

CA09FR008
Lake Buena Vista, Florida
July 5, 2009

Walt Disney World
Mechanical Supervisor Interview
July 9, 2009

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD
OFFICE OF ADMINISTRATIVE LAW JUDGES

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Investigation of:

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WALT DISNEY WORLD COLLISION
LAKE BUENA VIST, FLORIDA,
JULY 5, 2009

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* Docket No.: DCA-09-FR-007

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Interview of: TUAN HA

Walt Disney World Security Facility
Lake Buena Vista, Florida

Thursday
July 9, 2009

The above-captioned matter convened, pursuant to notice.

BEFORE: TED T. TURPIN,
Investigator in Charge

APPEARANCES:

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MICHAEL BELL
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RICHARD ANDREE
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1 I N T E R V I E W

2 MR. TURPIN: It's July 7 [sic], 2009, and we're
3 conducting interviews in connection with Accident Number DCA-09-
4 FR-007, the monorail collision that happened on July 5th at Disney
5 World in Orlando or Lake Buena Vista. And we're starting today
6 with an interview with Tuan Ha.

7 MR. TURPIN: And, if you would, please -- let me ask you
8 first. You're aware that this is being recorded?

9 MR. HA: Yes, sir.

10 MR. TURPIN: Please state your name and spell it.

11 MR. HA: My name is Tuan, last name is Ha, H-a. First
12 name is spelled T-u-a-n.

13 MR. TURPIN: Thank you. Then we'll go around the table
14 and ask everybody to introduce themselves.

15 MR. SLUDER: Randall Sluder, TCU, International
16 Representative.

17 MR. TURPIN: Spell your name too, please.

18 MR. SLUDER: R-a-n-d-a-l-l S-l-u-d-e-r.

19 MR. BELL: I'm Mike Bell, Walt Disney World, Safety and
20 Health. My name is Mike, M-i-k-e. Last name Bell, B-e-l-l.

21 MR. MELICH: I'm Yuri Melich. I'm with the Orange
22 County Sheriff's Office. First name is Y-u-r-i. Last name is M-
23 e-l-i-c-h.

24 MR. TURPIN: My name is Ted Turpin, T-u-r-p-i-n, and I'm
25 the investigator in charge for the National Transportation Safety

1 Board.

2 And, Tuan, if we'd just take a second -- I don't mind
3 interruptions, but I know you asked if they give you emergency
4 they'll call you. Okay.

5 We just start just kind of open-ended. So just tell us
6 what you know about the accident to start with.

7 MR. HA: That very morning, Sunday morning, was my
8 shift. I came in about 5 -- 10 to 6 that morning, and I walk
9 upstairs. It was pretty quiet, and that's not normal for me
10 because normally at that time we're about to send trains out, and
11 it was pretty quiet that day. So I walk upstairs and I walk into
12 our main office. Both managers and the other service manager was
13 there, [Mr. Ha - replace with: A third shift supervisor was there]
14 and he told me that -- sit down. I need to tell you something.

15 So he told me that we have a collision today. He did
16 not tell me much in detail, like who is involved, what's involved
17 and anything like that, and he told me to stand fast because
18 there's more to come. So I say fine. I put my stuff down, and I
19 walk outside, and I saw Mike out there in my car [Mr. Ha - replace
20 with: car out there], and just like, you know, every morning when
21 I see people, I say hey, how are things going? What's going on?
22 And that's what I asked Mike. I said, what's going on, Mike?
23 Everything all right?

24 And the first thing Mike told me is that it doesn't look
25 good, Tuan. I think I messed up. And I say, what do you mean?

1 And Mike said, I told them that it was on the Spur Line, but it
2 wasn't. And I did not totally understand what, you know, what's
3 happening really. Because, like I told you earlier -- that I did
4 not know who was involved and what happened -- what really
5 happened because they didn't tell me in great detail.

