

UNITED STATES OF AMERICA  
NATIONAL TRANSPORTATION SAFETY BOARD

In the Matter of:            )  
                                  )  
                                  )  
SS NORWAY                    ) DCA 03 MM 032  
                                  )

Miami, Florida

Friday  
June 6, 2003

The above-entitled matter came on for the  
Interview of Olga Cadavid-Kruse, pursuant to  
Notice.

APPEARANCES:

For the National Transportation Safety Board:

JIM WALSH

For the United States Coast Guard:

JUAN TORRES

For Norwegian Cruise Lines:

JOHANNAS KERSON

Also Present:

I N D E X

WITNESS:

PAGE:

Olga Cadavid-Kruse - by Mr. Walsh

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P R O C E E D I N G S

EXAMINATION

BY MR. WALSH:

Q Would you give us your full name, please?

A Olga Cadavid-Kruse.

Q Could you spell the last name?

A Cadavid is C-a-d-a-v-i-d. Then is Kruse, is hyphenated, is K-r-u-s-e.

Q And your safety number is?

A Three five nine.

Q Crew number?

A Four hundred.

Q And your job on board?

A I'm the chief purser.

Q And you've had that job how long now?

A On the Norway, I've been for nearly two months on the Norway.

Q And prior to that, had you been on any other ships?

A Oh, yes. I've been on the Norwegian Dream for the last two years. I've been with the company for seven and a half years.

Q And with the company for seven and a half years. You've been in the purser department the entire time?

1           A     Yes.

2           Q     Prior to working for the company, were you on  
3 other ships?

4           A     No.

5           Q     Where did you come from prior to that?

6           A     In Spain.

7           Q     Were you working shore side there?

8           A     Yes, I was.

9           Q     And what were you doing?

10          A     I was public relation in the yacht club.

11          Q     When you went from Spain to the cruise line,  
12 did you receive any special training for the ship?

13          A     Lots of training.

14          Q     Could you give us an idea of what that  
15 training is like on the safety end?  What type of  
16 safety training did you get for the ship?

17          A     The first one is familiarization, find your  
18 way around and fire lockers, fire extinguishers, master  
19 stations.

20          Q     Right.

21          A     Crowd and crisis management, et cetera, et  
22 cetera.

23          Q     When you came on board the Norway two months  
24 ago, how long were you gone from the Norway?  How long  
25 were you on vacation?

1           A     I was on the Norway only like two years  
2 before that time.

3           Q     So you'd been gone two years?

4           A     Yes.

5           Q     So now you show back up on the Norway. Is  
6 there any special training that you had to receive two  
7 months ago?

8           A     Yes, there was.

9           Q     Similar to what you just told us?

10          A     Three days training before I started working  
11 basically.

12                 MR. UNKNOWN: Excuse me, Jim, if you don't  
13 mind me jumping in, did I understand correctly, you  
14 said that you started with the Norway about two months  
15 ago?

16                 THE WITNESS: Yes.

17                 MR. UNKNOWN: And then you weren't working on  
18 a ship for two and a half years before that?

19                 THE WITNESS: No, that I had been on the  
20 Norway like two and a half years before that time.

21                 MR. UNKNOWN: Oh, before that.

22                 THE WITNESS: Yes. He asked me how long was  
23 I gone from the Norway.

24                 MR. UNKNOWN: I've got it.

25                 THE WITNESS: If I understand correct.

1 BY MR. WALSH:

2 Q You did.

3 A Okay.

4 Q So you're on again for two months, you did  
5 your three days. Your typical work day Olga is what?

6 A Hour wise?

7 Q Hours.

8 A Normally I'm in the office at 8:00 until  
9 12:00 noon and then 3:00, 4:00, until 7:00, 8:00,  
10 depends.

11 Q It can be as late as 8:00?

12 A Yes.

13 Q Is it any different when you're out at sea  
14 and in port, your work hours?

15 A Well, on turn around, yes.

16 Q Turn around do you work more hours?

17 A Yes.

18 Q On Saturday, what were you working on  
19 Saturday, the 24th of May? Can you remember that?

20 A Well, it was like every other Saturday, I was  
21 in my cabin like 8:30.

22 Q In your cabin by 8:30 and your cabin is  
23 where, Olga?

24 A Norway Deck, just by the gangway. The  
25 gangway is there.

1 Q Can you tell me the number, please?

2 A Oh, 10009 I think it is.

3 Q So you're in your cabin at 8:30 and you go to  
4 bed. When do you wake up on Sunday morning?

5 A At 5:00.

6 Q At 5:00 on Sunday morning. Can you take us  
7 -- you're getting ready to go to work, so what happens?

8 A Nothing. I went to work, I was in my office  
9 by a quarter to 6:00, 5:30.

10 Q Is anyone else there?

11 A On that time, yeah. Well, I go and see the  
12 auditors, yes. The auditors start working at 6:00.

13 Q So the auditors were working?

14 A The receptionist was there. And the second  
15 purser is there as well at 6:00, because we have  
16 Immigration and Customs.

17 Q So it's 6:00 in your office now. You're  
18 getting ready for a busy day. What happens?

19 A It's already busy at 6:00. Doing the  
20 accounting.

21 Q You're doing an accounting and when do you  
22 notice something is going wrong?

23 A Well, I felt a impact, but I just thought we  
24 had bumped into the pier. That's what I thought.

25 Q You felt an impact. What was that like? Was

1 it a shaking?

