Docket No. SA-532

Exhibit No. 6-I

## NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

## Attachment 8

Passenger Questionnaires (Part II)

(402 Pages)

## 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 simplanes 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-

| Salety Bricfing   |
|---|
| How were the preflight safety instructions presented? (Check all that apply)     Flight Attendant    Video    Andio   |
| 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. [X] 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: ☐ Did 1 liston  |
|   |
| 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 seafback 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   |

| 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)  |
| head shun, bands clesped behind neck   |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Looked at safety briefing card  Copied people around me  Provious knowledge  Other, please Hought A best  |
| Linergency 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)  Min 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 Who   |
| 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?  I 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 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 No  |
| 27. Were you directed toward a specific exit?  Yes No   |
| 28. Did you follow these directions?  ☐ Yes ☐ No ŊA ☒️.   |
| 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 MNo  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 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?   |
| 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 XNo   |
| 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?   |
| 45. Where did you board the slide/raft?  Door Wing Water DID MY BOARD RAFT   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain  |
|  |
| Intervests  47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?  I retrieved it myself from under my scat Someone gave it to me Other  |
| 48. Did you put on the vest? Yes No  |
| 49. Where were you when you put the vest on?  Inside the airplane  Outside the airplane  |
| 50. Did you inflate the vest? Yes No   |
| 51. Did you have problems inflating your vest? Yes No If yes, describe   |
|  |
| 52. How did you know the location of the vest?  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain   |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package  Donning the vest Securing the vest Other, please describe                                |

| 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? No 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, please explain  Passenger Behavior   |
| 57. Did you experience any delay in getting into the aisle?  Yes XNo  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?   |
| 61. Did you get pushed?  |
| 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 consider another exit because of slow moving lines?  Yes No  |
| 66. Were you traveling with anyone?  Yes No If no skip to liem 71  |
| 67. With whom were you traveling? (Check all that apply)  Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) ** Spowerker Friend Other & Control of Control |

| 68. If you were traveling with a child, were you using a child safety scat?  Yes No NA  |
|---|
| 69. Were you scated with your companion(s)?  Yes No   |
| 70. Did you evacuate with your traveling companion(s)?  Siyes \( \sum \) 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 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 Karee Disagree   |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Ki Neutral Disagree Strongly Agree  |
| Seathelt Usage  |
| 76. Was your seafbelt fastened prior to the evacuation?  Yes, Very Tight  |
| 77. Did you have any difficulties unfastening your scatbelt?  Yes No  |
| 78. Did unfastening your seathelt slow down your evacuation of the sircraft?  Yes No Seathelt 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 Xvo 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.  |  |
| · · · · · · · · · · · · · · · · · · ·  |  |
| In prev  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?  X Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation    however feet ship just be her knee                           |  |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |  |
|  |  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg. Arm Back Face Head Other   |  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Lacerations & Bruises) Smoke inhalation  Other Sicht                                  |  |
| Post Evacuation Events   |  |
| 94. Describe the boat that transported you to shore (or provide name if known)? Kiver Ferry - pilotol by Captain Vince Lombordie   |  |
| 95. Where did the heat take you? Miliattan ferry dock  |  |
| 96. Were you transported to a hospital? If yes, which hospital? No   |  |

| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft.  The doors and exits are indicated by large arrows.   |
| 94. Seat Number 270   |
| 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>54</u>   |
| 97. Height <u>(e'</u>   |
| 98. Weight <u>185</u>   |
| 99. Gender Male Tremale   |
| 100. Do you wear corrective lenses?  Xyes \( \sum \text{No} \)  |
| 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 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 - 3 to 6 flights per year - 3 to 6 flights per year - 1 to 2 flights per year - 3 to 6 flights per year - 1 to 2 flights per year - 1 to 3 to 3 to 4 flights per year - 1 to 3 to 4 flights per year - 1 to 4 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. |
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

#### Directions:

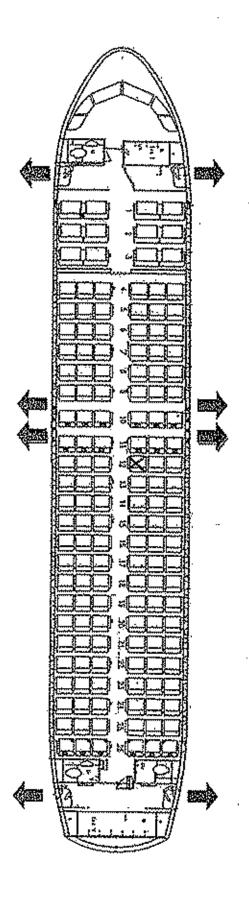
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

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

202-314-6645.

Example: 14D



# PASSENCER 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-

| Statety Briefing  1. / How were the preflight safety instructions presented? (Check all that apply)  |
|--|
| Y 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).  [M Seen it before  Obstructed view  Distracted by child  Distracted by other person  [Mt's basic knowledge  Listening to music/audio tapes  Reading  Sleeping  Too long  [Mother Talky, to co-worker] |
| 4. Flow well could you heat 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?  Yes No  Explain: 100, Previous ones did. I did't linke His time.   |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  [] Yes [] No  Explain:   Dant Know   |
| 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?  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   |
| 11. What changes would you recommend to improve the safety instructions? (Bither the presentation or safety card)  None really. The sect tome up right away But I should Restan about the  flatabin theward life junket          |
| Brace Position  12. Did you brace for impact? (Describe position)  Kind of — heads on chair in fact of me - head down slightly   |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   Copied people around me   Previous knowledge   Other, please   Looked at safety briefing card   Copied people around me |
| Emergency levits  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 you seated in an emergency exit row?  Yes Mo 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?  |
| 20. Did you spen, or attempt to open, an exit yourself?  Yes Mo 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 exil? 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?  |
| 27. Were you directed toward a specific exit?  Yes You  |
| 28. Did you follow these directions?  Yes No NA   |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes M No  |
| 30. Did you select an exit and then change your mind?  Yes M No  If yos, explain  |
|   |
|   |
| 31. If you used an oyer-wing exit, how did you get off the wing?  Into water M Directly onto a boat Other   |
| 32. If you opened an ever-wing exit, did you place the exit door inside the aircraft?  Yes No Mot 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. Aid you have to gate check a bag you were planning to carry on?  Yes No   |
| 35. Where did you store your:   |
| Purse: Under scat 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 decked of Plane 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 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 7 1.4 Hot I observed  |
| 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 No   |
| Overwater Safety Lquipment   |
| 43. Did yop board a slide/raft?  Yes M No If yes, which one? Forward left Porward right Overwing left Overwing right   |
| 44. Was a stendant at the doorway giving directions?   |
| 45. Where did you board the slide/raft?  Door Wing Water //A   |
| 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  Yes Other From Ferry operate  |
| 48. Did you put on the vest? Yes No  |
| 49. Where were you when you put the vest on?  Inside the nirplane Outside the nirplane   |
| 50. Did you inflate the vest? Yes No 5500 Vest   |
| 51. Did you have problems inflating your vest? The No N/A  If yes, describe  |
|  |
| 52. How did you know the location of the vest?  Instructions from crewinember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain Thomas Proof Feery                                   |
| 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 Seaf Cushions  |
|--|
| 54/Did you use a flotation seat cushion? W 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?    Yer-departure safety briefing   Yes   Safety Briefing card   Crewmember instructions     Other, please explain     Passenger Behavior     |
| 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 Y No  |
| 62. Did you wish 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 entried 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)  |
| 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 N/A  |
|--|
| 69/Were you seated with your companion(s)?   Yes   |
| 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)  Scatt 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 |
| 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 Dagree Strongly Agree  |
| 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Magree Strongly Agree   |
| 75. My age assisted me in the evacuation.  Strongly Disagree    Disagree    Neutral  |
| Seathelt Usage   |
| 76./Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes No   |
| 78. Did unferiening your scatbelt slow down your evacuation of the aircraft?  Yes V No Seatbelt was not buckled  |
| Communication  |
| 79./Who first informed you that an evacuation was necessary?  [V] 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 Mo Not enough time I was not at near to them.   |
|  |
| Yes MNo Not enough time I was not as near to them.  82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?   |
| Yes MNo Not enough time # we not a near to them.  82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  Yes No Not enough time  83. Did you hear the flight attendants giving instructions during the evacuation?  |

| 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 Mo 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 MNo If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 90. Did you fustain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  Loude f bourses on legs - don't know how - not but at all        |
| 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 VLeg. Arm Back Face Head Other  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Laccrations & Bruises) Smoke inhalation  Other  |
| Post Evacuation Events  94. Describe the boat that transported you to shore (or provide name if known)? NYC Ferry  |
| 95. Where did the boat take you? To a ferry terminal on the NY side (don't recall which one)   |
| 0.6 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 12E   |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. |
| Personal Information  95. Have you ever had to evacuate an aircraft before?  Yes No   |
| 96. Age 34  |
| 97. Height <u>4'1"</u>  |
| 98. Weight  |
| 99. Gender   Male   Female  |
| 100. Do you жеат corrective lenses?  П Yes II 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 your 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 2 to 6 flights per year  More than 6 flights per year  |
| 106. Aviation Experience  Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  Other  |

|   |   |              |  |  |  |  |             |  | 101                                    | ial              | TH                                      | )<br>E            | nis                                    |  |  |  |  |  |   |   |   |
|---|---|--------------|--|--|--|--|-------------|--|--|------------------|---|-------------------|--|--|--|--|--|--|---|---|---|
| Thank ye<br>evacuati<br>discuss i<br>addition | on and<br>tems :                                  | d wh<br>such | at impl<br>as the                      | roven<br>equip                         | nents                                  | or c                                   | hang        | ges to t                               | he des                                 | sign a           | and of                                  | perati            | ion of                                 | safety                                 | equips                                 | nent y                                 | ou mi                                  | ight su                                | iggest.                                 | Feel f                                  |   |
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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:

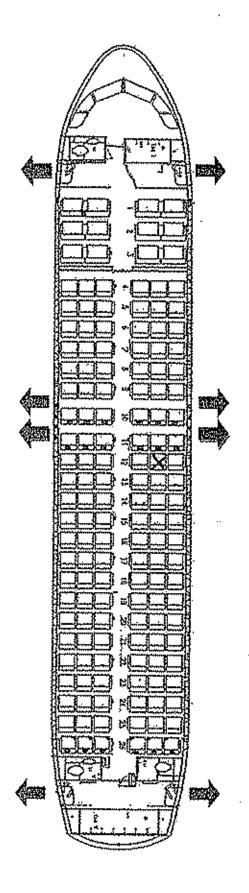
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was seated in seat 12 €

Example: 14D

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



## PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314.

Thank you for your assistance in this investigation.

| Safety Briefing   |
|---|
| 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 Obstructed view Realing Oscient |
| 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: BECAUSE I ALPEADY KNATED THE EXIT ROW AND IN THIS SITUATION  THE KEY ALTON WAS TO PURCURIE THROUGH THE EXIT DOOES.  |
| 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 skop 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? (Doscribe position)  V6S, I BENT OVER, RUT PLACED MY ARMS IN FRONT OF ME LIKE  A "SHOCK ABSOR BER" WITH THE STAT DIRECTLY AHERDOR ME.   |
|   |
| 13. Why did you choose this position?    Plight attendant instruction   Looked at safety briefing card   Copied people around me   E Other, please AS AD 105 NOCT, IT FELT UKE THE RIGHT   POSITION TO TAKE         |
| IEmergeby 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 took 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 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?  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 K As I left my seat As I traveled down the aisie  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 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?  |
| 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?  KI Yes I No  If yes, explain I FIRST SCITED OUTD THE RIGHT WING. IT WAS CROWDED, AND I SAW THROUGH THE PLANE THEN THERE WERE FOWER PROPLE ON THE LEFT WING.  SO I RE-FAMILLED THE CASIN AND EXPLOYED ONTO THE LEFT WING. |
| 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 Hargage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No Mone 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:   |
| If no skip to item 40 IN THE CABIN AT THAT POINT, SINCE I WAS NOT TSLOCKING TO SUICKLY OBTAIN MY BB21 CFCAS   |
| Medicines   |

| 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 K No  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  「Yes 「No (I NEKR SAW 4 FUGHT ATTENDAKT DULING THE EVACUATION)   |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes M 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  |
|  |
| ### Told you obtain a life vest? The Standard No. If yes, how did you obtain the vest?   |
| 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  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 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   |                          |
|   | cushtika                 |
| 56. How did you know about the flotation cushion?    Kapper   Pre-departure safety briefing   □ Safety Briefing card □ Crewmember instructions US   | UBE<br>ED AS A<br>WATEUN |
| Passenger Behavior  | DEVICE!                  |
| 57. Did you experience any delay in getting into the aisle?  Yes X No  If yes, describe   |                          |
|   |                          |
|   |                          |
| 58. Did you climb over any scale during the evacuation?  Yes No If yes, describe  AFTER MY THE PASSENCERS HAD EVACUATED, J. CLIMBED OVER MONTHE  SCAT IN FRONT OF ME AND DAAT WAS THE EXIT ROW.  I THEN EXITED ONTO THE RIGHT WING. |                          |
| I THEN EXITED ONTO THE PIGHT WING.  |                          |
| 59. Did you see anyone climb over the scats?  Yes No -> JRST MG.  |                          |
| 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 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 X 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 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 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 Disagree Neutral Agree Strongly Agree   |
| 73. My physical size assisted me in the evacuation.  Strongly Disagree  Disagree  Neutral  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 seafbelt 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 scafbelt?  Yes No   |
|  |
| Yes No  78. Did unfastening your scathelt slow down your evacuation of the aircraft?  Yes No Sentbelt was not buckled  |
| Tes No  78. Did unfastening your scalbelt slow down your evacuation of the aircraft?  Yes No Scatbelt was not buckled  Communication  79. Who first informed you that an evacuation was necessary?   |
| Yes No  78. Did unfastening your scalbelt slow down your evacuation of the aircraft?  Yes No Scatbelt was not buckled  Communication   |
| Tyes No  78. Did unfastening your scalbelt 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 — It WAS TOLDENT, SINCE WERE ON WATTER.  80. At the time, did you know why an evacuation was necessary?  |
| Yes No  78. Did unfastening your scathelt slow down your evacuation of the aircraft?  Yes No Seathelt was not buckled  Communaction  79. Who first informed you that an evacuation was necessary?  Pilot Plight Attendant Other Passenger Personal Decision It WAS TOLDENT, SINCE WE WERE ON WATEL.  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   |
| Yes   No   No   Seatbelt slow down your evacuation of the aircraft?   Yes   No   Seatbelt was not buckled   Communication  |

| 85. Did you remove your shoes during the evacuation? Yes No If no skip to item 87   |
|---|
| 86. Why did you remove your shoes?  Flight attendant instructions I thought I had to Saw others removing shoes Other  |
| 87. How did the crew aid in your evacuation? (Check all that apply)  No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other |
| 88. Did the crew assign you any duties?  Yes No  If yes, what were you asked to do and did you do the task.   |
|   |
| Injury  89. Did you sustain any injuries prior to the evacuation?   |
| Yes X 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  1 THINK THAT 1 SPRAINED MY FINGERS CLIMBING ABOARD THE  RESCUE BOAT.   |
|   |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Frace Head Sother HAND ~ FINGERS  |
| 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)? WY WATE-PWAYS. THERE DARE DAY S PASSENCERS ON MY SOAT.  |
| 95. Where did the boat take you? WEEHAWKEN FERLY TERMWAL - NEW JERSEY   |
| 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 12 F (I was ASSIGNED 12E, BUT TRADED PLACES   |
| 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 sent 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 45  |
| 97. Height 5'9"   |
| 98. Weight <u>148</u>   |
| 99. Gender Male  Female   |
| 100. Do you wear corrective lenses? (CONTACT (CNSES)  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?   |
| 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   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 PILOTS ACTIONS, OF COURSE, WERE REMARKABLE, AND HE CLEARLY SAVED THE PASSENCESS FROM WHAT COURS FASILY HAVE THEN A CATASTROPHE.  |
| HY ONLY COMMENT WAS IS THAT I WAS SUPPRISED THAT THE FIGHT ATTENDANTS DID NOT USE THE INTERCOM FOLLOWING THE PILOTS ADNOUNCEMENT INTERCOM FOR IMPACT:  |
| L WOULD HAVE PREFERENCED FOR THEM TO REMIND  PASSENCERS THAT LIFE VESTS HERE LOCATED UNDER  THE SEATS.   |
| SINCE I WAS SEATED IN THE MIDDLE OF THE PLANE I NEW SAW OR HEAD THE PLIANT HITCHDANG HE ANY POINT DURING THE DESCENT OR EVACUATION.  |
|  |
|  |
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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:

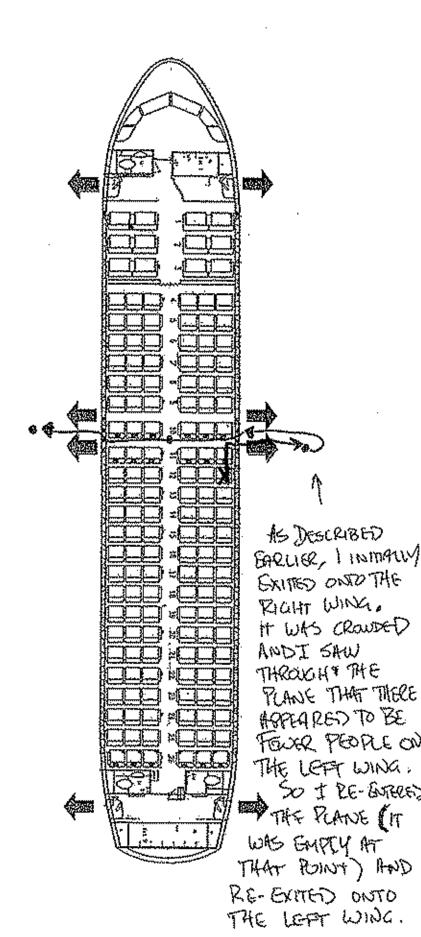
X —

2. My name is

3. I was scated 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 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   |
|---|
| 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 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 Alvio Explain:  |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing Instruction Did not read  If you read the safety card skip to item 10   |

| 9. Why did you not reed the safety card? Read it before Could not find Was not there Could not understand Not important Other  |
|--|
| 10. Diddle safety card information help you in the evacuation?  Yes Who 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)  LYOWS AGAINST SETBACK  IN FRANT HAND UPWEST, - HEAD AGAINST  FOR AFRING   |
| 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   |
| 16. Were you seated in an emergency exit row?  Yes Ho 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 Zoo 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 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 H No   |
| 28. Dld 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 appover-wing exit, did you place the exit door inside the aircraft?  Yes No No Applicable   |
| Carry-on Baggage  |
| 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No Pone bag 2 bags 3 bags more than 3 bags  |
| 34. Did you have to gate check a bag you were planning to carry on?  No   |
| 35. Where did you store your:  Purse:   |
| 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 related items Sentimental items Other Child F400 F-  |

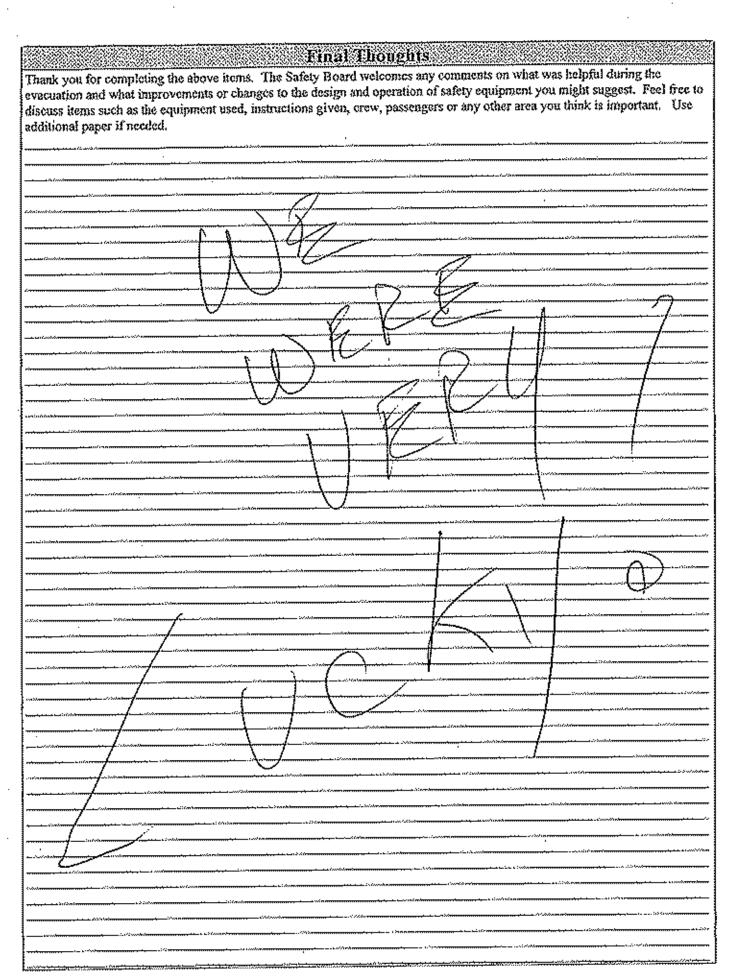
| 38. Where were the items stored?  Under seat  Overhead bin  Closet  Other  Sto 14  Person  |
|--|
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry-on items?  Yes No   |
| Ab. 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 stide/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? 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   |
| S1. Did you have problems instating 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  |
|--|
| \$4. Did you use a flotation seat cushion? A Yes \( \textstyle \) No If yes, how did you obtain the cushion? \( \textstyle \) Light Technicone gave it to me                                     |
| S5. 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   |
| Passenger Behavior  57. Did you experience any delay in getting into the aisle?  Yes Pho If yes, describe  |
| 58. Did yop climb over any seats during the evacuation?  Yes No If yes, describe   |
|  |
| 59. Did you see anyone climb over the seats?  P-Yes No   |
| 60. Did you see any passengers pushing other passengers?  Yes Y-No   |
| 61. Did you get pushed?  Yes Yes   |
| 62. Did you push anyone?  Yes SNo  |
| 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 YDNo  If yes, explain why they were moving slowly. |
|  |
| 65. Did you konsider another exit because of slow moving lines?  |
| 667 Were you traveling with anyone?  OPPer No If no skip to item 71  |
| 67. With whom were you traveling? (Check all that apply)  22 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 Wo   |
| 79. 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 |
| 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 A-Neutral Agree Strongly Agree  |
| 74. My physical condition assisted me in the exacuation.  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 seatbelt fastened prior to the evacuation?  Yes, Very Tight Syes, Moderately Tight Yes, Loose No Can't recall  |
| 76. Was your seafbelt fastened prior to the evacuation?  Yes, Very Tight Syes, Moderately Tight Yes, Looke No Can't recall  77. Did you have any difficulties unfastening your scatbelt?  Yes No  |
| Yes, Very Tight Serves, Moderately Tight Yes, Loose No. Can't recall 77. Did you have any difficulties unfastening your scatbelt?   |
| Yes, Very Tight SYes, Moderately Tight Yes, Looke No. Can't recall  77. Did you have any difficulties unfastening your scatbelt?  Yes No.  78. Did unfastening your seatbelt slow down your evacuation of the aircraft?   |
| Yes, Very Tight Sees, Moderately Tight Yes, Looke No. Can't recall  77. Did you have any difficulties unfastening your scatbelt? Yes No  78. Did unfastening your seatbelt slow down your evacuation of the aircraft? Yes No Seatbelt was not buckled   |
| Yes, Very Tight   SYes, Moderately Tight   Yes, Look   No   Can't recall  |
| Yes, Very Tight   SYes, Moderately Tight   Yes, Loose   No   Can't recall   |
| Yes, Very Tight   Syes, Moderately Tight   Yes, Loose   No   Can't recall   |
| Yes, Very Tight   SYes, Moderately Tight   Yes, Loose   No   Can't recall   |
| Yes, Very Tight   See, Moderately Tight   Yes, Loose   No   Can't recall  |

| 85. Did you remove your shoes during the evacuation?  Yes No If no skip to item 87   |   |
|--|---|
| 86. Why did you remove your shoes?  Plight attendant instructions 1 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 Shouled instructions Directed passengers out exits  Assisted passengers from seat to aircraft exits Opening exits Other THEOUCHE ON  88. Did the crew assign you any duties?  | 71128                                   |
| 88. Did the crew assign you any duties?  Yes Have If yes, what were you asked to do and did you do the task.   | WING                                    |
|  |   |
| Injury   |   |
| 89. Did yousustain 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   | arre et. Tresserrimert                  |
|  |   |
| 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 short (or provide name / known)?   |   |
| NACTURE SOLUTION OF THE PROPERTY OF THE PROPER |   |
| 95. Where did the boat take you? Drunk Cluisa Nort   |   |
| 96. Were you transported to a hospital? If yes, which hospital? Roog what  |   |

| 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 13 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 XNo  |
| 96. Age 97.011  |
| 97. Height <u>- 27 7</u>  |
| 98. Weight  |
| 99. Gender Male    Female   |
| 100, Do you wear corrective lenses?   |
| Were you wearing your corrective lenses during this flight?  Yes No   |
| 102. Did yourlose your corrective lenses during the event that caused the evacuation?  Yes Divo   |
| 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 OtherNone  |



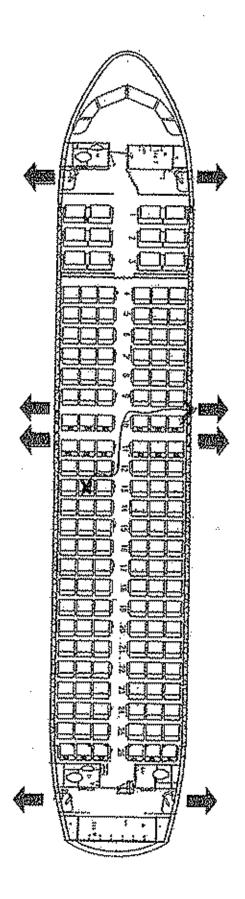
#### Directions:

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:

I. 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.

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.

| Safety Briefing  | ¥<br> |
|--|-------|
| 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 L. Juy Office Ond KI LOOK JOO ALLOUSE LIKE |       |
| 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?  See No   |       |
| 6. Did the pre-flight safety presentation help during the evacuation?  Ves No Explain: Alt made me aware of the nearest luit:  |       |
|  |       |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Steplain: Lt alway Allmo Houture.  |       |
|  |       |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10  |       |
|  |       |

| 9. Why did you not read the safety card? Read it before Could not find Was not there Could not understand Not important Other   |
|---|
| 10. Did the safety card information help you in the evacuation?  Yes No Explain:  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  Some form the importance and to be presentation of safety card)  She product tron Source watter of fact. |
| Brace Position  12. Did you, brace for impact? (Describe position)  What you have to my lyt with arm up in the foot of my had in front of my  |
| Dwith my 1 plft whouldn   |
| 13. Why did you choose this position?  [ Flight attendant instruction   |
| #Increency Exils  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 scaled 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?  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:   |
|   |

| 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 Autumg flat light wisdingtone  |
| 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 Lit-was the closest exit  Other |
| 26. Were you directed away from a specific exit?   |
| 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  |
| 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 Cone 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  |
| 1  |

| -  |
|--|
| 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 passerators 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 WWWW   |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Sorward left Sorward right Overwing left Overwing right   |
| 44. Was a flight attendant at the doorway giving directions?  Yes Who  |
| 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? Tycs 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? 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                        |

| 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 seat Alook if from another seat Someone gave it to me  |
| 55. Did you have any problem using the flotation seat cushion? NO If yes, please describe  |
|  |
| 56. How did you know about the flotation cushion?  11 Fe-departure safety briefing   |
| Passenger Behavior   |
| 57. Did you experience any delay in getting into the aisle?  Yes No  If yes, describe  |
|  |
| 58. Did you client over any seats during the evacuation?  Yes No If yes, describe  |
|  |
|  |
| S9. Did you see anyone climb over the seats?   |
| 60. Did you see any passengers pushing other passengers?  Yes Divo   |
| 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)?   |
| If yes, explain why they were moving slowly.  They were moving slowly. |
| 65. Did you consider another exit because of slow moving lines?  Yes Tho   |
| 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.) Cowerker Friend Other  |

| 68. If you were traveling with a child, were you using a child safety seat?  Yos No   |
|---|
| 69. Were you seated with your companion(s)?   |
| 70. Did you cvacuate with your traveling companion(s)?  Yes 140   |
| 71. Did any of the following slow your movement during the evacuation? (Check all that apply)  Sent tray Seatback in front of you Salley 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  |
| 73. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Acutral 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 Dagree Distrongly Agree   |
| SeatbelfUsage   |
| 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 seatbelt?  Yes No  |
| 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes You 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 attendents give you any instructions just prior to the evacuation?  Yes No Not enough time   |
| \$2. Did the flight attendams go through the cabin prior to landing to prepare for the evacuation?  Yes No Wot crough 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 Wheard nothing  |
|   |
| 84. Describe the flight attendants' instructions?   |

| <u></u>   |
|---|
| 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 I Shouted instructions I Directed passengers out exits Assisted passengers from seat to aircraft exits I Opening exits I Other   |
| 88. Did the crewassign you any duties?  Yes UNo  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 UNo  |
| If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
| OC Till was eletein an Elimina Antin the completion   |
| 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 sustein any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  If yes, describe the injuries, how they water want on your evacuation  If yes, describe the injuries after the evacuation?  If yes, describe the injuries after the evacuation?  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  If yes, describe the injuries after the evacuation?  If yes, describe the injuries after the evacuation? |
| 92. Describe the location of injuries suffered?  Wrist Ankle Steg Arm Back Face Head Sother hands, feet Chypotherreck   |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Lacerations & Bruises) Smoke inhabition  Other WPOHMANIO   |
| Post Evacuation: Events   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  Some triple of februs. (I WAN THE ONLY MODERAGE ON THIS februs.  LE WORD NUMBER OF THE COME TEAMS.   |
| 95. Where did the boat take you? NY Arde  |
| 96. Were you transported to a hospital? If yes, which hospital? NY Downtown 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 13C   |
| 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. Are 38  |
| 97. Height <u>5′7″</u>  |
| 98. Weight <u>200</u>   |
| 99. Gender Male 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 76   |
| 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 Ago Injury Recent surgery Cane Other  |
| 103. 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  Flother  |

| 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. |
| Ore-fugit instructions tell you that in case of an   |
| emerosing landing you should exit and mone away.   |
| from the aircraft. This is likaltly what it did,   |
| Put at an out sure it was mest appropriate   |
| due to being in the ice cold water and puffiring   |
| the hypothismia the hypothermia tempered   |
| me from being able to climb outs the   |
| first ferry. Thus ruping my having on the  |
| your of the ferry in the water. Causing  |
| advien to hard to aid in my tracue.  |
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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:

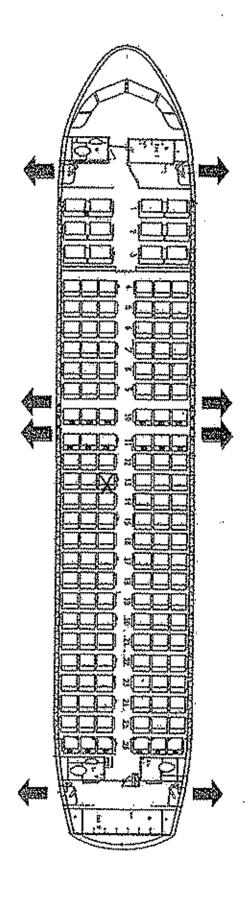
 On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

- 2. My name is
- 3. I was seated in seat 13 C

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   |
|---|
| How were the preflight safety instructions presented? (Check all that apply)     Flight Attendant    Video    Audio   |
| 2. How much of the preflight Safety Presentation did you watch?  All 75% 50% 25% None (If All, go to question 4)  |
| 3. Indicate why you did not watch the whole presentation (check all that apply).  ☐ Seen it before ☐ Obstructed view ☐ Distracted by child / ☐ Distracted by other person  ☐ It's basic knowledge ☐ Listening to music/audio tapes ☑ Reading ☐ Sleeping ☐ Too long  ☐ Other |
| 4. How well could you hear the presentation?  [] Heard every word [] Some words difficult to hear [] Most words difficult to hear   |
| 5./ Is English your primary language? Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  Yes No Explain:  |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes No Explain:   |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10   |

| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important 'Other  |
|---|
| 10. Did the safety card information help you in the evacuation?  Yes No  Explain:   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
|   |
| Brace Position  |
| 12. Did you brace for impact? (Describe position)  I brused my right arms my sight for for the seatback I am 6'3" and  did up 61 in a tracked position.   |
| and unt bt in a tracked for the   |
| 13. Why did you choose this position?  I Flight attendant instruction  Other, please  Previous knowledge  Other, please   |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your seat?  During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation |
| 15. Where did you look for an exit? (Check all that apply)  [Vin 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 rescive any pre-flight instructions on your responsibilities in case of an evacuation?  Yes No  |
| 18. Did you rescive 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?  I Flight attendant P.A. unnouncement 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 I it was the closest exit  Other I had clean line of right to it. |
| 26. Were you directed away from a specific exit?  Yes Wo  |
| 27. Were you directed toward a specific exit?  Yes INTO   |
| 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 sircraft?  Yes No Not Applicable  |
| Carry-on Baggage  |
| 33. Did you have carry-op/baggage? (Count purses, computers, backpacks, etc. as one item each)  No no 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/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 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   |
| 14. Was a Dight 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/rati?  If yes, explain  Reff was flypel overal too for away from the wing to board it several of un were able to grant to  and flip it see t tong it closer to when.              |
| Life Vests   |
| 47. Did you obtain a life vest? ☐ Yes ☑ No 1f 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? 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                              |

| Flotation Seat Cushions  |
|--|
| 54. Did you use a flotation seat cushion? Yes \( \sum \) No If yes, how did you obtain the cushion? \( \sum \) I retrieved it myself from my seat \( \sum \) I took if from another seat \( \sum \) 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  Crewing other instructions  Observed other people taking their seat cushion  Passenger Beliavior   |
| 57. Did you experience any delay in getting into the aisle?  Yes \[ \int \text{No} \]  If yes, describe \[ \int_a 15 cycles per to me took her purse and its strape  |
| 58. Bid you climb over any scats during the evacuation?  |
| Became the nomany parse strop blocked me into my sent;  F climbed over the Sents instead of weathing.  |
| 59. Did you see anyone climb over the seats? ☐Yes ☐ No   |
| 60. Did you see any passengers pushing other passengers?  Yes 2206   |
| 61. Did you get pushed?  Yes PNo   |
| 62. Did you push anyone?  Yes Wo   |
| 63. Were there any disputes among passengers during the evacuation?  Yes Yo 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.  On the viry, some passenger moved slowly to board the fevry |
|  |
| 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 INo  |  |  |  |  |  |
| 70. Did you evacuate with your traveling companion(s)?  Yes To  |  |  |  |  |  |
| 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 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 Dagree Strongly Agree  |  |  |  |  |  |
| 75. My age assisted me in the evacuation.  Strongly Disagree   Disagree   Neutral   Strongly Agree   Strongly Agree   |  |  |  |  |  |
| ¥ 1.1   |  |  |  |  |  |
| 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 seather?   |  |  |  |  |  |
| ☐ Yes ☐ No  |  |  |  |  |  |
|   |  |  |  |  |  |
| Yes No  78. Did unfarening your scathelt slow down your evacuation of the aircraft?  Yes No Seathelt was not buckled  |  |  |  |  |  |
| Yes No  78. Did unfastening your scatbelt slow down your evacuation of the aircraft?  |  |  |  |  |  |
| Tes No  78. Did unfarening 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?   |  |  |  |  |  |
| Tes No  78. Did unfastening your scatbelt 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  78. Did unfastening your scathelt 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  |  |  |  |  |  |
| Yes   No   Seatbelt was not buckled   |  |  |  |  |  |

| 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. Mow 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 systain any injuries prior to the evacuation?  |  |
| Yes Sho  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |  |
|  |  |
| 90. Did you syntain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |  |
|  |  |
| 91. Did you sustain any injuries after the evacuation? Yes No  |  |
| If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |  |
|  |  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Face Head Other  |  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Lacerations & Bruises) Smoke inhalation  Other  |  |
| Post Evacuation Events   |  |
| 94. Describe the boat that transported you to shore (or provide name if known)?  Ny Waterway ferry - Thomas Jeffason (J. Thinh)  |  |
| 95. Where did the boat take you? Maybuth feng Termind  |  |
| 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 14A   |
| 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   |
| 97. Height (3"  |
| 98_ Weight  |
| 99. Kender<br>Male [] Female  |
| 100. Do you wear corrective lenses?   |
| 101. Were you wearing your corrective lenses during this flight?  Yes The   |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes Tho  |
| 103. Had you gonsumed any alcohol in the 8 hours prior the evacuation?  Yes Sho   |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision   Hearing   Age   Injury   Recent surgery   Cane   Other   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   Whore than 6 flights per year   |
| 106. Aviation Experience Commercial Pilot Private Pilot Fight Attendant Aviation Mechanic   |

|  | Final Thoughts   |
|--|--|
| evacuation and what improvements or changes to   | Safety Board welcomes any comments on what was helpful during the the design and operation of safety equipment you might suggest. Feel free to lons given, crew, passengers or any other area you think is important. Use  |
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| Flight startan !   | in the second  |
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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:

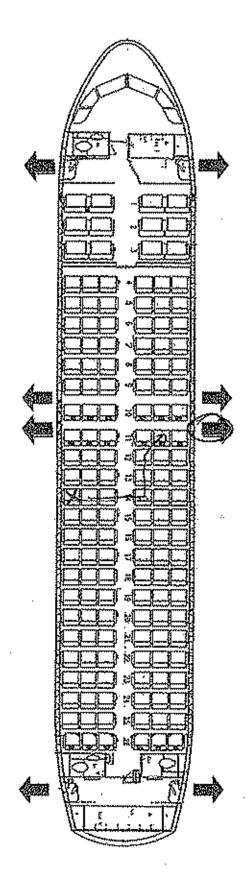
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

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.



