

**NATIONAL TRANSPORTATION SAFETY BOARD**  
**Office of Railroad, Pipeline and Hazardous Material Investigations**  
**Washington, DC 20594**

**PASSENGER QUESTIONNAIRES**



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: ELIZABETH FLOCH

Address: \_\_\_\_\_

DEARBORN, MICH 48124

Names of other members in your traveling party: I was alone, but I did not know the people before the trip

Optional: Date of Birth: 8-9-23

Male

Female

Telephone: (H) \_\_\_\_\_

(W) \_\_\_\_\_

Mr James G. Bildea 4/23/01

It started out very pleasant trip for an Amtrak tour of the west to California. We arrived in Chicago from Dearborn Mich. People in Chicago very accommodating, we boarded the California Zephyr for our trip to Emeryville California.

People were friendly, we had a lovely dinner, the service was excellent. After a couple of hours talking to other people, I decided to return to my sleeper.

I was sleeping, when I woke to a feeling like a tug and I heard a call for a doctor or a nurse. I immediately put on my street clothes.

After several hours, we were taken to Nodaway Iowa. The residents and surrounding communities ~~set~~ set up tables of food and kept checking on passengers well-being, their kindness during the long hours did not go unnoticed. I'll never forget the wonderful caring people in Nodaway Iowa.

We were taken by bus to Omaha Nebraska to a Ramada Inn, we were given a no charge for phone, food and room.

The next day was very uncertain, Amtrak was trying to make a decision on what to do next.

Monday - Northwest canceled two flights, on ATWA, I <sup>flew</sup> ~~flew~~ to St Louis and arrived in Detroit by 4 P.M.

I would like to tell you my disappointment and emotional feeling after a few days home. You see, I prepared for this trip, I bought a new wardrobe, home work on the history, traveling out west by Amtrak, because I had never been there before.

I still feel very disappointed and I doubt, if I would ever travel Amtrak.

I spent three thousand dollars for this trip, I had Traveler Insurance, but I haven't heard from the insurance Co.

Sincerely

Elizabeth Stock



1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<del>Sleeper 32049</del>	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No       Yes, directly from the train crew       Yes, over the public address system

Please explain: I heard a call for a doctor or nurse

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle
- Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

*Letter is attached*

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

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Thank you for your cooperation in this investigation.

Signature Elizabeth Bloch

Date 4/23/01



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Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Elmer Zoeller

Address: Jeffers, Ohio 44883

Names of other members in your traveling party: Traveling with my wife (Marilyn) plus other members traveling as a Group with Rail America Tour (Omega Tour)

Optional: Date of Birth: 4-21-21 Male  Female  P.O. Box #60 - Dublin, Ohio 43017

Telephone: (H) \_\_\_\_\_ (W) White

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

*Don't know which one.*

*We were in a sleeper car at the rear of the train. Don't know which sleeper car. It was on the first sleeper car of the train.*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?       No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

My comments and ~~description~~<sup>description</sup> of the  
accident etc are the same as  
my wife's as we were both in our  
sleeper coach, sleeping when this  
all happened. So read her report  
& description & the same goes for  
me too.

The same comment about the  
fumes of the safety crews cars & <sup>trucks</sup>  
engines running caused me to become  
a little sick. I was more alarmed  
about the fumes afflicting us.

Elmer Zeller

Duffin, Ohio 44883

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

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Thank you for your cooperation in this investigation.

Signature Elmer Zoller

Date 4-14-2001





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#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Maxine Joeller

Address: Jeffers, Ohio 44883

Names of other members in your traveling party: my husband Elmer Joeller plus other members traveling as a Group "Rail America Tour" (Omega Tour)

Optional: Date of Birth: 4/22-1923 Male  Female

Telephone: (H) \_\_\_\_\_ (W) White

P.O. Box 1160 - Dublin Ohio 43017

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<input checked="" type="checkbox"/> Sleeper 32049	Sleeper 32096

*Was on one of the sleeper cars - Don't know whether it was sleeper 32049 or 32096*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

Magene Zoeller

Duffer, Ohio 44883

We were sleeping and the train started shaking real bad and a loud noise (sounding like the train wheels were sliding or not running smoothly) and then the train went "Bump, Bump & jerked and stopped suddenly and the lights went out. I woke up & said to my husband "Oh, what happen?" and he replied "I think we hit something". We both jumped up in bed and then some one came on the <sup>Public</sup> sound system <sup>and said</sup> "Are there any Doctors or nurses riding on any of the coaches ... if so we need your assistance. Then some one came down thru the train & said we should get up & get dressed, but to remain on the train until they tell us to depart or get off. There were vehicles on the out side removing the injured fruit. When we ~~are~~ <sup>were</sup> told to depart from our <sup>train's</sup> car we should only take our medication with us

and no other luggage as there was no  
room for that to take along with  
us. After about 2 Hr. we were  
told to get off our train car & there  
were Pick up Trucks etc out side of  
the train that took us back to the  
nearest cross road & then we were  
put on a school bus & taken into  
the nearest small town.

The only comment I have to say  
and is Bad -- I think that the  
rescue crew of people that came  
to get the people off the train, had  
their engines & motors running and the  
fumes from their exhaust systems were  
peltering inside our train car & I  
became a little sick from inhaling the  
fumes.

But all & all they did a great job  
removing us all from the wreckage  
& was brought to safety. It was quite  
an experience for us at our age.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Maxine Zoeller

Date April 14-2001



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Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: B. CHRIST

Address: NY, NY 10012

Names of other members in your traveling party: /

Optional: Date of Birth: \_\_\_\_\_ Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

*picture wrong! only 3 coaches between trans sleeper & lounge!*

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<del>Coach 39040</del>
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Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096
-------------	-------------	---------------------	--------------	------------------	---------------	---------------

*my place 1st coach after trans sleeper -  
 2nd last coach seat  
 window left side  
 (seen from direction of travel)*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?       No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

*do not remember*

\_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated       Sitting at a dining table       Sitting in the lounge
- Sleeping       Walking in an aisle
- Other (please describe): \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

*was sleeping, woke up because train was slowing down and locking, car turned, light went off, smell of burning metal - no crew in car; fellow passengers remained calm and seated, waiting for rescue*

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*already 2 hours earlier train was speeding and rocking - felt similar as right before accident lag better tracks!*

*go to Europe and see how efficient and safe railroads are organized!*

Thank you for your cooperation in this investigation.

Signature *[Handwritten Signature]*

Date *04/12/2001*



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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Matthew Wilson Lange

Address: Two Rivers, WI 54241

Names of other members in your traveling party: Matthew Rohrer

Optional: Date of Birth: 10/29/77 Male [checked] Female [ ]

Telephone: (H) [ ] (W) [ ]

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

I had just walked forward through the door of the coach car with the smoking lounge.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: The instructions were adequate, however the emergency exit windows do not remove as easily as possibly should. Two grown men took the rubber lining off but the window didn't pop out. It had to be kicked out with full force.

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I was walking through the door entering the smoking lounge car. As I was heading to the stairwell the train seemed to be stopping and skidding very fast. Most other passengers were sleeping. After the skidding was over there was one large jolt and I tripped and fell to the front of the cabin. When we had stopped moving I turned over on my stomach, took out my cigarette lighter, because there was no power and checked on some of the other passengers. I proceeded to the downstairs to check on my friend, whom had already escaped, and all doors were jammed. I went to the door leading outside, punched out the window, and crawled out.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

When I was tripping down the aisle, I ran into a seat's armrest slightly broke the skin and got a fairly deep bruise above the left knee to the outside of the leg. Little blood, torn skin, black + blue bruising, hard scar tissue.

9. Please describe how your injuries were caused ?

I fell into an arm rest while tripping down the aisle of the cabin.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

As an observation of my own, I did not see any of the Amtrak employees checking on any of the passengers following the derailment.

Thank you for your cooperation in this investigation.

Signature Wanda R. Taylor

Date 4/11/01



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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Arthur B. Robinson

Address: Lanham, MD 20706

Names of other members in your traveling party: N/A

Optional: Date of Birth: 3/19/41 Male [X] Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<del>Coach 39040</del>
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

I WAS IN THE REAR RIGHT SIDE, WINDOW SEAT  
ONE SEAT UP FROM THE LAST SEAT IN THE TRAIN CAR.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I WAS ASK BY ONE OF THE TRAIN CREW TO CHANGE SEATS FROM THE SECOND SEAT FRONT LEFT TO THE SECOND SEAT RIGHT REAR BECAUSE OF A BROKEN SEAT I WAS TRAVELING ALONG SO I SWICH AND WENT TO SLEEP ABOUT 11:10 PM. I WAS AWAKEN BY SCREAMS AND THEN THE LIGHTS WENT OUT THE TRAIN WAS ROCKING FROM SIDE TO SIDE THEN THE CAR SEEMED LIKE IT WAS GOING TO TIP OVER, BUT DID NOT. I GOT UP FROM THE FLOOR AND BACK INTO MY SEAT WE CHECKED TO SEE IF ANYONE WAS SERIOUSLY INJURED, WE WERE LUCKY THERE WAS NO CREW PERSONNEL AROUND UNTIL A CREW PERSON FROM OUTSIDE OF THE CAR ASK WAS EVERYBODY O.K. A LADY RESPONDED, WE ARE ALL O.K. SO THEY ATTENDED TO THE OTHER CARS WHICH WERE TIPPED OVER ETC. AFTER ABOUT AN HOUR THEY CUT A HOLD IN THE LOWER SIDE OF THE CAR AND STARTED TO EVACUATE THE TRAIN CAR.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Acute left shoulder contusion with cervical radiculitis.

9. Please describe how your injuries were caused ?

When the lights went out in the car and the car start turning to the left, I was unable to find something to hold on to and was thrown out of my seat, over the broken seat next to me, which was not stable, to the floor and caused my injuries.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

I have no knowledge of any other incidents involving safety.

On suggestions, the only thing that comes to mind is safety belts.

Thank you for your cooperation in this investigation.

Signature William B. Robinson

Date April 11<sup>th</sup> 2001



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Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: RICHARD V. MAHER

Address: PITTSBURGH PA 15211-1367

Names of other members in your traveling party: N/A

Optional: Date of Birth: 09/17/43 Male [X] Female [ ]

Telephone: (H) (W) (412) 395-7433

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

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ASLEEP IN THE LOWER BERTH

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge

- Sleeping
- Walking in an aisle

Other (please describe): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I AWOKE TO HEAR WHAT SOUNDED LIKE THE  
 EMERGENCY BRAKE BEING APPLIED. THE CAR WAS  
 SKIDDERING AND THEN IMPACTED THE CAR IN  
 FRONT OF US.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

ONLY A LARGE BRUISE TO <sup>THE</sup> ~~THE~~ LOWER LEFT  
QUARTER OF MY BACK ABOUT THE SIZE OF A  
DINNER PLATE & A BRUISE ON MY LEFT WRIST

9. Please describe how your injuries were caused ?

UNKNOWN SINCE I WAS ASLEEP

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

N/A

Thank you for your cooperation in this investigation.

Signature *David V. Malar*

Date 4/12/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Beth Giudicessi

Address: Des Moines, IA 50322

Names of other members in your traveling party: Aaron Ackerson, Nick Blyth, Ben Carpenter, Sara Craig, Lauren Kelly, Mary Clare Maloney

Optional: Date of Birth: 7-4-83 Male [ ] Female [X] Ted McCartar, Molly Spellman

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	<del>Lounge 38034</del>	Dining Car 38033	Sleeper 32049	Sleeper 32096

Our group was in the Lounge car -- most of us were sitting at tables in the lower level (1 or 2 were in upper level) -- our seats were in coach/baggage 31522

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: - Not sure if there was one -

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5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Our group was relaxing in the lower lounge car level - the train jolted and we originally thought nothing of it. Within seconds the lights flickered and went out. There was mass movement of the car and we were hurled into the adjacent wall. It was loud & felt as if we had accelerated downwards. There were no crew where we were. After the impact we were cluttered and twisted around each other.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

We were responsible for our own escape -- no instructions / crew.  
We ended up aiding in the rescue of <sup>some of</sup> the crew. We crawled out through a window but were jeopardized in our safety because the car was at an angle that would have been easy to slide under -- some sort of safety information upon boarding could have been helpful, as opposed to blind instinct.  
Also, after the derailment, we received little information regarding anything's status; the information we did receive was conflicting.

Thank you for your cooperation in this investigation.

Signature Elizabeth A. Giudicessi

Date 04-12-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
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Washington, D.C. 20594

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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Jean E. Jordan

Address: Franklinville NY 14737

Names of other members in your traveling party: Raymond H. Jordan

Optional: Date of Birth: 12/20/47 Male Female [X]

Telephone: (H) (W)

- 1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

my husband and I were in seats 21 and 22, which were towards the front of the car, on the right side.

