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**National Transportation Safety Board  
Office of Marine Safety**


The National Transportation Safety Board (NTSB) is an independent agency of the U.S. government. The mission of the NTSB is to investigate transportation accidents, identify the probable cause, and make recommendations to prevent similar types of accidents from happening again. As you were a passenger onboard the *Crown Princess* incident on 18 July, 2006, we would be grateful if you could answer as many of the following questions as possible.

<b>Personal Data</b>	
Name	(R)
Address	[REDACTED]
Telephone (home/work)	[REDACTED]
Occupation	RETIRED
Age	69
Gender	F
Physical Disabilities, if any	No
<b>General Information</b>	
Where were you when the accident occurred? (deck, cabin, which side etc.)	I was on the Starboard side. We were walking out of the Gift Shop and the floor was coming up, one second later we were thrown back into store window.

Please return by  
September 22, 2006

<b>Description of event</b>	
Please give a brief description of the event- what you saw and heard, including your first indication that something was wrong.	At first I heard screams and glass breaking. I was not sure what was going on, but I knew we were in the water. I tried to get up and got knocked down again. We were all crying. My knee was banged up and my arms all bruised.
How were you notified of the problem?	We were on the floor. We were not notified. It happened. A voice came over the PA and it was shaking and said we had experienced a list. This terrified every body.
When first alerted to the event, what system was used? Example: PA, other passengers, crew, etc.?	
If the crew notified you, who told you and what were you told?	Nothing
During the event, were you kept informed of the situation, by whom, and how often?	No
Did you notice any loose items, such as furniture, and if so, what was it. If yes, did they present a hazard to your safety?	Yes, Plants were sliding toward us and I screamed to a young kid (worker) and he was trying to stop them.

<b>Mustering</b>	
Did you have to report to a muster station? If so, did crew guide you, did you follow other passengers, or made your own way?	No, I was taken to the hall where people were hurt. It was mass chaos.
Did you experience any difficulty or delays in reaching your muster station?	MA
Were you aware of an attempt by crew to account for everyone?	No
If so, how?	No
Were any of the following illuminated:	Cabin lights/Emergency exit lights Don't know
<b>Leaving the vessel</b>	
When did you leave the vessel?	We were brought back to Cape Canaveral, and I was taken to the hospital.
Where instructions provided by the crew for leaving the vessel?	
How did you leave the vessel and where did you go?	I was in the hospital for 7 hrs - being X-rayed
<b>Injuries</b>	
Please describe any injuries you or your traveling companions sustained and what caused them.	My friend hit her head and was dizzy. I also hit my head, when we hit the wall of gift shop. I also injured my knee.
Describe the medical treatment you received on board the ship?	They put ice on my knee. I was being screamed at & crying and mobbed with people who were hurt.

Who actually look at your injuries?	A passenger said he was a doctor
Was it clear to you where you were supposed to go to receive medical treatment?	No
Did anyone assist or direct you on where to go to receive medical treatment?	We were brought to 15 floor on the way back to Canaveral
How would you rate the medical facilities on board the vessel? (5-excellent, 4, 3, 2, 1-unacceptable), and why?	They tried but it was so chaotic and crowded
Were the medical facilities adequate for this type of emergency?	No
Were you hospitalized as a result of your injuries? If yes, provide the name of the hospital, and duration of your stay?	Yes. Cape Canaveral Hosp. 7 hrs.
How do you rate the overall performance of the crew during the evacuation (5-excellent, 4, 3, 2, 1-unacceptable), and why?	Okay
If we would like additional information, do we have permission for a follow up telephone interview?	Yes, most definitely.
Signature:	Date:
(R) 	9/5/06

\*\*\* ADDITIONAL COMMENTS \*\*\*

This experience was the most scary  
exp. of my life. I have been on 8 cruises  
and never any problem.

They didn't call the Coast Guard  
one of passengers did. I feel that  
this never should have happened.

I was told that the Capt. ran up 2  
flights and righted the ship. Why  
didn't person operating the boat  
know what to do? They said a 15%  
list, I feel that is not true.

The water in pool emptied to one (1)  
foot. I was amazed the little children  
and people on pool deck didn't go over.

We sincerely appreciate your time and provided information. Please return the  
questionnaire using the prepaid envelope supplied or by addressing an envelope to:

Office of Marine Safety  
National Transportation Safety Board  
490 L'Enfant Plaza East, SW  
Washington, DC 20594