

Docket No. SA-532

Exhibit No. 6-I

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 8

Passenger Questionnaires (Part II)

(402 Pages)

National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Didn't listen

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)

head down, hands clasped behind neck

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No N/A

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water **DID NOT BOARD RAFT**

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

If yes, explain _____

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion? No
If yes, please describe _____

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

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

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

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

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

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

Yes No N/A

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

bumped left shin just below 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 slight

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? River Ferry - piloted by Captain Vince Lombardie

95. Where did the boat take you? Manhattan 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 12D

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 54

97. Height 6'

98. Weight 185

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

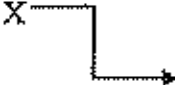
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

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

Directions:

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

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

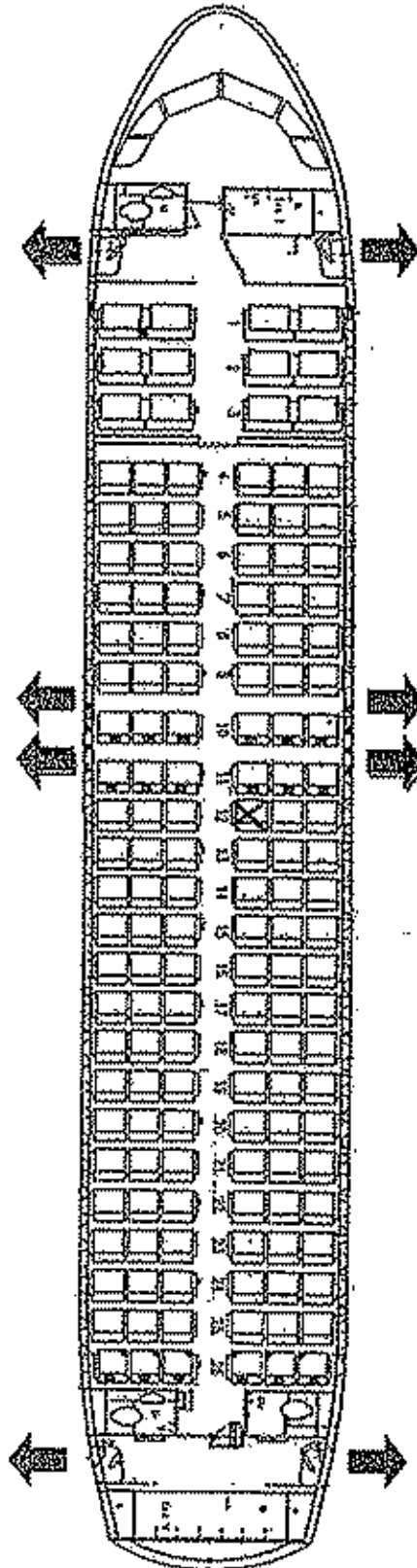
Example: X 

2. My name is _____

3. I was seated in seat 12D

Example : 14D

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



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other *Talking to co-worker*

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, previous ones did. I didn't listen this time.*

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

Yes No

Explain: *Don't 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?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: From previous knowledge

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

None really. The seat came up right away. But I should listen about the
rotation device/ life jacket

Brace Position

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

Kind of - hands on chair in front 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 _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No N/A

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

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 ? Not that I observed

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

Yes No N/A

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

Yes No N/A

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 N/A

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

If yes, explain N/A

Life Vests

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

I retrieved it myself from under my seat Someone gave it to me Other From Ferry operator

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 wing

50. Did you inflate the vest? Yes No SOLID VEST

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?
If yes, please describe No

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

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

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

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

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other *(with is also brother-in-law)*

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

Yes No *N/A*

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision *It was obvious.*

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

Yes No

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

Yes No Not enough time *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 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?

N/A

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

couple of bruises on legs - don't know how - not bad 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 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)? NYC Ferry

95. Where did the boat take you? To a ferry terminal on the NY side (don't recall which one)

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

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 12E

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 36

97. Height 6'1"

98. Weight 170

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year
 More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts

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

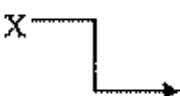
I have so many thoughts but most are not relevant here. I thank God that He put Capt. Sullenbeyer at the controls. I am so glad that pilots must go through training in emergency procedures and/or simulator training. I also can't thank the rescue boats enough either.

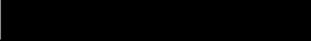
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

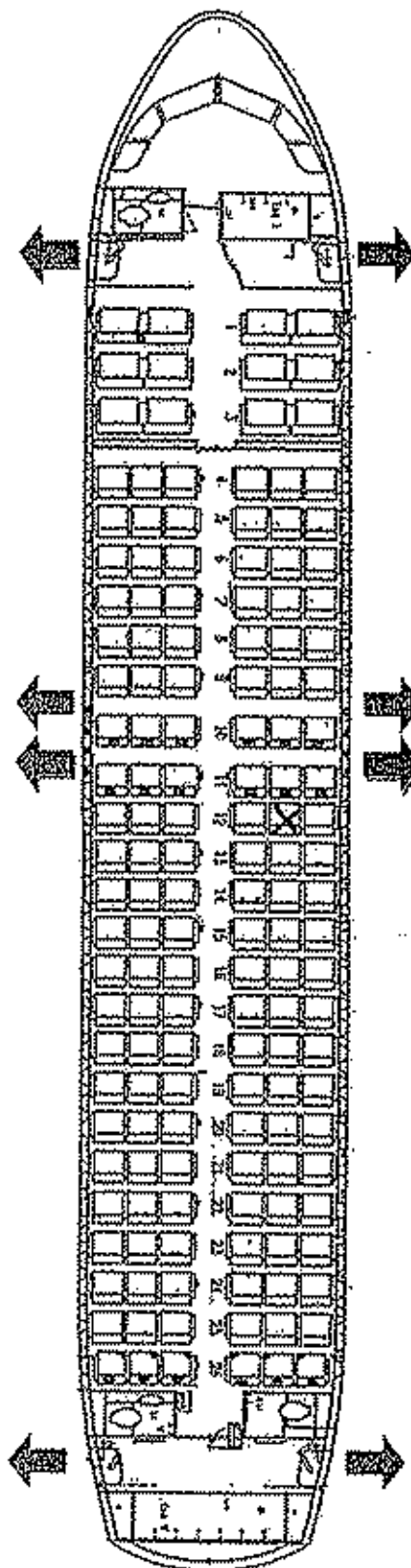
Example: X 

2. My name is 

3. I was seated in seat 12E

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-~~4444~~. 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 I WAS SEATED DIRECTLY BEHIND THE "CLOSEST EXIT" ROW, SO I ALREADY HAD THOUGHT ABOUT

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: BECAUSE I ALREADY LOCATED THE EXIT ROW AND IN THIS SITUATION
THE KEY ACTION WAS TO EVACUATE THROUGH THE EXIT DOORS.

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

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

Brace Position

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

YES, I BENT OVER, BUT PLACED MY ARMS IN FRONT OF ME LIKE
A "SHOCK ABSORBER" WITH THE SEAT DIRECTLY AHEAD 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 AS AN INSTRUCT, IT FELT LIKE THE RIGHT
POSITION TO TAKE

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain I FIRST EXITED ONTO THE RIGHT WING. IT WAS CROWDED, AND I
SAW THROUGH THE PLANE THAT THERE WERE FEWER PEOPLE ON THE LEFT WING.
SO I RE-ENTERED THE CABIN AND EXITED ONTO THE LEFT WING.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

SMALL BACKPACK UNDER SEAT

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

Yes No

If no skip to item 40

- WHEN I PASSED THROUGH THE CABIN AFTER BEING ON THE
CROWDED RIGHT WING, THERE WERE NO OTHER PASSENGERS
IN THE CABIN AT THAT POINT, SINCE I WAS NOT BLOCKING
ANYONE, I DECIDED TO QUICKLY OBTAIN MY BRIEFCASE.

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 PASSPORT

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 (I NEVER SAW A FLIGHT ATTENDANT DURING THE EVACUATION)

Overwater Safety Equipment

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

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

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

46. Did you have any difficulty boarding the slide/raft?
If yes, explain _____

Life Vests

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

48. Did you put on the vest? Yes No

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

50. Did you inflate the vest? Yes No

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

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

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

Flotation Seat Cushions

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

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

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

SEAT CUSHION CAN BE USED AS A FLotation DEVICE

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

AFTER ALL THE PASSENGERS HAD EVACUATED, I CLIMBED OVER ~~NEARBY~~ THE SEAT IN FRONT OF ME AND THAT WAS THE EXIT ROW. I THEN EXITED ONTO THE RIGHT WING.

59. Did you see anyone climb over the seats?
 Yes No -> JUST ME!

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

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

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision -- IT WAS EVIDENT, SINCE WE WERE ON WATER.

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? -- HEARD NOTHING

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

I THINK THAT I SPRAINED MY FINGERS CLIMBING ABOARD THE
RESCUE BOAT.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other 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)? NY WATERWAYS
THERE WERE ONLY 3 PASSENGERS ON MY BOAT.

95. Where did the boat take you? WEEHAWKEN FERRY TERMINAL - NEW JERSEY

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 12F (I WAS ASSIGNED 12E, BUT TRADED PLACES WITH THE PASSENGER SEATED NEXT TO ME)

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age

45

97. Height

5'8"

98. Weight

148

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

(CONTACT LENSES)

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

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

THE PILOT'S ACTIONS, OF COURSE, WERE REMARKABLE, AND HE CLEARLY SAVED THE PASSENGERS FROM WHAT COULD EASILY HAVE BEEN A CATASTROPHE.

MY ONLY COMMENT ~~WAS~~ IS THAT I WAS SURPRISED THAT THE FLIGHT ATTENDANTS DID NOT USE THE INTERCOM FOLLOWING THE PILOT'S ANNOUNCEMENT "BRACE FOR IMPACT".

I WOULD HAVE PREFERRED FOR THEM TO REMIND PASSENGERS THAT LIFE VESTS ARE LOCATED UNDER THE SEATS.


SINCE I WAS SEATED IN THE MIDDLE OF THE PLANE I NEVER SAW OR HEARD THE FLIGHT ATTENDANTS AT ANY POINT DURING THE DESCENT OR EVACUATION.


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.

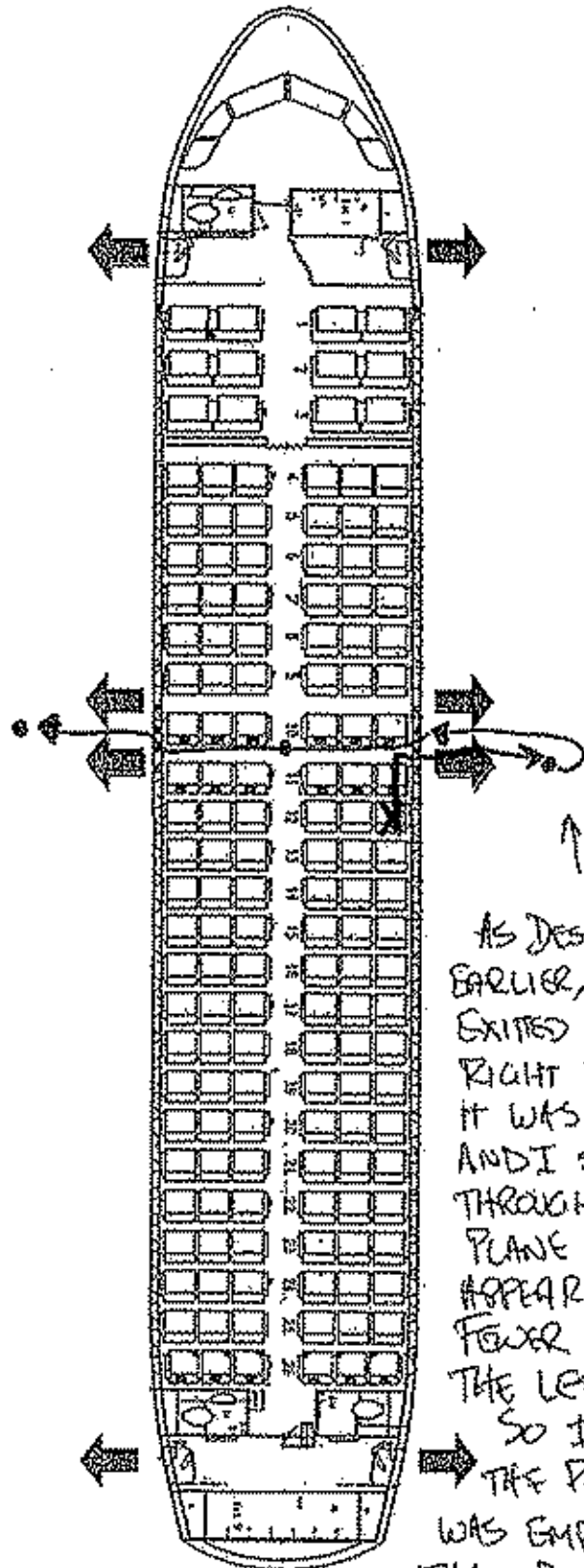
Example: X 

2. My name is 

3. I was seated in seat 12F

Example: 14D

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



AS DESCRIBED EARLIER, I INITIALLY EXITED ONTO THE RIGHT WING. IT WAS CROWDED AND I SAW THROUGH THE PLANE THAT THERE APPEARED TO BE FEWER PEOPLE ON THE LEFT WING. SO I RE-ENTERED THE PLANE (IT WAS EMPTY AT THAT POINT) AND RE-EXITED ONTO THE LEFT WING.

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

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

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

Brace Position

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

ELBOWS AGAINST SEAT BACK
IN FRONT HAND UPWARD - HEAD AGAINST
FOR ARMS

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please KNOW IN FORWARD IMPACT THAT

IS THE WAY

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No One bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse: 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 Cell Phone

38. Where were the items stored?

- Under seat Overhead bin Closet Other BY MY 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

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

- Yes No

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

- Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

- Yes No

45. Where did you board the slide/raft?

- Door Wing Water

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

If yes, explain _____

Life Vests

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

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

48. Did you put on the vest? Yes No

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

- Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

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

56. How did you know about the flotation cushion?

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

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly. _____

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

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

TAKEN CARE FIRST
TO PEOPLE ON WING

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other _____

Post Evacuation Events

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

NYE FIRE DRIFT

95. Where did the boat take you?

DUNKER CRUISE BOAT

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

ROOSEVELT

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 "E" on that seat.

Personal Information

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

Yes No

96. Age 55

97. Height 5'9"

98. Weight 220

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

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.

WE
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WCKI @

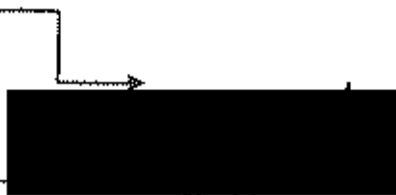
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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

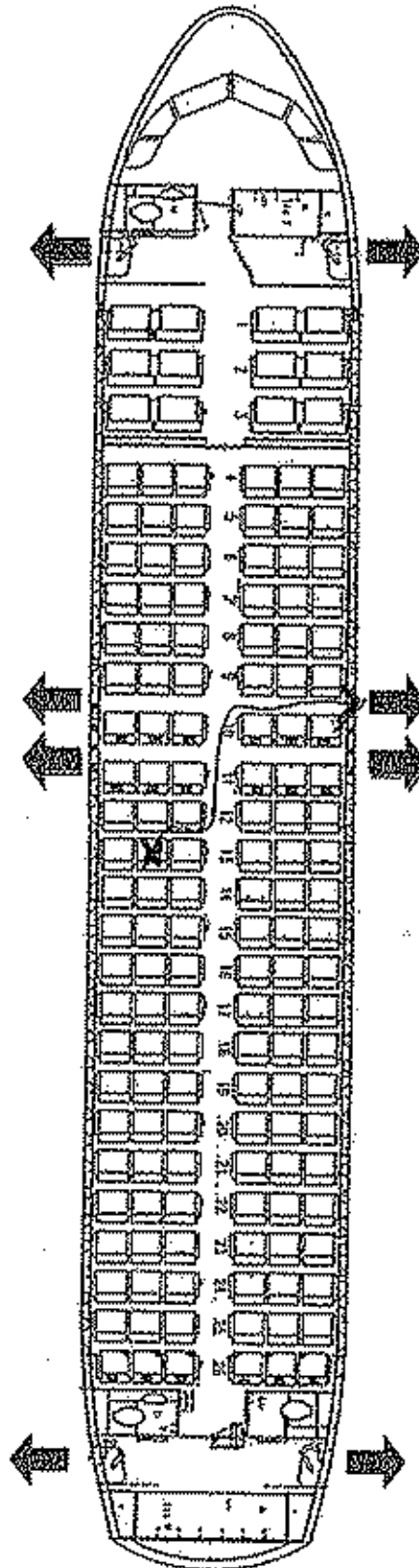


2. My name is _____

3. I was seated in seat 19B

Example : 14D

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



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other *It fly often and I look for nearest exit*

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:

It made me aware of the nearest exit.

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

Yes No

Explain:

It always seems routine.

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

*Somewhat the importance needs to be stressed.
The presentation seems matter of fact.*

Brace Position

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

*Yes. Slightly turned to my left with arm up in
front of my face. Went into head in front of me,
with my right shoulder.*

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *natural instinct to protect face.*

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 *during pre-flight instructions*

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit

The other exit was blocked I followed other passengers It was the closest exit

Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

Purse: Under seat Overhead bin Closet Other _____

Briefcase: Under seat Overhead bin Closet Other _____

Computer: Under seat Overhead bin Closet Other _____

Suitcase 1: Under seat Overhead bin Closet Other _____

Suitcase 2: Under seat Overhead bin Closet Other _____

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No *unknown*

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain _____

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion? NO
If yes, please describe _____

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

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No

If yes, explain why they were moving slowly.

They were not slow moving but a lady was trying to get back in the plane as she did not have a flotation device. I asked her to move.

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

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

INJURY

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

I jumped into the water based on pre-flight instructions to move away from aircraft. I suffered hypothermia and deep bruising on my left leg.

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other *hands, feet (hypothermia)*

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

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

Post Evacuation Events

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

Some type of ferry. I was the only passenger on this ferry. I was rescued by the Dime Guard.

95. Where did the boat take you? *NY Side*

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. Age 38

97. Height 5'7"

98. Weight 200

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

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.


Pre-flight instructions tell you that in case of an emergency landing you should exit and move away from the aircraft. This is exactly what it did, but I am not sure it was most appropriate due to being in the ice cold water and suffering the hypothermia. The hypothermia hindered me from being able to climb on to the first ferry. Thus keeping me hanging on the front of the ferry in the water. Causing a diver to have to aid in my rescue.


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.

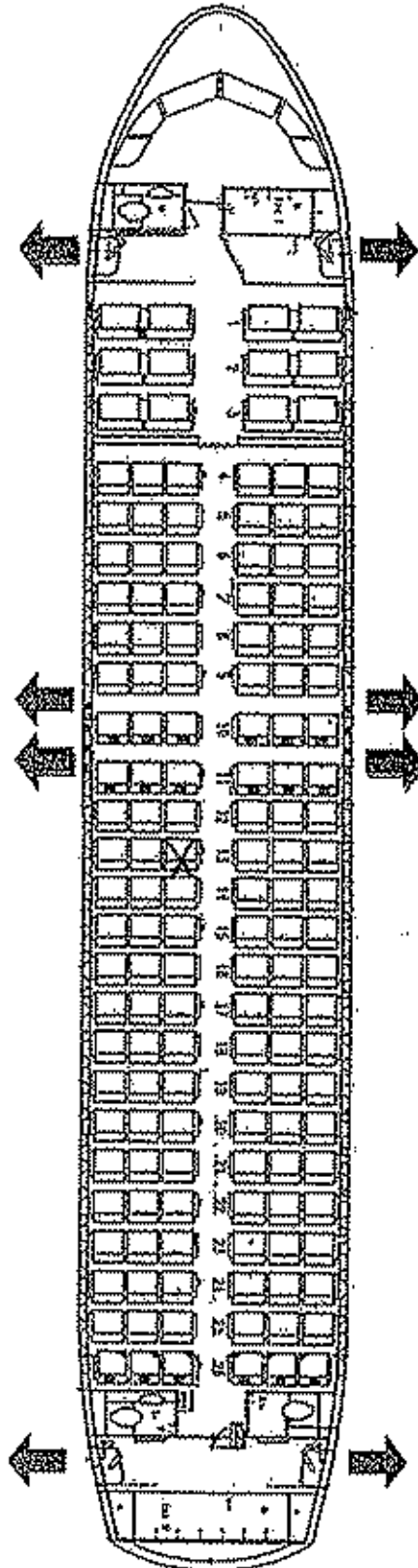
Example: X 

2. My name is 

3. I was seated in seat 13C

Example : 14D

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



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

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

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

Brace Position

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

I braced my rigid arms against the seat back. I am 6'3" and did not fit in a tucked position.

