

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 D

Passenger Questionnaires

Pages 181 - 240

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 *there was one flight attendant that I could see and we could not really hear her.*

4. How well could you hear the presentation?

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

5. Is English your primary language?

Yes No

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

Yes No

Explain: *I have flown many times so I pretty much know what to do*

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

Yes No

Explain: *Since I could not hear her and neither could the people around me it did not command anyones insurance*

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)

*There either needs to be more attendants or they
net micro phones*

Emergency Exits

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

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

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

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

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

- Yes No

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No *N/A*

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

- Yes No

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

- Yes No

If yes, explain _____

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 coat + purse

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No

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

Yes No

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 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 pieces of the plane & things that came out of the overhead that I had to move.

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>15</u>	Getting out of your seat (including unfastening seat belt)
+ <u>15</u>	Moving from seat row into aisle
+ <u>0</u>	Coordinating with traveling companions
+ <u>0</u>	Retrieving carry-on luggage
+ <u>15</u>	Moving up/down aisle
+ <u>30</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>15</u>	Moving through exit
+ <u>10</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
I was hit in the top my my head and something hit my back

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

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

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

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

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

95. Description of injuries suffered? (Check all that apply)
 Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *I am still seeing a doctor for my back*

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 17A

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 63

104. Height 5'4"

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 Nothing

112. How often do you travel by air?

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

113. Aviation Experience

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

Final Thoughts

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

I was very surprised that no one checked to see if people had their seats belts fastened. That had never happened to me before. I think there should have been better communication on the evacuation. I am sure most of the people had flown before so they knew the procedure but for someone who had never flown it was not good.

I was talking with another passenger and he said he had to go after an attendant because there was a blind lady still on the plane so they went back and found her. I also spoke with that lady in the Presidents Club and she was very upset because she could not see and she said was scared because she did not know what to do until they came.

I would not have been treated any better once we got to the Presidents Club and then the next day when I arrived to continue my flight. Everyone was helpful and very concerned about us. They were there to help you with anything we needed. Stayed with me until my ride came & then walked out with me in Houston. Or whenever they just told us how to get towards the door to exit.

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:

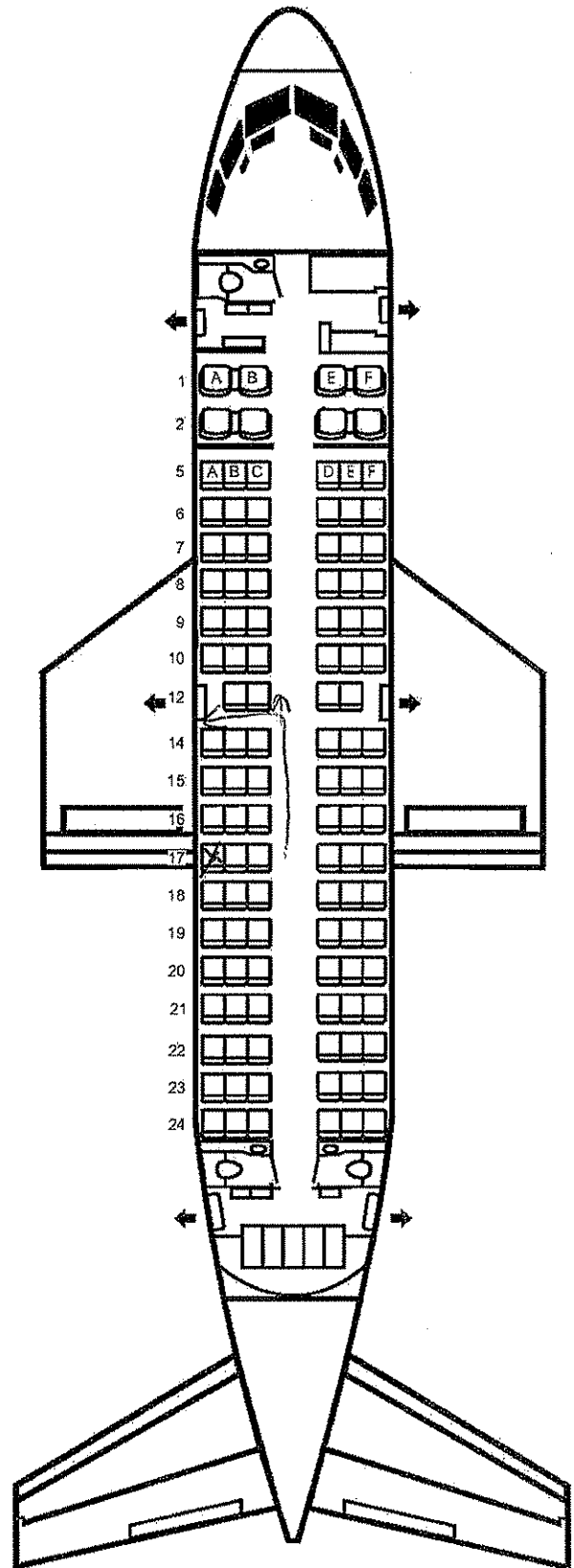
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 17A