2 A Yes, shaking.

3 Q Did you hear anything with that impact?

4 A No.

5 Q Then what did you next notice?

6 A Well, I had the radio on, so --

7 Q Oh, you have a radio?

8 A Yes.

9 Q Do you have the radio in your cabin with you  
10 as well?

11 A Yes.

12 Q What channel do you cover, Olga, on your  
13 radio?

14 A Well, on Sunday morning I'm on channel five,  
15 because the port agent is on channel five and I'm just  
16 waiting for him to tell me when he brings Customs.

17 Q Who is the port agent that Sunday?

18 A Felix.

19 Q So you felt the impact, there's a shaking,  
20 you're on channel five and what do you hear on channel  
21 five?

22 A Well, I heard when they called the Code  
23 Bravo.

24 Q You heard a Code Bravo?

25 A And then they started making the



1 announcements.

2 Q And then announcements over the public  
3 address system. Olga, what are your emergency duties?

4 A Well, I'm in charge of documents and money,  
5 basically.

6 Q In charge of money.

7 A And the documents as well.

8 Q And documents.

9 A To secure.

10 Q What do you have to do and who helps you?

11 A Well, the senior manager reports to me,  
12 personnel manager, first purser, senior auditor.  
13 That's it. They just bring all -- and the systems  
14 manager, he came and brought his tapes, his backup  
15 tapes. Then the personnel manager brought the crew  
16 passports upstairs.

17 And then we prepared the passenger passports  
18 that we had in -- we were doing Immigration for the  
19 non-U.S. at that time, so the passports were brought to  
20 my office and then just took them off the ship.

21 Q Did you take them off?

22 A Not me, the personnel manager, since I remain  
23 in my place and then --

24 Q Did you notice if you lost power in your  
25 office?

1           A     Yeah, we did.

2           Q     You lost power. Did you notice after you  
3 lost power if there was an announcement made for the  
4 passengers to go up to the --

5           A     Yeah, they were called to go to the mustering  
6 stations.

7           Q     So that was after you lost power?

8           A     I really can't remember.

9           Q     You're remaining in place, the power is off.  
10 You do recall though passengers muster station?

11          A     Yes.

12          Q     Do you remember if there was any signals for  
13 that or an announcement?

14          A     It was the announcement and then the signal  
15 was sounded.

16          Q     What signal was that?

17          A     That was the seven short and one long blast.

18          Q     Do you have any duties with the passengers  
19 when they go on station?

20          A     No.

21          Q     You stay in your office and how long do you  
22 stay in your office then?

23          A     How long? Well, I stayed all the time. I  
24 actually brought water. We had -- right outside my  
25 office I had some families with children mustered there

1 and I brought them some water, because it was hot.

2 Q Did you keep your radio on channel five?

3 A Yes, I did.

4 Q And what did you hear going on on channel  
5 five?

6 A (No response.)

7 Q You can't recall?

8 A No.

9 Q Spanish is your first language?

10 A Yes.

11 Q Could you tell what language was being spoken  
12 all the time on channel five?

13 A English.

14 Q It was english?

15 A Yes. From what I can recall, yes.

16 Q What is the next big event that happens that  
17 day?

18 A Well, all the passengers were told to go to  
19 their cabins, pick up their things and --

20 Q Who told the passengers to do that?

21 A The cruise director was making the  
22 announcements.

23 Q And now what happened?

24 A And the captain as well, but I can't recall  
25 in which order.

1 Q Then --

2 A And that they were going to be escorted to  
3 the gangway. It was actually -- I don't know, maybe  
4 because we were already docked, I didn't see anyone  
5 panicking.

6 Q No panic?

7 A No.

8 Q Did you see passengers leaving the area that  
9 you were in?

10 A Yes.

11 Q Like the families?

12 A Yes. The mustering station is right outside  
13 my office.

14 Q So they left and your muster station is on  
15 what deck?

16 A Well, my office, on International Deck.

17 Q They all leave. Was that fairly quickly?

18 A Yes. From when the announcement was made,  
19 yes.

20 Q And then did you see anything else or did you  
21 just stay in your office?

22 A I stayed in my office. I had the money, so I  
23 was waiting.

24 Q And then when do you leave your office? Or  
25 do you leave your office?

1           A     I can't remember if I leave.

2           Q     Is the money locked up?

3           A     Yeah, I packed it away, but it was in my  
4 safe.

5           Q     So it was packed away. This there a signal  
6 for you to leave your office?

7           A     No.

8           Q     So you stayed in your office and when was the  
9 next -- did you leave your office at all that day?

10          A     Well, at some point I did, yes, but I can't  
11 remember exactly when.

12          Q     Okay. Did you hear anything over the radio  
13 after that?

14          A     I can't remember. I'm sorry.

15                   MR. WALSH:  Johannas?

16                   MR. KERSON:  No questions.

17                   MR. WALSH:  Juan?

18                   MR. JUAN UNKNOWN:  No questions.

19                   MR. WALSH:  Olga, that concludes the  
20 interview. Thank you very much.

21                           (Whereupon, the interview was concluded.)

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