

Continental Airlines  
Boeing 737-500  
Denver International Airport  
Denver, Colorado  
December 20, 2008  
DCA09MA021

**National Transportation Safety Board  
Washington, DC**

**Survival Factors Group Chairman's Report**

**Attachment 1 A**

Passenger Questionnaires

Pages 1 - 60

NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

# PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

## 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)

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

### 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 purse

39. Where were the items stored?

Under seat  Overhead bin  Closet  Other on floor

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 helped by capt. pilot

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%)

+	<u>90</u>	Getting out of your seat (including unfastening seat belt)
+	<u>5</u>	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)
+	<u>5</u>	Moving through exit
+		Getting off wing (Zero if you did not use a wing exit)
=	100 %	Total evacuation time

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

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

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

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Seat Belt Usage

73. Was your seat belt fastened prior to the evacuation?

- Yes, Very Tight    Yes, Moderately Tight    Yes, Loose    No    Can't recall

74. Did you have any difficulties unfastening your seat belt?

- Yes    No

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

- Yes    No    Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?

- Yes    No   If no skip to question 79

77. What was the intensity of the smoke?

- Light    Medium    Heavy

78. Were persons crawling or bent over to get below the smoke layer?

- Yes    No

79. Did you notice the lights marking the exits?

- Yes    No

80. What was the position of the aircraft?

- Upright    Inverted    On its side    Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

- Pilot    Flight Attendant    Other Passenger    Personal Decision

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

- Yes    No

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

- Yes    No    Not enough time

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

- Yes    No    Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?  
 Heard every word  Some words difficult to hear  Most words difficult to hear  Heard nothing

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

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

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

89. How did the crew aid in your evacuation? (Check all that apply)  
 No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  Opening exits  Other \_\_\_\_\_

90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?  
 Yes  No

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

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

### Injury

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

Yes  No

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

Broken back, unable to exit aircraft without  
Assistance

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. Your Seat Number 1 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, place a question mark on that seat.

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

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

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

Use this floor diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.

### Personal Information

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

Yes  No

103. Age 57

104. Height 5'5"

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 \_\_\_\_\_



Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

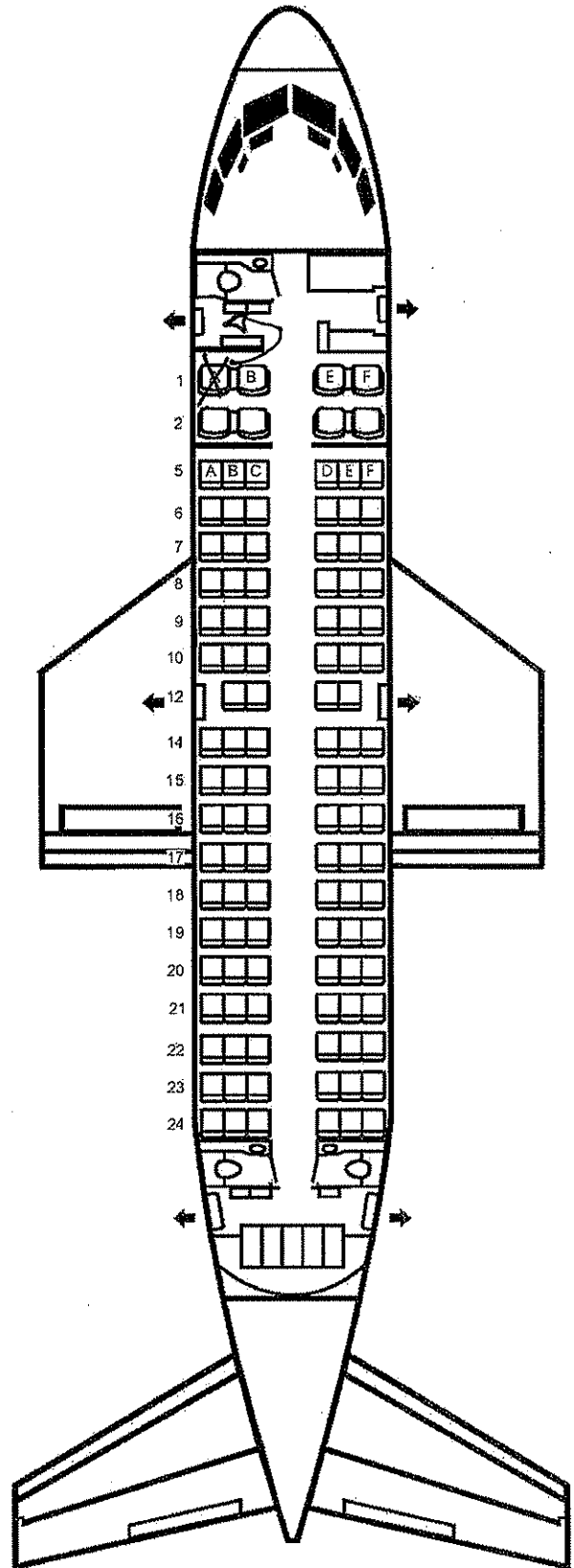
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 1 A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.



