

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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ENBRIDGE - LINE 6B RUPTURE IN

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MARSHALL, MICHIGAN

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Docket No.: DCA-10-MP-007

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Telephonic Interview of: DAVID MATTICE

Crowne Plaza Hotel
Edmonton, Alberta
Canada

Wednesday,
February 1, 2012

The above-captioned matter convened, pursuant to notice.

BEFORE: MATTHEW NICHOLSON
Investigator-In-Charge

APPEARANCES:

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

[REDACTED]

BARRY STRAUCH, Ph.D.
Supervisory Investigator
National Transportation Safety Board

[REDACTED]

KAREN BUTLER, Supervisor
Accident Investigations
PHMSA

[REDACTED]

JAY JOHNSON, Supervisor
U.S. Compliance
Enbridge Pipelines

[REDACTED]

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of David Mattice:		
By Mr. Nicholson		5
By Dr. Strauch		7
By Ms. Butler		11
By Mr. Johnson		13
By Mr. Nicholson		16
By Dr. Strauch		19
By Ms. Butler		20

I N T E R V I E W

1
2 MR. NICHOLSON: This is NTSB Pipeline Case Number DCA-
3 10-MP-007, Enbridge Energy July 2010 crude oil release in
4 Marshall, Michigan. These are the Human Factors Group interviews
5 being conducted at the Crowne Plaza Hotel in Edmonton, Alberta,
6 Canada. Today is Wednesday, February 1st, 2012.

7 This interview is being recorded for transcription at a
8 later date. Copies of the transcripts will be provided to the
9 parties and the witness for review once completed.

10 For the record, Dave, please state your full name with
11 spelling, employer name and job title.

12 MR. MATTICE: David Mattice. D-a-v-i-d, M-a-t-t-i-c-e.
13 Employer is Enbridge, Incorporated.

14 MR. NICHOLSON: Job title?

15 MR. MATTICE: Control center operator.

16 MR. NICHOLSON: Okay. And for the record please provide
17 a contact phone number and e-mail address -- work number and
18 e-mail address that you can use.

19 MR. MATTICE: [REDACTED] E-mail is

20 [REDACTED]
21 MR. NICHOLSON: Okay. Dave, you are allowed to have one
22 other person of your choice present during this interview. The
23 other person may be an attorney, friend, family member, co-worker
24 or no one at all. If you would, please indicate whom you've
25 chosen to be present during this interview.

1 MR. MATTICE: No other person present.

2 MR. NICHOLSON: Okay. We'll now go around the room and
3 have each person introduce themselves for the record. Please
4 include your name and spelling, employer's name and contact phone
5 number. I'll start.

6 My name is Matthew Nicholson, M-a-t-t-h-e-w, N-i-c-h-o-
7 l-s-o-n. I am the NTSB IIC. My phone number [REDACTED] My
8 e-mail is [REDACTED]

9 MR. JOHNSON: Jay Johnson, Enbridge, Supervisor of U.S.
10 Compliance. [REDACTED] [REDACTED]

11 MS. BUTLER: Karen Butler, K-a-r-e-n, B-u-t-l-e-r. I'm
12 the Supervisor of Accident Investigations for PHMSA, which is the
13 Pipeline and Hazardous Material Safety Administration [REDACTED]
14 [REDACTED]. I can be
15 reached at [REDACTED]

16 DR. STRAUCH: I'm Barry Strauch with the NTSB.
17 B-a-r-r-y, S-t-r-a-u-c-h. My e-mail is [REDACTED] My
18 phone is [REDACTED]

19 INTERVIEW OF DAVID MATTICE

20 BY MR. NICHOLSON:

21 Q. Okay. Dave, to begin with maybe we can start with maybe
22 some background information. If you could, tell us maybe places
23 you've worked or experience you had prior to coming to Enbridge,
24 when you started at Enbridge, and what console you work on.

25 A. Prior to Enbridge I was a chemical plant operator for

1 Erkel (ph.) Worldwide. I did that for about 10 years. Prior to
2 that, I went to university for 4 years, got a bachelor of
3 commerce. And I've been with Enbridge for 5 years as a control
4 center operator working on the Griffith and Hardisty/Kerrobert
5 consoles.

