



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

GROUP	
EXHIBIT	

Agency / Organization

Title

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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WMATA INCIDENT AT L'ENFANT PLAZA *

STATION, WASHINGTON, D.C. *

JANUARY 12, 2015 *

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Docket No.: DCA-15-FR-004

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Interview of: BRIAN HOWARD

Washington, D.C.

Tuesday,
January 20, 2015

The above-captioned matter convened, pursuant to notice.

BEFORE: DAVID BUCHER
Railroad Action Investigator

APPEARANCES:

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

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

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I N T E R V I E W

(10:55 a.m.)

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3 MR. BUCHER: This is Dave Bucher, Rail Accident
4 Investigator for the National Transportation Safety board, and
5 this is the interview of Brian Howard, station manager for WMATA
6 at L'Enfant Plaza station, in relation to the incident that
7 occurred on January 12th, 2015. The NTSB accident number is
8 DCA15FR004. To my right?

9 MS. SAMARASINGHE: Good morning, Mr. Howard, I'm
10 Sharmila Samarasinghe. I'm with the Tri-State Oversight
11 Committee, the TOC, I'm the full-time Virginia member.

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

16 MS. FLEMINGS-McCANN: Good morning, Mr. Howard, Marlene
17 Flemings-McCann, Assistant Business Agent for Rail Operations,
18 Local 689.

19 MR. BALLARD: Hercules Ballard, Managing Director of
20 Rail Transportation, Washington Metro.

21 MR. ADAMS: Good morning, Mr. Howard.

22 MR. HOWARD: Good morning.

23 MR. ADAMS: Dorsey Adams, Manager of Rail Safety, WMATA.

24 MR. DOWNS: Good morning. Richard Downs, I'm a Survival
25 Factors Group Chairperson, NTSB.

1 MR. HOWARD: Good morning.

2 MR. WALLY: And Rick Wally, Local 689, shop steward for
3 station managers.

4 INTERVIEW OF BRIAN HOWARD

5 BY MR. BUCHER

6 Q. Dave Bucher again. Brian, if you could, like we said
7 earlier, go back to January 12th and in your own words tell you
8 what happened -- tell us what happened to you in the station.

9 A. I was in the station and Transit Police came and said
10 they was investigating smoke. So, once he said that, I called and
11 notified Central what the Transit officer just told me; and I
12 asked them, you know, what was going on or did they have any
13 information for me.

14 As I was talking to Central I had customers come up
15 through the -- coming up through the gate and I heard Transit
16 telling everyone to evacuate the station. So, then when I heard
17 that I told Central that Transit was evacuating the station, and I
18 opened up the gates so that the customers could go through. After
19 I told Central, you know that Transit was evacuating the station,
20 I hung up with Central and I started making announcements
21 throughout the station for all customers to evacuate the station
22 as quickly and safely as possible. And I just monitored, you
23 know, all the customers coming through and just -- basically I was
24 just governed but what Transit Police was going, was saying to us.

25 After I noticed that there was no more customers coming

1 through, I walked to the entrance to make sure everyone had went
2 upstairs to evacuate the station. All the escalators, all the
3 escalators had shut off in the direction of the incident, and all
4 the elevators had went up to the mezzanine and street-level, and
5 all the station with customers -- well, as far as I know all the
6 customers was clear as far as the station, because basically
7 Transit was on the platform doing all the evacuating and I was in
8 the kiosk just making announcements.

9 Q. Okay. This is Dave Bucher. Did you ever go down to the
10 platform during the --

11 A. No, I never went out to the platform. Transit Police
12 was on the platform.

13 Q. Okay. This is Dave Bucher again. What kiosk were you
14 located at that day?

15 A. Seventh and Maryland Avenue.

16 Q. Okay. Dave Bucher again. Did you notice that the fire
17 alarms went off at any time?

18 A. That's when -- during the evacuation, yes.

19 Q. They did go off?

20 A. Yes.

21 Q. But the evacuation had already started?

22 A. Right.

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

25 BY MR. DOWNS:

1 Q. Downs, NTSB. Mr. Howard, thank you for joining us
2 today. Could you tell us a little bit about your work history,
3 how long you've been with WMATA, how many different jobs that
4 you've held over there?

