



SURVIVAL FACTORS HIGHWAY

ATTACHMENT 13

OFD ENGINE 63 and ENGINE 64 INTERVIEWS

HWY15MH006

(37 pages)

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

Investigation of: *

METROLINK GRADE CROSSING ACCIDENT *

OXNARD, CALIFORNIA * Docket No.: HWY-15-MH-006

FEBRUARY 24, 2015 *

Interview of: CAPTAIN 1

- FF 1
- ENGINEER 1
- CAPTAIN 2

Oxnard, California
Wednesday,
February 25, 2015

The above-captioned matter convened, pursuant to notice.

BEFORE: NTSB INVESTIGATOR, Ph.D.
Survival Factors Investigator

APPEARANCES:
NTSB INVESTIGATOR, Ph.D., Survival Factors Investigator
National Transportation Safety Board

INTERVIEW

UNIDENTIFIED SPEAKER: -- with us. We have to give you that option. Does anybody feel you need that option?

UNIDENTIFIED SPEAKER: (indiscernible) right here.

UNIDENTIFIED SPEAKER: Or you can call each other your representatives for all we care, okay? Thank you.

NTSB INVESTIGATOR: Okay. So, first, just to get to -- so I know who's here, tell me -- we'll just go down the list and tell me what unit you were on, what your position was on that

unit, and then what your position in the -- like firefighter EMT or captain or whatever it is your role is.

CAPTAIN 1: CAPTAIN 1, and I'm a captain on Engine 64.

NTSB INVESTIGATOR: Okay.

FF 1: FF 1, firefighter on Engine 64.

NTSB INVESTIGATOR: And that's -----?

FF 1: Y.

NTSB INVESTIGATOR: -----?

FF 1: Yes, sir. That's right. You got it right.

UNIDENTIFIED SPEAKER: We got all your movies.

(Laughter.)

FF 1: You're probably tired of them right now.

UNIDENTIFIED SPEAKER: It never gets old.

FF 1: And I actually was moved to safety officer later on in the incident, too.

NTSB INVESTIGATOR: Okay. Yeah, that's right. I knew I -- I knew I had seen your name somewhere.

FF 1: Yeah, I got -- once they realized I was on overtime, they relieved me about 1:00.

UNIDENTIFIED SPEAKER: Really? Wow.

FF 1: They told me to stick around, if I could stick around, and then so they could bump county people out.

NTSB INVESTIGATOR: Okay.

ENGINEER 1: I'm ENGINEER 1, and I was the engineer on Engine 63. Driver.

NTSB INVESTIGATOR: Engineer/driver 63.

ENGINEER 1: Yes. And that is my position in -- engineer and --

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: And CAPTAIN 2. And I was captain on 63, and that's my regular assignment at well.

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: Let me get your seniority, years on the job, roughly?

CAPTAIN 1: Nineteen here at Oxnard, 27 in the fire service.

UNIDENTIFIED SPEAKER: Total? Twenty-seven total?

MR. FF 1: Three years here, 6 years total.

ENGINEER 1: Ten years.

CAPTAIN 2: Ten years.

UNIDENTIFIED SPEAKER: Okay. Thank you.

INTERVIEW OF CAPTAIN 1

NTSB INVESTIGATOR: Cool. Okay. So I think where we'll start is -- I guess we'll start with you. Describe when you got dispatched, how you got to the scene, if there were any issues with that; once you got on scene, you know, basically just describe your experience -- your roles, responsibilities --

(Phone ringing.)

UNIDENTIFIED SPEAKER: Sorry.

CAPTAIN 1: We were actually dispatched on when there was an upgrade. The call actually came down as a first alarm --

NTSB INVESTIGATOR: Oh, and just for the tape, so we're speaking first with CAPTAIN 1, CAPTAIN 1. Okay, go ahead.

CAPTAIN 1: Yeah. So, and once the first engine company got on scene, the -- our battalion chief requested four additional engines, and we were the first engine to respond after that, on the enhanced response.

We were given instructions to respond on Rice Avenue north of 5th Street. Once on scene, when we were trying to get a -- an assignment, and due to the radio traffic, it took a couple minutes before we actually got an assignment. And our assignment was to help with the rescue group. And the rescue group was -----, who was -- Truck 68?

NTSB INVESTIGATOR: Yes.

CAPTAIN 1: So I reported to Truck 68 captain, and at that point we decided to make a captain in charge of each railcar. So --

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And Engine 63 is Engineer ----- . Captain CAPTAIN 2 were already in Car 211, so we divided it up by numbers, and I was in charge of Car 211.

NTSB INVESTIGATOR: Okay. So Car 211 was CAPTAIN 1, and then do you know -- and then, yeah, so we have a little diagram like this.

CAPTAIN 1: Yeah, you would ask.

UNIDENTIFIED SPEAKER: The media's good for something, right?

CAPTAIN 1: Yeah.

NTSB INVESTIGATOR: All right.

CAPTAIN 1: So we were in this car here.

NTSB INVESTIGATOR: And then can you tell me the captains of the other ones that were assigned?

CAPTAIN 1: I have no idea.

NTSB INVESTIGATOR: Don't know?

CAPTAIN 1: I don't even -- no, I was -- this is my little piece of --

CAPTAIN 2: The next guy that's coming down, ----- on Truck 68, he'll be able to give you that, and he was in charge of the rescue group.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So he's going to be able to give you that information.

NTSB INVESTIGATOR: Great. Okay.

CAPTAIN 1: Yeah, because at this point that -- we assigned -- I was assigned 211. I did -- that's it. That's all I --

NTSB INVESTIGATOR: Right.

CAPTAIN 1: I ended up moving patients from there to the rescue -- to the treatment areas. And then I came in and then I was -- then we started running short of people and then I went inside to help.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: Once inside, we -- I think the farthest I got back there was probably, what, the stairs. Because you guys were already there. So -- yeah, so it was probably the stairs. They ended up passing the patients on that were on a C-spine that were on boards. Prior to that, we had anybody that was -- that could walk or kind of we carried out -- we had several people with broken legs and a couple people with broken arms that we actually carried out of the train.

NTSB INVESTIGATOR: So you guess how many people with broken legs?

CAPTAIN 1: Well --

CAPTAIN 2: Right, one of the ones that we carried out ----- and I carried out, she was complaining of like leg pain, but it was just upper leg. And if it was broken, she wouldn't have let us move her the way we did. So, you know --

NTSB INVESTIGATOR: So these weren't big compound fractures?

CAPTAIN 1: Yeah.

UNIDENTIFIED SPEAKER: They were not big.

CAPTAIN 1: Oh, no, no. These weren't open, these weren't -- yeah, these were -- and maybe, most of them would probably -- I would classify as sprains, wouldn't you?

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: Or deformities.

CAPTAIN 1: Yeah.

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: Nothing obvious, at least.

CAPTAIN 2: Yeah, we were anticipating a lot more blood and guts and gore than what we saw. It was actually really clean.

NTSB INVESTIGATOR: Okay. So then -- so you first helped move patients to the triage area, then you --

CAPTAIN 1: To treatment areas.

NTSB INVESTIGATOR: To the treatment areas, okay.

CAPTAIN 1: Triage had already been done.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: I'm assuming you guys did the triage, right?

UNIDENTIFIED SPEAKER: No.

CAPTAIN 1: No?

UNIDENTIFIED SPEAKER: No.

UNIDENTIFIED SPEAKER: (indiscernible) 65, because ----- was (indiscernible)

--

CAPTAIN 1: Okay.

UNIDENTIFIED SPEAKER: He came with me, together.

UNIDENTIFIED SPEAKER: Yeah, 65, I think, was there first.

NTSB INVESTIGATOR: Yeah, so we talked to those guys earlier.

And then so -- and then you passed patients out --

CAPTAIN 1: Well, the train was on its side.

NTSB INVESTIGATOR: Um-hum.

CAPTAIN 1: So -- and the end that we ended up passing the patient was this end here, the end of the train. Where the doors -- the doors were open and so we just started passing patients through.

NTSB INVESTIGATOR: And that is the -- that's the west side, right?

CAPTAIN 1: Let's see, that'd be east side.

