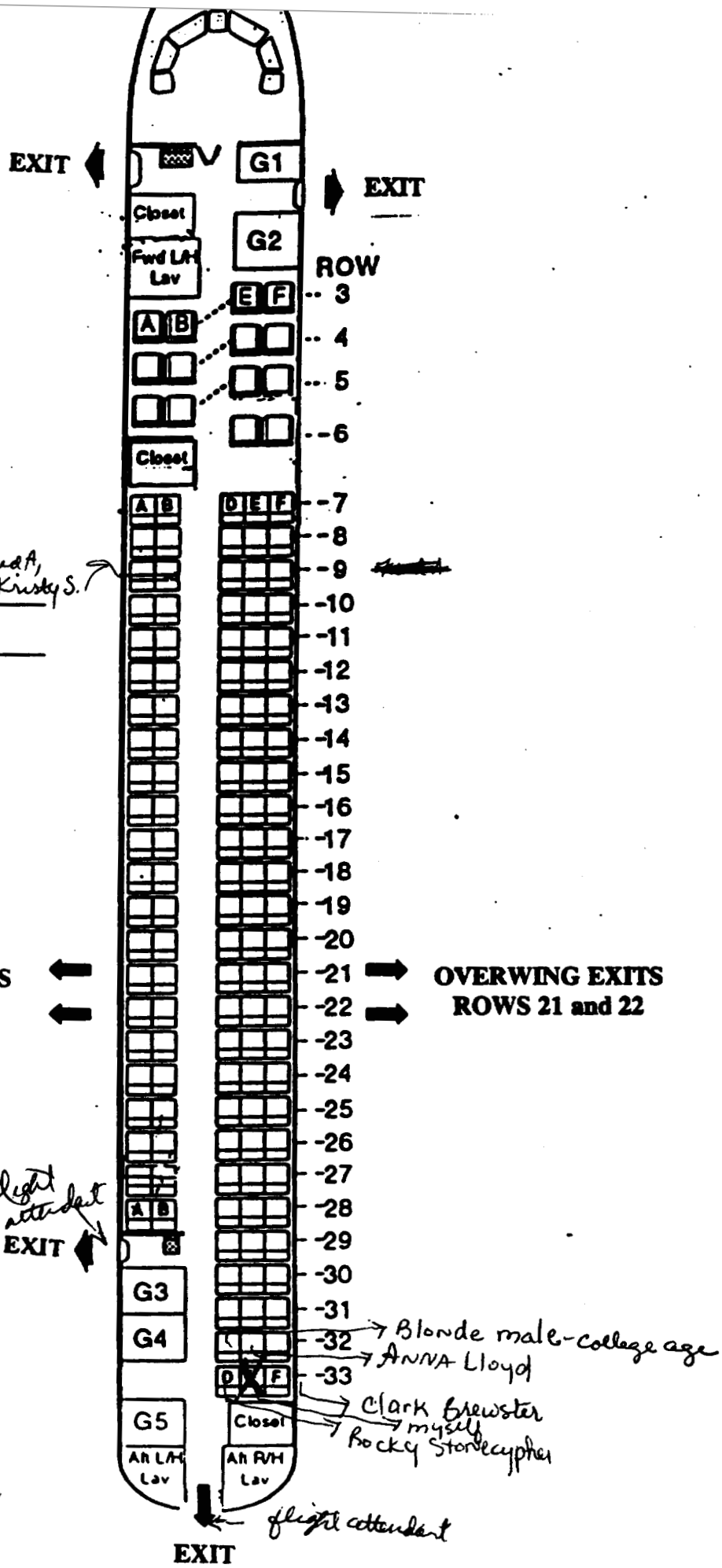
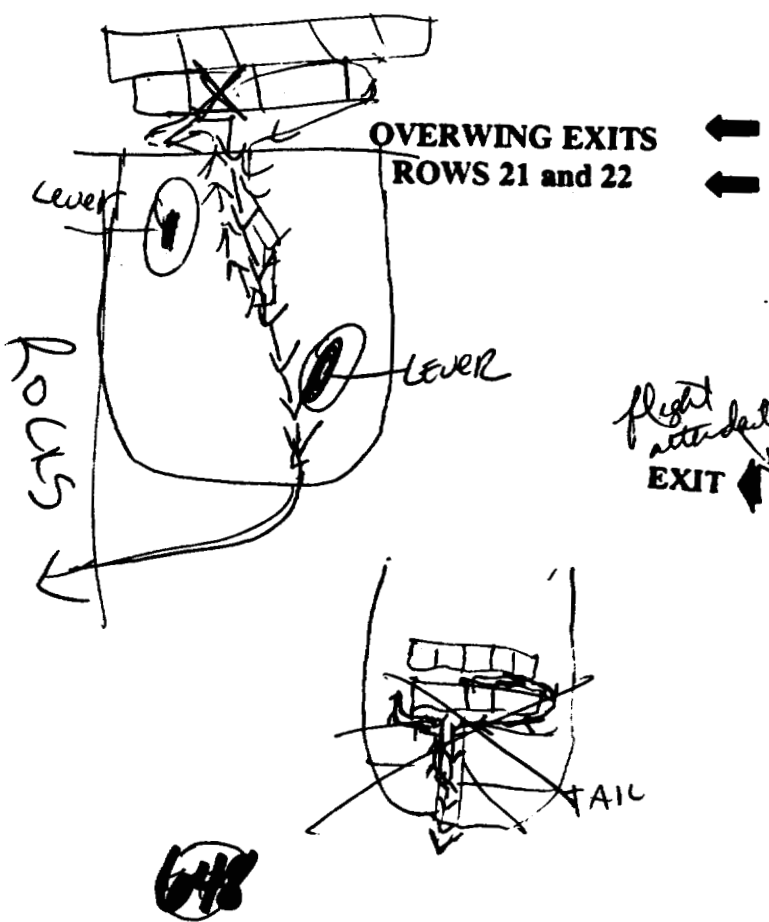
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED] *7ndA, Kirsty S.*

SEAT Number 33E



July 17, 1999

Dear Mark,

I'm sorry it took so long to return the questionnaire to you. I hope it is not too late for it to be of assistance to you.

Sincerely,

~~XXXXXXXXXX~~  
Passenger - 1420

649

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-07-5

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 202-314-6516. 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

A LITTLE HARD 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 EVACUATED THROUGH ORIGINALLY IN FUSELAGE  
NOT AN 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

FIRST TIME IN 88

Rec'd 6-17-99



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 NOTICED CREW BUT SAW TWO PASSENGERS ABOUT 70% DISAPPEAR TOWARD 1ST CLASS SO I FOLLOWED THEM AFTER RECEIVING ANOTHER PASSENGER.

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

NEED TO STRESS EMERGENCY POSITION - IN CASE OF EMERGENCY - - - DON'T WAIT FOR INSTRUCTIONS ETC ETC

### 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:

Lots of BANGS & CRASHES - TOSSED ABOUT IN SEAT - TIME TO PLAN ESCAPE, TIME TO SEE RESULTS OF LANDING, WANTED BAGGAGE FROM OVERHEADS, PREPARED FOR ESCAPE.

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

- Yes
- No

Explain: PART - TIME - ALSO HAD TIME TO SEE BAGGAGE FALL FROM OVERHEAD AND GO FORWARD FORWARD 1ST 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 BRUISED UP PRIOR TO LANDING BECAUSE OF CANNISTER + BUTTONS WALL AT IN POINTS. I GOT READY FOR THE WORST

- What happened to your seat?

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

Describe:

THANK GOD!

## 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 From LEAD of PASSENGER 3-4 ROWS FORWARD

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

*NO DIRECTION GIVEN  
BOTH ATTENDANTS WERE  
INJURED*

**652**

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 SELECTED AN EXIT DURING FLIGHT BUT  
FOLLOWED PASSENGER THROUGH ROW AFTER  
PLANE STOPPED MOVING

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

42. Did passengers retrieving carry-on luggage slow <sup>my</sup> the evacuation?

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

ON ~~DECK~~ DECK FROM PLANE  
LIFE SEAT BELT PASSES

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?

654

Yes  No

*R Pulled A Ladder From 14GR SEAT*

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)
- + 0% Moving from seat row into aisle
- + 0% Coordinating with traveling companions
- + 0% Retrieving carry-on luggage
- + 93% Moving up/down aisle
- + 1% Moving from aisle to exit
- + 0% Opening exit (Zero if exit already open)
- + 1% Moving through exit
- + 0% Getting off wing (Zero if you did not use a wing exit)
- = 100% Total evacuation time

*I WAS OFF  
EW 10-15 SECONDS  
↳ SO I'DS ARE BY  
BEFORE THE  
FIRE BAR*

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

*PM 2:30*

71. My physical condition assisted me in the evacuation.

*655*



Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

72. My age assisted me in the evacuation. *MY REGRS SEDE WAS HURT*

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

*I WAS CONCERNED 5 MIN BEFORE LANDING*

74. Did you have any difficulties unfastening your seat belt?

Yes  No *PLANE WAS TILTED TO THE LEFT AS I GOT SO TOOK TIME TO ADJUST AND RELEASE*

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

Yes  No  Seatbelt was not buckled *NO PROBLEM*

### Environment

76. Was there smoke in the cabin?

Yes  No If no skip to question 79 *NOT WHEN I LEFT*

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 *MOMENTARILY*

80. What was the position of the aircraft?

Upright  Inverted  On its side  Steep incline/decline *TILTED TO ONE SIDE*

### 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 *THEY WERE HURT OR IN BACK*

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes  No  Not enough time *THEY PICKED UP TRASH BEFORE APPROACH*

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? *PLANE WAS VERY QUIET WHEN I LEFT NO SOUNDS AT ALL*

Yes  No *NOISE*

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)

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- 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

BROKEN SCAPULA, BRUISED RIBS, ABRASIONS, CUTS  
 WADDING RING TORN OFF, HEAD INJURY

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

SMOKE

94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other SHOULDER & HANDS

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

- Sprain  
  Fracture  
  Concussion  
  Broken Back  
  Dislocation  
  Strain  
 Burn  
  Abrasions (Lacerations & Bruises)  
  Smoke inhalation (minor)  
 Other \_\_\_\_\_

### Post Evacuation Events

96. What did you do once you exited the plane?

- I <sup>walked</sup> got 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 DIRECTLY - 1-1/2 HOURS LATER YES

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

50-60 IN MY GROUP

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

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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 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 63

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

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## Final Thoughts

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

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**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 10D

*BROOK PLANE*

*HEAVY SEA BLACK  
LADDS & HELPER  
WORK UP*

*2 LADDS IN  
7 & ONE DEF  
"DISAPPEARS"  
& E FALWOOD*

*YOUNG  
COUPLE  
DEF*

EXIT ←

→ EXIT

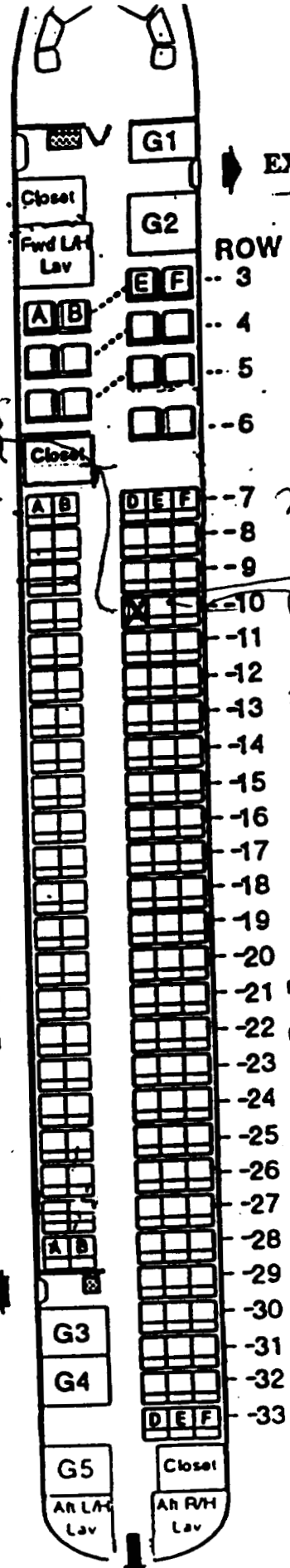
OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

EXIT ←

EXIT ↓

*660*



10D

~~REDACTED~~  
Read with Questionnaire

6/16/99

Page 1 of 2

Mark George,

**Brief Description of events:**

In Dallas we received a message from the gate podium indicating that the passengers had to board expeditiously or the flight would not depart. The announcement indicated crew issues as the reason. This raised a red flag and made me much more aware of any unusual circumstances.

Arriving in the Little Rock area, captain indicated "light show" to the left. The show shifted to the right and back a couple of times during the landing prep, indicating a circling maneuver. I grew a bit more concerned and buttoned my wallet in my back pocket. On the final approach the air got very rough and I buckled in tight.

The captain landed the plane and we slide down the runway with lots of bumps, bangs, and shaking around. It lasted about 30 seconds. During that time I was planning an escape. I had counted rows etc prior to arriving in the Little Rock area and toured the rear of the aircraft. I looked behind once during the crash and saw the overhead storage opening. The compartments kind of unzipped back to front of aircraft. The luggage had a down and forward vector. I recall several hits to the head and upper body and remember the hit that tore off my glasses. I was in the correct position most of the time but did look around twice. The thrusters to slow the aircraft came on twice with no effect on me (did not throw me forward.) They were on for 3 to 5 seconds and then cut off. The plane leaned to the left about half way through the landing and when it stopped I had to adjust my position to release myself from the seat. The plane was totally quiet. I heard no sound. I saw a lady (?) in about row six get up and disappear to the left. Another lady (?) about the same or one row back also disappear to the left. I was struggling with the seat belt during that time. I quickly followed them from my seat, 10D, up to the opening in the fuselage, which was before first class about where the closet is pictured on the last page of questionnaire. As I turned toward the hole I noted a lady sitting in her seat staring straight ahead. I released her belt and touched her wrist. She got up and beat me to the hole. At the hole I noticed the grass blown flat and hesitated because I could not recognize the surface without my glasses but stepped out without knowing what might be under foot. My exit took about 10 seconds from the final jolt and the stopping sensation. I walked (too sore to run) about ten feet away and saw about three to four other people. We hurried to an area about 20 to 30 yards way and turned and saw the fireball and the smoke start. I'd say that it was forty to fifty seconds since the plane stopped until the fireball appeared. It was very windy and rainy with some ice pellets I suspect because some of the drops were large and hit hard. The rain was not a cold rain as we get in Colorado. The group forded a stream and waited for recovery. Nancy Luna was brought to the group and many of the Baptist choir were in my area. They were wonderful!!!! I heard the 911 call that was aired on TV from my group.

-(Continued)-

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**Suggestions:**

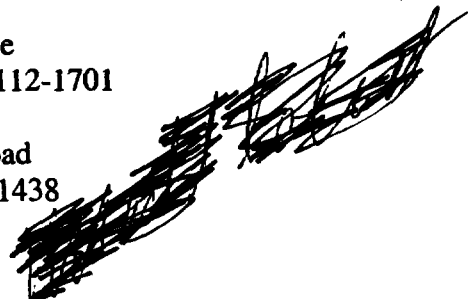
1. Eliminate overhead storage.
2. Protect the attendant position against the cockpit bulkhead. Those attendants got hammered. Had they been less severely injured they could have helped the people in the center section exit and survive.
3. Stress the need to be self activated in the absence of crew. Too many were way too late in realizing that:
  - a. They had crashed landed
  - b. They survived.
4. Eliminate overhead storage.
5. Stress that there may be opportunities not associated with normal exits.
6. Eliminate overhead storage.
7. Do not serve alcoholic beverages
8. Eliminate overhead storage.
9. Everyone should be awake and alert on landing in addition to having seat backs and tray table in a correct position.
10. Eliminate overhead storage.
11. Stress that the floor may not be a safe place for feet.
12. Eliminate overhead storage.
13. Stress correct position.
14. Stress a flexible exit plan so people don't fixate on normal exits.
15. Eliminate overhead storage.
16. Develop a better questionnaire. I will help with this or any other effort you might develop if you wish.

During the 30 to 40 seconds it took for the plane to stop, I had the feeling that there was a lot of activity going on in the cockpit. Just a feeling that the captain and the 1<sup>st</sup> officer were trying everything they could and that if they had not been so concerned many more of us would have died. They are both heroes. I have no idea what you guys will report, but I'd bet that you'll find little reason to pinpoint the captain.

My family and I appreciate AMR's response and care very little about blame at this point. Lessons-learned are very, very important and I hope that that is the tone of the report.

Be that as it may, Mark, I know from what I know of your history, the final report will be honest, accurate and humane. The lack of published speculation is very encouraging and is a testament to your efforts. Good Luck and my best to you and your team. If we can help please call.

~~XXXXXXXXXX~~  
7490 E. Easter Drive  
Englewood, CO 80112-1701  
303 850 7624  
2118 Comanche Road  
Pueblo, CO 81001-1438  
719 542 0042



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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.8.3

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 202-314-6516. Thank you for your assistance.

Safety Briefing

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

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

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

[ ] All [ ] 75% [ ] 50% [ ] 25% [X] 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 [X] 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: I had seen it many times before so I knew the basic procedure.

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

[ ] Yes [ ] No

Explain: Same as it always is.

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

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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 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:

At first it seemed like a very hard landing until we did not begin to stop. ~~But~~ I could feel the brakes being applied, but the plane was not slowing down.

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

- Yes    No   Explain:

I did this instinctively when I heard the initial crash into 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

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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 *I looked for my backpack but could not find it.*

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

666

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

- Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

- Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

- Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 an old man laying in the aisle ahead of me. Someone was trying to help him already, so I climbed over the seats in front*

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.

Just the old man laying in 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 group of students

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 around them

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)  
+ 20 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 40 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 3 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.

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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)

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- 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.

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### 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

---

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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

*a large bruise on my leg - I don't know how it occurred*

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 *bruise*

### 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

*in 2 main groups*

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

*690*

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 26D

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

5'6"

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





## Final Thoughts

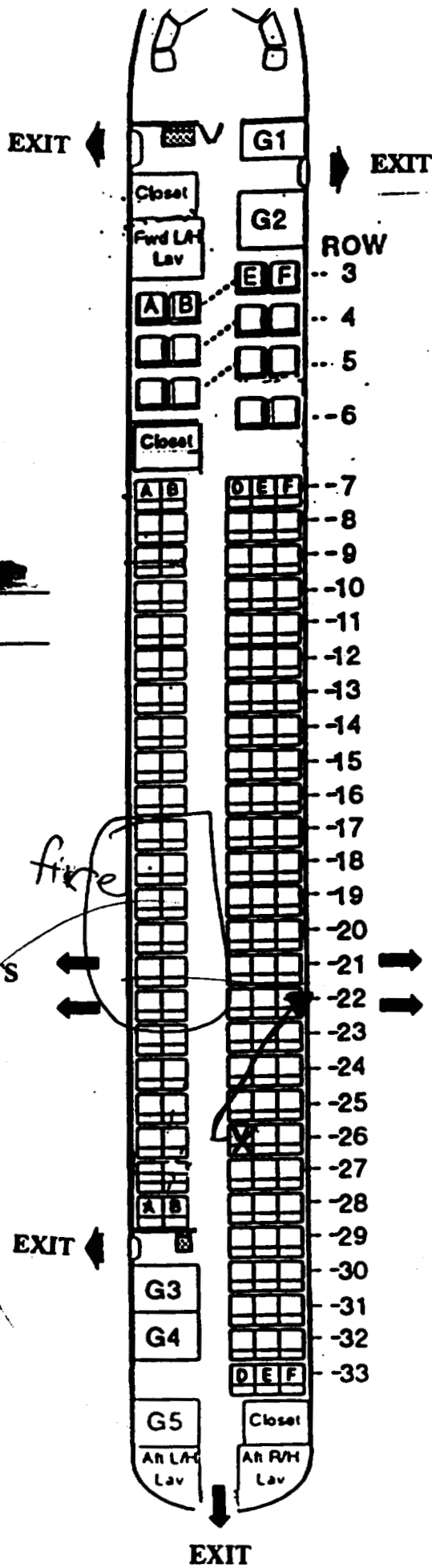
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

My main concern about the night of the crash was that it took way too long for emergency personnel to arrive. We waited in the rain & had at least 25 minutes. Once they did arrive, it seemed very unorganized. I understand a situation like this is difficult, but emergency personnel should have arrived sooner.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]

SEAT Number 26D



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

*I knew 24  
 other passengers  
 seated in  
 various parts of  
 plane*

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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-04-2

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 202-314-6516. Thank you for your assistance.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)
[X] Flight Attendant [ ] Video [ ] Audio See attached sheet

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? see attached sheet
[ ] 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 -> N/A
Explain: My closest exit was the gash on the starboard side versus a "standard" door or hatch. I was knocked unconscious during the landing. I can not specifically recall if the emergency lights were working. By the time I regained consciousness, the fire was already burning - that provided my illumination.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?
[X] Yes [ ] No
Explain: The crew did a good job during the presentation. Unfortunately (on other flights) the passengers seem to take it for granted.

8. When did you read the safety instruction card in the seatback in front of you?
[X] 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 attached sheet*

### 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 attached sheet*

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

- Yes
- No

Explain:

*I didn't realize the severity of our situation until the landing gear collapsed - at which time I was knocked unconscious. However, I'm concerned about back injuries I might have sustained if I was in the "crack" position with as little room as there is between seats - I was in 8D.*

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

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

*But I was facing the passenger to my right at time of impact*

- What happened to your seatbelt?

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

*I suspect another passenger unbelted me to get by me, since I was in the aisle seat.*

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

*Minimal, through hip region*

- What happened to your seat?

