

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 B

Passenger Questionnaires

Pages 61 - 120

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)

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

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

- [] All [X] 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 [X] Distracted by child [] Distracted by other person [] It's basic knowledge [] Listening to music/audio tapes [] Reading [] Sleeping [] Too long [] Other

4. How well could you hear the presentation?

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

5. Is English your primary language?

- [X] Yes [] No

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

- [X] Yes [] No

Explain: Reminded me of emergency exits

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

- [] Yes [] No

Explain: Don't Remember

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

- [] Prior to flight [] During pre-flight briefing [] In-flight [X] Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: _____

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

*Very, very important to add, "In the event of an emergency evacuation, please leave all personal belongings where they are and exit as quickly as possible."
Also to keep ID, money & cell phone in our pockets.*

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 *Tried to use wing exit but too crowded so went to front to exit.*

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

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

26. Were you directed away from a specific exit?

- Yes
- No

27. Were you directed toward a specific exit?

- Yes
- No

28. Did you follow these directions?

- Yes
- No

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 Everyone was trying to get out the wing. It took too long so I was able to run up front.

I couldn't see the slide so I jumped as far as I could in hopes of landing on it. A light at the top of it that shines when inflated would be beneficial.

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 *Don't know*

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

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

Slide looked too steep Other *couldn't see it, too dark*

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 - by a guy jumping over the seats.

58. Did you push anyone?

Yes No A lady standing in the aisle trying to get her bag.

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.

None could exit to the right. 4 sections of people trying to go out wing on left and going very slow.

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%)

12% Getting out of your seat (including unfastening seat belt)
+ 13% Moving from seat row into aisle
+ 13% Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 40% Moving up/down aisle
+ 22% Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 10% Moving through exit
+ 0 Getting off wing (Zero if you did not use a wing exit)
= 100% Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

*Not sure But breathing
Burnt very bad.*

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

Tilted to left

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

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
Just SCReaming & waving of hand
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
Whiplash - Back & Neck, Right knee hurt very bad -
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 *RT knee*
95. Description of injuries suffered? (Check all that apply)
 Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

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 9B, 9C (my son)

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

30

104. Height

5'5"

105. Weight

158

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 _____

Hurt carrying my son, up snowy hill, in my boots, from hip surgery.

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.

When we started to take off, the left side and nose lifted then turned to the left, I felt like we were sliding sideways then there were several loud bumps and sparks before we went down the ditch. We went down the ditch and had lots more thuds than went airborne, then slammed to the ground. More crashing & banging then we went airborne a second time and slammed down. Everything went orange from fire then grey from gody thru a snow bank or something. Shortly after it stopped, within 5 seconds someone screamed to evacuate and fire engulfed the right side of the plane. Some people were already out of their seats. By the time I was able to get my seat belt and my sons seat belt off, pick him up and get up myself, all passengers were up and getting out the door. The wing exit moved very slowly, mostly full with passengers from seats behind the wings. They moved very very slowly out the door. Jane & I couldn't go anywhere there as the turbulence to look up front. A man jumped over the seats and knocked us out of the way. We stood up & started running up front. A lady was standing in the aisle grabbing her bags so I pushed her as hard as I could for being so selfish and kept going. Another lady was panicked and screaming so I grabbed her and pushed her down the aisle to get out. Our stewardess was waving and waving her hand to come on. - Before I started going to the front of the plane there were only 4 people left in different seats. I believe these people were trying to get their belongings because they had plenty of time to get out. I hope the lady I pushed down knows why I did that and in the future will not be so self-centered. - Back to story: As I got to the exit, I couldn't see the slide at all. Everything looked black. Maybe the color of slides should be yellow or have a yellow stripe down the center. I jumped as hard as I could and landed at the end of it then climbed out into the snow. I ran as far as I could as fast as I could to get away.

I feel that the slow moving wing exit put peoples lives in more danger than they were. Probably 20 people were stuck at that door and aisle behind the door. People started to panic because it wasn't moving.

I want to know what happened. -

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.

