

DCA09FR008
Lake Buena Vista, Florida
July 5, 2009

Walt Disney World
Shop Panel Operator Interview
July 9, 2009

NATIONAL TRANSPORTATION SAFETY BOARD

OFFICE OF ADMINISTRATIVE LAW JUDGES

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Investigation of:

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WALT DISNEY WORLD COLLISION

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LAKE BUENA VIST, FLORIDA,

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

JULY 5, 2009

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Interview of: MICHAEL CARR

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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2 MR. TURPIN: July 7 [sic], 2009. Accident Number DCA-
3 09-FR-007. I'm lead investigator for the NTSB, Ted Turpin. And
4 we're investigating the monorail collision at Disney World from
5 July 5, 2009.

6 And if we could, first thing we'll do is walk around the
7 room and get everybody to introduce themselves and state their
8 name. And we are interviewing Mike Carr. And, if we could, start
9 right here with Roy?

10 MR. POTEET: I believe you said it's July 7th instead of
11 9th.

12 MR. TURPIN: It's July 9th today. Excuse me. Yeah.
13 Sorry. I've got seven written on the accident. Thank you.

14 MR. POTEET: My name is Roy Poteet. I'm a business
15 agent for IBEW Local Union 606.

16 MR. CARR: Michael Carr. I'm maintenance at Walt Disney
17 World.

18 MR. SLUDER: Randall Sluder, TCU, business agent.

19 MR. ANDREE: Richard Andree, OSHA.

20 MR. BELL: Mike Bell, Walt Disney World, Safety and
21 Health.

22 MR. MELICH: Yuri Melich, Orange County Sheriff's
23 Office.

24 MR. TURPIN: All right, and, again, this is Ted Turpin,
25 lead investigator.

1 the panel. I deenergized the beam, the two switch beams, and it
2 gives you an option to change it just whatever state that it's not
3 in. If it's in -- if it's on the Main Line, you only have option
4 to switch it to the Spur Line. I switched it to the Spur Line,
5 and I got the indication that when you switch it on, it shows the
6 actual switches on the screen that they start blinking to show
7 that they're in a -- that they're in movement. At that point, it
8 takes about a minute and a half to two minutes. I don't know the
9 exact time it takes for the switches, for both of them to get to
10 where they're at and locked down, after, so I went back and I
11 energized the beams.

12 Q. Okay. Do you recall exactly the screens you observed
13 and you looked at?

14 A. Yeah.

15 Q. Okay. Can you explain that?

16 A. Well, it might be easier if I drew something for you.
17 You know, the screen I look at, it looks like part of the -- it
18 looks like part of the Resort beam, and it looks like part of the
19 Epcot beam.

20 Q. Okay.

21 A. And basically the screen that I look at, it either shows
22 the Main Line -- either 8 or 9 or on the Main Line or it can show
23 you that it's on the Spur Line.

24 Q. Okay. So when you activated the movement of the switch,
25 did you then look at the screen?

1 A. Before I put on the Spur Line? Are you asking --

2 Q. When you first activated it? Okay, when you first asked
3 the switch to move, did you look at the screen then?

4 A. Yes.

5 Q. And what did you see?

6 A. The Switch Beams were on the Main Line.

7 Q. Okay. And do they change after that?

8 A. Yeah. They -- like what I was saying. If you tell
9 it -- if you give it to command to move from the Main Line to the
10 Spur Line, they'll go in the position where you want it, but
11 they'll start blinking, like that indicates that they're moving to
12 that position.

13 Q. Do you recall observing the blinking --

14 A. Yes.

15 Q. -- the night of the accident?

16 A. Yes.

17 Q. And there was some report that somewhere in this time
18 span you also had to record the entry of a train into the -- into
19 the shop area.

20 A. Yes. I -- a train had just came in, and I believe I was
21 putting the time down, and there was also another train that was
22 on this -- on our shop Spur Line, and I can't remember if I called
23 him in before or after I had reenergized the beam, but, I mean,
24 it's just -- I can't remember that.

25 Q. Okay. But in order to perform that task to call him in,

1 you would have had to have walked from the register book all the
2 way to the old machine?

3 A. To bring power up in the shop, yes.

4 Q. Yeah. So to bring that second movement into the shop?

5 A. Yes.

6 Q. And it was sometime within these -- this activity of
7 moving the 8 and 9 switch?

8 A. I don't know if I brought power up before or after, but
9 yeah, I don't know.

10 Q. Okay. And before you bring the power up, what must you
11 observe or did you observe before you brought the power up?

