

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

WMATA INCIDENT AT L'ENFANT PLAZA * Docket No.: DCA-15-FR-004

JANUARY 12, 2015 *

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Telephone Calls
Metro Transit Police Department

Monday,
January 12, 2015

R E C O R D I N G

1

2 0:00:00 (Tone)

3 MTPD BATES: Metro Transit Police. Bates.

4 STATION MANAGER: Hello?

5 MTPD BATES: Hello.

6 STATION MANAGER: Hi. I'm sorry. Station manager at
7 Columbia Heights. I got a what's his name here on the platform.

8 MTPD BATES: What's going on?

9 STATION MANAGER: I got a dispute here on the platform.

10 MTPD BATES: Okay. What's your last name?

11 STATION MANAGER: Okay. Pone, P-o-n-e.

12 MTPD BATES: P-o-n-e?

13 STATION MANAGER: Yes. Wait. Hold. Yes.

14 (Tone)

15 MTPD BATES: Are they fighting?

16 STATION MANAGER: No, (indiscernible).

17 MTPD BATES: Is it male and female, male/male?

18 STATION MANAGER: It's two males and a female.

19 (Simultaneous conversation 0:00:49 to 0:01:19)

20 MTPD NICOLE: Transit Police. Nicole.

21 CALLER: How you doing? Curtis Wilson (ph.)
22 from Rail. The fire department going over to
23 Gallery Place. They're reporting
24 (indiscernible) fire over there.

25 MTPD NICOLE: Okay.

1 CALLER: The upper and lower level of the Red
2 Line train on the (indiscernible)

3 MTPD NICOLE: Okay. (indiscernible) you said
4 Red?

5 CALLER: Um-hum. And the (indiscernible)

6 MTPD NICOLE: She's just calling out with it
7 at Anacostia, there's a fire on there.

8 (End of call 01:19)

9 MTPD BATES: And a female.

10 STATION MANAGER: Yeah. Hey, no, (indiscernible) --

11 MTPD BATES: Oh, okay. And are they on the platform?

12 STATION MANAGER: They on the mezzanine level.

13 MTPD BATES: Mezzanine level, okay. All right.

14 STATION MANAGER: Yeah.

15 MTPD BATES: All right. We'll get somebody over there
16 to help.

17 STATION MANAGER: Okay.

18 MTPD BATES: All right.

19 (Tone)

20 (Simultaneous conversations)

21 0:01:09 MTPD BATES: Transit Police. Bates.

22 CALLER: Yeah, Mr. Bates, we have a fire at Gallery
23 Place on both levels, it looks like.

24 MTPD BATES: Both levels?

25 CALLER: Yes, sir. Or at least up on top. It might be

1 just smoking down to the bottom. I got to go.

2 MTPD BATES: All right.

3 CALLER: Bye.

4 0:01:34 MTPD BATES: Bye.

5 (End of call)

6 0:02:25 (Tone)

7 MTPD COOPER: Transit Police. Cooper.

8 CALLER: Yes. I was just wondering, is transit coming

9 up here for duty at Tinley Town?

10 MTPD COOPER: For who?

11 CALLER: They supposed to come up here for some kind of

12 duty for these kids up here.

13 MTPD COOPER: Okay. Right now we're working a couple of

14 fires.

15 CALLER: You're working who?

16 MTPD COOPER: We're working a couple of fires.

17 CALLER: Silers?

18 MTPD COOPER: Fire, fire, fire.

19 CALLER: Oh, fires, on the track?

20 MTPD COOPER: Yeah.

21 CALLER: Oh, yeah, I did hear the fire on the tracks.

22 MTPD COOPER: Okay.

23 CALLER: Okay, then.

24 MTPD COOPER: All right.

25 CALLER: All right.

1 0:02:58 (End of call)
2 (Phone ringing)
3 FEMALE: Tell me what, what it's (indiscernible)
4 (Phone ringing)
5 CENTRAL CONTROL: Central. Ms. Dennis.
6 MTPD NICOLE: Hey, Ms. Dennis. This is Nicole with
7 Transit Police.
8 CENTRAL CONTROL: Yes.
9 MTPD NICOLE: Can you tell me what's going on at Woodley
10 Park?
11 CENTRAL CONTROL: I don't know anything about Woodley
12 Park.
13 MTPD NICOLE: You don't have anything at Woodley?
14 CENTRAL CONTROL: I have no knowledge of Woodley.
15 Are you dealing with Woodley?
16 Let me transfer you to Ops 1. Maybe they know.
17 MTPD NICOLE: Okay. Thanks.
18 (Phone ringing.)
19 OPS: Metro. Weiss.
20 MTPD NICOLE: Hey, do you guys have something going on
21 up at Woodley Park?
22 OPS: Woodley Park, negative. We just told
23 (indiscernible)
24 SPEAKER: Just checkmark (indiscernible)
25 OPS: You copy?

1 MTPD NICOLE: You're saying no, nothing at Woodley Park?
2 OPS: No, no. We're just (indiscernible) due to the
3 situation behind.
4 MTPD NICOLE: Okay.
5 OPS: All right?
6 MTPD NICOLE: Thank you.
7 0:04:09 (End of call)
8 (Tone)
9 0:04:46 MTPD BATES: Metro Transit Police. Bates.
10 CALLER: Hey, Mr. Bates. We've also got a report of
11 smoke at L'Enfant Plaza at the portal.
12 MTPD BATES: Okay.
13 CALLER: Okay?
14 MTPD BATES: All right.
15 CALLER: Bye.
16 MTPD BATES: Bye.
17 0:05:01 (End of call.)
18 (Pause.)
19 0:6:25 MTPD COOPER: Transit Police. Cooper.
20 CALLER: Hey, how you doing today, ma'am.
21 MTPD COOPER: Good.
22 CALLER: This is Officer Keller (ph.) from the U.S. Park
23 Police.
24 MTPD COOPER: Um-hum.
25 CALLER: One of our (indiscernible) said that on the --

1 he seen some of your units ran code on the National Mall?

2 MTPD COOPER: Yeah. We have a fire on our tracks we're
3 attending to.

4 CALLER: Okay. Close it off?

5 MTPD COOPER: Huh?

6 CALLER: Are you all closing any streets off or anything
7 like that?

8 MTPD COOPER: We -- they haven't said anything yet.
9 They're just trying to get there to see what's going on --

10 CALLER: Okay.

11 MTPD COOPER: -- assess the problem.

12 CALLER: All right.

13 0:06:54 (End of call.)

14 (Dial Tone; phone dialing/ringing)

15 0:07:08 CENTRAL CONTROL: Central. Macomb (ph.).

16 MTPD: Hey, they need the fans on at L'Enfant.

17 CENTRAL CONTROL: Roger.

18 MTPD: All right.

19 CENTRAL CONTROL: All right.

20 0:07:12 (End of call.)

21 (Phone ringing.)

22 (Tone)

23 0:07:52 MTPD COOPER: Transit Police. Cooper.
24 Transit Police. How can I help you?
25 (Tone)

1 MTPD COOPER: Hello?

2 RECORDING: You have reached the D.C. Office of Unified
3 Communications. Please hold while your call is being transferred.
4 Thank you.

5 (Phone ringing)

6 0:08:41 MTPD BATES: I got the medical. I got D.C. Fire.