5 A. I've been a metro employee for 16 years. I was a bus
6 operator and station manager.

7 Q. First a bus operator.

8 A. Right.

9 Q. Approximately how many years?

10 A. I think approximately like two years I think it was.

11 Q. Two years, okay.

12 A. Um-hum.

13 Q. And then you were, you were promoted to the station
14 manager, you applied for the position?

15 A. Applied, yes.

16 Q. You applied, okay. And it's a training program that you
17 go through for a station manager position?

18 A. Yes.

19 Q. Approximately how long does that take?

20 A. I think the training was about 8 weeks I think it was.

21 Q. Eight weeks?

22 A. Yes.

23 Q. Okay. And is there periodic refresher training as part
24 of your job as station manager?

25 A. Refresher is usually every two years.

1 Q. Two years?

2 A. Every two years.

3 Q. Okay. When was the most recent refresher training that
4 you've had?

5 A. I cannot recall the most recent, the date, the exact
6 date.

7 Q. Approximately?

8 A. Approximately, maybe about, maybe about two years.

9 Q. So you're coming up on the two-year time point?

10 A. Yes.

11 Q. Okay, great. As part of that training, would evacuation
12 processes be included?

13 A. Yes.

14 Q. Okay. Is there a procedural checklist that's involved
15 with your, your evacuation processes, do you know?

16 A. Well, as far as evacuation, we're supposed to make sure
17 all the escalators are cutoff going in the direction of the
18 situation. We have to open all the barriers. We have to make
19 sure that the elevators are not in the direction of the situation
20 as far as up at the mezzanine level or at the street level, and we
21 have to make sure that the station is clear of all customers --

22 Q. I see.

23 A. -- if there is no one -- if Transit isn't around.

24 Q. And you -- do you use a printed checklist, by chance, as
25 part of the evacuation process?

1 A. Well, I've never really used a checklist per se, it's
2 just, just knowing, just going over them, the procedures or
3 reading over them.

4 Q. So, you're going through your recollection and training
5 processes --

6 A. Yes.

7 Q. -- from your training program?

8 A. Yes.

9 Q. So in other words, it would be a fair characterization
10 to say you wouldn't need a printed checklist, you know it by
11 heart, so to speak?

12 A. I mean, it's always helpful if handy.

13 Q. I see, okay. As part of your, your initial training or
14 the refresher training, were you issued a respirator mask?

15 A. Not recently. I haven't had a mask in a long time.

16 Q. But you were issued one, years ago as you recall?

17 A. Long time, years ago, yes. Yes.

18 Q. Okay. And where is that mask now?

19 A. I don't, I don't have it.

20 Q. You don't know?

21 A. No, it expired.

22 Q. Expired?

23 A. Yes.

24 Q. So there's a date on it that you're supposed to refresh
25 the, or replace the components, is that what you're saying?

1 A. Yes, yes.

2 Q. Okay. Tell us about your radio. Do you have radios as
3 part of your job?

4 A. Yes. Our main communication with Central is through the
5 phone, but we do have a radio.

6 Q. Your telephone in the kiosk?

7 A. Yes, telephone in the kiosk.

8 Q. Okay. And you have a radio for use when you use the
9 kiosk, is that how it works?

10 A. Yes, yes.

11 Q. Okay. And is the radio assigned to you or is it
12 assigned to the kiosk?

13 A. To the kiosk.

14 Q. Okay. On this particular day did you take the radio
15 with you when you left the kiosk?

16 A. Yes.

17 Q. And were you able to communicate using the radio, with
18 the folks at OCC?

19 A. Well, I communicated with OCC through the kiosk
20 telephone, and once we were outside after the evacuation, I was
21 trying to -- I called them on my cell phone to try to see where
22 the bus shuttles were set up and which stations were still open so
23 that I can direct customers to those stations that was open as far
24 as on the blue and orange lines, customers going out towards
25 Virginia or towards New Carrollton, and also trying to see what

1 stations was open so the customers could walk to the green line.

