Initial Report

Last Modified: 02/20/2014

1. How uncomfortable does the narrow aisle make your experience?

#	Answer	Bar	Response	%
1	Very uncomfortable		1	100%
2	Somewhat uncomfortable		0	0%
3	It doesn't affect my comfort level		0	0%
	Total		1	

2. What are the biggest pain points concerning the current aisle chair? How do you think we can improve your experience?

Text Response

It's cramped and has to be pushed by flight attendants. Doing away with the aisle chair all together would be ideal, such that a personal wheelchair can be used instead. This would require more space at least in the foward section of the plane (bathroom and first few rows). Currently, I've found that Southwest Airlines has provided for the most conformtable boarding experience, where the spacious walkways at the forward end of many of their planes allow for me to board the plane with my wheelchair and transfer to the first row of seats.

3. How do you think having an 'on demand' powered aisle wheelchair would improve your experience?

Text Response

It seems like a neat concept that would allow me to board the plane at my own pace and go to the restroom when I please. Reliability, safety, and stability would be a concern and I would need to see adequate safety precautions taken in the design.

4. If the aisle chair were powered, i.e. you did not have to be pushed by someone else or push yourself, would you rather have the aisle chair come autonomously to you upon calling it or would you rather have the aisle chair be brought to you by the flight attendant? Remember this is not about you being in the chair or your experience in the chair; it is about how the chair gets to your seat.

#	Answer	Bar	Response	%
1	Autonomous		1	100%
2	Flight attendant		0	0%
	Total		1	

5. Please explain why you chose autonomous vs. brought by the flight attendant and how it would improve your experience. Would having the flight attendant bring you the aisle chair significantly impact your experience?

Text Response

Autonomous is better because I feel I am in control of when the seat is summoned, rather than have to call the flight attendant and wait for them to available to help.

6. The proposed 'on-demand' powered aisle wheelchair will include sensors for detecting obstacles and guides ensuring a straight path of travel. Are there any other issues you can think of that we should address?

Text Response

I'd be concerned about the chair stopping should anything get caught along the way (i.e. clothing article getting stuck on adjacent arm rest, paralyzed limb flopping to the side). Also, I would expect the chair to be stable/secure/strong enough to support any type of pushing, tugging, leaning, or wait-bearing on the chair while transfering in/out of the chair.

7. What do you think about the concept of a wider aisle allowing you to enter the plane with your own wheelchair? Is this preferable to having a powered aisle chair?

Text Response

This would be the best option. Using one's own wheelchair is always better because one is already familiar/comfortable with transfering in/out of it as well as operating it. It would also be great if I could access the restroom from my seat using my own wheelchair.

8. How uncomfortable would it be to enter from the front of the plane and be power-driven backwards (facing the front of the plane) to your seat- not being able to see where you are going but knowing there are sensors and rails to guide the chair?

#	Answer	Bar	Response	%
1	Very uncomfortable		0	0%
2	Somewhat uncomfortable		0	0%
3	It wouldn't affect my comfort level		1	100%
4	It would be comfortable		0	0%
	Total		1	

9. Are you more likely to trust a human pushing you while you face backwards or an automated system with rails and sensors? Why?

Text Response

From a trust perspective, I'd select the human, simply because a human can quickly recognize when something goes wrong and react accordingly.

3	Click to write Choice 3		0	0%
	Total		1	

10. In the previous questions, your travel companions would probably have to be boarded from the front of the plane so if you are boarding from the back there might be a small period of time that you are separated, how important is this to you and why?

Text Response

Accessible design shouldn't only be about giving access to someone with limited mobility but also about how inclusive the design makes everyone feel. Being separated from one's group makes the experience rather uncomfortable because it shines an even brighter light on the fact that one has to do things differently as wheelchair user. The objective in accessible design should be to allow a wheelchair user to experience their surroundings as autonomously as possible and as similar to non-wheelchair users as possible.

11. Would you be comfortable using a standing wheelchair or some other sort of device that provides skeletal support to keep you in an upright position instead of sitting down? Please explain.

Text Response

I personally would, provided the appropriate safety precautions are taken.

12. Do you have any other thoughts regarding moving inside the cabin you would like to share with us?

Text Response

Thanks for all of your hard work! -Jose Luis Naranjo

13. Do you typically travel with a carry-on luggage or do you check-in your luggage?

#	Answer	Bar	Response	%
1	Carry-on		1	100%
2	Check-in		0	0%
	Total		1	

14. Do you bring a personal item or do you bring both a personal item and a bag?

#	Answer	Bar	Response	%
1	Personal item		0	0%
2	Carry-on luggage & personal item		1	100%

15. Where do you prefer to stow your carry-ons?

Text Response

Under seat (backpack), that way I can access it when I please w/o depending on anyone else

16. Do you typically access your carry-ons during the flight?

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

17. Any additional pain points/ stories concerning luggage you would like to share with us?

This question was not answered by the respondent.

18. For those of you that have removable armrests/handles on your wheelchairs, do you trust them to support your weight during a transfer?

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

19. Do you find them easy to remove in an efficient and quick manner?

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

20. Is there a specific mechanism that you prefer for your removable parts of