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

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Safety Briefing

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

Flight Attendant Video Audio

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

All 75% 50% 25% None

(If All go to question 4)

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

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

4. How well could you hear the presentation?

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

5/ Is English your primary language?

Yes No

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

Yes No

Explain: _____

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

Yes No

Explain: _____

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: _____

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

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 *N/A NO ATTENDANT*

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

- Yes No

If yes, explain _____

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

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

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

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

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

- Yes No

36. Where did you store your:

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

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

- Yes No

If no skip to item 42

38. What items did you need to take?

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

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

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

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

Yes No

51. If yes, who gave you instructions?

Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No

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

The roofing came down on my head after 2nd bump

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.

Older women getting out door; foot was stuck and people were pushing me to get her out but I helped her by gently picking up her foot and escorting her down wing

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

15 Getting out of your seat (including unfastening seat belt)
+ 5 Moving from seat row into aisle
+ 0 Coordinating with traveling companions
+ 5 Retrieving carry-on luggage
+ 30 Moving up/down aisle
+ 10 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 25 Moving through exit
+ 10 Getting off wing (Zero if you did not use a wing exit)
= 100 % Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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

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

Injury

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

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 17C

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 21

104. Height 5'7

105. Weight 175

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

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:

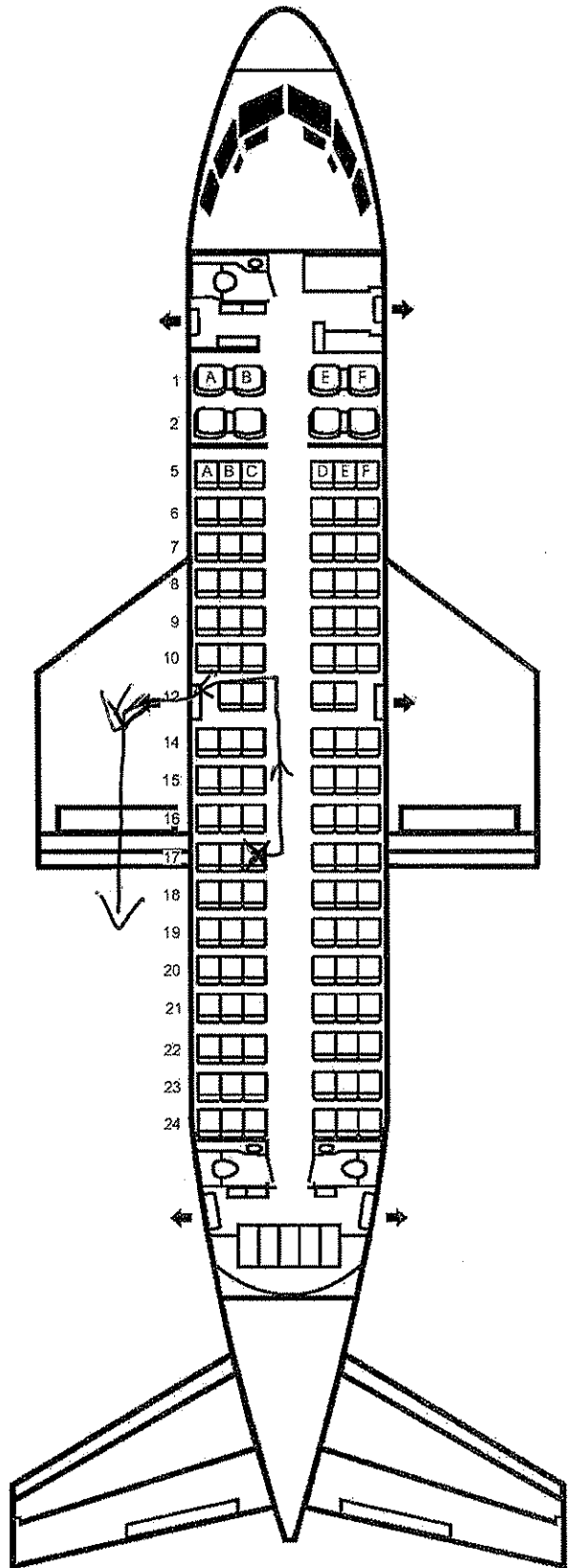
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 17C