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

Describe:

*I suspect it remained intact. When I came to, I was in the aisle.*

## 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

*The gash on the starboard side was readily noticeable when I regained consciousness.*

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 *see attached sheet (gash on starboard side)*

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

*The only other person I saw in my section of the fuselage was the co-pilot.*

27. Were you directed toward a specific exit?

- Yes  No

*All others had already evacuated.*

28. Did you follow these directions?

- Yes  No *N/A*

*I offered assistance to the co-pilot, but he didn't want to be moved because of possible broken bones. At that time, he wasn't endangered by the fire.*



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 *N/A*

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

*However, my shaving kit became separated from my carry-on bag.*

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No *Not observed - I was unconscious when the other passengers evacuated the aircraft.*

*(62)*

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

Yes  No *Not observed*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 → *That's where I woke up.*  
If yes, describe \_\_\_\_\_

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

Yes  No *I suspect I hit my head on the seat ahead of me.*  
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 exited from where seats "were."*

55. Did you see anyone climb over the seats?

Yes  No *I was unconscious while others evacuated.*

56. Did you see any passengers pushing other passengers?

Yes  No *I was unconscious.*

57. Did you get pushed?

Yes  No *I suspect I was stepped on - but I was probably taken for dead being unresponsive & a lot of blood from my head.*

58. Did you push anyone?

**68**

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)  
+ 0 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 10% Moving up/down aisle  
+ 10% Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 80% 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 *Marginal - picking my way through the debris outside the fuselage.*

69. Other passengers in general were cooperative during the evacuation. *N/A - I was unconscious when they evacuated*

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 *Although bleeding & with a nearly severed ear, I was coherent & had use of my limbs & was able to assist others.*  
 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 *Somehow it was unfastened & I regained consciousness in the aisle*
75. Did unfastening your seat belt slow down your evacuation of the aircraft?  
 Yes     No     Seatbelt was not buckled *N/A*

### Environment

76. Was there smoke in the cabin?  
 Yes     No    If no skip to question 79
77. What was the intensity of the smoke? — *Wind direction & the opening in the fuselage helped it dissipate in the forward section.*  
 Light     Medium     Heavy
78. Were persons crawling or bent over to get below the smoke layer?  
 Yes     No *Not observed in my portion of the wreck.*
79. Did you notice the lights marking the exits?  
 Yes     No, but that's not to say they weren't illuminated
80. What was the position of the aircraft?  
 Upright     Inverted     On its side     Steep incline/decline  
*in sections*

### 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 *If given, I was unconscious*
84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  
 Yes     No     Not enough time *UNKNOWN, But not likely*
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  
*Unconscious*
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 \_\_\_\_\_
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.

*Only crew member seen was captain. He seemed coherent, but suspected broken knee. I assisted 3 other passengers at the crash scene, 1 other on bus (after it nearly backed into a ditch) and others back at the fire station.*

### 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

*Possibly - when climbing through the gash, I may have cut my hands on the edges of the jagged metal.*

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 *Not in the region where I exited.*

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

*There seemed to be 2 different collection areas - neither aware of the other.*

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

*681*

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 8D

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

5'10"

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

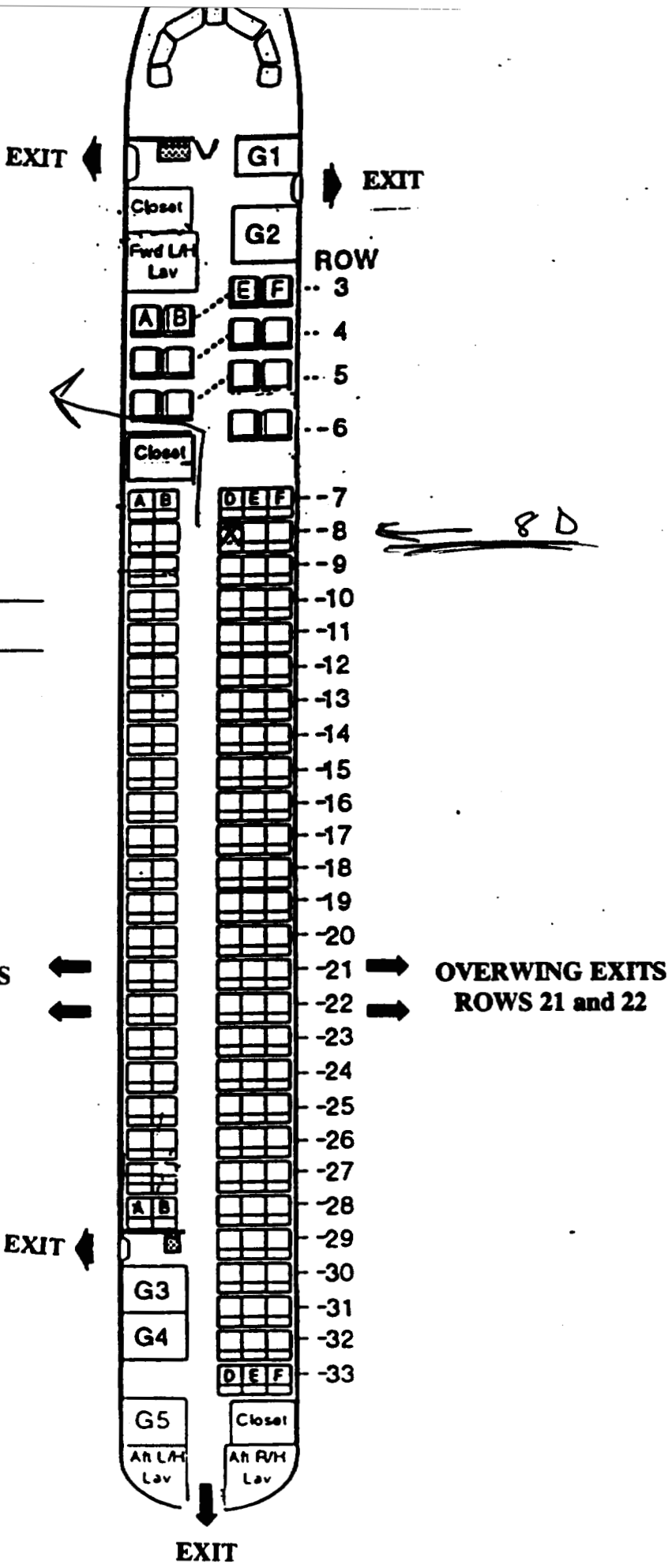
Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic

Other \_\_\_\_\_  None



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 8D



684

# Passenger Questionnaire

## Safety Briefing

1. I don't exactly recall how the preflight safety instructions were presented, but I think the instructions were presented over the speaker system while the flight attendant demonstrated the procedures. FLT 1420 was my third connection after being "on the road" for about 15 hours. Another thing I do remember was the flight attendant in our section making eye contact with the passengers during the presentation. As an instructor and presenter, eye contact is important.
2. I don't recall how well I could hear the presentation. Again, this was my third connection that day.

11. From what I remember of the presentation, it was good. The only comment I offer is to suggest the passenger have a piece of identification "on their person". Although I understand that comment may make passengers nervous. Take a look at my "After Action Report" attached to this packet.

## Impact Information

Here's the long version:

We were getting bounced around a little bit while approaching Little Rock. At one point an announcement was made "there was a light show out the left side," but it didn't seem any worse than other flights I'd been on, especially in Alaska.

When the plane made contact with the runway, it hit hard. I've been in maybe two other harder landings, but I'd be pressed to exactly describe them. Within moments after making contact it felt like the pilot applied the wheel brakes because I felt us swerve to the left. (Note I wrote swerve versus skid – quite a different sensation).

After a brief application of the wheel brakes, I heard the reverse thrusters kick in briefly. Moments later I felt the wheel brakes being applied again. This time we swerved to the right and then started to hydroplane.

Moments later I felt the landing gear collapse and lost consciousness.

## Emergency Exits

24. When I regained consciousness I smelt smoke. The fire was about 10 rows away and didn't seem to be spreading. I also noticed a large gash in the side of the aircraft. I wasn't aware of the nearest "official" exit, but figured I could climb through the gash in the side. (When I came to I was disoriented and initially confused the fore from the aft. It turned out the fire was near row 17. When I saw a crew-member seated on an elevated deck, I originally thought he was a male flight attendant at the galley. It turned out he was the co-pilot, still at his seat. I offered to carry him off the plane, but he declined because he had broken bones. Again at that time, the fire was in the vicinity of row 17 and he didn't seem in immediate danger).

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## After Action Review for NTSB

Interview with [REDACTED], American Airline Operations

5 June 1999

1. **Manifest sheet** – get a copy to the crash site or collection site **immediately**. In the absence of a manifest, gather names of passengers and crew as soon as the situation allows.
2. **Improve personnel accountability** – there seemed to be a delay (in excess of 12 hours) comparing names collected at the fire station collection point to the manifest.
3. **Flashlight** – consider affixing a penlight flashlight somewhere on flight attendants uniforms.
4. **Airport Operations**

The bus taking out the "walking wounded" had to back out on the access road to the crash site. Conditions were extremely poor visibility; intermittent heavy rains coupled with driving on an unfamiliar road. At one point passengers in the back of the bus screamed and the bus stopped – we came close to going off a bridge and into a drainage ditch. (A passenger exited the bus and began walking back to the terminal and I accompanied her). The bus turned around at some point and was traveling forward when it caught up to us. The other passenger and I reboarded the bus. The bus approached the terminal and slowed to a stop. Passengers began getting up and moving toward the door. Someone from outside the bus told the driver to take us to the fire station. We left the terminal and went to the station.

I understand the airport was responding with whoever they had available and the airport should have been closed earlier, before FLT 1420 was delayed, so I'm not taking shots at them. However, things that could have reduced error and anxiety are:

- A. Provide an aide or assistant driver with the bus. This person could have been a spotter during backing procedures
- B. Provide the bus with a flashlight. A passenger or assistant driver could assist with backing procedures.
- C. Provide the bus or driver with a radio and keep the driver posted on the evolving situation.

If you have any questions, please contact me at (907) 428-6237.

[REDACTED]  
[REDACTED]

Survivor, FLT 1420

686

Rec'd 7-26-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-2-5

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 202-314-6516. 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: There were no emergency exits - there was a fire behind me and a hole in first class ahead. No slides were necessary, nor did they deploy our unit which held oxygen masks & was knocked down, so those weren't useful, either.

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

- Yes  No

Explain: It is a routine I have seen over & over, so it didn't grab my 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: \_\_\_\_\_

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 fast, bumpy, and when we finally stopped, it was a double impact - like an initial hit and then final stop. I was against the left window in BA, and the unit where the oxygen mask is stored fell on us.

- 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:

As far as I know, it was intact - I unbuckled and got up.



## 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 There was no emergency exit used.

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

DO NOT  
APPLY.  
PASSENGERS  
FOUND

THEIR WAY  
TO ~~A HOLE~~ LEFT SIDE  
HOLE  
IN 1ST  
CLASS



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 (actually a backpack)

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No *Went to get it I don't know - I think so. At least, for them selves.*



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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

NOT APPLICABLE

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

DOES NOT APPLY

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 A little because our side of the plane slanted left - I helped the woman next to me struggle up as we made it together - then it was hard b/c of the darkness

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

Yes  No

DONT REMEMBER

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.

They couldn't see--it was dark

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%)

15 Getting out of your seat (including unfastening seat belt)  
+ 35 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 0 Moving up/down aisle  
+ 40 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 NO LIGHTS!

GENERAL PLANE DISARRAY--THERE SEEMED TO BE A SLANT

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

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

70. My physical size and fitness assisted me in the evacuation. able to quickly react.

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

71. My physical condition assisted me in the evacuation.

612

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   NOT YET - GOT OUT QUICKLY

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

*in between the two.*  
**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 APPLICABLE

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)

**643**

- 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.

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### 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

---



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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

*Somewhere I cut my elbow. I don't know how.  
Probably getting out of my seat. Didn't effect 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 *Crossed water with other passengers to field. waddled in from storm*

97. Did you notice any exterior aircraft lights illuminated?

- Yes    No *FIRE!*

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

*different groups.*

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other \_\_\_\_\_  
*Bussed to fire station, then IMAX*

### 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 13A

Please indicate the following locations on the diagram.

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

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

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

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

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

Use this 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

21

104. Height

5'3"

105. Weight

120

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No *contacts*

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



## Final Thoughts

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

After reading many articles and hearing many discussions on the causes and circumstances surrounding this crash, I think that the reason so many people made it was because people do work together. I personally did not witness any malicious behavior. I saw people lending a hand. I know we are all motivated by self interest - I knew I had to get myself out, but it was only going to happen if others also made it out. I also strongly believe that the circumstances of the crash have been interpreted.

696

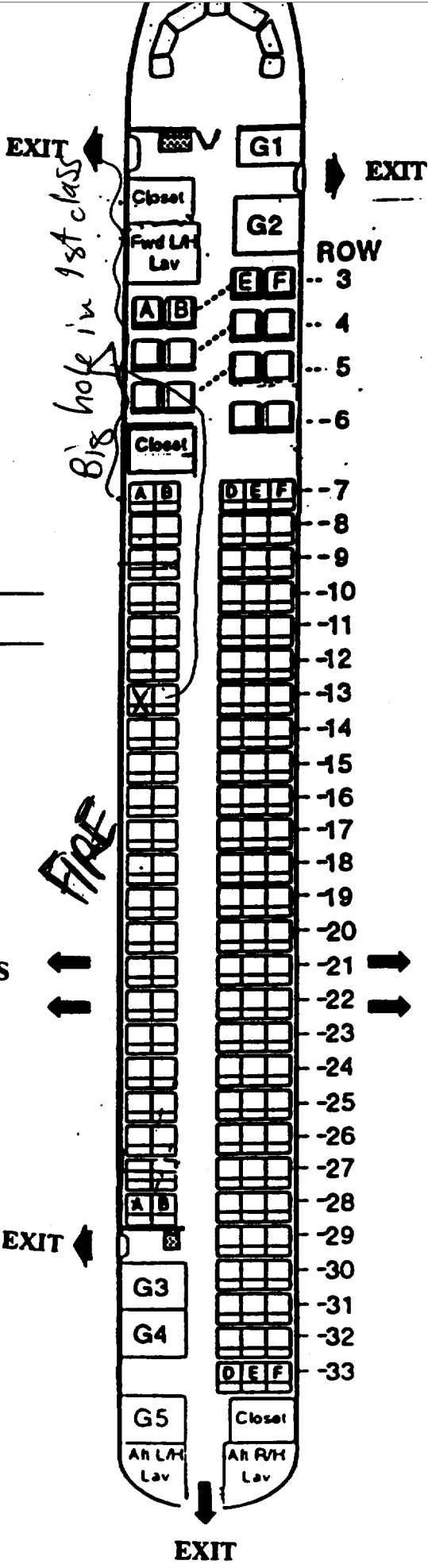
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 13A



*[Handwritten scribbles]*

**697**

mid 6-28-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-2-3

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 202-314-6516. 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: I don't know  
\_\_\_\_\_  
\_\_\_\_\_

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: well I don't know - I have no memory of evacuation.

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 "bounced" and came in "hot" I thought - Seeing the deep water on the runway - I thought we were hydroplaning.

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

- Yes     No    Explain:

I put my head down between my knees - My neck was broken.

- 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 *I don't think so*

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

*I do not know  
how I got off  
the plane.*



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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*I don't know*

*701*

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If no, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

*I have no memory of an evacuation by anyone.*

*702*

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

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

*no memory*

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

*no memory*

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

*no memory*

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)

*704*

- 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.

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### 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

*I believe my neck was broken during impact & I lost consciousness  
I also suffered both fire and chemical burns - & possible  
smoke inhalation.*

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

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93. Did you sustain any injuries after the evacuation?

- Yes     No    *Maybe*

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

*I may have fallen into fuel.*

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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 \_\_\_\_\_

*neck C-6 was shattered.*

### 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?

*I was taken to hospital by ambulance.*

**705**

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 64

104. Height 5' 5 1/2"

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 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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## Final Thoughts

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

I have absolutely no memory of my evacuation -

I have exact, detailed memory of the landing, but no memory at all of evacuating the plane.

My 1<sup>st</sup> awareness was lying on the ground outside the plane - but not too far away - in the driving rain & hail.

Someone (male?) touched me on the shoulder & told me I had to "Run" - get away from there as fast as

I could. I held my head on my shoulder and ran across the hayfield to a haystack where a group was huddled, trying to get a shield from the wind.

It was 75-100 feet at least - I fell twice, but reached the group & huddled there until my husband found me... and the ambulance took me away.

I'd like to see end-of-runway bunkers that are "crash-friendly": barrels like highway barriers or foam-releasing containers -- or something to lessen the impact.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

*This woman's actual seat # is unknown to me.*  
*pax list says 19E*

NAME \_\_\_\_\_

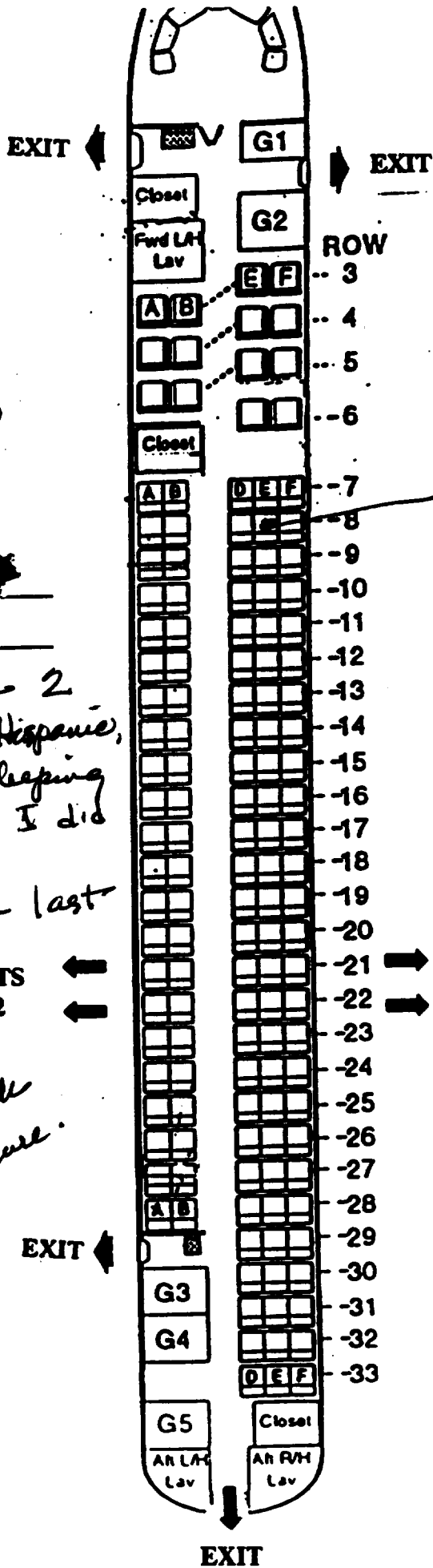
SEAT Number

8 E ?

*On either side of me were 2 women - either black or Hispanic, rather large. Both were sleeping when I was seated - so I did not disturb them. My husband & I were the last 2 passengers on the flight - and an attendant told us to just sit in the 1st vacant seat - I could've been sitting back further. I'm just not sure.*

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22



*808*

rec'd 8-2-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-5-2

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 202-314-6516. 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 what to do because over time I've looked at exit doors. Very little is said during the presentation about how to operate exit doors at the level of detail that would help during an emergency evacuation.*

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

- Yes  No

Explain: *"I know a lot of you travel frequently but this info. is important" - paraphrase of quote by Flight Attendant*

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: Know how to operate emergency exit door

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

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### 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 left runway @ 90-95 mph & slammed into catwalk & runway light station. Impact tore plane into several sections.

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

- Yes
- No

Explain:

Did not hear any instructions as to impending impact.

- 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:

bruise on stomach from buckle  
bruise on left side from edge of belt

- 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 *Nothing specific regarding operating the exit. Just "you may be required to assist in the event of an emergency"*

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? *Had read it before*

- Yes  No

19. Did you open an exit yourself? *assisted in opening*

- 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: *I only assisted. I gave some instructions to the man on the window exit as to opening it.*

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 *Slated in flight how*

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? *N/A*

- 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 Jumped off rear of wing

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 *Seated in exit row*

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?

*9/13*

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)  
+ \_\_\_\_\_ Moving from seat row into aisle  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ \_\_\_\_\_ Moving up/down aisle  
+ 10% Moving from aisle to exit  
+ 60% Opening exit (Zero if exit already open)  
+ \_\_\_\_\_ 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.

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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   *Don't know*

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 \_\_\_\_\_

89. How did the crew aid in your evacuation? (Check all that apply)

*715*

- 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.

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---



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### 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 ribs & cuts. No ~~negative~~ effect on my 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

*Cuts on feet. No effect*

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

*Cuts from bump*

94. Describe the location of injuries suffered?

- Wrist     Ankle     Leg     Arm     Back     Face     Head     Other *Chest ribs*

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

- Sprain     Fracture     Concussion     Broken Back     Dislocation     Strain  
 Burn     Abrasions (Lacerations & Bruises)     Smoke inhalation  
 Other *Bumping on skin irritations from jet fuel*

### 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    *Do not know*

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 bussed to fire station

### 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 22D

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 6'1"

105. Weight 200 lb

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

## Final Thoughts

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

- 1) If a person sits in an exit row, they should be given specific instructions as to how to open the door (in greater detail than the presentation or the info card)
- 2) All seats with exit rows should have the arm rest incorporated into the door. The arm rest interferes with removing the door unless you lift the door up. It should be easier to get out even better. The exit doors should be on ~~hinges~~ hinges that allow it to open outward.
- 3) Smoke hoods should be available for all passengers in the event of a cabin fire.
- 4) Perhaps a passenger safety certification course could be developed to certify passengers in safety procedures for different aircraft. An on-line course could be developed. For passing the exam, the airlines could offer an upgrade coupon or something like that.
- 5) I think the NTSB <sup>or FAA</sup> should make available (in addition to the investigative reports on crashes) the specific policies of each airline on pilot training, duty times, ~~hours~~ and other information to give passengers better info on what airlines they should fly.

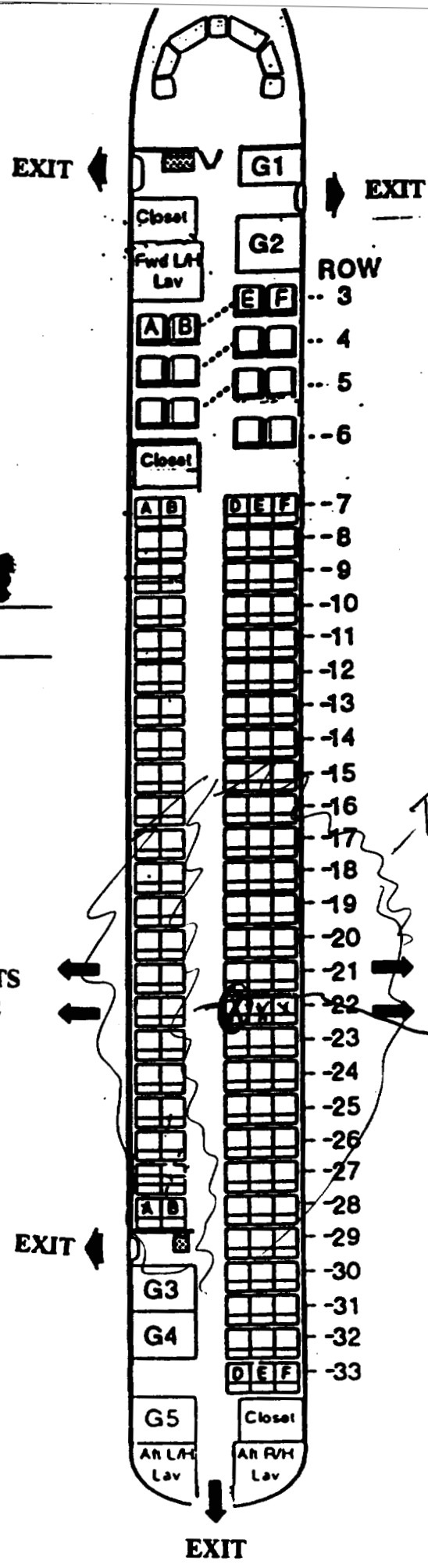
Mark, Please call if I can provide further info

Larry Bullard

~~XXXXXXXXXX~~ (H)  
~~XXXXXXXXXX~~ (M)  
~~XXXXXXXXXX~~ (O)

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 22D



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22  
*from rear of wing  
 into swamp*

*(X) = my seat  
 XY = other known  
 passengers*

*7/19*



NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29089

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 202-314-6516. 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 went out through a crack in the plane as it broke apart, it was across from row 10B.