UNIDENTIFIED SPEAKER: Yeah. Okay, so I'm going to mark this side 11 east --

UNIDENTIFIED SPEAKER: East and west.

UNIDENTIFIED SPEAKER: That's west, okay.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: So -- and then, yeah, so once we got the patients that were able to walk and then -- or stumble out, and then we carried them, carried them out. I probably carried three or four people at least. And we just -- I carried them a short distance and then we passed them off to the people that were basically stretcher bearers.

NTSB INVESTIGATOR: And so, and those were --

CAPTAIN 1: Firefighters.

NTSB INVESTIGATOR: -- firefighters as well. So you set up like a little system where you take the guys out of the -- immediately out of the car --

CAPTAIN 1: Right.

NTSB INVESTIGATOR: -- to the guys waiting with the gurneys. Pass them to them, they put them on the gurneys, and then they are --

CAPTAIN 1: Put them on backboards or stretchers or anything, anything they could use at that point.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And then -- so then once I got back to the train that was -- I probably carried three people. And then after the third or fourth person, I ended up -- we had to get inside because they needed additional hands inside. And that was when we started to C-spining people.

NTSB INVESTIGATOR: Okay. And about how many people do you think you C-spined inside?

CAPTAIN 1: I wouldn't even know.

Do you guys have any --

UNIDENTIFIED SPEAKER: (indiscernible)?

CAPTAIN 1: I didn't go downstairs. We -- I stayed upstairs. You guys did all the C-spining and then you just passed the boards on. They basically passed the boards on to us, is what happened.

CAPTAIN 2: Yeah, we did --

CAPTAIN 1: I don't even know how many.

CAPTAIN 2: I think we C-spined three people, but there was two additional people in that carriage that were C spined, I think, by like maybe people you've already interviewed. Because you interviewed Engineer [REDACTED]?

CAPTAIN 1: Rescue Truck 61.

UNIDENTIFIED SPEAKER: Truck 61.

CAPTAIN 1: 61, yeah, because he was in there with us also.

CAPTAIN 2: So he was in there, and so he kind of eyes on the -- you know, the train was on its side. He had eyes on the people down below, and he was taking care of those. And then we kind of got on the carriage and just sort of started, like, picking up people from right where we -- right where they lay kind of thing, to make room.

NTSB INVESTIGATOR: Um-hum.

CAPTAIN 2: And so I think we -- [REDACTED] and I C-spined three. We removed another one who had upper leg pain, and then there was three other walking wounded that we kind of assisted out: two that were downstairs and one that was upstairs.

NTSB INVESTIGATOR: Okay.

FEMALE SPEAKER: So what do you mean by upstairs and downstairs?

UNIDENTIFIED SPEAKER: Sorry. Like when it's on its side --

FEMALE SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: -- so there was -- you know, the car was split in two. So it like, to me, it was down lower on -- so --

UNIDENTIFIED SPEAKER: You go (indiscernible) --

(Simultaneous conversation.)

CAPTAIN 1: Lower level on an upright, on an up-righted car.

NTSB INVESTIGATOR: Yeah, double-decker --

FEMALE SPEAKER: So it's like right/left side of the car, actually?

UNIDENTIFIED SPEAKER: Exactly.

NTSB INVESTIGATOR: Left and right.

UNIDENTIFIED SPEAKER: And left turn versus right turn as you're looking into the end door.

UNIDENTIFIED SPEAKER: Right. Yes.

UNIDENTIFIED SPEAKER: And that was upright, it would be the top and the bottom floors.

UNIDENTIFIED SPEAKER: Correct. Because it wasn't completely horizontal, the left side was higher than the right side.

UNIDENTIFIED SPEAKER: Oh, so it was slight --

UNIDENTIFIED SPEAKER: Does that make sense?

UNIDENTIFIED SPEAKER: -- slight tilt to the car.

UNIDENTIFIED SPEAKER: Slight tilt to the car. So it made it appear higher.

FEMALE SPEAKER: So you are -- okay, so these are bi-level cars, and when you walk in the end, if it's upright, you're on one level --

CAPTAIN 1: Yes.

FEMALE SPEAKER: -- and then it goes down and it goes up. So are you still talking about the up and down when it's on its side?

CAPTAIN 2: Okay. No, so it was -- so the --

NTSB INVESTIGATOR: They weren't more upside down than they were right side up? Or were they more right side up than they were --

CAPTAIN 1: They were completely horizontal.

CAPTAIN 2: They're actually more upside down, slightly like tilted towards the roof.

FEMALE SPEAKER: Oh, okay. Okay.

CAPTAIN 2: So the carriage were tilted towards the roof.

NTSB INVESTIGATOR: So when you're saying that's --

UNIDENTIFIED SPEAKER: So if someone's approaching upside down completely. It was in -- kind of in that direction.

CAPTAIN 2: Yeah, it was only just a little past --

UNIDENTIFIED SPEAKER: Just beyond horizontal.

CAPTAIN 2: Right.

NTSB INVESTIGATOR: But so when you're saying upside, you mean actually the floor level?

CAPTAIN 2: It was -- that would pertain to the --

NTSB INVESTIGATOR: The lower level?

CAPTAIN 2: No. Like, so the -- like what I was calling upstairs would have actually been the upstairs had the train been upright.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: Because those two people -- like one lady hit her head on the roof and she had a hematoma to the back of her head.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So, yeah, that was the top of the train carriage if it had been upright.

NTSB INVESTIGATOR: Got it.

FEMALE SPEAKER: And so the three people that you C spined, they were on the bottom?

CAPTAIN 1: They would've been on top, wouldn't they?

CAPTAIN 2: Two of them were -- two of them were like as you --

UNIDENTIFIED SPEAKER: Two of them were on the bottom.

CAPTAIN 2: -- came -- got right into the carriage. You know, you were saying like (indiscernible) --

FEMALE SPEAKER: Yep.

CAPTAIN 2: So the first two were before it split.

(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: I was running into chairs on my left side. Right side (indiscernible).

FEMALE SPEAKER: Okay.

CAPTAIN 2: Because I'm at like right at that -- right at the end of the carriage.

UNIDENTIFIED SPEAKER: Yeah.

FEMALE SPEAKER: The (indiscernible)

CAPTAIN 2: Yeah.

UNIDENTIFIED SPEAKER: The mezzanine area.

UNIDENTIFIED SPEAKER: They call it mezzanine, yeah.

CAPTAIN 1: Is that what it is? Just as you enter?

UNIDENTIFIED SPEAKER: The mezzanine level.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: Two of the walking wounded came from the lower section of the car. One of the walking wounded came from the alpha section -- right there, that group.

UNIDENTIFIED SPEAKER: Was anybody in the far mezzanine, by chance?

CAPTAIN 2: I didn't go down there, but we -- you and --

CAPTAIN 1: We checked and there was no one down there.

CAPTAIN 2: -- another guy, did a lap and they didn't see anything down there.

UNIDENTIFIED SPEAKER: No.

UNIDENTIFIED SPEAKER: So it was only those two people in that mezzanine.

NTSB INVESTIGATOR: And so this was -- and that was all happening on the -- so all the injured were on the -- tell me what that -- that's the --

CAPTAIN 2: The east.

NTSB INVESTIGATOR: East.

CAPTAIN 2: East end of the car.

NTSB INVESTIGATOR: East end of the car. Got it. Okay.

CAPTAIN 1: And the accent is Captain CAPTAIN 2.

NTSB INVESTIGATOR: Yeah, thank -- I was going to --

CAPTAIN 1: For clarification.

UNIDENTIFIED SPEAKER: We won't hold that against him.

NTSB INVESTIGATOR: No, I was about to say --

CAPTAIN 2: No, just -- they won't understand it when they play the tape.

NTSB INVESTIGATOR: I was telling myself on the tape recorder -- I was tape recorder, CAPTAIN 2 speaking.

UNIDENTIFIED SPEAKER: Yeah, CAPTAIN 2 speaking is easy.

NTSB INVESTIGATOR: It's getting mixed up a little bit. That's -- I mean, that's okay. So we'll --

CAPTAIN 2: Sorry. You can go back to him.