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other I had clear line of sight to it.

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain Raft was flipped over and too far away from the wing to board it. Several of us were able to grab it and flip it over + bring it closer to wing.

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

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

56. How did you know about the flotation cushion?

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

Passenger Behavior

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

Yes No

If yes, describe *passenger next to me took her purse and its strap
got caught on the overrest*

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

Yes No If yes, describe

*Because the woman's purse strap blocked me into my seat,
I climbed over the seats instead of waiting.*

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.

On the wing, some passengers moved slowly to board the ferry

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

bruising

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 Jefferson (I think)

95. Where did the boat take you?

Manhattan Ferry Terminal

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

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 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 ever had to evacuate an aircraft before?

Yes No

96. Age

39

97. Height

6'3"

98. Weight

190

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

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.

Flight attendants played
no role in evacuation of those
of us in the middle of the plane.
I thought they should have made an announcement
over the intercom providing some guidance
and direction.

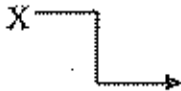
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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:

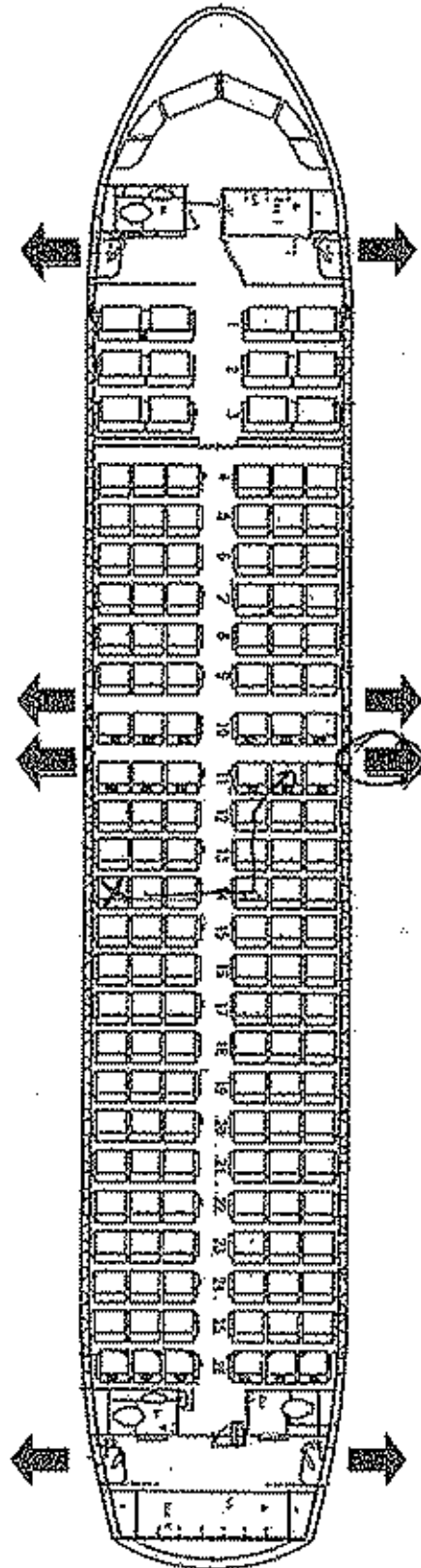


2. My name is _____

3. I was seated in seat 14A

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-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

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

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?
 Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

Brace Position

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

HEAD DOWN LEAN 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 seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

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

39. What happened to any carry-on bags you took with you during the evacuation?
 Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

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

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

Overwater Safety Equipment

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

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

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

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 *TROWN BY THE PYLON FROM OVERWING*

48. Did you put on the vest? Yes No

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

50. Did you inflate the vest? Yes No

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

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

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

Flotation Seat Cushions

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

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

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

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

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

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other TAKEN FOR VEST TO USE

88. Did the crew assign you any duties?

Yes No

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

Injuries

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

HEAD & NECK FROM HITTING SEAT BACK IN FRONT OF ME

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

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

Post-Evacuation Events

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

95. Where did the boat take you? DUNDEE CRUISE BOAT

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

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 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 ever had to evacuate an aircraft before?

Yes No

96. Age 52

97. Height 5'2"

98. Weight 120

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

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


WE ARE
VERY LUCKY


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.

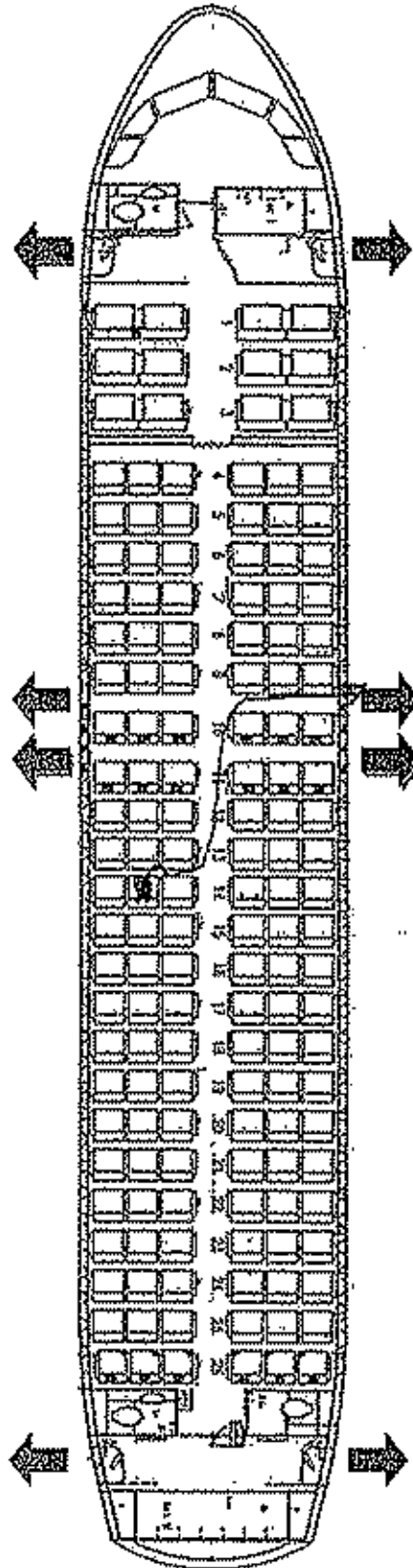
Example: X 

2. My name is 

3. I was seated in seat 14B

Example : 14D

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



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: *Yes, however I did not know that we landed on water until I actually get to the exit - So I did not get my seat cushion OR flotation device*

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

Yes No

Explain: *I do not really understand this 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 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: will be honest - it was so long ago when I actually read it I don't remember what is on it

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

what to do & look for in the event of a water landing. More Specific

Brace Position

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

I did however I wasn't sure what that meant. I was seated in the middle of the plane far away from the stewards. Therefore I could not hear their instructions. I put my head down & my hands on the seat back 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 Always just my instinct

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other was the only one I could see at the time

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 I could hear

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 I stayed on the wing - was then pulled up onto a ferry

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

(purse)

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No *NM UNSURE*

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

Yes No *I WAS OUT SO QUICKLY THAT I DO NOT KNOW - I WAS 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 - I WAS ABLE TO EXIT SO QUICKLY I 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? *I DIDN'T*

Door Wing Water

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

If yes, explain *I WASN'T SURE HOW TO GET TO EITHER. THEY WERE FILLING UP SO QUICKLY THAT MANY OF US HAD TO STAY ON WING. WE HAD TO GET IN THE WATER TO GET TO THEM AND I DIDN'T HAVE A FLOATATION 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? Yes No

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

Inside the airplane Outside the airplane *N/A*

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

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

If yes, describe *N/A*

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, BUT KNEW FROM SAFETY CARD*

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

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

Flotation Seat Cushions

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

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

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

Passenger Behavior

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

Yes No

If yes, describe being ^{one} was moving - there was a 2 second delay then I 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?

Yes No

just people slightly pushing from behind to keep line moving

62. Did you push anyone?

Yes No

I was slightly pushed into people in front of me bc of people pushing from behind. Not violent - but people were panicking

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

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled *I don't think so but its so 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 flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

I didn't 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 Other I NEVER SAW A CREW MEMBER

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

Bruised knees - Bruises in pelvic area - I believe from being pulled up onto deck of ferry

92. Describe the location of injuries suffered?

Wrist Ankle Leg 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 (Comcoater)

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 14C

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 29

97. Height 5'7"

98. Weight 119

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

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

I feel very lucky as I was seated close to an emergency exit and was able to get out of the air craft very quickly, however I didn't know that we had landed on water so I didn't have a seat cushion or flotation device. I didn't know what to do once out on the wing.

I thought I needed to be in one of the rafts but they were filling up so quickly, by the time I was able to comprehend what had happened it was too crowded.

At this point I would have to get in the water in order to get to the rafts and since I didn't have my flotation device, was scared to try to swim without one.

I feel very fortunate that the plane was able to float for as long as it did or else I would not be here today. Standing on the wing seemed to be my only option at the time, and I'm still amazed that the plane stayed afloat.

Our pilot did an outstanding job. I'm thankful for the very experienced crew that was flying the plane that day.

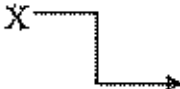
As a frequent flyer I wish there was a way to prevent birds from being injected into the engines. I've learned more about bird attacks since the crash. It's scary to me, I worry about it happening again.
(statistics)


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.

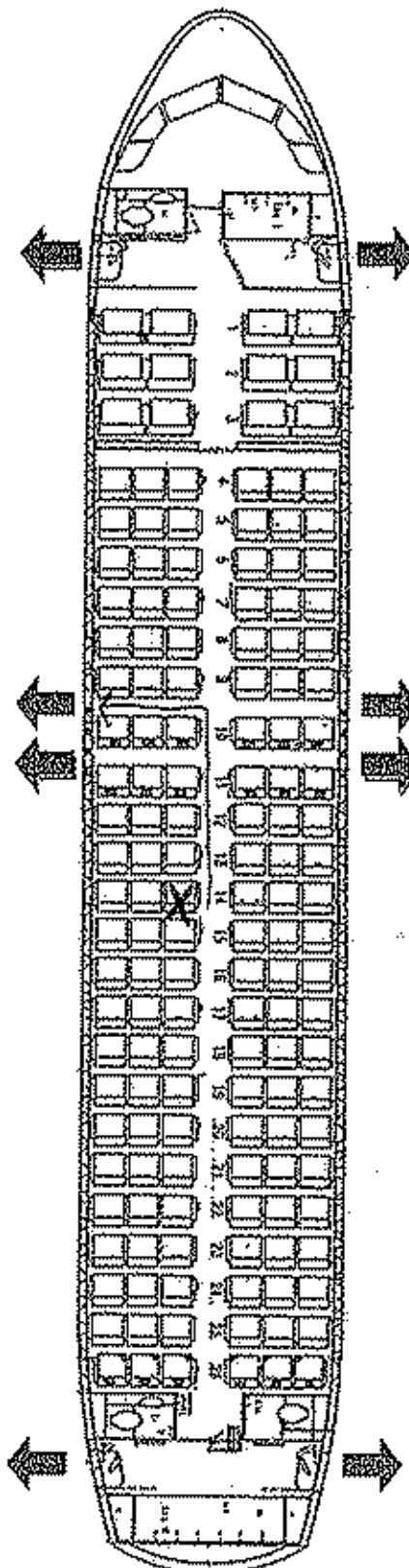
Example: X 

2. My name is 

3. I was seated in seat 14C

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
I went out. I know I was on
the left wing. Everything that happened in the plane is really Fuzzy.*

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other *Very Frustrated Flyer*

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: *was worried about fire and did 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 Assumed I knew it

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

- Yes No

Explain: _____

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

Brace Position

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

YES - PUT HANDS DOWN BETWEEN KNEES

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain RAFT ON RIGHT AND SIDE WAS SUCK UP AGAINST THE
BUSINESS AND WE COULD NOT GET INTO IT.

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

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 passage to the window

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

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

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

INJURY

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

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

Post Evacuation Events

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

FERRY/WARR TIDE

95. Where did the boat take you?

FERRY REMAINS - SAME USE THAT GOVERNMENT BOAT
SPICED

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 14D

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 42

97. Height 5'6"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

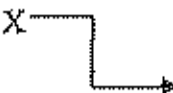
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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

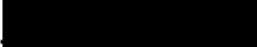
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

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

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

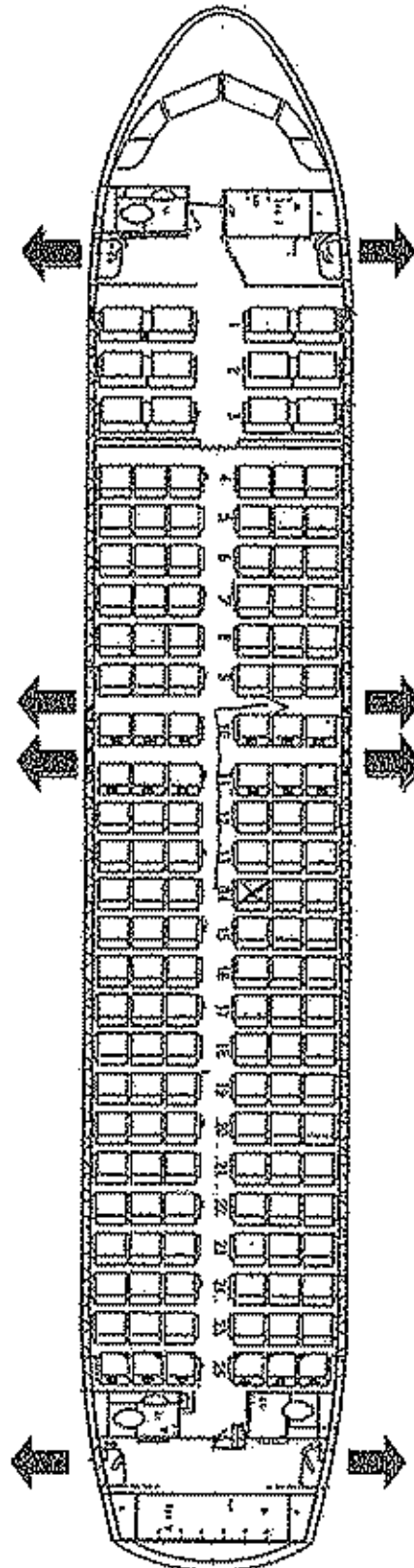
Example: X 

2. My name is 

3. I was seated in seat 14D

Example : 14D

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



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: know where exits were located from previous flight's
announcements

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

Yes No

Explain: Nothing "stood out" in the way it was 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 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)

REINFORCE THE IMPORTANCE OF LISTENING TO THE PRESENTATION.
SINCE I LISTEN, I HAVE FLEW 16 TIMES. I NOW LISTEN TO THE
PRESENTATION ON EACH FLIGHT AND MAKE SURE I KNOW WHERE THE
LIFE PRESERVERS ARE LOCATED.

Brace Position

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

YES. HANDS ON SEAT IN FRONT OF ME, HEAD DOWN BETWEEN
ARMS.

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other Less Traffic at That Exit

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other Did Not Get on Wing. Last Passenger
Out Exit LIFE (see EMA photograph from _____)

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

Yes No Not Applicable _____ of man holding plane
and life boat

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain _____

→ DID NOT BOARD RAFT, stayed in exit door holding plane and life boat until tug boat hit right front of plane and water hit my back. I then swam to closest ferry boat.

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

COULD NOT FIND LIFE VEST UNDER SEAT. I THINK THE RED TAG GOT WET AND WITH THE SEAT COLLAPSING, COULD NOT FIND.

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

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 KEWEN FROM PREVIOUS Pre

Passenger Behavior

Departure safety
Briefings

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No
If yes, explain why they were moving slowly.

stayed behind in Row 15 until all passengers were in aisle moving
towards forward exits

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

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

→ Brace, brace, head down, head down

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

left arm Bruise, Right shin Contusion

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

Hypothermia

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 Hypothermia

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?

A Port in I think Hoboken, NJ

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

Yes Palisades Medical Center

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 15A

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 48

97. Height 6'1"

98. Weight 225

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

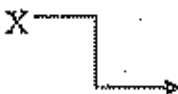
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew,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


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

Directions:

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

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

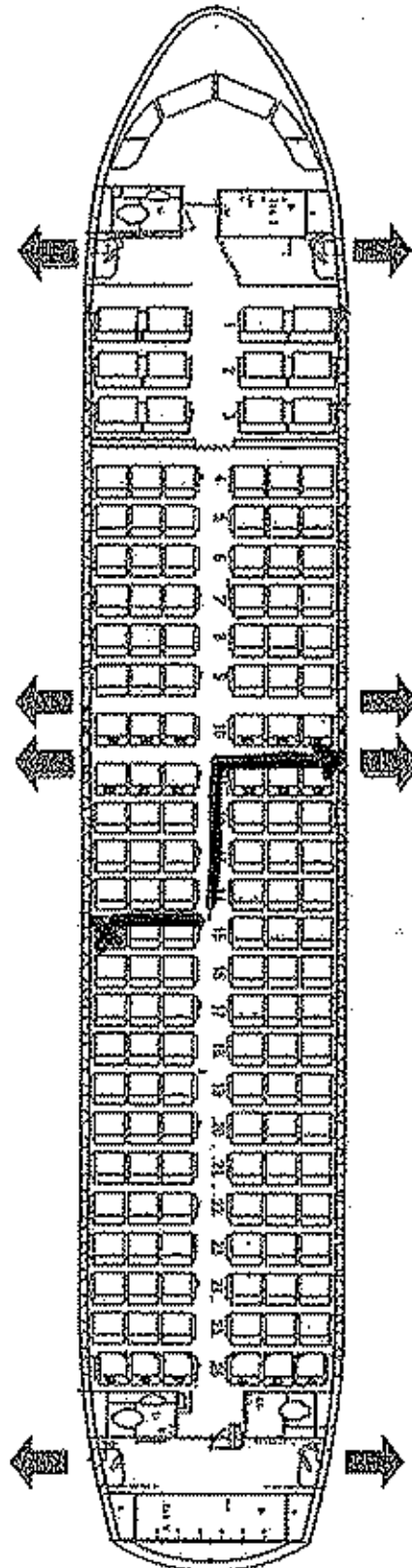
Example: X 

2. My name is 

3. I was seated in seat 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

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 sleeping

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear N/A

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I think so, based on others I've
heard - I was asleep

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

Yes No

Explain: see Above - Asleep

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other sleeping

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

- Yes No

Explain: N/A

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

To say that if you are over water & coming down be sure to locate the vest on the way down

Brace Position

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

Yes - I was in the Aisle I am 6'3" 50 lb can not really bend over so had my left shoulder against the seat in front of me and my head down I was in seat # 15C

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation & when we were going down

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other I saw the door open

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

swam to Raft after jumping in water

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain *was helped in by other passengers in the Raft*

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane *N/A*

50. Did you inflate the vest? Yes No

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 *N/A*

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?

