



NATIONAL TRANSPORTATION SAFETY BOARD  
**Investigative Hearing**

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

<b>GROUP</b>	
<b>EXHIBIT</b>	

Agency / Organization

Title

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

WMATA INCIDENT AT L'ENFANT PLAZA \*

STATION, WASHINGTON, D.C. \*

JANUARY 12, 2015 \*

Docket No.: DCA-15-FR-004

\*

\* \* \* \* \*

Interview of: CYNTHIA GARY

Washington, D.C.

Tuesday,  
January 20, 2015

The above-captioned matter convened, pursuant to notice.

BEFORE: DAVID BUCHER  
Railroad Accident Investigator

## APPEARANCES:

DAVID BUCHER, Railroad Accident Investigator  
National Transportation Safety Board (NTSB)

RICHARD DOWNS, JR., Survival Factors Investigator  
Chairman, Survival Factors Technical Working Group  
National Transportation Safety Board

SHARMILA SAMARASINGHE, Vice Chair  
Tri-State Oversight Committee

DORSEY ADAMS, Manager of Rail Safety  
Washington Metropolitan Area Transit Authority (WMATA)

HERCULES BALLARD, Managing Director Rail Transportation  
WMATA

THOMAS LITTLETON, FTA Investigator In-Charge  
Associate Administrator for Transit Safety and Oversight  
Federal Transit Administration (FTA)

MARLENE FLEMINGS-McCANN, Assistant Business Agent  
for Rail Operations  
Amalgamated Transit Union (ATU) Local 689

RICK WALLY, Station Representative Manager  
ATU Local 689

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Cynthia Gary:		
By Mr. Bucher		5
By Mr. Downs		11
By Mr. Adams		16
By Ms. Flemings-McCann		17
By Ms. Samarasinghe		20
By Mr. Downs		24
By Mr. Adams		25
By Mr. Ballard		27
By Mr. Bucher		28
By Mr. Downs		28
By Mr. Ballard		33
By Ms. Flemings-McCann		33
By Ms. Samarasinghe		35
By Mr. Downs		37
By Mr. Wally		38
By Mr. Downs		38
By Ms. Flemings-McCann		39
By Mr. Downs		39

I N T E R V I E W

(9:05 a.m.)

1  
2  
3 MR. BUCHER: This is Dave Bucher, Rail Accident  
4 Investigator for the National Transportation Safety Board. This  
5 is the interview of Cynthia Gray.

6 MS. GARY: Gary.

7 MR. BUCHER: Gary. Sorry. Station manager at L'Enfant  
8 Plaza station. The interview is relative to the accident at  
9 L'Enfant Plaza on January 12th, 2015, NTSB accident number DCA-15-  
10 FR-004. On my right I have?

11 MS. SAMARASINGHE: Good morning, Ms. Gary, I'm  
12 Sharmila Samarasinghe, I'm with the Tri-State Oversight Committee,  
13 with the TOC.

14 MR. LITTLETON: Hi, I'm Tom Littleton, I'm the Associate  
15 Administrator for Transit Safety and Oversight with the Federal  
16 Transit Administration, and I'm the FTA's Investigator In-Charge.

17 MS. FLEMINGS-McCANN: Good morning, Ms. Gary, Marlene  
18 Flemings-McCann, Assistant Business Agent for Rail Operations,  
19 Local 689.

20 MR. BALLARD: Good morning, Hercules Ballard, Managing  
21 Director of Rail Transportation.

22 MR. ADAMS: Good morning, I'm Dorsey Adams, Washington  
23 Metro, Manager of Rail Safety.

24 MR. DOWNS: Rick Downs, Survival Factors Technical  
25 Working Group Chairperson, NTSB.

1           MR. WALLY: Rick Wally, Station Manager Representative  
2 for local 689, a shop steward.

3           MR. BUCHER: Thank you.

4                           INTERVIEW OF CYNTHIA GARY

5           BY MR. BUCHER

6           Q. Cynthia, if you could just go back to the 12th and tell  
7 us your story.

8           A. On the 12th I was in the restroom. I heard the  
9 custodian, Ms. Poland (ph.), frantically calling my name. She was  
10 saying, "Ms. Gary, Ms. Gray, Ms. Gary, Ms. Gray, they have a fire  
11 in the station". So I said, "Fire in the station?"

12                   So, I ran out and I could see the people hysterically  
13 exiting the station. So, my first instinct was to go and  
14 investigate to find out what was going on, but then I double  
15 backed and called Central first. So, I called Central, gave my  
16 name, location and I asked them, you know, what did they want me  
17 to do, did they want me to close the station? Then I know if it  
18 was -- I could see the smoke and smell the smoke. So, Central  
19 said no, I can't advise you to close the station until somebody  
20 gives me that command. So, that kind of confused me because I  
21 know with the fire and the smoke I should be evacuating the  
22 station plus closing the station so that wouldn't let anybody  
23 else, you know, come into the affected area. So, I just said  
24 okay, but I just went on and did what I was trained to do.

25                   So, I started evacuating the station. And as I was

1 approaching the platform -- I was getting everybody out, but as I  
2 was approaching the platform I heard two trains come in  
3 downstairs. So I was wondering if Central was going to dump the  
4 trains, but they didn't. I stood there and watched them, they  
5 didn't. So, the trains, they sat for a minute and then they  
6 continued on. So, I came back upstairs. And so I'm still working  
7 my way towards the platform to make sure that no one, no other  
8 people were on the platform.