7 CENTRAL CONTROL: Office of -- hello?

8 MTPD BATES: This is Bates, Metro Transit Police.

9 CENTRAL CONTROL: Yes, sir.

10 MTPD BATES: Can we get medics at L'Enfant Plaza?

11 CENTRAL CONTROL: You need medic or fire? Because I --

12 MTPD BATES: Both.

13 CENTRAL CONTROL: Okay. What do you have?

14 MTPD BATES: Oh, we got smoke in, in the station, and we
15 got people who can barely breathe due to the smoke.

16 CENTRAL CONTROL: Smoke in the station and people -- oh,
17 you need both. Okay.

18 MTPD BATES: Yes.

19 CENTRAL CONTROL: Um-hum. Bye-bye.

20 MALE: All right. Thank you.

21 0:09:04 (End of call)

22 (Phone ringing)

23 0:09:41 CENTRAL CONTROL: What's up, Bates?

24 MTPD BATES: Hey, topside of L'Enfant, can they stop the
25 trains? They can't see. The trains are coming in and there's no

1 visibility. Nobody can see in there due to all the smoke.

2 CENTRAL CONTROL: Topside where? You talking about on
3 the opposite -- you talking about the other, the Orange and Blue
4 Line?

5 MTPD BATES: Yeah, at L'Enfant.

6 CENTRAL CONTROL: You say that you want them to stop the
7 trains?

8 MTPD BATES: Yeah, they have to. They can't see at all,
9 nobody.

10 CENTRAL CONTROL: Hey. Hey, Malloy, Transit want all
11 the trains to stop at L'Enfant.

12 RECORDING: You have reached the D.C. Office of --

13 CENTRAL CONTROL: He say they blowing the smoke up in
14 L'Enfant, they can't see.

15 RECORDING: -- Unified Communications. Press 1 for MPD
16 Operations. Press 2 for Fire and -- (ringing)

17 CENTRAL CONTROL: No, he's talking about one
18 (indiscernible), he's talking about (indiscernible). Stop the
19 train from coming in, into L'Enfant.

20 You say you want downstairs and upstairs, Bates?

21 MTPD BATES: Downstairs, downstairs and upstairs.

22 CENTRAL CONTROL: Because this is -- you talking about
23 the Yellow/Green Line, right?

24 MTPD BATES: Upstairs. Upstairs.

25 CENTRAL CONTROL: Yeah, they -- hold on.

1 (Phone ringing)

2 CENTRAL CONTROL: Central, sir.

3 MTPD BATES: Yeah, they transferred -- you -- we need to

4 stop the trains topside at L'Enfant. They can't see at all.

5 CENTRAL CONTROL: Okay.

6 MTPD BATES: All right?

7 CENTRAL CONTROL: Okay.

8 MTPD BATES: Bye.

9 0:10:56 (End of call)

10 (Pause)

11 0:11:21 (Phone ringing)

12 CENTRAL CONTROL: Central. Smith.

13 MTPD: Hi, Smith. I'm going to need you all -- you all

14 going to have to move that train that's down in L'Enfant.

15 CENTRAL CONTROL: We're trying to move it.

16 MTPD: All right.

17 0:11:41 (End of call)

18 (Phone ringing)

19 0:12:02 MTPD COOPER: Transit Police. Cooper.

20 CALLER: Hey, it's Taylor. Hey, the radio's busy.

21 We're trying to let you guys know that 410, 639 and also 400 were

22 at Pentagon.

23 (Background conversation)

24 MTPD COOPER: I can't, I can't hear you. Say it again.

25 CALLER: I said this is Officer Taylor, badge number

1 639. We're at Pentagon.

2 MTPD COOPER: Uh-huh.

3 CALLER: It's myself, 410, and also 400. We're here for
4 the Charleston drills.

5 MTPD COOPER: At Pentagon?

6 CALLER: At Pentagon.

7 MTPD COOPER: Okay.

8 CALLER: Okay. You said who's this?

9 MTPD COOPER: Huh?

10 CALLER: Who is this?

11 MTPD COOPER: Cooper.

12 CALLER: Okay, Cooper.

13 MTPD COOPER: All right.

14 CALLER: All right, thanks.

15 0:12:41 (End of call)

16 0:13:23 SPEAKER: I'm calling them.

17 (Phone ringing)

18 0:14:07 CENTRAL CONTROL: Central. Smith.

19 CALLER: Okay. We asked you all to stop servicing
20 trains at L'Enfant topside.

21 CENTRAL CONTROL: We have a frozen train. We're trying
22 to get contact with the operator to move the train out of
23 L'Enfant.

24 (simultaneous conversation)

25 MTPD BATES: Metro Transit Police. Bates.

1 CENTRAL CONTROL: Okay, MPD, what do you have working on
2 Southwest? Do you know?

3 0:14:20 MTPD BATES: We have smoke and fire in L'Enfant Plaza.
4 CENTRAL CONTROL: Okay. At L'Enfant Plaza.

5 MTPD BATES: Yeah, we need fire board and medics. We
6 call -- we need fire board and medics. There's heavy smoke in
7 that station.

8 CENTRAL CONTROL: Okay.

9 MTPD BATES: All right?

10 CENTRAL CONTROL: Okay. Let us know if you need the
11 officers to assist you with traffic. Thank you.

12 MTPD BATES: Can they, can they respond as well?

13 CENTRAL CONTROL: What?

14 MTPD BATES: Can we get them to respond as well?

15 CENTRAL CONTROL: Okay. And what's the exact location
16 you them to respond?

17 MTPD BATES: L'Enfant Plaza.

18 CENTRAL CONTROL: Okay.

19 MTPD BATES: At the Metro station --

20 CENTRAL CONTROL: All right.

21 MTPD BATES: -- L'Enfant Plaza. Okay.

22 CENTRAL CONTROL: Okay. Thank you.

23 MTPD BATES: Bye.

24 CENTRAL CONTROL: Bye.

25 0:14:49 (End of call)

1 (Tone)

2 0:15:03 MTPD BATES: Metro Transit Police. Bates.

3 CALLER: Hey, this is Williams, badge number 684. I was

4 aboard Train 306 in the direction of -- leaving L'Enfant going

5 toward Gallery Place. I did a track inspection. There was no

6 visible fire. I was going to go over the radio with it, but I

7 can't get a word in edge-wise, so --

8 MTPD BATES: All right. They talking about there's no

9 visibility at all in there.

10 CALLER: Yeah. No, it's not. Well, they -- when he

11 brought the train through the -- train operator turned the

12 ventilation off on the train, but the smoke was so bad it was

13 still coming in, so -- I'm --

14 MTPD BATES: All right. What's your ID number?

15 CALLER: 684. I'm out at Gallery Place right now.

16 MTPD BATES: You said track inspection from where?

17 CALLER: From, from L'Enfant Plaza all the way up to

18 Gallery Place no visible fire.

19 MTPD BATES: All right.

20 CALLER: All right.

21 MTPD BATES: All right.

22 0:15:53 (End of call)

23 0:18:28 (Tone)

24 0:18:59 (Phone ringing)

25 CENTRAL CONTROL: Central. Smith.

1 CALLER: Smith?

2 CENTRAL CONTROL: Yes.

3 CALLER: Okay. We're going to need Train 510 to move
4 because my officers, they can't breathe in there or nothing and
5 we're trying to assist.

6 CENTRAL CONTROL: We're -- trust me, we've been trying
7 to make contact with the operator to get a reverse engine and go
8 back to Archive. If you, if you can talk to your officers, tell
9 your officers to tell the operator reverse engine and go back to
10 Archives, Track 1. Okay?

11 CALLER: All right.

12 (Simultaneous background conversation)

13 0:19:27 MTPD BATES: Metro Transit Police. Bates.

