

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 F**

Passenger Questionnaires

Pages 301 - 352

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  
*the flight attendant at the rear of the plane kept screaming "go" after he*  
 86. Did you understand the flight attendants' instructions? *opened the door.*  
 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  
*I tasted blood in my mouth, I did not bite my tongue. I was sent to the hospital as precaution AND to make sure our daughters were ok. They were not speaking (some shock). It did not affect my evacuation. I was able to run up the hill with my daughter in my arms.*

94. Describe the location of injuries suffered?  
 Wrist  Ankle  Leg  Arm  Back  Face  Head  Other *chest/throat hurt blood taste in my mouth*

95. Description of injuries suffered? (Check all that apply)  
 Sprain  Fracture  Concussion  Broken Back  Dislocation  Strain  
 Burn  Abrasions (Lacerations & Bruises)  Smoke inhalation  
 Other *Fumes, heavy smell of gasoline seemed to have given me a sore throat as well as the cold air outside*

### 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 22D (           22E, 2 1/2 yrs old and           22F, 4 1/2 yrs old)

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

34

104. Height

5.2"

105. Weight

120

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

111. Prior to departure, was your ability to evacuate affected by any of the following: NO

Vision  Hearing  Age  Injury  Recent surgery  Cane

Other \_\_\_\_\_

112. How often do you travel by air?

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

113. Aviation Experience

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

### Final Thoughts

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

① I would like to have answers sooner. I don't <sup>believe</sup> ~~believe~~ that the investigation should take 1 yr. when the pilot and the black boxes are all available. I hope that the people in the airplane ~~are~~ are the reason why you are trying to provide answers, as well, as to help prevent this kind of accidents in the future. We should be priority over the airplane companies. If this occurred due to negligence, its very serious matter and ~~some~~ some kind of action is required.

② due to the way the airplane veered to the left off the runway (and it ~~also~~ also did some wacky sliding or moving left-right or side to side while starting to ~~gain~~ gain speed to take-off) AND some reading about the "rucky" accidents in the past it almost seems like this was the wiprit if not then it was pilot error??? But you have the answers. I just want to know why this happened - I go to sleep every night with my daughters image in ~~my~~ the airplane, how they screamed and were terrified, how I almost would have seen them die, all of us die. I am happy we are alive, but I want to know what happened.

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

Directions:

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

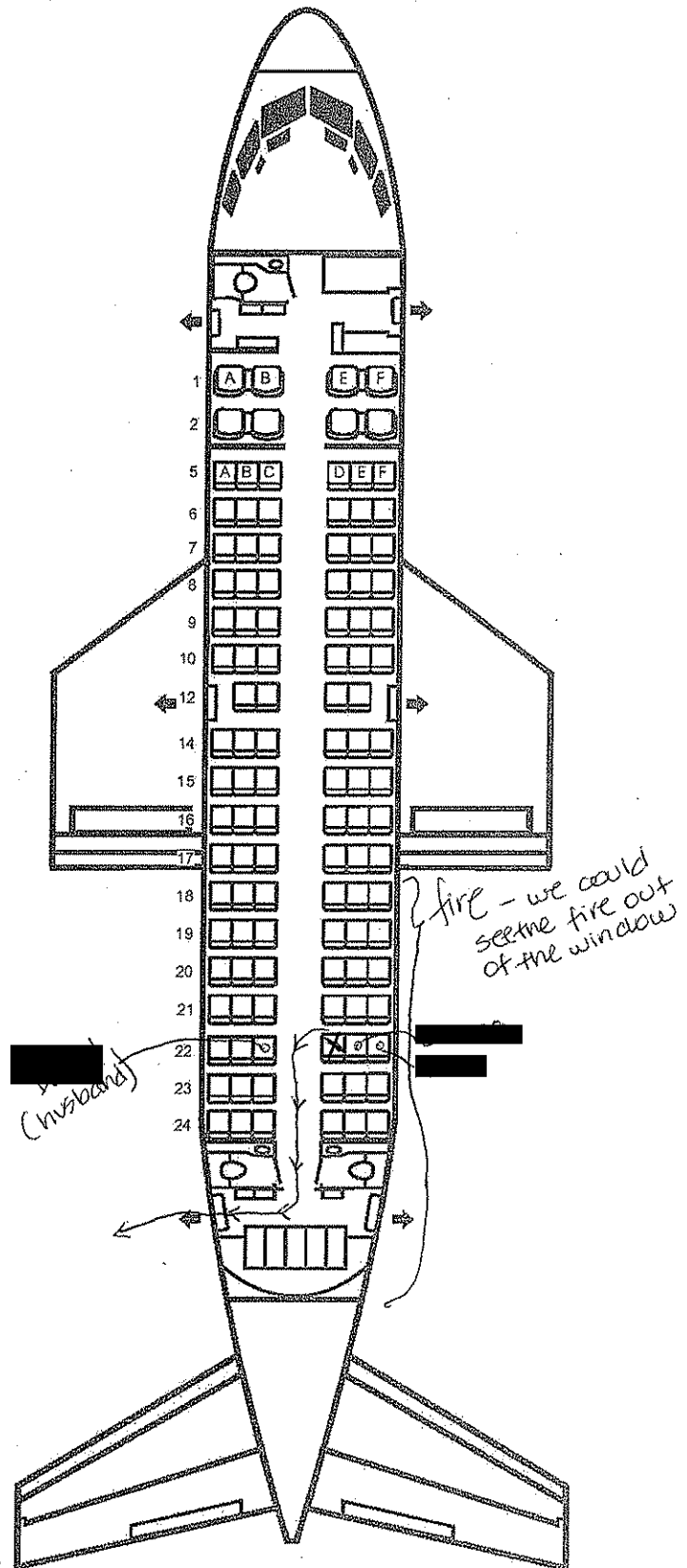
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X →