NATIONAL TRANSPORTATION SAFETY BOARD  
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# PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

## 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

~~Don't~~ Don't  
recall,  
I have  
been on  
9 flights  
~~some~~ some  
the accident  
occurred.

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)

*Presentation - include briefing on how to "brace" for a 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

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 \_\_\_\_\_

*USED  
Front Left  
Door*

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 THAT I SAW

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

- Yes
- No - NOT THAT I SAW

### 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 <sup>TOP</sup> ~~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 SLIDE WAS NOT SLOPED

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 \_\_\_\_\_

ENOUGH TO SLIDE - SHOULD HAVE RUN DOWN IT.  
- ENDED UP ROLLING OFF SIDE TO GET OFF SLIDE - TO AVOID MORE PASSENGERS JUMPING ON ME.

### Passenger Behavior

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

- Yes
- No

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

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

- Yes
- No

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

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

Yes  No

55. Did you see anyone climb over the seats?

Yes  No

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

Yes  No

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

Yes  No  Don't know

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

Yes  No

If yes, explain why they were moving slowly.

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

Yes  No

62. Were you traveling with anyone?

Yes  No If no skip to item 67

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

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

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

Yes  No

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

Yes  No

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

Yes  No

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

10	Getting out of your seat (including unfastening seat belt)
+ 10	Moving from seat row into aisle
+ 0	Coordinating with traveling companions
+ 0	Retrieving carry-on luggage
+ 35	Moving up/down aisle
+ 35	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) No

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 (79) Not at the time I evacuated

77. What was the intensity of the smoke?

Light    Medium    Heavy   AT my location

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, COMPRESSION FRACTURES OF TWO VERTEBRAE*

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

*SPRAINED WRIST FROM ROLLING OFF SIDE OF SLIDE*

93. Did you sustain any injuries after the evacuation?  
 Yes  No

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

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

94. Describe the location of injuries suffered?

Wrist  Ankle  Leg  Arm  Back  Face  Head  Other \_\_\_\_\_

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 THAT I SAW*

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. Your Seat Number 2B

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, place a question mark on that seat.

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

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

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

Use this floor diagram for any other information you consider important such as location of fire in the cabin, breaks or holes in the fuselage or cabin wall, etc.

### Personal Information

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

Yes  No

103. Age 50

104. Height 6'0"

105. Weight 185<sup>lb</sup>

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.

- Additional briefing is needed <sup>during safety demo</sup> regarding how to brace oneself in the event of a crash
- From the "Throttle-Up" at the beginning of the takeoff roll, it felt as if the pilots never had control of the aircraft.
  - Wind gust pushed tail to right/nose to left,
  - over corrected to right,
  - over corrected to left and off the runway.

Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

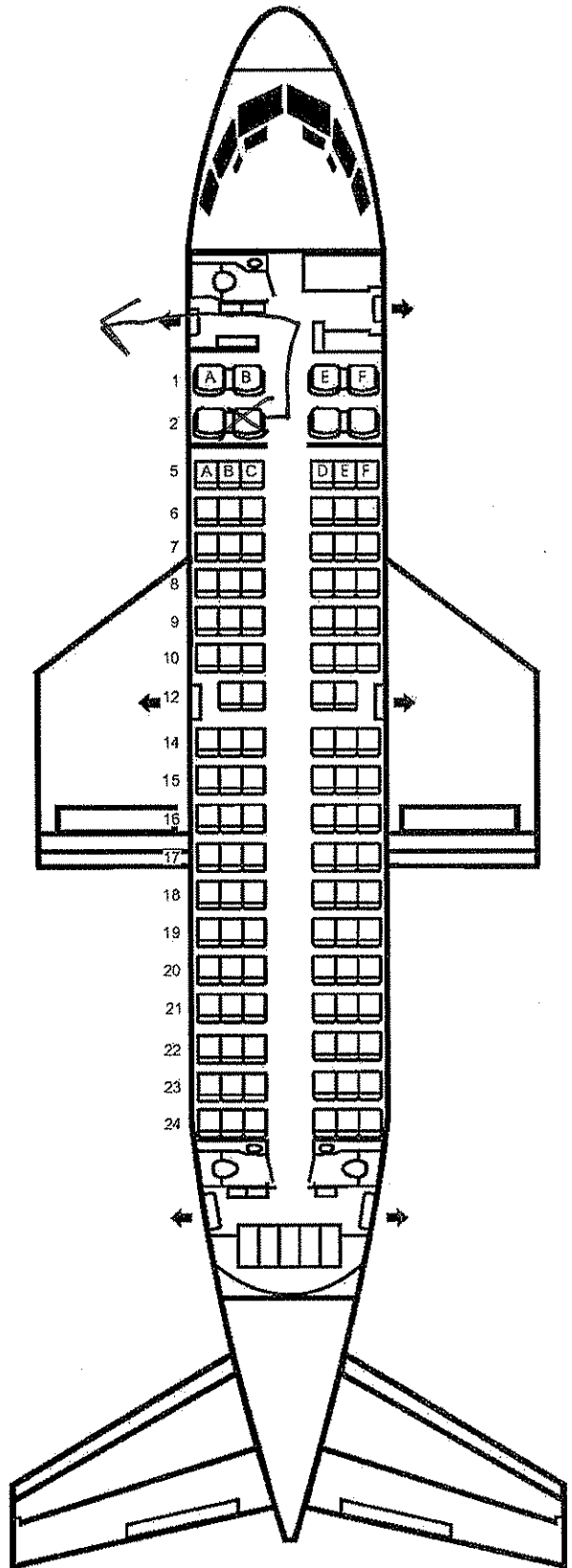
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 2B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.



NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

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 legally blind and the flight attendant briefed me personally as I boarded the plane first. I asked her where my nearest exit was and she told me as I was in seat 6A. She gave me all the necessary info. I always pay attention to these things as I am a teacher and am responsible like the OPA to get people out safely.

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

- Yes No

Explain: she told me where the exit was

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before    Could not find    Was not there    Could not understand  
 Not important    Other Flight attendant briefed me

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

- Yes    No

Explain: HAD AN IDEA where shots were

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

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

### 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

27  
00

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 my coat



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

*Didn't take anything. I wanted to*

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

- Yes
- No

*I don't know. I was the last to get off \**

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

- Yes
- No

*see answer above.*

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

- Yes
- No

*See above answer*

### 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

*I'm legally blind, couldn't see too well; I ran down the slide trapped and fell into a snow bank.*

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

*Tripped and landed in a snow bank*

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

- Yes
- No

51. If yes, who gave you instructions?

- Crewmember
- Fire fighter
- Another passenger
- Other

*I don't know he looked like a pilot who was a passenger. Had on a uniform*

### Passenger Behavior

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

- Yes
- No

If yes, describe

*Everybody ran off I was left alone in front struggling to get my seat belt unlatched. I was hugging at the wrong end.*

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%)

+ 80 Getting out of your seat (including unfastening seat belt)

+ 5 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 5 Moving up/down aisle

+ 5 Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 5 Moving through exit

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

= 100 % Total evacuation time

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

- Seat tray  Seatback in front of you  Galley  Bulkhead (Walls dividing cabin into sections)  
 Flight attendant seats  Galley items (Soda cans, carts)  Luggage fallen from overhead bins  
 Luggage passengers tried to take off plane  Footrest  Child Safety Seat  Shoes  Blankets  
 Headsets  Broken cabin interior  Overhead bins  Curtains  
 Other NOTHING