## Dational Transportation Salety Board. Washington D.C. 20594

# PASSENGEROUESTIONNAIRE

The mission of the National Transportation Safety Board is to provent 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.

| Safety Briefing  1. How were the proflight safety instructions presented? (Check all that apply)   |
|--|
| 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   Obstructed view   Distracted by child   Distracted 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  |
| 5. Is English your primary language?  Xes No   |
| 6) Did the pre-flight safety presentation help during the evacuation?  Explain:  |
| 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 XVId not read  If you read the safety card skip to item 10   |

| trocambonous rm on   | the safety card? suld not find \[ \] Was not there \[ \] Could not understand  |
|--|--|
| TVec 1000MA  | formation help you in the evacuation?  |
|  | you recommend to improve the safety instructions? (Either the presentation or safety card)   |
| . What changes would y   | You recommend to improve the safety historians. Comment of providing the safety historians.  |
|  |  |
| 2. Did you brace for imp   | Brace Position  Bracel (Describe position)  (Fig. 1.4.2)   |
| 2. Did you brace for my  | paci? (Describe position) NRAD DOWN CEAN FORWARD   |
|  |  |
| **************************************   |  |
| 3. Why did you choose<br>K Flight attendant instru<br>Previous knowledge   | this position?  Looked at safety briefing card Copied people around me Other, please   |
|  | I mergency I arts  |
| 4. When did you look for During boarding During the evacuation   | or the emergency exit(s) closest to your seat?  During the pre-flight briefing After the preflight briefing but before the evacuation  |
|  |  |
| en avar did lante  | for an exit? (Check all that apply) tchind me Left of me Right of me   |
| en avar did lante  | for an exit? (Check all that apply) tchind me Left of me Right of me an emergency exit row?  |
| 15. Where did you look<br>In front of me B<br>16. Were you scated in a<br>Yes No If no   | for an exit? (Check all that apply) tchind me Left of me Right of me an emergency exit row?  |
| 15. Where did you look In front of me B  16. Were you scated in a  Yes No If no  17. Did you receive any  Yes No   | for an exit? (Check all that apply) tchind me Left of me Right of me an emergency exit row? skip to item 19  |
| 15. Where did you look In front of me B  16. Were you scated in a  Yes No If no  17. Did you receive any Yes No  18. Did you receive a po  Yes No  | for an exit? (Check all that apply) tchind me Left of me Right of me an emergency exit row? skip to item 19 pre-flight instructions on your responsibilities in case of an evacuation?   |
| 15. Where did you look. In front of me B  16. Were you scated in a  17. Did you receive any  Yes No  18. Did you receive a pe  Yes No  19. Did you read the ins  Yes No  | for an exit? (Check all that apply) tchind me Left of me Right of me an emergency exit row? skip to item 19 pre-flight instructions on your responsibilities in case of an evacuation? ersonal briefing by a flight attendant on your emergency exit responsibilities? structions for operating the exit?  |
| 15. Where did you look In front of me B  16. Were you scated in a  17. Did you receive any  18. Did you receive a pe  19. Did you read the ins  19. Did you read the ins  19. Did you open, or aft  19. Yes No  10. Did you open, or aft  10. Yes No If no | for an exit? (Check all that apply) tchind me  Left of me  Right of me an emergency exit row? skip to item 19 pre-flight instructions on your responsibilities in case of an evacuation? ersonal briefing by a flight attendant on your emergency exit responsibilities? structions for operating the exit? tempt to open, an exit yourself? no, skip to item 24 |

| 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                       |
| 26. Were you directed away from a specific exit?  |
| 27. Were you directed toward a specific exit?  Yes No   |
| 28. Did you follow those directions?  Yes No  |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes S 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 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  Sultcase 1: Under seat Overhead bin Closet Other  Sultcase 2: Under seat Overhead bin Closet Other |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes No  |
| If no skip to item 40   |
| 37. What items did you need to take?  Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer  Job related items Sentimental items Other  |

| ·  |
|--|
| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry-on items?  Yes No   |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes No  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No  |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes SNo If yes, which one? Forward left Porward right Overwing left Overwing right  |
| 44. Was a flight attendant at the doorway giving directions?  Yes Sa No  |
| 45. Where did you board the slide/raft?  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/reft?  If yes, explain  |
| 284  |
| Eite Vests  47. Did you obtain a life vest? Wes \sum No If yes, how did you obtain the vest? The UNO C I retrieved it myself from under my seat \sum Someone gave it to me   |
| 48. Did you put on the vest? X Yes No  |
| 49. Where were you when you put the vest on?  Inside the airplane  Coutside the airplane   |
| 50. Did you inflate the vest? Wes No   |
| 51. Did you have problems inflating your vest? Tyes Woo 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?  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  Rassenger Beliavior  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 Who If yes, describe  |
| 59. Did you see anyone climb over the scats?  Yes □ No   |
| 60. Did you see any passengers pushing other passengers?  Yes Did you see any passengers pushing other passengers?   |
| 61. Did you get pushed?  EXYes  No   |
| 62. Did you push anyone?  Tyes 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.) Voung 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)?  Yes ANO   |
| 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 Neutral Agree Strongly Agree  |
| 74. My physical condition assisted me in the avecuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| Seatheir 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 scalbelt?  Yes \$200  |
| 78. Diff antastening your seatbelt slow down your evacuation of the abcraft?  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 Winot enough time  |
| 82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  Yes No Whot 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 MHeard nothing   |
| 84. Describe the flight attendants' instructions?  |
| , and a second s |

| 85. Did you remove your shoes during the evacuation?  Yes No If no skip to item 87   |
|--|
| 86. Why did you remove your shocs?  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 passongers out exits  Assisted passengers from seat to aircraft exits Opening exits Other Toll From Carlot VEST   |
| 88. Did the crew assign you any duties?  Yes Man 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?  |
| The See of No  If yes, describe the injuries, how they occurred and the effect they had on your evaluation in the Sea TBACA  The second of the injuries of the second of the effect they had on your evaluation in the second of t |
| W flow Tot 42  |
| 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 (Laccrations & Bruíses) Smoke inhalation  Other  |
| Post Lyacuation Events   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  |
| 95. Where did the boat take you? June 12 CRUISE PROFIT   |
|  |
| 96 Were you transported to a hospital? If yes, which hospital? KOCKBURLT   |

| YourLocation  |
|---|
| 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 14B   |
| 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 32  |
| 97. Height <u>5. l</u>  |
| 98. Weight <u>120</u>   |
| 99. Gender<br>Male K Pemale   |
| 100. Do you wear corrective lenses?  ☑-Yes □ No   |
| 101. Were you wearing your corrective lenses during this flight?  Yes Wo  |
| 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 Elight 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:

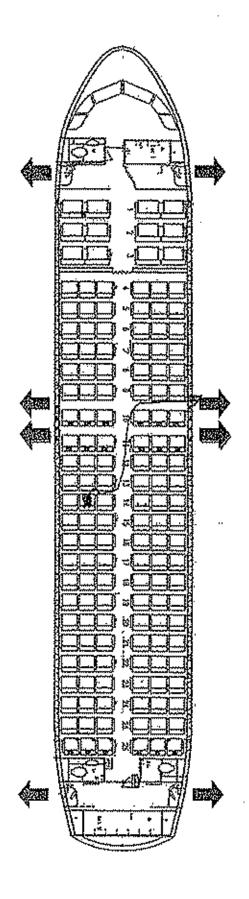
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was seated in seat 145

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 202-314Thank you for your assistance in this investigation.

| Safety Briefing  1. How were the preflight safety instructions presented? (Check all that apply)  [Victorian 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  |
| 4. / How well could you hear the presentation?  Heard every word Some words difficult to hear Most words difficult to hear   |
| 5. Is English your primary language?  Yes No   |
| 6. Did the pre-flight safety presentation help during the evacuation?  Yes No Explain: Yes, however at did not know that we landed on water  Until It actually get to the lift-Soul did not get my seat Cushion  OR flotation devery |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes No Explain: aldoned really understand Yhir question.   |
| 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 eard 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 evecuation?  Yes No Explain: All be howest it was so long ago when I actually read  it it don't remember what 15 on it  |
| 11. What changes would you recommend to improve the safety instructions? (Bither the presentation or safety card)  Note: The do & look for 10 the court of a water fanding. More Specific   |
|   |
| Brace Position  |
| 12. Did you brace for impact? (Describe position) at did fromesser at wasn't sure in hat that interest it was seated in the middle of the plane for away from the stewarders therefore at Contact has their in 5 tructions. At put my head down of my hands on the seat back in front of me |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety bricking card   Copied people around me   Previous knowledge   Other, please   AHURS JUST MY IN FINCE  |
| 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 YNo  |
| 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 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 t was the only available exit  The other exit was blocked I followed other passengers I t was the closest exit  Other has the suly one il. Could sel at the fine     |
| 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 - There were no directions That it could hear   |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes Two  |
| 30. Did you splect 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 Pother Stayed on the wing - was then pulled up  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 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  (PUI-5€)  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  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 Renumed 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 Lim Un Sure  |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes No N was out so gwelly that it do not know hwas one of the first  few out of plane.  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No again-Uwas able to exit so quidely U do not know  |
| Overwater Safety Equipment  |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Forward left Forward right Overwing left Overwing right  |
| 44. Was a flight attendant at the doorway giving directions?  ☐ Yes ☑ No  |
| 45. Where did you board the slide/raft? A didn't  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/rap?  16 yes, explain I wasn't sure how to get to either. Theywere filling up  50 gouldely that many of us had to stay on wong.  We had to get in the waller-to get to them and it didn't have afterskin device.   |
| 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 Who   |
| 49. Where were you when you put the vest on?  Inside the airplane Outside the airplane V/A-   |
| 50. Did you inflate the vest? Tyes No N A   |
| 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 didn't take it, took Kale from  52. How did you know the location of the vest?  Safty Card  53. 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?  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?  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 Pho If yes, describe funt was moung. Then was a, 2 stand delay Then al Was able to move.  |
| Was able to move.  |
| 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?  O Yos O No just people slightly pushing from behind to keep line moving   |
| 62. Did you push anyone?   |
| People Plushing from behind. Not VIDIPNT-ted Tropic Were  13. Were there any disputes among passengers during the evacuation?  14. The Month of the proper were panishing the evacuation?  15. Were there any disputes among passengers during the evacuation?  15. Were there any disputes among passengers during the evacuation?  16. Were there any disputes among passengers during the evacuation?  16. Were there are disputes among passengers during the evacuation?  16. Were there are disputes among passengers during the evacuation? |
| 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 ZNo   |
| 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 scaled with your companion(s)?  Yes PNo  |
| 70. Did you eyacuate 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 evaporation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| Seatheit Usage  |
| 76. Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes No  |
| 78. Did unfastening your seatbelt slow down your evaquation of the aircraft?  Yes No Seatbelt was not buckled what with 50 buck its 50 hard to remember.  |
| 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 slight 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?  **Latanit hear them**  |
| · ·   |

| 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 Meller Linear Action Action |
| 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 systain any injuries prior to the evacuation?  Yes VNo  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  |
| Bruised knees - Bruins in pelvic area - I believe from being pulled up onto deck of ferry  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Vi.eg Arm Back Face Head Other Pelvic area  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Lacerations & Bruises) Smoke inhalation  Other  |
| Post Evacuation Events 94. Describe the boat that transported you to shore (or provide name if known)?   |
| Ny Waterway Ferry (Commuter)   |
| 95. Where did the boat take you? Weehawken NJ - Aunthor's Landing Restaurant   |
| 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 14 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 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 Mo   |
| 96. Age <u>29</u>   |
| 97. Height <u>5' 7''</u>  |
| 98. Weight 119  |
| 99. Gender  Maic Female   |
| 100). Do you wear corrective lenses?  ☐ Yes ☑ No  |
| 101. Were you wearing your corrective lenses during this flight?<br>□ Yes □ Ko  |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes Wo   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  ☐ Yes ☑ No  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Injury Recent surgery Canc Other  |
| 105. How often do you travel by air?    First flight   Less than 1 flight per year     1 to 2 flights per year     3 to 6 flights per year     More than 6 flights per year   |
| 106. Aviation Experience  Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  Other None   |

| Final Thoughts  |
|---|
| Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.      |
| I feel very lucky as I was seated close to an emergency exit and was able to got out of the our craft very quickly, thorough it dignit know that we had longled on water so I didnit have a seat cushion or flotation device. I didnit know what to do mee but on the wing.   |
| Thought I needed to be in the of the pafts but they were filling up so quickly, by the time. I was able to comprehend hims that that had happened it was too crowded.   |
| at enterpoint if would have to get in the water In order to get to that softs and since it is did not have. By floorestion device, was scared to fry swim without one.  If he very fortunate that the plane was able to float for as 15mg as it did or else I would not be here today. Standing on the wing seemed to be my only aption at the time, and I Iro still amazed that the plane stayed affort. |
| Our Tilet did an outstanding job alim thankful for the peny experienced crew that was flying the plane that day,  |
| Ou a drequent flyer it wish there was a way its oriunt tirds from thing I injested into the engages. It is thanked more about ting offacts some the cross Julis scary to me ; it warry about it happening again.  |
|   |
|   |
|   |
|   |
| 3/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2   |

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

#### Directions:

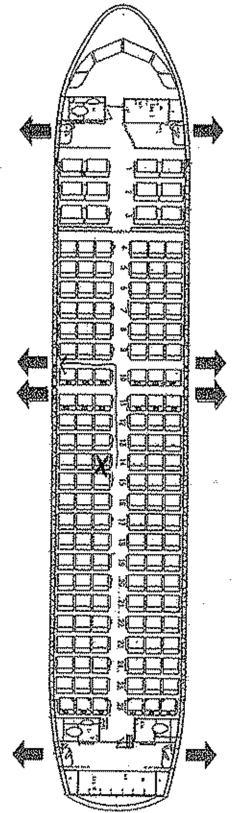
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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.

alm not positive of which exit door the left wing. Everything that happened in the plane is trally Fazzy.



### 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?  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 Sleeping Too long  Other Very Freduce Tryes |
| 4. How well could you hear the presentation?  Heard every word Some words difficult to hear Most words difficult to hear  |
| 5. Le English your primary language?  Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  ☐ Yes ☐ No Explain: WAS WORKED MOVE FIRE AND \$10 NOT THINK OF IT.   |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes No Explain:   |
|   |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10   |
|   |

| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other Allyney I know 17   |
|---|
| 10. Did the safety card information help you in the evacuation?  Yes Who Explain:   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
|   |
| Strace Position   |
|   |
| 13. Why did you choose this position?  Flight 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 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 sealed 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?  O 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. Por 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 twas the closest exit  Other |
| 26. Were you directed away from a specific exit?  Yes PNo  |
| 27. Were you directed toward a specific exit?  Yes Ao  |
| 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 No  If yes, explain   |
|  |
|  |
| 31. Af 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 02 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:  Purse:  |
| 36. Did you extempt 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 PNo  |
| 41. Did passengers retrieving carry on luggage slow the evacuation?  Yes UNo   |
| 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?  Wes 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 DAFT DA DIBUT MAJE STOE WAS SNOK UP HEALDS THE  BUSINASC ADO US COUR NOT GET WIN 17.   |
|  |
| It le 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 Two  |
| 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   |
| 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 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 Safety Briofing card Crevmember instructions  Observed other people taking their scat cushion Ofther, please explain passes to be unessed unessed unessed unessed unessed unessed.  Passenger Behavior  57. Did you experience any delay in getting into the aisle?  Yes ONo |
| If yes, describe  |
| 58. Did you climb over any scats during the evacuation?  [] Yes [PNo If yes, describe   |
| #16###################################  |
| 59. Did you see anyone climb over the seats?  Yes ONo   |
| 60. Did you see any passengers pushing other passengers?  Yes Time  |
| 61. Did you get púshed?  Yes PNo  |
| 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 consider another exit because of slow moving lines?  Yes Pho  |
| 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 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 E Neutral Agree Strongly Agree  |
| 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Pagree Strongly Agree  |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| Seathelt 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 scatbelt?  Yes PNo   |
| 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 backled   |
| ☐ Yes ☐ No  78. Did unfastening your scathelt slow down your evacuation of the aircraft? ☐ Yes ☐ No ☐ Scathelt was not buckled  |
| Tes PNo  78. Did unfastening your scathelt slow down your evacuation of the aircraft?   |
| Yes PNo  78. Did unfastening your scathelt slow down your evacuation of the aircraft?  Yes No Scathelt was not backled  Communication  79. Who first informed you that an evacuation was necessary  |
| Tes Poo  78. Did unfastening your scathelt slow down your evacuation of the aircraft?  Yes Poo 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  |
| Yes   QNo   |
| Yes   |

| 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 systain any injuries prior to the evacuation?  |
| Yes DNo 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 Wo 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  |
| Posi Evacuation Events   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  FERRY / WATCH TYPE  |
| 95. Where did the boat take you? FERRY PARAM - SAME OUR THAT 6 were GAVE   |
| 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 140   |
| Please indicate the following locations on the diagram: If you know your exact scat position, place an "X" on that seat. If you are NOT SURE of your scat 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>42</u>   |
| 97. Height  |
| 98. Weight  |
| 99. Øender  Male   Female   |
| 100. Do you wear corrective lenses?  Yes No   |
| 101. Were you wearing your corrective lenses during this flight?  Yes No  |
| 182 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   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 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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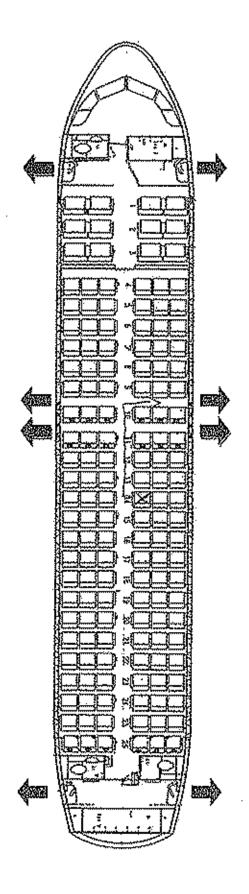
USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

### Directions:

The diagram to the right shows all the passenger 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.

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)    Tlight 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 Listening to music/audio tapes Reading Sceping 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: KONEW Where Exits were located from Previous flights  Annua significant  |
|  |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  [] Yes   No.  [] No.   Stoon out   In Heway ITWAS Presented On 1/15/09   |
|  |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight bricking In-flight Did not read  If you read the safety card skip to item 10  |
|  |

| 4.4000   |
|--|
| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Cother   |
| 10. Did the safety card information help you in the evacuation?  Yes X No  Explain:  |
| The state of the s |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  REINFORCE THE IMPORTANCE OF LISTONING TO THE PROSENTATION.  Sino Ilistos, I flavo Flowar 16 flowers. I now listonto the presentation or each Flight and make sure I know where the life preservers here Located.  |
| Brace Position   |
| 12. Did you brace for impact? (Describe position)  13. HANDS ON SENT IN FRONT OF ME, HEAD DOWN BETWEEN  14. ARINS:  |
|  |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Looked at safety briefing card  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 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 was the only available exit  The other exit was blocked I followed other passengers I it was the closest exit  Other Less Troffic at the exit   |  |  |
| 26. Were you directed away from a specific exit?  Yes Z 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 120 No  |  |  |
| 30. Did you select an exit and then change your mind?  [] Yes   |  |  |
|   |  |  |
| 31. If you used an over-wing exit, how did you get off the wing?    Into water   Directly onto a boat   Other Did Not Get on Wing. 1054 Passon Sor Cout East All F. (See 6MA photograph from 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?   Yes   No   Not Applicable   Other Did Not Get on Wing. 1054 Passon Sor |  |  |
| Carry-on Baggage  |  |  |
| 33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No X one bag  2 bags  3 bags  more than 3 bags  |  |  |
| 34. Did you have to gate check a bag you were planning to carry ou?  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?  |  |  |

| 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 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 No  |
| 45. Where did you board the stide/raft? > DID NOT BOARD RAFT, Stayed in exit door  Door Wing Water how plane and life boat Untictive boat hit  46. Did you have any difficulty boarding the slide/raft? Right Front of plane and water hit  If yes, explain My Back, I then Swam to Closest |
| 46. Did you have any difficulty boarding the slide/raft? Right Front of plane and out to closest  If yes, explain  Ferry Load.  |
| 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  COULD NOT SUB-   |
| 148. Did you put on the vest? Li res 22 no  |
| 49. Where were you when you put the vest on?  Inside the airplane Outside the airplane  They got wet and with the  Sewis collapsing, could not  Sewis collapsing, could not   |
| 50. Did you inflate the vest?  Yes No Ano.  |
| 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 Cush   | ions  |
|---|---|
| 54. Did you use a flotation seat cushion? Yes \( \subseteq \text{No If yes, how did y} \) I retrieved it myself from my seat \( \subseteq \subseteq \text{I took if from another seat} \) | ou obtain the cushion?  Someone gave it to me                                 |
| 55. Did you have any problem using the flotation seat cushion?  If yes, please describe NO  |   |
| 56. How did you know about the flotation cushion?  Pre-departure safety briefing Safety Briefing card Observed other people taking their seat cushion Other, please explanation           | inkNew from trevious tre  |
| 57. Did you experience any delay in getting into the aisle?  Yes No If yes, describe  | or Departments  Briefings   |
| 58. Did you climb over any scats during the evacuation?  Yes No If yes, describe  |   |
| S9. 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 pushod?<br>□ Yos ☑ No   |   |
| 62. Did you push anyone?<br>□ 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 passe to the exit)?    Yes   | nger in front of you moving slower than the line  SSENGERS WERE INDUSE MOVING |
| 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.) Cow   | orker 🔲 Friend 🔲 Other  |

| - week to the control of the control |
|--|
| 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)  Scat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)  Flight attendant scals 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   |
| Seaffielt Usage  76. Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes No   |
| 78. Did unfastening your 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 Attendent  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 No tenough time   |
| 83. Did you hear the flight attendants giving instructions during the evacuation?  [] Heard every word [] Some words difficult to hear [] Most words difficult to hear [ ] Heard nothing   |
| 84. Describe the flight attendants' instructions?  > Brace, Brace, head down, head down  |

| , see a see |
|---|
| 85. Dld you remove your shoes during the evacuation?  Yes No If no skip to item 87  |
| 86. Why did you remove your shocs?  ☐ 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?   |
| Sy. Did you sustain 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 sustain any injuries during the evacuation? 図 Yes □ No If yes, describe the injuries, how they occurred and the effect they had on your evacuation   pfナ Q r M Bruise , とられまれる Conもら10 A  |
| 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  Hypo Horman  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Nicg 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   Lyph   Werker A   |
| Post Evacuation Events  94. Describe the boat that transported you to shore (or provide name if known)? Ferry Doot  |
| 95. Where did the boat take you? A PORT IN THINK HOBOKEA, NJ  |
| as were you transported to a hospital? If yes, which hospital? VPS Pallish DES Medical Centure  |

| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft. The doors and exits are indicated by large arrows.  |
| 94. Seat Number 5A  |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. |
| Personal Information  95. Have you ever had to cvacuate an aircraft before?  Yes No   |
| 96. Age 48<br>97. Height 6'1''<br>98. Weight 235  |
| 99. Gender Male Female  |
| 100. Do you wear corrective leases?  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 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?  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   |

| 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 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:

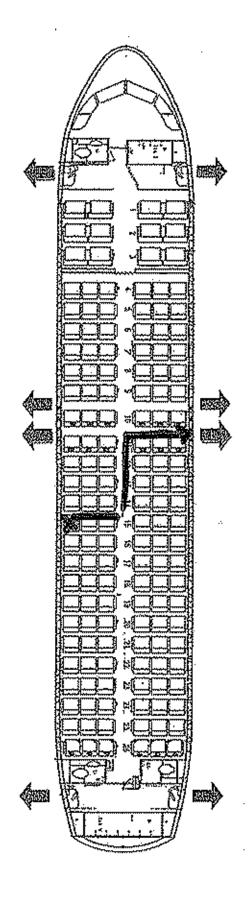
х-\_\_\_\_

2. My name is

3. I was scated in scat 15A

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   |
|---|
| 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 Obstruction to music/audio tapes Reading Sleeping Too long Other Sleeping Too long |
| 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?  X Yes No I Think 50,655e I on others Five Explain: Heart - Fire 1987eep  |
| 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   |

| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other Section  |
|--|
| 10. Did the safety card information help you in the evacuation?    Yes   No   M  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  |
| Coming Doun be sure to Locate the VEST   |
| Brace Position   |
| 12. Did you brace for impact? (Describe position)  50 F Sal rot Seal X Grand gray of her and her Shape to a sound my head black  30 105 185 195 589 1 X Grand gray of me and my head black  This in Seat 45 15                                   |
| 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 sent?  During boarding During the pre-flight briefing After the preflight briefing but before the evacuation  During the evacuation I when we were found on the |
| 15. Where did you look for an exit? (Check all that apply) [Xin front of me Behind me Left of me Right of me   |
| 16. Were you seated in an emergency exit row?  Yes XNo If no skip to item 19   |
| 17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?  Yes A No   |
| 18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?  Yes ELNo   |
| 19. Did you read the instructions for operating the exit?  Yes X No  |
| 20. Did you open, or attempt to open, an exit yourself?  Yes ZNo 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 it was the only available exit  The other exit was blocked I i followed other passengers I was the closest exit  Other I Sau The Dod Ofter |
| 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?  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 Line 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 zircraft?  Yes No No 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 Skio  |
| 35. Where did you store your:  Purse:  |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes XNo  |
| If no skip to item 40  |
| 37. What items did you need to take?  Medicines Monoy/wallet/credit cards Car/House key Clothes Camera Computer fob 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?  [X Yes  No  |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes S-No   |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes Mo   |
| Overwater Safety Equipment  |
| 43. Did you board a slide/raft?  Yes \ No If yes, which one? \ Forward left \ Forward right \ Overwing left \ Overwing right \  5 \ V4 m \ To \ Zaff \ after \ Jumphy in \ Wafer  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?  16 yes, explain was he les in \$6 yether passengers  17 the Rafth   |
|   |
| ### Company of the Company Sent Someone gave if to me Other   |
| 48. Did you put on the vest? Yes XNo  |
| 49. Where were you when you put the vest on?  Inside the airplane  Outside the airplane   |
| 50. Did you inflate the vest? Yes X No  |
| 51. Did you have problems inflating your vest?  Yes No If yes, describe   |
|   |
| 52. How did you know the location of the vest?  Jastructions 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 scat cushion? Yes No If yes, how did you obtain the cushion?  I retrieved it myself from my seat  Someone gave it to me   |
| 55. Did you have any problem using the flotation seat cushion? 10 - Tey Flog + 1  If yes, please describe  I Type J in to the water white   |
| 56. How did you know about the flotation cushion?  Pre-departure safety briefing  Safety Briefing card  Chserved other people taking their seat cushion  Cher, please explain  Passenger Behavior |
| 57. Did you experience any delay in getting into the aisle?  Yes SNo If yes, describe   |
| 58. Did you climb over any seats during the evacuation?  Yes Proposed 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 Z 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   |
| If yes, explain why they were moving slowly. I fine thou was a left   |
| To the seconds  |
| 65. Did you consider another exit because of slow moving lines?   |
| 66. Were you traveling with anyone?  Yes 151-No If no skip to item 71   |
| 67. With whom were you traveling? (Check all that apply)  Spouse Baby (Under 2 yrs.) Young child (2-19 yr.) Coworker Friend Other   |

|   | <del>gradiante de la constantida del constantida de la constantida del constantida de la constantida de la constantida de la constantida del constantida d</del> |
|---|--|
|   | 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)  Seat tray Scatback 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 ☐ Neutral ☐ Agree ☐ Strongly Agree   |
|   | 73. My physical size assisted me in the evecuation.  Strongly Disagree Disagree Neutral Agree Disagree   |
|   | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree  |
|   | 75. My ago assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
|   | Seafbelt Usage  76. Was your seatbolt 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 ZNo  |
|   | 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes Ano Seatbelt was not buckled   |
| ŀ | 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 ovacuation was necessary?  Wes No   |
| ŧ | 81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes 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. Dld you hear the flight attendants giving instructions during the evacuation?  |
|   | ☐ Heard every word ☑ Same words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing   |
|   | Meand every word Wesme words difficult to hear Most words difficult to hear Meand nothing  84. Describe the flight attendants' instructions? Head 2 20 m C/852 Pas, Fidn   |

| 85. Did you remove your shoes during the evecuation?  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 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?    X Yes   |
| 91. Did you sustain any injuries after the evacuation?  [XYes  |
| MISTATA POTHERMIA  |
| 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 for provide name if known)?  Love(not Themos NO a he ~ NX W9767 V 1X   |
| 95. Where did the boat take you? Weehen Han-Post Fingeria)   |
| 1 C(1) (E(W))09) 96. Were you transported to a hospital? If yes, which hospital? 165 Ch(157 Hospita) Tesex C+X   |
| 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  |
| 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 XNo  |
| 96. Age . 45 97. Height   |
| 99. Gender<br>ZMale   Female  |
| 100. Do you wear corrective lenses?  Yes Kino   |
| 101. Were you wearing your corrective lenses during this flight?  |
| 102. Did you lose your corrective leuses during the event that caused the evacuation?  Yes No   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?<br>図Yes 口No 1Beegナムいん  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Injury Recent surgery Cane Other Allowe   |
| 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  |
| 106. Aviation Experience  Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  Other R None   |

| Final Floughts  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:

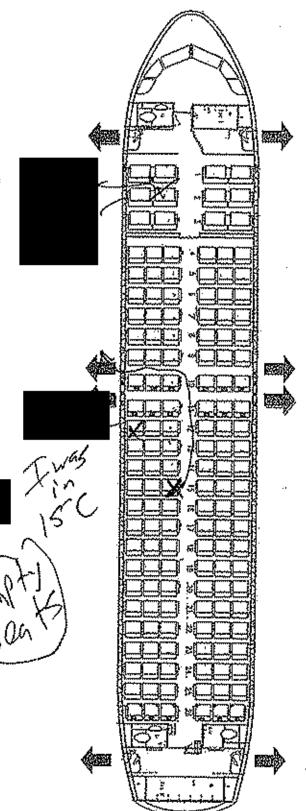
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

2. My name is

3. I was seated in seat

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.