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:

*Plane came in fast, so fast, then several bumps, then skidding sideways. Then a hard bump when it hit a pole.*

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

- Yes
- No

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

*Everything happened so fast, its hard to remember everything, but I did not get 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 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 went out the crack in the plane (Right side)*

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 *There were no directions*

*22*

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~~ wing  Not Applicable

Other *Jumped through the crack along with others in the plane*

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

123

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

**TRV**

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.

*I was one of the first out.*

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.

*925*

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.

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### 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

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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 from plane, injured leg badly, fell on my face  
 scraped face on left side, broke glasses, got a  
 black eye, couldn't walk to safety, crawled on hands  
 & knee's.*

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

---



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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?

**929**



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 10 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

70 yrs

104. Height

5'1"

105. Weight

147

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

928



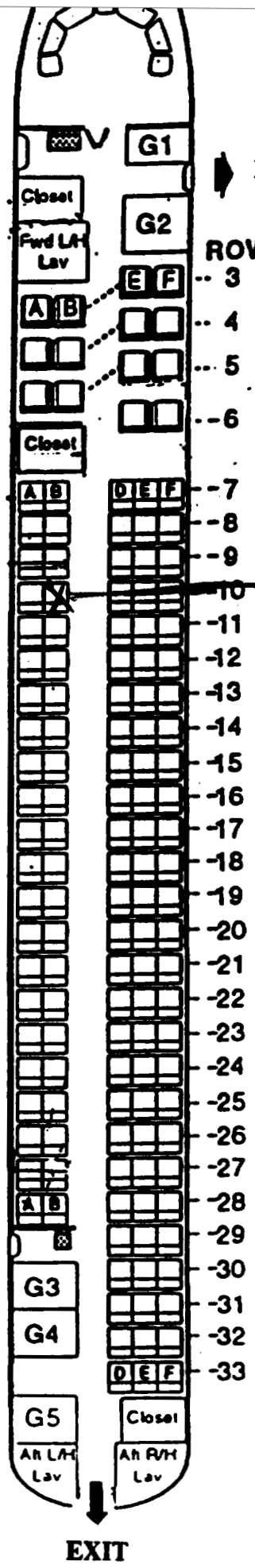
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME: [REDACTED]

SEAT Number 10 B



EXIT ←

→ EXIT

ROW

3  
4  
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33

*Out this way, where plane broke apart,*

← OVERWING EXITS  
ROWS 21 and 22

→ OVERWING EXITS  
ROWS 21 and 22

EXIT ←

EXIT ↓

950

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.1.2.8

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 202-314-6516. 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% [ ] 50% [X] 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?

- [X] Yes [ ] No

Explain: CLOSEST EXIT- I KNEW WHERE IT WAS

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

- [ ] Yes [ ] No

Explain: IT WAS STANDARD

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: INFORMATION GAVE ME A PROCEDURE TO FOLLOW TO GET OUT

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 STOPPED AFTER HITTING NAVIGATION LIGHTS

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

- Yes     No    Explain:

NO TIME TO DO ANYTHING.

- 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 THE SIDE OF THE PLANE HAD BEEN RIPPED OPEN THREE ROWS IN FRONT OF OUR SEATS

26. Were you directed away from a specific exit?

- Yes  No N/A- NO ONE WAS AROUND WHEN WE CAME TO.

27. Were you directed toward a specific exit?

- Yes  No N/A SAME

28. Did you follow these directions?

- Yes  No N/A SAME



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RMM

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

Yes  No SAME- NO FLIGHT ATTENDANT

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No NOT TO MY KNOWLEDGE

935



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No NO ONE AROUND

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 THE OVERHEAD BINS HAD FALLEN ON US TRAPPING US FORWARD  
IN OUR 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?  
THE BINS FELL ON US AND CAUSED CUTS TO THE BACK OF MY HEAD AND MY  
PARTNERS HEAD. ALSO TO THE SIDE OF MY FACE, ARM AND SHOULDER

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? NO

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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.

NO ONE ELSE WAS AROUND

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%)

70 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  
+ 10 Moving up/down aisle  
+ 0 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.

937

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 NO ONE ELSE AROUND

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 HEARD NOTHING

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)

998

- No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  Opening exits  Other WE SAW NO CREW MEMBERS

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.

NEVER SAW ANY CREW MEMBERS

### 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

DISLOCATED RIGHT THUMB, CUT BACK OF HEAD, CUTS ON RIGHT SIDE OF FACE  
ARM, AND SHOULDER. BINS FELL ON US, USELESS 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

CUTS ON BACK AND LEG FROM TORN METAL

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

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 EXITED PLANE, THEN THRU SWAMP TO DRY GROUND, UP THE BANK TO

97. Did you notice any exterior aircraft lights illuminated?

- Yes  No

RUNWAY

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?

989

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other WE GOT INTO A VEHICLE THAT HAD COME TO THE END OF THE RUNWAY

### 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 11B

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). GERI GROMMETT 11A- RANDY HILL 12F

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 56

104. Height 6'1"

105. Weight 198#

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 FLOWN SMALL PLANES  None

940

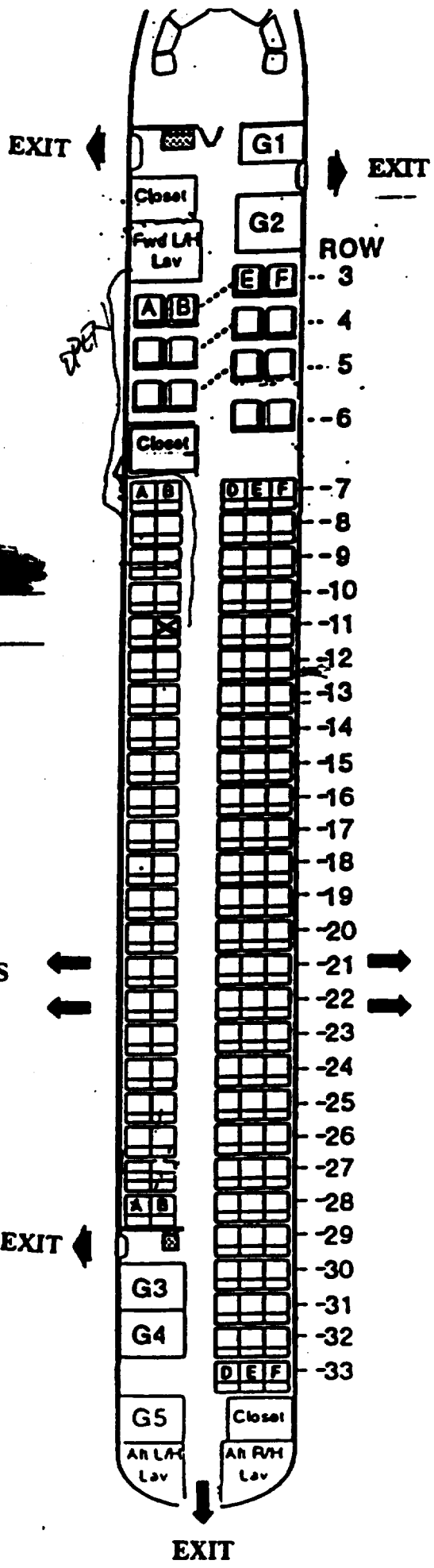
## Final Thoughts

As I previously stated there were no crew members available to direct or instruct people. I believe the flight attendants all sustained injuries. I don't know if it was due to where they are positioned in the aircraft or not; but flight attendants are the most knowledgeable in an evacuation situation and looking back I think that it would be most helpful if they were positioned at all of the emergency exits (this would include over the wings).



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 11 B



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

942

Rec'd 6-21-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.7.0

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 202-314-6516. 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: Too much fire

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: Rear door was inoperable due to crash.

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:

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

- Yes    No

Explain:

after 1<sup>st</sup> Touchdown and prior to 2<sup>nd</sup> Touchdown.

- 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:

Side bruise, neck pain, Fractured rib, abrasions, Burns, Smoke inhalation

- What happened to your seat?

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

Describe:

744

## 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 Rear door was closest - but jammed.

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 - Briefcase & clothes bag

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

*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? *no*

*9/17*

Yes  No

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

Yes  No  Don't know

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

Yes  No

If yes, explain why they were moving slowly.

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

Yes  No

62. Were you traveling with anyone?

Yes  No If no skip to item 67

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

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

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

Yes  No

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

Yes  No

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

Yes  No

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

5 Getting out of your seat (including unfastening seat belt)  
+ 5 Moving from seat row into aisle  
+ 10 Coordinating with traveling companions  
+ 2 Retrieving carry-on luggage  
+ 5 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 50 Opening exit (Zero if exit already open)  
+ 87 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.

948

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   *Broken*

### 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)

*2119*

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

*Smoke inhalation, Slight burns, Scrapes on body from going through hole in rear of the exit door.*

---

---

---

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

*Broken Fractured rib and gashes on L leg.*

---

---

---

94. Describe the location of injuries suffered?

Wrist  Ankle  Leg  Arm  Back  Face  Head  Other L side

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 know.*

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?

150

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 24 F

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 69"

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 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 Glider  None



## Final Thoughts

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

*Overhead storage bins need better locks.*

**American Airlines  
Flight 1420**

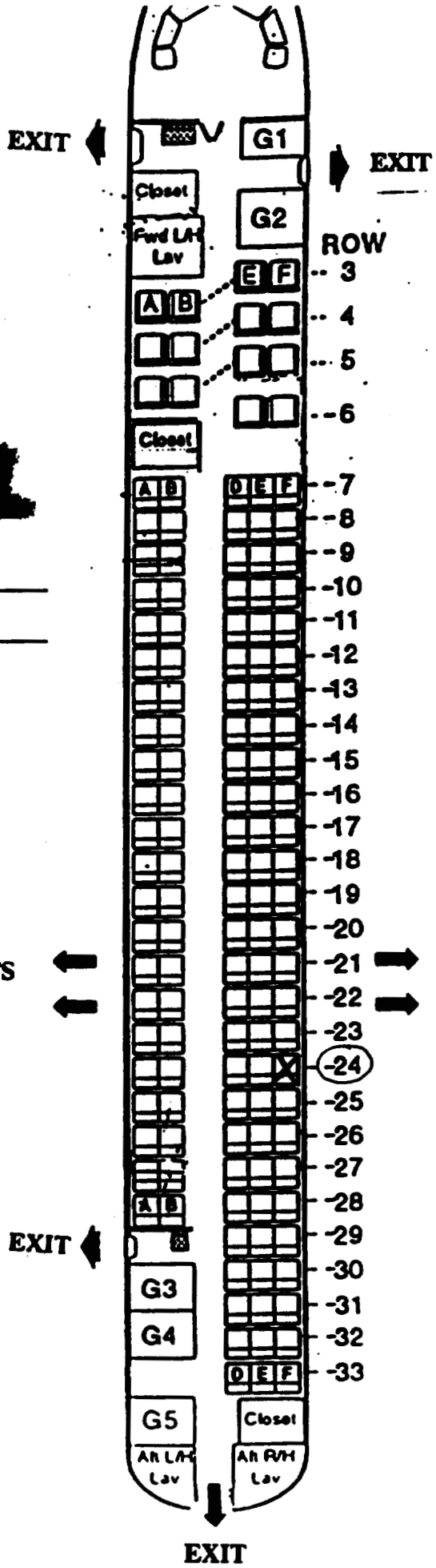
**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**



NAME \_\_\_\_\_

SEAT Number 24 F



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

rec'd 7-6-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-0-2

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 202-314-6516. 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

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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: information given allowed a procedure to get out.

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) indicate the importance and the passengers responsibilities.

### 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 was brought to a stop by hitting a metal stantion.

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

- Yes    No   Explain:

Not enough time was given to prepare.

- 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 don't believe the seat in front of me (10a) remained intact.

## 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 followed my traveling companion.

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 left hand side of the plane had been  
ripped open.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 The overhead bin fell on us, trapping us in our 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?  
The overhead bins broke away and fell on us, my travel companion had to clear the debris before we could get to the aisle.

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.

No one else was around. We believe we were some of the last people to de-plane.

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)  
+ 10 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 10 Moving up/down aisle  
+ 10 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.

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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  
Slightly

### 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)

760

- 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.

Never saw any of the crew members

### 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 impact of the overhead bins falling on our heads caused lacerations, bruising and abrasions.

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 to the runway

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?

961

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Walked to runway  
where we got into a white jeep and were driven to the fire station.

### 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 11a

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' 5"

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 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

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## Final Thoughts

These are observations of air travel in general. It just happened to the American Airlines this time. It could have been any of them.

My job entails a considerable amount of travel by air. I have had time to observe flight attendants and passengers. I have listened to the instruction by the flight attendants and can tell you honestly that the information is never stressed. There has never been a sense of importance. Passengers talk over the information that is being presented. Both parties act as if it is an inconvenience and would be happier if they would just get "the show on the road" – a nuisance.

I know now that the information being given is of no help. It is to placate the general public.

The lights don't lead anywhere, they don't come on.

The emergency exits don't open. I have learned to count how many seats to my nearest exit and not count on sight. Smoke fills up the cabin and you can't find an exit by sight.

I usually request emergency exit seats when I travel (for the leg room of course). I know now what a mistake it would be to take on that type of responsibility. I don't have enough strength to put my computer bag in an overhead bin, let alone be able to take on an emergency exit. Yet, I see people who do not appear as healthy or as strong as me sitting in these seats with no instruction prior to take off of what their responsibility will be if something should happen.

Had I put my head on my lap, my neck would have been broken or my head injuries a lot worse.

Had my travel companion (boss) not tightened my seat belt, my injuries could have been worse. Maybe, but I do not think that I have ever heard a flight attendant tell passengers the importance of having your seat belt tight. In the past I have had my seat belt so loose that it laid on my lap even as the flight attendant has gone by to check to see if it was fastened.

I am by no means talking about American Airlines Attendants only. I fly Delta, Southwest, America West, US Air, TWA and Continental.

I also understand that each incident is different. We experienced a hard impact, the plane broke into three pieces. Overhead luggage and the compartments fall. Passengers should not be allowed to put such heavy articles in the overhead bins. My injuries were not sustained by the impact, but by the overhead bins crashing down on me. (nowhere in the safety information is this covered) A lot of the people at the hospital were being treated for minor injuries due to the cabin falling apart, not the impact.

I guess what I am trying to say is, placating me, does not make me or the general public feel good, the truth does.

I think we all take on responsibility when we travel by air. Everyone who was waiting for flight #1420 knew what the weather conditions were in that part of the country. We knew they were having a difficult time getting equipment to us. I don't think that we even got on the plane that was slated for that flight. I don't think that Captain Buschmann took chances that could cost him his life or the lives of the other 144 passengers. Planes, people and weather are unpredictable!

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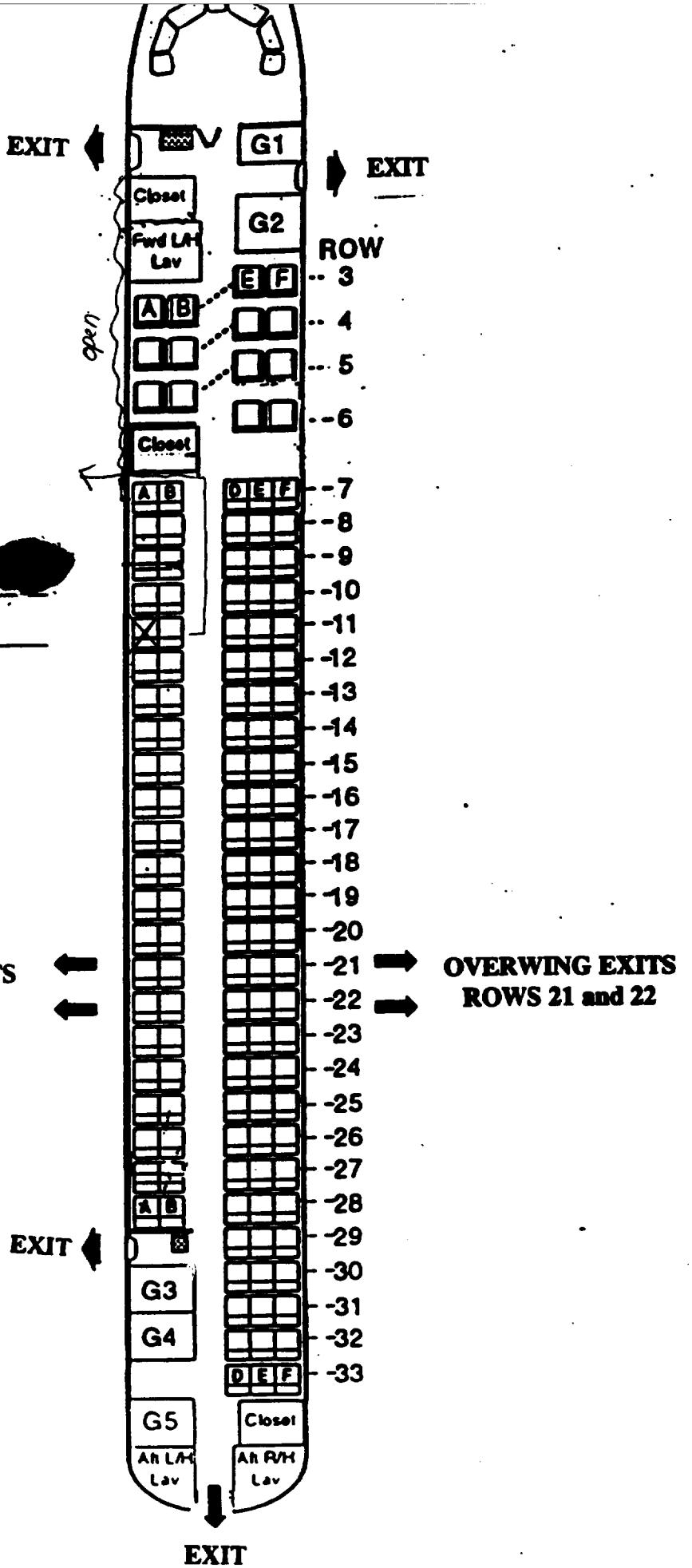
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 11A



NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29121

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 202-314-6516. 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: Have taken this flight once every other week for past year & a half. I knew where 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: They just "spoke up" & did a very professional job of it.

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

765

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: Just showed where exits were, over wings  
but didn't read safety card for that

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:

Hit twice on runway & dropped of 25' (guess)  
edge & hit light poles & shielded to a stop

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

- Yes     No    Explain:

But modified position otherwise my head would  
have gone into the back of seat in front of  
me. Moved head to side & rolled shoulder forward.

- 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? *N/A.*

- 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 *Stepped off - landing gear had collapsed.*

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

*Tried to open O/H bin but was jammed & then I saw the fire so I left it. wanted job related items.*

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*768*

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

969

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.

*Old guy, looked like he got knocked down or was having some problems. Helped him along, forcefully, as time was advancing to overhead exits.*

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>9%</u>	Getting out of your seat (including unfastening seat belt)
+ <u>5%</u>	Moving from seat row into aisle
+ <u>—</u>	Coordinating with traveling companions
+ <u>—</u>	Retrieving carry-on luggage
+ <u>23%</u>	Moving up/down aisle
+ <u>13%</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>6%</u>	Moving through exit
+ <u>45%</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100%</u>	Total evacuation time

2 sec	} <i>guesstimates</i>
1 sec	
—	
—	
.5 sec	
3 sec	
0	
1 sec	
10 sec	
<u>22 sec.</u>	

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

*Had not yet reached us, but  
could see it "coming on." We  
got out just before it  
overran the exit.*

### 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

*We had crashed*

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

Yes  No  Not enough time

*Never saw them until  
outside.*

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)

*791*

- 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.

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### Injury

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

- Yes    No   *not that I know of.*

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

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92. Did you sustain any injuries during the evacuation?

- Yes    No   *not that I know of.*

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

---



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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

*PRISON INJURY IN field*

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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   *PRISON INJURY*

### 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?

*772*

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 25B

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

45

104. Height

6' 2"

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: 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

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## Final Thoughts

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

I took you 2 weeks to get to me.  
Seems a bit long for just mailing out  
a bunch of forms.

