

Docket No. SA-532

Exhibit No. 6-I

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 8

Passenger Questionnaires (Part I)

(370 Pages)

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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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 working on laptop

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 was in seat 2A which made it simple to get up & out

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

Yes No

Explain: I fly twice a week & this presentation was no different than the other

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)

Shorter & Simpler

Brace Position

12. Did you brace for impact? (Describe position)

No. I was in seat 2A & I was scared of the bulkhead wall so I braced back to my seat & not forward.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please see above

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

N/A

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

N/A

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

N/A

Carry on baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

N/A

38. Where were the items stored?
 Under seat Overhead bin Closet Other N/A

39. 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 into raft/out wing Took with me onto rescue boat
 Other N/A

40. Did other passengers attempt to take carry-on items?
 Yes No I did not see any but heard some did

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain Not really much difficulty but when I jumped it wasn't sure what I was jumping into. I was the first one in the raft

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane N/A

50. Did you inflate the vest? Yes No N/A

51. Did you have problems inflating your vest? Yes No N/A
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing N/A
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package N/A
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

N/A

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

N/A

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

No dispute but I heard people say, "Go, Go, Go" behind me

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

N/A

68. If you were traveling with a child, were you using a child safety seat?
 Yes No

N/A

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

N/A

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

N/A

71. 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 _____

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

- Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

- Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

- Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

- Pilot Flight Attendant Other Passenger Personal Decision

but it was obvious

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

- Yes No

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

- Yes No Not enough time

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

- Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Breathe, Breathe, Heads down, stay down (over door)

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 opened door, deployed raft

88. Did the crew assign you any duties?

Yes No

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

Pilot asked me to get a count of passengers & raft

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other MIA

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

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

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

FERRA

95. Where did the boat take you?

Wehake Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital?

NU

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.

94. Seat Number 1A

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.

Personal Information

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

Yes No

96. Age 38

97. Height 1740 5" 11"

98. Weight 210

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other NO

105. 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

106. 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.

- The crew was fantastic

- It was very easy for me to get off due to my seat location

- I did not like the chanting right before we landed in the row

- The ferry people were awesome too

- Feel free to call me to discuss




USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

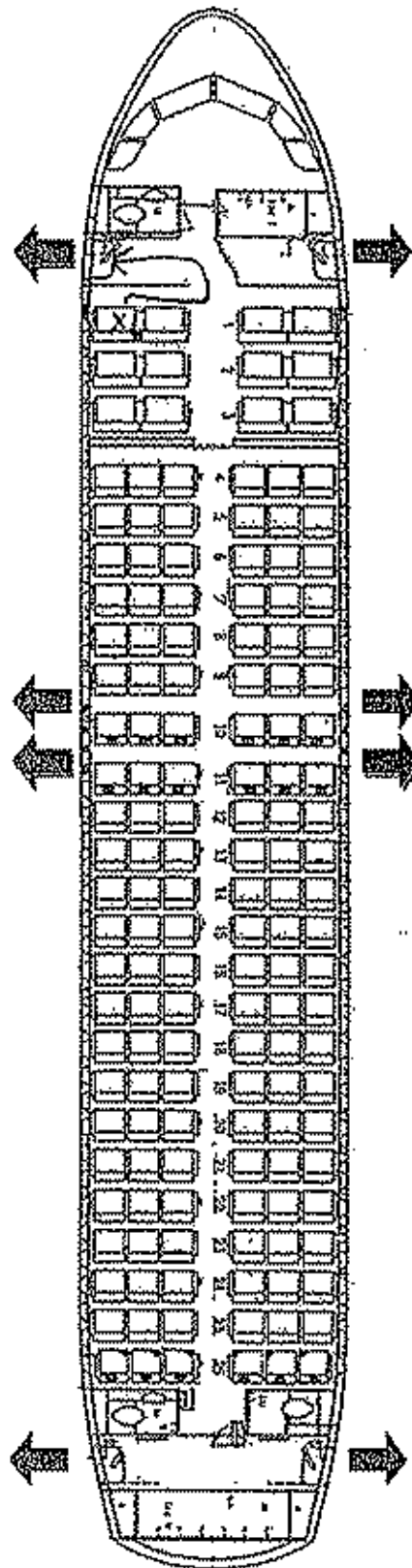
Example: X 

2. My name is 

3. I was seated in seat 1A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

Hands on ankles, head down

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other in pocket

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Get great for

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes

Other *Knew I should not jump in water w/ shoes etc.*

87. 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

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

Fractured sternum - No effect

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other

Fractured sternum

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Boat Captain Brothers & Co

95. Where did the boat take you?

Weehawken

96. Were you transported to a hospital? If yes, which hospital?

Palisades Med Center

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.

94. Seat Number 1C

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.

Personal Information

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

Yes No

96. Age 55

97. Height 6'0"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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 7/100

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

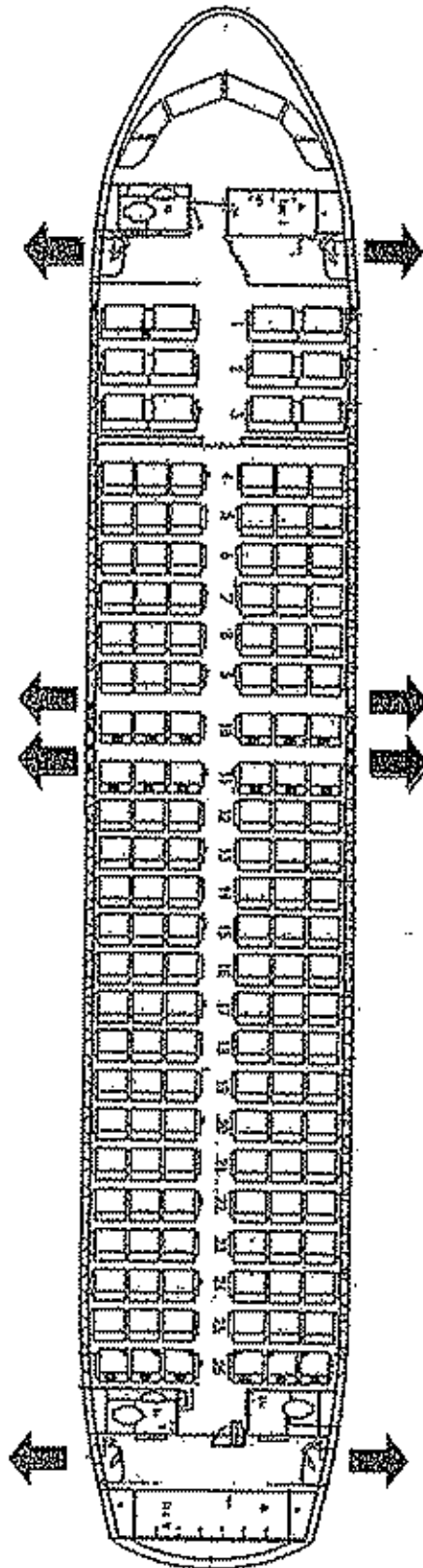
Example: X 

2. My name is _____

3. 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 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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 ALWAYS LISTEN TO FAA INSTRUCTIONS AS I FLY
100+ TIMES ANNUALLY

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

Yes No

Explain: ALTHOUGH IT'S VERY ROUTINE, AT TIMES INSTRUCTIONS
ARE SHORTER DUE TO "ON TIME" DEPARTURES

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: MENTALLY KNEW EXITS & PROCEDURES

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

VIDEO, VIDEO, VIDEO
GIVES PA AN OPPORTUNITY TO CHECK PASSENGERS
VISUALLY FOR BELTS, SEAT BACKS & BLACKBERRY USE

Brace Position

12. Did you brace for impact? (Describe position)

YES - HEAD BETWEEN KNEES

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

** NOTE 1 SUITCASE, 1 BRIEFCASE, SINCE HAIRWAYS REMOVED CLOSETS I CARRY A VINYL BAG AND PUT MY COAT IN SO IT DOESN'T GET DIRTY IN THE OVERHEAD - MAKING 3 BAGS*

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe PUSHING

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

PROBABLY UNSURE - DAZED - STAGIC

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision *DON'T REMEMBER*

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

DON'T REMEMBER

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

SUSTAINED INJURIES - I DO NOT KNOW WHEN -
STRAINER RIGHT ANKLE - SOFT TISSUE BRUISES, LACERATION
WAIST

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other WAIST

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

LARGE VESSEL -

95. Where did the boat take you? WEEHAWKEN

96. Were you transported to a hospital? If yes, which hospital? YES FURBY CITY HOSPITAL

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.

94. Seat Number 2C

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.

Personal Information

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

Yes No

96. Age 56

97. Height 5'9"

98. Weight 165

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.


CONSISTENT SAFETY INSTRUCTIONS ~
CHECK FOR LIFT TIPS IN SEAT BELTS
MAKE SURE PASSENGERS ARE PAYING
ATTENTION ~

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

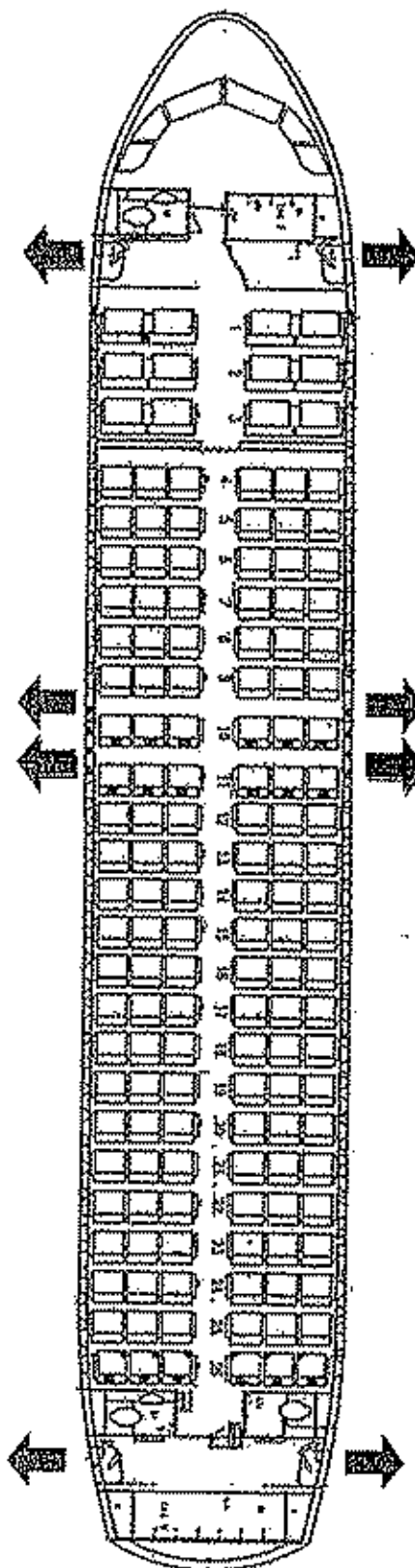
Example: X 

2. My name is _____

3. 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 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~ 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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

Yes - head down, arms over my head

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain No

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No
If yes, describe Aisle was full of passengers waiting to exit

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Kneel down on the slide

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

Neck injury - whip lash from the landing

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Neck

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? _____

Ferry Boat

95. Where did the boat take you? 40th Street ferry station (NY, NY)

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 2D

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.

Personal Information

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

Yes No

96. Age 40

97. Height 6'3"

98. Weight 215

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

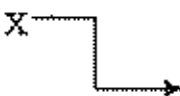
Other _____ None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

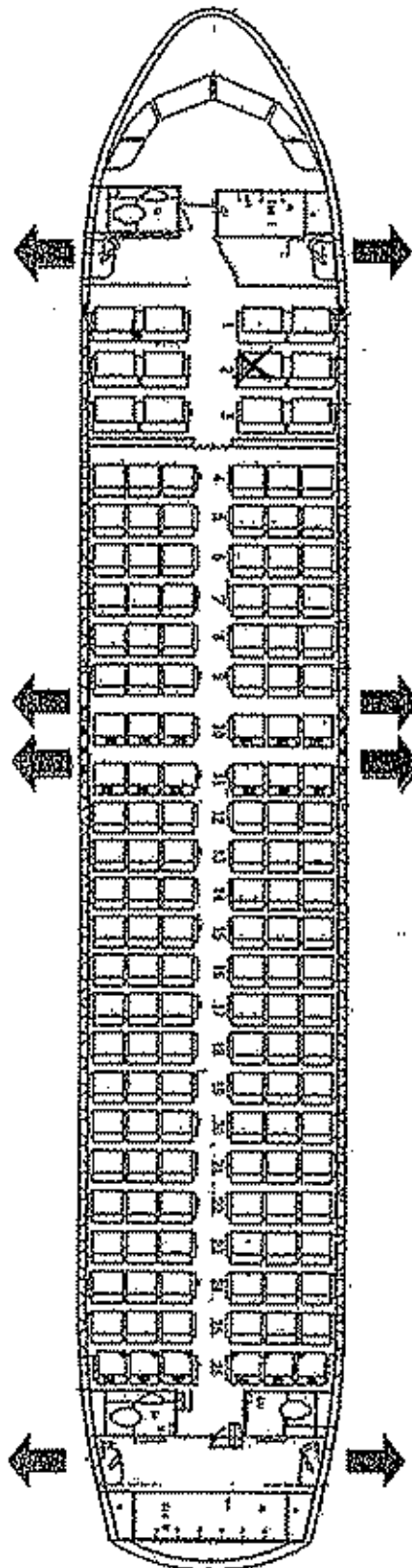
Example: X 

2. My name is 

3. I was seated in seat 2D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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 WHICH EXIT I SHOULD TAKE.

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)

Brace Position

12. Did you brace for impact? (Describe position)

YES. I BENT OVER AND PUT MY HANDS OVER MY HEAD AND BRACED THE SEAT IN FRONT OF ME.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain No

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain I ATTEMPTED TO FIND THE VEST AND COULD NOT.

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

CONTINUOUS CHANT OF SOMETHING LIKE "BRAKE FOR IMPACT. DON'T LOOK OUT. STAY DOWN!"

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

YOUNGER. I DISTRIBUTED THE LIFE VESTS THAT WERE THROWN FROM THE FERRY AND HELD THE FERRY ROPES.

Injury

89. 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

I SUSTAINED A BACK COMPRESSION, WHIPLASH INJURY THAT WAS LATER CONFIRMED BY MRI.

90. 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

91. 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

MUSCLE DAMAGE IN ARMS FROM HOLDING ROPES.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other NECK AND SHOULDERS

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other COMPRESSION/HERNIATION OF CERVICAL DISK IMPINGING ON SPINAL CORD.

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

THE FERRY "THOMAS JEFFERSON"

95. Where did the boat take you? NO FERRY BULWING

96. Were you transported to a hospital? If yes, which hospital? NO.

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.

94. Seat Number 2-F

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.

Personal Information

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

Yes No

96. Age 52

97. Height 5' 10"

98. Weight 183

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other SOME PRIVATE None

TRAINING HOURS YEARS ASD

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 HAVE TWO SAFETY RELATED RECOMMENDATIONS TO MAKE:

① ANY FREQUENT FLYER KNOWS THAT THE ENTIRE CREW OF ANY COMMERCIAL AIRCRAFT ARE EQUIPPED WITH SHOULDER RESTRAINTS THAT THEY EMPLOY DURING TAKE-OFFS, LANDINGS AND EMERGENCIES. YET, THE PASSENGERS HAVE NONE. THEY ARE TOLD TO "BEND OVER AND BRACE FOR IMPACT". I BELIEVE THAT THE LACK OF A SHOULDER RESTRAINT WAS DIRECTLY RESPONSIBLE FOR THE INJURIES THAT I HAVE SUSTAINED. IN MY OPINION, IT IS INEXCUSABLE THAT SOME FORM OF SIMPLE SHOULDER RESTRAINT, LIKE THAT ATTACHED TO THE FLIGHT ATTENDANTS JUMP SEATS, IS NOT PROVIDED TO THE PASSENGERS.

② I WAS LATER ASTOUNDING TO HEAR THAT ONE OF THE FLIGHT ATTENDANTS WAS NOT AWARE THAT WE WERE GOING TO LAND IN WATER! HAVING SOME KNOWLEDGE OF THE WAY FLIGHT ATTENDANT JUMP SEATS ARE SITUATED, I SUSPECT THAT NONE OF THE FLIGHT ATTENDANTS WERE AWARE THAT THEY ABOUT TO BE FACED WITH A WATER LANDING. THIS IS AMAZING! EXTERIOR AWARENESS, PERHAPS WITH THE INSTALLATION OF ADDITIONAL VIEWING PORTS, MUST BE IMPROVED THAT WOULD BE CRUCIAL FOR SURVIVAL IN ANY FUTURE ACCIDENTS.