If yes, please describe

*No - Key Float!
I jumped into the water w/ it.*

56. How did you know about the flotation cushion?

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

Passenger Behavior

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

Yes No

If yes, describe

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.

*I know there was a delay
but I can't say how long? 5-10 seconds*

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains

Other None

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

Head down" Crash Position

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

Bruised knee - Just a black & blue -
from the landing bump

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

mild Hypothermia

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 Just a Bruise

Post Evacuation Events

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

Governor Thomas Heale - UK Waterway

95. Where did the boat take you?

Weehawken - Port Imperial
Ferry Terminal

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

Yes, Christ Hospital Essex 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 15C

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 45

97. Height 6'3"

98. Weight 220

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No 1 Beer at Lunch

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

Vision Hearing Age Injury Recent surgery Cane

Other None

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts

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

When a Landing or Crash in Water is imminent it may be a good idea to instruct & reinforce that you need to pick up your Seat Cushion or be sure to get your Life vest.

Also it may make sense to have a Flight Attendant in the middle of the plane Jumpseat - The only Flight attendant in Coach

was in the back of the plane

(Doreen Welsh) - Also if we were to land in the water to open the doors - What is the plan?

I would recommend Roof Exits like in a Bus?

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

Directions:

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

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

Example:



2. My name is [redacted]

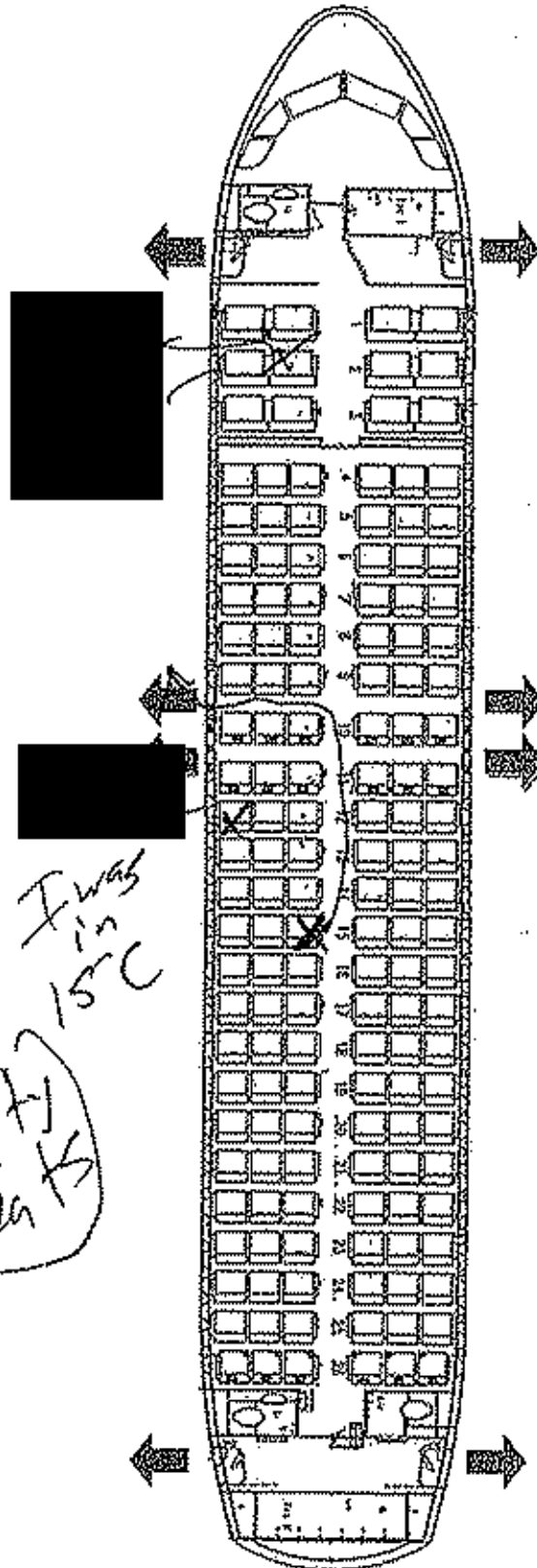
3. I was seated in seat

15C

Example: 14D

No Empty Seats

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



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: *DID NOT LISTEN TO MOST OF THE PRESENTATION. IT WOULD HAVE BEEN HELPFUL IF THE FLIGHT ATTENDANTS WOULD HAVE SUGGESTED WE READ THE EMERGENCY EVAC CARD. AFTER THE CAPTAIN SAID "BRACE FOR IMPACT".*

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

Yes No

Explain: *probably*

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: Did not read

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

See #6 - Presentation is very boring. Need to find a way to make it interesting.

Brace Position

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

Yes, placed both hands in seat in front and feet at wing. I was at the aisle so I looked to left of head.

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain - Slide raft on port side wing was flipped over

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane N/A

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

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

If yes, describe N/A

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 N/A

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?

If yes, please describe N/A

56. How did you know about the flotation cushion? N/A

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

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

Older lady was moving slower than rest of people but they the line backed up at the exit.

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits

Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

INJURY

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other _____

Post Evacuation Events

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

A Ferry From the Westchester Ferry Terminal

95. Where did the boat take you?

At the Landing NJ

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

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 15D

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). [REDACTED] 256

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 54

97. Height 6'0"

98. Weight 210

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other No

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts

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

- (1) THERE NEEDS TO BE A WAY TO REMOVE THE SLIDE RAFT FROM THE PLANE ONCE THEY ARE FILLED. THE FOOTING RAFT EVENTUALLY ~~WAS~~ SUNK WITH THE PLANE
- (2) DO NOT SEND HELICOPTERS TO HOVER OVER THE SURVIVORS. PUT THE DIVERS IN THE WATER AWAY FROM THE PLANE AND FIND THEM OVER WITH A RESCUE BOAT


OVERALL GREAT WORK BY THE PILOTS AND CREW AND THE PASSENGERS THEMSELVES.

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 

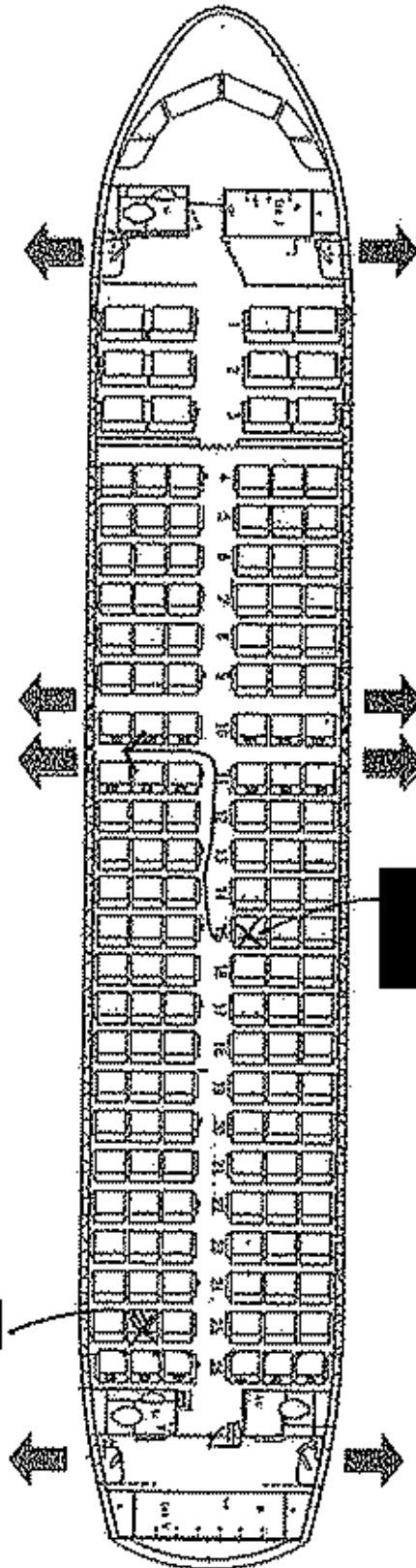
2. My name is 

3. I was seated in seat 15D

Example: 14D

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


256



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I did not fully pay attention. I left my seat without my seat cushion or life jacket

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: I forgot my seat cushion and life jacket

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 - arms/hands over head

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No → Not first I saw

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 N/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 Other _____

48. Did you put on the vest? Yes No N/A

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

Inside the airplane Outside the airplane N/A

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

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

If yes, describe _____

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

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

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

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

Flotation Seat Cushions

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

55. Did you have any problem using the flotation seat cushion?

If yes, please describe No

56. How did you know about the flotation cushion?

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

Passenger Behavior

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

Yes No

If yes, describe

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

Yes No if yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

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

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

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

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

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

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

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time → they were not near me

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

Yes No Not enough time

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

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

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

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

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

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

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation? *In the water*

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

hypothermia in fingers & toes

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other *fingers & toes*

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? *N.J. ferry terminal*

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

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 15 E

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

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

Yes No

96. Age 43

97. Height 5'10"

98. Weight 170 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

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

Yes No N/A

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

Yes No N/A

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

Yes No

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

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

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

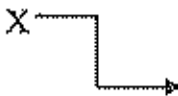
I was not in earshot of the flight attendants so
I could not hear if they gave instructions.

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.

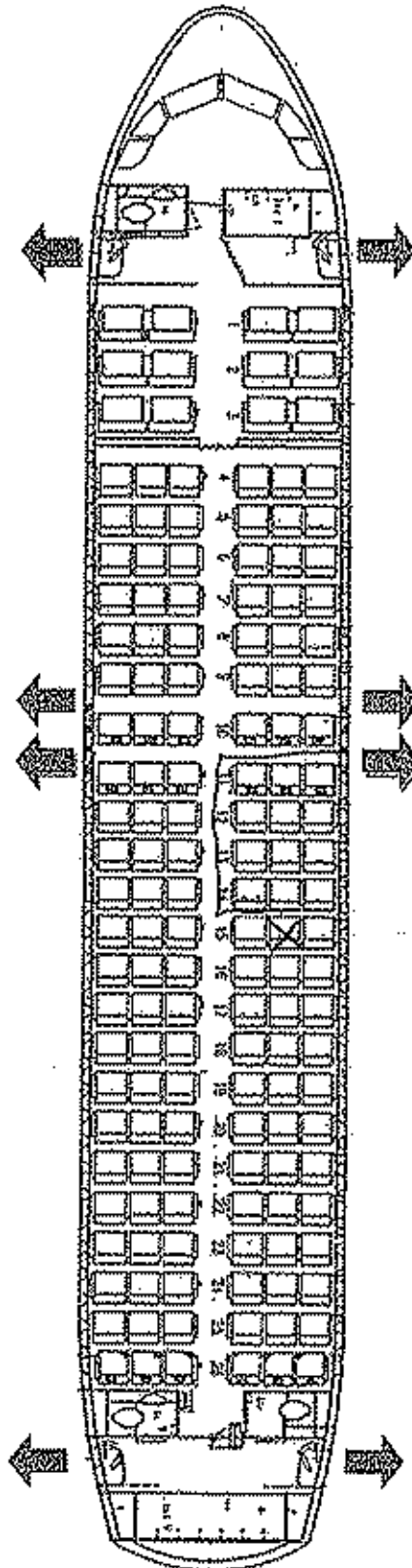
Example: X 

2. My name is _____

3. I was seated in seat 15E

Example : 14D

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



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~0000~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

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

Yes No

Explain: *Of course its important but I fly weekly*
and you never think you will need this information.
I'm not sure that there would have been anything
the flight attendants could do to make me pay
attention.

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

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

- Yes No

Explain: _____

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

Brace Position

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

yes, bend at waist, head down, hands on seat back

13. Why did you choose this position?

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

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

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

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

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No If no, skip to item 24

21. What caused you to open the exit?

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

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

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

Yes No Not Applicable

Carry-on Baggage

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

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

35. Where did you store your:

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

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

Yes No

If no skip to item 40

37. What items did you need to take?

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

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

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

Yes No

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

Yes No

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

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

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

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

Yes No

45. Where did you board the slide/raft?

Door Wing Water

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

If yes, explain _____

Life Vests

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

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

48. Did you put on the vest? Yes No

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

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

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

If yes, describe _____

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

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

Flotation Seat Cushions

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

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

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

Passenger Behavior

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

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

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

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

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

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

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No

If yes, explain why they were moving slowly.
one lady went for the over head bin and she was told by other passengers to leave her bags.

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 (7-10 yr.) Coworker Friend Other _____

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

Yes No

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

Yes No

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

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

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

77. Did you have any difficulties unfastening your seatbelt?

Yes No

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

Yes No Seatbelt was not buckled

Communication

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

Pilot Flight Attendant Other Passenger Personal Decision

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

Yes No

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

Yes No Not enough time

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

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear

Heard nothing

84. Describe the flight attendants' instructions?

only to brace for impact which was unnecessary - they should have been telling people to prepare for water landing and be sure to get life preservers and seat cushions.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

ferry - 1st on the scene

95. Where did the boat take you? *ferry terminal 40th street Manhattan*

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 110E

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 40

97. Height 5'10"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: NA

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

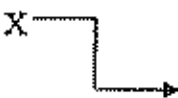
I didn't take my seat cushion or my life preserver despite knowing that it was highly likely that I would have to swim. Despite being a strong swimmer I could well have drowned if it were necessary to swim given the near freezing water. I think that if a flight attendant had bid us over the intercom ~~to~~ to grab our life preservers more people would have. I never heard any instructions during or after the emergency other than to brace, ~~which~~ I think they should have used the intercom to ~~also~~ communicate and remind us to take life preservers / seat cushions.


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.

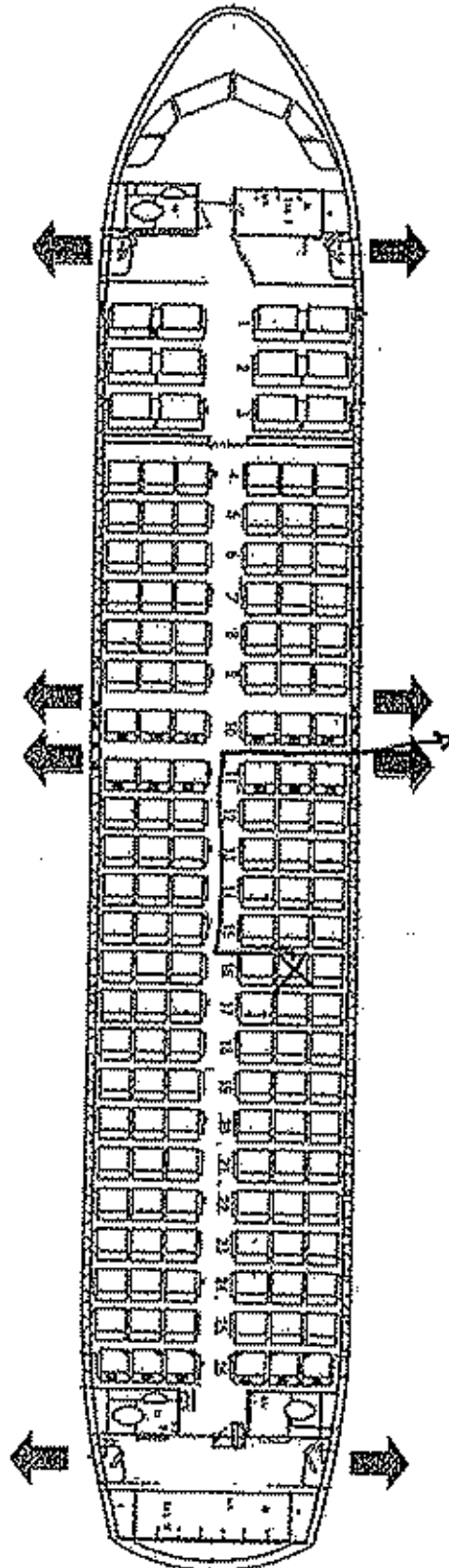
Example: X 

2. My name is 

3. I was seated in seat 16E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~2222~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain:

remembered I could get seat as flotation device

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
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain:

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other Went back into plane & headed

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Towards front (R) exit

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

There were 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 thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg. Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? A Big Ferry

95. Where did the boat take you? Back To N.Y.

96. Were you transported to a hospital? If yes, which hospital? Ø

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 16 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 26

97. Height 5'5"

98. Weight 175

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

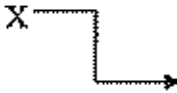
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

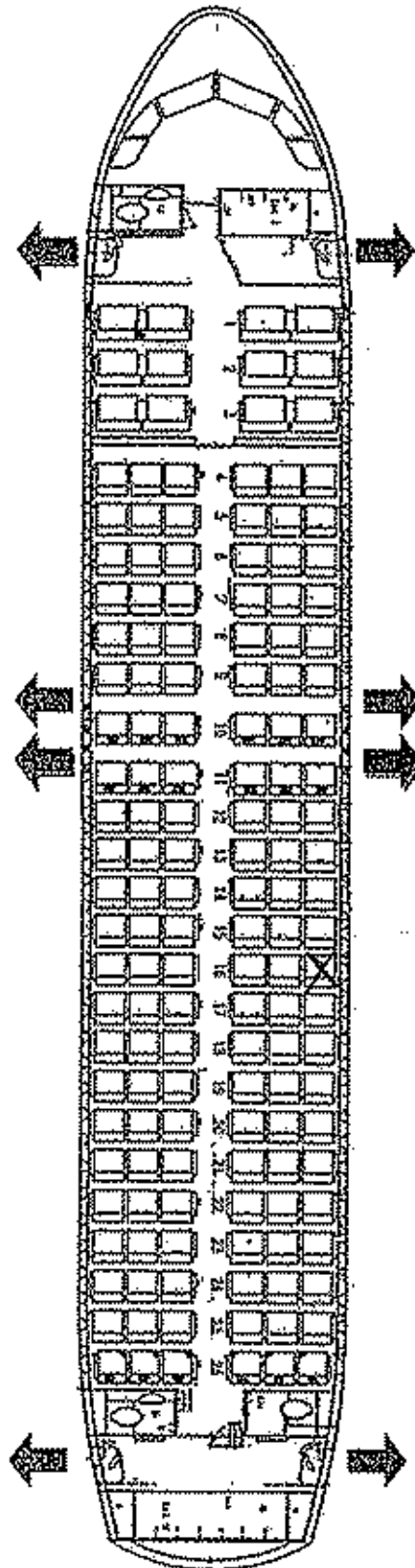
Example: X 

2. My name is 

3. I was seated in seat 16F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I did not listen but have flown 300,000+ miles in the past 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 sure

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: I know where to go from previous flights.

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

NONE

Brace Position

12. Did you brace for impact? (Describe position)

Yes, when the pilot said brace for impact I did. I put my feet together, flat on the floor, hands/arms over and around head and head on my knees.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No *Not that I recall.*

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 I was on the right wing first, and then I heard a flight attendant tell us there was room in the front two life rafts. I re-boarded the plane & went 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 Other *See # 30*

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *Not that 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 No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain No

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane *N/A*

50. Did you inflate the vest? Yes No *N/A*

51. Did you have problems inflating your vest? Yes No *N/A*

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain N/A, knew where it was, did not think of it of the time

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe N/A

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe N/A

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain N/A

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe It was crowded but I was let into the aisle when I got to it from my seat.

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 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 No

If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No *N/A*

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

- Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
- Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
- Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
- Headsets Broken cabin interior Overhead bins Curtains
- Other *NONE*

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

Pilot announced brace for impact, which is the same. Flight attendants did a great job keeping calm/order and providing directions.

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?

They first described the brace position, and then were directing people to the exits, asking them to keep moving, stay calm, etc.

85. Did you remove your shoes during the evacuation?

Yes No If no slip 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.