9           As I was approaching the platform there was a guy, he  
10 was videoing, he was videoing the smoke. So, I was frantically  
11 trying to get him, because he was probably like the last one in  
12 there. So, as I was approaching the platform all of a sudden,  
13 when I turned it was just dark, you know, it was just -- because  
14 before I could see, but when I turned around it was just like  
15 dark. And so, I attempted to go into the smoke, and then I was  
16 like -- I looked again and I was like, I couldn't see the train,  
17 the platform or anything. I was like, I'm not doing that. So, I  
18 turned around and I went back towards the kiosk.

19           So, a few minutes after I arrived to the kiosk the  
20 Transit came from the platform, and then they -- he was demanding  
21 that we all leave the station. So, I don't know who all was  
22 running, but I know the train operator -- I don't know who else  
23 was there but I know we grabbed our belongings out of the kiosk  
24 and we all started to evacuate the station. All the people were  
25 gone as far as I could see.

1           So, I checked the ancillary rooms on my way out. I  
2 checked the right, because the maintenance girl was somewhere  
3 around there. So, I was screaming making sure nobody was in  
4 there, and then I checked the ancillary room to my left and there  
5 was a guy in there, so I told him to come on get out. The Transit  
6 officers were behind me. So I heard them say, we've got to check  
7 the ancillary rooms, and I told them I checked them. So, I'm not  
8 sure if they checked them still or not, but we all continued to  
9 evacuate the station.

10           So then when we went upstairs the smoke kind of like  
11 followed us. So, we were upstairs, we had to open up the doors,  
12 you know, so most of us could breathe, and we were just kind of  
13 waiting for the smoke to dissipate. By that time the fire  
14 department came on the scene as well. So, you had the fire  
15 department, supervisors and -- you had the fire department,  
16 supervisors and I guess, I guess there was a student over there  
17 too. So, we were all standing outside waiting for the smoke, and  
18 I was trying to make sure I monitored the entrance to not let  
19 anybody go downstairs. Because the mall, either they were  
20 evacuating or people were getting off work, I don't know which one  
21 it was, but we had to -- we blocked the entrance of the escalators  
22 so no one could go downstairs. So, we just kind of stood there  
23 and monitored to make sure that no one -- you know, people that  
24 was getting off that wanted to get on the train, they didn't know  
25 what was going on, so I was trying to inform people and directing



1 everybody to the shuttle buses.

2           So as we were standing there then some teenagers just  
3 practically ran up the stairs, so, we didn't know where they came  
4 from, but you knew that they came off -- well, you assumed they  
5 came off the train because all of their noses just had soot in it.  
6 So, I think that's when the fire department and the supervisors  
7 ran back downstairs I guess to investigate what was going on. So  
8 meanwhile, I was still monitoring the entrance trying to make sure  
9 no one went downstairs. That was my main concern was not letting  
10 anybody else go to the affected area.

11           So they went downstairs to investigate, and then we  
12 started seeing people coming back up the stairs. They was  
13 bringing people back up the stairs, and so -- let's see, I  
14 think -- I had to -- the guy that was relieving me had a student.  
15 So, I had the student to stand there to block the entrance while I  
16 went downstairs to find out what was going on as well. And so  
17 when I got downstairs this is when you could see the fire  
18 department and supervisors and everybody bringing people off the  
19 train.

20           Four -- I don't know, I think there was -- I don't know  
21 if it was the fire department or -- I think it was the fire  
22 department, they carried one lady out. Four guys carried one lady  
23 out. Somebody had people on their back. One guy couldn't walk,  
24 couldn't breathe so we had to get him a chair. We brought him the  
25 chair and they slid him all the way to the escalators.

1           Okay. I'm sorry, because I thought that lady, that  
2 thing was holding, I thought that was the one that died, I'm  
3 sorry, because she was just lifeless. Okay. And they just  
4 continued to evacuate the station.

5           So, the last thing they brought off was a wheelchair.

6           MR. BUCHER: Do you want to take a break? Let's just  
7 take a --

8           MR. DOWNS: Let's take a break.

9           MR. BUCHER: Let's take 2 minutes.

10           (Off the record)

11           (On the record)

12           MR. BUCHER: This is Dave Bucher, and we're back with  
13 the interview of Ms. Gary. Do you want to try to continue?

14           MS. GARY: I can go.

15           BY MR. BUCHER:

16           Q. Okay, thank you.

17           A. Okay. The last thing I, or the last thing I saw them  
18 take off the train was the wheelchair. I don't know which exit  
19 that man went out of but they brought the wheelchair. So, I  
20 informed Transit that I didn't have an elevator on my side. And  
21 so it was a power wheelchair and they wanted to take it out on my  
22 side.

23           I told them, if they take it up the escalator they were  
24 going to need at least two people, because if the escalator  
25 stopped we're going to have another tragedy. So, it was a great

1 big, husky kind of Transit officer. The captain and the Transit  
2 officer told the big husky one to stand behind them, so there was  
3 like three people on the escalator while they were bringing up the  
4 wheelchair. So then I think I came back down, and then I had to  
5 relieve the guy, the student, he was new. So, he was a little  
6 devastated by this being his first day, his first day. I relieved  
7 him from monitoring the gate. I think I had, like, the security  
8 guard or somebody -- I just made sure I kept somebody at the  
9 entrance to make sure no one came down. And then I think the  
10 supervisors ended up calling me and telling me that my relief was  
11 on the way and for me to catch the shuttle bus back to, you know,  
12 to the division. We went back to the Navy yard in order to get  
13 through; so I think they was trying to get me off the clock, so, I  
14 was like, okay fine; so as soon as my relief came I left.

15 Q. Okay. Just a couple questions and then we'll go around  
16 the table. What was your duty schedule on Monday, did you start  
17 at L'Enfante Plaza or did you start elsewhere and come there or --  
18 as a station manager?