PLEASE EXCUSE MY HAND WRITING, MY FINE MOTOR CONTROL CONTINUES TO BE EFFECTED BY THE ACCIDENT.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

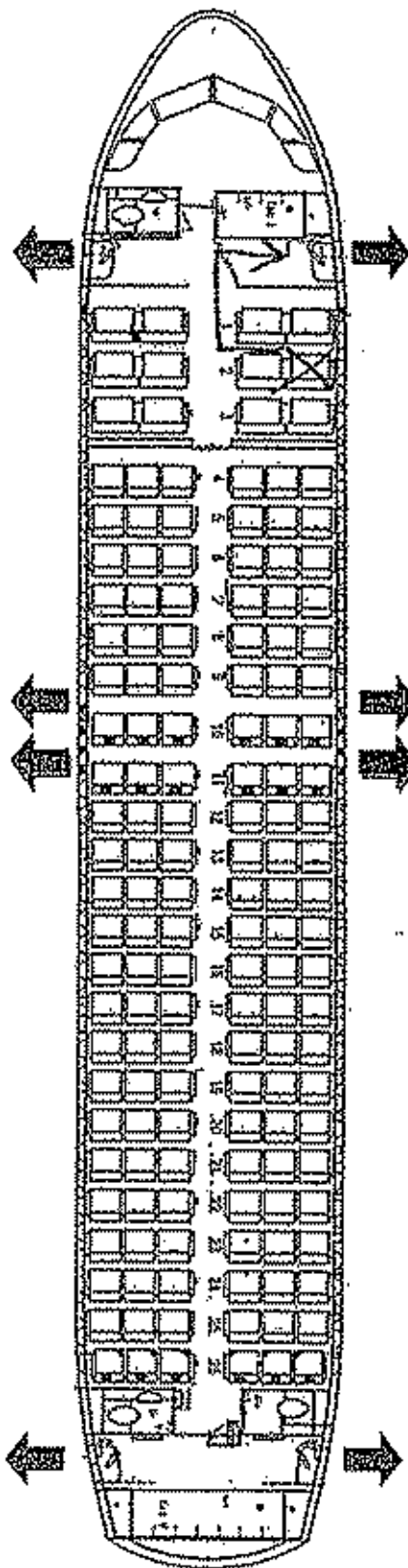
Example: X 

2. My name is 

3. I was seated in seat 2F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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:

However, there was so little time to prepare I left the plane like most without a life preserver. I personally was too concerned about the plane sinking that I didn't take the time to worry about anything. I was getting off the plane I went out the left front door I was seated in 113C - Ended up in the river & held onto the wing flap.

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 *familiar with information.*

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

- Yes No

Explain: *Was not really a factor based on the event and short time to react after the landing.*

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

Under the circumstances, more stress than to emphasize not to open the main door in the event of a water landing.

Brace Position

12. Did you brace for impact? (Describe position)

You but it is impossible to grab your ankle on an aisle unless you are seated in a bulkhead seat. I put my hands in front of my face and leaned forward against the seat (etc) in front of me.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *Seemed the best position for me*

Emergency Exit

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No *already familiar with procedure*

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 *not at the time of evacuation*

28. Did you follow these directions?

Yes No *N/A*

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags *Briefcase*

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No *Don't know*

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

Yes No *Don't know*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *went down slide forward left and tumbled into
river - tried to get on wing but could not - too slick and
heavy - held onto landing flag until ferry arrived.*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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. _____

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 Don't know

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Ferry from Wachapreague, VA

95. Where did the boat take you? Arthur's Landing

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 3C

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.

Personal Information

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

Yes No

96. Age 67

97. Height 5'8"

98. Weight 170

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No *glass of wine at lunch*

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

Vision Hearing Age Injury Recent surgery Canc

Other _____

105. 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

106. 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.


You could not have hoped for a more Capable Captain and crew for such a Crisis. Captain Sullenkemper is without doubt a marvelously talented pilot who handled the situation with the utmost skill and calm judgment. After the safe landing the entire crew put everyone's safety before their own. They are all heroes in my mind. I neglected to acknowledge the apparent shakiness of his flight officer. I actually feel that the lack of communication from the cockpit or flight attendants prior to the landing was a benefit - Obviously there was not time to deal with the crisis in seconds and talk to passengers at the same time. I think the silence helped to keep the anxiety level down and gave you a sense of confidence that there was reason to expect a positive outcome. I never for a second doubted that someone he was going to get us down safely. I was more afraid after he announced "This is your Captain, brace for impact" and the rapid repetition by the flight attendants to grab your ankles and put your head down seconds before the impact. This definitely increased your fear level. I think you will hear from other passengers that they were hurt more from banging their heads on the drop-down food trays than anything else.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

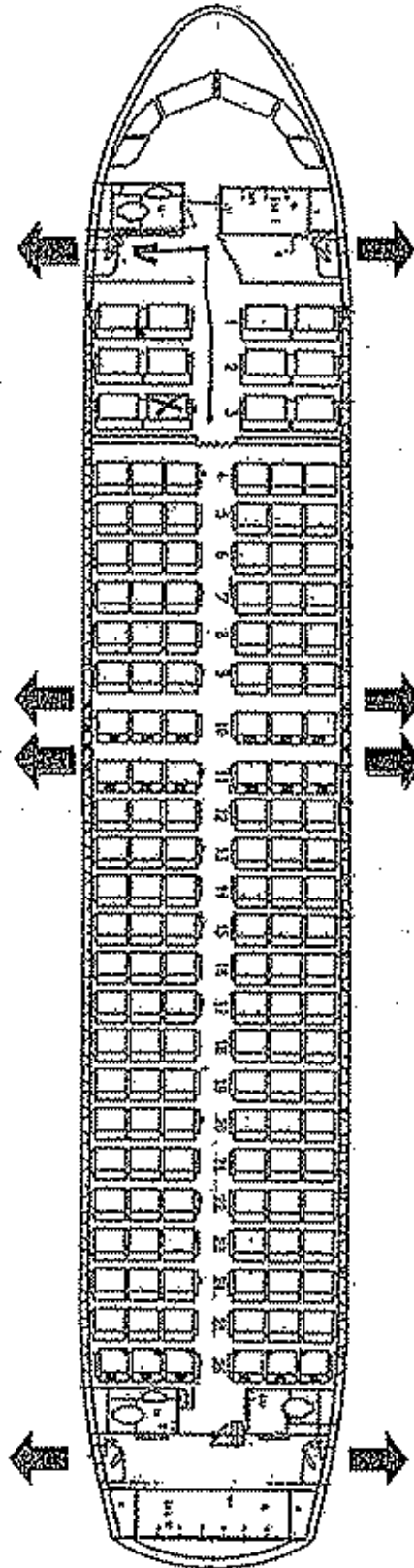
Example: X 

2. My name is 

3. I was seated in seat 3C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~7800~~. 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 DIDN'T REALLY PAY ATTENTION.

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

Yes No

Explain: THE FORMAL NATURE OF THE BRIEFING SHOWS ITS IMPORTANCE.

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: HONESTLY, I LOOKED AT THE SAFETY CARD TO UNDERSTAND
WHAT TYPE OF AIRCRAFT I WAS ON - "A320 EOW"

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

Brace Position

12. Did you brace for impact? (Describe position)

YES - GRABBED ANKLES - HEAD BETWEEN KNEES

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 RIGHT AFTER "BRACE FOR IMPACT" INSTRUCTIONS.

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No UNSEEN

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

Yes No DID NOT SEE

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain NO PROBLEMS

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other FROM THE FERRY BOAT

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No N/A - VEST WAS NOT INFLATABLE TYPE

51. Did you have problems inflating your vest? Yes No N/A

If yes, describe _____

52. How did you know the location of the vest? N/A

Instructions from crewmember Observed others taking vest Pre-departure briefing

Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package

Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

AFTER "BRACE FOR IMPACT" FROM CAPTAIN, THE ATTENDANTS QUICKLY DESCRIBED
BRACE POSITION. THEN CHANTED SOMETHING TO THE EFFECT OF
TUCK & BRACE.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

INJURY

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? FERRY BOAT TO NY SHORELINE

95. Where did the boat take you? NY PIER 76?

96. Were you transported to a hospital? If yes, which hospital? MA

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.

94. Seat Number 4C

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.

Personal Information

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

Yes No

96. Age 37

97. Height 5'10"

98. Weight 200

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No 1 BEER IN LOUNGE BEFORE FLIGHT

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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 DO HAVE 4-5 PICTURES FROM THE RAFT OUTSIDE THE
PLANE — I WILL BE GLAD TO SHARE — REQUEST THEM
VIA EMAIL [REDACTED]

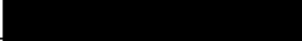
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

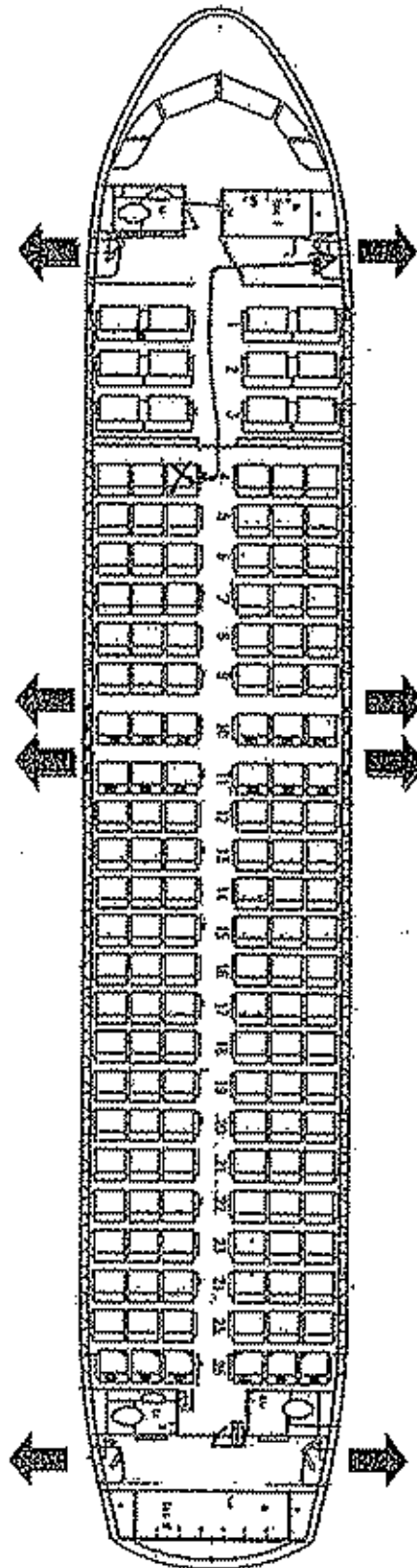
Example: 

2. My name is 

3. I was seated in seat 4c

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~██████~~. 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 didn't pay attention unfortunately. I was able to determine before impact where the closest exits were, but left the plane without my life vest

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 Usually don't read it

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

- Yes No

Explain: Don't read

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

Brace Position

12. Did you brace for impact? (Describe position)

Yes, put my head down between knees

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please Never thought about this in the past, seemed like they
to do

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *I heard they did, but didn't see anyone do this*

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 *Right First door would not stay open and needed to be held open*

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

No instructions during evacuation, but they did check for us to brace for impact

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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.

Hit my head on the bulkhead in front of my seat (40). Just a large bump, no bleeding, no medical attention. Minor Swag.

90. 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.

91. 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.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? Ferry, not sure of name

95. Where did the boat take you? NY Pier 78

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 40

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.

Personal Information

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

Yes No

96. Age 40

97. Height 6'

98. Weight 180#

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other 13 hours in Cessna, quit before license 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.

The right front door would not stay open and a passenger had to hold it open [redacted] for people to evacuate.

I definitely should have listened to the preflight safety briefing, because I didn't think to get my life jacket.

The flight crew did an amazing job, the chanting "brace, brace, brace" was critical for us to follow the instruction given the "fog" in my brain as this was happening. It would have been beneficial for them to remind us to put on life jackets. I don't think one announcement would have worked, again given the "fog". Repeating that a few times likely would have resulted in more people having a life jacket on.

I understood that the EOW configuration has the exits in the front and back. I would think that this would be the standard configuration - had we not had that, all of ~~us~~ us in the front left would have been in the water with few people in life jackets.

If there are any other questions/follow up my contact info is:

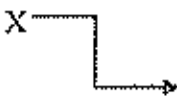
[redacted]

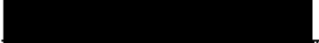
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

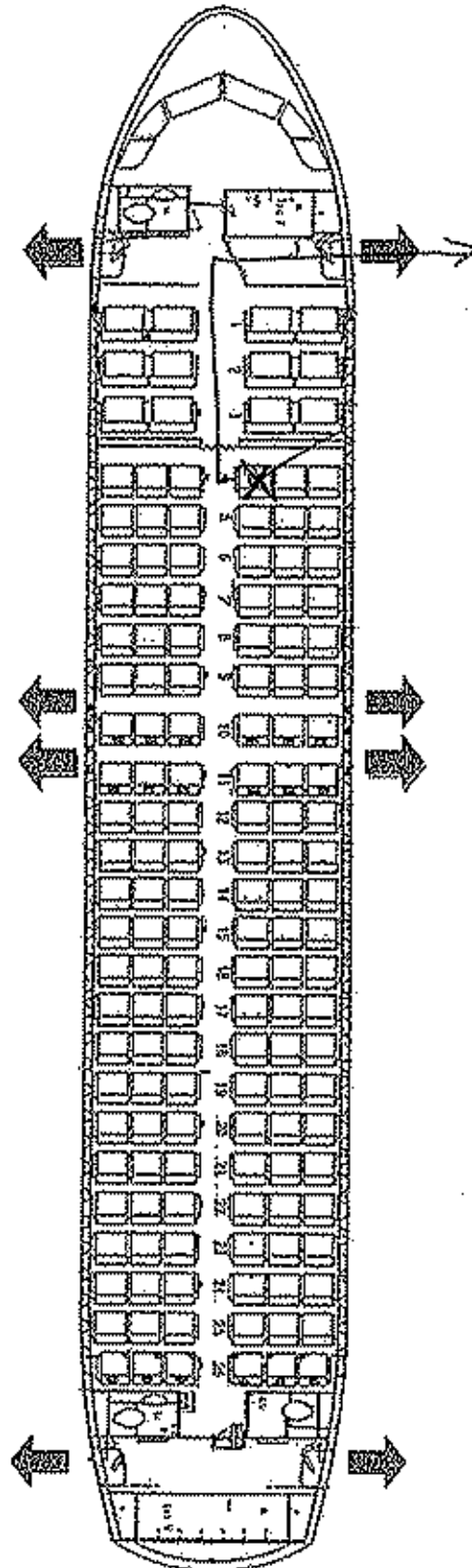
Example: X 

2. My name is 

3. I was seated in seat 40

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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: Probably from all my years of flying.

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: Common knowledge to leave plane through exit door.

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

NONE

Brace Position

12. Did you brace for impact? (Describe position)

Yes Head down.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 *N/A*

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *I did not see anyone do this, I heard from other passengers that some people did.*

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

Yes No *Not for me.*

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No *UNKNOWN*

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe Did not have to use.

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No *Some of them. But not seen until out of plane.*

71. Did any of the following slow your movement during the evacuation? (Check all that apply) *NO*

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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

*Neck from impact of being thrown into back of seat in front of me.
Did not effect my evacuation.*

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other *Neck*

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other *Being treated for neck and shoulder pain.*

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

Small police rescue boat I believe

95. Where did the boat take you? *To a Ferry boat dock zone.*

96. Were you transported to a hospital? If yes, which hospital? *No*

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.

94. Seat Number 5A

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.

Personal Information

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

Yes No

96. Age

54 (Now 55)

97. Height

5'8"

98. Weight

170

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

If human lives are affected ~~by~~ and at risk because of poor systems in place and/or the fact that birds and their numbers are being protected we need to re-evaluate. Birds have a great ability to survive over several million years and there are plenty of less populated areas for them to flourish.

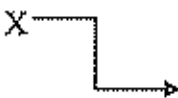
- Decrease the population of birds near airports.
- Better equipment in place to detect birds in the airport area, especially larger birds.
- Don't be in such a rush to get these planes in the A.C.

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items below:

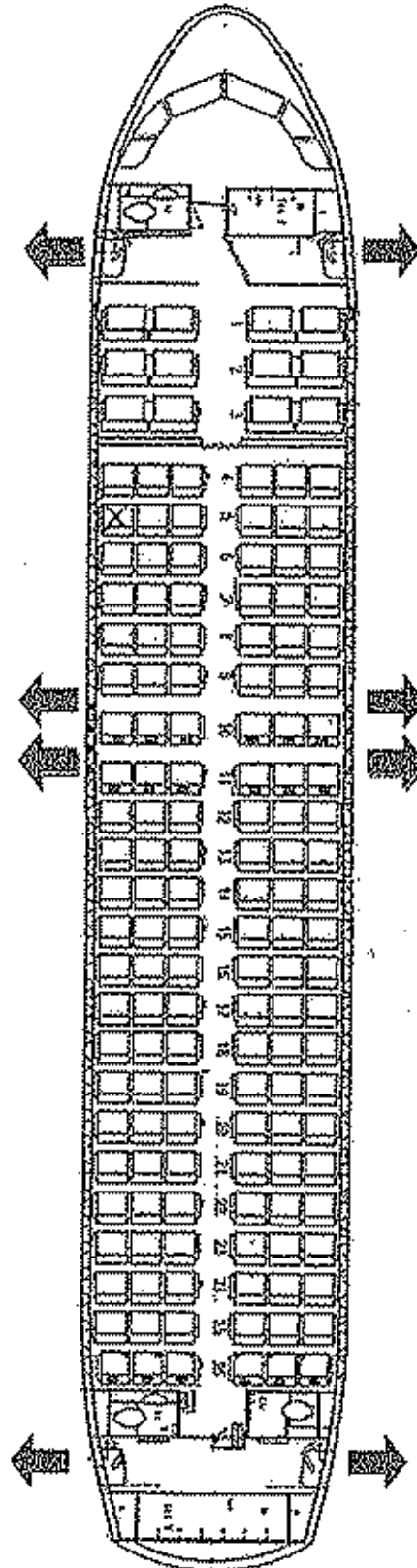
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X 

2. My name is 
3. I was seated in seat 5A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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: _____

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)

presentation in person would be more improve.

Brace Position

12. Did you brace for impact? (Describe position)

I dove down holding front of my seat side and side,

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other my purse and small bags (book, bible)

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain I WAS the last one from plane and panic stage
so really didn't know what to do.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other grab from other seat.