- 2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

- 3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes (my husband did, luckily, so he knew where to find glow sticks)  
If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated                       Sitting at a dining table                       Sitting in the lounge  
 Sleeping                       Walking in an aisle  
 Other (please describe): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

my husband was in the aisle seat and was thrown out first, then he grabbed me. I woke up to his grabbing me, being thrown sideways and forward, feeling ourselves going sideways and then this grinding noise and jarring stop. When people all started moving around the car seemed

To rock slightly at first. People were amazingly calm, no hysteria. There was no crew on the car immediately but one did come on fairly soon and said that there were no serious injuries (not true but probably helped maintain calm)

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

I was extremely stiff and sore. By Sunday I discovered several bad bruises on my back and down the back of one leg.

9. Please describe how your injuries were caused ?

I'm not really sure. I think I must have bounced against the window and then probably the seat in front and the leg rest when the car swung around and stopped.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Possibly more Exit (Emergency) Windows. We had one at our seat but it was on the high side of the way the car was tilted, and apparently another was over the ravine, rendering them useless. The firemen tried to break out another window but were unable to.

Thank you for your cooperation in this investigation.

Signature

Jean S. Jordan

Date

4/14/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
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Investigation of the
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on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: ROBERTA ANGEL

Address: West Bloomfield, MI 48323

Names of other members in your traveling party: Michael Angel

Optional: Date of Birth: 9/2/42 Male [ ] Female [X]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	<del>Transition Sleeper</del>	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	<del>Sleeper 32096</del>

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No  Yes (please describe): ASSISTANCE FOR MY  
SPOUSE WHO IS AMPUTEE DETERS  
MY QUICK EVACUATION

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew  Yes, over the public address system

Please explain: Pre Trip Brief by crew.

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle

Other (please describe): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I don't know prior - I was sleeping.  
 ANNOUNCEMENT WAS MADE FOR ASSISTANCE  
 FROM DOCTORS & NURSES. I went  
 out to help since I AM  
 AN R.N.  
 \_\_\_\_\_  
 \_\_\_\_\_

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

BRUISE TO (L) WAIST &  
(L) CALF.

9. Please describe how your injuries were caused ?

DO NOT KNOW - I WAS  
SLEEPING

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

NO, AMTRAK'S PROVISIONS  
AND ASSISTANCE ARE  
EXTRAORDINARY.

Thank you for your cooperation in this investigation.

Signature [Signature]

Date 4/12/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: MARIE A-COX

Address: HAMMOND INDIANA 46320

Names of other members in your traveling party: GERALD J. COX

Optional: Date of Birth: 6-5-31 Male [checked] Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

I HAD ASKED CREW MEMBER WHAT CAR NO. WE WERE IN - SHE SAID #512 IF THAT WOULD HELP IN LOCATION

34071-34070 - NOT SURE WHICH CAR. CAR WAS LEANING AT ABOUT 45° ANGLE - UPRIGHT ACROSS TRACKS - SEATED IN HANDICAP SECTION LEFT SIDE - 2ND SEAT FROM ENTRANCE

Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No

Yes (please describe): I HAVE ARTHRITIS IN BOTH

HIPS - THEREFORE THEY (HIPS) DO NOT BEND & MOVE VERY EASY.

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew

Yes, over the public address system

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

WE HAD JUST RETURNED FROM THE SMOKING CAR. WE WERE RESTLESS - COULDN'T SETTLE DOWN - HEARD NOTHING, BUT FELT A LOT OF BOUNCING - LIKE A CAR ON ROUGH GRAVEL ROAD. CAR

CAME TO REST - ASSISTANT CONDUCTOR APPEARED SHORTLY - KNOCKED AT WINDOW & ASKED IF ANYONE WAS HURT. NO ONE WAS HURT, JUST

SHAKEN UP. WE STAYED IN CAR 1 TO 1 1/2 HRS - WHILE RESCUE CREW TOOK CARE OF OTHERS, BESIDES AT THAT TIME THERE WAS NO PLACE TO GO & IT WAS WARM IN THE CAR. DOOR WAS JAMMED - COULD NOT OPEN - WINDOW WAS REMOVED - WAITED TO BE HELPED OUT OF CAR. THERE WERE PEOPLE ALWAYS CHECKING TO SEE IF EVERYONE WAS O.K. BLANKETS WERE PROVIDED AGAINST CHILL OF NIGHT.

SPEED OF TRAIN AT TIME OF ACCIDENT UNKNOWN

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

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Thank you for your cooperation in this investigation.

Signature Marie A. Cox

Date 4-16-2001



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: GERALD COX

Address: HAMMOND  
IN. 46320

Names of other members in your traveling party: MARIE COX

Optional: Date of Birth: 1-16-43 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

34071 -OR- 34070 (NOT SURE) IT STAYED UPRIGHT  
ACROSS TRACKS. SEATED IN LOWER DECK IN  
HANDICAP DEPARTMENT, 2ND SEAT FROM ENTREE - ON-LEFT

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): USE A CANE - A LITTLE SLOW  
DOE AGE & ARTHRITIS

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?       No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

JUST RETURNED FROM SMOKE ROOM

HEARD NOTHING - JUST BOUNCING ON ROUGH RIDE

DONT KNOW SPEED - WITH IN A FEW MIN. A CREW MEMBER PECK

ON THE WINDOW TO SEE IF THERE WAS ANY INJURIES. (NONE)

WE WAITED IN CAR HOUR TO HOUR & HALF WITH WAS FINE,

WHILE THEY TOOK CARE OF OTHERS WHERE THE CARS WERE TURNED OVER,

\*NOTE

THE DOOR WAS JAMMED, WE REMOVED A WINDOW AND WAITED FOR HELP TO - CLIMBED OUT.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

VITAL SIGNS SHOWED A HEART PROBLEM  
WHICH I HAVE FOR 20 YEARS  
I DINT WANT TO GO TO THE HOSPITAL BUT THEY INSISTED

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Gerald Coy

Date 4-18-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Annie Loveland Sherman

Address: SONOMA CA 95476

Names of other members in your traveling party: \_\_\_\_\_

Optional: Date of Birth: 7-15-79 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<del>Coach 39040</del>
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No

Yes (please describe):

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No

Yes, directly from the train crew

Yes, over the public address system

Please explain: They explained that there was a safety instruction sheet in the seat pocket in front of us to read it carefully in case of an accident

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: Yes, they were, but it helped more to look around and walk around to where the exact safety exits were.

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I awoke to an abrupt jolt & sat up as the car was thrust back & forth. I heard screeching noises, saw many white flashes outside that I think were sparks. Others were reacting verbally. Next thing I knew, we stopped & all I could smell was dust & sewage. I just sat patiently afterwards & awaited the arrival of the authoritarians.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~


9. Please describe how your injuries were caused ?

~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Well, the lady next to me in a <sup>few</sup> conversations before the crash, was expressing anxiety & nervousness about the stretch between Chicago & Sacramento, because she frequently takes this route to see her daughter, & she felt that they always tend to go really fast thru this particular part, and that it was always a rickety ride. She was really worried about it, but I didn't take her too seriously. Now I think she's psychic

Thank you for your cooperation in this investigation.

Signature 

Date 5/4/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Kate Calvin

Address: Germantown, TN 38138

Names of other members in your traveling party: one

Optional: Date of Birth: 06-04-80

Male [ ]

Female [X]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<del>Sleeper 32049</del>	Sleeper 32096

I was lying in the top bunk.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle

Other (please describe): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

- there seemed to be electrical problems the entire trip, everytime we stopped at a new pick up point the lights would go off and the air conditioner - this did not seem to be normal - when it happened they were looking for flashlights, doctors and told us to stay on the train

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

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Thank you for your cooperation in this investigation.

Signature Kate Cahin

Date 4/16/2001



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

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on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Judith L. Green

Address: Des Moines, IA 50309

Names of other members in your traveling party: 1

Optional: Date of Birth: 12/21/53

Male

Female

Telephone: (H) \_\_\_\_\_

(W) 515-284-6454

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	<del>Sleeper 32096</del>

I was in Room #5, upper level, right side, near middle of the sleeper car.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No  Yes (please describe):

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew  Yes, over the public address system

Please explain:

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated                       Sitting at a dining table                       Sitting in the lounge

Sleeping                       Walking in an aisle

Other (please describe): Resting in bed but not ~~as~~  
sleeping.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I had looked out & saw a sign saying we had  
gone through Creston - I ~~thought~~ <sup>think</sup> we stopped in  
Creston. <sup>after leaving Creston,</sup> ~~Then~~ I don't remember speed of train. But  
a "lurch," a hard lurch and then a sudden & extreme  
stop. Heard some passengers getting hysterical, not knowing  
what was happening. Only announcement over speakers was asking  
for any medical passengers (dr, nurse, etc.) was needed outside.  
Never did hear from ~~Amtrak~~ Amtrak crew what was happening.  
Only information received was from passengers. It was a long  
time before we knew what <sup>3</sup> had happened. (2 hours).  
& was going to happen.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Just bruises that I didn't discover until days later.

9. Please describe how your injuries were caused ?

I guess by the sudden stop and the trip in pickup to road.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

I boarded in Osceola, <sup>(At depot)</sup> there was a young lady there who said she was girlfriend of engineer. She talked to him (I think - it was someone on the train) before they got to Osceola, several times by cell phone. She said she rides in car with crew & was not allowed in

locomotive. After the accident, I just wondered if the engineer may have been distracted by her presence - he may have stepped back to see her. But I have no knowledge or proof of this. Just was on my mind. Since a life was

Thank you for your cooperation in this investigation. lost, I wanted to cover every possibility.

Signature Judith L. Green

Date 4-17-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Mary J. Eichhorn

Address: Tiffin, Ohio 44883

Names of other members in your traveling party: John L. Eichhorn - husband  
also with group Rail America Tour

Optional: Date of Birth: 12-08-33 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<input checked="" type="checkbox"/> Sleeper 32049	Sleeper 32096

*In bed in Deluxe Bedroom in Sleeper Car # 32049*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle

Other (please describe): just retired to bed.  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Had just gone to bed - startled by the noise,  
grinding, jerking, things flying about in the room  
and lights going out - then stillness + darkness all  
about. Checked on other passengers to check status,  
and remained in car to await evacuation. Unable to  
see beyond our car due to darkness. Only later began  
to see activity of emergency vehicles + emergency  
persons. Also noted broken rail laying outside  
our window.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*Prior to the derailment, the cars seemed to be rocking & bumping more causing unsteady motion making it difficult to navigate about room and to & from dining & observation car.*

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Mary J. Lueckman

Date 04-18-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: JOHN L. EICHHORN

Address:

TIFFIN, OHIO 44883

Names of other members in your traveling party: WIFE, MARY EICHHORN

also were with a RAILAMERICA TOURS group.

Optional: Date of Birth:

Male [ ]

Female [ ]

Telephone: (H)

(W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<input checked="" type="checkbox"/> Sleeper 32049	Sleeper 32096

*were asleep, in a Deluxe Bedroom in car # 32049*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

*We were awakened by the noise, jerking, and grinding of the train wheels riding on the rail ties, until the car came to a stop, also things were flying about the compartment and the lights went out. Thereafter remained in car, waiting to be evacuated.*

*as info* *there was a short piece of broken rail laying just outside our window, and parallel to the track, until it was moved over the embankment by emergency workers to gain access to the wreck site,*

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*Prior to derailment, the track surface seemed to become more excessively bumpy, with rocking and unsteady motion.*

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Thank you for your cooperation in this investigation.

Signature John L. Eichhorn

Date 4/19/01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Noah McKittrick

Address: \_\_\_\_\_

Chicago, IL 60615

Names of other members in your traveling party: \_\_\_\_\_

Optional: Date of Birth: 11/22/81

Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: I did not remember the instructions immediately after the accident, so if memorability is any factor to adequacy, I'd say the instructions were not adequate.

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

For a couple of hours prior to the accident, the train was shaking pretty badly on the tracks. Also every time it pulled into ~~the~~ station, all of the power would go off. At the time of the accident, the lights flickered, there was a screeching sound. Then the whole car seemed to be pulled off the tracks and it tumbled all around me. After the crash, I was lying on my side on the windows, which were now on the ground. I don't think any crew members were in our car at the time of the crash, so I didn't see any action/instructions from them.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

I was bruised in the thigh and pulled a muscle in my back. These injuries did not bother me after a few days, however, and I didn't need to go to the hospital on the night of the wreck.

9. Please describe how your injuries were caused ?

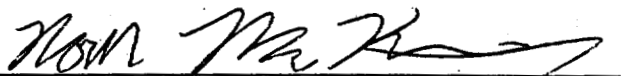
I guess being thrown around the car during the wreck was enough to cause the injuries.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

There were no seatbelts on the seats. I don't know if all trains are like this, but maybe there should be. Also, the condition of the tracks prior to and during the wreck are of concern. Trains should not feel like a plane in light turbulence which is how I can best describe how the ride felt ~~the~~ <sup>a few</sup> hours prior to the accident.

Thank you for your cooperation in this investigation.