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 I 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   |
| 5. Is English your primary language?  Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  Yes No  Explain: Did NOT LISTEN TO MOST OF THE DIRECTION. It would have been being the flight of the flight of the product would have suggested we send the Emmangency That Canal Series THE Capabasia said "based for imposed". |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Explain: probably   |
| 8. When did you read the safety instruction card in the seatback in figure of you?  Prior to flight During pre-flight briefing Din-flight Did not read  If you read the safety card skip to item 10   |

| C-1  |
|--|
| 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: Did A/B MARK  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  |
| See If 6 - PRESENTATION IS VERY BURING. Need to But A way to make it introductions   |
| 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)  15. Did you brace for impact? (Describe position)  16. Did you brace for impact? (Describe position)  17. Did you brace for impact? (Describe position)  18. Did you brace for impact. (Describe position)  18. Di |
| 15. Why did you choose this position?  Flight attendant instruction  Copied people around me  Previous knowledge  Other, please  |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your-seat?  During boarding During the pre-flight briefing After the preflight briefing but before the evacuation During the evacuation  |
| 15. Where did you look for an exit? (Check all that apply) In front of me Behind me Left of me Right of me   |
| 16. Were you seated in an emergency exit row?  Yes No If no skip to item 19  |
| 17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation? Yes No  |
| 18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?  Yes No   |
| 19. Did you read the instructions for operating the exit?  Yes No  |
| 20. Did you open, or attempt to open, an exit yourself?  Yes No If no, skip to item 24   |
| 21. What caused you to open the exit?  ☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other  |
| 22. Did you have any difficulties opening the cxit?  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 yets 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?  Yes No  |
| 28. Did you follow these directions?  Yes ZNo  |
| 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:  |
| 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/wallct/credit cards Car/House key Clothes Camera Computer  Job related items Scatimental items Other   |

| 38. Where were the items stored?  Under seat Overlierd 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 Z 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 Z 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 - Stick not for proof side. wing was Alpect  OVORC   |
|  |
| 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? Tyes Tho  |
| 49. Where were you when you put the vest on?  Inside the simplane Outside the simplane   |
| 50. Did you inflate the vest?  Yes No NA   |
| 5). Did you have problems inflating your vest?  Yes No If yes, describe  |
|  |
| 52. How did you know the location of the vest?  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain   |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package  Donning the vest Securing the vest Other, please describe                                |

| Flotation Seat Cushions   |
|---|
| 54. Did you use a flotation seat cushion? Yes Ano 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 A   |
|   |
| 56. How did you know about the flotation cushion?  Pre-departure safety briefing  Safety Briefing card  Crewmember instructions  Observed other people taking their seat cushion  Other, please explain |
| 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   |
|   |
|   |
| S9. 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 ZNo  |
| 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.  |
| 18 yes explain why they were moving slowly.  Locare Lody 1495 MOVING Slow CR Than 12067 DP DE TOOLS GOT HATTER BEST   |
|   |
| 65. Did you consider another exit because of slow moving lines?  Yes No   |
| 66. Were you traveling with anyone?  Ges No If no skip to item 7!   |
| 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 ZNo  |
| 70. Did you exacuate 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   |
| 75. My age assisted me in the evacuation.  Strongly Disagree 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   |
| i   |
| 77. Did you have any difficulties unfastening your scatbolt?  Yes No  |
|   |
| Tes Tho  78. Did unfastening your scatbelt slow down your evacuation of the aircraft?   |
| ☐ Yes ☐ No  78. Did unfastening your scatbelt slow down your evacuation of the aircraft? ☐ Yes ☐ No ☐ Scatbelt was not buckled  |
| Tes Tho  78. Did unfastening your scatbelt slow down your evacuation of the aircraft?  Tes Tho Seafbelt was not buckled  Communication  79. Who first informed you that an evacuation was necessary?  |
| Tes No  78. Did unfastening your scathelt 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   |
| Yes   |
| Yes   No   Seafbelt was not buckled   |

| 85. Did you remove your shoes during the evacuation?  Yes No If no skip to item 87   |
|--|
| 86. Why did you remove your shoes?  ☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other   |
| 87. How did the crew aid in your evacuation? (Check all that apply) No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other |
| 88. Did the crew assign you any duties?  Yes No  If yes, what were you asked to do and did you do the task.  |
|  |
| Injury   |
| 89. Did you sustain any injuries prior to the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 90. Did you sustain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg 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)?  A Fanay From The Weeks wheel Fanay Terminal   |
| 95. Where did the boat take you? An than Landing NI.   |
| 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 "E" on that seat. |
| Personal Information  |
| 95. Have you ever had to evacuate an aircraft before?  Yes ZNo  |
| 96. Age <u>54</u>   |
| 97, Height <u>6'a''</u>   |
| 98. Weight <u>2/0</u>   |
| 99. Gender<br>  |
| 100. Do you year corrective lenses?  Yes Tho  |
| 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?   |
| 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 3 to 6 flights per year  More than 6 flights per year  |
| 106. Aviation Experience  Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  Other  |

| 2000        | 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.   |
| 2           | THERE NEEDS TO BE A WAY TO RENCLE The  |
| -           | 5 lide DAGE FROM THE PLANE DNEE They ALLS  |
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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:

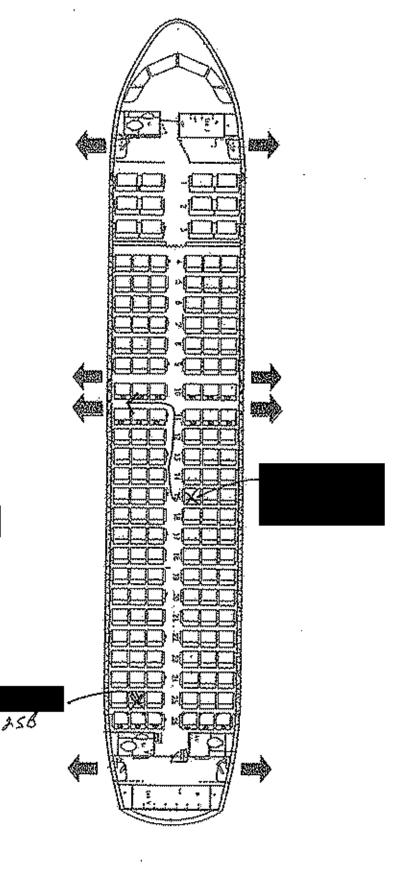
I. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

X-T\_\_\_\_\_

- 2. My name is

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 Briefing  1. How were the proflight safety instructions presented? (Check all that apply)  ☑ Flight Attendant ☐ Video ☐ Audio  |
|---|
| 2. How much of the preffight Safety Presentation did you watch?  All 75% 50% 25% None (If All, go to question 4)  |
| 3. Indicate why you did not watch the whole presentation (check all that apply).  Seen it before \[ \] Obstructed view \[ \] Distracted by child \[ \] Distracted by other person \[ \] It's basic knowledge \[ \] Listening to music/audio tapes \[ \] Reading \[ \] Sleeping \[ \] Too long \[ \] Other |
| 4. How well could you hear the presentation?    Heard every word   Some words difficult to hear   Most words difficult to hear  |
| 5. Is English your primary language?  Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  Yes No Explain: I didn't filly fay attention. I left my cont without my seat costion or life factor.   |
| 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?    X Read it before   |
|--|
| 10. Did the safety card information help you in the evacuation?  See Broad 1 Gight my Seet (aslian and 1 Gight)  |
| 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)  |
| Head down - aims / hands over head   |
|  |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   X 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 attendent on your emergency exit responsibilities?  Уся По   |
| 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 по, 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:   |
| 15/20/2 <del>-1-10/20/2-10/20/2-10/20/2-10/20/2-10/20/2-10/2-1</del>   |

| ·   |
|---|
| 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 that apply)  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?  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  nore 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 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 XINo  |
| 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   |

|  | ere the items stored? at  Overhead bin  Closet  Other  |                      |
|--|--|----------------------|
| 39. What happ Taken by fl Dropped to Other | pened to any carry-on bags you took with you during the evacuation?  light attendant  Placed in a seat  Returned to overhead bin  floor  Carried into raft/out wing  Took with me onto rescue boat   |                      |
| 40. Did other ¡<br>□ Yes ☑ N               | passengers attempt to take carry-on items?<br>to ー Not トルナ エ ブロ  |                      |
| 41. Did passen<br>∐ Yes 🔯 N                | ngers retrieving carry-on luggage slow the evacuation?   | -                    |
| 42. Did passen<br>□ Yes '⊠ N               | ngers argue with flight attendants over retrieving carry-on luggage during the evacuation?<br>No   |                      |
|  | Overwater Safety Equipment  oard a slide/raft?  o If yes, which one?  Forward left  Forward right  Overwing left   | Overwing right       |
| 44. Was a fligh<br>□ Yes ⊠ No              | ht attendant at the deorway giving directions?   |                      |
| 45. Where did                              | you board the slide/raft?<br>Wing [] Water   P/ A  |                      |
|  | ave any difficulty boarding the slide/raft?  | '                    |
| fyes, explain_                             | ooli (ooli ( | motoria militario de |
|  | Life Vests   |                      |
|  | olain a life vest?  Yes No If yes, how did you obtain the vest?  it myself from under my seat Someone gave it to me Other  |                      |
| 18. Did you pu                             | ut on the vest?  Yes No N/A  |                      |
| 19. Where were                             | e you when you put the vest on? irplane  |                      |
| 60. Did you inf                            | flate the vest?   Yes   No   N/A   |                      |
| il. Did you hav                            | ive problems inflating your vest? 🗌 Yes 🔲 No 🔛 🕆   |                      |
|  | 3  |                      |
|  | ou know the location of the vest? U/A from crewmember  Observed others taking vest  Pre-departure briefing briefing card  Other, please explain  |                      |
|  | No and mobile was the life was 12 Was 12 No. 15 to what making 2 MA  | 1                    |

| Flotation Seat Gushions   |
|---|
| 54. Did you use a flotation seat cushion? Yes \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \   |
| 55. Did you have any problem using the flotation seat cushion?  If yes, please describe   |
|   |
| 56. Flow 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 ❷ No If yes, describe   |
|   |
| 58. Did you climb over any seats during the evacuation?  Yes No If yes, describe  |
|   |
|   |
| 59. Did you see anyone climb over the seats?  Yes No  |
| 60. Did you see any passengers pushing other passengers?  Yes No  |
| 61. Did you get pushed?  Yes No   |
| 62. Did you push anyone?  Yes No  |
| 63. Were there any disputes among passengers during the evacuation?  ☐ Yes ☑No ☐ Don't know   |
| 64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?  |
| Yes No If yes, explain why they were moving slowly.   |
|   |
|   |
| 65. Did you consider another exit because of slow moving lines?  Yes No   |
| 66. Were you traveling with anyone?  Yes No If no skip to item 71   |
| 67. With whom were you traveling? (Check all that apply)  Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other   |

| <u></u>   |
|---|
| 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 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 Disagree  |
| Seafbelt 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 scathelt?  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 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 say instructions just prior to the evacuation?  ☐ Yes ☑ No ☐ Not enough time → ↑Ley were sat new ~?  |
| 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 evecuation?  Yes 52 No If no skip to item 87  |
|--|
| 86. Why did you remove your shocs?  Flight attendant instructions 1 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 X 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? In the wefor  Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
| Lypothernia in Ringers + Harr  |
|  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Face Head Other Light ther   |
| 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)?  Fessy beat  |
| 95. Where did the boat take you? N.T. Ferry Jamied   |
| 96. Were you transported to a hospital? If yes, which hospital? 195 Hobeten Covers   |

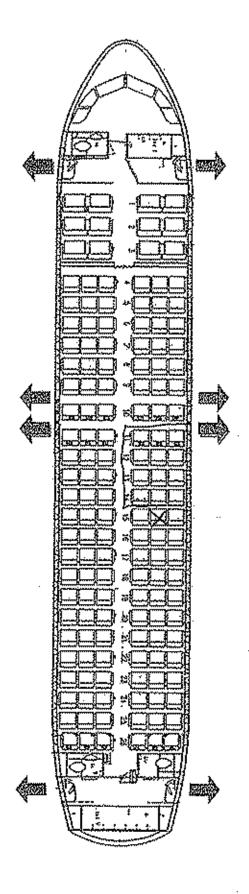
| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft.  The doors and exits are indicated by large arrows.   |
| 94. Scat Number 15 F  |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. |
| Personal Information  95. Have you ever had to evacuate an aircraft before?  □ Yes ☑ No   |
| 96. Age 43  |
| 97. Height 5 <i>10</i> *  |
| 98. Weight 1701br   |
| 99. Gender Male Tromate   |
| 100. Do you wear corrective lenses?  Yes No   |
| 101. Were you wearing your corrective lenses during this flight?  Yes No P/A  |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes No MA  |
| 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 Tother   |

|  |                 |  |  |  |  |         |  |  | Fin                                    | al T                                   | aou;                                    | hts                                    |  |   |   |           |  |   |   |  |
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| ::::::::::::::::::::::::::::::::::::   | ~~~~            | **********                             | *******                                | ۸                                      |  |         | na ilitareter                          | ~~~                                    |  |  | *************************************** | ·······                                |  |   |   |           | \ <del>-\</del>                        | • | · .'.                                   |  |
| hatoob barroon                         |                 |  |  |  |  |         | ······································ |  |  |  |   |  |  | s.essa (12.52                           |   |           |  |   |   |  |
|  |                 | ×,000-0,0-10-0                         | ************************************** | (anthronomer                           | ***************************************          |         |  |  | 600 600 600 600                        | ************************************** |   | · · · · · · · · · · · · · · · · · · ·  |  | 0e (verden () ev/o                      |   |           |  |   | **************************************  | ·····                                  |
| 0.00/2000                              |                 |  |  |  |  |         |  |  |  |  |   |  |  |   |   |           |  |   |   |  |

#### 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.



## Nanonal 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-

| 7 |   |   |
|---|---|---|
|   | Safety Briefing   |   |
|   | 1. How were the preflight safety instructions presented? (Check all that apply)    Flight Attendant     Video   Audio   |   |
| İ | 2. How much of the preflight Safety Presentation did you watch?  ☐ All ☐ 75% ☐ 50% ☑ 25% ☐ None (If All, go to question 4)  |   |
|   | 3. Indicate why you did not watch the whole presentation (check all that apply).  Seen it before Obstructed view Distracted by child Distracted by other person  It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long  Other |   |
|   | 4. How well could you hear the presentation?  Heard every word Some words difficult to hear Most words difficult to hear  |   |
|   | 5. Is English your primary language?  Yes No  |   |
|   | 6. Did the pre-flight safety presentation help during the evacuation?  Yes No  Explain:   |   |
|   |   |   |
|   | 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  |   |
|   | X Yes No of Course its important but I fly weekly   |   |
|   | Tim not sure that there I would have been anything  | ua His                                  |
|   | 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   | *************************************** |
|   |   | Ţ                                       |

| 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 evecuation?  Yes No  Explain:  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  |
|  |
| Prace Position   |
| 12. Did you brace for impact? (Describe position)  Yes hend at reast, head down, hunds on  |
| Mat Deute  |
| 13. Why did you choose this position?    Flight attendant instruction   Decoked at safety briefing card   Copied people around me  |
| Linet gency 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 Behind me Left of me Right of me   |
| 16. Were you seated in an emergency exit row?  Yes XNo If no skip to item 19   |
| 17. Did you receive any pro-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 X 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?  \[ \sum Yes \sum No \]  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 lest my seat As I traveled down the aisic 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 if it was the closest exit  Other  |
| 26. Were you directed away from a specific exit?   |
| 27. Were you directed toward a specific exit?  Yes X No  |
| 28. Did you follow these directions?  Solution of the section of t |
| 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  |
| 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?  Yes No Mot Applicable   |
| Carry on Baggage  33. Did you have carry on baggage? (Count purses, computers, backpacks, etc. as one item each)  No one bag X 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  |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes No   |
| If no skip to item 40  |
| 37. What items did you need to take?  Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer  Job related items Sentimental items Other   |

| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
|--|
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry-on items? Yes No  |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes No  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes XINO  |
| Overwater Safety Equipment   |
| 43. Didwou 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  |
|  |
| Eife Vests  47. Did you obtain a life vest?  Yes XNo If yes, how did you obtain the vest?  |
| ☐ I retrieved it myself from under my scat ☐ 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   |
| 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 Provide Knowledge                                      |
| 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 fook 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 sent cushion Other, please explain prin Indulede   |    |
| 30.60.4094.0034.0035.0031.0031.0039.0031.0039.0039.0039.0039   |    |
| Passenger Behavior   |    |
| 57. Did you experience any delay in getting into the aisle?  |    |
| 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?   |    |
|  |    |
| 61. Did you get pushed?  Yes X No  |    |
| '-   |    |
| 62. Did you gush anyone?  Yes XNo  |    |
| / *  |    |
| 63. We're 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. For the oule heap lin and   |    |
| Sho with hold by Allen Officers in frauch  | 1  |
| - Torre trace for a forther first forther fort | e, |
| 65. Did you sonsider another exit because of slow moving lines?  |    |
| □ Yes ؾo .   |    |
| 66. Were you traveling with anyone?  |    |
| Yes Willo If no skip to item 71  |    |
| 67. With whom were you traveling? (Check all that apply)   |    |
| Spouse Baby (Under 2 yrs.) Voung child (2-10 yr.) Coworker Priend Other  |    |

|                              | ······································  |   |  |   | ······································      |  |          |
|------------------------------|---|---|--|---|---|--|----------|
| 68. If you w                 |   | ; with a child, were  | e you using a child                                | l safety scat?                                  |   |  |          |
| 69. Were yo                  | ou scated wit<br>] No                   | h your companion  | (s)?   |   |   |  |          |
| 70. Did you                  |   | th your traveling c   | ompanion(s)?                                       |   | •   |  |          |
| Seat tray Flight off Luggage | Seatba<br>tendant seats<br>passengers t | ving slow your mo ck in front of you Galley items ried to take off pla n cabin interior | ☐ Galley ☐:<br>(Soda cans, carts<br>ane ☐ Footrest | Bulkhead (Walls o<br>Luggage fa<br>Child Safety | lividing cabin into<br>Hen from overhea     | d bins   |          |
| 72. Other p                  |   | general were coop<br>Disagree   | erative during the                                 | evacuation.  Agree                              | Strongly A                                  | Acr  |          |
| 73. My phy<br>Strongly       | sical size ass<br>y Disagree            | isted me in the eve<br>Disagree   | acuation.  Neutral                                 | ☐ Agree   | Strongly A                                  | जुरु   |          |
| 74. My phy<br>Strongly       | sical condition<br>y Disagree           | on assisted me in t<br>Disagree   | he evacustion.  Neutral                            | Agree   | Strongly A                                  | Stoc   |          |
| 75. My ago<br>Strongly       | assisted me<br>y Disagree               | in the evacuation.  Disagree  | Neutral  | ☐ Agree   | Strongly A                                  | gree   |          |
|                              |   |   | Seätl  | elt Usage                                       |   |  |          |
| 76. Was yo<br>Yes, Ve        | our seatbelt fa<br>ry Tight             | stened prior to the<br>Yes, Moderately  | evacuation?  | _   | Can't recall                                |  |          |
| 77. Did you                  |   | fficulties unfasten   | ing your seatbelt?                                 |   |   |  |          |
| 78. Did uni                  | factening you<br>No S                   | r scatbelt slow do<br>catbelt was not but   | wn your evacuatio<br>kled                          | n of the sircraft?                              | ,   |  |          |
| 79. Who fir                  | rst informed<br>Flight Att              | you that an evacua<br>endant  | tion was necessar                                  | n <b>unication</b><br>y?<br>Personal Decision   |   |  |          |
| XVes [                       | ] No                                    | know why an eva   |  |   |   |  |          |
| 81. Did the                  | Sight attend                            | ants give you any<br>ot enough time   | instructions just p<br>Only 10                     | rior, to the evacual                            | jon?<br>or inspact                          | which WAS A<br>MAN ne Cess And<br>ruld have been<br>ple to Arepan<br>Heard nothing wat<br>and be sure<br>life preserve | Maria Ha |
| 82. Did die                  | Hight aftend                            | lants go through th<br>of enough time   | e cabin prior to la                                | nding to prepare f                              | or the evacuation?<br>AND<br>DRA            | uld have been ole to so ar   | sellin   |
| 83. Did you Heard c          | u hear the fli<br>very word             | ght attendants givi<br>Some words di  | ng instructions du<br>ifficult to hear             | ring the evacuatio<br>] Most words diff         | a?<br>icult to hear                         | Heard nothing wat  | er lu    |
| 84. Describ                  | be the flight a                         | attendants' instruc   | tions?   | ra (. <del></del>                               |   | Life preserve  | 15 au    |
|                              | <u></u>                                 | <u> </u>  | 29200000000000000000000000000000000000             |   | <del>andra and harpe</del> and distribution | Deat Culturo   |          |

| 85. Did you remove your shoes during the evacuation?  Yes Did you remove your shoes during the evacuation?  If no skip to item 87  |
|--|
| 86. Why did you remove your shoes?  Plight 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 Swo 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 yoursustain any injuries during the evecuation?  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 K 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 Free 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 L vents  |
| 94. Describe the boat that transported you to shore (or provide name if known)?  |
| 95. Where did the book take you? forty terminal 40th street Manhottle  |
| 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 16E   |
| 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 abcraft before?  |
| 96. Age 47  |
| 97. Height <u>5/0</u> "   |
| 98. Weight  |
| 99. Gender<br>XMale   |
| 109. Do you wear corrective lenses?  XI Yes  No   |
| Were you wearing your corrective lenses during this flight?   |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes XNo  |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  Yes XINo  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following: PA  Vision Hearing Age Injury Recent surgery Cane  Other  |
| 105. How often do you travel by air?  First flight. Less than 1 flight per year lt 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 Denotes  |

| Final Thoughts   |
|--|
| Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.   |
| I didn't take my slat bustion or muy   |
| Life preserver despite knowing that lit was  |
|  |
| highly likely that I would have to suring.   |
| Despite vering a strong sevimmer I could   |
| well have drowned if it were necessmy to   |
| suin given the new frazing water   |
| - Company of the contract of t |
|  |
| pld us over the intercon for to gest   |
| our NE preservers mon people would   |
| have. I pever heard oug instructions   |
| during or after the emergine of other  |
|  |
|  |
| they should have used the intercom to  |
| How Com municase and ununus  |
| to take life preservers I seet cushions  |
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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.

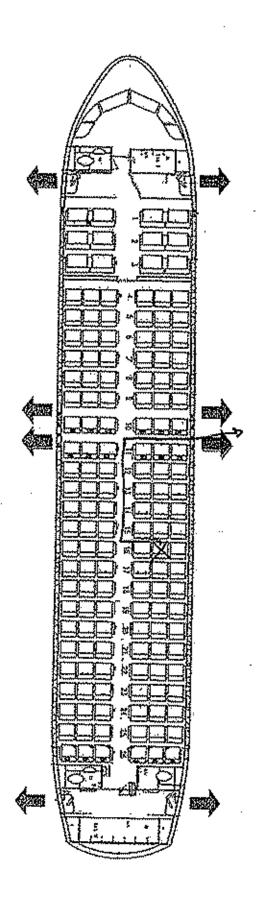
Example:

×П.

2. My name is

3. I was scated in seat 16 E

Example: 14D



# National Etansportation 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 dust apply)  Fight Attendant Video Audio  |
| 2. How much of the preflight Safety Presentation did you watch?   |
| 3. Indicate why you did not watch the whole presentation (check all that apply).  Seen it before Obstructed view Distracted 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  |
| 5. / Is English your primary language?  Ves No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  [No Explain:   |
|   |
| 7. /Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes No  Explain:   |
|   |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10   |
| I   |

| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other  |
|--|
| to Trid the cafety card information help you in the evacuation?  |
| Explain: Almentice I could get sent as   |
| 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)  |
|  |
|  |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   Copied people around me   |
| Fmergency Fails  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. amouncement ☐ 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 Who  |
| 28. Did you follow these directions?  Yes No  |
| 29. Did you bass a usable exit at the direction of a flight attendant?  Yes No  |
| 30 Did you elect an exit and then change your mind?  Yes [M 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 Dother What hack into plane the Roll of Toubres.  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 Not Applicable  non C   |
| Carry-on Baggage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No Yone bag   |
| 34. Did you have to gate check a bag you were planning to carry ou?   |
| 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 seal Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue bont  Other |
| 40. Did other passengers attempt to take carry-on items?  Ves 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?  [Ves No If yes, which one? Forward left Verward 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?  [V 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?  Other  Other   |
| 48. Did you put on the vest? Yes Yos No  |
| 49. Where were you when you put the vest on?  Inside the airplane  Outside the airplane  |
| 50. Did you inflate the vest? Yes No   |
| 51. Did you have problems inflating your vest?  Yes No If yes, describe  |
|  |
| 52. How did you know the location of the vest?    Instructions from crewmember   Observed others taking vest   Pre-departure briefing   Read safety briefing card   Other, please explain  |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package  Douning the vest Securing the vest Other, please describe                                |

| Floration/Seat Cushious   |
|---|
| 54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?  The retrieved it mysolf from my seat 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  |
| 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 No  |
| 61. Did you get pushed?   |
| 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 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)  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 Magree Strongly Agree   |
| 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| 75. My ago assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| Seathelf Usage  76. Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| 77. Did you/have any difficulties unfastening your seatbelt?  Yes No  |
| 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes No Seatbelt was not buckled   |
| Communication  79. Who first informed you that an evacuation was necessary?  Pilot 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 V No Not enough time   |
| 82. Did the hight 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? The What NONE.  |

| 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 Office |
| 88. Did the crew assign you any duties?  Yes No If yes, what were you asked to do and did you do the task.   |
|  |
| In jury:<br>89. Did you satatain 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 Ao  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)?  A By TWY  |
| 95. Where did the boat take you? Bock To N. Y.   |
| 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 V   |
| 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 W No   |
| 96. Age 26  |
| 97. Height <u>55</u>  |
| 98. Weight <u>175</u>   |
| 99. Gender<br>Maic   Female   |
| 100. Do you wear corrective lenses?  Yes TNo  |
| 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 Wo   |
| 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 lt 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. |
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USAirways Flight 1549 Hudson River, NY January 15, 2009 Airbus A320-214

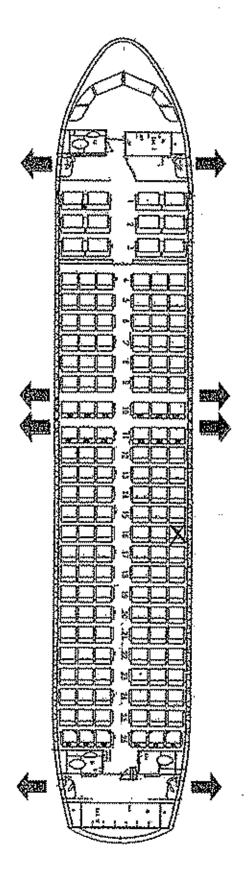
#### Directions:

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 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 sixplanes 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. Allow were the preflight safety instructions presented? (Check all that apply) Flight Attendant Dideo Maudio How much of the preflight Safety Presentation did you watch?
 All ☐ 75% ☐ 50% ☐ 25% ☐ None (If All, go to question 4) Audicate why you did not watch the whole presentation (check all that apply). Seen it before Obstructed view Distracted by child Distracted by other person Uit'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 As English your primary language? Yes No 6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain: T did not listen but have from 300,000+ when in the part 6-8 years and I know From listening before what to do: 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain: Not Sire 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

| <del></del>  |
|--|
| 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?  |
| Explain: I know where to go from previous flights.   |
| II. 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)  Ves, when the pilot suri brace for impact I did. I put my feet for other,  Flot on the flood, hands/orms over and around hood and head on my  rnees.  |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   Copied people around me   Previous knowledge   Other, please   Copied people around me   Copied |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your seat?  Unring 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)  [Din 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   |
| 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 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?  The Line is a specific exit?   |
| 28. Did you follow these directions?  Yes Tho   |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes PNo   |
| 30. Did you select an exit and then change your mind?  Yes No  If yes, explain Turs on the right way first, and then I hand a fight altendant tell us there are soon to the pione of the pione of the to the front to the front left life raft.                                 |
| 31. If you used an over-wing exit, how did you get off the wing?  Into water Directly onto a boat Dother See # 30   |
| 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?  Yes No Pot 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 UNo   |
| 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?  U Yes Dino Not-their I noticed   |
| 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 VNo   |
| 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 hoard the slide/raft? Door Wing Water  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain No   |
|  |
| Life Vests  47. Did you obtain a life vest? ☐ Yes ☑No. If yes, how did you obtain the vest?  |
| ☐ I retrieved it myself from under my seat ☐ Someone gave it to me ☐ Other   |
| 48. Did you put on the vest? Tes Tho   |
| 49. Where were you when you put the vest on? I A Inside the airplane Outside the airplane  |
| 50. Did you inflate the vest? ☐ Yes ☐ No Ns / A  |
| 51. Did you have problems inflating your vest?   Yes No SA   |
|  |
| 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 NA kvess unesc if us, did not fluck of the five  |
| 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 A  |

| Flotation Seat Cushions  |
|--|
| 54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?  I retrieved it myself from my seat I took if from another seat Someone gave it to me |
| 55. Did you have any problem using the flotation seat cushion?  If yes, please describe  |
| n yes, prease describe N A   |
| 56. How did you know about the flotation cushion?  |
| Pre-departure safety briefing Safety Briefing card Crewmenther instructions  Observed other people taking their seat cushion Other, please explain NA                          |
| Passenger Behavior   |
| 57. Did you experience any delay in getting into the aisle?  Yes UNO  If yes, describe It was excusted but I was let unto the aisle when I fot                                 |
| to it from my seat-  |
|  |
| 58. Did you climb over any seats during the evacuation?  Yes Pro 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 anished?   |
| 62. Did you push-shyone?  Yes PNo  |
| 63. Were there any disputes among passengers during the evacuation?  The No Don't know Don't think so.   |
| 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 UNo If yes, explain why they were moving slowly.   |
| 11 J V V J V V J V V J V V J V V V J V   |
|  |
| 65. Did you consider another exit because of slow moving lines?  Yes Pho   |
| 66. Were you traveling with anyone?  See 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 Who  |
| 70. Did you eyacuate with your traveling companion(s)?  Yes Who   |
| 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 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 Pagree Strongly Agree   |
|   |
| Seathelf 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 scathelt?  Yes WNo   |
| 78. Did unfasteding your seatbelt slow down your evacuation of the aircraft?  Yes PNo Seatbelt was not buckled  |
|   |
| Communication  79. Who first informed you that an evacuation was necessary?  Prior announced bacre for import,  Prior Driight Attendant Other Passenger Personal Decision  And In the Same  |
| 79. Who first informed you that an evacuation was necessary?  Prior announced broke to impact,  Prior announced broke to impact,  Which is the same  So. At the time, did you know why an evacuation was necessary?  Fight effected to did a juve t just an instructions in the available of the available of the control.  |
| 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 auchdants giving instructions during the evacuation?  Heard every word Some words difficult to hear Most words difficult to hear Heard nothing  |
| 14. Describe the flight attendants' instructions? They first closer ised the Drown position, and then were directing people to the  |

| - 14 - 43 - 17 - 17 - 17 - 17 - 17 - 17 - 17 - 1  |
|---|
| 85. Did you remove your shoes during the evacuation?  Yes No If no sldp to item 87  |
| 86. Why did you remove your shoes?  Thight attendant instructions I thought I had to Saw others removing shoes Other  |
| 87. How did the erew aid in your evacuation? (Check all that apply)  No aid Mindicated the exits in use Mishouted instructions Mirected passengers out exits Assisted passengers from seat to aircraft exits Mopening 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.  I was asked by the Pilot to Obtain a headcount in the front left life rest,  Which I did with the help of First Officer Stiles. I reported this to  the Captern whom he asked. |
| Injury  |
| 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 Wo  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 Pho 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 Char Ale  |
| 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)? It was one of the fercy, and it took we to NYC. They put US in the top section where the heat was one They were very halp ful-  |
| 95. Where did the boat take you? NY Ferry Terrain   |
| 96. Were you transported to a hospital? If yes, which hospital? No. Need  |
| 20. West you assupption to a confident at two waster moderner. 1 1 1002 POLICE  |

| 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 1813  |
| 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 21.   |
| 97. Fleight 5 9"  |
| 98. Weight 165  |
| 99. Gender Mate Female  |
| 100. Do yon wear corrective lenses? ☐ Yes ☑ 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:  Vision   Hearing   Age   Injury   Recent surgery   Cane   Other   ADADE  |
| 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   Whore than 6 flights per year  |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  |

|  |  | Final Thou   | thts  |  |
|--|--|--|---|--|
| evacuation and what imp  | rovements or chan<br>equipment used, is  | The Safety Board welcom  | es any comments on what<br>tion of safety equipment                       | was helpful during the you might suggest. Feel free to you think is important. Use   |
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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:

 I. 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

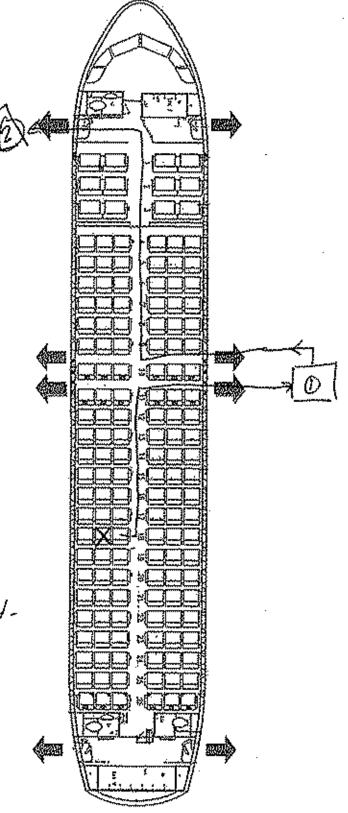
3. I was sealed in seat \_\_\_\_188

Example: 14D

O on wing a few moments

© lack onto plane and up to frontleft liferest.