14 CALLER: Hi. This is D.C. Police. Do you all have
15 calls for L'Enfant Plaza with the tunnel filling up with smoke?

16 MTPD BATES: Yup. We are there on scene and --

17 CALLER: Okay.

18 MTPD BATES: -- it is full of smoke. And we, we
19 requested D.C. Fire and medics and the police.

20 CALLER: Yeah, the Fire, the Fire is on the scene. The
21 Board is already there on the scene, 1531 hours.

22 MTPD BATES: All right. And do you have medics coming
23 too?

24 CALLER: Yes.

25 MTPD BATES: Okay.

1 CALLER: Uh-huh. They requested the ambulances too.

2 MTPD BATES: Okay.

3 CALLER: Okay.

4 MTPD BATES: All righty.

5 CALLER: Okay. Thank you. Because people are still
6 calling.

7 MTPD BATES: Yeah, yeah.

8 CALLER: Yeah, people on the inside of the train, they
9 said they were (indiscernible) train.

10 MTPD BATES: Yeah.

11 CALLER: Okay. All right. Thank you. Bye-bye.

12 (End of call)

13 (Simultaneous conversation)

14 SPEAKER: We're going to try and get them out of the
15 Green Line (indiscernible) station (indiscernible) city, do you
16 know?

17 FEMALE: The Green Line is affected, yes.

18 SPEAKER: It is? Okay. Thank you.

19 (End of call)

20 (Tone)

21 20:09 MTPD BATES: This is Transit Police. Bates.

22 ARLINGTON MPD: Hey, Bates. How you doing?

23 MTPD BATES: All right.

24 ARLINGTON MPD: This is MPD in Arlington. We have a
25 citizen on the line. Can you advise us what's going on, because

1 he's stuck on the train.

2 MTPD BATES: Yeah, we're trying to get him out of there
3 now. They're bringing the train up as soon as we can get it out
4 of there.

5 PASSENGER: Hey, can I speak to him?

6 ARLINGTON MPD: He's on the line, sir.

7 PASSENGER: Yes. Sir, how long do you think it'll be,
8 man? People are going crazy up here, man.

9 MTPD BATES: All right. We're trying to get them out of
10 there now. I mean, the visibility is really bad in there. So we
11 got the fire department on scene and police on scene as well, and
12 medics.

13 PASSENGER: So, so what can you call do to, you know,
14 get us out of this tunnel?

15 MTPD BATES: Well, we'll try and get you all out now.
16 So it should be --

17 PASSENGER: I know.

18 MTPD BATES: They're going to get you out of there.

19 ARLINGTON MPD: Okay. I'm sorry -- this Arlington -- to
20 cut in, sir, real quick. He advised that they needed fire -- that
21 you might need fire department on this train, the one that's in
22 Pentagon City.

23 PASSENGER: Yes, man, we stuck, man, Pentagon.

24 MTPD BATES: Oh, at Pentagon?

25 ARLINGTON MPD: And --

1 PASSENGER: Yeah, man.

2 ARLINGTON MPD: -- he's -- yeah, they're under Pentagon
3 City in the Metro.

4 MTPD BATES: Oh. I ain't know they were at Pentagon.
5 Okay. We were talking about L'Enfant. Okay. Well, let me figure
6 out --

7 PASSENGER: It is -- we --

8 ARLINGTON MPD: I -- we apologize, sir. Me and D.C.,
9 we're trying to figure this out.

10 PASSENGER: Look, you all need to do something about
11 that train on L'Enfant, man.

12 ARLINGTON MPD: Sir, sir --

13 MTPD BATES: All right. We'll --

14 CALLER: -- it's going to take time.

15 MTPD BATES: Yeah. I mean, it's going to be -- there's
16 a delay on the trains right now. That's what -- because of the
17 smoke at L'Enfant Plaza.

18 PASSENGER: All right. So how are we going to get out?
19 Somebody needs to know that we are stuck (indiscernible)

20 MTPD BATES: Okay. I'm -- we about to get -- I'm about
21 to get the people over there (indiscernible) now as well.

22 PASSENGER: (indiscernible)

23 ARLINGTON MPD: Okay. Whenever you all get the
24 (indiscernible) the fire department keyed in?

25 MTPD BATES: Where exactly are you at, sir? Hello?

1 ARLINGTON MPD: He might've got cut off. This is MPD
2 with Arlington. He's -- his number is 202- --

3 MTPD BATES: Well, where was he at?

4 ARLINGTON MPD: He was on the train at Pentagon City.

5 MTPD BATES: All right. We'll get some help. We'll get
6 some (indiscernible) over there.

7 ARLINGTON MPD: Yeah, he just -- yeah, he just
8 disconnected. That was him.

9 MTPD BATES: Okay. We'll get some (indiscernible) over.

10 ARLINGTON MPD: Okay.

11 MTPD BATES: All right.

12 ARLINGTON MPD: All right. Bye-bye.

13 0:22:10 (End of call)

14 (Pause)

15 0:22:22 MTPD BATES: Metro Transit Police. Bates.

16 ARLINGTON MPD: Hey, Bates. This is Arlington. I think
17 I was -- we were just -- me and D.C. were just on the phone a few
18 minutes ago with a caller --

19 MTPD BATES: Yeah.

20 ARLINGTON MPD: -- on the Pentagon train.

21 MTPD BATES: Uh-huh.

22 ARLINGTON MPD: He said something about people
23 suffocating, I guess due to the smoke. Are you guys going to go
24 out to see if you can find that train?

25 MTPD BATES: Yeah. We -- no, we will send the people

1 over there as well. I mean, you can send the fire board over
2 there. We have the smoke from L'Enfant, so -- I mean, L'Enfant is
3 full of smoke right now.

4 ARLINGTON MPD: Right. All right. I'm going to call
5 him back to see if, if I can get a hold of him to find out exactly
6 where on the track maybe --

7 MTPD BATES: Well, they --

8 ARLINGTON MPD: -- the car he is (indiscernible)

9 MTPD BATES: Well, I see three trains stuck at Pentagon
10 City, so they probably did.

11 (Simultaneous conversation at 0:22:58)

12 MTPD NICOLE: MTPD Police. This is Nicole.

13 CALLER: Hi, Nicole. Can you please tell me
14 is L'Enfant Plaza Station is open now?

15 MTPD NICOLE: No, it's not.

16 CALLER: It's not. Then how do we get around?

17 MTPD NICOLE: Ma'am, you'll -- they're making
18 announcements and maybe Metro information, but
19 right now, no, it's not.

20 CALLER: You said they're making -- oh, so can
21 -- should I -- so where is the stop?

22 MTPD NICOLE: Ma'am, okay, you'll have to call
23 Metro information at 202-637-7000.

24 CALLER: Thank you.

25 MTPD NICOLE: All right.

1 (End of call)

2 CALLER: (indiscernible) Pentagon City Metro?

3 MTPD: Yes.

4 CALLER: All right. I'll go ahead and get the fire
5 department started then.

6 0:23:07 MTPD: All right.

7 (End of call)

8 (Tone)

9 0:23:27 MTPD BATES: Metro Transit Police. Bates.