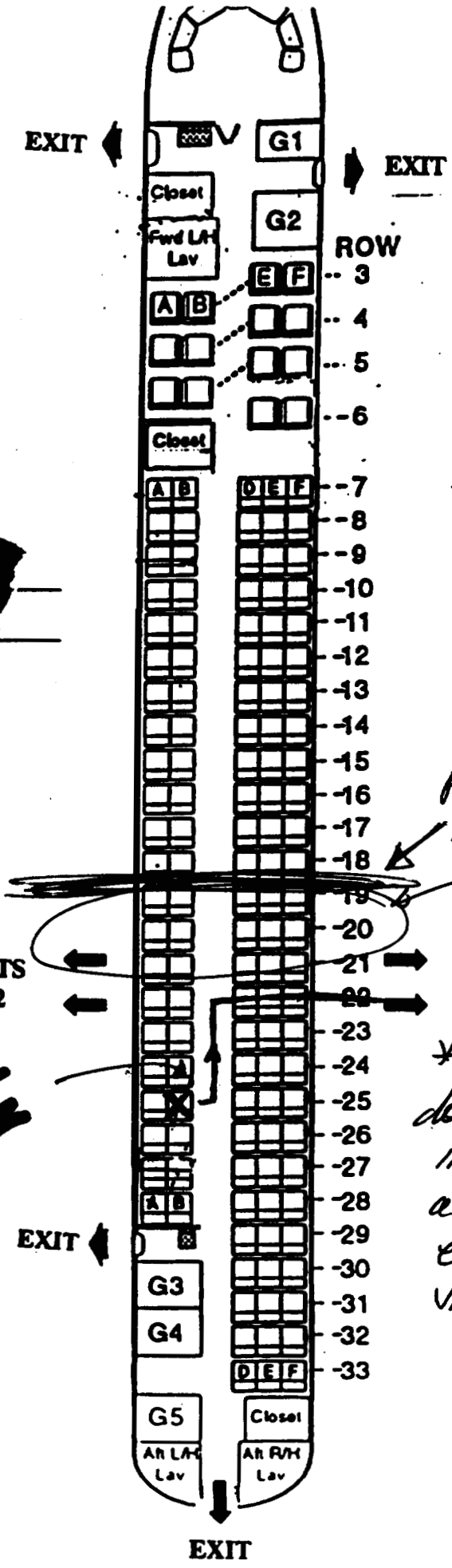
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 25B



*Plane broke open  
in this area \*  
Fire here + moved  
downwards near C*

*\* Probably further  
down than  
indicated here  
as the row 21  
exit was not  
visible.*

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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-8-6

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 202-314-6516. 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

(could have)

could hear - didn't listen

5. Is English your primary language?

- Yes  No

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

- Yes  No

Explain:

Exits were blocked. The only instructions we received from AA personnel were "brace for impact" (just before crash). No further instructions or help, except from other passengers.

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

- Yes  No

Explain:

Not sure, I don't believe so.

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

I've read it several times before.

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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:

Exits blocked

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

Airlines probably need to emphasize need to pay close attention, although I personally don't believe this made a difference in how it all unfolded.

### 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:

skidded down runway & struck the upright post.

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

- Yes     No

Explain:

I froze & just didn't do it.

- 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:

A very small cut - approximately 2 1/2" long on my right hip. (top of right leg). Never actually bled, but took about 10 days & 2 weeks to heal.

- What happened to your seat?

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

Describe:

Not sure - it seemed like all the seats were loose - thrown around, blocking aisle etc. Had to climb over seats to get out.

## 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 *Stewardess checked after impact. Said galley exit was blocked. Another passenger yelled "near exit blocked"*

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 *but I knew there were only 2-3 rows behind me, I went to bathroom just after boarding.*

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 *There was no exit - when someone yelled "there's a hole in the tail" I got in line to 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

*N/A - no directions given.*

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. There were no exits available. Fire (a wall of flames) in front of our broken off section, galley exit blocked & tail exit blocked.

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 makeup bag (small)

Suitcase 2:  Under seat  Overhead bin  Closet  Other Canvas bag (small)

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other The only reason I carried my purse out was it was on the floor right in front of me. I picked it up and it gave me something to hang on to - a small purse approx. 8" x 12" x 3". I saw my under seat carry-on & thought "forget it!"

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. I kept my purse with me

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

Yes  No Don't know. I believe I was in shock.

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

Yes  No Don't know, but don't believe it mattered. We were trapped anyway.

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

Yes  No

*Don't know, but don't believe so. Our stewardess left quickly, without helping us.*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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: Couldn't release my seat belt. By instinct, tried to release like car belt. I finally realized to release in middle. Don't believe there was an aisle.*

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

Yes  No *Don't believe so. I stayed belted in.*

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

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

Yes  No *We had to*

55. Did you see anyone climb over the seats?

Yes  No *We had to*

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone? *No*

Yes  No

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

Yes  No  Don't know *Not in my immediate area.*

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.

*Once door was open, we lined up & moved out quickly - no pushing or shoving. I believe I was toward back of line. I did say "moving - please & make coming".*

61. Did you consider another exit because of slow moving lines? *N/A*

Yes  No *Exit blocked*

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  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ \_\_\_\_\_ Moving up/down aisle  
+ 20 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

*Other 70% = trapped!!*

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 *None of the Above - We just needed an 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

*I feel like my age slowed down reaction time - getting out of seat belt etc.*

**Seat Belt Usage**

*Or maybe shock slowed down reaction time.*

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

*We were trapped anyway, although might have been able to exit right wing if out of seat sooner*

**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

*I was trying to, not some of other people.*

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

*it was obvious!*

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

Yes  No

*obvious*

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

Yes  No  Not enough time

*She left us "to see about a baby". Never saw her again.*

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes  No  Not enough time

*Question doesn't make sense.*

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?

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

*No instructions given.*

86. Did you understand the flight attendants' instructions?

Yes  No

*N/A none given.*

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)

*NOT AT ALL*

- 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

*Smoke inhalation. I felt like I was almost overcome by smoke. It was very hard to breathe even after I was out and away from the plane.*

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 *Only smoke inhalation + a few minor bruises and the cut on my right 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 *We joined hands & waded through swamp to get as far away as possible.*

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 *slightly away, then joined hands & waded away together. There were several groups of passengers, on different sides of the plane.*

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 F

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

5'10"

105. Weight

155 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 Beer in Dallas - approx 7-8 PM

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 All told, probably flown 25+ times.

113. Aviation Experience

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None

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## Final Thoughts

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

You already have my testimony given in Little Rock 6/1/99 to "Survivability Committee". I was shocked to receive no help from crew after crash, although I understand from another passenger the stewardess at rear exit guided him through picking hole in tail despite cut to her head.

There was actually no evacuation process. Only by the kindness of fellow passengers and by the grace of God are any of us alive today.

Through a series of unfortunate events - all exits blocked. I realize that IF galley door had opened, IF rear exit opened or IF tail had broken away as designed, we could've exited the rear in seconds and I would've had virtually NO injuries.

Even so, I am very thankful to have my life, and am waiting for your opinion (decision) on what went wrong, although I certainly have my own opinions on a series of events that went wrong.

Thank you for all that you do.

I also wanted to say that I don't think LR airport is equipped for an airline disaster. While the number of survivors was a nice problem to have, I feel 3 hrs. is too long from crash to my arrival at ER. Although I was among the "balling wounded" and rightfully was picked up last, I was praying to be able to breathe till I get help and some of our group suffered pretty severe injuries. I arrived at SVI-ER at 2<sup>45</sup> PM.

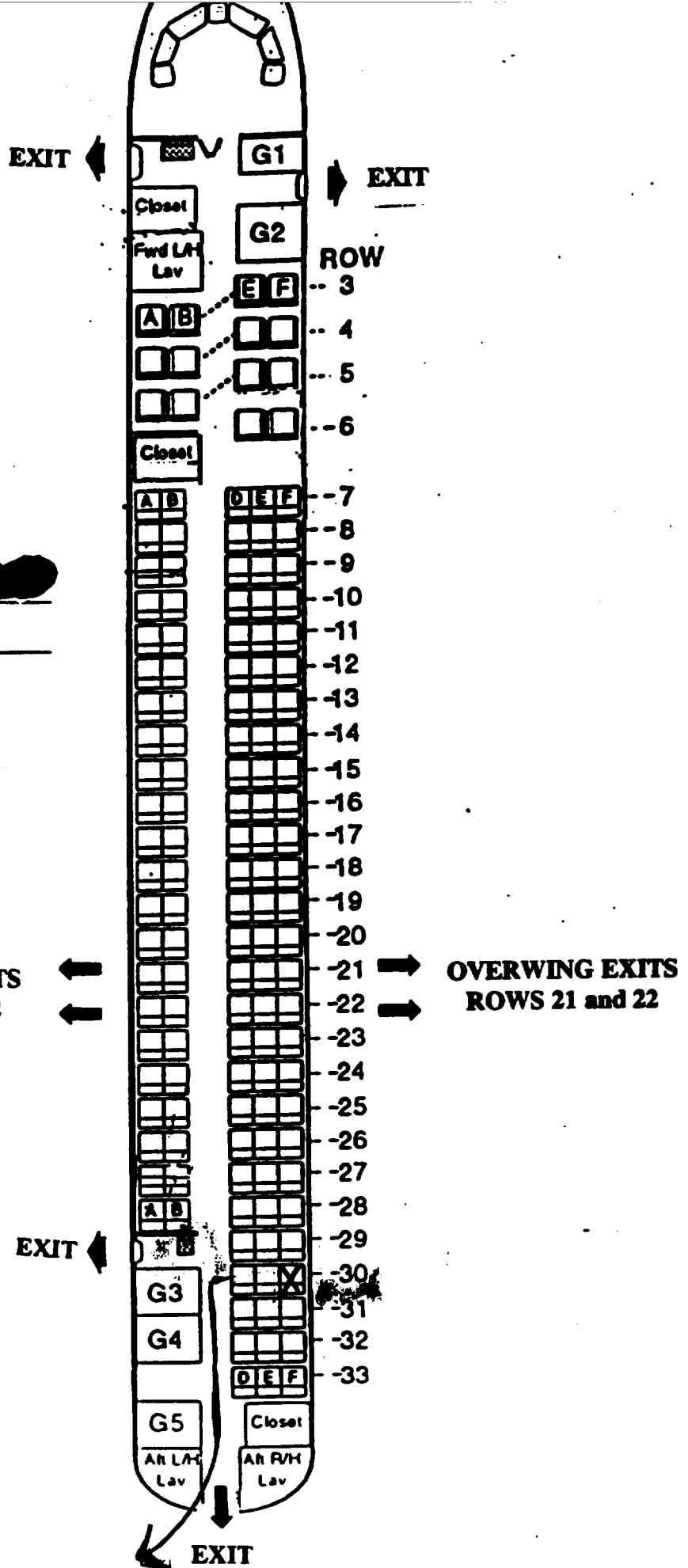
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT number 30 F



NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-1-6

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 202-314-6516. Thank you for your assistance.

Safety Briefing

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

- [X] Flight Attendant [ ] Video [X] 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?

- [ ] Heard every word [X] 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: I evacuated through a crack that was torn in the plane in front of my seat

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

- [X] Yes [ ] No

Explain:

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

- [X] 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: Didn't have to use any safety evacuation because there was a big ~~door~~ opening in the plane in front of my seat

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 was thrown into the back of the seat in front of me and my glasses were thrown off and broken. I was bruised and battered

- 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

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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? *no*



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  
+ \_\_\_\_\_ Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ \_\_\_\_\_ Moving up/down aisle  
+ \_\_\_\_\_ Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 90 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.

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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 *DON KNOW*

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)

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- 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.

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---

---

### 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

*thrown into seat in front of me, bruised heart and stern, many  
bruises*

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 *Heart, Stern*

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?

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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 14 A

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

5'5"

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

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

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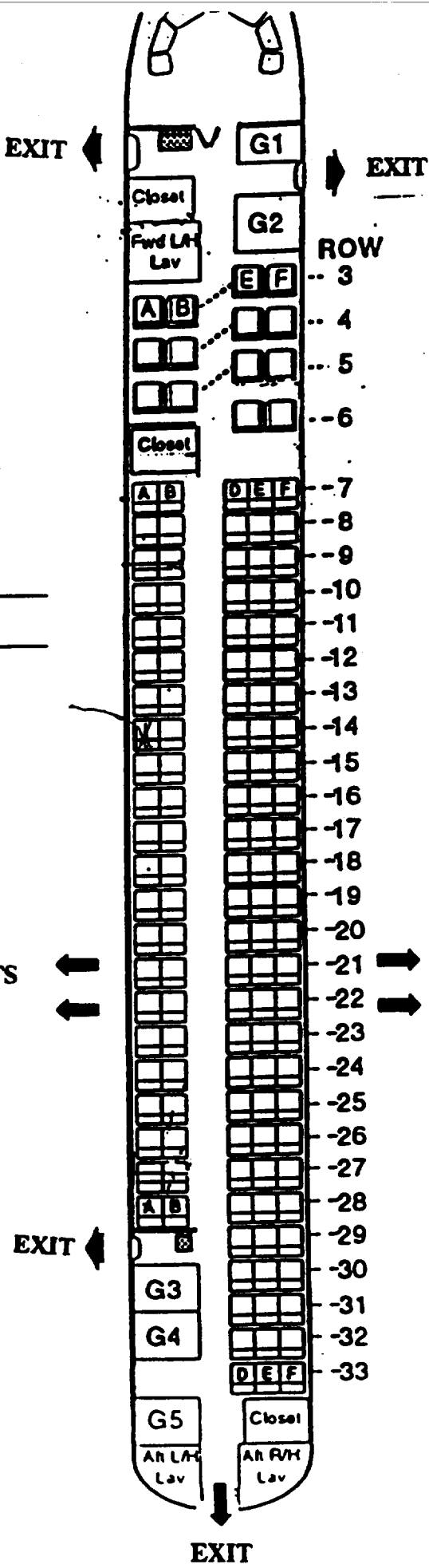
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 14A



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NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.038

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 202-314-6516. 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: There was no exit accessible from my seat at the crash. I was in seat 17D. All exits behind me were covered with fire. Front exits could not be reached because plane split in parts and seats were all over. There was no aisle left.

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

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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 crash into the runway light post and the fire were almost simultaneous.*

- 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:

*Bruise across Stomach (Big bruise)*

- What happened to your seat?

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

Describe:

*Seats in my row did not separate but we ended up slanted like a see saw, I was in the aisle seat and I was the low end of the see saw*



## 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 *There was no exit available*

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

*There was no emergency exit for the middle of the plane. We got out through a hole in the side of the plane.*



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:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>It was a shopping bag</u>
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>not a suitcase</u>

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer  
 Job related items  Sentimental items  Other purse which included

money/wallet/credit cards/Car-house key  
glasses and 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

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 no aisle left.*

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?

*802*

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%)

- + 25% 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 *there was no aisle*
- + 25 Moving from aisle to exit
- + 0 Opening exit (Zero if exit already open)
- + 50 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 *wires hanging from overhead*

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.

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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)

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- 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.

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### 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

Bad bruise on left knee

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

Right leg scraped, cut, bruised from hip to ankle. Cuts on left thumb right hand and right 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

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94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other near end

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?

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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 17D

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 48

104. Height 5'6"

105. Weight 260 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

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## Final Thoughts

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

If the plane hadn't cracked/split I would have died. Fire erupted behind my seat so the six exits in the rear of the plane were inaccessible. There was no way to reach the two exits at the front of the plane because the seats were in the aisle. There needs to be an exit at row 13 or 14 instead of 4 over the wings.

Because the plane split open we got a draft of air from the storm which kept smoke in tact to a minimum. The rain did not put out the fire but it slowed it down long enough for some of us to find the hole in the side of the plane. The smoke was real bad until we got the draft of fresh air.

If the plane had not hit the runway lights we would have landed in the river and no one would have survived. If the plane had been any other model, it would have exploded because the engine would have been in the wing.

I consider myself very blessed to be here to fill out this form.



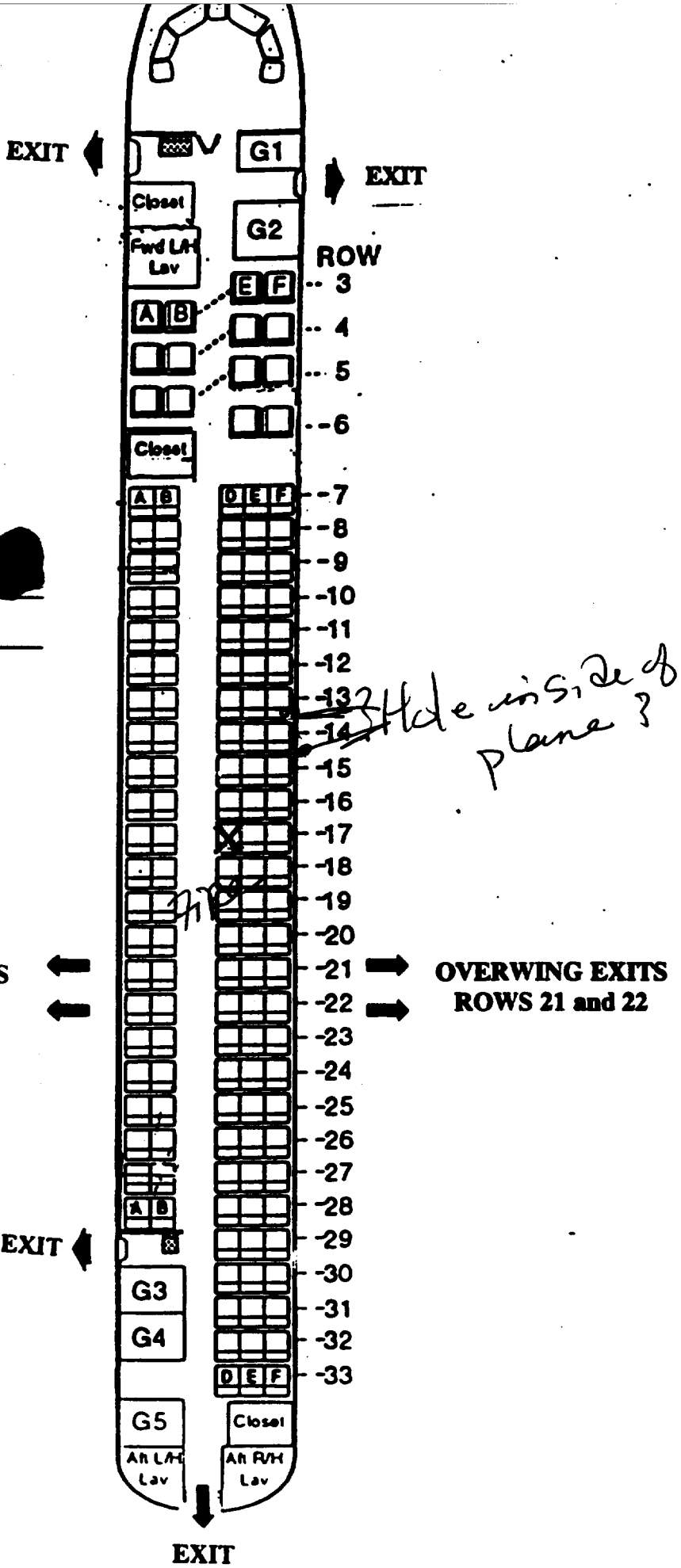
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 17D



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Rec'd 8-12-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-1-2

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 202-314-6516. 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 did not take into consideration the preflight safety instructions. I did not have time to think but rather react to how other passengers were escaping from the plane.

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

- Yes  No

Explain: It was read as if they were reading it because it was required.

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

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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)

MORE EMPHASIS ON THE LOCATION OF SAFETY EXITS AND HOW TO OPEN THEM

### 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 braced my self w/ my feet 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:

I JUST HAD BRUISES ON BOTH SIDES OF MY STOMACH, I GUESS FROM HITTING THE ARM REST.

- 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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 EVERY ONE WAS PUSHING + THE AISLE WAS  
JAMMED w/ OTHER PASSENGER SO IT TOOK  
A WHILE TO LEAVE MY 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

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:

THERE WAS AN OLDER MAN THAT HAD FALLEN AND HAD  
HIS LEG CAUGHT UNDER A SEAT AND HE COULD NOT GET UP.

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 (1 of them)

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  
+ 5 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 40 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 2 1/2 Moving through exit  
+ 2 1/2 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.

24

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)

815



- 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.

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### 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

JUST A FEW CUTS ON MY LEGS (DID NOT AFFECT EVACUATION)

I'M NOT SURE HOW THEY OCCURRED, COULD HAVE BEEN DURING 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

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

---

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 VARIOUS CUTS ON MY LEG

### 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?

8/16

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 Row 25 Seat 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 24

104. Height 5'9

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

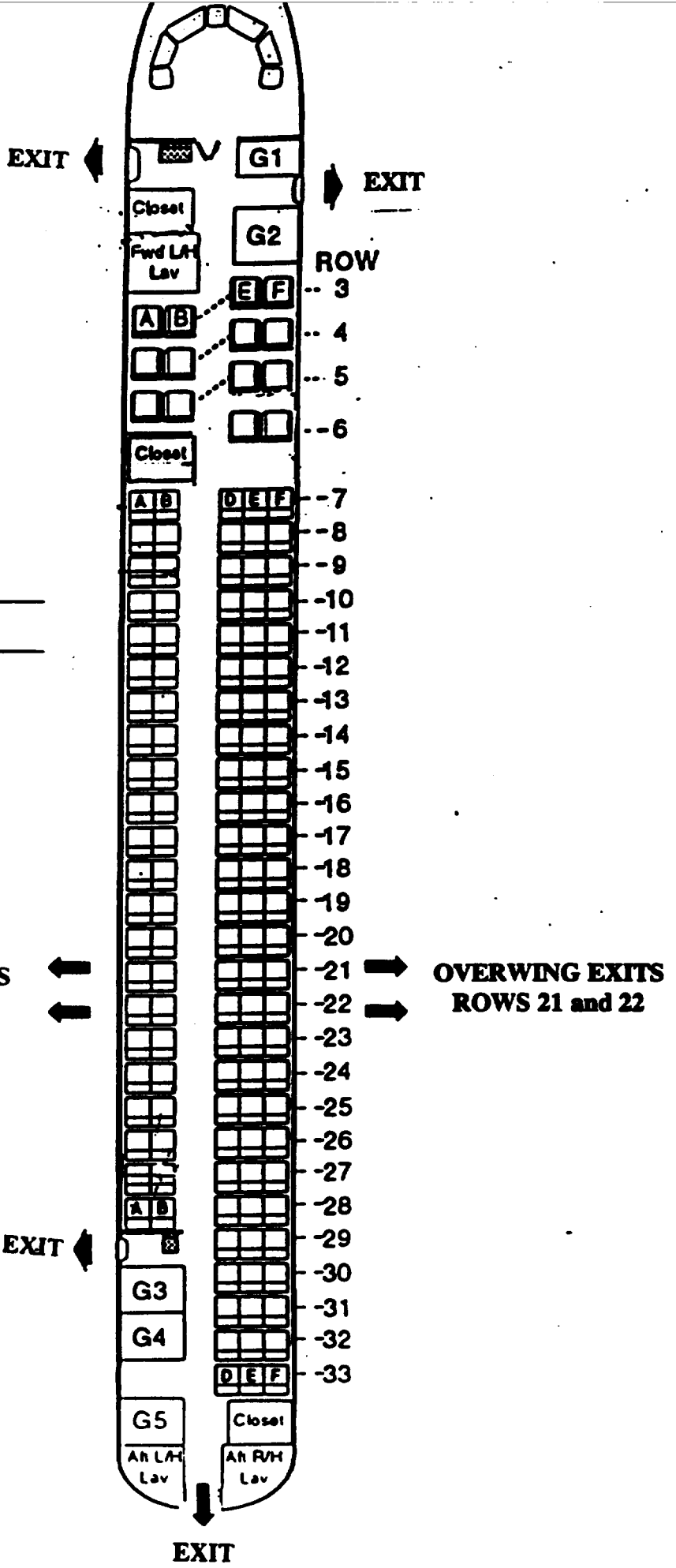
Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic

Other \_\_\_\_\_  None



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 25 E



819

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.7.3

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 202-314-6516. 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 know the other part

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

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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, I was thrown out of my seat.