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 proflight 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 K Some words difficult to hear Most words difficult to hear 5. Is English your primary language? X Yes No 6. Did the pre-flight safety presentation help during the evacuation? X Yes No Explain: Moster Heiro with the ends, as to muche that are and not to get there 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes X No Explain: It seems more postable such Antoning Eige. But there possn't seem to BE MUCH AGENCY AROUND THE PRESENT TO WARL OR PAY ATTENTION ALSO I NEVER THOREST OF HOLD MATTER 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

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|---|
| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other <u>Didn's minter to nexto mental</u> .  |
| 10. Did the safety card information help you in the evacuation?  Yes MNo  |
| Explain: I ponts car at it near DOT   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
|   |
| Brace Position  |
| 12. Did you brace for impact? (Describe position)  YES I THEXED MY LEAD TOWNED MY KNEES, BOTH DIVER MY DEAD MY DEMS UP  OVER MY LEAD, 1000 CHUNG THE BACK OF MY MECK.   |
|   |
| 13. Why did you choose this position? □ Flight attendant instruction □ Looked at safety briefing card □ Copied people around me □ Previous knowledge □ Other, please <u>VARM エロ GE AS</u> GPOCES AS PASSIFEE  |
| 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 Not This trink, but Previouse:  |
| 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:   |
| \$\tau_{\text{min}} \tau_{\text{min}} \tau_{\text |

| 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 asset of the control  |
| 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 Sino   |
| 27. Were you directed toward a specific exit?  Yes Zino  |
| 28. Did you follow these directions?  Yes No   |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes No   |
| 30. Did you select an exit and then change your mind?  ☑ Yes ☐ No  If yes, explain went to prest exit from ord cept, but there or second for ord  Lept Because 5:2355 has between more foll  |
| 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;  |
| 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 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 SNo   |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes Sho 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 Vesis   |
| 47. Did you obtain a life vest? Yes No If yes, how did you obtain the 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?  Yes No  |
| 51. Did you have problems inflating your vest?   Yes  No If yes, describe  |
|  |
| 52. How did you know the location of the vest?  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain   |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package  Donning the vest Securing the vest Other, please describe                              |

| Flotation Seat Cushions  |
|--|
| 54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?   |
| ☐ I retrieved it myself from my scat ☐ I took if from another seat ☐ Someone gave it to me   |
| But I fook it out with ME  |
| 55. Did you have any problem using the flotation seat cushion? NO  |
| If yes, please describe  |
|  |
|  |
| 56. How did you know about the flotation cushion?  |
| DPrc-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 ØNo  |
| [f yes, describe   |
|  |
| **************************************   |
| 58. Did you climb over any seats during the evacuation?  |
| Yes No If yes, describe  |
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|  |
| 59. Did you see anyone climb over the seats?   |
| DXOYes □ No  |
|  |
| 60. Did you see any passengers pushing other passengers?   |
| Yes No   |
| 61. Did you get pushed?  |
| Sycs No  |
| Marie Cire   |
| 62. Did you push anyone?   |
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|  |
| 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.   |
| NATIONAL CONTRACTOR CO |
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|  |
| 65. Did you consider another exit because of slow moving lines?  |
| ØYes □ No  |
| CC XXI was also described with any sup?  |
| 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)?  XYes No one femind was orner  17C 18C 18 <sup>E</sup>  |
| 70. Did you evacuate with your traveling companion(s)?  No with out of them   |
| 71. Did any of the following slow your movement during the evacuation? (Check all that apply)  Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)  Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins  Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets  Headsets Broken cabin interior Overhead bins Curtains |
| 72. Other passengers in general were cooperative during the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| 73. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| 75. My age assisted me in the evacuation.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  |
|   |
| Seatbelt Usage  76. Was your seatbelt fastened prior to the evacuation?  [XIVes, Very Tight   |
| 77. Did you have any difficulties unfastening your scatbelt?  Yes Xio   |
| 78. Did unfastening your seathelt slow down your evacuation of the aircraft?  Yes Sho Seathelt 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?  |
| 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  |
|   |
| 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   |
| 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 Normand AT AT EAST |
| 88. Did the crew assign you any duties?  Yes XNo  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 Note 1 Yes I No Yes I No 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 ANo  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 (Laccrations & Bruises)   Smoke inhalation  Other   |
| Post Evacuation Events  |
| 94. Describe the boat that transported you to shore (or provide name if known)? SMALL REALISE RESCRETE PORT DAIL REALISE RESCRETE   |
| 95. Where did the boat take you? NY SHOBE. IT was a power Boat on Resmission  |
| 96. Were you transported to a hospital? If yos, 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 18C   |
| 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?   |
| 96. Age 31  |
| 97. Height <u>6'4"</u>  |
| 98. Weight <u>200</u>   |
| 99. Gender   Male   Female  |
| 100. Do you wear corrective lenses?  XI Yes \( \sumbox{No For 58' 16' DISTANCES}  |
| 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 X40   |
| 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  |

| 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   |
| 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:

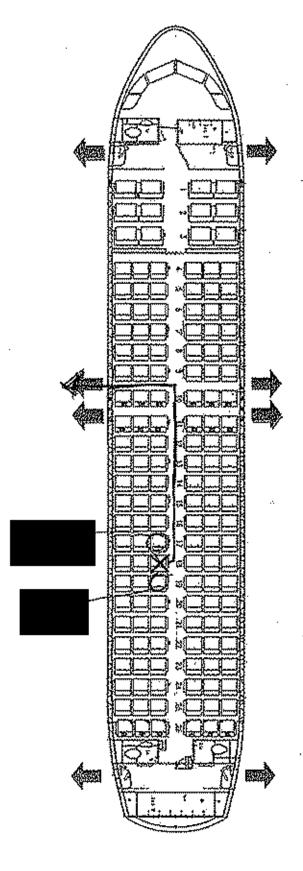
\_\_\_\_\_

2. My name is

3. I was seated in seat <u>18 C</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.

Safety Briefing How were the preflight safety instructions presented? (Check all that apply) X Flight Attendant ☐ Video ☐ Audio How much of the preflight Safety Prescription 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 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? Yes No 6. Did the pre-flight safety presentation help during the evacuation? Yes No Explain:\_\_\_\_\_ Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? X Yes No X Yes INO
Explain: But I think then could be more emphasis placed on the briefing: 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 NDid 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)  My 52/frend was 5/ Hong in the scut next to me. 5/e  But he head lower and created in my 19% I created  |
| ever her putting my arms and lody on top at her.   |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Looked at safety briefing card  Copied people around me  Provious knowledge  Other, please  Surface. She was scared and newformly  corted up in my (9). |
| Emergency Exits  |
| 14. When did you look for the emergency exit(s) closest to your seat?  |
| 15. Where did you look for an exit? (Check all that apply)  [X] In front 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. smooncement ☐ 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 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?  Yes No   |
| 28. Did you follow those directions?  Yes No MA   |
| 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 ☐ 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/wallet/credit cards Car/House key Clothes Camera Computer  Job related items Sentimental items Other  |

| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
|--|
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other   |
| 40. Did other passengers attempt to take carry-on items?  Yes No   |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes No  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes  No   |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft? ☐ Yes ☑ No If yes, which one? ☐ Forward left ☐ Forward right ☐ Overwing left ☐ Overwing right  |
| 44. Was a flight attendant at the doorway giving directions?  ☐ Yes ☑ No   |
| 45. Where did you board the slide/raft?  Door Wing Water MA  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain  |
|  |
| Life Vests   |
| 47. Did you obtain a life vest?  Yes No If yes, how did you obtain the vest? I retrieved it myself from under my seat Someone gave it to me Other  |
| 48. Did you put on the vest? 🗌 Yes 🖼 No  |
| 49. Where were you when you put the vest on?  Inside the sirplane Outside the airplane MA  |
| 50. Did you inflate the vest?  Yes No NA   |
| 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  |
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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 seat cushion? No  |
|  |
| 56. How did you know about the flotation cushion?   Solventure safety briefing   |
| 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?  |
|  |
|  |
| 59. Did you see anyone climb over the seats?  Yes No   |
| 60. Did you see any passengers pushing other passengers?  Yes No   |
| 61. Did you get pushed?  Yes No  |
| 62. Did you push anyone?  Yes No   |
| 63. Were there any disputes among passengers during the evacuation?  Yes No Don't know   |
| 64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?                                       |
| Yes 🗵 No If yes, explain why they were moving slowly.  |
|  |
|  |
| 65. Did you consider another exit because of slow moving lines?  Yes PNo   |
| 66. Were you traveling with anyone?  ⊠ Yes □ No If no skip to item 7!  |
| 67. With whom were you traveling? (Check all that apply)  Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other Cair Friend.                                 |

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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. Dld you evacuate with your traveling companion(s)?  Yes No   |  |  |  |  |  |  |  |  |  |  |
|  | 71. Did any of the following slow your movement during the evacuation? (Check all that apply)  Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)  Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins  Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets  Headsets Broken cabin interior Overhead bins Curtains  Other |  |  |  |  |  |  |  |  |  |  |
|  | 72. Other passengers in general were cooperative during the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |  |  |  |  |  |  |  |  |  |  |
|  | 73. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |  |  |  |  |  |  |  |  |  |  |
|  | 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |  |  |  |  |  |  |  |  |  |  |
|  | 75. My age assisted me in the evacuation.  Strongly Disagree    Disagree    Neutral  |  |  |  |  |  |  |  |  |  |  |
|  | Seatbelt Usage   |  |  |  |  |  |  |  |  |  |  |
|  | 76. Was your scatbolt 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 Seatbelt was not buckled  |  |  |  |  |  |  |  |  |  |  |  |
| y<br>S   | Communication  |  |  |  |  |  |  |  |  |  |  |
| ## 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 \(\sumeq\) No \(\sumeq\) 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 |  |  |  |  |  |  |  |  |  |  |  |
| 8  | 34. Describe the flight attendants' instructions?  They were Yelling the for everyone to brace and put our heads down.  Once we hith I don't reminder hearing 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?  Plight 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 seaf to aircraft exits Opening exits Other |
| 88. Did the crew assign you any duties?   |
| 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?   |
| 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)? Ferry boat.   |
| 95. Where did the boat take you? <u>Jevsey Shore</u> to to Yew York Wafer Way stothen.  |
| 95. Where did the boat take you? Sty Shows B 10 5 to ONE coars of Station.  |
| 96. Were you transported to a hospital? If yes, which hospital? Yes, Christ Hospital in Jursey City   |

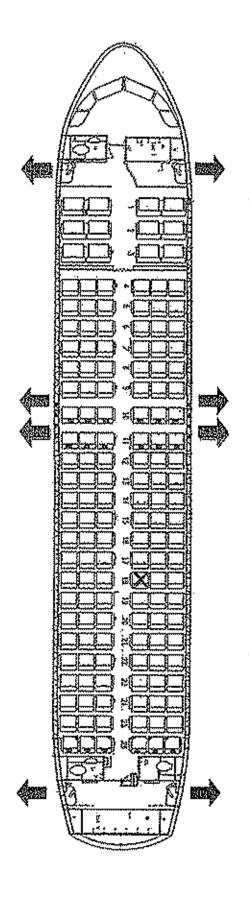
| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft.  The doors and exits are indicated by large arrows.   |
| 94. Seat Number   |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. 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>ZY</u>   |
| 97. Height <u>75"</u>   |
| 98. Weight <u>180</u>   |
| 99. Gender  Maio Pemale   |
| 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 X No   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation? □ Yes □以 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   |

|  |  | Fins   | ıl Though                              | fs   |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|
| 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.



### 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 proflight 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 Obstructed view Obstructed by child Obstracted by other person It's basic knowledge Listening to music/audio tapes Reading Seeping Oto 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? Yes No 6. Did the pre-flight safety presentation help during the evacuation? X Yes No Exploiu: 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain:\_\_\_\_ 8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pre-flight briefing In-flight Did not read If you read the safety card skip to item 10

| · · · · · · · · · · · · · · · · · · ·   |         |
|---|---------|
| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other   |         |
| 10. Did the safety card information kelp 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)   |         |
|   | 200,000 |
| 12. Did you brace for impact? (Describe position)  Rath hands an head vert of scat in front of me.  Brace Position  12. Did you brace for impact? (Describe position)  Rath hands an head vert of scat in front of me.    |         |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   Copied people around me   Previous knowledge   Other, please   Read \( \alpha \) Salety \( a \) + i \( \alpha \) |         |
| 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 Dehind me Left of me Right of me  |         |
| 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 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 X 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 of the different for the ends of the ends of the ends of the left exit chadre of the result of the left exit chadre of the |
| 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 V No  If yes, explain  |
| 31. If you used an over-wing exit, how did you get off the wing? I to the wing, out the late of the wing.   |
| ☐ Yes ☐ No ☐ Not Applicable   |
| Carry-on Baggage  33. Did you have carry-on baggago? (Count purses, computers, backpacks, etc. as one item cach)  No Zone bag   |
| 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?  Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer  Joh related items Sentimental items Other  |

| ·  |
|--|
| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
| 39. What happened to any carry on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry-on items?  Yes No   |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes No  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No  |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Forward left Forward right Overwing left Overwing right   |
| 44. Was a flight attendant at the doorway giving directions?  Yes No   |
| 45. Where did you board the slide/raft?  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain The Stide west training lagrant the asycuatt  whise When the covert and wind moved it closes.  come possenges snagged the stide, I stepped in.               |
|  |
| 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  |
| 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  |
| 51. Did you have problems inflating your vest? Yes No If yes, describe   |
|  |
| 52. How did you know the location of the vest?  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain   |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package  Donning the vest Securing the vest Other, please describe                                |

| Flotation Seat Cushions  |
|--|
| 54. Did you use a flotation seat cushion? Yes \( \sumbox{No If yes, how did you obtain the cushion?} \( \sumbox{\text{I took if from another seat}} \) 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 scats during the evacuation?  Yes No If yes, describe   |
|  |
| 59. Did you see anyone climb over the scats?  Yes No   |
| 60. Did you see any passengers pushing other passengers?    Pushing is a general term.   There was a count present term. |
| 61., Did you get pushed?  Yes \( \sum \text{No} \)   |
| 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)?    Ves  |
| If yes, explain why they were moving slowly.  Handicapped war an who weed a walker of the  |
| gate Tailor  |
| 65. Did you consider another exit because of slow moving lines?  Yes No  |
| 66. Were you traveling with anyone?  X 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   |
|---|
| Living 2 - 0 Living 2 - 0   |
| 69. Were you seated with your companion(s)?  Yes X 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  |
|   |
| Seatbelt Usage 76, Was your scatbolt fastened prior to the evacuation?  |
| Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  |
| XYes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall 77. Did yonghave any difficulties unfastening your scatbelt? Yes XNo  |
| Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  77. Did yophave any difficulties unfastening your scalbelt?   |
| Yes, Very Tight   Yes, Moderately Tight   Yes, Loose   No   Can't recall   77. Did yophave any difficulties unfastening your scalbelt?   Yes   No   No   78. Did unfastening your scatbelt slow down your evacuation of the aircraft?   Yes   No   Scatbelt was not buckfed   |
| X Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  77. Did yophave any difficulties unfastening your scatbelt?  Yes No  78. Did unfastening your scatbelt slow down your evacuation of the aircraft?   |
| Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  77. Did yophave 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?   |
| 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 Flight Attendant Other Passenger Personal Decision                                     |
| Yes, Very Tight   Yes, Moderately Tight   Yes, Loose   No   Can't recall  |
| Yes, Very Tight   Yes, Moderately Tight   Yes, Loose   No   Can't recall  |
| Yes, Very Tight   Yes, Moderately Tight   Yes, Loose   No   Can't recall  |

| 85. Did you remove your shoes during the evacuation?  Yes No If no skip to item 87   |
|--|
| 86. Why did you remove your shees?  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?  |
| Sy. Did you sustain any injuries prior to the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 90. Did you sustain any injuries during the evacuation? Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  Call the Alex cans may 1cff hand to be crippled                   |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Face Head Other Have   |
| 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 beat that transported you to shore (or provide name if known)?   |
| Eldy to  |
| 95. Where did the boat take you? Weahauken   |
| 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 18-F  |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. |
| Personal Information  |
| 95. Have you ever had to evacuate an aircraft before?  KY Yes No  |
| 96, Age 57  |
| 97. Height 5 11 "   |
| 98. Weight <u>160</u>   |
| 99. Gender<br>  Male   Female   |
| 100. Do you wear corrective lenses?  Yes X No   |
| 101. Were you wearing your corrective leases 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?  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Lipury 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  |

|  | Final Thoughts   |
|--|--|
| evacuation and what  | pleting the above items. The Safety Board welcomes any comments on what was helpful during the timprovements or changes to the design and operation of safety equipment you might suggest. Feel free to is the equipment used, instructions given, crew, passengers or any other area you think is important. Use needed.  |
|  | More care should be taken to place small children and nandicapped individuals  |
| 2.   | Adult fit males should be seated in exit your  |
| 34   | Flight attendents should shade with those in Exit yours to ensure the one capable and  |
|  | The stides to an the frat and very exit,   |
|  | We did not the clider by the wing or so that there have they thing to defined  |
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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:

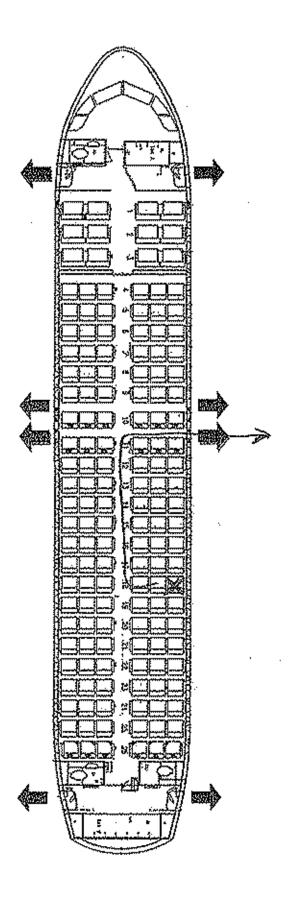
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

2. My name is

3. I was seated in scat 18F

Example: 14D



## National Transportation Safety Board Washington D.C. 20594

# PASSENGER QUESTIONNAIRE

0-3-0-5-0

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 lason 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% ☑ 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. 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? VYes No Explain: 7. Mas the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? ГИ Yes ∏No Explain: 8. When did you read the safety instruction card in the scatback in frant 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 WNo  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)   |
|   |
| 13. Why did you choose this position?  Flight attendant instruction  Duher, please  Other, please   |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your seat?    Puring 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 Meft 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 peceive 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 Mo  |
| 19. Did you road the instructions for operating the exit?  Yes MNo  |
| 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 exacuation order, was given As I left my sest As I traveled down the aisle  Other 1. Followed Pastery S   |
| 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 the was the only available exit  The other exit was blocked I followed other passengers I the was the closest exit  Other  |
| 26. Were you directed away from a specific exit?  Yes DNo  |
| 27. Were you directed toward a specific exit?  Yes No  |
| 28. Did you follow these directions?  The No   |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes Y No   |
| 30. Did you select an exit and then change your mind?  Yes No  If yes, explain   |
| Luckabah mananan dari dari salah sal |
|  |
| 31. If you used an over-wing exit, how did you get off the wing?  Sinto 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. Má you have to gate check a bag you were planning to carry on?  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 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 mft/out wing Took with me onto rescue bost  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 W No   |
| Overwater Safety Equipment  |
| 43 Did you board a slide/raft?  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 M No  |
| 45. Where did you board the slide/raft?  Door Wing Water  |
| 46. Did you have any difficulty boarding the slide/raft? I the number of parkengers and If yes, explain les pecquise of the number of parkengers and  |
| 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 Tyes  |
| 49. Where were you when you put the vest on?  Inside the airplane   |
| 50. Did you inflate the vest? Yes Yo  |
| 51. Did you have problems inflating your vest? Yes No If yes, describe  Source (See Market 1)   |
|   |
| 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                               |

| Fletation Seat Cushions  |
|--|
| 54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?  The 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 expiain                           |
| Passenger Behavior   |
| 57. Did you experience any delay in getting into the aisle?  Yes No If yes, describe A Were Trying 1-0 fet to the elict  |
| 58. Did you climb over any seats during the evecuation?  |
| Yes No If yes, describe  |
| Pecause Hiere was water in The flame.  |
| 59. Did you see anyone climb over the seats?  Ves No   |
| 60. Did you see any passengers pushing other passengers?  Yes No   |
| 61. Did you get pushed?  Yes PNo   |
| 62. Did you push anyone?  Yes Ho   |
| 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 W No If yes, explain why they were moving slowly.  |
|  |
| 65. Did you consider another exit because of slow moving lines?  Yes DNo   |
| 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 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)  Scat tray Seatback in front of you Galley Whilkhead (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. 149 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  |
| Seathelt Usage   |
| 76. Was your seatbelt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes No   |
| 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Wes 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. Sid 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 No Not enough time  |
| 83 /Did you hear the flight attendants giving instructions during the evacuation?  [Mileard every word   |
| 84. Describe the flight attendants' instructions? Left of Lefter Ling on location,   |

| 85. Did you zemove 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 Shouled instructions Directed passengers out exits  Assisted passengers from scat to aircraft exits Opening exits Other   |
| 88. Did the elew assign you any duties?  Yes No If yes, what were you asked to do and did you do the task.   |
|  |
| Injury  89. Did you vistain any injuries prior to the evacuation?  |
| Yes Mo  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 90. Pid you sustain any injuries during the evacuation?  Nes    No  If yes, describe the injuries, how they occurred and the effect they had enly our evacuation    When the first the first the first they had enly our evacuation    When the first the first they had enly our evacuation    When the first the first they had enly our evacuation    When the first the first the first they had enly our evacuation    When the first the first the first they had enly our evacuation    When the first the first the first they had enly our evacuation    When the first the first the first the first they had enly our evacuation    When the first the first the first the first they had enly our evacuation    When the first t |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
| back pain  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Wieg Arm Brack   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 lines transported you to shore (or provide name if known)?  The past of the past transported you to shore (or provide name if known)?  Cashed the past of the |
| 95. Where did the boat take you? 10 the shore of the marine  |
| 96. Were you transported to a hospital? If yes, which hospital?  |
| 4  |

| 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 19 P  |
| 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 46  |
| 97. Height <u>6'01</u>  |
| 98. Weight <u>150</u>   |
| 99. Gender  Male   Fomale   |
| 100. Do you wear corrective lenses?  Yes No   |
| 101. Were you/wearing your corrective lenses during this flight?  Yes UNO   |
| 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?<br>  First flight   Less than I flight per year   D   to 2 flights per year   D 3 to 6 flights per year   D 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.   |
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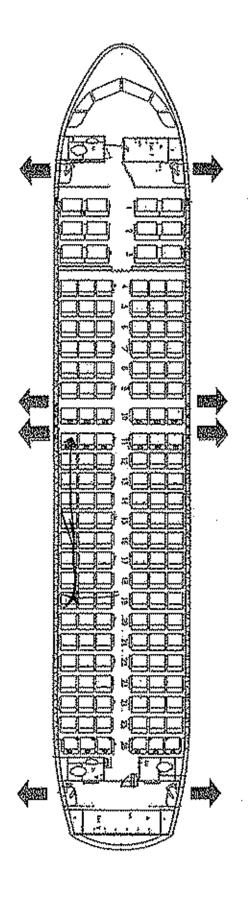
#### Directions:

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 scated in seat 19 A

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.

Thank you for your assistance in this investigation.

| Thain you to you absorbed to the first the fir |
|--|
| Safety Bricing  1. How were the preflight safety instructions presented? (Check all that apply)  |
| K 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. Is English your primary language?  X Yes \( \) No   |
| 6. Did the pre-flight safety presentation help during the evacuation?  [] Yes     No    Explain:   DID     DIT     DIT     DIT     DIT     DIT     DIT   |
| 7. Was the pre-flight bricking 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  |

| Why 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 X 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)  |
| TES, AS BEST POSSIBLE WITH ONE KNEE UP. WAS HADING INFANT:   |
|  |
| <del></del>  |
| 13. Why did you choose this position?  I Flight attendant instruction  Other, please  Other, please  |
| Limergency 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)  [X] 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 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:   |
| LXDBIR:  |

| 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 OVER WING WAS FULL.  |
| 26. Were you directed away from a specific exit?  Yes   No  |
| 27. Were you directed toward a specific exit?  Yes XI No  |
| 28. Did you follow these directions?  Yes No  |
| 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?  X Yes No  If yes, explain byer wing was full.  |
|   |
| ***************************************   |
| 31. If you used an over-wing exit, how did you get off the wing? N/A  Into water Directly onto a boat Other   |
| 32. If you opened an over-wing exit, did you place the exit door inside the aircraft? N A  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  Briefcase: Ounder seat Overhead bin Closet Other  Computer: Under seat Overhead bin Closet Other  |
| Suitcase 1: Under seat Overhead bin Closet Other Under seat Overhead bin Closet Other   |
| 1 (m) - 1 (m) |
| Suitcase 2: Under seat Overhead bin Closet Other  36. Did you attempt to take any carry-on items with you during the evacuation?  |

| 38. Where were the items stored?   Other   O   |  |  |
|--|--|--|
| Taken by flight attendant   Placed in a seat   Returned to Posterior and   | 38. Where were the items stored?  Under scat Overhead bin Closet Other   |  |
| Yes   No   No   No   No   No   No   No   N   | Taken by flight attendant   Placed in a seat   Returned to overhead out  |  |
| Yes   No   | 40. Did other passengers attempt to take carry-on items? Yes No  |  |
| Overwater Safety Equipment    3. 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 board the slide/raft?     47. Did you obtain a life vest?   Yes   No   If yes, how did you obtain the vest?     48. Did you obtain a life vest?   Yes   No   No   If yes, how did you obtain the vest?     48. Did you put on the vest?   Yes   No   No   If yes, how did you obtain the vest?   Other     48. Did you put on the vest?   Yes   No   No     49. Where were you when you put the vest on?   No     49. Where were you when you put the vest on?   No     10. Did you inflate the vest?   Yes   No     51. Did you have problems inflating your vest?   Yes   No     10. Did you have problems inflating your vest?   Yes   No     10. Did you have problems inflating your rest?   Yes   No     10. Did you have problems inflating your rest?   Yes   No     10. Did you have any problems with the location of the vest?   Yes   No     10. Did you have any problems with the location of the vest?   Yes   No   If yes, what problems?     10. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     10. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     10. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     10. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     10. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     10. Did you have any problems where the package   Opening the p | 41. Did passengers retrieving carry-on luggage slow the evacuation? Yes \sum No  |  |
| 43. Did you board a slide/raft?    Yes   No   If yes, which one?   Forward left   Forward right   Overwing left   Overwing right     Was a flight attendant at the doorway giving directions?   Yes   No     Yes   No     Where did you board the slide/raft?   Outlier   Was a flight attendant at the doorway giving directions?   Yes   No     Where did you board the slide/raft?   Outlier   Was a flight attendant at the doorway giving directions?   Yes   No   Wing   Water     Was a flight attendant at the doorway giving directions?     Yes   No   Wing   Water     Was a flight attendant at the doorway giving directions?     Yes   No   Wing   Water     Wing   Water   Yes   No   If yes, how did you obtain the vest?   Other     Was a flight attendant at the doorway giving directions?     I retrieved it myself from under my seat   Someone gave it to the vest?   Other     Was a flight attendant at the doorway giving directions?     I lost you put on the vest?   Yes   No     No   Where were you when you put the vest on?   N   A     Inside the airplane   Outside the airplane     On Did you have problems inflating your vest?   Yes   No     No   If yes, describe   Other, please explain     Sa. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     Locating the yest   Reaching the package   Opening the package   | 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No  |  |
| 43. Did you board a slide/raft?    Yes   No   If yes, which one?   Forward left   Forward right   Overwing left   Overwing right     Was a flight attendant at the doorway giving directions?   Yes   No     Yes   No     Where did you board the slide/raft?   Outlier   Was a flight attendant at the doorway giving directions?   Yes   No     Where did you board the slide/raft?   Outlier   Was a flight attendant at the doorway giving directions?   Yes   No   Wing   Water     Was a flight attendant at the doorway giving directions?     Yes   No   Wing   Water     Was a flight attendant at the doorway giving directions?     Yes   No   Wing   Water     Wing   Water   Yes   No   If yes, how did you obtain the vest?   Other     Was a flight attendant at the doorway giving directions?     I retrieved it myself from under my seat   Someone gave it to the vest?   Other     Was a flight attendant at the doorway giving directions?     I lost you put on the vest?   Yes   No     No   Where were you when you put the vest on?   N   A     Inside the airplane   Outside the airplane     On Did you have problems inflating your vest?   Yes   No     No   If yes, describe   Other, please explain     Sa. Did you have any problems using the life vest?   Yes   No   If yes, what problems?     Locating the yest   Reaching the package   Opening the package   | Oxerwater Safety Lampitem  |  |
| Yes  | 42 Yes - Land Andre Angel and Angel  | ng right                               |
| A6. Did you have any difficulty boarding the shide/raft?   A6. Did you have any difficulty boarding the shide/raft?   A6. Did you obtain a life vest?   Yes   No If yes, how did you obtain the vest?   Tretrieved it myself from under my seat   Someone gave it to me   Other  | 44. Was a flight attendant at the doorway giving directions?  X Yes \( \sum \text{No} \)   |  |
| If yes, explain  | 45. Where did you board the slide/raft?  **Door **D Wing **D Water**   |  |
| 47. Did you obtain a life vest?  Yes No If yes, how did you obtain the vest?  Someone gave it to me Other    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?  A 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?  NA  Instructions from exemmember  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 yest  Reaching the package Opening the package   | 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?  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?  A 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?  NA  Instructions from exewmember  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 yest  Reaching the package  Opening the package  |  |  |
| Someone gave it to the   Someone gave it tou   |  |  |
| 48. Did you put on the vest?  \ Yes  \ No  49. Where were you when you put the vest on?  \ \ A \  \ \ Inside the airplane  \ \ \ Outside the airplane  \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \   | I retrieved it myself from under my scat   | ······································ |
| Inside the airplane  | 48. Did you put on the vest? Tyes X No   | •                                      |
| 51. Did you have problems inflating your vest? Yes No  If yes, describe  52. How did you know the location of the vest? N/A  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain  53. Did you have any problems using the life vest? Yes ANo If yes, what problems?  Locating the yest Reaching the package Opening the package   | The state of the s |  |
| 16 yes, describe  52. How did you know the location of the vest? N/A  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain  53. Did you have any problems using the life vest? Yes ANo If yes, what problems?  Locating the vest Reaching the package Opening the package  | SO. Did you inflate the vest? Tyes K No  |  |
| Instructions from crewmember Observed others taking vest of Pre-departure oriening  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   | 51. Did you have problems inflating your vest? Yes K No If yes, describe   |  |
| Instructions from crewmember Observed others taking vest of Pre-departure oriening  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   |  |  |
| Locating the vest Reaching the package Opening the package   | Instructions from crewmember   Observed others taking vest   Pre-departure offering  Read safety briefing card   Other, please explain   | <u></u>                                |
| Donning the vest Securing the vest Other, please describe  | Locating the vest Reaching the package Opening the package   |  |

| 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 seat I took if from another seat Someone gave it to me  |
| 55. Did you have any problem using the flotation seat cushion? No.  If yes, please describe   |
|   |
| 56. How did you know about the flotation cushion?  Pre-departure safety briefing  Safety Briefing card  Crewmember instructions  Observed other people taking their scat cushion  Other, please explain  Prior Know E |
| Passenger Benavior  |
| 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?  X Yes No  |
| 60. Did you see any passengers pushing other passengers?  K 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 exil)?  |
| Yes No If yes, explain why they were moving slowly.   |
|   |
| 65. Did you consider another exit because of slow moving lines?  Yes X 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 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. Ofter passengers in general were cooperative during the evacuation.  Strongly Disagree Disagree Neutral K 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  |
| Searbelt 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 scatbelt?  Yes 12 No   |
| 78. Did unfastening your seatbelt 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   |
| 31. Did the flight attendants give you any instructions just prior to the evacuation?  X Yes No Not enough time   |
| S2. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  Yes I 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 justructions 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 |
| 38. Did the crew assign you any duties?  Yes X No  If yes, what were you asked to do and did you do the task.  |
|  |
| fit jury  89. Did you sustain any injuries prior to the evacuation?  |
| Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 90. Did you sustain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Face Head Coher  |
| 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)? WEEHAWKEN FERKY  |
| 95. Where did the boat take you? WEELAWKEN   |
| 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 7 =   |
| 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<br>97. Height 180<br>98. Weight 6'-1"  |
| 97. Height 180  |
| 98. Weight <u>6-1</u>   |
| 99. Gender  Male   Female   |
| 100. Do you wear corrective lenses? Yes \[ \] No  |
| 10]. 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: # / A  Vision Hearing Age Injury Recent surgery Cane  Other   |
| 105. How often do you travel by air?  First flight. Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year  More than 6 flights per year   |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic 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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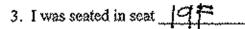
#### Directions:

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:

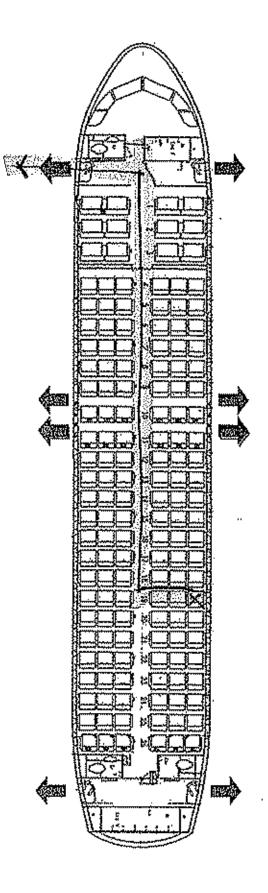
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

2. My name is



Example: 14D



## National Transportation Safety Board Washington D.C. 20594

## ROTTO OTTESTIONNAIDE

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-

| 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?   XAII   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   |
| 4. How well could you hear the presentation?  X  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-stight safety presentation help during the evecuation?  X Yes No Explain:  Listration by week as finally do know all the  instruction can be used for follow.  |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?    Yes   |
| Explain:    Markethay   State   State |

| 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 evecuation?  No Suplain: Adways look for the location of the doors.,  |
|   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
| Attich they could be more clear in conveying  |
| Brace Position  |
| 12. Did you brace for impact? (Describe position)   |
| LVLV MAJ AS-PA  |
| \$100 - |
| 13, Why did you choose this position?   |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your seal?  I 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?  [XYes  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:  |
| the second secon  |

| 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 - A could be the Other the wing with were full at 125. 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? The flight attendant in the hear of yes and yes away from the passangers away from the 27. Were you directed toward a specific exit? Near doors decause they were expected to No water.  | L.     |
| 27. Were you directed toward a specific exit?   Watter   Watter   |        |
| 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 Not really - I could see the wings were full of the fleght attendants were mattering to the yes.  30. Did you select an exit and then change your mind? to the fleght attendants were mattering to the yes. No   |        |
| 30. Did you select an exit and then change your mind? The some [No I yes, explain first thought the sear stit (clearly to my pert) was a full water as free up quickly; then headed to wings to find the full in the common of the common | d<br>1 |
| 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 Camputer bay 4 purse  |        |
| 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 ZNo   |        |
| 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 retrieying carry on luggage slow the evacuation?  Yes No A don't know   |                |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  \[ \sum \text{Ycs} \sum \text{No} \text{A} \text{Aon} + \text{Rnow} \]  |                |
| Overwater Safety Equipment   |                |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Forward left Porward right Overwing left Overwing right   |                |
| 44. Was a flight attendant at the doorway giving directions?  XYes No  |                |
| 45. Where did you board the slide/raft?  Door Wing Water   |                |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain The left raft was fretty for down from the last first and slide down take the raft   | 19944#         |
| Life Vests   |                |
| 47. Did you obtain a life vest? X Yes No If yes, how did you obtain the vest? Flight attributed of I retrieved it myself from under my seat Someone gave it to me Other were through   | belolo<br>Logi |
| 48. Did you put on the vest? A Yes No  49. Where were you when you put the vest on?  | V LAB<br>art   |
| Inside the airplane Outside the airplane   | ig.            |
| 50. Did you inflate the vest? Yes & No Flight attendants best but it was had partially inflated water & ficuld not   | under<br>pull  |
| 50. Did you inflate the vest? Yes No Flight attendants Sext but it was followed that partially inflated water & found not style of the found not if yes, describe.   | <i>J.</i>      |
|  |                |
| 52. How did you know the location of the vest?  [Stanstructions from crewmember Observed others taking vest Pre-departure briefing Read safety briefing card Other, please explain   | · Y-           |
| 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                                | Rustin         |
| This believe and a ditter of a Reference "   |                |

| Flotation Scat Cushions   |
|---|
| 54. Did you use a flotation seat cushion? Yes \( \sum \) No If yes, how did you obtain the cushion?  I took if from another seat \( \sum \) Someone gave it to me   |
| 55. Did you have any problem using the flotation seat cushion? No tarried it to the life by If yes, please describe while for the life of |
| 56. How did you know about the flotation cushion?    Pre-departure safety briefing  |
| Yes   No It yes, describe   |
|   |
| 59. Did you see anyone climb over the seats?  Yes \[ \sum \] No   |
| 60. Did you see any passengers pushing other passengers?  Yes No  |
| 61. Did you got pushed? Only as a kelp from behead to get through<br>Yes No the water.  |
| 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 Pho 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  | gamenta and the contract of th |  |                             |
|--|--|--|-----------------------------|
| Yes  |  | efety seat?  |                             |
| Yes   No   |  |  |                             |
| Seat tray   Seatback in front of you   Galbey   Debikheed (Walls dividing cabin into sections)   Fight attendant seats   Galley thems (Soda cans, carts)   Laggage passengers tried to take off plane   Feotrest   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Child Safety Seat   Shoes   Blenkets   Headsets   Broken cabin interior   Overhead bins   Cartains   Ca   |  |  |                             |
| Strongly Disagree   Neutral   Agree   Strongly Agree    3. 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 ago assisted me in the evacuation.   Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree    76. Was your seatbelt fastened prior to the evacuation?   Seatbelt Usage    77. Did you have any difficulties unfastening your scatbelt?   Yes, Loose   No   Can't recall    77. Did you have any difficulties unfastening your scatbelt?   Yes   No    78. Did unfastening your seatbelt slow down your evacuation of the aircraft?   Yes   No   Seatbelt was not buckled   Plant   Hard Loo  **Community attorns**  **Community attorns**  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?   To my breast in prior to the evacuation?    Yes   No   The autor autor upon time    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   Symm words difficult to hear   Most words difficult to hear   Heard nothing    84. Describe the flight attendants' instructions?   Just   If the plant   Just    Seat tray Seatback in front of you Galley Bull Flight attendant seats Galley items (Soda cans, carts) Luggage passengers tried to take off plane Footrest Headsets Broken cabin interior Overhead bins   | khead (Walls di<br>DL Luggage fall<br>D Child Safety ( | viding cabin into sections) |
| Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  74. My physical condition assisted me in the evacuation.  |  |  | Strongly Agree              |
| Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree   Strongly Agree   Disagree   Neutral   Agree   Strongly Agree   Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree  |  | Agree  | Strongly Agree              |
| Strongly Disagree Disagree Neutral   Agree   Strongly Agree    Seathelf Usage  76. Was your scatcelt 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 scatcelt?   Yes   No     78. Did unfastening your scatcelt slow down your evacuation of the aircraft?   Yes   No   Seatcelt was not buckled   Adon't   Hearth   Aco    Fight Attendant   Other Passenger   Personal Decision   80. At the time, did you know why an evacuation was necessary?   To my knees in pleased.   Yes   No   All water was up to my knees in pleased.   Yes   No   Not enough time   19. Did the flight attendants give you any instructions just prior to the evacuation?   Yes   No   Not enough time   20. 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?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions?   All of the plant guickly was the flight attendants' instructions   All of the plant guickl |  | ] Agree  | Strongly Agree              |
| 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 scatbelt?   Yes   No     78. Did unfastening your scatbelt slow down your evacuation of the aircraft?   Yes   No   Seatbelt was not buckled   Flant   thank   So   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?   Flow   No   Law at a was up to my kneed in place of 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?   All   If the flight attendants   All   If the flight attendants   Instructions   If the flight   If t |  | Agree  | Strongly Agree              |
| Yes, Very Tight   Yes, Moderately Tight   Yes, Loose   No   Can't recall   | Seatbelt   | Usage  |                             |
| Yes   No   | 76. Was your scatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose  | e 🗌 No 🔲   | Can't recall                |
| Communication  79. Who first informed you that an evacuation was necessary?    Pllot   X Flight Attendant   Other Passenger   X Personal Decision  80. At the time, did you know why an evacuation was necessary?   Yes   No   The water was up to my knees in seconds.  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   X 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?   July fifthe flight attendants' instructions   July fifthe flight attendants' instruct |  |  |                             |
| 79. Who first informed you that an evacuation was necessary?  Pilot Stight Attendant Other Passenger Sersonal Decision  80. At the time, did you know why an evacuation was necessary?  Yes No The water area up to my knear in Accords.  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 Shot 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?  The first informed you that the flight attendants' instructions?  The first informed you that the flight attendants' instructions?  The first informed you that the flight attendants' instructions?  The first informed you that the flight attendants' instructions?  The first informed you that the flight attendants' instructions?  The first informed you that the flight attendants instructions?  The first informed you that the flight attendants instructions?  The first informed you that the flight attendants instructions?  The first informed you the flight attendants instructions?  The first informed you the firs | 78. Did unfastening your scathelt slow down your evacuation of a Yes No Seatbelt was not buckled August  | the aircraft? It think                                 | s eo                        |
| Pilot   Affight Attendant   Other Passenger   Afersonal Decision  80. At the time, did you know why an evacuation was necessary?   Yes   | Соштил   | nication   |                             |
| 81. Did the flight attendants give you any instructions just prior to the evacuation?    Yes   |  | nal Decision   |                             |
| No   Not enough time   Restaure your belonger instructions?   Set   Se   | 80. At the time, did you know why an evacuation was necessary?    Second   No   The water was up   | to my  | knees in seconds.           |
| 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? Let, of the plant guickly  Language your belonging of the flight with Corne up heart to the  Actual Change and  |  | to the evacuation                                      | .7                          |
| Heard every word Some words difficult to hear Most words difficult to hear Heard nothing  84. Describe the flight attendants' instructions? Let of the plans quickly  Jeans your belongings go to the eyest Corne up from the eye  Think the first and for the eyest to t |  | g to prepare for t                                     | the evacuation?             |
| I save your belongings, go to the exist, come up prost to the exist when the same for the same of the court o |  |  | lt to hear [] Heard nothing |
| sent but it could how  | Beave your belongings , go to the  | of the pl  | Come up pront to the exi    |
| a passenger  | <del>- F. Tenke Mis Bures Julier Willes &amp;</del><br>8   | sur Sur  | I but it could have         |

| 85. Did you remove your shoes during the evacuation?  Yes SNO If no skip to item 87 Thy there washed off when the water  86. Why did you remove your shoes?  Cane in.  |     |
|--|-----|
| 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  Schouted instructions  Directed passengers out exits  Assisted passengers from scat to aircraft exits  Opening exits  Other   |     |
| 88. Did the crew assign you any duties?  Yes KNo 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   |     |
| Life shoulder and upper and hit the seat in front.   | ,   |
| 90. Did you sustain any injuries offing the evacuation?  Yes No A deal that he effect they had on your evacuation the cold water, as much more plantly be accounted and the effect they had on your evacuation the cold water.   | je  |
| to my thingst estimoly cold lad in were well song,   |     |
| 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  |     |
| Just the hypothermin; the life haft had 8-11 esches of white hat the hat the happens the first war with the last first war and was a second of the last first second war and the last first second war and was a second with the last first second war and war |     |
| 92. Describe the location of injuries suffered?  Wrist Ankle Ack Back Face Head Other  |     |
| 93. Description of injuries suffered? (Check all that apply)  Sprain   | Ai. |
| Post Evacuation Events   |     |
| 94. Describe the boat that transported you to shore (or provide name if known)?  |     |
| 95. Where did the boat take you? Weeksuksus Terminal on the Jensey side  |     |
| 96. Were you transported to a hospital? If yes, which hospital? Alsery ale Medical Centre  |     |

| Your Location   | S .    |
|---|--------|
| The attached diagram on the last page shows the floor plan of the alreraft.  The doors and exits are indicated by large arrows.   |        |
| 94. Scat Number 20 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 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  | Lessen |
| 95. Have you ever had to evacuate an aircraft before?  Yes No   |        |
| 96. Age <u>64</u>   |        |
| 97. Height 5'5"   |        |
| 98. Weight <u>200</u> 11 <sub>5</sub>   |        |
| 99. Gender  Male AFemale  |        |
| 100. Do you wear corrective lenses?  XYes \( \sum \text{No} \)  |        |
| 10]. 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 INO Did not lose my contacts, only lest reading glad   | do ex  |
| 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  |        |
| 105. How often do you travel by air?  First flight Dess than I flight per year D1 to 2 flights per year D3 to 6 flights per year  More than 6 flights per year — 3 flights (at least) every week  |        |
| 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:

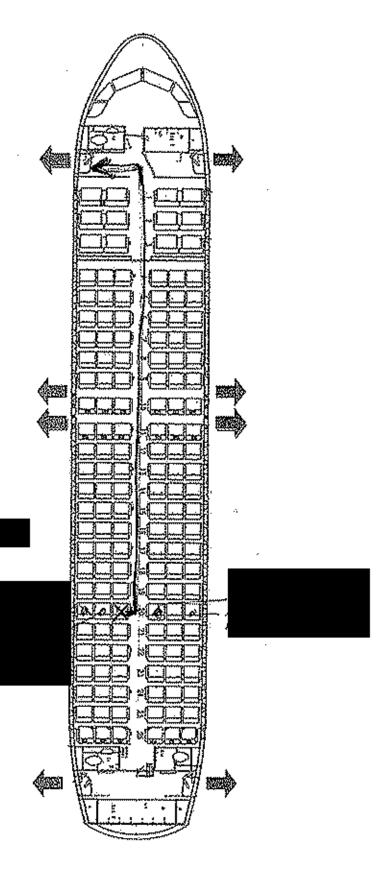
X \_\_\_\_

2. My name is

3. I was scated in scat 30 C

Example: 14D

There were no empty seats



## 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  |
| S. In English your primary language?  Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  X Yes No Explain: New whole the nearest emergency  OXIT WAS:   |
|   |
| 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 ship to item 10   |
| WWW.  |

|   | <u>-</u> |
|---|----------|
| 9. /Why did you not read the safety card?   Read it before  |          |
| 10, Did the safety card information help you in the evacuation?    Yes  |          |
| Brass Position  |          |
| 12. Did you brace for impact? (Pescribe position) 465 - Nead down Wetween my Know   |          |
| 13. Why did you choose this position?  Thight attendant instruction Looked at safety briefing card Copied people around me  |          |
| Previous knowledge  |          |
| Emergency 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)  In front of me Behind me Left of me Right of me   |          |
| 16. Were you scated 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 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:   |          |
| 11.25   |          |

| 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)  Lwas called to the exit   X   was directed by cabin staff   It was the only available exit   X   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 \( \sum \text{No} \)   |
| 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 \( \text{No } \( \text{at the direction of a flight attendant?} \)  |
| 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  |
| (avery 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: Under seat Overhead bin Closet Other  Briefcase: Under seat Overhead bin Closet Other  Computer: Under seat Overhead bin Closet Other  Suitcase 1: Under seat Overhead bin Closet Other  Suitcase 2: Under seat Overhead bin Closet Other |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes No  |
| If no skip to item 40   |
| 37. What items did you need to take?  Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer  Job related items Sentimental items Other  |

| ·  |
|--|
| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry on items?  Yes No PUSE, WILL COSE   |
| 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 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 00   |
|  |
| ### Life Vests  ### Life Vests  #### Life Vests  ##################################  |
| 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? 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                          |

| Floration Sear Custions  |
|--|
| 54. Did you use a flotation scal cushion? Yes \( \) No If yes, how did you obtain the cushion?  The retrieved it myself from my scat \( \) 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 100  |
|  |
| 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?  So Yes I No If yes, describe as you can impaine there was some chaos but it was quicken than I thought it would                       |
| 58. Did you climb over any seats during the evacuation?  Yes No If yes, describe   |
|  |
| 59. Did you see anyone climb over the seats?  X Yes No   |
| 60. Did you see any passengers pushing other passengers?  Yes No   |
| 51. Did you get pushed?  Yes No  |
| 62. Did you push anyone?  XYes 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)?  Dayes \int No  |
| If yes, explain why they were moving slowly.  The Warter was Coming up quickly and some passenges were affaired to move and some   |
| 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 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 nge assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| Scatbelt: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?  |
| 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 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?  Move to the function to evaluate the plane   |

| 85. Did you persove your shoes during the evacuation?  Yes No If no skip to item 87   |
|---|
| 86. Why did you remove your shoes?  Plight 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 Assisted passengers from seal 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 systain 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?   |
| 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?  X Yes No  |
| If yes, describe the injuries, how they occurred and the effect they had on your evacuation  Mild Nupre the mild the paid in the water  At the fact of the paid in the                            |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg. Arm Back Face Head Other Wyothermia   |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Lacerations & Bruises) Smoke inhalation  Other MO + MO - |
| Post Evacuation Events  94. Describe the boat that transported you to shore (or provide name if known)?  + PCCO   |
| 95. Where did the boat take you? Welhauken Terminal   |
| 96. Were you transported to a hospital? If yes, which hospital? Meadanlands   |

| You Location  |
|---|
| The attached diagram on the last page shows the floor plan of the air raft.  The doors and exits are indicated by large arrows.   |
| 94. Scat Number <u>20D</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 ZNo  |
| 96. Age 49  |
| 96. Age <u>49</u> 97. Height <u>5' 9°</u> 98. Weight <u>155</u>   |
| 98. Weight <u>155</u>   |
| 99. Gender A Female   |
| 100. Do you wear corrective lenses?  Yes No   |
| 10). Were you wearing your corrective lenses during this flight?  Yes No  |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes No   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  Yes No  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Injury Recent surgery Cane Other  |
| 105. How often do you travel by air?  First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year  More than 6 flights per year  |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None   |

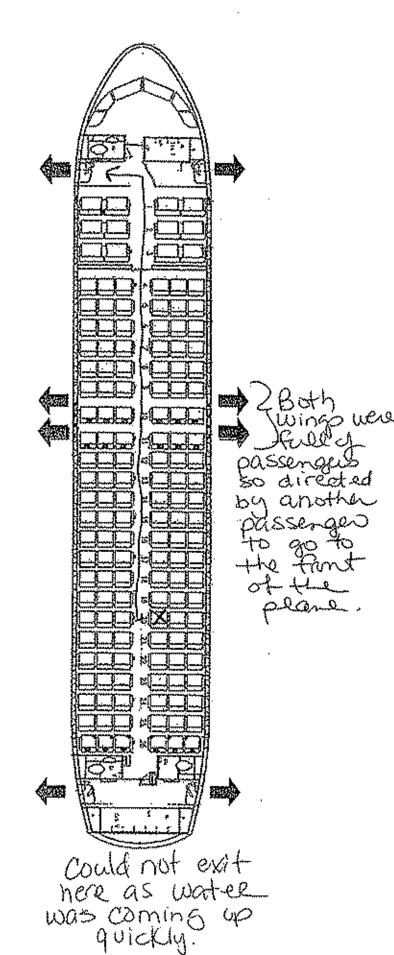
| Final Thoughts  |                   |
|---|-------------------|
| Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important, additional paper if needed.  | free to<br>Use    |
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|   | A train standards |
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|   | Ku tau uuunuun.   |

#### 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



## 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 questionsaire. 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 Briching 1. Mov were the preflight safety instructions presented? (Check all that apply) Flight Attendant | Video | Audio 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). Scen 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 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: Only followed immediate instructions 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? 7 Yes No Explain 8. When did you read the safety instruction card in the seatback in front of you? Prior to flight During pro-flight bricking 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)  |
| 1 Vec + We heat forward  |
|  |
|  |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Looked at safety briefing card  Copied people around me  Previous knowledge  Other, please  |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your 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 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 goad 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 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?  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 Andrew  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 No 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 A P  Briefcaso: 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  Overhead bin Closet Other  Closet Other 19.P |
| 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 /AP  |
|--|
| 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 Wo   |
| 41. Did passengers retrieving carry-on luggage slow the evacuation?  Yes Wo  |
| 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 Derward right Overwing left Derwing right  |
| 44. Was a flight attendant at the doorway giving directions?  Yes UNo  |
| 45. Where did you board the slide/raft?  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain Yes, very suppery  |
|  |
| Life Vests  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? Tyes Tho  |
| 49. Where were you when you put the vest on?  Inside the airplane  Outside the airplane  |
| 50. Did you inflate the vest? Yes Win  |
| 51. Did you have problems inflating your vest? Tyes Tho 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                                |

:

| St. Did you use a flotation sear cushion?   Yes   No Hyes, how did you obtain the cushion?   I retrieved impact from my seal   I took if from another seat   Someone gave it to nie   St. Did you have any problem using the flotation seat cushion?   If yes, please describe   St. How did you know about the flotation cashion?   Pre-departure safety briefing   Safety Briefing card   Crewmember instructions   Pre-departure safety briefing   Safety Briefing card   Crewmember instructions   Pre-departure safety briefing   Safety Briefing card   Crewmember instructions   Pre-departure safety briefing   Pre-   |  |
|--|--|
| I retrieved it myself from my seal   I took it from an addition seal   I took it from an addition  | Floration Seal/Cushions  |
| I retrieved it myself from my seal   I took it from an addition seal   I took it from an addition  | 54. Did you use a flotation seat cushion? Yes Wo If yes, how did you obtain the cushion?   |
| If yes, please describe  | I retrieved it myself from my scal I took if from another seat I someone gave it want  |
| If yes, please describe  | the flatation part enchion?  |
| So. How did you know about the flotation cushion?   Pre-departure safety briefing   Safety Briefing card   Crewmember instructions   Dobarved other people taking their seaf cushion   Other, please explain   Solary of their people taking their seaf cushion   Other, please explain   Solary of the people taking their seaf cushion   Other, please explain   Solary of the people taking their seaf cushion   Other, please explain   Solary of their people taking their seaf cushion   Other, please explain   Solary of their people taking their seaf cushion   Other, please explain   Solary of their people taking their seaf cushion   Other, please explain   Solary of their people taking their seaf cushion   Other, please explain   Other, please explai   | 55. Did you have any problem using the notation seat custom.   |
| Pre-departure safety briefing  | If yes, please describe  |
| Pre-departure safety briefing  |  |
| Pre-departure safety briefing  |  |
| Observed other people taking their seat cushion   Other, please explain  | S6. How did you know about the flotation cushion?    Sofaty Rejeting card   Crewmember instructions  |
| RASSENCE BEHAVIOR  57. Did you experience any delay in getting into the aisle?  Yes No  15. Did you climb over any seats during the evacuation?  Yes No If yes, describe  59. Pid 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  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 exiti?  Yes No  65. Did you see nother exit because of slow moving lines?  Yes No  66. Were you traveling with anyone?  Yes No  167. Did you consider another exit because of slow moving lines?  Yes No  66. Were you traveling with anyone?  | Pro-departure salety drieting their seat cushion Other, please explain   |
| 57. Did you experience any delay in getting into the aisle?    Yes   No     If yes, describe   | Possenger Rehavior   |
| Yes   No   |  |
| Ss. Did you climb over any seats during the evacuation?   Yes   No If yes, describe   Ss. Did you see anyone climb over the seats?   Yes   No   No   No Did you see any passengers pushing other passengers?   Yes   No   St. Did you push anyone?   Yes   No   St. Were there any disputes among passengers during the evacuation?   Yes   No   Don't know     Yes   No   Don't know     St. Were there was 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.   St. Were there 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.   St. Were there 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.   | 57. Did you experience any delay in getting into the time?   |
| 58. Did you climb over any seats during the evacuation?    Yes   | Tes Wino   |
| 58. Did you climb over any seats during the evacuation?    Yes   | II yes, descrive   |
| Yes   Mo If yes, describe  |  |
| Yes   Mo If yes, describe  | the property of the property o |
| 59. Did you see anyone climb over the seats?    Yes  | 58. Did you camb over my seats during the evacuation   |
| 59. Pid 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  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    Yes | T 188 Watt yes, deserve  |
| 59. Pid you see anyone climb over the seats?  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  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   |  |
| 60. Did you see any passengers pushing other passengers?  Yes No  61. Did you get pushed?  Yes No  62. Did you push anyone?  Yes No  63. Were there any disputes among passengers during the evacuation?  Yes No Don't know  64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit??  Yes No  If yes, explain why they were moving slowly.  65. Did you consider another exit because of slow moving lines?  Yes No  66. Were you traveling with anyone?  Yes No  If no skip to item 71   | as med a section of the coate?   |
| 60. Did you see any passengers pushing other passengers?  Yes No  61. Did you get pushed?  Yes No  62. Did you push anyone?  Yes No  63. Were there any disputes among passengers during the evacuation?  Yes No Don't know  64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit??  Yes No  If yes, explain why they were moving slowly.  65. Did you consider another exit because of slow moving lines?  Yes No  66. Were you traveling with anyone?  Yes No  If no skip to item 71   | 159. Did you see anyone clum over the seas:  |
| Yes   No   |  |
| Yes   No   | 60. Did you see any passengers pushing other passengers?   |
| Yes   No   | □ Yes □No  |
| Yes   No   | or will an enterprise of the second of the s |
| 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  If no skip to item 71   | 101. Did you get planed  |
| 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  If yes, explain why they were moving slowly.  65. Did you consider another exit because of slow moving lines?  Yes No  166. Were you traveling with anyono?  Yes No  167 The skip to item 71   | 17.00 A3.00  |
| 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  If yes, explain why they were moving slowly.  65. Did you consider another exit because of slow moving lines?  Yes No  166. Were you traveling with anyono?  Yes No  167 The skip to item 71   | 62. Did you ppsh anyono?   |
| 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 stowly.  65. Did you consider another exit because of slow moving lines?  Yes No  166. Were you traveling with anyone?  Yes No If no skip to item 71   | O Yes QNo  |
| 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 stowly.  65. Did you consider another exit because of slow moving lines?  Yes No  166. Were you traveling with anyone?  Yes No If no skip to item 71   | ca viv draw any district among passengers during the evacuation?   |
| 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 If no skip to item 71   | 63. Were there any displates among passing to a series of the series of  |
| 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  If no skip to item 71  |  |
|  | 64. Did you have to wait behind slow moving passengers (i.e. was the passenger in tront of you moving stated that the  |
| If yes, explain why they were moving slowly.  65. Did you consider another exit because of slow moving lines?  Yes No  If no skip to item 71   | to the exit)? /  |
| 65. Did you consider another exit because of slow moving lines?  Yes No  If no skip to item 71   | Yes 14 No  |
| Yes Were you traveling with anyone?  Yes No If no skip to item 71  | If yes, explain any area not too too too.  |
| Yes Were you traveling with anyone?  Yes No If no skip to item 71  |  |
| Yes Were you traveling with anyone?  Yes No If no skip to item 71  |  |
| Yes Were you traveling with anyone?  Yes No If no skip to item 71  | and a surface and because of slow moving lines?  |
| 66. Were you traveling with anyone?  Ves No If no skip to item 71  | 65. Did you consider another exit decause of story mortals and the story of the sto |
| Ves No If no skip to item 71   | LIES CATO .  |
| Ves No If no skip to item 71   | 66. Were you traveling with anyone?  |
| Check all that annied  | Ves No If no skip to item 71   |
| 67. With whom were you traveling: (Clack an and appe)  | the state of the s |
|  | 67. With whom were you traveling: Caneer an ana appropriate Coworker Reby (Hoder 2 vrs.) Young child (2-10 yr.) Coworker Friend Other  |

| г     |  |
|-------|--|
| 68    | . If you were traveling with a child, were you using a child safety seat?  Yes [] No   |
|       | Were you scated with your companion(s)?  Yes No  |
| I.    | ). Did you evacuate with your traveling companion(s)? Yes \[ \sum No   |
|       | . 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) Lungage fallen from overhead bins  Lungage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets  Headsets Broken cabin interior Overhead bins Curtains  Other |
| 7,    | 2. Other passengers in general were cooperative during the evacuation.  3. Strongly Disagree   |
| 7,    | 3. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |
| 7.    | 4. My physical condition assisted me in the evaquation.  Strongly Disagree Disagree Neutral Dagree Strongly Agree  |
| 7     | 5. My age assisted me in the evacuation.  Strongly Disagree Neutral Agree Strongly Agree   |
| 77    | Scathelt Usage  6. Was your seathelt fissened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| ĮĽ    | 7. Did you have any difficulties unfastening your scatbelt?  Yes No  |
| 7     | S. Did unfastening your seathelt slow down your evacuation of the aircraft?  Yes No Seathelt was not buckled   |
| 55368 | Communication  79. Who first informed you that an evacuation was necessary?  Pilot Flight Attendant Other Passenger Personal Decision  |
| I     | 30. At the time, did you know why an evacuation was necessary?  Yes \[ \sum No \]  |
|       | 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?  |
| - 1   |  |

| 85. Did you remove your shoes during the evacuation? Yes Who 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 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?  [PYes  |
| 91. Did you sustain any injuries after the evacuation?  Yes Pho  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 Face Head Other   |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Virain  Burn Abrasions (Lacerations & Bruises) Smoke inhalation  Other                                       |
| Post Evacuation Events  |
| 94. Describe the boat transported you to shore (or provide name if known)?  Voluce Doot   |
| 95. Where did the boat take you? To shore   |
| 96. Were you transported to a hospital? If yes, which hospital? Yes_Rooseve/+ Hospy+a./   |

| Your Lucation  |
|--|
| 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 21 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 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 <u>II</u>  |
| 97. Height <u>5'4</u><br>98. Weight <u>18516</u> 5   |
| 98. Weight   |
| 99. Gonder  Maic Dremaio   |
| 100. Do you wear corrective lenses?  Yes 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?  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   |

|   |  |   | , Fina   | l Thou                                  | ghts  |   |  |  |
|---|--|---|--|---|---|---|--|--|
| Thank you for evacuation and discuss items seadditional paper | what improved<br>uch as the equi-            | above items. Ti<br>ments or changes<br>pment used, insu | e Safety Bor<br>to the design<br>actions given | ard welcor<br>a sud oper<br>a, crew, pr | nes any commer<br>ation of safety e<br>assengers or any | its on what w<br>quipment yo<br>other area yo | as helpful duri<br>u might sugges<br>ou think is imp | ng the<br>t. Feel free to<br>ortant. Use |
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|   | <u> </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:

I. 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.

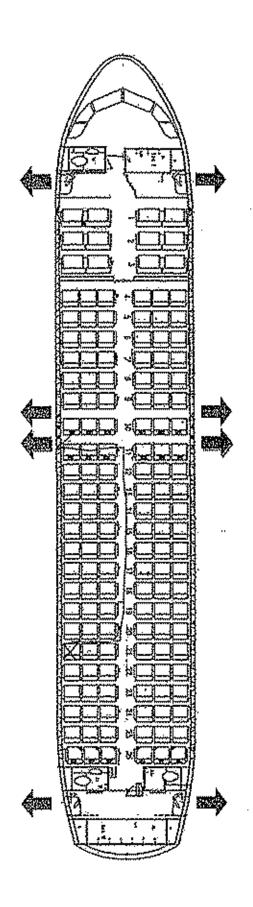
Example:

x \_\_\_\_\_

2. My name is

3. I was seated in seat 21 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 Pedok at 202-314Thank you for your assistance in this investigation.