6 Q. Okay. And if you could on the notepad in front of you,
7 if you could just show me where your pod is in relation to the 6B
8 pod so we have sort of a frame of reference?

9 A. At the time of the incident?

10 Q. At the time of the incident, please, yes.

11 A. 6B.

12 Q. And where would the MBS or Line 4 --

13 A. Line 4 would be here.

14 Q. And MBS would be where?

15 A. MBS has their own console.

16 Q. It's that side? Okay.

17 A. It's at the front of the room.

18 Q. Okay. So, you're to the right of the 6B?

19 A. Right. This is Hardisty here.

20 Q. Okay. Can you just label yours? You're the X, right?

21 A. We're Griffith.

22 Q. Yeah, your Griffith. And that's a terminal?

23 A. Terminal.

24 Q. Okay. Okay, terrific.

25 MR. JOHNSON: GT is Griffith.

1 MR. MATICCE: Right. Yeah, I was -- I'll fill that in
2 after --

3 MR. JOHNSON: Yeah.

4 MR. MATICCE: Okay.

5 MR. NICHOLSON: Barry, if you'd like to --

6 DR. STRAUCH: Okay.

7 BY DR. STRAUCH:

8 Q. What is your degree in?

9 A. Commerce.

10 Q. Okay. Do you apply your degree at all in your current
11 position?

12 A. We have to optimize the process, so that's about -- but
13 the education definitely helped.

14 Q. Okay. In what way?

15 A. Mathematical terms that we use there, organization,
16 learning.

17 Q. Okay. What made you leave your previous employer?

18 A. It got closed, shut down.

19 Q. I see (indiscernible).

20 A. Yeah.

21 Q. How would you compare Enbridge's management with your
22 previous employer's?

23 A. My previous employer was a very small family-owned
24 business, so it was -- I guess, you were -- had access to
25 management daily, whereas Enbridge you're less inclined to see

1 management every day.

2 Q. Okay. Because it's bigger?

3 A. I think bigger, yeah. Bigger is probably the reason,
4 yeah.

5 Q. Okay.

6 A. Management lived with us in my old place, like they were
7 in the same building seeing everything like it was --

8 Q. Okay. Have you seen any changes in the style of
9 management in the control room in the 5 years you've been with
10 Enbridge?

11 A. Different hierarchy, I guess. You have more shift
12 leads. Now we're going to tech leads to help out with things
13 and --

14 Q. And this is post-Marshall?

15 A. Post-Marshall, yeah.

16 Q. You see any changes before Marshall?

17 A. Just growth in the room. I think we've increased the
18 shift lead size and --

19 Q. And by shift lead size, you mean the --

20 A. The number of shift leads per operators in the room.

21 Q. That increased?

22 A. Yeah.

23 Q. Okay. Did you ever witness controllers criticizing
24 operators at Enbridge?

25 A. No, not personally.

1 Q. Okay. How would you characterize the way women
2 operators are treated at Enbridge?

3 A. Very good, the same as men.

4 Q. The same as men?

5 A. Yeah.

6 Q. Okay. Were you working at the time of the accident?

7 A. Yes.

8 Q. Okay. And what shift was yours and when did that occur
9 in relationship to the accident? Were you working day, night?

10 A. It was a long time ago. Night shift, I believe.

11 Q. Who was the Line 6B operator at the time when you were
12 on duty?

13 A. Tim Chubb.

14 Q. What was your impression of Tim as an operator?

15 A. Very good operator.

16 Q. Now, his pod mate was Ghazal Derhami?

17 A. Yes.

18 Q. Okay. How would you characterize her?

19 A. She was, she was good too, and I'm talking in terms of
20 how they applied to my job.

21 Q. Um-hum.

22 A Like we expect certain things from the line operators
23 and they both were equally good.

24 Q. Okay. How do you feel they got along?

25 A. I'm not quite sure of that.

1 Q. You're not quite sure how well they got along or --

2 A. Yeah. We're focused on -- this is a busy terminal and
3 I'm focused on that. It's hard to comment on something like that.
4 I couldn't.

