

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

CAPSIZE AND SINKING OF STRETCH DUCK 7 \*

ON TABLE ROCK LAKE, BRANSON, MISSOURI, \* Accident No.: DCA18MM028

JULY 19, 2018 \*

\* \* \* \* \*

Stone County 911 Calls

Thursday,  
July 19, 2018

PARTICIPANTS:

911 OPERATOR = Stone County 911

CALLER = Lacey Bowers

R E C O R D I N G

1  
2 **(File: AVMerged\_07-19-2018\_07.08.32.1p\_-\_1037\_.avi)**

3 911 OPERATOR: Stone County 911. What's the address of your  
4 emergency?

5 CALLER: This is the Showboat. We have a Ride the Ducks that  
6 has just sunk underwater with occupants.

7 911 OPERATOR: All right. Stay on the line with me.

8 Are you on the boat?

9 CALLER: I am on the boat watching them. Only about 10  
10 people have come up.

11 911 OPERATOR: Okay.

12 CALLER: We need water rescue.

13 911 OPERATOR: Can you tell how many people were on there?

14 CALLER: They're going towards the, they're going towards the  
15 paddlewheel right now. It was a full boat.

16 911 OPERATOR: Okay. Stay on the line, okay? I'm just --

17 CALLER: Okay.

18 911 OPERATOR: -- getting this in here and say -- so my  
19 partners can see it. I've already yelled at them all.

20 CALLER: Yes, ma'am. Yes, ma'am.

21 911 OPERATOR: What's a phone number in case I get  
22 disconnected from you, okay?

23 CALLER: Okay.

24 911 OPERATOR: What's your phone number in case I get -- in  
25 case I lose you?

1 CALLER: 41 -- 417- [REDACTED]. And they were going towards the  
2 paddlewheel. Now they're about 10 feet from it.

3 911 OPERATOR: Okay. They're going towards the paddlewheel?

4 CALLER: Yes. They are about 10 feet from the paddlewheels  
5 that are spinning due to the wind.

6 911 OPERATOR: Okay.

7 CALLER: Like going at a high rate of speed. It is extremely  
8 windy.

9 911 OPERATOR: Okay. I'm going to stay on the line with you.  
10 I want you to give me updates while my partners get this  
11 dispatched out, okay?

12 CALLER: Okay. Yes, ma'am.

13 911 OPERATOR: You said only about 10 have come up?

14 CALLER: Only about 10. Yes, ma'am. And half of them don't  
15 have life rafts on them.

16 911 OPERATOR: Okay. Are you an employee?

17 CALLER: I am, ma'am.

18 911 OPERATOR: Okay. Can you still see it?

19 CALLER: I cannot see a boat or any people now.

20 911 OPERATOR: Okay.

21 CALLER: They have all gone towards the paddlewheel. I see  
22 one person about to go to directly under the paddlewheel -- she  
23 looks to be pregnant -- upside down.

24 911 OPERATOR: Okay.

25 CALLER: She's wearing white capris pants. She is laying on

1 her back, but she is going under the paddlewheel now.

2 (To third party) How many have come up (indiscernible)? How  
3 many come up? How many have come up?

4 (To 911 Operator) If you can still hear me, ma'am, we've got  
5 about three that have come up on the boat.

6 911 OPERATOR: They're on the *Belle*?

7 CALLER: Yes. They're like ramming into our boat right now.  
8 Our deputy is trying to get them right now. They're trying to do  
9 water rescue from the boat.

10 911 OPERATOR: The deputy is?

11 CALLER: There's one face down. We have got one face down.

12 911 OPERATOR: Okay.

13 CALLER: We've got one -- it's the pregnant lady who's face  
14 down.

15 911 OPERATOR: Okay. Is she on the boat? Is that one  
16 they've pulled out?

17 CALLER: No. She is face down in the water. It looks to be  
18 an elderly lady. White capris pants, black shirt.

19 911 OPERATOR: Okay. And the deputy is there?

20 CALLER: Yes.

21 911 OPERATOR: Okay.