6 So Mike said again same thing, it doesn't look good. I
7 think I told them that it was on the Main Line, but it wasn't.
8 And I say calm down but I think it will be all right. [Mr. Ha -
9 replace with: I told Mike to calm down it will be alright.] Just
10 calm down, and I'll talk to you later. And I just walk around the
11 shop, look at the map, and I got -- kind of understand what's
12 going on somewhat. And later in that morning, Mike disappear for
13 a while. I guess he went out for interview out there at TTC.

14 So when he came back again, his eye was pretty red. I
15 don't know was he crying or just tired or what. I asked him
16 again, you doing okay? You need help or anything? And he said,
17 Tuan, it doesn't look good, doesn't look good at all. And then I
18 guess at that time he just get his stuff and left for the day.

19 Later on that morning, I was told to call Mike at home
20 and talk to him personally to tell him that he's suspended. And
21 so I called Mike, and Mike answered the phone. I said, Mike, I
22 have to suspend you until, you know, further notice upon
23 completion of the investigation. And he asked me, you going to
24 call me back and let me know, right? And I say, yes, I will, you
25 know, we will call you back and let you know after we find out.

1 Just hang tight. But you are suspended with pay. So that's it.

2 That's what I told him, and I tell him that, you know,
3 if anything else, we will call you. You have any questions? He
4 said, no. And that was the end of our conversation.

5 INTERVIEW OF TUAN HA

6 BY MR. TURPIN:

7 Q. You said that he had made reference to the switch and
8 the fact that he had reported that it was thrown and it hadn't
9 been thrown, he did that twice, and then you said you went out and
10 looked at the map. What did you mean by the map?

11 A. When I say look at the map is just the layout of the
12 beams because I couldn't believe this happened really. I could
13 not believe this happened. And I try figure out how could this
14 happen. I was looking at the map, and I say, okay, if they on --
15 if the train was coming into the station, how could it come into
16 the station without the MAPO system on? It couldn't. And I was
17 just trying to figure it out myself what happened. Because, you
18 know, actually nobody was in the shop, and the other manager did
19 not tell me very much about what happened out there, so --

20 Q. Okay, and the map, you mean the computer screen display?

21 A. That, and also the -- we have the other map to show, you
22 know, where all the switches are.

23 Q. Just a drawn map?

24 A. The whole picture, yes, the whole layout.

25 Q. Okay. I understand. Okay, let's just talk about some

1 general subject now. Have you ever actually operated and been the
2 operator on the machines and change the switches?

3 A. Yes, sir, I have.

4 Q. How long did you do that?

5 A. I was one of -- most of the service manager in the
6 monorail shop, they work their way up. I'm the one the very --
7 one of very few that came in from the outside. So I, you know, I
8 don't do a lot like they do. They do like almost like every day
9 for a very long time. So I had to be trained for that.

10 What happened is that they -- I just watched the
11 operator do that for awhile, and then after that, they allow me to
12 do that with, you know, with a mentor, with somebody right behind
13 me, basically tell me exactly what to do and what to say to switch
14 off, all that.

15 And then, after a few times that I said okay, I'm
16 comfortable, and they allowed me to do that by myself. Of course,
17 some people, you know, look over my shoulder for that. That's
18 how, you know, we were trained. The thing is that, you know,
19 after they say okay, you are -- you know the system now, but I
20 don't do that every day. I'd only do that for months. But for
21 example when -- I mean, when we send a train out, I always there
22 at the panel to watch the operator do the work, especially in the
23 morning. And if I happen to be on the nightshift when they bring
24 the train in, I have to be at the panel to watch them doing the
25 work. [Mr. Ha - replace with: I was trained and qualified to

1 operate the panel within the first six months. Since then I
2 haven't operated the panel.]

3 Q. As the supervisor?

4 A. Yes, sir, that's me. And also I -- the way I feel that
5 we are responsible, that's why we should be there unless there's,
6 you know, we have to be somewhere else.