5 Q. Okay. Because you don't have enough information?

6 A. Correct.

7 Q. Okay. Who were the shift leads that were on duty at
8 that time?

9 A. Darren and Aaron, I think.

10 Q. Okay. Aaron Zimmel, how would you characterize him as a
11 supervisor?

12 A. Darren was my specific supervisor, so Aaron was more of
13 a -- I guess I'd call it a friend.

14 Q. Okay. Okay, well, let's go with Darren, then. What
15 kind of supervisor was he?

16 A. I thought he was an excellent supervisor, very
17 professional and attentive to my needs.

18 Q. And were you able to observe Aaron as a supervisor?

19 A. Aaron, I seen almost similar to Darren. They're very --
20 they've got a lot of things in common, and I saw similar
21 characteristics between the two.

22 Q. Do you have any interaction with the MBS analyst who was
23 on duty at that time?

24 A. That day, that night or --

25 Q. Yes.

1 A. No.

2 Q. No. Okay. And in general?

3 A. Terminals, you don't deal with MBS a whole lot.

4 Q. Okay.

5 A. They don't have the models for the terminals.

6 Q. So you wouldn't have much interaction?

7 A. Not very often, unless a flow meter went on our terminal
8 or something that affected their system. That's when we would --

9 DR. STRAUCH: That's all.

10 BY MS. BUTLER:

11 Q. So you would have been operating on an adjacent console
12 on the evening of the accident. Do I have that right?

13 A. Correct.

14 Q. Okay. And so when you would have come back in for your
15 next shift, were you surprised that people had been pulled out of
16 the room?

17 A. I can't even remember that far back.

18 Q. Okay. That's fine.

19 A. Would I have been surprised? If you have a big leak
20 normally people get -- you know, you get -- or try to figure out
21 what happened.

22 Q. Okay.

23 A. So, it would not surprise me.

24 Q. So, based on what happened and things that you know have
25 happened on a go-forward basis --

1 A. Right.

2 Q. -- since then, is there anything that strikes you as
3 unusual that somebody wasn't pulled out of the room or something
4 else didn't occur?

5 A. I haven't really focused on it that much. I --

6 Q. Okay.

7 A. You know, the length of time is surprising to me. That
8 was -- that's definitely on my --

9 Q. Okay. So the length of time people are out of the room
10 or --

11 A. For sure. These are my co-workers, so I'm, you know,
12 concerned about them and --

13 Q. Okay.

14 A. Yeah.

15 Q. Are you aware of any time that somebody might have asked
16 to change who their pod mate was?

17 A. Since I've been there?

18 Q. Yes.

19 A. I think there was one instance where a couple that got
20 together asked to go on the same shift and they -- I don't think
21 it worked out for them.

22 Q. Okay.

23 A. So, now they went to Calgary and they're working for the
24 operations department.

25 Q. Okay. So, if somebody were to want to change who their

1 pod mate was or their shift rotation, how would they go about
2 doing that?

3 A. How would I go about doing that?

4 Q. What do you think would be the process by which you
5 might do that?

6 A. My process would be to go to Al Baumgartner and ask
7 for --

8 Q. Okay.

9 A. Like I wouldn't hesitate to go to management for
10 something that was important to me.

11 Q. Okay. So, you might just go straight to Al and say,
12 hey, I think this might be an issue, is there any chance --

13 A. I wouldn't -- I wouldn't feel pressured not to go to Al.

14 Q. Okay.

15 A. It's still an open-door policy. That's how I've always
16 been treated there, so --

17 Q. Okay.

18 A. Yeah.

19 Q. Do you think that decision would ultimately be up to Al?

20 A. I'm guessing it would probably be with Al, Blaine, the
21 shift leads, to see if they could accommodate me. I don't know.
22 I've never asked for that.

