

ENBRIDGE PIPELINES INC.

INTERVIEW

OF

CURT GOESON

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Enbridge Pipelines Inc.

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Operations for Enbridge
Pipelines Inc.

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Safety Board

Rick Gulstad, PE
and Karen Butler For U.S. Department of
Transportation Pipeline and
Hazardous Materials Safety
Administration

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1 INTERVIEW OF CURT GOESON, TAKEN AT 12:06 P.M.:

2 MR. JENNER: Good afternoon. Today is

3 Friday, July 30th, 2010. My name is Stephen

4 Jenner. I'm an investigator with the National

5 Transportation Safety Board in Washington, D.C. We

6 are currently in Edmonton, Canada at the Crowne

7 Plaza Hotel in regards to a pipeline spill near

8 Marshall, Michigan that occurred on July 26th,

9 2010.

10 And I'd like to go around the room and have

11 everyone introduce themselves.

12 MR. GULSTAD: Rick Gulstad, engineer with

13 PHMSA. [REDACTED]

14 [REDACTED]

15 MR. TOLLEFSON: Tyler Tollefson, senior legal

16 counsel, Enbridge Pipelines.

17 MR. GOESON: I'm Curt Goeson, control

18 centre supervisor, Enbridge Pipelines.

19 MS. BUTLER: Karen Butler, PHMSA, regional

20 project manager, [REDACTED]

21 QUESTIONS BY MR. JENNER:

22 MR. JENNER: Curt, would you spell your

23 name for the record, please.

24 A Curt, C-U-R-T; Goeson, G-O-E-S-O-N.

25 Q What is your current position?

26 A My current position is control centre supervisor.

27 Presently today, I'm acting manager as well.

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1 Q Okay. On July 26, were you also in an acting role?

2 A Yeah, that would have been my first day in an

3 acting role while Ian Melligan is away on vacation.

4 MR. TOLLEFSON: Okay, so, Stephen and Rick and

5 Karen, you guys don't have any objection to Curt

6 having sat through all the other interviews, I

7 guess?

8 MR. JENNER: Absolutely not.

9 MR. TOLLEFSON: Thanks a lot.

10 Q MR. JENNER: Who are you currently employed

11 by?

12 A Enbridge Pipelines.

13 Q First I'd like to, if you would, tell me in your

14 permanent position what are your duties,

15 responsibilities?

16 A It's general oversight and responsibility for

17 control centre operations and the shift lead group.

18 Q Okay. In your role as an acting person, what are

19 your duties?

20 A Oversight and responsible for the entire department

21 including the control centre technical services,

22 control centre engineering, and training.

23 Q What is the reason for your acting position?

24 A Our current manager is on vacation.

25 MR. TOLLEFSON: So, Stephen, can we go off the

26 record for a moment?

27 MR. JENNER: Yes, let's go off record.

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1 (DISCUSSION OFF THE RECORD)

2 MR. JENNER: We're going to take a break
3 and return back in one hour.

4 (PROCEEDINGS ADJOURNED AT 12:13 P.M.)

5 (PROCEEDINGS RECONVENED AT 3:27 P.M.)

6 MR. JENNER: Just for the record, there's
7 been a three-hour gap since we last went off the
8 record in our interview with Curt, and we had some
9 other interviews and other matters to attend to, so
10 we will continue now with his interview.

11 FURTHER QUESTIONS BY MR. JENNER:

12 Q MR. JENNER: Curt, you had just given us
13 some background about your permanent position and
14 your role as acting. And if you would, can you
15 just tell me about your history with Enbridge?

16 A Sure. I graduated from school in 1992 and shortly
17 thereafter joined Enbridge in a temporary role at

18 Edmonton terminal in the field as a utility person.
19 And I was employed there approximately two and a
20 half years. At which point in mid-1995, I believe
21 it was, I transferred to the control centre in a
22 full-time role.