12 A. Inside the shop?

13 Q. Uh-huh.

14 A. You have -- I mean, what I observe is in the shop I make
15 sure that the beam is clear in the shop if I bring power up, and
16 I, you know, there's a camera that's on our shop Spur Line to make
17 sure that, you know, the train is where it's at.

18 Q. Okay. How about the 8 and 9 switch?

19 A. Can you --

20 Q. What -- okay. The first thing you did is say change
21 position on the switch.

22 A. Yeah.

23 Q. Right? And then it's likely you went and recorded the
24 entry of that train.

25 A. Uh-huh.

1 Q. Right? You did observe the flash.

2 A. Uh-huh.

3 Q. Right. Then what do you do before you energize the
4 Spur?

5 A. You have to go into the same, you have to go into the
6 same process of doing the push button and then you can see where
7 the switches are at that state. If they're in position, they're
8 solid, and they're going to be a different color. They're going
9 to be -- they're not going to be energized, so.

10 Q. Will the flashing stop?

11 A. The flashing will stop, and that means that they've
12 locked down.

13 Q. Okay. You remember observing the switch being locked
14 down on the computer monitor?

15 A. Yes.

16 Q. Okay. How about the video?

17 A. The video from where?

18 Q. From the -- what is it, the 8 Switch?

19 A. I don't have, I don't have a camera for the 8 Switch.

20 Q. The 9 Switch?

21 A. There's a camera there. Basically, I look at that
22 before I move the switch to make sure that there's no monorail
23 that's on that, on -- that's on the switch.

24 Q. Okay.

25 A. When I was in training, that's what they told me. They

1 said just make sure that there's no train on that switch before
2 you move it.

3 Q. Okay.

4 A. I guess that's the main purpose of why it's there.

5 Q. Do you ever look at the monitor to verify that the
6 switch is moved?

7 A. I do. That camera actually, it's not -- it's a little
8 different from the other ones as in -- it's actually, I think it
9 may -- I mean, it's the refresh rate is different, and it's
10 actually frozen up a couple of times. So I mainly look at that
11 camera to make sure there's no monorail on the switch.

12 Q. Okay. Do you recall that night if you actually looked
13 to verify the position of the switch?

14 A. I can't remember if I looked at it. I know that before
15 I moved the switch, the train -- I glanced at the switch, and I
16 didn't see a train near the switch, so.

17 MR. TURPIN: I'll come back, but right now -- pass
18 around the room and ask if anybody has any follow-ups on that
19 particular segment we just covered.

20 Randall?

21 MR. SLUDER: Yeah.

22 BY MR. SLUDER:

23 Q. I think you said that after you switched 8 and 9 onto
24 the Spur Line, you said you called Control, and they confirmed.
25 Is that because they have a similar panel as yours to where you

1 expect them as a safety precaution to observe that in order to
2 back up what you communicated to them?

3 A. Yeah. You know, I'm totally not familiar with -- I know
4 that they have a panel in there in Central Tower, and they from
5 what I know, I shouldn't speculate, but I called them to tell them
6 that I've done what they've asked, and then they acknowledge.

7 MR. TURPIN: Richard.

8 BY MR. ANDREE:

9 Q. This sounds like you -- no not that one -- right here,
10 unknown -- this is the speaker. Is Express beam at Base supposed
11 to be at zero volts? Did you say that?

12 A. No.

13 Q. Do you know who said that?

14 A. No, I didn't. I don't --

15 Q. You know what that means?

16 A. Is Express beam at Base -- it's probably what it means
17 is in the station. It says is Express beam at Base supposed to be
18 at zero volts?

19 Q. Who would know that other than --

20 A. Someone that's running the Base -- you know, they have
21 monorail people that are on the platforms, and they can see power
22 at the Base, at each station basically.

