

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 E

Passenger Questionnaires

Pages 241 - 300

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 *me + my 4-year old read it during flights*

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

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

- Yes No

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

- Yes No *N/A*

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

- Yes No *N/A*

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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

- Yes No

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

- Yes No

If yes, explain _____

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

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

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

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

Purse + Shoulder Tote

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: *Tote Bag* 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 _____

The aisle was blocked + no one would let us out - I had a few seconds to grab my purse in order to get food/shelter for my girls.

40. What happened to any carry-on bags you took with you during the evacuation?
 Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried down slide/out wing Other _____

41. Did other passengers attempt to take carry-on items with themselves?
 Yes No I don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No I don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No I don't know

Emergency Slides

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

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

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

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

Did not know what to do Concerned about injury Concerned about landing on another person
 Concerned slide might deflate Concerned about going over side of slide Afraid of heights
 Slide looked too steep Other My 4 yr old daughter didn't want to jump, so I had my

7 mo old under my left arm + the 4 yr old under my right.

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 We got about 2/3 way down + had to jump over the side of the slide

50. Did anyone give you instructions at the bottom of the slide?
 Yes No

51. If yes, who gave you instructions?
 Crewmember Fire fighter Another passenger Other _____

Passenger Behavior

52. Did you experience any delay in getting into the aisle?
 Yes No

If yes, describe The aisle was jam packed and no one would let us 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.

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)
+ 59 Moving from seat row into aisle
+ 10 Coordinating with traveling companions
+ 01 Retrieving carry-on luggage
+ 0 Moving up/down aisle
+ 10 Moving from aisle to exit
+ 0 Opening exit (Zero if exit already open)
+ 10 Moving through exit
+ 0 Getting off wing (Zero if you did not use a wing exit)
= 100 % Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No *I really don't recall, the glow of the fire was the most illuminating*

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

86. Did you understand the flight attendants' instructions?

- Yes No

87. Did you remove your shoes during the evacuation?

- Yes No If no skip to item 89

They came off as I was running

88. Why did you remove your shoes?

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

Other *They simply came off as I was running.*

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

A day later, + for 2 weeks following, sore lower back / tailbone

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

lost lost shoes while getting off plane, ran through snow in socks, my doctor confirmed I got frost bite on my feet.

94. Describe the location of injuries suffered?

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

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

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

Post Evacuation Events

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

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No Just the fire

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

Yes No

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

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

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 20 A (my 4 yr old, Lauren, was in 20B)

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age

37

104. Height

5'2"

105. Weight

190 lb

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No N/A

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane N/A
 Other _____

112. How often do you travel by air?

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

113. Aviation Experience

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

Final Thoughts

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

Please see attached

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:

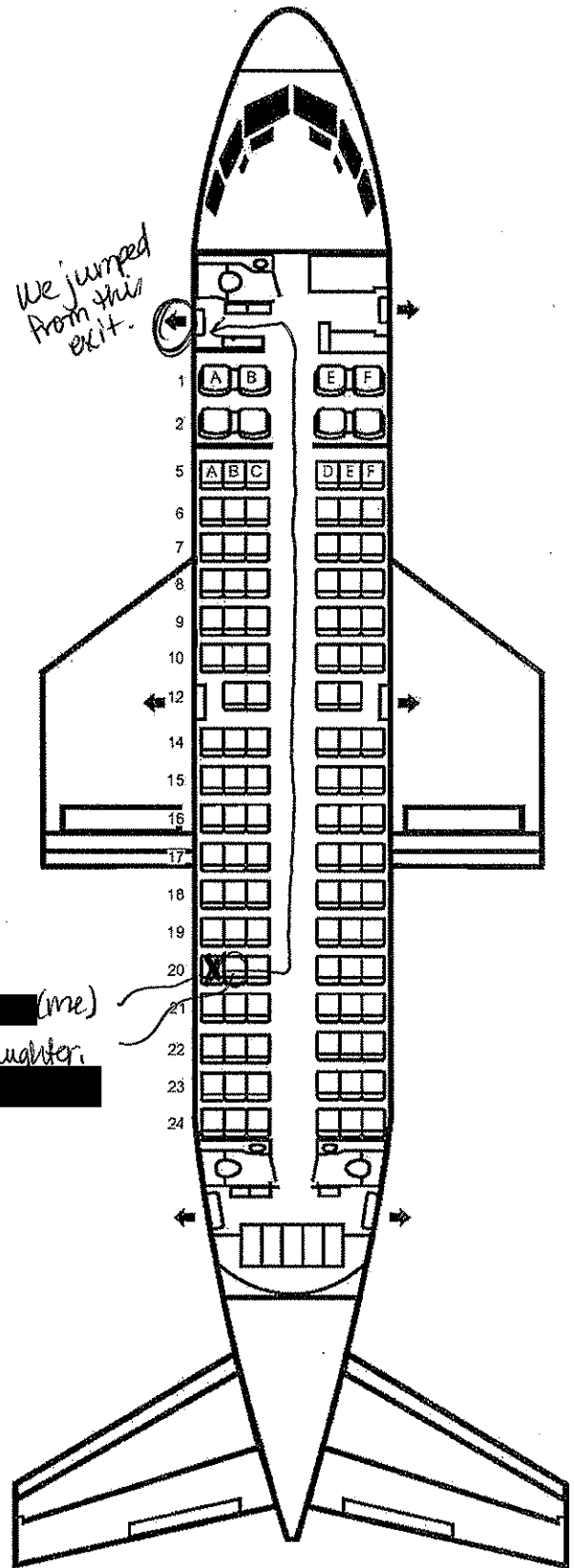
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 20A