I was asked by the Pilot to obtain a headcount in the front left life vest, which I did with the help of First Officer Stiles. I reported this to the Captain when he asked.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other N/A

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other N/A

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? It was one of the ferries, and it took me to NYC. They put us in the top section where the heat was on. They were very helpful.

95. Where did the boat take you? NY Ferry Terminal

96. Were you transported to a hospital? If yes, which hospital? No, no need

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 18B

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 41

97. Height 5'9"

98. Weight 165

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other None

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


None other than what we discussed on the telephone.

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 

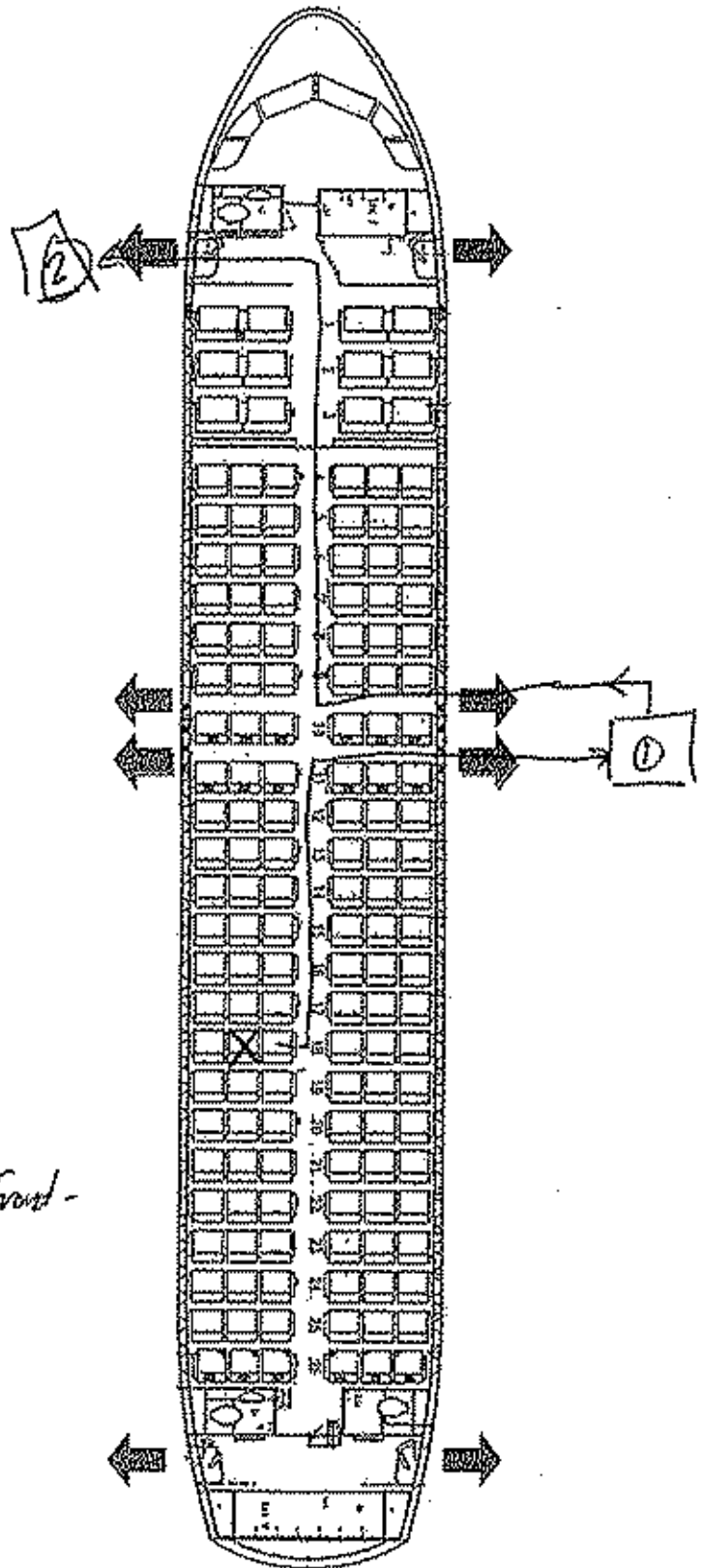
2. My name is 

3. I was seated in seat 18B

Example: 14D

① on wing a few moments
② look out plane and up to front-left life raft.

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Mostly helped with the steps, as to where they are and how to get there

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: It seems more routine than anything else, but there doesn't seem to be much emphasis around the necessity to watch or pay attention. Also, it never allows it would 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

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other didn't think it would matter.

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: I didn't look at it that day

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 TUCKED MY HEAD TOWARD MY KNEES, ~~FOR~~ AND WRAPPED MY ARMS UP OVER MY HEAD, TOUCHING THE BACK OF MY NECK.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please KNOW I'D BE AS BRACED AS POSSIBLE

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 TIME, BUT PREVIOUSLY

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 to the first aisle

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain went to first exit row on left, but when went to second row on left because first was ~~blocked~~ more full.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

But I took 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?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe _____

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker ² 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 *ONE BEHIND THE OTHER
17C 18C 18L*

70. Did you evacuate with your traveling companion(s)?

Yes No *WITH ONE OF THEM*

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other Nothing at all

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? SMALL RED/ORANGE RESCUE BOAT. I THINK IT WAS A COAST GUARD BOAT

95. Where did the boat take you? NY SHORE. IT WAS A DINNER BOAT OR 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 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 "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 31

97. Height 6'4"

98. Weight 200

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No *FOR SHORT 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 No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

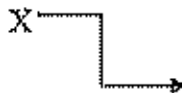
Passenger, I've been on so many flights that I've stopped listening to the pre-flight instructions. I never thought of it as something that could save my life, and there isn't much urgency around listening to the instructions. Also, I always envisioned crashing as something more severe than the experience turned out to be. If anything, I would emphasize more that the instructions are very important and could be critical in a survival situation.


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.

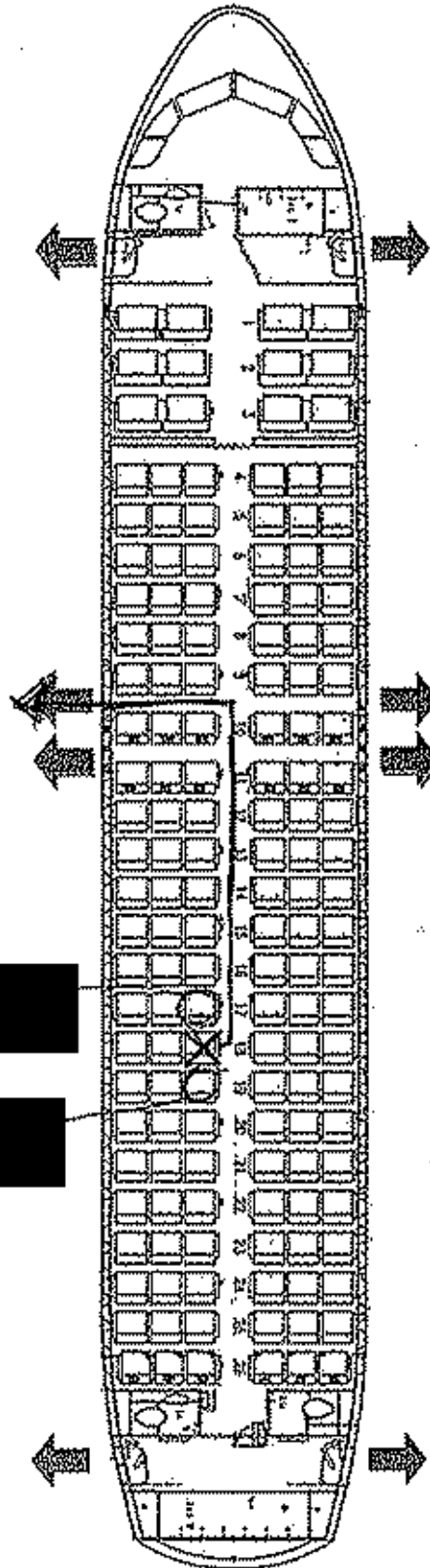
Example: X 

2. My name is 

3. I was seated in seat 18C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: *But I think there 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 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)

My girlfriend was sitting in the seat next to me. She put her head down and crunched in my lap. I crunched over her putting my arms and body on top of her.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *Just happened. She was scared and naturally curled up in my lap.*

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No *N/A*

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

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 N/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 Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane N/A

50. Did you inflate the vest? Yes No N/A

51. Did you have problems inflating your vest? Yes No N/A

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? *No*
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other girlfriend

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

*They were yelling at everyone to brace and put our heads down.
Once we hit, I don't remember hearing instructions.*

85. Did you remove your shoes during the evacuation?

Yes No If no slip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? Ferry boat

95. Where did the boat take you? Jersey Shore to New York Waterway station.

96. Were you transported to a hospital? If yes, which hospital? Yes, Christ Hospital in Jersey City

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 18D

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 24

97. Height 75"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ 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.


Thank You to all US Air personnel
who made this miracle a reality!
Thanks to all initial responders,
ferry workers, police & firemen,
I hope I am able to earn
this great gift given from above.


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.

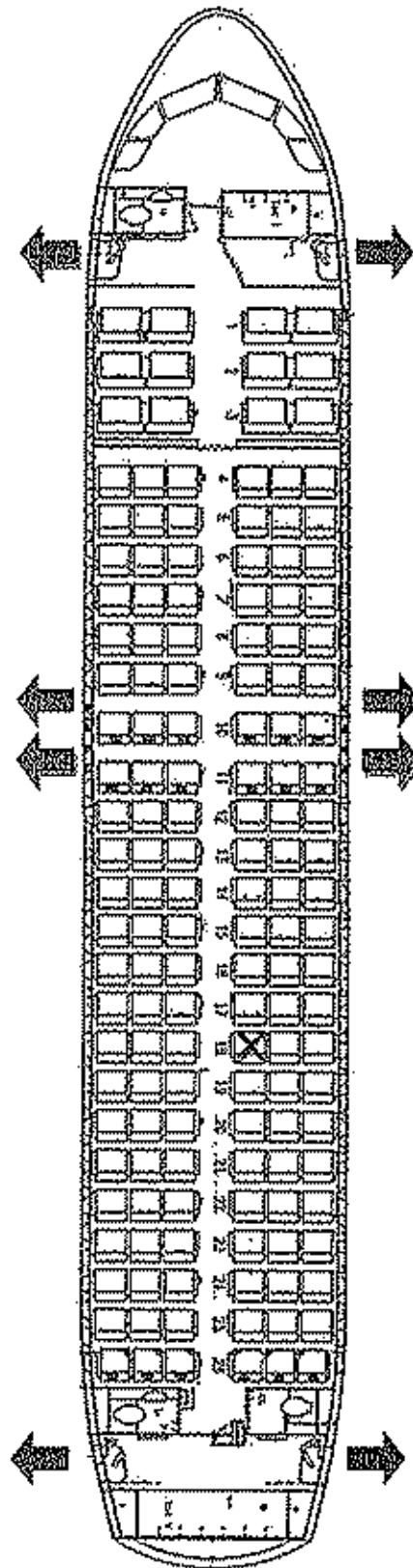
Example: X 

2. My name is 

3. I was seated in seat 18D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~0000~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

*Both hands on head rest of seat in front of me.
Cradled my head on my forearms*

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please *Read a safety article*

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle

Other I went for the exits over the wings. The left exit had people. The right was open, I went right.

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit

The other exit was blocked I followed other passengers It was the closest exit

Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other Into slide, back to the wing, onto the tarmac

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse: Under seat Overhead bin Closet Other _____

Briefcase: Under seat Overhead bin Closet Other _____

Computer: Under seat Overhead bin Closet Other _____

Suitcase 1: Under seat Overhead bin Closet Other _____

Suitcase 2: Under seat Overhead bin Closet Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer

Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain The slide was trailing behind the aircraft wing when the curtains and wind moved it closer. Some passengers snagged the slide, I stopped in.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No
If yes, explain why they were moving slowly.

Handicapped woman who used or walked at the gate area.

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

"Pushing" is a general term. There was crowd pressure to move forward.

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No *We crashed in the Hudson!*

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

Cold water caused my left hand to be crippled

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Hand

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other Cold

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? _____

Freezy to

95. Where did the boat take you? Weehawken

96. Were you transported to a hospital? If yes, which hospital? No

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 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?

Yes No

96. Age 57

97. Height 5' 11"

98. Weight 160

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


1. More care should be taken to place small children and handicapped individuals near, but not at, exits
2. Adult fit males should be seated in exit rows
3. Flight attendants should check with those in exit rows to ensure they are capable and willing.
4. The slides from the front and rear exits can also be used as boats. The slides from the wings can not be used as boats. We did use the slides from the wings as boats. Therefore they should be designed to function as either slides & boat. Specifically, make release buckle(s) so that if the slide is being used for flotation that it can be detached from the aircraft.


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.

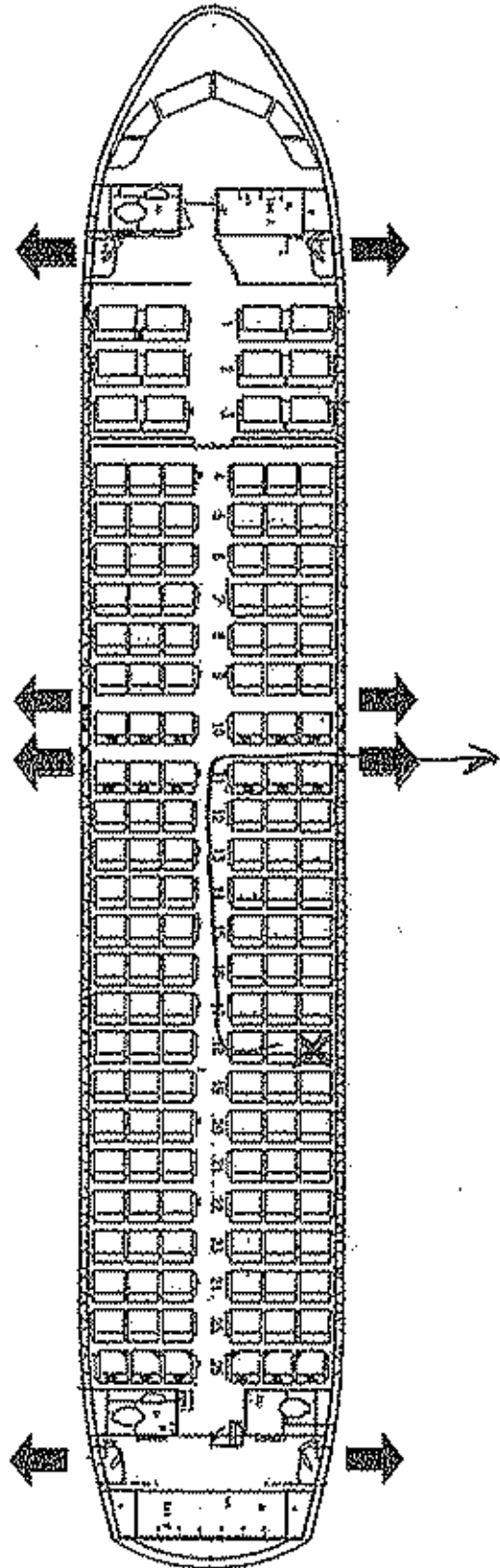
Example: 

2. My name is 

3. I was seated in seat 18-F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

0-3-05-09

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no, skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other I followed passengers

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain Yes because of the number of passengers, and it was my first time to use it.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

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 someone else inflated it for me

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe No

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

first people were trying to get to the exit

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

Because there was water in the plane.

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Asking to go left or right depending on location

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

*While I was climbing over seats to the
exit I got injured on my left leg.*

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 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)?

Small boat that carried ten passengers.

95. Where did the boat take you?

*to the shore at the marina
restaurant, then to emergency room.*

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 19A

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 6'01

98. Weight 150

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other None

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other None

Final Thoughts


Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

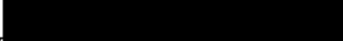
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

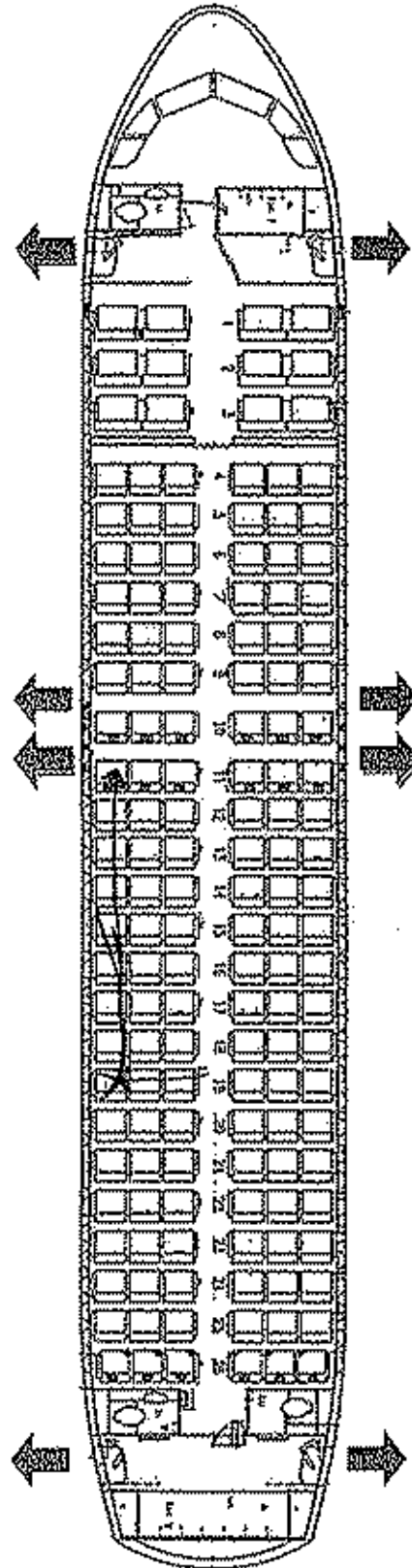
Example: 

2. My name is 

3. I was seated in seat 19A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~0000~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: DID NOT CONTEMPLATE WATER LANDING.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

YES, AS BEST POSSIBLE WITH ONE KNEE UP. WAS HOLDING INFANT.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other OVER WING WAS FULL

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 OVER 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 each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft? **NO**

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on? **N/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? **N/A**

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? **NO.**
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain **PRIOR KNOWLEDGE**

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? WEEHAWKEN FERRY

95. Where did the boat take you? WEEHAWKEN

96. Were you transported to a hospital? If yes, which hospital? NO

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 19F

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 180

98. Weight 6'-1"

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: N/A

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

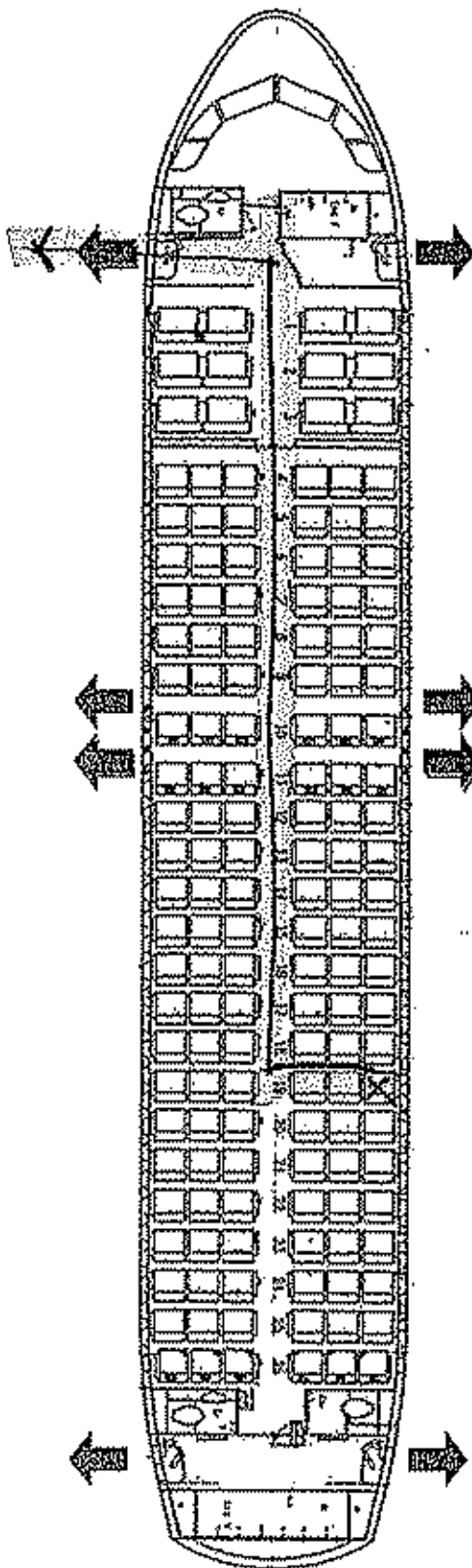
Example: 

2. My name is 

3. I was seated in seat 19F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~2222~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: *I fly every week, so I really do know all the instructions, but I was reminded that the seat cushions can be used for flotation.*

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: *I believe they always are, but feel that maybe they should be prefaced with a statement that "The following instructions are for your safety... please listen carefully."*

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain:

I always look for the location of exit doors...