23 Q. So any of the stations could see that?

24 A. No. Only at their particular station.

25 Q. Which one would --

1 A. Would Express --
2 Q. -- station --
3 A. That would be at TTC at Base. That's TTC.
4 UNIDENTIFIED SPEAKER: Yeah, it's TTC, base.
5 BY MR. ANDREE:
6 Q. If there was nobody in that station at that time, then
7 the manager was not there and the op hand was not in there, then
8 who would know that?
9 A. Do you mean there was no one in the tower?
10 Q. Uh-huh.
11 A. Okay. Other than the tower, you have -- okay. If
12 you're looking in between the Express and the Resort, there is a
13 little console there, and that's where they bring power up for
14 those two sides. So if somebody -- somebody must have been in
15 that little console area. It's not going to be Central or a
16 manager. It would have been a monorail person on the platform.
17 MR. TURPIN: And it's -- and we're talking -- you're
18 talking about something over on the Express Line, right? So we're
19 not talking about the Epcot loop and --
20 MR. ANDREE: Yeah.
21 MR. TURPIN: -- where the accident happened?
22 MR. ANDREE: Uh-huh.
23 BY MR. ANDREE:
24 Q. There's three tracks there, right?
25 A. Yeah.

1 Q. This is the track that the accident happened, right?

2 A. Okay, if you're looking at it that way.

3 Q. Uh-huh.

4 A. Then you have the tower right here.

5 Q. Uh-huh.

6 A. Okay. In between these two, you also have a console

7 here.

8 Q. Uh-huh.

9 A. And you have -- this brings up the Express just in the

10 station right here.

11 Q. Uh-huh.

12 A. That brings up the Resort station. And then at this,

13 you know, Central would control the Epcot.

14 Q. Okay. Nobody was in this one?

15 A. I don't know. I mean, I can't tell you any -- I don't

16 know if there was somebody here or not. I couldn't see from, you

17 know, there's no way I can tell if there's somebody here.

18 Q. Which is the Express Line?

19 A. The middle.

20 Q. The middle one?

21 A. Yeah.

22 Q. So the -- would this person right here be able to know

23 if there's power on the Express Line?

24 A. Yeah. He would be able to know if there was power just

25 in the station.

1 Q. Uh-huh, just in the station. Should there have been
2 power? I mean, why is this guy questioning is why is it zero
3 volts?

4 A. Well, after they told me about the collision, I
5 deenergized Switch Beam 8.

6 Q. Oh, okay.

7 A. And that would have taken power out of the station.

8 Q. Uh-huh. So it sounds like you did switch it then.

9 UNIDENTIFIED SPEAKER: No. He's saying after the
10 collision he deenergized that station.

11 MR. CARR: I deenergized Switch Beam 8, which would
12 have --

13 MR. ANDREE: That's before the accident though.

14 MR. TURPIN: You would have to interview somebody that's
15 on that station to have direct knowledge of that, Richard.

16 MR. ANDREE: All right.

17 MR. TURPIN: That's on the Express Track.

18 MR. ANDREE: All right. I just thought that might be
19 relevant to --

20 MR. CARR: I don't know why --

21 BY MR. ANDREE:

22 Q. I mean at this timeframe there should be power.

23 A. I don't know when that was. I mean, if that happened
24 afterwards, then that would have been --

25 Q. No, this was prior to the accident. This is like three

1 minutes prior.

2 A. Well, yeah. Because if that happened before, then that
3 would have made sense, because I deenergized the switch beams, and
4 when you deenergize Switch Beam 8, it's going to take power out of
5 the Express.

6 Q. Uh-huh. Okay.

7 A. I mean, that's just, that's what happens.

8 Q. Just power down. Okay. And then you have the other
9 buttons to switch it.

10 A. Yeah.

11 Q. Okay. Okay. I understand. Okay. That's all.

12 Did you write your statement by the way or did somebody
13 else write it for you?

14 A. I wrote my statement.

15 Q. Was -- did you get distracted just prior to the
16 accident? There was something about a door opening or something
17 like that. Monorail silver, left side door.

18 A. I mean, I wasn't so much distracted. He had called me
19 in and said that he had a door alert. So I just, I told him
20 basically what to do to bring the train into the shop. You know,
21 I mean, as far as distracted, I don't know if I would say that.

22 Q. Might not be the best term, but like what would you have
23 to go through to tell him what to do to bring it into the shop?
24 Is it something quick or can you explain that, what you would have
25 had to tell him?

1 A. Yeah. Any time that they have a problem on a switch
2 like that, I usually just tell them to use a couple of different
3 bypasses, and it's -- a lot of the drivers -- I'm -- well, I tell
4 them to use a bypass, and that's what he did, and he made it in.

