

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 Todd Jonathon Kerr, 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:

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Todd Kerr - by Mr. Walsh
 - by Mr. Torres

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P R O C E E D I N G S

EXAMINATION

BY MR. WALSH:

Q Would you state your full name, please?

A Todd Jonathon Kerr -- K-e-r-r. Safety number 324, crew number 403.

Q And your job on board?

A Personnel manager.

Q Personnel manager. What do you do as a personnel manager?

A I arrange transportation, tickets for the crew home, transfers, leave/duty files.

Q What kind of hours do you work typically?

A Typically, 8:00 in the morning until noon and probably 4:00 until 8:00 in the evening, 8:00 until 9:00 in the evening.

Q And your cabin number, Todd?

A Biscayne 152.

Q So you're on the port hand side?

A Correct.

Q Forward?

A Mid to forward, yes.

Q Mid to forward, okay. How long have you been on board the Norway, Todd?

A Now, including these two weeks, ten weeks.

1 Q What is your typical contract?

2 A Six months.

3 Q Have you been on other ships before?

4 A Yes.

5 Q Which ships?

6 A This contract?

7 Q So you go on more than one ship in a
8 contract?

9 A Correct.

10 Q Oh, okay. Yes, this contract.

11 A This contract I started off on the Norwegian
12 Sun, then the Norwegian Dawn and lastly the Norway and
13 now I'm due for a vacation.

14 Q So how long do you normally spend on each
15 ship?

16 A This contract, two months, eight weeks.

17 Q That's typical, eight weeks?

18 A For me it is, yes.

19 Q And your emergency position on the ship is?

20 A I go to my office and stand by for
21 instructions.

22 Q Where is your office?

23 A Biscayne Deck.

24 Q Is there a number on that?

25 A No.

1 Q Biscayne Deck mid ship, port side, starboard
2 side?

3 A Starboard side, forward of the sealed off
4 zone.

5 Q What were you doing on Saturday the 24th on
6 board?

7 A Preparing the immigration paperwork for the
8 crew that signs off on the 25th, including myself.

9 Q So you were preparing immigration paperwork.
10 That's a normal part of what you do?

11 A Yes.

12 Q Do you prepare it for the passengers as well?

13 A No.

14 Q What time did you go to bed that night?

15 A Probably around 11:30, midnight.

16 Q When did you wake up the next morning?

17 A My alarm went off at 5:45.

18 Q Can you take us through your morning?

19 A I was up from -- I hit the snooze once or
20 twice, so I was up around 6:00. I started finishing my
21 packing since I was to sign off that day. Had a
22 shower. I had just gotten out of the shower when I
23 heard a bang.

24 Then the power went out as I was finishing
25 dressing and I heard people running down the hallway

1 and chatter on the radio.

2 Q Do you have a radio in your cabin?

3 A Not in my cabin, but I could hear the radios
4 out in the hallway. So I knew something had happened
5 and I proceeded to go to my office. I was scheduled to
6 be in my office anyway by 6:30.

7 Q You mentioned the lights went off, the power
8 went out?

9 A The power went out.

10 Q So the lights were off?

11 A Correct.

12 Q Was it dark in your cabin?

13 A Yes, I'm an inside cabin.

14 Q Did you have a flashlight in there?

15 A I did have a flashlight, but I had packed it
16 the evening before because I was getting ready to
17 leave. I always have a flashlight and know where it
18 is, except for this morning, so I had to --

19 Q So are you feeling your way around?

20 A Feeling the way around, yes.

21 Q Now you open your door and what is it like
22 outside in the Biscayne passageway?

23 A Empty.

24 Q Nobody there?

25 A I don't remember seeing anybody there. It

1 wasn't until I walked into the crew side of Biscayne.

2 Q Was it dark?

3 A There was emergency lighting on.

4 Q Did you smell anything?

5 A Not that I remember, no.

6 Q Now you're walking aft?

7 A No. Right across. My cabin is situated
8 here, come out my door, across the hall, there's two
9 doors here, I walk into Biscayne to the crew side.