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

I think they could be more clear in conveying that "that could save your life".

Brace Position

12. Did you brace for impact? (Describe position)

Yes, head down, feet flat on floor, arms over my head

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain:

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle - *I could see the wing exits were full at row 11.*

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No *The flight attendant in the rear was trying to keep passengers away from the rear doors because they were under water.*

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 *Not really - I could see the wings were full & the flight attendants were motioning to come*

30. Did you select an exit and then change your mind?

Yes No

If yes, explain *First thought the rear exit (closest to my seat) was OK, but water came up quickly; then headed to wings, but too full.*

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 *Computer bag & purse (briefcase)*

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse: Under seat Overhead bin Closet Other _____
Briefcase: Under seat Overhead bin Closet Other _____
Computer: Under seat Overhead bin Closet Other _____
Suitcase 1: Under seat Overhead bin Closet Other _____
Suitcase 2: Under seat Overhead bin Closet Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *I don't know*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *I don't know*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *The left raft was pretty far down from the door - I had to jump onto it and slide down onto the raft...*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

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 _____

the belt was a bit of a struggle -

Flight attendants & pilots threw them to us out the door into the raft... I tried to get mine from under my seat but it was under water & I could not pull it out.

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? *No - carried it to the life raft*
If yes, please describe *until I got a life jacket*

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 *This shawl which had been on my lap fell off and when the water rushed in, it wrapped around my feet - I had to remove it. My shoe came off & I stepped on something in the aisle so I struggled a little with that.*

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

Only as a help from behind to get through 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 No

If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled *I don't think 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?

Yes No *The water was up to my knees in records.*

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

*Get off the plane quickly
Leave your belongings, go to the exits, come up front to the exits
I think the lead flight attendant suggested climbing over
seats but it could have been
a passenger*

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

My shoes washed off when the water came in.

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other *see above*

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 *Minor*

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

Both knees hit the seat in front of me on impact. Left shoulder and upper arm hit the seat in front of me. I don't think they affected my evacuation.

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

I don't think so, except from the cold water. I moved more slowly because the water was up to my thighs & extremely cold. Had we were walking slightly uphill to the front of the cabin.

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 hypothermia; the left leg had 8-10 inches of frigid water in the boot & the leg was sitting in it until the boat ferry boat rescued us.

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 - *mild*
 Other _____

this was determined by the ER doctor because I was coughing so harshly

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

Ferry boat, not sure which one but the third one N.Y. Waterways.

95. Where did the boat take you?

Weehawken Terminal on the Jersey side

96. Were you transported to a hospital? If yes, which hospital?

Jersey City Medical Center

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 20C

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 64

97. Height 5'5"

98. Weight 200 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No *Did not lose my contacts, only lost reading glasses.*

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 *2 flights (at least) every week*

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

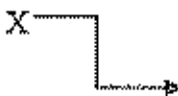
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

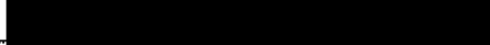
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X 

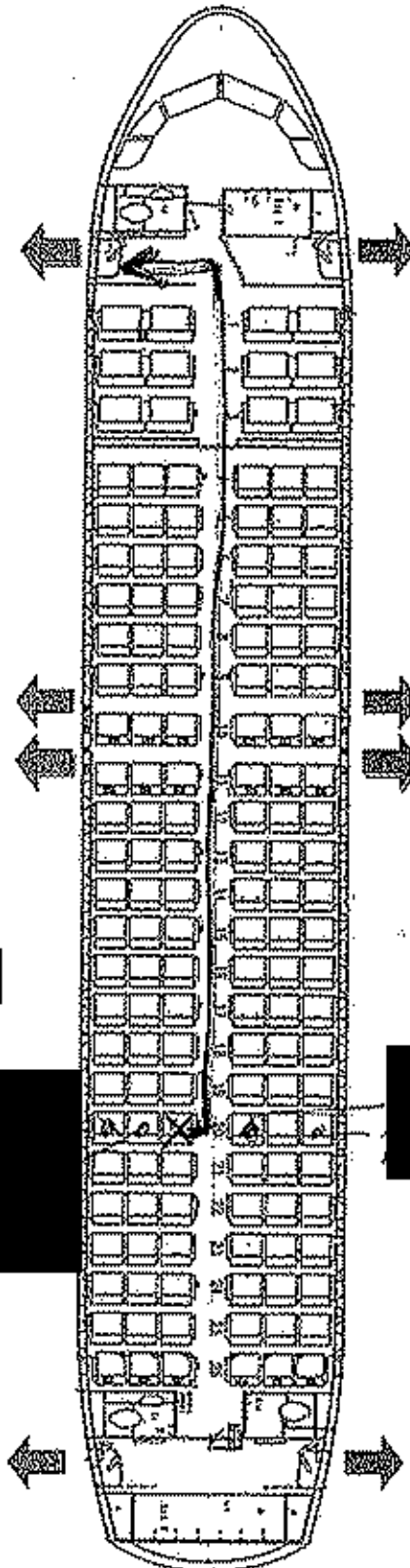
2. My name is 

3. I was seated in seat 20C

Example: 14D

There were no empty seats

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: knew where the nearest emergency exit was.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: However I fly a lot so I did not pay 100% attention

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain:

I had read it before so therefore know
to look for closest exit as well as my
seat was a floating device

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 between my knees

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain:

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No (at the direction of a passenger)

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *purses, brief cases*

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *- not that I saw*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain no

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe no

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No

If yes, describe as you can imagine there was some chaos but it was quicker than I thought it would be.

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No

If yes, explain why they were moving slowly.
The water was coming up quickly and some passengers were afraid to move

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

move to the front to evacuate the plane

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

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

mild hypo-thermia from being in the water
at the tail of the plane and in the
raft

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other hypothermia

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other hypothermia

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

ferry

95. Where did the boat take you? Weehawken Terminal

96. Were you transported to a hospital? If yes, which hospital? Meadowlands

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 20D

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 49

97. Height 5'9"

98. Weight 155

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

Every plane I fly in the future should be staffed by ~~the~~ experienced flight crew. They all had years of service to me here last January 15, 2009. Airlines continually want to cut costs by getting rid of their experienced employees as they are paid too much - in my opinion these people are the reason I am here today. To respond to this questionnaire -

I hope that all the airlines consider this before the next set of lay off.

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:

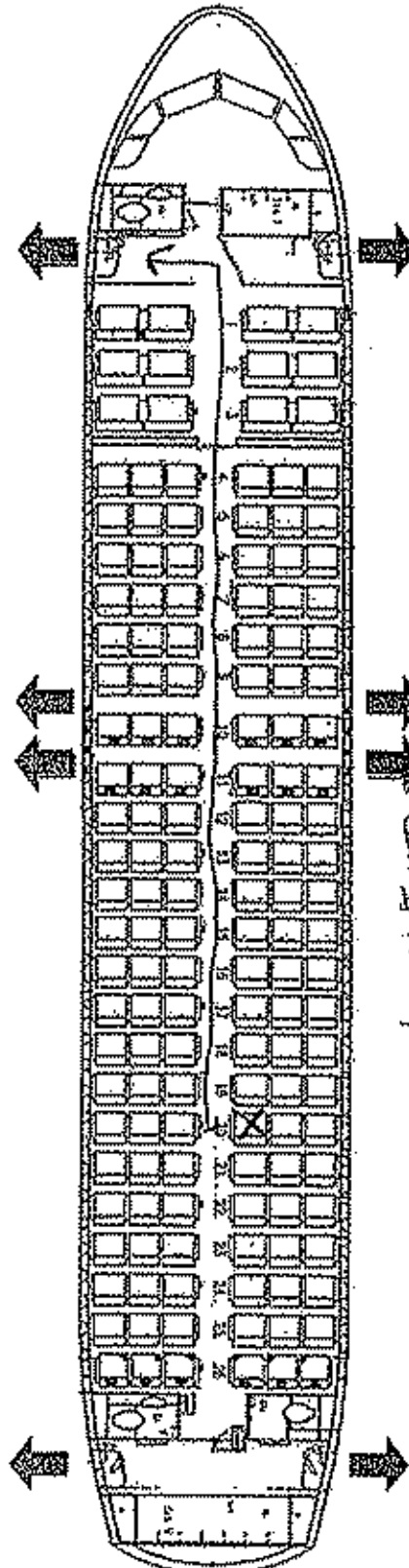


2. My name is _____

3. I was seated in seat 20D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



Both wings were full of passengers so directed by another passenger to go to the front of the plane.

Could not exit here as water was coming up quickly.

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~2000~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

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?

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)

None.

Brace Position

12. Did you brace for impact? (Describe position)

Yes - we bent 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 seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <u>lap</u>
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <u>lap</u>
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

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 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 yes, very slippery

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

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

black and blue marks, hypothermia

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)?

Police boat

95. Where did the boat take you? *To shore*

96. Were you transported to a hospital? If yes, which hospital? *Yes - 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 21A

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 71

97. Height 5'4

98. Weight 185 lbs

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight - Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year
 More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic
 Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


Everybody did an EXCELLENT job!

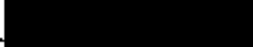
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

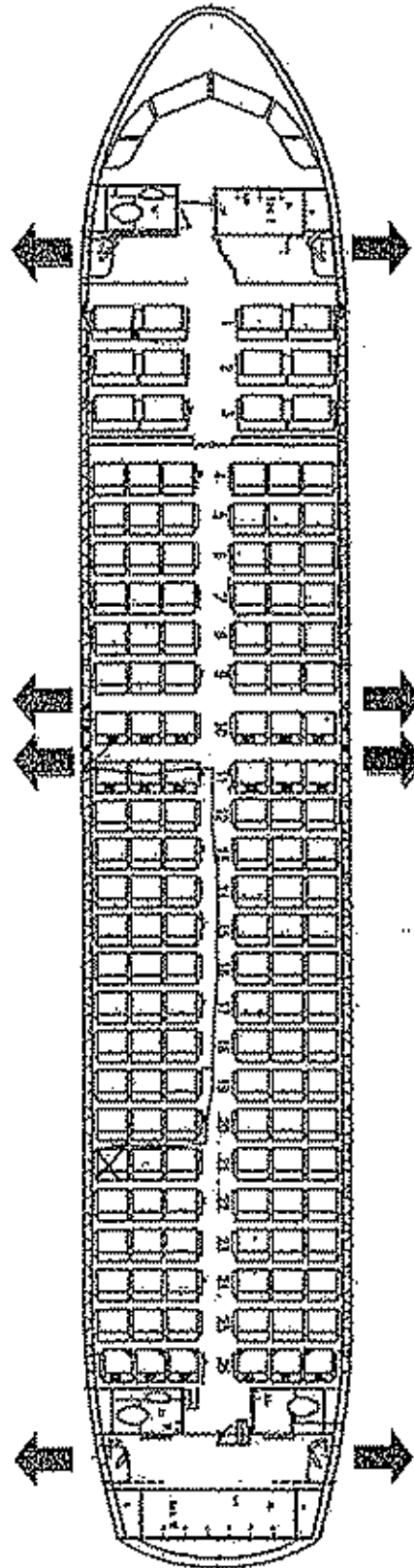
Example: 

2. My name is 

3. I was seated in seat 21A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Pedok at 202-314-██████. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Followed immediate instructions

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)

NONE

Brace Position

12. Did you brace for impact? (Describe position)

Yes, we bent 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 seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?
 Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other 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?
 Yes No

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain NO

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No
If yes, describe _____

52. How did you know the location of the vest?
 Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injuries

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

BLACK AND BLUE MARKS HYPOTHERMIA

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)?

POLICE BOAT

95. Where did the boat take you? TO SHORE

96. Were you transported to a hospital? If yes, which hospital? YES 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 21-B

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 73

97. Height 5-11

98. Weight 196

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


Everyone did an excellent job!

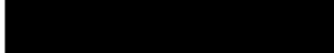
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

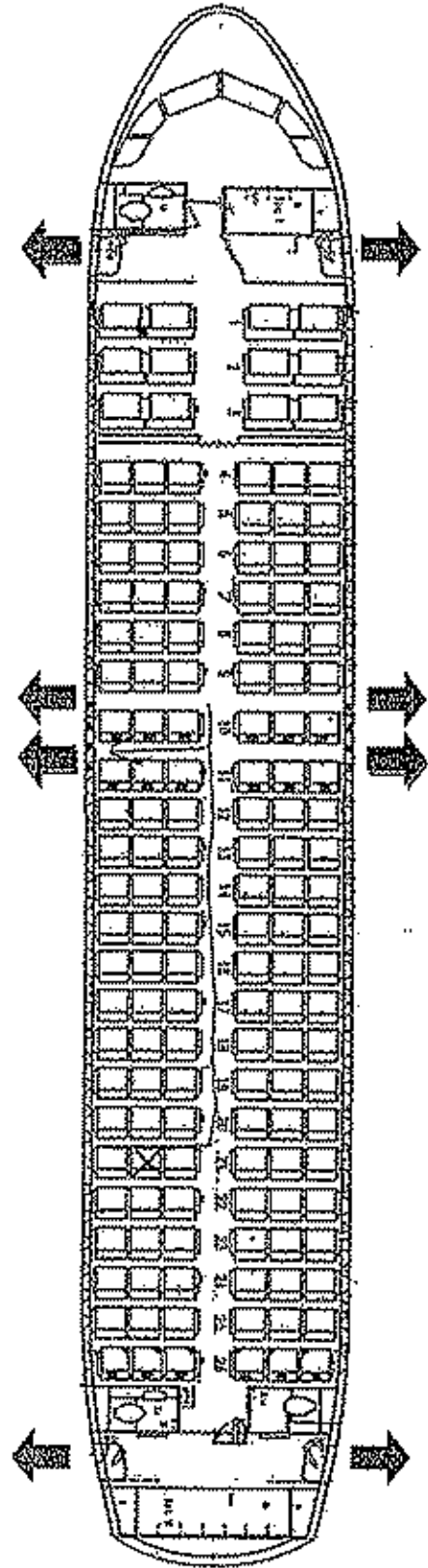
Example: 

2. My name is 

3. I was seated in seat 21-B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

YES - AS INSTRUCTED
FEET FLAT ON THE FLOOR
HEAD BETWEEN MY KNEES

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other ONTO 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 one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion? *NO*
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.
DO NOT KNOW - TOO MANY PEOPLE?

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?
 Yes No

69. Were you seated with your companion(s)?
 Yes No

70. Did you evacuate with your traveling companion(s)?
 Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)
 Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?
 Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?
 Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?
 Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?
 Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?
 Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
 Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?
 Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you ~~remove~~ your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

NO NOTICEABLE INJURIES

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

BRUISING FROM BEING PULLED ONTO BOAT

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 Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

FONY MARINE 2

95. Where did the boat take you?

CHELSEA PIER

96. Were you transported to a hospital? If yes, which hospital?

YES - DOWNTOWN NY HOSP.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 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 ever had to evacuate an aircraft before?

Yes No

96. Age 47

97. Height 5'9"

98. Weight 150

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Canc

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

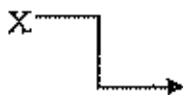
Other None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

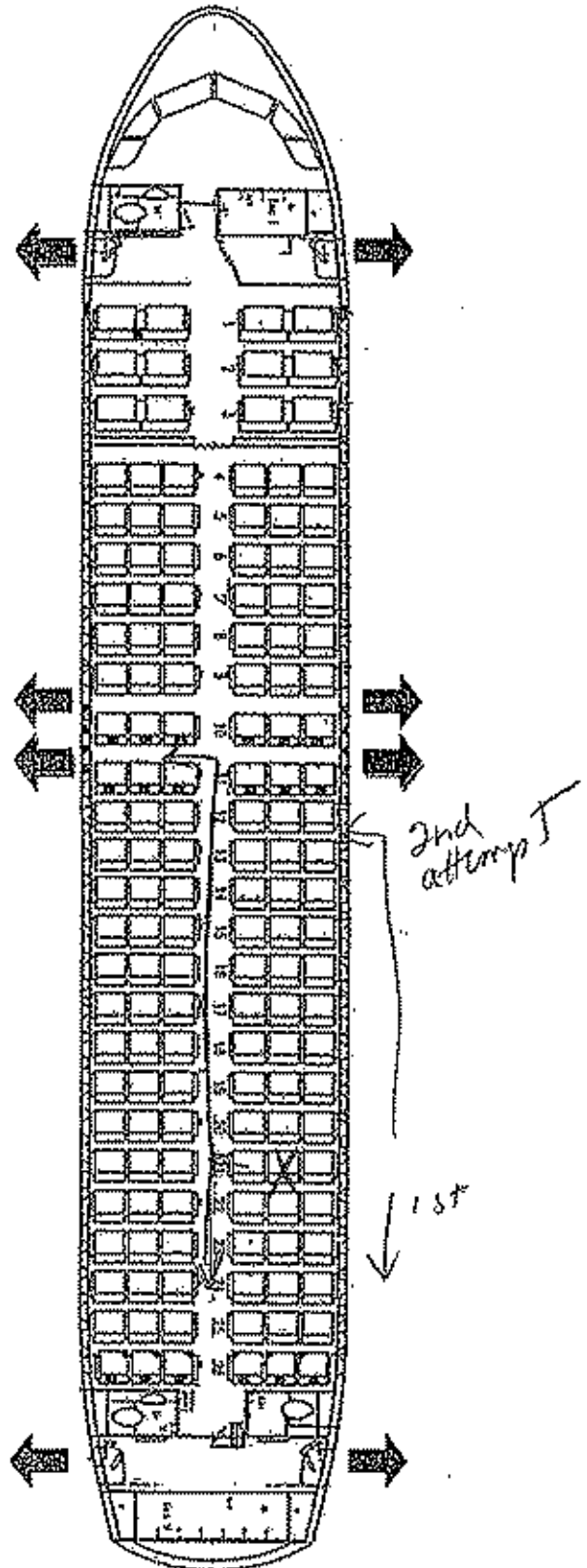
Example: X 

2. My name is 

3. I was seated in seat 21E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~6666~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None
(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other Frequent Flyer

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I always look for the nearest exit before take off.

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: NA

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

Yes, Bent over, head resting on my knees

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No Back exit was flooding

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

The exit at the back of the plane was flooding and we had to turn around and exit over the wing.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other FDNY

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *NA Don't see any.*

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 *She was behind us urging us forward.*

45. Where did you board the slide/raft?

Door Wing Water

Don't, Staked on wings.