5 Q. Now we don't necessarily all go to by -- is that in the
6 control panel behind the driver then that you would tell them what
7 switches to flip?

8 A. Yes, it is. I told him to use door bypass and the train
9 control bypass, and there are two switches. It would be to the
10 driver's right side.

11 Q. Uh-huh. And you recall that that --

12 A. I'm sorry. I'm sorry. It's to the --

13 MR. POTEET: Can I ask a question?

14 MR. TURPIN: Sure.

15 MR. POTEET: I've got a problem with another business
16 agent interviewing. I mean, fine, everybody's investigating this
17 thing --

18 (Off the record.)

19 (On the record.)

20 MR. TURPIN: We had short discussion, and I stopped the
21 recording for a moment, and we'll start again with the
22 questioning. Okay. We resolved the issue.

23 MR. CARR: I just wanted to say that I made a -- the
24 bypasses were on the left side of the driver.

25 MR. TURPIN: Right.

1 Richard, you have anything else?

2 MR. ANDREE: No.

3 MR. TURPIN: Mike?

4 MR. BELL: I do not have anything.

5 BY YURI MELICH:

6 Q. Michael, I have a question about the switching station.
7 What's the actual name of the machine so I refer to it correctly?

8 A. I just, I call it the Epcot panel.

9 Q. Okay. On the Epcot panel itself, do you know,
10 personally do you know of any problems that -- or have you -- do
11 you know of any problems with that station, the Epcot Station?

12 A. In our shop?

13 Q. Yes.

14 A. I don't know of any problems.

15 Q. Have you ever experienced personally any problems with
16 the buttons on the station or the touch screen on the station?
17 What I mean by problems are you press a button, nothing happens.

18 A. Well, the only time that would happen is if you have
19 a -- there's a timer, and if you -- your time runs out, then it
20 won't acknowledge the button.

21 Q. Okay. So if you -- and correct me if I'm wrong. Your
22 method when you go to work that terminal is you flip the switch to
23 turn the main power on. You press a button for a switch beam
24 engage?

25 A. Yeah. It's basically it's a mushroom that it activates

1 the machine basically.

2 Q. Okay. And it activates a touch screen?

3 A. It activates you access to it, and you still have to
4 push either -- if there's -- you have a switch beam access or you
5 have basically a line up access.

6 Q. Okay. So it opens up a display that you're allowed to
7 actually -- you could push on the touch screen and the touch
8 screen will respond?

9 A. Yeah.

10 Q. Have you ever personally experienced any problems with a
11 touch screen when you press a button, nothing happens?

12 A. No.

13 Q. Do you know, do you have any personal knowledge of any
14 problems with the machine in general, power outages or anything
15 wrong with the machine?

16 A. Nothing really with the machine. I do recall this was I
17 want to say at least four months ago, maybe even more than that.
18 There was the computer went down, and I think it was because of a
19 power outage. But the whole system went down, and this was, I'm
20 going to say it was after the park was closed, so.

21 Q. Was it just that system or was it the facility and a lot
22 of stuff or just --

23 A. No, it, I -- from what I remember it was just the, I
24 think it was the battery or the backup or something with the power
25 that the actual machine went down.

1 Q. Just for the --

2 A. Just for the Epcot, yes.

3 Q. Everything else was fine? Wasn't like an overall power
4 surge where everything went out?

5 A. Right.

6 Q. Just that machine?

7 A. Yeah.

8 Q. Okay. The monitor that shows the actual Switch 9 that's
9 on the top left of the Epcot machine, during your training -- oh,
10 first off, how long have you been working in the shop and how long
11 have you been performing tasks as a switch operator?

12 A. I've been in the shop since February of '08, and I
13 started on the panel, I would say it was either September or
14 October of '08.

15 Q. Okay. So September, October, is it fair to say that
16 that's when you would have been trained to operate that particular
17 machine?

18 A. Uh-huh.

19 Q. So you didn't have -- you didn't operate the old system.
20 You were trained on the new system?

21 A. I was trained on both.

22 Q. Okay, okay, fair enough.

23 A. At the same time.

24 Q. And as far as training is concerned, what do you recall,
25 what do you remember as far as training? How were you trained on

1 that machine?

2 A. It was just hands-on training basically. I shadowed the
3 panel operator that was, you know, doing it for that week.