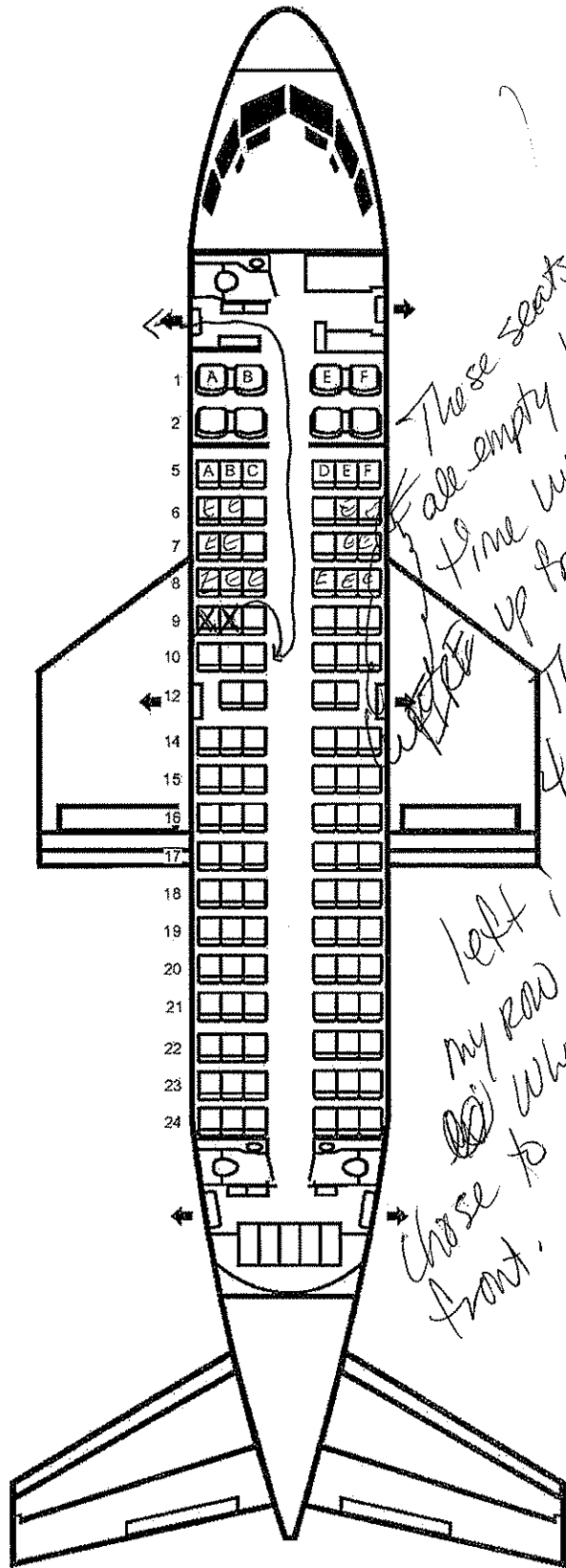
Example: X 9B-me, 9C-my son

2. I was seated in seat 9B

Example : 14D

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

9A - [redacted]
 10A - [redacted]



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 can't remember

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

- All 75% 50% 25% None

(If All go to question 4)

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

- Seen it before Obstructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other I already know it from other flights

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: Having heard the instructions over time I fly (which has been several times a year for 20 years, I was able to respond quickly)

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

- Yes No

Explain: Can't remember

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: I've read it before & remembered it
during this emergency

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 + jacket + both
stored under the seat

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No

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

Yes No

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No

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

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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

Yes No Don't know

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

Yes No

If yes, explain why they were moving slowly.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

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

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

Dead-heading pilot

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 dead-heading pilot did

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

- Yes No Not enough time

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

86. Did you understand the ~~flight attendants'~~ instructions?
 Yes No *the dead-heading pilot did d-h pilot*

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

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

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

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

Injury

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

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

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

horrible cough from inhaling smoke

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

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

Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

Your Location

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

101. Your Seat Number 9C

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 26

104. Height 5'4

105. Weight 125

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

112. How often do you travel by air?

- First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year
 More than 6 flights per year

113. Aviation Experience

- Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic
 Other _____ None

Final Thoughts

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

I'm so thankful to the dead-heading pilot and his directions. He was sitting in the aisle seat a couple rows in front of me on the right of the plane and I paid attention to only him. Once the plane was no longer in motion, he was the first person out of his seat and yelled loudly, "get off the plane!" I feel that it took no longer than a minute for me to exit the plane and am grateful for the incredible efficiency with which the emergency exit took place.