NTSB INVESTIGATOR: That's all right. But, so if you don't -- do you have any more to add on your account? We can move on to somebody else and then we can all do -- and then we can ask some questions individually or --

UNIDENTIFIED SPEAKER: Yeah, we kind of consider this individual interviews and then it's kind of an open forum --

CAPTAIN 1: Okay.

UNIDENTIFIED SPEAKER: -- if we want to brainstorm a little bit.

UNIDENTIFIED SPEAKER: Okay.

CAPTAIN 1: Yeah, once I said -- like I said, once I got inside, I ended up -- I just was, you know, I was another probably -- the farthest I got inside was probably about 15 feet. And then they just -- basically the guys just passed the backboards to me and we passed it outside.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And I'm saying -- I want to say ----- had three -- two or three C-spines where he was at, so --

CAPTAIN 2: I think he had two and the rest were walking wounded.

UNIDENTIFIED SPEAKER: Yes.

CAPTAIN 2: But by that point I had already gone to the upper level of the car. And so those people would have been brought out while I was attending to the -- there was two people that needed -- that were non-ambulatory.

UNIDENTIFIED SPEAKER: Yeah.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And then after we got out of the, after for us, after I got out of the train, we ended up -- got assigned to treatment areas.

NTSB INVESTIGATOR: Okay. And so then when you got -- when you went to the treatment area, what happened there?

CAPTAIN 1: I split up my firefighters and engineer and they ended up assisting with the -- with treatment of the patients. And then I got assigned over to where all of the non injured patients were.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And basically we tried to keep them all in one area. And, boy, was that difficult.

UNIDENTIFIED SPEAKER: (indiscernible)

CAPTAIN 1: Oh, yeah. They wanted to leave so bad.

NTSB INVESTIGATOR: And so at the non-injured area, yeah, why don't you describe for me what was happening there?

CAPTAIN 1: The non-injured area, there was just -- there was issues with people needed to go to the bathroom. They wanted to get to work. They --

UNIDENTIFIED SPEAKER: Wait a minute. I've been in a train wreck, but, no, I want to get to work?

CAPTAIN 1: Yeah. Yeah, believe it or not. I know. And then people wanted to go home.

CAPTAIN 2: Some (indiscernible)

CAPTAIN 1: And they were cold.

UNIDENTIFIED SPEAKER: They were cold.

CAPTAIN 1: Cold.

UNIDENTIFIED SPEAKER: Yeah, that was a cold morning.

CAPTAIN 1: It was a huge problem.

NTSB INVESTIGATOR: Yeah. Okay.

CAPTAIN 1: Yeah. And then -- but, believe it or not, while we were taking patients out, we were actually taking their gear with them. And believe it or not, that made such a huge difference for those people. For those people that were non-injured, it was huge. They --

UNIDENTIFIED SPEAKER: Normally they say leave your gear behind when (indiscernible).

CAPTAIN 1: Yeah. And by us doing that, it was a big, big --

UNIDENTIFIED SPEAKER: Piece of mind.

CAPTAIN 1: -- big relief for them, yeah.

NTSB INVESTIGATOR: So they had their cell phones. They could make phone calls.

UNIDENTIFIED SPEAKER: Yeah.

NTSB INVESTIGATOR: And their jackets hopefully or --

UNIDENTIFIED SPEAKER: Jackets, bikes --

UNIDENTIFIED SPEAKER: Jackets, bicycles.

CAPTAIN 1: Yeah, most people --

UNIDENTIFIED SPEAKER: Bikes, yeah.

CAPTAIN 1: Yeah.

NTSB INVESTIGATOR: And then did you -- so who was -- were they creating a list, taking names? How --

CAPTAIN 1: Yeah, at that point --

NTSB INVESTIGATOR: What kind of organizational stuff was going on with them?

CAPTAIN 1: Well, it took a little bit of time, but we know -- we ended up having to address the need for a bus, and to get them. And then --

NTSB INVESTIGATOR: Do you know who called for the bus or --

CAPTAIN 1: That was IC called for a bus.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: Yeah, the recommendation came through --

UNIDENTIFIED SPEAKER: And only one was needed.

CAPTAIN 1: Only one was needed and I think we ordered three or something, I think.

CAPTAIN 2: We ended up having three that we -- that got called in that we didn't end up using, three school buses. They used a Gold Coast transit bus for the patients. And there were three school buses that came to the scene and were never used.

NTSB INVESTIGATOR: Okay. So they used a city bus and then also had three school buses --

CAPTAIN 2: Three school buses.

NTSB INVESTIGATOR: -- backups that weren't used.

CAPTAIN 2: Yeah.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: Yeah, because I was the one that sent those guys home.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: So and then after that, we ended up -- Gold Coast Ambulance had a mass -- like a MCI truck, and then they had a ton of blankets and stuff on there. But my main job was trying to rob all the ambulances of their blankets, trying to --

NTSB INVESTIGATOR: Okay. And so, and then you basically -- so you basically held the non-injured there until a bus could come --

CAPTAIN 1: Right.

NTSB INVESTIGATOR: -- and were trying to actively keep them from leaving the scene?

CAPTAIN 1: Correct. And then OPD ended up taking all their information, all their names, date of birth, addresses, and just contact numbers.

NTSB INVESTIGATOR: Okay.

CAPTAIN 1: And then we took a list -- we took a list of just names and of their contacts' numbers.

NTSB INVESTIGATOR: Okay. Did you guys -- and that's for the non-injured. Did you guys --

CAPTAIN 1: Right.

NTSB INVESTIGATOR: -- do you know if there was a list generated of the, like, the minor injured or any of the injured as well, or --

CAPTAIN 1: They were all -- at our level they were all triage-tagged. And so, all that information was done on the tag, and then the information was passed on to county EMS. And they're the ones that entered all of the individual patients.

NTSB INVESTIGATOR: Okay. So the tags -- what's usually included on those tags?

CAPTAIN 1: It can be all kinds of different stuff. It could be the type of injury they have. It could be their vital signs. It could be the name and age. It could be medical, any medical history. It could be --

NTSB INVESTIGATOR: Does it have contact information as well?

UNIDENTIFIED SPEAKER: There's a medical number.

UNIDENTIFIED SPEAKER: There is, but some doesn't get filled out.

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: It's more about the numbers, trying to keep --

NTSB INVESTIGATOR: Right.

CAPTAIN 2: In our training like for an MCI this level, we're instructed not to bother with names and everything else, just -- they become a tag number.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: And so I think when it's a level 2 or above, we don't bother with names.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: But the ambulance crews might have got that on the way in --

NTSB INVESTIGATOR: Right.

CAPTAIN 2: -- to the hospitals.

NTSB INVESTIGATOR: Okay. So I think we're -- unless you guys have -- do you guys have any more questions for him right now?

UNIDENTIFIED SPEAKER: Any for the captain down there? No?

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: Next?

NTSB INVESTIGATOR: So, go ahead.

INTERVIEW OF FF 1

FF 1: So --

NTSB INVESTIGATOR: Wait. And first your name so we get it on the tape.

FF 1: FF 1.

NTSB INVESTIGATOR: FF 1, okay.

FF 1: Showed up on Engine 64 with Captain CAPTAIN 1. Once we got out, we were assigned to the rescue group. We went over there to Car 211. We were able to assist a couple walking wounded, help get them over the threshold and out, and then assist them over to the treatment areas. Once there was enough room, they needed more personnel inside. Because you can't move around really well with the seats in the way to get the backboards out, which were a little bit further in. So then I jumped in.

The first person we were putting on a board because they were closest to the exit -- that was a female. And then once we got her out, we were able to go -- that was like in the mezzanine area. And then once she was out, we were able to go a little bit further.

UNIDENTIFIED SPEAKER: Was that -- there was two in the mezzanine area, though, right?

FF 1: Um-hum. There was two. There was one --

UNIDENTIFIED SPEAKER: Yeah, one's a C-spine.

FF 1: Well, there was one that we got out as I was getting in. And then the other one -- because there was no room to put the board down --

UNIDENTIFIED SPEAKER: Right.

FF 1: -- until we got stuff out of the way, and then we got her on a board.

UNIDENTIFIED SPEAKER: Right.