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 plane was landing, it started Hydroplane. As I was looking out the window, I realized we were going to hit the fence. No warning from the crew.

- 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:

On my chest. During impact, my feet were pulled down while the seat belt pulled forward my chest until the belt was separated from the chair.

- What happened to your seat?

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

Describe:

I was thrown out of the plane.

## 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 *N/A*

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

- In front of me  Behind me  Left of me  Right of me *N/A*

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

- Yes  No *N/A*

15. Were you seated in an emergency exit row?

- Yes  No If no skip to item 19 *N/A*

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 *N/A*

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

- Yes  No *N/A*

19. Did you open an exit yourself?

- Yes  No If no, skip to item 24 *N/A*

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? *N/A*

- Yes  No

23. Did you open the exit while the aircraft was moving? *N/A*

- 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 *N/A*

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 *N/A*

26. Were you directed away from a specific exit? *N/A*

- Yes  No

27. Were you directed toward a specific exit? *N/A*

- Yes  No

28. Did you follow these directions? *N/A*

- 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: *bag*

Purse:  Under seat  Overhead bin  Closet  Other

Briefcase:  Under seat  Overhead bin  Closet  Other

Computer:  Under seat  Overhead bin  Closet  Other

Suitcase 1:  Under seat  Overhead bin  Closet  Other

Suitcase 2:  Under seat  Overhead bin  Closet  Other

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

Under seat  Overhead bin  Closet  Other

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other

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

Yes  No

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

*NA*

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

*NA*

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

Yes  No

*NA*

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

*NA*

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 \_\_\_\_\_

*NA*

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

Yes  No

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

*NA*

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

*NA*

57. Did you get pushed?

Yes  No

58. Did you push anyone?

**824**

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

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.

225

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)

826

- 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.

---



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### 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

*2 Broken Legs.*

---



---

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?

*827*

828

113. Aviation Experience  
 Other \_\_\_\_\_  
 Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  None

112. How often do you travel by air?  
 More than 6 flights per year  
 First flight  Less than 1 flight per year  1 to 2 flights per year  3 to 6 flights per year

111. Prior to departure, was your ability to evacuate affected by any of the following:  
 Other \_\_\_\_\_  
 Vision  Hearing  Age  Injury  Recent surgery  Cane

110. Had you consumed any alcohol in the 8 hours prior to the evacuation?  
 Yes  No

109. Did you lose your corrective lenses during the event that caused the evacuation?  
 Yes  No

108. Were you wearing your corrective lenses during this flight?  
 Yes  No

107. Do you wear corrective lenses?  
 Yes  No

106. Gender  
 Male  Female

105. Weight 165

104. Height 5'6"

103. Age 40

102. Have you ever had to evacuate an aircraft before?  
 Yes  No

**Personal Information**

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.

101. Seat Number 5A  
The attached diagram on the last page shows the floor plan of the aircraft.  
The doors and exits are indicated by large arrows.

**Your Location**

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



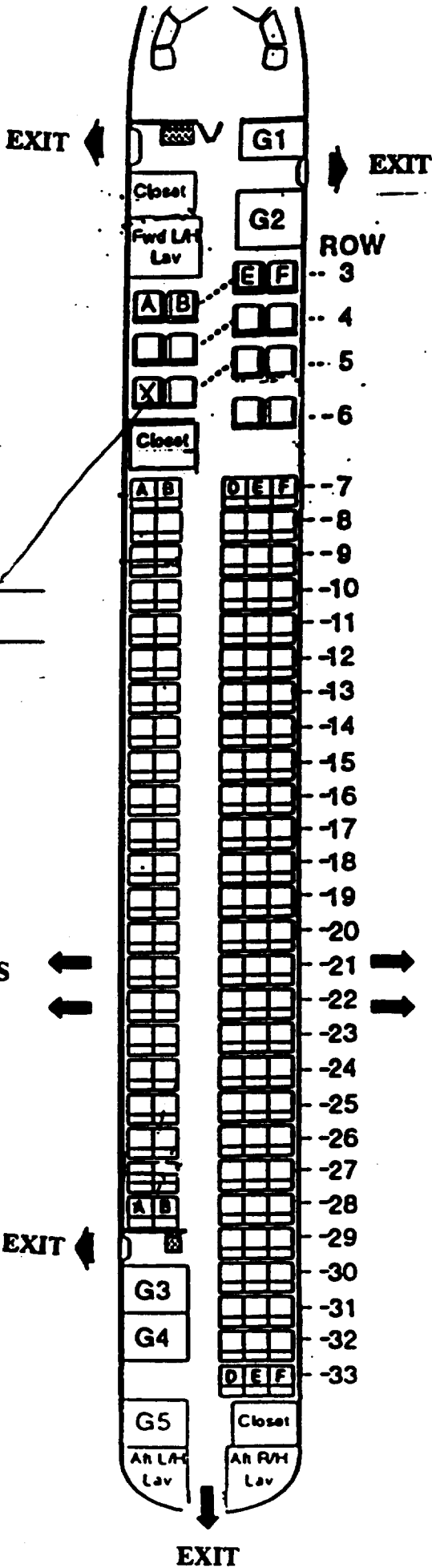
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 5



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

830

Rec'd 8-9-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-900-5

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 202-314-6516. 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 instructions mainly dealt with safety issues that were irrelevant to our evacuation, such as oxygen masks and flotation devices. Knowing about emergency lights on the floor is the last thing anyone would think about when your plane is on fire. Most importantly, no safety presentation EVER mentions the brace position, so when we were instructed to brace... many of us were confused.*

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  
 Yes     No  
 Explain: *The flight was very late after a long day for everyone, so no one seemed to care a great deal about it... both crew and passengers.*

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 prior knowledge, I was aware of the approximate location of the emergency exits.

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

include a reference to the proper bracing position, as shown on most safety cards. Also, naming the row numbers for all emergency exits might make some passengers more at ease and, more importantly, more aware of how close they are to an exit.

### 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 lost control upon contact with the runway and never regained it. Our speed never decreased as if we were hydroplaning across the runway until finally we ran off the runway, experienced definite impact with the metal tower, spun around and finally stopped after scraping across uneven terrain.

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

- Yes     No    Explain:

My initial reaction was to grip both arm rests. By the time we started spinning, I realized that correcting my brace position would be physically difficult and practically irrelevant.

- 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 remember trying to get up before realizing my seatbelt was still snugly fastened. So apparently the crash did not cause much damage to my row of seats.

## 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 looked back first, received instructions to move forward by a flight attendant, and moved toward the right wing 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 *I assumed to use the right wing exit as opposed to the left simply because I was seated on the right side of the aisle.*

26. Were you directed away from a specific exit?

- Yes  No

27. Were you directed toward a specific exit?

- Yes  No *only to move forward*

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 *Walked to the far end of wing to avoid losing balance and sliding off the back due to weather conditions.*

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

*Not possible given conditions, if there even were arrows to begin with.*

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

*No one in my section took carry-on luggage off the plane to my knowledge.*

**834**

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 first located my shoes that were off my feet prior to landing. I then waited for the people directly across the aisle from me to enter the aisle first.*

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?

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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.

*Some had a bit more difficulty exiting due to their age, but the overall progress was not dramatically slowed. The wait was due to natural congestion of the aisle until it was my row's turn to go forward.*

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 *school group*

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  
*Some of them*

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)  
+ 30 Moving from seat row into aisle  
+ 8 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 10 Moving from aisle to exit  
+ 0 Opening exit (Zero if exit already open)  
+ 7 Moving through exit  
+ 10 Getting off wing (Zero if you did not use a wing exit)  
= 100% Total evacuation time

*Absolutely a guess.*

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

*but gradually intensifying*

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 *I don't believe they were functioning at all.*

80. What was the position of the aircraft?

Upright  Inverted  On its side  Steep incline/decline  
*but not level*

### Communication

81. Who first informed you an evacuation was necessary?

Pilot  Flight Attendant  Other Passenger  Personal Decision *Not difficult to determine!*

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

Yes  No *Fire was visible; able to smell smoke and fuel.*

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 *No one knew it would be necessary prior to landing*

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 *Only to move forward and get out.*

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)

89

- No aid    Indicated the exits in use    Shouted instructions    Directed passengers out exits  
 Assisted passengers from seat to aircraft exits    Opening exits    Other \_\_\_\_\_

*No crew members could assist at wing exits.*

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.

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### 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

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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

*Only smoke inhalation, which was not severe compared to others.*

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---



---

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

*only a few small groups gathered after quite some time had passed.*

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



Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to alternate location

### 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 27-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 22

104. Height 5'10"

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 Glasses

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 N/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



## Final Thoughts

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

As a passenger seated near the back of the aircraft, I am grateful for the high concentration of emergency exits between the wings and tail. I do not understand how it could be considered "safe" for there to be no exit between rows three and 21. Had the plane not cracked open in certain places, many passengers may not have escaped as quickly or at all, due to the inconsistent positioning of emergency exits.

The wing emergency exit doors can and did cause additional complication to the evacuation process. By opening inward, the door becomes a cumbersome object that must be placed somewhere "out of the way." Wouldn't the best place to be "out of the way" be outside the cabin? In our situation, with seats out of their normal position and many people waiting to escape, the exit door had to be placed in the aisle where people had to step over it to move toward the exit. I see no reason why these doors could not open outwardly, like the forward and rear cabin exits do. There just isn't enough room in an already cramped cabin to deal with a large and heavy door.

The safety briefing prior to takeoff could easily include a reference to the brace position and a listing of row numbers where all emergency exits are located. Both of these details would become crucial information in almost any aircraft emergency situation.

No airport should be so ill-equipped or so under-staffed to handle an accident and the people waiting inside the terminal. Neither situation was handled efficiently or professionally during the first two hours following the crash. When I put my life in the hands of an airline, I expect there to be more consideration for my safety than anything else. This includes both the structural integrity of the airplanes and the quality of the manpower that makes them fly.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

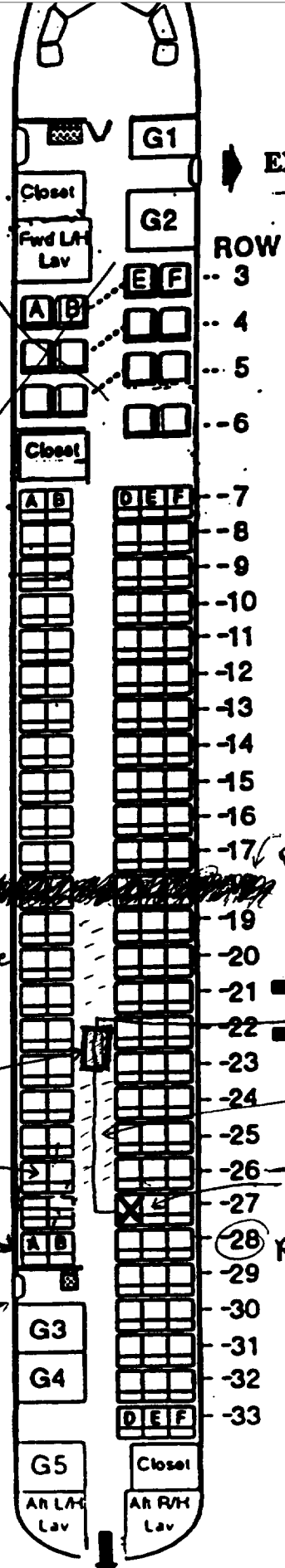
NAME [REDACTED]

SEAT Number 27-D

EXIT ←

→ EXIT

Not intact after impact



Wing was no longer attached to plane; Fire is somewhere nearby.

**OVERWING EXITS ROWS 21 and 22**

Fire at or near this row.

Wing still intact; No fire yet.

**OVERWING EXITS ROWS 21 and 22**

Where emergency door was placed.

Seat 26-A

Blocked EXIT (Not accessible) by normal means

Debris in floor, and some small luggage that had shifted from under seats.

Seat 27-E:

Row 28: Seats D, E, F

EXIT

↳ Difficulties, from what other passengers have told me

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Rec'd 8-16-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-1-3

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 202-314-6516. 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. If 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 had visually scanned the area where I was seated to locate the nearest emergency exit.

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

- Yes  No

Explain: One of the flight attendants asked passengers to direct their attention to the safety presentation. This was incorporated into the speech the flight attendants go through when conducting the safety 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

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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: Because the safety card illustrates the use of life jackets, emergency slides, flotation devices, all of which were not of use in this crash.

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

I would recommend having the passengers that are seated in the emergency exit rows actually try and open the exits so that they are familiar with how they operate.

### 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:

When we touched down on the runway, I knew we were going too fast. We bounced up once after touching down and never slowed down despite the pilot's attempts to apply the brakes. Once we went off the runway, everything happened so quickly. I just remember the plane finally coming to a stop.

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

- Yes    No   Explain:

I held onto the arm rests very tightly and had my seat belt securely fastened around my waist. It all happened too quickly to react any differently.

- 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:

My seat remained intact throughout the crash.

## 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

*(purse & tote bag)*

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

*my purse*

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other *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

*DONT KNOW*

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

- did not deploy

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person

Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights

Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger

Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

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Yes  No

I pushed a person in front of me to hurry up and get out the emergency exit.

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 I said in answer to question #58 I did push a person that was in front of me because he seemed to be hesitant to jump out of the emergency exit and I wanted to hurry up and get out of the plane.

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

Yes  No It was the only safe exit.

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
- + N/A Coordinating with traveling companions
- + 5% Retrieving carry-on luggage
- + 5% Moving up/down aisle
- + 10% Moving from aisle to exit
- + 0 Opening exit (Zero if exit already open)
- + 35% Moving through exit
- + 35% 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 other passengers moving slowly (as stated in #60)

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.

847



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

*not when I was on the plane.*

77. What was the intensity of the smoke?

Light  Medium  Heavy *N/A*

78. Were persons crawling or bent over to get below the smoke layer?

Yes  No

*not when I was on the plane.*

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

*I saw flames outside the window.*

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 \_\_\_\_\_

89. How did the crew aid in your evacuation? (Check all that apply)

*848*

- 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 cut my right ankle when exiting the plane. I also landed on my right hip and leg when exiting the emergency exit, upon hitting the 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

I had bruises on my forearms from where my arms hit against the arm rests. I suffered a contusion to my hip and thigh, stiffness and soreness in my neck.

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 contusion, stiffness, soreness

### 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?

849

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 26B

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

5'3"

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

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

I drank 1/2 of a beer during the lay-over in Dallas.

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

Vision  Hearing  Age  Injury  Recent surgery  Cane

Other \_\_\_\_\_

N/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

850

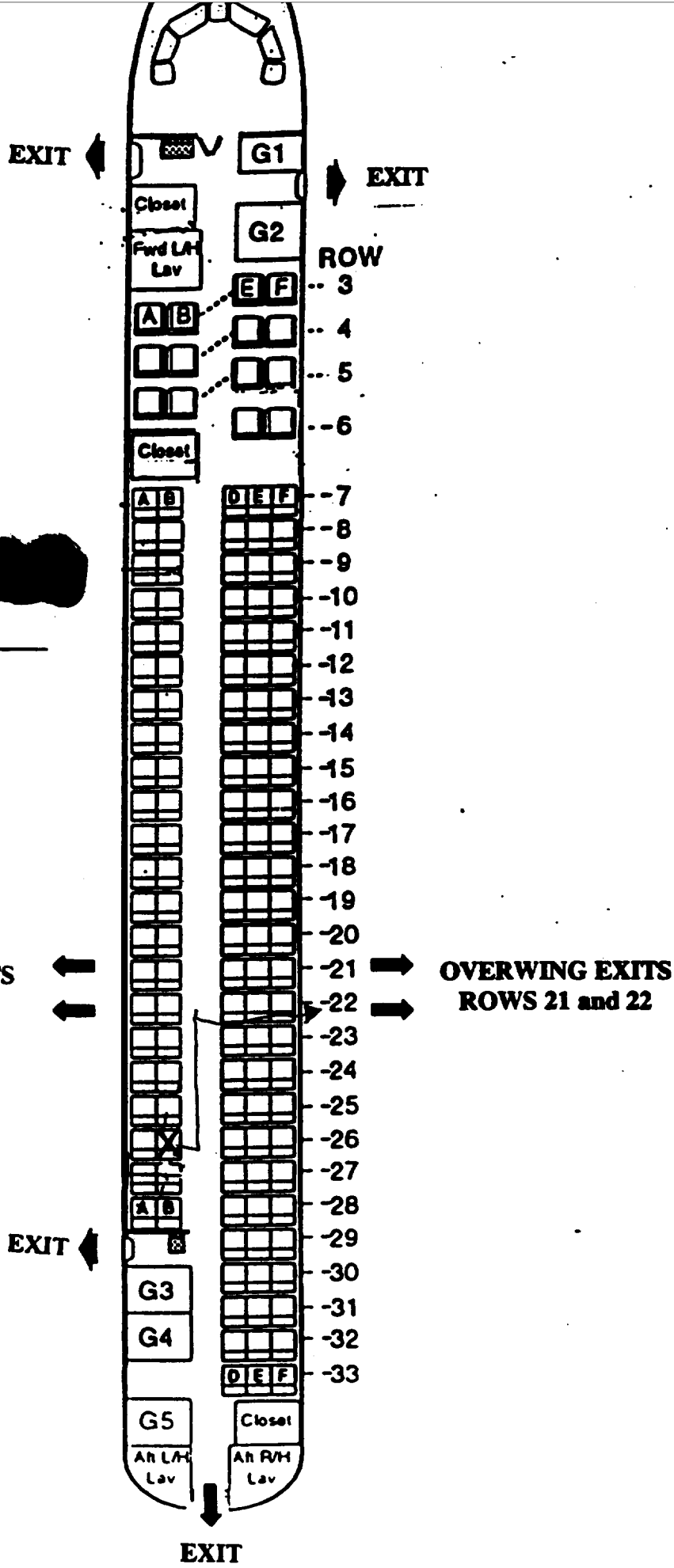


**American Airlines**  
**Flight 1420**

**Little Rock, Arkansas**  
**June 1, 1999**  
**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 20B



892

Rec'd 8-16-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-1-00

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 202-314-6516. 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 happened so fast that your adrenaline takes over. When you are surrounded by fire, you don't sit there and think back the proper steps you are suppose to follow.*

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 as an everyday thing they perform. There was no great importance relating the briefing.*

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

853

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: *The only thing you think about, if you do think, is getting yourself and as many other people as you can off the plane.*

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

*Show the importance of safety instructions.*

### 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:

*About the time you realize something is wrong, the plane slammed into something throwing you about out of your seat.*

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

- Yes     No

Explain:

*I grabbed the seat in front of me and braced myself.*

- 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:

*Bruised and very sore over left pelvis.*

- 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

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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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other Magazines

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 rushing to the aisle at the same time.

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%)

25 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  
+ 25 Moving from aisle to exit  
+ \_\_\_\_\_ Opening exit (Zero if exit already open)  
+ 25 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 Seat belt

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.

858

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)

859

- 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

*Bumps, bruises, + scrapes from 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

\_\_\_\_\_

\_\_\_\_\_

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?

**860**

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 23 F

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 24

104. Height 6'5"

105. Weight 208

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

## Final Thoughts

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

Use additional paper if needed.

I would just like to mention some changes that definitely <sup>need to</sup> be made. First of all, we never should have landed that night. We were surrounded by lightning, and the wind was blowing, the plane was not flying it was at an angle, single engine plane. A pilot should never try to land in a thunderstorm and the number one way of how many people would die like to mention how disorganized + slow the rescue effort was. It took them way too long and when they did there would be people just standing around. Numerous times fellow passengers and I would have been bringing the injured to the ambulance, and 8 firefighters would be standing around admiring the plane. It took a long time to get to the hospital. I hope personally that all of my injured friends did not get to the hospital until 3:30 A.M. It makes me sick to see the Mayor of Little Rock handing out awards for the rescue effort. I hope you do not allow f. R. to cover this up. There are definite changes that need to be made. They were not prepared for a plane crash.

802

13

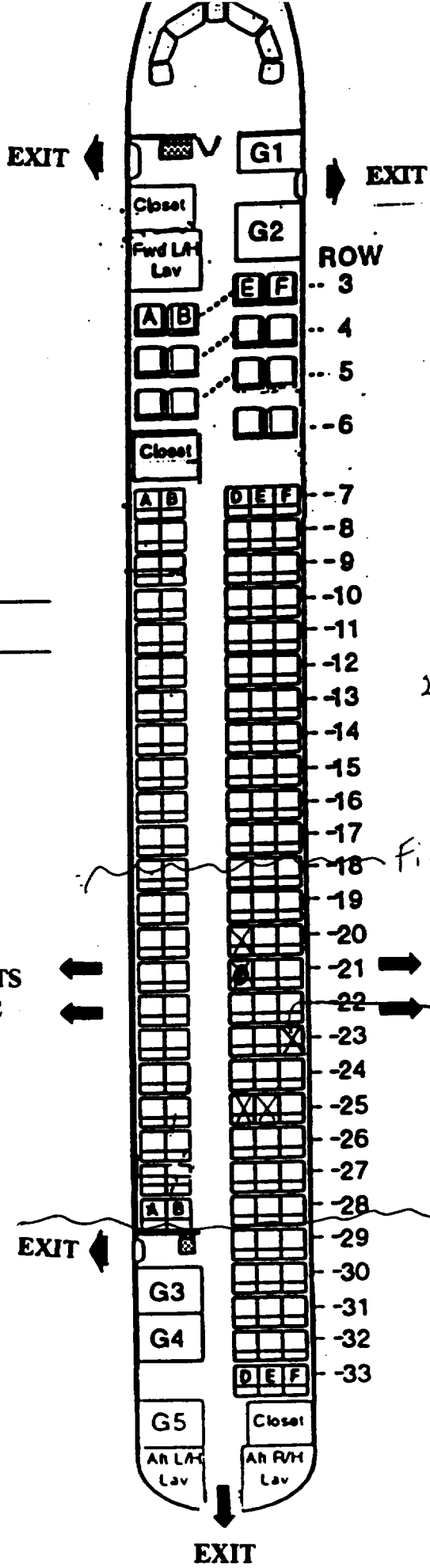
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number \_\_\_\_\_



863



Rec'd 9-16-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29095

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 202-314-6516. 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: After the presentation I knew where the emergency exit  
was located.

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

- Yes  No

Explain: It sounded like they were trying to rush everything  
so we could depart. That to me felt like it wasn't important  
to them.