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: Knowing the location of the exits helped

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: _____

Location of exits

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

Indicate what to do in an obvious evac situation when flight crew is not able to give instructions. In the middle of the plane, there were no flight attendants ~~nearby~~ nearby, so no one to keep order or give evac instructions.

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 No evac order was given

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

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

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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 Wing was resting on ground - walked off back

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%)

<u>5</u>	Getting out of your seat (including unfastening seat belt)
+	<u>5</u> Moving from seat row into aisle
+	<u>0</u> Coordinating with traveling companions
+	<u>0</u> Retrieving carry-on luggage
+	<u>60</u> Moving up/down aisle
+	<u>20</u> Moving from aisle to exit
+	<u>0</u> Opening exit (Zero if exit already open)
+	<u>5</u> Moving through exit
+	<u>5</u> Getting off wing (Zero if you did not use a wing exit)
=	<u>100 %</u> Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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 _____
FRONT & REAR ONLY

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 17 D

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 37

104. Height 6'2"

105. Weight 205

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:

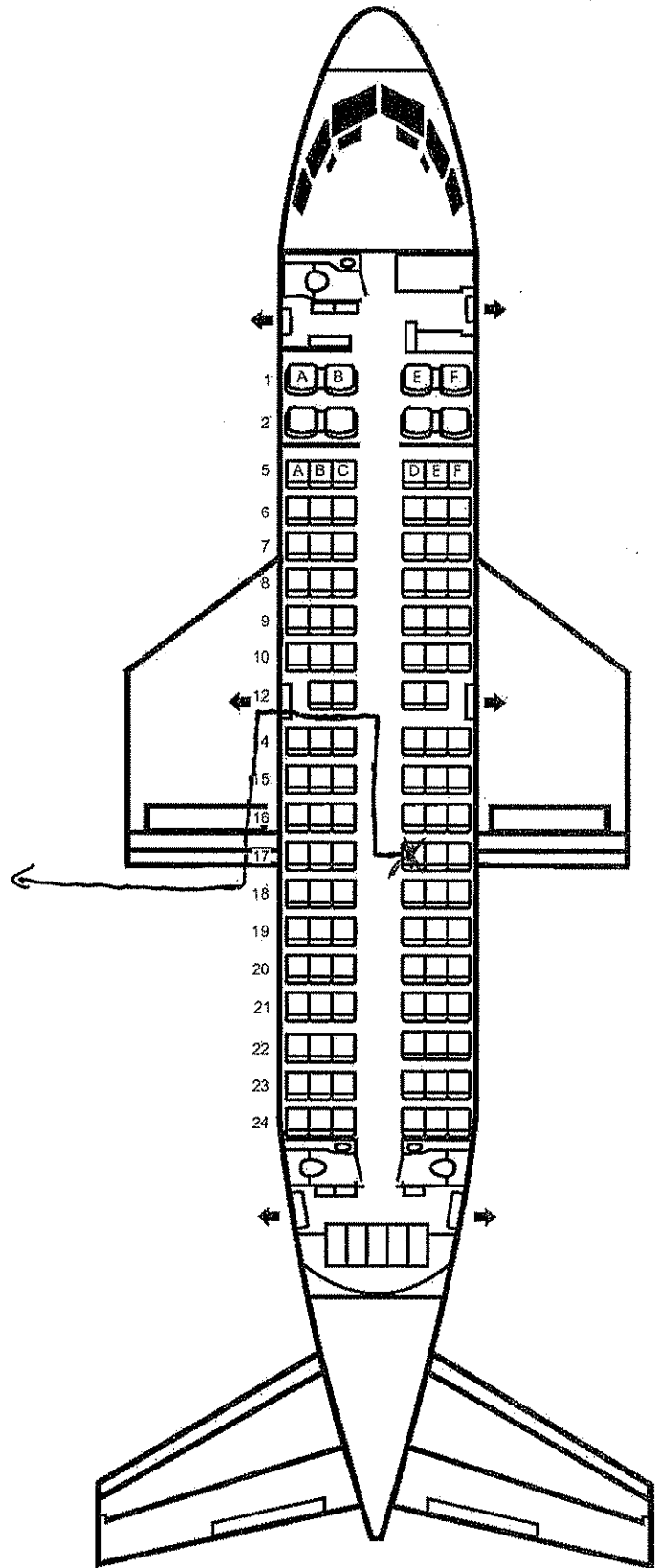
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 17D