FF 1: So and then the other one or two were being packaged further back in.

NTSB INVESTIGATOR: And they were on backboards. So they were further in. Were they on the lower or upper --

FF 1: They were on the left side, so the --

CAPTAIN 2: They're on the lower --

FF 1: -- lower side.

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: -----, we don't have roof hatches on these cars, right?

-----: There is a (indiscernible) up there, but not an exit, no.

UNIDENTIFIED SPEAKER: No roof hatches.

NTSB INVESTIGATOR: Okay.

FF 1: So then it's just a matter of getting those people out. It would take four or five people to get them, to kind of do a caterpillar walk. You kind of hand them along and you move up and --

NTSB INVESTIGATOR: Because you couldn't -- you didn't have a clear walking path made, any kind of --

FF 1: Not at all. You couldn't even get around it. Like I said, the seats ended up getting in the way, so -- and you're hunched over, especially to get through the -- into the -- from the lower to the mezzanine area, you had to dip down to get under there.

CAPTAIN 1: Or go over.

UNIDENTIFIED SPEAKER: You're wearing your bunker gear?

FF 1: Yes.

UNIDENTIFIED SPEAKER: Would it have helped -- because there was no fire, obviously, would it have helped to lose your jacket or something to give you a little more maneuvering --

FF 1: No.

UNIDENTIFIED SPEAKER: No?

FF 1: We're so accustomed to wearing them for --

CAPTAIN 1: As well as there's sharp objects, metal, stuff like that. So that's a --

UNIDENTIFIED SPEAKER: Glass. There was glass we were stepping on, so --

CAPTAIN 1: -- that's a layer of protection for us.

UNIDENTIFIED SPEAKER: Glass and sharp objects.

NTSB INVESTIGATOR: Right.

UNIDENTIFIED SPEAKER: So you had good protection there from the bunker gear, okay.

FF 1: Yeah.

UNIDENTIFIED SPEAKER: Okay.

CAPTAIN 2: It's just standard procedure for us, so -

UNIDENTIFIED SPEAKER: I used to be a firefighter myself for 2 plus decades ago, so --

CAPTAIN 2: Yeah, okay.

UNIDENTIFIED SPEAKER: That is a (indiscernible)

UNIDENTIFIED SPEAKER: Yeah.

NTSB INVESTIGATOR: Okay.

FF 1: And then just -- yeah, once everybody out, then it was a matter of going over to help in the treatment areas. He assigned me over to one of the areas and then we were just responsible for some of them taking an initial set of vitals, vital signs, and then for other ones, it was a secondary. And then just assisting to get people from the ground on backboards onto gurneys into ambulances.

NTSB INVESTIGATOR: Okay.

FF 1: Then after they were all gone, went over to where he was. We brought some rehab things, some Gatorades and waters that were there -- that we carry for us. We took them over to them.

NTSB INVESTIGATOR: Okay.

UNIDENTIFIED SPEAKER: And the crowd was pretty -- they were antsy. They wanted to get home or whatever, but they were reasonably --

FF 1: Yeah. No, they were (indiscernible) --

UNIDENTIFIED SPEAKER: Yeah. They were very appreciative. They were very appreciative and very cooperative.

UNIDENTIFIED SPEAKER: Very appreciative.

FF 1: We went in and got a couple of things -- like I went in and got somebody's bike that was still suspended in good shape. For some of them, they probably just wanted to sit down. You know, they were done and they stood up, and they stood up for a couple hours.

UNIDENTIFIED SPEAKER: What would -- normally you don't get to this point, but let me ask now as afterthoughts. Would have ordering up a bus early on -- meaning, you roll up, you see you got people on a train. There's going to be a bunch of them that aren't injured, likely. Order a bus then and there because it's going to take them a half or whatever to get a bus there, right?

FF 1: Sure. You provide shelter, you provide a place for them to sit down.

UNIDENTIFIED SPEAKER: Order up at moment one, and then a half hour later when people are actually outside, the bus is rolling up ready to go. Would that be something --

UNIDENTIFIED SPEAKER: Yeah, but I -- you know what --

UNIDENTIFIED SPEAKER: It's not going to --

UNIDENTIFIED SPEAKER: So much is going on then.

UNIDENTIFIED SPEAKER: Yeah, you're not thinking --

UNIDENTIFIED SPEAKER: Yeah, I don't know if that's actually practical. We were so busy early on.

CAPTAIN 2: In an ideal world, we would've got logistics rolling a lot quicker. Because there was a guy that ended up taking a dump right there.

UNIDENTIFIED SPEAKER: Yeah.

CAPTAIN 2: Yeah, like that.

UNIDENTIFIED SPEAKER: Right, couldn't hold it after --
(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: Oh, yeah.

CAPTAIN 2: We couldn't get logistics going fast enough. And but there so many things going on and we have so little chief officers that are running the incident --

UNIDENTIFIED SPEAKER: Yup.

CAPTAIN 2: -- that, you know -- but, yeah, ideally we would've got bus, food, drink, bathrooms --

NTSB INVESTIGATOR: And so the group is basically standing in the street?

UNIDENTIFIED SPEAKER: No, in the (indiscernible)

UNIDENTIFIED SPEAKER: No, they're actually like --

UNIDENTIFIED SPEAKER: Right over here.

UNIDENTIFIED SPEAKER: Yeah, they're right here.

NTSB INVESTIGATOR: Oh, this is the non -- yeah, I forgot to ask where the non-injured --

UNIDENTIFIED SPEAKER: Yeah, non-injured.

NTSB INVESTIGATOR: So the non-injured area was on the far east

UNIDENTIFIED SPEAKER: That area was further east.

NTSB INVESTIGATOR: -- side --

UNIDENTIFIED SPEAKER: Yeah.

NTSB INVESTIGATOR: -- the far -- and that is the -- is that northeast or southeast then?

FF 1: They're on the south, the south.

NTSB INVESTIGATOR: Southeast side of --

FF 1: The tracks.

NTSB INVESTIGATOR: -- the tracks. Okay. Okay?

FF 1: That was about it.

UNIDENTIFIED SPEAKER: No, I just raised the perspective -- sometimes we get an automatic box alarm that gets added as an automatic, meaning you guys don't even do it; the dispatcher does it, gets with the Board of Education or whatever. It's a one button deal. And they get them rolling. And if you don't use it, fine. The point is it gets it rolling early.

FF 1: Well, I know -- we heard on the radio that it went from a Level 1 to a Level 2 based on the amount of people they had. So on initial alarm they didn't realize what they had, so I think it would have been difficult --

UNIDENTIFIED SPEAKER: Straight chaos.

UNIDENTIFIED SPEAKER: I'm sorry to interrupt, but -- yeah.

NTSB INVESTIGATOR: Okay. Okay.

UNIDENTIFIED SPEAKER: Well, actually, it turned into a Level (indiscernible) --

NTSB INVESTIGATOR: So now --

UNIDENTIFIED SPEAKER: Did they know it? Did they --

NTSB INVESTIGATOR: Go ahead.

INTERVIEW OF ENGINEER 1

ENGINEER 1: Engineer ----- responding off of Engine 63. We were on the initial ticket. We responded in on Rice, south of the incident. About a mile out we could see smoke, like a big huge header. So I think the initial dispatch there was some report that it could have been a railcar on fire. So --

CAPTAIN 2: Yeah, we were getting mixed reports on the way in.

ENGINEER 1: Yeah.

CAPTAIN 2: It was a train versus a car, then there was talk of a fire, then there was talk of a railcar on its side. You know, there was kind of these bits and pieces coming in as we were en route.

ENGINEER 1: So we had all these things going through our mind. But as we responded in, we were at the intersection southbound or coming in from the south. Our initial assignment was to assist attack Engine 61.

NTSB INVESTIGATOR: Okay.

ENGINEER 1: As the engineer, my job was to get additional water supply. So we found a hydrant across the tracks, north of the tracks, but we decided to use my engine, which contains 500 gallons, and then just supply them with that, with Engine 64 as well. Once that was complete and all laid out, for me, I was reassigned to the rescue group.

NTSB INVESTIGATOR: Let me interrupt you for a second there. So the -- just more detail about how you identified the external water supply.