19 A. No, I start at Congress Heights at 9:30, I take a break  
20 from 12:40 to 1:30, then I come to L'Enfante Plaza from 1:30 to  
21 4:30.

22 Q. 1:30 to 4:30. Great. Okay. And the kiosk that you  
23 were located at, which entrance or exit, what street is that, the  
24 one that you were at?

25 A. Ninth and D.

1 Q. Ninth and D. Thank you. Okay. And you were the  
2 only -- well, you had the student with you. You were --

3 A. No, I was the only station manager.

4 Q. The only station manager there?

5 A. Yeah, then he came on the scene later, I think about --  
6 I guess about 4:30, the time I was being relieved.

7 Q. Okay.

8 A. Or a little sooner, because he got there a little  
9 earlier.

10 Q. But you had the student with you all day on a regular  
11 shift or just --

12 A. Uh-uh, no. He came -- he was actually my relief  
13 student.

14 Q. Oh, okay.

15 A. He was my relief student, yeah. My relief wasn't there  
16 yet.

17 Q. Okay. Thank you. And we asked this question of the  
18 previous. All the barricades opened --

19 A. I opened them up.

20 Q. -- on your side? There was no problem with the  
21 evacuation?

22 A. No, I opened up all the barriers.

23 MR. BUCHER: Okay. Okay. That's all I have for now.  
24 I'll pass it off to Mr. Downs.

25 BY MR. DOWNS:

1 Q. Downs, NTSB. Ms. Gary, thank you for joining us today,  
2 I know it's challenging, we'll tough it through. You just  
3 mentioned that you opened the barricades when the alarm started or  
4 do they open automatically when the fire alarm goes off?

5 A. They didn't go off, I opened up all the barriers.

6 Q. You manually opened them?

7 A. I manually opened all the barriers.

8 Q. And this was before the alarm system went off?

9 A. Yes.

10 Q. Is that because there was a lot, just a lot of  
11 accumulating smoke?

12 A. I don't know why the alarms didn't go off. And they  
13 could have been going off, you know, I was a little nervous, but I  
14 opened up the barriers.

15 Q. As far as you knew at that time, you didn't see any of  
16 the alarms or strobes or anything like that?

17 A. No.

18 Q. Okay.

19 A. No.

20 Q. All right. Let's divert a little bit, let's talk a  
21 little bit about your work history, okay?

22 A. Okay.

23 Q. When did you start with WMATA? Approximately. We don't  
24 need exact dates.

25 A. 1985. 12/27/85.

1 Q. '85, okay. And what did you start -- what was your job  
2 position first?

3 A. I was a bus operator.

4 Q. Bus operator?

5 A. Um-hum.

6 Q. How long did you do that?

7 A. Bus operator, it was 7½ years.

8 Q. Seven and a half?

9 A. Um-hum.

10 Q. Okay. And what came next?

11 A. Train operator, 2½, and then --

12 Q. Okay.

13 A So I've been a station manager for about 20 years now.

14 Q. Twenty years?

15 A. Twenty plus years, um-hum.

16 Q. Okay. So, that was from about '95?

17 A. Um-hum.

18 Q. Okay. And training, you went to a training program to  
19 be a station manager?

20 A. Yes.

21 Q. The original training was what, 20 years ago when you  
22 first started training managing?

23 A. We have training every 2 years, I believe.

24 Q. The periodic training?

25 A. Um-hum.

1 Q. Okay. What was your most recent periodic training, the  
2 2-year training?

3 A. I'm not sure, it's either coming up or it's been --  
4 probably a year or so ago.

5 Q. It's been a little while?

6 A. Um-hum.

7 Q. Okay. As part of your training program or as part of  
8 your work equipment, do they issue respirator masks to the station  
9 managers?

10 A. We have had them before. We've been issued masks.  
11 That's been quite some time ago, but we were issued masks.

12 Q. You were issued mask?

13 A. Um-hum.

14 Q. And as part of the issue of the masks, did they have  
15 training for the use of the mask?

16 A. We did.

17 Q. Okay. And that involves fit testing that makes sure  
18 that it properly fits to your face and so on, and the right size?

19 A. Yes.

20 Q. Okay, good. Did you use a respirator mask at all during  
21 this event?

22 A. No, I haven't seen that mask in awhile.

23 Q. So you were issued the mask and you put it away  
24 somewhere and you don't recall where?

25 A. It's been quite a few years since we've seen the mask.

1 Q. Is that mask normally kept at work or you keep it at  
2 home?

3 A. Oh, we're supposed to keep it on our person. We're  
4 supposed to have it with us at all times.

5 Q. With you at all times?

6 A. Um-hum.

7 Q. And you didn't have it with you?

8 A. No, sir.

9 Q. And why is that?

10 A. I don't know, it just seems like it wasn't a requirement  
11 anymore, you know.

12 Q. So management higher than you, basically was not  
13 pressing for the station managers to carry them, either with them  
14 on duty or at least have them in their kiosk available?

15 A. Correct.

16 Q. Is that -- would be a fair assessment?

17 A. That would be correct, um-hum.

18 Q. Okay. Thank you. You're issued a service radio,  
19 portable radio as part of your work equipment?

20 A. Yes.

21 Q. And you also have a radio in your kiosk as well as a  
22 telephone for connecting with OCC?

23 A. Correct.

24 Q. Pardon me. Your radio, tell us about your radio  
25 operation. Do you have any trouble with your radio in the



1 station?