7 Q. And that's not a standard procedure, that's just a
8 personal decision that you made?

9 A. Yes, sir.

10 Q. So when did you, when did you come to work here?

11 A. It was April 19th, about five years ago.

12 Q. Okay, so 2004?

13 A. Yes, sir.

14 Q. Okay. And when did you actually operate the switch
15 machine? What year?

16 A. That was -- it's kind of on and off. The first time
17 within that first six months, I have to be familiar with the
18 system, and I, you know, I learned how to operate that. And every
19 once in a while probably about every six to eight months, I said,
20 okay, can I, you know, can I do that?

21 Q. Okay.

22 A. And they say, yeah. So I have somebody watching over me
23 to do that, but like I say, I don't do that every day or every
24 week to keep familiar with it. I can't -- I can operate that, but
25 I will do that slow, much slower than my operator does.

1 Q. When did you become a supervisor?

2 A. I was hired as supervisor, sir.

3 Q. Oh, okay.

4 A. Yes, sir.

5 Q. So you've maintained that position all the way through
6 then?

7 A. Yes, sir.

8 Q. Okay. Was the 8, 9 display the same when you hired out
9 in '04 or they made that update and that change?

10 A. Eight, 8, 9 was still the same, sir.

11 Q. Over at the computer with the computer readout, not over
12 at the hard panel?

13 A. What happened is that when -- well, they did a new panel
14 now.

15 Q. Right.

16 A. Yes, right.

17 Q. And when did that happen?

18 A. I don't remember exactly, the exact year, but I believe
19 it's about three years ago.

20 Q. Okay. So it's been since you --

21 A. Yes.

22 Q. And you learned on the hard panel.

23 A. Yes.

24 Q. Not that there's a lot of difference, but the hard panel
25 is what you learned on?

1 A. Yes.

2 Q. Okay. Do you feel comfortable with the newer screen?

3 A. Yes, sir.

4 Q. The new screen and everything.

5 A. Yes, sir.

6 Q. So how long have you been on this shift, the dayshift,
7 first shift?

8 A. Recently actually. I think about two months ago.

9 Q. Okay.

10 A. Yes, sir. Because we just lost one supervisor, and
11 that -- they moved the shifts around. I used to be on the second
12 shift.

13 Q. Okay. And third shift is the one that normally brings
14 the trains in?

15 A. Yes, sir.

16 Q. When is the last time you worked third shift?

17 A. I was on third shift the first couple years of my --
18 when I started. I started third shift.

19 Q. Right.

20 A. For about I think a year and a half, almost two years.

21 Q. Okay.

22 A. And then I moved to second shift, and then they just
23 moved me to first shift two months ago.

24 Q. So you haven't really worked around when the trains have
25 come in for quite awhile?

1 A. Yes, sir.

2 Q. Had Mike Carr worked for you?

3 A. He did, sir, when I was on third shift.

4 Q. Uh-huh.

5 A. Yes.

6 Q. So you knew him since --

7 A. Yes.

8 Q. -- since you were here in 2004?

9 A. Yes. And I, you know, I know Mike. I talk to him time
10 to time about what he want to do career-wise, and kind of, you
11 know, friend. I treat all my folks like friends really, you know.
12 Ask them about their family, what they like, what they don't,
13 their career, what they want to do, things like so.

14 Q. Do you think he was a potential for a supervisor?

15 A. What, sir?

16 Q. Did he have the potential to be a supervisor?

17 A. No, sir, I don't -- not yet.

18 Q. But as a -- could you characterize him as a worker as
19 far as some sort of value statement on him, his abilities as a
20 worker?

21 A. Yes, sir. He's -- I like Mike because he's a worker,
22 and he good at what he does. He's electrician, and he's not lazy,
23 you know. I like people that put out production, are productive.

24 Q. Right. And just to get a feel for their job. Once the
25 trains are all in and he's used the -- I don't -- what title do

1 you give those people that use the machine? Is there a title for
2 them?