Example : 14D

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



[REDACTED]

On December 20, 2008, my two daughters ([REDACTED], 4 yrs old and [REDACTED], 7mos) and I boarded Flight 1404. We settled into our seats: Row 20 A & B. The flight attendants gave the safety presentation as I fed [REDACTED] her dinner – my hope at that point was that she would sleep through the flight. Once she was fed, I occupied my 4 yr old with her stuffed bunny and her Leapster game. We began our taxi to the runway.

The plane was accelerating and seemed to be about to make its ascent when suddenly something didn't feel right and I knew instantly that we would not be going to Houston. In the moment - this is what I remember.

The plane turned sharply to the right then jerked back to the left. I thought to myself, "They don't usually make their turns until we are already in the air?" I held [REDACTED] a little tighter. Our ride became very bumpy. Then I saw what I thought was smoke outside my window and my heart sank. I held both my girls a little tighter. Then the ceiling tiles began to disintegrate, falling and hitting [REDACTED] on the head. Still, I held on a little tighter. As we bumped and were thrown about for what seemed like forever, all I remember is [REDACTED]'s body bouncing before my eyes. The brief seconds that I could look around, I saw adult passengers bounced around like rag dolls. I am so thankful that [REDACTED], for the first time, let me strap her tightly into her seat. I saw the sparks and glow of orange flames. I honestly believed in that moment that we would never walk off that plane. When the aircraft finally stopped, there was an eerie calm. All you could smell was fire and smoke. Then we heard the cries of the crew, "Get off, NOW!" repeated over and over. The terror in their voices made me realize the horror of the situation. I heard someone shout, "The plane is going to explode!" All you could see in the glow of the fire was the ceiling hanging and people crushing through the aisle to get off. I don't know how our seatbelts unbuckled because I don't recall doing it myself. I reached down and grabbed my purse, knowing you are supposed to just get off but I thought, "I have no idea where we are and if my babies need food or shelter, I needed to have a way to pay for it." It's funny how your mind works in a situation like this. We had to wait to get out of our row because the aisle heading toward the back of the plane was jam-packed. No one was going to let us out. As I was trying to force [REDACTED] into the line to make it to the rear exit I heard a voice say, "Come this way" and when I looked up, the aisle going to the front of the plane was completely clear. So we ran. I lost both of my

shoes before we got off the plane. When we got to the slide, [REDACTED] wouldn't jump. So I scooped her under my right arm and with [REDACTED] in my left arm, we jumped - all three of us safely off the plane. We only made it about 2/3 of the way down the slide and stopped, so we jumped over the edge. Once on the ground, I knew we were still at the airport but I didn't know where because of the darkness. Up the hill I saw the lights of a building, so we ran towards it. By this time both [REDACTED] and [REDACTED] were scared and cold. We all three were without our coats and it was freezing. [REDACTED] got separated from me and I turned back to see that a fellow passenger had grabbed her and ran her to the building for me. Then I ran uphill, barefoot, with [REDACTED]. I looked back one time to see the plane on fire. These are memories that will stay with me forever.

NATIONAL TRANSPORTATION SAFETY BOARD

Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

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

- Flight Attendant
- Video
- Audio

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

- All
- 75%
- 50%
- 25%
- None

(If All go to question 4)

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

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

4. How well could you hear the presentation?

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

5. Is English your primary language?

- Yes
- No

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

- Yes
- No

Explain: _____

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

- Yes
- No

Explain: _____

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: _____

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

Emergency Exits

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

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

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

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

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

- Yes No

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No

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

- Yes No

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

- Yes No

If yes, explain _____

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

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

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

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

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

- Yes No

36. Where did you store your:

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

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

- Yes No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?
 Under seat Overhead bin Closet Other _____

40. What happened to any carry-on bags you took with you during the evacuation?
 Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried down slide/out wing Other _____