Signature



Date

4-21-00



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Sheila Digby

Address: Tiffin, Ohio 44883

Names of other members in your traveling party: Earl Thomas Digby
& Allen Ely Travel Club

Optional: Date of Birth: Male [ ] Female [X]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

sleeping in upper bunk on top level

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?       No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I was awaked by strong vibrating for  
 about 10-15 seconds followed by a  
 hard stop. Earlier I had noticed  
 a "rough" ride.

\_\_\_\_\_

\_\_\_\_\_

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

No. - I would like to commend the Nodaway, Iowa Volunteer Fire Department on their prompt and efficient rescue effort. The kindness of the entire community was greatly appreciated

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Thank you for your cooperation in this investigation.

Signature Sheila Dight

Date April 14, 2001



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Earl Thomas Digby

Address: Tiffin, Ohio 44883

Names of other members in your traveling party: Sheila Digby

Optional: Date of Birth:

Male [checked]

Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

sleeping in lower berth (upper level) of sleeping car

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No <sup>correct</sup>  Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated                       Sitting at a dining table                       Sitting in the lounge

Sleeping                       Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Was hearing noise of track, then  
heard nothing.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Earl Thomas Digh Date 4-14-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Nick Blyth

Address: Clave, Fd 50325

Names of other members in your traveling party: Aaron Ackerson, Ted McCartan, Ben Carpenter, Molly Spellman, Sara Craig, Marg Claire Maloney, Beth Giudicessi, Lauren Kelly

Optional: Date of Birth: 4-2-84 Male [checked] Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	<del>Lounge 38034</del>	Dining Car 38033	Sleeper 32049	Sleeper 32096

X I was sitting downstairs in the lounge car watching a movie + playing cards on the table.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge

- Sleeping                       Walking in an aisle

Other (please describe): Playing cards, watching movie

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I felt the brakes go on very hard, we kind of jumped in the air and started going over the ties - bumping up + down really fast. Then our car slid down the hill. I held on to the table while other people were slammed up against the wall. We finally stopped but @ a 45° angle or so. We didn't know whether to move or not but we walked around to make sure everyone was alright. I helped open the window, let people out + got out myself. From there I stood outside in the cold for 2-3 hours w/ a coat which was in my sleeper car. I helped carry people on stretchers because the 3 women didn't know what they were doing. Other members of my party helped an injured train attendant in the lounge for 1 1/2 hours.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Mark D. [Signature]

Date 4-11-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Michael C. Angel

Address: West Bloomfield, MI 48323

Names of other members in your traveling party: Roberta M. Angel

Optional: Date of Birth: May 26, 1943 Male  Female

Telephone: (H) \_\_\_\_\_ (W) (248) 583-2710 ext 114

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<del>Sleeper 32049</del>	Sleeper 32096

*Car 531  
Room H*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): *Above knee amputee*  
*(right leg)*

\_\_\_\_\_  
\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?       No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

*I was awoken to the feel of our train car*  
*bouncing and jostling around, accompanied with*  
*the sound of things hitting the bottom of the car.*  
*Our was the last car to derail and we were*  
*in the forward room of the car. The emergency*  
*lighting came on and it was still. Our car*  
*was leaning at about a 15° angle.*



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

*My right shoulder had minor bruising of soft tissue. I still have slight pain at night. I had no visible injury or bruising to my residual limb, but have experienced a relative high level of "phantom pain" since the accident.*

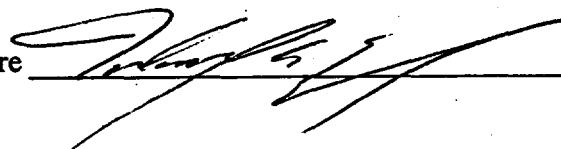
9. Please describe how your injuries were caused ?

*During the derailment my right shoulder impacted the step to the upper berth.*

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*Only to have Burlington Northern improve the rails.*

Thank you for your cooperation in this investigation.

Signature 

Date April 11, 2001



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Joyce Ringer

Address: \_\_\_\_\_

Langmont CO 80501

Names of other members in your traveling party: Robert Ringer

Optional: Date of Birth: 6-14-32

Male

Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	X Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

SEATS 9 & 10

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: WE HAVE ONLY TRAVELED TWICE ON THE TRAIN  
SO FAR AND NEVER BEFORE WE BEEN ABLE TO HEAR OR  
UNDERSTAND ANY ANNOUNCEMENTS ON THE PUBLIC ADDRESS SYSTEM.  
IF ANY WERE MADE WE DIDN'T HEAR THEM.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated                       Sitting at a dining table                       Sitting in the lounge

Sleeping                       Walking in an aisle

Other (please describe): SEAT WAS RECLINED

\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

WE WERE RECLINED PREPARED TO SLEEP - THE COACH STARTED  
SHAKING VIOLENTLY I DON'T REMEMBER ANYTHING MORE UNTIL  
IT STOPPED AND I WAS ON THE FLOOR MY HUSBAND ASKING IF I WAS  
ALL RIGHT. EVERYONE IN THE CAR WAS VERY CALM, TRYING TO  
GET SOME LIGHT AND SEE IF ANYONE WAS INJURED IT WAS  
PROBABLY 45 MIN BEFORE WE STARTED TO BE EVACUATED.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

CUT ON LEFT ARM BETWEEN ELBOW + WRIST

9. Please describe how your injuries were caused ?

I ENDED UP ON THE FLOOR UNDER THE FOOT REST OF THE  
QUISLE SEAT. I BELIEVE I MAY HAVE HIT MY ARM FOR THE FOOT  
REST AS I FELL. I REALLY DON'T KNOW FOR SURE

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Although my & my husband injuries were  
relative minor, we feel that some  
minor seat belt restraints would have  
prevented our injuries.

Robert Ruzer

Thank you for your cooperation in this investigation.

Signature Jasper Ruzer

Date 4-13-81



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: BONNI Starkey

Address: Grand ledge Mi 48837

Names of other members in your traveling party: N/A

Optional: Date of Birth: 5-13-54 Male [ ] Female [X]

Telephone: (H) (W) 517-333-4223

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

in Bed Room 6

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I just heard the brakes squeal + felt the  
cars hitting each other

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

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9. Please describe how your injuries were caused ?

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10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

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Thank you for your cooperation in this investigation.

Signature Bryan G. Stork

Date 4/23/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: James K. Itz

Address: Des Moines, IA 50312-1343

Names of other members in your traveling party: Sharon Hart

Optional: Date of Birth: 7/19/45 Male [checked] Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	<del>Sleeper 32096</del>

*We were in the last sleeper car, second level, on the left rear of car.*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: The instructions may have been in the berth, but I do not recall seeing them.

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): We were sitting opposite each other.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

A few minutes prior to the accident, I had walked forward to the lounge car. I noticed that the cars were pitching back and forth ever so often.  
What I noticed at the time of the derailment is that we were thrown slightly forward, in our seats, twice before we came to a hard stop. We then sat in our cabin for 10-15 minutes until a vehicle pulled up alongside our car. The only clear information I heard, prior to going outside, was a request for medical help ~~outside~~ needed outside the car.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

\_\_\_\_\_  
\_\_\_\_\_

11. *I would like to commend the Emergency Team for their response to the accident and calmness at the community center. They took very good care of us. When Amtrak personnel arrived at Midway they were very informative about what would happen next and the staff at the hotel arranged for our continuance very professionally.*

Thank you for your cooperation in this investigation.

Signature James Kelt

Date 4/20/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Mrs. JOANN NIESE

Address: LEIPSIK, OHIO 45856

Names of other members in your traveling party: Thomas NIESE & Jonathan NIESE

Optional: Date of Birth: 04-05-47 Male [ ] Female [X]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

*We were all located two rows in front of the stairwell on the first passenger coach car.*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: *An announcement had been made, to read the emergency card located on the seat-back in front of us. Even though at the time of the derailment some men failed to open an emergency window after the derailment.*

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: *Reading it was easy. But the men who tried to at first open the window could not. They even tried to bust it out because we thought, at first, it might be our only way out of the car. Front door was 20' off ground, back door jammed shut and stairway was twisted and crushed.*

5. Specifically, what were you doing at the time of the accident ?

Seated Resting  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

*Before: train seemed to have electrical problems. Lights refused to stay lit while stopped. Very heavy order of hot burning rubber, an electrical short or overheated wires. Employees reassuring passengers*

*"We are trying to fix the problem." During: Forceful jerking and bouncing presumably as we hit the cross ties then a very violent jerk. All three of us were thrown forward into seats in front, our son was on the aisle and he was violently thrown out of his seat and down the aisle about 8 feet. Car stopped suddenly leaning to left. After: total dark, unable to leave car - no way to get out - unable to open the window that men did try to open. I had a small flashlight and with it we could see damage done and exactly where we were sitting - over drop off, sitting sideways across tracks - could see save ahead of and behind us in karins on sides. Next day several train employees mentioned "how bad tracks in that area were." We question why passenger service would still use dangerous tracks. Another freight train was derailed in same area. Engineer's whistle would not work (part of train's problem) which caused the train to travel slower - probably saved more injury and death.*



7. Were you injured?  No (Skip to Question #10)  Yes *Slight*

8. Please describe the injuries you received? *Very bruised skins, twisted ankle and sprained foot - still troublesome. Son hurt left shoulder as he hit seats on aisle as he flew out of seat. Husband had shin scrapped off skins of legs as legs wedged between foot rest and leg rest.*

9. Please describe how your injuries were caused?

*Covered in answer above. The metal bar with grooves to rest feet on trapped my legs and twisted them as I was pitched forward and to left. Same grooves skinned and cut husband's legs as he was pitched forward and left. Son was pitched to his left and down the aisle - bruised neck and shoulder.*

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety?

*Failure of window to open easily. We also heard other people had trouble opening a window like in other cases. Of course, this might have something to do with lack of knowledge and practice at emergency devices. Failure of electrical system including whistle (even though this might have inadvertently saved us from more injury or worse.) Safety "glow lights" were on lower level only (I believe) but stairwell was almost impassible to get to them - Some type of emergency flashlights, etc should be easy to get to in these circumstances. Luckily we were a car with slight injuries, but without lights, emergency aid would be next to impossible. Access to first aid kits and mentioned on safety announcements. Seat belts for those who would want to wear them. Fixes, etc. for track that is not repaired and kept up if it is especially used for passenger service. Make sure train personnel has some emergency first aid training.*

Thank you for your cooperation in this investigation.

Signature *Jolan M. Niese*

Date *04-22-01*



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: John Heinbigner

Address: Stillwater, MN
55082

Names of other members in your traveling party: Ben Simonet, Bobby Simonet, Eddie Simonet, Joe Simonet, Jim McMahon

Optional: Date of Birth: 10-18-85 Male [checked] Female [ ]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
<del>Coach 34071</del>	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

The train jerked, and then it spun. A waiter spilled drinks all over me. The crew had no idea what was going on. Everyone in our car was mostly calm. The crash was loud, sounded like wrenching metal

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

I think that the crew was unorganized, and unprepared for an incident like this. No crew member took controll of the situation. Thank Lord that everyone stayed under controll!

Thank you for your cooperation in this investigation.

Signature John Heinigues

Date 4-21-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: DONNA REIS

Address: \_\_\_\_\_  
TIFFIN, OHIO 44883

Names of other members in your traveling party: RICHARD REIS, BETTY BAUGHMAN  
GERALD HYDER ~~SEE ATTACHED LIST~~ WALLACE & LINDA BAZZELL, JOE & MARGARET MANGANO

Optional: Date of Birth: 2-19-33 Male  Female

Telephone: (H) \_\_\_\_\_ (W) 419-448-8236

ELIZABETH BLOCH, WILMA OGLESBEE, NORA BROOKS, MARY ELLEN PARSELL, JESSE BROWN,  
TOM & SHEILA DIGBY, FLORUS & VIOLA SCHALK, JOHN & MARY EICHORN, DARYL GORDON,  
MADELYN SMITH, ELMER & MAXINE ZOELLER (OMEGA TOURS GROUP)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	<del>Sleeper 32049</del>	Sleeper 32096

I WAS IN THE UPPER BIRTH OF CAR 0531 Room D

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: I DO NOT RECALL ANY SAFETY ANNOUNCEMENTS.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle
- Other (please describe): I WAS IN THE UPPER BERTH. I HAD

NOT GONE TO SLEEP. THE CREW WAS MAKING VARIOUS  
ON THE INTERCOM  
ANNOUNCEMENTS ABOUT WHEN THEY WERE STOPPING FOR BOARDING  
AND DEBOARDING AND ABOUT THE DINING ROOM.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

IT WAS NOT A SMOOTH RIDE - SLEEPER WAS SWAYING A LOT. ALL OF A SUDDEN  
THERE WAS A SERIES OF BUMPITY BUMPITY BUMPITIES. THEN TWO EXTRA HARD  
LONGER BUMPS. THE CAR CAME TO A HALT AND THERE WAS DEAD SILENCE.  
I THOUGHT WE HAD BEEN TRAVELING AT A PRETTY GOOD CLIP. SOON,  
CREW MEMBERS CAME TO SEE IF ANYONE WAS HURT, EXPLAINED THE SITUATION  
OUTSIDE ALONG THE TRAIN, SAID IT WOULD BE A GOOD IDEA TO GET DRESSED,  
NOT TO MOVE AROUND TOO MUCH AS THE CAR WAS ON A SLIGHT  
INCLINE. WE DRESSED, GOT OUR CARRYONS READY AND WAITED TO  
BE EVACUATED.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

IN THE LATE AFTER NOON WE THOUGHT IT WAS  
DIFFICULT TO WALK AROUND BECAUSE THE CARS WERE  
JWAVING.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Donna Reid

Date 4-25-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Sarah Nicole Hudson

Address: Des Moines, Iowa 50310

Names of other members in your traveling party: Briana + Bruce Dreyer

Optional: Date of Birth: 01/01/86 Male [ ] Female [x]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	<del>Lounge 33034</del>	Dining Car 38033	Sleeper 32049	Sleeper 32096

Bri + I were sitting upstairs in the chairs watching t.v.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated       Sitting at a dining table       Sitting in the lounge
- Sleeping       Walking in an aisle
- Other (please describe): \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

the train  
 we started  
 to tip  
 over sideways,  
 but did not  
 completely  
 fall over.