ENGINEER 1: Okay. So he identified it via the map, the ABC computer.

(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: On your rig, that's a digital map?

ENGINEER 1: Yeah. So he identified that, said, hey, your hydrant's right over there across the tracks. I guess I can kind of back up here. So as we pulled up, he jumped out of the rig, identified that there were power lines above our engine, as well as where the hydrant was. He had me back up, and then -- and I think he faced-to-faced with Engine 61 captain, and then that's when he said he needed more water. He was giving that assignment to me and that's when I kind of said, hey, how about just my water supply off my tank? Got that rolling, laid out hose, supplied him and then that's when I was reassigned to Rescue 3.

NTSB INVESTIGATOR: Rescue. Okay.

ENGINEER 1: So --

NTSB INVESTIGATOR: And then once you got to Rescue?

ENGINEER 1: So I got to Rescue. I grabbed a couple of medical bags. There was someone on the radio yelling for arm splints, so I grabbed a couple of arm splints. Got over to 211 with my captain and firefighter. And then, as soon as I got there, there was a patient already being packaged. I think you guys were already there. And I assisted with that first patient being transported over to the treatment area. And then came back, and then that's when there was a call for more assistance inside.

I think you called, made that call.

CAPTAIN 1: Right.

ENGINEER 1: And I believe you and I jumped in, right?

CAPTAIN 1: Yeah.

ENGINEER 1: So myself and Captain CAPTAIN 1 jumped inside. And there was, at that point, three more patients inside. One was being packaged up in the front, that lobby or mezzanine area, and then there was two more in the back. So I skipped past the first patient and then went back to assist with the last two. The first one was a girl that had the leg pain, upper right leg pain, I believe -- or left. Myself and Engineer -- or Captain CAPTAIN 2, we just lifted her up and out. And then got a backboard in for the last patient.

NTSB INVESTIGATOR: Okay. And the last patient, what kind of injuries did they have?

ENGINEER 1: She had left shoulder pain. Her left shoulder pain --

CAPTAIN 2: And a bump on the head.

ENGINEER 1: -- and a bump on her head.

CAPTAIN 2: She was very concerned that she had a head injury.

ENGINEER 1: And she was very concerned about her left shoulder.

CAPTAIN 2: I had introduced myself, because I think she screamed my name all the way --

ENGINEER 1: She did. I brushed up against her shoulder a couple times, and she finally let out a scream --

CAPTAIN 2: -----!

ENGINEER 1: -----! Like come save me from this guy. But it was like -- I mean, it must have hurt because I barely brushed against it. And it was tight so I had to --

NTSB INVESTIGATOR: Right.

ENGINEER 1: -- we had to do what we had to do.

NTSB INVESTIGATOR: Right.

UNIDENTIFIED SPEAKER: Well, that will happen, yeah.

ENGINEER 1: Yeah, I mean, it's -- you know. So anyways, we packaged her up, got her out, handed her over -- off maybe to you guys. I don't know who else --

UNIDENTIFIED SPEAKER: Yeah, I don't think I was in there at that point yet. Or I had gone out again.

UNIDENTIFIED SPEAKER: You had already gone out at that point.

UNIDENTIFIED SPEAKER: I had gone out.

ENGINEER 1: You had gone out. And so --

UNIDENTIFIED SPEAKER: No, I went back in then, two or three different times.

ENGINEER 1: Yeah. And so did I. And then we headed over to the treatment area and was kind of there taking vital signs, assisting -- kind of comforting some of these people, just talking to them, making conversation. And then we went back inside just to kind of give another final secondary search, just to make sure everybody was out.

I think you made that call.

CAPTAIN 1: Yeah.

NTSB INVESTIGATOR: Did the people seem to know each other? Is this like a standard commuter route that --

ENGINEER 1: No.

UNIDENTIFIED SPEAKER: A couple did.

ENGINEER 1: I couldn't gather that information.

UNIDENTIFIED SPEAKER: Because some of the walking wounded or non-injured wanted to go talk to the people that were on backboards. So they knew them somehow.

NTSB INVESTIGATOR: Okay. And was everybody pretty calm and -- or mixed?

ENGINEER 1: Yeah, for the most part. I mean --

NTSB INVESTIGATOR: For the most part.

UNIDENTIFIED SPEAKER: Yeah.

ENGINEER 1: -- considering.

NTSB INVESTIGATOR: Yeah.

ENGINEER 1: I think --

CAPTAIN 2: (indiscernible) just like either in pain or concerned that maybe their injuries were significant.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: The girl that had the bump on her head --

ENGINEER 1: She was concerned.

UNIDENTIFIED SPEAKER: There was one --

CAPTAIN 2: -- I'm almost certain she didn't have a head injury, but she was very concerned about it.

UNIDENTIFIED SPEAKER: There was one hysterical but she --

ENGINEER 1: Older lady?

UNIDENTIFIED SPEAKER: Yeah, that --

ENGINEER 1: Yeah.

UNIDENTIFIED SPEAKER: -- Spanish speaking?

ENGINEER 1: Yeah.

UNIDENTIFIED SPEAKER: That ----- was with. She was just hysterical just to be -- like she didn't -- I don't recall her having many visible injuries. She was standing the whole time. She never had to be packaged on a backboard or anything, but --

NTSB INVESTIGATOR: Right. Well, it's a traumatic event, so --

ENGINEER 1: They seemed like they're all in good spirits, though, considering. I mean, the girl we carried out, -----, I think her name was, she was like at the treatment area saying, oh, this is just like a Hollywood, you know, like scene.

UNIDENTIFIED SPEAKER: No, ----- . Was her name -----?

ENGINEER 1: -----.

UNIDENTIFIED SPEAKER: -----?

ENGINEER 1: Yeah.

UNIDENTIFIED SPEAKER: Okay.

ENGINEER 1: Like a movie set, you know. You know, this is -- and so she had good spirit. And so we were able to, you know, to engage some of these people that way and kind of just -- where were you going; where were you traveling? And, you know, just --

UNIDENTIFIED SPEAKER: Just talking to them.

ENGINEER 1: -- just talking to them and comforting them that way by making small talk.

UNIDENTIFIED SPEAKER: That's huge to a couple.

UNIDENTIFIED SPEAKER: Yeah, it was huge for a couple of them.

ENGINEER 1: Yeah.

NTSB INVESTIGATOR: Great.

UNIDENTIFIED SPEAKER: Good. Okay.

ENGINEER 1: Along with gathering their supplies.

UNIDENTIFIED SPEAKER: So before we run -- before we jump on to you, can we contact another -- the next engine company and make sure that they're --

CAPTAIN 2: They may be on their way, but I'll let --

(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: (indiscernible) on the train, packed her up, and she was grabbing my neck and --

ENGINEER 1: Who's that?

UNIDENTIFIED SPEAKER: I think that was her.

UNIDENTIFIED SPEAKER: Next is the --

ENGINEER 1: Oh, the --

UNIDENTIFIED SPEAKER: ----.

ENGINEER 1: -----?

UNIDENTIFIED SPEAKER: Yeah, -----.

UNIDENTIFIED SPEAKER: -- truck and then -- or the engine.

ENGINEER 1: The one that had no backboard and we just kind of carried her?

UNIDENTIFIED SPEAKER: Yeah.

ENGINEER 1: Yeah.

UNIDENTIFIED SPEAKER: I picked her up and she about choked me to death.

UNIDENTIFIED SPEAKER: Are we talking, since the conversation started here, specifically to Car 211?

ENGINEER 1: 211.

UNIDENTIFIED SPEAKER: 211?

ENGINEER 1: Yeah, we were all assigned to 211.

UNIDENTIFIED SPEAKER: Okay.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So I was on Engine 63. I was --

NTSB INVESTIGATOR: This is CAPTAIN 2, okay.

CAPTAIN 1: He's got the accent, yeah.

ENGINEER 1: Just to confirm, that actually was done really early on. When I got on scene, I made contact with Captain -----, who was the --

UNIDENTIFIED SPEAKER: Rescue group.

ENGINEER 1: -- rescue group. And we -- I made a face-to-face and we decided, hey, let's do this; I'm going to be assigned to 211. So, and that's -- at that point it was -- I was assigned to the Car 211.