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:

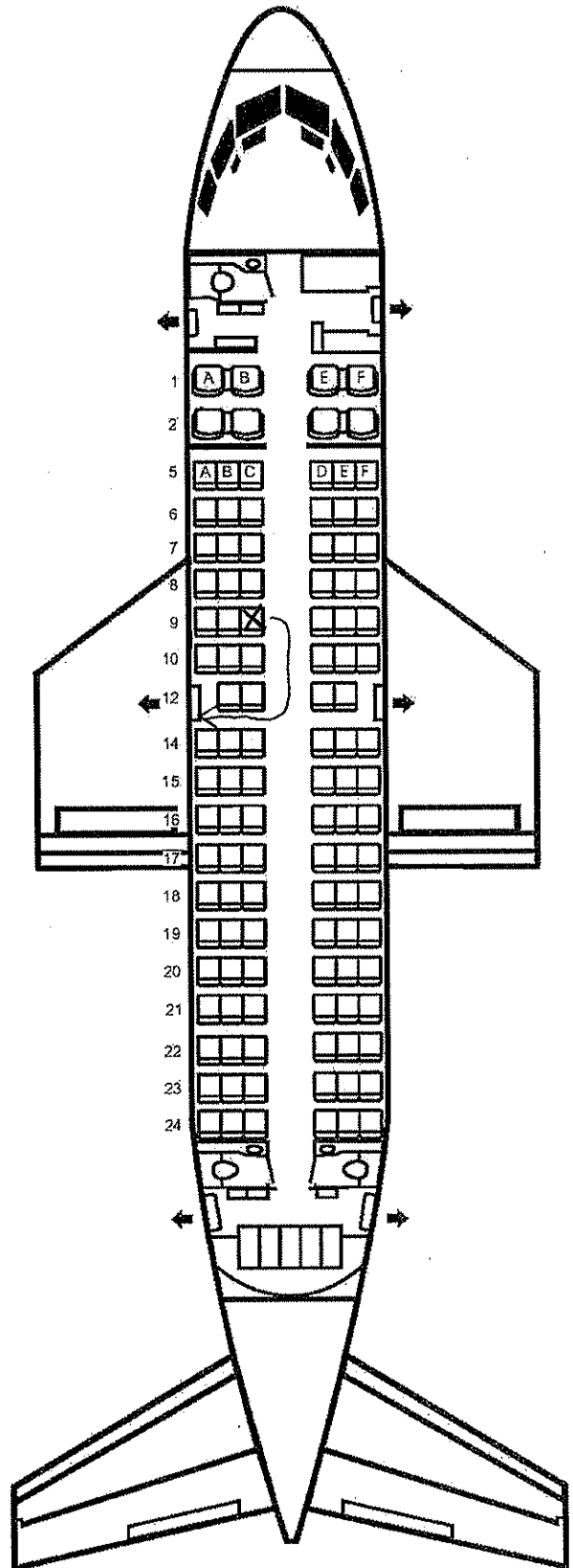
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 9C

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 knew where the closest exit door was.*

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

Yes No

Explain: *Don't remember.*

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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)

It should be stressed that no carry-ons should be taken - possibly fines or other penalties for those that do. People trying to get their carry-ons slowed everyone up.

Emergency Exits

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

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

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

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

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

- Yes No

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

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? — *no directions to follow.*

- 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 *It was dark.*

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 — *purse*

If no skip to item 42

38. What items did you need to take?

- Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other *cell phone*

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No

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

Yes No *Don't know.*

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No

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

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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

Yes No Don't know

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

Yes No

If yes, explain why they were moving slowly.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

	<u>2%</u>	Getting out of your seat (including unfastening seat belt)
+	<u>2%</u>	Moving from seat row into aisle
+	<u>0</u>	Coordinating with traveling companions
+	<u>2%</u>	Retrieving carry-on luggage
+	<u>2%</u>	Moving up/down aisle
+	<u>2%</u>	Moving from aisle to exit
+	<u>0</u>	Opening exit (Zero if exit already open)
+	<u>10%</u>	Moving through exit
+	<u>80%</u>	Getting off wing (Zero if you did not use a wing exit)
=	<u>100%</u>	Total evacuation time

?

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79 *Don't know - I was focused on the door.*

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? - heard no 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) - went down wing!
 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 and muscle strain

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
more bruises

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

If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Fumes in fire station severely irritated my lungs, causing wracking coughs.

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

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

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 Thank goodness for
 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 9E

Please indicate the following locations on the diagram.

