

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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ENBRIDGE OIL SPILL
MARSHALL, MICHIGAN

* Docket No.: DCA-10-MP-007

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Interview of: STEPHEN LLOYD

Conference Room
Holiday Inn Express
630 East Chicago Street
Coldwater, Michigan

Thursday,
July 29, 2010

The above-captioned matter convened, pursuant to notice,
at 5:10 p.m.

BEFORE: KARL GUNTHER
Accident Investigator

APPEARANCES:

KARL GUNTHER, Accident Investigator
National Transportation Safety Board

[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

MATTHEW R. NICHOLSON, Investigator-in-Charge
National Transportation Safety Board
Office of Railroad, Pipeline, &
Hazardous Materials Investigations

[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

JAMES BUNN, General Engineer
BRIAN PIERZINA, General Engineer
U.S. Department of Transportation
Pipeline and Hazardous Materials
Safety Administration

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

JAY A. JOHNSON, Senior Compliance Specialist
Enbridge Energy Company, Inc.

[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

TOM TIDWELL
U.S. Fish and Wildlife Service

[REDACTED]

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I N T E R V I E W

(5:10 p.m.)

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3 MR. GUNTHER: I'm Karl Gunther, National Transportation
4 Safety Board. We are investigating an accident that occurred on
5 July 26, 2010 in Marshall, Michigan, the oil spill.

INTERVIEW OF STEPHEN LLOYD

BY MR. GUNTHER:

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7
8 Q. And what I'd like you to begin with is your name,
9 address, and phone number for the record?

10 A. Okay, my name is Steve Lloyd. I'm based out of
11 Edmonton, Alberta. My phone number is [REDACTED]. I'm the
12 team lead for operations training to the operation services
13 development department.

14 Q. What formal training do you have or what are your
15 credentials?

16 A. Oh, my personal credentials?

17 Q. Yeah, or you know, education, whatever, yeah.

18 A. Sure. I have an adult continuing education certificate,
19 industrial instrumentation, electronic engineering. I don't know
20 how deep you want me to go. I'm a flight paramedic as well, but I
21 don't think that really matters.

22 Q. No, not this case. Are you qualified under the
23 company's OQ program?

24 MR. JOHNSON: No, he's not.

25 MR. LLOYD: I am not, no.

1 BY MR. GUNTHER:

2 Q. Could you discuss the procedures you have expertise in?

3 A. Procedures regarding what?

4 Q. I'm assuming you're an expert in training?

5 A. Yes, I am.

6 Q. What type of training do you handle?

7 A. I handle our operations technical training program which
8 is limited to our electricians, mechanics, crossing coordinators,
9 pipeline maintenance, cathodic protection guys.

10 COURT REPORTER: What was that last one?

11 MR. JOHNSON: Cathodic protection.

12 BY MR. GUNTER:

13 Q. Could you describe some actions that an employee of
14 yours would take in response to an oil leak such as what happened
15 in Marshall?

16 A. No, I can't speak to that. That's part of the emergency
17 response training, and I'm not responsible for that.

18 Q. What kind of equipment do your employees have in their
19 vehicle?

20 A. I don't have any employees.

21 Q. Oh, okay. Let's see. What kind of training and testing
22 do your employees undergo regarding actions taken in an oil leak?

23 A. Again, that's under the emergency response training.
24 It's not covered underneath the technical training as it relates
25 to my job.

1 Q. And in technical training, what do you cover then?

2 A. Physically high level maintenance pass on pipe 1.

3 MR. GUNTHER: Okay.

4 MR. PIERZINA: Steve, this is Brian Pierzina with PHMSA.

5 BY MR. PIERZINA:

6 Q. So the technical training, maybe if we focus on
7 electricians and mechanics and some of the tasks that they do. I
8 think, you know, we've discussed today in some of the prior
9 interviews the process of catching a pig at a pumping station
10 where you want to, you know, bypass a station. Is that something
11 that you would coordinate training for those types of individuals?

12 A. I don't specifically coordinate that training, no.

13 MR. JOHNSON: Okay, but what that training would involve
14 is valve operation, verification, communication with the control
15 room, basically remote valve operations, those types of tasks --

16 MR. GUNTHER: Lockout/tag out?

17 MR. PIERZINA: Did you get --

18 MR. LLOYD: So I guess to speak to that, with the
19 technical training program from my end, I do technical training
20 matrixes focused on -- well, what we focus on basically, valves,
21 what is a valve, those kinds of things, just specific procedure
22 associated with I think what you're talking about there, Jay, if
23 that was you --

24 MR. JOHNSON: Yes.

25 MR. LLOYD: -- are covered any procedures or in the U.S.

1 the OQ qualification process, that's correct?

2 MR. JOHNSON: Yes. So, you know, maybe, we're a little
3 gray here, and we ran late today and we weren't able to talk to
4 Cynthia, so maybe a general overview on how are you explaining it
5 to me, how you've educated me as -- you know, you tell me it's
6 like the training is the whys, then the OQ programming, the OQ
7 program does a verification of it, and then the procedures are
8 what they operate, too. Maybe if you could give us the background
9 of that, the core mentality of the Enbridge training program.