| Flight Attendant  |   |
|---|---|
| 2. How much of the pressight Safety Presentation did you watch?    All  | 1. How were the preflight safety instructions presented? (Check all that apply)   |
| 3. Indicate why you did not watch the whole presentation (check all that apply).  Seen it before  Obstructed view  Distracted by child  Distracted by other person  It's basic knowledge  Listening to music/audio tapes  Reading  Sleeping  Too long  Other  4. How well could you hear the presentation?  Heard every word  Some words difficult to hear  Most words difficult to hear  5. Is English your primary language?  Yes  No  6. Did the pre-flight safety presentation help during the evacuation?  Yes  No  Explain: Followed  in a edi a fe                                       | 2. How much of the preflight Safety Presentation did you watch?   |
| 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: Followed imaged and safety afterness.  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 | 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 |
| Yes No  6. Did the pre-flight safety presentation help during the evacuation?  Yes No  Explain: Followed imesection of instruction a manner that indicated the importance of listening to the briefing?  7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Wes 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   | 4. How well could you hear the presentation?  Heard every word Some words difficult to hear Most words difficult to hear  |
| Yes   No   Explain:   Followed   1m er ed; 9 fo   1 a structions  | 5. Is English your primary language?  Yes No  |
| Yes   No   Explain:   | 6. Did the pre-flight safety presentation help during the evacuation?  Yes VNo  Explain: Followed imaged of its structions  |
| 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  | ☑ 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  |

| 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? (Despribe position)  Ves we Peat torward   |
|  |
| 13. Why did you choose this position?  Plight attendant instruction Looked at safety briefing card Copied people around me  Previous knowledge Other, please |
| Emergency Exits  14. When did you look for the emergency exit(s) closest to your seat?    During boarding  |
| 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 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?  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 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?  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 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?  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 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 Money/wallet/crodit 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/on wing Took with me onto rescue boat  Other DO NOT KNOW |
| 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?  |
| 45. Where did you board the slide/raft?  Door Wing Water  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain NO  |
|   |
| Life V csis   |
| 47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?  I retrieved it myself from under my sea! Someone gave it to me   |
| 48. Did you put on the vest? Tes No   |
| 49. Where were you when you put the vest on?  Inside the sirplane Outside the airplane  |
| 50. Did you inflate the vest? Yes W No  |
| 51. Did you have problems inflating your vest? Yes You If yes, 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  |
| 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 Cushious  |
|--|
| 54. Did you use a flotation seat cushion? Yes M 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   |
| 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  |
| At Justine and the second seco |
|  |
|  |
| 56. How did you know about the flotation cushion?  |
| Pre-departure safety briefing  |
| Observed other people taking their seat cushion Other, please explain  |
| Passenger Behaviora  |
| 57. Did you experience any delay in getting into the aisle?  |
| ☐ Yes ☐ No   |
| If yes, describe   |
|  |
| 4-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1  |
| 58. Did you climb over any seats during the evacuation?  |
| Yes No If yes, describe  |
|  |
|  |
| **************************************   |
|  |
| 59. Did you see anyone climb over the sests?   |
| ©Yes □No   |
| 60. Did you see any passengers pushing other passengers?   |
| ☐Yes ☑No   |
| The state of the s |
| 61. Did you get pushed?  |
| ☐ Yes Ø No   |
|  |
| 62. Did you push anyone?   |
| ☐ Yes ☐ No   |
| 63. Were there any disputes among passengers during the evacuation?  |
| Yes No Don't know  |
| <u>                                     </u>   |
| 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   |
| construction of the death that south   |
| 67. With whom were you traveling? (Check all that apply)    Spouse   Baby (Under 2 yrs.)   Young child (2-10 yr.)   Coworker   Friend   Other  |
| THE COURSE OF DROWN A 1997 LET A VARIE OF THE PARTY LINE WAS A PARTY LINE  |

| 68. If you were traveling with a child, were you using a child safety scat?   |  |  |  |  |  |
|---|--|--|--|--|--|
| 69. Were you scated with your companion(s)?    Yes  |  |  |  |  |  |
| 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 P 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 DAgree Strongly Agree  |  |  |  |  |  |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree  |  |  |  |  |  |
| Seathelt 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 scatbel!7  |  |  |  |  |  |
| 78. Did unfastening your scatbelt slow down your evacuation of the aircraft?  Yes No Scathelt 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?   |  |  |  |  |  |

| 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 my duties? Yes No 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 ☑ 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 BLACK AND BLUE MARKS HYPOTHERMIN                                |
| 91. Did you gustain 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 (Laccrations & Bruises) Smoke inhalation  Other                                       |
| Post Evacuation Events  |
| 94. Describe the boat that transported you to shore (or provide name if known)? POLICE BOAT   |
| 95. Where did the boat take you? TUSHDRE  |
| 96. Were you transported to a hospital? If yes, which hospital? VES ROOSEVELT 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>21-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 "B" on that seat. |
| Personal Information  95. Have you ever had to evacuate an aircraft before?  Yes No   |
| 96. Age <u>7.3</u>  |
| 97. Hoight <u>5 -    </u>   |
| 98. Weight <u>196</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?  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 None   |

|  |  | Final Th   | ough                                   | S  |  | 15  |   |
|--|--|--|--|--|--|---|---|
| evacuation and what imp  | ng the above items. The S<br>provements or changes to t<br>e equipment used, instructi<br>ed.  | lafety Board we<br>the design and  | elcomes a operation                    | any comments on<br>a of safety equips  | nent you might   | suggest. Feel                               | free to<br>Use                          |
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#### Directions:

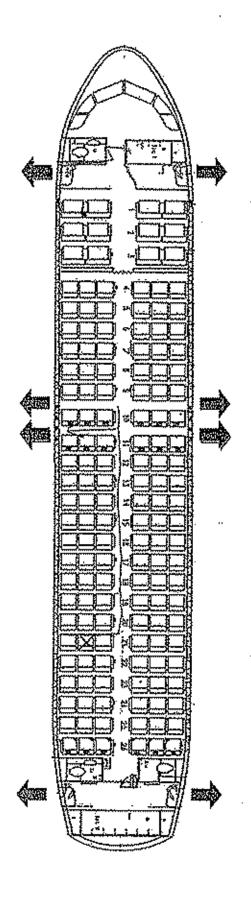
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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 scat 21 B

Example: 14D



## 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.

| 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% 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 \( \subseteq \text{Obstructed view} \) \( \subseteq \text{Distracted by child} \) \( \subseteq \text{Distracted by other person} \)  It's basic knowledge \( \subseteq \text{Listening to music/audio tapes} \) \( \subseteq \text{Reading} \) \( \subseteq \text{Sleeping} \) \( \subseteq \text{Too long} \)  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 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 eard?  Read it before Could not find Was not there Could not understand  Not important Other  |
|--|
| T ves Time   |
| The state of the s |
| **************************************   |
| 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)  FET FLAT ON THE FLOOR  FREAD BETWEEN NY KNEES   |
| FEET FLAT ON THE FLOOR FREED BETWEEN MY KNESS  |
|  |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Other, please  Previous knowledge  Other, please  |
| Entergency Exits  14. When did you lock for the emergency oxil(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 Behind me Left of me Right of me  |
| 16. Were you seated in an emergency exit row?  Yes No If no skip to item 19  |
| 17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?  Yes No   |
| 18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?  Yes No   |
| 19. Did you read the instructions for operating the exit?  Yes No  |
| 20. Did you open, or attempt to open, an exit yourself?  Yes No If no, skip to item 24   |
| 21. What caused you to open the exit?    Flight attendant   P.A. announcement   Personal assessment   Other  |
| 22. Did you have any difficulties opening the exit?  Yes No  Explain:  |
|  |

| 23. Díd 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 followed other passengers In was the closest exit  Other |
| 26. Were you directed away from a specific exit?  Yes \( \sum \) No   |
| 27. Were you directed toward a specific exit?  Yes No   |
| 28. Did you follow these directions?  Zes I No  |
| 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?  Into water Directly onto a boat Dother DWTO WING  |
| 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 Pone bag 2 bags 3 bags more than 3 bags  |
| 34. Did you hane to gate check a bag you were planning to carry on?  Yes No   |
| 35. Where did you store your:  Purse:   |
| 36. Did you arrempt 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/wailet/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 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. Bid 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  |
| A Secretary Company  |
| Evenwater Sufety 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?   |
| 45. Where did you board the slide/raft?  Door Dwing Water  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain  |
| :  |
|  |
| Trife 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 No   |
| 49. Where were you when you put the vest on?  Inside the airplane Outside the airplane   |
| 50. Did you instate 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  |

| Lucation 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 cushlon? NO 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?  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?  U Yes Z 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.  NOT KNOW — TOO MANY DEDPLE? |
| 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 seated with your companion(s)?  Yes \( \sum \) No  |
| 70. Did you evacuate with your traveling companion(9)?  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 Noutral 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  Agree  Strongly Agree  |
| Searbelt 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 scatbell?  Yes WNo   |
| 78. Did unfastening your scalbelt slow down your evacuation of the aircraft?  Yes No Scalbelt 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 attendents' instructions?   |
|   |

| 85. Did you remove your shoes during the evacuation?  Yes No If no skip to item 87  |
|---|
| 86. Why did you remove your shoes?  Flight attendant instructions I thought I had to Saw others removing shoes Other.   |
| 87. How did the crew aid in your evacuation? (Check all that apply)  No aid Indicated the exits in use Shouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other |
| 88. Did the crew-assign you any duties?  Yes No  If yes, what were you asked to do and did you do the task.   |
|   |
| 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  NO NOTICEABLE INJURES   |
| 90. Did you sustain any injuries during the evacuation?  Yes DNo  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  BRUISING PROY ISEING PULLED ONTO BORT                          |
| 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 (BACK)  Burn   Abrasions (Lacerations & Bruises)   Smoke inhalation  Other                  |
| Post Exacuation (Exents   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  FONT MELL  |
| 95. Where did the boat take you?  |
| 96. Were you transported to a hospital? If yes, which hospital? YES - DOWNTOWN M HOSP.  |

| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft.  The doors and exits are indicated by large arrows.   |
| 94. Scal Number 21E   |
| 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 giver had to evacuate an aircraft before?  |
| 96. Age <u>47</u>   |
| 96. Age <u>47</u><br>97. Height <u>5/9"</u>   |
| 98. Weight <u>15D</u>   |
| 99. Gender  Male Permale  |
| 100. Do you wear corrective lenses?  Ves No   |
| 101. Were you wearing your corrective lenses during this flight?  Wes No  |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes No   |
| 103. Had you commed any alcohol in the 8 hours prior the evacuation?  Yes No  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Injury Recent surgery Canc  Other   |
| 105. How often do you travel by air?  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 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. Peel 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:

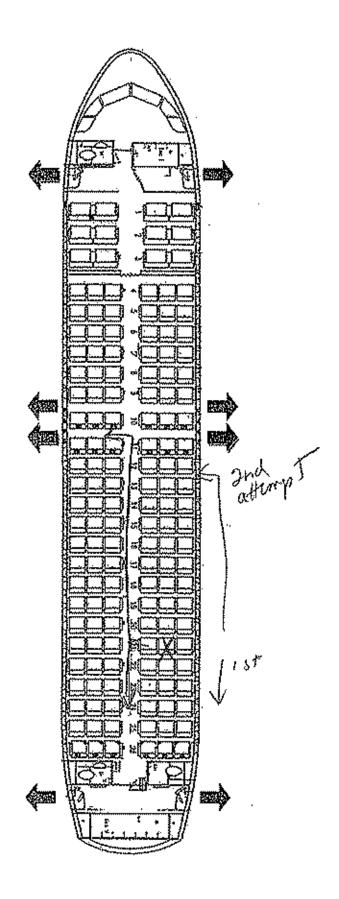
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

- 2. My name is
- 3. I was scated in scat 2/6

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 OF ESTIONNAIRE

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 Bracking  I./ How were the preflight safety instructions presented? (Check all that apply)  Flight Attendant  |
|--|
| 2. How much of the pressight 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 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?    Yes   |
| 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 sldp to item 10  |

| ). Why did you not read the safety card?  Read it before Could not find Was not there Could not understand   |
|--|
| Not importent Other  |
| (0. 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)  12. Did you brace for impact? (Describe position)  13. Did you brace for impact? (Describe position)  |
|  |
| 13. Why did you choose this position?  [I] Flight attendant instruction  [I] Copied people around me  [I] Previous knowledge  [I] Other, please  |
| #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 |
| 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 yourself?  Yes XNo 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 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  Other  |
| 26. Were you directed away from a specific exit?  XYes \( No \( \text{Sack \( \text{Exit \( \text{VAS \( \text{Cosin \( \text{Sack \( \text{Exit \( \text{VAS \( \text{Cosin \( \text{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 Z No   |
| 30. Did you select an exit and then change your mind?  X Yes No  If yes, explain  A C C C C C C C C C C C C C C C C C C  |
| 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 Mo Mot Applicable  |
| Carry on Baggage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach)  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?  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 aftempt 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 related items Sentimental items Other   |

| 38. Where were the items stored?  Under sest  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?  X 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 WA DON' & Sec. and  |
| Overwater Safety Equipment  43. Did you board a slide/raft?  Yes Mo If yes, which one?  Forward left  Porward right  Overwing left  Overwing right  |
| 44. Was a flight attendant at the doorway giving directions?  Tyes 12 No Some was Verning US US US US US Some |
| 45. Where did you board the slide/raft? Own +, Stake on wo S  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain \( \int \text{O} \)   |
|   |
| If the 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 seal Someone gave it to me  Constant   |
| 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  |
| S1. 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 briofing  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   |

| 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  346  |
| 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 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?  Yes \[ \] No   |
| 60. Did you see any passengers pushing other passengers?  No  |
| 61. Did you get pushed?   |
| 62. Did you push envone? Schen Forward as te Place was  Eloubers.   |
| 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  Abyes, explain why they were moving slowly.   |
| Chean and the same the trans  |
| 65. Did yenyconsider another exit because of slow moving lines?  Yes IXINo  |
| 66. Were you traveling with anyone?  X 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 Priend Other   |

| I   | 1  |
|---|--|
| 68. If you were traveling with a child, were you using a child safety seal?  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 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 Scat 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 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 Dagree Strongly Agree   |  |
| Seatbelt 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 seafbelt?  Yes No  |  |
| 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes No Seatbelt was not buckled   |  |
| Communication   |  |
| 97-31-31-30-31-31-31-31-31-31-31-31-31-31-31-31-31-   | 100 TO 10 |
| 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?  Pilot   |  |
| Pilot Flight Attendant Other Passenger Personal Decision  |  |
| Pilot Flight Attendant Other Passenger Personal Decision  80. At the time, did you know why an evacuation was necessary?  Yes No Work, Flore S  81. Did the flight attendants give you any instructions just prior to the evacuation?   |  |
| Pilot   |  |
| Pilot   |  |

| 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 Michael instructions Mindicated passengers out exits  Assisted passengers from scat to aircraft exits Opening exits Other  |
| 88. Did the crew assign you any duties?  Yes Did  If yes, what there you asked to do and did you do the task.  The contract of |
| Injury   |
| 89. Did you sustain any injuries prior to the evacuation?  ☑ Yes ☐ No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○  |
|  |
| 90. Did you sustain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 91. Did you sustain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 92. Describe the location of injuries suffered?  Wrist Ankle Leg Arm Back Free 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 Exaculation Events  94. Describe the boat that transported you to shore (or provide name if known)?   \[ \text{CVV}  \text{CVZ}  \text{CVV}  \text{CVVV}  \text{CVVVV}  \text{CVVVV}  \text{CVVVV}  \text{CVVVVV}  \text{CVVVVVVVVV}  CVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV  |
| 95. Where did the boat take you? During Suit   |
| 96. Were you transported to a hospital? If yes, which hospital? Yes Dawtown Hose.  |

| 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 ZVE   |
| Please indicate the following locations on the diagram: If you know your exact seat position, place an "X" on that seat. If you are NOT SURE of your seat position place a question mark on that seat. Position of other known passengers (by name or description). Show your route of escape (draw line from your seat to exit used). Indicate the empty seats in your vicinity by placing "E" on that seat. |
| Personal Information  95. Have you ever had to evacuate an aircraft before?  Yes No   |
| 96. Age 44  |
| 97. Height <u>5</u>   |
| 98. Weight <u>USS</u>   |
| 99, Gender Male  Female   |
| 160. Do you wear corrective lenses?  X 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 \( \sum \text{No} \)   |
| 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:  Vision Hearing Age Injury Recent surgery Came Other  |
| 105. How often do you travel by air?  First flight. Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year  More than 6 flights per year   |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None   |

| Final Thoughts   |
|--|
| Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.   |
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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:

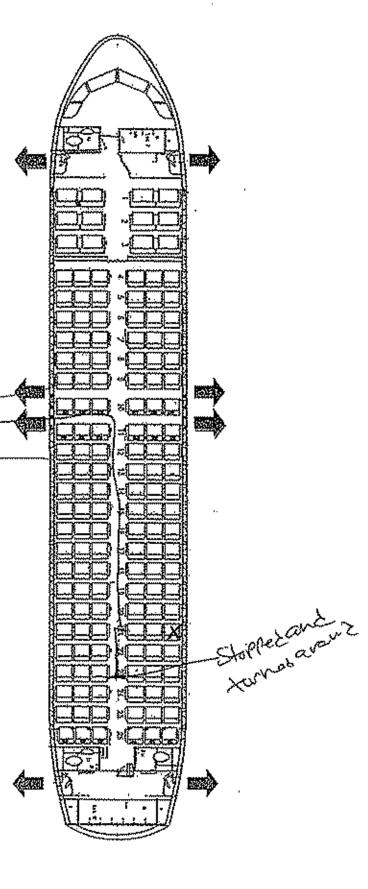
2. My name is

3. I was scated in seat\_

Х

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 bappening 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 Spfety Prescutation 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 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: Did viol mention life Velt under sent that I can remember. Also floor and exit lamps were not usuble at membered in the salting borehose                   |
| 7. Was the pre-flight briefling presented in a manner that indicated the importance of listening to the briefing?  Yes No Explain: People who fly a lot do not typically pay affection to the pre-flight briefling.                                   |
| 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 Mo  Explain: T didit readit , so I couldn't remembe that life verticas  where my sections.   |
| 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 grasped to padded head cyshion on the seat in front of me and  Hen placed my head on the padded or on  |
| I'm facil my head on the fedden area  |
|   |
| 13. Why did you choose this position?    Flight attendant instruction   Looked at safety briefing card   Copied people around me   Previous knowledge   Other, please   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?  [ 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   |
| 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 Did at was to stand and with the closest exit |
| 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?  Yes Mo   |
| 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 \( \text{No} \)  If yes, explain \( \text{T or usually was geing to fixit over wing, wing laked hull and it was undownter, so \( \text{T proceeded Harward to a life watt.} \)  |
| 31. If you used an over-wing exit, how did you get off the wing?  Into water  Directly outo 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-or 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:  Dinder seat Overhead bin Closet Other  Computer:  Under seat Overhead bin Closet Other  Computer:  Under seat Overhead bin Closet Other  Suitcase 1: Under seat Overhead bin Closet Other  Suitcase 2: Under seat Overhead bin Closet Other                 |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes No   |
| If no skip to item 40  |
| 37. What items did you need to take?  Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer  Job related items Sentimental items Other   |

| 38. Where were the items stored?  Under seat Overhead bin Closet Other   |
|--|
| 39. What happened to any carry-on bags you took with you during the evacuation?  Taken by flight attendant Placed in a seat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue boat  Other |
| 40. Did other passengers attempt to take carry-on items?  Yes No   |
| 41. Dld passengers retrieving carry-on luggage slow the evacuation?  Yes No Don't Know Exit was Slow.  |
| 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?  Ves No If yes, which one? Forward left Forward right Overwing left Overwing right   |
| 44. Was a flight attendant at the doorway giving directions?  Yes No   |
| 45. Where did you board the slide/raft?  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/raft? NO If yes, explain  |
|  |
| Life Vests   |
| 47. Did you obtain a life vest? Yes M 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  |
| S1. 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? Ves No If yes, what problems?    Locating the vest Reaching the package Opening the package Donning the vest Securing the vest Other, please describe                               |

| Floration Sept 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 No did not rueed that I was it a dide/raff.   |
| 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 people were pushing to the back of the plane from jost behind the  |
| 58. Did you climb over any seats during the evacuation?  Eyes \[ \] No If yes, describe  I croscod the aiste, cluded out seat styred are 2 or 3 seats, passed a below forward. The stapped of the seat and función percolate family handed the a least cutain and told the to go. |
| 59. Did you see anyone climb over the seats?  Yes \[ \] No  |
| 60. Did you seekiny passengers pushing other passengers?  |
| 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)?  MYes No If yes, explain why they were moving slowly.  Again puthing to the fear exits   |
| 65. Did you consider another exit because of slow moving lines?  Yes V No   |
| 66. Were you traveling with anyone?  Yes WNo 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   |

| <u></u>  |
|--|
| 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)?  |
| 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 V Agree Strongly Agree   |
| 73. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Neutral Magree Strongly Agree  |
| 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Magree Strongly Agree   |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| Seatbolt Usage   |
| Scatticit Usage  76. Was your scatbelt fagicned 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 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?  **Exact   Grace   Brace   B |

| 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 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  Sharlde Auscle Les, no leffer.                                |
| 90. Did you suglain any injuries during the evacuation?   |
| Yes The injuries during the evacuation:  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|   |
| 91. Did you sestain any injuries after the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
| If yes, describe use injuries, now any occurred and die crieve drey nad on you werended   |
|   |
| 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 (Laccrations & Bruises) Smoke inhalation  Other                                       |
| Post Evacuation Events  |
| 94. Describe the boat that transported you to shore (or provide name if known)? Fery boat.  |
| 95. Where did the boat take you? Manhadan Sille Ferry Terminal O48th Street?  |
| 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 22C   |
| 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 Mo   |
| 96. Age <u>37</u>   |
| 97. Height <u>5'-10"</u>  |
| 98. Weight <u>230</u>   |
| 99. Gender  Male   Female   |
| 100. Do you wear corrective lenses?  ☐ Yes ☑ No   |
| 101. Were you wearing your corrective lenses during this flight?  |
| 102. Did you lose your corrective lenses during the event that caused the evecuation?   |
| 103. Had your consumed any alcohol in the 8 hours prior the evacuation?  Yes VNo  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following: 00  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. |
| Other than the Pilet I did not ex any crew number during the exactate the Hight attended in the hade of the plane, public through to get out between   |
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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:

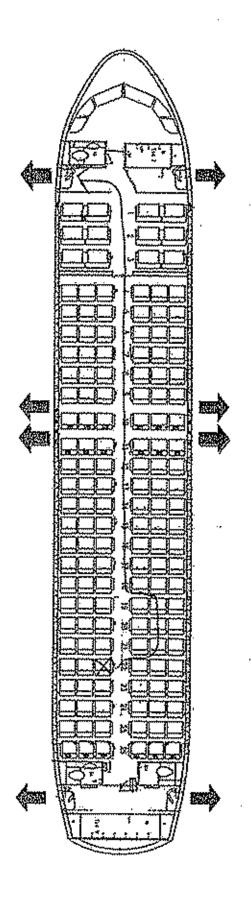
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was seated in seat 22C

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

# PASSENCER 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 Bracking   |
|---|
| 1. How were the preflight safety instructions presented? (Check all that apply)  [Flight Attendant  |
| 2. How much of the preflight Safety Presentation did you watch?  All 75% 50% 25% None (If All, go to question 4)  |
| 5. Indicate why you did not watch the whole presentation (check all that apply).  Seen it before Destricted 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?  [V 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?  [V Yes  No  Explain:   |
|   |
| 8. When did you read the safety instruction card in the seafback 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   |
| 10-10-10-10-10-10-10-10-10-10-10-10-10-1  |

| 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 card)  No recommedite. |
| Brace Position  12. Did you brace for impact? (Describe position) Held hand down towards Aisla-                                    |
|  |
| 13. Why did you choose this position?  Flight attendant instruction  Diker, please  Other, please                                  |
| Finergency Exits  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 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 Went over 2313 to axit push of many   |
| 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 Who   |
| 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 ZNo  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 jament to inflatable Stows   |
| 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 earry on?  Yes No  |
| 35. Where did you store your:  Purse:  Under seat  Overhead bin  Closet  Other  Computer:  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  |

| 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 Z No  |
|  |
| Overwater Salety Equipment  43. Did you board a slide/raft?  Yes No If yes, which one? Porward left Porward 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   |
| 16. Did you have any difficulty boarding the slide/raft?  If yes, explain yes, hed to jump 3-4 feet to reput   |
|  |
| ### 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  Other  |
| 48. Did you put on the vest? Ves No  |
| 49. Where were you when you got 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 YNo If yes, 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 we have used over over the first one over the first of the control of the vest? |
| 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  |

| A loration Seat Cushious   |
|--|
| 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 seat cushion?  If yes, please describe  |
|  |
| 56s 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 Behaviol   |
| 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?  [A Yes No If yes, describe  Dalay in Asia with water community rear of plane forced  may to a limb over left seats to an exist a vacuation?  |
| me to alimb over left sook to expetite evocustion.   |
| 59. Did you see anyone climb over the seats?  Yes No   |
| 60. Did you soo any passengers pushing other passengers?  Yes No   |
| 61. Did you gerpushed?  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  |

| ſ                                       |   |
|---|---|
|   | 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 Calley 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  |
| 1                                       |   |
|   | Seathell 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 kave any difficulties unfustening your scatbelt?  Yes No  |
|   | 78. Did unfortening your scalbelt slow down your evacuation of the aircraft?  Yes No Seatbelt was not buckled   |
|   |   |
|   | Communication  79/Who first informed you that an evacuation was necessary?  Pilot   Flight Attendant   Other Passenger   Personal Decision  |
|   | 80. At the time, did you know why an evacuation was necessary?  Yes No  |
|   | 81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes No Not enough time   |
|   | 82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  ☐ Yes ☐ No ☑ Not enough time  |
|   | 83. Did you hear the flight attendants giving instructions during the evacuation?  Heard every word Some words difficult to hear Most words difficult to hear Heard nothing   |
|   | 84. Describe the flight attendants' instructions?   |
| - 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 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 clew assign you any duties?  Yes No If yes, what were you asked to do and did you do the task.   |
|  |
| 1113UTY  89. Did you sustain any injuries prior to the evacuation?   |
| Yes No Not that I am correct they had on your evacuation  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   |
| Bruse-s during climb over see fe   |
| 91. Did you spetain any injuries after the evacuation?  Yes Who Nod Hast I am Correctly Tweet of  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                                      |
| Figst Evacuation Events  94. Describe the boat that transported you to shore (or provide name if known)?  Police Best  |
| 95. Where did the boat take you? to Shore Than smbolonie   |
| 96. Were you transported to a hospital? If yes, which hospital? 4 Vinces   |

| 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 I believe 225   |
| 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. |
| Tersonal Information  |
| 95. Have you ever hed to evacuate an aircraft before?  Yes Mo   |
| 96. Age <u>47</u>   |
| 97. Height <u>lo' U"</u>  |
| 98. Weight  |
| 99. Gender Male Female  |
| 10ff. 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?   |
| 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  |

|   |   |   |   | Kina  | l Thoug  | hts  |   |  |  |   |             |
|---|---|---|---|---|--|--|---|--|--|---|-------------|
| Thank you   | for completi                            | ng the abov   | e items.  | The Safety Boa  | rd welcome   | s any comn   | nents on                                | what was                               | helpful                                | during the                                  | CONTRACTOR  |
| evacuation<br>discuss item  | and what im                             | provements<br>« omiomen                                       | or chang  | es to the design<br>structions given  | and operat   | ion of safet   | y equipa<br>ny other                    | tent you i                             | night suj<br>Nink is                   | ggest. Feel fr<br>important                 | ee 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.

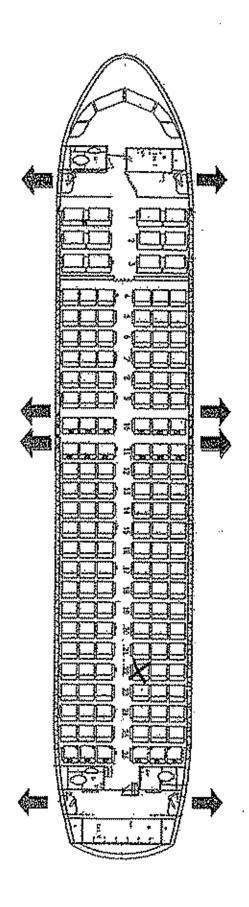
Example:

X \_\_\_\_\_

2. My name is

3. I was seated in seat 220 ? Rovakiy!

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)  I Flight Attendant Video Audio DONIT REMEMBER   |
| 2. How much of the preflight Safety Prescription 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 \[ \] Siceping \[ \] Too long \[ \] Other \[ \] |
| 4. How well could you hear the presentation?  Heard every word Some words difficult to hear Most words difficult to hear DON ROMBUBAZ  |
| S. Is English your primary language?  Yes No   |
| 6. Did the pre-flight safety presentation help during the evacuation?  Yes No DON'T REMEMBER THE PRESENTATION  Explain: PRESENTATION   |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?   |
| Tycs DNo  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 M Did not read  If you read the safety card skip to item 10  |
|  |

| /  |  |                   | ······································   | <del>,,,,</del>                              |            |
|--|--|-------------------|--|--|------------|
| 9/ Why did you not read the Read it before Coul- Not important Other     | d not find Was not there   | Could not         | understand   |  |            |
| <ol> <li>Did the safety card infor</li> </ol>                            | mation help you in the evacuati  | ion?              |  |  |            |
| ☐ Yes ☐ No   |  |                   |  |  |            |
| Explain:   |  |                   |  |  |            |
| 11. What changes would you   | a recommend to improve the sa  | afety instruction | s? (Either the presents  | ation or safety c                            | ard)       |
|  |  | re Position       |  |  |            |
|  | Chicken Control (Chicken Chicken Control Chicken Chick | a a ostavu        |  | 403997.XXXXXXXXXX                            |            |
| 12. Did you brace for impac  | ALLO UP FOR MY   | WARD<br>HEA       | WITH ARM   | 5 640  | <u>L</u>   |
| 13. Why did you choose thi Plight attendant instructi Previous knowledge | s position?. on  | iefing card [     | Copied people around   | in AND                                       | PROBECT MY |
|  | Emer   | genev Ext         | ts   |  |            |
| During boarding D  | the emergency exit(s) closest to<br>uring the pre-flight briefing  |                   |  | ore the evacuat                              | ion        |
| During the evacuation  |  | •                 |  |  |            |
| 15. Where did you look for In front of me Dehi                           | an exit? (Check all that apply)<br>ind me DLeft of me DR   | ight of me        |  |  |            |
| 16. Were you scated in an e<br>☐ Yes ☑ No If no ski                      | mergency exit row?<br>p to item 19   |                   |  |  |            |
| 17. Did you receive any pro  | e-Bight instructions on your res   | ponsibilities in  | case of an evacuation?   |  |            |
| 18. Did you receive a perso  | onal briefing by a flight attenda  | nt on your one    | gency exit responsibili  | itjes?                                       |            |
| 19. Did you read the instra  | ctions for operating the exit?   |                   |  |  |            |
| 20. Did you open, or attem   | pt to open, an exit yourself?<br>skip to item 24   |                   |  |  |            |
| 21. What caused you to op Flight attendant P.                            | en the exit?<br>A. announcement     Persona  | al assessment     | Other  | <u>,,,,</u> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | ·          |
| 22. Did you have any difficulty Yes No Explain:                          |  |                   | and the second s | endista hamana                               |            |
|  |  |                   |  |  |            |

| 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 followed other passengers I it was the closest exit  Other |
| 26/ Worke you directed away from a specific exit?  Vi Yes \( \sum \) No   |
| 27. Were you directed toward a specific exit?  Syes Solven  |
| 28/ Did you follow these directions?  Yes 170   |
| 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 WAS READY TO GO TOWARDS TO BACK TRUETS  If yes, explain WAS READY TO GO TOWARDS   |
| BUT MAN WAS DIRECTED TO GO TOWARDS THE MUDDLE ON  |
| 31/ If you used an over-wing exit, how did you get off the wing?    Into water  |
| Cathy on Bageage  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   |
| 24. Did you have to gate check a bag you were planning to carry on? MYes MNo IT WAS A ROLL OF RAPER, NOT A SAG  |
| 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 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? Pyes 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 Safery Equipment  43/ Did you board a slide/raft?  Yes No If yes, which one? Porward left Porward right Overwing left Overwing right   |
| 44. Was a light 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  THE TANK IN FRONT OF WE WAS MANUATION ON IT   |
| Dife Vests   |
| 48. Did you put on the vest? MYes No   |
| 49. Where were you when you put the vest on?  Inside the airplane  |
| 50. Did you inflate the vest? Yes No   |
| 51. Did you have problems inflating your vest? M Yes No No If yes, describe WAS WET AND OFFICIAL A PASSENGER   |
| WYGAZD II TAK WE.  |
| 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 T WAS PASSED TO ME.                                   |
| 53. Did you have any problems using the life vest? Wes No If yes, what problems?  Locating the vest Reaching the package Opening the package T WAS TOO TIGHT  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   |
| Passenger Behavior  57/Did you experience any delay in getting into the aisle?  Yes No If yes, describe WK IN THE WIDDLE SEAT ALL THE BACK  WE HAD TO WALT FOR THE MIDDLE TO CLEAR.  |
| 58. Did you'climb over any seats during the evacuation?  Yes No If yes, describe   |
| 1  |
| 59/ Did you see anyone climb over the seats?  Yes \[ \sum \text{No} \]   |
| 60. Did you see any passengers pushing other passengers? El yes I No NOT VIO (ENETLY)  |
| 61/ Did you get pushed?  Ves No  |
| 62/ Did you push anyone?  DYes INO   WAS PUSHING A HENCE SET LADE IN PROUT OF ME IN THE SENSE OF HOLDING HER UP TOWARD SO SITE  63. Were those any disputes among passengers during the evacuation?  CAN VERY MOVING TORON |
| 63. Were those any disputes among passengers during the evacuation   CAN VEET WOULDED TO WAR   |
| 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.                              |
| WE JUST HAD TO WATE FOR THE PLOPE IN THE PROMI   |
| 65 Did you consider another exit because of slow moving lines?  Yes Dio  |
| 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 (2-16 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)?  Yos 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 trongly 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  |
| Searbelf Usage  76. Was your scatbelt festened 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 Did you have any difficulties unfastening your scatbelt?  |
| 78. Did unfastening your seatbelt 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 Plight 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 SHE DID CLOSE AN INCREAD BIN THAT OFFICE STR   |
| 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?   |
| t i   |

| 85. Did you temove 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 Indicated the exits in use Indicated passengers out exits  Assisted passengers from seat to aircraft exits Indicated passengers out exits |
| 88. Did the crow assign you any duties?  Yes No If yes, what were you asked to do and did you do the lask.   |
| TOMOGIFT COVERAGE LIFE VECT (IN RAGE) THAT WERE DIRROWN.  IN THE AIR FOR THE PASSENGERS ON MY BAFT AND  INTERNATIONS THE RESERVED WITH VERY THAT WERE DIRROWN.   |
| 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  VERY MINDE RUISE TO MY ECOW AT: IMPACT   |
| NO THEOL :   |
| 99/ 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  |
| MINIOR BAUISE ON MU MOULE. NO EFFECT   |
| 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  |
| THAD MYPOTHERMIA, DID NOL STOP SHAVING UNITE<br>RESCUED AND COVERED IN SLANKERS IN NO RESCRIPANT   |
| 92. Describe the location of injuries/suffered?  Wrist N 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 (Laccratiops & Bruises)   Smoke inhalation     Other   BRUISES                          |
| Post Evacuation Events   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  SMALL RED   |
| 95. Where did the boat take you? NJ RESTAURANT   |
| 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 22 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 "B" on that seat. |
| Personal Information  95. Have you over had to evacuate an aircraft before?  Yes Mo   |
| 96. Ago 32<br>97. Hoight 621  |
| 98. Weight 135  |
| 99/ Gender Male   Female  |
| 100. Do you wear corrective lenses?  ☐ Yes ☑ No   |
| 101. Were you wearing your corrective lenses during this flight?  |
| 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 Ago 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 Mone   |

| 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.