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  
*I was in front, I didn't see any smoke.*

77. What was the intensity of the smoke?

- Light  Medium  Heavy

78. Were persons crawling or bent over to get below the smoke layer?

- Yes  No

79. Did you notice the lights marking the exits?

- Yes  No

80. What was the position of the aircraft?

- Upright  Inverted  On its side  Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

- Pilot  Flight Attendant  Other Passenger  Personal Decision *NO ONE*

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 The last 2 rows*

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 *As I stated I saw no one*  
90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)? *heard no one but a flight attendant did come back to check to see if plane was clear and bid me to get off the 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

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  
*Whiplash on back, pain on muscles, backache until now*

94. Describe the location of injuries suffered?  
 Wrist  Ankle  Leg  Arm  Back  Face  Head  Other \_\_\_\_\_

95. Description of injuries suffered? (Check all that apply)  
 Sprain  Fracture  Concussion  Broken Back  Dislocation  Strain  
 Burn  Abrasions (Lacerations & Bruises)  Smoke inhalation  
 Other \_\_\_\_\_

### Post Evacuation Events

96. What did you do once you exited the plane?  
 I ran away from the airplane  I waited for friends/family to exit  I was assisted away from the plane  
 I assisted other passengers in their evacuation  I waited near plane for help to arrive  
 Other \_\_\_\_\_

97. Did you notice any exterior aircraft lights illuminated?

Yes  No

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

Yes  No

99. Did all passengers meet at an area away from the airplane?

No, passengers were scattered  No, the passengers gathered at airplane  
 No, only a few passengers were grouped away from aircraft  Yes, passengers met away from the aircraft

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other WALKED TO THE STATION WITH RESCUE PERSONNEL

### 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. Your Seat Number 6A

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, 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 5'3"

105. Weight 166 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 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 *between 6-10*

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) The pilot did not tell us what was happening.
- 2) No one said anything
- 3) We veered off the run way very sharply.  
I do not think the weather had anything to do with that
- 4) It would have been helpful if someone said or announced something
- 5) I guess it happened too fast  
The crew was not what to be seen in the front  
One Flight Attendant was hurt. Who is to help when they are injured.
- 6) Passengers panicked and ran. One passenger asked people to be calm. All ran off. Panic stricken
- 7) I was the last to get off in front  
There was a crew member who came back on to tell me to get off.
- 8) I was trying to get my seat belt unbuckled,  
I was tugging at the top end of it.  
There were several passengers who took videos and photos of the plane.

Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

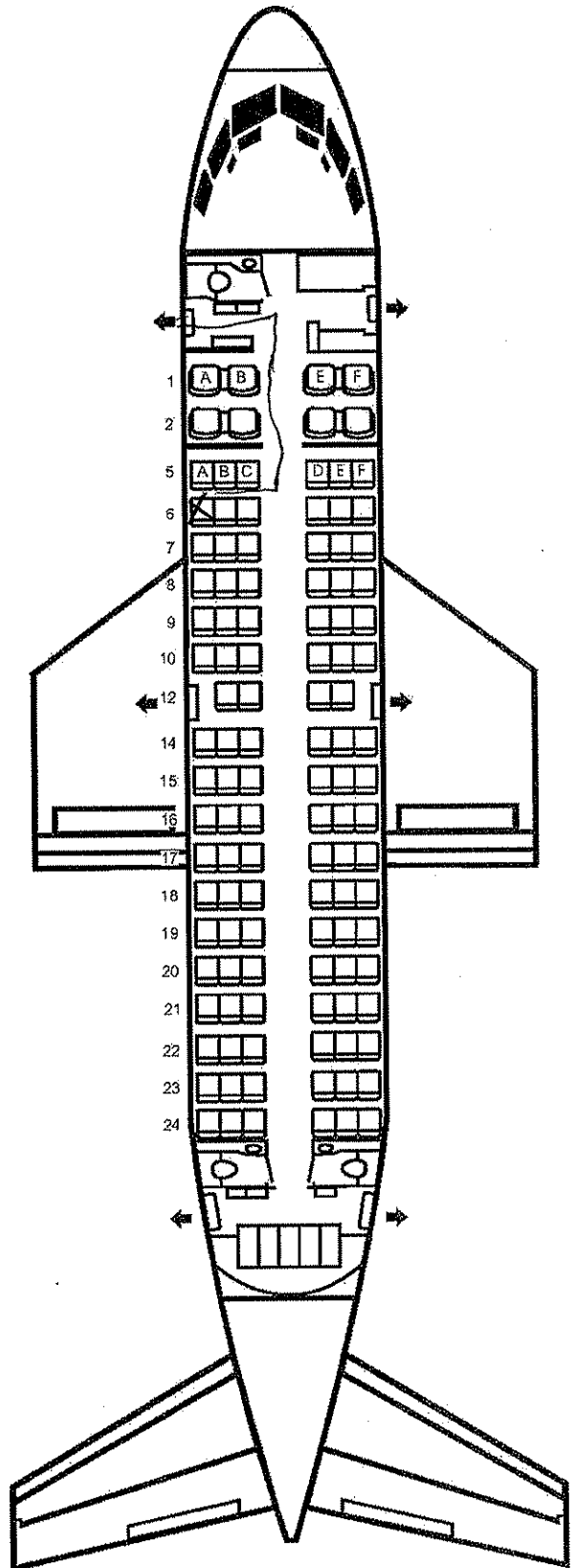
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 6A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.



NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

# PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

## 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 too little to see all of the way up  
front.

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

Yes  No

Explain: could not hear or see (she was too far up.)

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

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

If you read the safety card skip to item 10



9. Why did you not read the safety card?

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

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

- Yes     No

Explain: I knew where the exits were.

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

Make flight attendants spread out around the plane and give presentation.

### 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    ~ sorry

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 (at the time)  
 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 none  
 Briefcase:     Under seat     Overhead bin     Closet     Other none  
 Computer:     Under seat     Overhead bin     Closet     Other none  
 Suitcase 1:     Under seat     Overhead bin     Closet     Other \_\_\_\_\_  
 Suitcase 2:     Under seat     Overhead bin     Closet     Other none

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 bag backpack

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 got 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 not inflated all the way

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 mum +

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)  
+ 10 Moving from seat row into aisle  
+ 10 Coordinating with traveling companions  
+ 10 Retrieving carry-on luggage  
+ 10 Moving up/down aisle  
+ 20 Moving from aisle to exit  
+ 5 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 people

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

- Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

### Seat Belt Usage

73. Was your seat belt fastened prior to the evacuation?

- Yes, Very Tight  Yes, Moderately Tight  Yes, Loose  No  Can't recall

74. Did you have any difficulties unfastening your seat belt?

- Yes  No

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

- Yes  No  Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?

- Yes  No If no skip to question 79

77. What was the intensity of the smoke?

- Light  Medium  Heavy

78. Were persons crawling or bent over to get below the smoke layer?

- Yes  No

79. Did you notice the lights marking the exits?

- Yes  No

80. What was the position of the aircraft?

- Upright  Inverted  On its side  Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

- Pilot  Flight Attendant  Other Passenger  Personal Decision

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

- Yes  No

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

- Yes  No  Not enough time

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

- Yes  No  Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?  
 Heard every word  Some words difficult to hear  Most words difficult to hear  Heard nothing

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

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

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

89. How did the crew aid in your evacuation? (Check all that apply)  
 No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  Opening exits  Other \_\_\_\_\_

90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?  
 Yes  No

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

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

### Injury

91. Did you sustain any injuries prior to the evacuation?  
 Yes  No

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

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

92. Did you sustain any injuries during the evacuation?  
 Yes  No

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

Sprained ankle coming down the slide

93. Did you sustain any injuries after the evacuation?  
 Yes  No

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

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

94. Describe the location of injuries suffered?

Wrist  Ankle  Leg  Arm  Back  Face  Head  Other \_\_\_\_\_

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 went to fire-house

### 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. Your Seat Number 8a

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, 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 12

104. Height "5.1

105. Weight 70 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 I was wearing contacts, but I had glasses in my suitcase

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.