3 A. What machine, sir?

4 Q. The operator and the --

5 A. Oh.

6 Q. -- switches.

7 A. Oh, panel operator, sir.

8 Q. Panel operator?

9 A. Yes, sir.

10 Q. So when he brings all the trains in and he's done his
11 job as a panel operator and now all the trains are all in, then he
12 would have worked as electrician for the rest of the night, third
13 shift?

14 A. Yes, sir.

15 Q. Okay. And then if --

16 A. Now the -- after he bring all the trains in, the -- he
17 will help the other electricians out to check the trains, and then
18 he will also the one that bring some of the trains out.

19 Q. Okay.

20 A. Yes.

21 Q. So the same panel operator that brings them in is the
22 same panel operator that --

23 A. Yes, sir.

24 Q. -- lets them out in the morning --

25 A. He will not bring all of them out, just some of them

1 out. Because when first shift took over, they will take -- bring
2 all the train out.

3 Q. Okay. All right. What's a normal workweek? Are they
4 five-day a week jobs?

5 A. Yes, sir.

6 Q. And you work five days a week?

7 A. Yes, sir.

8 Q. What day through what day?

9 A. Oh, my shift is from Sunday through Thursday.

10 Q. Okay. Do you know what Mike's was?

11 A. Mike has two day off. I believe his day off is
12 Wednesday and Thursday, and he's working from 11 to 7, sir.

13 Q. We're going to ask him too, so.

14 A. Yes, sir.

15 MR. TURPIN: Randy, do you have any questions?

16 BY MR. SLUDER:

17 Q. I know you said you've worked with him since '04. Do
18 you know how -- was he working here before you came or do you know
19 how long he's worked here?

20 A. Because, you know, sometime we do -- what happens is
21 that when other manager got the day off, I will take over their
22 shift. So Mike work for me like on and off, on and off, a few
23 days here, few days there. And then when he does, you know -- if
24 there any overtime, he's working over, he would be working for me,
25 you know. It's not like he work for me for the whole shift or --

1 when I was, when I came in as the third shift supervisor, I don't
2 think Mike's there yet.

3 Q. Okay.

4 A. Yeah.

5 Q. It's been less than --

6 A. Yeah.

7 Q. Okay.

8 A. And then from time-to-time, I from time-to-time went --
9 when I work over on third shift because of the supervisor
10 shortage, then Mike working for me, was working for me at that
11 time.

12 MR. TURPIN: Mike.

13 MR. BELL: I have nothing to ask.

14 MR. MELICH: Just a few.

15 BY MR. MELICH:

16 Q. Have you ever known of any problems with the shift
17 transfer station for the Epcot Line?

18 A. What, sir?

19 Q. Have you ever heard of or do you know of any problems
20 of -- for the shift, for the switch station in the Epcot Line, the
21 machine that does the switch? Do you know of any problems that
22 it's ever had?

23 A. From time-to-time just like any other machinery, sir,
24 you know, we have problem here and there.

25 Q. What kind of problems would there be?

1 A. Sometime when we try to switch the beam, it wouldn't
2 switch, and, you know, we see the alarm right away. It would not
3 switch and we see the alarm right away, and we also see on the
4 monitor that it didn't switch. Because when it switch completely
5 and is locked down, it will show us that it's locked down. And
6 when it doesn't switch and it doesn't lock down, it shows that it
7 doesn't switch and doesn't lock down. So we have -- we watch the
8 monitor, and we know that.

9 Q. The monitor you're talking about, there's one where it
10 has a web cam on top and then there's the screen itself.

11 A. Yes, sir.

12 Q. Which monitor are you referring to?

13 A. Both.

14 Q. Okay. So you would notice if it didn't engage by
15 looking at the monitor and the screen?

16 A. Well, actually when you, you know, when you look at the
17 switch beam, it wouldn't move, you know they wouldn't move. And
18 also on the monitor on the board, the light would not indicate
19 that it's locked down.