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 knew where my exit was

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

- Yes No

Explain:

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

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

If you read the safety card skip to item 10



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

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

26. Were you directed away from a specific exit?

- Yes    No

27. Were you directed toward a specific exit?

- Yes    No

28. Did you follow these directions?

- Yes    No

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

- Yes    No

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

- Yes    No

If yes, explain \_\_\_\_\_

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

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

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

- Yes    No    Not Applicable

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

- Yes    No    Not Applicable

### Carry-on Baggage

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

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

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

- Yes    No

36. Where did you store your:

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

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

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

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

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

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

- Yes    No

If no skip to item 42

38. What items did you need to take?

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



39. Where were the items stored?

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

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 took with me.

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

Yes  No

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

Yes  No

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No ?

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

*It really wasn't a slide. It was a blow up ramp. I stepped off the side. Not high at all.*

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 Rushing - afraid I will fall.

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person o

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 o

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

Yes  No Was told to hurry up the hill and get away from the plane.

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%)

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

+ 20 Moving from seat row into aisle

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

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

+ 10 Moving up/down aisle

+ \_\_\_\_\_ Moving from aisle to exit

+ \_\_\_\_\_ Opening exit (Zero if exit already open)

+ 30 Moving through exit

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

= 100 % Total evacuation time

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

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

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 front wing -> right side

77. What was the intensity of the smoke?

- Light  Medium  Heavy where C was

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 None slanted down ward

### 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 Told us to look around and locate nearest exit. Pilot said flight was being aborted.

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 Being jolted back & forth  
My left ribs and back was hurting really bad. Hard to move.  
A young lady sitting to the left helped get all the ramps. I was  
afraid of falling. Two young men took my arms and helped me up  
the steep hill.

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  
It made it hard for me to move fast. Was hurting too bad.

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  
Still undergoing tests. Extent of injuries still pending.

94. Describe the location of injuries suffered?

Wrist    Ankle    Leg    Arm    Back    Face    Head    Other Bruised left side of ribs  
possible internal

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

Sprain    Fracture    Concussion    Broken Back    Dislocation    Strain  
 Burn    Abrasions (Lacerations & Bruises)    Smoke inhalation  
 Other Ribs, Back, possible internal - still pending medical evaluation

### 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 23 B

Please indicate the following locations on the diagram.

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

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

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

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

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

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

### Personal Information

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

Yes  No

103. Age 67

104. Height 5'3

105. Weight 159

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

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

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

112. How often do you travel by air?

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

113. Aviation Experience

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

### 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.

Helpful: pilot telling us he was going to abort the flight. He said "look around and find the exit closest to you!"

flight attendant said "Leave everything" just get off the plane.

Thank the pilot<sup>!!</sup> for saving my life and everyone else's. I truly think he felt that something was wrong so he aborted the flight. He made the decision he thought was right, and for that I am very grateful!