10 Q So you're on the Biscayne crew side, which is
11 the starboard side?

12 A Starboard, yes.

13 Q You're on the Biscayne crew starboard side,
14 now what happens? Is it dark over there?

15 A It is dark.

16 Q Is it wet?

17 A Yes.

18 Q Is the wet on the floor, on the bulkhead, on
19 the ceiling?

20 A Floor I noticed.

21 Q The floor is wet.

22 A Yes.

23 Q What else do you notice?

24 A I remember seeing the safety manager there
25 talking on the radio.

1 Q Do you hear what he was saying?

2 A No.

3 Q Are there a lot of crew members around?

4 A Not a lot, there were a few.

5 Q Were any of them screaming?

6 A No. Not that I remember.

7 Q A lot of flashlights?

8 A Flashlights, yes. Lots of flashlights.

9 Q Can you smell anything at this point?

10 A I don't remember smelling anything. I just
11 remember it was warm, moist in there, because my
12 glasses steamed up as soon as I walked in there.

13 Q So now what happens?

14 A I walked past Dave, I kind of gave a look and
15 still did not know what happened and I walked into my
16 office, which is where I needed to be anyway, whether
17 it was a regular day or an emergency.

18 Q And what do you do in your office?

19 A That morning or regularly?

20 Q That morning.

21 A That morning I saw Monica, who was sitting
22 there, she's the pay master and also shares the office
23 with me. She asked what had happened, I said I didn't
24 know. She then informed me that the computers weren't
25 working, I said I know, the power is out in this area.

1 I grabbed -- we have two flashlights in our
2 office. I then phoned up to the chief purser to let
3 her know that Monica and I were in the office.

4 Q Do you report to the chief purser?

5 A Yes.

6 Q And I take it she was there when you
7 reported?

8 A Yes.

9 Q And what did she tell you or he tell you?

10 A She told me okay, that's good, to stand by.

11 Q You stayed in your office?

12 A I stayed in the office with Monica. I could
13 still hear people in the hallway. Now at this point I
14 had turned on my radio.

15 Q So your radio is in your office all the time?

16 A Yes.

17 Q Do you normally take it to your cabin?

18 A If I'm on duty I take it to my cabin, but in
19 the evenings no, I usually leave it to be charged.

20 Q What channel do you keep your radio on?

21 A I keep mine on channel six, the hotel
22 channel.

23 Q The hotel channel is six. Okay. So now what
24 do you hear on the radio?

25 A Not much on channel six. Everything was on

1 channel five.

2 Q So you went to channel five?

3 A No. I flipped it for about half a second and
4 they would never call me on channel five, so I'm back
5 to six, because that's the hotel channel, that's how
6 the chief purser or hotel director would get in touch
7 with me.

8 Q Purser, hotel director. So on channel six
9 not much traffic?

10 A Not that I recall, no.

11 Q And you're waiting in your office?

12 A Waiting in the office. I went to the door,
13 just to stick my head out in the hallway to see what
14 was happening.

15 Q It's still dark out there?

16 A It's still dark. There are people clearing
17 whatever debris was in the hallway. Just clearing it
18 to the side. I saw one of the stretcher teams come by
19 and I just got out of the way and went back to my
20 office and closed our door and waited.

21 Q Was there anyone on the stretcher?

22 A Yes.

23 Q Male or female?

24 A I'm assuming male. I didn't get a good look
25 at this person, but all the injured were males.

1 Q So you close the door, you're back in the
2 office.

3 A Close the door, back to our office. The
4 chief purser called me back and told me to start
5 gathering the crew passports, so the pay master and I
6 did that. We collect all the money out of her safe and
7 all the crew passports.