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other *my self*

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

INJURY

89. 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.

while I was duck down, crash in to water I hit my head to
tray front of me hard.

90. 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.

inside boat, other people slide and hit my back with there
shoes on

91. 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.

inside boat, big farey came rescue us, under boat had
ice cubes on when they hitting each other chashing ice and part
of ice were hit my nose, I was bleeding.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other nose

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other head and neck

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

big boat

95. Where did the boat take you? inside

96. Were you transported to a hospital? If yes, which hospital? ST VINCENT'S CATHOLIC MZD CTR

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.

94. Seat Number 5B

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.

Personal Information

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

Yes No

96. Age 53

97. Height 5.3

98. Weight 128

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

scheduled 2:45 PM, Depart, but they didn't until 3:15 PM or so. I was about missing this plane because what they printed out on tickets were gate 15, but starting board from gate 21,

at the time I was so surprised that with out ~~any~~ any notice, changing time and gate number,

but after all we all lucky and blessed!

no one was hurt very bad,

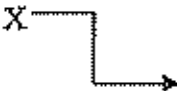
and pilot was expert! give him big hug and blessing. Thank You!

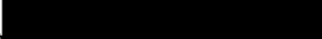
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

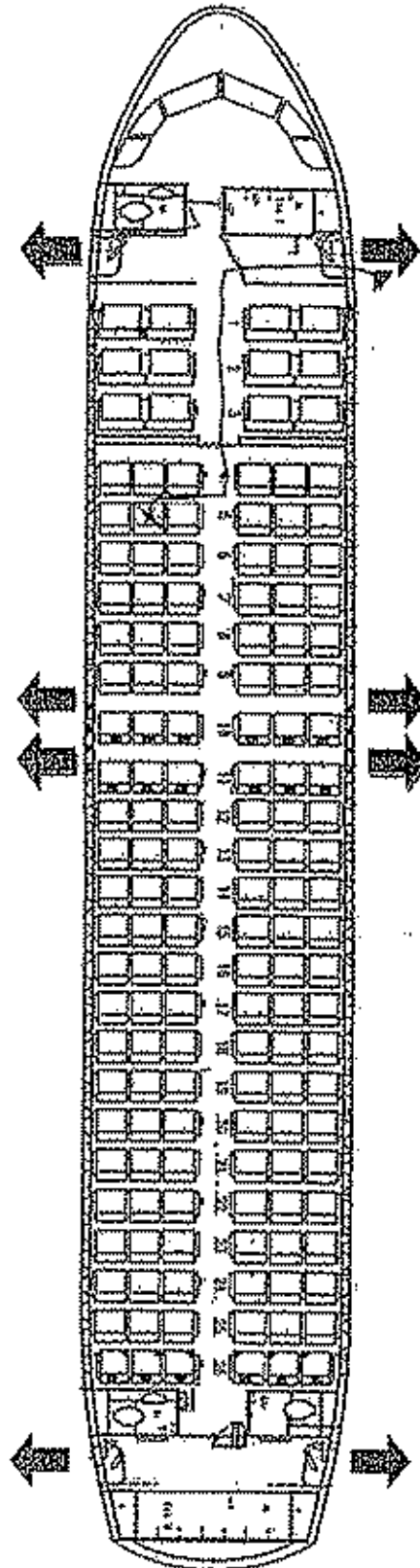
Example: X 

2. My name is 

3. I was seated in seat 5B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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: *According to safety presentations, water landings are "unlikely". Each situation requires a set of decisions none of which are made clear by the safety presentation. In this case, the flight attendants weren't even aware that the plane had landed in the water.*

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

Yes No

Explain: *Flight attendants always stress the importance of listening to the presentation*

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)

The safety card is a bunch of pictures none of which capture the nuances or details of safety equipment operation. WHERE is the switch/lever to deploy a raft/chute. How is access to the yellow vest made (pull the velcro strap, open the pocket, pull out the vest, unwrap it, etc)

Brace Position

12. Did you brace for impact? (Describe position)

Slightly. I held head down at moment of impact

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Really didn't figure it would make any difference. If my hand is going to get ripped it won't make a difference whether it's between my legs or up.

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 Another passenger yelled to me "get up, get out"

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 Since we were in the water, I was looking for daylight, which was coming thru the exit door.

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 N/A

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. 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 _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer

Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No *Not sure - I didn't spend any time ~~retrieving~~ on it*

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

Yes No *Flight attendants were not there to facilitate*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No *Don't recall seeing a flight attendant at door but I believe she was there.*

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft? *No*

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat

Someone gave it to me

Other *I retrieved from a seat in front of me*

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No *N/A*

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing

Read safety briefing card

Other, please explain *Previous safety instructions (memory)*

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest

Reaching the package

Opening the package

Donning the vest

Securing the vest

Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? *N/A*
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No

If yes, describe *For a few brief seconds - between the landing and the directive from a passenger to "Get out" I have no recollection. I know there was a delay but I have no memory of those few seconds.*

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply) *None*

- 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

*Instructions were given prior to crash
Chart - so not sure how to answer this question.*

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

Yes No Not enough time + dangerous

83. Did you hear the flight attendants' giving instructions during the evacuation? *No*

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

84. Describe the flight attendants' instructions?

Heads down, and another phrase I do not recall.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

I removed my shoes in the life raft - they were limiting my mobility.

87. 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

I don't remember any crew action during evacuation - but I know there was activity.

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

Banged face on seat in front of me during water landing. Had a bloody nose.

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other

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

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other Bleedy nose

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

Passenger ferry from ALV Waterways. Pilot was Vinny Lombardi.

95. Where did the boat take you? New York, Pier 91

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 5C

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.

Personal Information

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

Yes No

96. Age 49

97. Height 5'4"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

(A couple of observations)

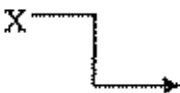
- 1) Not sure how wise it is to have 4/5 of the crew concentrated at the front of the plane when 50% of the passengers sit on or after exit rows.
- 2) There were other unbraced airline employees on the flight but I did not see them assist. One was sitting in first class - seems to me that airlines might want to consider some role for them in event of emergency.
- 3) Safety precautions for water landings are not broad enough well understood.
- 4) FAA clearly needs to evaluate sanctioned and unsanctioned bird refuges located near airports of all sizes. This WAS a preventable accident, and it WILL occur again if some prescriptive measures aren't taken.
- 5)


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

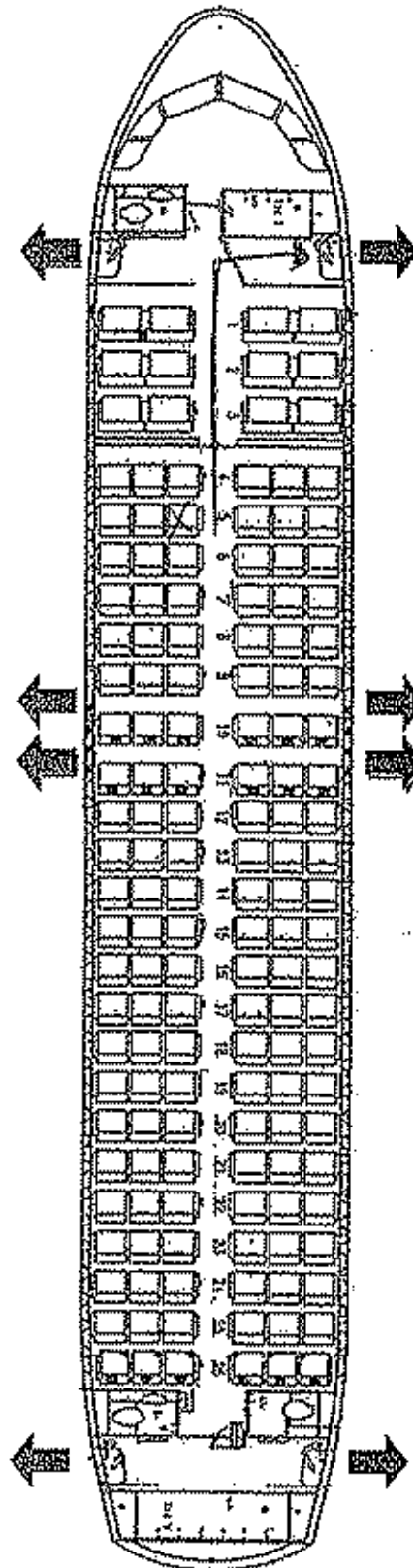
Example: X 

2. My name is 

3. I was seated in seat 5C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

Yes, I put my head on my lap +
wrapped my arms + hands under
my legs

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags *suitcase, purse + lap top w/in briefcase*

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

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

all located in my purse

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No Don't know

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No Don't know

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No Don't know

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft? No
If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No Didn't try as it
If yes, describe
wasn't needed since I was safely
aboard the raft.

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56/ How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No

If yes, describe

was seated on aisle (SD)

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

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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.

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71/ 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76/ Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80/ At the time, did you know why an evacuation was necessary?

Yes No

81/ Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

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

Yes No Not enough time

83/ Did you hear the flight attendants' giving instructions during the evacuation?

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

84. Describe the flight attendants' instructions?

Grab seat cushions & lifevests & depart immediately

Leave all personal belongings behind.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

While sitting in raft I was handed a flare to use just in case it was needed.

Injury

89. 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

I had a laceration under my left eye that was bleeding. I think I got cut from the tray table when I braced upon impact. I also had

90. 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

a few cuts + bruises on my hands

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Minor cuts on hands

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Large ferry took me to Weehocken, NJ

95. Where did the boat take you?

NJ Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital?

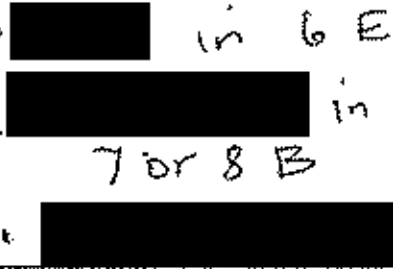
Yes, Saint Mary's in NJ.

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.

94. Seat Number 5 D

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.



Personal Information

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

Yes No

96. Age 48

97. Height 5'6"

98. Weight 135 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: N/A

Vision Hearing Age Injury Recent surgery Cane
 Other _____

105. 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

106. Aviation Experience


Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic
 Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

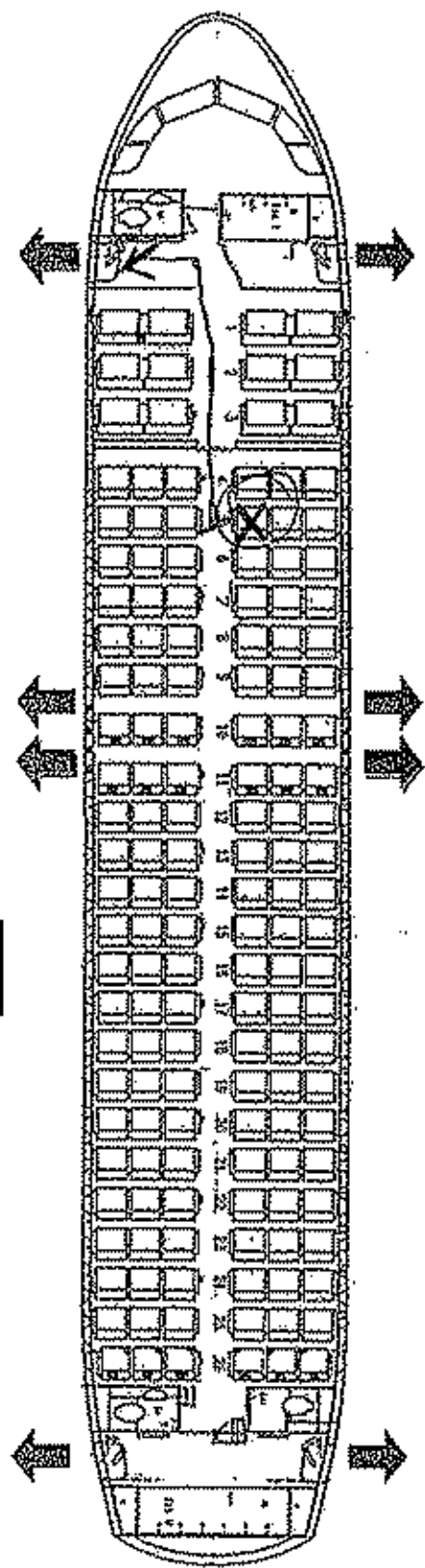
Example: X 

2. My name is 

3. I was seated in seat 5D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~0000~~. 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: yes - I did take my seat as flotation device.

no - I did not remember where under seat?
life vest 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

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: found exit quickly

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

Brace Position

12. Did you brace for impact? (Describe position)

yes - head between knees - hands at ankles

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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? *N/A*

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No *overhead bins full, had to check luggage*

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <i>fanny pack - at my waist</i>
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

behind pilot

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

No, slid down slide

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe _____

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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. _____

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

getting us to door to the slide, calling us

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

bruises on knees - no effect on evacuation

90. 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

bruises on knees - no effect on evacuation

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Knees

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? ferry

95. Where did the boat take you? Weehawkin NJ ferry landing

96. Were you transported to a hospital? If yes, which hospital? no

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.

94. Seat Number 5E

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.

Personal Information

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

Yes No

96. Age

44

97. Height

5'7"

98. Weight

130lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Canc

Other _____

105. 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 or 3

106. 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.

Pilot and his staff did a fantastic job getting us off the plane & to safety.

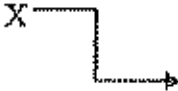
NY & NJ fire, police personnel were also fantastic taking care of us after the incident.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

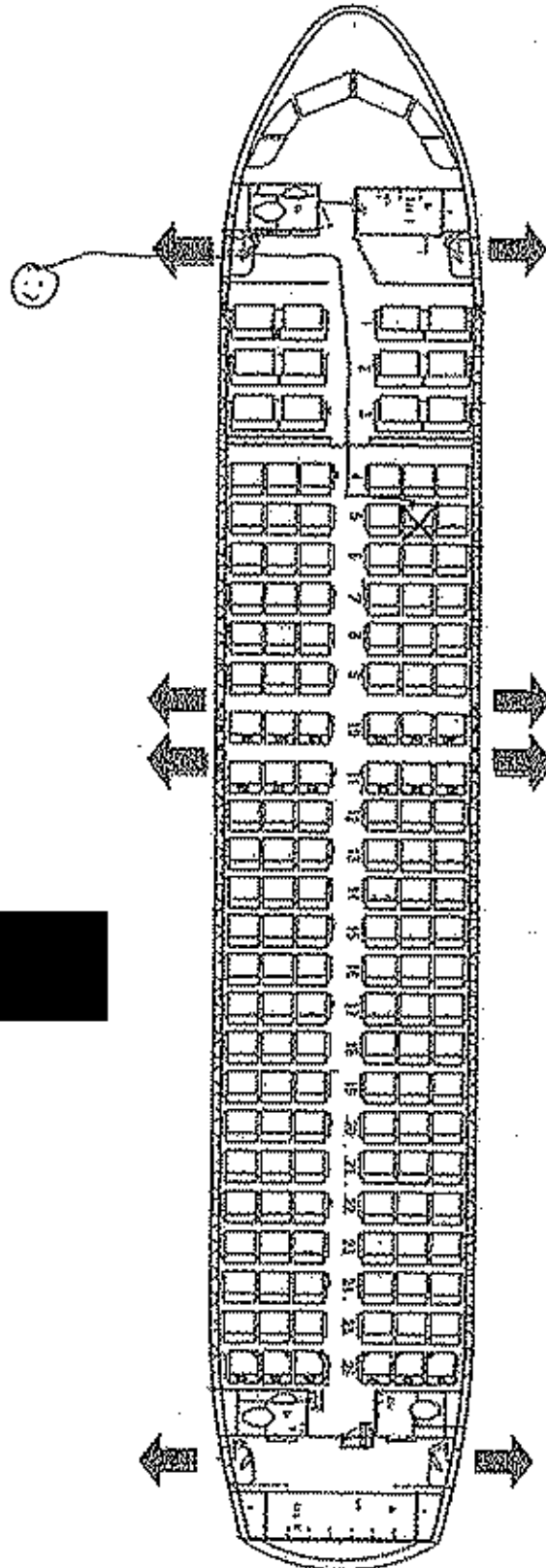
Example: X 

2. My name 

3. I was seated in seat 5E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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 saw I had to pull the bottom of my seat for floating device. The location of the emergency device.

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

Yes No

Explain: They should have passengers more hands on!!

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: From what I remember that is on the card!!

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

People should answer a questionnaire to make sure they understand everything

Brace Position

12. Did you brace for impact? (Describe position)

Yes I did by putting both hands over my head and lowering my head as low as possible to my knees.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water *I did not*

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *I did not have a slide/raft available on the side I went out on the wing!*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain *I could not find mine, I used my seat flashing device*

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? *No*
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain *(None)*

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friends Other _____

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

Yes No

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

Yes No

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

Yes No *not all of them. It was 6 of us and I ended up with 3 of them!!*

71. 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 *passengers looking for floating devices and asking for some!!*

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Before impact - Heads down Brace yourself and kept ~~repeating~~ announcing it!!

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Sully asked for head count on the wings but it was too difficult to count everyone!!

Injury

89. 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

I hit my head hard up against the tray and it slowed my reaction in the beginning. ~~It was a bump~~

90. 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

91. 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

Getting on the boats were very aggressive and the cold water was climbing quick my lower body from waste down under water!! I was on a little fire dept boat and when they pulled me out of the boat I hit my knee hard up against a concrete wall at the dock!! my legs were frozen at that point!! That hurt.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____
Knee okay just bump

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

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

Other not sure yet still doing tests

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? Fire Dept boat smaller and easier to climb onto from the wing.