23 And like the other stories that you've heard,
24 started out as a trainee for a period of
25 approximately six months and then as a qualified
26 operator. And continued in that role until
27 approximately 2000 when I transferred to gas

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1 control systems, operating the vector system and
2 Enbridge gas distribution and various transmission
3 lines across the system.

4 And shortly -- I was in that role for a couple
5 years, might have been two or three years, and I
6 was promoted into a shift lead role.

7 Q I'm sorry. To a --

8 A Into a shift lead role. Only stayed in that role
9 probably for approximately a year. Transferred out
10 of the control centre into a daytime role referred
11 to as a coordinator position. So that was probably
12 around 2006. Spent approximately a year in that
13 role and was promoted into a supervisory role.

14 Initial -- my initial -- at that time, I guess
15 I would say that that supervisor role was specific
16 to a smaller business unit but in the control
17 centre. And in February of this year, I was

18 transferred into a -- my current supervisory role,

19 which is over the entire control centre.

20 Q Briefly, if possible, can you just discuss some of

21 your duties and responsibilities in your current

22 full-time position?

23 A In my current role, I'm responsible for all the

24 control centre personnel working within the control

25 centre. That includes operators and shift leads.

26 Directly -- my direct reports would include the

27 shift leads, so I'm responsible for their

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1 performance management; I'm responsible for the
2 long-term direction and budget for the control
3 centre department.

4 Q Who is your immediate supervisor?

5 A My immediate supervisor is Ian Melligan.

6 Q What is his title?

7 A Manager, control centre operations.

8 MR. JENNER: Okay, I am going to start off
9 by passing it off to Karen. And would you like to
10 open the questioning?

11 QUESTIONS BY MS. BUTLER:

12 MS. BUTLER: Curt, are you frequently asked
13 to address things like column separation alarms, or
14 does that normally not elevate to your level?

15 A It normally doesn't elevate to my level.

16 Q Okay.

17 A I am on the on-call rotation, and if -- rarely

18 would that ever occur to hit me on my on-call

19 rotation, but if at that time I would be consulted.

20 Q Okay. Has it happened to you before?

21 A Not in -- not in this role, Karen, it hasn't.

22 Q Do you know, are there low alarms in place in the

23 control room such that if a pressure hits a low

24 limit, it alarms to the console?

25 A Yes.

26 Q Do you know if there were any low alarms on this

27 discharge pressure near Marshall that went off?

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1 A I don't know if it was a discharge pressure, Karen.

2 I believe it -- I don't know what pressure it was.

3 It might have been suction or discharge.

4 Q Okay. It could have been suction or discharge, but

5 it did send an alarm?

6 A Yes.

7 Q Okay. All right. Do you know what priority,

8 whether that was a -- you know, a high priority

9 alarm or something else?

10 A I don't know the exact priority, Karen.

11 Q Okay. All right. Have you ever been asked to

12 restart a line after a ten-minute rule exception?

13 A Have I ever been asked?

14 Q Yes, for permission, I guess, to restart a line

15 after they've exceeded the ten-minute.

16 A I'd have to say yes. I don't know the specific

17 time or date, but I know of occasions.

18 Q Okay. And on those occasions, were there, like, a
19 set of things you required as inputs or information
20 that you were requested be exchanged before you
21 felt comfortable making that decision?

22 A Yes.

23 Q Can you talk to me about what those would be?

24 A Depending on the situation, Karen, I would just --
25 I would expect that the rationale made sense, and
26 some of those things would include some history
27 about the shutdown, some history about the

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1 elevation, you know, some -- some decision making
2 behind that current situation, some thought process
3 behind it. Was it -- did it drain? Was it shut
4 down improperly? Has it been shut down for a long
5 time? I would be looking to make some sense out of
6 the reason for the situation.

7 Q Do you think that your previous experience in the
8 control centre would help you make sense of that or
9 help you know the right questions to ask?

10 A In my current role?

11 Q Yes.

12 A No, Karen. I think that tools and procedures and
13 processes are in place so that if that conversation
14 takes place with somebody with a nontechnical
15 background, they can make an informed decision.