We were sitting in the chairs + it started getting really bumpy + the lights started flickering. We flew out of our chairs + onto the other side of the train. A lady that worked there hit her head on the wall + didn't know what to do we heard that there was a window open downstairs + we went downstairs + climbed out the window.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

I'm not sure why there was no announcement  
made about what to do, but it would have  
been very helpful to have had one.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Sarah Hudson

Date 04/16/01



## National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
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on March 17, 2001

### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Sharon K. Felcher

Address: \_\_\_\_\_

Sacramento, CA 95826

Names of other members in your traveling party: (Sisters) Donna R. Weigand,

Linda J. Roy and Doris R. Anderson

Optional: Date of Birth: 1-15-44

Male

Female

Telephone: (H) \_\_\_\_\_

(W) same

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	XXXX Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

My sisters and I were sitting about the 4th row from the front of our coach, two of us on each side of the aisle. Linda was next to the window on the left and I was on the aisle seat on

the left. Donna was on the aisle seat on the right and Doris next to her

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No  Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew  Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes  Other

Please explain: Please see Page 3 (A)

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5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge  
 Sleeping  Walking in an aisle

Other (please describe): Please see Page 3 (B)

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6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Please see Pages 3 (C) (D) & (E).

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Page 3, Question 4

Shortly before the accident itself we found the emergency procedure card in the pocket of the seat in front of us just by chance and my sister and I, both new to travel on Amtrak, commented on the fact that no one had pointed these instructions out to us much as they usually do on an air flight.

We noted that should we need to exit the coach by other than the doors, the windows could be opened by pulling on the handle that released the rubber banding on the window pane and then lifting out the window itself. Although we were never in a position to try to do this procedure ourselves, at some point after the accident we did overhear some of the other passengers trying to get at least one window open by pulling on the handle and then banging and then kicking on the window, but as far as we know they were never able to open any of them.

At the time we heard this commotion there was no smoke or fire that we could smell or see. The passengers that had been looking out the windows as they traversed the coach kept telling us that we were very high up. From our window on the second story of our car we could see an overturned coach way down in the ditch alongside the track. We felt our coach was fairly stable and level, though, so it seemed like a good idea to us at the time to just stay put until help arrived.

It was very cold outside (26 degrees) and, at least to our small group, it didn't seem reasonable to break open any windows and expose ourselves to the elements when we didn't know how long we would be waiting for rescue. Also we felt that even should the other passengers be able to get a window open, if we were as high up as it certainly seemed we were, they certainly would not be able to get out or jump to the ground without serious injury. We knew we were quite some distance out in the country, so exiting the car at this point would not really accomplish anything in the way of obtaining help or seeking refuge. We felt our best option was to stay put and wait for help to arrive.

Page 3, Question 5

Just prior to the accident a group of teenagers had boarded the train in Osceola, Iowa. They were in high spirits and a little loud and boisterous and after settling in and talking for a while they decided to go out of our coach and "see what this train had to offer." It got nice and quiet in our coach and only an occasional passenger or group of passengers was entering and/or leaving the coach through the connecting doors just three rows in front of us. When we were first assigned to the seats on this upper level of the coach, we noticed the both footrests directly in front us on the left side of the aisle were broken and unusable, but I was for the most part comfortably seated just prior to the accident.

The windows in the sliding doors of our car and the car in front of us had caught my attention as we traveled. As we continued our journey most of the time the windows were moving in tandem with one another. I noted very shortly before the accident, as the seesawing movement of the train was becoming more erratic, that these windows were no longer moving with each other but actually began a scissoring motion where the front car would tip to the opposite direction our car seemed to be leaning. Watching this odd movement of the windows caused me to feel slightly off kilter and so I had closed my eyes was looking away from them shortly before the train derailed.

Our sisters, Donna and Doris, had traveled this same itinerary just a month or so previous to this trip. They had explained to us, since this was our first trip on Amtrak, that the conductor had announced over the loudspeaker previously that they were entering the state of Iowa, well known to be the roughest track in the whole United States, and to please bear with them as the train passed through this rough track area. During the course of the outbound portion of our trip and then also on the return trip, whenever I would feel that the movement of the train would be getting a little too unstable, I would just look over to see if they were at all concerned. If they were sitting quietly reading or looking out the window, I felt that the amount of turbulence must not be too unusual and I relaxed somewhat and tried to "go with the flow."

A short time prior to the accident, as we were beginning to be buffeted quite a bit, I did hear Doris on the right-hand side of the car next to the window remark that they should "slow this baby down." If the train was actually going at or below the marked speed for this area of track, perhaps it was still too fast for the condition of the rough track and causing a lot of turbulence for the passengers that were seated, laying down and especially those walking around. We thought perhaps because the train was behind schedule by about 40 minutes that the crew might have been trying to make up some time on the wide open spaces.

I felt pretty well attuned to the uneven but somewhat regular rhythm of the train's movement. When I heard the train's rhythm start to change dramatically, I, of course, looked across the car at our sisters on the right-hand side of the aisle. The first indication to me that all was NOT well and that the train was actually in big trouble, I noted my sister across in the aisle seat was sitting straight as a board with both feet planted firmly on the footrest much as we did when we were teaching our teenagers to drive and the only control we had while they were in the driver's seat was the imaginary brake on the passenger side of the automobile. Even if we would have had time to react and imitate her attempts to brace herself in her seat for what seemed an inevitable impact, we would not have been able to do so because of the broken footrests in front of us. There was just nothing for us to hold onto nor was there any way for us to bridge our bodies across the opening to prevent our being ejected from our seats.

I heard the sound of the coach groaning as it strained to keep itself from leaving the tracks and the lights dimmed once and then went out completely. There was the sound of fracturing plastic or glass all around us and we could see bits of clothing and/or small luggage being tossed from the bins overhead. The train toppled back and forth a couple times and at one time it tipped to an approximate 45-degree angle to the right as my sister and I were flung together out of our seats, me first and she right behind me, onto the floor. I landed on my right side in the aisle alongside the base of the right-hand aisle seat and Linda landed pretty much on top of me. My left leg went over the top of my body and the force of both of us falling simultaneously caused my left knee to be forcefully jammed under the seat and footrest in front of the aisle seat where my sister Donna was sitting.

The train sounds indicated that we had surely left the track and were hurtling forward through what sounded like gravel and steel clattering and clunking against the bottom of the coach. Our car tipped back and forth a couple of times and lurched dramatically to the right at least one time as we slid for a short space of time before coming to rest in a somewhat level position. There was complete silence on the coach as it finally came to rest. There was no screaming or crying from the other passengers as we came to realize that we at least were still alive. Shortly thereafter I could hear others trying to sort out if everyone was okay and trying to ascertain what had happened to the rest of the train, where we were and if we could possibly be in further danger of having our coach topple off the bridge, trestle or whatever we had stopped on.

There on the floor with my knee and leg jammed under the seat and footrest I found myself caught beneath my sister who had been thrust from her seat at the same time I had been. As soon as I could catch my breath and try to raise up, I asked her if she was okay and if so could she please move off from on top of me. There was really nothing for her to grab onto to lift herself up and it was also very dark, so it took several moments for her to get to her feet and to move away from me. As I tried to pull my leg out from beneath the seat where it was trapped, the pain in my leg and knee was so terrible, we decided it would be better if I stayed where I was until we could decide on a plan of action.

I would estimate at a point about an hour to an hour and a half after the accident an all-volunteer rescue crew from the surrounding communities did come to check on us. They gave us a hurried and brief description of the

accident and their efforts to remove the other injured passengers from the overturned cars and getting them to medical help. Together we decided that my condition was stable enough that I could wait for their assistance as long as I remained where I was and didn't try to extricate myself or move around. I believe it was about two hours after the accident that the EMTs were able to come and pull me out from under the seat and roll me onto a back board. They determined from the extensive bruising and swelling on my knee and thigh that I most likely had a broken left femur. They immobilized my leg and secured me to the back board and carried me somewhere toward the middle of the car in preparation for lowering me from the upper window of our coach to the waiting rescue teams down below.

After establishing an IV on one arm and a BP cuff on the other, they hoisted me up to the now open window of the coach and lowered the back board with me securely fastened to it down a set of ladders with rescue workers on each side of me for the trip to the ground. I had my eyes closed for most of this procedure and so I can only guess at how far down it was from the length of time it took for the procedure and the fact that one of the rescuers remarked that his rope was only 30 foot long and that it would not be near long enough to get me all the way to ground level. When I did reach the rescuers at the bottom of the ladder I was loaded into the back of a van and we traveled backwards on the gravel bed alongside the train tracks for about 10 to 15 minutes until we arrived to where I was transferred to a waiting ambulance that took me to the hospital in Red Oak, Iowa, another 15 or 20 minutes away.

There had been Amtrak crew members having dinner in the dining car when we finished our meal at about 9:00 p.m., but I do not recall seeing crew members in our coach after that time. I do not believe there were any crew members in our car at the time of the accident. The only crew member I saw after the accident was in the emergency room with me at the Red Oaks hospital and she had been injured when the sleeper car she was in had overturned. I believe the greatest help to all the passengers after this train derailment came from the volunteers and rescue crews from the surrounding communities

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Please see Page 4 (A)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

Please see Page 4 (A)  
\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Please see Page 4 (B)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Sharon K. Felcher  
Sharon K. Felcher

Date April 25, 2001

**Page 4, Question 8**

**There was extensive bruising on my right hip. The ribs on my upper back on right side had what my doctor described as a hematoma about the size of a grapefruit. My left thigh just above my knee had deep bruising across it about four by ten inches in diameter. My left knee was badly bruised and has some ligament damage which is now being treated by an orthopedist.**

**Page 4, Question 9**

**The injuries were caused when my sister and I, who had been seated on the left side of the coach, were ejected from our seats when the coach nearly tipped over during the accident. The force of our bodies being flung together across the aisle and the impact on the floor and against the seats on the opposite side of the coach caused my left knee to be jammed under the right-hand aisle seat in front of our row of seats.**

Page 4, Question 10

Because of the erratic movement of the train, as it traveled through Iowa especially, we tried to walk around only when it was stopped at the different stations. We had walked back to the observation car while the train was stopped at a station and waited there a short time before our reservation in the dining car was called. After we finished dinner, however, it was necessary for us to return to our seats through the observation car and the back of our own coach while the train was moving again. We were very careful of our footing as we progressed through the moving train, guiding and steadying ourselves by grasping and holding the backs of the coach seats on each side as we went. One troublesome area was in the observation car. There almost all the seats swivel and frequently swing either in or out of our path of travel as we tried to move through. There were few, if any, stable fixtures for us to steady ourselves as we walked through this car.

There were no emergency lights that came on automatically when the coach derailed. The only light came from the nighttime reflection off the snow in the fields surrounding the train. Eventually as we became accustomed to the degree of darkness some passengers found an emergency kit and handed out glow sticks for anyone who requested them. We do not know if there were any medical supplies in the emergency kit as nothing else was offered in the way of comfort or aid. We could hear other passengers going back and forth along the length of the coach trying to ascertain our position in relation to further danger, how serious the damage was to our coach and the rest of the train and if they could see any lights or indication that help was on the way. I felt it would have been very helpful if at least some battery-driven emergency lights had come on somewhere in the coach after the accident. It wouldn't have had to be major lighting, but just enough for us to be able to determine our position in the train and the train's position as far as level or tilting.

Also had it become necessary for us to open a window and exit the coach as the emergency instructions suggested might happen, perhaps some type of rope ladder in with wherever they found the glow lights would have been helpful to actually be able to safely go out an open window and seek help.