10 CALLER: How you doing? This is Baker 3 --

11 MTPD BATES: Uh-huh.

12 CALLER: -- calling because I don't want to call on my
13 radio right now because it's so busy.

14 MTPD BATES: Uh-huh.

15 CALLER: But I was dispatched to Wheaton for an elevator
16 assessment.

17 MTPD BATES: Um-hum.

18 CALLER: Can you tell me what floor on the elevator?

19 MTPD BATES: No, it's in the garage. That's the only
20 thing we know.

21 CALLER: Okay. I'm in the garage right now.

22 (indiscernible)

23 (Tone)

24 (Simultaneous conversation 0:23:47)

25 MTPD: Nicole.

1 CALLER: Hey, Nicole, Hannah.

2 MTPD: Hey.

3 CALLER: Hey, has anybody done a status check
4 on an officer that's on the train? Because we
5 haven't heard from her in a little while and I
6 know they were getting overcome with smoke.

7 MTPD: Hold on.

8 0:24:42 (Tone)

9 0:24:59 MTPD BATES: Metro Transit Police. Bates.

10 CALLER: Yes. Hey, I'm calling with the (indiscernible)
11 (Tone)
12 (Indiscernible simultaneous conversation)

13 MTPD: Transit Police. Nicole.

14 CALLER: Oh, okay. All right. Bye-bye

15 0:25:15 MTPD BATES: Transit Police. Bates. Central control?
16 CENTRAL CONTROL: Uh-huh.

17 0:25:17 MTPD BATES: We got a train that we're trying to move
18 out of L'Enfant Plaza on the Green Line. They're telling us that
19 Transit Police won't let us move the train.

20 CENTRAL CONTROL: What's the train number?

21 MTPD BATES: It's 510, Track 2.

22 CENTRAL CONTROL: That's the train we're saying -- we
23 are trying to get moved. Hold on.

24 (indiscernible) is saying that we're not letting him
25 move the 510 --

1 (Pause)

2 MTPD: We just hit the ETF.

3 SPEAKER: (indiscernible)

4 MTPD: We just hit the ETF.

5 CENTRAL CONTROL: Somebody hit the ETF button?

6 MTPD: Yup. Fire department just hit the ETF at
7 L'Enfant.

8 CENTRAL CONTROL: (To coworker) Fire department hit the
9 ETF button at L'Enfant. They can't get (indiscernible)

10 0:25:27 MTPD: So we got power down on tracks 1 and 2 at
11 L'Enfant at this time.

12 CENTRAL CONTROL: (To coworker) Power down on tracks 1
13 and 2.

14 The fire department hit the ETF button.

15 How are you going to get the train (indiscernible)?

16 0:26:20 (Tone)

17 MTPD BATES: Metro Transit Police. Bates. How can I
18 help you?

19 CALLER: Hi. This is Officer Shields of the
20 Metropolitan Police Department CIT. Do you all have any updates
21 on L'Enfant?

22 (Simultaneous conversation)

23 CENTRAL CONTROL: (indiscernible) is saying
24 that we're preventing them from moving --

25 MTPD: Right now, right now the power's out.

1 It's preventing us now.

2 MTPD: I can't give one right now. I'm -- we're
3 extremely busy. We (indiscernible) --

4 CENTRAL CONTROL: Right.

5 MTPD: But before that --

6 CENTRAL CONTROL: But before (indiscernible)

7 MTPD: -- we were told that Transit was making
8 us hold the train.

9 MTPD: All I can tell you is there is a bunch of smoke
10 in there right now and we are trying to get people out
11 (indiscernible).

12 CALLER: Okay. Bye. Thank you.

13 CENTRAL CONTROL: The reason we were
14 originally holding 510 there was because the
15 operator evacuated and we had to go get him.

16 SPEAKER: The operator evacuated?

17 CENTRAL CONTROL: Yes.

18 MTPD: Well, he probably reversed ends. I
19 don't think he evacuated.

20 CENTRAL CONTROL: No, he -- the operator
21 evacuated. We went --

22 MTPD: When you say evacuated, you mean he did
23 what? He left?

24 CENTRAL CONTROL: He left the train.

25 MTPD: And went where?

1 CENTRAL CONTROL: So we had to go get him. We
2 had to go find him.

3 MTPD: Went where?

4 CENTRAL CONTROL: We found the operator. We
5 got the operator at 7th and Maryland to come
6 back down to get him --

7 MTPD: The operator --

8 CENTRAL CONTROL: -- to back on the train.

9 MTPD: Okay. All right. Let -- okay, okay.
10 Thank you.

11 CENTRAL CONTROL: All right.

12 (End of call at 0:27:08)

13 (Tone)

14 0:27:48 MTPD BATES: Metro Transit Police. Bates.

15 ARLINGTON MPD: Hi, Bates. It's Arlington again.

16 MTPD BATES: Uh-huh.

17 ARLINGTON MPD: Do you know, the gentleman we all spoke
18 to, were they stuck at the Pentagon City Metro or the Pentagon --
19 the actual Pentagon Metro?

20 MTPD BATES: Pentagon City.

21 ARLINGTON MPD: The Pentagon City Metro?

22 MTPD BATES: Yeah. We have three trains there, and
23 there's like -- well, we got one train on the platform and two
24 behind it. So we need to get the people that are behind them
25 trains --

1 ARLINGTON MPD: Right. All right. Well, I'm still
2 trying to get a hold of him. I've got the (indiscernible) Fire
3 Department, so we can get the fire department out.

4 MTPD BATES: Okay.

5 ARLINGTON MPD: Unfortunately, we don't know which train
6 he's on and I'm not able to get him back on the line.

7 MTPD BATES: Okay.

8 ARLINGTON MPD: All right, thank you.

9 MTPD BATES: All right.

10 ARLINGTON MPD: All right. Bye.

11 0:28:26 MTPD BATES: Bye.

12 (End of call)

13 (Tone)

14 0:28:35 MTPD BATES: Metro Transit Police. Bates.

15 PASSENGER: : Yeah, how you doing?

16 MTPD BATES: All right.

17 PASSENGER: : All right, man. I'm one of the ones
18 under the thing for Pentagon, right?

19 MTPD BATES: Yeah, I got units -- they just got there
20 just now.

21 PASSENGER: : All right. So if you got units just got
22 there, we've been here almost what?

23 MTPD BATES: Sir, we are -- we -- I mean, we're doing
24 the best we can. We -- I mean, there's a fire, big fire, smoke in
25 the tunnel at L'Enfant Plaza.

1 PASSENGER: All right. So the (indiscernible) --

2 MTPD BATES: They coming to you. Trust me, they coming

3 to you.

4 0:29:40 MTPD BATES: Okay?

5 PASSENGER: You all need to move the train with us,

6 though, man.

7 MTPD BATES: All right. We're trying, we're trying.

8 (Simultaneous conversation 29:38 to 29:44)

9 CENTRAL CONTROL: Central. Ms. Dennis.

10 CALLER: Hey, Ms. Dennis. The fans are on at

11 L'Enfant, correct?

12 CENTRAL CONTROL: Oh, yes.

13 CALLER: Okay.

14 CENTRAL CONTROL: All right.

15 0:29:44 CALLER: Thanks.

16 (End of call)

17 (Tone)

18 0:29:47 PASSENGER: What a day, man. You (indiscernible)

19 MTPD BATES: I understand. No, I understand. I mean,

20 we trying. We're trying to do the best we can, man. They --

21 actually, they just moved one train, so -- did the train move yet?

22 PASSENGER: No. I'm in the front, man. I'm --

23 MTPD BATES: I'm trying to figure out which -- do you

24 know what car number you're on?

25 PASSENGER: 3031, I guess.

1 0:30:11 MTPD BATES: 3031. Let's see where you are, 3031.

