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

Our Mission – Promoting Safety in the Aviation Industry
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)
### 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

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**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?
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

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 ____________________________________________

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**Passenger Behavior**
52. Did you experience any delay in getting into the aisle?  
□ Yes  □ No  
If yes, describe __________________________________________

53. Did you bump your head on the overhead bins?  
□ Yes  □ No  
If yes, how did this affect your ability to evacuate the aircraft? ________________________________________________________

54. Did you climb over any seats during the evacuation?  
□ Yes  □ No

55. Did you see anyone climb over the seats?  
□ Yes  □ No

56. Did you see any passengers pushing other passengers?  
□ Yes  □ No

57. Did you get pushed?  
□ Yes  □ No

58. Did you push anyone?  
□ Yes  □ No

59. Were there any disputes among passengers during the evacuation?  
□ Yes  □ No  
□ Don’t know

60. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?  
□ Yes  □ No  
If yes, explain why they were moving slowly.

61. Did you consider another exit because of slow moving lines?  
□ Yes  □ No

62. Were you traveling with anyone?  
□ Yes  □ No  
If no skip to item 67

63. With whom were you traveling? (Check all that apply)  
□ Spouse Baby (Under 2 yrs.)  □ Young child (2-10 yr.)  □ Coworker  □ Friend  □ Other _______
64. If you were traveling with a child, were you using a child safety seat?
□ Yes □ No

65. Were you seated with your companion(s)?
□ Yes □ No

66. Did you evacuate with your traveling companion(s)?
□ Yes □ No

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

   ________Getting out of your seat (including unfastening seat belt)
   +_________Moving from seat row into aisle
   +_________Coordinating with traveling companions
   +_________Retrieving carry-on luggage
   +_________Moving up/down aisle
   +_________Moving from aisle to exit
   +_________Opening exit (Zero if exit already open)
   +_________Moving through exit
   +_________Getting off wing (Zero if you did not use a wing exit)

= 100 % Total evacuation time

68. Did any of the following slow your movement during the evacuation? (Check all that apply)
□ Seat tray □ Seatback in front of you □ Galley □ Bulkhead (Walls dividing cabin into sections)
□ Flight attendant seats □ Galley items (Soda cans, carts) □ Luggage fallen from overhead bins
□ Luggage passengers tried to take off plane □ Footrest □ Child Safety Seat □ Shoes □ Blankets
□ Headsets □ Broken cabin interior □ Overhead bins □ Curtains
□ Other _______________________________________

69. Other passengers in general were cooperative during the evacuation.
□ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree

70. My physical size assisted me in the evacuation.
□ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree

71. My physical condition assisted me in the evacuation.
□ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree

72. My age assisted me in the evacuation.
□ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree

### Seat Belt Usage

73. Was your seat belt fastened prior to the evacuation?
□ Yes, Very Tight □ Yes, Moderately Tight □ Yes, Loose □ No □ Can’t recall

74. Did you have any difficulties unfastening your seat belt?
□ Yes □ No

75. Did unfastening your seat belt slow down your evacuation of the aircraft?
□ Yes □ No
□ Seatbelt was not buckled
Environment

76. Was there smoke / 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
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.

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

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

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:
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

Thank you for taking the time to help us with our investigation
Please return your completed form to the AAID Investigator before you depart for home or continue on your trip. If this is not possible, please mail it to Air Accident Investigation Department, P. O. Box CB-11702 Nassau, N. P., Bahamas or you can also fax a copy to (242) 327-2192 or email to aaid.mota@gmail.com if you prefer. If you have any questions, or a point you would like to discuss, please email us or call us at Tel: 376-1617 or 376-8334.

Final Thoughts
The AAID 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.