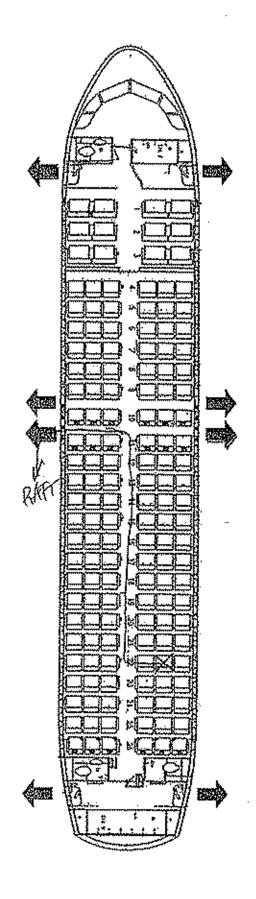
Example:

х**т**\_\_\_\_

2. My name is

3. I was seated in seat \_

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 simplanes 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  I. 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/andio 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  |
| 6. Did the pre-flight safety presentation help during the evacuation?  ☐ Y∞ ☑ No  Explais:  |
|   |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes PNo  Explain:   |
|   |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10   |
|   |

| 9. Why did you not read the safety card?    Read it before   Could not find   Was not there   Could not understand     Not important   Other  |
|---|
|   |
| 10. Did the safety card information help you in the evacuation?  [] Yes [] No  Expiain:   |
|   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  The world be 1460 of the Francisco highlighted  Later allocation on this place, 90 % 12 the Sone |
| */1544 10 7/1584  |
| Brace Position  |
| 12. Did you brace for impact? (Describe position)  Ves crossed how on sect back and prosent  Head accord Hands  |
|   |
| 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 kem 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 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?  Were you directed away from a specific exit?   |
| 27. Were you directed toward a specific exit?  |
| 28. Did you follow these directions?  Ves  No  |
| 29. Bid 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 T started going to seem fact and up using  Youred pers.   |
| 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 alreraft?  Yes No Not Applicable   |
| Carry-on Baggage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No Zone bag Z bags 3 bags more than 3 bags   |
| 34. Did you have to gate check a hag you were planning to carry on?  [X Yes No   |
| 35. Where did you store your:  Purse: Under seat Overhead bin Closet Other  Briefcase: Vinder 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   |
| 1f 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 scat Returned to overhead bin  Dropped to floor Carried into raft/out wing Took with me onto rescue beat  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 Salety 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?  [Hoor   Wing   Water  |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain  |
|  |
| Late 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 ☐ Other   |
| 48. Did you put on the vost? 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   |
| S1. 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                          |

| Liefation 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  |
|   |
| 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 Floared by ME. |
| Passenger Beliavior   |
| 57. Did you experience any dolay in getting into the aisle?  Yes No If yes, describe  |
|   |
| 58. Did you climb over any seats during the evacuation? Yes Mo If yes, describe   |
|   |
| 59. Did you see anyone climb over the seats?  Yes No  |
| 60. Did you see any passengers pushing other passengers?  Yes PNo   |
| 61. Did you get pushed?  Yes No   |
| 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 consider another exit because of slow moving lines?  The wing such Front of place was on the Jan We wing such Front of place was open.  |
| 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   |

| CD (A) and the state of the sta |
|--|
| 68. If you were traveling with a child, were you using a child safety scar?  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 Salley Bulkhead (Walls dividing cabin into sections)  Plight attendant seats Salley 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   |
| Seathelf.Usage   |
| 76. Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  |
| ŧ  |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes Wo   |
|  |
| Yes Wo  78. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes Who Seatbelt was not buckled   |
| 78. Did unfastening your seatbelt slow down your evacuation of the aircraft?   |
| T8. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes PNo Seatbelt was not buckled  Communication  79. Who first informed you that an evacuation was necessary?  |
| T8. Did unfastening your seatbelt slow down your evacuation of the aircraft?  Yes Pho 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   I No   78. Did unfastening your seatbelt slow down your evacuation of the aircraft?   Yes   No   Seatbelt was not buckled  |
| Yes   No   Seatbelt was not buckled   Seatbelt was not seat of the satisfaction   Seatbelt was not seaterly   Seatbelt was not seatbelt was not seat of the satisfaction   Seatbelt was not buckled   Seatbelt w   |
| Yes   No   Seatbelt was not buckled  |

| 85. Did you remove your shocs 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   |
| 88. Did the epew assign you any duties?  Yes No  If yes, what were you asked to do and did you do the task.   |
|   |
| lujury  |
| 89. Did you sostain 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 suffcred?  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)?   |
| 95. Where did the boat take you? CHe Ge, Prev - 5, Re Control of  |
| 96. Were you transported to a hospital? If yes, which hospital?   |

| Vogr 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 No   |
| 96. Ago <u>4/9</u>  |
| 96. Age <u>4/9</u><br>97. Height <u>6′4″</u>  |
| 98. Weight <u>328</u>   |
| 99. Gender<br>DMale DFemale   |
| 100. Do you wear corrective lenses?  ☐ Yes ☐ No   |
| 101. Were you wearing your corrective lenses during this flight?  Yes No  |
| 102/Did you lose your corrective lenses during the event that caused the evacuation?  Yes No  |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  Yes No  |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Vision Hearing Age Injury Recent surgery Cane Other  |
| 105. How often do you travel by air?  First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year  More than 6 flights per year  |
| 106. Aviation Experience  Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic  Other  |

| 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:

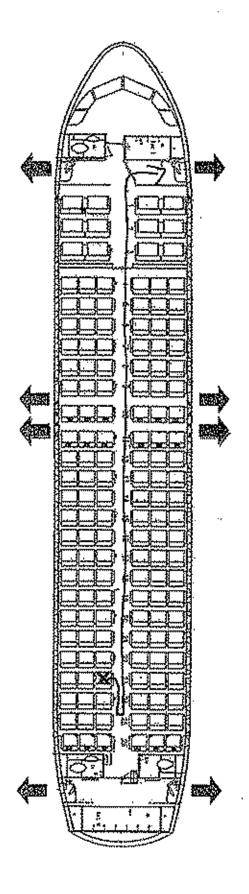
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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: X

- 2. My name is
- 3. I was scated in seat 23-C-

Example: 14D



## National Fransportation Safety Board Washington D.C. 20594

# PASSENGER OUESTIONVAIRE

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 questionnairs. 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   |
|---|
| I. How were the preflight safety instructions presented? (Check all that apply)  [Pflight Attendant Video Audio   |
| 2. How much of the preflight Safety Presentation did you watch?  □□Ail □ 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 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?  ☐Yes ☐ No  Explain:  |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  [Eight Pos  |
| 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?  CRead 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 [INo  Explain: Had Listal to Flight Atlandant Pre-Flight   |
| 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 Bent over  |
|   |
| 13. Why did you choose this position?   |
| 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)  [His front of me  |
| 16. Were you seated in an emergency exit row?  Yes D-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?   |
| 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:   |
|   |

| 23. Did you use this exit?  Yes No   |
|--|
| 24. When did you decide which exit to use?  Before the evacuation order was given DAs I left my seat DAs I traveled down the aisle Other Flight Atlandand in Standard to 90 Form the |
| 25. For what reasons did you choose this exit? (Check all that apply)  I was called to the exit  |
| 26. Were you directed away from a specific exit?   |
| 27. Were you directed toward a specific exit?  Pres No   |
| 28. DM you follow these directions?  Yes \( \sum \text{No} \)  |
| 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 Fro  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 on to WING   |
| 32. If you opened an over-wing exit, did you place the exit door inside the aircraft?  Yes No Phot Applicable  |
| Gerry-on Baggage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)  No Done bag  |
| 34. Did you have to gate check a bag you were planning to carry on?  Yes PNo   |
| 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  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 raft/out wing Took with me onto rescue boat  Other   |
| 40. Did other passengers attempt to take carry-on items?  The Did other passengers attempt to take carry-on items?  Ave Did other passengers attempt to take carry-on items?  Ave Did other passengers attempt to take carry-on items?  Ave Did other passengers attempt to take carry-on items? |
| 41. Did passengers retrieving carry-on luggage slow the evacuation? □ Yes □ 140  |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation? □ Yes □No ルナ いんとトー エルル   |
| 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 □ 170   |
| 45. Where did you board the slide/raft? And the 1  Door Dwing Dwater   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain  |
|  |
| 47. Did you obtain a life vest?  No If yes, how did you obtain the vest?   |
| I retrieved it myself from under my scat. Usomeone gave it to me Other Other   |
| 48. Did you put on the vest? Pres 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   |
| S1. Did you have problems inflating your vest?   Yes   To  |
|  |
| 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  Other, please describe   |
| Donning the vest Securing the vest Other, please describe  |

| Floration Seat Cushions   |
|---|
| 54. Did you use a flotation seat cushion? Pyes No If yes, how did you obtain the cushion?  [D] 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?  Fre-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 PNo  If yes, describe  |
|   |
| 58. Did you climb over any seats during the evacuation?  Yes Pro If yes, describe   |
|   |
| 59. Did you see anyone climb over the seats?  Yes PNo   |
| 60. Did you see any passengers pushing other passengers?  Yes No  |
| 61. Did you get pushed?   |
| 62. Did you push anyone?  Yes Dio   |
| 63. Were there any disputes among passengers during the evacuation? Yes □ No □ Don't know No + /ル the back of the Plane   |
| 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)?  |
| If yes, explain why they were moving slowly.  |
|   |
| 65. Did you consider another exit because of slow moving lines?  Yes U-76   |
| 66. Were you traveling with anyone?  Yes PNo 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 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 Contains  |
| 72. Other passengers in general were cooperative during the evacuation.  Strongly Disagree Disagree Neutral Agree Estrongly 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 Dagree Strongly Agree   |
| 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| Scatbelt Usage   |
| 76. Was your seatbelt fastened prior to the evacuation?  [A Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes Dio  |
| 78. Did unfastening your scatbelt slow down your evacuation of the aircraft?  Yes Ao Seatbelt was not buckled  |
| Communication 79. Who first informed you that an evacuation was necessary?   |
| Pilot Delight Attendant Other Passenger Personal Decision  |
| 80. At the time, did you know why an evacuation was necessary?  [Decoration of the content of th |
| 81. Did the flight attendants give you any instructions just prior to the evacuation?  GYes \( \sum \text{No} \sum \text{No} \sum \text{Not enough time} \)  |
| 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?  Move to the Factor, 90 to the Wing  Don't open Reparties there is water.  |
| 1 Upart Spark Kill Three I Williams  |

| 85. Did you remove your shoes during the evacuation?  Yes PNo 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?   |
| Yes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|   |
| 90. Did you sugtain any injuries during the evacuation? Yes WNo 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 Ankle Leg Arm Back Face Head Other Laft HAND   |
| 93. Description of injuries suffered? (Check all that apply)  Sprain   Fracture   Concussion   Broken Back   Dislocation   Strain   Burn   Abrasions (Lecerations Bruises)   Smoke inhalation   Other   California of Lecerations   California of Lecerations   Dislocation   Vary Slight   Other   California of Lecerations   California of Lecerations   Vary Slight |
| Post Evacuation Jovents   |
| 94. Describe the boat that transported you to shore (or provide name if known)? MAY have been filet   |
| 95. Where did the boat take your Dock NY Sipe to Docked ferry used As Holding And things center   |
| 96. Were you transported to a hospital? If yes, which hospital? Rossevelt to checked Inchiber 14 inc  |

| 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. |
| Rensonal Information  95. Have you ever had to evacuate an aircraft before?  Yes No   |
| 96. Age <u>14</u>   |
| 97. Height <u>5' \ \</u>  |
| 98. Weight 202  |
| 99. Gender<br>[2] Male  |
| 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?  Ves 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:  Vision Hearing Age Injury Recent surgery Cane  Other   |
| 105. How often do you travel by air?  First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year  More than 6 flights per year  |
| 106. Aviation Experience ☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic ☐ Other ☐ None   |

| Einal/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:

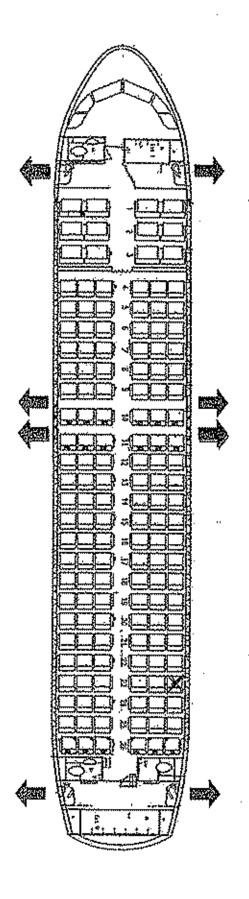
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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: X

- 2. My name i
- 3. I was seated in scat 23 F

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 simplanes 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.

| 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 6/605 Who the Exits, Ant In the Month.  |
| 11. What changes would you recommend to improve the safety instructions? (Bither the presentation or safety card)   |
| -{  |
| Brace Position  12. Did you brace for impact? (Describe position)  2-y Han Into Down  15-2 Landson  |
|   |
|   |
| 13. Why did you choose this position?  Liftight attendant instruction Looked at safety briefing card Copied people around me  Previous knowledge Cother, 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) [Z] in front of me   |
| 16. Were you seated in an emergency exit row?  Yes Pivo 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?   |
| 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 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?  |
| 27. Were you directed toward a specific exit?   |
| 28. Did you follow these directions?  |
| 29. Did you pass a usable exit at the direction of a flight attendant?  |
| 30. Did you select an exit and then change your mind?  Yes 1400  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  |
| CHEVON Baggage  33. Did you have carry-on baggage? (Comit 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: Under seat Overhead bin Closet Other  Briefcase: Under seat Overhead bin Closet Other  Computer: Under seat Overhead bin Closet Other  Sultcase 1: Under seat Overhead bin Closet Other  Sultcase 2: Under seat Overhead bin Closet Other  Hawket E. Make |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes Did   |
| 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?   |
| 42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No   |
| Overwater Safety I quipment   |
| 43. Did you board a slide/raft?  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?  |
| 45. Where did you board the slide/raft? Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain 700 - 700 |
| · · · · · · · · · · · · · · · · · · ·   |
| Life Yests  47. Did you obtain a life vest? Yes \( \sum \) No If yes, how did you obtain the vest?  [47. Tretrieved it myself from under my seat \( \sum \) Someone gave it to me \( \sum \) Other  |
| 48. Did you put on the vest? Tes \( \sum \) No  |
| 49. Where were you when you put the vest on?  Linside the airplane Outside the airplane   |
| 50. Did you inflate the vest? 🖫 Yes 🔲 No  |
| 51. Did you have problems inflating your vest? Tyes Two 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   |

| Diotation Seat Cushions   |
|---|
| 54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?  Tretrieved 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 Behaviot  |
| 57. Did you experience any delay in getting into the aisle?  Yes Tho  If yes, describe  |
|   |
| 58. Did you climb over any scats during the evacuation? Yes Pro If yes, describe  |
|   |
| 59. Did you see anyone climb over the scats?  Yes Abo   |
| 60. Did you see any passengers pushing other passengers?  Yes Pro   |
| 61. Did you get pashed?   |
| 62. Did you push-myone?  Yes Pro  |
| 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 oxit)?  [ Yes                               |
| 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 Ho 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   |

| 1 | 58. If you were traveling with a child, were you using a child safety scat?  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 scats Galley items (Soda cans, carts) Luggage failen 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 Disagree   |
|   | 73. My physical size assisted me in the evacuation.  Strongly Disagree Disa |
|   | 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  |
|   | Scatbelt Usage   |
|   | 76. Was your seathelt fastened prior to the evacuation? Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall   |
| I | and the same of th |
| ĺ | 77. Did you have any difficulties unfastening your seatbelt?  Yes ENO  |
|   |  |
|   | □ Yes □No  78. Did unfastening your scatbelt slow down your evacuation of the aircraft? □ Yes □No □ Scatbelt was not buckled   |
|   | Yes ENo 78. Did unfastening your scatbelt slow down your evacuation of the sixcraft?   |
|   | ☐ 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?   |
|   | Yes   □ No   |
|   | ☐ Yes ☐ No  78. Did unfastening your seathelt slow down your evacuation of the aircraft? ☐ Yes ☐ No ☐ Seathelt was not buckled  Continuous attor  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   Seatbelt slow down your evacuation of the aircraft?   Yes   No   Seatbelt was not buckled   Connecting attom  |
|   | 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  |  |
| 88. Did the crew assign you any duties?  Yes 1200  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 systein any injuries after the evacuation? Yes Tho 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 Back Face Deed Other  |  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn DAbrasions (Lacerations & Bruises) Smoke inhalation  Other |  |
| Post Evacuation (Events  Of Describe the boat that transported you to shore (or provide name if known)?  |  |
| 94. Describe the boat that transported you to shore (or provide name if known)?  |  |
| 95. Where did the boat take you? - Par 75-7VYC   |  |
| 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 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. |
| Personal Information  95. Have you eyet had to evacuate an aircraft before?  Yes Ano  |
| 95. Age <u>JP</u><br>97. Height <u>5 ///</u>  |
| 98. Weight 174  |
| 99. Gepder [] Male  |
| 100. Do you wear corrective lenses?  ☐ Yes ☐ No → CartecT-  |
| 101. Were you wearing your corrective leases during this flight?  [4 Yes No   |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  Yes 136  |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  Yes 270   |
| 104. Prior to departure, was your ability to evacuate affected by any of the following:  Usion 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  Move than 6 flights per year 700/11/25   |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other None   |

| Final Phonghts   |
|--|
| 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.

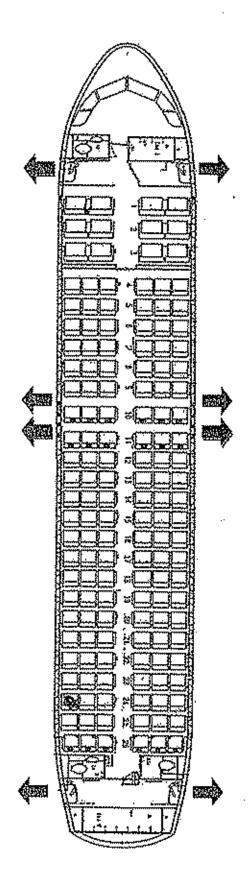
Example: X

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 Transportation Safety Board Washington D.C. 20594

## PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to provent 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 Braefing 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) 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 Js English your primary language? Yes No 6. Did the pre-flight safety presentation help during the evacuation? Yes FNo Explain: 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing? Yes No Explain:\_\_\_\_\_ 8. When did you read the safety instruction card in the scalback 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?  [2] Read it before  |
|---|
| 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)  Jes head down (unt lift Shoulder spirit sest look in party me  |
|   |
| 13. Why did you choose this position?    Plight attendant instruction   Looked at safety briefing card   Copied people around me  |
| Finiergency 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 □ 15 o 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?  I 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)  Livas called to the exit Li was directed by cabin staff Li was the only available exit  The other exit was blocked Li followed other passengers Li was the closest exit  Other                           |
| 26. Were you directed away from a specific exit?  Yes No  |
| 27. Were you directed toward a specific exit?  Tyes No  |
| 28. Did you follow these directions?  Yes \( \sum \) 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?  [X Yes ] No  If yes, explain to change the free fight but was fold by flight attendied  Luc and mot and because it was made butter)  |
| 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 Zone bag Z bags 3 bags more than 3 bags  |
| 34. Did you have to gate check a bag you were planning to carry on?  Yes Pro  |
| 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 PNo   |
| L'no skip to item 40  |
| 1   |

| 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 evecuation?  |
| 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?   |
| 45. Where did you board the slide/raft?  Door Wing Water   |
| 46. Did you have any difficulty boarding the slide/raft? WP  [f 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? Tes No  |
| 49. Where were you when you put the vest on?  Inside the airplane Outside the airplane   |
| 50. Did you inflate the vest? Yes No   |
| 51. Did you have problems inflating your vest? Yes No If yes, describe   |
|  |
|  |
| 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   |
| 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 Cusitions   |
|--|
| 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  |
|  |
| 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 their was a fine Anth to the half fare, I was republic sent a tree and was full for a little function for its fre and   |
| 58. Did you climb over any scats during the evacuation?  [FYes ] No If yes, describe  He High attached in the book was instruction. Some J. we has dink  over first to go to the facts of the glade.   |
| 59. Did you see anyone climb over the scats?  Z Yes  No  |
| 60. Did you segany passengers pushing other passengers?  Yes No  |
| 61. Did you get pushed?  |
| 62. Did you push anyono?  Yes HNo  |
| 63. Were there any disputes among passengers during the evacuation?  Yes PNo 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)?  [2] Yes [No]  If yes, explain why they were moving slowly.  Here was a wing "bottle page" at the being does. The fact fact of the fa |
| 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)  Sponse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other  |

|   | <del></del>  |
|---|--|
|   | 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 PNo.  |
|   | 70. Did you ovacuate 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  |
|   | 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 Pagree Strongly Agree   |
|   | 75. My age assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| 1                                       |  |
|   | Seathelt 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 No   |
|   | 78. Did unfastening your scathelt slow down your evacuation of the aircraft?  Yes No Scathelt was not buckled  |
|   |  |
|   | Communication  79. Who first informed you that an evacuation was necessary  Pilot Flight Attendant Other Passenger Fersonal Decision   |
|   | 80. At the time, did you know why an evacuation was necessary?  Ves \( \sum \text{No} \)   |
|   | 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 Heard nothing  |
| *************************************** | 84. Describe the flight attendants' instructions?  |
| *************************************** | The state of the s |

| 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 Cther   |
| 87. How did the crew aid in your evacuation? (Check all that apply)  No aid Indicated the exits in use 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 Live 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 PNo  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. Am Back Face Head Other  |
| 93. Description of injuries suffered? (Check all that apply)  Sprain Fracture Concussion Broken Back Dislocation Strain  Burn Abrasions (Laccrations & Bruises) Smoke inhalation  Other  |
| Posi/Evacuation Il vents   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  |
| 95. Where did the boat take you? Ny lien   |
| 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 25B   |
| 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 ②No   |
| 96. Age 62  |
| 97. Height <u>57 6 '-</u>   |
| 98. Weight <u>0/80</u>  |
| 99. Gender  Maie   Female   |
| 100. Do you wear corrective lenses?  Over No  |
| 101. Were you wearing your corrective lenses during this flight?  [Fives 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:  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  |

| 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 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.

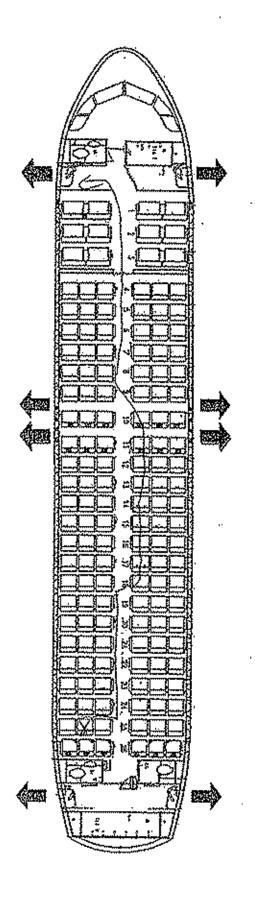
Example:

•

2. My name is

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

## PASSENCER 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 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 Some words difficult to hear Most words difficult to hear  |
| S. Is English your primary language?  Yes  X  No  |
| 6. Did the pre-flight safety presentation help during the evacuation?    Yes   No   Explain:  |
|   |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?    Yes   No   Explain:   |
|   |
| 8. When did you read the safety instruction card in the seatback in front of you?  Prior to flight During pre-flight briefing In-flight Did not read  If you read the safety card skip to item 10   |
| \$  |

| 9. Why did you not read the safety card?  Read it before Could not find Was not there Could not understand  Not important Other   |
|---|
| 10. Did the safety card information help you in the evacuation?  Yes No  Explain:   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
|   |
| Brace Position  12. Did you brace for impact? (Describe position)   |
|   |
|   |
| 13. Why did you choose this position?   |
| It mis egency USIIS  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)  [5] In front of mc Behind mc Left of mc 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:   |
| рурган.   |

| 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 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 Kino  |
| 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 77-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 Yone 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 ANo  |
| 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 curry-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  |
| Overwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes Ao 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  N/6  |
| 46. Did you have any difficulty boarding the slide/raft? N/k  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? Yes No If yes, how did you obtain the vest?  47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?  47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest? |
| Li retrieved it myseit from thost my son   |
| 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? A Yes No   |
| 50. Did you inflate the vest? Xes \( \sum \text{No} \) 51. Did you have problems inflating your vest? \( \sum \text{Yes} \) Yes \( \sum \text{No} \) If yes, 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   |
| 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 Seaf 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                          |
| 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 Behaviol  |
| 57. Did you experience any delay in getting into the aisle?  Yes ZNo  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?  Aves No   |
| 60. Did you see any passengers pushing other passengers?  |
| 61. Did you get pushed?  [X 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?  X 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 X 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 failen 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   |
| Seatbeit 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 seatbelt slow down your evacuation of the aircraft?  Yes No Seatbelt was not buckled   |
| Communication  79. Who first informed you that an evacuation was necessary?  Pilot Flight Attendant Other Passenger Personal Decision   |
| 80. At the time, did you know why an evacuation was necessary?  Yes No  |
| 81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes No Not enough time   |
| 82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  Yes No Not enough time  |
| 83. Did you hear the flight attendants giving instructions during the evacuation?  Heard every word Some words difficult to hear Most words difficult to hear Heard nothing   |
| 84. Describe the flight attendants' instructions?   |
| was a second and a second a second and a second a second and a second a second and a second and a second and a second and |

| 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 uso Schouted instructions Directed passengers out exits Assisted passengers from seat to aircraft exits Opening exits Other |
| 88. Did the crew assign you any duties? Yes XNo 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?  [A 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 injeries 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   |
| 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)?  Small boat, it was tag boat, I thin k   |
| 95. Where did the boat take you? 12 + 84   |
| 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   |
| 97. Height <u>5' 1\)'</u>   |
| 98. Weight  |
| 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 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 Dinjury Recent surgery Cane  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 Filot   Private Filot   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 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:

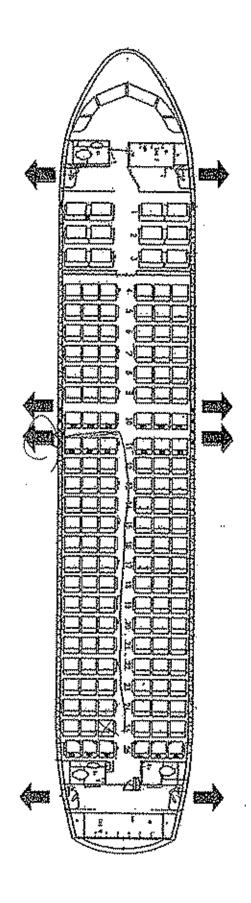
I. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

2. My name is

3. I was scated in scat \( \( \sigma \)

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

## GEROUESTIONNAIRE

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   |
|---|
| L. How were the preflight safety instructions presented? (Check all that apply)    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  |
| 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: fide: lister to it.  |
| 7. Was the pre-flight briefing presented in a manner that Indicated the importance of listening to the briefing?    Xes   |
| 8. When did you read the safety instruction card in the scatback in front of you?  Prior to flight During pre-flight briefing he-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 Cother   |
|--|
| 10, Did the safety card information help you in the evacuation?   X  Yes   |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  |
|  |
| 12. Did you brace for impact? (Describe position)  The interpretation of the series position of the series positio |
|  |
| 13. Why did you choose this position?  Plight attendant instruction  Looked at safety briefing card  Copied people around me  Previous knowledge  Other, please  |
| Line (ge) Cy Extis  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 You 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 DAs 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 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. Bid 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 Raggage  33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach)  No Mone 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 You   |
| 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?   |
| 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. Bid you board a slide/raft?  Wes No If yes, which one? Forward left Forward right Overwing left Overwing right   |
| 44. Was a Wesh 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 // /   |
| · · · · · · · · · · · · · · · · · · ·  |
| 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 sent  Someone gave it to me  Other  |
| 48. Did you put on the vest? Yes \( \text{No} \)   |
| 49. Where were you when you put the vest on?  [V] Inside the airplane  |
| 50. Did you inflate the vest? Tes You  |
| 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 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  |
|   |
| 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. Bid you experience any delay in getting into the aisle?  Yes No If yes, describe Doordo were un the way   |
|   |
| 58. Did you climb over any seats during the evacuation?  Yes No If yes, describe  I climber open a few Mana of seals to get away from the  walk then went track was the allele                          |
|   |
| 59. Did you see anyone climb over the seats?  Yes No  |
| 60. Did you segatiy passengers pushing other passengers?  |
| 61. Did you get bushed?  Yes Ho   |
| 62. Did you push anyone?  Yes YNo   |
| 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 scat?  Yes No   |
|---|---|
|   | 69. Were you seated with your companion(s)?  Yes \( \sum \text{No} \)   |
|   | 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 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   |
|   |   |
|   | Sea fibelf: Usage  76. Was your scatbell 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 unfarening your seathelt slow down your evacuation of the aircraft?  Yes No Seathelt was not buckled  |
|   |   |
|   | Commentication  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 exceedants giving instructions during the evacuation?  Heard every word   |
| 3 | 84. Describe the flight ettendants' instructions?   |
|   | exit to the front   |

| 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 prew assign you any duties?  Yes No  If yes, what were you asked to do and did you do the task.  |
|  |
| Figure  89. Did you satstain any injuries prior to the evacuation?  Yes Who  |
| 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?  [Vives No  |
| 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 Nescture 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 boat take you? A walf in NYC   |
| 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>25 E</u>   |
| Please indicate the following locations on the diagram: If you know your exact sent 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 evecuate an aircraft before?  Yes No   |
| 96. Age <u>26</u><br>97. Height <u>6'</u>   |
| 97. Height <u>6</u>   |
| 98. Weight <u>155</u>   |
| 99. Sender Maic   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?   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?  Yes Mo  |
| 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.  |
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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.