8 Q Where did you go with the money?

9 A After we get those instructions, we're to
10 report to the chief purser's office.

11 Q And where is that?

12 A That's up on International Deck.

13 Q So you report up to International Deck. What
14 is the money in?

15 A The money is in a canvas bag and then we have
16 large watertight plastic bags that we put the passports
17 and the money in.

18 Q So you're up in International Deck. Are
19 lights on up there?

20 A No. Emergency lighting only, but
21 International Deck is all windows, so --

22 Q Do you see passengers?

23 A Yes.

24 Q Anybody asking questions?

25 A Not to me directly, but there was a lot of

1 chatter, but they were at their muster stations.

2 Q Now what does the chief purser want you to
3 do?

4 A We all just stand and wait for further
5 instructions again.

6 Q So you're waiting. What is the next
7 instruction you got?

8 A At some point we were asked, I think this is
9 my Immigration, to bring out all the passports out pier
10 side.

11 Q When you say "all passports," that's crew and
12 passengers?

13 A Crew and passengers, right.

14 Q So who does that?

15 A There's a second purser.

16 Q Do you know their name?

17 A Her name is Orshi.

18 Q Orshe?

19 A O-r-s -- I'm not sure.

20 Q So Orshi brings all the passports out?

21 A My assistant at this time was also up in the
22 chief purser's office, because the --

23 Q That's Monica?

24 A No, that's Donna. Monica is the pay master,
25 she came up with me, but Donna assists in the morning

1 with the passenger immigration.

2 Q Okay.

3 A So we were all there. We carried the
4 passports out.

5 Q You did too?

6 A Yes. I left the ship.

7 Q How did you leave the ship?

8 A Through the passenger gangway.

9 Q Which one?

10 A That's stair tower one.

11 Q When you come down to stair tower one at
12 Norway Deck, what do you see there?

13 A There were crew members obviously in their
14 emergency stations. But other than that --

15 Q Do you see luggage?

16 A No.

17 Q Do you see the zone leader there?

18 A I'm not sure. I'm not sure who the zone
19 leader would be.

20 Q Was there a security guard there?

21 A There was security at the gangway, yes.

22 Q Shore side or shipboard?

23 A Both.

24 Q And they were on the ship or on the shore
25 side?

1 A Both.

2 Q When you walked out the gangway, what did
3 they say?

4 A I can't recall. I mentioned to our guys that
5 I had to take the passports out to Immigration, they
6 let us go. They marked down our names.

7 Q Were there four of you?

8 A Myself, my assistant, Monica, one of the port
9 agents was with us at this time to help carry the bags
10 and the casino manager, because he was in the chief
11 purser's office as well.

12 Q Todd, Donna, casino manager, who was the port
13 agent?

14 A That morning all of them were there, I can't
15 remember who helped carry the bags. It might have been
16 Felix or AC or JC. No, JC was away on vacation, so it
17 was RC or Felix.

18 Q You, Donna, casino manager, Felix or RC and
19 anyone else?

20 A Not that I remember.

21 Q I'm missing somebody. I'm missing the junior
22 purser, right?

23 A She wasn't out there with us at that time.

24 Q So it was just you and Donna and the casino
25 manager?

1 A That I know of at that time, yes.

2 Q And where did you go?

3 A Down underneath here in the terminal at first
4 and we talked. All the Immigration and Customs
5 officers were there, so we had to talk with them before
6 they decided that we were going to go to Pier 10.

7 Q Why would you go to Pier 10?

8 A I'm not sure. Immigration decides that.

9 Q So you all are going to take your passports
10 down to Pier 10?

11 A Because they wanted to finish the non-U.S.
12 They were going to bring the passengers, they wanted to
13 finish the non-U.S.

14 Q Did the Immigration folks ask you what was
15 going on?

16 A No, they didn't ask me anything.

17 Q Did you hear any conversation between other
18 crew members and the Immigration folks?

19 A No.

20 Q Typical process, you come across, here's the
21 passports, take them down here?

22 A The Immigration officers were talking amongst
23 themselves.

24 Q Right.

25 A I only had one that would talk to us or they

1 would talk to the agent, who relayed it to us.