4 Q. Okay. Were you trained to do certain things or to --
5 before you, were you trained to look at the screen to determine if
6 the tracks have actually switched or if the switch was actually
7 active if the right rails were charged? Were you trained to do
8 that?

9 A. The only thing I remember -- you mean about the --

10 Q. Switch --

11 A. -- Switch Beam 9?

12 Q. Yes.

13 A. The main thing I remember was the camera was to make
14 sure that there was no train that was on the beam while you
15 switched it. That was the main purpose of that camera being
16 there.

17 Q. Okay. Were you ever trained specifically to look at the
18 camera and verify if it had actually moved?

19 A. I don't know if that was part of the training, but I
20 would do that.

21 Q. Okay. And you said that sometimes the camera would
22 freeze?

23 A. Uh-huh.

24 Q. Is there any indicator on the camera that would show you
25 it would freeze? Would it go to static or how would you know it

1 would freeze? If it --

2 A. Well, one night I went in there, and there was a picture
3 of -- it was like a day, a daytime picture on the camera.

4 Q. Okay. Whereas, it was at nighttime at the time?

5 A. Yeah.

6 Q. Okay. So obviously the camera wasn't correct at that
7 time.

8 A. Yeah.

9 Q. Do you know if that was ever reported to maintenance?

10 A. I do remember mentioning it.

11 Q. How long ago was that, if you could -- ballpark, if you
12 don't know specifically.

13 A. I would say maybe within the past couple weeks.
14 Actually more than that since it's been about a week now. So
15 maybe like within the past month.

16 Q. Okay. If -- I'm going to ask. If you know, fine. If
17 you don't know, it's fine. If you're working on the system and
18 that monitor goes out, what are you supposed to do?

19 A. Well, what I would do, there's nothing for
20 troubleshooting, but I would call the train myself and ask them
21 if -- or, you know, maybe call Central and tell them, you know,
22 ask them if the train is where he says he's at. Because that's
23 like the main purpose is to make sure the train isn't on the
24 switch.

25 Q. Okay. So if the monitor is not working, you would just

1 notify Central, and you would ask Central to confirm if the train
2 is on the switch?

3 A. I would ask them to verify which beam he was located at
4 because they use beam numbers to verify their location to Central.

5 Q. Okay. To your knowledge, was the monitor working well
6 that night, the night of the accident, the monitor showing Switch
7 Beam 9?

8 A. Yeah, it seemed like it was.

9 Q. And you said you saw the pink go through it? Did I hear
10 that correctly? You saw pink actually go through? No. Okay.

11 A. No, I didn't.

12 Q. You just looked up and saw there was no monorail on the
13 switch?

14 A. Right.

15 Q. Okay. Thank you.

16 BY MR. SLUDER:

17 Q. You mentioned that there's a timer on the control panel.

18 A. Yes.

19 Q. Between which activities is that timer activated?

20 A. Between the -- well, okay, say you wanted to deenergize
21 the beam and switch it. Basically, I can't remember, I think it
22 counts down from 20, but you -- any time that say I wanted to
23 switch it to the Spur Line --

24 Q. Yeah.

25 A. -- I activate it, I deenergize it, and I switch it.

1 Between the time it moves from the Spur Line to -- or from the
2 Main Line to the Spur Line, it's going to run out of time. So
3 you're going to have to go back in and you're going to have to go
4 back into the program to energize it again. There's no way that
5 there's enough time to do everything.

6 Q. Okay. And if I understand this right, you will
7 basically lose your touch screen panel --

8 A. Yeah.

9 Q. -- in that time period?

10 A. Yeah.

11 Q. So you have to go back over and hit the hard button?

12 A. Uh-huh.

13 Q. To get it started again and start that timer.

14 A. Right.

15 Q. So if you hit the hard button --

16 A. Uh-huh.

17 Q. -- and walked away, the same thing would happen?

18 A. Yeah. If you just hit the button and left it alone, it
19 would run out of time.

20 Q. Okay. And the screen, touch screen buttons available --

21 A. Would be --

22 Q. -- would drop out, you say about 20 seconds?

23 A. Yeah.

24 Q. Okay.

25 BY MR. TURPIN:

1 Q. All right. So you started with Disney in '08 or just
2 working mechanical in '08?

3 A. No, I started working with Disney.

4 Q. February of '08?

5 A. Yeah.

6 Q. All right. And then your training started in September,
7 October of '08? How long do you think you were in training?