2 A. No. I don't -- we don't get to really use our radio as  
3 frequently maybe as the train operators. We basically monitor our  
4 radio and if Central does call us then, yes, I've never had a  
5 problem with, you know, responding back to Central.

6 Q. So your experience is, no problems generally with your  
7 radio?

8 A. No.

9 Q. Okay, great. Did you experience any medical issue as a  
10 result of the smoke and everything?

11 A. No, I went and got checked out the next day, I was fine.

12 Q. Okay. But that particular day did you get taken to the  
13 hospital or anything?

14 A. No, I didn't go that day.

15 Q. But the day as a precaution you got checked out?

16 A. Yes.

17 MR. DOWNS: Okay, great. Thank you. All right. Let's  
18 pass on to the next.

19 BY MR. ADAMS:

20 Q. Could you tell me a little bit -- Dorsey Adams, WMATA.  
21 Could you tell me a little bit about your training, your station  
22 manager training?

23 A. What do you want to know?

24 Q. Well, do you discuss the emergency evacuation?

25 A. Our supervisors come around and we have -- they have

1 safety tips sometimes and then they ask you the safety tip of the  
2 day, something like that, but besides our normal training that's  
3 what we normally do.

4 Q. Have you had any retraining lately?

5 A. Our training is every 2 years.

6 Q. Every 2 years. And does that include emergency  
7 evacuations?

8 A. Yes, it does.

9 MR. ADAMS: Okay. No more questions right now.

10 MR. BALLARD: Hercules Ballard, no questions.

11 BY MS. FLEMINGS-McCANN:

12 Q. Marlene Flemmings-McCann, Local 689. Ms. Gary, I want  
13 to ask you a couple of things. You said when you first got the  
14 call that there was fire or smoke in the station you was going to  
15 first go investigate, but then you decided to call Central, is  
16 that protocol?

17 A. That's protocol.

18 Q. Okay. And once you call Central are you guided by them  
19 or you make the decision?

20 A. I'm normally guided by Central. They normally tell you  
21 to evacuate the station, close the station. I'm normally guided  
22 by Central.

23 Q. Okay. But you said -- they told you, you couldn't close  
24 it down. Did they tell you to open the barriers or did you just  
25 do that on your own?

1           A.    They didn't give me any instructions.  I did that out of  
2 the training that I have received.

3           Q.    Okay.  So your training for fire or smoke in the station  
4 is to do what?

5           A.    To make an announcement, open up all the barriers, bring  
6 all the escalators -- bring all the escalators up so that people  
7 can't go to the affective area.  We're supposed to call OCC first.  
8 Evacuate the station and close the station so other people can't  
9 come into the affected area, bring the elevator down to the  
10 mezzanine area.

11          Q.    Okay.  So you did what you basically were, was trained  
12 to do?

13          A.    Yes, ma'am.

14          Q.    One more question, but I think I might have two, but you  
15 said you've been a station manager for 20 years?

16          A.    Yes.

17          Q.    In 20 years have you seen any emergencies similar to  
18 this or close to this or do you see normally on, I don't want to  
19 say a daily basis -- but on your work do you normally have an  
20 emergency in the station that you have to deal with that require  
21 you to take action?

22          A.    Yes, quite frequently.

23          Q.    Okay.

24          A.    Nothing to this magnitude but we have emergencies every  
25 day, I mean, you know, frequently.

1 Q. Okay. And you say you stayed until the last person came  
2 off the train, which was the wheelchair?

3 A. That was the last that I saw was the wheelchair, they  
4 brought the wheelchair off.

5 Q. Okay. You said earlier Transit told you all you had to  
6 evacuate but --

7 A. We came back down after we saw, after we saw people  
8 frantically running up. I don't know if somebody evacuated them  
9 or if they self-evacuated, but we saw people coming up the stairs,  
10 which we knew there were other people down -- there may have been  
11 other people downstairs, so that's when the fire department and  
12 supervisors went downstairs to investigate, because we knew we  
13 evacuated the station. So, just based on looking at them, we  
14 assume that they came from the train.

15 Q. So you didn't, you didn't know that they had originally  
16 came from the train, I guess the down train, you didn't know  
17 anything?

18 A. I didn't know there was a down train in the station.

19 Q. You didn't know about the down train?

20 A. Nope.

21 Q. There was no announcements given to you all about  
22 another train that was down in the tunnel?

23 A. It was so much going on, no one made the announcement to  
24 me. I may have heard it in conversation, but when I evacuated the  
25 station I wasn't clear as to what -- where the smoke was coming

1 from and I wasn't clear that there was a train in the station.

2 Q. Last question and then I don't think I'm going to have  
3 anymore. Did Central come over the air with any announcements to  
4 the station managers in L'Enfante or a blanket announcement saying  
5 anything to you all or customers or any instructions coming  
6 through Central?

7 A. Not that I heard, not that I heard.

8 MS. FLEMINGS-McCANN: Thank you, Ms. Gary. I have no  
9 more questions.

10 MR. LITTLETON: All right. Tom Littleton with the FTA.  
11 No questions.

12 MS. GARY: Okay.

13 BY MS. SAMARASINGHE:

14 Q. Ms. Gary, Sharmila Samarasinghe, Tri-State Oversight  
15 Committee. A few questions. You said that initially when you  
16 realized what was going on, you called ROCC on your kiosk phone  
17 and asked whether you can evacuate the passengers out of the  
18 station.

19 A. Um-hum, yes.

20 Q. And the instructions back to you was, wait until  
21 somebody in command instructed you to do so?

22 A. Yeah, my wording was, shall I close the station.

23 Q. Okay.

24 A. And I was told no.

25 Q. Okay. All right.

1           A.    I was told no, that I couldn't do that until they got  
2 word to do so.

3           Q.    Okay.  And in your understanding, closing the station  
4 means getting all the passengers who are inside the station out  
5 and then closing the station, is that correct?