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *NA.*

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 *Dark Seat
Cushion*

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe DID NOT HAVE TO USE IT COZ IT WOULD
HAVE BEEN OF LITTLE USE AS THE WATER WAS
380

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 Frequent Traveler

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe _____

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No Unsed them forward as the plane was
flooding.

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.

Since the back exit was not usable so
we all had to turn towards the front

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?
 Yes No

69. Were you seated with your companion(s)?
 Yes No

70. Did you evacuate with your traveling companion(s)?
 Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)
 Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?
 Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?
 Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?
 Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?
 Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?
 Yes No *Water, Floods*

81. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
 Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?
 Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

The Captain attempted to assign a wing
Captain to get a passenger count but it
was hard to do.

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

Whiplash.

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? FDNY Boat

Tom Fitzgerald

95. Where did the boat take you? Dining Ship

96. Were you transported to a hospital? If yes, which hospital? Yes Davenport Hosp.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 21F

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 57

98. Weight 235

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

Example: X

X



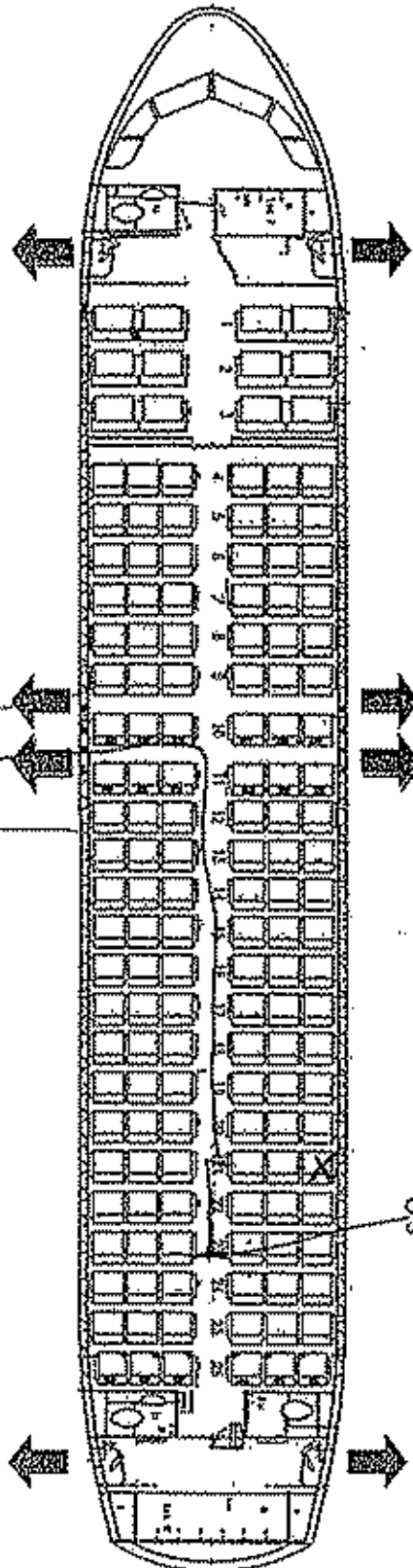
2. My name is

3. I was seated in seat

21F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Did not mention life vest under seat that I can remember. Also
floor and exit lamps were not visible as mentioned in the safety
briefing.

7. Was the pre-flight briefing 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 attention to the pre-flight
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 Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: I didn't read it, so I couldn't remember that life vest was under my seat.

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

no recommendations

Brace Position

12. Did you brace for impact? (Describe position)

yes, grasped the padded head cushion on the seat in front of me and then placed my head on the padded area.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other Didn't want to stand on the wing / looked full.

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 I originally was going to exit over wing, wing looked full and it was under water, so I proceeded forward to a life raft.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *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?

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? *N/D*

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?

I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe No, did not need it as I was in a slide/raft.

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 just behind the wing exits

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

I crossed the aisle, climbed onto seat skipped over 2 or 3 seats, passed a baby forward, then stepped off the seat and turned a person toward the front, handed them a seat cushion, and told them to go.

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.

Again pushing to the rear exits

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants' giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Brace, Brace, Brace.

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

Shoulder muscle tear, no effect.

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? *Ferry boat.*

95. Where did the boat take you? *Manhattan side, Ferry Terminal @ 48th Street?*

96. Were you transported to a hospital? If yes, which hospital? *NO*

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 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 No

96. Age 37

97. Height 5-10"

98. Weight 230

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 use your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: No

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

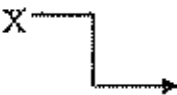
Other than the Pilot, I did not see any crew members during the evacuation. The flight attendant in the back of the plane pushed through to get out before all passengers exited the plane.

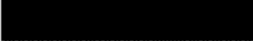
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

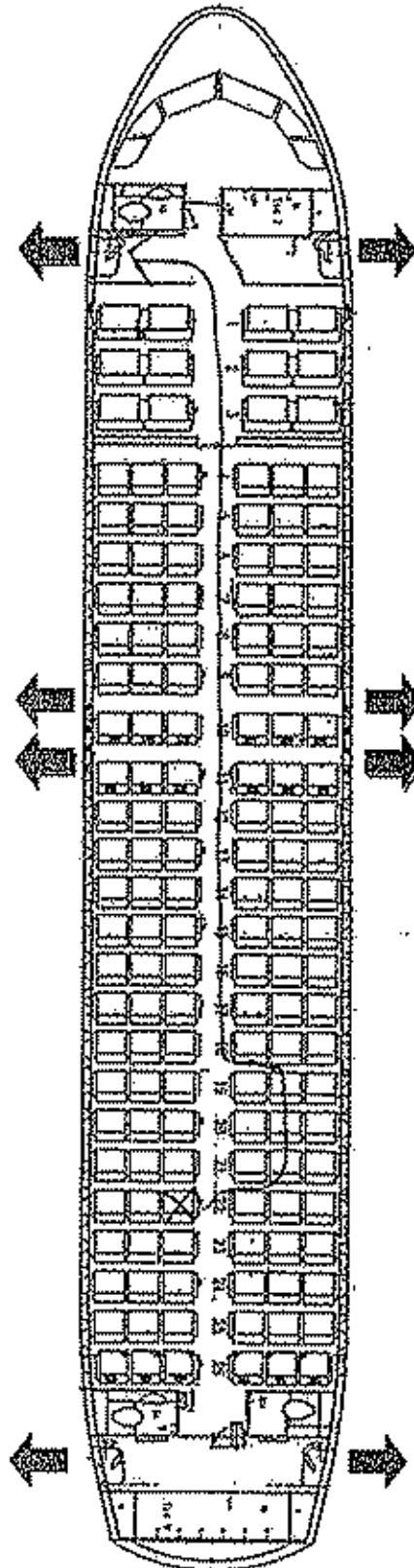
Example: X 

2. My name is 

3. I was seated in seat 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

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

No recommendation

Brace Position

12. Did you brace for impact? (Describe position)

Held head down towards Aisle

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other Went over seats to exit panel of man

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other jumped to inflatable stairs

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain Yes, had to jump 3-4 feet to reach

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain was handed vest once outside aircraft

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain _____

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe
Delay in Aisle with water coming in rear of plane forced me to climb over left seats to expedite 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 No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?
 Yes No

69. Were you seated with your companion(s)?
 Yes No

70. Did you evacuate with your traveling companion(s)?
 Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)
 Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?
 Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?
 Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?
 Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?
 Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?
 Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
 Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?
 Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No *Not that I am currently aware of.*

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

Bruises during climb over seats

91. Did you sustain any injuries after the evacuation?

Yes No *Not that I am currently aware 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 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)? *Patia Boat*

95. Where did the boat take you? *to Shore then ambulance*

96. Were you transported to a hospital? If yes, which hospital? *St Vincent'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 I believe 220

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 47

97. Height 6'4"

98. Weight 190

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

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.

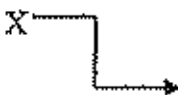
Might help in evacuation to have at least the Middle
Slot have the ability to fold down to give another
aisle to evacuate quicker.

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.

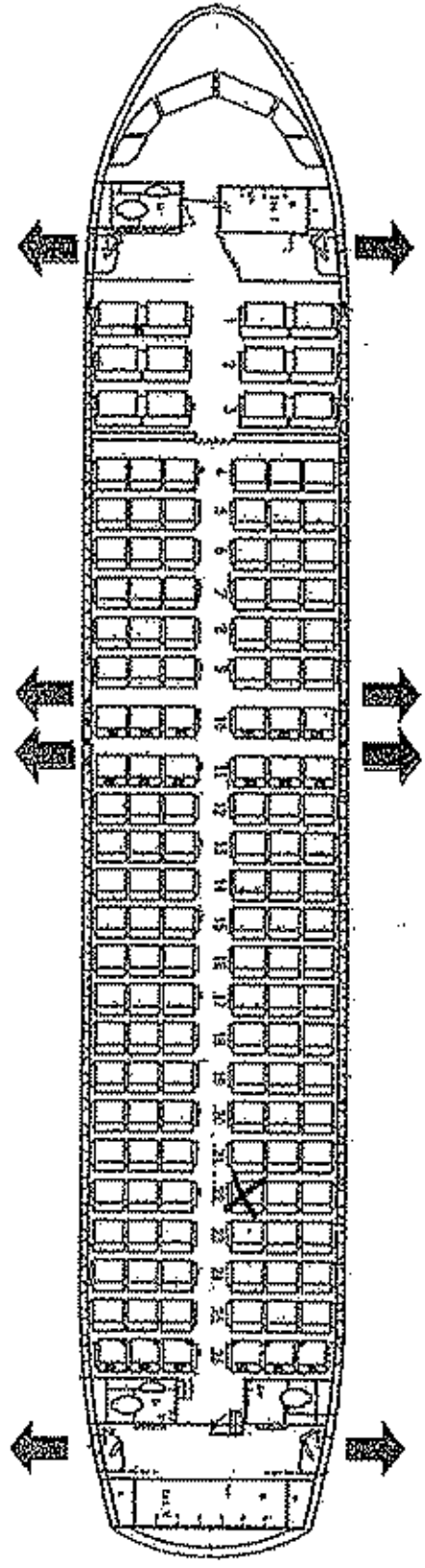
Example: 

2. My name is 

3. I was seated in seat 22D ?
Roughly!

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-XXXX. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio DON'T REMEMBER

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 READING

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear DON'T REMEMBER

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I DON'T REMEMBER ATE PRESENTATION

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: N/A

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: N/A

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. CURLED UP FORWARD WITH ARMS OVER MY HEAD

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please FELT IT WOULD BE SAFEST AND PROTECT MY HEAD

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain: I WAS READY TO GO TOWARDS THE BACK EXITS
BUT THEN WAS DIRECTED TO GO TOWARDS THE MIDDLE EXITS.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

THEN GOT ON A RAFT.

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 IT WAS A ROLL OF PAPER, NOT A BAG

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?
 Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?
 Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?
 Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?
 Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?
 Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?
 Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?
 Yes No

45. Where did you board the slide/raft?
 Door Wing Water

46. Did you have any difficulty boarding the slide/raft?
If yes, explain _____

~~THE LAND IN FRONT OF ME WAS NARROW AT THE~~
~~EDGE OF THE RAFT WE HELPED ON AND I WAS ABLE TO GET ON IT~~
~~AFTER HER~~

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?
 I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?
 Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No
If yes, describe I WAS WET AND SHAKING, A PASSENGER
INFLATED IT FOR ME.

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 IT WAS PASSED TO ME.

53. Did you have any problems using the life vest? Yes No If yes, what problems?
 Locating the vest Reaching the package Opening the package IT WAS TOO TIGHT
 Donning the vest Securing the vest Other, please describe AROUND MY NECK

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe N/A

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe I WAS IN THE MIDDLE SEAT ALL THE BACK
WE HAD TO WAIT FOR THE MIDDLE TO CLEAR

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 NOT VIOLENTLY

61. Did you get pushed?

Yes No ↳

62. Did you push anyone?

Yes No I WAS PUSHING A HEAVY SET LADY IN FRONT OF ME
IN THE SENSE OF HOLDING HER UP TO MAKE SO SHE
CAN KEEP MOVING FORWARD

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.

WE JUST HAD TO WAIT FOR THE PEOPLE IN THE FRONT
TO EXIT

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

SHE DID CLOSE AN OVERHEAD BIN THAT OPENED AT BIRD STRIKE

83. Did you hear the flight attendants' giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

I CAUGHT SEVERAL LIFE VEST (IN BAGS) THAT WERE THROWN IN THE AIR FOR THE PASSENGERS ON MIL RAFT AND HANDED THEM OVER TO THOSE WHO NEEDED ONE

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

VERY MINOR BRUISE ON MY ELBOW AT IMPACT
NO EFFECT

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

MINOR BRUISE ON MY ANKLE. 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

I HAD HYPOTHERMIA, DID NOT STOP SHAKING UNTIL RESCUED AND COVERED IN BLANKETS IN NJ RESTAURANT.

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 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? 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 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 "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age

32

97. Height

6'2"

98. Weight

175

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: NO

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

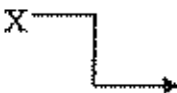
Other _____ None

USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

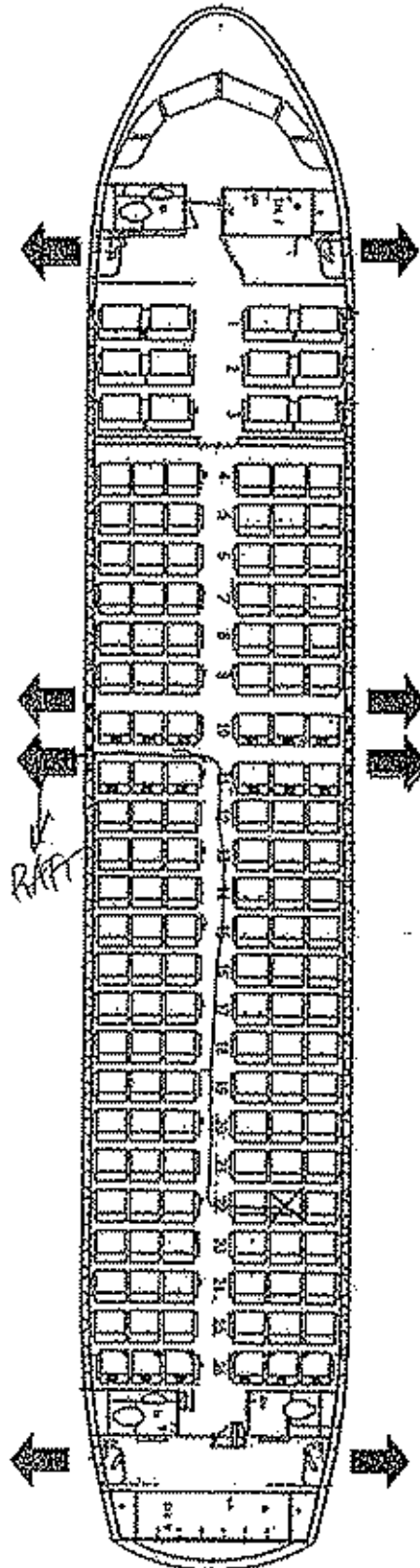
Example: X 

2. My name is 

3. I was seated in seat 22E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

It would be helpful if the instructions highlighted what is allowed on this plane, so you are some flight to flight.

Brace Position

12. Did you brace for impact? (Describe position)

Yes. crossed hands on seat back and propped head against hands

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain I started going to Rear Exit ended up using
Forward exit.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain no

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain *FLOATED by ME.*

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?
 Yes No *There was a line for the wing exits. Front of plane 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 _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? _____

Unknown ferry

95. Where did the boat take you? *C. Helgey Pier - by the Continental*

offshore

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 23.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 No

96. Age 49

97. Height 6'4"

98. Weight 228

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

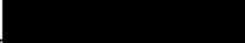
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

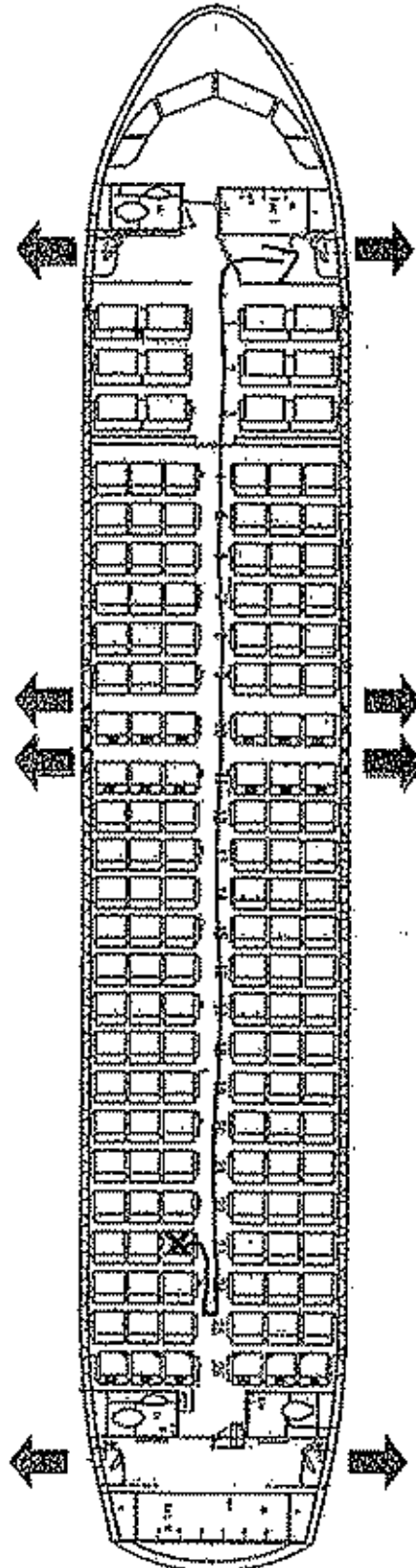
Example: X 

2. My name is 

3. I was seated in seat 23-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 QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Located Exit

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: But Frequent Flyers MAY tend Not to place Attention on briefing especially if they have flown on the particular AIRCRAFT

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: HAD LISTENED TO FLIGHT ATTENDANT 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?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exit

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other Flight Attendant instructions to go forward

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other ON to 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 one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *PASSENGER URGED NOT TO TAKE ANYTHING*

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *Not where I was*

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? *Neither*

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *NA*

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 _____
was disposed by impact

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe NO

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know NO + IN 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)?
 Yes No
If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

- Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
- Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
- Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
- Headsets Broken cabin interior Overhead bins Curtains
- Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

move to the front, go to the wing
Don't open REAR EXIT there is water

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other Left Hand

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other GRAB ON LEFT HAND Very slight

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? MAY HAVE BEEN PILOT

BOAT ON

95. Where did the boat take you? Dock NY Side to Docked Ferry used as
holding and triage center

96. Were you transported to a hospital? If yes, which hospital? Roosevelt to check out and stabilize
was a precaution

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 23F

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 74

97. Height 5'11

98. Weight 202

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

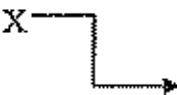
Other _____ None

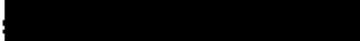
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

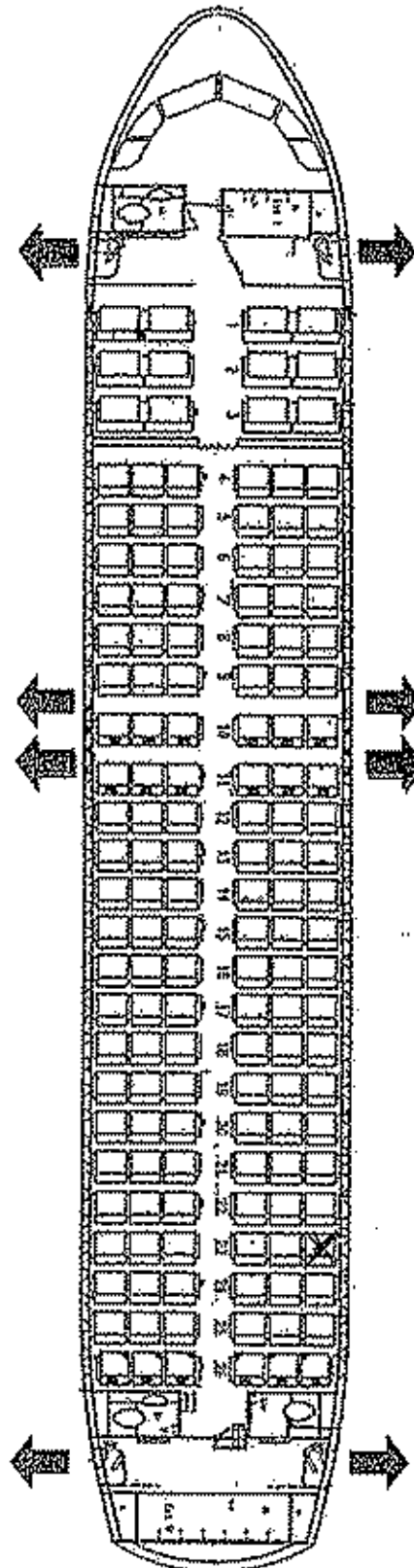
Example: X 

2. My name is 

3. I was seated in seat 23F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: *→ I didn't see the life vest, seat + moved forward towards the exit.*

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: It explains where the exits are in the plane.