National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Anthony and Joann Plocinik

Address: Eastpointe, Michigan 48021

Names of other members in your traveling party:

Optional: Date of Birth: 11-10-31 Male [X] Female [ ]
Telephone: (H) Joann 6-24-38 (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<del>Coach 39040</del>
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): We sat in the handicapped  
car because of a prostate problem and the close location of  
the restrooms.

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew                       Yes, over the public address system.

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

We were seated in the lower level handicap section of the  
coach car (I believe #39040 - the car directly behind the  
crew car). We were in the second seat on the right side of  
the car.

The lights went out immediately when the train left the tracks,  
so when we finally came to a stop, we could not see the handle

(see attached)

6. (continued)

to open the window. We believe that as we were behind schedule the train was going at a faster speed to make up time. We have travelled extensively on Amtrak over the entire U.S. and nine times out of ten, the trains are late and we've been told that they will make up the time.

We were sleeping but we felt the train bump and leave the tracks. The lights went out and we continued (at a high rate of speed), bumping and jostling for a rather long period of time till we finally stopped and our car tipped sideways. During this time we were thrown around out of our seats and with our seats till we flew onto the floor when we stopped, after hitting the seats on our way to the floor.

After about 5 minutes in assessing if we were all all right, someone came and tapped on the window with a flashlight and asked if we were O.K. and told us to pull on the handle to open the window. We asked if we were going to tip any more, if we were going to catch on fire, or if we were near water. He reassured us we were not going to catch on fire and to just open the window and stay inside.

We opened the window with much difficulty. We then located our shoes, glasses, coats, etc. We assisted a man in the car in locating his breathing machine, which was lodged in the overhead luggage rack and was smashed upward. We ripped the bag and removed the machine and his medications. We then helped others in locating purses, etc. With the window open, it was cold so we urged others to put coats on. After about 15 minutes, the police, ambulances and others arrived. They were very reassuring and we watched as they helped the overturned coach in the ditch up to safety. Being claustrophobic, we had to get out of our car and we were helped out of the window by two firemen. We didn't see any crew members during the rescue - only, police, firemen and townspeople. They were wonderful!

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

My wife had an injury to her right hip, left leg and left wrist.

I have injuries to my left shoulder, neck, back and right wrist.

We are still under doctor's care due to the injuries sustained in this derailment. There is still much pain and sleeplessness

9. ~~because of the traumatic experience.~~  
Please describe how your injuries were caused ?

~~My wife injured her right hip after hitting the seat as she was thrown to the floor. She also hit her left leg on another~~

seat and her wrist as she landed on the floor. Her right foot

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

was trapped under one of the seats. I hit my shoulder, back & neck & wrist.

Trains should not be allowed to speed up to make up time.

Leaving at the correct time and not waiting for connecting trains

longer than 15 minutes would alleviate this problem. We waited

longer than one hour for a connecting train before leaving Chicago.

Track maintenance should be the first priority especially after

bad weather and maybe even after a train goes by and before another

scheduled one comes thru. There aren't that many train runs in

a day that such precautions can't be taken. Better safe than these sorry incidents.

Thank you for your cooperation in this investigation.

Signature Anthony F. Placnik  
Jean E. Placnik

Date 4-24-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: JESSIE L. BROWN

Address: HENDERSON, NV 89012

Names of other members in your traveling party: See attached LIST (GROUP TOUR)  
COMPARTMENT MATE WITH DARYL GORDON (RAIL AMERICA TOUR)

Optional: Date of Birth: 07/10/34 Male  Female

Telephone: (H) ( ) (W) ( )

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096 <sup>X</sup>

IN BED LOWER BUNK TO THE RIGHT OF THE EXIT  
1ST COMPARTMENT

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: THE CAR I WAS IN REMAINED UPRIGHT. THE INSTRUCTION I RECALL WAS HOW TO REMOVE THE WINDOW TO EXIT THE CAR.

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge

- Sleeping
- Walking in an aisle

Other (please describe): RECLINING IN BED READING

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

PRIOR TO THE ACCIDENT I WAS IN THE LOUNGE CAR, ~~THE TRAIN~~ BEFORE GOING TO BED. THE TRAIN WAS SWAYING AND WAS TRAVELING AT A HIGH RATE OF SPEED AND CONTINUED TO DO THE SAME AFTER I WENT TO BED. THERE WAS EXTREME SWAYING OF THE TRAIN FROM ONE SIDE TO THE OTHER. AND THE LIGHTS WENT OUT, EXCEPT THE EMERGENCY LIGHTS. THE LOUD NOISE FOLLOWED. THE CAR FELT AS IF WE HIT SOMETHING UNDERNEATH. AFTER A FEW MINUTES I DRESSED AND WATCHED THE ACTIVITIES OF THE EMERGENCY CREW.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

ONLY A SEVERE HEADACHE, UNABLE TO SLEEP, LACK OF  
APPETITE. I had an EXAMINATION AFTER RETURNING  
HOME AND WAS TOLD THE BRAIN IS SHAKEN THE SAME  
AS IF I HAD BEEN IN AN AUTO ACCIDENT.

9. Please describe how your injuries were caused ?

BEING TOSSED AROUND ON THE TRAIN IMMEDIATELY PRIOR  
TO THE ACCIDENT.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

REDUCE THE MAXIMUM SPEED OF THE TRAIN.

AS AN ADDITIONAL NOTE, IT HAS BEEN A DISSAPPOINTMENT  
AMTRAK HAS NOT HAD THE COURTESY TO EXTEND  
ANY EXPRESSION OF APOLOGY OR CONCERN.

THANK YOU FOR YOUR INQUIRY.

Thank you for your cooperation in this investigation.

Signature Jessie Brown

Date 04/26/01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Joshua D May

Address: Moab, UT 84532

Names of other members in your traveling party: \_\_\_\_\_

Optional: Date of Birth: 4-10-71

Male  Female

Telephone: message only (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

Going west bound only one car rolled to left side of tracks, I was sitting on the window seat towards the back

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: They might have stated where emergency windows are but I dont recall exactly

\_\_\_\_\_

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: at the time of the accident  
are conductor was not in the car so  
there was no Train personal to give further instructions

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge  
 Sleeping  Walking in an aisle  
 Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

heard on crew radio as they walked by maybe  
a whistle problem. we were way behind schedule  
and the speed of the train seemed fast. I had just  
put my shoes on and was about to go to  
the lounge car. then instead of swaying side to  
side like when were going fast the car started  
continued.....  
seperate sheet

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Broken left Scapula, possible liver damage  
from the force of impact (want know results  
until 6-02-01)

9. Please describe how your injuries were caused ?

When my car rolled I was thrown up  
on to the bottomside of the luggage rack  
and my shoulder took the brunt of the impact

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

there was no train personal giving instructions  
after the crash, and there was no battery  
powered emergency lighting it was pitch  
black. Get emergency (lights) for electrical  
black outs

Thank you for your cooperation in this investigation.

Signature [Handwritten Signature]

Date 5-01-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
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Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Sara E. Craig

Address: Des Moines, IA 50311

Names of other members in your traveling party: 8

Optional: Date of Birth: 2/8/84 Male [ ] Female [X]

Telephone: (H) (W)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	<del>Lounge 33034</del>	Dining Car 38033	Sleeper 32049	Sleeper 32096

We were downstairs in the lounge/viewing car sitting in 2 booths

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No       Yes, directly from the train crew       Yes, over the public address system

Please explain: I saw one Amtrak employee the whole time and we had to help her b/c she was injured & she had no idea what to do.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated                       Sitting at a dining table                       Sitting in the lounge  
 Sleeping                       Walking in an aisle

Other (please describe): (We were in 2 booths downstairs)

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

We were just sitting and a train employee had just gone upstairs. The train started to brake and slow down. We were shaking back and forth quite a bit. The lights went on & off and the train tipped over at a 45° angle in a ditch. We tried to get up, but couldn't stand. Someone who was already outside opened our window and pulled my friends & I out, since we were 9 teenagers traveling with no parents. A few of my<sup>3</sup> friends stayed in the train to help the Amtrak employee until further help came.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

My back was sore - nothing major  
A few cuts and bruises, nothing  
that had to be treated

9. Please describe how your injuries were caused ?

I was thrown out of my seat onto  
a metal wall.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Keep the train on the tracks ( )  
Have the employees know what to do  
during emergency situations like this.

They were all kind After it happened, the  
next day etc.

Thank you for your cooperation in this investigation.

Signature Sara Craig

Date 4/27/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Randall Shaw

Address: Clive Iowa 50325

Names of other members in your traveling party: Chris Thedens

Optional: Date of Birth: 1-28-83 Male [checked] Female [ ]

Telephone: (H) (W) Student

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	<del>Lounge 32034</del>	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No                       Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?

No                       Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

---



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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated       Sitting at a dining table       Sitting in the lounge
- Sleeping       Walking in an aisle

Other (please describe): Watching movie with  
friends.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

We were riding, watching a movie.  
The train car started shaking violently.  
The lights flickered then went out.  
Other passengers were screaming. The train  
was jolting and popped off the track.  
Our car was tilted then it got quiet.  
We waited about 5 minutes then decided  
to climb out a window. We smelled fumes.  
Everyone helped each other until we were  
all out. It was cold outside and very dark.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

It would be a good idea if  
everyone seated on the train  
wore seat belts.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Randy Shaw

Date 5-7-01



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Cody S. Cherry

Address: Livingston, MT. 59047

Names of other members in your traveling party: Dale Hister

Optional: Date of Birth: 6-2-60 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
<del>Coach 34071</del>	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

Seated near the middle of the car,  
next to the window

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: yes - a person on the intercom  
explained about the emergency exits and  
how to open the windows

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

The train started swaying very hard and then people + baggage started getting thrown everywhere. As the only person in the car that had a flashlight, I moved down stairs and <sup>cleared</sup> picked luggage out of the aisle to the door. Afterward got outside + ran into Conductor Dave, who also had a flashlight - we then proceeded to go car to car + pass out the emergency light sticks, with this done tried to help people + then the railway showed up.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Head rings all the time (very loud)  
neck & back pain severe

9. Please describe how your injuries were caused ?

by getting thrown around hard and by  
people & luggage slamming into me

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Conductor Dave did one great job!!  
① restraints for the overhead luggage rack  
is a must. ② I would also like to see  
seatbelts installed.

Thank you for your cooperation in this investigation.

Signature Cap ~ us

Date 5-8-01



National Transportation Safety Board

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Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Linda Roy

Address: Sioux Falls SD 57105-5352

Names of other members in your traveling party: Doris Anderson, Sharon Selcher, and Donna Weigand

Optional: Date of Birth: 5/22/47 Male [ ] Female [x]

Telephone: (H) (W) 605/336-2170

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	<del>Coach/Baggage 31622</del>	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No

Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No

Yes, directly from the train crew

Yes, over the public address system

Please explain: \_\_\_\_\_

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: They told you how to get the windows out.  
No first aid instruction, or as to where they  
were located, + the windows didn't pop out.

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Sitting and waiting for the train to stop shaking.  
I was shook up for the whole four hours. We  
waited until the train stopped. We checked on  
our sister who was pretty hurt and waited  
for rescue people.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Significant Short-term memory loss, flash backs, nightmares, an aggravation of her fibromyalgia, neck, shoulder and back pain.

9. Please describe how your injuries were caused ?

The turbulence was so excessive for hours and it didn't let up.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

The safety cards + individual coach car should have a first aid kit, auxillary lighting on the floor base of the vehicle. Lighting that is battery operated so that if the power is shut off you can have some light.

Thank you for your cooperation in this investigation.

Signature

*[Handwritten Signature]*  
Attorney in Fact  
Linda Day

Date

5/4/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Doris Anderson

Address: Sioux Falls SD 57106

Names of other members in your traveling party: Linda Roy, Sharon Selcher, and Donna Weigand.

Optional: Date of Birth: 8/1/48 Male [ ] Female [x]

Telephone: (H) \_\_\_\_\_ (W) 336-0510

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

Train #81522  
← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	<del>Coach/Baggage 31522</del>	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

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2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

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3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: There wasn't one provided to the best of her recollection.

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Every time they picked up passengers, the lights went out and the engine would stop. Travel was very jerky and uneven. Doors in between cars were going back and forth. I hung onto my sister and closed my eyes, and prayed.  
Listened to other passengers panicking.



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

Back spasms - muscle relaxors. Shoulders, left arm.

9. Please describe how your injuries were caused ?

When the train turned sideways I was jerked around, + may have hit the window.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

The tracks in Iowa were bumpy and seemed to be a rough ride.

If they are behind time they don't need to drive so fast, it was scary

Thank you for your cooperation in this investigation.

Signature X Ally H S  
A. H. S. in Foot  
Don's Anderson

Date 5/4/01



### National Transportation Safety Board

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Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
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Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Samuel Miller Jr.

