

I was conducting IOE of a new hire on flight 627 on 6/15/19. The flight was routine. The FO flew a solid approach on profile. There were minor deviations of airspeed, which were corrected immediately. The wind became gusty at 220@14G22, but the winds were straight down the runway and the FO immediately corrected minor deviations. We increased the VREF speed in accordance with the flight manual from the originally calculated value of REF +7, in accordance with procedures. At 500 feet, he was on profile, on speed and stated "Stable". All checklists were completed on profile and in a timely manner. The touchdown was very good and very smooth on the centerline in the touchdown zone. The auto speed brake system was deferred and thoroughly briefed, in accordance with MEL 2762C. Upon touchdown of the main wheels, I manually deployed the speed brakes. Then the nose pitched up. To avoid a tail strike, I physically blocked the yoke from moving back and instructed him to pitch forward. The nose bounced on the runway and the aircraft bounced as a result. With full speed brakes deployed and the position of the aircraft on the runway, a go around was not attempted.

I took control of the aircraft and ensured we were solidly on the ground and deployed full reverse with max manual braking. The aircraft was veering left and I brought it to a stop off the left side of centerline with the nose at about 45 degrees off centerline. The wheels did not leave the paved surface. We came to a full stop. We looked at the position of the aircraft relative to the runway and did not attempt to move the aircraft. We advised tower that we needed assistance and they dispatched the rescue vehicles and gave us a discreet frequency. The lead fire chief stood in front of the aircraft and contacted me on his radio. We were in visual and audio contact. We assessed the aircraft, shut down both engines after starting the APU and shut down the hydraulics and fuel pumps. We elected to leave the aircraft in that state, not attempting to move any control surfaces. I contacted the FAs. They informed me that everyone was ok with a very minor head laceration of a passenger in the aft cabin. After discussing the state of the aircraft with the fire chief, we decided a controlled egress from 3R was best using an air stair. I made several PAs to assure passengers again to remain seated and that we were talking with the rescue vehicles. I called United flight operations station operations control to advise them that we needed assistance.

Once the FO and I determined the egress plan with the fire chief, I asked the FO to stay in the cockpit and continue to communicate with the fire chief on the radio and I opened the cockpit door to assess the cabin. I made a PA announcement standing in first class. I assured them that the aircraft was safe, there were no leaks, we had an air stair that was approaching (originally to 1L and then finally to 3R because there was more room to maneuver on the pavement for the busses.) I followed up with all the FAs and the passenger with a cut on his forehead. Additionally, we had a quadriplegic passenger. A plan with rescue was made to deplane him last. I made several more announcements detailing how we were going to egress the plane and walked to 3R to open the door. Rescue brought an airstair to the plane and boarded to direct the passengers. Rescue worked with the quadriplegic gentleman to get him safely off the plane. After I had assured that each passenger was safely off the plane, I walked back to the cockpit to discuss our exit plan with the FO. After a sweep of the plane, we were the final crew members off the plane, followed by two firemen. The FO and I walked around the perimeter of the plane and then boarded the bus to the terminal where we were met by a member of flight operations.