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 displayed the emergency exits

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

Try not to rush the presentation so that it is explained in a clear 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:

When we came to a stop we were moving pretty fast. All I remember was doing a 180° turn and flying dead left in my seat. The impact was so violent that I was bruised along my midsection due to the seat belt.

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

- Yes     No    Explain:

I had no idea that we were about to crash into an obstacle.

- 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 bruised along my midsection

- 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: There was an older person in the emergency row trying to free the door. I climbed over my seat and tried to push it out. It was like it was jammed in so I threw my shoulder into it to free it open.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No ( I don't really know because I was one of the first out )

867

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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)  
+ 5 Moving from seat row into aisle  
+ - Coordinating with traveling companions  
+ - Retrieving carry-on luggage  
+ - Moving up/down aisle  
+ 5 Moving from aisle to exit  
+ 60 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 \_\_\_\_\_

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.

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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)

890

- 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.

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### 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

I was sitting one row from where the plane broke apart. It was there that a fire exploded beneath me and burned the backs of my legs.

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 somehow sliced my knee open in two areas. I also cut my shoulder while removing the emergency 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

Cuts to the head from the hail of the storm

94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other Knee & Shoulder

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?

**BN**



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 20D

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 24

104. Height 5'11

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 \_\_\_\_\_

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 Student Pilot  None

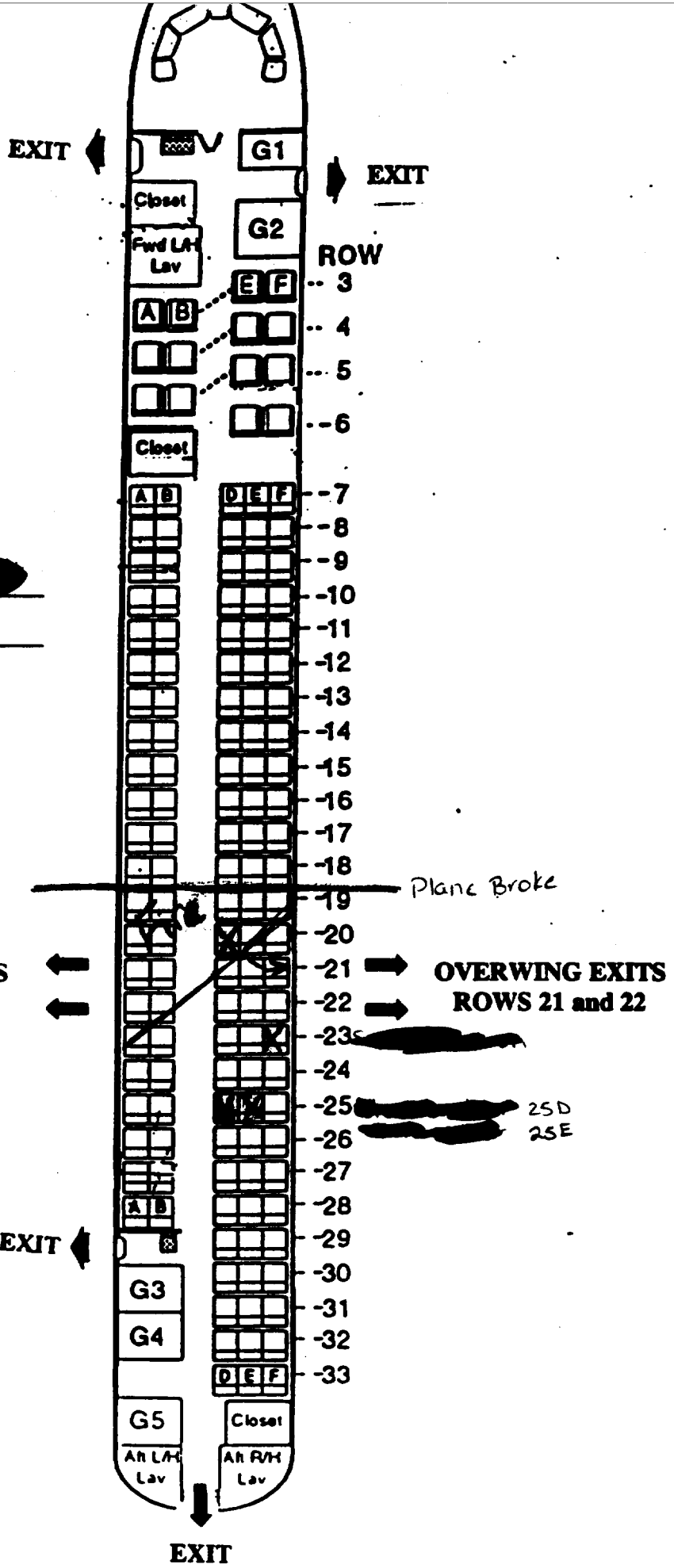


**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 20D



874

Feb 8-6-99 FN

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-9

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 202-314-6516. 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: nothing applied, we didn't have  
warning to duck - there was no emergency  
exit nearby as lights - it was panic.

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

Yes  No  
Explain: sounded routine

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

Prior to flight  During pre-flight briefing  In-flight  Did not read  
If you read the safety card skip to item 10

845

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: same reason - the info didn't apply

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

evacuation procedures  
fire safety

### 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 crashed

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

- Yes    No   Explain:

no warning didn't have 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

*N/A*

*871*

*from the fire behind me.*

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 available "exit" was a  
crack in the plane.*

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

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

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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.

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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)  
+ 55 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 40 Moving up/down aisle  
+ 30 Moving from aisle to exit  
+ 20 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.

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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 *they fell*  
 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.

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### 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

*Cuts & scrapes on legs, foot & arm from the jagged plane body  
aching back & muscles*

---



---

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

*smoke inhalation*

---



---

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 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?

*800*

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bussed to Hospital

### 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 30

104. Height 5-7"

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





**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME

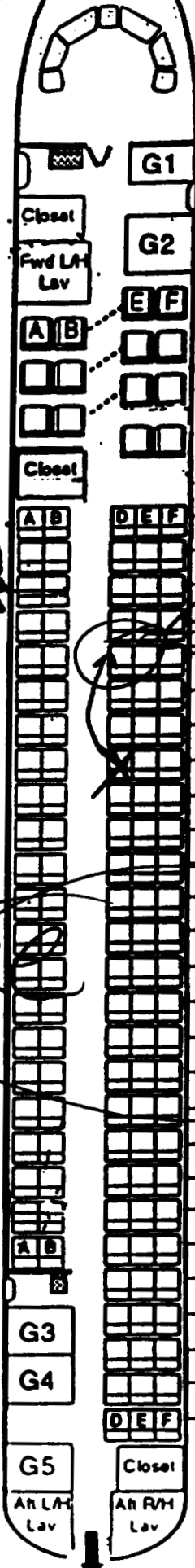


SEAT Number

14 D

EXIT

EXIT



ROW

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*Fell down  
plane here*

*out  
of  
ceiling  
here*

*fil*

OVERWING EXITS  
ROWS 21 and 22

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ROWS 21 and 22

EXIT

EXIT



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NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-4-5

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 202-314-6516. 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. Why did you 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 PITCH BLACK DARK, THE DOORS WERE JAMMED SHUT  
AND THE FLIGHT ATTENDANTS WERE NOT THERE TO HELP.

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 IN A CASUAL 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 - NOT THESE ONLY  
If you read the safety card skip to item 10 A VOIUT MAP AND A MAGAZINE



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:

I BUSTED OUT OF THE SEAT BELT - IT DID NOT HOLD

- 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

IT BROKE - I HAD BRUISES ACROSS MY STOMACH

- Did your seatbelt cause any bruises or injuries?

- Yes
- No

If yes, describe location and nature of injuries:

BRUISES ACROSS STOMACH

- 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 **DON'T KNOW**

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 **THERE WAS NO EVACUATION - JUST GETTING OUT BEST WAY I COULD.**

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 GOT OUT THROUGH A 1 1/2 INCH CRACK IN WALL -**

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 NO FLIGHT ATTENDANTS IN SIGHT

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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

DON'T REMEMBER

58. Did you push anyone?

DON'T REMEMBER

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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.

PASSENGER AHEAD OF ME WAS STOCK IN THE CRACK IN THE WALL - I HAD TO PUSH HIM THROUGH

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)  
+ 0 Moving from seat row into aisle  
+ 0 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 75 Moving up/down aisle  
+ 5 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.

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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 **BUSTED OPEN**

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 **LIGHTS ALL OUT - NO LIGHTS**

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 **THE DAMNED PLANE CRASHED AND WAS ON FIRE**

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

Yes  No  Not enough time

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes  No  Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?

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

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 \_\_\_\_\_

89. How did the crew aid in your evacuation? (Check all that apply)

**00**

- No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits
  - Assisted passengers from seat to aircraft exits  Opening exits  Other
- NOT AT ALL

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.  
 BRUISED BELLY - LEG CUT, EAR CUT, HAND CUT

### 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 BELLY, LEG CUT, EAR CUT, HAND CUT

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  
 CUTS FROM JAGGED METAL

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  
 SMOKE

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 CUTS

### 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 UNTIL 1/2 HOUR AFTER CRASH

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

THEY WERE ON BOTH SIDES OF THE PLANE

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 15-F

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 5'11"

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 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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## Final Thoughts

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

NO ONE CAME TO HELP FOR 20-30 MINUTES. IT SEEMED THAT THE CONTROL TOWER DIDNT EVEN KNOW WE HAD CRASHED UNTIL SOMEONE CALLED 911 ON THE CELL PHONE. THERE WERE NO FLIGHT CREW OR ATTENDANTS TO HELP. I BELIEVE THAT THE PEOPLE WHO GOT BURNED UP WOULD HAVE HAD A BETTER CHANCE TO LIVE IF THE FIRE TRUCKS HAD NOT GONE TO THE LOGJUMP END OF THE AIRPORT.

THE FIRE TRUCKS COULD NOT GET TO US. THEY TOOK THE LOGJUMP ROAD AND HAD TO LEAVE AND COME AROUND ANOTHER WAY.



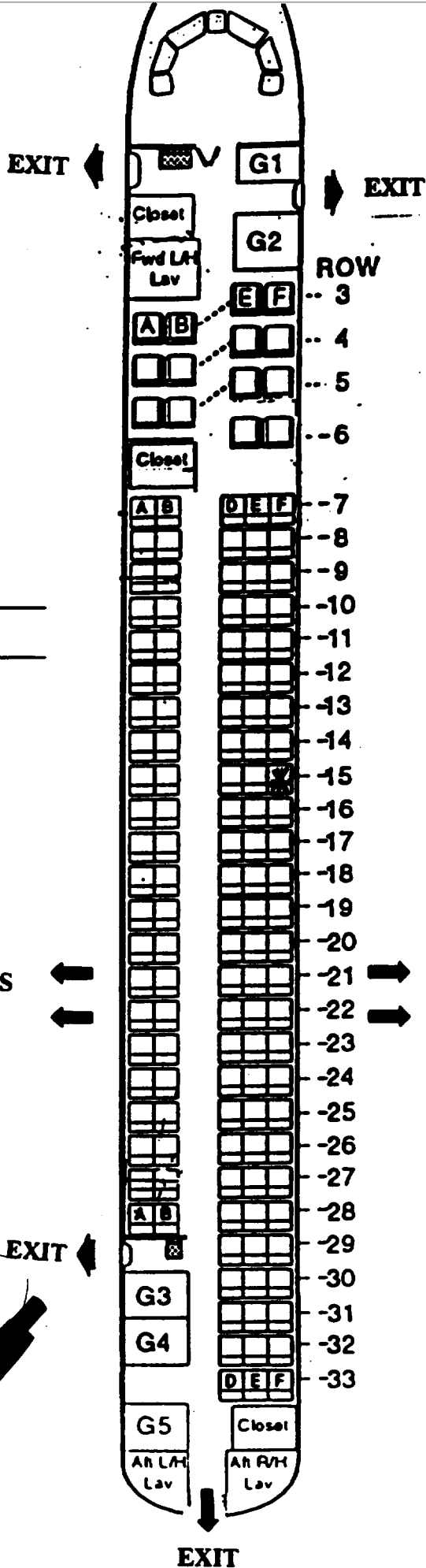
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 15-F



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

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rec'd 6-24-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-5-5

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 202-314-6516. 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. Explain 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: *Could not find where emergency exit was, jumped from plane after being belted on legs & hands thru a crack in right side of plane*

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

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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 skidded all over runway + finally came to stop when it hit something + collapsed.*

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

- Yes    No

Explain:

*Because there was not 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:

*upper part of legs + lower stomach*

- What happened to your seat?

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

Describe:

*Our seats went to the left.*

## 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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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~~ 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.

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---

---

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)  
+ 50 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.

*902*

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)

903



- 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    *yes*

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

*Got burned*

\_\_\_\_\_

\_\_\_\_\_

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 jumping to ground hurt back*

\_\_\_\_\_

\_\_\_\_\_

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 *fire burned face + hair*

### 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?

*904*

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 17F

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 74

104. Height 5'4"

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

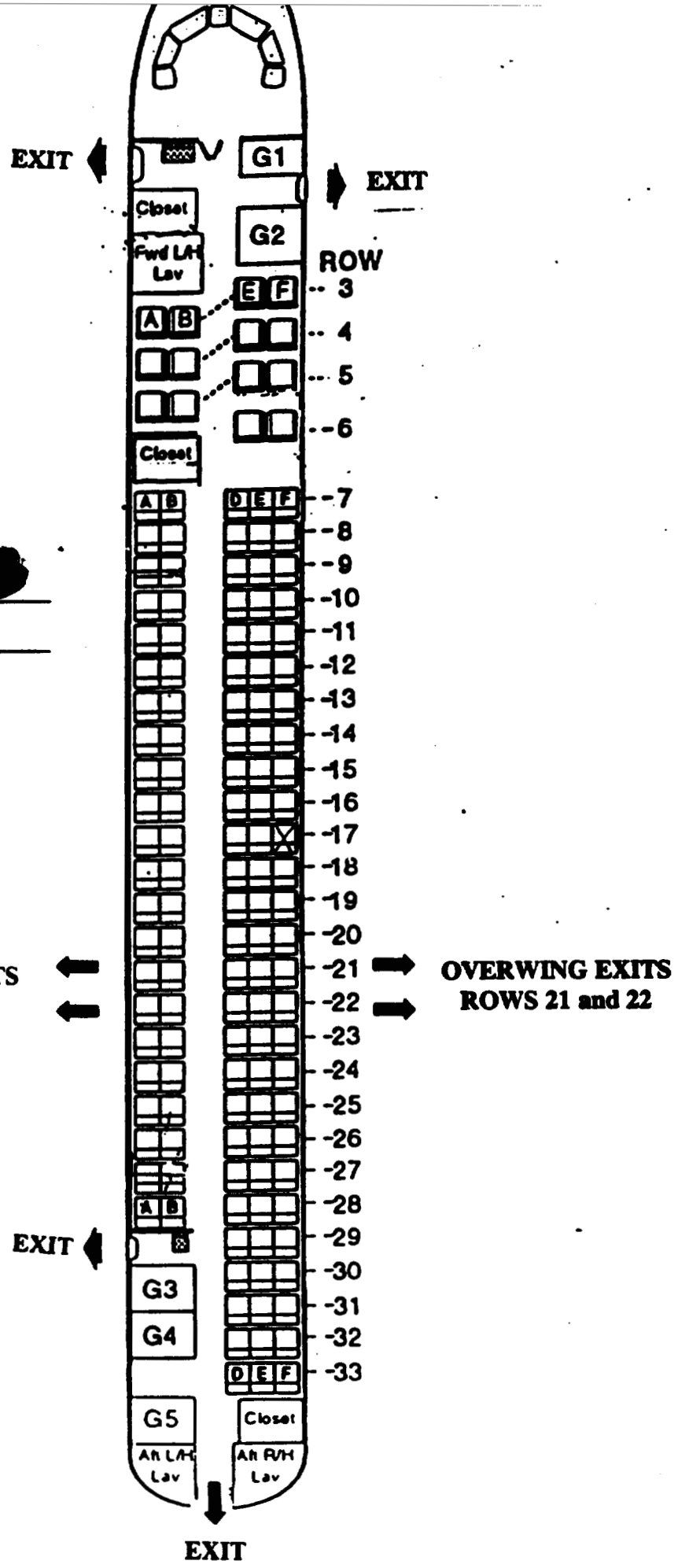
Other \_\_\_\_\_  None

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American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 17F



OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

909

9-10-99

# NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

2-9-1-0-2

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 202-314-6516. 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: Entire side of plane was gone. I didn't  
require an emergency exit

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

Yes  No

Explain: I know now that not enough emphasis  
is placed on it & most passengers choose to  
to ignore it.

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

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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)

*Not enough significance is put on it. Perhaps the pilot should make a brief introductory comment to emphasize significance*

### 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: \_\_\_\_\_

*It was obvious 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: \_\_\_\_\_

*Bruised Bruises on sides of abdomen*

- What happened to your seat?

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

Describe: \_\_\_\_\_

*It was upsetting to see how many seats did break free. When this happens in car accidents, it often results in major settlements against the car manufacturer.*

## 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 didn't have to, but I didn't look like I should have during the pre-flight briefing.*

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 didn't need one - the entire side of aircraft was gone*

25. For what reasons did you choose this exit? (Check all that apply) *NA*

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

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No

911



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

- Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

- Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

- Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_ *NA*

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

- Yes  No *NA*

51. If yes, who gave you instructions?

- Crewmember  Fire fighter  Another passenger  Other \_\_\_\_\_ *NA*

### Passenger Behavior

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

- Yes  No

If yes, describe I ~~to~~ didn't have to get into 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?

912

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 *14 yr old daughter*

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)

+ \_\_\_\_\_ 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

*50%: Stepping thru hole in side of aircraft*

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   *Brief fumbling*

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   *They didn't work*

80. What was the position of the aircraft?

Upright    Inverted    On its side    Steep incline/decline   *Tilted towards left side*

### 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   *NA*

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)

914

- 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  
*Arm and face injuries. No effect during 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  
*Passengers grouped in different clusters away from aircraft.*

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

*9/15*

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other Bused to fire station

### 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

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 5'11"

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 \_\_\_\_\_

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

916

## Final Thoughts

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

During the landing, I found myself getting very angry at the pilot attempting to land during such a violent storm. I remember telling myself "I give him 50/50 on this one."

The Little Rock airport is a joke. They obviously were not prepared for such an emergency. It's difficult to believe the firetruck went to the wrong end of the runway. Why did it take so long for emergency personnel to arrive. Flight attendants did not announce to fasten belts & put seats in upright position. Seats should not tear loose so easily.

The fire station should have emergency blankets available. I witnessed several passengers with the onsets of hypothermia and few blankets were available.

Crew attendant should be better educated on how to handle emergency situations. Bullshitting everyone is not appropriate.

**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

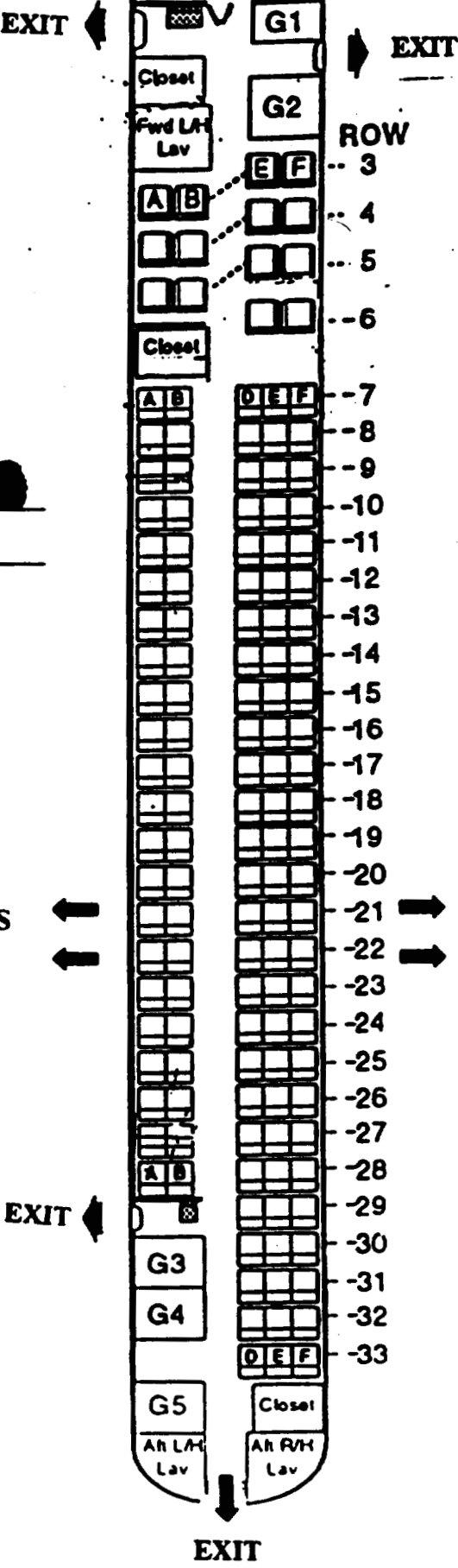
**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 7B

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22



948

# NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

2-9-0-1-3

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 202-314-6516. 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 HAD WATCHED SAFETY INSTRUCTIONS ON EARLIER FLIGHT FROM LAX TO DALLAS.

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: SAFETY PRESENTATION DID NOT APPLY TO MY EVACUATION = THE PLANE WAS RIPPED OPEN AND I WAS FOUND UNCONSCIOUS BY RESCUERS.

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: SEE ANSWER #6

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:

I WAS FOUND UNCONSCIOUS BY RESCUERS AND MY ONLY MEMORY OF THE ACCIDENT IS THE INITIAL TOUCH DOWN.

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

- Yes
- No

Explain:

NOT TO MY KNOWLEDGE.

- 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

*I SAW THE SIDE OF THE PLANE  
RIPPED OPEN.*

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 REGAINED CONSCIOUSNESS, I SAW THE SIDE OF THE PLANE 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 *I WAS CARRIED OFF 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 *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

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

Purse:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Briefcase:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No I DON'T KNOW

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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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

*I DON'T KNOW, I WAS FOUND UNCONSCIOUS.*

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

Yes  No *JUST MY OWN SEAT*

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 DON'T KNOW, WHEN I CAME TO, I ONLY SAW RESCUERS AND NO PASSENGER.  
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%)

50% 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)  
+ 50% 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 INJURY TO CREST.

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

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree DON'T KNOW

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.

