

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

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

Miami, Florida

Friday
June 6, 2003

The above-entitled matter came on for the
Interview of Viveka d'Souza, 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

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P R O C E E D I N G S

EXAMINATION

BY MR. WALSH:

Q Viveka, would you please give us your full name and spell it for us, please?

A My name is Viveka d'Souza. It's V-i-v-e-k-a d, apostrophe S-o-u-z-a.

Q And your crew number is, Viveka?

A Four zero one.

Q Safety number?

A Three six zero.

Q And your cabin?

A Cabin number?

Q Please.

A Norway 1004.

Q And you've been on board the Norway now how long?

A Since January 26.

Q Of 2003?

A Right.

Q And your job on board, Viveka?

A Senior auditor.

Q What do you do as senior auditor?

A Responsible for all cash payments for passengers and crew, cash, credit card, any kind of

1 bill.

2 Q And your normal working hours, the hours you
3 work every day?

4 A Generally from 8:00 to 12:00, 4:00 to 8:00.

5 Q And on a turn around day in Miami?

6 A I work from 10:00 p.m. Saturday night until
7 around probably 10:00 a.m. Sunday morning.

8 MR. UNKNOWN: I'm sorry, I didn't hear you.
9 You work from 10:00 p.m. on a Saturday night all the
10 way through 10:00 a.m. Sunday?

11 THE WITNESS: We have a break for coffee,
12 like in the night, and then in between when we finish
13 work we rest some time for an hour, two hours.

14 BY MR. WALSH:

15 Q As the senior auditor, are you doing
16 reconciliation for all the numbers from 10:00 p.m. to
17 10:00 a.m.? Reconciliation for all the cash, credit,
18 et cetera?

19 A (No response.)

20 Q As senior auditor, you're doing the numbers?

21 A Yes.

22 Q And reconciling the books?

23 A Can you rephrase that?

24 Q What exactly are you doing from 10:00 p.m. --

25 A We close the cruise, bring bills for all

1 passengers so that they can have their statements
2 before the morning and tell them what we are charging
3 to their accounts. Those paying in cash come to the
4 desk in the morning and pay it in cash.

5 Q When do the passengers typically leave the
6 ship on Sunday morning?

7 A Somewhere around 9:30.

8 Q Do you carry a radio with you?

9 A No.

10 Q What is your emergency assignment on board?

11 A I have to get all valuables that I have, like
12 the cash that I have and take it over to the chief
13 purser.

14 Q And then what do you do?

15 A Then I stay there until we get further
16 instructions.

17 Q And your abandon ship station is where?

18 A That's at the sports bar.

19 Q The sports bar is on what deck?

20 A The same, International Deck.

21 Q Have you ever been on any other ship than the
22 Norway?

23 A Yes.

24 Q What other ships?

25 A The Dream and the Dawn.

1 Q And you started with Norwegian Cruise Lines
2 when?

3 A July of 2001, 23rd July.

4 Q What is the emergency signal?

5 A Seven short and one long.

6 Q And the abandon ship signal?

7 A It's one long.

8 Q Do you know what a Code Alpha is?

9 A Yes. Medical.

10 Q Code Bravo?

11 A Fire.

12 Q Do you recall hearing any of those
13 announcements or signals when you were in the chief
14 purser's office on Sunday morning?

15 A Yes.

16 Q Did you hear anything else, any other
17 announcements or pages over the public address system?

18 A Like what other?

19 Q Did you hear announcements to the crew?

20 A There were announcements.

21 Q Could you tell us about those announcements?

22 A They were codes, like they called Bravo, they
23 called out Alpha and the captain spoke, the cruise
24 director spoke, telling us about the situation, what
25 was exactly happening and when the fire was put out and

1 they were constantly updating us.

2 Q Were you concerned that there was a fire?

3 A I wasn't worried or panicked, because we were
4 in Miami already.

5 Q But you were under the impression there was a
6 fire?

7 A They announced it, so it was confirmed.

8 Q I was just asking the question. Do you
9 recall hearing the cruise director tell the passengers
10 to leave their muster stations to go down to their
11 cabins?

12 A I don't recall.

13 Q Do you recall hearing the captain?

14 A I am not sure. I don't think that was
15 announced, but I don't know if I was aware, listening
16 to all the announcements, because I was doing a lot of
17 stuff too.

18 Q What were you doing?

19 A Kind of like I had to get the money out and
20 after that, we went down to get the passports out.

21 Q You went down where?

22 A To Biscayne Deck to get the passports, to get
23 the passports with the personnel manager.

24 Q And what do you do with the passports?

25 A Bring them up to the chief purser's office

1 and then after that we took them off.

2 Q You took them off?

3 A All of us, yes. Not me alone.

4 Q You took them off and where did you go with
5 them?

6 A We went to the pier right outside the ship.

7 Q You went to the pier right outside the ship.
8 How did you leave the ship?

9 A The gangway. I don't know which gangway it
10 was.

11 Q Was it a passenger gangway or a crew gangway?

12 A I'm not too sure, but I think it was -- it
13 was not a crew gangway, it was a passenger gangway.

14 Q So you left the passenger gangway and then
15 where did you go?

16 A We took them right out to the pier and from
17 there, we -- I think it was Terminal we had to take it
18 to, from where the passengers are disembarking so that
19 they can get it there.

20 Q Who from the office did you see at Terminal
21 10?

22 A I don't know.

23 Q Did you see anyone from the office on board
24 the ship?

25 A Which office? Miami office?

1 Q Miami office.

2 A I don't recognize people from Miami office,
3 so I don't know if they were there or not.

4 Q Were you there when the passengers started
5 coming off?

6 A Yes.

7 Q And what were the passengers doing?

8 A They were waiting for instructions.

9 Q Who was giving them instructions?

10 A The people shore side who were there at the
11 terminal.

12 Q Immigration?

13 A Immigration.

14 Q Did you hear what those instructions were?

15 A No. I left from there then and I came back
16 to the ship.

17 MR. WALSH: No further questions.

18 MR. KERSON: No questions.

19 MR. WALSH: Juan?

20 EXAMINATION

21 BY MR. TORRES:

22 Q I just wanted to find out when did you first
23 hear -- what was the location?

24 A I was in my office.

25 Q You were in your office when you first heard

1 or felt --

2 A Yes.

3 Q What did you do?

4 A I heard a blast. I was in my office.

5 Q And then when you were in your office and you
6 heard the blast, what did you do next?

7 A I did not do anything. I just waited for
8 announcements.

9 Q What was the first announcement that you
10 heard?

11 A I don't remember. But the lights went off.

12 Q What time more or less was it when you felt
13 the blast?

14 A I think it was around 6:30, quarter to 7:00,
15 some time there.

16 Q Who was with you at the time when --

17 A Nobody.

18 Q There was nobody with you. When did you
19 first hear the signal, the emergency signal?

20 A (No response.)

21 Q Can you recall the time?

22 A No. I didn't look at the time after that.

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

24 MR. WALSH: Thank you very much, Viveka. That
25 concludes the interview with the senior auditor on

1 board the SS Norway.

2 (Whereupon, the interview was concluded.)

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