2 PASSENGER: Wow, man, you all handling this in a
3 particular way (indiscernible).

4 MTPD BATES: I'm -- hey, I'm just trying to do the best
5 I can, man. But we got the help, they're going to be coming to
6 you soon.

7 PASSENGER: So if we all do our best, then we okay then?

8 MTPD BATES: Yeah. Yeah, we're going to get you out.

9 PASSENGER: What I want to know, it's more than just
10 stuck right here on this platform. You see what I'm saying? We
11 in -- we stuck in this junk with smoke everywhere.

12 MTPD BATES: In the tunnel?

13 PASSENGER: Kids -- yeah, man, we got kids and
14 everything up here, man. All he can say is they get train off the
15 tracks. So maybe where it's stuck at somewhere else it's not
16 serious, it's just, you know -- but right here, on 30-31, we're in
17 -- we need help.

18 MTPD BATES: Okay, okay. I'm just trying to figure out
19 where exactly are you all at. 30-31 --

20 PASSENGER: We a few thousand feet from L'Enfant Plaza.

21 MTPD BATES: Oh.

22 PASSENGER: Pentagon.

23 MTPD BATES: Hold on. Hold on.

24 PASSENGER: So we are stuck with smoke everywhere.

25 MTPD BATES: All right. Which way -- where, where are

1 you coming from though?

2 PASSENGER: We coming from L'Enfant Plaza.

3 MTPD BATES: Coming from L'Enfant.

4 PASSENGER: Yes.

5 MTPD BATES: Hold on.

6 PASSENGER: And they done beat it down -- electric thing
7 -- hey, we got to go. But we together, we (indiscernible).

8 CALLER 2: That's how I see it.

9 MTPD BATES: No, we -- they're going to get you out of
10 there.

11 PASSENGER: Yeah. I just now see the fire department,
12 man. You all need some better procedures, man. I'm coming to work
13 for some -- by some type of emergency. Because you all need
14 better procedures.

15 (Tone)

16 PASSENGER: Because you all --

17 MTPD BATES: Okay. Fire department on the scene?

18 PASSENGER: -- die up here, be dead, man. But you know
19 that we been on the train for an hour and I -- the only train that
20 -- the man that drive the train, he did stay calm.

21 MTPD BATES: I mean, we all trying to -- (indiscernible)
22 we trying to get you out of there, I mean. But the fire
23 department's on the scene now?

24 CALLER: Yeah. They just now come.

25 MTPD BATES: All right. All right.

1 0:32:44 (End of call)

2 (Simultaneous conversation 29:50 to 30:55)

3 MTPD: How can I help you?

4 CENTRAL CONTROL: Ma'am, I'm on UC with one of
5 the passengers on the train that's inside the
6 car.

7 MTPD: I'm sorry?

8 CENTRAL CONTROL: I have on the line one of
9 the passengers who was on the train at
10 L'Enfant Plaza (indiscernible).

11 MTPD: Okay.

12 CENTRAL CONTROL: On the line with us.

13 MTPD: Okay.

14 CENTRAL CONTROL: Okay, go ahead, caller.

15 PASSENGER: Hi. We're on the train and it's
16 filled with smoke. We've been here for half
17 an hour. We're having trouble breathing. When
18 are we getting help?

19 CENTRAL CONTROL: Okay. The police are on
20 scene and they're trying to get, get you off
21 the train.

22 PASSENGER: How close are we to getting off of
23 the train?

24 CENTRAL CONTROL: Okay. I can't tell you how
25 long, but (indiscernible) Fire are on the

1 scene and they're evacuating. They're trying
2 to get people off the train.

3 PASSENGER: Okay. Well, they need to hurry
4 because there's people having trouble
5 breathing. People are on the floor trying to
6 breathe. You're going to have medical
7 emergencies on your hands very soon. I'm in
8 the last car of the train and I don't know if
9 the smoke starts at the other end, but it's
10 very difficult to breathe in here.

11 CENTRAL CONTROL: Okay. We'll be there
12 shortly.

13 PASSENGER: Please hurry.

14 (End of call at 0:30:55)

15 (Simultaneous conversation 0:30:14 to 0:30:26)

16 MTPD WALKER: Transit Police. Walker.

17 CALLER: Yes, Ms. Walker. This is MPD. I
18 just wanted to make you known that due to the
19 fire on the L'Enfant Plaza --

20 MTPD WALKER: Um-hum.

21 CALLER: -- they're re-routing some buses.

22 MTPD WALKER: All right. Thank you.

23 CALLER: Um-hum. Bye-bye.

24 (End of call 30:26)

25 (Tone)

1 0:42:42 MTPD BATES: This is Transit Police Bates.
2 CALLER: Bates, 555 -- I mean, 707. We just got to
3 Gallery. Where do you want us?
4 (Simultaneous Conversation 42:49 to 42:57))
5 CENTRAL CONTROL: Central. Smith.
6 MTPD: Hey, they're asking for power down
7 between L'Enfant and the L Street Bridge.
8 CENTRAL CONTROL: Yeah, we have power down.
9 MTPD: Okay. Thank you.
10 CENTRAL CONTROL: Okay. You're welcome.
11 (End of call at 42:57)
12 0:42:49 MTPD BATES: Hold on.
13 CALLER: All right. No problem.
14 MTPD BATES: 707 at Gallery and they asking where do we
15 want --
16 No, I mean, just help wherever you can, man.
17 CALLER: Yeah, so I -- huh?
18 MTPD BATES: You said go to Archive?
19 Sir, can you go to Archives?
20 CALLER: Yeah, we can -- is the train going that way?
21 MTPD BATES: Is the train going that way? Train going
22 to Archives? Can you get the train to go to Archives?
23 (Simultaneous conversation 43:13 to 43:17)
24 0:43:13 MTPD: Transit Police, do you have an
25 emergency?

1 CALLER: No, ma'am. I --
2 (End of call)
3 MTPD BATES: She don't know.
4 CALLER: All right. So we'll be here at Gallery.
5 0:43:19 MTPD BATES: All right. Gotcha.
6 (End of call)
7 (Tone)
8 0:43:24 MTPD BATES: Metro Transit Police. Bates. How can I
9 help you?
10 CALLER: Hi. I'm trying to find out the situation on
11 the Green Line. My daughter's on that line.
12 (Simultaneous Conversation 43:27 to 43:40)
13 RECORDED MESSAGE: You have reached the D. --
14 CENTRAL CONTROL: Uniformed Communication.
15 Mr. Lunstrom (ph.). May I help you?
16 MTPD: Hey, this is Metro Transit Police.
17 CENTRAL CONTROL: Um-hum.
18 MTPD: They said that the medics need to come
19 to the 9th and D side.
20 CENTRAL CONTROL: 9th and D.
21 MTPD: Yup.
22 CENTRAL CONTROL: I'll let them know.
23 MTPD: Thanks.
24 (End of call at 43:40)
25 0:43:31 MTPD BATES: Where at?

1 CALLER: She gets on at Anacostia Station and transfers
2 at (indiscernible).

3 MTPD BATES: Okay. Well, we have smoke in L'Enfant
4 Plaza, so that's been the hold up right now.

5 CALLER: (indiscernible)

6 MTPD BATES: Smoke in L'Enfant Plaza Station.

7 CALLER: Smoke at L'Enfant Plaza Station. Do you know
8 what time that occurred so I can try to -- she's not answering her
9 cell phone.