95. Where did the boat take you? NYC side to a big concrete wall dock area.

96. Were you transported to a hospital? If yes, which hospital? NO

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.

94. Seat Number SF

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.

Personal Information

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

Yes No

96. Age 32

97. Height 5'9"

98. Weight 175 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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 feel that the rafts were not available for use. We had to stand on the wing because we had no choice and the water Temp could kill you!! I think planes should have more boat rafts available to stay out of cold water. Making people do a hands on safety test may not be bad because it will make them think about the issues that could occur that they will need to know!

Good luck

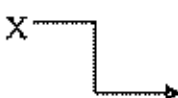
Thanks for your time.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

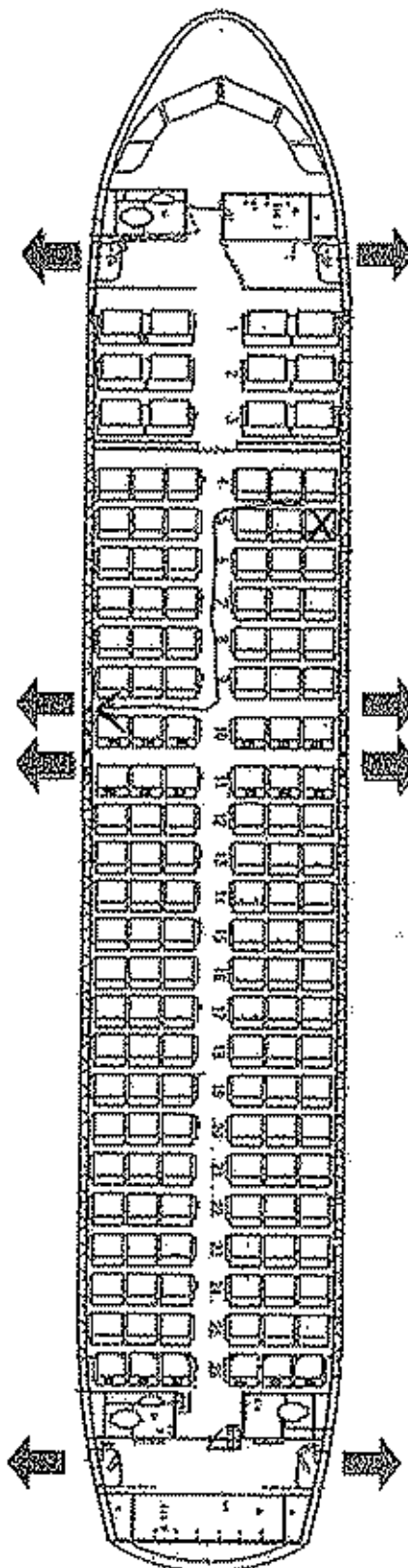
Example: 

2. My name is 

3. I was seated in seat SF

Example: 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~2000~~. 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 *N/A*

5. Is English your primary language?

Yes No

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

Yes No

Explain: *make you aware of exits and where flotation devices
were located*

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)

Brace Position

12. Did you brace for impact? (Describe position)

No not really. One hand on my knee the other hand against seat in front of me. My head was tilting looking out the window.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please wanted to see/tail landing

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 went out over the wing; went back in plane to
get to galley / slide raft up front

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

Into water Directly onto a boat Other went back into plane to front exit

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No *did not see others doing this heard from others that this happened*

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions? *"Brace for Impact, keep your head down."*

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

I already had them off when I got to my seat

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes

Other *to skip on plank*

87. 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 *pointed from raft to me on wing.*

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

believe that I was dazed upon impact; head might have hit seat in front of me

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

NY Water Ferry

95. Where did the boat take you?

NY Pier 78. 38th street

96. Were you transported to a hospital? If yes, which hospital?

No

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.

94. Seat Number 6B

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.

Personal Information

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

Yes No

96. Age 47

97. Height 5'9"

98. Weight 163 lbs.

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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 Should have 2 flight attendants in the back of plane instead of just 1.

② Flight attendants should let everyone know (again) where ~~exit~~ life vests are located before the impact

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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:

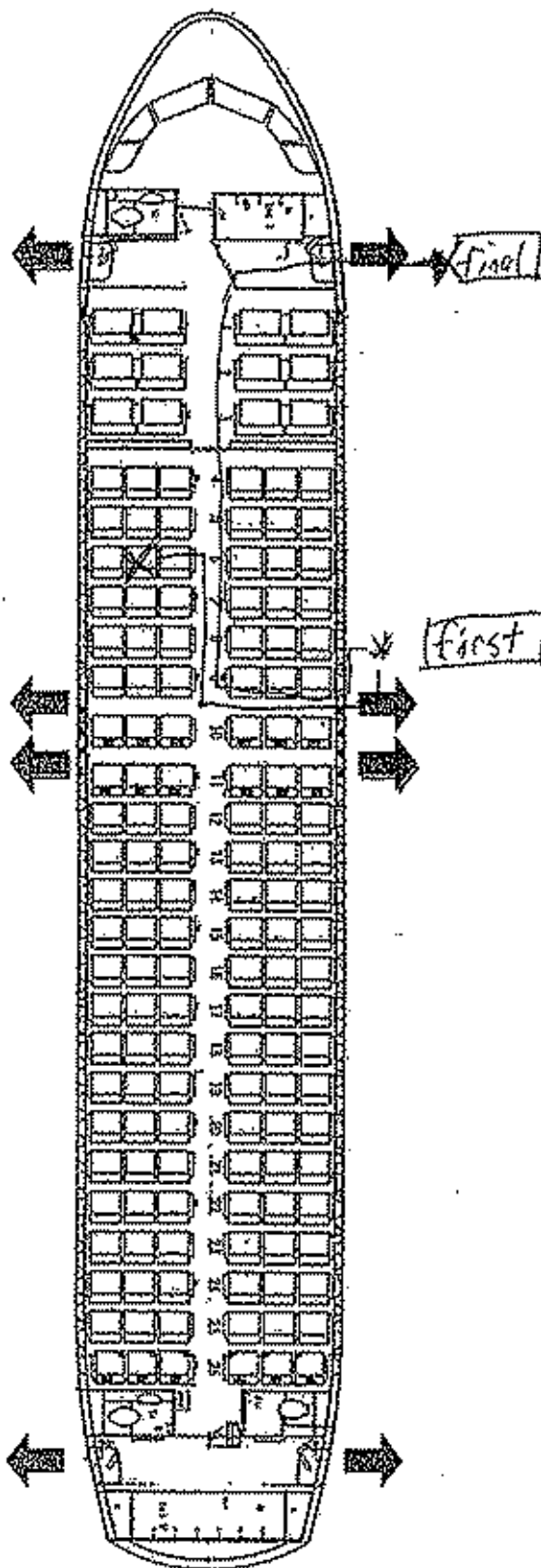


2. My name is [REDACTED]

3. I was seated in seat 6B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: Even Almost everyone knew what to do

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

Yes No

Explain: They say something like "please listen to this important safety information"

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)

Brace Position

12. Did you brace for impact? (Describe position)

*Yes, crossed hands, ~~and~~ forearms against the seat
in front, head down*

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 forward vision

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <u>gate checked</u>

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain No

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing

Read safety briefing card Other, please explain I work for the airlines

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package

Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe no

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain Same as above

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Head down stay down

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? ferry boat

95. Where did the boat take you? Manhattan side water ferry terminal

96. Were you transported to a hospital? If yes, which hospital? yes, not sure (with crew)

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.

94. Seat Number 6E

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.

Personal Information

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

Yes No

96. Age

25

97. Height

6'2

98. Weight

220

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

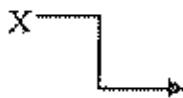
Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

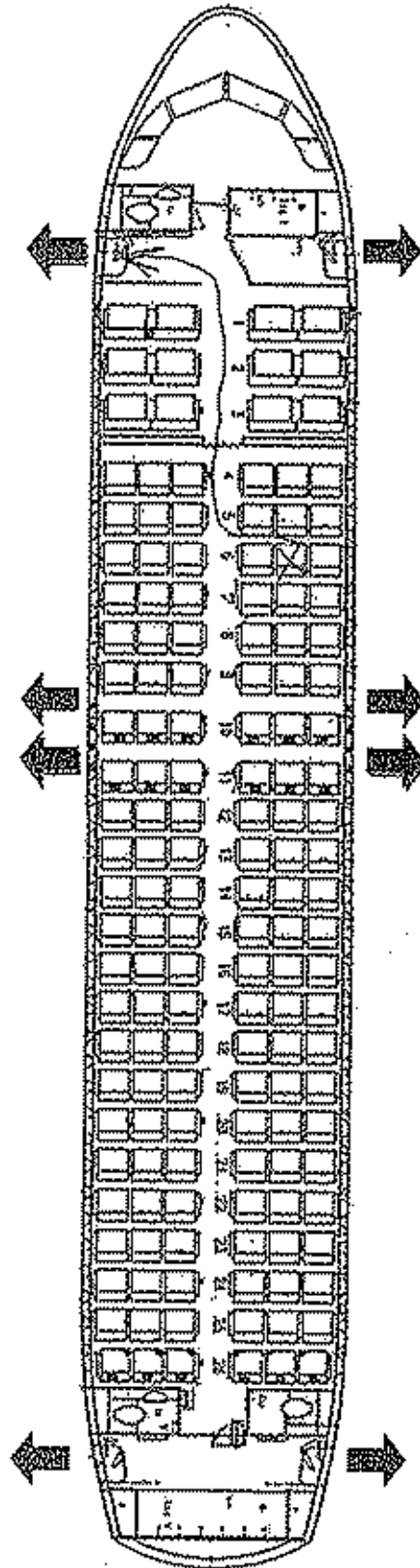
Example: 

2. My name is 

3. I was seated in seat 6E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

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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 REMEMBERED TO GRAB MY SOFT CUSHION

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

Yes No

Explain: IT IS ROUTINE & REPETITIVE. I HAVE HEARD IT SEVERAL HUNDRED TIMES

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: I USED THE INFORMATION THAT I HAD HEARD PREVIOUSLY AS OPPOSED TO WHAT I HAD READ.

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

ACTIVE ENGAGEMENT OF PASSENGERS - HAVE THEM HOLD UP THE CARDS. VARY THE SCRIPT

Brace Position

12. Did you brace for impact? (Describe position)

YES - NOSE TO KNEES, ARMS GRABBING THE LEGS

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other FELL IN WHILE STEPPING TO BOAT -> THEN GOT ON LADDER

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other TAKEN FROM FERRY

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain DID NOT TAKE VEST FROM PLANE

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe DID NOT SECURE STRAPS

VEST CAME OFF WHEN I FELL IN.

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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. _____

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

PRIOR TO IMPACT -> "HEAD DOWN, STAY DOWN, BRACE, BRACE."

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

SMALL CUT ON TOP OF MY HEAD WHEN IT IMPACTED THE TRAY TABLE. NO EFFECT ON EVALUATION.

90. 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

SMALL CUT ON TOP OF HEAD FROM TRAY TABLE AS IMPACT.

91. 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

FROSTBITE - THREE FINGERS ON EACH HAND. 17 MINUTES ON WING.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other HAND

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

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

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

FERRY BOAT - THE "RENNIS"

95. Where did the boat take you? P Weehawken FERRY TERMINAL

96. Were you transported to a hospital? If yes, which hospital? NO

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.

94. Seat Number 7A

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.

Personal Information

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

Yes No

96. Age 48

97. Height 6'0"

98. Weight 235

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

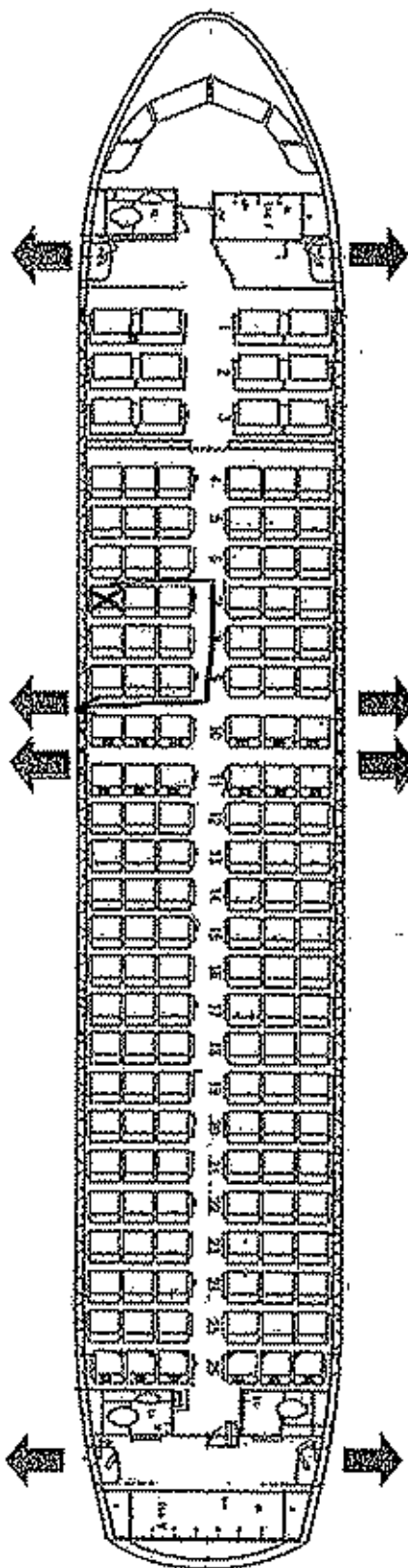
Example: 

2. My name is [REDACTED]

3. I was seated in seat 7A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

YES - BENT FORWARD, PLACED HANDS ON HEAD

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No *only cell phones*

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

- Under seat Overhead bin Closet Other IN SEAT BACK POCKET

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

- Yes No HEARD A WOMAN ATTEMPTING TO RETRIEVE HER BAGS

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

- Yes No

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

- Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

- Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

- Yes No

45. Where did you board the slide/raft?

- Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

- I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

- Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

- Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

- Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

CHANTED "BRACE, BRACE, HEAD DOWN, STAY DOWN"

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injuries

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? _____

FERRY BOAT / WATER TAXI

95. Where did the boat take you? RESTAURANT AT FERRY BOAT DOCK

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 7B

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.

Personal Information

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

Yes No

96. Age 50

97. Height 6'3"

98. Weight 285#

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

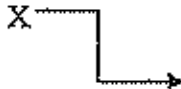
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

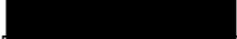
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

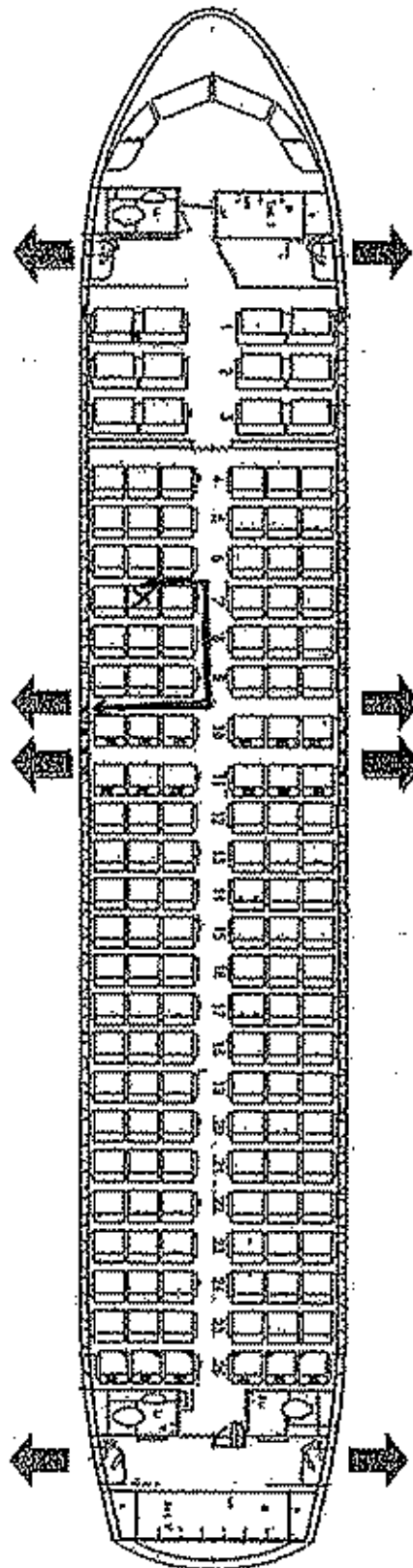
Example: X 

2. My name is 

3. I was seated in seat 7B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: _____

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

Yes No

Explain: But I fly about 40 weeks/year.

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: I always check front & back exits to
where I'm sitting

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

ACTIVELY
I would demonstrate removing the seat cushion,
pulling the life preserver out from under the
seat

Brace Position

12. Did you brace for impact? (Describe position)

lean forward, cross wrists, place forehead/head
at wrists on back of seat in front

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 When I stood up and saw where others were heading

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. 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 _____~~

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

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer

Job related items Sentimental items Other _____

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No A little, she was yelled at nicely

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No There were no FA's in Row 10 Area

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?
 Yes No N/A see #42

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane N/A

50. Did you inflate the vest? Yes No N/A

51. Did you have problems inflating your vest? Yes No N/A
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain N/A

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe I Took it out of the wing, AND eventually threw it overboard

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

N/A

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

Yes No

N/A

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

Yes No

N/A

71. 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 _____

NONE

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? SECOND Ferry Boat TO
ARRIVE ON THE SCENE

95. Where did the boat take you? Charthouse Restaurant, NJ

96. Were you transported to a hospital? If yes, which hospital? N/A

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.