Address: LAGRANGE, IN 46761

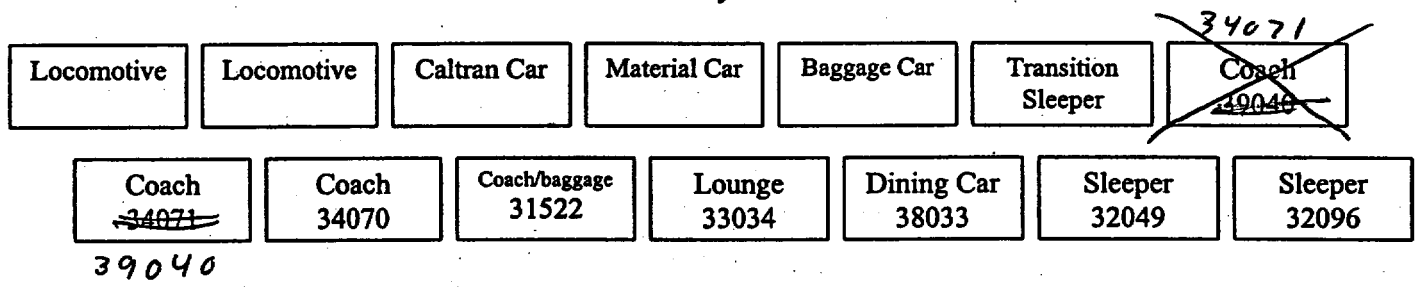
Names of other members in your traveling party: my wife Lydia, Jacob & Rosella Schmucker, Mahlon & Miriam Benrager

Optional: Date of Birth: 4-8-78 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel



We were the first coach behind transition sleeper  
and seated on the left side above the 'R' of Superline  
I think the above #'s are mixed around, according to pictures  
and memory.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: I did once, but I don't think it was on  
this particular train that wrecked.

\_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: It had good instructions, but details like the exit windows, do the handles just take the rubber off or is it attached to the pane too? If not, how do you get the pane out?

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I remember waking up once, the train had stopped and the conductor walked by, I heard on his CB that there were problems, I didn't hear what <sup>from others</sup> Later I heard it was that the horn didn't work and the train slowed down. I remember waking up once before the wreck and the train was jumping and swaying and I think I saw the lights flicker a couple times.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

One thing that bothered me is that the conductor and crew could use the PA. more. I understand the nighttime situation, when people are sleeping, but I saw a man miss his stop because it wasn't announced. Even if the train stops on a siding, if time is spent, or problems it makes the passengers more relaxed if they know what's going on. Some trains do, some trains dont. Thank you!

Thank you for your cooperation in this investigation.

Signature Sam Miller Jr

Date 5-12-01  
sorry so late!



National Transportation Safety Board

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on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: STEVEN W. KEWER

Address: STEVENS POINT, WI 54481

Names of other members in your traveling party: BILL KEWER (MINOR SON)
MARK KEWER (MINOR SON)

Optional: Date of Birth: 3/15/51 Male [X] Female [ ]

Telephone: (H) (W) (715) 344-9608 x401

E-MAIL SKEWER@WISCONSIN.CO

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<del>Coach 39040</del> X
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

My sons and I were traveling in the first coach car behind the train crew sleeper car. We occupied both seats on the left side of the car just ahead of the stairway to the upper seating area and theisle seat directly across.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: Either the car attendant or someone else announced that emergency information could be found in the seat back facing us.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): My sons were reclined in  
their seats and sleeping. I was reclined  
in my seat and awake.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

\_\_\_\_\_  
SEE ATTACHED LETTER  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*I FEEL THE TRAIN IS GENERALLY A SAFE AND COMFORTABLE WAY TO TRAVEL. AS WITH ANY MEANS OF TRANSPORTATION THERE IS ALWAYS A RISK OF AN ACCIDENT. ONE OF THE PLEASANT ADVANTAGES IS BEING ABLE TO GET UP AND WALK AROUND, BACK TO THE OBSERVATION / LOUNGE CAR OR HAVE A PLEASANT SIT DOWN MEAL IN THE*  
(SEE PAGE 5)

Thank you for your cooperation in this investigation.

Signature *Bill Kewer*

Date 4-20-01

*BILL KEWER } minor children  
MARK KEWER }*

①

TO THE BEST OF MY KNOWLEDGE EVERYONE ON MY CAR EXCEPT FOR MYSELF WAS SLEEPING. I WAS TRYING TO GET COMFORTABLE IN MY SEAT AND FALL ASLEEP. I HAD LOOKED AT MY WATCH AND NOTED IT WAS SHORTLY BEFORE MIDNIGHT.

SUDDENLY, THE CAR BEGAN TO SHAKE AND VIBRATE. THIS ACTION BECAME MORE INTENSE VERY QUICKLY, A MATTER OF SECONDS.

AT FIRST I THOUGHT WE HAD HIT A BAD SECTION OF TRACK BUT ALMOST IN THE SAME THOUGHT, REALIZED WE WERE DERAILING.

THE MOTION OF THE CAR STOPPED AND THE INTERIOR OF THE CAR WAS COMPLETELY DARK.

AS PEOPLE BECAME AWAKENED SUDDENLY, THERE WAS NATURALLY CONFUSION BUT NO ONE BECAME HYSTERICAL.

PEOPLE WERE JOSTLED AROUND IN THEIR SEATS BUT NO ONE WAS THROWN FROM THEM.

THE CAR WAS BEGINNING TO FILL WITH WHAT SMELLED LIKE ELECTRICAL SMOKE.

②

This was a concern because we did not know if there was a fire. Someone had a flashlight and several people went to the lower part of the car to find the emergency glow sticks. Meanwhile we were discussing if we should knock out one of the emergency windows to vent the smoke from the car. As we had determined no one was seriously hurt or required immediate medical attention and the smoke did not appear to be getting worse we would open the windows in the doors downstairs for ventilation. It was also cold outside. We did not know where we were nor how long we would be there.

After a short time we had the glow sticks lit and the smoke did seem to be venting from the car.

Because it was pitch black outside and the light from the glow sticks and flashlight reflected off the

④  
INTERIOR WINDOWS WE WERE UNABLE TO SEE OUTSIDE AND AT THAT POINT HAD NO IDEA OF THE EXTENT OF THE CRASH.

I ESTIMATE IT WAS TWENTY OR TWENTY-FIVE MINUTES BEFORE WE COULD SEE THE FLASHLIGHTS FROM THE FIRST EMERGENCY PERSONNEL COMING DOWN THE TRACK.

THEY WERE SHORTLY FOLLOWED BY EMERGENCY VEHICLES AND AMBULANCES. IT WAS AT THIS POINT THERE WAS ENOUGH AMBIENT LIGHT <sup>THAT</sup> WE COULD LOOK OUT AND SEE THE SEVERITY AND EXTENT OF THE CRASH.

ALTHOUGH BOTH DOORS IN THE LOWER PART OF THE CAR WERE JAMMED SHUT I WAS ABLE TO CLIMB OUT THE OPENED WINDOW. I TOLD ONE OF THE EMERGENCY WORKERS THAT NO ONE IN THE CAR WAS SERIOUSLY INJURED OR IN NEED OF IMMEDIATE MEDICAL ATTENTION. AT THIS POINT I SHOULD MENTION THAT OUR CAR ATTENDANT HAD WENT BACK TO ONE OF THE CARS IN BACK OF US JUST BEFORE THE CRASH. SHE HIT HER HEAD AND MAY HAVE BEEN

(4)

Knocked UNCONSCIOUS, I AM NOT SURE. IN ANY EVENT, I DID NOT SEE HER AFTER THE ACCIDENT. THE PEOPLE ON THE CAR WERE WANDERING WHEN THEY COULD GET OUT AND WHAT WAS GOING TO HAPPEN. THE EMERGENCY WORKER TOLD ME TO TELL THE PEOPLE THAT AN EMERGENCY SHELTER WAS BEING SET UP IN A NEARBY TOWN AND WE WOULD BE TAKEN THERE AS SOON AS POSSIBLE. IT WAS DECIDED THE PEOPLE SHOULD REMAIN IN THE CAR UNTIL THAT TIME. TO GET OUT AND WALK AROUND WOULD ONLY CAUSE MORE CONFUSION. THIS IS WHAT I DID.

5

dining car. This is a particularly welcome freedom when traveling with children. However, as with any collision, the greatest risk of injury is when you are thrown against something. Therefore, the one suggestion I could make to increase safety without compromising the amenities of the train is to install lap belts in the seats. I do not think this would be too uncomfortable or constraining and for the majority of the passengers would provide a reasonable means of protection in the event of a crash or derailment.



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on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Sharon R. Hart

Address: Des Moines, Iowa 50312-1343

Names of other members in your traveling party: Jim Kilts

Optional: Date of Birth: 10-02-47 Male [ ] Female [X]

Telephone: (H) (W) 515-226-2795

P.S. (It would be nice to get a summary of your findings about the cause of the derailment, if possible.)

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	<del>Sleeper 32096</del>

We were on the second level, sitting in our sleeper (approx. middle of the car).  
 ↓ facing each other

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No       Yes, directly from the train crew       Yes, over the public address system

Please explain: We got on the train late ~ about 10:15-10:30 pm. We tried to find coffee in our car but a train worker told us it was turned off. We asked to have the lower bed made into seats so we could sit and talk. They helped us. It seemed like everyone but us was sleeping.

No word about safety or emergencies from anyone.



Believe this or not:

I had a feeling the train was  
going to have an accident before we  
left (a few days before). I prayed  
about it. I believe it was fate  
that caused us to be in the  
back of the train instead of the  
coach cars (where many were hurt).

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train?

No  Yes

If Yes, were the instructions adequate?

(?)

No  Yes

Please explain: What emergency instruction pamphlet?  
I never saw anything like that where I sat. Could it have been missing?

5. Specifically, what were you doing at the time of the accident?

Seated  Sitting at a dining table  Sitting in the lounge

Sleeping  Walking in an aisle

Other (please describe): \_\_\_\_\_

We were sitting and talking, facing each other.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Emergency lights came on inside the train car - almost immediately after the derailment.

Since we had upgraded from coach to sleeper a few weeks before, we had to pay for the upgrade on the sleeper car. A train employee came to take the credit card info and, while he was there, his hand-held walkie talkie said "The train whistle is out so we will be slowing down at intersections."

(Crossings)  
It seemed like this info was meant only for the person taking our money. It made me nervous to hear that.



In Omaha, we were given a room, food and help with finding our baggage. We were flown on to Colo. to Ski - and flown home.

our carry-on bags follow us.

I had taken that train to Colo. about 4 times before so I knew what the train ride should feel like. About 11:10 pm, Jim went to the Lounge Car to see if they were open. He came back about 11:20 and said it was closed but some teenagers were there. So we decided not to go.

About 11:30 pm, Our train car started rocking side to side. This lasted about 2 minutes. Then we came to an abrupt halt! All I heard over the intercom was "We need a doctor or nurse outside." I thought we had ~~just~~ hit some car or something on the tracks. Jim went out to see and came back and said the cars in front were off the tracks. (It was dark, so he could only see the one in front + the one in front of that (across the tracks - hiding the view of the destruction ahead.) The ~~my~~ teenager across from us was hysterical for a very long time. I stayed in the sleeper and decided there wasn't much I could do (I knew Jim was checking on it and coming back inside) so I decided to sleep. I slept off and on until someone knocked on my door, woke me up, and said "We are evacuating the train." We got into the ambulance and went to <sup>the</sup> Nodaway C. Center. (nobody with us was visibly injured - that was just our ride to shelter)

We were evacuated about 2:30 am. I guess we were last because our train was mostly on the track.

Once at <sup>the</sup> Nodaway Com. Center, Amtrak sent people who took charge. I believe in the aftermath, they handled it all very well. We were kept warm and given food and drink. We were debriefed several times so we knew what was going on.

That is the only announcement I heard

7. Were you injured? I am not really sure.  
 No (Skip to Question #10)  Yes

8. Please describe the injuries you received?

I have no obvious physical injuries; however, when I got home on Friday (and for about 5-6 days later) I had severe chest pains that came and went. I also have had a lot of indigestion. I haven't felt "great" since I got home. (altitude change? maybe?)

9. Please describe how your injuries were caused?

↓

Stress?! Not sure - I am still getting some pain + tightness in my chest, (I have had some) but only occasionally now. (Stomach pain. Is my ulcer acting up? maybe)

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety?

On an airplane, we learn about safety. On a cruise, we learn about safety. As much as I have always loved riding the train, I have never had any kind of safety instructions about emergency procedures. And, in all of my train trips, I have never seen a safety card, that I can remember. This should be made a priority by Amtrak. → maybe I just missed it. - (?)

I have felt like I'm having some sort of delayed stress reaction or something. or maybe it is an altitude change. (?)

Thank you for your cooperation in this investigation.