22 CALLER: And he is trying to get a life jacket on right now,  
23 trying to pull some people up the side.

24 911 OPERATOR: Okay.

25 CALLER: He's got about four people, about four people that

1 we're pulling up the side.

2 911 OPERATOR: Okay.

3 CALLER: Oh, my God. Someone's about to jump in to try to  
4 save somebody. She has gone --

5 911 OPERATOR: Can -- do you have life jackets?

6 CALLER: She is not wearing a life jacket.

7 911 OPERATOR: No, do you have life jackets on the boat?

8 CALLER: Some -- yes, we have life jackets on the boat and  
9 the marine crew is trying to pass them out, down to --

10 911 OPERATOR: Okay. All right. Good.

11 Okay. Okay. Tell me what's going on, okay?

12 CALLER: I'm just going to get to the better side.

13 911 OPERATOR: Yeah. You're fine.

14 CALLER: (To third party) How many guys (indiscernible)

15 (To 911 Operator) Okay. We have got approximately 10 people  
16 aboard. We've got 10 people aboard.

17 911 OPERATOR: Ten people aboard the *Belle*?

18 CALLER: Yup, (indiscernible). We got another one face down.

19 911 OPERATOR: Okay. But there's 10 people aboard the *Belle*  
20 right now that you've pulled out? Is that what you're telling me?

21 CALLER: Yes, (indiscernible). The ones that were water  
22 rescue, they've got to attend to them right now.

23 911 OPERATOR: Okay.

24 CALLER: I'm going to try to face out of the wind just so you  
25 can hear me.

1 911 OPERATOR: Yeah, I -- that's fine.

2 CALLER: A second one is face down now.

3 911 OPERATOR: Okay.

4 CALLER: The first one that was face down --

5 911 OPERATOR: Okay.

6 CALLER: -- (indiscernible) one they start CPR --

7 911 OPERATOR: I can't --

8 CALLER: -- still in progress.

9 911 OPERATOR: CPR in progress? Is that what you said? What  
10 did you say?

11 CALLER: CPR in progress on one. She's unconscious, not  
12 breathing.

13 911 OPERATOR: Okay.

14 CALLER: CPR in progress on one.

15 911 OPERATOR: All right. And that was -- the one that CPR  
16 is in progress on is on the boat with you, correct?

17 CALLER: One's on (indiscernible), one's still in the water.

18 911 OPERATOR: Okay.

19 CALLER: They're pull -- trying to pull her up right now, but  
20 she's very heavy.

21 911 OPERATOR: Okay. The one that they're doing CPR on,  
22 she's on the *Belle*, though, correct?

23 CALLER: She -- no, she's on the -- I don't know what it's  
24 called. The thing that pushes the *Belle* away from the dock.

25 911 OPERATOR: She's on what?

1 CALLER: The thing that pushes the *Belle* away from the dock.  
2 What is it called?

3 911 OPERATOR: Okay, okay. I gotcha. All right.

4 CALLER: The tugboat.

5 911 OPERATOR: I gotcha. Okay. The tugboat?

6 CALLER: And they've got an EMT at her right now about to  
7 take over (indiscernible) her.

8 911 OPERATOR: Okay. All right. Good deal.

9 CALLER: Our deputy is still trying to get the other person  
10 aboard.

11 911 OPERATOR: Is he in the water?

12 CALLER: We had -- he's not in the water, no. But he has his  
13 life jacket on, but he's not in the water. We are trying --

14 911 OPERATOR: Okay.

15 CALLER: -- to keep everyone out of the water.

16 911 OPERATOR: Okay.

17 CALLER: It's about 7- -- I don't know if you can hear it,  
18 but --

19 911 OPERATOR: Yeah, I can hear it.

20 CALLER: -- it's 70-mile-an-hour wind, so --

21 911 OPERATOR: All right. Hold on just a second for me. I'm  
22 going to talk to my fire department, okay?