2 Q. I see. So, is there a reason why you used your cell
3 phone as opposed to the radio?

4 A. Well, as far as the radio, that's -- as far as train
5 operations, so in direct contact with passenger op-side that's why
6 I use my cell phone, I couldn't get inside the kiosk.

7 Q. You couldn't get into the kiosk?

8 A. Because Transit had evacuated the station.

9 Q. Oh, you use this while you're up top, topside?

10 A. Right, when I'm outside, right. Topside, right.

11 Q. Okay. But you have a radio for that purpose to
12 communicate with OCC, yes?

13 A. Yes, the train -- well, as far as the radio, the radio
14 was used in the emergency as far as train operations. Since there
15 was an emergency with the train operations, I just felt that it
16 would be safer for me to call on my cell phone to the passenger
17 op-side as far as the station, which stations was open and which
18 stations was closed and which stations that passengers could go
19 to.

20 Q. So the passengers ops is a different desk than the OCC?

21 A. As far as I know, yes.

22 Q. Okay. And that desk, correct me if I'm wrong, would
23 provide the information so far as the establishment of the bus
24 bridge and things like that?

25 A. Yes, yes.

1 Q. So you felt it would help them in terms of connecting
2 directly with that desk, the passenger's ops desk, rather than the
3 OCC --

4 A. Yes.

5 Q. -- in order to get that information so you could pass it
6 along for your benefit?

7 A. Yes. Right.

8 Q. I see.

9 A. Correct.

10 Q. Okay. Is this a personal cell phone or is this a
11 company issued cell phone?

12 A. Personal cell phone.

13 Q. Are you allowed to use personal cell phones on the job?

14 A. In emergency procedures if we can't get to our own kiosk
15 phone or anything like that.

16 Q. It's authorized for emergency purposes?

17 A. Yes.

18 Q. Okay, great. All right. Were you aware that there was
19 a train in the tunnel as the evacuation started?

20 A. Once I heard the whole procedure, the evacuation, yes, I
21 was aware.

22 Q. How did you become aware of that?

23 A. I hear it over the radio.

24 Q. You heard it on the radio --

25 A. Just in the kiosk.

1 Q. -- in the kiosk?

2 A. Right.

3 Q. Somebody at OCC had broadcast to the effect there was a
4 train in the tunnel outbound from L'Enfant?

5 A. I don't remember the exact words, but I did hear the
6 train operator made -- I don't recall exactly what was said, but I
7 think I heard the train operator asking to get back to the
8 platform, but I didn't hear the whole transmission.

9 Q. So you think you heard the train operator requesting
10 permission to get back to the platform?

11 A. Yes.

12 Q. I see. Is there anything you could have done in terms
13 of assisting in that process?

14 A. Well, basically as far as assisting, I felt that I could
15 do is just make an announcement through the customers. I mean, as
16 far as train -- I've never been a train operator so I don't know
17 the procedures as far as train operations for the train side of
18 smoke. But basically just, I felt as a station manager I could
19 make announcements to the stations and just assist or just be
20 governed by what Transit was directing to do.

21 Q. So you were staying focused on your job, correct me if
22 I'm wrong, in terms of making sure all the passengers were safely
23 evacuated from the station?

24 A. Correct.

25 MR. DOWNS: Okay, great. All right. Let's pass it on

1 to the next line of questions.

2 MR. ADAMS: Dorsey Adams, no questions.

3 MR. BALLARD: Hercules Ballard, no questions.

4 BY MS. FLEMINGS-McCANN:

5 Q. Marlene Flemings-McCann. Mr. Howard, you said the radio
6 that you had is direct contact to trains but is not direct contact
7 to passenger ops, which is who you deal with --

8 A. Correct.

9 Q. -- for communications?

10 A. Yeah, that's correct.

11 Q. So, because you needed to continue talking to Central
12 through passenger ops, and it was an emergency situation, that's
13 when you used your cell phone?