20 Q. Okay. Is there a -- you mentioned -- did you mention an
21 alarm or did I --

22 A. Indication, sir, yes.

23 Q. Okay. What is your normal procedure when you're
24 operating that station? Do you have to or were you taught to look
25 at the screen to visually confirm the switch is moved and look at

1 the monitor to see if the green light and the red light are
2 appropriate?

3 A. This is our normal procedure. When Central requests us
4 to move the beam, okay, and we said, okay, we're going to move the
5 beam, we let them know that we're going to move the beam. And
6 after the beam is completely moved and locked down, we notify
7 them, okay, the beam is moved and locked down. We do exactly what
8 Central requests of us.

9 Q. How do you -- but do you normally look -- do you always
10 look at the screen? Are you taught to, I should say --

11 A. Yes, sir.

12 Q. -- look at the screen and visually confirm that the
13 lights are correct?

14 A. Oh, yes, sir, both.

15 Q. Are you taught to look at the display, the web cam and
16 verify that the track has moved or the --

17 A. Yes.

18 Q. -- Spur has moved?

19 A. Both, sir. We have to see the beam move, completely
20 move, and then we also look at the panel and make sure that the
21 light is lit. There are actually three, two screen. One is the
22 actual switch beam itself from the camera, and the other one over
23 here is the map. And also over here is the layout. They have all
24 the lights.

25 Q. Uh-huh.

1 A. Okay. And they will show you indication of that move
2 and it's locked down or not. And over here it shows the same,
3 almost the same thing.

4 Q. So you're looking for three things --

5 A. Yes, sir.

6 Q. -- before you're taught to say -- or get on the radio
7 and say the switch is complete?

8 A. Yes, sir.

9 Q. Is that just -- is that normal procedure that everyone
10 is taught when they're operating that station?

11 A. Yes, sir.

12 Q. And that's the way you were taught?

13 A. Yes, sir.

14 MR. TURPIN: Just a minute. We've had another
15 individual enter the room.

16 If he'd please say his name and who he works for?

17 MR. ANDREE: Richard Andree, OSHA.

18 MR. TURPIN: And spell your name, please.

19 MR. ANDREE: A-n-d-r-e-e.

20 MR. TURPIN: All right, thank you.

21 BY MR. MELICH:

22 Q. Just one other follow-up question. Have you ever
23 personally experienced a problem with the touch panel where when
24 you activated -- you turn on the Main, you do the switch engage or
25 switch -- I can't remember the --

1 A. The switch beam.

2 Q. -- the switch beam engagement -- and you're hitting the
3 touch panel buttons. Have you ever had a problem where you're
4 hitting the touch panel buttons and they do not activate?

5 A. I've seen it that it does not activate, but once it's
6 not activated, that mean it doesn't move, and you should know
7 that, sir.

8 Q. Okay.

9 A. Yes, sir, because the switch beam have a light lines.
10 If it doesn't move when it blinks that it's moving. When it
11 doesn't blink, it's not moving and, after it's moved, the line
12 change, sir. So, you know, when it's not activated, you know that
13 it's not working.

14 MR. MELICH: That's all I have.

15 BY INTERVIEWER TURPIN:

16 Q. Just -- we're getting into the detail now and the
17 specifics, and I'm -- along that same line, I'm curious. There's
18 the master button that you hit first to engage before you get your
19 active buttons on the touch screen?

20 A. Yes, sir.

21 Q. Have you ever seen where you don't get the buttons on
22 the touch screen? You actually push that and nothing happens, the
23 initial engage button?

24 A. If you're not -- I don't have the panel here -- but that
25 is just like a -- there are two switches. The on switch, you have

1 to turn the switch on first.

2 Q. Right.

3 A. And then for the -- and the switch over here to activate
4 the switch beam, you push that button. And on the panel, the
5 touch screen's panel, when that come up, it would allow you to
6 start to activate the switch beam.