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

Directions:

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

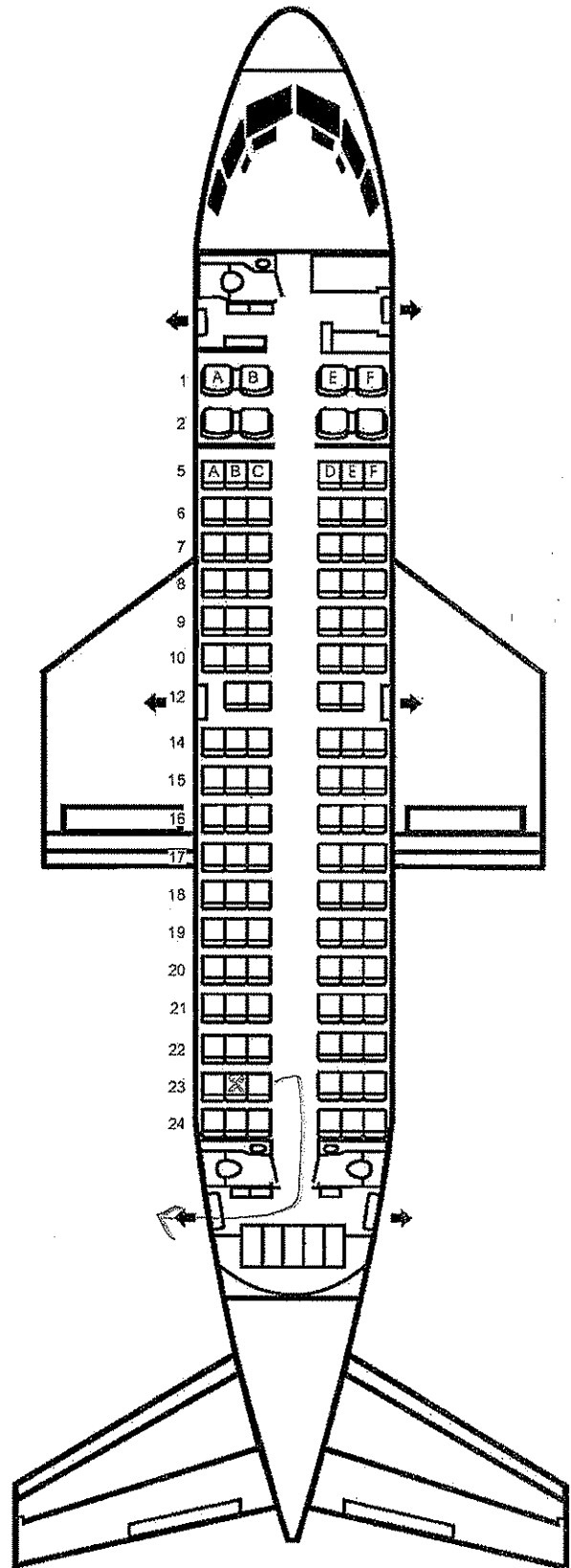
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 23 B

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
-> Just yelled, no intercome & didn't see anyone present (didn't look) but I also

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

All  75%  50%  25%  None
-> couldn't hear. Didn't even know it happened until someone told me they heard bits & pieces of it. I was near the back.

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 couldn't hear so didn't know

4. How well could you hear the presentation?

Heard every word  Some words difficult to hear  All 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: Like I said before, I didn't know we even did it & I was a little shocked. But I've flown many times & I look where my closest exit is.

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 ~~to see if the instructions are correct~~



9. Why did you not read the safety card?

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

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

- Yes    No

Explain: ~~not helpful~~ But it did contain helpful info if I were flying for the first time & didn't know.

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

Duck & cover face w/ clothes when fire/smoke. Disregard luggage.  
→ squint eyes

### 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 → cuz I was 2 rows from the back of the aircraft & knew just had to go behind me.

15. Were you seated in an emergency exit row?

- Yes    No   If no skip to item 19

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

- Yes    No

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

- Yes    No

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

- Yes    No

19. Did you open an exit yourself?

- Yes    No   If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes    No

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

22. Did you use this exit?

- Yes    No

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

- Yes    No

24. When did you decide which exit to use? ~~the order was given by the passengers anyway.~~

- 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 \_\_\_\_\_

*plastic bag*

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

- Yes
- No

*↳ took 2 sec. under my seat while waiting for the opportunity to evacuate. so why not.*

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 \_\_\_\_\_  
*(small purse) > so just 1 item, didn't attempt for the others.*

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 have no idea, I was one of the first ones off.*

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

### Emergency Slides

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

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

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

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

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

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

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

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

### Passenger Behavior

52. Did you experience any delay in getting into the aisle?  
 Yes  No  
If yes, describe *other people pushing towards the back but it only took a few seconds. People were still humane.*

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 *I don't remember accurately*

57. Did you get pushed?

Yes  No *just nudged with the flow to the exit*

58. Did you push anyone?

Yes  No

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

Yes  No  Don't know

*↳ just to get off now! & for someone to forget their jacket which they ~~listened to~~ listened to.*

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

Yes  No

If yes, explain why they were moving slowly.