Signature Shawn R. Hart Date April 12, 2001



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Donna R. Weigand

Address: Sioux City, IA 51106

Names of other members in your traveling party: 4

Optional: Date of Birth: 2/2/35 Male  Female

Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	<del>Coach/baggage 31522</del>	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

3rd/4th row from front of car - aisle seat

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): only age!

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle

Other (please describe): only dozing - since we were to  
detrain in less than an hour.

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Trip uneventful until Iowa - except for power going off at nearly  
every stop. Track was very rough + train bouncing very badly all  
across state + train was going way too fast. You could see Car #3407  
ahead of us rocking really badly. When accident occurred, power  
went off, you could feel the car leave the track + pull to the  
right. It lasted for about 30 sec. Then there was total darkness +  
silence. My sister began crying - having landed in the aisle +  
hit her left leg on my metal parts of ~~the~~ my seat. (She was  
in the aisle seat across from me) There were no crew  
people around at that time. The other passengers sitting  
behind us began to move around + trying to figure out

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*I've taken Amtrak on 6 different occasions. In every one, There have been times when they go way too fast for the bumpy track. Iowa is known for its rough track. Just because you can go 79mph - you don't have to go that fast. I also have been in many cars where the Public Ad. System did not work - never heard any announcements. They also tried 2 exit windows that would not pop out. Maintenance on these cars should be checked weekly or at least monthly.*

Thank you for your cooperation in this investigation.

Signature Donna R. Weigand

Date 4/16/01





National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: RAYMOND H. JORDAN

Address: FRANKLENDINE, N.Y. 14737

Names of other members in your traveling party: JEAN E. JORDAN

Optional: Date of Birth: 6/8/48 Male [X] Female [ ]

Telephone: (H) (W) 716-373-8050

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	<input checked="" type="checkbox"/> Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

SEATS 21 + 22

FRONT HALF - RIGHT

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No

Yes (please describe):

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No

Yes, directly from the train crew

Yes, over the public address system

Please explain:

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain:

IT'S HOW WE KNEW  
WARRA TAG GLOW STICKS WERE

5. Specifically, what were you doing at the time of the accident ?

Seated  Sitting at a dining table  Sitting in the lounge  
 Sleeping  Walking in an aisle  
 Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I WAS SEATED - HALF ASLEEP WHEN I WAS  
 TOSSED IN TO THE AISLE - CAR WAS BUMPING  
 AND A GRINDING NOISE - WE REALIZED THAT  
 THE CAR HAD DERAILED - A PASSENGER HAD A  
 FLASHLIGHT - FOUND THE GLOW STICKS - COUNTED  
 GLASS - EVERY ONE SEEMED TO BE OK - WE  
 REALIZED THAT THERE WAS NO IMMEDIATE DANGER  
 AND BEST TO WAIT FOR HELP - IN A  
 SHORT TIME, HELP ARRIVED - FIRE MAN, STATE  
 POLICE I ASSISTED THEM TO GET PASSENGERS OF THE  
 CAR -

WE WERE TAKEN TO THE ROAD  
AND A NEARBY COMMUNITY.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please describe how your injuries were caused ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

BETTER GARGGOLY EXITS  
BACK-UP (BATTERY) LIGHTS ON  
THE COACHES

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation in this investigation.

Signature Raymond H. Jordan

Date 7/22/01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
Derailment of Westbound Amtrak 5(17) The California Zephyr
in Nodaway, IA
on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Rachel Starr Suntop

Address: Lincoln, NE 68504

Names of other members in your traveling party: none

Optional: Date of Birth: 5-7-78 Male [ ] Female [X]

Telephone: (H) (W) (402) 472 -

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
<del>Coach 34071</del>	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

next to window, near the stairway and water machine.

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No                       Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?                       No

Yes, directly from the train crew                       Yes, over the public address system

Please explain: \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

the train ~~was~~ suddenly started shaking violently →  
and then I felt it derail and pitch down a ravine.  
I think it rolled over several times and landed upside-  
down. Lights went out and people started screaming and  
panicking as the train car derailed. I was so scared,  
I could make hardly any sound. After it crashed, people  
were panicking and crying. I had fallen on top of a  
man and we hugged because we were so scared, but happy  
to be alive. I got very nervous and wanted to get out as  
I thought the train would catch fire. It was 40 minutes before



we were rescued. It was freezing cold and a garbage bin had dumped all over ~~to~~ me and the man I fell on top of. It was the most horrible 40 minutes in my life (before being rescued). A woman was unconscious and people kept asking for help, but no one could move and help her. She was the one who died ~~in~~ the accident. The man and I had cell phones and we kept trying to dial 911, but got the busy signal each time. Finally the man got through and they put him on hold! It was an absolute nightmare.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

severe bruising to legs, hip, lower back, arm and shoulders. Muscle strain of neck and back. Several scrapes. Small puncture of lower back (something must have jabbed it as I fell). Overall aching, body pain and fever.

9. Please describe how your injuries were caused ?

Something sharp must have poked me in the lower back. All other injuries were caused to being violently tumbled around the train and slammed on the side<sup>wall</sup>, on top of the man.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

There were times when the train stopped and the lights went out for a few minutes. People were bewildered and no explanation was given by the crew. Also, the train shook mildly from time to time before the crash. Also the train whistle wasn't working - that should have been corrected. Finally, the crew gave us no instruction on how to handle accidents when I got on in Chicago.

Thank you for your cooperation in this investigation.

Signature

Rachel Ann Sutter

Date

4-17-01



National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations
Human and Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Investigation of the
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on March 17, 2001

PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Roma J. Harris

Address: Black River Falls, WI 54615

Names of other members in your traveling party: Cheryl Harris

Optional: Date of Birth: 8/21/37 Male [ ] Female [X]

Telephone: (H) [ ] (W) N/A

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

*I don't know which car I was in, but it was on the bottom <sup>level</sup> and it was a <sup>coach</sup> car for disabled people. My daughter & I were in the last seat on the left.*

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No

Yes (please describe): *Partial nerve damage in my <sup>feet</sup> legs & hands. Unable to get up & down steps without a railing. It was very difficult for me to get out of the window. I ~~did~~ needed help.*

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No

Yes, directly from the train crew

Yes, over the public address system

Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No       Yes

If Yes, were the instructions adequate?

- No       Yes

Please explain: Didn't read pamphlet but we did  
read the info. on the emergency window.  
which my daughter was able to open easily.

5. Specifically, what were you doing at the time of the accident ?

- Seated                       Sitting at a dining table                       Sitting in the lounge
- Sleeping                       Walking in an aisle
- Other (please describe): Trying to sleep

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Before the derailment I had moved to the floor  
with my pillow & blanket, so I could stretch  
out (in an empty spot behind my seat, in back)  
I could hear the ~~shy~~<sup>rhythmic</sup> click of the rails  
then ~~it~~<sup>the rhythm</sup> seemed to change, then I heard a loud  
screech and felt the train tipping and sliding  
The lights went off. I had difficulty getting up.  
then I saw a light coming <sup>outside</sup> and I thought another  
train was coming but <sup>it</sup> was slow then I realized  
it was the coast to hold us. (over)

I also saw a pile of R.R. ties outside my window  
and when someone had a glow stick I saw  
the entrance to our car smashed in. I also  
smelled something like acid or oil very strong!

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

*Minor bruises and cuts.  
Sore left knee and pain in lower back*

9. Please describe how your injuries were caused ?

*I believe my knee was injured  
getting out of the window  
Cuts & bruises from trying to get up after accident*

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

*I feel the crew did a good job of  
getting help and did the best they could  
under the circumstances*

Thank you for your cooperation in this investigation.

Signature *Roma J Harris*

Date *4/27/01*



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
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on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Jeannie Wills

Address: Kalamazoo, MI 49007

Names of other members in your traveling party: traveled with Doris McLean

Optional: Date of Birth: 7-25-42 Male  Female

Telephone: (H) ( ) (W) \_\_\_\_\_



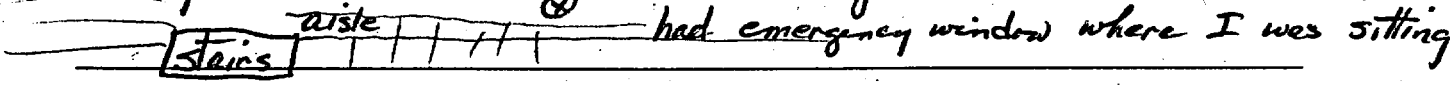
1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

*Was on upper level of a coach car - see attached*

*Sitting down - window seat - on right hand side of car.*



2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

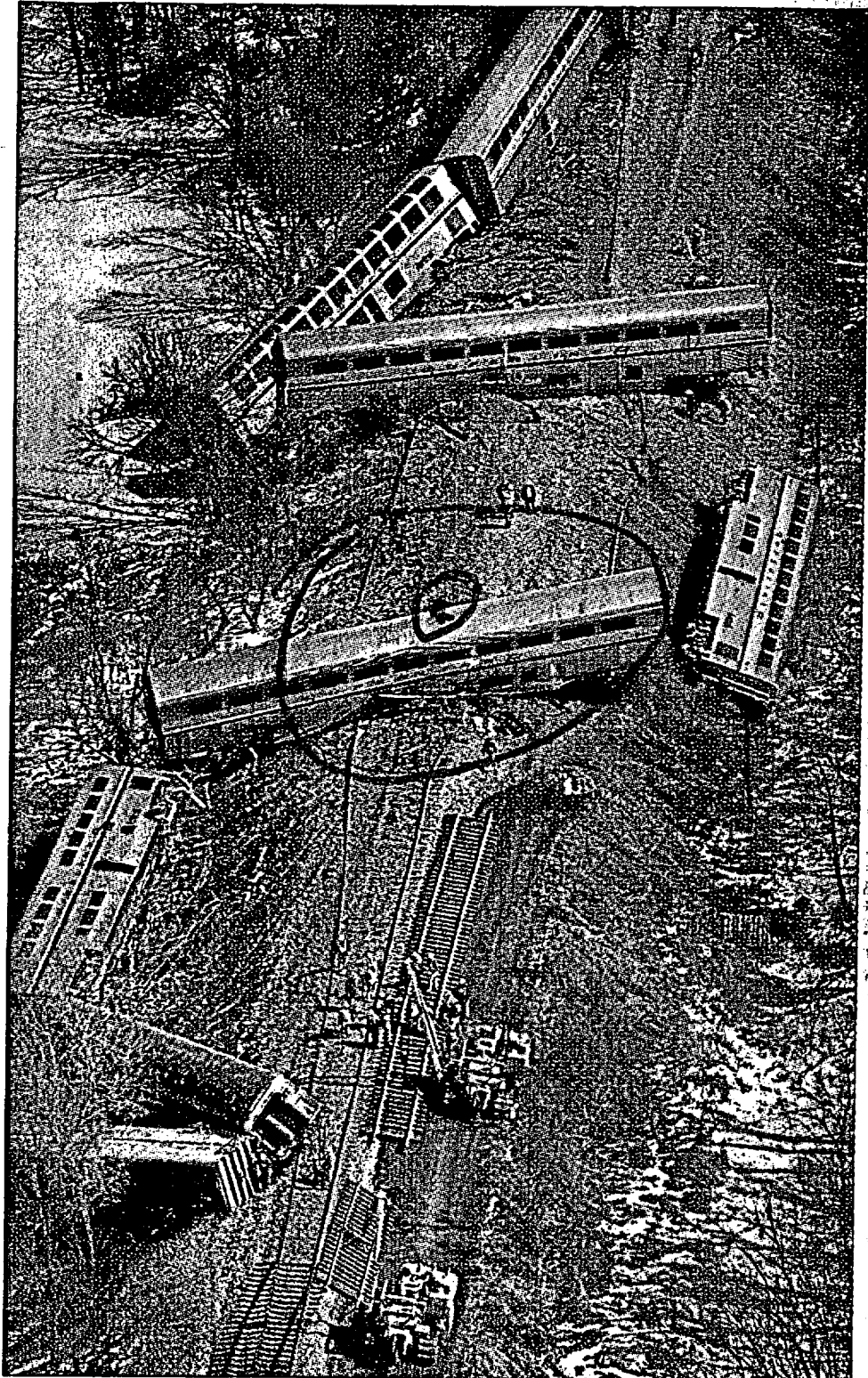
3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?  No

Yes, directly from the train crew       Yes, over the public address system

Please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

# 1 dead, 90 injured in train wreck



Associated Press

Cars from the California Zephyr lay strewn across a section of track near Nodaway, Iowa.

## Bay-Area Bound Zephyr Derails in Iowa Pasture

Continued from Page 1

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4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

*- never thought about it.*  
 No       Yes

If Yes, were the instructions adequate?

No       Yes

Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

Seated-reading       Sitting at a dining table       Sitting in the lounge

Sleeping       Walking in an aisle

Other (please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

Before - Lights had been dimmed. No train crew on my coach. Passengers were quiet + everyone around me were seated. I was reading. Train was on a straight away going quite fast. Can't estimate speed. Car was swaying but felt stable.