41. Did other passengers attempt to take carry-on items with themselves?
 Yes No

42. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

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

Emergency Slides

44. Did you use an evacuation slide?
 Yes No If No, skip to item 52 **JUMPED - ONLY 2 TO 3 FEET FROM DOOR TO GROUND**

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%)

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

+ _____ Moving from seat row into aisle

+ 20 Coordinating with traveling companions

+ _____ Retrieving carry-on luggage

+ _____ Moving up/down aisle

+ 50 Moving from aisle to exit

+ _____ Opening exit (Zero if exit already open)

+ _____ Moving through exit

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

= 100 % Total evacuation time

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

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

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

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

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

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

Injury

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

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

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

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

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

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

94. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

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

Post Evacuation Events

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

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

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 21C

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 57

104. Height 6'4"

105. Weight 220

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane
 Other _____

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:

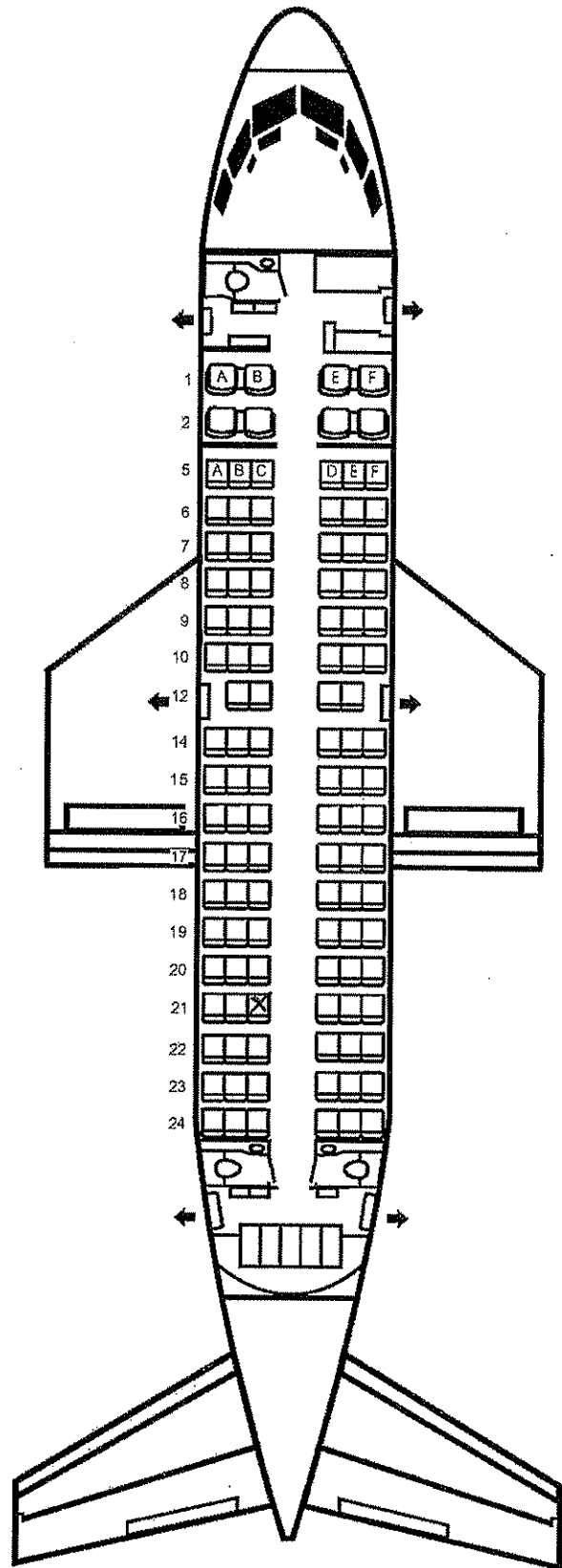
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 21C

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 heard after just look around for exits

4. How well could you hear the presentation?

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

5. Is English your primary language?

- Yes No

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

- Yes No

Explain: Not specifically as it was basic knowledge

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: Would have had it not already known procedure

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

Really, nothing

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 my husband also directed me

26. Were you directed away from a specific exit?

- Yes No

27. Were you directed toward a specific exit?

- Yes No

28. Did you follow these directions?

- Yes No N/A

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

- Yes No

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

- Yes No

If yes, explain _____

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

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

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

- Yes No Not Applicable

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

- Yes No Not Applicable

Carry-on Baggage

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

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

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

- Yes No

36. Where did you store your:

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

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

- Yes No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

- Under seat
- Overhead bin
- Closet
- Other _____

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

- Taken by flight attendant
- Placed in a seat
- Returned to overhead bin
- Dropped to floor
- Carried down slide/out wing
- Other couldn't get from under seat

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

- Yes
- No don't know

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

- Yes
- No don't know

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

- Yes
- No don't know

Emergency Slides

44. Did you use an evacuation slide?

- Yes
- No If No, skip to item 52

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

- Yes
- No

46. Did you hesitate before getting on slide?

- Yes
- No If no skip to item 49

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 jumped off side because could not walk with heels