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

Yes  No

62. Were you traveling with anyone?

Yes  No *If no skip to item 67*

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

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

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

Yes  No

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

Yes  No

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

Yes  No

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

*20%* Getting out of your seat (including unfastening seat belt)  
+ *30%* Moving from seat row into aisle  
+ *0* Coordinating with traveling companions  
+ *0.01%* Retrieving carry-on luggage  
+ *0* Moving up/down aisle(?)  
+ *40%* Moving from aisle to exit  
+ *0* Opening exit (Zero if exit already open)  
+ *9.99%* Moving through exit  
+ *0* Getting off wing (Zero if you did not use a wing exit)  
= *100%* Total evacuation time

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

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

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  
(thin)

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

(when I was there on my portion of the plane)

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

That's a funny question

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

- Yes  No  Not enough time

↳ just guided me with their hands at the door.

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  
↳ from what I could gather

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

~~Some~~ while we were crashing the extreme bumping around hurt my lower back.

92. Did you sustain any injuries during the evacuation?

Yes  No

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

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

93. Did you sustain any injuries after the evacuation?

Yes  No

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

Fell up the snowy hill & had a few bruises on my left thigh. The jet fuel made me cough horribly bad that didn't fade for a week.

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 \_\_\_\_\_ fuel

### Post Evacuation Events

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

I ran away from the airplane  I waited for friends/family to exit  I was assisted away from the plane

I assisted other passengers in their evacuation  I waited near plane for help to arrive

Other \_\_\_\_\_

97. Did you notice any exterior aircraft lights illuminated?

Yes  No (other than the fire itself)

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

(by default since there was a fire station up the hill on side of the plane that wasn't burning)

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other \_\_\_\_\_  
↳ hotel

### 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 23C

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 22

104. Height 5'5"

105. Weight 110

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

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

Vision  Hearing  Age  Injury  Recent surgery  Cane

Other \_\_\_\_\_

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 think you should tell people to keep/have their shoes on before take-off & landings.
- Talk to the people in the exit rows because I know other airlines do & I've never seen it done with Continental
- Don't take off if the audio isn't working
- Have the flight attendants actually look if your safety belt is on because I had my jacket over my belt & they never looked or ask me to move my coat to look. Without it I would have flown up & probably snapped my neck, head injury, or spinal issues.
- I saw the plastic trap doors come down during the crash & hit people on the head so make those things more sturdy.
- Softer seats.



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:

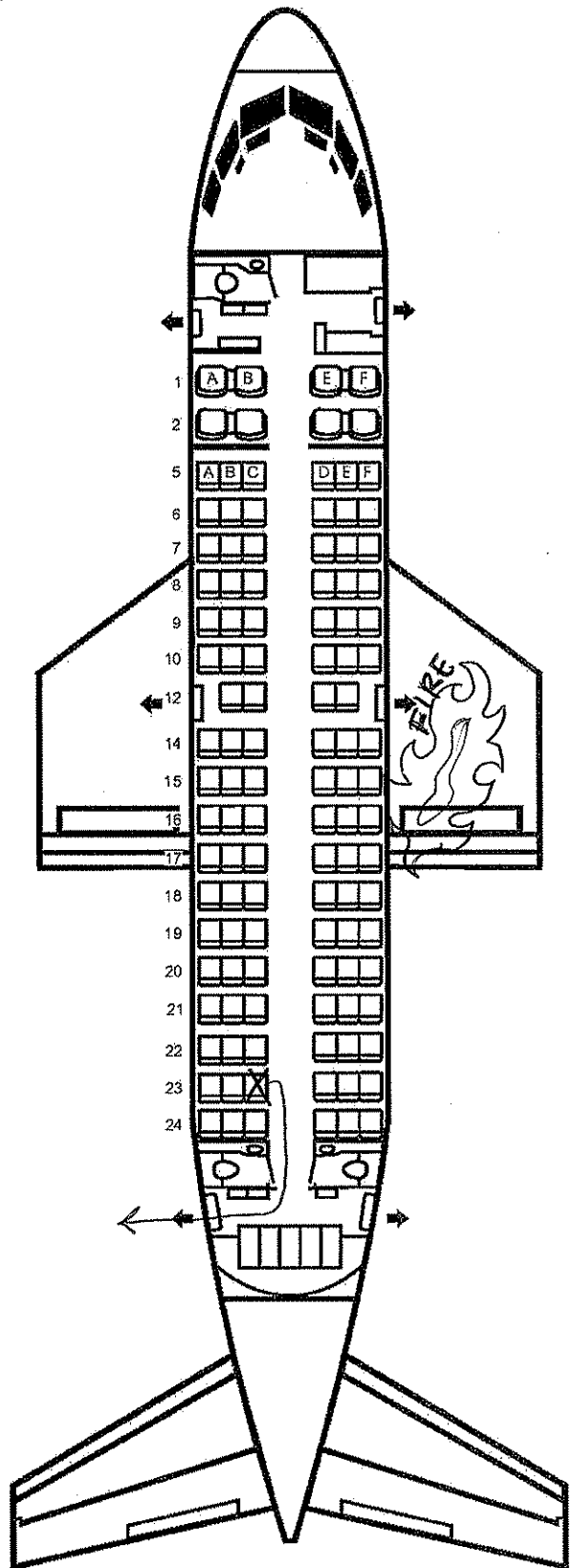
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 23C