14 A. Correct, yes.

15 Q. Because that is part of policy in an emergency to use
16 your cell phone when it's pertaining to WMATA?

17 A. Yes.

18 MS. FLEMINGS-McCANN: Okay. All right, thank you, sir.
19 No more questions.

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

21 MS. SAMARASINGHE: No questions, thanks.

22 BY MR. BUCHER:

23 Q. Dave Bucher, NTSB, a couple more questions. Did you
24 have any contact with the fire department at all during your time?

25 A. No.

1 MR. BUCHER: No contact with the fire department? Okay.
2 Okay. No more questions at this time.

3 BY MR. DOWNS:

4 Q. Downs, NTSB. Mr. Howard, did you ever actually make it
5 down to the platform where the train was located down into the
6 tunnel?

7 A. No.

8 Q. So you stayed pretty much up on the mezzanine level that
9 you were working and focused on evacuating passengers in that
10 area?

11 A. Yes. Transit Police was on the platform directing
12 customers up.

13 Q. I see, okay. Did you experience any medical distress as
14 a result of the smoky condition?

15 A. No, not at the location I was at.

16 Q. You're okay. You got topside, got some fresh air and
17 you were able to --

18 A. Yes. I mean, I did go to see my doctor just to get
19 checked out, but they said everything was fine.

20 Q. Precautionary?

21 A. Right.

22 Q. Okay, great. In your particular kiosk there's a
23 microphone that's used for the overhead intercom, is that correct?

24 A. Yes.

25 Q. Are there any difficulties with the overhead intercom

1 operation, the microphone or anything like that?

2 A. No, no difficulties.

3 Q. During the course of your normal work business, do you
4 rotate around to the different kiosks in the station?

5 A. Yes.

6 Q. In the other kiosks, are there any difficulties with the
7 microphones at those locations?

8 A. Well, I haven't had to use those microphones as of yet,
9 no.

10 Q. No experience with those as of yet?

11 A. No, no.

12 Q. Okay. How long have you been working at the L'Enfant
13 Plaza station?

14 A. I just recently started working there in -- we had to
15 just pick in December.

16 Q. December?

17 A. Yeah.

18 Q. First of December or so?

19 A. The end of December.

20 Q. End of December.

21 A. Um-hum.

22 Q. So you've only been there not even two weeks?

23 A. Well, as far as on a permanent basis, yes.

24 MR. DOWNS: Permanent basis, okay, great. Okay. I'll
25 continue on with thoughts. If anybody else has any further

1 questions?

2 BY MR. ADAMS:

3 Q. Dorsey Adams, just one question. The radio that you
4 used, any issues with that radio getting through to Central when
5 you need to get through to them?

6 A. No, I haven't had to use the radio to contact Central
7 for anything.

8 MR. ADAMS: No more questions.

9 MR. BALLARD: Hercules Ballard, no questions.

10 BY MS. FLEMINGS-McCANN:

11 Q. Marlene Flemings-McCann. Mr. Howard, we've been told
12 that there was a train sitting on the platform at L'Enfant Plaza.
13 Did you know it was down there, and I guess I want to say, did you
14 ever see the operator or anyone?

15 A. No, I didn't know there was a train down there, but I do
16 remember Transit Police asking for a train operator. And I did
17 call Central to tell them that transit Police was looking for a
18 train operator to move the train. I didn't know what train they
19 was talking about. I just know they was asking for a train
20 operator.

21 Q. So was it safe to say that you couldn't see it because
22 of the smoke or you just didn't know?

23 A. There was just so much going on I didn't know.

24 Q. Okay.

25 A. And that's when -- when I went back to the kiosk and

1 made that call to Central, that's when Transit got me back out of
2 the kiosk.

3 Q. So you never had a chance to really talk to Central?

4 A. Right, right.

5 MS. FLEMINGS-McCANN: Okay. Thank you. No more
6 questions.

7 MR. LITTLETON: Tom Littleton, no question.

8 MS. SAMARASINGHE: Mr. Howard, just one question. In
9 your --

10 MR. DOWNS: Your name?

11 BY MS. SAMARASINGHE:

12 Q. I'm sorry. Sharmila Samarasinghe, Tri-State Oversight
13 Committee. In your time as a station manager, and talking about
14 your training, have you had the opportunity to participate in any
15 emergency drills that WMATA Metro Rail might have conducted in the
16 last few years?

