

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

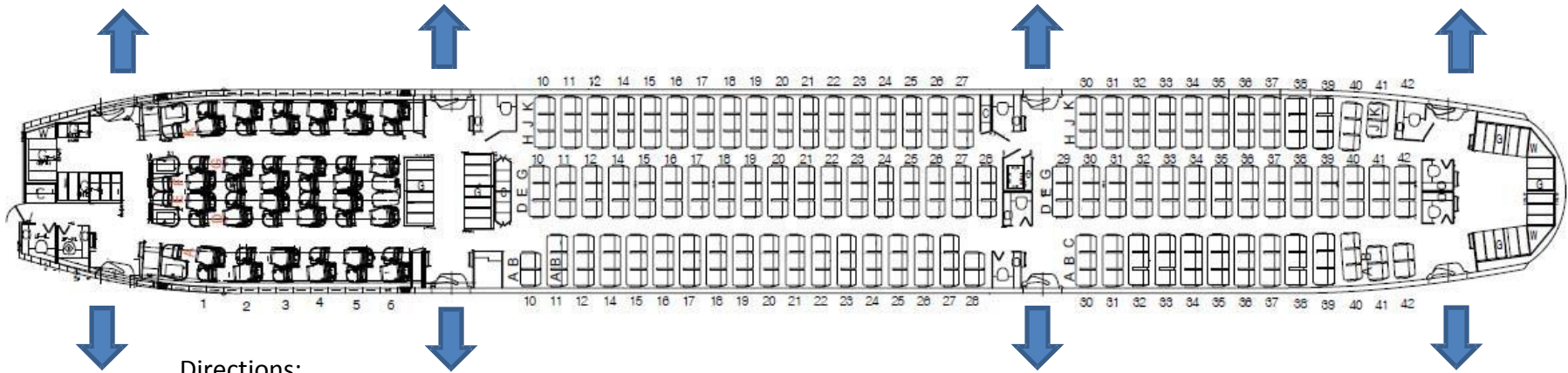
Male  Female





Lined writing area with horizontal lines.

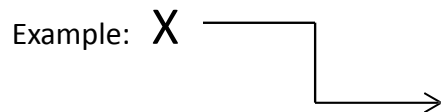
**Asiana Airlines Flight 214**  
 San Francisco, CA  
 July 6, 2013  
 Boeing 777-200ER



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