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 CUNLED MY HEAD INTO DOWN.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <i>→ I left it in my seat.</i>
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2: <i>→</i>	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

Hang in bag

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain NO - I took AL-1057 seat.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No

If yes, explain why they were moving slowly.
→ I was THE LAST PERSON OFF

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

- Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
- Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
- Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
- Headsets Broken cabin interior Overhead bins Curtains
- Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

→ move forward

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

→ CUT ON THE HEAD

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

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 Ferry Waterway

95. Where did the boat take you?

→ Pier 78 NYC

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 24A

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 38

97. Height 5'11"

98. Weight 174

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No → CONTACTS

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 → 100K w/yr

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 would like

→ THE CREW + CAPTAIN

ALL THE PASSENGERS ON HOW THEY

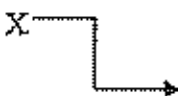
ACTED

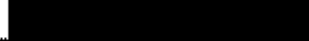
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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.

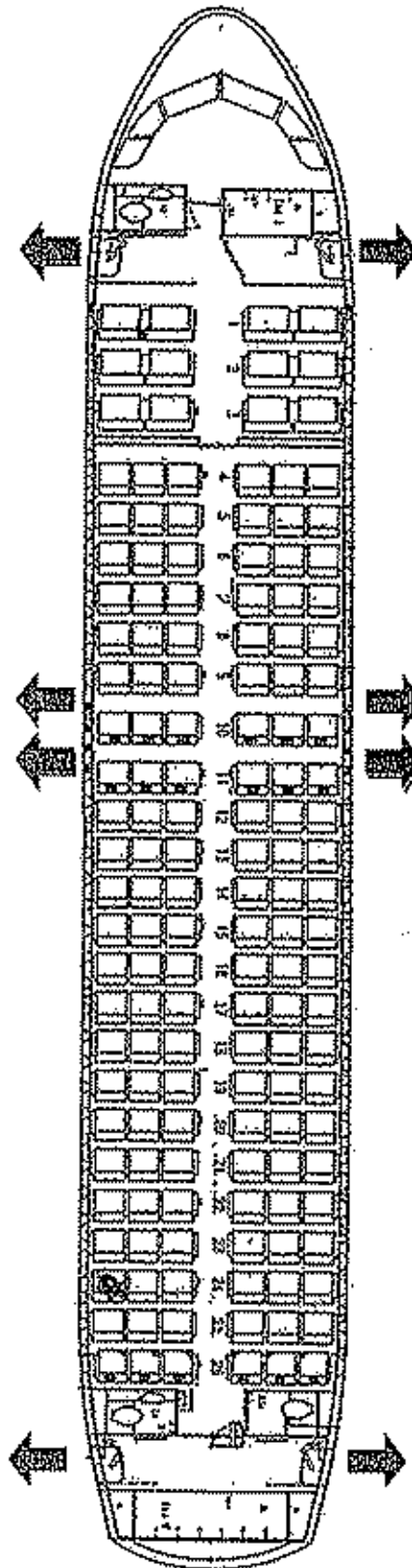
Example: X 

2. My name is 

3. I was seated in seat 24A

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

Yes, head down but left shoulder against seat back 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 *felt more secure in 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)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain

I chose the back door but was told by flight attendant we could not exit because it was under water

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft? *No*

If yes, explain _____

Life Vest

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe *There was a big ^{rust} mark on the back door, I was in a mobile seat & the aisle was full. It took a little time to get into the aisle.*

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

The flight attendant in the back was instructing some of us to climb over seats & go to the front of the plane.

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.

There was a big "bottle neck" at the wing doors. The front half of the plane was empty but everyone was going to the front exit.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

brace, head back down

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? _____

AT&T BOAT - FOUR BOAT

95. Where did the boat take you? *my pier*

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 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 No

96. Age 62

97. Height 5'6"

98. Weight 180

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight-Attendant Aviation Mechanic

Other _____ 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 flight attendants on this part of our plane were very busy from the moment of the bird strike. Several emergency exits on the plane were lost.

She was checking for fire on the back as soon as we saw smoke in the cabin.

The most important thing she did was prevent the back door from being opened and standing for plane. I believe she saved lives because of the crowd in the back someone would have panicked.

I was waist deep in water and our biggest concern was the plane filling with water & sinking.


The flight attendants had to physically stop someone from opening the door, I think it may get it partially open before the attendants were able to stop it.

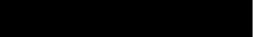
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

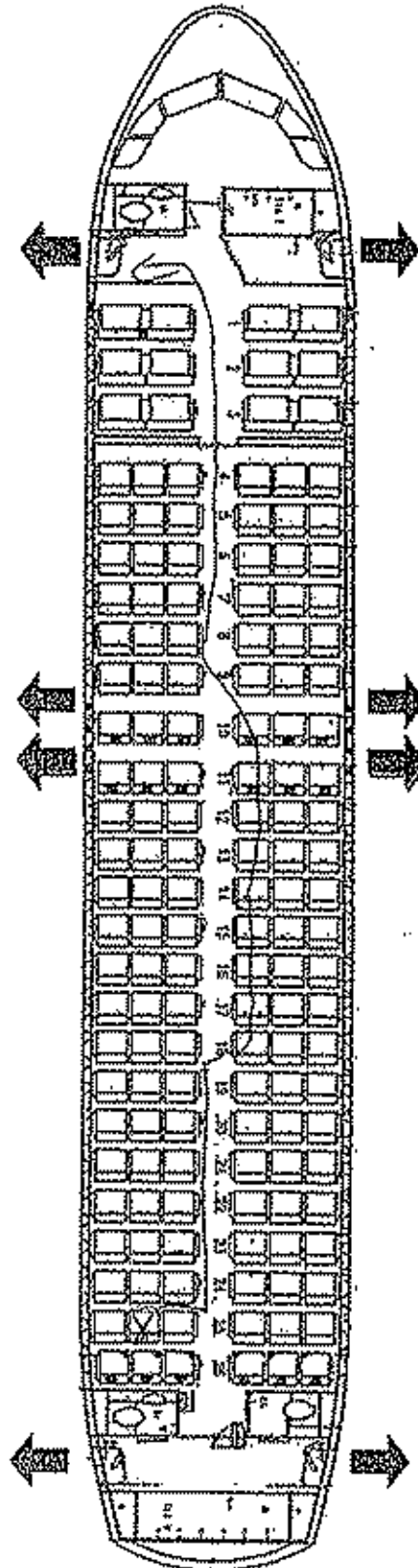
Example: X 

2. My name is 

3. I was seated in seat 25B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~XXXX~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: _____

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?
 Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Other <u>Gate Check</u>
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

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

N/A

46. Did you have any difficulty boarding the slide/raft?

N/A

If yes, explain _____

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?
 Yes No

69. Were you seated with your companion(s)?
 Yes No

70. Did you evacuate with your traveling companion(s)?
 Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)
 Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.
 Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?
 Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?
 Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?
 Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?
 Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?
 Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?
 Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
 Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?
 Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

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

Bump on forehead. No effect on my evacuation

90. Did you sustain any injuries during the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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 think

95. Where did the boat take you? pier 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 25C

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 36

97. Height 5' 10"

98. Weight 176 lb

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

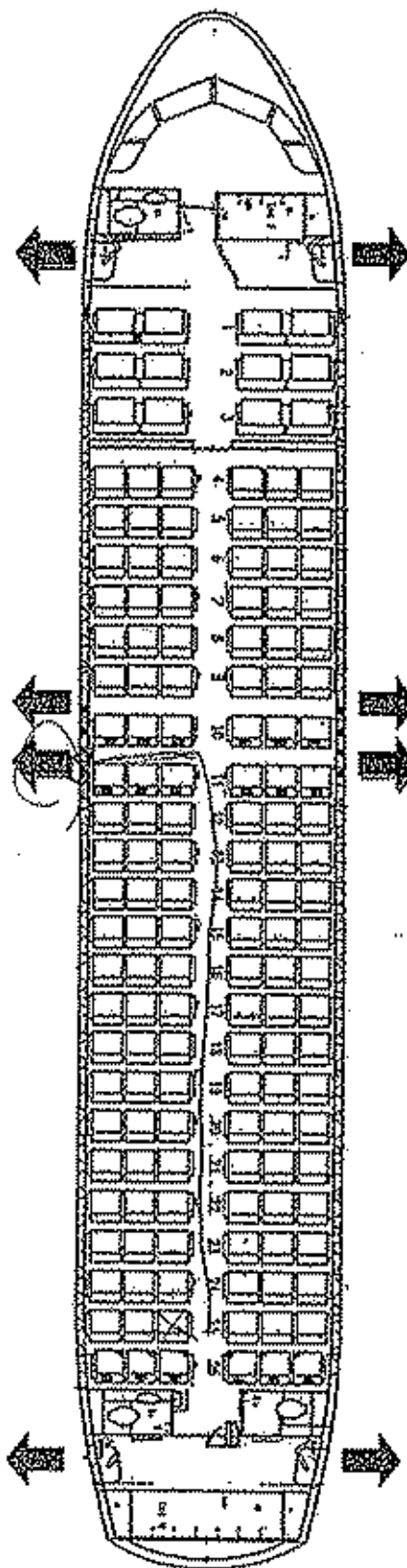
Example: X 

2. My name is 

3. I was seated in seat 25C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None
(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Didn't listen to it

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read
If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: know where exits were

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

Brace Position

12. Did you brace for impact? (Describe position)

yes; hands behind head, doubled over

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No *untrue*

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 *(the pilot was)*

45. Where did you board the slide/raft?

Door Wing Water

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *no*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe *People were in the way*

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

I climbed over a few rows of seats to get away from the water then went back into the aisle

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

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 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

mild abrasion on @ knee because of stepping over seats

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? *ferry boat*

95. Where did the boat take you? *a walk in NYC*

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 25 E

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 26

97. Height 6'

98. Weight 155

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

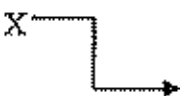
Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.


USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

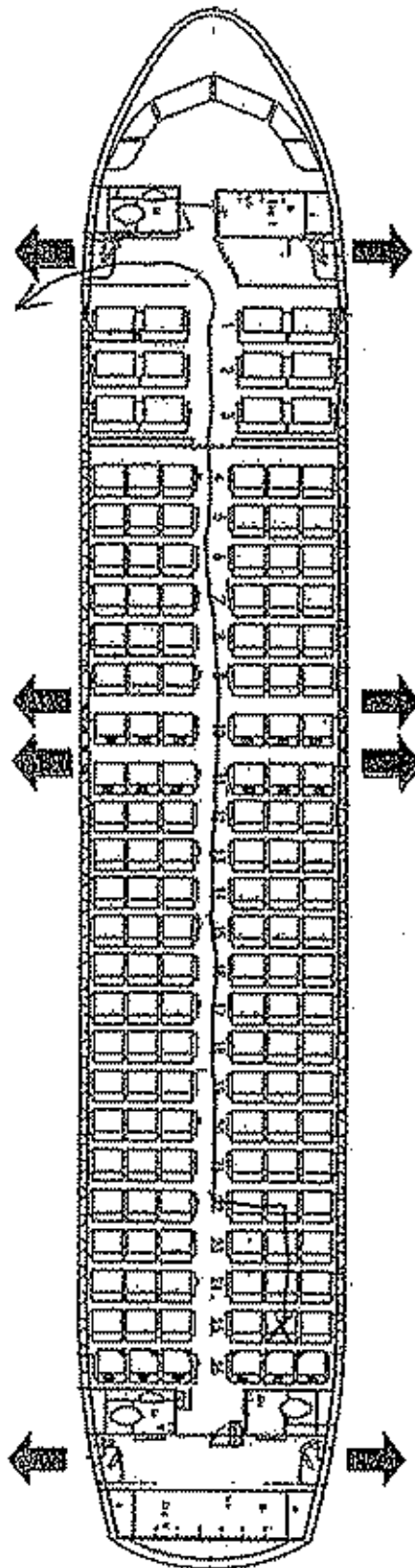
Example: X 

2. My name is 

3. I was seated in seat 25E

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington, D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: I knew what I was suppose to do but no time
to do it. FOR INSTANCE, I KNEW THERE WAS A LIFE VEST
but the water was getting to deep

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: I THINK THIS IS MORE SO TO FIRST TIME TRAVELLERS.
FOR SOJOURNED TRAVELLERS, I FEEL THEY NEED TO BE REMINDED OF
THE IMPORTANCE.

8. When did you read the safety instruction card in the seatback in front of you?

Prior to flight During pre-flight briefing In-flight Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

- Read it before Could not find Was not there Could not understand
 Not important Other _____

10. Did the safety card information help you in the evacuation?

- Yes No

Explain: _____

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

I am not sure if it was addressed, however it should be noted not to open the back door in water.

Brace Position

12. Did you brace for impact? (Describe position)

Put my head between my knees and tucked my hands over my head

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain Selected Rear Exit AND was directed by passenger to go to
Wing AND THEN was directed by passenger on way to go to FRONT
OF PLANE

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No I DON'T KNOW

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No I DON'T KNOW

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No I DON'T KNOW

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No 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

Life Vest

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me
IT WAS FLOATING ON PLANE AND I REACHED FOR IT
55. Did you have any problem using the flotation seat cushion?
If yes, please describe *NO*

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe *I WAS IN A WINDOW SEAT AND THERE WAS SOMETHING BLOCKING ME FROM THE AISLE*

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 *There was gentle pushing from behind*

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 seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains

Other *There was something blocking me from the aisle but don't know what it was. It was large and possibly could be Bulkhead.*

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes Other _____

87. How did the crew aid in your evacuation? (Check all that apply)

No aid Indicated the exits in use Shouted instructions Directed passengers out exits
 Assisted passengers from seat to aircraft exits Opening exits Other _____

88. Did the crew assign you any duties?

Yes No

If yes, what were you asked to do and did you do the task.

Injury

89. Did you sustain any injuries prior to the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

Bruising AND Headache From Hitting Seat in Front of me at 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

Bruising on legs.

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

Hypothermia Made it very difficult to move

92. Describe the location of injuries suffered?

Wrist Ankle 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)? Large Blue Ferry Boat

95. Where did the boat take you? TO A Pier in MANHATTAN

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 25 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 45

97. Height 5'7"

98. Weight 140

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: *none*

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.

UNDER THE CIRCUMSTANCES, I FEEL THE EVACUATION WENT RELATIVELY
SMOOTH. SOME PASSENGERS EVACUATED BY CLIMBING OVER SEATS WHICH COULD
HAVE RESULTED IN INJURY AND COULD HAVE SLOWED THE EVACUATION PROCESS,
HOWEVER, THAT IS EASIER SAID IN Hindsight


PROBABLY, THE MOST IMPORTANT THING TO ENSURE SAFETY OF PASSENGERS IS TO
GET THEIR ATTENTION IN THE PRE-FLIGHT SAFETY INSTRUCTION. FOR ME, I
THINK RECALLING THE PROCEDURES HELPED ME REMAIN CALM.

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.

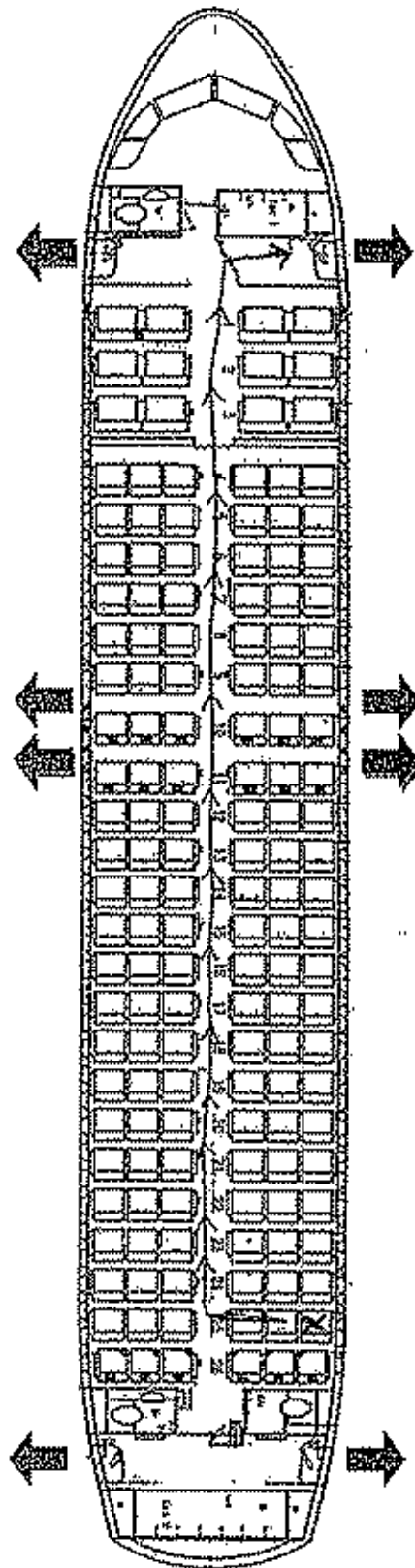
Example: X 

2. My name is [REDACTED]

3. I was seated in seat 25F

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-
Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other BUSINESS TRAVEL

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 did not know there was a life jacket under my seat
also I went to my closest exit which was unusable.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: It was/ seemed business as usual

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: Did not read

11. What changes would you recommend to improve the safety instructions? (Either the presentation or safety card)

In our case we did not have time to understand the brace position - it may be scary to hear it being fall off but should be pointed out.

Also, tell people to check under the seat for the life jacket

Brace Position

12. Did you brace for impact? (Describe position)

US - took off glasses & shoes - place feet flat in floor - cross arms & used pillow behind arms & head & lean against seat in front of me

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please Remember what a rowener did on an emergency landing

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other was plane in slide

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:

all bags
Purse: Under seat Overhead bin Closet Other _____
Briefcase: Under seat Overhead bin Closet Other _____
Computer: Under seat Overhead bin Closet Other _____
Suitcase 1: Under seat Overhead bin Closet Other _____
Suitcase 2: Under seat Overhead bin Closet Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No UNKNOWN

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 YES IT WAS BLOWING UPWARD - SO IT WAS DIFFICULT TO GET IN - I WAS "GENTLY" THROWN INTO IT

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me

Other MY WORKMATE GAVE ME (ORANGE)

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 NOT APPLICABLE

51. Did you have problems inflating your vest? Yes No NOT APPLICABLE

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?
If yes, please describe _____

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain *notice, look up + saw looked around but*

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe *we were in the back & could not get - so we
went up to the wings it was very crowded
& people were moving in both directions*

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe

17 rows of them - from 26 - to wing

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 *Toward wing exits*

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.