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 I initially tried to exit through the back exit. However that exit was very crowded. Someone from the middle exit (over the wings) yelled at us to use that exit, which was empty so we ran towards it + evacuated.

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?

However, it hit my head many times on the front seat
before the plane came to a stop.

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.

- Retrieving luggage

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

15% Getting out of your seat (including unfastening seat belt)
+ 10% Moving from seat row into aisle
+ 10% Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 30% Moving up/down aisle
+ 10% Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 5% Moving through exit
+ 15% 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

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 19A, B, C (one adult, two children
6 yrs, 9 yrs)

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

33, 6 1/2, 9 1/2

104. Height

5.5", 4.4", 3.9"

105. Weight

120, 63, 39

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other No

112. How often do you travel by air?

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

113. Aviation Experience

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

Final Thoughts

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

— I remember the pilots announcement prior to the departure. He told us about the weather conditions in Denver + Houston + specifically said that things looked good + that this should be a smooth ride.

— The evacuation was done very quickly which I feel needs to be praised.

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
Bumps & bruises on head due to hitting the seat in front. Backache due to jerking. My children got bruises on leg & hands due to stuff falling from the overhead bins & the ceiling disintegrating.

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

If yes, describe the injuries, how they occurred and the effect they had on your evacuation
My younger daughter got hurt in her foot. I carried her and ran to the fire station.

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 _____

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:

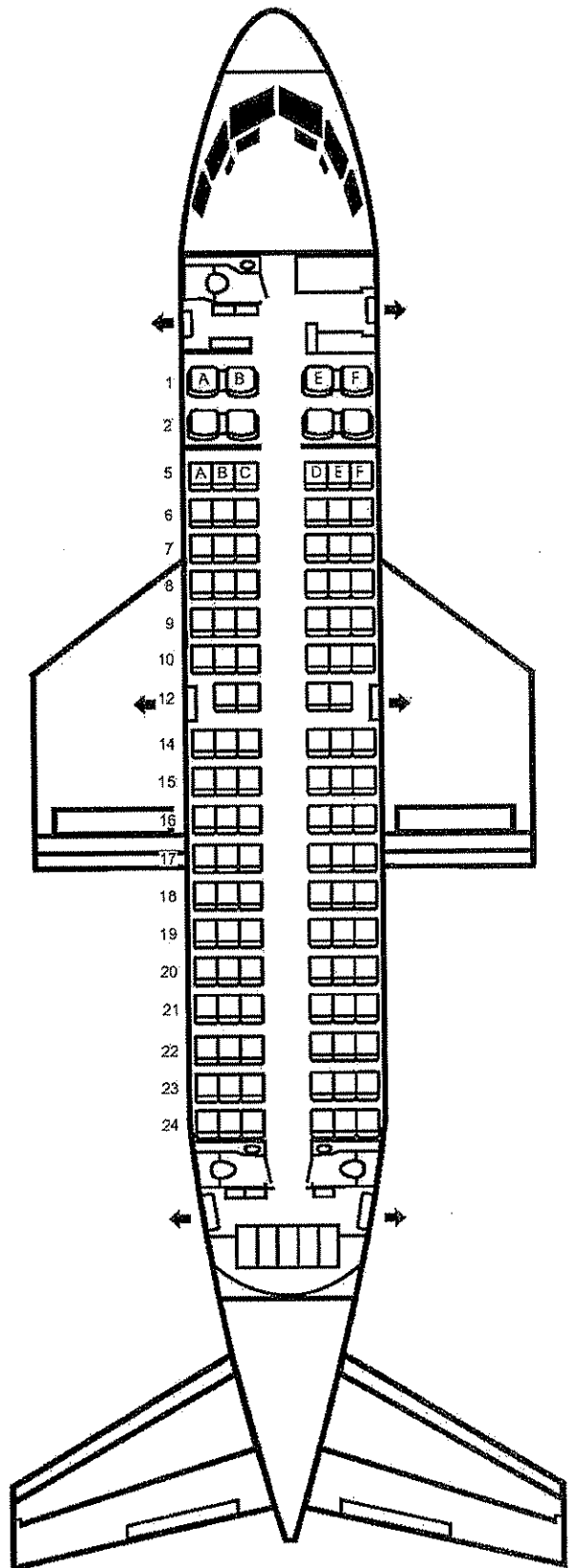
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X \longrightarrow