The slide I went down was NOT inflated all of the way. "



Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

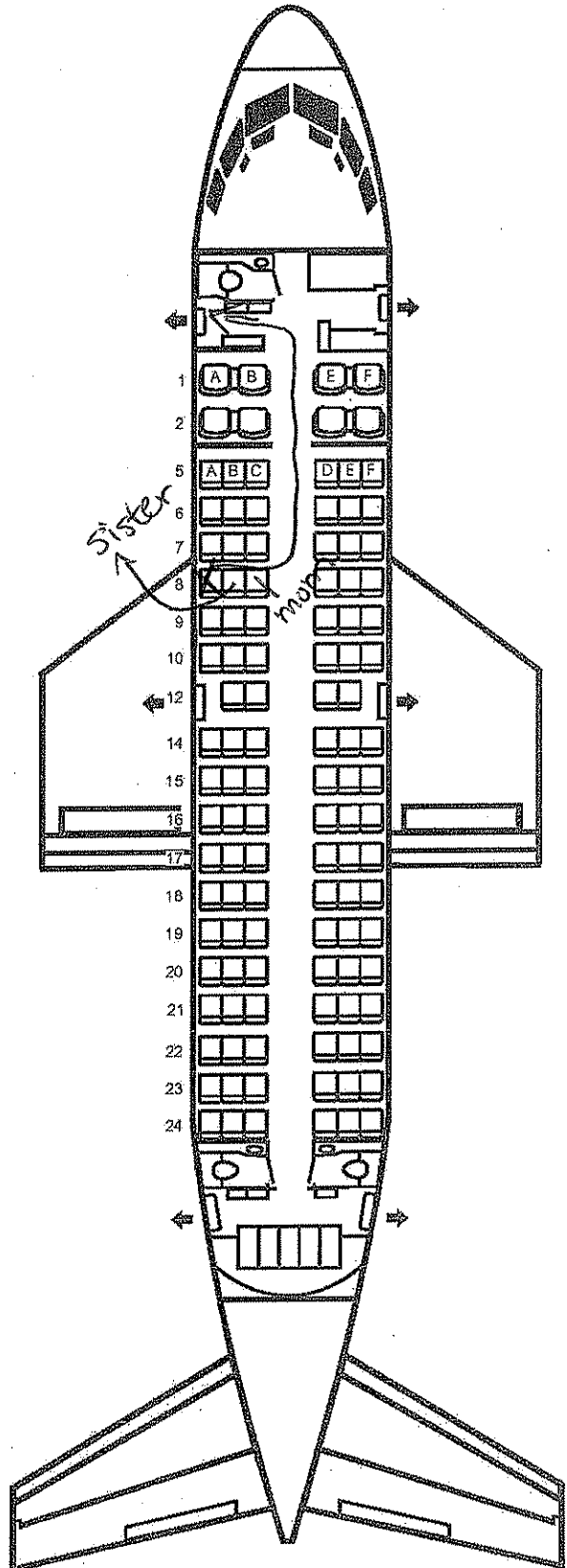
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 8a

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.



NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

# PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

## 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)

*I would not make any, because it's PERFECT!*

### Emergency Exits

12. When did you look for the emergency exit(s) closest to your seat?

- During boarding    During the pre-flight briefing    After the preflight briefing but before the evacuation  
 During the evacuation

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

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

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

- Yes    No

15. Were you seated in an emergency exit row?

- Yes    No   If no skip to item 19

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

- Yes    No

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

- Yes    No

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

- Yes    No

19. Did you open an exit yourself?

- Yes    No   If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes    No

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

22. Did you use this exit?

- Yes    No

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

- Yes    No

24. When did you decide which exit to use?

- Before the evacuation order was given    As I left my seat    As I traveled down the aisle  
 Other \_\_\_\_\_

25. For what reasons did you choose this exit? (Check all that apply)

- I was called to the exit    I was directed by cabin staff    It was the only available exit  
 The other exit was blocked    I followed other passengers    It was the closest exit  
 Other I was picked up.