NTSB INVESTIGATOR: Okay. Great.

INTERVIEW OF CAPTAIN 2

CAPTAIN 2: Yeah, and that was actually when -- well, I'll get there. So as we were responding in, we're getting the right air traffic. I've been on calls on that intersection before, trains versus cars. The last one was a double fatality (indiscernible) the guy didn't fare so well.

NTSB INVESTIGATOR: I saw there were crosses at the scene.

CAPTAIN 2: Yeah. That was for those two kids. So that -- well, kids -- they were like 21-year-old boys, so -- who I think actually drove into the side of the train as it was going across the tracks. But, anyway, they -- we arrived on scene and clearly there was fuel on that trailer that was burning. You know, there was stuff burning, but there was fuel on the ground, too.

As soon as we got there, ----- moved forward far enough so that the ladder truck could get by and get closer to the train carriages, because it was coming from here. So it was heading eastbound. So we kind of moved forward, and then we got there, we realized we were under the power lines and the fire was under the lines as -- it wasn't actually power lines. It ended up being utility lines, but --

UNIDENTIFIED SPEAKER: But we didn't know.

CAPTAIN 2: Verizon lines. We didn't know that at the time, but -- anyway, so I got him to back up. I gave the captain 61 the heads up there was lines above him, just to keep an eye on it. And then my firefighter helped with fighting the fire. And so, they were using a little bit of water and then using extinguishers. And so, I think we chewed through the extinguishers on our rig, on 61, and then I got my firefighter to go to Engine 65.

NTSB INVESTIGATOR: And so this firefighter you're talking about is who?

CAPTAIN 2: Firefighter ----- (ph.).

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So he's my regular firefighter but he's not in here because of that whole thing about whether they're inside or outside the train.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: He never got inside the train.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So -- and so, while ----- was getting more water for the attack engine, ----- was helping fight the fire. I went over to the pickup truck, the wreckage of the pickup truck to look for the body. I just assumed there was going to be a wreckage --

NTSB INVESTIGATOR: Right.

CAPTAIN 2: -- you know, body in the cab. That cab was destroyed. And so, and I actually went -- and I spent a lot of time looking and couldn't see like a body part or anything in there. And so then -- and I actually, I saw a shirt and so I tugged on it, and then realized there was no body in that shirt. It was just -- must have been in the cab of -- and so then, I actually did a quick perimeter search, but only within sort of probably a 50-foot radius around the wreckage of the car in case the body had been thrown. The last time I was out there, one of those two fatalities, that -- one of the guys got thrown a fair distance.

So, anyway, I did a quick look, couldn't find anyone. At about that time the right air traffic, they're asking for more engines in rescue and in the medical group. I went back and checked in with Captain 61. He's like, I'm going to break you guys loose, you can go and help out down at the train. So -- and I think -- and you guys will probably get the right air traffic tapes, but I think we initially -- when we got reassigned out of attack, we were asked to report to the medical and then ended up just -- as it rolled out and as, like, we were getting down to the train and -- because we, you know, grabbing backboards and arm slings as we're going. So by the time we got there, we ended up in rescue.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: So, and but as soon as I got down there, I spoke to the medical group sup, which at the time was Captain 65. And he said to report to the rescue group sup, and he said, you know, these two carriages -- these two carriages needed more help.

NTSB INVESTIGATOR: Number 211 and --

CAPTAIN 2: 211 and --

NTSB INVESTIGATOR: -- 645?

CAPTAIN 2: 645. And because he just said those two carriages, and I actually asked him, do we number these things so we know who's going where? And he said, oh, yeah, they're all got numbers. And so I just knew I was in that 205 carriage. 205, 206?

FEMALE SPEAKER: 206.

CAPTAIN 2: 206 carriage.

NTSB INVESTIGATOR: Are then numbered -- are they clearly numbered on the outside of the car?

CAPTAIN 2: Yeah, I think they're on the car and I think they're on the roof as well.

UNIDENTIFIED SPEAKER: They're on -- yeah, they're on the car.

UNIDENTIFIED SPEAKER: They were on the back end of the car. I think because he -- someone looked up and said 211, we're going to be 211.

UNIDENTIFIED SPEAKER: Oh, yeah. Yeah, that was me.

UNIDENTIFIED SPEAKER: Was that you?

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: Okay.

CAPTAIN 2: And the roof as well, right? Yeah.

NTSB INVESTIGATOR: And just to clarify -- I know we've covered this before, but the medical group supervisor was the captain from?

CAPTAIN 2: Initially it was Captain 65.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: I think at a certain point it transitioned to a battalion chief in the county.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: I don't which one. But I think there was a --

NTSB INVESTIGATOR: I know who that was. Yeah.

CAPTAIN 2: Okay.

NTSB INVESTIGATOR: Yeah, it was Ventura County EMS.

CAPTAIN 2: It was a county based (indiscernible) I think was the medical group.

NTSB INVESTIGATOR: Oh, I'm sorry. No -- yeah, you're right.

(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: Medical chief.

NTSB INVESTIGATOR: I do have that form.

CAPTAIN 2: Yeah, yeah. It might have been Battalion 5 or it might have been Battalion --

NTSB INVESTIGATOR: Battalion -----?

UNIDENTIFIED SPEAKER: ----- (ph.).

NTSB INVESTIGATOR: -----.

UNIDENTIFIED SPEAKER: Battalion Chief -----.

NTSB INVESTIGATOR: That's right. He was the --

CAPTAIN 2: But, anyway, initially it was our Captain 65. So, anyway, I ended up checking in with the rescue group sup, which was the Truck 65 captain, who's on his way down here.

You know what, -----, do you want to call? He never replied to my text message. Do you want to just call make sure that --

FF 1: Yep.

CAPTAIN 2: -- that they're on their way.

Checked in with him and he's like, yeah, help out in this carriage, which was 206.

I climbed in and there was a lady like right there, first -- like first row of seats on the mezzanine. And so basically it was like, all right, well, let's start with this one, you know. So we got a backboard in and then I was -- and it was just such tight quarters that I had -- there was somebody else with me in there trying to help her and then ----- came in as well to help get her loaded on the backboard and get her out.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: And so -- and she, I think, was mainly back pain, back and neck pain.

FF 1: Back, her shoulder.

CAPTAIN 2: Was there a second person on that mezzanine that we packaged?

FF 1: Yeah, the person who we couldn't keep the -- wouldn't tolerate a C-collar.

CAPTAIN 2: Okay.

FF 1: There was a gentleman that wasn't going to take a C-collar.

UNIDENTIFIED SPEAKER: That's right, yeah.

CAPTAIN 2: In the time we were trying to package that first patient --

UNIDENTIFIED SPEAKER: That guy didn't actually get a C spine after all.

(Indiscernible) --

(Simultaneous conversations.)

CAPTAIN 2: -- walking wounded were still coming out and so there was like an older jovial guy that was just like, oh, man, coming through. You know, and he was just like, oye, oye, oye, and like stepping over as we're trying to treat the lady that was actually in a bit of distress.

He comes out. Then did a second person come out before we got her -- I can't remember the order of events. There might have been a second walking wounded that also stepped over this patient that we were trying to package.

FF 1: There were two or three. They were like wearing the suits. They were all three together.

CAPTAIN 2: Okay.

FF 1: They had like ties on.

CAPTAIN 2: Yeah.

FF 1: And they got out.

CAPTAIN 2: And there was a walking wounded that was like on the right side of the carriage, the upper level, who I was talking to. And he ended up making his way out, I think, after we had that first person packaged. So he made his way out. So a couple of the walking wounded, there was one girl who was complaining of hip pain. So I actually had to sort of lift her up onto the door -- or the opening to get out. So -- because it was kind of a -- you know, it was like a little bit hard and bench high. So she couldn't quite get herself up. She was having some hip pains. So I lifted her. And then one of the other walking wounded needed a little bit of assistance to climb out.

And then at that point Engineer ----- off Truck 61, he was down below, so on the lower level of the (indiscernible) probably on the left side. And he said he only had two more people that needed packaging. And at that point I didn't -- that's who all I thought we had left. And then a - - and a hand popped up from top side of the carriage, don't forget about us. And we didn't even have any firefighters at that point for any of those people on the top side of the carriage.