During - It all happened very suddenly. Terrible sounds of scraping metal. Felt left wheels clunking on railroad ties when they de-railed. Lights went out!!! Car whipped back and forth in what seemed like wide arcs. Car felt like it was going to roll over at every jolt. Car kept hitting things + bouncing every which way. The sounds of scraping metal was terrifying! Could also hear what I think was gravel hitting the car. All through this time I was many times flung against the window wall, seat in front of me + then towards aisle. I tried to hold onto my traveling companion so she wouldn't get thrown into the aisle. All this was happening in total darkness!

→

After - Total guest at first. Someone asked if anyone was hurt. We were at an angle up and sideways & very disorientating. I was able to find my glasses & help my friends.

Someone up front lit up a cigarette & I hollered for them to put it out - There were awful smells & I was afraid of fire. Someone else up front wanted me to break open the emergency window I was sitting at but I said no because I could see it was a great distance down to the ground & then we'd have to deal with the cold air. I, & others hollered that we needed to stay put & stay calm until rescue workers came. Some men up front wanted to break out other windows & people said to wait until help came. I saw several flashlights out in the fields but couldn't understand why they kept moving away from our car and then I saw all the cars in the ditches & one parallel to ours. A couple of people had their own flashlights & shared them so people could find stuff that had been tossed all over. A man who I think was on Amtrak employee came into our car & asked if anyone was hurt & that help was on the way.

Soon lights of police cars came down the roadbed. It seemed like forever before anyone came back to help us out. The rescuers had to break out a window downstairs so we could get out. I

couldn't figure out why they had to do that when a people came into our car. We had to squeeze through the stairwell which was very crushed & bent & then climb out the window of the door. I was put into the cab of a truck, taken out to the road & then bused to Nodaway Community Center. Everything was SO TERRIFYING and unreal.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received?

Physically - I was tossed around alot so I had bruises + my muscles were very sore for a week because of all the bouncing while flying around.

Emotionally - I will NEVER travel by train again. How could I ever get on a train again + have to travel at night!?! The wreck was SO TERRIFYING! - the total darkness! The car took SO LONG to stop. The reality of what being in a wreck is like - doesn't matter what mode of travel - will always be with me. 3 of my 4 children live great

9. Please describe how your injuries were caused?

distances from me. So now what do I do!!?? It's taken this long before I could even fill out this paperwork.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety?

WHY were there no emergency lights in the car?!?

WHY does Amtrak allow rails to be in disrepair so this ~~could~~ happen?!?

I think Amtrak should make certain that people know the emergency procedures. I don't remember any Amtrak personnel going over a safety card or even mentioning it like they do on airlines.

The Amtrak personnel, in such a very difficult situation, were outstanding in helping me + I am grateful for that. I sincerely hope Amtrak has shown the people of New Jersey their appreciation for all their help.

Thank you for your cooperation in this investigation.

Signature

Jeanne Wilds

Date 5-11-2001



### National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations  
Human and Survival Factors Division  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594

Investigation of the  
Derailment of Westbound Amtrak 5(17) The California Zephyr  
in Nodaway, IA  
on March 17, 2001

#### PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: DORIS A. McLEAN

Address: KALAMAZOO, Michigan 49007

Names of other members in your traveling party: Jeanne Wills

Optional: Date of Birth: 11/28/30 Male  Female

Telephone: (H) \_\_\_\_\_ (W) (616) 381-9292

1. To the best of your recollection, at the time of the accident what was your location inside of the train car ? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

See picture

2. Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train ?

No  Yes (please describe): \_\_\_\_\_

3. Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation ?  No

Yes, directly from the train crew  Yes, over the public address system

Please explain: Feeling material

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

No  Yes

If Yes, were the instructions adequate?

No  Yes

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

I WAS Seated people were settled down for the night,  
 the train started swaying the noise WAS ~~horrendous~~ horrendous.  
 when the train finally stopped - someone <sup>(passenger)</sup> asked if all were o.k.  
 Passengers were calm. Every once in a while nerves  
 flared up. But all in all the passengers used a great deal  
 of self control. Later a train person came and  
 said to all sit quiet and they would come  
 and get us off the train. Later a fireman

(over)



Came. They broke look Window  
And - we detraind  
one At a time

---

PASSENGERS Found. FLARE LIGHTS  
2 PASSENGERS had FLASH LIGHTS.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

NO BROKEN BONES - NO CUTS & BRUISES  
this is verry hard to get beyond  
still do not sleep.

9. Please describe how your injuries were caused ?

AM AFRAID OF PLANE TRAVEL  
used the TRAIN - NOW AFRAID  
OF TRAINS

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

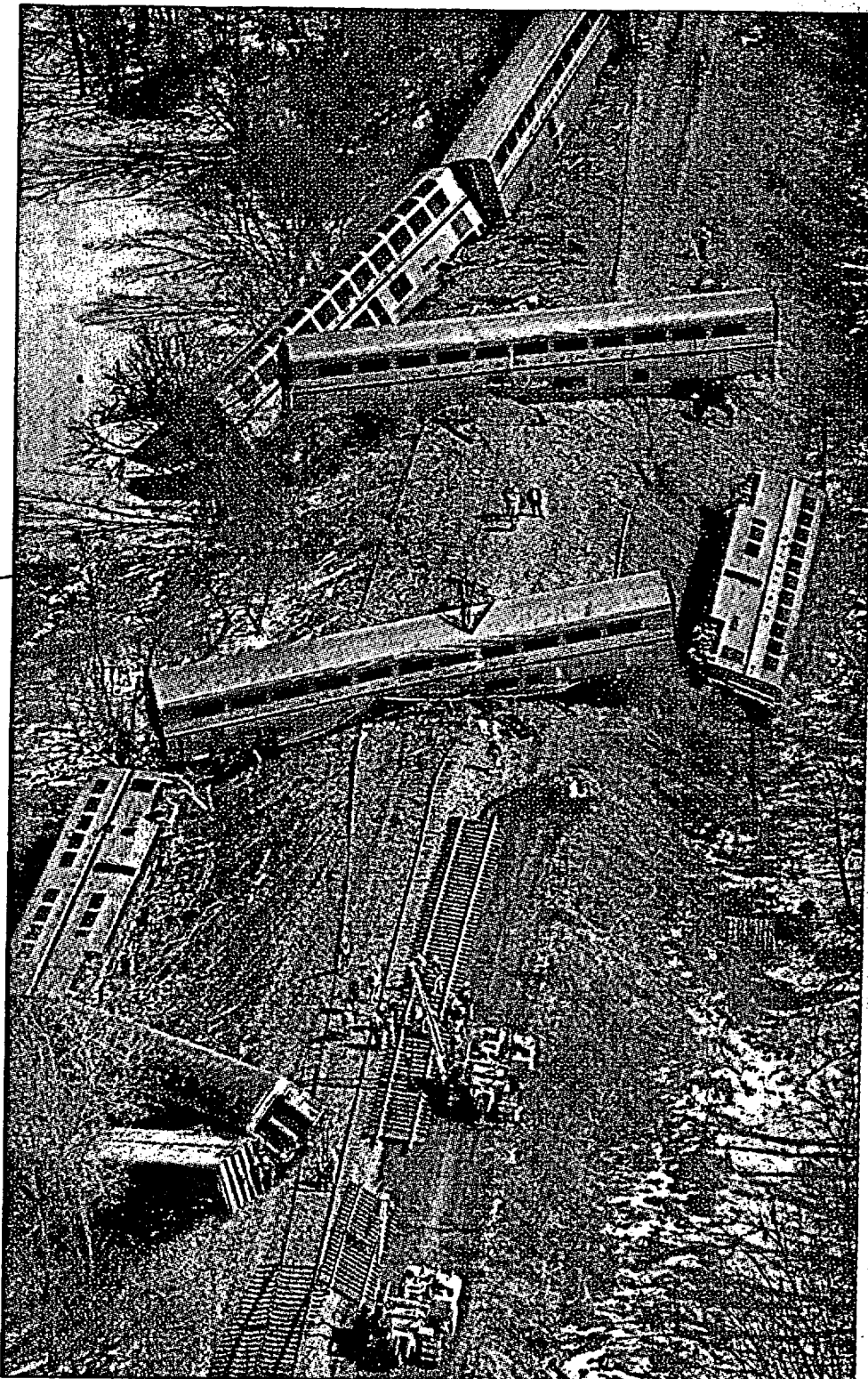
there was no back up Emergency  
lighting - (Battery lighting)

Thank you for your cooperation in this investigation.

Signature Ann A McLean

Date 5/10/2011

# 1 dead, 90 injured in train wreck



Associated Press

Cars from the California Zephyr lay strewn across a section of track near Nodaway, Iowa.

## Bay-Area Bound Zephyr Derails in Iowa Pasture

CHRONICLE News Service

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PASSENGER STATEMENT / QUESTIONNAIRE

Please check the appropriate box, or fill in the answer, and return it to us in the envelope provided. If you require additional space, attach extra pages to the back of the survey. Please print your answers.

Name: Faith A. James

Address: Boring, OR. 97009

Names of other members in your traveling party: Just myself

Optional: Date of Birth: 04/22/42 Male [ ] Female [x]

Telephone: (H) [ ] (W) N/A

1. To the best of your recollection, at the time of the accident what was your location inside of the train car? Please place an X over the appropriate box and state where you were seated (or located).

← direction of travel

Locomotive	Locomotive	Caltran Car	Material Car	Baggage Car	Transition Sleeper	Coach 39040
X Coach 34071	Coach 34070	Coach/baggage 31522	Lounge 33034	Dining Car 38033	Sleeper 32049	Sleeper 32096

Handicapped/Coach. (I think I was in Car # 34071)  
I was 2 seats back from the Luggage Compartment.

2.

Prior to this train trip, did you have any physical impairment that inhibited your ability to quickly evacuate the train?

No       Yes (please describe): Asthma, Diabetes,  
Arthritis (in my hips & knees).

3.

Did you hear any prior announcements made over the public address system or directly from the train crew, that provided you with instruction on what to do in case of an emergency or evacuation?

No       Yes, directly from the train crew       Yes, over the public address system

Please explain: There was a folder on the back of the seats,  
but we were trapped. No exits available for us  
to use. Fire Dept. (I think) had to break window out above  
us & then use a ladder to get the two of us out.

4. Prior to the incident, did you read the emergency instruction pamphlet provided in the seat back, on the train ?

- No
- Yes

If Yes, were the instructions adequate?

- No
- Yes

Please explain: BUT we didn't have time to respond.

5. Specifically, what were you doing at the time of the accident ?

- Seated
- Sitting at a dining table
- Sitting in the lounge
- Sleeping
- Walking in an aisle
- Other (please describe): \_\_\_\_\_

6. Please describe what happened before, during and after the accident? (i.e. the operation and speed of the train, activities of the crew and passengers, your actions, what you heard before the impact and after, etc.)

felt like we were going fast, then we stopped  
Tippled over on our side & slide for quite  
a while, then we stopped. We layed there  
for a while. Then the other lady & myself were  
talking to make sure each was OK. after we talked  
for a few minutes, I heard sounds outside. That  
before the accident I heard a rattle & then a  
sound like wood splitting & then we started tipping  
over. I don't remember how it felt when I fell  
over. The next thing I felt was (over)

was sliding on the tracks/ground. Was very  
bumpy & fast, then we just stopped.

7. Were you injured?  No (Skip to Question #10)  Yes

8. Please describe the injuries you received ?

My Back + <sup>the</sup> Back of Head across my shoulders  
Set off my Asthma, Blood sugar has been  
high (Before accident my level <sup>was</sup> around 135-145)  
(after accident has been 190 - 260) Heart out  
of rhythm + still on treatment; also since the

9. Please describe how your injuries were caused ? <sup>Derailment</sup> <sup>has been moving (over off back)</sup>  
By the Derailment when our Car turned over on  
its side + slide what felt like 300-400  
lbs, then abruptly ~~stopped~~ stopped, we were trapped in the  
car.

10. As a passenger on this train, were there any other incidents involving safety which you would like to call to our attention, or are there any suggestions that you would like to make regarding passenger safety ?

Yes. Stronger bolts in the seats, where  
connected to the floor. Every seat was  
disconnected but one. Also could have  
used a wider ladder + shorter steps on the  
ladder. I had to be helped a lot because  
I could reach the steps. And I'm 5'3"  
tall. (My legs were too short.)

Thank you for your cooperation in this investigation.

Signature Laird G. James

Date 5/8/01



#8 pain on the lower back part of my head & runs  
down my neck & across my shoulders. Also my forehead  
on the left side was smashed against something  
I think it could have been the luggage rack above  
the seat. ~~It~~ was scraped & bruised there.  
Also all of the seats (or most) were all  
around me & one was over my legs. I also  
think I was momentarily knocked out. There's  
a small space of time I don't remember.  
One seat was hanging (what looked like with 1 Bolt)  
over my head.