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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 *RESCUERS*

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 *DON'T KNOW*

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes  No  Not enough time *~~NOT ENOUGH TIME~~*

85. Did you hear the flight attendants giving evacuation instructions during the evacuation? *DON'T KNOW*

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 \_\_\_\_\_

89. How did the crew aid in your evacuation? (Check all that apply)

*925*

- No aid  
 Indicated the exits in use  
 Shouted instructions  
 Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  
 Opening exits  
 Other I DID NOT SEE ANYONE EXCEPT THE RESCUERS

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.

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### 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

CHEST INJURIES THAT MADE IT DIFFICULT FOR ME TO BREATHE AND PREVENTED ME FROM LEAVING PLANE ON MY OWN. I DON'T KNOW HOW THESE INJURIES OCCURRED.

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

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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

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94. Describe the location of injuries suffered?

- Wrist  
 Ankle  
 Leg  
 Arm  
 Back  
 Face  
 Head  
 Other CHEST AND SHOULDER

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 KNOW

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  
DON'T KNOW

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

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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 8 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 54

104. Height 6 FT 3

105. Weight 250 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: NONE  
 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





**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME \_\_\_\_\_

SEAT Number 8B

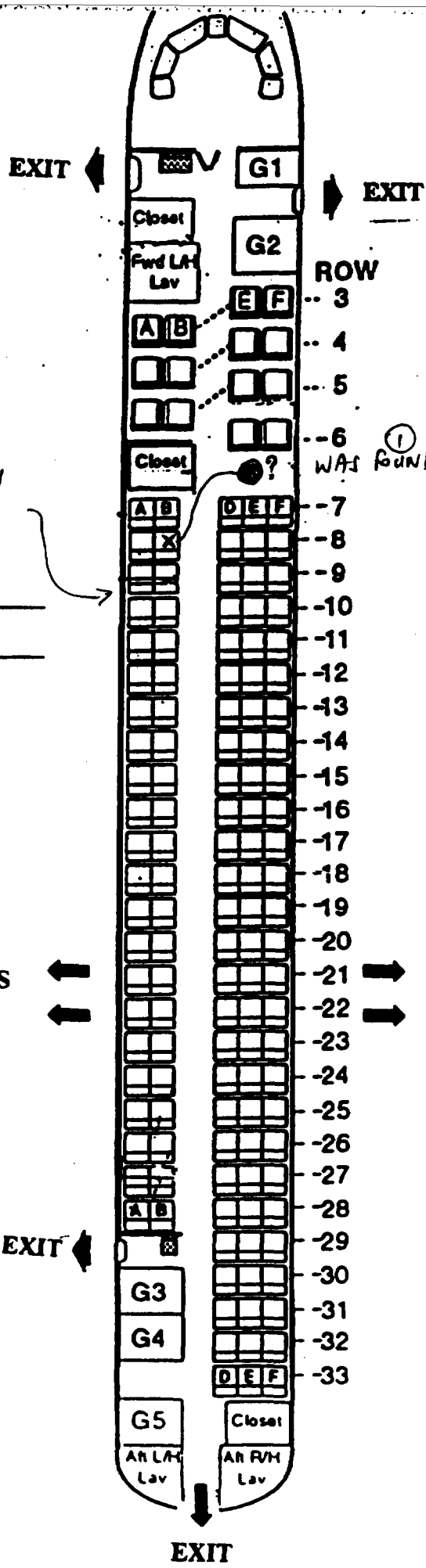
② WAS CARRIED AWAY  
BY RESCUERS  
THROUGH HERE

① WAS FOUND UNCONSCIOUS BY RESCUERS  
HERE.

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

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9-21-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2.9.0.3.2

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 202-314-6516. 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/cassettes  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 pre-flight safety presentation did not help me during the evacuation because I exited the airplane through a hole in the fuselage.

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

- Yes  No

Explain: I do not recall any special emphasis being placed on listening the importance of listening to the briefing.

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

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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 injured. There are no instructions on how to climb over a broken fuselage or wait for help

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 aircraft skidded across the runway at speeds exceeding 100mph, left the runway and smashed into a catwalk!

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

- Yes     No    Explain:

I did not know that the plane was crashing. No one ever said "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:

Fractured pelvis (acetabulum, left tailbone, coccyx), ruptured diaphragm

- 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 exited through a hole in the fuselage*

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 #24*

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 were no directions*

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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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No *Not to my knowledge*

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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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 did not use 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? No

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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.

*Not applicable*

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%)

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.

*93*



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   *I did not*

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 Sandals  
fell off

89. How did the crew aid in your evacuation? (Check all that apply)

936

- No aid     Indicated the exits in use     Shouted instructions     Directed passengers out exits  
 Assisted passengers from seat to aircraft exits     Opening exits     Other \_\_\_\_\_

*I do not recall any assistance from flight attendants*

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.

---



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---

### 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

*Deceleration injuries: ruptured diaphragm, ruptured aorta, fractured pelvis. Unable to walk without assistance, difficult to breathe.*

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 *See #91*

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

- Sprain     Fracture     Concussion     Broken Back     Dislocation     Strain  
 Burn     Abrasions (Lacerations & Bruises)     Smoke inhalation  
 Other *Ruptured diaphragm, ruptured aorta*

### 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    *I was told where to go.*

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 Helicopter to hospital

### 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

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

938



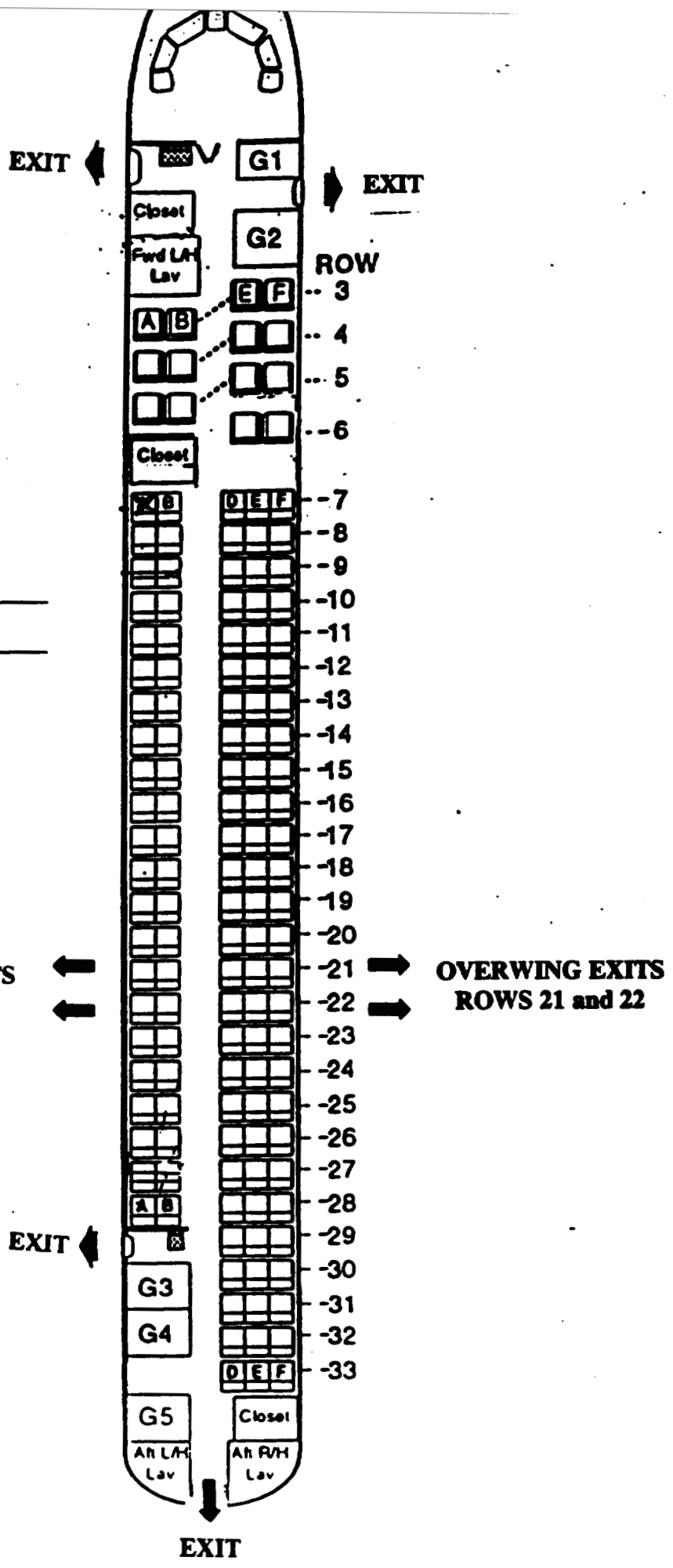
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 7A



940

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-01-4

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 202-314-6516. 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 unconscious & couldn't observe any instructions

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 unconscious during part of landing

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:

Not enough 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:

un known

- What happened to your seat?

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

Describe:

Broke free & landed in the aisle

## 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 didn't decide I was drug from the plane by 2 men*

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 had no choice*

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 *unknown*

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

Yes  No

If yes, explain *I was carried by 2 people*

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 *NA*

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

Yes  No  Not Applicable *NA*

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

Yes  No  Not Applicable *NA*

### 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 *Backpack*

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 *M4*  
Briefcase:  Under seat  Overhead bin  Closet  Other *Seat, beside me*  
Computer:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_  
Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take? *NA*

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

39. Where were the items stored? *NA*

Under seat  Overhead bin  Closet  Other *NA*

40. What happened to any carry-on bags you took with you during the evacuation? *NA*

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? *was unconscious*

Yes  No

42. Did passengers retrieving carry-on luggage slow the evacuation? *Don't know*

Yes  No

994

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 \_\_\_\_\_

*was already in 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? *no*

*945*

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

*Don't remember hearing anything*

If yes, explain why they were moving slowly.

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

Yes  No

*NA*

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

*unknown I was taken from plane by 2 men dragging me*

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 Laying on my legs

*when I became conscious enough to call for help*

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

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

*2 people helped me out of plane*

70. My physical size assisted me in the evacuation.

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

*It was more difficult for the 2 men to drag me out*

71. My physical condition assisted me in the evacuation.

*946*

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

72. My age assisted me in the evacuation.

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

*because I couldn't help myself.*

### 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

*unknown*

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

Yes  No  Seatbelt was not buckled

*unknown*

### 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

*unknown*

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 *none*

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

Yes  No

*That was obvious*

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

*NA*

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)

*9/11*

- No aid  
  Indicated the exits in use  
  Shouted instructions  
  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  
  Opening exits  
  Other Nothing

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.

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### 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

*Broken leg, fractured hip, could not stand or walk, injured right hand, lacerated arms. Internal injuries, I pneumonia from lay in in water before rescued and he in hospital*

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

---



---



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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

---



---



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94. Describe the location of injuries suffered?

- Wrist  
  Ankle  
  Leg  
  Arm  
  Back  
  Face  
  Head  
  Other Hand, hip, internal, fingers of hand

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

- Sprain  
  Fracture  
  Concussion  
  Broken Back  
  Dislocation  
  Strain  
 Burn  
  Abrasions (Lacerations & Bruises)  
  Smoke inhalation  
 Other Broken leg, hand, fingers

### 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 23D

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 80

104. Height 6'8"

105. Weight 183

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

*PHH*



**American Airlines  
Flight 1420**

Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82

Name: [REDACTED]

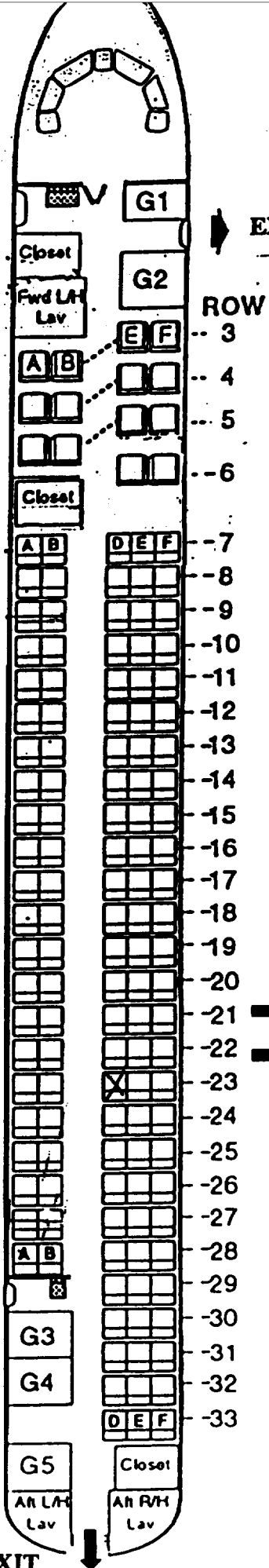
Seat Number: 23D

Age: 80

Height: 53

Weight: 67

*flames coming out of wall where plane was broken fire in wall*



**Instructions**

1. Please indicate where you were seated, by placing an "X" on the diagram.
2. Draw a line indicating the route you took from your seat to the place you exited the airplane. Note: there are 4 overwing exits.

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22



8-31-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-9-3

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 202-314-6516. 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 standard safety brief, is obviously designed  
for situations much less damaging than the  
flight 1420 crash.

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 Have flown in MD-80 series frequently.

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 don't believe proper preparation can be achieved for such a severe crash without causing a great deal of passenger fear.

### 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:

Aircraft began sliding immediately on landing. Did not maintain straight roll as they on runway. On impact seat released from floor, lights went out, no impression of others except for seat notes.

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

- Yes     No    Explain:

No warning of out-of-control situation before impact.

- 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:

Low across pelvic region.

- What happened to your seat?

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

Describe:

Impression of being upside down in broken seat.

## 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 found the gaping hole on the port side.

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 IT WAS A BIG HOLE AND 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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 D.30 orientation delayed my releasing my seat belt and assisting 2 seatmates in releasing theirs.

53. Did you bump your head on the overhead bins?  
 Yes  No  
If yes, how did this affect your ability to evacuate the aircraft?  
Unsure, aircraft was badly broken up and deck, did have small cut on scalp.

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? NO.

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.

Was not aware of anyone in the aircraft  
other than my seatmate and one unconscious  
man in the first window seats.

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  
+ 15 Coordinating with traveling companions  
+ 0 Retrieving carry-on luggage  
+ 30 Moving up/down aisle  
+ 25 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.

(95)

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)

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- 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

*All on impact, broken ribs (2), dislocated middle toe, cuts, scrapes, deep bruising.*

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 *Chest, buttock*

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 14D

Please indicate the following locations on the diagram.

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

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

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

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

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

Use this 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 70"

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 CONTACTS.

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



## Final Thoughts

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

In thousands of miles annually, many in Alaska I have experienced very bad weather, many missed approaches and landings, had enough to open overhead bins and deploy oxygen masks. This landing was bad but not as serious as I thought. No memory of a missed approach, no throttling down as the engine followed by increasing power to go around. Arrived early on landing there was no one in effective control of the aircraft. I told my seatmate we were skidding but there was no time for prediction before impact.

The turbulence prior to landing was not severe but the thunder storm was obviously a strong one, causing the Captain to invite passengers on the left side to "enjoy the light show" of the lightning. I escaped the aircraft into a drifting farm dust hail storm, so severe I would not have driven in it. In fact I considered the irony of surviving the crash only to be killed by lightning or a tornado.

I was with several injured awaiting evacuation during the storm, two of the four flight attendants were with me, one uninjured. She attempted organizing the 20 to 30 people with us but due to the state of the six to eight injured was unable to be effective, additionally she was helping me with the unusual flight attendant. Of greatest help at that time would have been a flashlight to signal the rescue personnel as we were 100 yds or more away from the crash in the dark. We were not located for what seemed to be 30 to 45 minutes.

American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]  
 SEAT Number 14D



*Side of aircraft  
 turn away*

*EXIT route*

*unseated as  
 man partially  
 under port side  
 seats (A and B?)*

*Manifest see 11D  
 MNA  
 Found  
 boarding pass*

*corrected  
 8/25/99*

*Impression  
 of way to rear  
 totally blocked  
 by destroyed  
 cabin interior.*

OVERWING EXITS  
 ROWS 21 and 22

OVERWING EXITS  
 ROWS 21 and 22

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8-27-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-1-14

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 202-314-6516. 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: By keeping seat belts in place

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

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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: Not on this incident OR in my case

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 Get out by the CRACK IN FRONT OF ME

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 **DON'T RECALL**

*1000 000000*

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%)

95 Getting out of your seat (including unfastening seat belt)  
+ 5 Moving from seat row into aisle = *Moving from seat in to the CRACK*  
+ \_\_\_\_\_ 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 SEAT BELT COULDN'T RELEASE

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.

*968*

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 NOT BEFORE THE CRASH

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 DO NOT FEEL

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)

969

- 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.

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### 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

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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

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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

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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 DO NOT RECALL

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 13-E

Please indicate the following locations on the diagram.

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

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

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

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

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

Use this 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 28

104. Height 5'6

105. Weight 160 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



**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

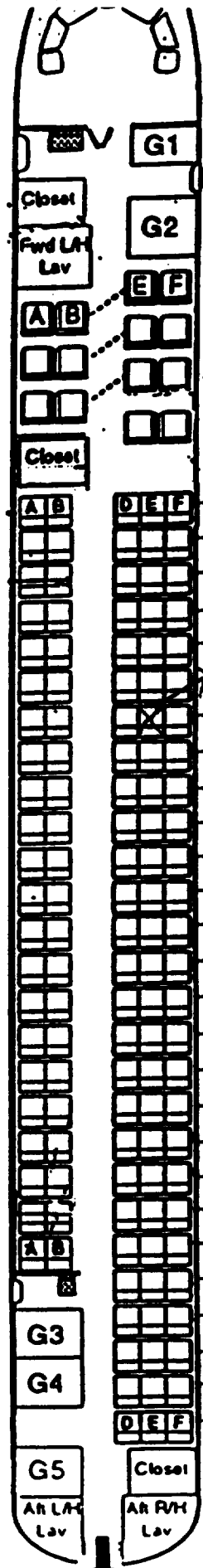
**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 13-E

EXIT ←

→ EXIT



ROW

- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
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- 20
- 21
- 22
- 23
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- 28
- 29
- 30
- 31
- 32
- 33

CRACK

OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

EXIT ←

EXIT ↓

973

8-27-99

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-0-5-4

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 202-314-6516. 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: On the video it looked smooth and easy  
but in real life nobody is calm and no one files  
out orderly

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

- Yes  No

Explain: They just did it.

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

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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 read

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

- Yes    No

Explain: No cartoon is like the real thing

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

Nothing can prepare someone for the shock and horror of knowing that your going to die.

### 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 felt as if the back of the plane was turning and rising at the end and then it slammed down to a stop

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

- Yes    No

Explain:

I ~~grabbed~~ grabbed 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:

up on my stomach

- What happened to your seat?

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

Describe:

fell backwards



## 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

*well I tried but it was jammed*

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: It would not budge.

22. Did you use this exit?

- Yes    No

*but I slid through a crack above the*

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 I tried to open it then tried to exit the rear but there were flames so I went back to the original exit and climbed through the top.

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 42

38. What items did you need to take?

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

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin  
 Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

No, besides pushing people through the small  
hole were we evacuated

478

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.

through a small hole ~~the flight attendant~~ above the exit. We had to squeeze

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 group

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%)

- 3% Getting out of your seat (including unfastening seat belt)
- + 3% Moving from seat row into aisle
- + 14% Coordinating with traveling companions
- + 0 Retrieving carry-on luggage
- + 0 Moving up/down aisle
- + 5% Moving from aisle to exit
- + 25% Opening exit (Zero if exit already open)
- + 50% 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.

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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

*I had on loose sandals on and they fell off*

89. How did the crew aid in your evacuation? (Check all that apply)

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- 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.

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### 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

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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

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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

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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 Row 30 seat 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

19

104. Height

6'4

105. Weight

225

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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## Final Thoughts

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

It would be good if the doors were  
a little easier to get open.

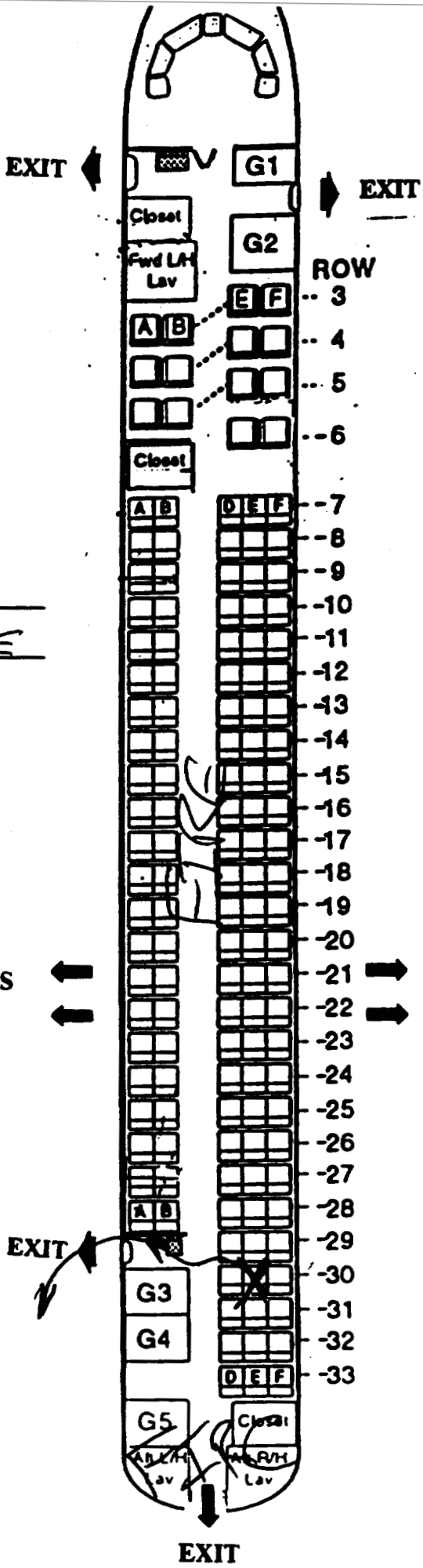


**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME 

SEAT Number Row 30 seat E



OVERWING EXITS  
ROWS 21 and 22

OVERWING EXITS  
ROWS 21 and 22

984

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-08-7

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 202-314-6516. Thank you for your assistance.

Safety Briefing

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

- Flight Attendant  Video  Audio  
*↳ not really. I was not even aware of the emergency exit next to us.*

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 *at that point, was very tired, and had been in transit for more than 24 hrs.*

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 have been my experience that when I've been seated near an emergency exit, the flight attendant will point that out and then confirm if I would act responsibly in the event of a crash. I remember no such conversation.*

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

- Yes  No

Explain: *I do remember the voice over the intercom asking for everyone's attention, for headphones to be taken off. However, it seemed to me that it was rushed through.*

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

985

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 was not even aware of its existence

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

- Yes    No

Explain: I didn't read it because ~~my attention~~ it had not been brought to my attention.

