

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

Lack of safety: Nobody has ever taken notice of the simple physics of torque in an independent transfer from a manual chair to an aisle chair. It is obvious in the design (the front wheels do not lock and thus the force of transferring causes them to swing the aisle chair away from the wheelchair leaving the person transferring holding an Iron Cross. It is obvious in staff behavior (clueless) that they are not trained to deal with this even though they observe it regularly (One person places their foot blocking the aisle chair caster wheel from rotating. Another blocks the wheelchair's.)

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

Text Response

I would feel like a passenger for a change and not a sack of coffee beans.

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		0	0%
2	Flight attendant		0	0%
	Total		0	

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 would be my preference but then where would my personal chair go? I'd have to push it anywhere I went.

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

It should have a call button to airport security in case the power fails. Airport security and not the subcontractors who help you with wheelchairs because they would just ignore you. They are overworked as it is.

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

Actually, an aisle chair is better because otherwise I'd need to lift over my real wheels rather than slide straight across into the airplane seat.

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		0	0%
4	It would be comfortable		1	100%
	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

Because my cell phones understand as much English as some of the people I have had help me!

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

There is no reason why we should not be boarded together.

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

Sure, I use one at home for exercise so the technology doesn't bother me but I would never trust the folks who currently do this sort of work with my safety in a standing position.

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

Text Response

there is still the issue of getting to the bathroom in-flight

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

#	Answer	Bar	Response	%
1	Carry-on		0	0%
2	Check-in		1	100%
	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%
3	Click to write Choice 3		0	0%
	Total		1	

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

Text Response

doesn't matter

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

#	Answer	Bar	Response	%
1	Yes		0	0%
2	No		1	100%
	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 your wheelchair over other mechanisms you have had in the past? Feel free to describe it or upload a picture below.*This question was not answered by the respondent.***21.** Describe your mechanism

This question was not answered by the respondent.

22. Any other thoughts concerning handles/support mechanisms you would like to share with us?

This question was not answered by the respondent.

23. Thank you for taking the time to fill out this survey, we really appreciate it. Your responses will be invaluable to helping us improve the flying experience for wheelchair users. Please provide your email if you would like to be contacted for updates and follow up questions.

Text Response

Poorly phrased question mismatches with a required field "Please provide your email IF..."