17 A. No.

18 Q. Okay.

19 A. As far as an -- basically just dealing with sick
20 customers, that's the most I've dealt with.

21 Q. Okay. Have you had any bulletins that you've come
22 across that you've been notified about, upcoming full-scale drills
23 that Metro Rail was conducting, asking you whether you wanted to
24 participate or observe?

25 A. I haven't seen any, no.

1 MS. SAMARASINGHE: Okay. Thank you.

2 BY MR. BUCHER:

3 Q. Dave Bucher, NTSB again, and I'll just follow up briefly
4 on the last question. Have you ever experienced any other similar
5 emergency incidents or big incidents in a station in your
6 experience as a station manager?

7 A. No.

8 MR. BUCHER: Okay. Thank you.

9 BY MR. DOWNS:

10 Q. Downs, NTSB again. Mr. Howard, I like to give my
11 witnesses one final thought to kind of ponder a little bit, we
12 call that retrospective thoughts. In other words, now that you
13 have a few days to think about the event, not that you did
14 anything wrong, are there any thoughts you'd like to offer or
15 things you'd like to suggest that could be done differently to
16 have helped the situation move a little smoother or anything like
17 that? Anything you can offer in terms of thoughts that might be
18 helpful to the overall event process?

19 A. I think maybe communication. As far as, like I say,
20 just I had to find out which stations may still be open for
21 passengers to go to since they couldn't board at L'Enfant. Maybe
22 communications as far as bus and rail as far as setting up bus
23 bridges, which I had to call to see what was going on with the bus
24 bridge also. Maybe, that's probably about it, basically just the
25 communications as far as, you know, what to set up and how can we

1 do this, how can we do that to move a little bit faster.

2 Q. I see. Well, that's a good point. So, if there's an
3 event in the station that requires some reconfiguration of the
4 process, evacuation or whatever, the process as it stands now is
5 for you to get -- to relay the information to OCC, and then OCC
6 will make decisions in terms of providing guidance to you as to
7 what to respond to, right?

8 A. Right.

9 Q. And it would all be verbal, right?

10 A. Right.

11 Q. Is there a mechanism where OCC can provide to you
12 printed instructions on a computer console somewhere?

13 A. Well, as far as in that situation, since we had to
14 evacuate the station, I wouldn't have been able to use a computer
15 at that time. Maybe -- I can't really say for sure. I guess it
16 just depends on what the emergency situation is as far as
17 computer, using the computer to see what guidelines can be used or
18 what can be done as far as that.

19 Q. So, correct me if I'm wrong, it sounds like you were
20 saying that when there's a station emergency during the
21 evacuation, the computer system doesn't function?

22 A. No, I'm not saying that it didn't function, but as far
23 as with Transit, when they evacuated the station they also made me
24 leave the station also, so I couldn't sit there on the computer.

25 Q. So you wouldn't be able to see the computer itself --

1 A. Right, right.

2 Q. -- because it's in the kiosk --

3 A. Right.

4 Q. -- and you're topside?

5 A. Right, exactly.

6 Q. I see. Would that be something, would that be something
7 that would be helpful in terms of having printed guidance to you,
8 such as bus bridges being established or whatever status update is
9 occurring with OCC, would that be helpful?

10 A. Yeah, I think it would be helpful, or maybe there's like
11 a direct -- in the case where I couldn't use the kiosk phone,
12 maybe there's a direct number that we can call to specifically
13 speak to someone about that situation.

14 Q. I see.

15 A. As far as someone directly that I can call and contact
16 just to see, you know, what's the setup, or where I could send
17 these customers to, or if there's a bus bridge coming where it's
18 going to be located.

19 Q. I see. But it's all verbal as far as the situation now,
20 there's no printed communication like -- these days many people
21 have a personal communicator device, a cell phone or whatever.

22 A. Right.

23 Q. And of course we have messages that can come through on
24 our phones and such. That capability is not available on your
25 current radios, is that correct? You don't have a printed screen

1 of some sort to where you could get a text message on your radio?