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

Slower, more deliberate, more assertive and matter-of-fact, more acting out by the stewards(esses)

### 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 descent was much too fast, and the initial landing contact <sup>unusually</sup> quite jolting. The plane at one point rose up in the air, and the second time it landed there was no control at all. At the time of impact to the metal light structure, the cabin immediately broke apart and fire rained in from the ceiling. Sparks flew, people were killed and knocked unconscious.

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

- Yes    No

Explain:

To my knowledge it was never demonstrated to 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:

just an assumption.

## 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? There were no 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 *there was no inflatable slide, and perhaps not time to have used one if there were.*

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

Yes  No  Not Applicable *My brother did.*

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

42. Did passengers retrieving carry-on luggage slow the evacuation? *I was one of the first off the plane, but the assumption is more than reasonable.*

Yes  No

*988*

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  ~~No~~ that I know of.

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 OBU Singers and 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%) APPROX

<u>3 sec.</u> Getting out of your seat (including unfastening seat belt)	<u>27%</u>
+ <u>    </u> Moving from seat row into aisle	
+ <u>    </u> Coordinating with traveling companions	
+ <u>    </u> Retrieving carry-on luggage	
+ <u>    </u> Moving up/down aisle	
+ <u>3 sec</u> Moving from aisle to exit	<u>27%</u>
+ <u>0</u> Opening exit (Zero if exit already open)	
+ <u>1 sec.</u> Moving through exit	<u>9%</u>
+ <u>4 sec.</u> Getting off wing (Zero if you did not use a wing exit)	<u>45%</u>
= <del>100%</del> Total evacuation time	
<u>100%</u>	

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 slippery wing

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, ~~Very~~ Tightly  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? *but I didn't hang around.*

Light  Medium  Heavy

78. Were persons crawling or bent over to get below the smoke layer?

Yes  Not yet.

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  Screwed up *B*

### 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.

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### 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

---



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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 slipped on the wing and injured my left knee and top of my left foot.*

---

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

*nail pelted my back until it was sore.*

---

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 looked for those I could help.*

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, *at least one scattered group of us.*

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 22E

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 22

104. Height 5' 10 1/2"

105. Weight 165 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 \_\_\_\_\_

*Blimb*  
↓

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've flown at no regular intervals at least 20 times

113. Aviation Experience

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic  
 Other \_\_\_\_\_  None

## Final Thoughts

I know you're just doing your job, but I wanted to say thank you anyway for all that you're doing. I honestly could have finished this questionnaire a lot sooner, but I kept putting it off.

I hope any account helps shed light on what happened. I'm not saying my memory is totally infallible, however, I am more than confident about the details contained and addressed in this questionnaire. Of course, you know, some questions were not asked and it goes without saying that perhaps no questionnaire can address all of the details. This particular questionnaire perhaps did as good of a job as any.

I would like to ask if it is a part of the future investigations that any other questionnaires you intend to send out be sent to me; also, if there is any possibility of allowing us as the passengers to have access to your conclusive findings. I, for one, am very curious as to what you will find out, whether it be crash theories, safety protocol breaches, the whereabouts of my friend, James Harrison's demise, etc.



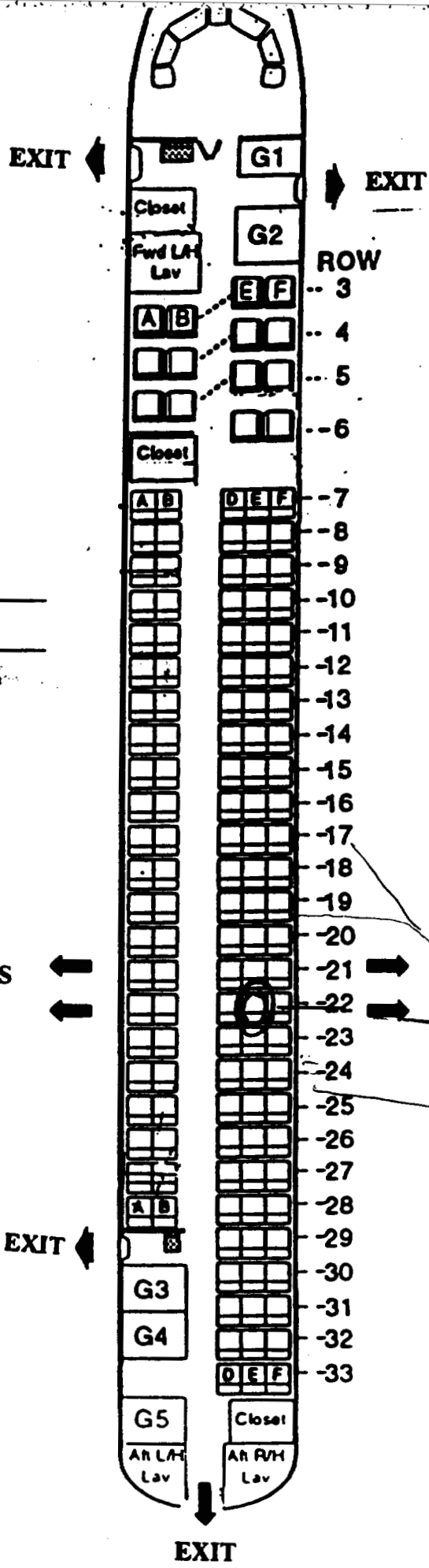
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 22E



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

995

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

2-9-08-8

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 202-314-6516. 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: INSTRUCTIONS WERE NOT APPLICABLE TO CRASH LANDING.

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

- Yes No

Explain: ROUTINE INSTRUCTIONS OF USE OF BELT & OXYGEN

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 ENTERED THE HOLE ON THE LEFT SIDE OF THE PLANE RATHER THAN USING EXIT DOORS.

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 RIPPING APART

- 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:

BRUISES

- 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 THE PLANE FLIPPED AROUND AND LEFT A HOLE ON THE LEFT SIDE**

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

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

Yes  No

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

Yes  No



43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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%)

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  
+ \_\_\_\_\_ • Moving up/down aisle  
+ 25 • Moving from aisle to exit  
+ \_\_\_\_\_ • Opening exit (Zero if exit already open)  
+ 25 • 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 **REMOVED IT DUE TO IMPACT FOR FEAR OF BURNING.**

### 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 **SILENCE**

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  
 **DON'T KNOW**

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

---



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92. Did you sustain any injuries during the evacuation?

- Yes  
  No  
 **DON'T KNOW**

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  
 **DON'T KNOW**

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 **RIGHT HAND, FIBS**

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?

**1003**

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 5F

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

43

104. Height

5'8"

105. Weight

168

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

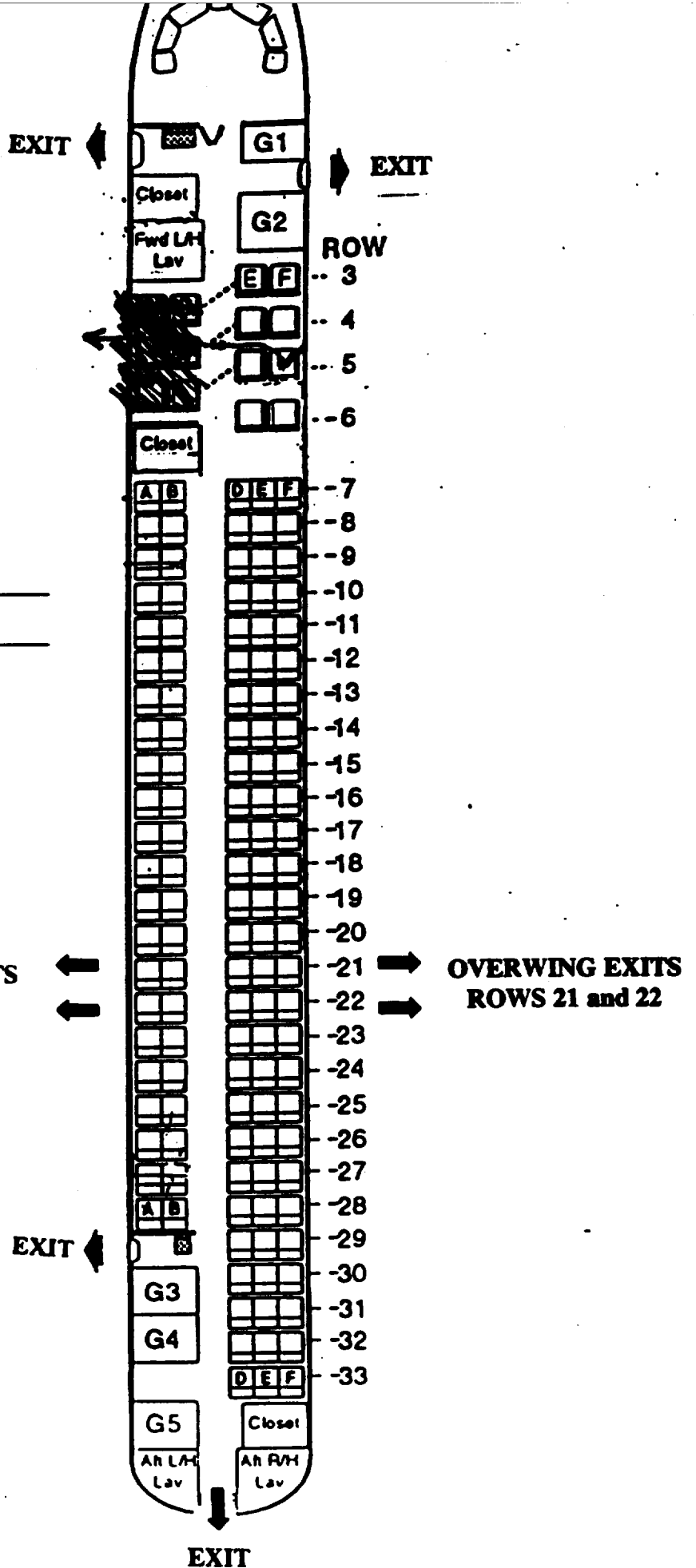


**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999  
McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 5F



10006

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29-1-22

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 202-314-6516. 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: Flight Attendant explain where every thing 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

1007



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, But I would land the AIR PLANE IN BAD weather*

### 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:

*Once the plane was on the ground it could not stop. The Captain save everyone life because he knew where the river was.*

- 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:

*I don't know*

- 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 PERSONNEL

21. Did you have any difficulties opening the exit?

- Yes     No

Explain: The person who was TAM

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 fire was come to me.

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

**1009**

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer  
 Job related items  Sentimental items  Other Military ID CARD

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

1010

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)  
 Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?  
 Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)  
 Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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 try to get out at once.

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

Yes  No

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

I am have headaches now, I can't sleeping at night I wake up at 100+200 in the morning

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?

NO

10/1

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.

*10/20: I help the slower passengers over the plane first that come from military training*

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

*Once again the captain save everyone*

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.

*After helping over personnel off the plane*

*10/20*

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 *my self and some*  
 90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? *more guy help get some of the personal stuff to plane*  
 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  
*Left thumb yanked out, left arm bare on ground  
 on it. Left finger was bent. Both legs*

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  
*Left hand left finger both legs  
 I got that headache for three days straight*

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 don't know*

94. Describe the location of injuries suffered?  
 Wrist    Ankle    Leg    Arm    Back    Face    Head    Other *Arms*

95. Description of injuries suffered? (Check all that apply)  
 Sprain    Fracture    Concussion    Broken Back    Dislocation    Strain  
 Burn    Abrasions (Lacerations & Bruises)    Smoke inhalation  
 Other *Head Arms*

### 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?

1014

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 270C29

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 65"

105. Weight 161

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 MILITARY

113. Aviation Experience

Commercial Pilot  Private Pilot  Flight Attendant  Aviation Mechanic

Other \_\_\_\_\_  None

1015



## Final Thoughts

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

Will like to know before the captain  
said the personnel are the plan because  
we know we were close to the right

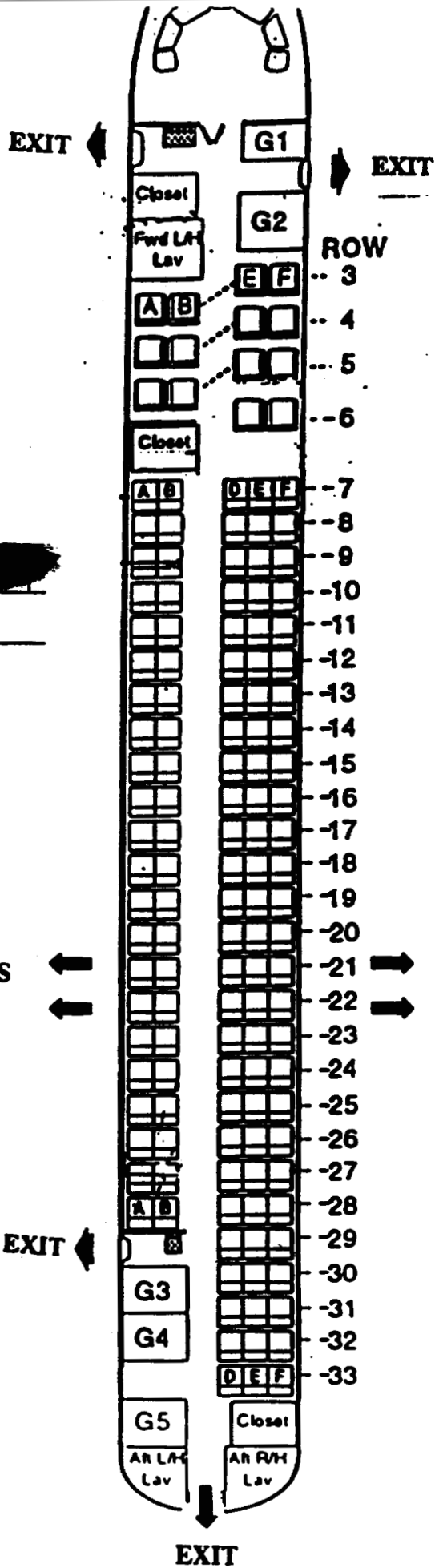
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 29-F



**OVERWING EXITS  
ROWS 21 and 22**

**OVERWING EXITS  
ROWS 21 and 22**

1017

8-30-99

Need to file

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29.028

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 202-314-6516. 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

1018

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)

*not any*

### 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:

*Once the plane landed it went into pieces*

- 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: \_\_\_\_\_

*1019*

## 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

A gentleman + myself push an opening in the part of the aircraft that was broken apart to make an exit

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:

Where we came out of the plane was not an exit area. It was a opening in the plane made by the crash.

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

1020

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 jumped from a crack in the plane

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

Yes  No  Not Applicable

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

Yes  No  Not Applicable

### Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No  one bag  2 bags  3 bags  more than 3 bags

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

Yes  No

36. Where did you store your:

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

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

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

Suitcase 1:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

Suitcase 2:  Under seat  Overhead bin  Closet  Other \_\_\_\_\_

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

Yes  No

If no skip to item 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

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

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

41. Did other passengers attempt to take carry-on items with themselves?

Yes  No

42. Did passengers retrieving carry-on luggage slow the evacuation?

Yes  No

1024

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  
 Yes  No

### Emergency Slides

44. Did you use an evacuation slide?  
 Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?  
 Yes  No

46. Did you hesitate before getting on slide?  
 Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

- Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

- Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

- Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other *I didn't get on a slide*

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? *no I helped get others off before I got off*

*1022*

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 Sister

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)  
+ 10% Moving from seat row into aisle  
+ 10% Coordinating with traveling companions  
+ 0% Retrieving carry-on luggage  
+ 10% Moving up/down aisle  
+ 10% Moving from aisle to exit  
+ 20% 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 NOT ANY

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.

1023



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)

1024

- 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.

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### 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

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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

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---

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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?

*1025*

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 16

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 5ft 6w

105. Weight 225

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

1026



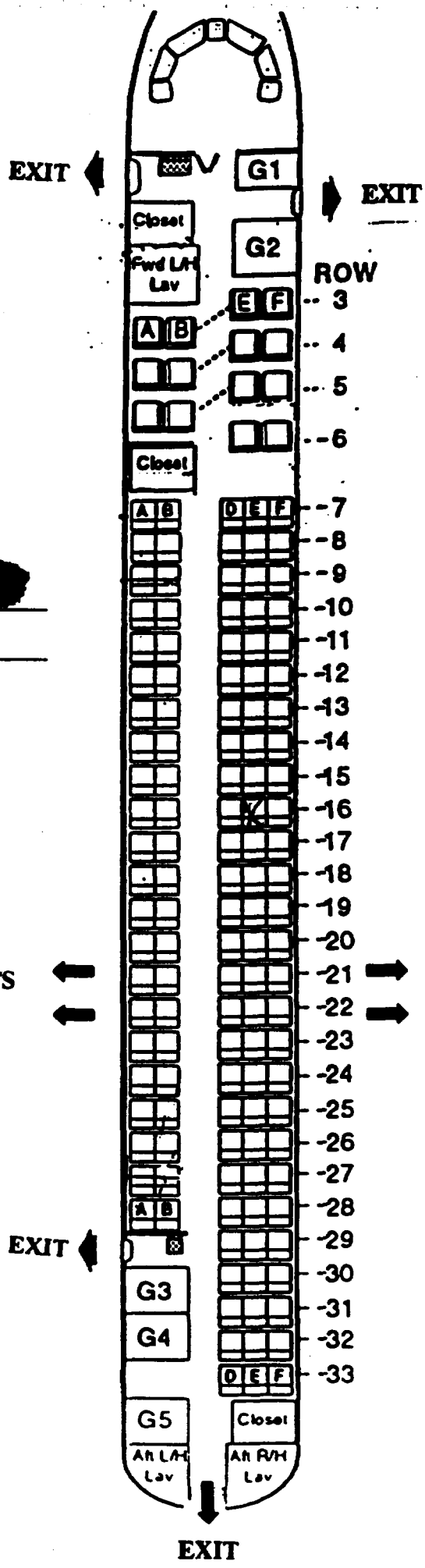
**American Airlines  
Flight 1420**

**Little Rock, Arkansas  
June 1, 1999**

**McDonnell Douglas MD-82**

NAME [REDACTED]

SEAT Number 16



1420

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

29.07.4

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 202-314-6516. 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 plane crashed; there were no lights, fire, smoke

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

- Yes No

Explain: just standard 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

1029

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: refer to Response No. 6

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

I do not believe you can prepare passengers for a severe crash

### 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 did not know the plane was crashing

- 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:

not that I know of

- 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 jumped through a crack towards the front of 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 I saw lightening coming through and other people

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 the back half of the plane was gone; no exists were behind me that could be used

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 42

38. What items did you need to take?

Medicines  Money/wallet/credit cards  Car/House key  Clothes  Camera  Computer

Job related items  Sentimental items  Other \_\_\_\_\_

39. Where were the items stored?

Under seat  Overhead bin  Closet  Other \_\_\_\_\_

40. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant  Placed in a seat  Returned to overhead bin

Dropped to floor  Carried down slide/out wing  Other \_\_\_\_\_

41. Did other passengers attempt to take carry-on items with themselves?

Yes  No

42. Did passengers retrieving carry-on luggage slow the evacuation?

Yes  No

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

45. Was a flight attendant at the doorway giving directions?

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

47. Why did you hesitate? (Check all that apply)

Did not know what to do  Concerned about injury  Concerned about landing on another person  
 Concerned slide might deflate  Concerned about going over side of slide  Afraid of heights  
 Slide looked too steep  Other \_\_\_\_\_

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

49. What happened at the bottom of the slide? (Check all that apply)

Landed on feet  Landed on feet and tumbled over  Landed on backside  Landed on another passenger  
 Another passenger landed on me  Someone caught me  Other \_\_\_\_\_

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?

I do not remember \_\_\_\_\_  
\_\_\_\_\_

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? No.

1033

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  
+ 50% Coordinating with traveling companions  
+ \_\_\_\_\_ Retrieving carry-on luggage  
+ \_\_\_\_\_ Moving up/down aisle  
+ 40% 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.

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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)

1035

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.

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---

### 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

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---

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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 do not know

---

---

---

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?

1036

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 17E

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 5'7"

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

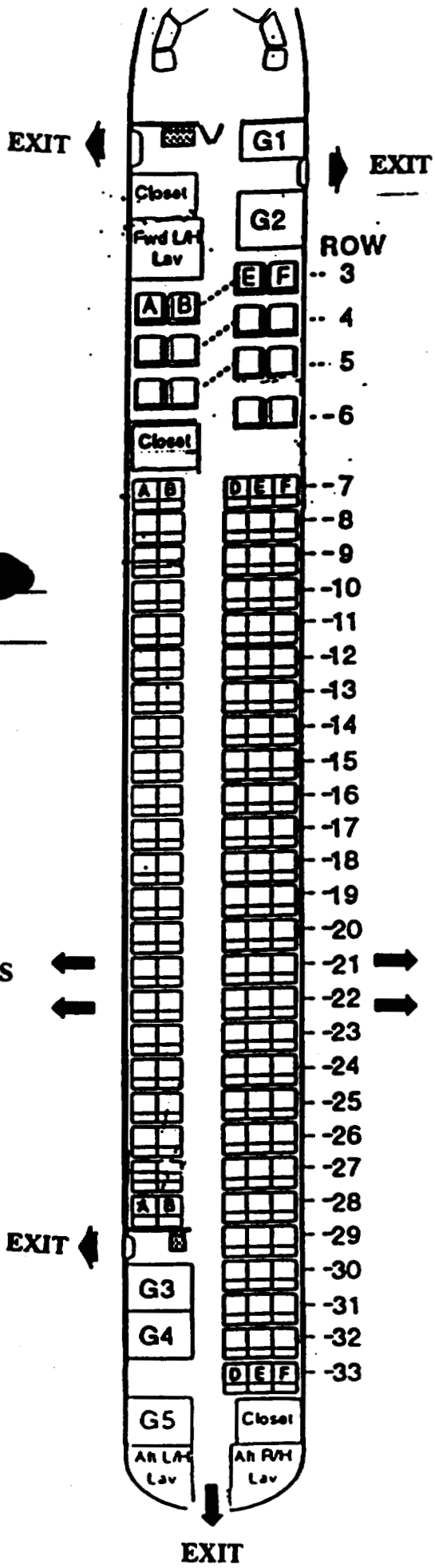
1037



American Airlines  
 Flight 1420  
 Little Rock, Arkansas  
 June 1, 1999  
 McDonnell Douglas MD-82

NAME [REDACTED]

SEAT Number 17E



1039