10 MTPD BATES: Ah, I don't know. Let me -- about 3.

11 CALLER: 3:00?

12 MTPD BATES: 3:15, 3:15.

13 CALLER: Okay. She doesn't get till 3:30. So were you
14 holding trains at 3:30?

15 MTPD BATES: Oh, yeah. We've been holding them -- yeah,
16 they've been holding trains.

17 CALLER: Okay. So perhaps she's not on the trains.
18 Okay. Thank you.

19 0:44:14 MTPD BATES: All right.

20 (End of call)

21 0:44:19 RECORDED MESSAGE: You have reached the D.C. Office of
22 Unified Communications. Press 1 for MPD Operations. Press 2 --

23 (Beep/Ringing)

24 UNIFIED COM: Hello. Unified Communications.

25 (indiscernible), ma'am?

1 CALLER: It's me again. Sorry. We need 9th and D, 7th
2 and Maryland, and 7th and D, because people are getting escorted
3 out on --

4 UNIFIED COM: Yes. We have a bus coming to -- so you're
5 at 9th and D, and 7th and D. I'm going to let them know both
6 sides.

7 CALLER: Yep. Thanks.

8 UNIFIED COM: But we got a bus coming for them.

9 0:44:58 CALLER: Okay. Thanks.

10 (End of call)

11 (Tone)

12 MTPD BATES: Metro Transit Police. Bates.

13 CALLER: Hey, (indiscernible)

14 MTPD BATES: Huh?

15 CALLER: We got (indiscernible) still at L'Enfant at --

16 MTPD BATES: I can't hear you.

17 CALLER: -- at like 7th Street?

18 MTPD BATES: The --

19 CALLER: (indiscernible). It's (indiscernible)

20 MTPD BATES: What's up (indiscernible)?

21 CALLER: Can you hear me?

22 MTPD BATES: Yeah, barely. What do you need?

23 CALLER: Oh, let me, let me take -- I'm downtown at 7th
24 Street. (indiscernible) There's fire -- there's ambulances and
25 fire trucks everywhere at 7th Street (indiscernible) L'Enfant.

1 (indiscernible)

2 MTPD BATES: Well, I mean, I know it's people though,
3 you know, that needed medics down in L'Enfant and -- I mean, it's
4 a lot of smoke. I guess until that stuff clear up.

5 CALLER: No -- okay. I just (indiscernible) we're in a
6 car. I just --

7 MTPD BATES: Huh?

8 CALLER: I want to stay away from that. I said we're in
9 a car. I want to stay away from that scene. (indiscernible).

10 MTPD BATES: Oh. Oh, you in a car?

11 CALLER: Yeah. I've been sitting (indiscernible) for a
12 while.

13 MTPD BATES: Oh, okay. Yeah, well, I'm pretty sure it's
14 a (indiscernible) --

15 CALLER: I'm just trying to find out -- I'm trying to
16 find out what it is so I (indiscernible) so I can get out of here.

17 MTPD BATES: Oh, okay. Yeah. I mean, we had smoke in
18 the tunnel at L'Enfant.

19 CALLER: Okay. All right. Thanks, man. I appreciate
20 it.

21 0:46:10 MTPD BATES: Okay.

22 (End of call)

23 (Tone)

24 0:46:47 MTPD BATES: Metro Transit Police. Bates.

25 CALLER: Hey, Bates. We got crowds down here on the

1 Green and Yellow at Gallery. What should we advise them? Are
2 they going to set up anything for them to --

3 MTPD BATES: Yeah. They doing -- hold on, hold on. I
4 just saw that. Hold on.

5 All right. At L'Enfant they're doing the shuttle bus,
6 they're establishing between Navy Yard and Mount Vernon.

7 CALLER: Between Navy Yard and Mount Vernon?

8 MTPD BATES: And Mount Vernon. And Pentagon City and
9 Mount Vernon Square.

10 CALLER: Okay. So people that are here that's trying to
11 get to Branch Ave., what are they supposed to do? They need to go
12 to Mount Vernon Square and get on the bus to Navy Yard?

13 MTPD BATES: Yeah. And then --

14 CALLER: Okay. Okay.

15 MTPD BATES: Yeah. And then roll from there.

16 CALLER: Okay.

17 MTPD BATES: Okay.

18 CALLER: All right, cool. Thanks.

19 0:47:38 MTPD BATES: All right. Um-hum.

20 (End of call)

21 (Tone)

22 0:47:49 MTPD BATES: Metro Transit Police. Bates.

23 CALLER: Bates. Mixton (ph.) (indiscernible) I'm going
24 to need (indiscernible) over here.

25 MTPD BATES: What's going on?

1 CALLER: I got a (indiscernible) crowd condition about
2 somebody saying there's a fire in front of --

3 MTPD BATES: We got it.

4 (Indiscernible Simultaneous conversation)

5 CALLER: Okay.

6 MTPD BATES: -- all over L'Enfant. We got it.

7 CALLER: Oh. I need, I need somebody to (indiscernible)
8 at Gallery.

9 MTPD BATES: All right. I'll try.

10 0:48:14 CALLER: Okay. Thank you.

11 (Simultaneous conversation at 48:07 to 48:39)

12 0:48:07 CALLER: -- person (indiscernible).

13 MTPD: What's he doing?

14 CALLER: (indiscernible) rail. Was walking
15 around like looking in the vehicle. I don't
16 know if he's spacing or not. But to the
17 employee lot across the street from the post
18 division.

19 MTPD: What's the address please?

20 CALLER: It might be [REDACTED] (indiscernible) my
21 office.

22 MTPD: (indiscernible) location.

23 CALLER: Okay. Yeah, I know you all got all
24 that stuff going down, so -- yeah, because
25 it's like, oh, I guess, a black male, kind of

1 6 feet tall wearing like a black -- like a
2 jogging suit, okay?
3 MTPD: Okay.
4 CALLER: Okay. Thank you.
5 MTPD: Do you have a callback number?
6 (End of call at 48:39)
7 0:48:21 MTPD BATES: Do they have a bus bridge set up in there?
8 SPEAKER: Yes.
9 MTPD BATES: Where? At L'Enfant?
10 SPEAKER: Yes.
11 0:48:28 MTPD BATES: Okay. (indiscernible) Bye.
12 (End of call)
13 0:49:00 MTPD BATES: Metro Transit Police. Bates.
14 CALLER: Sorry, I mean, I pushed the wrong button.
15 0:49:10 MTPD BATES: All right.
16 (End of call)
17 (Tone)
18 0:51:21 MTPD BATES: Metro Transit Police. Bates.
19 CALLER: Oh, I didn't mean to call Transit Police. I'm
20 sorry.
21 MTPD BATES: Okay. All right. Um-hum.
22 (End of call)
23 (Tone)
24 0:51:37 MTPD BATES: Metro Transit Police. Bates.
25 CALLER: Yes, hello. Is this the police?

1 MTPD BATES: This is Metro Transit Police.

2 CALLER: Yes, sir. You got someone working at the
3 Arlington Cemetery Metro Station?

4 (indiscernible) off the rail and (indiscernible)

5 MTPD BATES: What's going on?

6 CALLER: -- guy's name. There's a guy that works at the
7 Arlington Cemetery Metro Station. I don't know his name.

8 MTPD BATES: And what is he doing?

9 CALLER: He followed my fiancé all the way up the
10 escalator. He wouldn't leave her alone.

11 MTPD BATES: Where is she at?

12 CALLER: She's with me right now.

13 MTPD BATES: All right. And where, where are you all?

14 CALLER: I just picked her up from Arlington Cemetery.
15 I want to get this guy reported.

16 MTPD BATES: All right. Give me your address, phone
17 number.

18 0:52:20 CALLER: My phone number is [REDACTED].