7 Q. Right.

8 A. And along Yuri's question was with any of those buttons
9 the master that brings up the touch screen or the touch screen
10 buttons, have you ever pressed those and it didn't do anything?
11 It didn't even start flashing. It just didn't do anything.

12 A. I don't -- I never experiencing that before, sir.

13 Q. Okay.

14 A. You saying that -- let me get this correct. If I don't
15 turn this on and if I --

16 Q. No. You've turned it on.

17 A. Uh-huh.

18 Q. You've engaged.

19 A. Right.

20 Q. And you've pressed the switch beam.

21 A. Okay.

22 Q. And nothing happened.

23 A. I don't -- we haven't experienced that before. I
24 haven't. I haven't seen that.

25 Q. Okay.

1 MR. TURPIN: All right, do you have any questions,
2 Richard?

3 MR. ANDREE: Huh-uh.

4 Can we swear and affirm?

5 MR. TURPIN: Can we what?

6 MR. ANDREE: Swear and affirm the statement.

7 MR. TURPIN: We don't do that. That would be
8 (indiscernible) but we don't.

9 All right, if everybody's done I think we've --

10 MR. SLUDER: I just have one more question.

11 MR. TURPIN: Okay.

12 BY MR. SLUDER:

13 Q. The camera on switch beam nine.

14 A. Yes, sir.

15 Q. Was it there when you started in '04?

16 A. You know what, sir, I don't remember. I don't remember.
17 I don't remember.

18 Q. Okay.

19 BY MR. TURPIN:

20 Q. All right, well normally we kind of finish with just a
21 general question. If -- now you're little bit more familiar, know
22 that there was a collision and kind of what happened with the
23 collision.

24 A. Yes, sir.

25 Q. Is there anything that you can suggest or ideas you

1 might have to change or improve safety in connection with the
2 monorail?

3 A. I'd, myself, I, you know, I feel responsible for -- I
4 take my work really serious. So I normally be there when
5 especially early in the morning when we send the trains out. And
6 I like to be there to make sure that everything is properly done
7 before I leave to go to meetings or some other chores. Same thing
8 when I was on third shift, when they bring trains in, I would do
9 the same thing. I did the same thing when I was on third shift
10 when they bring trains in, and always had the panels
11 (indiscernible) that's just me. I don't know if that should be a
12 suggestion or not, just -- because I feel sort of important that
13 make sure that everything in and out safely.

14 BY MR. ANDREE:

15 Q. Sorry. Can you expand on that, in and out?

16 A. You know early in the morning, that's when we have a lot
17 of traffic because we are sending the trains out, sir. I normally
18 be at the panel just to watch my panel operators and also to make
19 sure that, you know, everybody clear on the beam when we send it
20 down and then at night, when I was on third shift, I normally do
21 the same thing too.

22 Q. When they're coming in?

23 A. Yes, sir.

24 Q. Was somebody with him coming in?

25 MR. TURPIN: He wouldn't have knowledge of that. He

1 wasn't --

2 THE WITNESS: I don't know, sir, because I wasn't there.

3 MR. ANDREE: Do you mind? He might have been.

4 THE WITNESS: Because I start at about 6 o'clock in the
5 morning, sir.

6 BY MR. ANDREE:

7 Q. Why do you like to overshadow the person?

8 A. That's just me.

9 Q. Is it because there's so much confusion and a lot of
10 things going on?

11 A. Not confusing, sir. It's just to make sure that
12 everything's done safely because it's just me.

13 Q. Have things gone wrong in the past because of --

14 A. No, sir.

15 Q. It's just a second eyes, basically?

16 A. Yes, sir.

17 Q. Okay, all right.

18 MR. TURPIN: We always think of one more question or a
19 couple more. I think we've just got a couple.

20 BY MR. TURPIN:

21 Q. I've noticed with the system, and you'll have to help me
22 out here, that the 9 switch down at near Control, right? And then
23 you have the mechanical lead that comes off of the -- what is it,
24 the Resort, and also the Express, right? When you bring trains in
25 off the -- into the mechanical facility, you do that with that

1 call Control and Control tells the train where to stop, be
2 prepared or do you have total control over those trains when you
3 bring them in to the round house?