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

If you are NOT SURE of your seat, 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 73

104. Height 5'2"

105. Weight 145 lb

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane
 Other _____

112. How often do you travel by air?

- First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year
 More than 6 flights per year

113. Aviation Experience

- Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic
 Other _____ None

Final Thoughts

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

First, when I got off the wing a young man named [redacted] helped me away from the plane. At my age, in the dark and snow, over ~~one~~ very uneven ground, I don't know if I would have made it up the hill to the fire station without his help. He kept me from falling several times.

Second, news reports have said that the plane was making a loud noise AFTER it left the runway. This is not correct. At the end of the runway the pilot announced 'Prepare for take off.' As soon as he stepped on the gas and the plane began to move, I heard a horrible noise like I've never heard on a plane before. I had just enough time to think 'There's something wrong with this plane!' when it began sliding, as though on ice. But there was no ice. THEN the plane left the runway - the bouncing and jolting was noticeable. In my opinion, attempts to blame this accident on wind or the pilot are ridiculous - there was obviously something very wrong with this plane.

[redacted] 1-25-09

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:

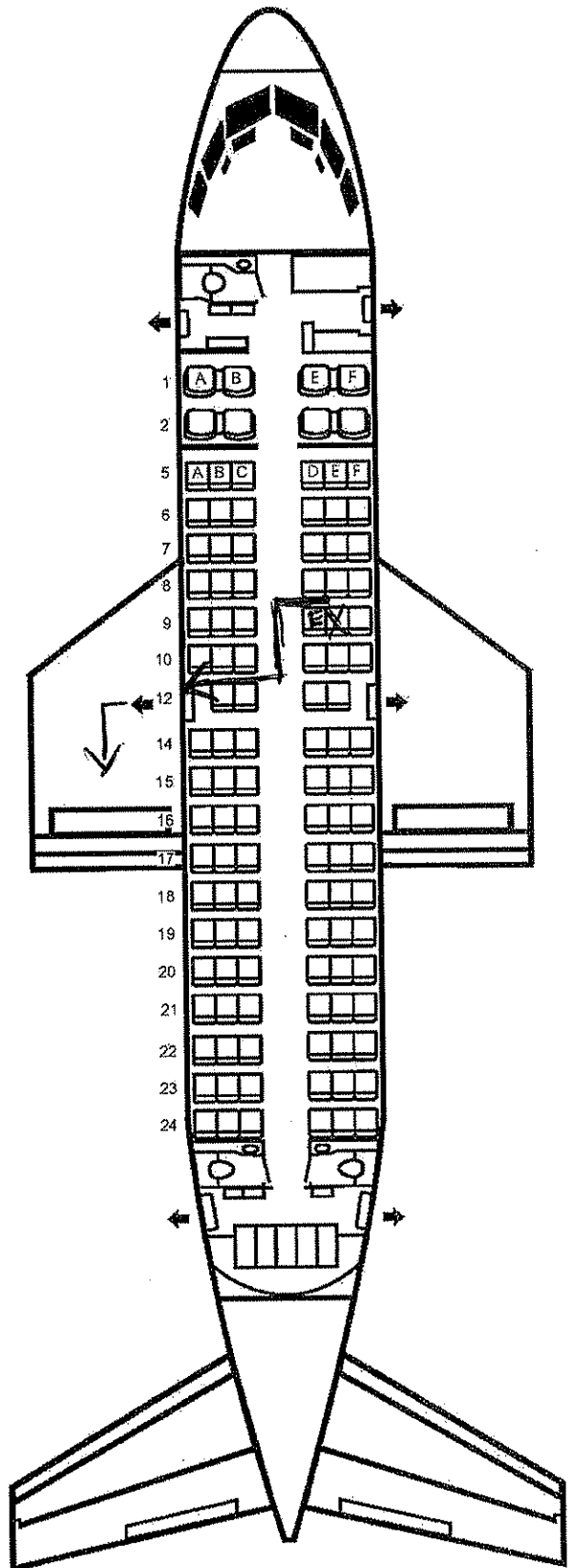
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 9E

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: Just knew to exit and there was an exit behind me.

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

Yes No

Explain: _____

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: Knew there was exit in middle of plane from picture.