16 Q Okay.

17 A Did that answer the question?

18 Q Yeah.

19 A I'm trying not to beat around the bush.

20 Q No, I appreciate it.

21 A Okay.

22 Q I know you've had the advantage of hearing the

23 interviews, so some of this may seem like a moot

24 point.

25 A No. No.

26 Q But I just want to, you know -- I guess the thing

27 I'd like to know is would you have asked anything

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1 specifically in regard to pressures?

2 A Yeah, hindsight; right?

3 Q Right. Is there anything in the procedure that

4 identifies that to your knowledge?

5 A There -- I believe the procedures -- there are

6 procedures or protocol in place to deal with that

7 situation.

8 Q So do they specifically address pressure that

9 you're aware of, or do you just not recall?

10 A No, I'm pretty sure there are specific procedures

11 regarding suspected column sep. or suspected leak.

12 Q Okay. Okay. Shift change and information

13 exchange, are there specifics around that?

14 A Nothing documented like we're headed towards with

15 CRM. It's a -- it's strictly based on what was

16 going on at that time.

17 Q Okay. In listening to the interviews today and

18 yesterday, do you see some issues with your shift

19 change procedures?

20 A I don't see issues with the shift change.

21 Q So it doesn't really concern you if all the

22 information is relayed, or it does concern you that

23 it's related, but that may not be procedure based?

24 A I'd be very concerned about all of the information

25 being relayed, but it's not procedure based.

26 Q Okay. This is a bit unfair because it does put you

27 on the spot a bit, so you can think about it before

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1 you answer. But how would you rate your
2 performance in the control room regarding so many
3 people?

4 A How would I rate my performance?

5 Q Yeah, how would you rate your control room's
6 performance?

7 A Oh. Like, overall or specific to this event?

8 Q Yeah, specific to these issues.

9 A Boy, that is an unfair question.

10 Q Okay, then I'll retract it.

11 A Okay.

12 Q So what I would like to emphasize is that I've --
13 I've heard a lot of things that concern me a little
14 bit.

15 A Yeah.

16 Q And I hope that you have too, and without making
17 you -- I know that you're still in the process of

18 investigating, but I kind of like to have some
19 reassurances that we're going to be addressing some
20 issues. And so without knowing exactly how to ask
21 the question such that you're still in an
22 investigation, you'll want permission to review it,
23 are there any specific ideas that you feel you can
24 share that you plan to implement or things that you
25 know you'll be looking into that you feel
26 comfortable stating on the record?
27 A I can assure you I've also heard some things that

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1 if all of the data lines up the way it's been
2 talked about over the past three days, we will
3 address it. You know, there were some occasions
4 where I thought the conversation was about, you
5 know, loss of pressure. I think that's -- that's
6 important. But I don't think it was ignored. I
7 think the real thing that we'll be addressing is
8 what's normal and what's not.

9 Q Do you think there were any verbal communication
10 issues with the control room on this particular
11 investigation?

12 A No, I don't. I think that -- I think a lot of
13 it -- you know, just listening to the conversation,
14 it may have been interpreted that way, you know,
15 with the two shift leads, someone talking to Bob
16 versus Allister. I think what you lose here in an
17 interview is appreciation for how close they sit

18 together and all those conversations that take

19 place.

20 Q How do you think that all the model and the leak

21 detection elements stay in sync? Do you think --

22 how do you think that's working?

23 A Can you say that again, Karen?

24 Q The model, the hydraulic model, the leak detection

25 system, your SCADA system, maintenance changes, how

26 do you think all of that's staying in sync? I

27 mean, what's your impression of that?

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1 A I think it's good. I don't know any differently.

2 I think the model is good at predicting or

3 detecting column separations.

4 Q Okay. I think there's just -- from my standpoint,

5 you know, I heard some very concerning things but

6 not just on behalf of the operators. I heard them

7 on behalf of your shift leads and how we kind of

8 assumed certain things are somebody else's

9 responsibility.