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 Lost glasses and looked for them

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 (lost glasses; couldn't see)

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 (don't know what dispute means)

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 didn't have glasses)  
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 mom

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

Yes  No (wasn't traveling with child)

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

Yes  No

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

Yes  No

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

	<u>2%</u>	Getting out of your seat (including unfastening seat belt)
+	<u>20%</u>	Moving from seat row into aisle
+	<u>0%</u>	Coordinating with traveling companions
+	<u>50%</u>	Retrieving carry-on luggage
+	<u>27%</u>	Moving up/down aisle
+	<u>4%</u>	Moving from aisle to exit
+	<u>0%</u>	Opening exit (Zero if exit already open)
+	<u>2%</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 seatbelts

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 (she was in pain)

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.

We had to go to the fire station because they told us to.

## 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 Kind of

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

I sorta had a neck problem because I was trying 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

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 A lot of nerves pinched

## 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. Your Seat Number 8B

Please indicate the following locations on the diagram.

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

If you are NOT SURE of your seat, 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

8

104. Height

4.8

105. Weight

70

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 No No No No No No No No No

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

Vision  Hearing  Age  Injury  Recent surgery  Cane  
 Other \_\_\_\_\_



Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

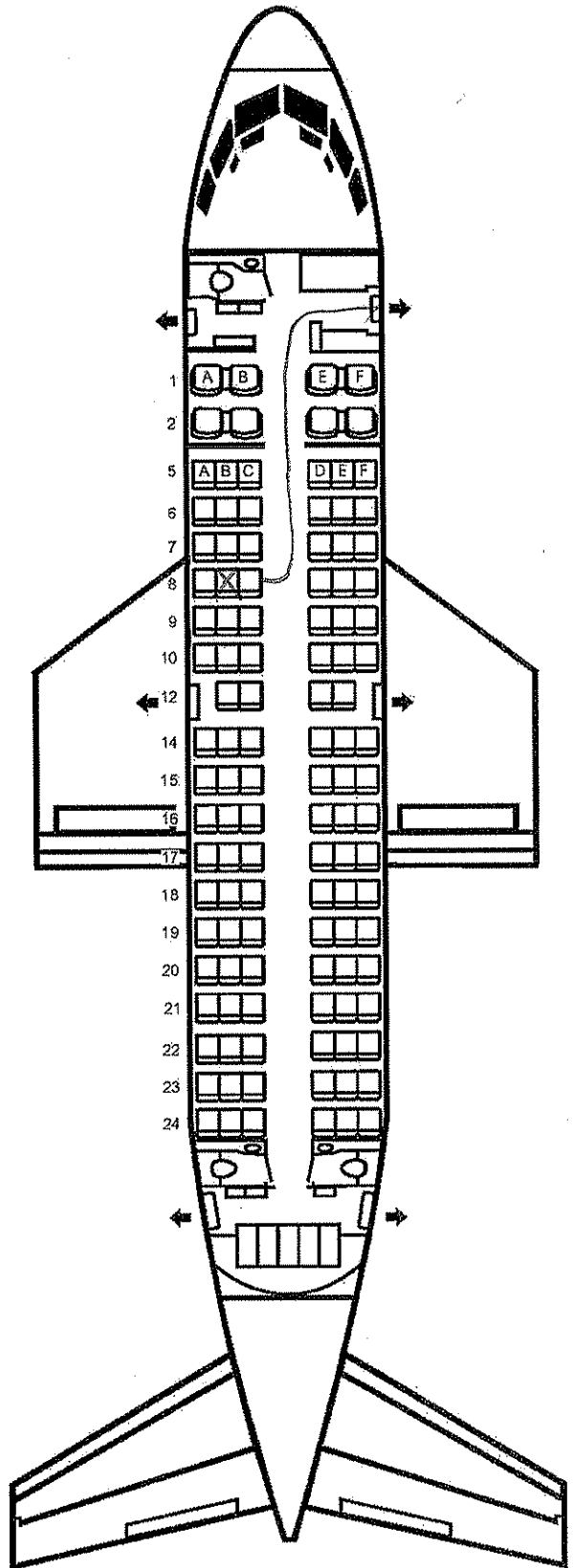
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 8B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.