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 Left wing on ground, stepped off

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

- No one bag 2 bags 3 bags more than 3 bags

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

- Yes No

36. Where did you store your:

Purse: Under seat Overhead bin Closet Other _____

Briefcase: Under seat Overhead bin Closet Other _____

Computer: Under seat Overhead bin Closet Other _____

Suitcase 1: Under seat Overhead bin Closet Other _____

Suitcase 2: Under seat Overhead bin Closet Other _____

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

- Yes No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No

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

Yes No

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe slight delay as we waited for people to exit, almost jumped over my seat, but waited and walked around through aisle.

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

Yes No

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

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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

Yes No Don't know

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

Yes No

If yes, explain why they were moving slowly.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

<u>10</u>	Getting out of your seat (including unfastening seat belt)
+ <u>20</u>	Moving from seat row into aisle
+ <u>5</u>	Coordinating with traveling companions
+ <u>0</u>	Retrieving carry-on luggage
+ <u>20</u>	Moving up/down aisle
+ <u>15</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>10</u>	Moving through exit
+ <u>20</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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

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

Injury

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

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

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

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

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

Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

Your Location

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

101. Your Seat Number _____

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 26

104. Height 6'1"

105. Weight 185 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 _____

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:

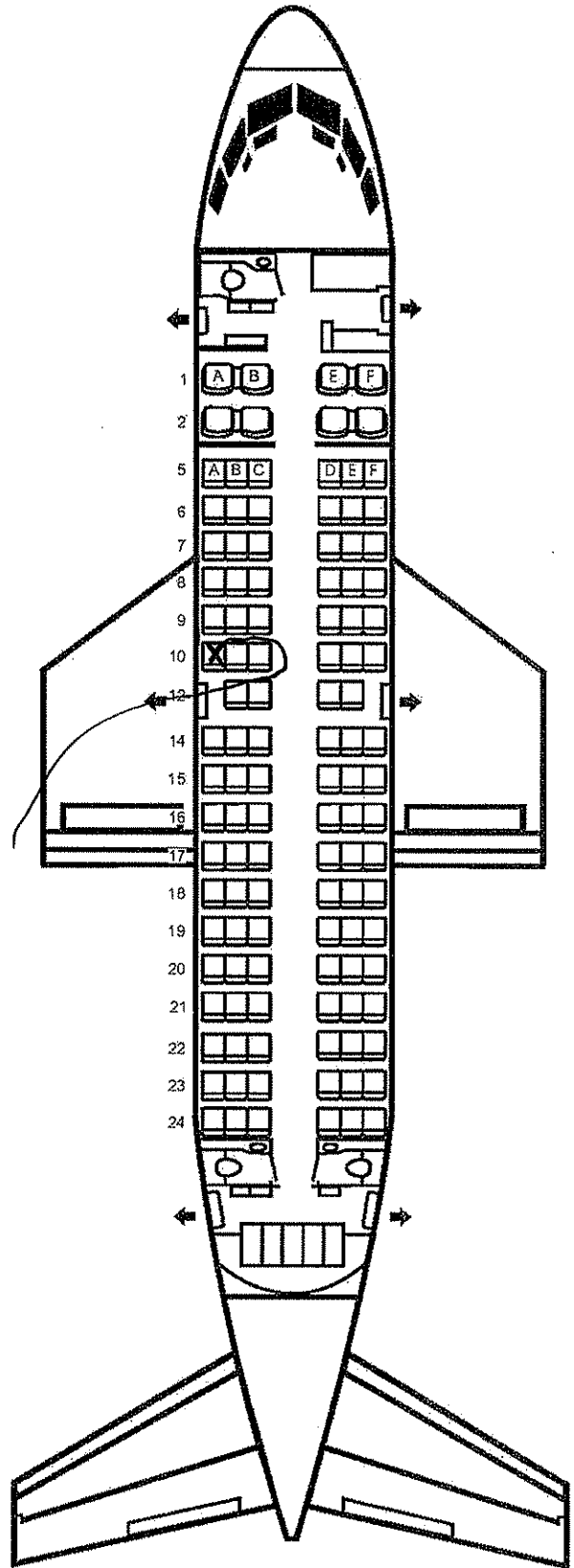
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 10A

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: YES AND NO SINCE THE RIGHT SIDE OF THE PLANE WAS ON FIRE THAT
MEANT HALF THE EXITS WERE OUT OF COMMISSION.

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

Yes No

Explain: PERHAPS MORE INTERACTIVE PRESENTATIONS WOULD HELP PEOPLE TO STAY
FOCUSED ON THE PRESENTATION.

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: IT HELPED IN THE SENSE THAT I KNEW WHERE EXITS WERE.