94. Seat Number 7D

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.

Personal Information

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

Yes No

96. Age 56

97. Height 6'1"

98. Weight 190

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other N/A

105. 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

106. 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 TRAVEL 35-45 Roundtrips/yr by air. I
HAVE TAKEN for Granted the pre-flight
SAFETY INSTRUCTIONS. I ~~am~~ would strongly
Recommend A LIVE, ACTIVE DEMONSTRATION
OF

(1) Removing ^a the seat as a flotation
Device

(2) Removing the under seat Life
vest (I completely forgot ABOUT
this)

(3) An actual drop down of the
AIR MASK


(4) A demonstration of the proper
"Brace" position.

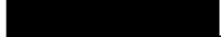
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

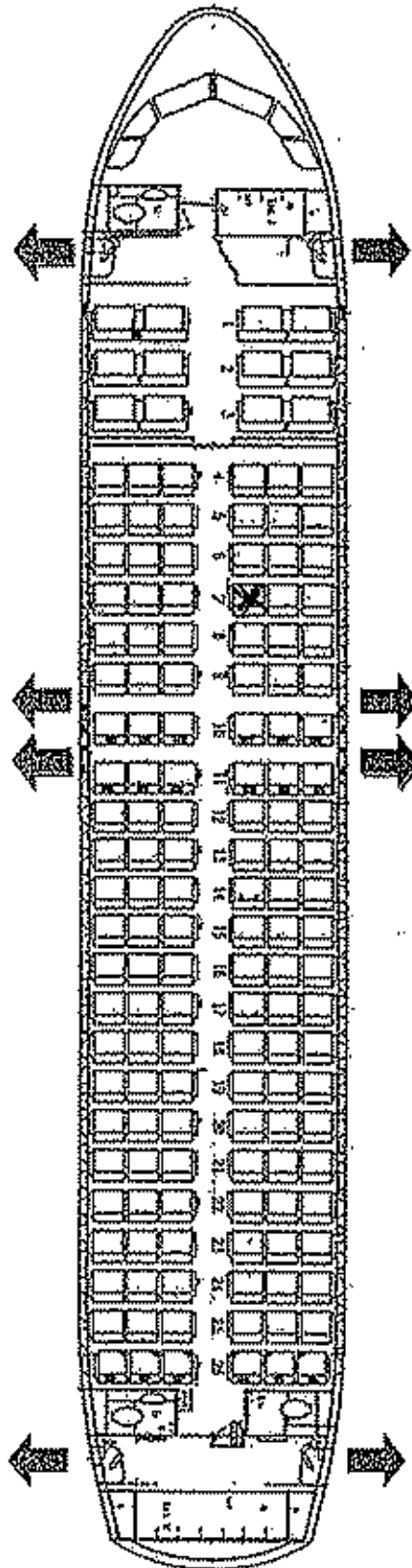
Example: X 

2. My name is  _____

3. I was seated in seat 7D _____

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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 the two exits ^{closest} were near me!

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 Fly so frequently, DID NOT READ

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)

Brace Position

12. Did you brace for impact? (Describe position)

Yes. Forearms in front of body on seat back in front of me, head down.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exit

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit? N/A

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit? N/A

- Yes No

Explain: _____

23. Did you use this exit? *N/A*
 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? *N/A*
 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?
 Into water Directly onto a boat Other *ONTO THE RAFT, THEN TO A BOAT.*

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?
 Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)
 No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?
 Yes No

35. 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 _____

36. Did you attempt to take any carry-on items with you during the evacuation?
 Yes No

If no skip to item 40

37. What items did you need to take?
 Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No DON'T KNOW

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain The slide/RAFT WAS ABOUT 5 FEET OFF THE BACK OF RIGHT WING. MYSELF AND 2-3 OTHER PASSENGERS HAD TO CREATE A HUMAN CHAIN TO RETRIEVE IT. IF THE RAFT WAS TETHERED TO THE WING, WE NEVER SAW A TETHER. WE HAD TO REACH OVER THE WATER TO PULL IT BACK.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on? N/A

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No N/A

51. Did you have problems inflating your vest? Yes No N/A

If yes, describe _____

NOTE: I DID receive a life preserver ~~vest~~ from the Ferry that assisted. This was NOT a plane life vest. This was ONCE I WAS ON THE RAFT.

52. How did you know the location of the vest? N/A

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems? N/A

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? No.
If yes, please describe _____

NOTE: I gave 2 or 3 seat cushions to other passengers that did NOT have them, once I saw others with them (seat cushions)

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

Woman in front of me slowed right before she exited the plane - DON'T know why, I grabbed her by the hips and helped her through the exit to the wing - urgently.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No

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

Yes No

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

Yes No

71. 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) No.
 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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

Right knee dislocated during helping passengers onto Raft.
EXISTING KNEE INJURY, Popped back in right away.
Also small cut to right hand middle finger during helping
other passengers aboard ferry boat.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Right hand

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? Ferry boat

DONT KNOW NAME, 1st Ferry boat on scene

95. Where did the boat take you? N.S. Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 7F

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.

Personal Information

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

Yes No

96. Age 39

97. Height 6'6"

98. Weight 230 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

103. Had you consumed any alcohol in the 3 hours prior the evacuation?

Yes No

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

Vision Hearing Age Injury Recent surgery Canc

Other None

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

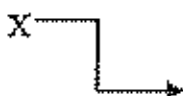
Other None

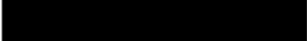
USAirways
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Directions:

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 the items 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.

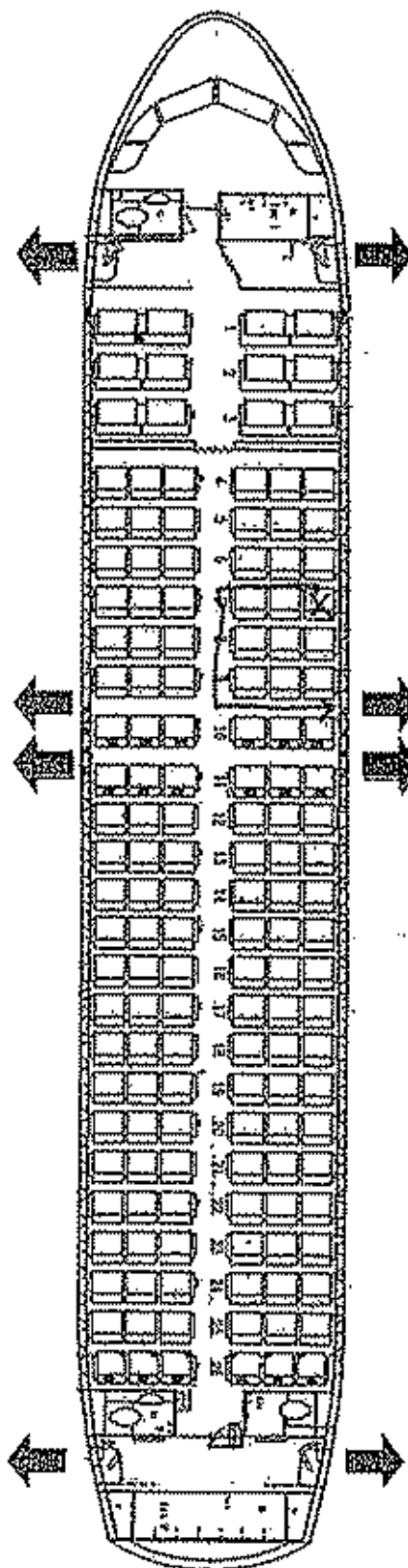
Example: 

2. My name is 

3. I was seated in seat 7F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

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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? *Don't remember*

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:

Not specifically the presentation from that day, but having heard it so many times before it helped me remember to look for an exit and to take my seat cushion as a flotation device upon evacuation

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

Yes No

Explain:

Don't remember

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?
Didn't think so anyway...

- Yes No

Explain:

Didn't read

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

Pause @ the point where they say to take a moment and look to the nearest exit so people don't fight them.

Brace Position

12. Did you brace for impact? (Describe position)

Yes, head down. Held left arm rest & hand of the passenger on my right

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *No idea, just knew I needed*

to get my head down.

Emergency Exits

14. 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

(right before, when told to brace for impact)

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other

22. Did you have any difficulties opening the exit?

- Yes No

Explain:

23. Did you use this exit?

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 when told to brace for impact

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 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

Kindof... from OA, I saw the right wing exit over my shoulder, but when it came time to exit I went out the left ~~the~~ wing exit instead.

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

Into water Directly onto a boat Other jumped from wing to ferry ladder

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>in laptop bag (small purse)</u>
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No briefly reached for wallet w/ cell phone, but unable to grab so went w/out them...

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other na... didn't take anything

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

not that I heard other than maybe one person
trying to get something from overhead bin

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water na

46. Did you have any difficulty boarding the slide/raft?

If yes, explain didn't ever see one until was out @ the
tip of the wing and then not accessible w/out
swimming to it

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No na

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane na

50. Did you inflate the vest? Yes No na

51. Did you have problems inflating your vest? Yes No na

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pro-departure briefing
 Read safety briefing card Other, please explain never thought about it as all

53. Did you have any problems using the life vest? Yes No If yes, what problems? na

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

* note, others had difficulty D=flating, once safe on boats/land

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe didn't ever actually use it, just held it
while on the wing in case I fell in or the
plane shut

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain observed some were missing

Passenger Behavior

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

Yes No which reminded me
If yes, describe honestly don't remember
much here... to do the same

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

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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.

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply) *None*

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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

moderate @ takeoff, tightened very tight when told to brace for impact

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

never heard any instructions

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

Yes No

fully aware we had crash/landed in the water

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

only heard bubs told to get head down - were instructed to brace - never heard a word or saw them after that until saw on TV days later !!

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

nothing significant but bumped head on tray table
and crunched shoulder & neck into seat w/ front
of me like an accordion

90. 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

nothing significant but fell when stepped into wing door,
to high heels & slippery surface. Large bruise
on bottom

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other neck & bottom

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Believe it was a NJ power ferry based on photos/videos

95. Where did the boat take you?

Arthur's Landing restaurant in NJ
(Weehawken)

96. Were you transported to a hospital? If yes, which hospital? No

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.

94. Seat Number 8A



*was in 8B
was in 7A*

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.

Personal Information

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

Yes No *and hope never to have to again!!*

96. Age 40

97. Height 5'4"

98. Weight 130

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No *na*

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

Yes No *na*

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

Yes No *na*

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

Vision Hearing Age Injury Recent surgery Cane

Other none

105. 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

106. 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.

My only complaint of the whole experience was w/ lack of guidance or assistance from flight attendants for the "majority" of the plane... Only 1 flight attendant seemed to assist 1st class... One in back only able to help back few rows. Those of us in the middle were left to ~~ourselves~~ take care of ourselves w/ no guidance as where to exit, how to exit, where to find rafts, to put on life jackets, etc.

My only other observation is that additional rafts were needed and could be a relatively simple and inexpensive solution to have kept more of us out of the water and off the wings...

Please let me know as add info becomes available for the public hearing this summer or so.

Thx!

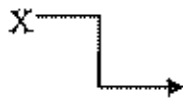
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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:



2. My name is

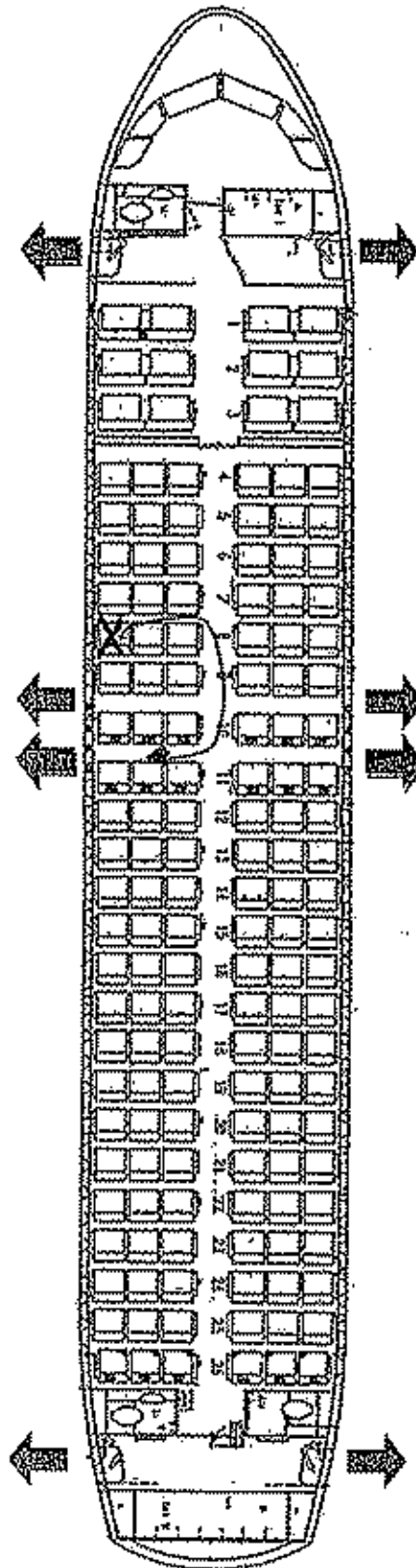


3. I was seated in seat

8A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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

Probably because I wasn't paying attention to closely

5. Is English your primary language?

- Yes No

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

- Yes No

Explain:

It does tell you about your seat as a flotation device as well as the life packet under your seat. However after crashing and in disbelief you're still alive and just wanting to get off a sinking plane you forget to grab them.

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

- Yes No

Explain:

I can't say that it was or wasn't

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: I haven't read in awhile but also knew where exit doors were

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

Brace Position

12. Did you brace for impact? (Describe position)

Yes, head down with hands on top of my head

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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 knew it was behind me as once we were told brace for impact looked

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

plus a jacket/coat

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

Yes No

35. 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 _____

coat

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No ~~None~~ Only know this because I saw some passengers with a few things.

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

Yes No Not that I noticed

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain Raft was not able to be boarded from wing. It appeared to be upside down and next to plane versus wing caught off exit. I had to jump in water to get in raft. It was hard to pull myself out of water into the raft. Thank goodness another passenger helped me.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe I had a hard time pulling my own but another passenger helped me. Several of us helped each other inflating the life vests.

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain I didn't have one until on the raft when someone threw me one.

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know *I didn't witness any though*

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworkers Friend Other

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

Yes No

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

Yes No

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

Yes No *My boss evacuated right in front of me.*

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

I can't remember who said pilot or flight attendants to evacuate

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

Yes No *Once we crashed... yes.*

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 I didnt have any contact with crew during evacuation

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

Hit legs on seat in front of me and arm rest on right. Upper right ~~leg~~ leg was pretty bruised as well as both legs from knees down.

90. 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

91. 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

Somehow cut my left index finger

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Hand/Finger

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other Left foot was numb & left leg with pain down back of leg

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? Small boat that I had to crawl into and go under a doorway to get inside where it was warm

95. Where did the boat take you? Arthurs Landing in Weehawken, NJ

96. Were you transported to a hospital? If yes, which hospital? NO

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.

94. Seat Number 80

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.

Personal Information

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

Yes No

96. Age 38

97. Height 5'6

98. Weight 140

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Canc

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

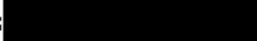
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

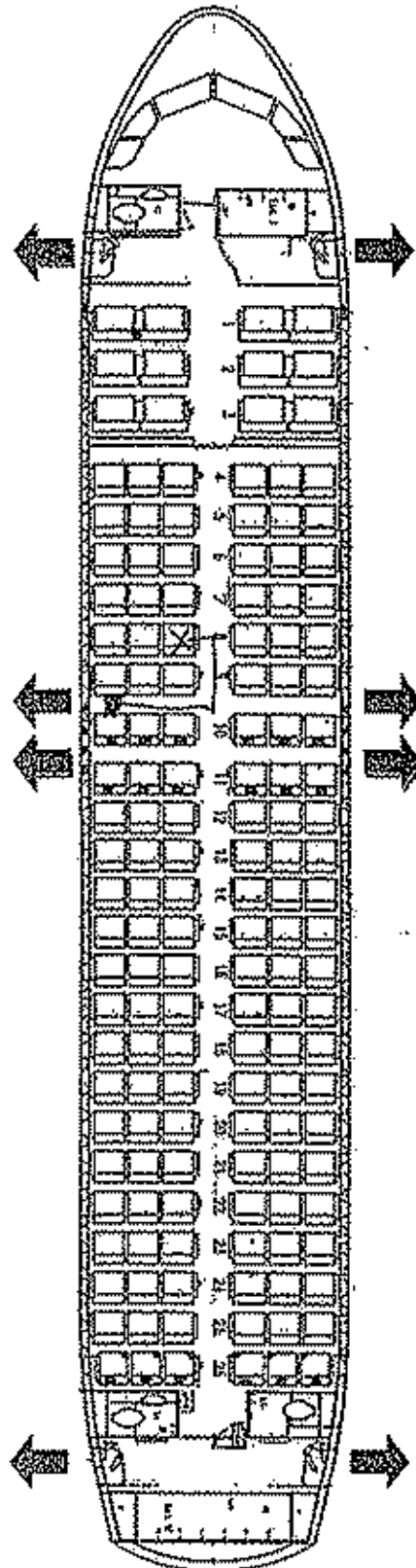
Example: X 

2. My name is 

3. I was seated in seat 8C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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: NEVER THOUGHT ABOUT IT

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)

Brace Position

12. Did you brace for impact? (Describe position)

LOWERED MY HEAD WITH HANDS ON TOP OF HEAD.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exit

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain SLIDE/RAFT WAS UPSIDE DOWN AND PUSHED AWAY FROM WING - NEVER COULD GET IT UP RIGHT

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me

Other CAME FROM FLOOR

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

*SLIGHT INJURY TO BACK OF RIGHT FROM SEATBACK LATCH -
UPON IMPACT - NO EFFECT ON EVACUATION -*

91. 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

BACK MUSCLES DUE TO JUMPING IN WATER ? CLIMBING LADDER

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

FERRY

95. Where did the boat take you?

N7 WATERWAY TERMINAL

96. Were you transported to a hospital? If yes, which hospital?

NO

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.

94. Seat Number 8D

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.

Personal Information

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

Yes No

96. Age 61

97. Height 5'9"

98. Weight 200

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

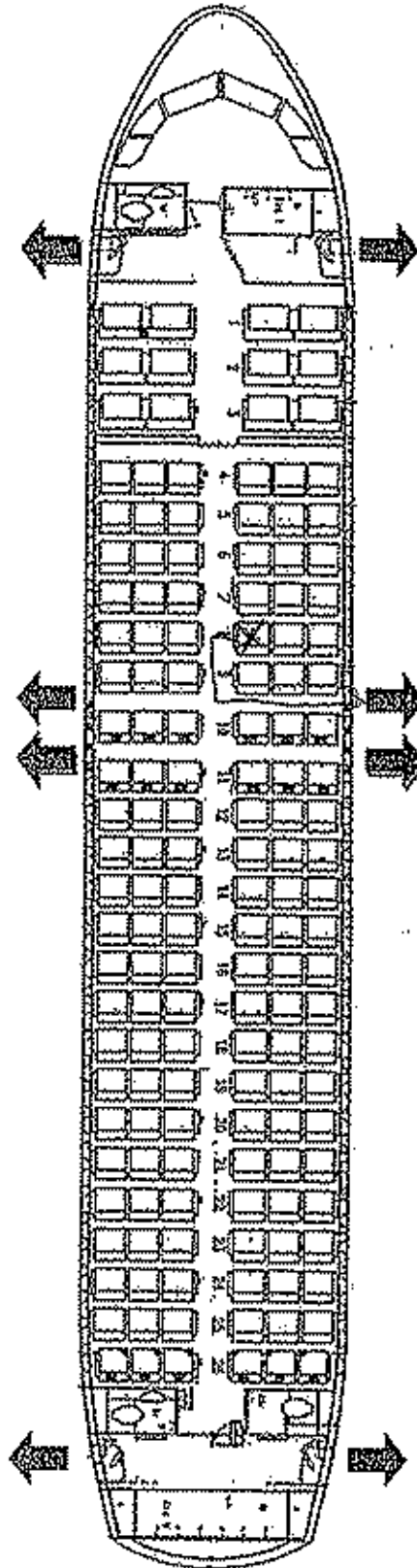
Example: X 

2. My name is 

3. I was seated in seat 8D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~2222~~. 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:

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)

*RECOMMEND it be presented in multiple/varying ways -
It becomes more noticeable when seen so often. Also should be video, audio
as well as flight attendant presented.*

Brace Position

12. Did you brace for impact? (Describe position)

*yes
I head down between knees*

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other Ferry

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

Yes No Not Applicable - I did not open but later saw the doors afloat on the river.

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. 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 in briefcase under seat

Suitcase 1: Under seat Overhead bin Closet Other _____

Suitcase 2: Under seat Overhead bin Closet Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

When we crashed and realized we were "intact" passengers hurried to Exits - NO INSTRUCTIONS were given to take life vests. If you look at early pictures - no one on the wings had a life preserver vest.

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

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

Yes No

If yes, describe There was some panic behavior and attempts by others to climb over seats. Once all realized we were not sinking people calmed down and exited orderly.

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

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. 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.

cautious and unsure as to where to exit

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. 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 NO

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

during descent instructions to "brace, brace, brace"

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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 was on the port wing - became completely wet
aiding another passenger who slipped off the wing. in the
wing approx 17 minutes - close to frostbite hands!*

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other hands

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

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other just exposure to wind + water

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

*Ferry took me + 2 others to Weehawken, NJ
terminal. we were last 3 rescued from port wing.*

95. Where did the boat take you? Weehawken, Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital? NO

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.

94. Seat Number 0F

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.

Personal Information

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

Yes No

96. Age 54

97. Height 5'8"

98. Weight 150lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other NO

105. 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 75-100 segments per year.

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

FORMER USMC officer
Many flights in both Fixed Wing
and helicopter aircraft.

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 learned well after the event that the crew was unaware they were making a water landing. This resulted in no instruction from the crew to grab and don life preservers from under the seat.

If you review early pictures - very few if ~~any~~ any passengers that exited over the wing had a life preserver. Had we been reminded by the crew to take life preservers we would have remembered.

Once the slide was deployed crew they insisted passengers get yellow life preservers - you'll see evidence of this in the pictures.

Recommendation to pilot checklist. If water landing → inform crew and instruct to remind passengers to get life preservers.

Thank you


You may call me if I may be of additional assistance.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

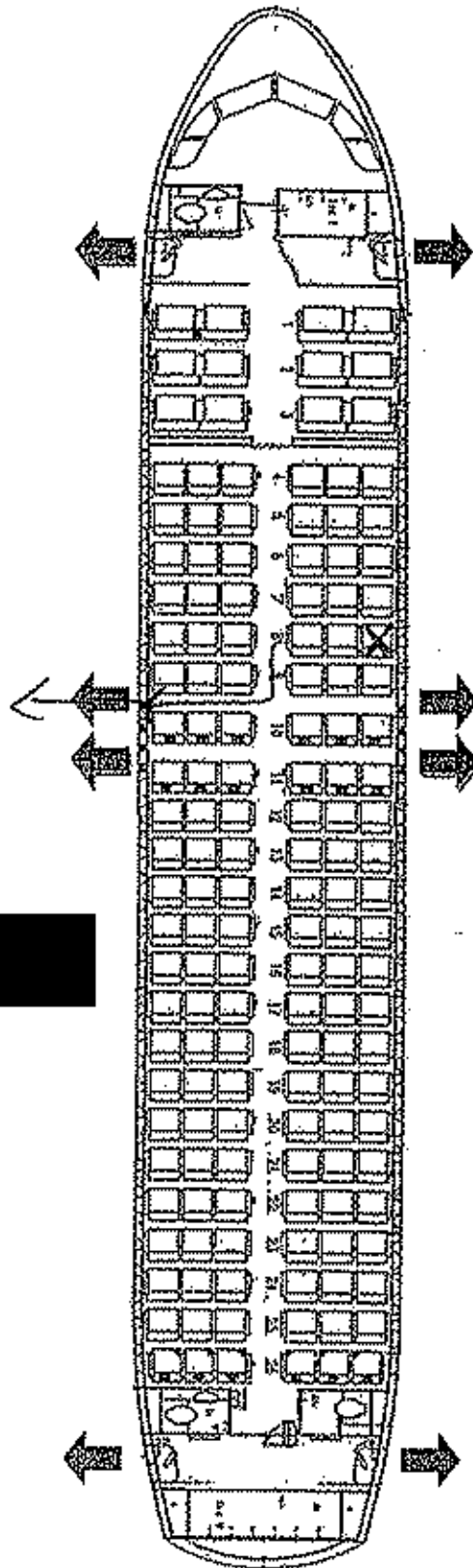
Example: X 

2. My name is 

3. I was seated in seat 8F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~0000~~. 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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

YES - HEAD DOWN TO KNEES - HANDS OVER HEAD

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exit

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other NA - EXIT WAS OPEN PRIOR TO EXIT

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

NA - SEE # 21

23. Did you use this exit?

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 NA

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain GOT OFF WING INTO WATER - BOARDED RAFT
FROM WATER

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on? NA
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No NA

51. Did you have problems inflating your vest? Yes No NA
If yes, describe _____

52. How did you know the location of the vest? NA
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems? NA
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain PREVIOUS FLIGHT KNOWLEDGE

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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. _____

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply) NA
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

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

Yes No NA

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

Yes No NA

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

Yes No NA

71. 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 _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes? *NA*

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

87. 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 _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered? *NA*

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply) *NA*

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

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? _____

FERRY

95. Where did the boat take you? _____

FERRY TERMINAL

96. Were you transported to a hospital? If yes, which hospital? _____

NO

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.

94. Seat Number 9A

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.

Personal Information

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

Yes No

96. Age 56

97. Height 5'7"

98. Weight 160

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

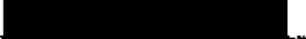
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

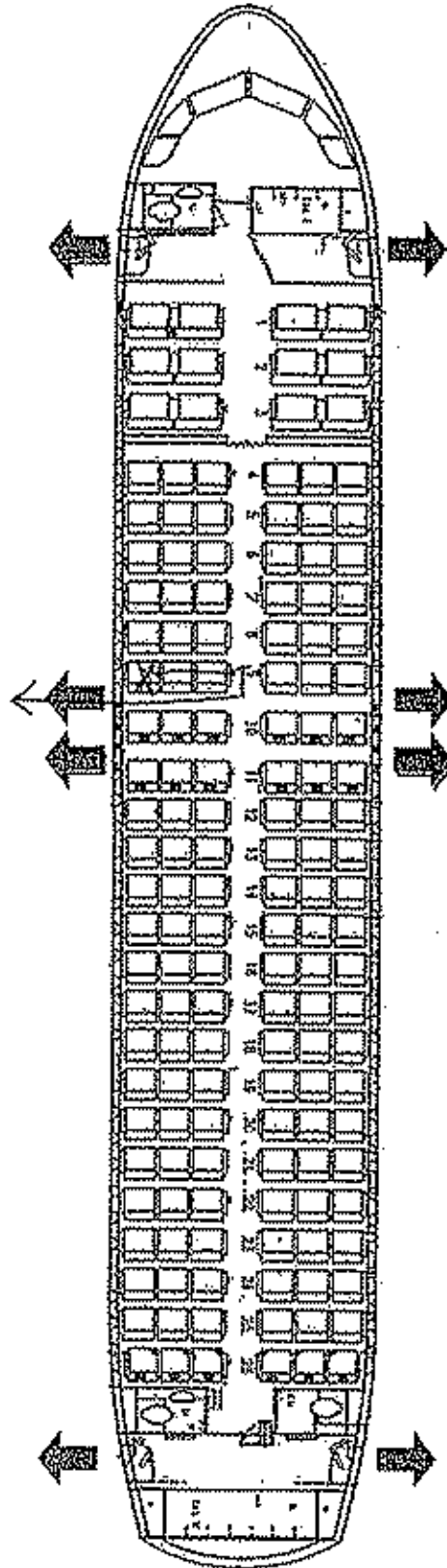
Example: X 

2. My name is 

3. I was seated in seat 9A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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 the location of the exit
which was behind me*

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

Yes No

Explain:

*it looked very business like and
routine*

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

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: location of exit.

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

None

Brace Position

12. Did you brace for impact? (Describe position)

Yes head down with my arms folded.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant F.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <u>on my lap.</u>
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>N/A</u>
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>N/A</u>
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>checked in</u>
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>Took at gate.</u>

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

Yes No

If no skip to item 40

37. 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

38. Where were the items stored?

- Under seat Overhead bin Closet Other in my lap.

39. 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 into raft/out wing Took with me onto rescue boat

Other fell in the river when I fell in the water and it sank

40. Did other passengers attempt to take carry-on items?

- Yes No

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

- Yes No

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

- Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

- Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

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

- Yes No

45. Where did you board the slide/raft?

- Door Wing Water

Did not board went on the wing directly

46. Did you have any difficulty boarding the slide/raft?

If yes, explain Did not board a slide

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

- I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

- Inside the airplane Outside the airplane

Did not till I boarded the rescue boat.

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe Did not wear.

52. How did you know the location of the vest?

- Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain Did not

53. Did you have any problems using the life vest? Yes No If yes, what problems?

- Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe N/A

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe No, but I tumbled around in the water. I do not know how to swim.

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain Another passenger gave it to me

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

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

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

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

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 I was laid out on the wing.

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants' giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Did not hear any

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other N/A

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

I fell in the water twice I had hyperthermia for about 8 hours. I had contusions and bruises all over my body.

91. 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

back pains, knee pains and mental anguish with heightened anxiety, lack of sleep.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Knee

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? rescue boats,

95. Where did the boat take you? to the pier,

96. Were you transported to a hospital? If yes, which hospital? Yes, St. Vincent hosp

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.

94. Seat Number 9B

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 48

97. Height 5'3"

98. Weight 157

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No *when driving.*

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No *in the purse.*

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No *Do not drink.*

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other N/A

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

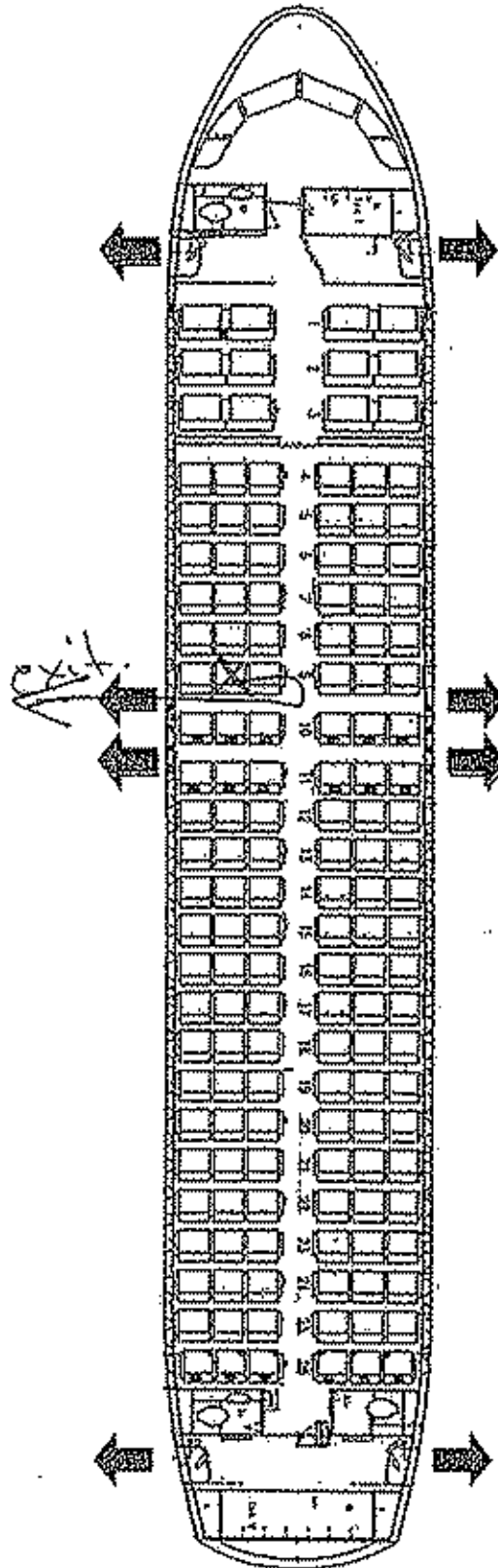
Example: X 

2. My name is 

3. I was seated in seat 9B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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

Don't recall it taking place
as I had ignored the
presentation

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: See #4 except I had heard the presentation many
times, so I knew to grab my seat cushion

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: Perhaps I would of listened if it wasn't routine

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)

Tell people to reach under their seats & push the inflatable life jackets

Brace Position

12. Did you brace for impact? (Describe position)

yes - I put my head between my knees and hands on top of my head

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 *plus I saw*
 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 *N/A* ✓

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?

Into water Directly onto a boat Other _____

to swim to ladder of ferry - 10-15'

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No Don't know - didn't witness people looking for belongings

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No N/A

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft? N/A

stood on the wing entire time

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain N/A

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No N/A

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest? N/A

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems? N/A

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe didn't have to use it - held on to it until it banded
the ferry

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain Previous Knowledge

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe _____

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. 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. _____

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply) *None 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

Sore neck, sore back, bruises on my right hand and bruises on my knees

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other *neck, knees, Rt hand*

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Ferry

95. Where did the boat take you? *Ferry Station in NY*

96. Were you transported to a hospital? If yes, which hospital? *AJH*

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.

94. Seat Number 9C

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 "B" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 44

97. Height 6'2"

98. Weight 200

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No N/A

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No N/A

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: N/A

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

As mentioned on page 2, #11 - I have flown many, many times - Always heard about the life vest, but I didn't think about it during the evacuation. I grabbed the seat cushion, but wished I took a life vest. I now check under my seat to verify that it is there. I would suggest that should be in the instructions to verify that you have one under your seat so everyone knows about it.

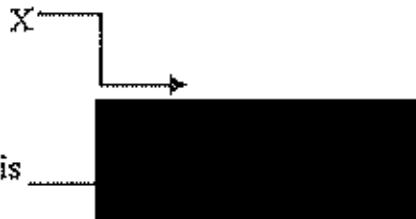
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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:

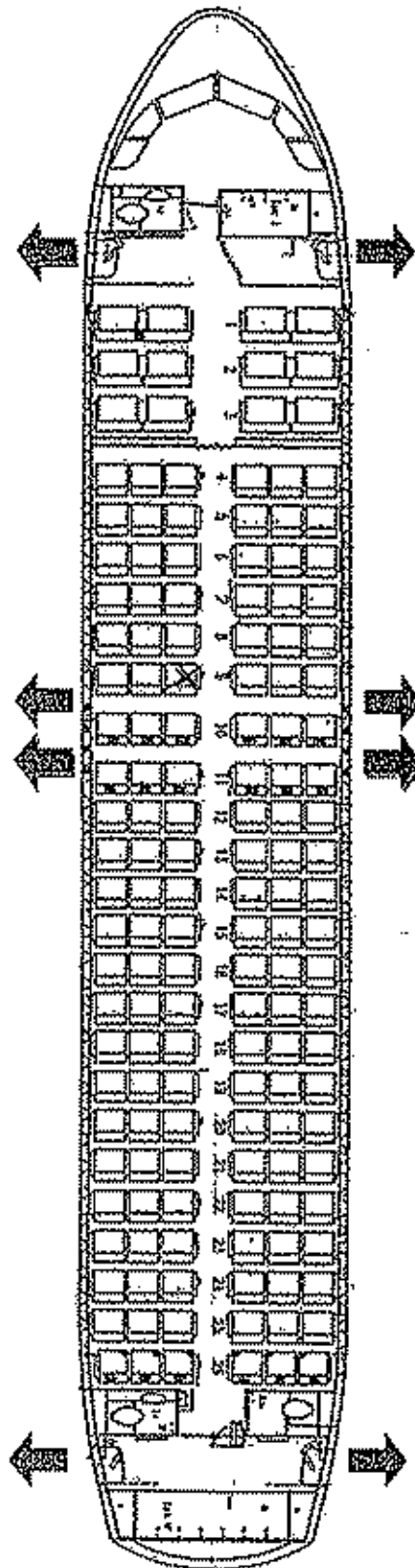


2. My name is _____

3. I was seated in seat 9C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: _____

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)

Brace Position

12. Did you brace for impact? (Describe position)

Yes, lowered head to knees & covered head w/ hands

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *Brace for impact*

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 I had to follow the crowd in aisle

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other <u>Checked 1 suitcase</u>
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other mint coat

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat

Other Coat & briefcase dropped in water; man took purse to ferry

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

Didn't & stood on sinking wing

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing

Read safety briefing card Other, please explain someone was throwing them at us as we exited.

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe I JUST HELD IT

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe my 2 seatmates climbed over me as I was trying to undo seatbelt, when I tried to merge into aisle - I thought I would be crushed to death

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.
The line to the wing was slow, since the lid was already under water also there was a mother & baby everyone was trying to help

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 ONLY THE PANIC IN THE AISLE

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants' giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

HEARD OTHER PASSENGERS

84. Describe the flight attendants' instructions?

Didn't hear any

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

*we smashed hands on seat in front as
we landed in Hudson*

90. 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

*bruises on arms & legs getting on
ferry*

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

NY WATERWAYS FERRY

95. Where did the boat take you? *New Jersey*

96. Were you transported to a hospital? If yes, which hospital?

yes, Christ Hospital, Jersey City

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.

94. Seat Number 9D

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 58

97. Height 52

98. Weight 125

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Canc

Other N.D.

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

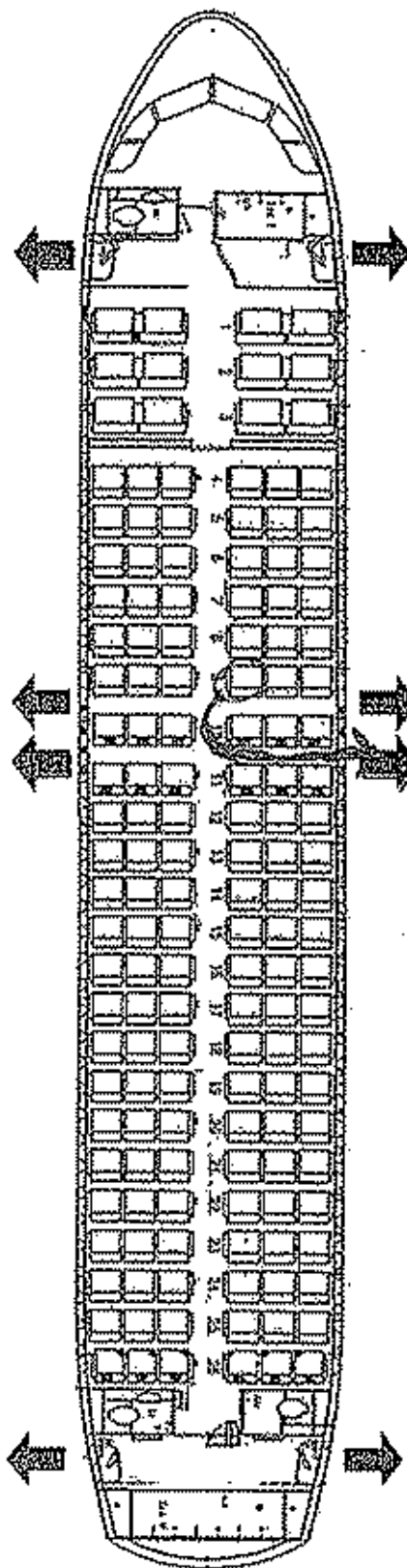
Example: X 

2. My name is 

3. I was seated in seat 9D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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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 Maybe

Explain:

Maybe - I did note the closest exit was behind me

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)

Brace Position

12. Did you brace for impact? (Describe position)

Yes - head to my knees w/ hands over head.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please just did it - maybe seen in a movie

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

had to jump in water and swim to ferry

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain *heard mine but another*

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe _____

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

*I WAS one row in front of emergency exit
Climbed over AND out.*

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. 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. _____

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

Hit my head on tray table - contusion on back of head.

90. 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

Bumping to right knee

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

ferry - believe it was the Thomas Jefferson

95. Where did the boat take you?

My ferry terminal

96. Were you transported to a hospital? If yes, which hospital?

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.

94. Seat Number 4E

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 33

97. Height 5'9

98. Weight 160

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

During Safety Speech — tell people how to brace for impact. Don't just rely on cards.

All people should be required to go to hospital — shouldn't be an option
Adventure masks a lot

When bracing, there is not enough room between seat in front of you and your seat head rests ~~on~~ hits tray table and impact causes a crash into tray table.

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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:



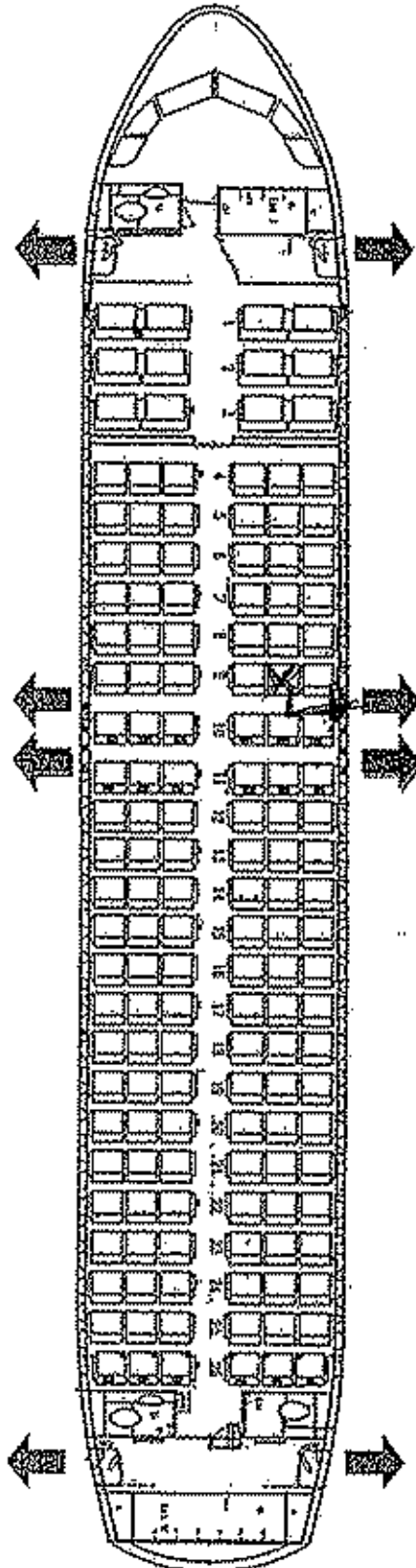
2. My name is



3. I was seated in seat 14E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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: previous presentations helped even though I
slept through this particular flight.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

- Yes No

Explain: I don't know. I was sleeping

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 sleeping

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)

Brace Position

12. Did you brace for impact? (Describe position)

Upright - hands on seat in front
of me. Bent over slightly. Seemed that hands
on head with head between knees would snap a
person's neck on impact.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please natural instinct

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *not mine, but I heard for others*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *not that I'm personally aware of, but heard rumors*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *none*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other

took seat cushion w/ me and was thrown vest by water patrol

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No *Ferry vest - made of foam*

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion? *from previous flight instruction*
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe *I was lifted over the seat by a passenger behind me.*

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time *not that I could hear*

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

heads down stay down just after

Captain announced brace for impact

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

91. 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

ferry - cut my leg *boarding the*

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Don't remember - multilevel, not blue? *Jersey*

95. Where did the boat take you?

Jersey City Jersey Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital?

Jersey City Jersey

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.

94. Seat Number 9F

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 40

97. Height 6'4

98. Weight 140

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No N/A

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No N/A

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No N/A

104. Prior to departure, was your ability to evacuate affected by any of the following: No

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

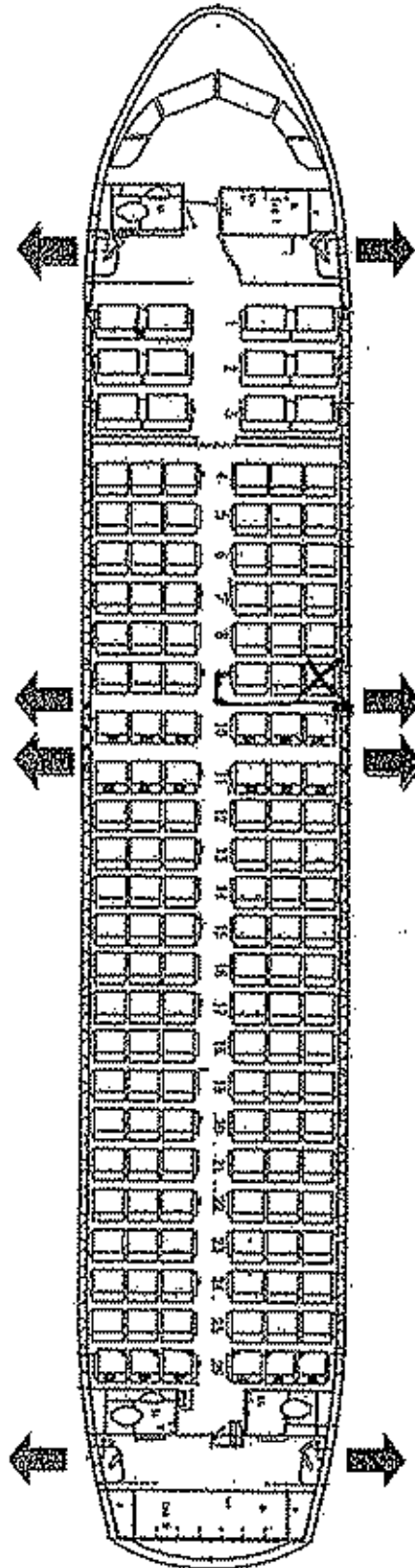
Example: 

2. My name is 

3. I was seated in seat 9F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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'VE FLOWN MANY TIMES AND THE
REPEATIVE INSTRUCTIONS PER FLIGHT
REALLY HELPED

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)

MOORE VISUAL DISPLAY SCREENS

Brace Position

12. Did you brace for impact? (Describe position)

YES (SEAT 10B) I LOCKED ARMS WITH THE PASSENGERS BESIDE ME, AND LOWERED OUR HEADS. THIS HELPED PREPARE THE IMPACT.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

VERY EASY TO OPEN

23. Did you use this exit?

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?

Into water Directly onto a boat Other JUMPED AFTER SEAT 10A TO THROW
HER A SEAT CUSHION

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

—————→ I SWAM FROM THE WATER
TO THE RAFT.

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain NO, A MAN PULLED ME IN

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing

Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package

Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe

No. - VERY EASY TO PULL OFF

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

No
I WAS THE
2ND PERSON
OUT

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

—————> I SAW THE BIRD GO INTO
THE ENGINE

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

COULD NOT HEAR THEM

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time ?

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

Only a MILD CASE OF HYPOTHERMIA

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other FEET & HANDS

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other Cold Hypothermia

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

NY WATERWAY BOAT, EVERY CREW MEMBER WAS OUTSTANDING

95. Where did the boat take you?

TO THEIR TERMINAL

96. Were you transported to a hospital? If yes, which hospital?

MS

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.

94. Seat Number 10B

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 37

97. Height 5'9"

98. Weight 157 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: No

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

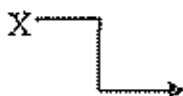
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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: 

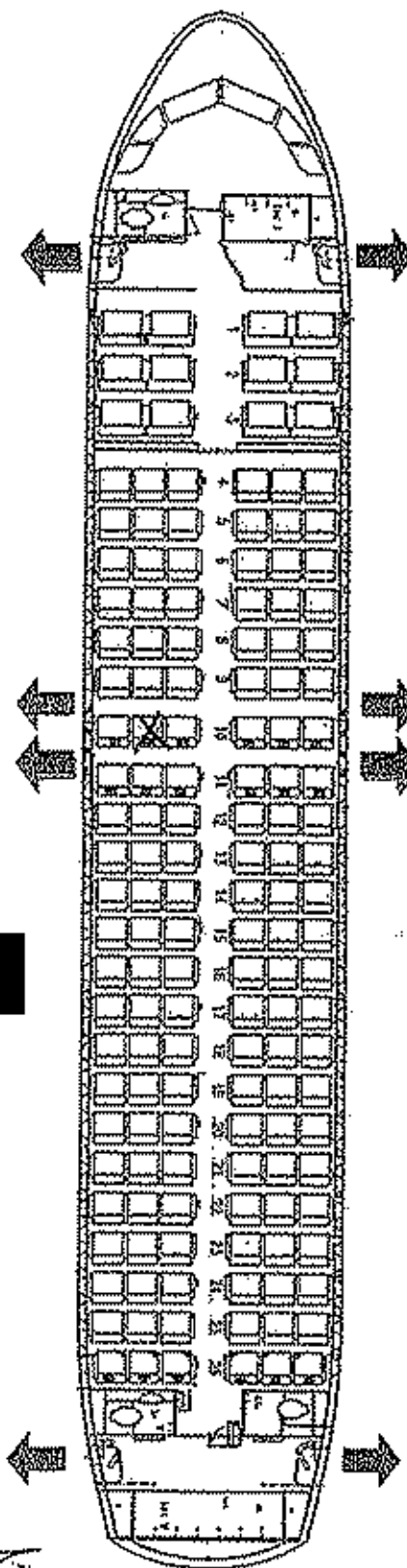
2. My name is 

3. I was seated in seat 10B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.

PS - FEEL FREE TO
CALL ME ANY TIME

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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: Basically in shock I did not grab seat cushion or life jacket.
Only thing I could remember was to leave all personal belongings behind.

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: Same as answer 6

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Flight attendants to insist that exit row passengers read the card prior to takeoff. In flights I have taken since 9/11, passengers who frequently don't think they need to review the card unless a flight attendant hands it to them.

Brace Position

12. Did you brace for impact? (Describe position)

Yes. Bent at the waist, hands over head.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 river bank evacuation order

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 N/A

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags small travel purse inside bin

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *only know because I saw women w/ purses on the wing*

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *don't know*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *don't know*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *when it exited, raft was twisted towards the plane + about 5 feet away. I got into the water + swam to the raft but could not pull myself in. Ended up swimming back to the wing + getting pulled up by another passenger.*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No *n/a*

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane *n/a*

50. Did you inflate the vest? Yes No *n/a*

51. Did you have problems inflating your vest? Yes No *n/a*

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package *heard a lot of people complain the packages were hard to open*
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain _____

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

BRACE, BRACE, HEADS DOWN - from front of plane

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

minor bruises, cuts, etc trying to board the ferry.

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other hands, legs, shoulder

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? NY Waterway

95. Where did the boat take you? Arthur's Landing - Lido Hauler, NY

96. Were you transported to a hospital? If yes, which hospital? NO

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.

94. Seat Number 10C

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 31

97. Height 6'1"

98. Weight 150

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

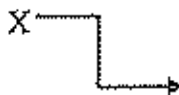
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

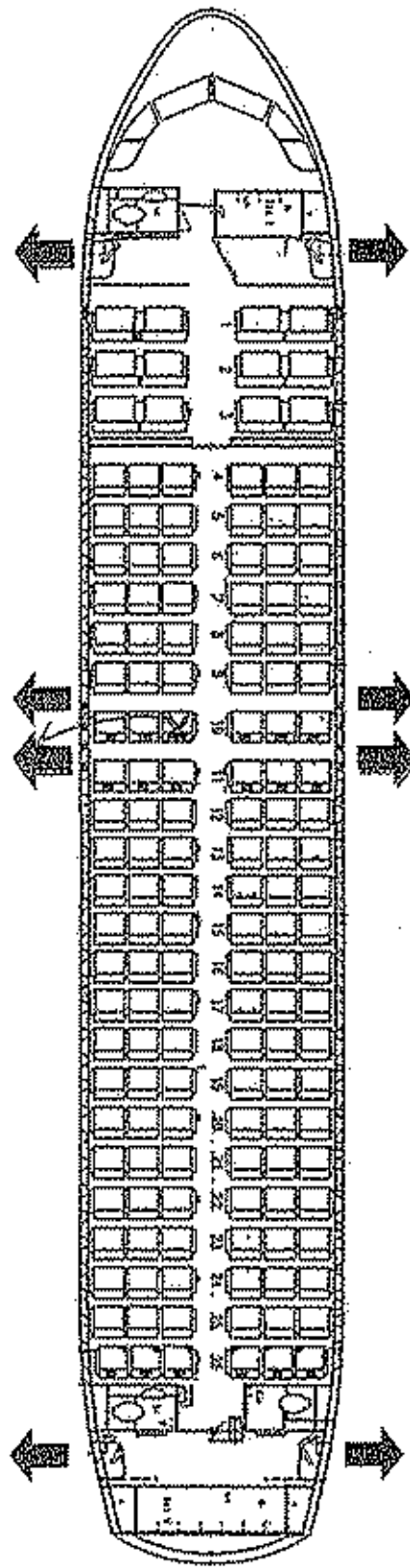
Example: X 

2. My name is 

3. I was seated in seat 10C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~6666~~. 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: AT EXIT ROW AND PULLED EMERGENCY WINDOW
OPEN

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: How to open emergency window

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

Yes. However I kept my head slightly up to
look out window in preparation to open
emergency window at landing or winter

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain As first one out the exit over the right
wing I noticed the RAFT WAS flipped under-neath the
right wing and not available

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe N.A.