10 A Yeah.

11 Q And we're checking pressures but maybe not really

12 because if we've been checking them, we probably

13 would have seen zero, but maybe we don't have

14 enough information about what's going on, so I

15 guess what I'm asking you is when you look at

16 communications in the control room versus training,

17 is there anything that surfaced to you through the

18 last couple days?

19 A Communications within -- with people?

20 Q Yes.

21 A Oh, probably, you know, having listened to both the

22 analysts and operators --

23 Q Right.

24 A -- probably some training on roles and

25 responsibilities.

26 Q You think that's defined now?

27 A It is defined.

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1 Q Is that in a specific procedure or --

2 A Documents. There's job profile documents.

3 Q I think there may be some questions later about

4 certain systems and how they have little

5 idiosyncrasies or alarms, but at this particular

6 point, I think I've asked you what I need to or

7 your other interviews have answered those

8 questions.

9 MS. BUTLER: So, Steve?

10 MR. JENNER: Okay.

11 QUESTIONS BY MR. JENNER:

12 Q MR. JENNER: I just need to clarify

13 something that you and Karen were discussing

14 earlier about low alarms near Marshall.

15 A Yeah.

16 Q And you said, yes, it was either suction or --

17 A Based on my review --

18 Q Right.

19 A -- my brief review, yes.

20 Q Right. I didn't hear a time associated with those

21 alarms. I don't know if it was Sunday, Monday.

22 When did these alarms occur?

23 A That would be associated with a shutdown on --

24 Q The initial scheduled shutdown?

25 A Yeah, Sunday afternoon.

26 Q I just wanted to get that clear.

27 A Yeah.

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1 Q How are operators' performance evaluated?

2 A Performance is evaluated, well, in a couple

3 different ways because there's different levels.

4 As a trainee, their performance is evaluated by

5 both their mentors and the training staff and with

6 input from the shift leads.

7 So the training and compliance group are

8 responsible for the trainees' performance

9 (INDISCERNIBLE) with input from others, mentors,

10 shift leads.

11 Once those individuals become qualified, of

12 course they get an automatic promotion to an

13 opp. 2, and then from over -- over the next few

14 years, their performance is evaluated by the shift

15 leads.

16 So the current business unit has our shift

17 leads and their shifts working continuously

18 together, year after year after year, which is a
19 little different than in previous years where
20 everything was always changed on an annual basis.
21 So the shift lead will be responsible for half of
22 the shift.

23 Q Are you familiar with what type of criteria they
24 use to evaluate a high-performing operator versus a
25 low-performing operator?

26 A Well, there's two proponents to it. There's always
27 the technical aspect, and there's the person

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1 component, and they're 50/50. So, you know, the
2 things about initiative and personality and those
3 type of things are half the job, and the other half
4 of the job is technical ability. And that's just
5 through spending time, conversation, coaching.

6 Q And how often are these reviews performed?

7 A As a company, we do them quarterly.

8 Q Okay.

9 A Yeah.

10 Q Who are -- who do you review? Do you review --

11 A Shift leads.

12 Q The shift leads?

13 A Yeah, currently ten shift leads.

14 Q I'm sorry?

15 A Currently ten shift leads.

16 Q What criteria do you use to evaluate their

17 performance?

18 A Well, they are -- they're frontline leaders.

19 Their -- majority of their performance is based on
20 how they coach and how they develop people. Their
21 frontline leadership role is, for the most part,
22 people, and a small component of how they execute.

23 When I say "how they execute," how they
24 execute in response to an emergency event, for
25 example. That's one of their bigger roles. So
26 they're responsible for taking information from the
27 operators and communicating it through the

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1 department and the company. So when I say

2 "execute," I mean execute that.

3 Q Okay. If I'm not mistaken, some of your shift

4 leads have operating experience and some don't?

5 A Yeah.

6 Q Do you see a disadvantage or an advantage to either

7 one?

8 A No. And I expected this question because I

9 heard -- I heard it come up a number of times over

10 the past couple of days. And the old model of

11 where your supervisor was a technical expert is --

12 that's our old model. Our new model is our

13 frontline leaders are people leaders, and to be a

14 true people leader, you don't need to be a

15 technical expert.