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

MAKE IT EASIER TO BE HEARD THROUGHOUT ENTIRE PLANE, AS WELL AS CLEARLY STATED.

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 PERSON IN THE SEAT NEXT TO ME TOLD MY BOYFRIEND + I

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

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

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

- Yes No I KNEW IT WAS RIGHT BEHIND ME

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

Other AS SOON AS THE PLANE STOPPED MOVING + I REALIZED WE WERE ALIVE.

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

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

26. Were you directed away from a specific exit?

- Yes
- No

27. Were you directed toward a specific exit?

- Yes
- No

28. Did you follow these directions?

- Yes
- No *THERE WERE NO SET DIRECTIONS EVERYONE WAS SAYING SOMETHING SINCE HALF THE EXITS WERE OBSTRUCTED MOST PEOPLE WERE AT THE MIDDLE LEFT EXIT WHERE I WAS. MY COFFEEBAG AND I JUST MERGED IN THE LINE WITH EVERYONE.*

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

- Yes
- No

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

- Yes
- No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

- Inflatable slide
- Slid down back of wing
- Jumped off front of wing
- Not Applicable
- Other _____

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

- Yes
- No
- Not Applicable

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

- Yes
- No
- Not Applicable

Carry-on Baggage

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

- No
- one bag
- 2 bags
- 3 bags
- more than 3 bags

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

- Yes
- No

36. Where did you store your:

- Purse: Under seat Overhead bin Closet Other _____
- Briefcase: Under seat Overhead bin Closet Other _____
- Computer: Under seat Overhead bin Closet Other _____
- Suitcase 1: Under seat Overhead bin Closet Other _____
- Suitcase 2: Under seat Overhead bin Closet Other _____

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

- Yes
- No *I ALWAYS PUT MY FEET UNDER MY PURSE SO THAT I KNOW IT WON'T GET TAKEN. I TRIPPED WHEN I GOT UP AND AS I GOT BACK UP I REACHED GRABBED IT.*

If no skip to item 42

38. What items did you need to take?

- Medicines
- Money/wallet/credit cards
- Car/House key
- Clothes
- Camera
- Computer
- Job related items
- Sentimental items
- Other *I DIDNT NEED ANYTHING*

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 → I DON'T REALLY KNOW, SOME YES SOME NO

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

Yes No

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

Yes No

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe THERE WAS A DELAY BECAUSE THE EXIT ROW BEHIND ME WAS THE MAIN EXIT SO MOST PEOPLE WERE HEADED TO THAT EXIT. IT WAS SLOW BUT THATS BECAUSE PEOPLE WERE LETTING PEOPLE INTO THE LINE, NO ONE PUSHED, EVERYONE WAITED THEIR TURN

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

Yes No

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

IT DIDNT AFFECT MY ABILITY AT ALL.

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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.

NOONE MOVED SLOW BUT NOONE TRAMPLED THE PERSON IN FRONT OF THEM TO MOVE FAST. THERE WERE 110 PEOPLE TRYING TO USE 3 EXITS INSTEAD OF 6.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

<u>5</u>	Getting out of your seat (including unfastening seat belt)	
+ <u>35</u>	Moving from seat row into aisle	(THERE WAS A LINE + I DIDNT WANT TO) FOR MY WAY IN
+ <u>5</u>	Coordinating with traveling companions	
+ <u>5</u>	Retrieving carry-on luggage	
+ <u>5</u>	Moving up/down aisle	
+ <u>5</u>	Moving from aisle to exit	
+ <u>0</u>	Opening exit (Zero if exit already open)	
+ <u>5</u>	Moving through exit	
+ <u>35</u>	Getting off wing (Zero if you did not use a wing exit)	FELL OFF WING + INTO THE SNOW THE WING WAS COVERED IN JET FUEL + VERY SLIPPERY
= <u>100</u>	% Total evacuation time	

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

86. Did you understand the flight attendants' instructions?
 Yes No *THESE WERENT ANY*

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

ONLY MINOR INJURIES, I SUD AND FELL ON THE WING AND CUT BOTH MY KNEES, THEY WERE EXAY APTEL JUST A FEW DAYS.

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

IF YOU COUNT MENTAL INJURIES. I'VE HAD MANY PANIC ATTACKS SINCE THE INCIDENT AND DONT KNOW WHEN OR IF I'LL EVER BE ABLE TO FLY AGAIN.