So I think you may have gone and helped -----? Somebody went down to that lower level to help package those last two people. I went up to help the two people that --

NTSB INVESTIGATOR: How many were up on the upper level? When you went up there?

CAPTAIN 2: Well, there was that walking wounded guy that came out.

NTSB INVESTIGATOR: Yeah.

CAPTAIN 2: And then there was two female patients: one that had the upper leg pain and then a lady that had a hematoma on the back of the head and shoulder pain.

NTSB INVESTIGATOR: Okay. And were they -- how were they taken out? Were they taken out on boards or were they --

CAPTAIN 2: The gal with the leg pain, we actually GS'd her. So I got behind her arm -- grabbed arms, you know, got her underneath the arms; ----- got her legs, and we just -- we got her to the edge and then passed her off to you guys probably.

UNIDENTIFIED SPEAKER: No. No, ----- was already inside. You passed it off to me and I just carried her out.

CAPTAIN 2: Yeah.

UNIDENTIFIED SPEAKER: I carried over to the -- probably about 15 feet away and then we -- then the guys that were working as stretcher bearers ended up taking her over.

CAPTAIN 2: If she had actually had a break, there was no way she would have tolerated that kind of thing. So whatever it was, it wasn't broken.

And then we started packaging the girl with the shoulder and head pain, and kind of stopped moving, you know, because they were moving those last two patients from the bottom floor out. You know, so we were kind of taking turns.

NTSB INVESTIGATOR: Had to wait?

CAPTAIN 2: Um-hum. Yeah. So we packaged her up. She was in pretty good spirits. She was in a bit of pain when we were moving her around and ----- kept kicking her in the elbow or something, so she kept --

FF 1: Pulling her hair.

CAPTAIN 2: But once we actually got her packaged up and then up and moving along, we got her out of the railcar and then Engineer ----- and Firefighter off 65, -----, did a secondary sweep of the upper and lower just to make sure there wasn't anybody else. We then got out and I think all three of us together went out at the --

NTSB INVESTIGATOR: Treatment.

CAPTAIN 2: -- to the treatment area. And at that point there wasn't -- it didn't seem like there was a lot of direction in terms of who's in charge of which top and -- you know, it seemed a little uncoordinated, but not to the detriment of any of the people on the tops. So I just kind of said to these guys, go see where you can help out.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: And then I started -- MCIs are always -- the most frustrating part of MCIs are always getting them off to the hospital. Like we can extricate them quite well and get -- and then they sit in backboards on the side of the road while they mess around figuring out destination and how many beds and all that stuff.

NTSB INVESTIGATOR: Did you feel like there was sufficient resources to get them into ambulances or --

CAPTAIN 2: We had sufficient resources to get them into ambulances, we just didn't have enough ambulances. You know, there's never going to be enough for --

NTSB INVESTIGATOR: Right.

CAPTAIN 2: -- for (indiscernible) patients like that. So that's why it's an MCI, you know. It's an overwhelming --

FF 1: Yeah. I mean, we still -- I mean, we had -- in less than 2 hours we had transported 28 patients to 5 different area hospitals, so, I mean, actually -- it was actually pretty good.

NTSB INVESTIGATOR: Yeah.

FF 1: There was pretty good turnaround times for some of these ambulances.

CAPTAIN 2: One of the things early on that I noticed was patients were shivering even with blankets and sheets and stuff on them. And so I went over to the --

UNIDENTIFIED SPEAKER: Shock, yeah.

CAPTAIN 2: Part of it I think was shock, but part of it is just -- it was cold and they're lying on the ground. You know, and so I think that was part of it too. So they're kind of at the coldest level and we're all in tonettes (ph.) and we're all sweating.

(PA announcement interruption; laughter.)

UNIDENTIFIED SPEAKER: Good for them.

CAPTAIN 2: Good for them. (indiscernible) not that occurred.

UNIDENTIFIED SPEAKER: Yeah.

CAPTAIN 2: So then we -- and so with that, I actually, I went and bugged the people that are in charge of determining which hospital and who -- what ambulance and that kind of thing, they're all from the private ambulance companies that have less experience with kind of the structure of ICS and -- you know, they just don't do it as often as we do. And so I think they're a little bit behind the curve on it.

NTSB INVESTIGATOR: Who is -- from the -- so is there a coordinator -- does the hospital have a liaison coordinator that gets -- when there's an MCI event called, a lot of times the hospital or the -- you know, they'll be like a liaison coordinator.

CAPTAIN 2: Yeah. So there's a Bay station contact that I made. That's at St. Johns Hospital.

NTSB INVESTIGATOR: Okay.

CAPTAIN 2: And the idea is that at St. Johns they, like all the hospital in the county now have a ReadyNet system or something so that they should be able to identify very quickly how many beds they have available and how many patients they can take.

And but there was -- so there's a few specific roles taken by people all huddled around the back of the pickup of the EMS vehicle. So there was MedCom, patient transportation group sup -- there's another position in there. There was one of the triage guys and then -- and so

they're all kind of standing around trying to figure it out and I couldn't tell who was doing what role exactly. And ----- like, all right, we got to get these people, let's go. And they're like, well, we need destination, we need tag numbers. I'm like, well, I'm going to put them in ambulances and I'll get you tag numbers; you hurry up and figure that out. And I think their -- they didn't want to move the patients into ambulances until they had destination, and I figured they're going to be way more comfortable in an ambulance than laying on the ground.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: So I just started coordinating with our fire guys there. Like give me two patients, put them in that ambulance. And then I went over to that huddle of EMS people, and said, all right, I got two admitted to this ambulance, where are they going, you know here's your tag numbers. And so we kind of got people moving that way. Other than moved, they didn't get transported any quicker by doing that, but I got them off the ground quicker.

NTSB INVESTIGATOR: Right.

CAPTAIN 2: And so we loaded up -- I think we loaded up five ambulances pretty quickly doing that. And then --

NTSB INVESTIGATOR: Do you know what destination?

CAPTAIN 2: Three of those five ambulances then sat there for another probably, you know, 20 minutes before they got rolling just with that process of getting them the tag numbers, figuring out what destination, so -- but like I said, originally, that's my frustration always with these MCI things is that. I understand we need to have that but it always seems to take too long.

UNIDENTIFIED SPEAKER: The ambulances are outfitted, is that a city agency or is that a contractor?

CAPTAIN 2: Contractor.

NTSB INVESTIGATOR: Private contractor?

UNIDENTIFIED SPEAKER: Private ambulance company, AMR and Gold Coast Ambulance.

NTSB INVESTIGATOR: So just another experience question. So MCI events have each of you guys been at?

CAPTAIN 2: That was the largest one I've done by far.

FF 1: Yeah, by far.

CAPTAIN 2: The next nearest one to that was maybe 12 or 14 patients. And again, not significant injuries. An MCI with really significant injuries, probably the -- I think it was maybe five patients, five or six patients. And I think that's probably the experience agency-wide. I think there's very few of us that have done more than a mediocre level 2.

FF 1: I've had 3 incidences of over 30 patients. And the other two were bus incidents.

UNIDENTIFIED SPEAKER: I haven't dealt with a bus yet.

UNIDENTIFIED SPEAKER: How about rail emergency training? Have you guys had --

FF 1: We just finished our training through, what, 3 months or 5 months --

UNIDENTIFIED SPEAKER: We did, which I was gone. I missed it.

FF 1: -- 5 months ago?

UNIDENTIFIED SPEAKER: Five or 6 months.

FF 1: Where we had a Metrolink representative and an Amtrak representative and they gave us the training on it.

UNIDENTIFIED SPEAKER: It's a PowerPoint tabletop thing or --

FF 1: Yeah. Yep.

UNIDENTIFIED SPEAKER: Okay.

NTSB INVESTIGATOR: Any interagency big training exercises like at the airport or something like that, or --

FF 1: We do MCI drills in the county. We do two a year. And they're --

CAPTAIN 2: It's kind of hit and miss who goes to those drills.

FF 1: Yeah, whoever happens to be around when (indiscernible).