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.

seemed there was a jam at the back

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 *across the aisle - both on aisle seats*

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>20</u>	Getting out of your seat (including unfastening seat belt)
+ <u>10</u>	Moving from seat row into aisle
+ <u>19</u>	Coordinating with traveling companions
+ <u>15</u>	Retrieving carry-on luggage
+ <u>25</u>	Moving up/down aisle
+ <u>10</u>	Moving from aisle to exit
+ _____	Opening exit (Zero if exit already open)
+ <u>10</u>	Moving through exit
+ <u>0</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100</u> %	Total evacuation time

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

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

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 Wished I had

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

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

Injury

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

If yes, describe the injuries, how they occurred and the effect they had on your evacuation
hit my right side of head & cheek on seat ahead of me and
bruised left side of arm - No effect - too shocked

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 will do not know what is wrong with cheek. Bruises are healed

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 21 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 62

104. Height 5' 3"

105. Weight 149

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:

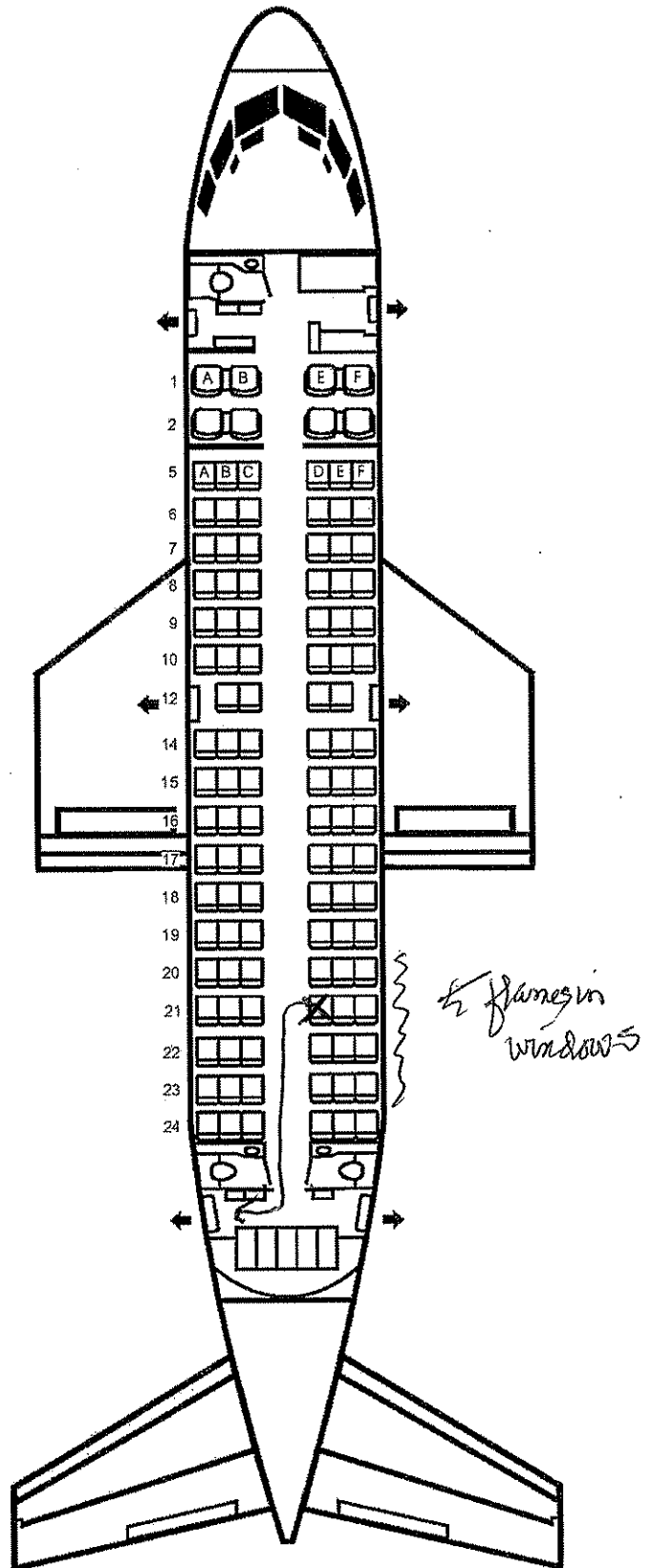
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 21D

Example : 14D

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



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:

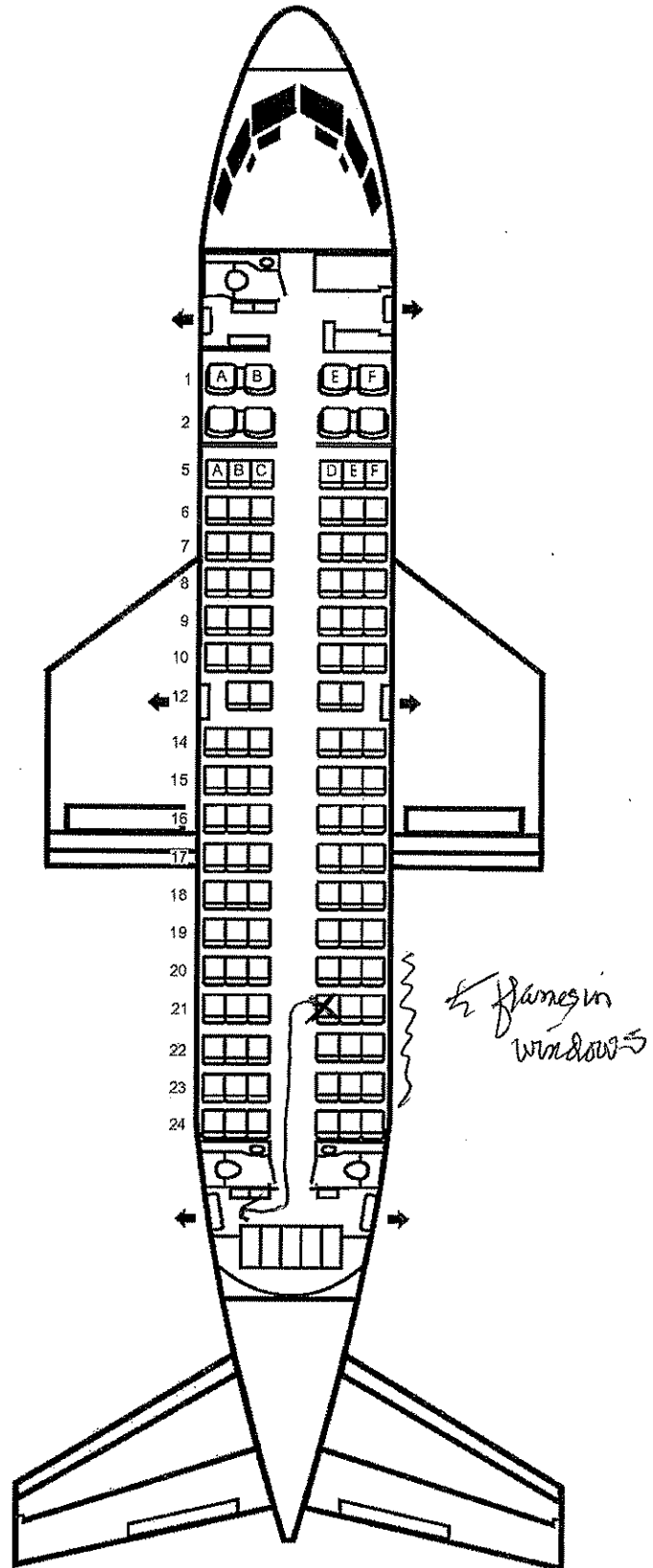
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 21D

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: From earlier flights I knew where to go from my position on the plane.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?
 Yes No
Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?
 Prior to flight During pre-flight briefing In-flight Did not read
If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: _____

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

Emergency Exits

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

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

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

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

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

- Yes No

15. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

19. Did you open an exit yourself?

- Yes No If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

22. Did you use this exit?

- Yes No

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

- Yes No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes
- No

27. Were you directed toward a specific exit?

- Yes
- No

28. Did you follow these directions?

- Yes
- No

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

- Yes
- No

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

- Yes
- No

If yes, explain _____

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

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

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

- Yes
- No
- Not Applicable

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

- Yes
- No
- Not Applicable

Carry-on Baggage

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

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

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

- Yes
- No

36. Where did you store your:

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

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

- Yes
- No

If no skip to item 42

38. What items did you need to take?

- Medicines
- Money/wallet/credit cards
- Car/House key
- Clothes
- Camera
- Computer
- Job related items
- Sentimental items
- Other Backpack under seat in front of me!

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 *none from overhead bins to my observation*

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 *but back of plane was flat on the ground -*

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

Yes No *so we walked out on the deployed slide*

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%)

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

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

some - very helpful; some out of control

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

it was very clear to everyone

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

were at the evacuation stations

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

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

86. Did you understand the flight attendants' instructions?

Yes No

87. Did you remove your shoes during the evacuation?

Yes No If no skip to item 89

88. Why did you remove your shoes?

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

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

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

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

Yes No

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

Injury

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

Yes No

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

92. Did you sustain any injuries during the evacuation?

Yes No

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

93. Did you sustain any injuries after the evacuation?

Yes No

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

94. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

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

Post Evacuation Events

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

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 21E (I think!)