6           A.    Yeah, so --

7           Q.    Okay.

8           A.    -- other people can't come into the affected area.

9           Q.    All right.  And then once you got off the phone with  
10 ROCC you started walking throughout your area as well as down  
11 towards the platform to ask passengers to go out?

12          A.    Yes.

13          Q.    Okay.  And at that time did you see a train sitting at  
14 the platform?

15          A.    I'm not sure if I saw a train sitting then, but I do  
16 remember a train at some point sitting on the platform.

17          Q.    Okay.  Do you happen to recall around what time it was  
18 that you called ROCC to say what you could see at that time, that  
19 that first call that you made to ROCC to ask whether you should  
20 call the station, do you remember around what time?

21          A.    I just know it was approximately around 3 o'clock,  
22 around 3.

23          Q.    Okay, okay, all right.  And you said as you were leaving  
24 you yourself had checked the ancillary rooms to make sure there  
25 wasn't anybody -- you said somebody was in the restroom or

1 something and you asked them to leave. When you came to the top  
2 side, did you encounter anybody from the fire department or did  
3 you share with the police department personnel who were there or  
4 even like the on-scene commanders that you had checked those rooms  
5 and there was nothing going on in them except the person --

6 A. No. When we went upstairs that's when I saw the --  
7 that's when the fire department arrived.

8 Q. Okay.

9 A. No one asked if we checked the ancillary rooms or the  
10 platforms or anything.

11 Q. Okay.

12 A. We asked them where was the paramedic.

13 Q. Okay.

14 A. And so there was not a paramedic on site yet.

15 Q. Okay.

16 A. I'm not sure if everything was on Seventh and Maryland  
17 or not, but we just kept saying, where -- because people were  
18 coughing, you know, customers and stuff, so we were just, where's  
19 the paramedics --

20 Q. Okay.

21 A. -- but they didn't have one yet.

22 Q. Okay. And you said you saw several young passengers  
23 with soot on their faces coming out of the station and that's when  
24 you all decided to go down again, kind of to investigate whether  
25 there were any other stragglers.

1 A. Yes.

2 Q. And you also said that the last passengers to be  
3 evacuated, the last passenger to be evacuated was the passenger in  
4 the wheelchair, as you can -- as far as you can recollect, right?

5 A. I'm not sure if it was the last passenger, but the last  
6 one that I saw was --

7 Q. You saw, yeah.

8 A. -- the wheelchair that they brought out.

9 Q. Okay. And you saw Metro Transit Police personnel  
10 carrying that person and others out?

11 A. I don't know about -- I don't know who was in the  
12 wheelchair, it was just a wheelchair.

13 Q. Yeah.

14 A. So I don't know if they took him out of my side or --

15 Q. Oh, I see, okay.

16 A. -- another side.

17 Q. Okay. So you were talking about a wheelchair being  
18 carried out, not anybody inside?

19 A. No, it was a lady that they carried out.

20 Q. Okay.

21 A. I think it was the fire department, she was kind of a  
22 huge lady.

23 Q. Okay.

24 A. There was four -- I think it was the fire department.  
25 It was four people, they had two in the front of her and two in



1 the back and they were just carrying her out like this, and she  
2 was just lifeless.

3 Q. Okay, all right.

4 A. And somebody was carrying somebody over their shoulder.

5 Q. Yeah. At any time did -- after that initial call to  
6 ROCC, did you have a chance to talk to ROCC to let them know that  
7 you all were taking passengers out?

8 A. No.

9 MS. SAMARASINGHE: Okay. All right. Thank you very  
10 much.

11 MR. BUCHER: Dave Bucher. No more questions right now.

12 BY MR. DOWNS:

13 Q. Downs, NTSB. Ms. Gary, it sounds to me, based upon your  
14 testimony and prior testimony we've heard over the last several  
15 days, it was a very confusing hectic time during the evacuation  
16 process.

17 A. Yes.

18 Q. Do you make use of any kind of checklist from one of  
19 your procedural manuals or anything like that so far as to make  
20 sure you've gotten all the things taken care of during the  
21 evacuation process or is this something you just go from best  
22 recollection?

23 A. No, it was something that you go from training.

24 Q. From training?

25 A. Yeah.

1 Q. Okay. Your, your work history, you have train operator  
2 experience?

3 A. Yes.

4 Q. Are train -- are station managers supposed to be  
5 qualified in train operations so they could move a train if they  
6 had to, do you know that?

7 A. No, sir, no.

8 Q. Could you move a train if you had to in an emergency?

9 A. I could because I've been a train operator.

10 Q. You're experienced and you still retain your skills?

11 A. Yes.

12 Q. Thank you. You say you were not aware of Train 302 that  
13 remained in that tunnel?

14 A. No, sir.

15 Q. And would that be something that OCC would have told  
16 you, you feel?

17 A. If they had communicated well, yes.

18 Q. Okay. And having that information would have been  
19 helpful to you in terms of being able to handle or manage the  
20 evacuation process, do you think?

21 A. Yes, I would have needed to know that.

22 MR. DOWN: Okay. All right. Let's move on to the next.

23 BY MR. ADAMS:

24 Q. Dorsey Adams, Washington Metro. Just a couple of things  
25 here. When you decided to go back in to the station, nobody

1 stopped you?