8 A. I was in training for three days before I ran it on my
9 own.

10 Q. Three days?

11 A. Uh-huh.

12 Q. Which shift?

13 A. Third.

14 Q. You ever worked any other shift than third?

15 A. While I've been here?

16 Q. Yes.

17 A. I worked two weeks in the beginning on first and two
18 weeks on second. So it was like a month that I worked on the
19 other two shifts.

20 Q. And since then?

21 A. I've been on third.

22 Q. Did you work, have you worked the control panel steady
23 on third since you were qualified?

24 A. Since then have I -- yeah. I mainly would do it on
25 Friday nights, and sometimes Friday and Saturday nights.

1 Q. Oh, okay. Okay. So what's your normal workweek? When
2 do you start?

3 A. I start Friday night, and my -- I, you know, Friday
4 night at 11, I come in, and my last day is Tuesday night I get off
5 and Wednesday morning and then I've got Wednesday and Thursday
6 off.

7 Q. Okay. And you often work the control panel Friday,
8 sometimes Saturdays, and then the rest of the time you work your
9 other craft?

10 A. Yeah.

11 Q. Friday, Saturday, on a night, on a close down when the
12 bring the trains in, often it's 3 to 4 off Epcot?

13 A. It's normally 3.

14 Q. Okay.

15 A. But, I mean, possibly 4, but from what I remember it's
16 3.

17 Q. Most of the times primarily three?

18 A. Yeah.

19 Q. So you're using the switch machine, that particular
20 switch machine on an average of three times every night on Fridays
21 and Saturdays?

22 A. Yeah.

23 Q. All right, just to real quick to double-back, and I
24 mentioned we don't do a lot of ask and answer the second time, but
25 just something Yuri brought up. Have you ever noted a fault on

1 the machine, something that you've pushed it, came back later and
2 said it didn't move, nothing happened?

3 A. No.

4 Q. I need to back up now and get a little bit of your
5 workweek.

6 A. Okay.

7 Q. And let's go ahead and start. This was Saturday morning
8 or Sunday morning. So you came on duty Saturday night at?

9 A. 11.

10 Q. 11 o'clock. Okay. So July 4th?

11 A. Uh-huh.

12 Q. Do you recall what you did during that day before you
13 came on duty?

14 A. I slept in the morning. I just mainly stayed at home,
15 you know, me and my fiancé. We, you know, watched some movies and
16 then I went back to bed and I slept a little bit before I came
17 into work.

18 Q. So you had two sleep cycles that day?

19 A. Yes.

20 Q. Okay. What time do you usually the time span that you
21 actually sleep like in the morning?

22 A. I usually sleep -- it varies, but I would say up to
23 maybe about four hours, and then I get up for a little bit, and
24 then I go back to bed for about two to three hours.

25 Q. All right. Can you remember the times? When do you --

1 you go to bed as soon as you get home?

2 A. Yeah. I usually go to bed, you know, the latest I would
3 go to bed is about 9 o'clock.

4 Q. Okay.

5 A. And then so maybe I wake up around, you know, maybe noon
6 to one. It could be -- it just varies, you know. I don't have an
7 alarm so I just, I wake up when I do.

8 Q. Okay. And you have kind of a cut-off at night when you
9 try to lay back down and sleep?

10 A. Yeah, I usually go to bed -- I usually lay down about 6
11 o'clock.

12 Q. Okay. And get up?

13 A. I get up about 9, 9:30.

14 Q. Okay. What's your commuting distance to work?

15 A. It's about 45 minutes.

16 Q. And your normal shift hours are from?

17 A. It's from 11 until 7:30.

18 Q. Okay. All right. So July 4th, to back through that
19 basically, you got home Saturday morning. You did your normal
20 sleep cycle, then you watched some movies and visited and then you
21 went back and had another rest period at six. All right, now we
22 need to back up.

23 A. Okay.

24 Q. And so on Friday.

25 A. Friday.

1 Q. What did you do Friday?

2 A. Before I came into work?

3 Q. Right. This is going to get tough because it's going to
4 go into your days off, and I'm going to go back three days.

5 A. Okay. I want to say I was at home on Friday. Friday
6 would have been the third. Yeah. I was -- I mean, I would have
7 just been at home on Friday.

8 Q. Okay.

9 A. You know, because that's like the start of my shift. I
10 don't -- you know, I probably just went to the grocery store or
11 something like that. I don't really do a whole lot, so.