Please indicate the following locations on the diagram.

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

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

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

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

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

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

Personal Information

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

Yes No

103. Age 57

104. Height 6'

105. Weight 170

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other 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.

Things happened very quickly + it was very clear once the plane stopped that we needed to exit quickly.

The suddenness of the accident + the fire on the right side caused some panic during the evacuation. This is very normal. I'm sure, but the actions of some passengers was shocking.

The crew performed very well at the exit I took.

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:

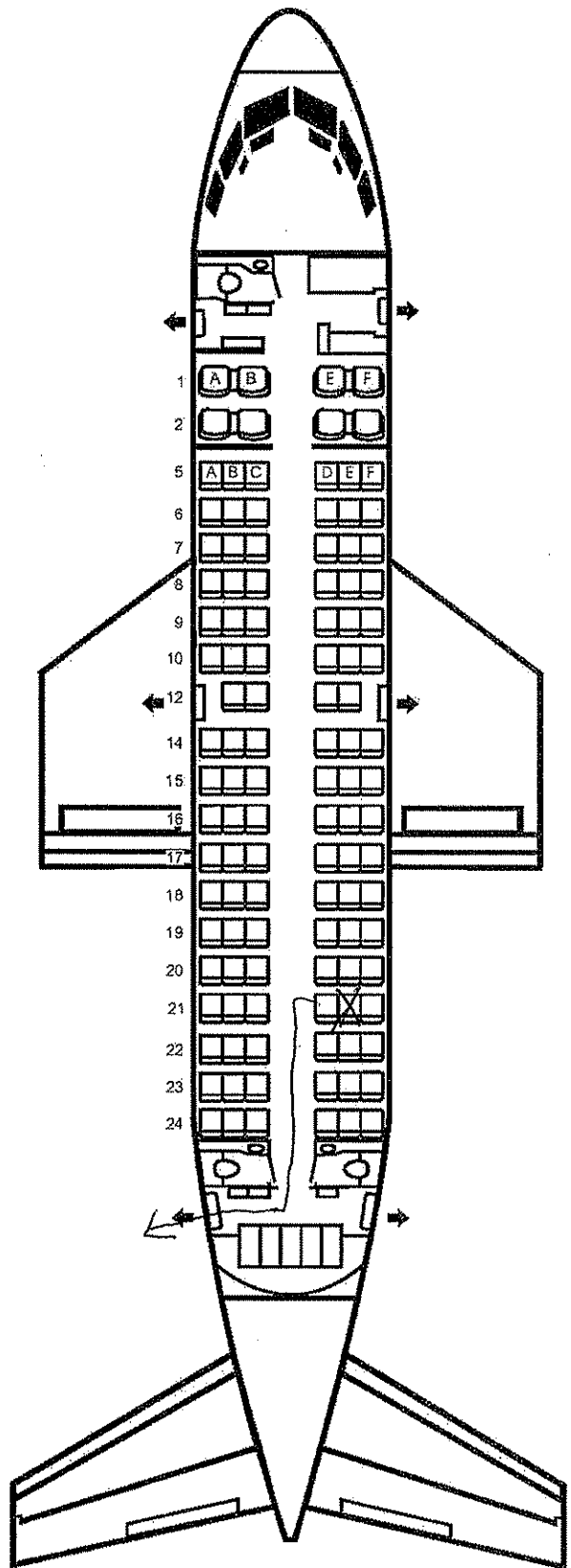
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 21E

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 *Don't 100% recall*

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 *frequent traveler - familiar with procedures*

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: *Basically we went to the back door to leave the aircraft. Other than going to the closest door, most other info was not applicable*

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 *was aware during seating that we were close to back*

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 don't think evacuation orders were given. It was too chaotic for instructions to be provided.

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

if there was any instruction, I ~~did~~ didn't notice. Again, it was very chaotic.

28. Did you follow these directions?

- Yes
- No

N/A

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

- Yes
- No

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

- Yes
- No

If yes, explain _____

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

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

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

- Yes
- No
- Not Applicable

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

- Yes
- No
- Not Applicable

Carry-on Baggage

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

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

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

- Yes
- No

36. Where did you store your:

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

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

- Yes
- No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

- Under seat
- Overhead bin
- Closet
- Other _____

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

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

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

- Yes
- No

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

- Yes
- No *I don't recall seeing anyone*

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

- Yes
- No *I didn't see. we were rushing to get out.*

Emergency Slides

44. Did you use an evacuation slide?

- Yes
- No *If No, skip to item 52* *Slide deployed but was flapping in wind + since we were close to ground we just stepped/jumped to the ground.*

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

- Yes
- No *I don't recall. It was too chaotic.*

46. Did you hesitate before getting on slide?

- Yes
- No *If no skip to item 49* *I did hesitate + determined the slide was ineffective due to winds so did not go on slide.*