CAPTAIN 2: It all depends on who's on duty and which crews get sucked into that vortex. So --

NTSB INVESTIGATOR: Are there any questions that we forgot to ask? Any information you guys can think of that -- or do you have any questions for us?

FF 1: The Metrolink car, was that one of the ones that have been refurbished?

UNIDENTIFIED SPEAKER: Which one?

FF 1: The Metro -- that whole train set, was that

UNIDENTIFIED SPEAKER: You mean the Metrolink equipment that you refer to as the 645 and 211 and --

FF 1: Yeah. Yes.

UNIDENTIFIED SPEAKER: Those are cars that are what they call (indiscernible).

FF 1: Okay.

UNIDENTIFIED SPEAKER: Those are the ones that have recently been purchased by (indiscernible).

FF 1: So then --

UNIDENTIFIED SPEAKER: Yeah, they're relatively new.

UNIDENTIFIED SPEAKER: Brand new.

FF 1: Okay. So they're the ones that have the design, the new crash design --

UNIDENTIFIED SPEAKER: Exactly.

FF 1: -- and which they learned off -- I believe was it Glendale?

UNIDENTIFIED SPEAKER: This young lady right there. She was in the middle of it.

FF 1: The Glendale crash, correct? Is that what

FEMALE SPEAKER: They decided to use that new technology based on what happened in Glendale (indiscernible).

FF 1: Oh, yeah. Okay. Okay.

NTSB INVESTIGATOR: Okay?

FF 1: I'd be interested if that was -- you know, what's the thinking on why -- like my guess is that there was an engine in front, that it would have just plowed through the car and it would have stayed on the track.

UNIDENTIFIED SPEAKER: Historically, I can give you some --

UNIDENTIFIED SPEAKER: Come on, now, stop -- really, you want to go there?

FF 1: Well, I'm just -- I'm asking a question. I'm not -- it's not going anywhere. I'm asking for my knowledge.

UNIDENTIFIED SPEAKER: Go ahead. Go ahead.

UNIDENTIFIED SPEAKER: Historically, depending on the vehicle size, the lead will pop them out of the way --

FF 1: Right.

UNIDENTIFIED SPEAKER: -- bounce off, or they'll slide down the track, not derail. If it picks up the engine block, picks up the front of the locomotive, then all bets are off.

FF 1: Okay.

UNIDENTIFIED SPEAKER: Typically, you slide it on and if you dig in and then you start zig-zag. When you get --

(Off the record.)

(On the record.)

UNIDENTIFIED SPEAKER: For all the people, even -- and then we're talking about even the large amount of people that were there, even under the -- all the way from, you know, the

investigators, all the way down to the first responders that were there, and also the people that were left on scene, the logistics.

And doing that early on, I think would have saved a lot of heartache for some people.

Also backboards, this big EMS truck that has all the backboards and stuff in it for MCIs, one of the things it didn't have is straps on it. So --

UNIDENTIFIED SPEAKER: They're just boards.

NTSB INVESTIGATOR: They didn't have straps on the backboards?

FF 1: No straps on the backboards, and it's basically useless.

CAPTAIN 2: They had straps in the rig.

FF 1: They have straps in the rig but you have to attach them (indiscernible)

UNIDENTIFIED SPEAKER: In other words, maybe pre-attaching the straps --

FF 1: Pre-attach the straps.

UNIDENTIFIED SPEAKER: -- rather than have to take the time when you --

FF 1: Right.

UNIDENTIFIED SPEAKER: -- really don't have the time.

(Simultaneous conversation.)

UNIDENTIFIED SPEAKER: Or have a lot of (indiscernible).

CAPTAIN 2: The other thing, though, is that I think that thing arrived so late that we had pretty much already gotten the backboards --

UNIDENTIFIED SPEAKER: Yeah, I know.

UNIDENTIFIED SPEAKER: We used it for the blankets.

CAPTAIN 2: -- and so --

FF 1: We used that for most of the blankets. But I'm just saying that's one of the things that was addressed.

CAPTAIN 2: Well, to me, a frustration for me was we're sending rigs away from the scene with no backboards on those rigs because we've got bodies on those backboards. And I'm like, well, go and grab a backboard --

UNIDENTIFIED SPEAKER: Excuse me. I want to interrupt. Sorry. Can you guys shepherd whatever company's left to go through here? And when you guys get back in service, because I swapped Engine Safety 1.

CAPTAIN 2: Okay.

UNIDENTIFIED SPEAKER: So I'll be at St. Johns.

CAPTAIN 2: Okay.

UNIDENTIFIED SPEAKER: So can you just make sure that everybody goes through this?

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: All right. Thank you.

UNIDENTIFIED SPEAKER: All right.

CAPTAIN 2: But anyway, so -- like I said to ----- as we were clearing out at the scene, go and grab one of those backboards off that disaster rig. And they're like oh, no, no, no, you can't have one. And it's like, well, what point are they doing here? Like we we're really low (indiscernible) backboards, so the most logical thing to use those backboards for is to replenish us.

FEMALE SPEAKER: Well, do you -- you have a set of backboards and arm slings and they --

CAPTAIN 2: Each rig has a backboard. Each engine has a backboard, just one. And then the ambulance has -- ambulances generally have two backboards and a flat, which is you're not secured at all on a flat. It's just like a gurney or a stretcher or whatever. And then -- oh, I think we may have to clear out of here. So --

(Intercom announcement)

UNIDENTIFIED SPEAKER: Armory.

CAPTAIN 2: Oh, that's (indiscernible) --

UNIDENTIFIED SPEAKER: Well, they're already there. They're on the scene of the other call.

UNIDENTIFIED SPEAKER: Wasn't that 61?

UNIDENTIFIED SPEAKER: No. Truck, truck -- no, but 63 cleared and they went to that call. They're on the scene of that call rig. Yeah, they took off.

UNIDENTIFIED SPEAKER: You guys okay?

UNIDENTIFIED SPEAKER: Yeah, we're all right.

CAPTAIN 2: We're okay for now.

And so that -- there's a little, a little bit of (indiscernible) --

UNIDENTIFIED SPEAKER: Officers, captains, is this a thing we can put you down as initiative to follow up on your own terms and maybe in house?

CAPTAIN 2: Yeah. We'll have our own --

UNIDENTIFIED SPEAKER: Yeah, we'll have our own, yeah.

UNIDENTIFIED SPEAKER: After action --

UNIDENTIFIED SPEAKER: Right.

CAPTAIN 2: Yeah.

UNIDENTIFIED SPEAKER: We like to tell success stories, little things that you don't realize before because it's never come up before. But if you take it upon yourselves, yeah, that's something we need to concentrate on, let's have a session here, just fix these straps, have all pre-strapped ready to go, so -- worst-case scenario, we don't have to run into that again.

CAPTAIN 2: Yeah.

UNIDENTIFIED SPEAKER: It really was one of the -- even with all the -- you know, with the training and stuff, it actually was one of the smoother running MCIs that I've been involved in. It really actually -- it really was.

CAPTAIN 2: You know, and I'm sure I pissed a few people off on scene because I -- because people weren't getting moved fast enough.

UNIDENTIFIED SPEAKER: Sure.

CAPTAIN 2: But that's, like I said, I don't know how we deal with that. Less positions in the ICS for an MCI or -- I don't know what it is, but that's always a frustration, and it always is for me. Because I think train engineer -- two (indiscernible) had already been transported before I was out of the -- to assist, and then the engineer was -- and maybe because it took a little bit more time to get him out of the car, but he was still on scene for a long time after I finished extricating people out of 206, and his vital signs were bad, bad and getting worse. Like he needed to be gone. And it's that whole thing with this MCI thing, like I know you need to figure this out, but let's get him going to VCMC, because that's the trauma center and he's and so, but that's something we'll bring up now at the AA.

(Whereupon, the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:

METROLINK GRADE CROSSING ACCIDENT

OXNARD, CALIFORNIA

FEBRUARY 24, 2015

Interview of CAPTAIN 1, FF 1, ENGINEER 1 and

CAPTAIN 2

DOCKET NUMBER:

HWY-15-MH-006

PLACE:

Oxnard, California

DATE:

February 25, 2015

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.