10 MR. LLOYD: Okay, so historically folks, the program as
11 it stands today, the training program at Enbridge is very much
12 specific around performance-based training, which entails a
13 checklist-type system, procedure-based system of which a local
14 supervisor would hold a trainee accountable to. So if we're
15 talking about electrical and mechanical, there are specific
16 performance-based training documents of which they'd be signed off
17 on.

18 That PBT system feeds then into the OQ system, which
19 Cynthia and I think it's Jay's group looks after from the
20 regulatory, what is a covered task. The programs that we're
21 currently trying to put in place, and the future direction of our
22 program is actually defining a training matrix around some of
23 those core competencies of everything from valving pressure, level
24 measurement, temperature measurement, welding principles, for
25 example, hand tools, power tools, and that's the process we're

1 working out right now to sort of get in place before the end of
2 the year. We've been working on it for about a year or so, so
3 there's two kind of snapshots in time here. I'm really working on
4 the direction of where training is going, and there is an historic
5 process that is used today around performance-based training and
6 checklist type training, on the job evaluation per se, utilizing
7 supervision in the field with our field guys. Does that help,
8 Jay?

9 MR. JOHNSON: Yeah. So what'd they've asked for is the
10 training records of employees that were basically on-scene when
11 the accident occurred. So we are going to have some technicians,
12 so what we'll be able to provide them is their performance-based
13 training records, PBT. We will all -- you know, and there's
14 levels of PBT depending on, you know, if they do it as part of a
15 team, when they do it alone, and then it moves up into the steps
16 of the operator qualifications, you know, the verbal, the written,
17 and then the performance measures, and then basically they become
18 OQ'd. So that historically is our method, and that's the record
19 you're going to get.

20 The whys, the training matrix that Stephen is talking
21 about now, that's where we're going to, and some of these
22 technicians may have some of that, so there may be some of the new
23 with a lot of the old. So that's the core to our training, and
24 those, like I say, that's the type of records you've requested and
25 you'll be getting.

1 BY MR. PIERZINA:

2 Q. Stephen, Brian Pierzina again. Would you, and I'm
3 sorry, I was thinking about my question while I was asking it, and
4 I should never do that.

5 A. That's okay.

6 MR. BUNN: Brian needs training.

7 BY MR. PIERZINA:

8 Q. So in the situation of this response, you know, I mean,
9 we had basically any available Enbridge personnel deploying boom
10 and whether they were technicians or not, or whether it was
11 specific, you know, one of their specific responsibilities. Does
12 your -- your training program really doesn't get into emergency
13 response; is that correct?

14 A. That's correct. There's actually a full emergency
15 response training program, and I know Jay will be able to point
16 you to the right person there.

17 MR. JOHNSON: And that right person is out of pocket.
18 We have a synopsis for the HAZWOPER training, and they just
19 weren't available this week. They're on vacation, so --

20 BY MR. PIERZINA:

21 Q. So there's an aspect of Enbridge's training program that
22 might be more related to the emergency response that's, you
23 know --

24 MR. JOHNSON: More suitable. So it's kind of a catch
25 22. As I read the request for the records and the people you

1 wanted to see, it was people on site before the accident happened,
2 you know, so I viewed that as is there anything they may have done
3 that contributed to the accident? Now, in the, if you will, if
4 you're looking at -- okay, now put that aside. I think in your
5 interviews with them, my guesstimate is, and I don't -- well, I'm
6 going to say it, you're not finding that they did anything to
7 contribute to the accident. So now, if you want to look at, okay,
8 now we've had the accident; how were the people trained to respond
9 to it, that's a different set of training that Stephen and/or the
10 OQ is going to do. Now we've got oil on the ground. We do
11 HAZWOPER, emergency response; that's a different type of training.
12 That's not the training in the records that were asked for.

13 So that's kind of -- we can certainly, you know, change
14 here in midstream. I don't care. We'll get you more information.
15 And Bryan Christ who we're going to be talking to tomorrow, does a
16 fair amount of that or has been involved in a fair amount of that
17 training for Chicago region. So maybe I'll just kind of --

18 MR. PIERZINA: Okay, so we'll get that covered.

19 MR. JOHNSON: -- put that a little bit here behind his
20 name so we don't forget tomorrow.

21 MR. GUNTHER: All right.

22 BY MR. PIERZINA:

23 Q. Bear with us for just a few seconds. As long as we've
24 got you, I want to make sure, you know, I just want to make sure
25 we don't dismiss you and immediately come up with something that

1 we should have asked. If you can give us just a couple of
2 seconds.

