

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 their probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers onboard airplanes involved in accidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol during the accident flight or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED], or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** 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

(if No, what is your primary language? _____)

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

Yes No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

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. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

Yes No

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

14. Why did you choose this position?

Flight attendant instruction Looked at safety briefing card Copied people around me

Previous knowledge Other, please _____

Emergency Exits

15. 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

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

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

17. Were you seated in an emergency exit row?

Yes No **If no skip to item 20**

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

Yes No

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

Yes No

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

Yes No

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

Yes No **If no, skip to item 24**

22. What caused you to open the exit?

Flight attendant P.A. announcement Personal assessment Other _____

23. Did you have any difficulties opening the exit?

Yes No

Explain: _____

24. Did you use this exit?

Yes No

25. 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 _____

26. 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 _____

27. Were you directed away from a specific exit?

Yes No

28. Were you directed toward a specific exit?

Yes No

29. Did you follow these directions?

Yes No

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

Yes No

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

Yes No

If yes, explain _____

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

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

Yes No Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

No one bag 2 bags 3 bags more than 3 bags

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

Yes No

36. Where did you store your:

Purse:	Under seat	Overhead bin	Closet	Not applicable	Other _____
Briefcase:	Under seat	Overhead bin	Closet	Not applicable	Other _____
Computer:	Under seat	Overhead bin	Closet	Not applicable	Other _____
Suitcase 1:	Under seat	Overhead bin	Closet	Not applicable	Other _____
Suitcase 2:	Under seat	Overhead bin	Closet	Not applicable	Other _____

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

Yes No

If no, skip to item 40

38. What items did you need to take?

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

39. Where were the items stored?

Under seat Overhead bin Closet Other _____

40. 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 _____

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

Yes No Don't know

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

Yes No Don't know

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

Yes No Don't know

Passenger Behavior

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

Yes No

If yes, describe _____

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

Yes No If yes, describe

46. Did you see anyone climb over the seats?

Yes No

47. Did you see any passengers pushing other passengers?

Yes No

48. Did you get pushed?

Yes No

49. Did you push anyone?

Yes No

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

Yes No Don't know

51. 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.

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

Yes No

53. Were you traveling with anyone?

Yes No **If no skip to item 58**

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

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

55. If you were traveling with a child, was the child using a child safety seat?

Yes No

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

Yes No

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

Yes No

58. 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 None of the above
 Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

60. My physical size assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

61. My physical condition assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

62. My age assisted me in the evacuation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

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

64. Did you have any difficulties unfastening your seat belt?

- Yes No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

- Yes No Seatbelt was not buckled

Communication

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

- Pilot Flight Attendant Other Passenger Personal Decision Can't recall

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

- Yes No

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

- Yes No Not enough time Can't recall

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

- Yes No Not enough time Can't recall

70. 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

71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?

- Yes No **If no skip to item 74**

73. Why did you remove your shoes?

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

74. 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 _____

75. Did the crew assign you any duties?

- Yes No

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

Injury

76. 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

77. 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

78. Did you sustain any injuries **after** the evacuation?

Yes No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

Wrist Ankle Leg Arm Back Face Head Other _____

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

Sprain Fracture Concussion Broken Back Dislocation Strain

Burn Abrasions (Lacerations & Bruises) Smoke inhalation

Other _____

81. Were you transported to a hospital? If yes, how and which

hospital? _____

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Your Location

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

83. Seat Number _____

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- 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

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

Yes No

85. Age _____

86. Height _____

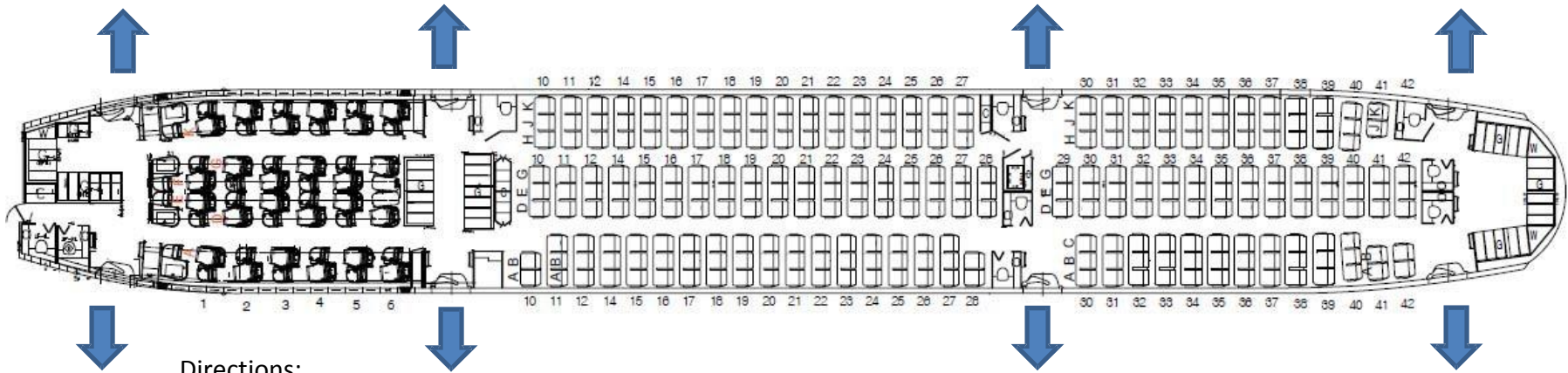
87. Weight _____

88. Gender

Male Female

Lined writing area with horizontal lines.

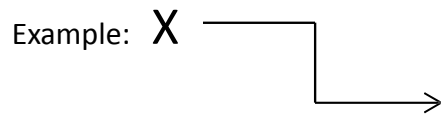
Asiana Airlines Flight 214
 San Francisco, CA
 July 6, 2013
 Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.



2. Write the seat where you were seated: _____

Example: 24D