16 And so we're in the transition today. We are

17 of a frontline leadership. Some are in that role

18 because they were technical experts in the past.

19 The new ones aren't. We have -- we have shift

20 leads who have only been in the control centre for

21 a year in a terminal operation role, but because of

22 the leadership experience, qualifies them as great

23 shift leads.

24 Q Do you think the operators embrace this model in a

25 sense, or do you think some are -- may call on one

26 shift lead who has operating experience versus

27 another who doesn't have?

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1 A I'd be ignorant to say that doesn't happen.

2 Q Okay.

3 A Just like we have various technical expertise in
4 our shift leads, we have various acceptance levels
5 within our operators. And we have the old staff
6 who think the best people in the world are the most
7 technical.

8 Q Okay.

9 A That's all.

10 Q Okay. And this is just -- okay, no question.

11 If you would just -- we've mentioned it off
12 record, but I'd be interested on just what you plan
13 on doing from here in terms of an internal
14 investigation and what you hope to -- what you hope
15 the end product would be.

16 A Yeah. Well, I'll answer your first question. Our
17 internal investigation will be very similar to what

18 we do here. We'll be taking all the information,
19 establishing a timeline, putting in historical
20 SCADA records and phone conversations and alarms
21 and commands and building a story and to help us
22 find out what happened, when, details as far as
23 when.

24 What I hope that would come out of this is
25 exactly what I -- what I think Enbridge has done
26 for any event of this nature, and that's that we
27 get better, and we will, and that lessons learned

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1 come out of it if there are any -- I'm sure there
2 are -- and that we apply them. We'll be better.

3 Q I know we've discussed it off the record, but we
4 would certainly be interested in your results from
5 this report if you're able to share that with the
6 NTSB and other agencies.

7 A Okay.

8 MR. JENNER: I think that's the questions I
9 have right now. Rick, do you have any?

10 MR. GULSTAD: Oh, a few.

11 QUESTIONS BY MR. GULSTAD:

12 Q MR. GULSTAD: You've been sitting here
13 listening with us, and we've heard a variety of
14 answers from different people, controllers from --
15 starting with Dave to Greg and the shift leads.
16 There's -- there were some inconsistencies in how
17 they answered the questions, and it might have just

18 been the setting but -- like, for example, should
19 controllers have a pretty good understanding of
20 elevation profiles as a controller?

21 A Yes.

22 Q And they should be trained to understand what
23 elevation profile is and how it affects pressures?

24 A Yes.

25 Q And to some degree, they all should understand or
26 be able to define, like, a column separation?

27 A Yes, and they are trained.

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1 Q And they should be able to go to the display and
2 understand what it's telling them, information, or
3 at least understand what the MBS analyst is
4 relaying to them?

5 A Yes.

6 Q And we've heard some good things, I think, from
7 Greg, and it appears to be that he was thinking
8 outside the box, or he was able to come on shift
9 and right away understand that there was an issue
10 and use his historical data to trend that analysis
11 fairly quickly and realize there might have been an
12 issue there.

13 A I wouldn't define it as out of the box.

14 Q Well, we'll just, I guess, rephrase it. Are
15 controllers encouraged to troubleshoot or
16 understand what's happening on their system?

17 A We look to our controllers, operators as the

18 technical experts, and how Greg performed was the

19 norm.

20 Q So they all should be able to do what he did?

21 A Yes.

22 Q Okay. Another question, I mean, is it -- do you

23 know your shift leads well enough that you can pair

24 them, understanding their strengths and weaknesses?

25 A We strategically pair our shift leads.

26 Q So some might be more technically oriented; others

27 might have personal skills or whatever you're using

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1 to strategically do it?

2 A They're not together by mistake.

3 Q Okay.

4 MR. GULSTAD: Those are the questions I

5 have.