23 CALLER: Okay.

24 They are still doing chest compressions on her right now.

25 The EMT is trying to get an airway started or something. He's not

1 taken over yet. Oh, God. I still have the one underwater.

2 (Background noise/conversation.)

3 CALLER: (To third party) I'm on 911 (indiscernible) --  
4 Okay, just keep -- you're doing fine.

5 (Background noise/conversation.)

6 911 OPERATOR: (To colleague) [REDACTED] tried to call a while ago  
7 before this happened.

8 CALLER: I'm sorry. What?

9 (Background noise/conversation.)

10 911 OPERATOR: I'm just logging in here that you're making  
11 notification, and I'm just -- yeah.

12 CALLER: Okay. I am trying currently to get a life jacket on  
13 because the wind's picking up.

14 911 OPERATOR: Okay. Can you hear me?

15 CALLER: I'm trying to open one of these --

16 911 OPERATOR: (To colleague) I think [REDACTED] called  
17 everybody. We've got Western Taney.

18 (To caller) Are you there?

19 (End of recording.)

20 **(File: AVMerged\_07-19-2018\_07.19.11.3p\_-\_1016\_-\_ [REDACTED].avi)**

21 911 OPERATOR: Stone County 911. What's the address of your  
22 emergency?

23 CALLER: I was just speaking with your partner. I'm watching  
24 (indiscernible) the Showboat. I was the one giving updates on the  
25 CPR in progress.



1 911 OPERATOR: Okay --

2 CALLER: We still have CPR in progress on the one. The  
3 second one that we've been trying to get up out of the water for  
4 about 10 minutes, is now up out of the water. We've got a small  
5 child unconscious.

6 911 OPERATOR: A small child unconscious?

7 CALLER: (Indiscernible) unconscious. Yes, 6 years old,  
8 unconscious. We just got him out of the water.

9 911 OPERATOR: Okay.

10 CALLER: They are pulling him up onto the boat right now.  
11 There is CPR in progress. He's got the EMT with him and the  
12 deputy. They're going inside.

13 911 OPERATOR: They're what?

14 CALLER: They're going inside the boat to do CPR because the  
15 winds have picked up extremely.

16 911 OPERATOR: Okay. We've got multiple units on the way.

17 CALLER: Yes, ma'am. She told me to stay on the line with  
18 you guys because I was giving (indiscernible) CPR in progress.

19 911 OPERATOR: Right.

20 CALLER: Because I am (indiscernible) as well.

21 911 OPERATOR: Right.

22 CALLER: So not very many people have called and talking to  
23 you guys?

24 911 OPERATOR: Yeah. We're, we're getting calls all over the  
25 place.

1 CALLER: Yes, ma'am. The (indiscernible) I was talking to  
2 that I was (indiscernible) updates on CPR. They're still number  
3 one, the (indiscernible) they're trying to start I guess mouth to  
4 mouth. I'm not sure (indiscernible) stopped CPR on the one, the  
5 first one that they've been doing CPR --

6 911 OPERATOR: Right. Okay.

7 CALLER: They've stopped their attempts on that one.

8 911 OPERATOR: Okay.

9 (Background noise/conversation.)

10 (End of recording.)

11 **(File: AVMerged\_07-19-2018\_07.21.13.4p\_-\_1016\_-\_██████████.avi)**

12 (Background noise/conversation.)

13 CALLER: The second one that was pulled up out of the water  
14 is awake. The first one is still unconscious. I -- another one  
15 on the far end, unconscious. They're all (indiscernible), got  
16 three so far.

17 911 OPERATOR: Your, your phone is breaking up. I can't  
18 understand what you're telling me.

19 CALLER: Okay. We've got three currently unconscious. Only  
20 one has CPR in progress. That is a small child.

21 911 OPERATOR: Okay. The small --

22 CALLER: At least four. We have one underwater still.

23 911 OPERATOR: The child is the one that has CPR in progress?

24 CALLER: All did at one point, but they're trying to pull  
25 others out of the water still, so the EMT is working on the child.

1 911 OPERATOR: Okay.