4 A. We have control after the -- it come off the Main Line,
5 and it's -- once it gets on the Spur Line.

6 Q. Okay.

7 A. We bring it in. We have a --

8 Q. Okay. So that one last switch, what switch number is
9 that?

10 A. I have to see the map. I just completely forgot about
11 that.

12 Q. Okay, but it's just one switch. So there's three
13 switches that you use control as an intermediate to move the
14 trains? No. There would be more than one. There's got to be a
15 crossover from the Express too.

16 A. We're coming off from the Epcot, bring it over to
17 Express. From Express we'll bring it back over to the station and
18 bring it back onto the Spur Line. I don't have the map here to
19 show you.

20 Q. Right. All right. What I'm getting at, we don't need
21 to know the specifics. What I'm getting at is once they're in the
22 round house and you deal with your, you know, trains in there,
23 then it's --

24 A. Yes, sir.

25 Q. -- you and the train directly, right?

1 A. Yes, sir.

2 Q. When it's outside the round house, you have to go
3 through Control back to the train --

4 A. Yes, sir.

5 Q. -- the train to Control back to you.

6 A. Yes, sir.

7 Q. Would it make sense if Control handled those switches
8 that are out in the loops?

9 A. So --

10 Q. Rather than going through you?

11 A. Once it's on the -- when it's off the Spur Line going to
12 the shop, Central has control of that, sir. But once it's on the
13 Spur Line going to the shop, we have control of that.

14 Q. Right. That's the radio control. What if they actually
15 had a control panel? What if they had a control panel operator at
16 Control, and once you got off the Spur you give them the trains
17 and they handle them all day?

18 A. You want him to operate the switch, sir?

19 Q. Uh-huh.

20 A. I really don't think that's a good idea because
21 technically I don't feel that they have better control, not
22 control but how to operate that better than we do, we can.

23 Q. That's why I wanted your input.

24 A. Yeah. That was, you know, as far as technical go and
25 when we operate that, we know what we're doing and, you know, the

1 folks out there they --

2 Q. So you basically have more confidence in the people
3 operating the control panel?

4 A. Yes, sir.

5 Q. That's what I understand.

6 A. Yes, sir.

7 Q. Okay. That's fine.

8 MR. SLUDER: I have one more.

9 MR. TURPIN: All right.

10 BY MR. SLUDER:

11 Q. You have that control panel there, and when you move the
12 switch, you verify that the switch was made, correct?

13 A. Yes, sir.

14 Q. Are you counting on the coordinator in the tower who has
15 an identical panel to be a safety backup to also verify that that
16 switch is made?

17 A. Absolutely, sir. Because what happens is that they have
18 the same panel as we do in the shop. We look at the light.
19 Actually, from time-to-time, you know, they look -- I mean, after
20 we do the switch and we verify ourself there, that's done, it's
21 locked down. They also have a panel there at Central. You've
22 been out there.

23 Q. Oh, yeah.

24 A. To verify that that is done and then they take over from
25 there.

1 MR. TURPIN: All right. Anybody have anything else?
2 I think that completes the interview, and I thank you
3 for --

4 THE WITNESS: Thank you, sir.
5 (Whereupon, the interview of Tuan Ha was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: Walt Disney World Collision,
 Lake Buena Vista, Florida
 July 5, 2009
 Interview of Tuan Ha

DOCKET NUMBER: DCA-09-FR-007

PLACE: Lake Buena Vista, Florida

DATE: July 9, 2009

was held according to the record, and that this is the
original, complete, true and accurate transcript which has been
compared to the recording accomplished at the hearing.

Katherine Motley
Transcriber