6 A Okay.

7 MS. BUTLER: Got a couple more.

8 FURTHER QUESTIONS BY MS. BUTLER:

9 Q MS. BUTLER: The first one is, of all the

10 things that you heard in the interviews, what was

11 the most surprising statement made?

12 A Picture-perfect shutdown, the quote. Maybe I'm the

13 only one that picked that up.

14 Q Was there anything else besides that that kind of

15 surprised you, made you think a little bit?

16 A Not that I can -- I mean, I think throughout the

17 last few days I raised my eyebrows a few times, but

18 I don't actually recall what they are, Karen, to be

19 honest.

20 Q Okay. All right, and have you guys gone through

21 workload studies on the various consoles?

22 A Yeah. We've, as recently as last year, started --

23 we started on that path. We are internally as

24 well. And when I say "we started on that path," we

25 started on that path with an external contractor,

26 and it just didn't work out.

27 But we are -- well, we do it for two reasons

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1 today internally. We do it so that we can properly
2 estimate operating expenses of potential projects,
3 and we do it so that we can properly divide
4 workload up amongst the consoles.

5 So we do things like we track phone calls and
6 SCADA alarms and, you know, phone calls, maneuvers,
7 injections and deliveries and try and get an idea
8 of an equal workload balance across the consoles.

9 Q How does 6B compare?

10 A Again, I think, you know, you have to look at it in
11 normal operation because just like anything, things
12 can always be at 100 percent depending on the
13 event. In normal operation, it's average.

14 Q So it's not your most difficult console?

15 A No.

16 Q Okay. And it's not your easiest?

17 A I wouldn't say it's our easiest.

18 Q Do you strategically determine what operators you

19 put where based on their abilities?

20 A We have. We have. And group one hasn't typically

21 been an area of concern. It probably has the

22 highest experience levels, as you've seen, of the

23 entire control centre.

24 MS. BUTLER: Okay, I think that's all I

25 had.

26 MR. JENNER: Okay, just a couple more.

27 FURTHER QUESTIONS BY MR. JENNER:

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1 Q MR. JENNER: I'm not going to go through my
2 routine of the final questions, but I'm not aware
3 of what days you were working.

4 A Monday to Friday. Monday morning was my first day
5 back after having the weekend off, actually having
6 a three-day weekend.

7 Q So you were off Sunday?

8 A I was off Friday, Saturday, Sunday.

9 Q Okay. So the reason I'm asking, again, for
10 different purposes. You were not -- or were you
11 aware of the -- on Sunday -- realtime so to speak,
12 on Sunday, were you made aware of, for any reason,
13 the scheduled shutdown of the line?

14 A No, I wasn't.

15 Q And there would be no reason for you to be aware of
16 that?

17 A No.

18 Q Okay. On Monday when you came into work, were you

19 aware of the events that were happening on line 6B?

20 A Very. Yeah, very. As -- when I arrived to work, I

21 was made aware in very short time.

22 Q What time do you arrive at work on Monday?

23 A It was probably around quarter after 7, in that

24 time frame, say, on average is when I get to work.

25 Q What were you informed? Who talked to you and what

26 information was communicated?

27 A I walked past Blaine's office, and he was in

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1 talking to everyone, Kelly and Brad I believe, so I
2 stopped in. And at that time, the information that
3 was provided was so they had -- they told me about
4 the two startup attempts.

5 At that time, they had -- they were told
6 about -- I think Greg had already found the
7 pressure or had advised about an abnormal
8 condition, and they were just talking about how to
9 proceed. And they had talked about advising Tom
10 Fridel, the region, to get somebody to walk the
11 line.

12 And the other thing they were talking about
13 was to contact engineering, and the reason for that
14 would be to confirm -- confirm pressures, which I
15 agreed with. And, you know, in the past, we quite
16 often get our engineers not to come in to look at
17 trends but to come in and do calculations on static

18 readings.

19 So those were the two kind of paths that they
20 were headed off, and, you know, I agreed that that
21 was the appropriate direction. I did ask if we had
22 received any emergency calls, and the answer was
23 no. So that was a short -- a short discussion that
24 we had. Because we all thought that in a
25 heavy-populated area like that, we should surely
26 have now received a call in our emergency line by
27 somebody.