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

- Did not know what to do
- Concerned about injury
- Concerned about landing on another person
- Concerned slide might deflate
- Concerned about going over side of slide
- Afraid of heights
- Slide looked too steep
- Other *I was carrying my daughter + didn't want to fall + wasn't necessary due to closeness to ground*

48. How did you get on the slide?

- Jumped
- Sat down then slid
- Was pushed by another person
- Did not get on slide*

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 *Aisles filled quickly. There was some pushing.*

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 *But I heard others did.*
55. Did you see anyone climb over the seats?
 Yes No *I was towards back so didn't see much of other's behavior.*
56. Did you see any passengers pushing other passengers?
 Yes No *People behind me were pushing a little*
57. Did you get pushed?
 Yes No *minor push*
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 _____
2 kids
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>15</u> | Coordinating with traveling companions |
| + <u>N/A</u> | Retrieving carry-on luggage <i>did not retrieve any luggage/bags</i> |
| + <u>5</u> | Moving up/down aisle |
| + <u>45</u> | Moving from aisle to exit |
| + <u>20</u> | Opening exit (Zero if exit already open) <i>I did not open but waited for door to be opened</i> |
| + <u>5</u> | Moving through exit |
| + <u>0</u> | Getting off wing (Zero if you did not use a wing exit) |
| = <u>100 %</u> | Total evacuation time |

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

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

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

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

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

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

- Yes No

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

- Yes No Seatbelt was not buckled

Environment

76. Was there smoke in the cabin?

- Yes No If no skip to question 79 *I did not see any*

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

slightly tilted on belly

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No *The crash + fire in window was a pretty obvious indicator that evacuation was absolutely necessary.*

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

- Yes No Not enough time *Flight attendant at door was telling people to "Go!"*

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

- Yes No Not enough time

85. Did you hear the flight attendants giving evacuation instructions during the evacuation?
 Heard every word Some words difficult to hear Most words difficult to hear Heard nothing
except for "Go" as we were leaving exit door.

86. Did you understand the flight attendants' instructions?
 Yes No *(NIA)*

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.
Impacts + jolting caused my body to hit arm rests + seat in front of me. scrapes/bruising on my elbow + arm.

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

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

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

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

Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes No

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

Yes No

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

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

eventually passengers gathered at fire exit

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 22C (me), 22D (spouse), 22E (2 yr old daughter)
22F (4 yr old daughter)

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

35

104. Height

5' 6"

105. Weight

155

106. Gender

Male Female

107. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No *Almost fell off*

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

112. How often do you travel by air?

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

113. Aviation Experience

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

Final Thoughts

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

I Fly often + definitely felt we were off the ground, even if it was very briefly, or at least the front of the aircraft was off the ground. It was at that time that it felt we veered sharply off to the left, but it still felt smooth (not bumpy) - but definitely not normal. Then the impacts started, bumping hard several times until we stopped.

During most of this time I noticed the orange blaze in the window on right hand side of ~~the~~ aircraft. The blaze was definitely there before plane stopped.

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

Directions:

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

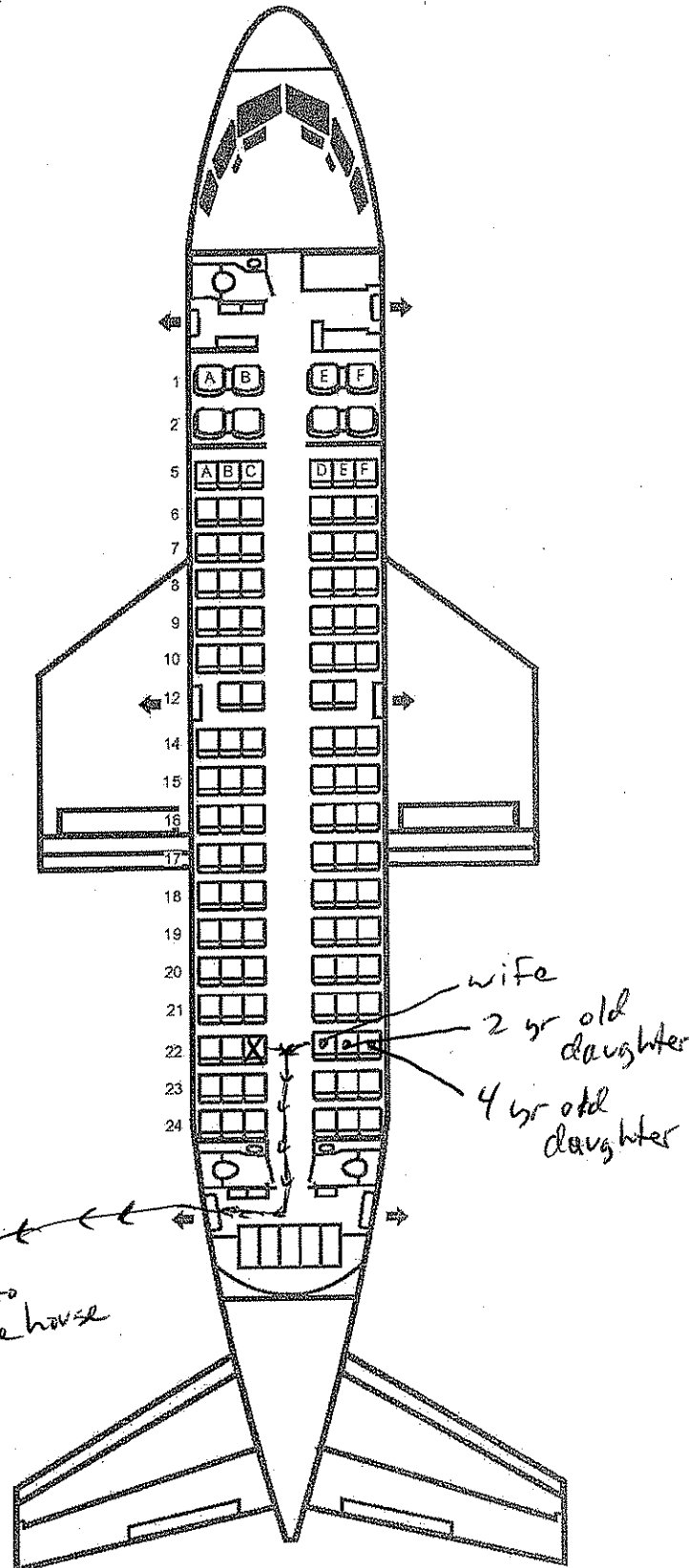
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat _____