2 A. Nope.

3 Q. And you went by yourself or along with somebody else?

4 A. I went by myself.

5 Q. By yourself, okay.

6 A. At this time I think the fire department and everybody  
7 was downstairs bringing people back up, so.

8 Q. All right, but there was nobody there to say these  
9 people can go in, these people can't go in?

10 A. I was doing that.

11 Q. Okay. The escalator, when they brought the -- I want to  
12 be clear on this. When they brought the man up in the wheelchair,  
13 was the escalator running?

14 A. There was not a man in a wheelchair --

15 Q. Woman?

16 A. -- it was just the wheelchair.

17 Q. Just the wheelchair?

18 A. Um-hum.

19 Q. Was it running?

20 A. Um-hum. We had two escalators going up and one going  
21 down -- no, I'm sorry, we had two escalators going up but the down  
22 escalator was off.

23 Q. It was a walker?

24 A. It was a walker.

25 MR. ADAMS: Okay. Thank you, that's what I needed to

1 hear. Thank you. No more questions.

2 BY MR. BALLARD:

3 Q. Hercules Ballard, Washington Metro. During the  
4 incident, which channel, radio channel, were you using at that  
5 time, do you remember?

6 A. Yes. I'm on 56I (ph.), so I'm on channel 2.

7 Q. Okay.

8 A. I'm on channel 2, so when I went to the platform -- when  
9 I went to the platform, I think this was afterwards, I could hear  
10 stuff on their radio I couldn't hear on mine. So, I asked them  
11 what channel they were on. They were on 3, so.

12 Q. Just to clarify for everyone, channel 2 is a blue,  
13 orange specific line frequency. Channel 3 is a yellow, green line  
14 radio frequency ?

15 A. Yes.

16 Q. So you were on the blue, orange line frequency because  
17 your assignment is the blue, orange line?

18 A. Um-hum.

19 Q. And that's in the evening?

20 A. And I think I switched mine to 3 after that.

21 Q. Thank you, ma'am. One more question. You said that  
22 before you heard the fire alarm that you opened the fare gates.

23 A. Yes.

24 Q. And was that because Transit relayed to you that it  
25 wanted you to evacuate the station or did you see customers

1 attempting to evacuate the station, or was it because of the smoke  
2 or all of the above?

3 A. Well, I saw -- the customers were evacuating, I mean,  
4 they were leaving already, but I saw the smoke and smelled the  
5 smoke, and so I knew that I needed to open up the barriers again  
6 from my training.

7 MR. BALLARD: Okay. Thank you, ma'am.

8 MS. FLEMINGS-McCANN: No more questions.

9 MR. LITTLETON: No more questions.

10 MS. SAMARASINGE: No more questions.

11 BY MR. BUCHER:

12 Q. All right. Dave Bucher. I have one more. I guess I  
13 just want to be clear about the fire alarms and the emergency  
14 lights. Did they go on eventually or did they never go on during  
15 the whole incident?

16 A. I do not remember any emergency lights.

17 MR. BUCHER: So -- okay. Thank you. Okay. I think  
18 that's all I have.

19 BY MR. DOWNS:

20 Q. Downs, NTSB. Ms. Gary, one final question. I always  
21 like to give my witnesses the opportunity to express what we call  
22 retrospective thoughts, in other words, knowing what you know now.  
23 Okay. Are there any thoughts that you could share with us in  
24 terms of lessons learned, anything like that? We're not saying  
25 that you did anything wrong, but now that you've had a few days to

1 think about it, would you have done anything different knowing  
2 what you know now in terms of helping the process or streamline?  
3 You've never had an event like this before, is that correct?

4 A. Correct.

5 Q. So that now you've got some experience with it.  
6 Anything that you'd like to share with us that you would have done  
7 differently or like to suggest to management to be done  
8 differently should a future event occur?

9 A. Well, one of the things that was, that could have been  
10 very confusing is I didn't get the directive from Central as I  
11 normally would, but I knew what to do. Had I, had I had time to  
12 investigate and knew that a train was on the -- what train that  
13 was in the track I may have -- I may could have done something  
14 more, but I didn't know. So, basically that's just, you know,  
15 just maybe being equipped with the mass next time, you know, or  
16 something like that but that's it.

17 Q. So correct me if I'm wrong, let me try to paraphrase a  
18 little bit for you; had you been given the information from OCC  
19 that there was still a train a short distance down the tunnel, you  
20 might have, had you a gas mask with you, a respirator mask,  
21 potentially gone over in that direction and investigated a little  
22 bit in terms of trying to make a determination of the situation  
23 with that train, is that what you're trying to say?

24 A. I believe so. Because I could think of several ways  
25 that those people could have been evacuated off the train, so I do

1 believe I would have done more.

2 Q. Okay, great. The evacuation process -- one additional  
3 question. When an evacuation is initiated by the alarm system in  
4 the station, are there recorded announcements that automatically  
5 trigger --

6 A. Yes.

7 Q. -- evacuate the station, emergency, whatever it would  
8 say?

9 A. Yes, and the barriers open up and the escalators cutoff  
10 automatically.

11 Q. And that's an automatic thing, and you'll be able to  
12 instantly recognize the processes when they're occurring?

13 A. Yes.

14 Q. I see. Okay. But you also have the capability of  
15 making announcements over the public address system in the  
16 station, is that correct?

17 A. Correct, except for this particular station. Come to  
18 find out afterwards, the microphone, it worked but it has a button  
19 on it that no other microphone has. You have to press the button  
20 and you have to press the command call at the same time, and I  
21 only figured that out afterwards.