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: It clarified the location of the exits.

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

Yes    No

Explain: It specifically emphasized the importance of paying attention in case of emergency.

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:

Showed location of emergency exits

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

I would emphasize the critical importance of leaving all carry-on baggage and items on the plane in the event of an emergency evacuation.

### Emergency Exits

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

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

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

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

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

- Yes    No

15. Were you seated in an emergency exit row?

- Yes    No   If no skip to item 19

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

- Yes    No

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

- Yes    No

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

- Yes    No

19. Did you open an exit yourself?

- Yes    No   If no, skip to item 24

20. What caused you to open the exit?

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

21. Did you have any difficulties opening the exit?

- Yes    No

Explain:

22. Did you use this exit?

- Yes    No

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

- Yes    No

24. When did you decide which exit to use?

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

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

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

26. Were you directed away from a specific exit?

- Yes  No

27. Were you directed toward a specific exit?

- Yes  No

28. Did you follow these directions?

- Yes  No

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

- Yes  No

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

- Yes  No

If yes, explain \_\_\_\_\_

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

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

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

- Yes  No  Not Applicable

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

- Yes  No  Not Applicable

### Carry-on Baggage

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

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

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

- Yes  No

36. Where did you store your:

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

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

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

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

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

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

- Yes  No

If no skip to item 42

38. What items did you need to take?

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

39. Where were the items stored?

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

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

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

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

Yes  No

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

Yes  No

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

Yes  No

### Emergency Slides

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

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

Yes  No

46. Did you hesitate before getting on slide?

Yes  No If no skip to item 49

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

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

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

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

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

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

Yes  No

51. If yes, who gave you instructions?

Crewmember  Fire fighter  Another passenger  Other \_\_\_\_\_

### Passenger Behavior

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

Yes  No

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

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

Yes  No

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

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

Yes  No

55. Did you see anyone climb over the seats?

Yes  No

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

Yes  No

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

Yes  No  Don't know

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

Yes  No

If yes, explain why they were moving slowly.

There was a slight bottleneck of passengers near the left rear exit.

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)

+ 25% Moving from seat row into aisle

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

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

+ 35% Moving up/down aisle

+ 20% Moving from aisle to exit

+ \_\_\_\_\_ Opening exit (Zero if exit already open)

+ 10% Moving through exit

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

= 100% Total evacuation time

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

Seat tray    Seatback in front of you    Galley    Bulkhead (Walls dividing cabin into sections)  
 Flight attendant seats    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 Aisle was crowded with evacuating passengers

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

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

70. My physical size assisted me in the evacuation.

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

71. My physical condition assisted me in the evacuation.

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

72. My age assisted me in the evacuation.

Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Seat Belt Usage

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

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

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

Yes    No

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

Yes    No    Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?

Yes    No   If no skip to question 79

77. What was the intensity of the smoke?

Light    Medium    Heavy

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

Yes    No

79. Did you notice the lights marking the exits?

Yes    No

80. What was the position of the aircraft?

Upright    Inverted    On its side    Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

Pilot    Flight Attendant    Other Passenger    Personal Decision

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

Yes    No

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

Yes    No    Not enough time

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

Yes    No    Not enough time

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

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

86. Did you understand the flight attendants' instructions?

Yes    No

87. Did you remove your shoes during the evacuation?

Yes    No   If no skip to item 89

88. Why did you remove your shoes?

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

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

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

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

Yes    No

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

---

---

---

### Injury

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

Yes    No

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

---

---

---

92. Did you sustain any injuries **during** the evacuation?

Yes    No

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

---

---

---

93. Did you sustain any injuries **after** the evacuation?

Yes    No

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

---

---

---

94. Describe the location of injuries suffered?

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

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

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

### Post Evacuation Events

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

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

---



97. Did you notice any exterior aircraft lights illuminated?

Yes  No

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

Yes  No

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

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

(at nearby fire/paramedic station)