3 A. That's okay. Jay knows my phone number so you can get a
4 hold of me anytime.

5 BY MR. BUNN:

6 Q. Does your training include anything about how to
7 identify a leak on the pipeline?

8 MR. JOHNSON: He's talking about -- okay, the methods of
9 recognizing leaks on the pipeline from a control center
10 standpoint, that's a separate training program in itself that I
11 know they interviewed Jim Johnston who runs that for the control
12 center, so they did that yesterday afternoon. As far as how a
13 person on the ground would do that, that's part of the first
14 responder training, which I don't believe you do, do you Stephen?

15 MR. LLOYD: No, I do not.

16 BY MR. PIERZINA:

17 Q. Steve, this is Brian again. How about recognizing and
18 reacting to abnormal operating conditions?

19 A. Again, emergency response and OQ.

20 Q. Okay. And what I'm talking about are situations where
21 the control center identifies, you know, a sudden operations
22 outside of limits, an abrupt drop in pressure, valve status
23 change, you know, maybe even something like, you know, a sump pump
24 running, you know, excessively long or something like that, are
25 those the types of -- or do you train your technicians in

1 responding to those types of conditions?

2 A. My program, no. Emergency response --

3 MR. JOHNSON: Almost every example you just gave are all
4 defined AOCs in the control center guidelines. You know,
5 unexpected valve closure, loss in pressure, overpressure, you
6 know, if the sump is running too long you get an alarm. All of
7 those things are circumstances that the control center would
8 recognize and then would contact the field person to respond to.

9 MR. PIERZINA: A technician, right?

10 MR. JOHNSON: A technician.

11 MR. PIERZINA: Right, and so my question was related to
12 the technician responding to that condition reported by the
13 control center.

14 MR. JOHNSON: So he would respond to it, repair it if
15 possible, create a repair work order. So maybe I'm missing
16 something here.

17 BY MR. PIERZINA:

18 Q. All right, what type of training do those technicians
19 have in responding to those conditions?

20 MR. JOHNSON: You know, if you have an unexpected valve
21 closure, they're trained for valve operation. If we've got a --
22 you know, they're trained for, you know, the sump level alarms, if
23 it's a high sump, if it's a sump that continues running, or things
24 like that. If we have an overpressure situation, they're going to
25 go out there and they're going to look for, you know, are there --

1 what would cause an overpressure in your station? You know, is
2 your pressure control valve working? So then you'd go in, okay,
3 "Are you operator qualified to work on a pressure control valve?"
4 And then within there there are specific AOCs defining in that,
5 "Okay, you're working on a pressure control valve, and this
6 happens or these things could happen, what would you do?" So
7 that's where we would test the people on the abnormal operating
8 conditions when they're doing a task that they were called out on
9 from the control center.

10 So the control center sees an AOC. The technician goes
11 out there, and then he's been trained as part of that device on
12 these things may happen when you're looking at that valve. So
13 it's kind of a dual AOC. The control center saw it as an AOC.
14 The technician is sent out there to repair it, but he's got a list
15 of AOCs that he may encounter when he's working on that valve for
16 instance. And those are spelled out in the operator qualification
17 procedures, which we're going to give you copies of. I hope I
18 answered your question, Brian.

19 MR. PIERZINA: Yeah. Yeah, and I think we're getting --
20 I think to discuss it further kind of gets off track of, you know,
21 the investigation that we're doing.

22 MR. JOHNSON: Okay.

23 MR. PIERZINA: So, you know, I always reserve the right
24 for another question, Steve, but --

25 MR. JOHNSON: He's not going anywhere, so --

1 MR. PIERZINA: Yeah, I don't have anything right now.

2 MR. GUNTHER: I don't have any.

3 MR. BUNN: Nope.

4 MR. JOHNSON: Well thanks, Stephen. I appreciate you
5 hanging around, and I don't even know what time it is out there,
6 so maybe it's still a normal workday for you.

7 MR. LLOYD: Yeah, it is. It's okay. And, you know,
8 Jay, I am around and all you've got to do is just send me a text
9 and I can -- by a phone if the guys have any other questions, for
10 sure.

11 MR. JOHNSON: And, you know, and Brian may do that to
12 me. I can just see him coming up in an hour or two and going,
13 "You know what I forgot?" So I appreciate that offer, Stephen.

14 MR. LLOYD: Yeah, if you need me you know where I am.

15 MR. JOHNSON: All righty, thanks much.

16 MR. PIERZINA: Thank you.

17 MR. LLOYD: Thanks guys. Have a good day.

18 COURT REPORTER: Do we have his last name?

19 MR. PIERZINA: Close this up. And then you can pull the
20 plug. Oh, you wanted? It's Stephen, p-h, Lloyd, L-l-o-y-d.

21 COURT REPORTER: Thank you.

22 MR. GUNTHER: All right.

23 (Whereupon, at 5:33 p.m., the interview was concluded.)

24

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ENBRIDGE OIL SPILL
 MARSHALL, MICHIGAN
 Interview of Stephen Lloyd

DOCKET NUMBER: DCA-10-MP-007

PLACE: Coldwater, Michigan

DATE: July 29, 2010

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.

Amy Shankleton-Novess
Official Reporter

Kristen Shankleton
Transcriber