

On August 16th on my way to Zephyr Cove Resort it was brought to my attention a large amount of smoke that seemed to come from the pier. The fire department was already at the resort when we arrived and I could hear a lot of sirens nearby. I was dropped off right by the pier and I immediately noticed the Tahoe Queen was on fire (the time was around 7:45 AM). I immediately ran towards the boat and noticed the painters were on the pier safe, I also noticed the team from Advanced Marine outside of the boat and Darryl Dennis (Zephyr Cove Resort's Shop Foreman). I remember asking loudly if everyone was out of the boat and if everyone was safe. I then called Jeff Barnes (Senior Controller) AT 7:49 AM to see if he was aware of the incident as he was already at the resort and had arrived before me. Jeff was not aware of what was happening so I requested his assistance on the dock and ended the call. I then called Joao Rodrigues (Water Operations Manager) at 7:51 AM to find out if he was at the resort and to gather more information. Joao informed me that he was only a couple of minutes from the resort and he would find me on the dock as soon as he arrived. I then called Darryl but he did not answer, I saw him from distance talking the Advance Marine staff and seemed to be ok. I then called David Sloma (Regional VP of Leisure) at 7:53 to let him know the Tahoe Queen was on fire. I spoke to David for a few minutes then I talked to several firemen trying to obtain information. At that time I saw a couple of staff members from Advanced Marine, one of their staff members did not look good so I approached them asking if they were ok. I was told as they were walking that the young man had inhaled a large amount of smoke but that he was ok. I believe I talked to Joao for a couple of minutes then I was informed he was ok to go and move the Dixie as it was stationed right next to the Tahoe Queen. I remember asking several firemen if that was safe and if they could reassure me that Joao and the rest of the crew would not be in danger. I was told several times that the firemen were already spraying the area and the Dixie was not in danger to catch on fire as long as it was moved quickly. I then heard what it sounded like a couple of explosions and I asked a fireman again if the crew would be safe. I then decided to go to my office and report the incident to Aramark's Global Security. When I was on my way to the office I received a call from Greg Todaro (Operations Manager) at 8:06. Greg stated that he had just spoken to Rick Wagner (Facilities Supervisor and prior MS Dixie's Engineer) and he had told Greg he was on the boat. Greg wasn't able to find out what boat or what the purpose of Rick being on the boat was. Greg was concerned for his safety and that was the reason he called me. I informed Greg that Rick was assisting Joao as part of the crew moving the Dixie but I called Joao to get confirmation (8:07 AM). Shortly after I called Jeff and I asked him to continue to be by the pier while I called Global Security and to ask staff members to stay away from the area. After I reported the incident I went back to the pier and I ran into the member of Advanced Marine that I had seen earlier and had inhaled smoke. I asked him how he was and what had happened. He stated that he saw sparks and had tried to stop the fire with a fire extinguisher. He did not provide more details and he continued to walk on the opposite direction I was walking. Juraj Sojka called shortly after to discuss protocol for media and we created an action plan. I then called Ashely Rife (HR Manager) to request assistance with incident reporting and investigation.



2/17/16

Maggie Gansa - Nook