19 (Simultaneous conversation 52:20 to 52:49)

20 MTPD WALKER: Transit Police. Walker.

21 CALLER: Hey, Walker. I'm at Anacostia and
22 the train's not moving. You guys want me to
23 deploy somewhere else? Because I'm stuck on
24 this train also.

25 MTPD WALKER: Shoot. Wait. Let me -- let me

1 (indiscernible).
2 (Phone ringing)
3 CALLER: Oh, do you want me to go with the
4 Navy Yard with the (indiscernible)
5 MTPD WALKER: You could go to Navy Yard.
6 CALLER: Okay.
7 MTPD WALKER: Okay.
8 CALLER: Let me contact them.
9 (End of call at 52:49)
10 (Simultaneous conversation; indiscernible)
11 MTPD: Hey, I'm sorry. Information needs to
12 give (indiscernible) to get from Gallery to
13 Pentagon City.
14 MTPD WALKER: Hold on. Hold on.
15 (End of call 53:14)
16 0:52:27 MTPD BATES: All right. [REDACTED] -- --
17 CALLER: [REDACTED].
18 MTPD BATES: All right. And your fiancé's name?
19 CALLER: She doesn't want give up her information, sir.
20 I want to know what -- I want to report this --
21 MTPD BATES: All right. Well, you can't report it for
22 her. She has to do it.
23 CALLER: Okay. Let me just -- can I get a
24 (indiscernible) the person from the (indiscernible). I'm going to
25 contact them.

1 MTPD BATES: I mean, if she going to report it, we can,
2 we can get somebody to call her and have them take a report.

3 CALLER: Why I can't talk to (indiscernible)

4 MTPD BATES: I don't know. Well, you can file a
5 complaint with customer service.

6 CALLER: Okay.

7 MTPD BATES: But right now we got a whole bunch going
8 on.

9 CALLER: Okay.

10 MTPD BATES: I mean, and I'm not, I'm not trying to, you
11 know, be rude in no way. It's just (indiscernible) --

12 CALLER: No, I know. I'm not --

13 MTPD BATES: -- going on and --

14 CALLER: I'm not taking it (indiscernible), but it's a
15 safety issue, my concern.

16 MTPD BATES: Right.

17 CALLER: I appreciate it So I'll contact them.

18 MTPD BATES: Yeah. Because we got like smoke in
19 L'Enfant Plaza. It's been backing up everything today.

20 CALLER: Okay.

21 MTPD BATES: I mean, you'll probably see it on the
22 news, then you'll probably know what I'm talking about. I mean,
23 we got big fires everywhere at L'Enfant.

24 CALLER: No, I completely understand. But this is a
25 matter of safety, someone's safety was endanger and this is not

1 something should be taken lightly. But I appreciate your concern,
2 man.

3 MTPD BATES: All right. I mean --

4 CALLER: I'll talk to customer service.

5 MTPD BATES: Okay.

6 CALLER: Thank you.

7 0:53:41 MTPD BATES: All right.

8 (End of call)

9 (Tone)

10 0:53:43 MTPD BATES: Metro Transit Police. Bates.

11 CALLER: I'm sorry, Bates. Information to get from
12 Gallery out to Pentagon City, I got the Green Line. What's the
13 Yellow Line?

14 MTPD BATES: All right. Hold on. You said from Gallery
15 to --

16 CALLER: Pentagon City.

17 MTPD BATES: -- Pentagon City?

18 CALLER: Yes, sir.

19 MTPD BATES: They're doing -- I see something from
20 Pentagon City to Mount Vernon. I don't know if that goes back the
21 other way. Wait a minute. No. Yeah. I think it, I think -- it
22 should go --

23 CALLER: So they have, they have a bus bridge at Mount
24 Vernon. Will that bring them to Pentagon City?

25 MTPD BATES: I don't know. I would think it should. It

1 says Pentagon to Mount Vernon. I mean, don't they normally go in
2 a circle?

3 CALLER: I -- I don't know. I know they -- these people
4 usually get on the train and go through L'Enfant, but they're not
5 bringing no trains through L'Enfant, right?

6 MTPD BATES: Right.

7 CALLER: Yeah.

8 MTPD BATES: Eesh. And there's no rail personnel there?

9 CALLER: No. It's me and a couple other officers down
10 on the Green and Yellow. You can tell --

11 MTPD BATES: Okay. Well, you said -- where are they
12 going again?

13 CALLER: They're trying to get down on the Yellow Line
14 past L'Enfant.

15 MTPD BATES: And where are you at?

16 CALLER: I'm on the Green and Yellow platform at Gallery
17 Place.

18 MTPD BATES: You know, I don't, I don't see nothing on
19 here. The only thing that's there Navy to Mount Vernon, Pentagon
20 to Mount Vernon. That's --

21 0:55:14 CALLER: So they got to go --

22 (Simultaneous conversation at 55:14 to 55:28)

23 MTPD NICOLE: Transit Police. Nicole.

24 CALLER: I'm sorry. I was trying to reach the
25 Transit that are not the police, but the

1 Transit people to talk about a bus schedule.

2 MTPD NICOLE: Okay. [REDACTED].

3 CALLER: [REDACTED]. Thank you.

4 (End of call at 55:28)

5 0:55:16 MTPD BATES: Yeah. And Federal Center to Smithsonian.

6 CALLER: Federal to the Smithsonian?

7 MTPD BATES: Yeah. Oh, and then Branch to Navy, and

8 Mount Vernon to Greenbelt, though, Mount -- I would say the --

9 CALLER: The one that's going from Mount Vernon to
10 Pentagon City, that's their way to get down on the Yellow Line?

11 MTPD BATES: Yeah.

12 CALLER: Okay. So thanks.

13 MTPD BATES: All right.

14 CALLER: All right. Bye.

15 0:55:44 MTPD BATES: Bye.

16 CALLER: All right.

17 (End of call)

18 (Tone)

19 0:55:52 MTPD BATES: Metro Transit Police. Bates.

20 CALLER: How do you do? It's [REDACTED] (ph.) with
21 Rueters (indiscernible). We're hearing reports that the incident
22 at L'Enfant Plaza is a mass casualty incident.

23 MTPD BATES: A what?

24 CALLER: A mass casualty incident. Is that true?

25 MTPD BATES: No. I mean, we have smoke in the tunnel.

1 CALLER: Smoke in the tunnel and it's nothing more?

2 There's no, no injuries reported?

3 MTPD BATES: I mean, you know, just so far regular, you
4 know, people having -- due to smoke. But no, no casualties.

5 CALLER: Nothing, nothing's exploded or, or --

6 MTPD BATES: No, no.

7 CALLER: -- no one's been shot or anything? All right.

8 Okay. Thanks very much.

9 MTPD BATES: All right.

10 0:56:24 CALLER: Bye-bye.

11 (End of call)

12 (Simultaneous conversation 56:59 to 57:19)

13 CRUISER: Cruiser 31. If you could check on
14 the (indiscernible) and see where they
15 additional resources? I have enough units on
16 scene at Pentagon, and I can head up another
17 location if (indiscernible)

18 MTPD: You can start a unit (indiscernible) to
19 Rosslyn.

20 CRUISER 31: Copy that. I'll (indiscernible)
21 Rosslyn.

22 (End of call 57:19)

23 0:56:59 MTPD BATES: Metro Transit Police. Bates.