NATIONAL TRANSPORTATION SAFETY BOARD  
Washington D.C. 20594

# PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents and incidents, determining the probable cause, and making recommendations to prevent them from happening again. Passengers provide valuable information to our investigations; however, it is often impossible to individually interview each passenger from a particular flight. Therefore, this form has been developed to obtain important safety information from passengers in all types of incidents and accidents. You may discover that some of the questions are not applicable to the event you experienced. The form should require approximately 20 minutes of your time to complete. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Mark George at 202-314-6363. Thank you for your assistance in this investigation.

## Safety Briefing

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

- Flight Attendant    Video    Audio

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

- All    75%    50%    25%    None

(If All go to question 4)

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

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

4. How well could you hear the presentation?

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

5. Is English your primary language?

- Yes    No

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

- Yes    No

Explain: *Not this specific one, but a cumulative knowledge of others.*

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)

*N/A*

### 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 *Not this flight, but I always have in the past.*

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 *Before I left my seat - I looked to see which was least crowded*

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 (not jammed w/ people)  
 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 \_\_\_\_\_

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 *She was AMAZING - I remember her short, specific directions*

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 *No memory of the slide - was looking for my kids.*

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

*The people trying to get out over the wing (behind me)*

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 12-year old child

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

Yes  No

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

Yes  No

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

Yes  No

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

- 2 Getting out of your seat (including unfastening seat belt)
- + 0 Moving from seat row into aisle
- + 80 Coordinating with traveling companions
- + 3 Retrieving carry-on luggage
- + 10 Moving up/down aisle
- + 5 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

*- 8 yr old panicked w/ seat belt - thought I she couldn't get it off*



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

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

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

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Seat Belt Usage

73. Was your seat belt fastened prior to the evacuation?

- Yes, Very Tight    Yes, Moderately Tight    Yes, Loose    No    Can't recall

74. Did you have any difficulties unfastening your seat belt?

- Yes    No

75. Did unfastening your seat belt slow down your evacuation of the aircraft?

- Yes    No    Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?

- Yes    No   If no skip to question 79

77. What was the intensity of the smoke?

- Light    Medium    Heavy

78. Were persons crawling or bent over to get below the smoke layer?

- Yes    No

79. Did you notice the lights marking the exits?

- Yes    No

80. What was the position of the aircraft?

- Upright    Inverted    On its side    Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

- Pilot    Flight Attendant    Other Passenger    Personal Decision

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

- Yes    No   *Fire to my right*

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

- Yes    No    Not enough time

84. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

- Yes    No    Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?  
 Heard every word  Some words difficult to hear  Most words difficult to hear  Heard nothing

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

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

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

89. How did the crew aid in your evacuation? (Check all that apply)  
 No aid  Indicated the exits in use  Shouted instructions  Directed passengers out exits  
 Assisted passengers from seat to aircraft exits  Opening exits  Other \_\_\_\_\_

90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?  
 Yes  No  
If yes, what were you asked to do and did you do the task.

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

### Injury

91. Did you sustain any injuries prior to the evacuation?  
 Yes  No  
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

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

92. Did you sustain any injuries during the evacuation?  
 Yes  No  
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

*Skin lacerations + from slide harness - no effect 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

*Difficulty breathing / coughing - smoke inhalation; no effect until later*

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

Passengers yelling to get away from plane

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

(firehouse)

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. Your Seat Number 8C

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, 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 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 N/A

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

Yes  No N/A

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

Yes  No

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

Vision  Hearing  Age  Injury  Recent surgery  Cane

Other \_\_\_\_\_

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 Father, Grandfather &     None

Uncle - private pilots - lots of small plane experience

### Final Thoughts

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

When we boarded, indeed 1 or 2 uniformed flight officers in 1st class and another across the aisle from me. I think they were beneficial to the evacuation process (speed, calm, order).

Continental Airlines  
 Flight 1404  
 Denver International Airport,  
 Denver, CO  
 December 20, 2008  
 Boeing 737-500

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete items 1. and 2. below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 8c

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6363.