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.



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 was able to locate the emergency exits!

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

Yes No

Explain: _____

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other Handling my son.

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 I went back first, but there was a backup of passengers, so my husband yelled to go forward to the middle 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 *by my husband*

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 *Some of the passengers were trying to grab luggage & step over bags that had fallen. My husband yelled at me to go the other way. He was in front of me so I handed him my son.*

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 *Slipped, fell off wing, it was slippery*

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 - *Stroller/carrier for my son*

36. Where did you store your:

- Purse: Under seat Overhead bin Closet Other *holding it, case was under seat, until takeoff*
- 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 *There were no attendants around, just passengers. I was last out of our section.*

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 *Our seats seemed to buckle in toward us, Other passengers would not let us out right away.*

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

Yes No

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

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

Yes No

55. Did you see anyone climb over the seats?

Yes No

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No

58. Did you push anyone?

Yes No

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

Yes No Don't know

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

Yes No

If yes, explain why they were moving slowly.

There was baggage in the aisle, obstructing the aisle. A man in front of me was distracted by the fire.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

10% Getting out of your seat (including unfastening seat belt)

+ 20% Moving from seat row into aisle

+ 5% Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 30% Moving up/down aisle

+ 10% Moving from aisle to exit

+ 0 Opening exit (Zero if exit already open)

+ 5% Moving through exit

+ 20% Getting off wing (Zero if you did not use a wing exit)

= 100% Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

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

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

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

90. Did the crew assign you any duties (e.g., assist at the bottom of the slide)?

Yes No

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

Injury

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

Yes No

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

I was hit in the belly with a piece of luggage that fell from the overhead bin. I am pregnant, so it felt pretty 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

After we got out of the door, the wing was slippery, I fell on my knees 1st, then when I stood up, my foot caught a wet spot & I fell, then slid off the wing on my back.

93. Did you sustain any injuries after the evacuation?

Yes No

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

94. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other *belly*

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *Herniated disk*

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 19 E

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 30

104. Height 5'8

105. Weight 258

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:

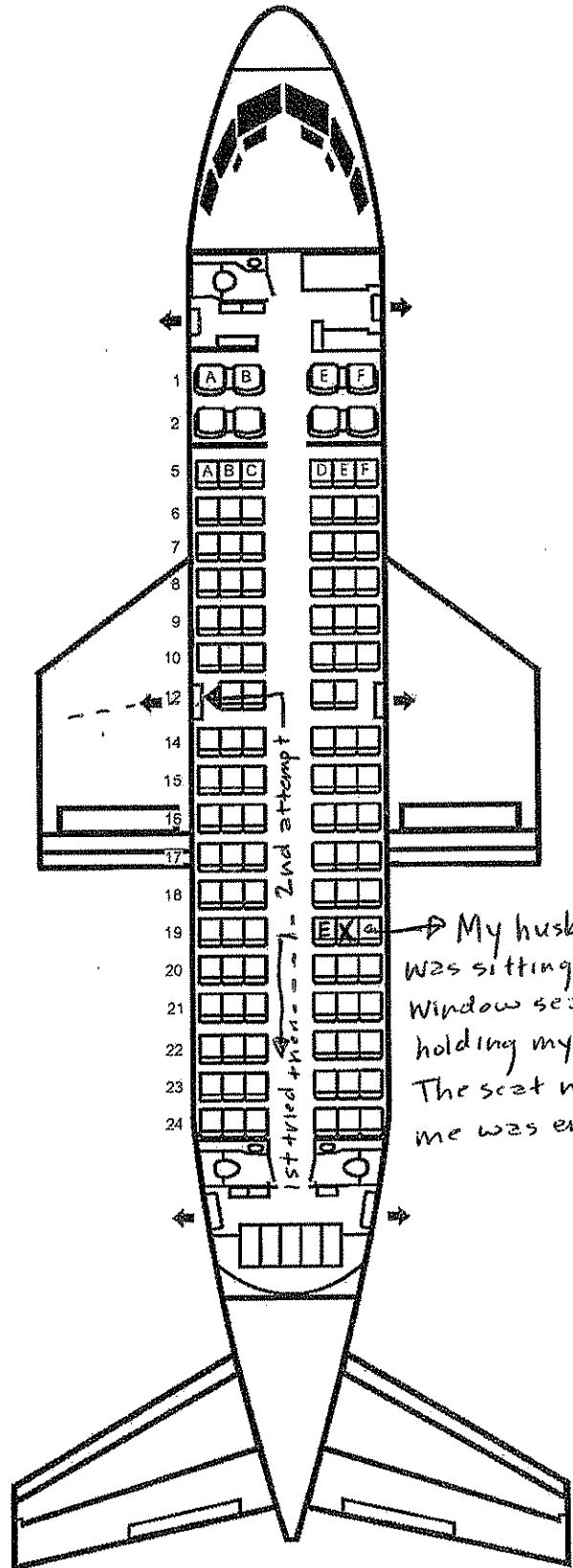
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 19E

Example : 14D

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



*Tried to go back first,
 then my husband called
 to me to go the other way
 toward the front. Exited on
 the wing*

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.

- Prior to boarding our flight, the attendant at the gate made an announcement that they were "Trying to fix the rear turbines." Less than 10 minutes later we were boarding the plane.
- At takeoff the plane seemed normal. We took off down the runway, then it began to get bumpy. The plane suddenly veered left. It felt like we were sliding. There was an explosion that sounded like a large thud. We hit a large bump. The overhead lights began to flicker. Next, the right engine sparked & became engulfed in flames. It got hot in the cabin. I could see people in front of me bouncing in their seats. There was not much yelling at this point. It got very turbulent, extremely bumpy, we hit a very large bump. Then for a few seconds it felt as though we were airborne. The plane slammed to the ground, causing the overhead bins to pour out luggage. The plane slid to a stop. During this time, there were no announcements from the pilot, & in our section, I did not see any crew. Passengers were yelling to get out. Our seats seemed as if we were being crushed from the seats in front of us. We exited the plane without assistance from the flight crew. I was the last person out of our section. I was expecting someone to help us off the wing, but there was no one. I did see that there were working Emergency exit lights working.
- I believe, because there were so many people falling off the wing, that they need a safer way to exit a 737.
- There needs to be a way to lock the overhead bins, so the luggage does not fly out if a large impact occurs.

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: Flight attendant pointed out emergency exits.

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

Yes No

Explain: _____

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain:

did not see any cards

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 (There was none)

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

- Yes
- No (No flight atty)

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

- Yes
- No

If yes, explain Was going to exit out of the rear exit, but it was moving very slow as far as the evacuation. So I looked for a better way out and saw that the middle exit was moving quicker

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 Not on my side do to space.
- 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 (NO flight attendants were available)

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49 - N/A got off middle (wing)

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

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

Landed on feet Landed on feet and tumbled over Landed on backside Landed on another passenger
 Another passenger landed on me Someone caught me Other NA/NO slide at wing exit

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 coat in front of me was bent towards me and my 13 month year old son. ~~was~~ making it difficult to get out.

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

Yes No

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

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

Yes No

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.

Some passengers were trying to get luggage out & and there was fallen luggage in the middle of the aisle.

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

Yes No

62. Were you traveling with anyone?

Yes No If no skip to item 67

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

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

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

Yes No

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

Yes No

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

Yes No

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

10 Getting out of your seat (including unfastening seat belt)
+ 15 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ 0 Retrieving carry-on luggage
+ 15 Moving up/down aisle
+ 25 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 12.5 Moving through exit
+ 12.5 Getting off wing (Zero if you did not use a wing exit)
= 100 % Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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

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

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

Injury

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

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

I braced my knees in front of me because seats looked like they were crushing in on me and my son. did not want my son to get crushed.

