

## 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

Uncomfortable shape; requires being strapped in, which is very uncomfortable, especially when they ask me to lean back (due to the shape of my body and back, I can't lean back that chair); requires 2 people to operate, makes me feel like I have to either tip them both or tip neither of them. To improve the experience, would be nice if I didn't have to go down an aisle (sit at the front).

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

#### Text Response

Might let me get on and off the plane more quickly.

### 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

Independence means not having to rely on a person to do something for us. Having a flight attendant bring the chair might discourage me from using it, because I don't want to bother the flight attendant.

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

Detecting an obstacle doesn't mean being able to move the obstacle out of the way. My biggest concern would be hitting or annoying other passengers.

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

Yes, being able to enter with my own wheelchair would be preferable by far. I'm accustomed to transferring to and from my own chair, and I can operate it on my own.

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                  |     | 1        | 100% |
| 2 | Somewhat uncomfortable              |     | 0        | 0%   |
| 3 | It wouldn't affect my comfort level |     | 0        | 0%   |
| 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

Human. Humans have a sense of responsibility, and therefore guilt and blame; they don't want to mess up because then they'll be at fault.

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

I'd much rather not be separated because my travel companion (usually my mom or dad) often advocates for me, or backs up what I say. Far too often, people don't listen to me.

**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

Uh.....I guess.....I haven't found a standing wheelchair that works for me due to my unique body shape, but if you could make it work, I'd try it. That sounds like a more difficult solution than just having a sitting chair.

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

#### Text Response

Even on long flights, I never move around the cabin except to board and disembark. How do I go to the bathroom, you might ask? I don't. I dehydrate myself before the flight so that I'll be able to hold it the whole way, no matter how many hours it might take (including more than 10 hours).

**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% |
| 3 | Click to write Choice 3          |     | 0        | 0%   |
|   | Total                            |     | 1        |      |

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

**Text Response**

On my lap, hung on my knee, or below the seat in front of me if they don't let me carry it on my lap or knee.

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?

**Text Response**

It's difficult to find somewhere to put my glasses when I want to sleep.

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    |     | 0        | 0%   |
| 2 | No     |     | 1        | 100% |
|   | 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

**Text Response**

For my scooter, the arm rotates upwards from a hinge at the back. This isn't ideal, because it's hard to reach it once it's back there. For my power chair, the control rotates sideways out of the way through a double-jointed mechanism. The armrests stay in place, though.

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

**Text Response**

I like to lean on them, so it's important that they're squishy and they aren't abrasive.

**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**

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