2 Q So you all go down to Pier 10?

3 A Went down to Pier 10.

4 Q And then what happened?

5 A We left the passports there with my assistant
6 and Monica. At this point I'm not sure if the senior
7 auditor came.

8 Q So Monica is down there now?

9 A She's down there now. Guests had left the
10 ship at this point and they were being channeled
11 through Pier 10.

12 Q All guests, not just the foreign guests?

13 A I assume it was all guests, yes.

14 Q So you haven't been back on the ship yet?

15 A No.

16 Q So all guests are being off loaded.
17 Disembarked. Monica, Donna, the casino manager and you
18 and one of the agents and they're all going down to
19 Pier 10. Are there any of your shore side people with
20 you now?

21 A Not with me directly, no.

22 Q Do you see them in the area?

23 A People that are normally at the pier on a
24 debarkation day, yes.

25 Q Who do you see there? And what time is it,

1 approximately?

2 A I can't remember who I saw. I just remember
3 seeing the jackets, the pier personnel that wear the
4 blue jackets. I don't know them by name because I
5 don't work on the pier.

6 Q So blue jackets. Can you give me an
7 approximate count of how many blue jackets you see?

8 A I couldn't.

9 Q So blue jackets, now the passengers are all
10 coming off. How do they get their passports?

11 A I don't know. I didn't stay for that. The
12 guests were asking us lots of questions, we were not
13 answering them, just how to get to wherever they were
14 setting up the passports.

15 Q So it was Immigration and you're sending them
16 to Immigration and saying go talk to Immigration and
17 get your passport. Were there any of the blue shirts
18 helping?

19 A They were trying to keep people in line and
20 directing them.

21 Q They were directing them this way?

22 A Yeah, but nothing to do with Immigration or
23 the passports. We went behind another wall and we were
24 separated momentarily.

25 Q Okay. Now do you go back on board the ship?

1 A No, not at that point. I went back to the
2 terminal to talk to the agent.

3 Q When did you go back on board?

4 A After the passengers had gone off I went back
5 on board.

6 Q How come you went back on board?

7 A I went back on to go to the chief purser's
8 office, because that is my station. I did not -- if we
9 had to go to a full crew muster I did not want to be
10 off the ship, because then they would be looking for
11 me, so I had to report back. We waited, the passengers
12 were off, we did a crew muster and we went to our life
13 boat stations.

14 Q And then from there?

15 A We waited a long time.

16 Q Do you remember any other crew members going
17 ashore while you were at your muster station?

18 A Not that I'm aware of.

19 MR. WALSH: Okay. I don't have any other
20 questions. Thanks a lot, Todd. Johannas?

21 MR. KERSON: No questions.

22 MR. WALSH: Juan?

23 EXAMINATION

24 BY MR. TORRES:

25 Q When you were at the muster station -- Juan

1 Torres, U.S. Coast Guard. When you were at the muster
2 station, did you hear any announcements going on?

3 A There were announcements being made from the
4 bridge, yes.

5 Q Can you recall what type of announcements
6 were being made?

7 A Off the top of my head, no, I can't recall.
8 I just remember there being the standard announcements
9 to remain calm, everything was being handled.

10 Q Do you recall who was making the
11 announcements?

12 A The cruise director.

13 Q Were these announcements made forwards the
14 crew members or passengers?

15 A In the beginning the passengers, when they
16 were on, but then I left the ship, so I don't know how
17 many were made after that. Then when the crew was on,
18 it was the crew just to remain at their muster station.

19 MR. TORRES: That's all I have.

20 MR. WALSH: Thanks, Todd. That concludes the
21 interview with the personnel manager aboard the SS
22 Norway.

23 (Whereupon, the interview was concluded.)

24