2 A. On the radio in the kiosk, no.

3 Q. Correct, okay. All right. Is that about it in terms of
4 your thoughts?

5 A. Yeah, that's about it.

6 MR. DOWNS: Okay, great. That concludes my questions.

7 BY MR. ADAMS:

8 Q. Dorsey Adams, I have one more question. You called --
9 when you called OCC, did you speak to customers ops or who did you
10 speak to?

11 A. Customer ops (indiscernible).

12 Q. And did they give you the information about bus bridges
13 and station closures?

14 A. They did. They didn't give me -- as far as the bus
15 bridge they didn't give me a direct -- they didn't give me direct
16 information, they just said it was being set up. And I asked as
17 far as the orange and blue line for customers that's going out
18 towards Virginia, I asked which station as far as within walking
19 distance to L'Enfant Plaza that I can send them to; I think was
20 Smithsonian. I asked was Smithsonian open. They said, yeah, the
21 customers could board at Smithsonian. As far as customers going
22 to New Carrollton and Largo, I asked them was Federal, I think
23 it's Federal Center, I asked them was Federal Center open? They
24 explained to me yes. But as far as the green line, they didn't
25 give me direct information as which station they could go to as

1 far as to board the train to go in the direction to go in the
2 direction of Greenbelt from Branch Avenue.

3 Q. Did you ask them for that information?

4 A. Yes. I asked them what stations was open that I could
5 send any customers to that was in the vicinity of L'Enfant Plaza
6 within walking distance.

7 MR. ADAMS: No more questions. Thank you.

8 BY MR. BALLARD:

9 Q. Hercules Ballard, Washington Metro. Mr. Payne [sic],
10 during your training, did you have the opportunity to take a tour
11 of OCC?

12 A. Not the new OCC, not the new one the Carmen Turner.

13 Q. But the -- I guess this control center, did you get an
14 opportunity to take a tour during training?

15 A. No, I think the first time I seen this training center
16 was when we would come down here for training class, and I've
17 never really took a tour of OCC.

18 Q. Okay. So, when you called OCC, were you aware that --
19 you dialed 1970 --

20 A. Right.

21 Q. 962-1970?

22 A. Right.

23 Q. Were you aware that you were contacting a supervisor
24 within the operations control center?

25 A. No, I wasn't aware that I was speaking to a supervisor.

1 Q. Were you -- who did you think you were calling when you
2 called 1970?

3 A. Well, any time we called 1970 we just -- the controller
4 that answered the phone, that's who we speak to when they name
5 themselves, but I don't know any of them personally, so I just --
6 I don't know if I'm specifically even speaking to a supervisor or
7 just one of the passenger ops customers.

8 Q. Okay. I may have just misspoke. Okay. Your passenger
9 operations person, when you called 1970, were you aware that you
10 were communicating with the passenger operations person?

11 A. Yes, 1970, yes.

12 Q. Were you aware that that person, that passenger
13 operations person was located in the operation control center?

14 A. Say that again.

15 Q. Were you aware that that person, that passenger
16 operations person was located in the operations control center?

17 A. Yes.

18 MR. BALLARD: Okay. No other questions.

19 BY MS. FLEMINGS-McCANN:

20 Q. One question. Marlene Flemings-McCann, 689. During an
21 emergency, and I want to say emergency, normally what is your
22 procedure? Do you -- and I guess I'm kind of throwing this out
23 there, would you have time to on a daily emergency, stop and read
24 anything or would you go by what you know is the policy and
25 procedures?

1 A. You mean any type of emergency?

2 Q. Yeah.

3 A. If it's something that's right in plain view then I
4 would have time to read it, but I guess it just is governed by
5 Transit Police or as far as like a big emergency, this is the
6 first time I've ever had to deal with anything like this, so I
7 didn't have anything right handy that I could just read, but
8 basically everything was happening so fast, once Transit evacuated
9 us I didn't have any time to read anything because I was one of
10 the ones that they had to -- I had to evacuate the station.