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 23E

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

45 years

104. Height

~~5'10"~~ 6'0"

105. Weight

184 pounds

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



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:

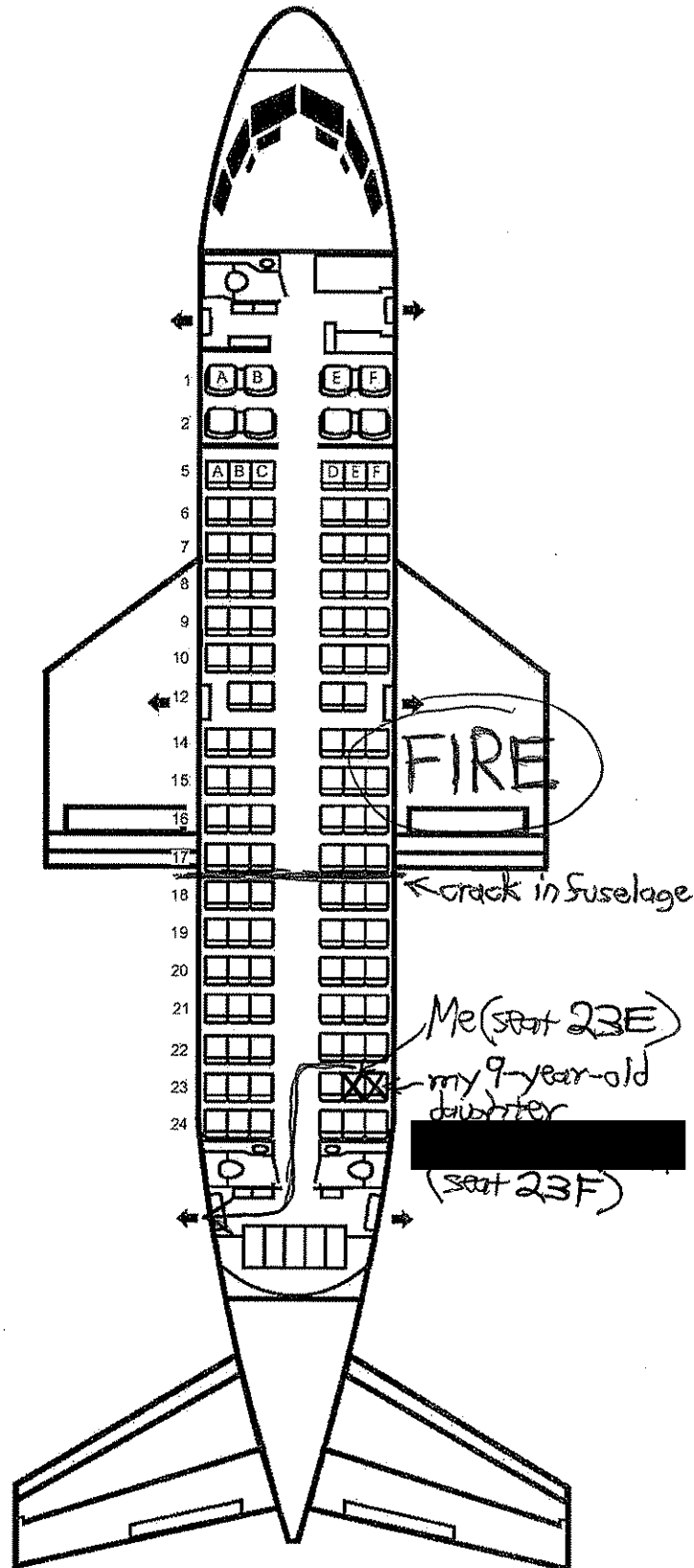
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

Example: X →

2. I was seated in seat 23E

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: indicated where exits were

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: n/a

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

have exit diagrams in front of each seat showing where  
closest exit is

### 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 instinctive reaction

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 *unsure*

### Emergency Slides

*slowed*

44. Did you use an evacuation slide?

Yes  No If No, skip to item 52

*→ flight attendants ~~slowed~~ the evacuation by inflating the*

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

Yes  No

*slide in the back even though it wasn't necessary*

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?

*didn't*  
*they were falling on me*

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 → I was 1st at the back

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

Yes  No

If yes, explain why they were moving slowly.

