

SUPPORTING STATEMENT B

National Transportation Safety Board Asiana Flight 214 Passenger Questionnaire NTSB Investigation No. DCA13MA120

B. STATISTICAL METHODS

1. Sampling Universe, Sampling Methods, and Expected Response Rate.

As explained below, the NTSB intends to send the passenger questionnaire to all passengers who survived (totaling 291) the Asiana 214 aircraft accident. In order to maximize the number of responses, the NTSB plans to send the questionnaire to all passengers for whom the NTSB has electronic mail addresses (totaling 87). The electronic version of the questionnaire will consist of a fillable document in portable document format (PDF). For all other passengers, the NTSB will send the questionnaire via postal mail or express mail service. For passengers residing in the United States, the NTSB will include a postage-paid return envelope.

The NTSB expects to receive approximately 30 percent of the questionnaires completed and returned. The NTSB does not plan to contact passengers to request completion of the questionnaire if the NTSB does not receive a completed questionnaire in response to its original request. The NTSB will consider all completed questionnaires it has received by the time it creates a survival factors group factual report, and include the questionnaires in the public docket for the accident investigation. If the NTSB receives questionnaires following its release of the group factual report, it may also include those questionnaires in the public docket, even though the description of the total data received in the factual report will not reflect the receipt of a questionnaire provided after the report's release.

2. Procedures for Collection of Information.

The NTSB has obtained contact information on passengers from several sources, including the passenger manifest the NTSB obtained from Asiana Airlines, information the NTSB obtained from the Federal Bureau of Investigation, information from local hospitals or other medical facilities, and information from family members. Some sources of information contain electronic mail addresses for 87 of the passengers. For each of these passengers, the NTSB will send questionnaires via electronic mail. For passengers for whom the NTSB does not have an electronic mail address, the NTSB will then send the questionnaire via postal mail or express mail transportation service, with instructions for returning the questionnaire to the NTSB in the form of a scanned document electronic mail, or a paper copy of the document via facsimile, postal mail, or express mail transportation service. The NTSB will include postage-paid, addressed envelopes to all passengers for whom the NTSB has a United States mailing address.

3. Methods to maximize response rates and deal with issues of non-response.

The NTSB will request responses to the passenger questionnaire on a voluntary basis. If the NTSB becomes aware of an intentionally inaccurate response to question(s) on the questionnaire, the NTSB may choose to exclude the erroneous questionnaire. Such an assessment will be based

on whether the NTSB has reason to believe the information provided completed questionnaire is purposefully misleading or untruthful. If the NTSB receives any response that the NTSB believes may warrant further investigation, the NTSB may contact the respondent and request additional information, via a telephone call. The NTSB anticipates witnesses' ability to recollect crash-related events may have diminished by the time they complete the questionnaire; therefore, the NTSB may receive some questionnaires that contain inadvertently incorrect information. The NTSB may note this source of potential imprecision in its report. For purposes of describing witnesses' memories of the safety briefing prior to takeoff and the evacuation of the aircraft immediately following the accident, the NTSB's report will benefit from a general overview and understanding of witnesses' conduct at the commencement and conclusion of the flight. The NTSB will describe in its survival factors report the degree to which it believes the data provided in the questionnaires was useful. The NTSB survival factors group will use multiple techniques for assessing the data provided in the questionnaires. These validation techniques include comparing the feedback on the questionnaires with other data the NTSB has obtained, such as hospital records, reports from other passengers or crew, feedback from first responders, and the like.

4. Tests of procedures or methods.

The circumstances of this information collection do not lend themselves to tests of procedures or methods by which the NTSB will obtain information in this collection. The NTSB does not plan to test formally the procedures or methods it will use in obtaining the information, but will compare the feedback it receives on the questionnaires to other sources of data, as described above.

5. Name and telephone number of individual(s) consulted; Name of person who will collect and/or analyze information collected.

The NTSB has not consulted with anyone concerning distribution of the questionnaire. The NTSB investigator who is overseeing the survival factors group is Jason Fedok. Mr. Fedok will review and analyze the information collected on the questionnaire, with the assistance of the other members of the survival factors group for NTSB Investigation No. DCA13MA120.