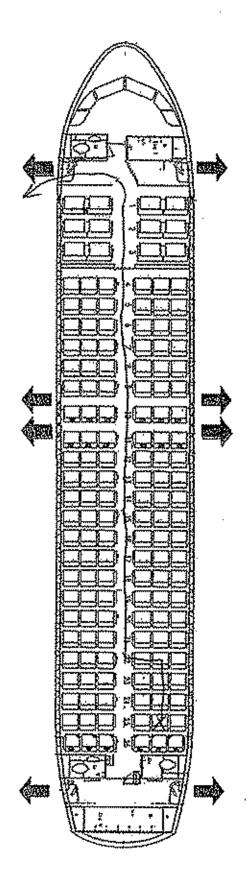
Example:

х Ц\_

2. My name is

3. I was seated in seat 25E

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.

| 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 I 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 Buglish your primary language?<br>☑ Yes ☐ No  |
| 6. Did the pre-flight safety presentation help during the evacuation?  X Yes No  Explain: T Knew what T was Suppose to Do but the Trace.  To NO IT FOR TRUSTANCE I KNEW There was A Life yest but the was A Life yest.                                  |
| 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 X Did not read  If you read the safety card skip to item 10   |

| 9. Why did you not read the safety card?   X  Read it before   |
|--|
| 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)  I And Mor Sure it it was Addisoned however it Should be,  wored wor to open the Back Book in water. |
| Brace Position  12. Did you brace for impact? (Describe position)  Pat My Heart Between My Knees And Third Act of My  Hands Outer My Heart   |
| 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 XNo 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?  See 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 was the closest exit  Other |
| 26. Were you directed away from a specific exit?  X Yes No  |
| 27. Were you directed toward a specific exit?  X 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?  [After [] No  [Fyes, explain Selected Rem Ex. + And was wicked by Passenber to go to  [DING AND THEM Was DIRECTED by PASSENBER ON WING to GO TO FROMT  |
| 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:   |
| 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 T DOV'T KNOW  |
| 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 I pout KNOW  |
| Överwater Safety Equipment   |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Forward left Forward right Overwing left Overwing right   |
| 44. Was a flight attendant at the doorway giving directions?  Yes No I DON'T KNOW  |
| 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   |
| :  |
| Tife Vests  47. Did you obtain a life vest? Yes No If yes, bow 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 Tho  |
| 49. Where were you when you put the vest on?  Inside the zirplane Outside the zirplane   |
| 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 crewmomber 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 yest Securing the vest Other, please describe                                |
| Donning the vest Securing the vest Other, 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 scat I took if from another seat Someone gave it to me |
| IT WAS FLOATING OU PLANE AND I REACHED NOT IT  |
| SS. Did you have any problem using the flotation seat cushion?  If yes, please describe UO   |
| 12 yes, passes 0000000000000000000000000000000000  |
|  |
| 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 Uther, please explain  |
| Passenger Behavior  57. Did you experience any delay in getting into the aisle?  |
| N va T Na  |
| If yes, describe I was in a window Seat AND There was some thing. Blocking the From the Aislie   |
|  |
| 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?   |
| □ Acc  |
| 61. Did you get pushed?  Yes \( \sum \text{No There was Gentle pushing From Believe} \)  |
|  |
| 62. Did you push anyone?   Yes   No There was GENTLE pushing From Behind   |
| 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 scat?  Yes No  |
|--|
| 69. Were you scaled with your companion(s)?  Yes No.   |
| 70. Did you evecuate with your traveling companion(s)?  Yes No   |
| 71. Did any of the following slow your movement during the evacuation? (Check all that apply)  Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)  Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins  Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets  Headsets Broken cabin interior Overhead bins Curtains  Other Thur was Something blacking the Footh the wister but pour know to ket it was I was barge And possibly could be Bulk Head.  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 ago assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Y Strongly Agree   |
| Scarbelt Usage   |
| 76. Was your seatbelt fastened prior to the evacuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  |
| 77. Did you have any difficulties unfastening your seatbelt?  Yes No   |
| 78. Did unfastening your 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 Cother Passenger Z Personal Decision  |
| 80. At the time, did you know why an evacuation was necessary? 区 Yes □ No  |
| 81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes X 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 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?    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 X No If yes, what were you asked to do and did you do the task.   |
|   |
| In justy  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  |
| Bruising and Headache Fram Hillery Seat in Frant of my of impact.   |
| 90. Did you sustain any injuries during the evacuation?  Yes No  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  BRUSNA ON 1495.   |
| 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  If you had any injuries after the evacuation?  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  If you had 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 X Leg. Arm Back Face Head Other Knuckles   |
| 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)? LALGE Blue Ferry NoA+   |
| 95. Where did the boat take you? To a Prich 14 WAN HATTAU   |
| 96. Were you transported to a hospital? If yes, which hospital? AVD   |

| 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. Scat Number <u>J5 F</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 No   |
| 96. Age <u>45</u>   |
| 97. Height <u>5' 7''</u>  |
| 98. Weight <u>140</u>   |
| 99. Gender<br>Male XI Female  |
| 100. Do you wear corrective lenses?   |
| 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?   |
| 103. Had you consumed any alcohol in the 8 hours prior the evacuation?<br>□ Yes ②No   |
| 104. Prior to departure, was your ability to evacuate affected by any of the following: 100 / C Vision Hearing Age Injury Recent surgery Cane Other   |
| 105. How often do you travel by air?  First flight - Less than 1 flight per year \times 1 to 2 flights per year \times 3 to 6 flights per year  More than 6 flights per year  |
| 196. 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.  LIMBER The CICCURE VALUE OF THE HOLD THE SURVEY OF SEATER WHATER COMES. |
| LINDER The Ciccurstances T Feel the EUNivation WENT Relatively, Sunth Some passances evacuated by Climbing over Seats which could bove resulted in injury AND could Have Slowed the Evacuation Process, However, that is easier sould in Hadsight   |
| Probably the Most important thing to ensure safety of Passengers is to lost their ATTENTION to the Passenger Surety Tustruction. For the II. Think Recolling the procedures helped are leaven calain.   |
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### Directions:

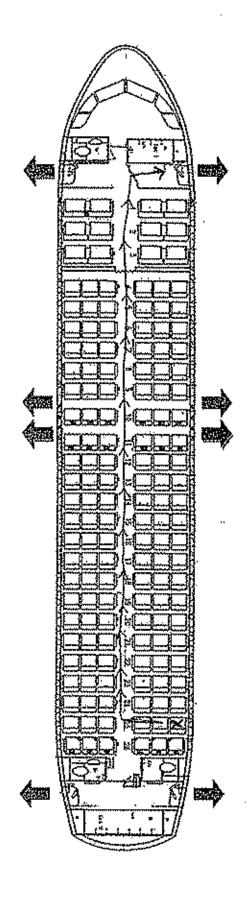
The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

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

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.

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). 区 Seen it before Cobstructed view Cobstructed by child Cobstructed by other person It's basic knowledge Cobstruction of music/audio tapes Cober 全色以及 Cober 是一种 Cober 是 |
| 4. How well could you hear the presentation?  [A Heard every word   |
| 5. Is English your primary language?  X Yes No  |
| 6. Did the pre-flight safety presentation help during the evacuation?    Yes   No   Ad not vn/w the was a life facult under my scate     Explain:     Ad not vn/w the was a life facult under my scate  |
| THEO T WITH TO MIN CHASE I THE MINICIPLIANS MINISTRA  |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  [] Yes No H WASCINET VUSINES (S USUU)   |
|   |
| 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     Obd the safety card information help you in the evacuation?     Yes   No   Was not find   Was not there   Could not understand     Not important   Other     Obd the safety card information help you in the evacuation?     Yes   No   Was not find   Was not there   Could not understand     Not important   Other   Was not in the evacuation?     Was changes would you recognanced to improve the safety instructions?   Efficient the purposertation or safety card)     Not important   Other   Was not   Was not there     Not important   Other   Was not   Was not   Was not     Not important   Other   Was not   Was not     Not important   Other   Other     Not important   Ot |  |     |
|--|--|-----|
| Yes   No   No   No   No   No   No   No   N   | 9. Why did you not read the safety eard? Read it before Could not find Was not there Could not understand Not important Other  |     |
| So,   So   Decord   O   Credit   United   Add   Credit    | Yes DNO TO A GOLD INVA   |     |
| 13. Why did you choose this position?  | POLITICAL TO CONTROL TO THE  | しくな |
| Flight attendant instruction   Locked at safety briefing care   Covered of the Covered of the Previous knowledge   Cother, please   William   Covered of the Covered of t   | Hund & Lun against zut in from of mit  |     |
| During the evacuation  15. Where did you look for an exit? (Check all that apply)  In front of me Behind me Left of me Right of me  16. Were you seated in an emergency exit row?  Yes No If no skip to item 19  17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?  Yes No  18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?  Yes No  19. Did you read the instructions for operating the exit?  Yes No  20. Did you open, or attempt to open, an exit yourself?  Yes No If no, skip to item 24  21. What caused you to open the exit?  Flight attendant P.A. announcement Personal assessment Other  22. Did you have any difficulties opening the exit?   | Flight attendant instruction Previous knowledge    Looked at safety briefing card   Copiety teacher and the Previous knowledge   Coher, please   Provious   Concept    | 1   |
| In front of me   | During boarding During the pre-flight briefing Li After the pre-flight orienting out before the ovacuation  [Index of the evacuation   During the pre-flight briefing   During the evacuation   During the pre-flight briefing   During the pre-flight briefing   During the pre-flight briefing   During the pre-flight briefing   During the evacuation   During the evacuation |     |
| 17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?    Yes  | In front of me Behind me Left of me Li Right of me  16. Were you seated in an emergency exit row?  |     |
| Yes   No   | 17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?  Yes No   |     |
| <ul> <li>Yes No</li> <li>20. Did you open, or attempt to open, an exit yourself?</li> <li>Yes No If no, skip to item 24</li> <li>21. What caused you to open the exit?</li> <li>☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other</li> <li>22. Did you have any difficulties opening the exit?</li> <li>☐ Yes ☐ No</li> </ul>   | Yes No   |     |
| 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  Evaluate:   | ☐ Yes ¾ №  |     |
| Flight attendant P.A. announcement Personal assessment Other  22. Did you have any difficulties opening the exit?  Yes No  Byolain:  | Yes No If no, skip to item 24  |     |
| ☐ Yes ☐ No   | Flight attendant P.A. announcement Personal assessment Other  22. Did you have any difficulties opening the exit?  |     |
|  | ☐ Yes ☐ No  Byglein:   |     |

| ļ   |   |
|---|---|
| 23. Did you us<br>Yes N   |   |
| Before the c  | von decide which exit to use?  Vacuation order was given As I left my seat As I traveled down the aisle   |
| I was called<br>The other ex                                      | to the exit I was directed by cabin staff I it was the only available exit it was blocked I followed other passengers I it was the closest exit   |
| 26. Were you o  | lirected away from a specific exit?   |
| 27. Were you o  | lirected toward a specific exit?  |
| 28. Did you fo  | llow these directions?<br>o   |
| 29. Did you pa  | ss a usable exit at the direction of a flight attendant?  |
| Yes 🔀 N   | lect an exit and then change your mind?<br>o  |
|   |   |
| 31. If you use  | d an over-wing exit, how did you get off the wings  |
| 32. If you oper   | ned an over-wing exit, did you place the exit door inside the aircraft?  Not Applicable   |
|   | Carry-on-Baggage  |
| 33. Did you ha  | ve carry-on baggage? (Count purses, computers, backpacks, etc. as one item cach) c bag 2 bags 3 bags more than 3 bags   |
| 34. Did you ba<br>□ Yes \N  | ve to gate check a bag you were planning to carry on?   |
| 35. Where did Purse; Briefcase; Computer! Suitcase 1: Suitcase 2: | you store your:  Under seat Overhead bin Closet Other |
| 36. Did you at  | tempt to take any carry-on items with you during the evacuation?  |
|   | m 48  |
| If no skip to ite   | #1.40   |

| Ĺ        | 8. Where were the items stored?  Under seat Overhead bin Oloset Other   |
|----------|---|
|          | 9. 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 |
| 4        | 0. Did other passengers attempt to take carry-on items?  Yes No   |
|          | 1. Did passengers retrieving carry-on luggage slow the evacuation?  Yes \[ \sum No  |
| 4        | 2. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No K WYYWWY   |
| 100      | Overwater Safety Equipment  |
| 3        | 3. Did you board a stide/raft?  Yes No If yes, which one? Forward left Porward right Overwing left Overwing right   |
|          | 14. Was a flight attendant at the doorway giving directions?  Yes   No  |
| Įſ,      | 15. Where did you board the slide/raft?  Door Wing Water  |
| 4 1      | 16. Did you have any difficulty boarding the slide/raft? Tyes, explain YS H WAS BAWMY UNWARD - SO H WAS ARRULL!  + O GOT N - + WAS "GONHY" HOWN WHO 'A  |
| 500      | life Vests  |
| X21 4 11 | 17. Did you obtain a life vest? Dayes E No If yes, how did you obtain the vest?    I parsieved it myself from under my seat   |
| 1        | 18. Did you put on the vest? A Yes No  (Organal)  |
|          | 19. Where were you when you put the vest on?  Inside the airplane   |
|          | 50. Did you infinte the vest? Tes Tho B Not applicable  |
|          | 50. Did you inflate the vest? Yes Yes No & 1000 App 1000 App 1000 DI NO   |
| ŀ        | · · · · · · · · · · · · · · · · · · ·   |
| 1        | 52. How did you know the location of the vest?  I lostructions from crewmember Observed others taking vest Pre-departure briefing   |
| 1        | Read safety briefing card Other, please explain   |

|             | Fioganon 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  |      |
| ŀ           |  |      |
| Towns Towns | 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 (FR) (OHU) + SAW INXA (MU)  Passenger Behavior  57. Did you experience any delay in getting into the aisle?  Xes No  If yes, describe IX UXAC WHO WAX & (MA OHA) A WHO SOURCE  WARE UND TO THE WAY SOURCE  WARE UND TO THE WAY SOURCE  WAY SOURCE  WAY SOURCE  TO THE WAY SOURCE  TO THE WAY SOURCE  TO THE WAY SOURCE  THE WAY SOURCE  TO THE WAY SOURCE  THE WAY SOURCE  TO T | abut |
|             | To feefil were married in both allections  |      |
| 1           | 58. Did you climb over any seats during the evacuation?  Yes No If yes, describe  1 1005 OF HUN7 - HOW HO = TO WIVE  |      |
|             |  |      |
|             | 59. Did you see anyone climb over the scats?  Yes Z No   |      |
|             | 50. Did you see any passengers pushing other passengers? Yes No  |      |
|             | 61. Did you get pushed?  Yes No  | ×    |
|             | 62. Did you push anyone?  Since the two wing cuts  |      |
|             | 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)?    X Yes  |      |
|             | 65. Did you consider another exit because of slow moving lines? WO'S NOT NUCLING IT LE   | p 4. |
|             | Yes No   |      |
| 7           | 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)?   |
| 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 |
| 72. Other passengers in general were cooperative during the exacuation.  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  |
| Seathen 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 scafbelt?  Yes X No  |
| 78. Did unfastening your scatbelt slow down your evacuation of the alreraft?  Yes No Scathelt 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 [X] Heard nothing  |
| 84. Describe the flight attendents' 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 HULLES!   |
| 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   |
| B1115/5  |
| 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  |
| - 801001586 - 20105865   |
| 92. Describe the location of injuries suffered?  Wrist Ankie Log 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 WAY FILE— (LA)HON - NIVO   |
| 95. Where did the boat take you? Put IMPENAL (WENTWEEN, WT)  |
| 96. Were you transported to a hospital? If yes, which hospital? Pall Calds Ulducal Centex  |

| 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>208</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 No   |
| 96. Age 371   |
| 97. Height <u>5'</u>  |
| 98. Weight \frac{1}{1}  |
| 99. Gender Main X Female  |
| 100. Do you wear corrective lenses?  Yes \( \sum \text{No} \)   |
| 10]. Were you wearing your corrective lenses during this flight?  Yes Z No  |
| 102. Did you lose your corrective lenses during the event that caused the evacuation?  X 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 XINOX OLLOW COM   |
| 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 Attendent 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 rafts in the back of the plane were timusable  |
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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:

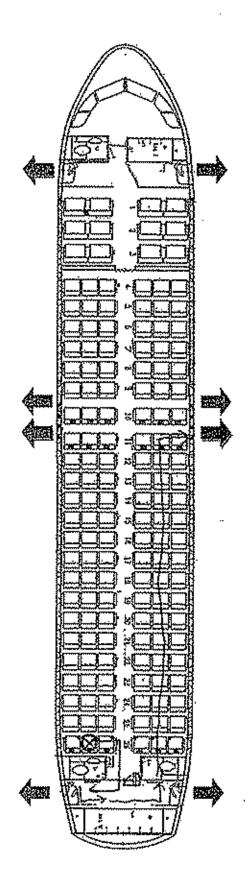
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

׬\_\_\_

- 2. My name i
- 3. I was scated in seat <u>2008</u>

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)  Filight 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 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: Not for Ne as the lack exit (closest to me) was not where supplain: Not for Ne as the lack exit (closest to me) was not where to the should have existed. We went to that direction, but were to the factor and to the window in the same and the were life jackets under our seat; but more importantly, I did not know we have seat to but more importantly, I did not know we have even leading to water - or I may have thought more all a water landing of the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?  Yes No  Explain: It was typical shelf - flight adardants charly had so it is not as a supplain. |
| 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 hem 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?   |
| Myes DNo  |
| Myes No<br>Explain: Bic I know when the wing exit was once we were<br>that to go there  |
| i told to go there  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)   |
| 11. What changes would you recommend to support   |
|   |
| \$ 14   |
|   |
| 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)  15. Did you brace for impact? (Describe position)  16. Did you brace for impact? (Describe position)  17. Did you brace for impact? (Describe position)  18. Did you brace for impact? (Describe position) |
|   |
|   |
|   |
| 13. Why did you choose this position?  Flight attendant instruction  Other, please  Previous knowledge  Other, please   |
| Emergency Esils   |
| 12  |
| 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)    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 hem 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?  Personal assessment Other  Other   |
| 22. Did you have any difficulties opening the exit?   |
| IT yes IT 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 Lihen Flight Adendard yelled to us to 150 to the wing.  |
| 25. For what reasons did you choose this exit? (Check all that apply)  I was called to the exit   X I was directed by cabin staff   X I It 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 No  |
| 27. Were you directed toward a specific exit?  [X] Yes [No (4Ne wing))  Sora of   |
| 28. Did you follow these directions?  Yes \[ \] No  |
| 29. Did you pass a usable exit at the direction of a flight attendant?  Yes \int 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  |
| ### ### ##############################  |
| 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?    Money/wallet/credit cards   |

| 38. Where were the items stored?  Under seat Overhead bin Closet Officer   |
|--|
| 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?<br>□ Yes □ No コ doみ Know   |
| 42. Did passengers argue with flight attendants over retrieving carry on luggage during the evacuation?  Yes No I don't K-viow   |
|  |
| (By elevater 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/rast?  If yes, explain  West into word will death   |
|  |
| ### 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 infiale the vest? X Yes No   |
| 51. Did you have problems inflating your vest? Tyes No If yes, describe  |
|  |
| SZ. How did you know the location of the vest?   NA  |
| 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? X Yes No If yes, how did you obtain the cushion?  I retrieved it myself from my seat X I took if from another seat Someone gave it to me  Someone gave it to me  Someone gave it to me |
| 55. Did you have any problem using the flotation seat cushion? If yes, please describe Uno I west into under I latgo of it.  |
| 56. How did you know about the flotation cushion?    MPre-departure safety briefing  |
| S8. 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 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?  Tyes 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 XINo  If yes, explain why they were moving slowly.                                 |
|  |
| <u></u>  |
| 65. Did you 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 Chier  |

| 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 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 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 Disagree Neutral Agree Strongly Agree  |
| Sentibelt Usage  76. Was your seatbelt fastened prior to the evecuation?  Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall  |
| 77. Did you have any difficulties unfastening your scatbelt?  Yes WNo   |
| 78. Did unfastening your seafbelt slow down your evacuation of the aircraft?  Yes No Scalbelt 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?  XIYes 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?  Sycilar "90 to the wing"   |

| 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 Other Gave out it yelds. |
| 88. Did the crew assign you any duties?  Yes Pro  If yes, what were you asked to do and did you do the task.   |
|  |
| IDINIV  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 Kildo  If yes, describe the injuries, how they occurred and the effect they had on your evacuation  |
|  |
| 91. Did you sustain any injuries after the evecuation?  Yes KINOTELIMSE minor (2000 SES  If yes, describe the injuries, how they occurred and the effect they had on your evacuation   |
|  |
| 92. Describe the location of injuries suffered? "Byw5 < 5  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  |
| Postally acuation Events   |
| 94. Describe the boat that transported you to shore (or provide name if known)?  175are いっぱっちいん しゅう  |
| 95. Where did the boat take your Meshattand 6120, darrier boat   |
| 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 24_ 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 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>5'6"</u>  |
| 98. Weight <u>127</u>   |
| 99. Gender  Male Female   |
| 100. Do you wear corrective lenses?  Decrease No  |
| 101. Were you wearing your corrective lenses during this flight?  |
| 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: \(\sum\) \[ \sum\] Vision \[ \sum\] Hearing \[ \sum\] Age \[ \sum\] Injury \[ \sum\] Recent surgery \[ \sum\] Cane \[ \sum\] Other \[ \sum\]  |
| 105. How often do you travel by air?  First flight. Less than 1 flight per year 1 to 2 flights per year 1 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:

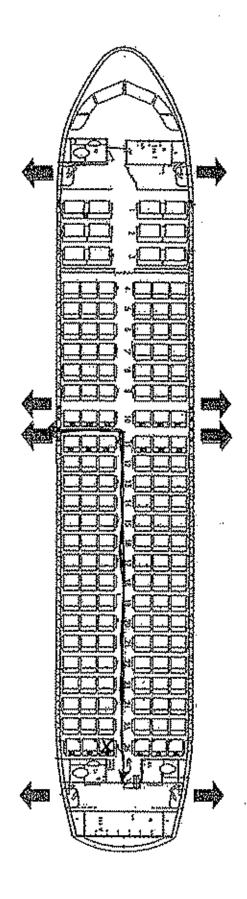
1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example:

х \_\_\_\_

- 2. My name is
- 3. I was seated in seat 266

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-

| Safety Briefing  |
|--|
| 1. /How were the preflight safety instructions presented? (Check all that apply)  [Video Audio] 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 Cobstructed 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?  [YHeard every word   |
| 5. As English your primary language?  Yes No   |
| 6. Did the pre-flight safety presentation help during the evacuation?  Myes No  Explain: The pre-flight regarded regarded the closest  Light blue belief me was Something on the landing sunit During of the landing sunit During suni |
| 7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?    Yes   No     Explain:   NOt   Accelled   Color   Accelled    |
| 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?  We 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 MNo  Explain:   |
|  |
| 11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)  |
| Maybe have the sales card actually status  |
| the San We gardenges board 50 that he would  |
| to found to at least lay our hands to the is hopefully   |
| Class review.  |
| Brace Posmon   |
| 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. Did you brace for impact? (Describe position)  15. Did you brace for impact? (Describe position)  16. Did you brace for impact? (Describe position)  16. Did you brace for impact? (Describe position)  17. Did you brace for impact? (Describe position)  18. Did you brace for impact? (Describe position)  19. Did you brace for impact? (Describe position)  19. Did you brace for impact? (Describe position)  10. Di |
| 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?    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 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 WNo   |
| Yes   No   |
| THE CONTRACT OF THE CONTRACT O |

| 23. Did you use this exit?  Yes Vo  |
|---|
| 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 the was the only available exit  The other exit was blocked I followed other passengers I the closest exit  Other |
| 26. Were you directed away from a specific exit?  Yes No - No   |
| 27. Were you aftected toward a specific exit?  Yes Who - Not with all y   |
| 28. Did you follow these directions?  Ves 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  |
| 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:   |
| 36. Did you attempt to take any carry-on items with you during the evacuation?  Yes SNo   |
| 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 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?  Yes No   |
| 41. Did passongers retrieving carry-on luggage slow the evacuation?  Yes No - Lucycon did Stone Possongers argue with flight attendants over retrieving carry-on luggage during the evacuation?  Yes No                                |
| Overwater Sufety Equipment   |
| 43. Did you board a slide/raft?  Yes No If yes, which one? Forward left Forward right Overwing left Voverwing right  |
| 44. Was a Right attendant at the doorway giving directions?  Yes No - According to the rear flight attendant's  Dian Statement She vent to the front raft.  45. Where did you board the slide/raft?  Door Wing Water                   |
| 46. Did you have any difficulty boarding the slide/raft?  If yes, explain Some what the rast was full of poole So I  Set on the vacte less else of the rast I held  While we was the ferry boot  |
| 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  |
| 49. Where were you when you put the vest on?  Inside the airplane Outside the airplane   |
| 50. Did you inflate the vest?  Yes No  |
| 51. Did you have problems inflating your vest?  Yes No If yes, describe  |
|  |
| 52. How did you know the location of the vest?  Instructions from crewmember Observed others taking vest Pre-departure briefing  Read safety briefing card Other, please explain   |
| 53. Did you have any problems using the life vest? Yes No If yes, what problems?  Locating the vest Reaching the package Opening the package   |
| 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 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \  |
|---|
| 55. Did you have any problem using the flotation seat cushion?  If yes, please describe No. T. go Wood a Seat Cushion dhed was floating by me C. Shoulded bright as T. eventually made my what the wing.  |
| 56. How did you know about the flotation cushion?  Pre-departure safety briefing Safety Briefing card Crewmember instructions  Observed other people taking their scat cushion Other, please explain  Passenger Behavior  57. Did you experience any delay in getting into the aisle? |
| Yes WNo 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?  [V Yes  No  |
| 61. Did you get pushed?  Yes Who  |
| 62. Did you push anyone?  Yes Who   |
| 63. Were there any disputes among passengers during the evacuation?  Yes No Mon'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 MNo  OF No Plane, I believe.  66. Were you praveling with anyone?  Yes MNo If no skip to item 7!  |
| 67. With whom were you traveling? (Check all that apply)  Spouse Baby (Juder 2 yrs.) Young child (2-10 yr.) Coworker Friend Other   |

| Yes  |   |
|--|---|
| Yes   No   No   No   Yes   No   No   Yes   No   No   No   No   No   No   No   N  | 68. If you were traveling with a child, were you using a child safety scat?  Yes No   |
| Yes   No   | 69. Were you seated with your companion(s)?   |
| Seat tray   Seatback in front of you   Galley   Bulkhead (Walls dividing cabin into sections)  | 70. Did you evacuate with your traveling companion(s)?  |
| 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    75. My age assisted me in the evacuation.   Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree    **Strongly Disagree   Disagree   Neutral   Agree   Strongly A | 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 |
| Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  74. My physical condition assisted me in the evacuation.  Agree  Strongly Agree  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  75. My age assisted me in the evacuation.  Agree  Strongly Agree  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  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 seathelt?  Yes  No  Seathelt was not buckled  **Contribution**  **Contribution**  **Contribution**  **Contribution**  **Contribution**  **Phot  Flight Attendant  Other Passenger  Personal Decision  80. At the time, did you know why an evacuation was necessary?  Yes  No  Not enough time  81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes  No  Not enough time  82. Did the flight attendants give you any instructions during the evacuation?  Heard every word  Some words difficult to hear  Most words difficul |   |
| Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree  75. My age assisted me in the evacuation.   | 73. My physical size assisted me in the evacuation.  Strongly Disagree Disagree Neutral Magree Strongly Agree   |
| Strongly Disagree  Disagree  Noutral  Agree  Strongly Agree    Strongly Disagree   | 74. My physical condition assisted me in the evacuation.  Strongly Disagree Disagree Neutral Agree Strongly Agree   |
| 76. Was your scathelt fastened prior to the evacuation?  Yes, Very Tight   |   |
| Yes  |   |
| Yes   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 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? As   Personally Stated, Se   Personally Stated   Personal Personal Decision   Personal Personal Decision   Personal Personal Decision   Personal Decision   Personal Decision   Personal Decision   Personal Decision   Personal Decision   Personal    | 77. Did you have any difficulties unfastening your seatbelt?  Yes Who   |
| 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? As   Personally   Staled, 3e   Personally   Personal   Personally   Personally   Personal   Personally   Pe | 78. Did unfastening your scatbell slow down your evacuation of the aircraft?  Yes No Seatbelt was not buckled   |
| No Section 1 Some words difficult to hear Section 1 Section 1 Section 2 Section 2 Section 3 Sec  | 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 Some words difficult to hear Most words difficult to hear Heard nothing  84. Describe the flight attendants' instructions? As Previously Stated, 3a realited to hear in the continuous of the wines, we have two minutes.  |   |
| 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? As previously stated, 30 coal: Led we warm in the water 1 Said "we had to go to the wings; we have two minutes."  | 81. Did the flight attendants give you any instructions just prior to the evacuation?  Yes No Not enough time   |
| Heard every word Some words difficult to hear Most words difficult to hear Meard nothing  84. Describe the flight attendants' instructions? As Previously Stated, Se realited to the final of the wings; we have two minutes."   | 82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?  Yes No W Not enough time  |
| 84. Describe the flight attendants' instructions? As previously stated, so realited in the transmissions? As previously stated, so realited in the transmission in the wings; we have two minutes."  It was not so much an instruction as it was her "thinking out law   | Heard every word Some words difficult to hear Most words difficult to hear Lifeard nothing  |
| III us & not so much an instruction as it was her "thinking out love   | 84. Describe the flight attendants' instructions? As previously stated, so realized we want in the water I said "we have to go to the wings; we have two minutes."  |
| Ÿ  | The south so much an instruction as it was her "thinking out la   |

| 85. Did you remove your shees 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 officers removing shoes Other  |
| 87. Flow 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.   |
|   |
| Enjary  89. Did you sustain any injuries prior to the evacuation?  Yes Mo   |
| 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?   |
| MYes No If yes, describe the injuries, how they occurred and the effect they had on your evacuation NO Other than extreme Cold due to the Chest level water In the gallay.  |
| 91. Did you sustain any injuries after the evecuation?  |
| If yes, describe the injuries, how they occurred and the effect they had on your evacuation  No observed wet I cold as described above.   |
| 92. Describe the location of injuries suffered?   |
| Wrist Ankle Leg. Arm Back Face Head Other   |
| 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 takenays   |
| 95. Where did the boat take you? No Geory terminal in Horoxem   |
| 96. Were you transported to a hospital? If yes, which hospital? Ves St Center   |

| Your Location   |
|---|
| The attached diagram on the last page shows the floor plan of the aircraft.  The deors and exits are indicated by large arrows.   |
| 94. Scat Number ZUD   |
| 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 piece 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 sircraft before?  ☐ Yes ☑ No   |
| 96. Age <u>37</u>   |
| 97. Height <u>5'5"</u>  |
| 98. Weight 127 lb   |
| 99. Gender  Maie Pemale   |
| 100. Do you wear corrective lenses? Yes No  |
| 101. Were you wearing your corrective lenses during this flight?  Yes No  |
| 102. Did you lese 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:  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   Whore than 6 flights per year  |
| 106. Aviation Experience Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic Other  |

#### Final Thoughts for NTSB Questionnaire – completed 3/10/2009

As a most appreciative Flight 1549 passenger, I have followed much of the media coverage and interviews of Captain Sullenberger and the crew. All along as a passenger in the back of the plane, specifically Seat 26D, I have disagreed with the rear flight attendant's (Doreen Welsh), recollection of what occurred in the back of the plane during the decent, landing, and evacuation. However, I understand that no one's memory of such a traumatic experience is ever 100% accurate and the ultimate end result of 155 surviving passengers is truly all that matters.

Unfortunately, on the evening of Tuesday, February 10, 2009, my patience with Ms. Welsh's memory of the incident ran out when I saw her interview, or better said performance, on the "Late Show with David Letterman". In my opinion, Ms. Welsh portrayed the passengers in the rear of the aircraft as a bunch of unruly children and I would like to set the record straight. Below are a few of quotes from her conversation with Mr. Letterman that were the catalyst for my anger and feelings of humiliation after such a traumatic experience:

- When asked about what happened after the landing in the Hudson River she said, "Well, I got up, looked out, had no idea, saw the water. I take one second, (gasp), and then when I turned around to start directing everybody, she just buildozed (referring to a female passenger) by me. I'm panicked and I do understand, she just started grabbing everything and cracked that door open and I just grabbed her and tossed her aside. Something I have dreamed about for 38 years. Unfortunately, wrong circumstances."
- Mr. Letterman queried Ms. Welsh about what is different at the back of the plane
  and she said, "Well, the back of the airplane was always more active and
  fun....remember years ago with the smoking section was back there? They would
  put up their signs, front half was quiet and everybody else was having drinks and
  cigarettes, they were all crazy. It's still like that just without the smoking."
- Referring to the passengers in the front of the plane that were directed by Ms.
   Dail and Ms. Dent, Ms. Welsh said, "They had a well behaved group." In other words, the passengers at the back were not well behaved.
- When asked about the moments after Captain Sullenberger gave the command to brace, she said "...I had the rowdy group earlier but they did know how to brace."

Not only are the above comments not true they were completely inappropriate for her to say on national television just because she was in "shock" to be in the presence of David Letterman and wanted to be funny at the expense of her paying customers that were on the flight.

I was disappointed with her account for the following reasons:

- The people at the rear of the plane were not crazy and unruly prior to take off. Most
  of us were stowing our belongings, chatting with seat mates, having a snack or
  reading.
- 2. After the bird strike and the smell of smoke filled the cabin, I got out of my seat to allow Ms. Welsh access to the area behind my seat where I presumed she was trying to find the fire extinguisher which, by the way, she was not able to find. When she told me to sit back down, I did so immediately and fastened my seat belt.

3. After the landing I was the first person back to the galley area with Ms. Welsh, and she was pushing on the left rear exit door. It was cracked but would not open all the way. I then tried to push on the right side door but it would not budge. Meanwhile, water is flooding in from the back of the plane not just the cracked door. She did not grab and toss anyone aside!

4. Ms. Welsh did say, "Oh, we are in the water. Go to the wings. We have two minutes." But her actions after those statements still amaze me. In her own words from the "60

Minutes" interview which aired on Sunday, February 8, 2009:

No doubt in my mind that it was over and I just went crazy. Started yelling and pushing people and getting them to go over the seats. As I was getting up, I thought, I might actually live because a second ago, I thought I was gone. Emotion had gone through accepting death and seeing life, it was unbelievable.'

The paid and presumably trained flight attendant went crazy and was pushing people. Is that what flight attendants are trained to do?

5. Up until I saw her appearance on "Larry King Live" on Tuesday, February 10, 2009, I had assumed that when she left the galley area where I still was that she went up the aisle to assist passengers onto the left wing because I didn't see her again. (I exited onto the right wing.) However, on "Larry King Live" she said that she made it all the way to the front of the aircraft and got into the front raft on Ms. Dent's side. Should the rear flight attendant have left passengers in the back of the plane alone and gone to a front life raft? It is my assumption that she should have been behind me as one of the very last people out.

Believe me, as a person that also thought I was going to drown in that galley, I know where she's coming from emotionally but to think she went ahead of passengers including myself and did not assist with evacuation at the wings does not seem to be in the best interest of the safety of the passengers which is the flight attendant's primary job as I understand it.

I hope this information is somewhat helpful in the NTSB's process of gathering physical data along with eyewitness accounts for the purpose of better preparing future passengers and crew should an event occur like this in the future.

|  |  | Fii  | nal Thou   | ghts .   |  |  |  |
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| evacuation and v<br>discuss items suc  | what improvements<br>ch as the equipmen  | ve items. The Safety E<br>is or changes to the des<br>nt used, instructions gi                                 | Board welcom<br>sign and opera<br>iven, crew, pas  | nes any commonts<br>ation of safety equi<br>assengers or any off   | ipment you might s<br>her area you think i   | suggest. Peel free<br>is important. Use  | lo<br>s                                |
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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 seated in seat 260

Example: 14D