22 Q. I see. Tell us a little bit about this one particular  
23 microphone in one kiosk or all of the kiosks?

24 A. I can't speak for all the kiosks. I'm talking about  
25 this particular one.

1 Q. Just one phone --

2 A. We've been calling this microphone -- we've been saying  
3 that this microphone has been out of service, and so, so I knew  
4 that the microphone was out of service so I didn't attempt to go  
5 and make the announcements. So, I did my investigation to find  
6 out when was the last time this microphone was cut, I mean, called  
7 in. And so it had been called in on the 4th again, and I called  
8 to see if the ticket was still open, and the guy told me that the  
9 microphone is working. And so I said, the microphone is not  
10 working. Because normally you just have to press the command  
11 button, but on this one you have to press a button on the  
12 microphone, which it has black electrical tape on it, but you  
13 can't see the button and you have to press the command button at  
14 the same time.

15 Q. How long has that microphone been there in that  
16 condition, do you know?

17 A. I really don't know. We've just been calling the  
18 microphone inoperable.

19 Q. You've been calling it to maintenance's attention for  
20 awhile now and it has been ignored as far as you know?

21 A. No, I guess they would fix it but no one has put a note  
22 or anything to tell us how to operate it. So, when I found that  
23 out I wrote a note to tell the next person how to operate the  
24 microphone.

25 Q. As far as you know, though, it's been malfunctioning for



1    awhile and you have reported it a number of times in the past and  
2    it has not been attended to other than somebody put some tape on  
3    it or something?

4           A.    Well, no, I mean to them it's working because they know  
5    how to operate it.

6           Q.    I see.

7           A.    So when I call, it's working, it's operating.  It's just  
8    that we don't know how to operate it.

9           Q.    Are the other stations -- you have work experience with  
10   other stations and the microphones in the other stations all work  
11   differently?

12          A.    Normally you just push the command button and speak.

13          Q.    And all of the other microphones, to your knowledge,  
14   work that way?  Okay.  This brings up a good point.  Are stations  
15   equipped with a handheld megaphone that you could go around and  
16   use out on the platforms?

17          A.    You mean the bullhorn megaphone?

18          Q.    Bullhorn, yes.

19          A.    Yes, yes.

20          Q.    So each station will have at least one bullhorn?

21          A.    Yes.

22          Q.    So, in the event that the --

23          A.    I got that too, I went and got that too after I saw that  
24   Transit had one.  I said, oh I have one of those.  I ran back and  
25   got that too.

1 Q. You're anticipating my next question. Did you use it  
2 during this event?

3 A. I did.

4 Q. Okay. And it worked just fine for you here?

5 A. It did, it did.

6 MR. DOWNS: Okay, great. Thank you. All right, that  
7 concludes my questions. Thank you.

8 MR. ADAMS: Dorsey Adams, no questions.

9 BY MR. BALLARD:

10 Q. Hercules Ballard, the microphone in the kiosk, do you  
11 have any idea when it was changed, I mean, how long ago? How long  
12 have you been working that assignment (indiscernible)?

13 A. Since the 5th.

14 Q. Of December?

15 A. Yes.

16 Q. December. And that's the same microphone that's been in  
17 the kiosk since December?

18 A. Yes, it as in the cabinet, yes. That I know of.

19 MR. BALLARD: Okay. Thank you, ma'am.

20 BY MS. FLEMINGS-McCANN:

21 Q. Ms. Gary?

22 A. Yes.

23 Q. Marlene Flemings-McCann, 689. Two questions; (1) the  
24 microphone, because it seems to be a unique type of microphone,  
25 normally when the supervisors come out, do they do station checks

1 or ask you to check your equipment or do they at times check  
2 different things in your kiosk to make sure everything is working?

3 A. I think supervisors have a -- I think each supervisor is  
4 assigned to stations and they have to do periodic checks of each  
5 station.

6 Q. So when you all called MOC for the mike, and they did  
7 say that it was working, did anyone from communications come out  
8 and say, well, you have the different one, it works like this?

9 A. No.

10 Q. Have you seen anyone from communications come out and  
11 test your equipment in I guess the last few weeks since you've  
12 been there at that particular kiosk?

13 A. I haven't seen them, not to say they haven't been there,  
14 but I haven't seen them on my shift. I come in in the middle of  
15 the day.

16 Q. Okay.

17 A. They normally respond pretty good when you do call  
18 something in, they respond.

19 Q. Okay. One more question. The mask, when is the last  
20 time you were issued a mask? You said you had one --

21 MR. BUCHER: Excuse me, respirator mask?

22 BY MS. FLEMINGS-McCANN:

23 Q. The respirator -- yes, the respirator mask. When was  
24 the last time you was issued one?

25 A. It's been years.

1 MR. WALLY: Since 9/11.

2 MS. GARY: Hum? Was it 9/11?

3 MR. WALLY: Yeah.

4 MS. GARY: Yeah, it was probably around 9/11.

5 BY MS. FLEMINGS-McCANN:

6 Q. Okay. Do you remember if it had an expiration date or  
7 something on the mask, or did they tell you anything about it?

8 A. I think it does have an expiration date on the back of  
9 it.

10 Q. So since, you want to say 9/11, has that been --

11 MR. WALLY: Expiration about (indiscernible).

12 MS. GARY: Um-hum.

13 BY MS. FLEMINGS-McCANN:

14 Q. -- issued since?

15 A. No, no.

16 MS. FLEMINGS-McCANN: Okay. Thank you.

17 MR. LITTLETON: Tom Littleton, FTA, no questions.

18 BY MS. SAMARASINGHE:

19 Q. Ms. Gary, Sharmila Samarasinghe, Tri-State Oversight  
20 Committee. Going back to the kiosk microphone. When there are --  
21 in general, if there are changes to the protocols you have to  
22 follow, procedures you have to follow in your routine station  
23 manager duties, you're provided with a binder, right, a station  
24 manager's binder that is essentially the manual that contains all  
25 procedures, is that correct; where you can refer to any procedure

1 you guys have to follow, is that --

2 A. You're saying the procedure, and then you're talking  
3 about the microphone?

4 Q. No -- yeah, the manual -- isn't there a manual inside  
5 the kiosk that contains all procedures that you are to follow?

