



Tel: (242) 397-5509, 5513, 5514, 5520  
 24 hr. Mobile: (242) 376-1617, (242) 376-8334  
 Fax: (242) 327-2192  
 2<sup>nd</sup> Floor, Manx Corporate Center  
 #45 West Bay Street  
 P. O. Box CB-11702  
 Nassau, N. P., Bahamas  
 Website: www.baaid.org  
 Email: baaid@bahamas.gov.bs

## PASSENGER QUESTIONNAIRE

While the purpose of any investigation is to make flying safer, the mission of the Aircraft Accident Investigation Authority is to prevent accidents and save lives in aviation. We are tasked with investigating aviation accidents, determining the probable cause, and making recommendations to prevent them from happening again. One of the tools the AAIA uses to complete its mission is safety studies. One of the first steps of our accident investigation is to collect information from crew and passengers.

It is with this purpose in mind that we are asking you to complete this form. Information about your recent experience will help in our effort. This questionnaire is voluntary and anonymous. The form should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use, please feel free to contact the AAIA at (242) 397-5513 or (242) 397-5509.

### Thank you for helping to advance aviation safety

**NOTE 1:** *Because this is a generic form, some questions may not be applicable. In that case please write N/A.*

**NOTE 2:** *Your response is voluntary. The information you provide is confidential and will be protected in accordance with the Aircraft Accident Investigation authority Act, 2019.*

### Contact Information

In past investigations, we have found that when passengers provide written information it is sometimes necessary to contact them for additional information. Therefore, we are asking you to provide the following contact information:

Full Name: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_ Email: \_\_\_\_\_  
 Telephone Number where you can be contacted during the day: \_\_\_\_\_, evening: \_\_\_\_\_

### Safety Briefing

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

Flight Attendant    Video    Audio    None

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

# Air Accident Investigation Department

---

5. Is English your primary language?

- Yes    No

**During the occurrence:**

At the time of the accident / emergency event were you  awake  asleep

How and when did you realize something was wrong? \_\_\_\_\_

---

---

---

---

---

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

- Yes    No

Explain:

---

---

---

---

---

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

- Yes    No

Explain:

---

---

---

---

---

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

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

***If you read the safety card skip to item 10***

9. Why did you not read the safety card?

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

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

- Yes    No

Explain:

---

---

---

---

---

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

---

---

---

---

---

# Air Accident Investigation Department

---

## 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)

## Air Accident Investigation Department

---

- 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?

## Air Accident Investigation Department

---

- 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

## Air Accident Investigation Department

---

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 \_\_\_\_\_

## Air Accident Investigation Department

---

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

- Yes    No

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

- Yes    No

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

- Yes    No

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

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

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

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

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

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

70. My physical size assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

71. My physical condition assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

72. My age assisted me in the evacuation.

- Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

### Seat Belt Usage

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

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

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

- Yes    No

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

- Yes    No  
 Seatbelt was not buckled

# Air Accident Investigation Department

---

## Environment

76. Was there smoke / fire in the cabin?

Yes  No

If no skip to question 79

77. What was the intensity of the smoke / fire?

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



## Air Accident Investigation Department

---

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

## Air Accident Investigation Department

---

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

From your recollection can you provide a brief diagram that shows the floor plan of the aircraft. Indicate the doors and exits and the seat where you sat.

101. Seat Number \_\_\_\_\_

Please indicate the following locations on the diagram.

- If you know your exact seat position, place an “X” on that seat.
- If you are NOT SURE of your seat position 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 \_\_\_\_\_

104. Height \_\_\_\_\_

105. Weight \_\_\_\_\_

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:

