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 OLESTIONNAIRE

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.

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Safety Briching 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)
Indicate why you did not watch the whole presentation (check all that apply). Seen it before
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? XYes No
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Sunfle to get 4 out Sunfle to get 4 out
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Explain: Wes ho different then the other
8. When did you read the safety instruction card in the sealback 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 Not important Other	Could not understand
10. Did the safety card information help you in the evacuation help you in	n?
11. What changes would you recommend to improve the safe	
Shorty & Simple	
Brae 12. Did you brace for impact? (Describe position)	Position
	LA F J. WIS SCORES
No. 3 WOI V 4.5	
50 the sulling will a	a I would be h h my
13. Why did you choose this position? Flight attendant instruction Looked at safety brid Coher, please Section Coher, p	fing card Copied people around me
I meri 14. When did you look for the emergency exit(s) closest to During boarding During the pre-flight briefing During the evacuation	rency Luis your sest? After the preflight briefing but before the evacuation
15. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Rig	ht of m¢
16. Were you seated in an emergency exit row? ☐ Yes X No If no skip to item 19	
17. Did you receive any pre-flight instructions on your resp	
18. Did you receive a personal briefing by a flight attendant Yes No	on your emergency exit responsibilities?
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	assessment Other
22. Did you have any difficulties opening the exit? Yes No Explain:	

23. Did you use this exit? Yes No 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 I it was the only available exit The other exit was blocked I followed other passengers X it was the closest exit Other
26. Were you directed away from a specific exit?
27. Were you directed toward a specific exit? Yes No
28. Did you follow three directions?
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 X No If yes, explain
31. If you used an ever-wing exit, bow did you get off the wing? Into water Directly onto a boat Other Other
32. If you opened an over-wing exit, did you plate 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 X No
35. Where did you store your: Purse:
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 chrds Car/House key Clothes Camera Computer Job related items Sentimental items Other

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38. Where were the items stored? Under seat Overhead bin Closed (Other
39. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed into seat Returned to overhead bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other
40. Did other passengers ettempt to take carry-on items? Yes No J J N.X See One LX head Som d'A
41. Did passengers retrieving carry-on luggage slow the evacuation?
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes X No
Overwater Safety Equipment
#3/ Did you board a slide/taft? 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 slidc/raft? If yes, explain with really made it. The transfer of the slidc/raft? If we will the first one If we will the slidc/raft?
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? Tes No VA
S1. Did you have problems inflating your vest? Yes No No
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 Chsitions 54. Did you use a flotation scat cushion? Yes No If yes, how did you obtain the cushion? I retrieved it myself from my scal I took if from another seat Someone gave it to me
55. Did you have any problem using the flotation scat 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 scat cushion Other, please explain
Passenger Behavior 57. Did you experience any delay in getting into the aisle? Yes No If yes, describe
S8. 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 X No 61. Did you/get pushed?
Yes No 62. Did you/push anyone? Yes No
63. Were there any disputes among passungers during the evacuation? [] Yes [] No [] Don't know No 1/2 phr. LA I have I fearly sequential to 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 yoy consider another exit because of slow moving lines?
Yes ANo 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? WA
69. Were you seated with your companion(s)? Yes No.
70. Did you evacuate with your traveling companion(s)?
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 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 Disagree
Scarbelt Usage 76/ Was your seathelt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
77. Did ypy have any difficulties unfastening your scatbelt? Yes No
78. Did unfastening your scatbeit slow down your evacuation of the aircraft? Yes No Scatbeit was not buckled
Communications 79. Who first informed you that an evacuation was necessary? [A] Pilot [] Flight Attendant [] Other Passenger [] Personal Decision [] Personal Decision [] Pers
80. At the time, did you know why an evacuation was necessary? Yes No
\$1. 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 chough 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? Score, Brove, Head's down, stay down (Over 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 other temporing 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 Office out of the seat
88. Did the crew assign you any duties? [X Yes No If yes, what were you asked to do and did you do the task. No
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 X 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 X 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 Practure Concussion Broken Back Dislocation Strain NA Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
Post Evacuation Events
94. Describe the boat that transported you to shore (or provide name if known)?
95. Where did the boat take you? Whether Ferry Termine!
96. Were you transported to a hospital? If yes, which hospital? VO

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
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
97. Height <u>UND 5</u> \\
98. Weight <u>LW</u>
99., Gender Male Female
100. Do you wear corrective lenses? Yes X No
101. Were you wearing your corrective lenses during this flight? Yes X 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 X 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

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evacuation and	what improuch as the co	vements or quipment us	ems. The Safety changes to the de ed, instructions g	sign and opera	tion of safety (equipment you	might sugg	gest. Feel free to
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

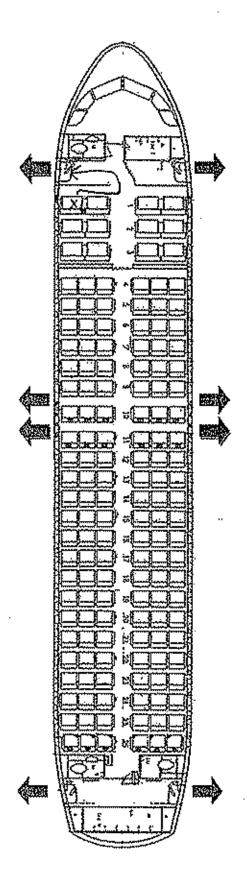
Directions:

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: 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 OUESTIONNAURE

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.

Salety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) [X] Flight Attendant [X] Video [X] Audio
2. How much of the preflight Safety Presentation did you watch? All 75% 50% \$\frac{1}{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 Obstracted by child Obstructed 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
5. Is English your primary language? Yes No
6. Did the pre-flight safety presentation help during the evacuation? Yes W No Explain:
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? [X] Yes No Explain:
8. When did you read the safety instruction card in the scatback 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

2. Why did you not read the safety card? Neezd 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:
SA/1603:
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
V 4.
Brace Position
12. Did you brace for impact? (Pescribe position) Louds in impact? (Pescribe position) Louds in impact? (Pescribe position)
13. Why did you choose this position? [A] Flight attendant instruction [A] Copied people around me [A] Previous knowledge [D] Other, please
Heregency 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 scated 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 A No
20. Did you open, or attempt to open, an exit yourself? Yes Sho 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? DiBefore 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 I it was the only available exit The other exit was blocked I I followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit? Yes SNo
27. Were you directed toward a specific exit? Yes MNo
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 oxit 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
32. If you opened an over-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable
Carry on Ruggage 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 Wo
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? Yes A 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

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38. Where were the items stored? Under scat Overhead bin Closet Other Myrchia
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
4p. 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? Uses No If yes, which one? Forward left Forward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions?
45. Where did you board the slide/reft? 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 Who 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? Tyes 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
S1. Did you have problems inflating your vest? Tes 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 Other, please describe

Flotation Seat Cushions
54. Did you use a flotation seat cushion? Yes Who If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushion? If yes, please describe
S6. 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?
60. Did you see any passengers pushing other passengers? Yes Dino
61. Did you get pushed?
62. Did you push anyone? Yes X 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 I 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

Strongly Disagree Disagree Neutral Agree Strongly Agree	
Yes	
Yes	
Seat tray Seatback in front of you Galley Buskhead (Walks in dividing cabin into sections) Flight attendant seats Galley intens (Soda cans, carts) Luggage plate from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains	
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 76. Was your scatbelt fastened prior to the evacuation? 77. Did you have any difficulties unfastening your scatbelt? 78. Did you have any difficulties unfastening your scatbelt? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you that an evacuation was necessary? 79. Who first informed you have necessary? 79. Who have necessary? 79. Who first informed you have necessary?	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
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 76. Was your seathelt fistened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall 77. Did you have any difficulties unfastening your seathelt? Yes No 78. Did unfastening your seathelt slow down your evacuation of the aircraft? Yes No Scattlett was not buckled **Continuint Caffor** **Continuint Caffor** **Period Tight 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 22. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time 33. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Heard nothing	
Strongly Disagree Disagree Nontral Agree Strongly Agree 75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree Scattlett Usage Strongly Agree Agree	
Statbelt Usage Statbelt Usage Strongly Agree Strongly Agree Strongly Agree	
76. Was your scattelt 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 scattelt? Yes No Scattelt was not buckled 78. Did unfastening your scattelt slow down your evacuation of the aircraft? Yes No Scattelt was not buckled	75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Disagree Strongly Agree
76. Was your scattelt 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 scattelt? Yes No Scattelt was not buckled 78. Did unfastening your scattelt slow down your evacuation of the aircraft? Yes No Scattelt was not buckled	
Yes No Scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled	76. Was your scalbelt fastened prior to the evacuation?
Yes	
79. Who first informed you that an evacuation was necessary? Personal Decision	
79. Who first informed you that an evacuation was necessary? Personal Decision	
Yes No No Sight attendants give you any instructions just prior to the evacuation? Yes No Not enough time 1. Did the flight attendants give you any instructions just prior to the evacuation? 1. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? 1. Yes No Not enough time 1. Did you hear the flight attendants giving instructions during the evacuation? 1. Heard every word No Some words difficult to hear Most words difficult to hear Heard nothing	79. Who first informed you that an evacuation was necessary?
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 No Some words difficult to hear Most words difficult to hear Heard nothing	
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	81. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time
Heard every word M Some words difficult to hear Most words difficult to hear Heard nothing	
84. Describe the flight attendants; instructions?	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
The grist 46!	24 These ribe 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 Wother M with M 187. 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.
39. Did you sustain any injuries prior to the evacuation? [A] Yes [] No If yes, describe the injuries, how they occurred and the effect they had on your evacuation [AND HELD MANDE MAN
Yes \sum \text{INO} 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 DNo If yes, describe the injuries, how they occurred and the effect they had on your evacuation
92. Describe the location of injuries suffered? Wrist Aukle Leg Arm Back Face Head Other Manual 93. Description of injuries suffered? (Check all that apply) Sprain LFracture Concussion Broken Back Dislocation Strain Burn Mbrasions (Lacerations & Bruises) Smoke inhalation Other
Post Evacuation Events 94. Describe the boat that transported you to shore (or provide name if known)? Post Evacuation Events Post Evants Post Evant
95. Where did the boat take you? Weehawken 96. Were you transported to a bospital? If yes, which hospital? Palwooks MA Conto

YourTocation
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 1 C
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 SURB 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 A No
96. Age <u>55</u> 97. Height <u>6^L0^l</u>
97. Height <u>600</u> 98. Weight <u>180</u>
99. Gender [] Male [] Female
100. Do you wear corrective lenses? Yes All No
10]. Were you wearing your corrective leases during this flight? Yes W No
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes M No
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes VI 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 760
106. Aviation Experience ☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic ☐ Other ☐ None

Final Thoughts	917 (3)3
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.	>
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

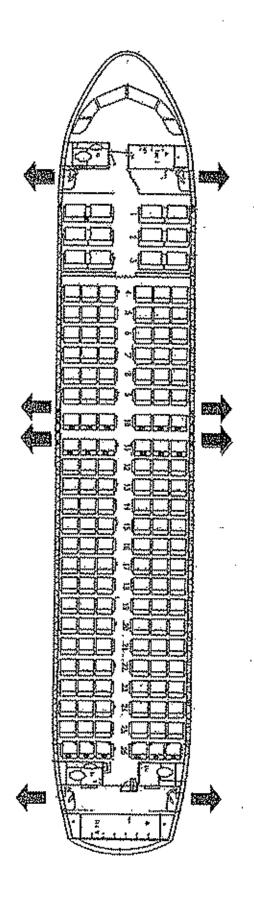
Directions:

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 Fransportation 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.

Sufety Briefing
1. How were the preflight safety instructions presented? (Check all that apply) [Thight Attendant Video Audio
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 50% None (If All, go to question 4)
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Destructed view Distracted by child Distracted by other person H'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 \(\sum \text{No} \)
6. Did the pre-flight safety presentation help during the evacuation? Ves No Explain: / Always 1/57en 70 FA INSTRUCTIONS AS I FLY /00 + TIMES ANNUALLY
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain: At Provided 1755 VERY BOUTHE, AT TIMES INSTRUCTIONS AND SPECIFIC DUE TO "ON TIME " DESCRIPTIONS.
8. When did you read the safety instruction card in the scatback 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 belp you in the evacuation? ☐ Yes ☐ No Explain: Menny(cy Knew Exits & PieoCs Duess Explain:
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) VIDEO V
Brace Position 12. Did you brace for impact? (Describe position) 13. Did you brace for impact? (Describe position) 14. Did you brace for impact? (Describe position)
13. Why did you choose this position? I Flight attendant instruction I Looked at safety briefing card Copied people around me Frevious knowledge Other, please
#mergency Exits 14. When did you look for the emergency exit(s) closest to your scat? 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 Bellind 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 170 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:
(+1)A

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Before the evacuation order was given FAs 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 I it was the only available exit The other exit was blocked I followed other passengers I 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? El Yes \(\sum \) No
28. Did you follow these directions? Yes \(\sum \text{No} \)
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
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
No Lone bag 142 bags 13 bags more than 3 bags # NOTE SUITCASE, BRIEFCASE, LINCE VEAIRWAYS PLMOVED CLOSETS 34. Did you have to gate check a bag you were planning to carry on? CAPTY A VINGLE CAF AND PUT MY Wes 150 COAT IN SO IT DOESN'T CET DIRTY IN THE OVERHEAD - MAKIN 35. Where did you store your: 36. Where did you store your:
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? Yes Wo
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?
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 Liquipment
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
47. Did you obtain a life vest? Yes sow 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 In 170
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Tyes No
51. Did you have problems inflating your vest? Tyes 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

I location Seat Cushions
54. Did you use a flotation seat cushion? Yes 140 If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if 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? Wes No If yes, describe 70541NG
58. Did you climb over any scats during the evacuation? □ Yes 回No If yes, describe
59. Did you see anyone climb over the seats? Tes No
60. Did you see any passengers pushing other passengers?
61. Did you get pushed? Ves No
62. Did you push anyone? Yes Ho
63. Were there any disputes among passengers during the evacuation? Yes No Dion'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
65. Did you consider another exit because of slow moving lines?
66. Were you traveling with anyone? Yes HNO 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 scat? 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains				
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				
Scatbelt Usage 76. Was your seafbelt fastened prior to the evacuation? [] Yes, Very Tight				
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 Pow'r CEMCHBCE				
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
87. How did the crew sid 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 SUSTAINGE NOT ENOW WHEN -
MAIST ANKLE -SOFT TISSUE BENEFE, LECS GARN
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 Pankle Pop Arm Back Face Head Pother 14-157
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
Post Exacuation Events
94. Describe the boat that transported you to shore (or provide name if known)?
95. Where did the boat take you? <i>Weensules</i>
96. Were you transported to a hospital? If yes, which hospital? HES FERSEY 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. Scat Number 22
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 An
96. Age <u>56</u> 97. Height <u>5'9''</u> 98. Weight <u>165</u>
97. Height <u>5 9 '</u>
98. Weight
99. Gender Male [Fremale]
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?
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes Fro
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 Plight Attendant Aviation Mechanic 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 discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important, additional paper if needed.	free to Use
Additional paper if needed. Sept. Start Start Start WSTWORDS - N. SURT BALLS	***************************************

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

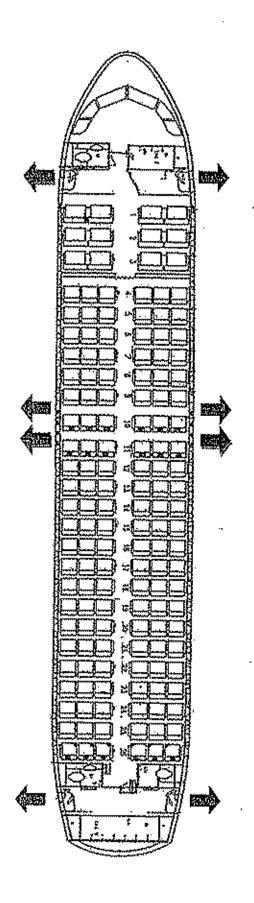
Directions:

The diagram to the right shows all the passenger scats 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.

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% S 50% 25% None (If AH, 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 Reading Steeping Too long Other
4. How well could you bear 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? XYes No Explain:
7. Was the pre-flight briefing presented in a manner that indicated the importance of histening to the briefing? Yes
8. When did you read the safety instruction eard 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 t Not important Ctber	not there
0. Did the safety card information help you in th XYes No xplain:	
· · · · · · · · · · · · · · · · · · ·	ove the safety instructions? (Either the presentation or safety card)
1. What changes would you recommend to impl	010 010 341017 1000 1010 1010
N.	
\$25,000,000,000,000,000,000,000,000,000,0	Brace Position
2. Did you brace for impact? (Describe position	ensover my head
13. Why did you choose this position? X Flight attendant instruction Looked a Drevious knowledge Other, ple	t safety briefing card Copied people around me
14. When did you look for the emergency exit(s During boarding \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Imvrgency Exits closest to your scat? riefing After the preflight briefing but before the evacuation
15. Where did you look for an exit? (Check all t In front of mc ☐ Behind me ☐ Left of t	that apply) mc Right of me
16. Were you seated in an emergency exit row? Yes No If no skip to item 19	
Yes No	on your responsibilities in case of an evacuation?
18. Did you receive a personal briefing by a flig ☐ Yes ☐ No	ght attendant on your emergency exit responsibilities?
19. Did you read the instructions for operating	the exit?
20. Did you open, or attempt to open, an exit you Yes No If no, skip to item 24	ourself?
21. What caused you to open the exit?	Personal assessment Other
Flight attendant P.A. announcement	

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Before the evacuation order was given X 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 I was the only available exit The other exit was blocked I followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit?
27, Were you directed toward a specific exit? Yes No
28. Did you follow these directions? X 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 ANo 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
34. Did you have to gate check a bag you were planning to carry on? Yes ANo
35. Where did you store your: Purse:
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

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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?
41. Did passengers retrieving carry-on luggage slow the evacuation? Yes X No
42. Did passengers argue with flight attendants over retrieving carry-on laggage during the evacuation? Yes No
Overwader Safety Equipment 43. Did you board a slide/raft? Yes \(\text{No} \) If yes, which one? \(\text{Derward left} \) \(\text{Forward right} \) \(\text{Doverwing left} \) \(\text{Doverwing right} \)
44. Was a flight attendant at the doorway giving directions? X 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 \(\int \int \int \int \int \int \int \int
Itie Vests 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? Someone gave it to me Other
I I retrieved it myself from the search and
48. Did you put on the vest? TYes No
49. Where were you when you put the vest on? Inside the sirplane Outside the sirplane
50. Did you inflate the vest? Yes No
51. Did you have problems inflating your vest? Tyes No If yes, describe
52. How did you know the location of the vest? Standard Continue Conti
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 if 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 Other, please explain
Passenger Behavior
57. Did you experience any delay in getting into the aisle? XYes No Aisle was full of passengers waiting to exit If yes, describe Aisle was full of passengers waiting to exit
58. Did you climb over any seats during the evacuation? Yes X No If yes, describe
59. Did you see anyone climb over the seats? [] Yes [X] No
60. Did you see any passengers pushing other passengers? Yos No
61. Did you get pushed? Yes Wino
62. Did you push anyone? Yes X No
63. Were there any disputes among passengers during the evacuation? Yes No Don't know
64. Did you have to walt 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?
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?
69. Were you seated with your companion(s)? Yes X No
70. Did you evacuate with your traveling companion(s)? Yes X 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
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 Agree Strongly Agree
75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Degree Strongly Agree
Seafbelt Usage 76. Was your seafbelt 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 scatbelt? Yes No
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled
Communication 79. Who first informed you that an evacuation was necessary? Pilot X Flight Attendant Cother Passenger Personal Decision
80. At the time, did you know why an evacuation was necessary? X 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
1

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 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 myury-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 Mo 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 AOher 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)? Fech Boat
95. Where did the boat take you? 40th Skeet 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
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?
96. Age 40 97. Height 6'3''
98. Weight <u>215</u>
99. Gender Xmale Female
100. Do you wear corrective lenses? [El Yes No
101. Were you wearing your corrective lenses during this flight? [4] Yes [4] 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
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

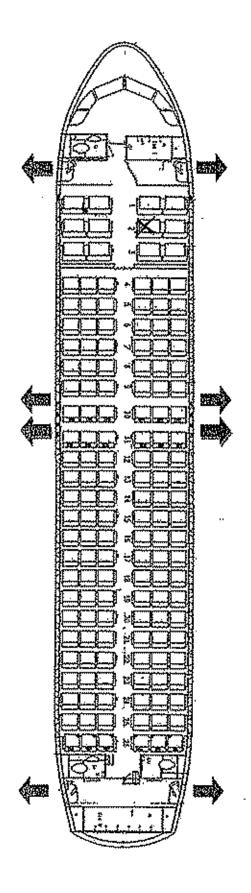
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Directions:

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: 14D



National Transportation Safety Board Washington D.C. 20594

PASSENGER QUESTIONNAIRL

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2. How much of the creflight 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 Destructed 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 hoar 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: ユ 大蛭似 いれによ とれて エ 3中のいではた。
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 scatback 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)
* 1
Brace Position
12. Did you brace for impact? (Describe position) USS. I BENT OUER FIND FUT MY HANK OVER MY HEAD AND BRAKED THE SEAT IN FRONT OF ME.
13. Why did you choose this position? Flight attendant instruction Description Copied people around me 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 seceive 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 altendant 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 scat 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 I it was the only available exit The other exit was blocked I if 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 Z 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 sircraft? 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 48
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

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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? Porward 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
Tife 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? Tyes 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 RIFMPRO TO FIND THE UEST AND
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 Scarring the vest Other, please describe

I lutation 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 if from another seat Someone gave it to me
SS. Did you have any problem using the flotation scat cushion? If yes, please describe
56. How did you know about the flotation cushion? Pre-departure sofety briefing Safety Briefing card Crewmember instructions Observed other people taking their seat cushion Other, please explain Passenger Boltavior
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 Z 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
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 scalbelt 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 scatbelt? Yes No
78. Did unfactening your searbelt 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
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 CHART OF TOMETHING LIKE BRREE FOR IMPAET DUST LOS

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
87. How did the crew sid 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 open assign you any duties? Yes No If yes, what were you asked to do and did you do the task LANGER. I DISTRIBUTED THE DESCRIPTIONS THE PERRY AND HELD THE PERRY ROPES.
Solid you sustain any injuries prior to the evacuation? Yes
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 MUSTED AMAGE IN ARMS FROM HOLDING KOPES.
92. Describe the location of injuries suffered? Wrist Ankle Leg Arm Back Face Head Other CK PAN SHOW CK PAN S
93. Description of injuries suffered? (Check all that apply) Sprain
Post Lyacuation Lyenism 94. Describe the boat that transported you to shore (or provide name if known)? THE FERRY THOMAS JEFF (POW)
95. Where did the boat take you? NY FERRY BULLYUG
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. Scat 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 sircraft before? Yes No
96. Age <u>52</u>
97. Height <u>S' 1G''</u>
98. Weight <u>183 ·</u>
99_Gender Male
100. Do you wear corrective lenses? ☑ Yes ☐ No
101. Were you wearing your corrective lenses during this flight? Yes INO
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 TRIVATE None
TRAINING HOURS PEARS 960

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.
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THANY FREQUENT FLYCK KNOWS THAT THE ENTERE CREW
DE UPO COMINARCIAN GIRCAUEL LIKE GODIBLED MILITARIOTÀS
KESTRAINTS THAT THEY EMPLOY YORING THE OF BLANDINGS
TAUS EMPRICALUES OUT, THE MESSENSHIPS HAVE TONCE, THEY
THE TOLD TO BEDY OVER GLOY ENGINE FOR IMPAT . I KENEVE
THAT THE LARK OF A SHOOFDEE SESTEMINOT WAS DIRECTLY
RESPONSIBLE FOR THE IUDIOKIES THAT IT HAVE SUSTAINUED.
IN MY OPINION, IT IS IN EXCUSABLE THAT SOME FORM OF
SIMPLE SHOULTER RESTRAINST LIKE THAT ATTACHED TO THE
FLIGHT ATTENJANTS JUMP SOUTS, IS 1/OT PROVIDED 10
THE PASSENGERS
(S) I WAR THLES TO THEN SHA OF THE ETHER!
ST MER THER TO SOO TO HEAK THAT DOE OF THE ETIENT
(2) I WAS LATER ASTOUNDED TO HEAR THAT ONE OF THE FLAGHT ATTENDANTS WAS LATER! HAVING SOME EXPUSIVES COF THE WAR
FUENT HITTENADOLL SOME ENDRESSE OF THE ENFERT
THEIR LIGHT OF THE ESTIGNS HIS STONED TO REGENTIAL ONE OF THE ENRICE PLUMP IN MALEY, HEIDING SOME KARMARESK OF THE MER ELICHDONIS MAS I DIL HURKETHALME MKERE OF THE MER ST. MAS NAISE FAZIONNÃO TO HEEK THAL ONE OF THE ENRICH
FUENT HITTENADOLL SOME ENDRESSE OF THE ENFERT
CSIL WAR LATER ASSIGNMENT TO HEAR IMAT ONE OF THE FURTHER THAT WE WERE ADMY TO HEAR IMAT ONE OF THE FURTHER THAT WE WERE ADMY TO THAT UDDE OF THE FURTHER HITTENSTANDS WITH THE INSTALLATION APPRILATION OF THE FURTHER HITTENSTANDS WITH THE INSTALLATION APPRILATION.
CSIL WAR LATER ASSIGNMENT TO HEAR IMAT ONE OF THE FURTHER THAT WE WERE ADMY TO HEAR IMAT ONE OF THE FURTHER THAT WE WERE ADMY TO THAT UDDE OF THE FURTHER HITTENSTANDS WITH THE INSTALLATION APPRILATION OF THE FURTHER HITTENSTANDS WITH THE INSTALLATION APPRILATION.
THEO ABOUT TO BE FROM DOTH HIMDITE CHANGAGE. THIS IS
THEO ABOUT TO BE FACED DOWN A MALE THAT ONE OF THE FLIGHT THEO ABOUT TO BE FACED DOWN A MALE THAT ONE THE PARTY THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT ON THE MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT ON THE MALE THAT THEO ABOUT TO BE FACED DOWN A MALE THAT ON THE MALE THAT OUT OF A DOWN AND THE MALE THAT OUT OUT OF A DOWN AND THE MALE THAT OUT OUT OF A DOWN AND THAT OUT OUT OF A DOWN AND THAT OUT OUT OUT OF A DOWN AND THAT OUT OUT OUT OUT OUT OUT OUT OUT OUT OU
(2) L WAS LATER ASTOUNDED TO HEAR THAT ONE OF THE FLIGHT ATTENDENDS WAS INT ALUARE THAT WE WERE SOME TO LAND IN WATER! HAVING SOME EMPONEED. I SUSPECT THAT I DIDE OF THE FLIGHT ATTENDED IS WERE ALUARE THAT THEY AROUT TO BE FULLY WITH A WATER LANDYNG. THIS IS AMPRING! EXTERIOR AWARDAS, FROM WITH THE INSTALLATION OF ADDITIONAL VIEWING FORS, MUST BE IMPROVED. THAT COULD BE CRUCIAL FOR SURGINAL IN AND FUTURE ALUMENTS.
THERE EXCUSE MY HAND WELLTON, MY FINE MOTOR CONTROL

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:

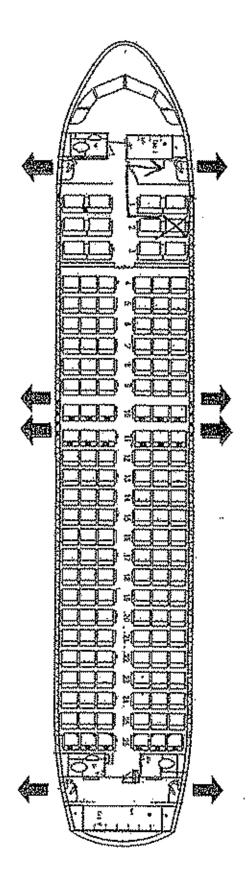
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

2. My name is

3. I was scated in seat 2F

Example: 14D



National Fransportation Safety Board Washington D.C. 20594

PASSENCER OLESTIONNAIRE

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 Binefing
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio
2. How much of the proffight 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. Jo-English your primary language? Yes No
6. Did the pre-flight safety presentation help during the evacuation? Tes
Explain:
8. When did you read the safety instruction card in the scatback 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 Tother fassilion with information.
0. Did the safety card information help you in the evacuation?
Yes No No not ruly a factor band on the event and
Hupt time to react of for the landing
As in a conference of the presentation or safety card)
\$ \$1 \$7000 \$1 \$4.500 \$1
to open the reas dist is the event of a water landing.
Brace Position
12. Did you brace for impact? (Describe position)
Land the state of
Contest Control of the Control of th
I put my hands in first of my face and leaved frauence
against the seat (2) ortgrown
13. Why did you choose this position? Flight attendant instruction
Flight attendant instruction Looked at safety briefing card Copied people around the Previous knowledge Tother, please Sessel the last position for me
Emergency Exits
A Property Court
During boarding During the pre-taget orieting 1 Attest the internal orientals
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 scaled in an emergency exit row?
Yes ANO 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 Pro already familias with procedure
· · · · · · · · · · · · · · · · · · ·
20. Did you open, or attempt to open, an exit yourself? Yes No If no, skip to item 24
l a de constitue milita
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?
1 rmi
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 sent As I traveled down the nink
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 I t was the only available exit The other exit was blocked I followed other passengers I was the closest exit Other
26. Were you directed away from a specific exit? Yes ENo
27. Were you directed toward a specific exit? Yes Promot 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 Ano
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
CATTY ON BARGAGE 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 Brig Carr
34. Did you have to gate check a bag you were planning to carry on? Yes No
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? Yes Pro
If no skip to item 40
37. What items did you need to take? Medicines Money/waltet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other

Under seat Overhead bin Closet Other	
Taken by flight attendant	38. Where were the items stored? Under seat Overhead bin Closet Other
41. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Data Brand A. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Data Brand Yes No Data Brand Over water Satery 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 Want Aman Ama	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
Yes No Data Same 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Data Same 43. Did you board a slide/raft?	40. Did other passengers attempt to take carry-on items? ☐ Yes ☐ No
Oversystem Safety Equipment	41. Did passengers retrieving carry-on luggage slow the evacuation?
43. Did you board a slide/raft? Forward left Forward right Overwing left Overwing right 44. Was a flight attendant at the doorway giving directions? 45. Where did you board the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? 48. Did you put on the vest? Yes No 49. Where were you when you put the vest on? 48. Did you have problems inflating your vest? Yes No 51. Did you have problems inflating your vest? Yes No 52. How did you know the location of the vest? 63. Did you have any problems using the life vest? Yes No 64. How did you know the location of the vest? 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No No If yes, what problems?	42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No Don't know
43. Did you board a slide/raft? Forward left Forward right Overwing left Overwing right 44. Was a flight attendant at the doorway giving directions? 45. Where did you board the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 46. Did you have any difficulty boarding the slide/raft? 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? 48. Did you put on the vest? Yes No 49. Where were you when you put the vest on? 48. Did you have problems inflating your vest? Yes No 51. Did you have problems inflating your vest? Yes No 52. How did you know the location of the vest? 63. Did you have any problems using the life vest? Yes No 64. How did you know the location of the vest? 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No 65. Did you have any problems using the life vest? Yes No No If yes, what problems?	Overvoter Safety Equipment
Yes No	43 Did you board a slide/raft?
Door Wing Water	
Someone gave it to me	45. Where did you board the slide/raft? Door Wing Water
Iffe Vests 1 1 1 1 1 1 1 1 1	46. Did you have any difficulty boarding the slide/raft? If yes, explain went down shill forward left and tentiled into New Tours to a few functions for and the formation of the slight and New Tours to a few functions are arrived.
47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? Someone gave it to me Other 1 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 14. By you have problems inflating your vest? Yes No 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?	
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?	47 Did you obtain a life yest? Yes No If yes, how did you obtain the yest?
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?	
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?	
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?	
Instructions from crewmember	
Instructions from crewmember	51. Did you have problems inflating your vest? Yes No
53. Did you have any problems using the life vest? Yes No If yes, what problems?	51. Did you have problems inflating your vest? Yes No
Locating the vest Reaching the package Opening the package Other, please describe	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

Floration 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 if 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 FNo If yes, describe
58. Did you climb over any scats during the evacuation? Yes No If yes, describe
59. Did you see anyone climb over the seats?
Yes ENo
60. Did you see any passengers pushing other passengers? Yes Tho
61. Did you get pushed? U Yes INo
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 PNo 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 scated with your companion(s)?
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 caus, 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
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
75. My age assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree
Scathelf: Usage 76. Was your scathelt 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 scatbolt? Yes Pro
78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes Pro Seatbelt was not buckled
Communication 79. Who first informed you that an evacuation was necessary? Pilot Plight 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 150 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 crow sid 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 And 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
<u></u>
90. Did you sustain any injuries during the evacuation? Yes HNo
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
Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation
Post Evacuation Events
94. Describe the boat that transported you to shore (or provide name if known)?
Ferry Gran Wachowhen VJ-
95. Where did the boat take you? October handing
A -
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 sircraft. The doors and exits are indicated by large arrows.
94. Scat 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 Pro
96. Age 67 97. Height 5'8"
97. Height <u>5'8"</u>
98, Weight <u>170</u>
99. Gender □-Wale □ Female
100. Do you wear corrective lenses?
101. Were you wearing your corrective lenses during this flight? Tes No
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes Ano
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Wes No glan of these wine at hund.
104. Prior to departure, was your ability to evacuate affected by any of the following: NC Vision Hearing Age Injury Recent surgery Canc Other
105. How often do you travel by air? First-flight. Less than I 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

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.

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.

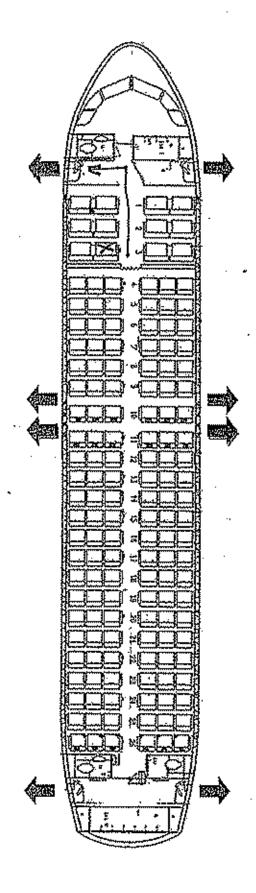
Example:

` [______

2. My name is

3. I was scated in scat 3C

Example: 14D



National Transportation Safety Board Washington D.C. 20594

PASSENGER OUESTIONNAIRE

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 Bricking
How were the proflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio Audio
2. How much of the preflight Safety Presentation did you watch? All 75% 50% 1225% 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 Obstracted by child Obstracted by other person It's basic knowledge OListening 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? [A Yes] No
6. Did the pre-flight safety presentation help during the evacuation? [] Yes [] No Explain: L Didn'T CEALLY 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,
3. When did you read the safety instruction card in the scatback in front of you? Frior 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 eard? 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 Tho Explain: Hougstin, Looked at the safety card to independent LHAT THE OF AIRCRAFT T WAS ON - "A 320 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 - GARRED ANDERS - HEAD BETWEEN EXEES
13. Why did you choose this position? Flight attendant instruction Copied people around me Previous knowledge Other, please
Homergency Exits 14. When did you look for the emergency exit(s) closest to your sent? 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) [C] In front of me Behind mc Left of mc Right of mc
16. Were you seated in an emergency exit row? Yes Who 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 Pho
20. Did you open, or attempt to open, an exit yourself? Yes Pho If no, skip to item 24
21. What caused you to open the exit? [Flight attendant
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" INTRACTIONS.
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 I it was the only available exit The other exit was blocked I i followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit?
27. Were you directed toward a specific exit? Yes UNo
28. Did you follow these directions? Yes No ???
29. Did you pass-a usable exit at the direction of a flight attendant? Yes Tho
30. Did you select an exit and then change your mind? Yes Hwo 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 Wor 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 □状o
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 ovacuation? Yes Ho
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?
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No DID NOT SEE
Overwaler Safety Equipment
43. Did you board a slide/raft? [P Yes No If yes, which one? Porward left Forward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions?
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 PROSEFOS
Life Vests
47. Did you obtain a life vest? Lifes 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 FERCY Someone
48. Did you put on the vost? ☐ Yes ☐ No
49. Where were you when you put he vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Yes No N/A - VEST WAS NOT INFLATABLE 79PE
51. Did you have problems inflating your vest? Tes No No
52. How did you know the location of the vest? NA Instructions from exermember 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 Ano If yes, what problems? Locating the vest Reaching the package Opening the package Donning the vest Securing the vest Other, please describe

Floration/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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation scat cushion? If yes, please describe
S6. How did you know about the flotation cushion? Pre-departure safety briefing Safety Briefing card Crewmember instructions Observed other people taking their sent cushion Other, please explain Passenger Peliavion
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?
61. Did you get pushed? Yes K No
62. Did you push anyone? Yes Divo
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 DXNo 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							
59. 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							
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							
Seathelt-Usage							
76. Was your scatbelt fastened prior to the evacuation? For 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 unfastering your scatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled							
Communication 79. Who first informed you that an evacuation was necessary? C-Filot Flight Attendant Other Passenger Personal Decision							
80. At the time, did you know why an evacuation was necessary? Yes No							
81. Did the flight attendatifs give you any instructions just prior to the evacuation? Yes No No Not enough time							
82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Prot 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 'SPACE FOR IMPACT" FROM CAPTAIN, THE ATTENDANTS QUICKET DESCRIBED 2.44 - 5.65 - 5.05							
BANGE POSITION THEO CHANTED SOMETHING TO THE FIFTHER							

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 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 SNo If yes, what were you asked to do and did you do the task.
In Jury 89. Did you sustain any injuries prior to the evacuation?
Yes Tho 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 Liko 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?
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 51/2010 CME
95. Where did the boat take you? <u>NY PIER 76 ?</u>
96. Were you transported to a hospital? If yes, which bospital?

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 LtC
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 SURB 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.
Lersonal Information 95. Have you ever had to evacuate an aircraft before? Yes UNo
96. Age 3.7
97. Height <u>5' 10"</u>
98. Weight · <u>200</u>
99. Gender Male Female
100. Do you wear corrective lenses? ☐ Yes ☐ No
101. Were you wearing your corrective lenses during this flight? Yes Two
102. Did you lose your corrective lenses during the event that caused the evacuation?
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Wes INO I BEEL 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 I 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 Thomas

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Thank you evacuation discuss iten additional p	and what i as such as	improvens the equipm	nts or chan	ges to th	ie design :	and ope	ration of sa	ifety equ	tipment yo	u might su	ggest. F	eel free to
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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:

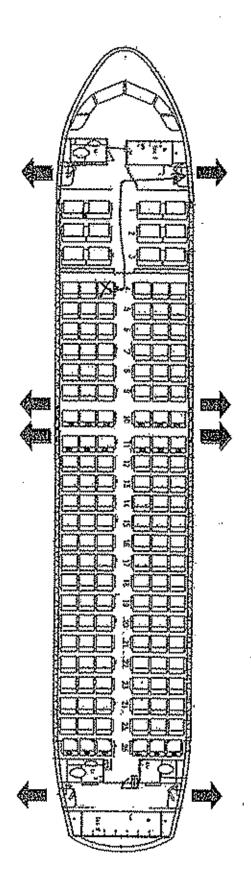
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

2. My name is

3. I was scated in seat 4c

Example: 14D



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-

Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Video Andio
2. How much of the preflight Safoty Presentation did you watch? AH
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 proving ht safety presentation help during the evacuation? Yes DNO Explain: I didn't pay effective unfortunately. I was able to determine before invariations of the closest exits were, but left the flore without my life very
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? 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 Coher Usually doubt read it
10. Did the safety card information help you in the evacuation? Yes One Explain: O.det read
1). 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) <u>Yes, put my Lead down between Kneon</u>
13. Why did you choose this position? Flight attendant instruction
Emergency Exits
14. When did you look for the emergency exit(s) closest to your scal? During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation
Company of the property of the
15. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me
15. Where did you look for an exit? (Check all that apply)
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 scated in an emergency exit row?
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 scated in an emergency exit row? Yes In o If no skip to item 19 17. Did you receive any pre-flight instructions on your responsibilities in case of an 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 scated in an emergency exit row? Yes PNo 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?
15. Where did you look for an exit? (Check all that apply) In front of me
15. Where did you look for an exit? (Check all that apply) In front of me
15. Where did you look for an exit? (Check all that apply) In front of me

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Before the evacuation order was given \(\sumeq \lambda s \) I left my seat \(\sumeq \lambda s \) I traveled down the siste \(\sumeq \text{Other} \)
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 I it was the only available exit The other exit was blocked I i followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit? Yes Tho
27. Were you directed toward a specific exit? Yes TWo
28. Did you follow these directions? Yes No
29. Did you pass a usable exit at the direction of a flight attendant? Yes To No
30. Did you select an exit and then change your mind? Yes HNo 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 Conc 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:
Suitcase 2: Under seat Overhead bin Closet Other
36. Did you alternot to take any carry-on items with you during the evacuation? Yes PNo
If no skip to item 40
37. What items did you need to take? Medicines Money/wallst/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Other

	e were the items stored? at scat	
Taken	happened to any carry-on bags you took with you during the evacuation? by flight attendant Placed in a seat Returned to overhead bin ed to floor Carried into raft/out wing Took with me onto rescue boat	
40. Did o	ther passengers attempt to take carry-on items? No I heard flag hid, but didn't see any me do this	
41. Did p	assengers retrieving carry-on luggage slow the evacuation? No	
42. Did p	assengers argue with flight attendants over retrieving carry-on luggage during the evacuation? No	
	Overwater Safety Equipment	
	on board a slide/raft? No If yes, which one? Forward left Forward right Overwing left	Overwing ri
44. Wasa 12 Yes [flight attendant at the doorway giving directions?] No	
	did you board the slide/raft? Wing Water	
46. Did y		
	n have any difficulty boarding the slide/raft?	
If yes, exp		L_
If yes, exp		
1f yes, exp	Life Vests u obtain a life vest? □ Yes □ No If yes, how did you obtain the vest?	
47. Did y I retrie 48. Did y 49. Where	Life Vests u obtain a life vest? Yes No If yes, how did you obtain the vest? ved it myself from under my seat Someone gave it to me Other	
47. Did y I retrie 48. Did y 49. Where	Life Vests u obtain a life vest? Yes No If yes, how did you obtain the vest? red it myself from under my seat Someone gave it to me Other u put on the vest? Yes No were you when you put the vest on?	
47. Did y 47. Did y I retrie 48. Did y 49. Where Inside 50. Did y 51. Did y	Life Vests ou obtain a life vest? Yes Yes I No If yes, how did you obtain the vest? red it myself from under my seat Someone gave it to me Other ou put on the vest? Yes No were you when you put the vest on? he airplane Outside the airplane	
47. Did y 47. Did y I retrie 48. Did y 49. Where Inside 50. Did y 51. Did y	Life Vests au obtain a life vest? Yes No If yes, how did you obtain the vest? yed it myself from under my seat Someone gave it to me Other au put on the vest? Yes No were you when you put the vest on? the airplane Outside the airplane au inflate the vest? Yes No a have problems inflating your vest? Yes No	
1f yes, exp 47. Did y 1 retrie 48. Did y 49. Where Inside 50. Did y 51. Did y If yes, desi	Life Vests au obtain a life vest? Yes No If yes, how did you obtain the vest? yed it myself from under my seat Someone gave it to me Other au put on the vest? Yes No were you when you put the vest on? the airplane Outside the airplane au inflate the vest? Yes No a have problems inflating your vest? Yes No	

Flotation Seat Cushions
54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion? If retrieved it myself from my seat I took if from another seat Someone gave it to me
S5. Did you have any problem using the floration seat cushion? If yes, please describe
56. How did you know about the flotation cushion? Predeparture safety briefing Safety Briefing card Crewnember 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 clipst over any scats during the evacuation? Yes Pro If yes, describe
59. Did you see anyone climb over the scats?
60. Did you see any passengers pushing other passengers? Yes Pro
61. Did you get pashed?
62. Did you push anyone? Yes 110
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?
66. Were you traveling with anyone? Yes The 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 scat? Yes No
69. Were you seated with your companion(s)? Yes No
70. Did you evacuate with your traveling companion(s)?
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 Heardsets Broken cabin interior Overhead bins Curtains Other Right Front door woll ad Stag open and realed to be hill open
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree
73. My physical size assisted me in the evacuation. Strongly 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
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 PNo
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes Two Seatbelt was not buckled
Communication
79. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision
80. Atthe 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

85. Did you remove your shoes during the evacuation? Yes Pro If no skip to item 87
86. Why did you remove your shoes? Flight attendant instructions
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.
INJULY 89. Did you sustain any injuries prior to the evacuation?
The year sustain any injuries prior to the evaluation. If yes, describe the injuries, how they occurred and the effect they had on your evacuation. Hit am head on the bulkhead in tract of my sect (4D). Just a large barme, no blacking, no reduced attention, Minor Suap.
90. Did you sustain any injuries during the evacuation? Yes PNo If yes, describe the injuries, how they occurred and the effect they had on your evacuation
91. Did you sustair any injuries after the evacuation? Yes Two 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)? Felly init we of a and
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 extr had to evacuate an aircraft before? Yes Yo
96. Age <u>40</u>
97. Height
98. Weight 180#
99. Gender Male
100. Do you wear corrective lenses? Yes No
101. Were you wearing your corrective lenses during this flight? Ill Yes I No
102. Did you lose your corrective leases during the event that caused the evacuation? Yes No
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes You 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 I Less than I flight per year I to 2 flights per year 3 to 6 flights per year More than 6 flights per year
106. Aviation Experience Commercial Pitot Private Pilot Plight Attendant Aviation Mechanic Other 13 hors in Cosses, quit None

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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 light fint day would not stay open and a passenger had to hold it open for people to evacuate.
I definitely should have listened to the proflight cated briefing, browner I I that think to get my life in thet.
The flight crowdid on amorning job, the charling "brace brace brace was cartral to me to tollar the astruction siven the last in my brain at this was happening It would have been benefited for the to remind us to put on lite sackets. I don't think one cannow come would have writed again siven the toy", large at in that a few times likely would have resulted in more people having a life jacket a.
Funderstand that the EON configuration has the rolls in the fond and lock. I would think that this would be the standard configuration - had we not had that all at the use in the trast roll would have been in the water with ten people in life jackets
It there are any other quarters follow up my contact into is:

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.

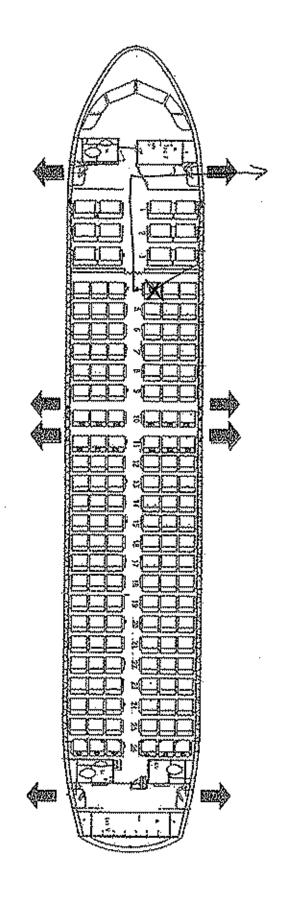
Example: X

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 OUESTIONNAIRE

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.

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? MAH
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Obstracted by child Obstracted by child Sleeping Too long It's basic knowledge Listening to music/andio tapes Reading Sleeping Too long Other
4. How well could you hear the presentation? [Mileard every word
5. As English your primary language? Yes No
6. Did the pre-flight sefety presentation help during the evacuation? Yes No Probably from All My Years of flying. 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? Explain:
8. When did you read the safety instruction eard in the seatback in front of you? Prior to flight During pre-flight briefing In-flight W Did not read If you read the safety card skip to item 10

9. Why did you not read the safety card? Mead it before Could not find Was not there Could not understand Not important Other
10. Did the safety eard 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)
Brace Position 12. Did you brace for impact? (Describe position) Yes Head Gown.
13. Why did you choose this position? Previous knowledge
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 You 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 spen, 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 bave any difficulties opening the exit? Yes No Explain:
— to 1.00 (1

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Before the evacuation order was given Mas 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 I it was the only available exit The other exit was blocked I followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit? Yes W 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 attendent? Yes V No
30. Did you select an exit and then change your mind? Yes No If yes, explain
-trentinhammanian
31. If you used an oxer-wing exit, how did you get off the wing? Into water Directly onto a boat Other
32. If you opened an ever-wing exit, did you place the exit door inside the aircraft? Yes No Not Applicable
Carry-on Baggage 33. Did you Kave carry-on baggage? (Count purses, computers, backpacks, etc. as one item each) No Vone bag 2 bags 3 bags more than 3 bags
34. Did you kave 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: V 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? MYes No I did Not see anyone do this, I heard from other passenger that some people did. 41. Did passengers retrieving carry-on luggage slow the evacuation? Yes MNo Not for me.
42. Did passerigers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes You
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 レルドルのの人
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? 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? Tyes No
51. Did you have problems inflating your vest? Tyes 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 Doming the vest Securing the vest Other, please describe

Elotation Seat Cushions
54 (12 you use a flotation seat cushion?
55. Did you have any problem using the flotation seat cushion? If yes, please describe Did NOT NAVE FO USE,
56. How did you know about the flotation cushion? Pre-departure safety briefing Safety Briefing card Crewmember instructions Observed other people taking their scat cushion Other, please explain
Passenger Behavior
57. Did you experience any delay in getting into the aisle? Yes Mo 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 scate?
☐ Yes Mo
60. Did you see any passengers pushing other passengers? Yes Mo
61. Did you get pushed?
62. Did you push anyone? Yes Mo
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 obsider another exit because of slow moving lines?
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 V Friend Other

68. If you were traveling with a child, were you using a child safety seat? Yes No	
69. Were you scated with your companion(s)? Yes No	
70. Bid you evacuate with your traveling companion(s)? Yes INO 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 scats 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	
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 Disagree Strongly Agree	
75. My age assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree	
Seatbelt Usage	222
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76. Was your scatbelt fastened prior to the evacuation? ☐ Yes, Very Tight ☑ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall	
76. Was your scatbelt fastened prior to the evacuation?	
76. Was your scatbelt fastoned prior to the evacuation? ☐ Yes, Very Tight ☑ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall 77. Did you have any difficulties unfastening your scatbelt?	
76. Was your scatbelt 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 scatbelt? ☐ Yes ☑ No 78. Did unfastening your scatbelt slow down your evacuation of the aircraft? ☐ Yes ☑ No ☐ Scatbelt was not buckled	
76. Was your scatbelt 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 scatbelt? ☐ Yes ☑ No 78. Did unfastening your scatbelt slow down your evacuation of the aircraft?	
76. Was your scatbelt 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 scatbelt? Yes No 78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled **Communication** **Communication** 79. Who first informed you that an evacuation was necessary.**	
76. Was your scatbelt 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 scatbelt? Yes No 78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled **Communication** Fight Attendant Other Passenger Personal Decision 80. At the time, did you know why an evacuation was necessary?	
76. Was your scatbelt fastened prior to the evacuation? Yes, Very Tight	
76. Was your scatbelt 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 scatbelt? Yes No 78. Did unfastening your scatbelt 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 No tenough time 82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?	
76. Was your scatbelt fastoned prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall 77. Did you have any difficulties unfastening your scatbelt? Yes No No Scatbelt was not buckled 78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt 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 No Not enough time 82. Did the flight attendants give you any instructions just 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?	

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?
MYes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Aleck from impacf of being thrown into back of seat in front-of me. Did Not effect my evacoffon.
90. Did you sastain any injuries during the evacuation? Yes W 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 Deg Arm Back Face Head Wother Neck
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Butn Abrasions (Lacerations & Bruises) Smoke inhalation Other Being Trented for Neck and Shoulder pain.
Post Evacuation Events 94. Describe the boat that transported you to shore (or provide name if known)?
Small police reseve bont I believe
95. Where did the boat take you? To A Ferry bent dock zone,
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. Scat Number
Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "B" on that seat.
Personal Information 95. Have yopever had to evacuate an aircraft before? Yes Vo
96. Age 54 (Now 55) 97. Height 58
98. Weight
99. Gender [Male Female
100. Do you wear corrective lenses? Yes Who
101. Were you wearing your corrective lenses during this flight?
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 Who
104. Prior to departure, was your ability to evacuate affected by any of the following: ~/o Vision Hearing Age Injury Recent surgery Cane Other
105. How often do you travel by air? First flight Less than I flight per year II 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

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 number of poor systems in place and or the first temporary of the
DECAUSE OF POOL SYSTEMS IN PLACE AND OF THE FACT
That birds and their Numbers are being protected we
SURVINE OVER SEVERAL MILLION YEARS AND THERE ARE PLEASEY OF LESS POPULATED Breas FOR THEM TO FLOURISH.
of less populated Breas for them to flourish, '
Decrease the population of burds wear Aleports.
Better equipment in place to detect hinde in the
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

Directions:

The diagram to the right shows all the passenger scats 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:

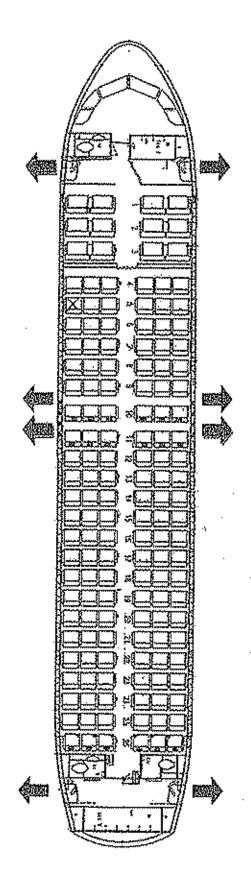
X ____

2. My name is

3. I was seated in seat <u>5A</u>

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 OUESTIONNAIRE

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.

Salety Briefing
1. How were the proflight safety instructions presented? (Check all that apply) [X] Flight Attendant Video Audio
2. How much of the preflight Safety Presentation did you watch? All 75% \$\int\{ 50\% 25\% None} \text{None} \text{None} \text{(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 Si 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 KNo 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
1

Why did you not read the safety cord? Read it before Could not find Was not there Could not understand Not important Other
Did the safety card information help you in the evacuation? Yes
. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) PERSON AND IN PRICES WOULD BE MORE IMPROVE.
Brace Position
2. Did you brace for impact? (Describe position) I during down holding front of my sent side and side,
3. Why did you choose this position? Looked at safety briefing card Copied people around me Other, please
Emergency Exits: 4. 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
5. Where did you look for an exit? (Check all that apply) ☑ In front of me ☐ Behind me ☐ Left of me ☐ Right of me
6. Were you scated in an emergency exit row? Yes Sino 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 XINo
20. Did you open, or attempt to open, an exit yourself? Yes KNo 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. Díd you use this exit? Yes No
24. When did you decide which exit to use? Before the evecuation order was given K 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 cable staff I it was the only available exit The other exit was blocked I i followed other passengers I it was the closest exit Other
26. Were you directed away from a specific ext/? Yes ZNo
27. Were you directed toward a specific exit? Yes El No
28. Did you follow these directions?
29. Did you pass a usable exit at the direction of a flight attendant? Yes Ki 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
Curry 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? XI Yes No
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evecuation? 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 Chonk, blble

·
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 scat Returned to overhead bin Dropped to floor Carried into rail/out wing Zook with me onto rescue boat Other
40. Did other passengers attempt to take carry-on items?
41. Did passengers retrieving carry-on luggage slow the evecuation?
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? □ Yes 四和o
Overwater Safety Equipment
43. Did you board a slide/raft? 52. Yes 63. No If yes, which one? 64. Forward right 65. Overwing left 65. Overwing right
44. Was a flight attendant at the doorway giving directions? Yes Z No
45. Where did you board the slide/raft? Door Wing Water
46. Did you have any difficulty boarding the slide/rasi? If yes, explain 1 was the last one from plaune and se. panic slage So really didn't know what to do.
Vests 47. Did you obtain a life vest? A Yes \(\sum \) No If yes, how did you obtain the vest? \[\sum \] I retrieved it myself from under my seat \(\sum \) Someone gave it to me \(\sum \) Other \(\sum \) Seat.
48. Did you put on the vest? A Yes No
49. Where were you when you put the vest on? [5] Inside the airplane
50. Did you inflate the vest? Yes No
51. Did you have problems inflating your vest? Tyes KNo If yes, describe
52. How did you know the location of the vest? Instructions from crewmember Cobserved 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 Alo If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if 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 ZNo
60. Did you see any passengers pushing other passengers? Yes No
61. Did you get pushed? Yes No
62. Did you push anyone? Yes XINo
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.
CC 12/2 - Andrew State harry of close monitor lines?
65. Did you consider another exit because of slow moving lines? Yes X No
66. Were you traveling with anyone? Yes El 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?
69. Were you seated with your companion(s)?
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) Sent tray Sentback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant scats 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
72. Other passengers in general were cooperative during the evacuation. □ Strongly Disagree □ Disagree ☑ Neutral □ Agree □ Strongly Agree
73. My physical size assisted nie in the evacuation. Strongly Disagree Disagree Neutral Z 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
Senfbelt lisage 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 seatheld? Yes No
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? □ Yes 以 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? At the time, did you know why an evacuation was necessary?
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 Ano 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 又 Heard nothing
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 VI 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
87. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I 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 yos, describe the injuries, how they occurred and the effect they had on your evacuation, white I was down crash in to water I hit my head to
Thay front of the band.
90. Did you sustain any injuries during the evacuation? Yes \[\sum \] 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 an
91. Did you sustain any injuries after the evacuation? [2-Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation by Inside heat, by favey came resuch us, under boat had included on when they hiting eachother chashing ice and part of ice were hit my nose, walks breeding.
OF ICE WELL DIT MY MOSE, WOURS bleeding.
92. Describe the location of injuries suffered? Wrist
93. Description of injuries suffered? (Check all that apply) Sprain Practure Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Brulses) Smoke inhalation Other head and head
Post Evacuation Events 94. Describe the boat that transported you to shore (or provide name if known)?
by boat
95. Where did the boat take you? INSIDE
96. Were you transported to a hospital? If yes, which hospital? .ST VINCENTS CATHOLIC 1470 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. Scat Number <u>5 B</u>
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 Avo
96. Age <u>53</u>
97. Height <u>5.3</u>
98. Weight <u>128</u>
99. Gender Male ÆFemale
100. Do you wear corrective lenses?
101. Were you wearing your corrective lenses during this flight?
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes HNo
103. Had you consumed any alcohol in the 8 hours prior the evacuation?
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 I flight per year 1 to 2 flights per year 2 to 6 flights per year More than 6 flights per year
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

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. Depatt but they didn't until 3:15pm or so, I was about missing this plane because what they printed out out tieret Juvete gate is, but starting board from gate zi,
at the time I was so supplied that with out answers
but after all we all Lucky and blessed !
JO One was hart very Book
and pilotwas expert! give him big
bug and blessing. Thank You!

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

Directions:

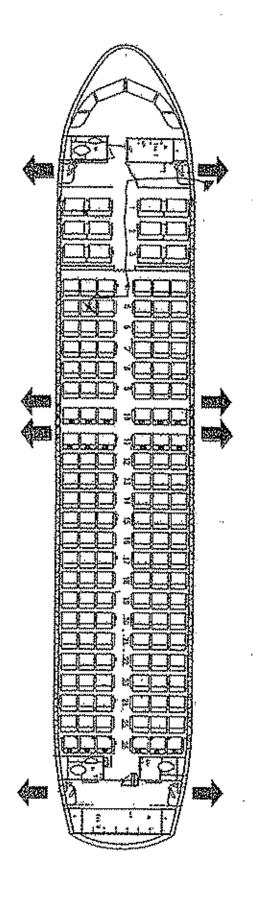
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

2. My name is ____

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 OUTSTIONNAIRE

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.

Safely Friefing 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? Wheard every word Some words difficult to hear Most words difficult to hear
5. As English your primary language? [No
6. Did the pre-flight safety presentation help during the evacuation? [] Yes [] No Explain: According to safety presentations, water landings are "unlikely" last Subjection regulated a set of electronic bone of which are made clearly the safety prefer to Done In this case, the flight alkedonts were it even an invertible to 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? [U/Yes [] No Explain: Fluguet a fleure etc. olumns Stress for importance of listening to the briefing?
8. When did you read the safety instruction card in the scatback 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? Bead 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 lovely of picture more of which continue to a manger or details of safety equipment appraished Witters is the switch flate to deplay a reflection. How is every to play yest made (pall the velocin strap, open the partie to partie out the west, course it, etc.)
Brace Position
12. Did you brace for impact? (Describe position) Should held bread down at morney of impact

13. Why did you choose this position? [Flight attendant instruction
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) [[Vin front of me
16. Were you scated in an emergency exit row? Yes Who 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 yilled to seas. Get up, get out."
25. For what reasons did you choose this exit? (Check all that apply) [I] I was called to the exit [I] I was directed by cabin staff [I] It was the only available exit [I] The other exit was blocked [I] followed other passengers [I] It was the closest exit [I] Other Since we were in fact washer I was looking for day lish! which was coming them to exit floor.
26. Were you directed away from a specific exit?
27. Were you directed toward a specific exit? Yes Wo
28. Did you follow these directions? Yes No MA
29. Did you pass a usable exit at the direction of a flight attendant? Yes JNo
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 bost 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 gurses, 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 Who
35. Where did you store your: Purse:
36. Did you altempt 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 itcms? Yes \[\sum \text{No} \]
41. Did passengers retrieving carry-on luggage slow the evacuation? Yes No Not core - didn't spend and him a warrant on it
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No this Flight alknown is were not there to faithful.
Overwater Safety Equipment
43. Did you board a slide/raft? 43. Did you board a slide/raft? Forward fight Overwing left Overwing right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions? Yes No Don't recell seeing a flight a Herdant at door but I believe she cas 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? \(\) Other \(\) Vericoid from under my scat \(\) Someone gave it to me \(\) Seat in Font of the
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 AA If yes, describe
52. How did you know the location of the vest? Instructions from crewmember Cobserved others taking vest Pre-departure briefing. Read safety briefing card Other, please explain Previous Safety Instructions (Millian)
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 Scouring the vest Other, please describe

Flotation Sear 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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushion? A 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?
Tyon I No If you, describe For a few brief seconds - between the funding and the directive from a passenger to Cat Old" have no recollection I know to be use a delay but I have no bemany of those few seconds
58. Did you climb over any seats during the evacuation? Yes Did you ff yes, describe
59. Did you see anyone climb over the seats?
60. Did you see any passengers pushing other passengers? Yes You
61. Did you get pushed?
62. Did you push anyone? Yes No
63. Were there any disputes among passengers during the evacuation? See 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 Who 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.) Cowerker Friend Other

68. If you were traveling with a child, were you using a child safety seat? Yes No
69. Were you scated 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) Non « 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Dagree Strongly Agree
73. My physical size assisted me in the evacuation. Strongly Disagree Disagree Dentral Disagree Strongly Agree
74. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Defect Strongly Agree
75. My age assisted me in the evacuation. Strongly Disagree Disagree Delutral 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 scatbell? Yes No
78. Did unfastening your seathelt slow down your evacuation of the aircraft? Yes No Seathelt 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? Instructions were given Prior to Crass Yes No Not enough time Chant so not save 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?

85. Did you remove your shoes during the evacuation?	Ì
Yes No If no skip to item 87	1 1.
86. Why did you remove your shoes?	in The
S6. Why did you remove your shoes? Flight attendant instructions	or a manife
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 remember any crow action	hoving Le
88. Did the crow assign you any duties? Yes No	
If yes, what were you asked to do and did you do the task.	
	i i
Injury	
89. Did you sustain any injuries prior to the evecuation?	-
Yes No	
If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
Borged face on scat in Cont 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?	
If yes, describe the injuries, how they occurred and the effect they had on your evacuation	
4	
92. Describe the location of injuries suffered?	
□ Wrist □ Ankle □ Leg. □ Arm □ Back □ Face □ Head □ Other	
02 Particles of his size and found of Charles all that anything	
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain	
Burn Abrasions (Lacerations & Bruises) Smoke inhalation	
Other Bloody nosc	
Post Evacuation Events	
94. Describe the hoat that transported you to shore (or provide name if known)? Possengar from ALV	
Waterstys. Pilot was Vinny Comberdi	
	
95. Where did the boat take you? New York. Picc 81	
96. Were you transported to a hospital? If yes, which hospital? Alo	
The state of the s	

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.
Eersonal Information 95. Have you ever had to evacuate an aircraft before? Yes No
96. Age <u>49</u>
97. Height <u>6'4"</u>
98. Weight
99. Gender
109. 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

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.
(auple of observations) Not sure how wise it is to have 4f5 of the crew concreted at the front of the plane when 50% of the passenger sit on or after ent rows. There were other uniformed airline employees on the flight but I aid not see them assists as One was eithing in Aless class - Serms to me that air lines might want to consider some vale for them in event of considers. Safety precautions for water landing are not broad enoughor will enderstood. That clearly wreds to explore Sometioned and unsanctioned bird refuges located pear airpray of all sizes. This WAS a preventable accident and it Will excur. Some preceptive measures aren't taken.

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:

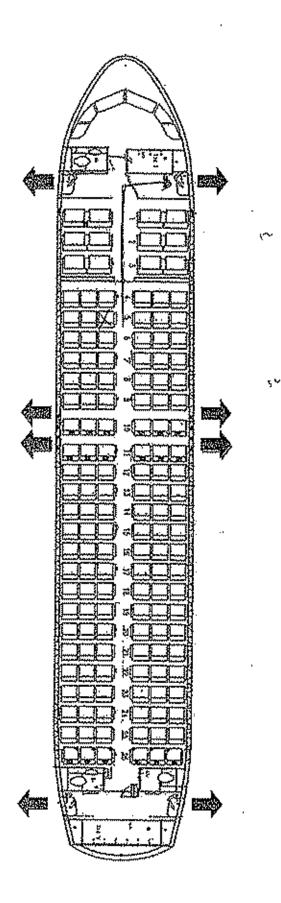
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

2. My name is

3. I was seated in seat 5C

Example: 14D



PASSENGER OUESTIONNAIRE

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 Bricking
I. How were the preflight safety instructions presented? (Check all that apply) [V 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). [V] Seen it before \[\] Obstructed view \[\] Distracted by child \[\] Distracted by other person. [If s basic knowledge \[\] Listening to music/audio tapes \[\] Reading \[\] Sleeping \[\] Too long [Other
4. How well could you hear the presentation? WHeard 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 Mo 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? W 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:	
	ĺ
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)	
	ļ
	35555
Brace Position	888
12. Pid you brace for impact? (Describe position) PES T PNT MY NEAD ON MY LAP + WAPPED MY Arms + hands under	
wapped my arms + hands under	
my Teas	
13. Why did you choose this position? Why did you choose this position? Dight attendant instruction	
imergency Exits 14. When did you look for the emergency exit(s) closest to your seal? During boarding	
15. Where did you look for an exit? (Check all that apply) [Y] In front of me	
16. Were you seated in an emergency exit row? Yes W 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 pend the instructions for operating the exit? Yes No	
20. Did you open, or attempt to open, an exit yourself? Yes W No If no, skip to item 24	
21. What caused you to open the exit? [Flight attendant	
22. Did you have any difficulties opening the exit? Yes No Explain:	

23. Did you use this exit?
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 I was directed by cabin staff I It was the only available exit The other exit was blocked I I followed other passengers I It was the closest exit Other
26. Were you directed away from a specific exit? Yes Mo
27/Were you directed toward a specific exit? Yes No
28. Did you follow these directions? Yes \(\sum \text{No} \)
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 Mo 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
33. Did you have carry-on baggage? (Yount purses, computers, backpacks, etc. as one item each) No one bag 2 bags 13 bags more than 3 bags cuitched prize + lap top 34. Did you have to gate check a bag you were planning to carry on?
34. Did you have to gate check a bag you were planning to carry on? Yes WNo
35. Where did you store your: Purse: Winder seat
36. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no skip to item 40 PULSE
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 Scatimental items Other

38. Where were the items stored? Under seat Overbead 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 アジナ といかく
41. Did passengers retrieving carry-on luggage slow the evacuation?
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 attendent 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
Life Vests 47. Did you obtain a life vest? Ves 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? V Inside the airplane
50. Did you inflate the vest? Yes I No
51. Did you have problems inflating your vest? \(\text{Yes} \subseteq No \(\text{Didn't true Lately} \) If yes, describe A bolded true roft:
52. How did you know the location of the vest? Y 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

Floration Seat Cushions
54. Did you use a flotation seat cushion? Yes MNo If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if 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 W No . C.
IT yes, describe WNS SENTED ON NISTE (30)
58. Did you climb over any seats during the evacuation? Yes Who 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
<u> </u>
61. Did you get pushed? Yes No
62. Did you push anyone? Yes V 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.
H yes, explain may mey mere morning arous.

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 Wacuste with your traveling companion(s)? Tes No	
71/ Did any of the following slow your movement during the evacuation? (Check all that apply) [V] 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 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	
Seather Usage 76 Was your seathelt 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 scatbelt? Yes V No	
78. Did unfastening your scathelt slow down your evacuation of the aircraft? Yes No Seathelt 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? [Y] Heard every word Some words difficult to hear Most words difficult to hear Heard nothing	
84. Describe the flight attendants' instructions? Levests + departiment time all personal obelongings behind.	edia
Lewe all personal obelongings behind.	

85. Did you/remove your shoes during the evacuation? Yes V 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 Instructions Increased passengers out exits Assisted passengers from seat to aircraft exits Increased on the control of the con	
88/Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.	
White sitting in rate I was handed a flare to use just in case it was needed.	,
Injury	
89. Did you sustain any injuries prior to the evacuation? [M Yes	
90. Did you sustain any injuries during the evacuation? Yes Who If yes, describe the injuries, how they occurred and the effect they had on your evacuation hands	7
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 Ann Back Weace Head Wother Minor unts on	
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn MAbrasions (Laccrations & Bruises) Smoke inhalation Other	
Post Evacuation Events	
94. Describe the boat that transported you to shore (or provide name if known)?	
95. Where did the boat take you? NJ Florag Herminal	
196 Were you transported to a hospital? If yes, which hospital? Yes, Saint Mary's in N	J

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. Scat 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 SURB 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.	12 4 D
Personal Information 95. Have you ever had to evacuate an aircraft before?	-
MYes No 96. Age 48	
97. Height 5'6'	
98. Weight 135 166	
99. Gender Male Female	
100. Do you wear corrective lenses? Yes No	
101. Were you wearing your corrective lenses during this flight? Yes W No	
102. Did you lese your corrective lenses during the event that caused the evacuation? Yes Mino	
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 W More than 6 flights per year	
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic 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.
<u></u>
The state of the s
<u> </u>

Directions:

The diagram to the right shows all the passenger scats 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 scat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

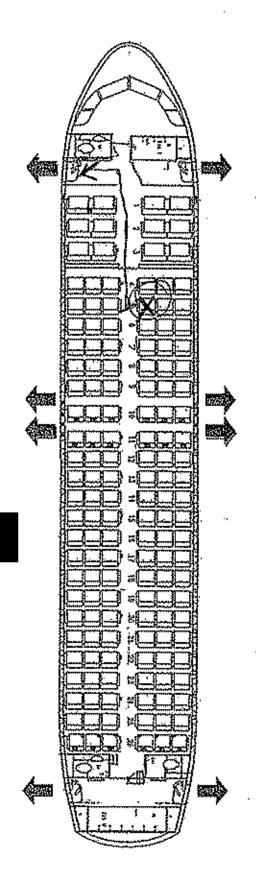
Example:

<u>*</u>____

2. My name is

3. I was seated in scat

Example: 14D



PASSENGER OUESTIONNAIRE

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) [P Flight Attendant Vidco Audio
2. How much of the preflight Safety Presentation did you watch? All 1775% 50% 25% None (If All, go to question 4)
3. Indicate why your did not watch the whole presentation (check all that apply). Seen it before
4. →How well could you hear the presentation? ✓ How well could you hear the presentation? ✓ Heard every word Some words difficult to hear Most words difficult to hear
5. As English your primary language? Yes No
6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Yes Tad take my seat as floatation device.
no-Fadnot remember where under sent?
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? 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

40-40-40-40-40-40-40-40-40-40-40-40-40-4
9. Why did you not read the safety card? Y Read it before
10. Did the safety card information help you in the evacuation? [图 Yes
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? (Poseribe position) 465- Neod between Knees-bands at ankle.
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
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 We 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
26. Were yop 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 V No If yes, explain
31. If you used an over-wing exit, how did you get off the wing? W/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 No Not Applicable
Carry-on Baggage
33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)
34, Did you have to gate check a bag you were planning to carry on? We have to gate check a bag you were planning to carry on? We have to gate check a bag you were planning to carry on? We have to gate check a bag you were planning to carry on? We have to gate check a bag you were planning to carry on? We have to gate check a bag you were planning to carry on?
34. Did you have to gate check a bag you were planning to carry on? Yes No Overhead Dws full, had to creck buggee 35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? No
If no skip to item 40
37. What items did you need to take? Medicines Money/wellet/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 attendent 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
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? Tyes WNo
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 crowmember 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 Other, please describe

Flotation Seat Cushions
54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion? If retrieved it myself from my seat I took if 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 Crevmember 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?
62. Did you push anyone? Yes No
63. Were there any disputes among passengers during the evacuation? Tyes WNo 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

	T-00-00-00-00-00-00-00-00-00-00-00-00-00
	68. If you were traveling with a child, were you using a child safety seat? Yes No
	69. Were you scated 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 scats 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
	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 V 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
7	Seatbelt Usage
2	76. Was your seathelt 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 scatbelt? Yes No
	78. Did unfastening your scatholt slow down your evacuation of the aircraft? Yes No Scatholt was not buckled
30	Communication
1	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
	U. Did the flight attendents give you any instructions just prior to the evacuation? Wes No Whot enough time
8 [22. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Whot enough time
	33. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Meard nothing
8	14. Describe the flight attendants' instructions? 14. Describe the flight attendants' instructions? 15. Describe the flight attendants' instructions? 16. 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 Mindicated the exits in use Mishouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
88. Did the crow assign you any duties? Yes Who 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? Ves No If yes, describe the injuries, how they occurred and the effect they bed on your evacuation ONLYSES ON KNESS ON CHARLES ON ENACUATION
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 OTUSES ON KNEST ND CHIEF ON ENACUATION
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 □ Log □ Ann □ Beck □ Fece □ Hoed W Other K \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Distoration Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other
Post Exacutation Events 94. Describe the boat that transported you to shore (or provide name if known)?
95. Where did the boat take you? Weebaukua NJ ferry landing
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 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 Who
96. Age 44
97. Height 5' 1'
98. Weight 13016
99. Gender Male Female
100. Do you wear corrective lenses? Ves 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 Second Surgery Canc Other
105. How often do you travel by air? First flight Less than 1 flight per year 11 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

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.
Priot and his staff did a familiastic
Job getting us off-the plane &
M & MJ fire, police personet were
also tantastic taking cove of us
after the madent.

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.

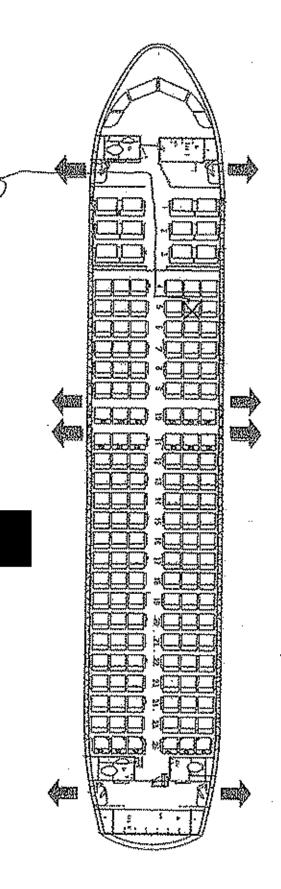
Example:

2. My namo

2. My name

3. I was seated in seat _ _ _ _ _

Example: 14D



PASSENGER OUESTIONNAIRE

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
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 Obstructed by child Obstructed by other person It's basic knowledge OListening to music/audio tapes Reading Sleeping Other 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? Nes DNo Explain: I now I had to pull the bottom of my cont for floating device. The location of the ennergenty death.
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 persongers 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 Din-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 cound!!
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) People Struct and answer a greaterness to make Live They waters to a Every Truly
Brace Position
12. Did you brace for impact? (Describe position) Yes I did by putting both hands over my head and lawering my head as INV as possible to my knet
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
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? Plight 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 I was the only available exit The other exit was blocked I I followed other passengers I 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
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 inore 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: Porse:
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 Moncy/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 decreasy giving directions? Yes X No
45. Where did you board the slide/raft? Door Wing Water I did with
46. Did you have any difficulty boarding the slide/raft? If yes, explain I did not have a slide foots available on the side I went out on the way.
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? Tyes No
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Tyes 💢 No
51. Did you have problems inflating your vest? Yes X 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 1 Could well five mive I would vey Seet How ye of the
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

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Flotation Seat Cushions
54. Did you use a flotation scat cushion? Yes No If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if from another seat Someone gave it to me
SS. 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 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 80 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 X No
62. Did you push anyone? Yes Zi No
63. Were there any disputes among passongers 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 X 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 scat? Yes No
69. Were you seated with your companion(s)? Yes No
70. Did you evacuate with your traveling companion(s)? G of wo end I ended up with 34 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains Other Castangers in King for Flord ing Childes eval Ciking for Some!
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral A 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
COLUMN TO THE RESIDENCE OF THE PARTY OF THE
Seatbelt Usage
76. Was your seatbelt fastened prior to the evacuation? Yes, Very Tight X Yes, Moderately Tight Yes, Loose No Can't recall
77. Did you have any difficulties unfastening your scatbelt? Yes No
78. Did unfastening your scathelt slow down your evacuation of the aircraft? Yes XNo 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? XYes 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 II Heard nothing
84. Describe the flight attendants' instructions? Before impact - Heads down Brace yourself and Kept (compt omnowing 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
87. How did the crew aid in your evacuation? (Check all that apply) No aid
88. Did the crew assign you any duties? X Yes \(\subseteq \text{No} \) If yes, what were you asked to do and did you do the task. Sully asked for Head counting his writings but it was to difficult to count extendings!
Injury
89. Did you sustain any injuries prior to the evacuation? X Yes \(\sum \) No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Thit my head hard up against the truy and \$25 lowed my reaction the beginning. (\$200 my reaction)
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
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 biz concrete wall dock over.
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 5F
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?
96. Age 32
97. Height
98. Weight 175101
99. Gender Maie Female
100. Do you wear corrective lenses? Yes X No
101. Were you wearing your corrective lenses during this flight? Yes No
102. Did you lose your corrective fenses during the event that caused the evacuation? Yes X No
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes X 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? Pirst flight Less than I flight per year
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

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 first two cotts were not revailable for wal. We had to stand on the way because we had not choice and the walter Temp could kill you! I thin place a should be not proved that the lost again it will make them for the had because it will make them. The first of the lost because it will make them.
27 marie 1900 de 1900
Good luck. Thanks for your time.
Themes The years Themes
wasanda a a a a a a a a a a a a a a a a a a
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The state of the s

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.

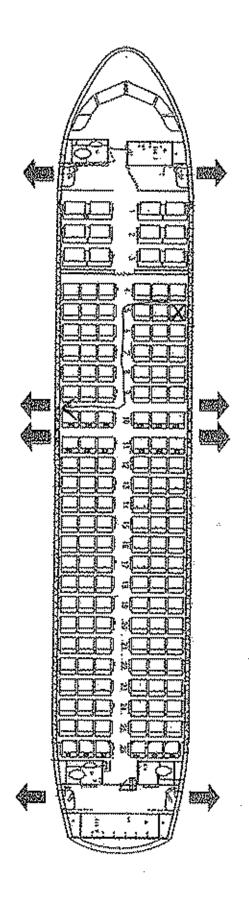
Example:

× ____

2. My name i:

3. I was seated in seat \underline{SF}

Example: 14D



PASSENGER OUESTIONNAIRE

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 Iason 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) [Xi] How were the preflight safety instructions presented? (Check all that apply) [Xi] How were the preflight safety instructions presented? (Check all that apply)	
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.	
S. Is English your primary language? Yes No	
5. Did the pre-flight safety presentation help during the evacuation? X Yes No Explain: Yhake you aware of 1xts 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	
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? Karad 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 hit really the hand on my knee the other hand; against sexting front of one My head was titling looking off the UNANOW:
13. Why did you choose this position? Solve Flight attendant instruction Looked at safety briefing card, Copied people around me Previous knowledge Other, please Bantak to gee/fac and ing.
mergency 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. zanouncement 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 I was the only available exit The other exit was blocked X I followed other passengers I 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? XI Yes \(\sum \text{No} \) If yes, explain
31. If you used an over-wing exit, how did you get off the wing? Into water Directly onto a boat Nother want back into phase 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) \[\sum \] No \[\sum \] one bag \[\sum \] 2 bags \[\sum \] 3 bags \[\sum \] 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? did not sex orthogs dying this is heard from Thes INO
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 X 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 K 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
48. Did you put on the vest? Tyes X 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? Tyes 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 Other, please describe

Fiotation Seat Cushions
54. Did you use a flotation seat cushion? X Yes \ No If yes, how did you obtain the cushion? \ I took if 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 X 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 KI No
60. Did you see any passengers pushing other passengers? Yes No
61. Did you get pushed? Tyes No
62. Did you push anyons? Tes No
63. Were there any disputes among passengers during the evacuation? Yes No Killion'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 scat? Yes No
69. Were you scated 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) Plight 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
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neural 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
Seather Usage 76. Was your seafbelt 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 scatbell? Yes X No
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled
79. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Pessenger Personal Decision
80/At the time, did you know why an evacuation was necessary? KYes No
81. Did the Right 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 Impach, Keep your head down!
1

85. Did you remove your shoes during the evacuation? Yes No If no skip to item 87 I already had then off when I get to my seed. Why did you remove your shoes?
S6. Why did you remove your shoes? Flight attendant instructions I thought I had to Saw others removing shoes Souther to 9 key on plant
87. How did the crew sid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers our exits Assisted passengers from seat to aircraft exits Opening exits Other pointed from raft to me on
88. Did the crew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Injuriv 89. Did you sustain any injuries prior to the evacuation?
X Yes X No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Is believe that I was dozed upon impact i head might have
hit seat in treat of me
90. Did you sustain any injuries during the evacuation?
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 Aukle 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. 38 5 street
96. Were you transported to a bosnital? If you which hosnital?

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 6 B
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 X No
96. Age 47
97. Height <u>5'9"</u>
98. Weight 163 15.
99. Gender Male Female
100. Do you wear corrective lenses? Yes No
10]. Were you wearing your corrective leases 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 X 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 I flight per year I 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

:	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.
)	Should have 2 flight attendants is the bade of plane instead
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,)	Flight attendants should let wery one know (again)
/	Where set if vests and located before the weath
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

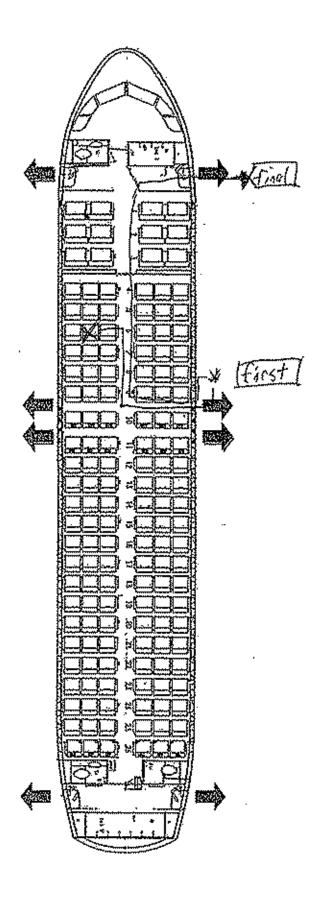
Directions:

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 scat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

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 OUESTIONNAIRE

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 Obstracted 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? Theard 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 INO Explain: Ema 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 1 - 2-7 sonder 12 le "pleux listes de 162 Explain: 8. When did you read the safety instruction card in the scatback 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) Self-self-self-self-self-self-self-self-s
13. Why did you choose this position? Elight attendant instruction Other, please 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 proflight 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 Pro
20. Did you open, or attempt to open, an exit yourself?
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 I it was the only available exit The other exit was blocked I i followed other passengers I it was the closest exit Other 1-24, Vision
26. Were you directed away from a specific exit? Yes CNo
27. Were you directed toward a specific exit? Yes Tho
28. Did you follow these directions? Yes No
29. Did you pass a usable exit at the direction of a flight attendant? Yes 3 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 Scntimental 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 bout 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 Icft Overwing right
44. Was a flight attendent 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? Huside 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? I Instructions from crewmember Observed others taking vest Pre-departure briefing Read safety briefing card Other, please explain 2 vert for the artists.
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

Elotation 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 scat I took if from another seat Someone gave it to me
S5. Did you have any problem using the flotation seat cushion? If yes, please describe //o
S6. 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 and a second control of the cont
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 sec 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.
56. Nid row associates and has suit has suite has suite lies of
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 sent? 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 Scatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant scats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains	
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree	
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	
Scatbelt Usage	
76. Was your scatbelt fastened prior to the evacuation? ☑ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall	88
77. Did you have any difficulties unfastening your scatbelt?	
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? ☐ Yes ☑ No ☐ Seatbelt was not buckled	
	•
COMUDENTICATION 79. Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision	
79. Who first informed you that an evacuation was necessary?	
79. Who first informed you that an evacuation was necessary? Pilot	
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 1. 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?	
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?	
79. Who first informed you that an evacuation was necessary? Pilot	

·	
8S. Did you remove your shoes during the evacuation? Yes Who If no skip to item 87	
86. Why did you remove your shoes? I thought I had to Saw others removing shoes Other	
87. How did the crew aid in your evacuation? (Lieck 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	8
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 FNo 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 Wo 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 Ann Back Face Head Other	
93. Description of injuries suffered? (Check all that apply) Sprain	
Post Evacuation Events 94. Describe the boat that transported you to shore (or provide name if known)?	
95. Where did the boat take you? Manhathan side vater from terminal	
96. Were you transported to a hospital? If yes, which hospital? Wes not suce (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 6 E
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 <u>25</u>
97. Height <u>6'2</u>
98. Weight <u>220</u>
99. Gender Malc Fomale
100 Do you wear corrective lenses? Yes No
101. Were you wearing your corrective lenses during this flight? Yes Mo
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes Tho
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes Tho
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? Pirst 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.

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

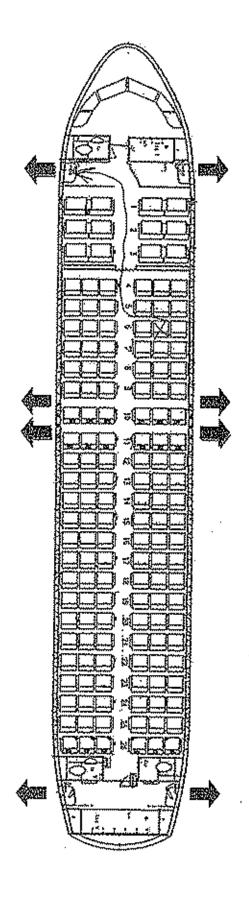
Directions:

The diagram to the right shows all the passenger scats 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: 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 OUESTIONNAIRE

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 Obstracted by child Obstracted by other person It's basic knowledge OListening to music/audio tapes Reading Osleeping 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: ☐ REMEMBELED TO GEST 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: ZT 15 Pauriue ! LEPETITUE . Z MAYE MESED IT
SEYEML HUNDRES
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 USES THE INFORMATION THAT I HAS HEARS PREVIOUSLY AS OFFICES TO WHAT I HAVE READ.
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) ACTIVE ENGREENT OF PASSEMBERS HAVE THEM HALD OF THE CASS. VARY THE SCRIPT.
Brace Position 12. Did you brace for impact? (Describe position) YES - NOSE TO KNEES, Aems GEABBING DE LEGS
13. Why did you choose this position?
Flight attendant instruction
Entergency 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? Thight attendant P.A. announcement Personal assessment Other
22. Did you have any difficulties opening the exit? Yes No Bxplain:

23. Did you use this exit? Yes No
<u> </u>
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 aiste 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 I it was the only available exit The other exit was blocked I i followed other passengers it 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 Mo
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 X 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 STOPING TO BOAT -D THEO 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?
32. If you opened an over-wing exit, did you place the exit door inside the aircraft?
☐ Yes ☐ No X Not Applicable
1000 m long abanea and a con south many on he can
Yes No Not Applicable Carry on Baggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach)
Yes No Not Applicable Carry on Paggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each) No No ne bag 2 bags 3 bags more than 3 bags 34. Did you have to gate check a bag you were planning to carry on?
Carry on Baseage 33. Did you have carry-on bageage? (Count purses, computers, backpacks, etc. as one item each) No X one bag
Carry on Raggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach) No one bag

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 sent 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
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/rafi? 43. Did you board a slide/rafi? 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 Veets
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 THENNY FROM
48. Did you put on the vest? X Yes No
49. Where were you when you put the vest on? Inside the airplane
50. Did you inflate the vest? X Yes No
51. Did you have problems inflating your vest? Yes No Hyes, describe
S2. 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 DAN TAKE VEST FROM PLANE
53. Did you have any problems using the life vest? X Yes No If yes, what problems? Locating the vest Reaching the package Opening the package Donning the vest Sccuring the vest Other, please describe DID AGET SECURE STRAKE

Flotation Seat Cushions
54. Did you use a flotation seat cushion? X Yes \(\subseteq \) No If yes, how did you obtain the cushion? \(\subseteq \) I took if from another seat \(\subseteq \subseteq \) Someone gave it to me
SS. Did you have any problem using the flotation scat 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 scat 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 scats 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 X No
62. Did you push anyone? Yes X 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 XNo If yes, explain why they were moving slowly.
65. Did you consider another exit because of slow moving lines?
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) Scat tray Scatback 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 Ghild Safety Scat 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 Noutral 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
Scathelt Usage
76. Was your seafbelt 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 scafbelt? Yes X No
78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes X 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 KHeard nothing
84. Describe the flight attendants' instructions? PRIOR TO INPACT > "Heps bown, STRY 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? I 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 I Shouled instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I 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.
Enjury 89. Did you sustain any injuries prior to the evacuation?
X Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Small CUT ON 706 SF MY HEAD CHEW IT IMPACTED 7145
TRAY TABLE. 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
91. Did you sustain any injuries after the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they bad on your evacuation FROSTBITE - THOSE, FILES ON FACH HAND. 17 MINNES ON NING.
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 Frechuse Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations & Bruises) Smoke inhalation Other FROM TRIFE
Post Exactation Events 94. Describe the boat that transported you to shore (or provide name if known)? FORY BOAT — THE "RENNIS"
95. Where did the boat take you? Phleethouses FREY 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 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 <u>49</u>
97. Height <u>GÓ</u>
98. Weight <u>235</u>
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?
104. Prior to departure, was your ability to evacuate affected by any of the following: **CO Vision Hearing Age Injury Recent surgery Cane Other
105. How often do you travel by air? First flight. Less than I flight per year I 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

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, erew, passengers or any other area you think is important. Use additional paper if needed.

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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:

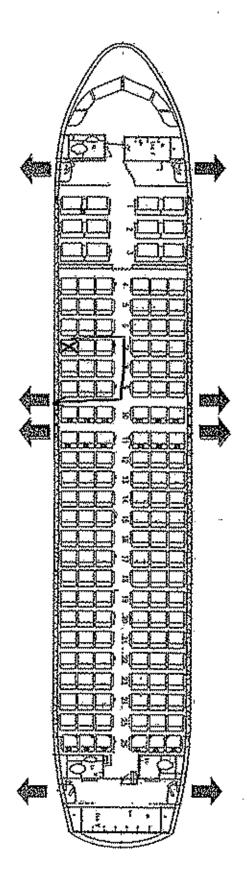
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

- 2. My name is

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 Beard Washington D.C. 20594

PASSENGER OUESTIONNAIRE

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.

Salety 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? Mail
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Obstructed by child Obstructed by other person It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long Other
4. How well could you bear the presentation? Ki Heard every word Some words difficult to hear Most words difficult to hear
S. 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? X Yes
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

Not important Other	ty card? find
Did the safety card information Yes No	
plain:	
. What changes would you reco	numend to improve the safety instructions? (Either the presentation or safety card)
. Did you brace for impact? (C	Brace Position
Did you brace for impact (in 1965— Part Tolub	pescribe position) D. PLACED HANDS 80 HEAD
······································	
3. Why did you choose this pos] Flight attendant instruction Previous knowledge	ition? Looked at safety briefing card Copied people around me Other, please
	Emergency Exits
4. When did you look for the e During boarding During During the evacuation	Emergency Exits mergency exit(s) closest to your scat? the pre-flight briefing [] After the preflight briefing but before the evacuation
During boarding During During the evacuation	mergency exit(s) closest to your seat? the pre-flight briefing
During boarding During During the evacuation S. Where did you look for an e In front of me	mergency exit(s) closest to your seat? the pre-flight briefing After the preflight briefing but before the evacuation xit? (Check all that apply) the Left of me Right of me gency exit row? item 19
During boarding During During the evacuation 5. Where did you look for an e In front of me Dehind n 6. Were you scated in an emer Yes No If no skip to 7. Did you receive any pre-file Yes No	mergency exit(s) closest to your seat? (the pre-flight briefing
During boarding During During the evacuation 5. Where did you look for an e In front of me Dehind n 6. Were you scated in an emer Yes No If no skip to 7. Did you receive any pre-file Yes No	mergency exit(s) closest to your seat? the pre-flight briefing After the preflight briefing but before the evacuation xit? (Check all that apply) the Left of me Right of me gency exit row? item 19
During boarding During During During the evacuation 5. Where did you look for an extension of me Dehind not be belied in an emer Yes No If no skip to Yes No No Yes No	mergency exit(s) closest to your seat? (the pre-flight briefing
During boarding During During During the evacuation 5. Where did you look for an extended in front of me	mergency exit(s) closest to your seat? (the pre-flight briefing
During boarding During During During the evacuation 5. Where did you look for an extension of the last Behind in the last Behi	mergency exit(s) closest to your sest? (the pre-flight briefing

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 I h 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 18 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 piece the exit door inside the aircraft? Yes No Not Applicable
Carry on Enggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach) No one bag 2 bags 3 bags more than 3 bags
34. Did you have to gate check a bag you were planning to early on? Yes No
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? Yes No ONE COLPHONSE
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 10: MAN BALL RELEATED
39. What happened to any carry-on bags you took with you during the evacuation? Taken by flight attendant Placed in a scat 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 Headd a Woman attempt was to Represent them Baca
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 Sufety Liquipment
43. Did you board a slide/rast? 43. Did you board a slide/rast? Yes No If yes, which one? Forward lest Forward right Overwing lest 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
Dife Vests 47. Did you obtain a life vest? Yes No if yes, how did you obtain the vest? Other Other Other
48. Did you put on the vest? Tyes No
49. Where were you when you put the vest on? ☐ Inside the airplane ☐ Outside the airplane
50. Did you inflate the vest? Tyes No
51. Did you have problems inflating your vest? Tyes 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

Floration-Seat Cushions
54. Did you use a flotation scat cushion? Yes No If yes, how did you obtain the cushion? I retrieved it myself from my scat I took if from another scat Someone gave it to me
55. Did you have any problem using the flotation scat cushion? If yes, please describe
56. How did you know about the flotation cushion? Pre-departure safety briefing E 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 siste?
Yes No If yes, describe
If yes, describe
58. Did you climb over any scats during the evacuation? Yes No If yes, describe
S9. Did you see anyone climb over the seats? SYes No
60. Did you see any passengers pushing other passengers? [X] Yes No
61. Did you get pushed? Yes K 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 X 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

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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)?
71. Did any of the following slow your movement during the evacuation? (Check all that apply) Scat tray Scatback 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 Ghild Safety Seat Shows Blankets Headsets Broken cabin interior Overhead bins Curtains
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Disagree 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
Starbelt Fisage 76. Was your seatbelt fastened prior to the evacuation? □ Yes, Very Tight X Yes, Moderately Tight □ Yes, Loose □ No □ Can't recall
77. Did you have any difficulties unfastening your seatbelt? Yes No
78. Did unfastening your scatbelt 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? [X] 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 chough 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; STAT 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? I thought I had to Saw others removing shoes Other
87. How did the crew sid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouled instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other
88. Did the crew assign you any duties? Yes M No If yes, what were you asked to do and did you do the task.
Engary 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 X 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 Ann 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)?
95. Where did the beat take you? RESCHARANT AT GOOD BEAT THE
96. Were you transported to a hospital? If yes, which hospital? Uo

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 <u>78</u>
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 over had to evacuate an aircraft before?
96. Age <u>50</u>
97. Height <u>6.3</u> ft
98. Weight <u>285</u> #
99. Gender Mule Female
100. Do you wear corrective lenses? Yes X No
101. Werefyou 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 12 No
104. Prior to departure, was your ability to evecuate affected by any of the following: Usion Hearing Age Injury Recent surgery Came Other
105. How often do you travel by nir? [First flight Less than I flight per year 1 to 2 flights per year 3 to 6 flights per year 3 to 6 flights per year 3 to 6 flights per year 1 to 2 flights per year 3 to 6 fligh
106. Aviation Experience Commercial Pilot Private Pilot Plight Attendant Aviation Mechanic None

Tonal 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.

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- 1/2 - 1/2

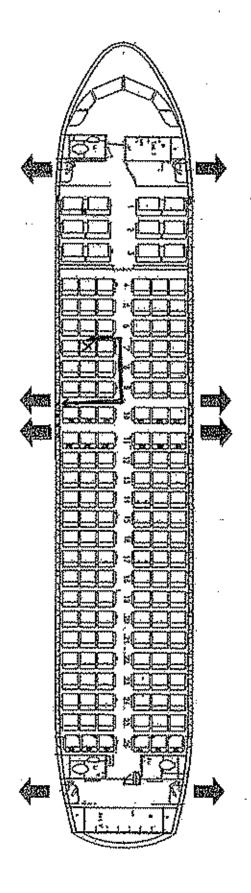
Directions:

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:

 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: 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

SENGER OUESTIONNAIRE

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 Barefulg
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% 225% None (If All, go to question 4)
3. Indicate why you did not watch the whole presentation (check all that apply). Seen it before \[\text{Obstructed view } \[\text{Distracted by child } \[\text{Distracted by other person} \] It's basic knowledge \[\text{Listening to music/audio tapes } \[\text{Reading } \[\text{Sleeping } \[\text{Too long} \] 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 But I fly about 40 weeks / yea.
8. When did you read the safety instruction card in the scatback 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: T always Check Front & back E61+5 75 Where I'm 51+1-109
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
D WOULD LEMON STRAFTE REMOVING The Jeast cushion; PULLING The presence out from under the
12. Did you brace for impact? (Describe position) LEAN forward, Cross wrists, place for head/head at wrists on back of feat or front
13. Why did you choose this position? Flight attendant instruction
Entergency 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) I fir front of me Behind me Creft of me Right of me
16. Were you scated 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 A 572000 op and Aw Where Other Were Leading
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 I by was the only available exit The other exit was blocked I followed other passengers I by 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 Ano
28. Did you follow these directions? Yes No
29. Did you pass a usable exit at the direction of a flight attendant? Yes Z 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: Pursu: Under seat Overhead bin Closet Other Briefcase: Computer: Under seat Overhead bin Closet Other Computer: Suitcase 1: Under seat Overhead bin Closet Other Suitcase 2: 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? yelled at wreally
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No There were No FA's IP Fow 10 AREA
Overwater Safety Figuipment 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 ~/A ← # 4 €
45. Where did your board the slide/raft?
46. Did you have any difficulty boarding the slide/raft? If yes, explain
3
File Vests 47. Did you obtain a life vest? No If yes, how did you obtain the vest? Other Other Other
48. Did you put on the vest? Tyes ANo
49. Where were you when you put the vest on? Inside the auplane Outside the airplane
50. Did you inflate the vest? Yes No ~/A
51. Did you have problems inflating your vest? Yes No W/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 [] Donning the vest [] Securing the vest [] Other, please describe

Floration 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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushlon? If yes, please describe 1 Taok 1+ 00 the wing AND eventually thew (+ over board)
56. How did you know about the flotation cushion? Pro-departure safety briefing Safety Briefing card Crewmember instructions Observed other people taking their seat cushion Other, please explain Passenger Behavior S7. 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?
62. Did you push anyono? 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, whe you using a child safety scat? Yes No			
69. Were you seated with your companion(s)? N/A			
70. Did you evacuate with your traveling companion(s)? **\infty \bigcap \bigca			
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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains			
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			
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			
Seathelt Usage			
76. Was your scatbelt fastened prior to the evacuation? Yes, Very Tight Pes, Moderately Tight Pes, Loose No Can't recall			
77. Did you have any difficulties unfastening your seatbelt? Yes PNo			
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt 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 \(\sum \text{No} \)			
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 Pleard nothing			
84. Describe the flight attendants' instructions?			
14-10-16-10-16-16-16-16-16-16-16-16-16-16-16-16-16-			

85. Did you rémove 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 I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I Other
88. Did the crew assign you any duties? Yes ZiNo If yes, what were you asked to do and did you do the task.
Іпјилу
89. Did you spetain 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 Arkle 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 FEMY BORT TO ARRIVE ON THE Scene
95. Where did the boat take you? Chart house Peotamant, NJ
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 aberraft. The doors and exits are indicated by large arrows.
94. Seat Number 7 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 56
97. Height <u><u></u><u><u><u></u><u><u><u></u><u><u><u></u><u><u></u> <u>L</u> ' <u>L</u> ' ' </u></u></u></u></u></u></u></u>
98. Weight <u>190</u>
99. Gender Male Female
100. Do you wear corrective lenses? ☑-Yes ☐ No
101. Were you wearing your corrective leases during this flight?
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 AJA
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
evacuation and what in	nprovements or change he equipment used, ins	The Safety Board welcomes any comments on what was helpful during the es to the design and operation of safety equipment you might suggest. Feel free to structions given, crew, passengers or any other area you think is important. Use
n (man doda kara ina nadala nada		
	J-RAUR-T	35-45 ROUNDTURS/42 by au. I
<u> </u>	HAUR TAKERT	for granted the pre-flight
	SAFELY INS	STRUCTIONS. I BE WOULD Strong by
	Recommend	A LIVE, ACTIVE DEMONSTRATION
	of O	Pewoning the Jeat as a flotation Device
	<u>(2)</u>	Pemoving the uncles floot Live year (IT completely forgot ALOUT
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	<u> </u>) A demoderance of alle proper
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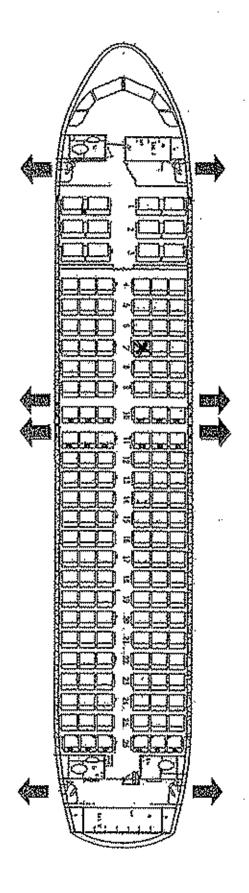
Directions:

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: 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 OUESTIONNAIRE

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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) 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? [V] Heard every word [] Some words difficult to hear [] Most words difficult to hear
5. Is English your primary language? Yes No
6. Did the pge-flight safety presentation help during the evacuation? Vers Who Explain: I Know where The Two ents who were man in a
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? [Yes
8. When did you read the safety instruction card in the scatback 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

Not imported the safety card? Read it before Could not find Was not there Could not understand Not imported Could not find Was not there DOUT READ
Not important Other PM Sh Preference PM PM PM PM PM PM PM P
0. Did the safety card information help you in the evacuation? Yes
Yes No No No No No No No N
Strace Position
Beace Position
Brace Position 2. Did you brace for impact? (Describe position) MA for An Most of Dody on Sect hack in fugat fine head County
Brace Position 2. Did you brace for impact? (Describe position)
2. Did you brace for impact? (Describe position) A formants in front of body on seat hack in front of me, head Copied people around me Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please
2. Did you brace for impact? (Describe position) MA
2. Did you brace for impact? (Describe position) A formants in front of body on seat hack in front of me, head Copied people around me Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please
2. Did you brace for impact? (Describe position) LA TONIANAS IN FRANT OF BODY ON SEAT WACK IN FRANT OF ME, head COUNT: 13. Why did you choose this position? Flight attendant instruction Previous knowledge Copied people around me Emergency exit(s) closest to your seat? During boarding 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 scated 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
13. Why did you choose this position?
13. Why did you choose this position? Looked at safety briefing eard
13. Why did you choose this position? Flight attendant instruction
Flight attendant instruction Looked at safety oriening care its corporate people at the previous knowledge Other, please
Flight attendant instruction Looked at safety oriening care its corporate people at the previous knowledge Other, please
Previous knowledge
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 During the evacuation In front of me Behind me Left of me Right of me
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 scated 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
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 During the evacuation During the evacuation During the evacuation
During boarding During the pre-flight briefing Therefore The pre-flight briefing 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 scated 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
☐ 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 scated 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
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 scated 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
 In front of me
16. Were you scated 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
 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
17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No No No Yes Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? Yes No
☐ Yes ☐ No 18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
☐ Yes ☐ No 18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? ☐ Yes ☐ No
☐ Yes ☐ No
□ Yes □ No
2
Language and the including for operating the CXIII
19. Did you gead the instructions for operating the exit? Yes No
20. Did you open, or attempt to open, an exit yourself.
1 ····
21. What caused you to open the exit? N T
Flight attendant 17.A. announcement 17.1. Sound descent 17.A. announcement 17.A. an
22. Did you have any difficulties opening the exit? N 17
Tyes Two Explain:
Explain:
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? NA Plight attendant P.A. announcement Personal assessment Other 22. Did you have any difficulties opening the exit? NA Yes No

23. Did you use this exit? NA Yes No				
24. When did you decide which exit to use? Before the evacuation order was given Mas I left my teat. 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 I by as the only available exit The other exit was blocked I followed other passengers I it was the closest exit Other				
26. Were you'directed away from a specific exit?				
27. Were you directed toward a specific exit? Yes No				
28. Did you follow these directions? NA 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 cach) 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 Briescase: Under seat Overhead bin Closet Other Computer: Under seat Overhead bin Closet Other Suitcase I: 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				

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 suat 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 earry-on luggage slow the evacuation? Yes No
42. Did passengers argue with flight attendants over retrieving carry-on larguage 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 decreasy 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? Heyes, explain The Guide/RAFT was Mout Sect off The back of Right. WING. Muscland 2-3 office passengers had to creat a human chain to Right it. If The RAFT was Tetherab to the wing we reven to the wind to the first back. But A TETHER. We had to Read over the winds to quill it back. The Vests. 47. Did you obtain a life vest? Yes Mo If yes, how did you obtain the vest? I retrieved it myself from under my seat. Someone gave it to me.
48. Did you put on the vest? Yes Who Not I DID receive a E
48. Did you put on the vest? Yes Yoo 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 St. Did you have problems inflating your yest? Yes No N/A
50. Did you instate the vest? Yes No NIA Was NOT a plan Use very. This
51. Did you have problems inflating your vest? Yes No NA ONCE I Was on Y
52. How did you know the location of the vest? WA I 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 Officer, please describe

Riotation 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. Someone gave it to nie.
55. Did you have any problem using the flotation seat cushion? W. Whote: I gave 20r3 Season of the passes of the flotation seat cushion? W. When to other passes of the flotation seat cushion? When the cushion is of the passes of the flotation seat cushion? We have the cushion is of the passes of the flotation seat cushion? We have the cushion is of the passes of the cushion is of the passes of the cushion is of the cushion in the cushion in the cushion is of the cushion in the cushion in the cushion is of the cushion in the cushion in the cushion is of the cushion in the cushion in the cushion is of the cushion in the cu
Them (sect as shows)
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
S7. Did you experience any delay in getting into the aisle? Yes No If yes, describe
58. Did you climb over any scats 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?
62. Did you gush 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)? [M Yes
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

f				
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)?				
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 Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) 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				
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 Noutral 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				
201.16 (1)				
Seathelf Usage 76. Was your scatbelt 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 seathelt? 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 evecuation was necessary? Yes No				
81. Did the flight attendants give you any instructions just prior to the evecuation? 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				
84. Describe the flight attendants' instructions?				

85. Did you remove your shoes during the evacuation? Yes V No If по skip to item 87
86. Why did you remove your shees? Flight attendant instructions I 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 I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I 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? Ves No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Right knee distocation during helping passengers outo Raft. Extring the injury popped had in might away. Also suntil out to right hand middle frugen during helping Other passengers abolition ferring boot. 92. Describe the location of injuries suffered? Projet Clark Carlot Control Control Control Need to and
Describe the location of injuries suffered? Description of injuries suffered? Description of injuries suffered? Check all that apply
Post Exacquiton Events
94. Describe the boat that transported you to shore (or provide name if known)? Frequest DOUT DONT KNOW NOW, IST FERRY DOUT ON SCORES.
95. Where did the boat take you? NS, Fenny Terminal
96. Were you transported to a hospital? If yes, which hospital?

Vous 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 evecuate an aircraft before? Yes No
96. Ago 39
97. Neight <u>6'6"</u>
98. Weight <u>230 1b</u> 5
99. Gender Male Pemale
100. Do you wear corrective lenses? ✓ Yes □ No
101. Were you wearing your corrective lenses during this flight? [X] 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 Notes
105. How often do you travel by air? First flight. Less than I 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

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.
8.00-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-
<u> </u>
i <u>ta a santa da manana da</u>

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:

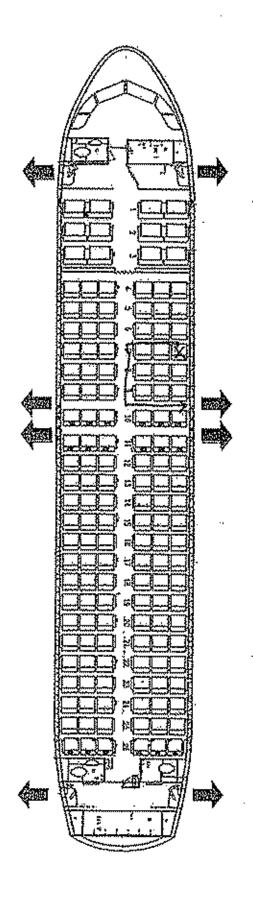
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was seated in seat TF

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 Salety Board Washington D.C. 20594

PASSENGER OUESTIONNAIRE

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 sirplanes 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.

Safew 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 Obstracted by child Obstracted 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? On 4 Herenber 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 Not specifically the selectation from that Explain: Not specifically the selectation from that also but the new Seat Custom as a floration also but the new Seat Custom as a floration also upon exacuation
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Don 4 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 Wold 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 That I read	
Explain: Value Yeard	
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)	-
Pous att point where they say to take a mount and took for the nearest but so people don't high to the so.	-
Brace Position	
12. Did you brace for impact? (Describe position) of lift arm rest I hard of	
	-
	~
13. Why did you choose this position? Flight attendant instruction	
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	
I have the ten	
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 Who If no, skip to item 24	
21. What caused you to open the exit? Thight 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 lorge or was given Other when told to lorge or the lorge of		
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 I it was the only available exit The other exit was blocked I followed other passengers if it was the closest exit Other		
26. Were you directed away from a specific exit? Yes Mo		
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 Mo		
30. Did you select an exit and then change your mind? Yes No Virtof. From OA I Saw the night was exit If yes, explain Virtof from OA I Saw the night was exit ONLY his structure but then it cane the top Uxit went and the Ut the way kit in Stead.		
31. If you used an over-wing exit, how did you get off the wing? Into water Directly onto a boat Cother JUNCTON WINS TO FEW TOCKET 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 centy-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 Suitcase 2: Under seat Overhead bin Closet Other		
36. Did you attempt to take any carry-on items with you during the evacuation? COLI draw last Yes TONO 10 nefty reached for wallet will draw last If no skip to item 40 wable to grab so went what when		
37. What items did you need to take? Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental items Wolher Coll October		

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 William Court And Court State Other William Court State The court State Other State The court
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 laggage during the evacuation? Tyes Dio not that heard offer than wange are played to the property of the played of the play
43. Did you board a slide/raft? Yes Who If yes, which one? Forward left Forward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions? Yes (YNo)
45. Where did you hoard the slide/raft? Door Wing Water
16. Did you have any difficulty boarding the slide/raft? If yes, explain out the see one with was out @ the South the was and the was accessible without South the was and the was accessible without
Compared to the content of the con
48. Did you put on the vest? Tes No No
49. Where were you when you put the vest on? [Inside the airplane
50. Did you inflate the vest? Tes No Na
51. Did you have problems inflating your vest? Tyes No WA
52. How did you know the location of the vest? New Twent about it (a) all 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? No Locating the vest Reaching the package Opening the package Donning the vest Securing the vest Other, please describe **World Others had difficulty Do flating once Safe or boats to

Floration Seat Cushions
54. Did you use a flotation scut cushion? Yes \ No If yes, how did you obtain the cushion? \ I retrieved it myself from my scut \ I took if from another seat \ Someone gave it to me
55. Did you have any problem using the flotation seat cushion? If yes, please describe and he was a dually use it just held at When on the wines he case I tell with the contract of the con
56. How did you know about the flotation cushion? Pre-departure safety briefing
57. Did you experience any delay in getting into the aisle? Yes No If yes, describe Harste dunt tenender THE SOME
58. Did you glimb 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 sociany passengers pushing other passengers? Yes No
61. Did you get pushed?
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?			
69. Were you seated with your companion(s)?				
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) \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \				
72. Other passengers in general were cooperative during the Strongly Disagree Disagree Neutral	evacuation. Agree	Strongly Agree		
73. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral	☑ V ⁸¹⁶⁰	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		
Seatbeir Usage 76. Was your seatbelt fustaned prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Cau't recall				
	umication			
70 - Uho Seet informed you that an expension was respectable	9	rever heard any		
Pilot Flight Attendant Other Passenger Personal Decision When heard any with the time, did you know why an evacuation was necessary? With the Wally aware we had crash landed with 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				
1		ult to hear [_] Heard nothing		
84. Describe the flight attendants' instructions? ONLY WOODS TOO PSA N OTHER WOODS TOO STANDS After that Ut 1 Saw	Most words diffic	- areo jostnoded san Hen		

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
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?
MYes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation Notice Significant by A hanged had a true table Out they had been been to the table Out they had a true table Out they had been to the table to ta
90. Did you sustain any injuries during the evacuation? Yes No If yes, describe the jujuries, how they occurred and the effect they had on your evacuation, NOTION STANTIANT ACT US WHEN SUNTAINE DATE OF THE ONE OF SUNTAINE ON SUNTAI
91. Did you sastain 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 Mead Other neel today.
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Lacerations Bruises) Smoke inhalation Other
Fost Evacuation Events
94. Describe the boat that transported you to shore (or provide name if known)? Be We I was a NJ powe-levry wild an photos/videor
95. Where did the boat take your Anthur'S Landing restaurant in NJ
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. Scat Number BA Was a 88 Was a 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 "B" on that seat.	
Receonal Information	
95. Have you ever had to evacuate an aircraft before? The Who and hope never to have to again!	
96. Age 40	
97. Height 514"	
98. Weight <u>130</u>	
99. Gender Male Female	
100. Do you wear corrective lenses? ☐ Yes ☑ No	
101. Were you wearing your corrective lenses during this flight? Yes No No	
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes No No	
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No ra-	
104. Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age Injury Recent surgery Cane Other VANO	
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 orly complaint of the whole experience use of last
A quidânce or assistance from pright alkendants
for the "majority" of the place Ou's eight that
Seemed to assist 1st class. One is back ate
able to help book dew rows. Short of us in
The middle were left to minerious tale care
To ourselves is two guidence on where to
exit, time to wit, where to find rafts, to
But on life yackets, oto:
the only other observation is that additional rate
were reided and wild be a relatively single
and inexpansite solution to have tept more
of us out of the water and of the wings
on the first of a point of a second or a s
manisof announce to a neighbor of the second and th
Wasa tat as Was a sala sala sala sala sala sala
PURCHAMINATION OF THE PROPERTY

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:

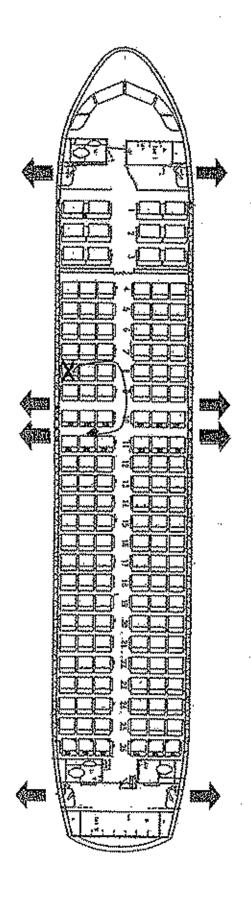
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was scated in seat 8A

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

Example: 14D



National Transportation Safety Board Washington D.C. 20594

PASSENGER OUESTIONNAIRE

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.

aï.	
2000	Safety Briefing How were the preflight safety instructions presented? (Check all that apply) ✓ Flight Attendant ✓ Video ☐ Audio
I	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? Of Yes One By Standard Standar
	7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain: 1 Cant 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 PNO Explain: I haven read in awhile but also knew were exit arous 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 why hards on top of my head
165,1700 CONT. 100 SEC. 100 SE
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
Intergency 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 YNEW It WAS behind me as once we were talk brace to INPACT TOOLED. 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
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 siste 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 I it was the only available exit The other exit was blocked I i followed other passengers I 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?
28. Did you follow these directions? Yes No
29. Did you pass a usable exit at the direction of a flight attendant? Yes Who
30. Did you select an exit and then change your mind? Yes Who 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
Caffix on Baggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each) No Cone bag 2 bags 3 bags more than 3 bags PINS A JACKET/LOCK 34. Did you have to gate check a bag you were planning to carry on? Yes No
35. Where did you store your: Purse:
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 Closes 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? Wes I No Million Only know thus because I Saw some passengers with a few things. 41. Did passengers retrieving carry-on luggage slow the evaduation? Yes INO 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 Verwing left Overwing right	
44. Was a flight attendant at the doorway giving directions?	
45. Where did you board the slide/raft? Door Wing Water	
46. Did you have any difficulty boarding the slide/paft? If yes, explain RAG vac NOt able to be branded from wing It operated to be plant of the plant vacation and rest to plant vacations. Versus vacations from the part of the part o	relpede
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? Wes No	
51. Did you have problems inflating your vest? If Yes I No If yes, describe I wad a hard time pulling my own but another passenger helped me several of us helped a each other in Chang the lite vest	
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 me one of the raff ONE SOMEWE HIREW ME.	,
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	

Floration Sear 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 if 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 scats during the evacuation? Yes Who If yes, describe
59. Did you see anyone climb over the seats? Yes Tho
60. Did you see any passengers pushing other passengers? Yes Who
61. Did you ggt pushed? Yes ZNo
62. Did you push anyone? Yes No
63. Were there any disputes among passengers during the evacuation? U Yes U No U Don't know I Adri with SS 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 Who If yes, explain why they were moving slowly.
65. Did you consider another exit because of slow moving lines?
66. XVere 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.) Scoworkers Friend Other

	63. 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)? I find of me. Eyes I no My boss evacuated right in find of me.
	71. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat tray Scatback 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
***************************************	72. Other passengers in general were cooperative during the avacuation. 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 Description Disagree Description.
	75. My age assisted me in the evacuation. Strongly Disagree Disagree Denoted Agree Strongly Agree
-	Seathelf Usage
***************************************	76. Was your scafbelt 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 scatbolt? Yes Tho
	78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Scatbelt was not buckled
	Communication
	79. Who first loformed you that an evacuation was necessary? Medical Medical Medical College Passenger Personal Decision Tought rember who soud policy as Chiquet askedants to evacuable
	80. At the time, did you know why an evacuation was necessary? When Ind Once we crashed Yes.
	81. Did the Bight 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 overy word Some words difficult to hear Most words difficult to hear Meard 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? I Flight attendant instructions I 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 Dopening exits Other I didn't would any Southact with crew during exituation 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 evecuation? Yes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation Hit leas on Seat in front of me and arm rest on right. Upper eight was pretty brused as well as both tree
Low Liles Alway
90. Did you sustain any injuries during the evacuation?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
O4 D11 to it is it is a first the companion?
91. Did you sustain any injuries after the evacuation? [PYes No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation Somehow cut my left index time
<u></u>
92. Describe the location of injuries suffered?
Wrist Ankle Weg Arm Whack Frace Head Hother Hand/frages
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain
Burn Pabrasions (Lacerations & Bruises) Smoke inhalation Tother Left took was number left leg with pain down back of leg
Post Evacuation Liveurs
94. Describe the boat that transported you to shore (or provide name it known)? Small boat that I had to crawl into and go under a doxway to get usual where it was way to get usual where it
95. Where did the boat take you? Arthurs Landing in Weehawken, NJ
96 Were you transported to a hospital? If yes, which hospital?

Your Location 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 <u>SC</u>
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 Tho
96. Age <u>38</u>
97. Hcight
98. Weight 140
99. Gender Male Female
100. Do you wear corrective lenses?
101. Were you wearing your corrective leases 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?
104. Prior to departure, was your ability to evacuate affected by any of the following: Usion Hearing Age Injury Recent surgery Canc Other
105. How often do you travel by air? First flight. Less than I 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

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.
<u>₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩</u>
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* * * * * * * * * * * * * * * * * * * *
·

Directions:

The diagram to the right shows all the passenger scats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

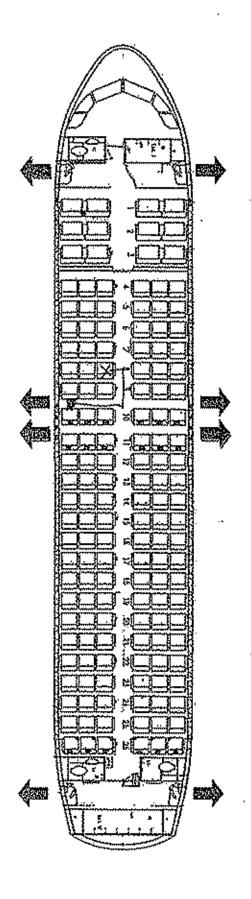
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was scated in seat 80

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 OUESTIONNAIRE

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 Bricfing
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 Obstracted by child Obstracted by ofher 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? \[Yes \text{No} \text{No} \text{VGR THONGUT ABOUT IT} \] Explain:
7. Was the pre-flight briefing presented in a manuer 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

Nhy did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
[0. Did the safety card information help you in the evacuation? ☐ Yes ☐ No Explain:
3XP18101;
1. 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) LON FRISO My HOAD N'17H HANDS ON TOP OF HOME.
13. Why did you choose this position? Flight attendant instruction Previous knowledge Other, please
Entergettes 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 Wo 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:
<u></u>

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Before the evacuation order was given X 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 At was the only available exit The other exit was blocked X I followed other passengers X it was the closest exit Other
26. Were you directed away from a specific exit? Yes XNo
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 XNo
30. Did you select an exit and then change your mind? Yes XVo If yes, explain
31. If you used an over-wing exit, how did you get off the wing? Xinto 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 XNo
35. Where did you store your: Purse:
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?
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 X No
Overwater Safety Equipment
43. Did you board a slide/raft? 43. Did you board a slide/raft? Wes 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 MIS. DE DOWN AND PUSHED AWAY FROM. NING NEVER CONCOLORY IT WITH LEWT
Fife Vests 47. Did you obtain a life vest? Yes \(\) No If yes, how did you obtain the vest? \(\) Other \(\) Ot
48. Did you put on the vest? TYes TNo
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
52. How did you know the location of the vest? Destructions 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 Domning the vest Other, please describe

Floration Sear 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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation scat cushion? If yes, please describe
56. How did you know about the flotation cushion? Pre-departure safety briefing Safety Briefing card Crewmember instructions Other, please explain
Passenger Behavior
57. Did you experience any delay in getting into the aisle? Yes Ano 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? XYes No
60. Did you see any passengers pushing other passengers? Yes Ko
61. Did you get pushed? Yes XNo
62. Did you push anyone? Yes KNo
63. Were there any disputes among passengers during the evacuation? Yes ZNo 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 Zino 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 scat? 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree
73. My physical size assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Disagree
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
75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
ScatbeltiUsage
76. Was your scatbelt 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 scatbell? [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 Cother Passenger Personal Decision
80. At the time, did you know why an evacuation was necessary? [X] 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 evecuation? Yes No Not enough time
83. Did you hear the flight attendants giving instructions during the evacuation? [Heard every word
84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evecuation? Yes Kho 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 X 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? [A Yes No No No No No No No No No N
MPN IMPREAT NO EXECUTION ENTREMENTATION
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 BROIL MULICIPES DAG TO THEPINE IN WATER ? CLIMBING LANDERS
92. Describe the location of injuries suffered? Wrist Aukle Leg Arm Am Back Face Head Other
93. Description of injuries suffered? (Check all that apply) Sprain
Post Lyacuation Events
94. Describe the boat that transported you to shore (or provide name if known)? FLARY
95. Where did the boat take you? NI WATERWAY TERMINAT
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. Scal Number 87
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 Ano
96. Age 61
96. Age
99. Sender Male Female
100. Do you wear corrective lenses? X.Yes \(\sum \) No
101. Were you wearing your corrective lenses during this flight? X 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 I 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 state of the s

Directions:

The diagram to the right shows all the passenger scats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

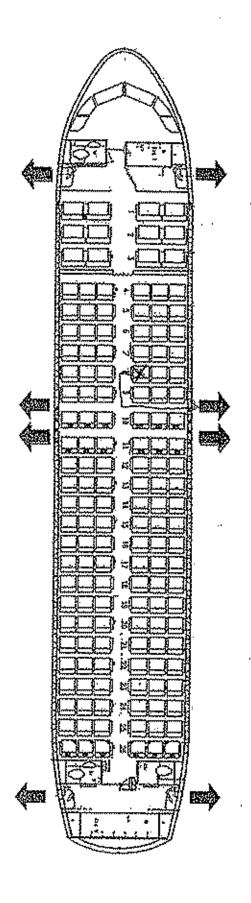
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

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 OUESTIONNAIRE

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 five to contact Jason Pedok at 202-314.

Thank you for your assistance in this investigation.

Safety Briefing
I. How were the pressingly instructions presented? (Check all that apply) [X Flight Attendant
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 \(\sum \text{No} \)
6. Did the pre-flight safety presentation help during the evacuation? X Yes No Explain:
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? X Yes
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
10. Did the safety card information help you in the evacuation? X Yes No Explain:
11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card) Recomment If he presented in multiple ranging company.
RECOMMENT 15 he presented in miles a franchis securit be vises and in as well as Fright offended presented:
Brace Position 12. Did you brace for impact? (Describe position)
12. Did you brace for impacts (Describe position)
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
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 scated 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 XNo
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:
1345

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 I t was the only available exit The officer exit was blocked I followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit? Yes ZNo
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 Directly onto a
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 take saw the doors after an 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?
35. Where did you store your: Purse:
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 sent 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? XYes No
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes No
Overwater Salety Equipment 43. Did you board a slide/raft? Yes X No If yes, which one? Forward left Forward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions?
45. Where did you board the slide/raft? Door Wing Water
46. Did you have any difficulty boarding the slide/raft? If yes, explain
· · · · · · · · · · · · · · · · · · ·
Lite (yests 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? Other Other
48. Did you put on the vest? Yes X No
49. Where were you when you put the vest on? Inside the airplane
50. Did you inflate the vest? Yes No
S1. Did you have problems inflating your vest? The 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

54. Did you use a flotation seat cushbor? Street No. If yes, how did you obtain the cushbor? It retrieved it myself from my seat 1 took if from another seat Someone gave it to me 55. Did you have any problem using the flotation seat cushion? It yes, please describe NO It yes, please explain It yes I	
Someone gave it to me St. Did you have any problem using the flotation seat cutshion?	Flotation Seat Cushions
55. Did you have any problem using the flotation seat cushion? If yes, please describe NO habe. The Cresh of the North Cresh o	54. Did you use a flotation seal cusmon? [25 Yes] No it yes, now did you obtain the cusmon?
If yes, please describe NO Nhen we Chashed and realized we were "inharf" passares herrical BEXT No installations were greated with the product of the problem of the wing have illevists. It gov look of early product no one at the wing have a like personal product. Personal of the propie taking their seat custion Other, please captain Personal Other, please captain	Not bettleded it makes from that seat 11 took it from another seat 12 options frage it so me
If yes, please describe NO Nhen we Chashed and realized we were "inharf" passares herrical BEXT No installations were greated with the product of the problem of the wing have illevists. It gov look of early product no one at the wing have a like personal product. Personal of the propie taking their seat custion Other, please captain Personal Other, please captain	SS. Tild you have any problem using the flotation seat custion?
Mest Massace	Style please describe A(A)
## PERSON OF THE PROPERTY OF A STANDARD FOR A STAND	whom we crashed und realized with whit "intert" asserted horrida
So. How did you know about the flotation custion? Pro-departure safety briefing Stept Briefing card	A EX de - NO INSTRUCTIONS WELL GIVEN TO MIKE LIFE VESTS. YET HOW TOOK OF
56. How did you know about the floation cushion? Pre-departure safety briefing Safety Briefing card Crowmember instructions Observed other people taking their seat cushion Other, please explain Street Proceedings Observed other people taking their seat cushion Other, please explain Passenger Bethat vor. Yes No Lower and the passenger bethat was shown Other please explain Street No Lower and the passenger Street No Calmed Other Other Street No Other Other Other Street No Other Other Street No Other Street N	early orchires - no one on the wings have a life preserver/rest.
Step departure safety briefing	56. How did you know about the flotation cushion?
Passenger Behavior	Pre-departure safety briefing Safety Briefing card Crewmember instructions
57. Did you perperience any delay in getting into the aisle? Yes No It yes Mo Me Me Me Me Me Me Me	Observed other people taking their seat cushion Other, please explain
57. Did you perperience any delay in getting into the aisle? Yes No It yes Mo Me Me Me Me Me Me Me	Passenger Rebayion
Yes No Men Well Almy Different behavior and alternos by Street Secretary Sec	1977/WINDOW 1171-1731/A 1771-1731/A 1771-1731/A 1781-1731/A 1781-1
If yes, describe	
Se. Did you climb over any seats during the evacuation? Yes	The days of all was now, Days behavior and a Hemos by
Se. Did you climb over any seats during the evacuation? Yes	able to bling by seath one all research we were not
S8. Did you climb over any seats during the evacuation? Yes	single server calmed asim and extel order
Yes No If yes, describe	
Yes No If yes, describe	58. Did you climb over any seats during the evacuation?
59. Did you see anyone climb over the seats? Yes	
Yes	
Yes	
Yes	
Yes	
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 11 yes, explain why they were moving slowly. And Manda Manda And Manda And Manda And Manda And Manda	59. Did you see anyone climb over the seats?
Yes	Yes No
Yes	
61. Did you get pushed? Yes	
Yes	以 tez 「□ 1≥0
Yes	C1 This year and prochad?
62. Did you push anyone? Yes DNo 63. Were there any distrites 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. Auct trans And unsure a for where to the following slowly. 65. Did you gonsider another exit because of slow moving lines? Yes No 66. Were you traveling with anyone? Yes No If no skip to item 7!	
Yes No Don't know 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 1	M x68 C 140
Yes No Don't know 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 1	62 Did von medicanyone?
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. And Unsuel as to Wheel to My. F 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)	T Ves TONO
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 No If yes, explain why they were moving slowly. Auctorian And Un sure And Un sure 65. Did you gonsider another exit because of slow moving lines? Yes No 66. Were you traveling with anyone? Yes No If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	lud and tables.
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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. And unsue, as for where to the two forms of the exit because of slow moving lines? Yes No 65. Did you consider another exit because of slow moving lines? Yes No 16 Were you traveling with anyone? Yes No If no skip to item 71 67. With whom were you traveling? (Check all that apply)	Yes No Don't know
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11 yes, explain why they were moving slowly. Auctions and un such as to where to exist occause of slow moving lines? Solid you gonsider another exit occause of slow moving lines? Yes No 66. Were you traveling with anyone? Yes No If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	☑Yes ☐No
65. Did you consider another exit because of slow moving lines? Yes Who 66. Were you traveling with anyone? Yes No If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	
65. Did you consider another exit because of slow moving lines? Yes Who 66. Were you traveling with anyone? Yes No If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	autians and unsul as to where a win
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)	
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)	
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)	las and desired the second sec
66. Were you traveling with anyone? Yes No If no skip to item 71 67. With whom were you traveling? (Check all that apply)	
Yes Who If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	T XCP TH MO
Yes Who If no skip to item 7! 67. With whom were you traveling? (Check all that apply)	SC There are sweet in a with amount?
67. With whom were you traveling? (Check all that apply)	
67. With whom were you traveling? (Check all that apply) Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other	Tree With the with to men at
Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other	67 With whom were you traveline? (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 sent? Yes No
69. Were you sealed with your companion(s)? Yes UNo .
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) Scat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Flight attendant scats 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
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
Seatheff Usage 76. Was your scalbelt fastened prior to the evacuation? Ves, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
77. Did you have any difficulties unfastening your scatbolt? Yes DNo
78. Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt 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 to 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? Drace, brace, brace, brace

85. Did you pariove 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 Depening exits Other
88. Did the crownssign you any duties? Yes Pho If yes, what were you asked to do and did you do the task.
hijury
89. Did you suctain any injuries prior to the evacuation? Yes NNo 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?
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 end the effect they had on your evacuation I was on the port wirz - become completely wet aiding another passared who stipped North wire. in the
Wing approx 17 Minutes - close to troshite hardo!
92. Describe the location of injuries suffered? Wrist Aukle Leg. Arm Back Face Head Gother hands
93. Description of injuries suffered? (Check all that apply) Sprain Fracture Concussion Broken Back Dislocation Strain Burn Abrasions (Leccrations & Bruises) Smoke inhalation — Other LEOSILL & Wik Tuato
Post Evacuation Events
94. Describe the best that transported you to shore (or provide name if known)? Ferry took me + 20 then to Weehawkey, M. Terminal: we were last 3 rescued, trom port wrg.
95. Where did the boat take you? Weehawhen Ferry Terminal
96. Were you transported to a hospital? If you 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. Scat Number OF
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 <u>5'8''</u>
98. Weight 1501bS
99, Gender Male Female
100. Do you wear corrective lenses? X 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 Legments per year.
106. Aviation Experience
Dother Dinne Former Usma officer Many flights is both Fixed William and helosopter aircroft.

linal 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 Jearned well after the event that the Crew was un-aware
They were making a water Tanding
This resulted in we instructe from the crew to grass
and don the preservers from under the seat.
Forger new could profine - very few it the any any passengers that exited muther wing had a life preserver. Had we been remidded by the crew to
plaseagers that in the matter wing and a life
take 1. te presuver or would have remembered.
are the SIDE was distoyed orans they INSISTED
passanger get yellow 1, to preserver i you ! see.
evidence of this in the products.
Rumnedate fo pitos chuktist. It waster) and in
inform crew and instruct to remind passurges to
gst 1. se peserven.
Thank- nur
yn may call me 1/1 may me
A add times was once

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.

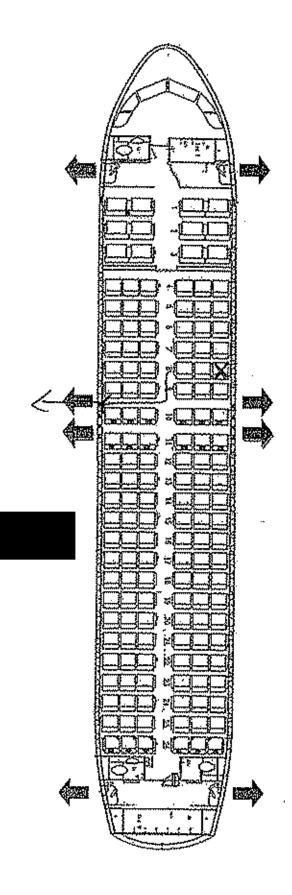
Example:

2. My name is

3. I was seated in seat 8 F

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 OLESTIONNAIRE

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-

Safety Benefing
1. How were the preflight safety instructions presented? (Check all that apply) [X] Flight Attendant
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 Obstructed by child Obstructed by other person It's basic knowledge Ustening to music/audio tapes Reading Sleeping Too long Odler
4. How well could you hear the presentation? [X] Heard every word
5. Is English your primary language? [X] Yes No
6. Did the pre-flight safety presentation help during the evacuation? X Yes No Explain:
The first of the briefing?
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 scatback 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? K 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 X No Explain:
11. What changes would you recommend to improve the safety instructions? (Elther 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? X Flight attendant instruction Looked at safety briefing card Copied people around me X Previous knowledge Other, please Copied people around me X Previous knowledge X Previous knowledge Copied people around me X Previous k
Emergency Exils 14. When did you look for the emergency exit(s) closest to your seat? During boarding
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 attendent 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 OFE. Pictory To Exit
22. Did you have any difficulties opening the exit? Yes No NA - See # 21 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 I t was the only available exit The other exit was blocked I t followed other passengers it was the closest exit Other
26. Were you directed away from a specific exit? Yes X No
27. Were you directed toward a specific exit? Yes X 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 INO
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? X Into water
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 I 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 Briefease: 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?
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 rolated 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 hin 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?
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 図 No
Overwater Safety Equipment 43. Did you board a slide/raft? 43. Did you board a slide/raft? K Yes No If yes, which one? Forward left Porward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions? Yes X 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 - TOARDED RAFT FIZOM WATER
Life Vests 47. Did you obtain a life vest? Yes M No If yes, how did you obtain the vest? Yes I No If yes, how did you obtain the vest? Yes I retrieved it myself from under my seat Someone gave it to me
48. Did you put on the vest? Tyes 🗵 No
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Tes No NA
51. Did you have problems inflating your vest? Tes No NA 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 Other, please describe

Flotation Seat Cushions
54. Did you use a flotation seat cushion? X Yes No If yes, how did you obtain the cushion? I retrieved it myself from my seat I took if 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 bricfing Safety Briefing card Crewmember instructions Observed other people taking their seat cushion 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?
61. Did you get pushed?
62. Did you push anyone? Yes WNo
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 X No
If yes, explain why they were moving slowly.
65. Did you consider another exit because of slow moving lines?
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 NA
69. Were you scated with your companion(s)? NA
70. Did you evacuate with your traveling companion(s)? Yes \(\sum \) 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
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
Seathelf: Usage 76. Was your seathelt fastened prior to the evacuation? X 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 scalbelt slow down your evacuation of the aircraft? Yes No Seathelt was not buckled
Communication 79. Who first informed you that an evacuation was necessary? Pilot Pilot Pight Attendant Other Passenger Personal Decision
80. At the time, did you know why an evacuation was necessary? Yes No
81. Did the Dight attendants give you any instructions just prior to the evacuation? Yes ANO Not enough time
82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No X Not enough time
83. Did you hear the flight attendants giving instructions during the evacuation? I 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 shocs during the evacuation? Yes X No If no skip to item 87
86. Why did you remove your shoes? NA
67. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use X 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 X 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 X 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 Exacuation Events
94. Describe the boat that transported you to shore (or provide name if known)? FEICEY
95. Where did the boat take you? FEZZY TEZMINAL
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. Seet 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?
96. Age <u>56</u>
97. Height <u>5'7'</u>
98. Weight 160
99. Gender ZMale Female
100. Do you wear corrective lenses? 区 Yes 口 No
101. Were you wearing your corrective lenses during this flight? [X] Yes [] No
102. Did you lose your corrective lenses during the event that caused the evecuation? □ Yes 図No
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes A No
104. Prior to departure, was your ability to evacuate affected by any of the following: VA 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 2 3 to 6 flights per year 1 More than 6 flights per year
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

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.

* * * * * * * * * * * * * * * * * * *

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:

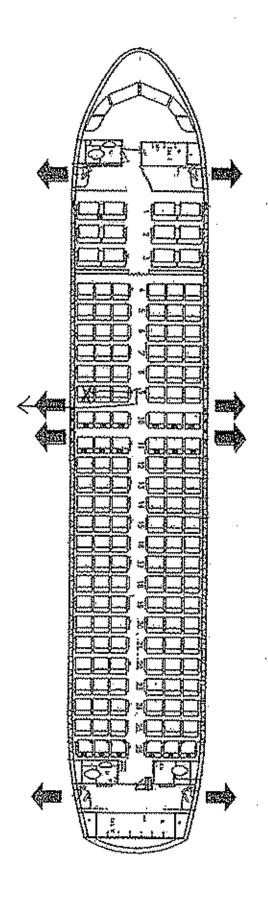
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is _______

3. I was scated in seat _______A

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

Example: 14D



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 Iason Fedok at 202-314.

Thank you for your assistance in this investigation.

Salety Briefing
1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant Uvideo 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 Mo
6. Did the pre-flight safety presentation help during the evacuation? X Yes 1
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 scatback 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
C	0. Did the safety card information help you in the evacuation? No Suptain: Localization of Crit
1	1. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
5 (3000)	Brace Position 2. Did you brace for impact? (Describe position) Vess brack down in the control of the control
11	13. Why did you choose this position? Flight attendant instruction Copied people around me Previous knowledge Other, please
	Emerge) cy 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 scated 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 X No
	20. Did you open, or attempt to open, an exit yoursel? Yes No If no, skip to item 24
	21. What caused you to open the exit? Plight attendant P-A. announcement Personal assessment Other
	22. Dld 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 I h was the only available exit The other exit was blocked I followed other passengers I h was the closest exit Other
26. Were you directed away from a specific exit? Yes Mo
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 cach) No cue 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
25. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the ovacuation? [X] 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 Parts

·
38. Where were the items stored? Under seat Overhead bin Closet Other in way law.
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 overhoad bin Dropped to floor Carried into raft/out wing Took with me onto rescue boat Other Collins The cives Indicated to the carry on items?
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
Överwater Satety Equipment
43. Did you board a slide/raft? Yes Mo 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? D'. I not bound went on the Door Wing Water Successfully boarding the slide/raft?
46. Did you have any difficulty boarding the slide traft? If yes, explain Did 4504 Y XXXX a 5110
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Tife Viests 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
☐ I retrieved it myself from under my scal ☐ Someone gave it to me ☐ Other
48. Did you put on the vest? Yes SNo 49. Where were you when you put the vest on? Inside the airplane Outside the airplane Occare was sometimes.
50. Did you inflate the vest? LI Yes XI No
51. Did you have problems inflating your vest? The Silve section of the section o
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 if from another seat Someone gave it to me	
55. Did you have any problem using the flotation scat cushion? If yes, please describe 10 10 10 10 10 10 10 10 10 10 10 10 10 1	
Second of the floation cushion Second of the floation cushion Second of the floation of	:o~~
58. Did you climb over any seats during the evecuation? 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?	
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) Scat tray Seatback in front of you Galley Buildnead (Walls dividing cabin into sections) Plight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Child Safety Scat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains Other Luggage Passengers tried to take off plane Footrest Child Safety Scat Shoes Blankets
	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
Ì	
	Scatbelt Usage 76. Was your scatbelt 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?
	78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes Kno Seatbelt was not buckled
l	
	Communication 79. Who first informed you that an evacuation was necessary? Pilot Plight Attendant Coher Passenger Personal Decision
1	80. At the time, did you know why an evacuation was necessary? Yes No
	81. Did the flight attendents 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
	82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
	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?

85. Did you remove your shoes during the evacuation? Yes No If no skip to item 87
86. Why did you remove your shoos? [Flight attendant instructions
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 The work to be the control of the
91. Did you sustain any injuries after the evacuation? [2] Yus No
If yes, describe the injuries, how they occurred and the effect they had on your execuation Lear to Daily . Know Daily and the effect they had on your execution Light execution
92. Describe the location of injuries suffered? Wrist Ankle Leg. Arm Back Face Heed 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)? rescue to the boat that transported you to shore (or provide name if known)?
95. Where did the boat take you? Ho He Qiec
96. Were you transported to a hospital? If yes, which hospital? Yes, St. N'ucent hospital?

Your Tocation
The attached diagram on the last page shows the floor plan of the sircraft. The doors and exits are indicated by large arrows.
94. Scat Number 96
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?
96. Age 48
97. Height 5 3'
98. Weight
99. Gender Malo Kremale
100. Do you wear corrective lenses? Yes No when did one.
101. Were you wearing your corrective lenses during this flight? Yes X No
102. Did you lose your corrective lenses during the event that caused the evacuation? [A.Yes No
103. Had you consumed any alcohol in the 8 hours prior the evacuation? Yes No Do ook Delok.
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 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 state of the s
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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 scat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

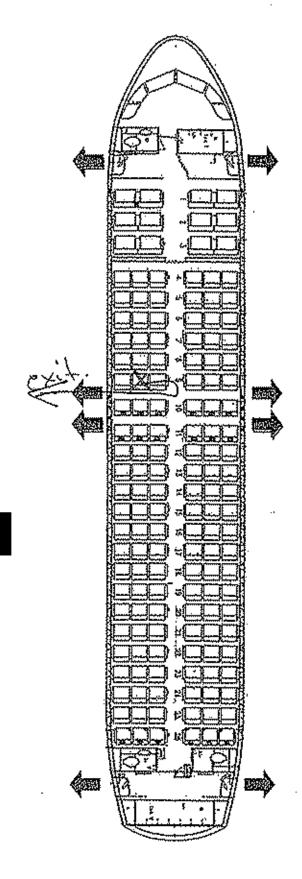
Example: X

2. My name is

3. I was scated in seat 9 P.

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 OUESTIONNAIRE

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) [D] Flight Attendant
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 Obstructed by child Obstructed 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
5. Is English your primary language? EYes No
6. Did the pre-flight safety presentation help during the evacuation? Yes Pho Explain: See # 4 except I had hard the presentation many hines to these to good my seet Oshion
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? [] Yes [] No [Explain: Pring: Tunil of Listensol June June
8. When did you read the safety instruction card in the scalback in fight 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)
Til pugle to reach vade their seats & post the infalible
Life Justals Brace Position
12. Did you brace for impact? (Describe position) 12. Did you brace for impact? (Describe position)
For any word
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me Previous knowledge Other, please
Emergency (Balls 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 fer an exit? (Check all that apply) In front of me Schind me Left of me Right of me
16. Were you scated 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 evecuation? 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?
20. Did you open, or attempt to open, an exit yourself? Yes Tho 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 nisle 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 I it was the only available exit The other exit was blocked I i followed other passengers I 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 Wo
28. Did you follow these directions? See No P/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 Avo 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 So when to farry - 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: 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 Closet Other Closet Other Closet Other Closet Other Closet Other Closet Other
36. Did you attempt to take any carry-on items with you during the evacuation? Yes Mo
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 Dr Don't Know- didn't Witness people looking for bouldings
41. Did passengers retrieving carry-on luggage slow the evacuation?
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 Wo
45. Where did you board the slide/raft? N/A Stool on the wing entire time
46. Did you have any difficulty boarding the slide/raft? If yes, explain N/A
Tife Vests 47. Did you obtain a life vest? Yes You if yes, how did you obtain the vest? Other Other
48. Did you put on the vest? \(\text{Yes} \) No \(\nu/4 \)
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?
53. Did you have any problems using the life vest? Yes No If yes, what problems? AA Locating the vest Reaching the package Opening the package Donning the vest Other, please describe

Figuation Seat Custions
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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushion? If yes, please describe 1.10 have to use it half on to it was I to bonded.
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
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 Observed other people taking their seat cushion Observed
Passenger Behavior
57. Did you experience any delay in getting into the aisle? Yes No If yes, describe
58. Did you clips over any scats during the evacuation? 【Yes 【Yo If yes, describe
59. Did you see anyone climb over the seats? Yes Wo
60. Did you see thy passengers pushing other passengers?
61. Did you gerpushed? Yes Pino
62. Did you push anyone? Yes Ano
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 Wo If yes, explain why they were moving slowly.
65. Did you consider another exit because of slow moving lines? Yes Tho
66. Were you haveling 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 scat? Yes No		
69. Were you scated 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) Work are 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		
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		
Scatbelt Usage 76. Was your scatbelt fastwhed prior to the evecuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall		
77. Did you have any difficulties unfastening your seatbolt? Yes Two		
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 Tho Not enough time		
82. Did the flight attendants go through the cabin prior to landing to prepare for the evecuation? 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		
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 I Heard nothing		
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
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 crepusssign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Incurv 89. Did you spottin any injuries prior to the evacuation?
Yes SNo If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Some nearly, Some back, besites on my right hand and borises
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 400 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 Péack Face Head Other Acak, knows, Rt had.
93. Description of injuries suffered? (Check all that apply) Sprain Eracture 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? Furry Station in MY
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 <u>QC</u>
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 <u>G' J"</u>
98. Weight <u>Joa</u>
99. Gender [[Male] Female
100. Do you wear corrective lenses? Yes Ano
101. Were you wearing your corrective lenses during this flight? ☐ Yes ☐ No μ/A
102. Did you lose your corrective lenses during the event that caused the evacuation? Yes No WA
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: #/P Vision Hearing Age Injury Recent surgery Cane Other
105. How often do you travel by air? First flight. Less than I 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 makened on Rose 2, # 11 - Thur flower compressing + inco-
Always Land about the life yest, but I district think about it
duing the working to grabbed the Sent cution, but wished
I took a life Vest. I now check under my sent to virify
that it is there I work siggest that should be in the
instructions to very that you have one under your Sent
Estypse Kreds about it

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

Directions:

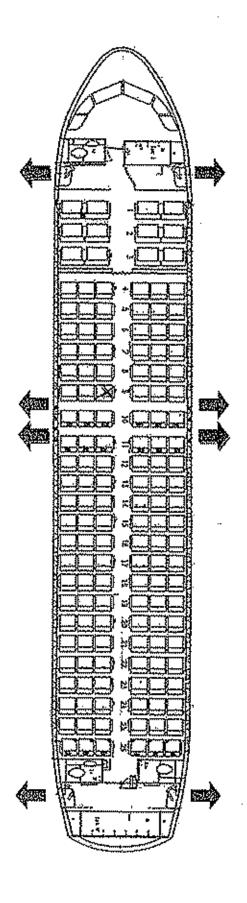
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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:	X
2. My name	is
3. I was seate	ed in seat <u>q</u>

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) 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? [Vileard 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? No No Explain:
8. When did you read the safety instruction card in the seatback in from of you? Prior to flight During pre-flight briefing In-flight Doid not read If you read the safety card skip to item 10

9. Why did you not read the safety card? Kead 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:
2-7-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-
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) 12. Did you brace for impact? (Describe position) 12. Did you brace for impact? (Describe position) 13. Did you brace for impact? (Describe position) 14. S. Jayana A. Noad to Knees & Covered head 15. Did you brace for impact? (Describe position)
13. Why did you choose this position? Flight attendant instruction
Entergency 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
16. Were you scated in an emergency exit row? Yes Pro 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 17.26 If no, skip to item 24
21. What caused you to open the exit? [Flight attendant
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. This I left my seat. As I traveled down the aisle Other I had to follow the crowd in alse.
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 I was the only available exit The other exit was blocked A followed other passengers A was the closest exit Other
26. Were you directed away from a specific exit? Yes PNo
27. Were you directed toward a specific exit? Yes No
28. Did you follow these directions?
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 DNo If yes, explain
31. If you used an over-wing exit, how did you get off the wing? [D 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
Carty-on Baggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach) No one bag 2 bags 3 bags more than 3 bags
34. Did you have to gete check a bag you were planning to carry on? Yes No
35. Where did you store your: Purse:
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? [Modicines

38. Where were the items stored? Under seal 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 Charles at the Carry-on items?
40. Did other passengers attempt to take carry-on items? Yes ZNo
41. Did passengers retrieving carry-on luggage slow the evacuation?
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 Mo If yes, which one? Porward left Porward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions? Yes Wo
45. Where did you board the stide/raft Didn 4 stood on Sinking wing Door Wing Water Didn 4 stood on Sinking wing
46. Did you have any difficulty boarding the slide/roft? If yes, explain
/
Life Vests
47. Did you obtain a life vest? 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 Who
52. How did you know the location of the vest? Instructions from creveneember Observed others taking vest Pre-departure briefing Read safety briefing eard Observed others taking vest Pre-departure briefing Read safety briefing eard Observed others taking vest Pre-departure briefing Observed others taking vest Pre-departure briefing Observed others taking vest Observed others taking vest Pre-departure briefing Observed others taking vest Ob
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 Other, please describe

Floration 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 look if 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
58. Did you climb over any seats during the evacuation? Yes No If yes, describe
59. Did you see anyone climb over the seats?
60. Did you see any passengers pushing other passengers? Ves No
61. Dîd you get pushed? Ves No
62. Did you push anyone?
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)? Wes
65. Did you consider another exit because of slow moving lines?
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 scat? 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains Other ONLY HOLDONIC ON HOLDONE		
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree		
73. My physical size assisted mo in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree		
74. My physical condition assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree		
75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree		
Scathelt Usage 76. Was your scathelt 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 scafbelt slow down your evacuation of the aircraft? Yes No Scatbelt 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?		
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? NEARD OTHER PASSEME Heard every word. Some words difficult to hear. Most words difficult to hear. Heard nothing		
84. Describe the flight attendants' instructions? Didn't hear a led		

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	
87. How did the crew aid in your evacuation? (Check all that apply) Mo aid Indicated the exits in use Shouled 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? Ves No	
If yes, describe the injuries, how they occurred and the effect they had on your evacuation SMASHEL NAMES ON SULT: IN GOOT US WILL GARLA IN HUDSON	
90. Did you sugain any injuries during the evacuation?	
Tes INO If yes, describe the injuries, how, they occurred and the effect they had on your evacuation FIGURES OF AND GETTING OF	
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? Wist Dankle Die Tarin Back Face Head Other	
93. Description of injuries suffered? (Check all that apply) Sprain Practure 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? 48, Christ Hospital, Jersy	(Cdq

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. Scat 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.
Fersonal Information 95. Have you ever had to evacuate an aircraft before? ☐ Yes ☑ No
96. Age 58
97. Height <u>52</u>
98. Weight <u>12.5</u>
99. Gender Male Female
100. Do you wear corrective lenses? Ves No
101. Were you wearing your corrective lenses during this flight? Were you wearing your corrective lenses during this flight?
102. Did you lose your corrective lenses during the event that caused the evacuation?
103. Had you consumed any alcohol in the 8 hours prior the evacuation?
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 office do you travel by air? First flight: Less than 1 flight per year More than 6 flights per year
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

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.
<u></u>
1 1/2000-0

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

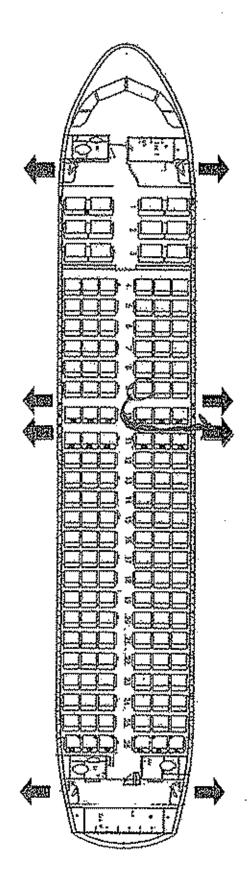
Directions:

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: 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 OUESTIONNAIRE

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.

	55.2020
Safety Pricting	
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 \(\text{Obstructed view} \) Distracted by child \(\text{D Distracted by other person.} \) It's basic knowledge \(\text{Listening to music/audio tapes} \) Reading \(\text{Seeping} \) Sleeping \(\text{Too long} \) 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 Maybu Explain: Mybu L L L Note the Croftot 1x1+ was buch!	nd
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	

Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other
LO. Did the safety card information help you in the evacuation? Yes No Explain:
58P1884:
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? (Poscribe position) knew which over head.
13. Why did you choose this position? Flight attendant instruction Previous knowledge Looked at safety briefing card Copied people around one More in A
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
16. Were you seated in an emergency exit row? Yes Who 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 road the instructions for operating the exit? Yes No
20. Did you open, or attempt to open, an exit yourself? Yes Wo If no, skip to item 24
21. What caused you to open the exit? Thight 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 scat As I traveled down the sisle Other
25. For what reasons did you choose this exit? (Check all that apply) 1 was called to the exit
26. Were you directed away from a specific exit?
27. Were you directed toward a specific exit? Yes WNo
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 Who 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 by Utop In Win to Hir directly onto a boat Other had by Utop In Win to Hir directly onto a boat off the wing? 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?
Yes No Mod Applicable
(ality on Baggage 33. Did you have carry-on-Kaggage? (Count purses, computers, backpacks, etc. as one item each) No Done 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:
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/walket/credit cards Car/House key Clothes Camera Computer

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?
41. Did passengers retrieving carry-on higgage 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 sildc/raft? Yes No If yes, which one? Forward left Forward right Overwing left Overwing right
44. Was a flight aftendant 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
47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
47. Did you obtain a life vest? If yes 15 no if yes, now the you obtain the Cother
48. Did you put on the vest? Yes No
49. Where were you when you put the vest on? Inside the sirplane Outside the sirplane
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

Floration Sear Cushions
54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion? 1 retrieved it myself from my seat 1 took if from another seat Someone gave it to me
55. Did you have any problem using the flotation scat cushion? If yes, please describe
56. How did you know about the flotation cushion? Pre-departure safety briefing Safety Briefing card Crewmonnber instructions Observed other people taking their seat cushion Other, please explain in Vac Nilk White Passences Behavior Passences Behavior 57. Did you Apperience any delay in getting into the aisle?
☐ Yes ☐ No If yes, describe
12 you door 10 y
58. Did you climb over any seats during the evacuation? Stres No If yes, describe T. W. one NW In front of 1 mergency excl. Climbel over and out:
59. Did you see anyone climb over the scats? Yes No
60. Did you see enly passengers pushing other passengers? Yes Wo
61. Did you get pushed? Yes PNo
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 Pho
If yes, explain why they were moving slowly.
65. Did you consider another exit because of slow moving lines? Yes Who
66. Were you haveling with anyone? Yes No If no skip to item 71
67. With whom were you traveling? (Check all that apply) Sponse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

_		1
	58. If you were traveling with a child, were you using a child safety seat? Yes No	
	59. 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 Salley 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 Pootrest Child Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains	
	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 U Strongly Agree	
	75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree	2
ŀ	Seatbelt Usage	
	76. Was your scatbelt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall	55
	77. Did you have any difficulties unfastening your seatbelt? Yes No	
	78. Did unfastening your scatbelt 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	2
	80. At the time, did you know why an evacuation was necessary?	
	81. Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time	
	82. Did the flight allendants 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
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 crow 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?
Tyes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation HI M NA ON THE TABLE— CONFE ON ON BUE OF
90. Did you sustain any injuries during the evacuation? V4 Yes \(\sum \text{No} \)
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 Mo If yes, describe the injuries, how they occurred and the effect they bad on your evacuation
92. Describe the location of injuries suffered? Wrist Ankle Leg. Ann Back Face Elegal 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 Lyacuation Events
94. Describe the boat that transported you to shore (or provide name iffknown)? Company Com
95. Where did the boat take you? My firm Taminu
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. Scat Number 12
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 <u>5' ¶</u>
98. Weight 160
99. Gender Male Stremate
100.—Do you wear corrective lenses? You Alto
101. Were you wearing your corrective lenses during this flight? Yes GANo
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 7 No
104. Prior to departure, was your ability to evacuate affected by any of the following: Ulsion Hearing Age Injury Recent surgery Cane Other
105. How often do you travel by air? First flight. 1 Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year 4 flights per year 5 flights per year 6 flights per year 7 flights per year 7 flights per year 8 flights per year 9 flights per ye
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

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 Lither Speech - till popte how to brace for impret; Jon't yet Rety org
Al Deople should be required to go to how sphere Should be an ophere
When brum there is not chough rown Shower Sat in hort of the wind your And State Flat the hort had a hort
and Impact Laws a Chain in

Directions:

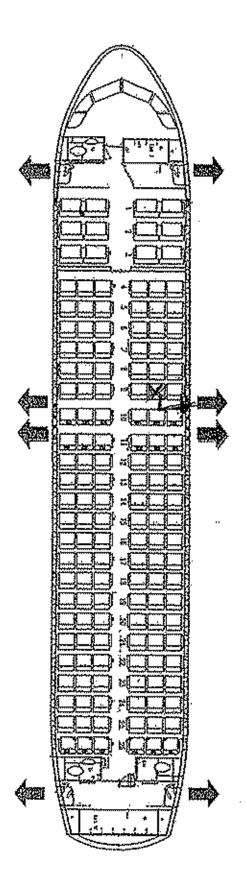
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

2. My name is
3. I was scated in scat

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 OUESTIONNAIRE

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? KTYes [] No Explain: TWEVIOUS DUCKHATIONS helped even though ! Slept through this particular tights
7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? [] Yes [] No dm +
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 Decould not a
0. Did the safety card information help you in the evacuation? Yes No
Explain:
1. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)
Brace Position
12. Did you brace for impact? (Doscribe position) Of the Bent One? Gughtus. Seems that hands The head with head between these would shap a
person's necle in impact.
13. Why did you choose this position? Flight attendant instruction
#Inergency Exils 14. When did you look for the emergency exit(s) closest to your scat? 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 yourseated 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 cad 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 I is was the only available exit The other exit was blocked I is followed other passengers. It was the closest exit Other
26. Were you directed away from a specific exit? Yes X No
27. Were you directed toward a specific exit? Yes X No
28. Did you follow these directions? Yes No
29. Did you sass a usable exit at the direction of a flight attendant? Yes No
30. Did you elect an exit and then change your mind? Yes X 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 Cher
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: Purso: Munder seat Overhead bin Closet Other
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
Suitcase 2: Under seat Overhead bin Closet Other 86. Pid vou attempt to take any carry-on items with you during the evacuation?

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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 NOR MINE, DUT I NEWER TO OMENS 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
Dives DNO not trut I'm personally rivare of, but hard rumors
(Iverwater Safety Equipment 13. Did you board a slide/raft? Yes No If yes, which one? Forward left Forward right Overwing left Overwing right
44. Wasya flight attendant at the doorway giving directions? Yes X 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 Y TOX
Tite Vests
48. Did you put on the vest? XI Yes LI No
49. Where were you when you put the vest on?
49. Where were you when you put the vest on? Inside the airplane Doutside the airplane 50. Did you inflate the vest? The Too Keny VCSt - made of foam
49. Where were you when you put the vest on?
49. Where were you when you put the vest on? Inside the airplane Outside the airplane 50. Did you inflate the vest? Yes No Kerry VCSt - Wade Of foam 51. Did you have problems inflating your 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 Kerry VCSt - Wade Of foam 51. Did you have problems inflating your vest? Yes No

Blotation Seat Custions
54. Did you use a flotation scat cushion? X Yes No If yes, how did you obtain the cushion? X I retrieved it myself from my scat I took if from another seat Someone gave it to nic
55. Did you have any problem using the flotetion seat cushion? If yes, please describe
56. How did you know about the flotation cushion? WWW (MW) TUS WWH WCAWCHIM 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 nislo? Yes No If yes, describe
58. Did you climb over any seats during the evacuation? X Yes No If yes, doscribe Was lifted over the seat by a passenger behind ml.
59., Did you see anyone climb over the seats? Yes No
60. Did you see any passengers pushing other passengers? Yes X No
61. Did you get pushed? Yes No
62. Did you push anyone? Yes No
63. Were there any disputes among passengers during the ovacuation? 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 X 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 faveling 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?
69. Were you scated with your companion(s)? Yes No
70. Did you evacuate with your traveling companion(s)? Yes No
71. Did any of the following flow your movement during the evacuation? (Check all that apply) Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) Plight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
72. Other passengers in general were cooperative during the evacuation. Strongly Disagree
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 seathelt 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 scalbolt?
78. Did unfastening your scatbelt slow down your evecuation of the aircraft? Yes No Seatbelt was not buckled
Communication 79. Who first informed you that you cyacuation was necessary? Pilot
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 KNAT COULT FRAY
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 attendents' instructions? beads down stry down just of us

Captain announced brace for impact

85. Did yen femove your shoes during the evacuation? Yes No If no skip to item 87
86. Why did you remove your shoes? Flight attendant instructions I 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 sostain any injuries prior to the evacuation?
Yes X No If yes, describe the injuries, how they occurred and the effect they had on your evacuation
90. Did you sistain 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 boarding ful
Lerry - cut my leg
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 Frecture 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)? 1984 Don't Kanenber - puthlend, block
95. Where did the boat take you? Jersey tity levely Ferry Terminal
96. Were you transported to a hospital? If yes, which hospital? Jevsey City Levsey

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. Haveyou ever had to evacuate an aircraft before? Yes No
96. Age <u>40</u>
97. Height <u>6· 4</u>
98. Weight <u>140</u>
99. Gender Male Female
100. Do you wear corrective lesses? Yes X No
101. Were you wearing your corrective lenses during this flight?
102. Did you lose your corrective lenses during the event that caused the evacuation?
103. Had you consumed any alcohol in the 8 hours prior the evacuation?
104. Prior to departure, was your ability to evacuate affected by any of the following: \(\bigcircle{\O}\) \[\text{Vision } \text{Hearing } \text{Age } \text{Injury } \text{Recent surgery } \text{Cane} \] \[\text{Other } \text{Cane} \]
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 Right Attendant Aviation Mechanic 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.
<u> </u>
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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:

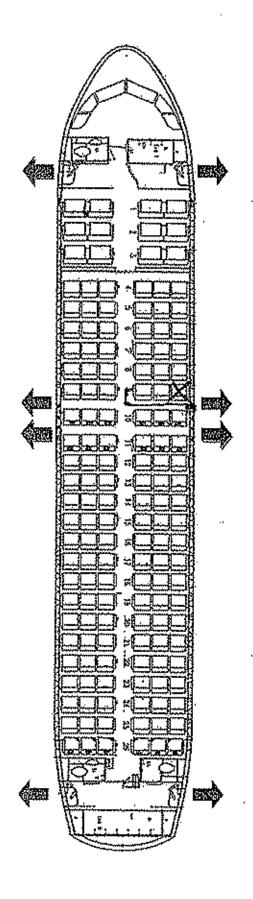
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

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.



PASSENGER OUESTIONNAIRE

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-

Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) Kiflight Attendant Video Audio 2. How much of the proflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None (If All, go to question 4) 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. After well could you hear the presentation? Afeard every word Some words difficult to hear Most words difficult to hear Is English your primary language? XVcs No 6. \Did the pre-flight safety presentation help during the evacuation? X yes □ No Explain: L'YE FLOWN MANY TIMES AND THE
BEPETATIVE INSTRUCTIONS DER FLIGHT 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 Bold not read If you read the safety card skip to item 10

9. Why did you not read the safety card? Could not find Was not there Could not understand Not important Other
10. Did the safety card information help you in the evacuation? Explain:
11. What changes would you recommend to improve the safety instructions? (Bither the presentation or safety card)
MORE VISUAL JOISPLAY SCREEKS
Brace Position 12. Did you brace for impact? (Describe position)
YES (SEAT 10B) II LOCKED ARMS WITH THE DESENGERS BESIDE MS. AND LOWERED OUR HEADS THIS HELPED PREPARE THE IMPACE
13. Why did you choose this position? Plight attendant instruction Copied people around me Brevious 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 ALeft of me Right of me
16. Were you seated in an emergency exit row? Office No If no skip to item 19
17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? [20] Bo
18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities? No
19. Did you read the instructions for operating the exit? ☐ Yes ☐ Yo
20. Did you open, or attempt to open, an exit yourself? Over No If no, skip to item 24
21. What caused you to open the exit? [Flight attendant P.A. announcement Personal assessment Dether
22. Did you have any difficulties opening the exit? □ Yes 図No Explain: <u>VEBy 三谷安y で</u> らしい

<u> </u>
23. Did you use this exit? Oves \(\sum \) No
24. When did you decide which exit to use? Before the evacuation order was given DAs I left my seat As I traveled down the nisle 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 I it was the only available exit The other exit was blocked I i followed other passengers I it was the closest exit Other
26. Were you directed away from a specific exit? Yes KNo
27. Were you directed toward a specific exit? Yes PNo
28. Did you follow these directions? Yes No
29. Did you pass a usable exit at the direction of a flight attendant? Yes Alo
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
Carry-on Baggage 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each) No Zone bag 2 bags 3 bags more than 3 bags
34. Did you have to gate check a bag you were planning to carry on?
35. Where did you store your: Purse:
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 Cannera Computer Job related items Sentimental items Other

38. Where were the Items stored? Under scat. 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? ADYes No
41. Did passengers retrieving carry-on luggage slow the evacuation? U Yes Zillo
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? Yes JANo
Overwater Safety Equipment
43. Did you board a slide/raft? A cs
44. Was a flight attendant at the doorway giving directions? Yes No ———————————————————————————————————
45. Where did you board the slide/raft? TO THE PAFT.
46. Did you have any difficulty boarding the slide/raft? If yes, explain ANAL PULLED ME IN
Life Vests 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? Someone gave it to me
48. Did you put on the vest? Tyes WNo
49. Where were you when you put the vest on? Luside 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 sent cushion? Yes No If yes, how did you obtain the cushion? To retrieved it myself from my seat I took if from another seat Someone gave it to me
S5. Did you have any problem using the flotation seat cushion? If yes, please describe Column Co
56. How did you know about the flotation cushion? [Apre-departure safety briefing
Passenger Behavior 57. Did you experience any delay in getting into the aisle? Yes Solo 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 50.00
60. Did you see any passengers pushing other passengers? Yes Wo
61. Did you get pushed?
62. Did you pysh anyone? Yes Salvo
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 1800
If yes, explain why they were moving slowly.
65. Did you gonsider 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 sent? Yes No	
69. Were you sealed 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 scats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains	1≥ 13
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	
74. My physical condition assisted me in the evacuation. Z Strongly Disagree	
75. My age assisted me in the evacuation. Chrongly Disagree	
Seatbelt Usage 76. Was your seatbelt fastened prior to the evacuation?	
Yes, Very Tight	
77. Did you bave any difficulties unfastening your scatbelt? Yes No	
78. Did unfastoning 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? Prilot Flight Attendant Other Passenger Personal Decision	
80. At the time, did you know why an evacuation was necessary? (2) Yes \(\sum \) No \(\sum \) HE BIRD GO \(\sum \) NO	
81. Did the flight attendants give you any instructions just prior to the evacuation? Wes 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 7	
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?	

100 (12 / 21 in 25
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 crow 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? Myes KLivo If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Outy A' MUD CASE OF HYPOTHERM
90. Did you sustain any injuries during the evacuation? Yes INNo 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?
92. Describe the location of injuries suffered? Wrist Ankle Log Arm Back Face Head Other FRET 4 HANDS
93. Description of injuries suffered? (Check all that apply) Sprain
Post Evacuation Events
94. Describe the boat that transported you to shore (or provide name if known)? NY WATERWAY FORT PROPER VIAS OVERANOUNG
95. Where did the boat take you?
96. Were you transported to a hospital? If yes, which hospital?

Your Eccation
The attacked diagram on the last page shows the floor plan of the aircraft. The doors and exits are indicated by large arrows.
94, Seat Number 10 B
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 DNo
96. Age 37
97. Height <u>5'9</u>
98. Weight <u>\57**</u> *
99. Gender Male Female
100. Do you wear corrective lenses? ☐ Yes □XNo
101. Were you wearing your corrective lenses during this flight? Yes Ano
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 XNo
104. Prior to departure, was your ability to evacuate affective 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

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.

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 _____

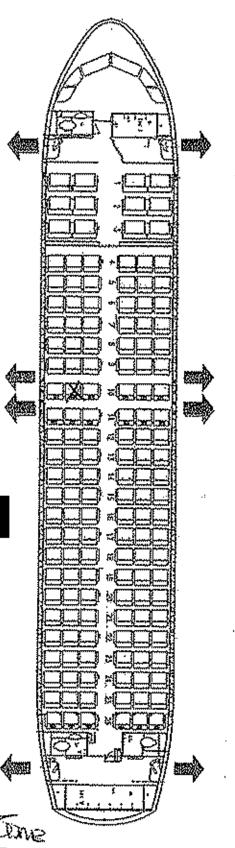
2. My name is

3. I was seated in seat ___OB____

Example: 14D

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

FS - FEEL FREE TO CALL ME ANY TEME



PASSENGER OUESTIONNAIRE

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 proflight safety instructions presented? (Check all that apply) ☑ Flight Attendant ☐ Video ☐ Audio 2. How much of the preflight Safety Presentation did you watch?

☐ 75% ☐ 50% ☐ 25% ☐ None (If All, go to question 4) Indicate why you did not watch the whole presentation (check all that apply). Seen it before Destructed view Distracted by child Distracted by other person It's basic knowledge Listening to music/audio tapes Reading Sceping Too long Other ____ How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear . Is English your primary language? Yes No 6. Did the pre-flight safety presentation help during the evacuation? Tyes Kino
Explain: Parsically is shock a did not grad sent cushioner life jar
Only-thing I could summer was to large all personal belonging to Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? XIYes No Explain: 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 eard? 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: Store 10 MW (0
11. What changes would you recommend to improve the safety instructions? (Fither the presentation or safety card) Flight afterdays to inside these exilence paragraphs who the card Prior to toward don't that they need to remove the card which a Flight afterdays hands it to them.
Brace Position 12. Did you brace for impact? (Describe position)
Ys. Bent at to wast, hards ow here.
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
Emergency Exits 14. When did you look for the emergency exit(s) closest to your seal? 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? Stress 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? 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? Thight attendant P.A. announcement Personal assessment Other
22. Did you have any difficulties opening the exit? Yes No Explain:
The state of the s

23. Did you use this exit? Yes No
24. When did you decide which exit to use? Market Ma
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 I by was the only available exit The other exit was blocked I followed other passengers I by was the closest exit Other
26. Were you directed away from a specific exit? Yes Wine
27. Were you directed toward a specific exit? Yes PNo
28. Did you follow these directions? Yes No h //2
29. Did you pass a usable exit at the direction of a flight attendant? Yes Did Yes
30. Did you select an exit and then change your mind? Yes XNo If yes, explain
31. If you used an over-wing exit, how did you get off the wing? [X] Into water
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 swally that pure inside bridge-
34. Did you have to gate check a bag you were planning to carry on? Yes XNo
35. Where did you store your: Purse:
36. Did you attempt to take any carry-on items with you during the evacuation? Yes No
If no skip to hem 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 scat 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 ruft/out wing Took with me onto rescue boat Other
40. Did other passengers attempt to take carry-on items? Yes No Only Knew love much I form worker with the worker with the worker of the worker.
41. Did passengers retrieving carry-on luggage slow the evacuation? □ Yes □ No (切心上 内心)
42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? □ Yes □ No - 犬のトト とつつい
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 I visid , raft you twisted towards the plane + alove 5 feet. Author. I got into the whole + supported to the marked but could not put the model of the property of the plane of the property of the property of the plane of the plane of the plane of the property of the property of the property of the plane of the pla
48. Did you put on the vest? Tyes No A
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Tyes No ^/^
51. Did you have problems inflating your vest? Yes No
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 Vend A by of Pent Complexion Donning the vest Securing the vest Other, please describe the package were hard town

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 if 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? Pro-departure safety briefing Safety Briefing card Crewmember instructions
Observed other people taking their seat cushion Other, picase explain
Passenger Behavior 57. Did you experience any delay in gelting 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 [XNo
60. Did you see any passengers pushing other passengers? Yes X No
61. Did you get pushed? Yes No
62. Dîd you push anyone? Yes No
63. Were there any disputes among passengers during the evacuation? Yes No DiDon'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 X 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)?
	70. Did you evacuate with your traveling companion(s)?
	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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains
	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
	75. My ago assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
:	Seatbelt Usage
	76. Was your seatbolt fastened prior to the evacuation? Xes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
:	77. Did you have any difficulties unfastening your scatbelt? Yes No
	78. Did unfastening your scatbelt slow down your evacuation of the sircraft? Yes No Scatbelt 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? PXACE, D(ASL, KORDS down / from front of p/for-

85. Did you remove your shoes during the evacuation? Yes X No If no skip to item 87
86. Why did you remove your shoes? Flight attendant instructions
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
SS. Did the grew 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
91. Did you sustain any injuries after the evacuation? Yes SyNo 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 Kother hand, by 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)? Museum
95. Where did the boat take you? Athui's kndog - We howken Att
96 Ware 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. Scat Number
Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat.
Personal Information
95. Have you ever had to evacuate an aircraft before? Yes X No
96. Age
97. Height <u>[[e']'</u>
98. Weight <u>15D</u>
99. Gender Male D'Female
160. 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? Pirst flight Less than I 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 Minor

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.