23 MS. BUTTLER: Okay. That's great. That all I needed.

24 MR. NICHOLSON: Jay?

25 BY MR. JOHNSON:

1 Q. Yeah. I'll follow up on that a little bit. So, open-
2 door policy, I mean that's the way you view it?

3 A. Yes.

4 Q. I'm guessing the new control center has helped that,
5 based on location?

6 A. Yeah, I think so, yeah. We see -- or, well, I've seen
7 Al a lot. Since Al got hired on, I've seen him quite a bit.

8 Q. Because I know the old -- well, I can think everyone's
9 got to see the old control center. It didn't promote that as
10 much --

11 A. No.

12 Q. -- but you still felt like you could go down the hall
13 and talk to Al?

14 A. I still did, yeah, personally.

15 Q. So, is that -- obviously -- let's see, how am I trying
16 to question it. How did you -- I mean, you've been around 5
17 years, how did you -- how was that instilled in you? I mean, what
18 caused you think that that was just what you could do? I think
19 it's great, but just what caused --

20 A. The open-door policy?

21 Q. Yeah.

22 A. We were told that as soon as we got hired.

23 Q. Okay.

24 A. I think Curt Goeson was in my interview meeting, and Ian
25 Milligan, and they emphasized that at my interview. And then it

1 -- I think proximity to the control group is huge. Like that's
2 how it was in my old place, you know, management was right there
3 with us and they walked around whenever they felt necessary. In
4 the old place it was, you know, they're in a hallway and it's just
5 not as easy to make the rounds, and we see it all the time now.

6 Q. Okay.

7 A. Which is kind of nice.

8 Q. So you're on the Griffith Terminal?

9 A. Yeah.

10 Q. I know that. How -- so you bounce between Griffith and
11 Hardisty or pretty much on Griffith?

12 A. Usually days to nights, we -- if you have a cross-
13 trained partner, you'll switch back and forth.

14 Q. Okay. So, how are those consoles? What do you operate
15 -- I mean, Griffith, you have Griffith/Hartsdale. What else are
16 -- is that --

17 A. Mokena/Lockport. There's deliveries going to BP.
18 There's line 62 coming in. It's a busy console.

19 Q. Yeah. So, too busy or just what --

20 A. Griffith is just about right.

21 Q. Okay.

22 A. Yeah.

23 Q. You know that I'm going somewhere. So Hardisty is?

24 A. Hardisty right now is a little too much.

25 Q. A little too much?

1 A. In my opinion, yeah.

2 Q. Okay. And Hardisty is what else? I mean --

3 A. Kerrobert/Hardisty, but it's a very complicated
4 terminal.

5 Q. Okay. But Griffith is --

6 A. Griffith is pretty straightforward.

7 MR. JOHNSON: All right. That's all I have. Thank you.

8 BY MR. NICHOLSON:

9 Q. I was curious when you said you would go straight to
10 Al Baumgartner. Why wouldn't you go to Curt or Blaine? Why would
11 you go up to Al?

12 A. Well, it depends on -- yeah -- either or. To me,
13 Blaine, Al, upper management. They can make a decision.

14 Q. So, it wasn't a specific reason?

15 A. No, it was just upper management.

16 Q. Okay. And did I hear you say you were on shift on the
17 26th, right, with Tim Chubb?

18 A. That night of the Marshall?

19 Q. Right.

20 A. Yes.

21 Q. The start-ups. Okay.

22 A. Yes.

23 Q. I didn't hear you describe, or maybe no one asked, if
24 you could describe what you observed over in Tim's cube. Were you
25 aware of the activity and the difficulties of the start-up?

1 A. Yes.

2 Q. Okay. Can you talk a little bit about what was going on
3 over there? Do you remember?

4 A. My terminal supplies the oil to 6B.

5 Q. Um-hum.

6 A. So I was aware when he's stopping and starting a pump.
7 So, as far as that goes, he would ask me to start a pump or stop
8 it. I can't remember exactly --

9 Q. So, prior to each start-up he has to call you?

10 A. That's right.

11 Q. You're the booster pumps?

12 A. That's right.

13 Q. Okay.

14 A. Yeah.

15 Q. Okay. And so, you knew -- certainly you were aware of
16 the first start-up. But on the second start-up, did you have any
17 questions or concerns over that? Did you express any concerns?

18 A. No. I'm running the terminal.

19 Q. Okay.

20 A. And basically that's my responsibility. I got lots
21 going on and --

22 Q. Uh-huh.

23 A. -- if we're starting 6B I'll start the booster, monitor
24 what I have to monitor, and then we go from there.

25 Q. So, you weren't aware of the issues he was having?

1 A. Well, I was aware that they were discussing stuff, but
2 that's, you know, that's pipeline stuff that I'm just not up to
3 speed on.