6 A. Procedures, yes.

7 Q. Yes, okay. If there is a change, like this microphone  
8 and the different way you're supposed to use it, would you be able  
9 to refer to the manual to figure it out or --

10 A. No.

11 Q. -- like you were encountering, you had no direction with  
12 the new setup, is that correct?

13 A. I'm not sure if we have instructions on a microphone.

14 Q. Microphone, okay. All right, okay. And I --

15 A. I'm assuming if they were, if they were putting new  
16 microphones in every station --

17 Q. Yes.

18 A. -- then yes, I would assume that they would give us  
19 procedures on how to work those.

20 Q. Okay. Okay.

21 A. But that's not the case. This seems to be an isolated  
22 case here.

23 Q. Okay, all right. And you said from your understanding  
24 that this particular microphone and the problems you all were  
25 encountering trying to figure out how to use it, was reported to

1 communications and you know this by seeing the station manager's  
2 logbook?

3 A. Yes.

4 Q. Okay. And you also see that these tickets that were  
5 open were closing, that they were resolved, that's how you know  
6 that it was --

7 A. Yes.

8 Q. That their ticket was solved?

9 A. Yes.

10 MS. SAMARASINGHE: Okay. Thank you.

11 MR. BUCHER: Dave Bucher. No further questions.

12 BY MR. DOWNS:

13 Q. Downs, NTSB. Let's pause for a moment on the  
14 microphone. The microphone itself, is it a standard microphone  
15 that you would simply unscrew the connection into the console and  
16 replace it by screwing in a new one? Is that basically how one  
17 would repair it, do you know?

18 A. Say that again.

19 Q. In other words, there's nothing fancy or unique about  
20 this particular microphone?

21 A. It's a standard microphone.

22 Q. So that when maintenance comes in and replaces a  
23 microphone they unscrew the old one and put a new one in?

24 A. The top of it, you know. I think you manually take the  
25 bottom part off, but the top of it can screw off.

1           MR. WALLY: There's a button you can -- is this the one  
2 that has the --

3           MR. DOWNS: You have to identify yourself.

4           BY MR. WALLY:

5           Q. Oh, Rick Wally, shop steward. The microphone you're  
6 referring to, is that the one, the silver that comes up or was  
7 that the black one with the cord?

8           A. The silver one. It's attached.

9           MR. WALLY: Right, it has, it has a button at the  
10 lower handle --

11          BY MR. DOWNS:

12          Q. So this is the fixed microphone --

13          A. It's a fixed microphone.

14          MR. WALLY: Yes.

15          BY MR. DOWNS:

16          Q. It does not have a cord, it's got a shaft that comes up  
17 with a flexible end?

18          A. Yes.

19          Q. It's a matter of simply disconnecting it and putting a  
20 new one on?

21          A. On the top of it.

22          Q. On the top of it, okay. So, there's nothing elaborate  
23 in terms of replacing the component itself?

24          A. No.

25          Q. You don't have to shut down operations or anything like

1 that?

2 A. No, no.

3 Q. It's a simple replacement?

4 A. Yes.

5 MR. DOWNS: Thank you. That concludes my questions.

6 MR. ADAMS: Dorsey Adams, no questions.

7 MR. BALLARD: Hercules Ballard, no questions.

8 BY MS. FLEMINGS-McCANN:

9 Q. Marlene Flemings-McCann, Local 689. Ms. Gary, are you,  
10 are you experienced in changing a microphone?

11 A. No.

12 Q. Is that your job to change it or do you know how to  
13 change it if you had to?

14 A. I'm not sure how to change a microphone, no.

15 Q. So you're not communications is what you're telling me?

16 A. No.

17 MS. FLEMINGS-McCANN: No more questions. Thank you.

18 MR. LITTLETON: Tom Littleton, no questions.

19 MS. SAMARASINGHE: Sharmila Samarasinghe, no questions.

20 MR. BUCHER: Dave Bucher, no questions.

21 BY MR. DOWNS:

22 Q. Downs again, NTSB. Yes, thank you, Marlene, for that  
23 clarification. I wasn't suggesting that was your job at all,  
24 that's the normal communications folks that come around, is that  
25 correct?



1           A.    Correct.

2           MR. DOWNS:  I see.  Thank you.

3           MR. ADAMS:  No questions.

4           MR. BALLARD:  Hercules Ballard, no questions.

5           MS. FLEMINGS-McCANN:  Marlene Flemings-McCann no  
6 questions.

7           MR. LITTLETON:  Tom Littleton, no questions.

8           MS. SAMARASINGHE:  No questions.

9           MR. BUCHER:  That concludes the interview of Ms. Gary.  
10 Thank you.

11          MS. GARY:  All right.  Thank you.

12          MR. DOWNS:  Thank you.

13          (Whereupon, the interview was concluded.)

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: WMATA INCIDENT AT L'ENFANT PLAZA  
STATION, WASHINGTON, D.C.  
JANUARY 12, 2015  
Interview of Cynthia Gary

DOCKET NUMBER: DCA-15-FR-004

PLACE: Washington, D.C.

DATE: January 20, 2015

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.

---

Elizabeth M. Cochran  
Transcriber