

Operation of a conventional Type III exit hatch: Passenger perceptions and performance

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Abstract

The findings from three recent research studies conducted by the Human Factors Department at Cranfield University are discussed. The first study examined passenger perceptions of the Type III exit operation task under various seating configurations. The second study investigated the influence of having a member of cabin crew in the vicinity of the Type III exit to provide real-time instruction to exit operators. The final study examined the effectiveness of various briefings provided to passengers within the Type III exit row. Together, the findings from these studies provide valuable qualitative information on the difficulties which naïve passengers face when trying to operate the conventional Type III exit in various seating configurations. The results also suggest that the overall time taken for naïve exit operators to make the Type III exit available can be reduced by providing detailed briefings to passengers, in order to reduce uncertainty about when to operate the exit.

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