4 Q. Okay. All right. So, you stayed out of it?

5 A. Yeah.

6 MR. JOHNSON: So, maybe I -- so, when you start your
7 boosters, and you can -- he's starting mainline pump, so you're
8 seeing that, so he's basically -- you know, he's taking your oil?

9 MR. MATTICE: He's taking my oil. The pressures look
10 good on my end. I can focus on --

11 MR. JOHNSON: So, what he's seeing is normal. It's
12 obviously --

13 MR. NICHOLSON: No, I understand.

14 MR. JOHNSON: Okay.

15 BY MR. NICHOLSON:

16 Q. Yeah, you're feeding his -- you're the boosters into --

17 A. Feeding his --

18 Q. -- suction line on the Griffith side.

19 A. Yeah.

20 Q. I got it. But you never at any point pulled up the 6B
21 pipeline just to see what was going on?

22 A. No. No, we don't pull up the pipeline at the terminal.

23 Q. Okay.

24 MR. NICHOLSON: Okay. That's all I've got. Barry?

25 DR. STRAUCH: Yeah, just to follow-up on some of the

1 questions.

2 BY DR. STRAUCH:

3 Q. So, you were told during your orientation or training
4 it's open-door policy?

5 A. Right.

6 Q. Okay. You know, a lot of people are told that when they
7 start and then they find out there are companies that, in fact,
8 it's not that way.

9 A. Right.

10 Q. What was it about the practices at Enbridge that led you
11 to believe that, in fact, that was the way it was?

12 A. Blaine always had an open door when I went to talk to
13 him. I spoke to Ian Milligan several times. I can't remember
14 regarding, but --

15 Q. Okay.

16 A. You know, I, as an experienced operator, I just -- it
17 didn't bother me to approach management that way.

18 Q. Now, you came in with 10 years of experience, but there
19 were a lot of people that were hired since you joined Enbridge --

20 A. Correct.

21 Q. -- who were relatively inexperienced. Do you think they
22 shared the same feeling that you did, that they could walk into
23 Blaine or Curt or Al's office also with, you know, relative ease?

24 A. I don't see why not. It could be personality, you know,
25 if someone doesn't feel comfortable doing that.

1 Q. What about -- was it possible that people who did see
2 them or others could be become labeled as complainers or
3 dissenters or disgruntled or so on?

4 A. I couldn't comment. I didn't feel like I was deemed a
5 complainer when I went to speak to anybody.

6 Q. Do you know of others who were labeled that way?

7 A. You know what, these two terminals keep me focused
8 enough.

9 Q. Okay.

10 A. You know, I don't -- there's not a lot of time to listen
11 to stuff that goes on in the control room.

12 Q. Um-hum. Okay. All right, thank you.

13 MS. BUTLER: A couple things.

14 BY MS. BUTLER:

15 Q. The night that you would have been on with Tim, do you
16 recall anybody ever talking about the fact that there might have
17 been a leak?

18 A. A year and a half ago, I don't recall.

19 Q. Okay. Then in your time that you've been there, have
20 you ever had an occasion where you witnessed somebody coming out
21 of management's office -- it could be Curt; it could be
22 Blaine; it could be Al -- and they were crying?

23 A. Crying?

24 Q. Yes.

25 A. No.

1 MS. BUTLER: Okay. Thanks.

2 MR. NICHOLSON: Back to you, Jay.

3 MR. JOHNSON: I am done. Thank you.

4 MR. NICHOLSON: You're done?

5 DR. STRAUCH: None for me.

6 MS. BUTLER: That's it.

7 MR. NICHOLSON: Okay. I guess we'll conclude this
8 interview at that point. Thanks so much, David, for coming in.

9 (Whereupon, the interview 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: ENBRIDGE - LINE 6B RUPTURE IN
MARSHALL, MICHIGAN
Interview of David Mattice

DOCKET NUMBER: DCA-10-MP-007

PLACE: Edmonton, Alberta, Canada

DATE: February 1, 2012

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

Aileen Hajmosi
Transcriber