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

Yes  No

62. Were you traveling with anyone?

Yes  No If no skip to item 67

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

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

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

Yes  No

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

Yes  No

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

Yes  No

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

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

+ 5 Moving from seat row into aisle

+ 0 Coordinating with traveling companions

+ 0 Retrieving carry-on luggage

+ 50 Moving up/down aisle

+ 5 Moving from aisle to exit

+ 700 Opening exit (Zero if exit already open) → waiting on flight attendants ... I

+ 5 Moving through exit had to tell them to open the

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

= 100% Total evacuation time



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

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

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

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Seat Belt Usage

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

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

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

- Yes    No

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

- Yes    No    Seatbelt was not buckled

### Environment

76. Was there smoke in the cabin?

- Yes    No   If no skip to question 79

77. What was the intensity of the smoke?

- Light    Medium    Heavy

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

- Yes    No

79. Did you notice the lights marking the exits?

- Yes    No

80. What was the position of the aircraft?

- Upright    Inverted    On its side    Steep incline/decline

### Communication

81. Who first informed you an evacuation was necessary?

- Pilot    Flight Attendant    Other Passenger    Personal Decision

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

- Yes    No

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

- Yes    No    Not enough time

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

- Yes    No    Not enough time

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

86. Did you understand the flight attendants' instructions?  
 Yes  No *n/a*

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

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

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

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

### Injury

91. Did you sustain any injuries prior to the evacuation?  
 Yes  No  
If yes, describe the injuries, how they occurred and the effect they had on your evacuation  
*debris falling on head -> small bruise*  
*Minor whiplash*  
\_\_\_\_\_  
\_\_\_\_\_

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 *maybe PTSD?*  
If yes, describe the injuries, how they occurred and the effect they had on your evacuation  
\_\_\_\_\_  
\_\_\_\_\_

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

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

### Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes  No

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

Yes  No

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

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

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other \_\_\_\_\_

### Your Location

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

101. Your Seat Number don't remember

Please indicate the following locations on the diagram.

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

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

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

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

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

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

### Personal Information

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

Yes  No

103. Age 21

104. Height 5' 11"

105. Weight 150 lbs

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

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

Vision  Hearing  Age  Injury  Recent surgery  Cane

Other none

112. How often do you travel by air?

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

113. Aviation Experience

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

### Final Thoughts

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

~~Attendants should open exits sooner.~~

~~Some slipped on wings → maybe ~~make~~ make them slightly rougher → at least in evacuation spot~~

Attendants should open exits sooner.

Some slipped on wings → maybe ~~make~~ make them slightly rougher → at least in evacuation spot

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:

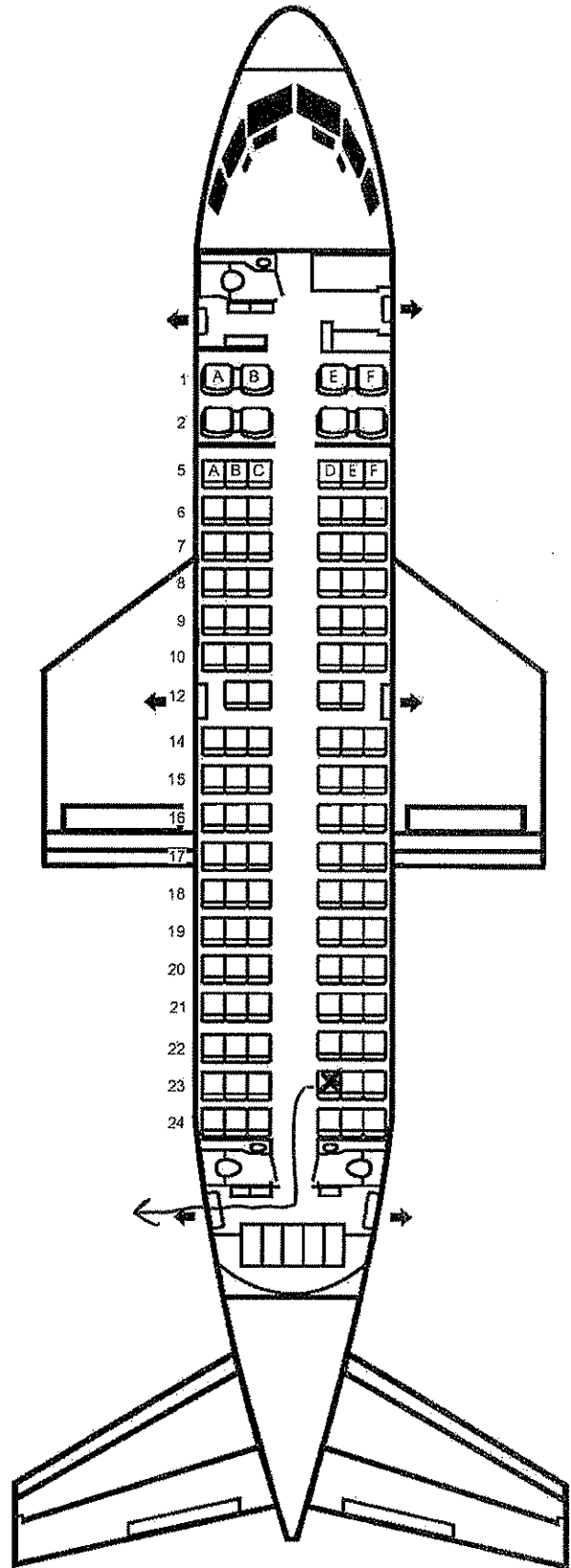
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path *and* exit you used to evacuate the airplane.