12 Q. Okay. This may be easier. We, we'll go back -- maybe
13 it won't. We'll go back to Tuesday. Tuesday night, you worked
14 Tuesday night?

15 A. Uh-huh.

16 Q. 11 o'clock. Got off 7:30 in the morning Tuesday.
17 That's the start of your days off, right?

18 A. Seven in the morning on Wednesday.

19 Q. On Wednesday morning, right. Okay. So let's start
20 there, Wednesday morning into your days off. Do you usually do
21 the first sleep cycle then on your day off?

22 A. Yeah. I'll come home, and I'll go to sleep for a while.
23 You know, I basically I just -- I don't -- I'm a homebody I guess
24 you can say, you know. I spend a lot of time at home. Okay, so
25 if you want to put from nine to say noon possibly.

1 Q. Okay.

2 A. And that's on Wednesday. I probably went back to bed
3 that night. Actually, you know, I kind of go around my fiancée's
4 schedule when -- because her -- it's mixed up, and I like to see
5 her a lot, so maybe -- I'm going to say maybe I went to bed around
6 midnight again that night.

7 Q. Okay, all right. So then you moved into your day off
8 Thursday.

9 A. Yeah.

10 Q. Do you remember what time you woke up Thursday morning?

11 A. I usually get up -- on my days off, I get up fairly
12 early. So I would say probably 7:30, 8 o'clock I was up.

13 Q. Okay. All right. And Thursday?

14 A. Thursday, you mean for the day?

15 Q. Yeah.

16 A. Yeah, I think I was just at the house, you know.

17 Q. Okay. And your bedtime on your true day off, the one in
18 the middle? Do you know when you --

19 A. I would say I probably went to bed around 10.

20 Q. Okay. All right. Now we're back to Friday, and you're
21 thinking that you're going to have to work that night. So how do
22 you adjust your schedule? When do you get up Friday morning?

23 A. I usually, I get up Friday in the morning probably about
24 8 o'clock, and I'll go to bed about -- probably about 6 o'clock in
25 the evening.

1 Q. Okay. So you start that evening kind of pre-nap before
2 you go to work then?

3 A. Yeah.

4 Q. You start it that first night.

5 A. Uh-huh.

6 Q. Okay. You don't try to stay up and then go straight to
7 the first shift?

8 A. No.

9 Q. Okay. All right, I need one more time here. With 45
10 minutes, that's 10:15 to drive. What do you get up about nine?

11 A. In the evening?

12 Q. Yeah.

13 A. Between 9 and 9:30, you know. If I push it to 9:30, I'm
14 usually -- got -- everything's -- my girl makes all my food for me
15 (indiscernible), but I mean, you know --

16 Q. Right.

17 A. -- pushing is 9:30, so.

18 Q. Okay. Do you recall any problems trying to sleep this
19 cycle in this particular week? Did you sleep well?

20 A. Yeah. I mean, I've been doing that for a little while,
21 that exact cycle. So I was getting used to that.

22 Q. Okay. How long? How long you think you've been doing
23 that?

24 A. I would say I've been doing it like that for about close
25 to two months.

1 Q. You still work in the same shift you've always worked,
2 but you changed the way you get your rest?

3 A. Yeah.

4 Q. How did you change it?

5 A. Before I was trying to sleep all day, and it just, it
6 wasn't working for me without taking naps at night, and it just, I
7 felt even more tired by the time I got to work. So at least this
8 way I had -- I was rested enough to work that night.

9 Q. And the night of the accident, you felt well rested?

10 A. Uh-huh.

11 Q. Was there anything unusual at the workplace, any issues
12 at the workplace that might have affected the way you did your
13 job? Or you know like usually talk about things like weather or
14 maybe there was a wet floor that night, nobody expected, you know,
15 or something in the environment might have changed.

16 A. No. It was just like a regular night.

17 Q. You ever been diagnosed with a sleep disorder like sleep
18 apnea or anything like that?

19 A. No, I've never -- I've, I did take sleeping medication
20 when I first started to help me sleep, and I took Tylenol, and the
21 generic version of Ambien. But I didn't like the way it made me
22 feel, so I stopped taking it.

23 Q. When did you stop?

24 A. I would say it was at least, it's been at least by
25 March.

1 Q. Of this year. Okay.

2 A. Yeah.

3 Q. Almost the time when you changed your sleep pattern
4 then?

5 A. Close to it.

6 Q. So you were trying, you were struggling with how to get
7 your rest?

8 A. Yeah.

9 Q. Feel better going to work.

10 A. Uh-huh.

11 Q. Think you hit it now? It works for you now?

12 A. Yeah, that does.

13 Q. Has Disney ever provided any training on fatigue and
14 circadian rhythms and work cycles and how to get your rest?

15 A. No.

16 Q. You take any prescription or non-prescription medication
17 now, this week?

18 A. Yeah, but it's been after I've actually seen the mental
19 health care. I mean, you want to know about that?

20 Q. No.

21 A. Okay.

22 Q. Just to the accident.

23 A. Up until then, I took -- I had a prescription for
24 Naproxen, but that was for my back, and I don't -- the last time I
25 recall taking that was a week prior to this.

1 Q. Okay.

2 A. I don't take that regularly. I don't -- it's not
3 something -- it's just only if I feel like I have a little bit of
4 back pain, I'll take it.

5 Q. Okay. All right, let's see. So did you, do you feel
6 well trained on the use of a control panel? You feel confident in
7 the use of it?

8 A. I feel like I know as much as they trained me on how to
9 use it. You know, there were times I asked for certain things,
10 but just -- like troubleshooting guide, but there was nothing
11 really available for that.

12 Q. Troubleshooting because you had problems with it or just
13 in case you did or?

14 A. Well, like if a monorail was -- had problems while he
15 was on the beam, what I needed to do to get him back to the shop.
16 Like what was mentioned earlier about having a door alert while he
17 was on the beam.

18 Q. Okay. And you wanted a clearer procedure on what to do,
19 how to deal with that situation?

20 A. Uh-huh.

21 Q. All right.

22 MR. TURPIN: I never say I'm done, but I'm going to go
23 around the room again, might think of some other things.

24 Richard.

25 MR. ANDREE: No.

1 MR. TURPIN: Mike.

2 MR. BELL: Just have one very fast follow-up question.

3 BY MR. BELL:

4 Q. You mentioned manpower or manpower came up in the
5 conversation. So I'm going to ask you, on the night of July 4th,
6 morning of July 5th, how was the manpower concerning the shop?
7 Were you adequately staffed, understaffed? Did a lot of people
8 call in sick? Did you have extra people -- if you know?

9 A. Yeah. I -- it seemed, I mean, to me it seemed like we
10 had maybe enough, you know. I mean, I can't really make that call
11 because I don't know what they -- I think there was one person
12 out, put it that way.

13 Q. Did it seem -- was it busier than a normal Saturday
14 would have been?

15 A. I don't believe so.

16 MR. BELL: That's all.

17 BY MR. TURPIN:

18 Q. So, yeah, I'll have another question. Back to
19 September, October of '08. We're now into July. So we're talking
20 close to nine months. Pretty much you think every Friday,
21 Saturday or close to that for nine months you've been operating
22 the machine?

23 A. Definitely every Friday, unless I were to call in sick,
24 and for the most part a lot of the Saturdays.

25 Q. Okay. So operating the 8, 9, that's pretty routine for

1 you by now? Bringing the trains in off the Epcot is fairly
2 routine task for you?

3 A. Yeah. Basically, you know, I don't -- Central actually,
4 once I call them with the 8 and 9, then they're the ones that
5 actually dispatch the trains from that part, but I dispatch them
6 from the Magic Kingdom to the Spur, the shop Spur.

7 Q. Once they're on the Spur, then they're yours?

8 A. Yeah.

9 MR. TURPIN: All right. One more time, anybody have
10 anything?

11 We usually open this up now for your input. Do you know
12 if you can think of anything that -- something that might be able
13 to make it safer or prevented this accident or something or any
14 insight you might have?

15 MR. CARR: Well, I mean, I can suggest, you know, a
16 camera be put at 8 for the shop.

17 MR. TURPIN: Okay. Not just at 9, but at 8 too?

18 MR. CARR: Well, you know, the main -- I mean both, but
19 8 would be -- one there would be perfect.

20 MR. TURPIN: All right. Anything else?

21 MR. POTEET: Anything else you want to say?

22 MR. CARR: No.

23 MR. TURPIN: All right, that completes the interview.

24 (Whereupon, the interview of Michael Carr was
25 concluded.)

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 Michael Carr

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