*people were trying to get people turned
back around to the wings & people's mind
was not picking it up as fast*

65. Did you consider another exit because of slow moving lines?

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

85. Did you remove your shoes during the evacuation?

Yes No If no skip to item 87

86. Why did you remove your shoes?

Flight attendant instructions I thought I had to Saw others removing shoes

Other They were 5" heels

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

BRUISES

91. Did you sustain any injuries after the evacuation?

Yes No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

BRUISES BRUISES

92. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other _____

Post-Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)?

WV Waterway Ferry - Cuphan - Allen

95. Where did the boat take you?

Port Imperial (Weehawken, NJ)

96. Were you transported to a hospital? If yes, which hospital?

Palladium Medical Center

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 20B

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 37

97. Height 5'

98. Weight 117

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 Xanax - actually kept me calm ☺

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

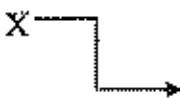
- the rafts in the back of the plane were unusable and needed to use the wings w/ the slides
may want to reconsider location of ditching exits
- communicate location of life vest & child vest
- on our plane one flight attendant was in the rear & did not yell any "pre impact" instructions - ~~was not~~ this would of been helpful in knowing the right brace position
- did not hear any evacuation instructions
could they of used the intercom?


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.

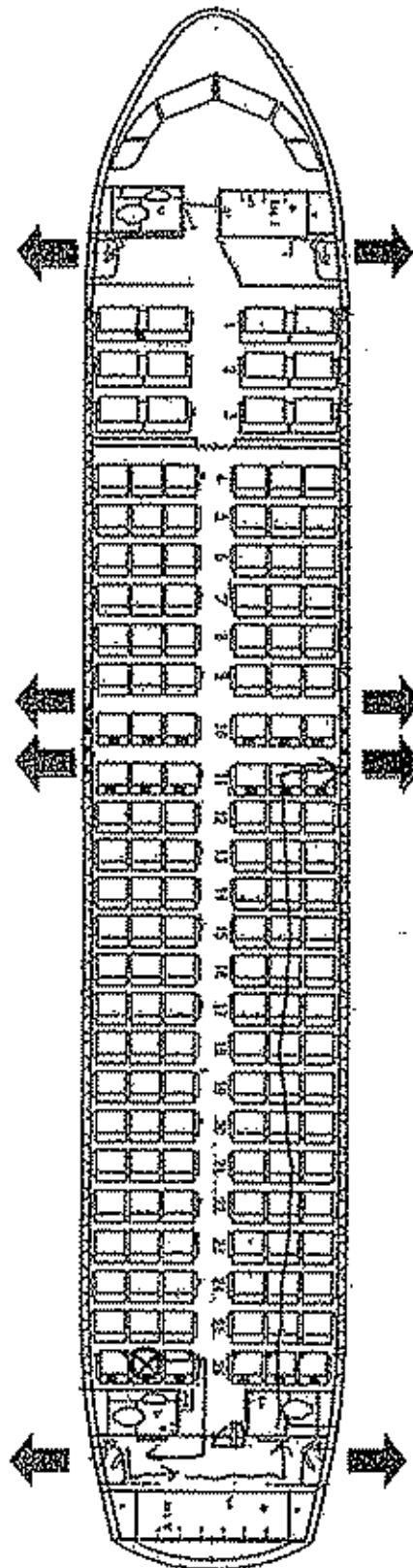
Example: X 

2. My name is 

3. I was seated in seat 210B

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: Not for me as the back exit (closest to me) was not where I should have exited. We went in that direction, but were told to "go to the wing" instead. I did not know there were life jackets under our seat; but more importantly, I did not know we were even heading towards water - or I may have thought more of a water landing w/ impact.

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: It was typical stuff - flight attendants clearly had said it 1000 x's before.

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: B/c I knew where the wing exit was once we were told to go there.

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; but was not told how to do this. I leaned forward as far as I could. That's it.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other _____

22. Did you have any difficulties opening the exit?

- Yes No

Explain: _____

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle

Other When flight attendant yelled to us to "go to the wing"

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit

The other exit was blocked I followed other passengers It was the closest exit

Other _____

26. Were you directed away from a specific exit?

Yes No

27. Were you directed toward a specific exit?

Yes No

Sara of (the wing)

28. Did you follow these directions?

Yes No

29. Did you pass a usable exit at the direction of a flight attendant?

Yes No

30. Did you select an exit and then change your mind?

Yes No

If yes, explain _____

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other _____

32. If you opened an over-wing exit, did you place the exit door inside the aircraft?

Yes No Not Applicable

Carry-on Baggage

33. Did you have carry-on baggage? (Count purses, computers, backpacks, etc. as one item each)

No one bag 2 bags 3 bags more than 3 bags

34. Did you have to gate check a bag you were planning to carry on?

Yes No

35. Where did you store your:

Purse: Under seat Overhead bin Closet Other _____

Briefcase: Under seat Overhead bin Closet Other _____

Computer: Under seat Overhead bin Closet Other _____

Suitcase 1: Under seat Overhead bin Closet Other _____

Suitcase 2: Under seat Overhead bin Closet Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer

Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No *I don't know*

42. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

Yes No *I don't know*

Overwater Safety Equipment

43. Did you board a slide/raft?

Yes No If yes, which one? Forward left Forward right Overwing left Overwing right

44. Was a flight attendant at the doorway giving directions?

Yes No

45. Where did you board the slide/raft?

Door Wing Water *N/A*

46. Did you have any difficulty boarding the slide/raft?

If yes, explain *I tried to get onto raft/slide but
went into water. was pulled back
onto wing.*

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other _____

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest? *N/A*

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain *did not know*

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me *it was floating*

55. Did you have any problem using the flotation seat cushion?
If yes, please describe When I went into water, I let go of it.

56. How did you know about the flotation cushion?
 Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?
 Yes No
If yes, describe _____

58. Did you climb over any seats during the evacuation?
 Yes No If yes, describe _____

59. Did you see anyone climb over the seats?
 Yes No

60. Did you see any passengers pushing other passengers?
 Yes No

61. Did you get pushed?
 Yes No

62. Did you push anyone?
 Yes No

63. Were there any disputes among passengers during the evacuation?
 Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?
 Yes No
If yes, explain why they were moving slowly. _____

65. Did you consider another exit because of slow moving lines?
 Yes No

66. Were you traveling with anyone?
 Yes No If no skip to Item 71

67. With whom were you traveling? (Check all that apply)
 Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other _____

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections) NO
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants' giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions?

Yelled "go 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 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 gave out life jackets

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 just minor bruises

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

92. Describe the location of injuries suffered? -Bruises

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)?

rescue boat - small boat

95. Where did the boat take you? Manhattan side, dinner boat

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 26C

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 38

97. Height 5'6"

98. Weight 127

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following: NO

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic


Other _____ None

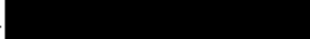
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

Directions:

The diagram to the right shows all the passenger seats on the airplane. The top of the diagram is the front of the airplane. The arrows represent emergency exits. Please complete the items below:

1. On the diagram to the right, please draw an "X" on your seat, and then draw a line from the "X" that shows the path and exit you used to evacuate the airplane.

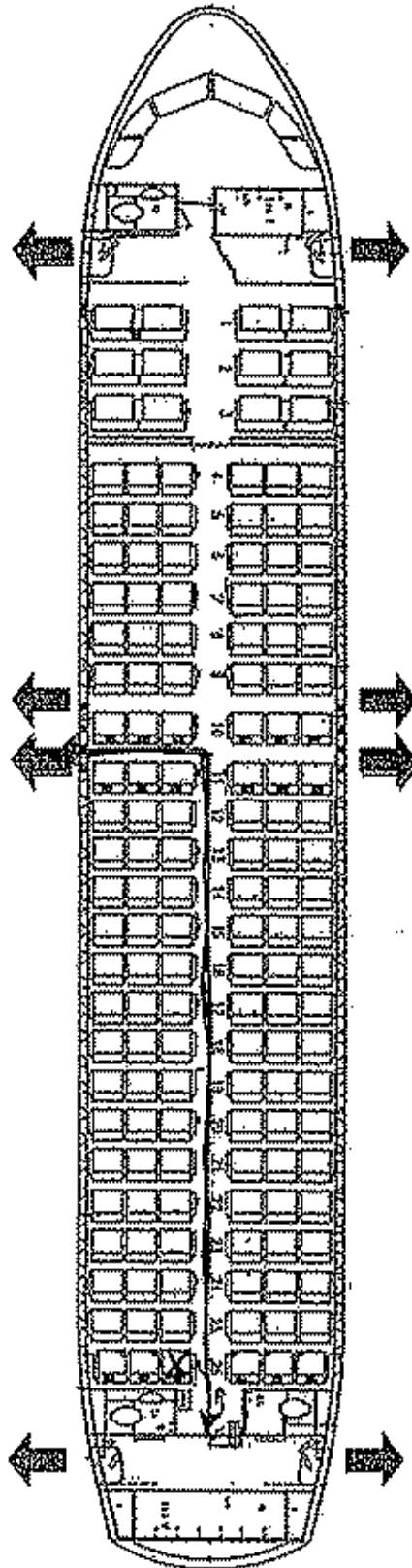
Example: X 

2. My name is 

3. I was seated in seat 26C

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.



National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. In order to accomplish our mission, the Board finds it helpful to contact the passengers on board airplanes that have accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire. The form is voluntary and should require approximately 20 minutes of your time. If you should have any questions about any aspects of this questionnaire or its use please feel free to contact Jason Fedok at 202-314-~~0000~~. Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

Flight Attendant Video Audio

2. How much of the preflight Safety Presentation did you watch?

All 75% 50% 25% None

(If All, go to question 4)

3. Indicate why you did not watch the whole presentation (check all that apply).

Seen it before Obstructed view Distracted by child Distracted by other person
 It's basic knowledge Listening to music/audio tapes Reading Sleeping Too long
 Other _____

4. How well could you hear the presentation?

Heard every word Some words difficult to hear Most words difficult to hear

5. Is English your primary language?

Yes No

6. Did the pre-flight safety presentation help during the evacuation?

Yes No

Explain: *The pre-flight information regarding the closest exit being behind me was something I needed after the water landing since I was on the last row of the aircraft.*

7. Was the pre-flight briefing presented in a manner that indicated the importance of listening to the briefing?

Yes No

Explain: *Not really, at least at the rear of the cabin the attendant seems to be more interested in the upcoming NFL playoff game between Baltimore & Pittsburgh.*

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)

Maybe handing the safety card out earlier, getting in the seats when passengers board so that we would be forced to at least lay our hands on them & hopefully also review.

Brace Position

12. Did you brace for impact? (Describe position)

Yes, I bent over at my waist & wrapped my hands & arms underneath my thighs. Flight attendant instructed us to keep our feet flat on the floor.

13. Why did you choose this position?

- Flight attendant instruction Looked at safety briefing card Copied people around me
 Previous knowledge Other, please _____

Emergency Exits

14. When did you look for the emergency exit(s) closest to your seat?

- During boarding During the pre-flight briefing After the preflight briefing but before the evacuation
 During the evacuation

15. Where did you look for an exit? (Check all that apply)

- In front of me Behind me Left of me Right of me

16. Were you seated in an emergency exit row?

- Yes No If no skip to item 19

17. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

- Yes No

18. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

- Yes No

19. Did you read the instructions for operating the exit?

- Yes No

20. Did you open, or attempt to open, an exit yourself?

- Yes No If no, skip to item 24 - I attempted to assist the rear flight attendant who was trying to open the left rear exit door when I arrived in the galley after

21. What caused you to open the exit?

- Flight attendant P.A. announcement Personal assessment Other we were not important.

ask to get it open due to external water pressure.

22. Did you have any difficulties opening the exit?

- Yes No

Explain: Flight attendant was able to crack open the door but we could not get it all the way open due to external water pressure.

23. Did you use this exit?

Yes No

24. When did you decide which exit to use?

Before the evacuation order was given As I left my seat As I traveled down the aisle
 Other _____

25. For what reasons did you choose this exit? (Check all that apply)

I was called to the exit I was directed by cabin staff It was the only available exit
 The other exit was blocked I followed other passengers It was the closest exit
 Other _____

26. Were you directed away from a specific exit?

Yes No - ~~Not directed~~

27. Were you directed toward a specific exit?

Yes No - Not initially

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 I went to the rear galley which best they would not
open. PA then said "Oh, we are in the water. We have to go to
the wing. We have 2 minutes" She then left the galley &
went toward the front of the plane. I redirected those coming back
to turn around to the wing.

31. If you used an over-wing exit, how did you get off the wing?

Into water Directly onto a boat Other Life raft/back edge
to turn around to the 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 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 Checked
Suitcase 2: Under seat Overhead bin Closet Other _____

36. Did you attempt to take any carry-on items with you during the evacuation?

Yes No

If no skip to item 40

37. What items did you need to take?

Medicines Money/wallet/credit cards Car/House key Clothes Camera Computer
 Job related items Sentimental items Other _____

38. Where were the items stored?

Under seat Overhead bin Closet Other _____

39. What happened to any carry-on bags you took with you during the evacuation?

Taken by flight attendant Placed in a seat Returned to overhead bin
 Dropped to floor Carried into raft/out wing Took with me onto rescue boat
 Other _____

40. Did other passengers attempt to take carry-on items?

Yes No

41. Did passengers retrieving carry-on luggage slow the evacuation?

Yes No - Luggage did slow the process of getting on the ferry boat.

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 - According to the rear flight attendant's own statement she went 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 Somewhat - the raft was full of people so I sat on the back left edge of the raft. I held [redacted] while we waited for the ferry boat.

Life Vests

47. Did you obtain a life vest? Yes No If yes, how did you obtain the vest?

I retrieved it myself from under my seat Someone gave it to me Other I grabbed seat cushion

one that was floating by at about my shoulder height as I walked forward the raft.

48. Did you put on the vest? Yes No

49. Where were you when you put the vest on?

Inside the airplane Outside the airplane

50. Did you inflate the vest? Yes No

51. Did you have problems inflating your vest? Yes No

If yes, describe _____

52. How did you know the location of the vest?

Instructions from crewmember Observed others taking vest Pre-departure briefing
 Read safety briefing card Other, please explain _____

53. Did you have any problems using the life vest? Yes No If yes, what problems?

Locating the vest Reaching the package Opening the package
 Donning the vest Securing the vest Other, please describe _____

Flotation Seat Cushions

54. Did you use a flotation seat cushion? Yes No If yes, how did you obtain the cushion?
 I retrieved it myself from my seat I took it from another seat Someone gave it to me

55. Did you have any problem using the flotation seat cushion?

If yes, please describe No, I grabbed a seat cushion that was floating by me @ shoulder height as I eventually made my way to the wing.

56. How did you know about the flotation cushion?

Pre-departure safety briefing Safety Briefing card Crewmember instructions
 Observed other people taking their seat cushion Other, please explain

Passenger Behavior

57. Did you experience any delay in getting into the aisle?

Yes No

If yes, describe _____

58. Did you climb over any seats during the evacuation?

Yes No If yes, describe _____

59. Did you see anyone climb over the seats?

Yes No

60. Did you see any passengers pushing other passengers?

Yes No

61. Did you get pushed?

Yes No

62. Did you push anyone?

Yes No

63. Were there any disputes among passengers during the evacuation?

Yes No Don't know

64. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

Yes No

If yes, explain why they were moving slowly.

Once I made it out of the galley I headed toward the wing, several people in front of me was an elderly lady that headed extra assistance. This assistance was provided by a male passenger as the rear flight attendant had

65. Did you consider another exit because of slow moving lines? already gone to the front of the plane, I believe.

Yes No

66. Were you traveling with anyone?

Yes No If no skip to item 71

67. With whom were you traveling? (Check all that apply)

Spouse Baby (Under 2 yrs.) Young child (2-10 yr.) Coworker Friend Other

68. If you were traveling with a child, were you using a child safety seat?

Yes No

69. Were you seated with your companion(s)?

Yes No

70. Did you evacuate with your traveling companion(s)?

Yes No

71. Did any of the following slow your movement during the evacuation? (Check all that apply)

Seat tray Seatback in front of you Galley Bulkhead (Walls dividing cabin into sections)
 Flight attendant seats Galley items (Soda cans, carts) Luggage fallen from overhead bins
 Luggage passengers tried to take off plane Footrest Child Safety Seat Shoes Blankets
 Headsets Broken cabin interior Overhead bins Curtains
 Other _____

72. Other passengers in general were cooperative during the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

73. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

74. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

75. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seatbelt Usage

76. Was your seatbelt fastened prior to the evacuation?

Yes, Very Tight Yes, Moderately Tight Yes, Loose No Can't recall

77. Did you have any difficulties unfastening your seatbelt?

Yes No

78. Did unfastening your seatbelt slow down your evacuation of the aircraft?

Yes No Seatbelt was not buckled

Communication

79. Who first informed you that an evacuation was necessary?

Pilot Flight Attendant Other Passenger Personal Decision

80. At the time, did you know why an evacuation was necessary?

Yes No

81. Did the flight attendants give you any instructions just prior to the evacuation?

Yes No Not enough time

82. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

Yes No Not enough time

83. Did you hear the flight attendants giving instructions during the evacuation?

Heard every word Some words difficult to hear Most words difficult to hear Heard nothing

84. Describe the flight attendants' instructions? As previously stated, she realized we were in the water & said "we have to go to the wings, we have two minutes."

It was not so much an instruction as it was her "thinking out loud."

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

No other than extreme cold due to the chest level water in the galley.

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

No other than wet & cold as described above.

92. Describe the location of injuries suffered?

Wrist Ankle Leg. Arm Back Face Head Other _____

93. Description of injuries suffered? (Check all that apply)

Sprain Fracture Concussion Broken Back Dislocation Strain
 Burn Abrasions (Lacerations & Bruises) Smoke inhalation
 Other _____

Post Evacuation Events

94. Describe the boat that transported you to shore (or provide name if known)? NY Waterways

ferry

95. Where did the boat take you? NYS Ferry terminal in Hoboken

96. Were you transported to a hospital? If yes, which hospital? Yes, St. Hoboken University Medical Center

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors and exits are indicated by large arrows.

94. Seat Number 26D

Please indicate the following locations on the diagram:

If you know your exact seat position, place an "X" on that seat.

If you are NOT SURE of your seat position place a question mark on that seat.

Position of other known passengers (by name or description).

Show your route of escape (draw line from your seat to exit used).

Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

95. Have you ever had to evacuate an aircraft before?

Yes No

96. Age 37

97. Height 5'5"

98. Weight 127 lb

99. Gender

Male Female

100. Do you wear corrective lenses?

Yes No

101. Were you wearing your corrective lenses during this flight?

Yes No

102. Did you lose your corrective lenses during the event that caused the evacuation?

Yes No

103. Had you consumed any alcohol in the 8 hours prior the evacuation?

Yes No

104. Prior to departure, was your ability to evacuate affected by any of the following:

Vision Hearing Age Injury Recent surgery Cane

Other _____

105. How often do you travel by air?

First flight Less than 1 flight per year 1 to 2 flights per year 3 to 6 flights per year

More than 6 flights per year

106. Aviation Experience

Commercial Pilot Private Pilot Flight Attendant Aviation Mechanic

Other _____ None

Final Thoughts 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 bulldozed (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:

1. 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.

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.

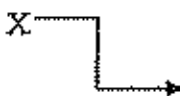
See attached typed document regarding
flight attendant behaviors

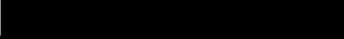
USAirways
Flight 1549
Hudson River, NY
January 15, 2009
Airbus A320-214

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 26D

Example : 14D

Thank you for taking the time to complete the questionnaire. If you have any questions or comments, please call 202-314-6645.