92. Did you sustain any injuries during the evacuation?

Yes No

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

Smoke was heavy, so it was hard to breathe.

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 Knees

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

96. What did you do once you exited the plane?

I ran away from the airplane I waited for friends/family to exit I was assisted away from the plane
 I assisted other passengers in their evacuation I waited near plane for help to arrive
 Other _____

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

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

Walked to terminal Bussed to terminal Ambulance to hospital Other _____

Your Location

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

101. Your Seat Number 19 F

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age

28

104. Height

5'8"

105. Weight

206 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 N/A

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:

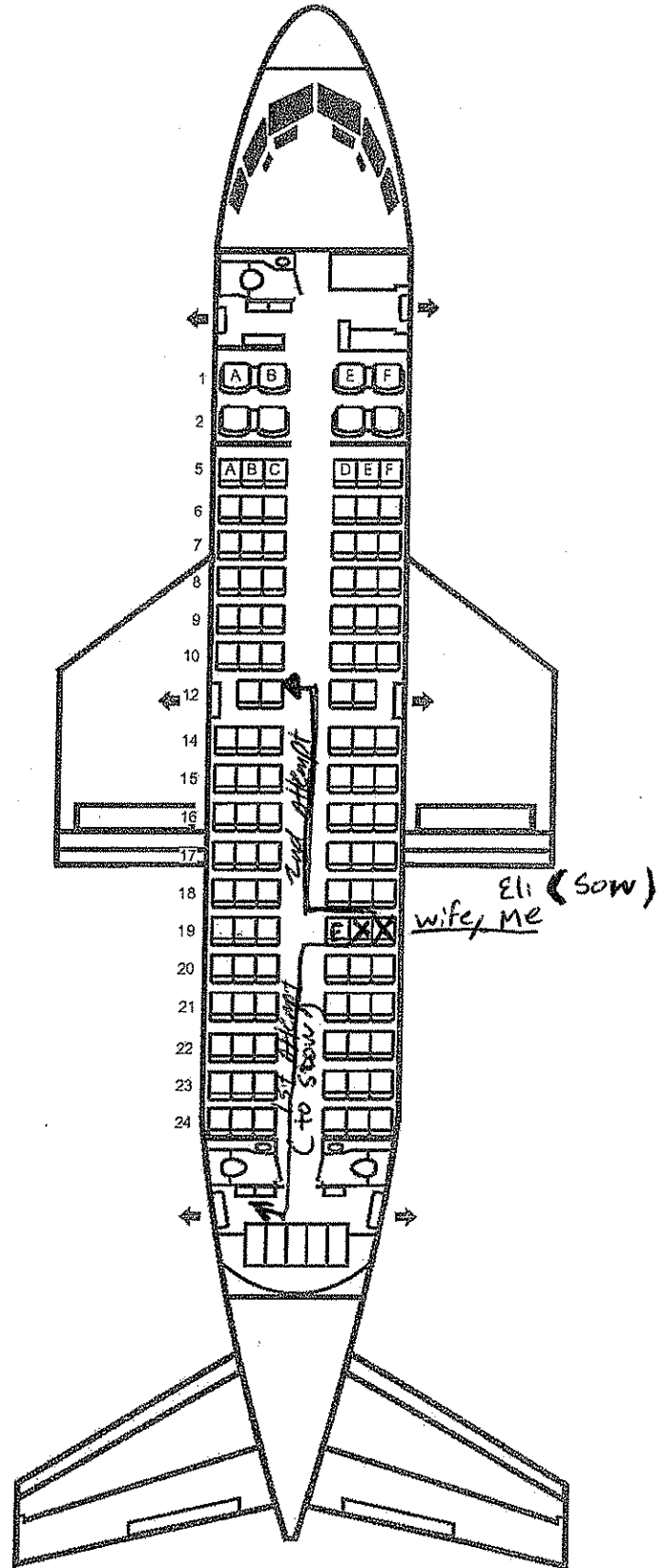
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 19 F

Example : 14D

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



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.

Before we boarded the air line an announcement was made that they were going to fix the rear turbine. But in researching this, Continental is saying that there is no collaboration with that info. So I think that there should be some kind of way to record that kind of information in case ~~this~~ this kind of accidents happens. I don't know if that had anything to do with the crash, but it could help with the investigation.