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 *EVERYONE WAS YELLING THE PLANE MAY EXPLODE SO WE HELPED A YOUNG WOMAN + HER 2 CHILDREN UP THE HILL + TOWARD THE FIREHOUSE, WHICH WE HAD LANDED/STOPPED RIGHT BELOW.*

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 10B

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age

26

104. Height

5'4"

105. Weight

115

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane
 Other _____

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:

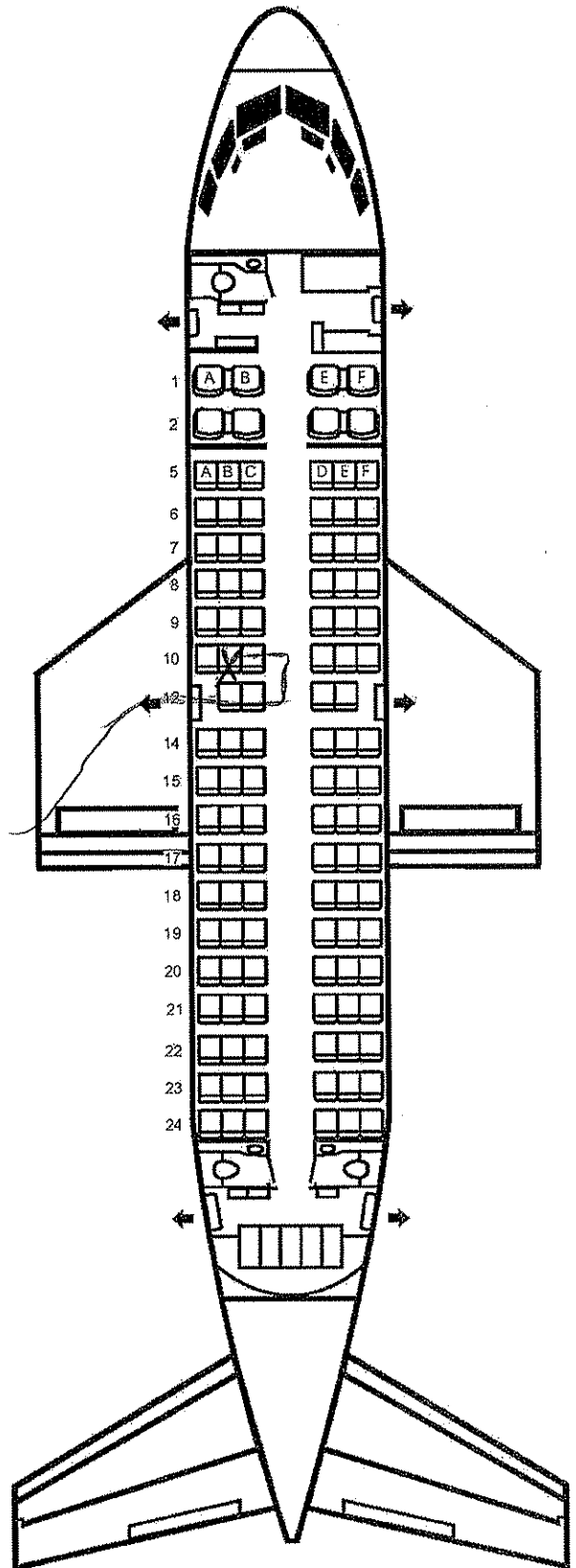
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 10B

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)

Emergency Exits

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

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

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

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

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

- Yes No

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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

- Yes No

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

- Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

- Inflatable slide Slid down back of wing Jumped off front of wing Not Applicable
 Other _____

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

- No one bag 2 bags 3 bags more than 3 bags

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

- Yes No

36. Where did you store your:

- Purse: Under seat Overhead bin Closet Other _____
Briefcase: Under seat Overhead bin Closet Other _____
Computer: Under seat Overhead bin Closet Other _____
Suitcase 1: Under seat Overhead bin Closet Other _____
Suitcase 2: Under seat Overhead bin Closet Other _____

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

- Yes No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No

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

Yes No

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No

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

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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

Yes No Don't know

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

Yes No

If yes, explain why they were moving slowly.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

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

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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

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

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

Injury

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

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

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

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

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

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

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

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

Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

Your Location

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

101. Your Seat Number 10D

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 19

104. Height 72

105. Weight 160

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane
 Other _____

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 _____

Example : 14D

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