2 CALLER: We've only got on EMT. We've still got one  
3 underwater.

4 911 OPERATOR: Okay.

5 (Background noise/conversation.)

6 Okay. We're making sure we got plenty of people on the way,  
7 okay?

8 CALLER: Yes, ma'am. I'm just staying on the line so I can  
9 keep you updated.

10 911 OPERATOR: Okay.

11 CALLER: If you need me to stop, just let me know.

12 911 OPERATOR: Okay.

13 CALLER: Because I completely understand you're probably  
14 getting bombarded with calls.

15 911 OPERATOR: Yes.

16 CALLER: There's one going underneath the boat now. They  
17 passed the paddlewheel. They're underneath the boat.

18 911 OPERATOR: Okay.

19 CALLER: It is a female. Looks to be about -- I'm not even  
20 sure if it's a female, honestly. It's a larger female, possibly.

21 911 OPERATOR: Okay.

22 CALLER: With (indiscernible) --

23 911 OPERATOR: Hold on a second for me.

24 CALLER: Okay.

25 (To third party) Can you grab that and send it up to my hand?

1 Thank you.

2 (To 911 Operator) It sounds like we do have first responders  
3 approaching the scene.

4 911 OPERATOR: Okay.

5 (To colleague) Yes, my last caller said everybody was safe,  
6 but they may --

7 CALLER: No. Ma'am, they are not --

8 911 OPERATOR: -- probably still need to go check on them.

9 CALLER: -- they're not (indiscernible).

10 911 OPERATOR: No, ma'am, ma'am. I'm sorry. I was talking  
11 about a totally different call, not yours.

12 CALLER: Okay.

13 911 OPERATOR: I apologize for that confusion.

14 CALLER: Woo. No, they're, they're (indiscernible) the boat.  
15 Yes, ma'am. No, face down.

16 (Background noise/conversation.)

17 CALLER: And I don't know if it's Western or you guys  
18 responding, but if they have water rescue boat coming down,  
19 they're going to need to access the ramps that is to the side of  
20 the boat that is on the dam side. I believe that's going to be to  
21 the west if you're looking at the map.

22 911 OPERATOR: Access the ramp on the west side? Okay.

23 CALLER: The one that's going to be closest to the dam,  
24 between the dam and the boat. It's like -- I can see it right  
25 here.

1 911 OPERATOR: Okay.

2 CALLER: That's the ramp they use.

3 (Background noise/conversation.)

4 911 OPERATOR: 60-65.

5 CALLER: The only (indiscernible) I can -- okay.

6 (Background noise/conversation.)

7 CALLER: I thought that they were going to make it, and then  
8 they turned.

9 (Background noise/conversation.)

10 911 OPERATOR: Okay. Are you seeing people getting there?  
11 I'm -- people telling me --

12 CALLER: Yeah.

13 911 OPERATOR: -- that they're getting there.

14 CALLER: We have two first responders not in uniform with  
15 absolutely nothing with them, no kind of medical equipment or  
16 anything, have approached the boat. The others, I can see them  
17 pulling down the roadway. We've got one Western vehicle and --  
18 are you guys a red truck? Is Stone County red? If so, then we  
19 got Stone County. If not, then it's Branson. But we got someone  
20 in a red truck and we've got a Western truck.

21 911 OPERATOR: Okay.

22 (Background noise/conversation.)

23 CALLER: Okay. We've got one water rescue boat --

24 911 OPERATOR: Hold on, hold on. Hold on, please.

25 (End of recording.)

CERTIFICATE

This is to certify that the attached proceeding before the  
NATIONAL TRANSPORTATION SAFETY BOARD


IN THE MATTER OF:                   CAPSIZE AND SINKING OF STRETCH DUCK 7  
  ON TABLE ROCK LAKE, BRANSON, MISSOURI,  
  JULY 19, 2018  
  Stone County 911 Calls

DOCKET NUMBER:                   DCA18MM028

PLACE:

DATE:                                July 19, 2018

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been compared to  
the recording.

  
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Kay Maurer  
Transcriber