Directions:

The diagram to the right shows all the passenger scats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

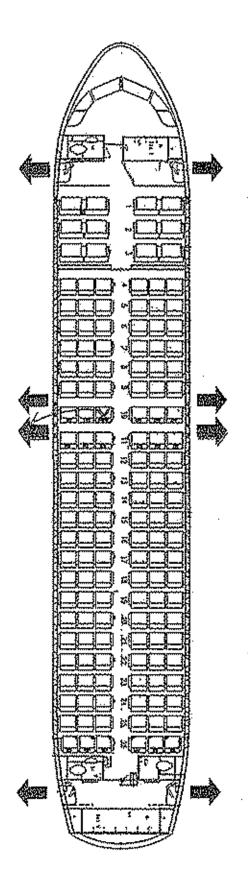
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is ______

3. I was seated in scat ______

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 OUESTIONNAIRE

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-

Safety Briefing 1. How were the preflight safety instructions presented? (Check all that apply) Flight Attendant | Video | Audio 2. How much of the proflight Safety Presentation did you watch? ☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None (If All, go to question 4) Midicate 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 Is linglish your primary language? Yes No 6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: AT Exit asw and pulled Emo-time 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Explain: 8. When did you read the safety instruction card in the scatback in fpoint 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. Bid 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)
185. However I kept my head 811/41/1 up to
TOOK OUT WILDOW IN PROPARATION TO OPEN
2 Val 19 E-cy Wholew At (A-D.) or water 13. Why did you choose this position?
Flight attendant instruction
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 \(\sum \text{No} \) 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 I t was the only available exit The other exit was blocked I followed other passengers I t was the closest exit Other
26. Were you'directed away from a specific exit? Yes No
27. Were your 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:
Suitcase 2: Under seat Overhead bin Closet Other 36. Did you attempt to take any carry-on items with you during the evacuation?
Yes Z No . If no skip to item 40
37. What items did you need to take? Medicines

38. Where were the items stored? Under scat 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 hin 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 own out the last was flipped onder-roots the part was flipped onder-roots the part was flipped onder-roots the part was flipped onder-roots the
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? Tyes No
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? Tes No
51. Did yon have problems inflating your vest? Tes 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

Plotation 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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushion? If yes, please describe
56 Now 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
59. Did you soe anyone climb over the seats? Yes No
60. Did you see only passengers pushing other passengers? Yos Jano
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 stated 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
	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 Z 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
i	
	Seatbelt Usage 76. Was your seatbelt fastened prior to the evacuation? ☐ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
ı	80 - 80 Land La March 1200 and
	77. Did you have any difficulties unfastening your scatbelt? Yes No
	☐ Yes ☑ No 78. Did unfaspening your scatbelt slow down your evacuation of the aircraft? ☐ Yes ☑ No ☐ Scatbelt was not buckled
	Yes No 78. Did unfastering your scatbelt slow down your evacuation of the aircraft?
200000	☐ Yes ☑ No 78. Did unfastering your scatbelt slow down your evacuation of the aircraft? ☐ Yes ☑ No ☐ Scatbelt was not buckled Communication 79. Who first informed you that an evacuation was necessary?
200000	Yes No The second of the sire of the aircraft? The second of the sire of the aircraft? The second of the sire of the s
	Yes
	Yes
1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Yes No

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
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 grew assign you any duties? Yes No If yes, what were you asked to do and did you do the task.
Injury
89. Did you spettin 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)? Farry than Distributed
95. Where did the boat take you? MED - Tawa
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 10 5
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 <u>45</u>
97. Height <u>5'11</u>
98. Weight <u>175</u>
99. Gender Male Female
100, Do you wear corrective lenses? Yes No
101 Were you wearing your corrective leases during this flight? Yes No
102. Did you lose your corrective lenses during the event that caused the evecuation? 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 ☐ Caue ☐ Other
105. How often do you travel by air? First flight Loss than I 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

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.
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Directions:

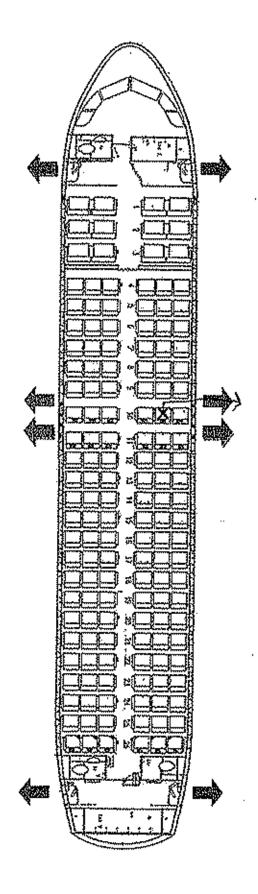
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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 106

Example: 14D



PASSENGER OUESTIONNAIRE

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 I. How were the preflight safety instructions presented? (Check all that apply)
図 Flight Atlendant □ Video 図 Audio Aフズルンチャブ Aこのルアイルにしー おy Audio 2. How much of the preflight Safety Presentation did you watch? □ All □ 75% 2 50% □ 25% □ None (If All, go to question 4) Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Obstracted by child Obstracted 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 Is English your primary language? X Yes No 6. Did the pre-flight safety presentation help during the evacuation? Yes X No □Yes ≥NO Explain: <u>PRESENTATION</u> CONFREED SCAT BUTS FOXYECN MASK Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? ∑Yes □No Explain: THE ATTENDANT WAS SECTOUS ABOUT HER 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 Xn-flight Did not read If you read the safety card skip to item 10

7	
Reac	y did you not read the safety card? i it before Could not find Was not there Could not understand important Other
10. Did X Yes Explain IN IN	the safety card information help you in the evacuation? No No SITTING IN AISLE OF BAT ROW - SMICESTED TO PASSONSER NOON SEAT THAT HE BUILDEN THE PASSON THE EXPRESSION THERE WAS NO ENT ROW BRIEFING THE WAS THE OWNY AID at changes would you recommend to improve the safety instructions? (Bither the presentation or safety card) H
TNELL NOTE	at changes would you recommend to improve the safety instructions? (Inter the presentation of safety safety (CC) +0 DIRECT INTERACTION MITH TOUT LOW PASSAPICES PORTION DEN (CC) WHE INSTRUCTIONS DA FUNTATION DEN (CC) WHENTE DEADLES EQUITMED WITH FLOATS OF STIDES NIMINAL & SELOUS AT IT THOSE DIMENNY BEVELLING
	Brace Position
12. Did 12. Did 12.5	You brace for impact? (Describe position) BENT OVER AT WHIST IN SUTTING POSITION CLA HANAS ON HERB
Flig	y did you choose this position? ht attendant instruction Looked at safety briefing card Copied people around me rious knowledge Other, please
Duri	Emergency Exits en did you look for the emergency exit(s) closest to your seat? ing boarding
15. Wh	ere did you look for an exit? (Check all that apply) ont of me Behind me Left of me X Right of me
	re you seated in an emergency exit row? No If no skip to item 19
17. Did Yes	you receive any pre-flight instructions on your responsibilities in case of an evacuation? No
	l you receive a personal briefing by a flight attendant on your emergency exit responsibilities? X No
	l you read the instructions for operating the exit?
	i you open, or attempt to open, an exit yourself? No If no, skip to item 24
21. Wi	nat caused you to open the exit? In attendant P.A. announcement Personal assessment Other
	I you have any difficulties opening the exit?

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 I was the only available exit The other exit was blocked I followed other passengers I. It was the closest exit Other
26. Were you directed away from a specific exit? Yes X 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 from 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:
36. Did you attempt to take any carry-on items with you during the evecuation? Yes X No
If no skip to item 40
37. What items did you need to take? Medicines Moncy/wallet/credit cards Car/House key Clothes Camera Computer Job related items Sentimental licms 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 inggage slow the evacuation? Yes No DON'T KNOW, BUT THEY DID SLOW THE PASSENCE
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 Moverwing 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 from Other Common Boat Boat Common Boat
48. Did you put on the vest? X 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 MA
51. Did you have problems inflating your vest? Yes No //4 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 CASHION
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? X Yes \(\) No If yes, how did you obtain the cushion? \(\) I retrieved it myself from my seat \(\) I took if from another seat \(\) Someone gave it to me
55. Did you have any problem using the flotation sent cushion? If yes, please describe WAS CLUMSY FIRMY TO HOLD IN THE
55. Did you have any problem using the flotation seat cashion? If yes, please describe WAS CHUMSY FINGRY TO HOLD IN THE COLA BUILT DEPONDS IT AT SOME POINT BUT NOT SURL DUE TO EFFECTS OF COLO
56. How did you know about the flotation cushion? Pre-departure safety briefing Safety Briefing card Crewmember instructions Other, please explain Hend H PAJJENGES
Passenger Behavior 57. Did you experience any delay in getting into the aisle?
Yes X 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 X 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.
MING IMPROJECT AFTER EXITING PLANE A SHOCT DELAY
ENSUED WHILE SHE POT TO HEE 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

	•
	8. If you were traveling with a child, were you using a child safety seat? Yes No
	9. Were you scated with your companion(s)?] Yes
	0. Did you evacuate with your traveling companion(s)? Yes No
	L. Did any of the following slow your movement during the evacuation? (Check all that apply) Seat truy 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 Shoos Blankets Headsets Broken cabin interior Overhead hins Curtains Other
	2. Other passengers in general were cooperative during the evacuation. 3. Strongly Disagree
-	3. My physical size assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree
	My physical condition assisted me in the evacuation. Strongly Disagree
	i. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
l	Seatbelt Usage
ŀ	
	i. Was your scatbelt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall
	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt?
	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your scatbelt? Yes No Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No
	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled Communication Who first informed you that an evacuation was necessary?
	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled Communication Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision At the time, did you know why an evacuation was necessary?
17770	Yos, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled Communication Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision At the time, did you know why an evacuation was necessary? Yes No Did the flight attendants give you any instructions just prior to the evacuation?
57.77.70	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled Communication Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision At the time, did you know why an evacuation was necessary? Yes No Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time
1777	Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall Did you have any difficulties unfastening your seatbelt? Yes No Did unfastening your scatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled Communication Who first informed you that an evacuation was necessary? Pilot Flight Attendant Other Passenger Personal Decision At the time, did you know why an evacuation was necessary? Yes No Did the flight attendants give you any instructions just prior to the evacuation? Yes No Not enough time Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time Did you hear the flight attendants giving instructions during the evacuation?

Company of the compan
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 1 thought I had to Saw others removing shoes 0ther
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 X 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 TUST LOTS OF BENISES!
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 Moke Bourses:
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 (Faccounities & Bruises) Smoke inhalation Other
Post Evacuation Events
94. Describe the boat that transported you to shore (or provide name if known)? Feey 3047
95. Where did the boat take you? IMPERIAL POINT FRANK TERMINIALY AST
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 1/4
Please indicate the following locations on the diagram: If you know your exact scat position, place an "X" on that scat. If you are NOT SURE of your scat position place a question mark on that scat. Position of other known passengers (by name or description). Show your route of escape (draw line from your scat to exit used). Indicate the empty scats in your vicinity by placing "E" on that scat.
Personal Information
95. Have you ever had to evacuate an aircraft before?
96. Age <u>49</u>
97. Height <u>5/3</u> *
98. Weight
99. Gender Male Female
100. Do you wear conective lenses? Yes No
101. Were you wearing your corrective leases during this flight? 图 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 ENo
104. Prior to departure, was your ability to evacuate affected by any of the following: Vision Hearing Age hijury Recent surgery Cane Other
105. How often do you travel by air? First flight Less than I flight per year I to 2 flights per year 3 to 6 flights per year More than 6 flights per year
106. Aviation Experience Commercial Pilot Private Pilot None 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.
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Directions:

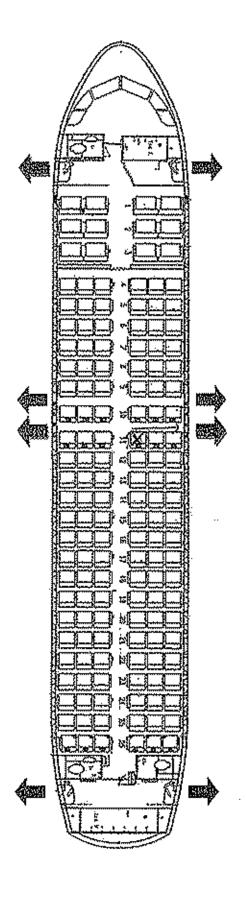
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

2. My name is

3. I was seated in seat // \(\)

Example: 14D



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-

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
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 Destructed 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
5. As English your primary language? Wes INO
Did the pre-flight safety presentation help during the evacuation? Explain: 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? X Yes
8. When did you read the safety instruction card in the scathack 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 NOOL Delye MONU Limes

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? EXY es 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) US head on Eness owns held between around ags
13. Why did you choose this position? Plight attendant instruction Other, please Other, please
Emergency Exits 4. When did you look for the emergency exit(s) closest to your seat? 5-During boarding
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? [X] 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? Zi Yes D 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
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 I to was the only available exit The other exit was blocked I followed other passengers I was the closest exit Other
26. Were you directed away from a specific exit? Yes SNo
27. Were you directed toward a specific exit? Yes No
28. Did yourfollow 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 Stoo 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 K No
35. Where did you store your: Purse:
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 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 \[\sum \text{No} \]
41. Did passengers retrieving carry-on luggage slow the evacuation? X 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 stide/raft? If yes, explain Culture The Company of the stide/raft?
Life Vesis
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? TYes No
49. Where were you when you put the vest on? Inside the airplane Outside the airplane
50. Did you inflate the vest? 囗 Yes 图形o
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 Other, please describe

Flotation Seat Cushions
54. Did you use a flotation seat cushion Yes No If yes, how did you obtain the cushion? Dretrieved it myself from my seat I took if from another seat Someone gave it to me
55. Did you have any problem using the flotation seat cushion? (If yes, please describe 10, work a great
<u> </u>
56. How did you know about the flotation cushion? Tre-departure safety briefing Safety Briefing card Crewmember instructions Observed other people taking their scat 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 scats?
60. Did you see any passengers pushing other passengers? Yes No
61. Did you get pushed? Yes D 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 Hnes?
66. Were you traveling with anyone? Of Yes In 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 sent? Yes No	
	69. Were you seated with your companion(s)? Yes No	
	70. Did you evacuate with your traveling companion(s)?	
	71. Did any of the following slow your movement during the evacuation? (Check all that apply) Scat tray Scatback in front of you Galley Bulkhead (Walls divkling cabin into sections) Flight attendant scats Galley items (Soda cans, carts) Luggage fallen from overhead bins Luggage passengers tried to take off plane Footrest Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains	
	72. Other passengers in general were cooperative during the evacuation. Strongly Disagree	
	73. My physical size assisted me in the evacuation. Strongly Disagree Neutral Agree Strongly Agree	
	74. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Disagree Strongly Agree	
	75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree	
k	Seatbelt Usage	
	76. Was your seathelt 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 ZiNo	
	78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled	
ĕ	Communication	38 28 38 A
	79, Who first informed you that an evacuation was necessary? Pilot Plight Allendant Other Passenger Personal Decision	
	80. At the time, did you know why an evacuation was necessary? Yes No	
1	81. Did the flight attendants give you any instructions just prior to the evacuation? Yes \sum No \rightarrow \text{Not enough time}	
Š	S2. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time	
8	33. Did you hear the flight attendants giving instructions during the evacuation? Heard every word Some words difficult to hear Most words difficult to hear Mos	
8	34. 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
87. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I 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?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
90. Did yqu-spelain any injuries during the evacuation?
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
rene damage, n'ght arm from shiverning
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 MACA ANGLES DA US
Post Evacuation Events
94. Describe the beat that transported you to shore (or provide name if known)?
95. Where did the boat take you? NY arry dernine Pus 39
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
Picase 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 Vivo
96. Age 33 97. Height 5'8"
98. Weight <u>148 16</u> 5
99. Gender Male Fomale
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 I flight per year 1 to 2 flights per year 3 to 6 flights per year 3]More than 6 flights per year
106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other

FinalThoughts
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
now I could not have braced
Myself well sinks there is
very Little room between negular
-T was the and person and
did not duplay immediately.

Directions:

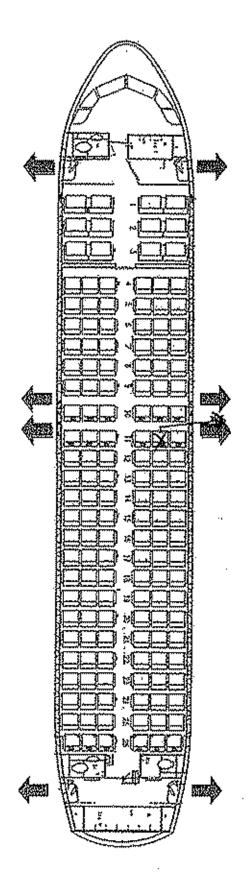
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

2. My name is

3. I was scated in seat ______E

Example: 14D



PASSENGER OUESTIONNAIRE

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 et 202-314-

Thank you for your assistance in this investigation. Safety Briefing 1. How were the proflight safety instructions presented? (Check all that apply) Flight Attendant Video Audio 2. How much of the proflight Safety Presentation did you watch? don't recoil, but I typically do attention just a habit. □ All □ 75% □ 50% □ 25% □ None (If All, go to question 4) 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 remember Protect Con't 4. How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear Is English your primary language? ☑Ýes ☐ No 6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: Not this Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain: 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

A CONTRACTOR OF THE PROPERTY O
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? (Bither the presentation or safety eard) Not certain fruit those would be titler incertain this but if Thy said something like lifey tolks! they attention: This may truly said your life. It is so scripted and monotonous forms, it is easy to tune out.
Brace Position
12. Did you brace for impact? (Describe position) 13. Did you brace for impact? (Describe position) 14. Type of the Seat in 15. Type of the Seat in 15. Type of the Seat in 16. Type of the Seat in 16. Type of the Seat in 17. Type of the Seat in 18. Type of the
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
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 Wo 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? Plight 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 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 I it was the only available exit The other exit was blocked I i followed other passengers I 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
- No. 450 and Market Str. 10 and 10 a
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 purser, computers, backpacks, etc. as one item each)
No one bag 2 bags 2 bags nore than 3 bags
34. Did you have to gate check a bag you were planning to carry on? Yes Who
35. Where did you store your: Purse:
Suitcase 2: Under seat Overhead bin Closet Other
36. Did you attempt to take any carry-on items with you during the ovacuation? 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 scal 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 \(\sum \text{NO} - did \(\text{NOT} \) \(\sum \ell \)
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 Zino
45. Where did you board the slide/raft? Door Wing Water
46. Did you have any difficulty boarding the stide/raft? If yes, explain it was very difficult as the sides we high curl I was net numb and weighed down by heavy (19thing. A passenger pulled me in other 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 巨No
49. Where were you when you put the vest on? I hiside the airplane Outside the airplane
50. Did you inflate the vest? Tyes 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 Cother, please describe

Plotation 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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation sent cushion? If yes, please describe NO. However I thought my life west was Lindley my Seat cushion. When I I did not see it. I will show 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 Benavior
57. Did you experience any delay in getting into the aisle? If yes, describe Stight- passenger beside me was not moving at first. Its It went to unbuckle how, she supper was action. With only one row to go prescribed in was tarry querck.
58. Did you slimb 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 gat pushed? Yes No
62. Did you push anyone?
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 censider 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 falten 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 the in the evacuation. Strongly Disagree Disagree Neutral Agree Strongly Agree
74. My physical condition assisted me in the evacuation. Strongly Disagree Disagree Neutral Dagree Strongly Agree
75. My age assisted me in the evacuation. Strongly Disagree Disagree Neutral Dagree Strongly Agree
Seatbelt Usage 76. Was your scatbelt lastefied 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?
78. Did unfastening your scatbell slow down your evacuation of the aircraft? Yes No Scatbelt 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? The Prof. Not enough time — Could that theat where I was cover wins)
82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation? Yes No Not enough time
33. 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
34. Describe the flight attendants' instructions? Ether my location or state of mind prevented me from hearing
6 Fenenber Mothung

85. Did you remove your shoes during the evacuation? Yes No If no skip to item 87
86. Why did you remove your shoes? I 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
\$8. 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
brussed byus and unver arms from unpect
(assumed - not certain; don't remember)
and 80 muscle issue as hade
90. Did you sustain any injuries during the evacuation?
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?
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
bruises on legs, arms + about abdomen (assumed from
being charged on teny boat as I was numb than water)
92. Describe the location of jajuries suffered?
Wrist Ankle Ace Arm Back Face Head Other Colore
93. Description of injuries suffered? (Check all that apply) SprainFracture Concussion Broken Back Distocation 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)?
Berry Boot to Weehawken
95. Where did the boat take you? Weakoulken Terminal
79. WHENCE AND THE CORE LAND YOUR LAND SULVEY TO THE PARTY OF THE PART
Observation C. A.
96. Were you transported to a hospital? If yes, which hospital? Christ Dease, Cityl

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 12 A
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 ascape (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 over had to evacuate an aircraft before? Yes No
96. Age <u>42</u>
97. Height <u>5'5'</u>
98. Weight <u>135</u>
99. Gender Malc 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 ZNo
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 Caue Other
105. How often do you travel by air? First flight Less than I flight per year I 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

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.
. <u>+ </u>
Constant in the constant in th
\$

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:

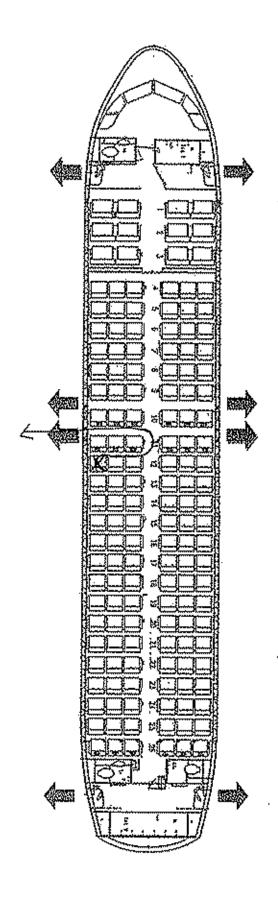
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

х<u>т</u>_____

- 2. My name is
- 3. I was seated in seat 12 A

Example: 14D



PASSENGER OUESTIONNAIRE

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 proflight Safety Presentation did you watch? □ All □ 75% □ 50% 🔀 25% □ None (If All, go to question 4) Indicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Obstracted by child Obstracted by other person 🔲 It's basic knowledge 🔲 Listening to music/audio tapes 🔀 Reading 🔲 Sleeping 🔲 Too long 🗀 Other . How well could you hear the presentation? Heard every word Some words difficult to hear Most words difficult to hear Is English your primary language? Yes No 6. Did the pre-flight safety presentation help during the evacuation? X Yes No Explain: Every time I have the presention, I make sure I til the 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain: Yes, they note it send injected but when you fly 30-40 times a year, it stack to get all-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 X 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:
1). 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 about to see that othe people were donly I entered up having my hands factors it hand against the scatbook in fact of me I cutt my nose to impact and have a miner sear.
13. Why did you choose this position? Flight attendant instruction Looked at safety briefing card Copied people around me
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 scated in an emergency exit row? Yes X 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 stiempt 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 I was the only available exit The other exit was blocked I followed other passengers k 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?
28. Did you follow those directions?
29. Did you pass a usable exit at the direction of a flight attendant? Yes X No
30. Did you select an exit and then change your mind? Yes X No If yes, explain
31. If you used an over-wing exit, how did you get off the wing? Into water X Directly onto a boat Other Other
32. If you opened an over-wing exil, did you place the exil door inside the aircraft? Yes No Not Applicable > The door at exit 11A-C were placed inside by presenge who of the door. It fell to the floor. I had to nove it is orly to exit airdine.
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 сыту оп? ☐ Yes ⋈ №
35. Where did you store your: Purse:
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

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35. Where were the items stored? Under scat 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 overheed 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?
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 X No If yes, which one? Porward left Forward right Overwing left Overwing right
44. Was a flight attendant at the doorway giving directions? Yes X 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 ver upside down and 5-6 feet along from wing. There was no very to get to raft without gody into the mater I. Stayed on the wing until research.
Life Vests 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? Someone gave it to me
48. Did you put on the vest? Yes X 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? Tyes 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

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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 if from another seat Someone gave it to me
55. Did you have any problem using the flotation scat cushion? I took I sects. I handed one to If yes, please describe a worm on the wild.
56. How did you know about the flotation cushion? Pre-departure safety briefing
58. Did you climb over any scats during the evacuation? Yes No If yes, describe
59. Did you see anyone climb over the seats? [] Yes X 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 X 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 1 Baby (Under 2 yrs.) 1 Young child (2-10 yr.) 1 Coworker 1 Friend 1 Other

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	68. If you were traveling with a child, were you using a child safety seat? Yes No
***************************************	69. Were you scaled 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 Ghild Safety Seat Shoes Blankets Headsets Broken cabin interior Overhead bins Curtains Other Dook Plateo Inside ARPHOE
	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 Degree 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
	Scatbelt Usage
	76. Was your scatbelt 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 scatbelt slow down your evacuation of the aircraft? Yes No Scatbelt 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 \(\sum \) No \(\sum \) Not enough time
1	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 evecuation? Heard every word Some words difficult to hear Most words difficult to hear II Heard nothing
1	84. Describe the flight attendants' instructions? I was mrd-way. I cold not understand flightatte formments.

85. Did you remove your shoes during the evacuation? Yes No If no skip to item 87
86. Why did you remove your shoes? If light attendant instructions I thought I had to Saw others removing shoes Other
87. Flow did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I Other
88. Did the crew assign you any duties? Yes X No If yes, what were you asked to do and did you do the task.
injury \$9. 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 Let feeches a most
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 Log Arm Back Bee 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 Arthurk
24. Describe the dott that dataporter you to shore for provide name it showing:
95. Where did the boat take you? Arthur Lading Restauri, Valence, N. J.
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
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 <u>37</u>
97. Height 5' 10 "
98. Weight <u>200 lbs</u>
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? They was boken
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 I Hearing Age Injury Recent surgery Cane Other WO
105. How often do you travel by air? First flight Lcss 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 Plight Attendant Aviation Mechanic Other None

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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.																									
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Directions:

The diagram to the right shows all the passenger seats on the airpiane. 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 12 <

Example: 14D