Example: 14D

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



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 have traveled many times before, so I knew where the closest exit was located. Besides, we were seated towards the end of the plane. The fact that the plane was on fire while it ~~was~~ off the runway made it unclear if we were going to survive. ~~and~~ the urge to get out of the plane as quick as possible and following nose in front of us ~~was~~ ~~was~~ was more the norm.

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

- Yes No

Explain: Unfortunately the briefing has become very ~~monotonous~~ ^{monotonous} and when traveling with children, its very hard to pay attention.

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

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

If you read the safety card skip to item 10

9. Why did you not read the safety card?

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

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

- Yes No

Explain: we were seated towards the end of the plane, so we already know where to go.

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 _____

there was no evacuation order, it happened too quickly

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 *it was all too quick, but the flight attendant that was at the rear of the plane opened the door really quick.*

28. Did you follow these directions?

- Yes No

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

- Yes No *the flight attendant only opened the exit ~~door~~ on the left side of the plane*

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 *Only my children, I picked my 2 1/2 yr. old and my husband returned for our 4 yr old.*

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

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

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

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

Yes No

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

Yes No *I did not see anyone doing it, then again I was too concerned for my families safety*

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

Yes No *NOT that I saw*

Emergency Slides

44. Did you use an evacuation slide?

Yes No If No, skip to item 52

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

Yes No

46. Did you hesitate before getting on slide?

Yes No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped Sat down then slid Was pushed by another person

49. What happened at the 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?

during the horrible ride a panel above us fell and I was able to push it away before it hit my daughters.

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

Yes No

55. Did you see anyone climb over the seats?

Yes No *Heard that some people did, but I did not see this happen.*

56. Did you see any passengers pushing other passengers?

Yes No

57. Did you get pushed?

Yes No *There was ~~some~~ some pushing ~~but not~~*

58. Did you push anyone?

Yes No *all people were on the aisle and trying to get out, I believe we were all 'touching' so I guess we ~~all~~ all ~~pushed~~ pushed*

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>10</u>	Moving from seat row into aisle <i>needed to unfasten my ^{two} daughter's seat belt</i>
+ <u>10</u>	Coordinating with traveling companions
+ <u>0</u>	Retrieving carry-on luggage <i>did not retrieve any bags</i>
+ <u>0</u>	Moving up/down aisle
+ <u>40</u>	Moving from aisle to exit
+ <u>10</u>	Opening exit (Zero if exit already open) <i>we waited a bit before the door opened but overall it was quick</i>
+ <u>25</u>	Moving through exit
+ <u>0</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100%</u>	Total evacuation time

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

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

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 *could see the fire outside the window next to my daughter. the fire started soon after we left the runway and way before the airplane came to a stop.*

77. What was the intensity of the smoke?

- Light Medium Heavy

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

- Yes No

79. Did you notice the lights marking the exits?

- Yes No

80. What was the position of the aircraft?

- Upright Inverted On its side Steep incline/decline

But slightly tilted towards the left

Communication

81. Who first informed you an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

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

- Yes No

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 *we were taking off so they were sitting*