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1 So, you know, that was kind of the one -- the
2 one unknown plaguing my mind is that if we truly
3 did put 2,000 cubes on the ground, somebody would
4 have phoned us. But those are the directions we
5 headed off on.

6 Q Were you part of any other decision making until
7 the time of the first call came in?

8 A No.

9 MR. JENNER: Great, thank you.

10 Rick, do you have anything else?

11 MR. GULSTAD: Just one.

12 FURTHER QUESTIONS BY MR. GULSTAD:

13 Q MR. GULSTAD: I'm just going to take the
14 opportunity to ask you, how do you feel about a
15 12-hour shift, or how does the performance -- have
16 you noticed any changes in the performance in the
17 latter part of a shift versus the first part of a

18 shift in terms of controllers' or shift leads'
19 behaviour or possibly misinterpreting something or
20 feeling fatigued? Do you see any of that?
21 A No, I don't. And we track -- we track our events,
22 we call them, not necessarily this type of events,
23 smaller type of things. We track them very closely
24 for that reason, shift change, experience levels,
25 time of the day, and we don't see anything in
26 common like that. And that's 132 people. No.
27 MR. GULSTAD: Okay, that's all.

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1 MR. JENNER: That's all? Okay.

2 MS. BUTLER: Is that all you had, Rick?

3 FURTHER QUESTIONS BY MS. BUTLER:

4 Q MS. BUTLER: Okay, I have one more, and

5 that is, are you tracking anything that would

6 compare your new way of reviewing having shift

7 leads in the control room versus your old way and

8 the number of accidents or responses on behalf of

9 operators?

10 A No, we don't track the old way versus the new way,

11 no. There is no even definite time line between

12 the two.

13 Q So there's really no way for us to know whether

14 this is more effective or less effective based on

15 how we're set up?

16 A As far as having shift leads provide technical

17 support versus being people leaders?

18 Q Right.

19 A No, there's too many -- too other -- sorry, too

20 many other dynamics there, Karen.

21 Q Okay.

22 A In the old technical roles, there was 4 people per

23 shift --

24 Q Okay.

25 A -- and today there's 25.

26 Q But analysis could be done on whether the accident

27 trend in the control room is rising or if there's

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1 been delays in how they respond or certain metrics;
2 right?

3 A I don't see -- I guess I'd have trouble finding
4 that data. I don't even think that data exists
5 other than our major events, and those are very
6 infrequent as they are.

7 Q Okay. Something to think about.

8 MS. BUTLER: Okay, that was it for me.

9 CLOSING BY MR. JENNER:

10 MR. JENNER: Okay. I don't think there's
11 any other questions. Thanks for talking to us.

12 Is there anything that you would like to add
13 to this discussion?

14 A No. I just -- I'm interested in getting going on
15 our -- from an internal perspective, and once I'm
16 done that, I'm sure I'll have a lot more feedback.

17 MR. JENNER: Very good. Okay, thank you

18 again, and we'll conclude the interview.

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20 PROCEEDINGS CONCLUDED AT 4:06 P.M.

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1 CERTIFICATE OF TRANSCRIPT

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5 I, the undersigned, hereby certify that the

6 foregoing pages are a true and faithful transcript

7 of the proceedings taken down by me in shorthand and

8 transcribed from my shorthand notes to the best of my

9 skill and ability.

10 Dated at the City of Edmonton, Province of

11 Alberta, this 12th day of August, 2010.

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18 C. L. Stabbler, CSR(A)

19 Court Reporter

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UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

ENBRIDGE OIL SPILL, *
MARSHALL, MICHIGAN *

Docket No.: DCA-10-MP-007

* * * * *

Interview of: CUIRT GOESON

Date: SEPT 1st, 2010

18 C. L. Stabbler, CSR(A)

19 Court Reporter

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A handwritten signature in black ink, appearing to be 'C. L. Stabbler', written in a cursive style.