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe N.A.

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? Ferry from Mid-town Manhattan

95. Where did the boat take you? MID-TOWN

96. Were you transported to a hospital? If yes, which hospital? No.

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.

94. Seat Number 10E

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 45

97. Height 5'11

98. Weight 175

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other NO

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts

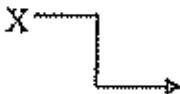
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

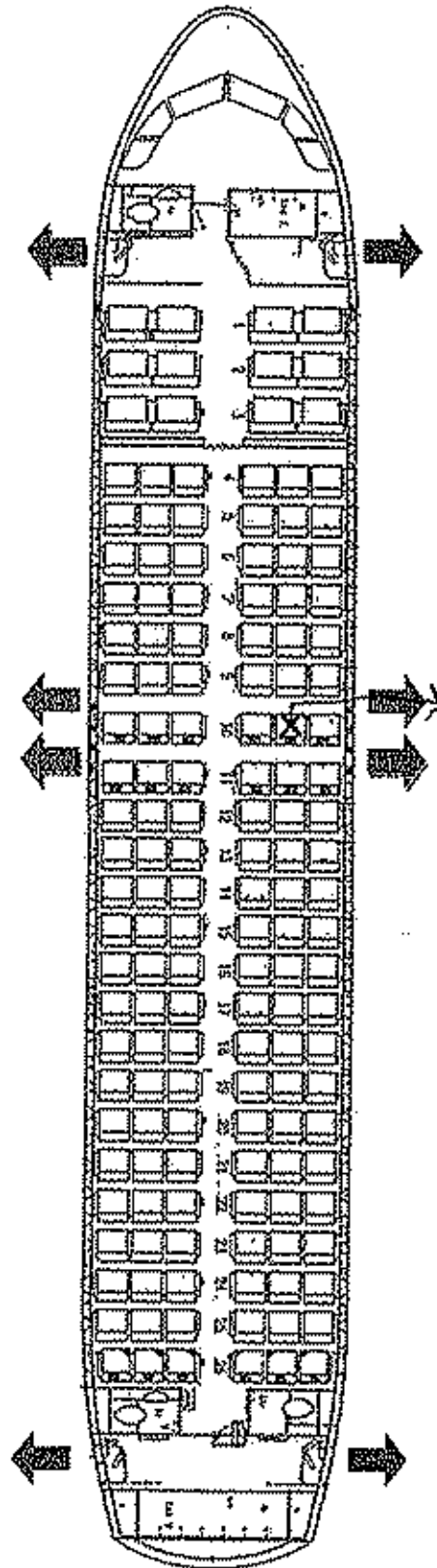
Example: 

2. My name is 

3. I was seated in seat 10E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Pedok at 202-314-~~0000~~. 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 *ATTENDANT ACCOMPANIED BY 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: *PRESENTATION COVERED SEAT BELTS, OXYGEN MASKS ONLY*

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: *THE ATTENDANT WAS SERIOUS ABOUT THE PRESENTATION OF THE EQUIPMENT*

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: SITTING IN AISLE OF EXIT ROW - SUGGESTED TO PASSENGER
IN WINDOW SEAT THAT HE REVIEW THE CARD (AFTER EXPUSION)
SINCE THERE WAS NO EXIT ROW BRIEFING, THIS WAS THE ONLY NOTICE

11. What changes would you recommend to improve the safety instructions? (either the presentation or safety card)

① RETURN TO DIRECT INTERACTION WITH EXIT ROW PASSENGERS HE
② INCLUDE INSTRUCTIONS ON EVACUATION DEVICES HE
③ NOTE WHETHER AIRCRAFT EQUIPPED WITH FLOORS OR STAIRS RETURNED.
④ MAINTAIN A SERIOUS ATTITUDE DURING BRIEFING

Brace Position

12. Did you brace for impact? (Describe position)

YES BENT OVER AT WAIST IN SITTING POSITION
PLACED HANDS ON HEAD

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 *N/A*

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *DON'T KNOW, BUT THEY DID SLOW THE RESCUE*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *DON'T KNOW*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *WAS HELPED INTO RAFT AFTER I COULD
NO LONGER STAND ON WING*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me *FROM
RESCUE BOAT* Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No *N/A*

51. Did you have problems inflating your vest? Yes No *N/A*

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain *TOOK SEAT CUSHION*

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe WAS CLUMSY & HEAVY TO HOLD IN THE
COLD, BELIEVE I DROPPED IT AT SOME POINT BUT
NOT SURE DUE TO EFFECTS OF COLD

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain HEARD A PASSENGER

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.
PASSENGER IN ~~THE~~ MIDDLE SEAT OF EXIT ROW FELL ON ICE
WING IMMEDIATELY AFTER EXITING PLANE A SHORT DELAY
ENSUED WHILE SHE GOT TO HER FEET.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Remind them yelling "BRACE" IN FIRST CLASS

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

JUST LOTS OF BRUISES!

91. 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

MORE BRUISES!

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (~~Scrapes~~ & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? *FERRY BOAT*

95. Where did the boat take you? *IMPERIAL POINT FERRY TERMINAL, NJ*

96. Were you transported to a hospital? If yes, which hospital? *NO*

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.

94. Seat Number 11A

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 49

97. Height 5'3"

98. Weight 160

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

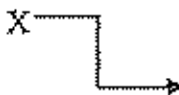
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

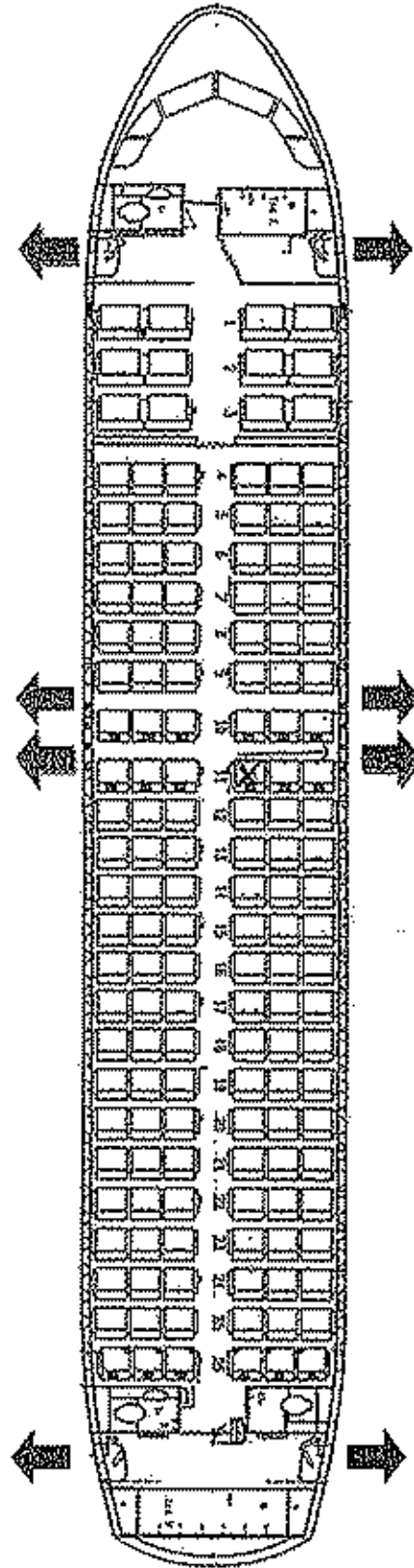
Example: X 

2. My name is 

3. I was seated in seat 11D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~XXXX~~. 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: The ~~the~~ slide/boat was not discussed

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: but I don't think most people place importance on it.

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

read before many times

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)

Brace Position

12. Did you brace for impact? (Describe position)

yes head on knees arms held ~~behind~~ around legs

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain

didn't inflate properly

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 Retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO, worked great

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

2nd person 086

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other slipping on wing

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

90. 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

91. 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

nerve damage, right arm from shivering

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other nerve damage, burning lips

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

NY ferry

95. Where did the boat take you?

NY ferry terminal Pier 36

96. Were you transported to a hospital? If yes, which hospital? no

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.

94. Seat Number 11E

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age

32

97. Height

5'8"

98. Weight

148 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.

Had I not been in an exit row I could not have braced myself well since there is very little room between regular rows.

- I was the 2nd person out on the right wing & the slide door did not deploy immediately.

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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:



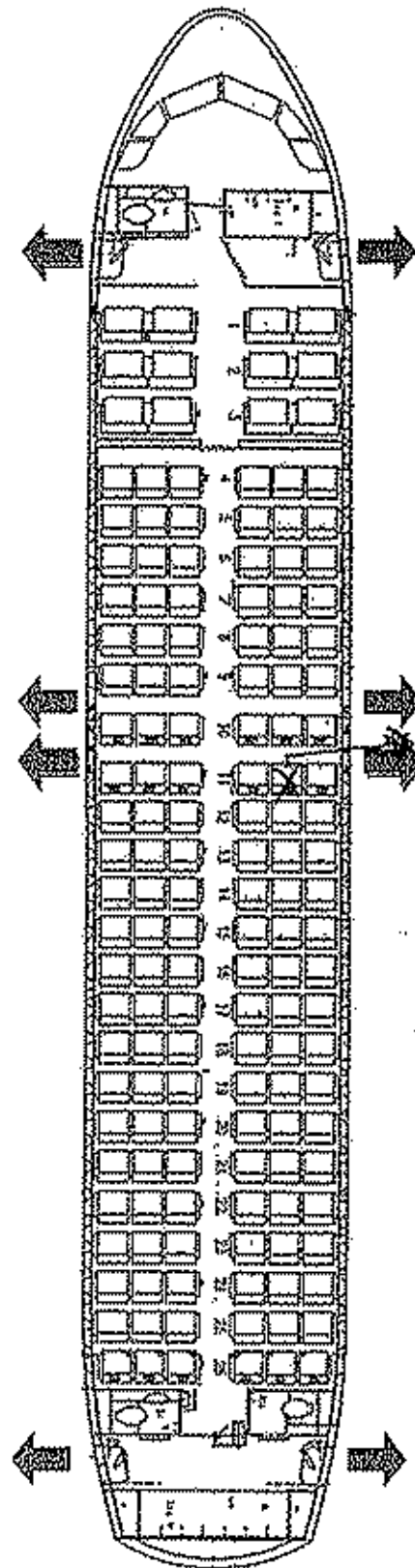
2. My name is



3. I was seated in seat 11E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-
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)

don't recall, but I typically do pay attention - just a habit.

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 don't remember

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: Not this one, but after years of listening it did.

I know where exits are; I looked for one upon 'brace for impact'. I knew seat cushion would float.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: I think for many, it's easy to tune out. Since then (Jan 15th) I've noted people paying attention more.

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)

Not certain that there would be tolerance for this, but if they said something like "they talk! pay attention... this may truly save your life!" it is so scripted and most of us know, it is easy to tune out.

Brace Position

12. Did you brace for impact? (Describe position)

Yes. I put my hands on the top of the seat in front of me and put my head between my arms. I saw lots of other positions from fellow travelers, but this seemed most natural.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please guessed/assumed

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 When we heard "brace for impact"

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No - did not see; I was close to exit

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No - did not see

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain it was very difficult as the slides were high and I was wet, numb and weighed down by heavy clothing. A passenger pulled me in after I could not get in.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe No. However I thought my life vest was under my seat cushion, when I did not see it, I just stuck with the seat cushion.

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe Slight - passenger beside me was not moving at first. As I went to unbuckle her, she jumped into action. With only one row to go, evacuation was fairly quick.

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time - could not hear when I was (over wing)

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Either my location or state of mind prevented me from hearing -
I remember nothing
Remember

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

bruised knees and inner arms from impact
(assumed - not certain; don't remember)
and muscle issues in back

90. 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

91. 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

bruises on legs, arms + ~~head~~ abdomen (assumed from
being dragged on ferry boat as I was numb from water)

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other abdomen

93. 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

94. Describe the boat that transported you to shore (or provide name if known)?

Ferry Boat to Weehawken

95. Where did the boat take you? Weehawken Terminal

96. Were you transported to a hospital? If yes, which hospital? Christ - Jersey City

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.

94. Seat Number 12A

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 42

97. Height 5'5"

98. Weight 135

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. 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

106. 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.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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.

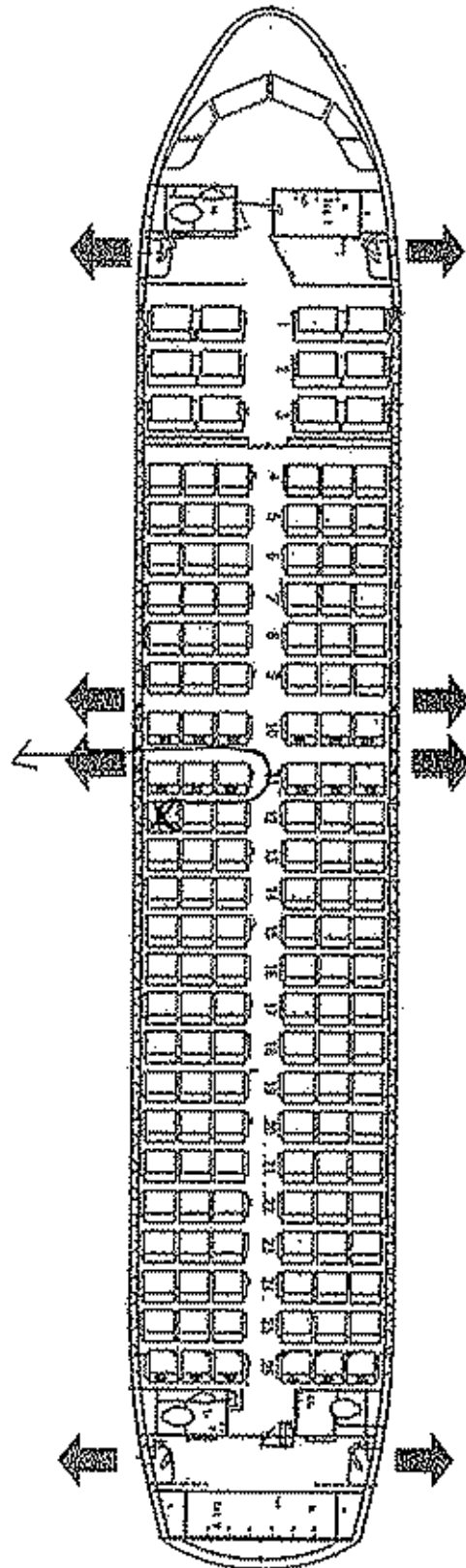
Example: 

2. My name is 

3. I was seated in seat 12A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



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, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and 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 Jason Fedok at 202-314-~~7777~~. 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: Every time I hear the presentation, I make sure I find the
emergency exit doors.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: Yes, they made it sound important, but when you fly 30-40
times a year, it starts to get old.

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)

Brace Position

12. Did you brace for impact? (Describe position)

I looked around to see what other people were doing. I ended up bracing my hands/arms & head against the seatback in front of me. I cut my nose on impact and have a minor scar.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. 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

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

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 *N/A*

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?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable → *The door at exit 11A-C was placed inside by passenger who opened the door. It fell to the floor. I had to move it in order to exit airplane.*

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. 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 into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *DON'T KNOW*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *DON'T KNOW*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *RAFT WAS UPSIDE DOWN AND 5-6 FEET AWAY FROM WING. THERE WAS NO WAY TO GET TO RAFT WITHOUT GOING INTO THE WATER. I STAYED ON THE WING UNTIL RESCUED.*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe

*I took 2 seats, I handed one to
a woman on the wing.*

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. 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.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. 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 DOOR PLACED INSIDE AIRPLANE

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

I was mid-wing. I could not understand flight attendants commands.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. 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 _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. 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

Cut face/nose on impact.

90. 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

91. 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

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. 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

94. Describe the boat that transported you to shore (or provide name if known)? *Ferry from Arthur Landing.*

95. Where did the boat take you? *Arthur Landing Restaurant, Weehawken, N.J.*

96. Were you transported to a hospital? If yes, which hospital? *NO*

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.

94. Seat Number 12E

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.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 37

97. Height 5' 10"

98. Weight 200 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No → *But they were broken*

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other NO

105. 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

106. 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.

The raft on air side of the aircraft was (at first) unusable. Until someone went into the water and flipped it over, it was virtually useless. This could have been a problem in rough waters.

The response from NY/NJ was amazing. I thank them as well as Capt. Sully for my life.

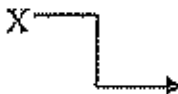
Capt. Sully is a total STUD!

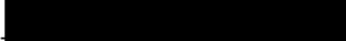
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 the items 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: 

2. My name is 

3. I was seated in seat 12C

Example: 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.

