

SAMUEL ANDERSON-Safety No. 266, Crew No. 825. He is a musician, on the piano.

He was in bed, awake, he noticed a bump, then he heard an announcement of a Code Alpha, then an announcement for a stretcher team, then an announcement for a Code Bravo. At that point he started getting dressed. Cabin Biscayne 1169. All the other crewmembers were doing what he was doing, going up their muster stations

His emergency duties is an Assistant Muster Station Leader, at Lifeboat station 12. After he got dressed he heard the Captain come on the loudspeaker announce that he would be sounding the alarm, and all passengers and crew should report to their muster station. The alarm consists of 7 short and one long blast. Then they organized the passengers into single file rows, he was helping people tie life jackets, and was primarily following the orders of the muster leader. She was getting the passengers to remain calm and that there would be announcements forthcoming. Throughout this period there were announcements indicating that there was an emergency and that they were to remain calm at their stations. That they would be getting the passengers on their way as quickly as possible.

The passengers' reactions varied. Some were very calm, some were curious, some were claustrophobic. They were given space. Some were voicing concerns about meeting flight connections at the airport, wondering how long they would be there.

He remained at that station, maybe about 45 minutes to an hour. After that an announcement came over the loudspeaker saying that passengers could go back to their stations, but the crew was to remain at their stations. Then another two or three announcements saying that they were to remain at their stations, then an announcement came on saying that they were to report to the theater. Then the captain informed them what had happened. Since that time they have been waiting for answers, like everyone else.

He has been on the Norway about a year and a half, has been on 5 other NCL ships in a year and a half. His contracts are anywhere from 3 to 15 weeks. He had served two weeks aboard a Miss. Queen riverboat. Would like to work for them again.

In the past year and a half he has had training in personal safety, fire, survival, first aid, crowd and crisis management, drugs and alcohol. When he came aboard this ship he did not get specific training. He participates in fire and lifeboat drills once a week, and every Sun they have a mustering drill with the passengers.

He had worked in the twin cities in shipping and receiving, and performing music at night.

Cannot add suggestions to how they could have improved things.

He is told to try to calm an unruly passenger, separate them if necessary, try to find out their needs, why they may be angry, upset, etc. but do what is necessary to address their concerns.

One person said that he didn't do well in crowds. He was taken aside just to give him some air and space, then taken to a window. In this case some crewmembers came from an emergency station to a muster station. This was not abnormal. There were no more than half a dozen crewmembers there.

He was not allowed to go into his cabin area because it wasn't safe. This referred to people on the C deck, or on the starboard side of the B deck.

In all drills the team leaders showed up and therefore, he did not practice taking over the team, trying to maintain order among the passengers, giving them reassurance. At a muster station with over 100 passengers someone must be assertive, show empathy for them. At this station he would estimate just over a hundred passengers. Passengers are checked off by cabin No. and the number of pax in each cabin. This is on a roster, kept at the edge of the credit desk.

He must go through training every time he returns to a ship, as a familiarization. Just a familiarization exercise to show that he knows where everything is, knows how to get to his emergency station.

The drills helped him because, as soon as he heard a code Bravo he know that there would probably be an alarm, and he know that he should prepare to start heading up. Once the code bravo was announced he knew that it would be something that he would be involved in.

He would enjoy working on the Miss. Queen he enjoyed the company and the feeling of lazing down the river. His position is pretty much the same as on this ship. He did not have safety duties on that ship.

He had worked in entertainment in the mid to late 70s. He took a cruise on the Norway in 99, and he started asking the people who did his job, starting putting tapes, bios, together, sent them to cruise organization and NCL responded. It was the NCL cruise line director who referred him to the Miss. Q. He plans to continue doing this for the next few years.