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 *don't remember*

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

All  75%  50%  25%  None

(If All go to question 4)

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

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

4. How well could you hear the presentation? *want listening*

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

5. Is English your primary language?

Yes  No

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

Yes  No

Explain: *It could have helped the emergency exit procedure, but there weren't many choices to make from my seat. Just got out of the door as fast as possible. Thought I've heard the safety talk so many times that I had a sense of what was happening, etc.*

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

Yes  No *don't know / remember.*  
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

*We were in the left row - so it was obvious.*

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
- none*

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

*SAF Briefly looked for purse/bag at feet, it wasn't there so I just got off. Maybe I see. of looking.*

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 *phone*

*You wouldn't believe how much stuff you need is on your carry-on! incredible*



39. Where were the items stored?

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

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

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

*didn't take any in the end*

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

*the woman next to me kept looking for her purse so I jumped over her after telling her that she needed to go!*

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

Yes  No

*telling her that she needed to go!*

### 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

*Everyone seemed to be hesitating in front of me so I thought we were jumping 30 ft of something we couldn't see anything, no sense of where we were.*

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 *Didn't know where I was.*

48. How did you get on the slide?

Jumped  Sat down then slid  Was pushed by another person

*Stepped onto it.*

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 *woman next to me trying to find her purse.*

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

Yes  No

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

*but there was plenty of other stuff hanging down that we had to avoid (ie - ceiling tiles.)*

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

Yes  No *sideways into the aisle - not over the back.*

55. Did you see anyone climb over the seats?

Yes  No

56. Did you see any passengers pushing other passengers?

Yes  No

57. Did you get pushed?

Yes  No

58. Did you push anyone?

Yes  No

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

Yes  No  Don't know

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

Yes  No

If yes, explain why they were moving slowly.

*just the pause before the slide*

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

Yes  No

62. Were you traveling with anyone?

Yes  No If no skip to item 67

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

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

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

Yes  No

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

Yes  No

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

Yes  No *he was about 10 <sup>or</sup> 50 people behind me!!*

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

<u>10</u>	Getting out of your seat (including unfastening seat belt)
+ <del>15</del> <u>20</u>	Moving from seat row into aisle
+ <u>15</u>	Coordinating with traveling companions
+ <u>5</u>	Retrieving carry-on luggage
+ <u>25</u>	Moving up/down aisle
+ <u>10</u>	Moving from aisle to exit
+ <u>0</u>	Opening exit (Zero if exit already open)
+ <u>10</u>	Moving through exit
+ <u>0</u>	Getting off wing (Zero if you did not use a wing exit)
= <u>100 %</u>	Total evacuation time

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

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

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

*We ran up the  
hill really fast + I  
was able to get over the  
seat into  
the aisle.*

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

*no brainer.*

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

*"Stay calm"*

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 *held the ceiling straps so that we could get to the exit*

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

*sore only.*

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

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

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

### Post Evacuation Events

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

97. Did you notice any exterior aircraft lights illuminated?

Yes  No

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

Yes  No

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

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

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

Walked to terminal  Bussed to terminal  Ambulance to hospital  Other \_\_\_\_\_

### Your Location

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

101. Your Seat Number 24B

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 31

104. Height 5'3"

105. Weight 110

106. Gender

Male  Female

107. Do you wear corrective lenses?

Yes  No

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

Yes  No \_\_\_\_\_

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

Yes  No \_\_\_\_\_

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

Yes  No 1 glass of wine.

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.

Everything happened so fast, I'm not sure what could be done differently. Everyone was doing the best they could to get off the plane + help each other. The flight attendant helping/directing us off was also doing a great job - yelling to stay calm, trying to get the exit opened (by himself I think - and it seemed to be somewhat jammed - maybe only for a second?) Then holding ceiling up and trying to keep people moving through exit. Horrifying.

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 24B

Example : 14D

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