11 Q. Okay. I want to, I want to I guess say it a different
12 way. You have policies, you have procedures, you have rules and
13 guidelines.

14 A. Um-hum.

15 Q. WMATA does have written policies and procedures --

16 A. Right.

17 Q. -- on smoke in the station, evacuating the station, sick
18 customer.

19 A. Right.

20 Q. So, there are written guidelines that you are supposed
21 to know.

22 A. The handbook.

23 Q. The handbook.

24 A. Right.

25 Q. So, in an emergency, you don't have time to read, you're

1 dealing with large crowds of people.

2 A. Right.

3 Q. So, I'm just saying, if there was something written,
4 would you take the time to try to read or would you do what you
5 know you're supposed to do, or would you be guided by Central or
6 the on-scene commander?

7 A. I think all of that plays into part as far as, you know,
8 you can read what has to be done and you can also listen to the
9 on-scene commander or be governed by Central as far as what to do
10 or what not to do or what's the situation or how can it be
11 handled.

12 Q. Okay. So, I want to ask it again, because I need you to
13 be sure. So, an emergency in the station with smoke or fire, when
14 would you have time to read?

15 A. Well, at that time I wouldn't have time to read. I
16 basically would just go off of what I know the procedures that
17 I've been taught.

18 MS. FLEMINGS-McCANN: Okay. Thank you. No more
19 questions.

20 MR. LITTLETON: Tom Littleton, no questions.

21 MS. SAMARASINGHE: No questions, thank you.

22 BY MR. BUCHER:

23 Q. Dave Bucher, one more question. During the -- after you
24 went upstairs, after you evacuated, you did not go back down into
25 the station at any time, you stayed upstairs?

1 A. Yeah, I stayed upstairs until Transit okayed us to go
2 back into the station, which was hours afterwards.

3 Q. Which was very late?

4 A. Right.

5 Q. Right, okay. Okay. Did you observe any of the
6 passengers from any of the trains coming up the stairs? We heard
7 from some of the other managers, that they observed evacuees from
8 the train that was in the tunnel coming upstairs. Did you observe
9 any of those?

10 A. Well, you mean the one that was stuck inside the tunnel?

11 Q. Well, if -- whatever, whomever.

12 A. Well, I know a trained had serviced the station. I'm
13 not sure if that was the one they was looking for, the operator.
14 But as far as customers in the station, at the same time because
15 the situation happened, the train that was in the tunnel, my kiosk
16 was furthest away from that train, so I think they went to the
17 first exit that they'd seen. So, I'm not sure if there was any
18 customers off that exact train.

19 MR. BUCHER: Okay, thank you. That's all I have.

20 BY MR. DOWNS:

21 Q. Downs, NTSB. To follow up on the question on the
22 procedure, just to make sure we don't have some confusion there.
23 I was posing that question before not from a challenge of
24 perspective, it was more from -- and I probably didn't phrase the
25 question correctly. Would a procedural checklist have been

1 helpful to help remind you and make sure that you didn't
2 inadvertently overlook one of your steps of the process? That was
3 really more of what I was asking, not that you had time to stop
4 and read. The reading should have been done during your training,
5 of course.

6 The idea is -- sometimes we've had testimony, various
7 stressful events and you've got a list of stuff that you got to
8 take care of, having a checklist to kind of refresh your memory,
9 oh I got to do step one, two, three, four, helps to make sure, oh
10 yeah, I didn't forget this, didn't forget that and that, would
11 have been helpful in other words in this particular case?

12 A. Yes, yes.

13 Q. That was the essence of my question.

14 A. Okay.

15 MR. DOWNS: Thank you.

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

17 MR. ADAMS: Dorsey Adams, no questions.

18 MR. BALLARD: Hercules Ballard, no questions.

19 MS. FLEMINGS-McCANN: Marlene Flemings-McCann, no
20 questions.

21 MR. LITTLETON: Tom Littleton, no questions.

22 MS. SAMARASINGHE: No questions, thank you.

23 MR. BUCHER: Dave Bucher, no questions. And that
24 concludes the interview of Mr. Howard.

25 (Whereupon, the interview was concluded.)

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 Brian Howard

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