24 CALLER: If I can find out what was going on in L'Enfant
25 Plaza? Because I've got my baby kid on there.

1 MTPD BATES: Ma'am, we have smoke in the tunnel.

2 CALLER: Oh, okay. So it will be safe now?

3 MTPD BATES: They are -- they're cleaning -- they're
4 just trying to close right now.

5 CALLER: So they're not picking up?

6 MTPD BATES: Yeah. Till they clear all the smoke out.

7 CALLER: Oh, okay. Thank you.

8 0:57:20 MTPD BATES: All right.

9 (End of call)

10 (Tone)

11 0:57:22 BUS CENTRAL: Bus Central. McCoy.

12 MTPD WALKER: Hey, McCoy.

13 BUS CENTRAL: Hey. What's up, Walker?

14 MTPD WALKER: Sorry to bother you in the middle of this,
15 but I need to know where the bus bridges are running.

16 BUS CENTRAL: Oh, that's, that's the whole confusion.
17 Let me give, let me give you what I have.

18 MTPD WALKER: Okay.

19 BUS CENTRAL: I know it is running from -- let's see --
20 Smithsonian --

21 MTPD WALKER: Um-hum.

22 BUS CENTRAL: -- to -- Smithsonian to Federal Center,
23 S.W.

24 MTPD WALKER: Um-hum.

25 BUS CENTRAL: And let me standby for the other ones.

1 0:57:47 MTPD WALKER: Okay.

2 (Simultaneous Conversation 57:47 to 58:41)

3 TRANSIT OFFICER: 442.

4 MTPD WALKER: 442?

5 TRANSIT OFFICER: I just got here to Pentagon
6 City 728. Do you need me at another location?

7 MTPD WALKER: How are your crowds at Pentagon
8 City?

9 TRANSIT OFFICER: Oh, I'm going down right
10 down. I got a vehicle. I'm just
11 (indiscernible) got here that way.

12 MTPD WALKER: Copy.

13 UNIDENTIFIED SPEAKER: 6-1. Can you copy?
14 We'll truck the medical here (indiscernible)

15 UNIDENTIFIED SPEAKER: And what is your
16 location?

17 UNIDENTIFIED SPEAKER: Metro Center.

18 UNIDENTIFIED SPEAKER: Thank you.

19 UNIDENTIFIED SPEAKER: 31 direct on that.
20 1027 and 459 are headed to Rosslyn at this
21 time.

22 MTPD WALKER: Copy.

23 (End of call 58:41)

24 (Simultaneous conversation 58:41 to 59:16)

25 MTPD BATES: Metro Transit Police. Bates.

1 CALLER: Hi, Bates. This is Miner at Central.
2 Can you send a officer to Dupont Circle for an
3 injured customer. They don't want medical but
4 want to do a report.

5 MTPD BATES: All right. Dupont Circle and did
6 they say what (indiscernible)?

7 CALLER: A minor (indiscernible)

8 MTPD BATES: A what?

9 CALLER: A minor, like a child,
10 (indiscernible)

11 MTPD BATES: Oh, okay. Who am I speaking to
12 again?

13 CALLER: Miner.

14 MTPD BATES: All right. Okay.

15 CALLER: Thank you.

16 MTPD BATES: All right.

17 (End of call at 59:16)

18 BUS CENTRAL: Hi, Walker. All right, I'll give you the
19 first one. Next one is from Navy Yard to Mount Vernon. That's
20 the Green Line.

21 MTPD WALKER: Um-hum.

22 BUS CENTRAL: Next one is from Pentagon City to Mount
23 Vernon, the Yellow Line.

24 MTPD WALKER: Uh-huh.

25 BUS CENTRAL: That's from, I take it, Smithsonian to

1 Federal Central. That's with the Orange Line.

2 0:59:08 MTPD WALKER: Thank you so much, sir. Bye-bye.

3 (End of call)

4 (Phone ringing)

5 1:00:03 MTPD NICOLE: Transit Police. Nicole.

6 CALLER: How you doing, Nicole? This is Cheryl Husband
7 (ph.) calling. I just left my medication on like the 345 bus
8 going to Anacostia Station.

9 MTPD NICOLE: Okay. Ma'am, we're working an emergency.
10 I can transfer you to bus. Hold on.

11 (Phone ringing)

12 MTPD NICOLE: Bus.

13 (Tone)

14 MTPD NICOLE: Transit Police. Nicole.

15 CALLER: Hey, Nicole. Hannah.

16 MTPD NICOLE: Hey.

17 CALLER: Hey. I've been trying to get on the air. I'm
18 at the 9th and D -- I'm sorry -- 9th and Water Street location,
19 myself including the 503 --

20 MTPD NICOLE: Okay.

21 CALLER: -- along with Sgt. Weaver --

22 MTPD NICOLE: (indiscernible)

23 CALLER: -- yeah, and two other officers. Sgt. Weaver
24 and two other officers. We got two people from the train that's
25 here. They're Ocean-King. The fire department, they're taking a

1 look at them, but we're going to standby here. If you can have
2 somebody call for an ambulance to come to this location?

3 MTPD NICOLE: Okay.

4 CALLER: That could be on standby in case they need
5 anybody else. And then there's a couple Fire Board personnel here
6 that looks like they might be a little bit exhausted. So --

7 MTPD NICOLE: Okay.

8 CALLER: We're going to need at least an ambulance here
9 on standby.

10 MTPD NICOLE: Okay.

11 CALLER: Okay.

12 1:01:37 MTPD NICOLE: Thank you.

13 (End of call)

14 (Tone)

15 1:01:41 MTPD BATES: This is Transit Police. Bates speaking.
16 How can I help?

17 CALLER: Hey, this is Williams badge 684 at Gallery
18 Place.

19 MTPD BATES: Uh-huh.

20 CALLER: Hey, can you give me a set of numbers for
21 police information?

22 MTPD BATES: For?

23 CALLER: For -- it's going to be for assault, but we
24 don't have the, we don't have the whatchamacallit here.

25 MTPD BATES: Huh?

1 CALLER: We don't have the perpetrator here.

2 MTPD BATES: You don't have the perpetrator there?

3 CALLER: No. She just wanted --

4 MTPD BATES: What's the location?

5 1:02:10 CALLER: Gallery Place. (indiscernible) still on a
6 train.

7 MTPD BATES: Yeah, what's -- you know, you got a last
8 name?

9 CALLER: Hold on for a second. They sending out this
10 (indiscernible). All right. I'll do -- go ahead.

11 (Simultaneous conversation 1:02:14 to 1:02:25)

12 UNIFIED COMMAND: OUC. Ms. Sullivan.

13 MTPD: Hey. This is Metro Transit Police
14 calling.

15 UNIFIED COMMAND: Um-hum.

16 MTPD: We need a medic at 9th and Water, S.W.

17 UNIFIED COMMAND: 9th and Water, S.W.?

18 MTPD: Uh-uh. We have some passengers that
19 came off a train at that location and some
20 fire department personnel that may need a
21 medic as well.

22 UNIFIED COMMAND: So we have units already
23 dispatched to that location.

24 MTPD: At 9th and Water? That's 9th, the
25 location.

1 UNIFIED COMMAND: No, I'm looking at an actual
2 record where we have units dispatched. For
3 9th and Water you need additional units there?
4 MTPD: Okay. He called on the phone. So what
5 he said was -- I didn't know that you guys
6 already had somebody en route. But he said
7 that there are two people --
8 UNIFIED COMMAND: Okay. Well, I give a new
9 request over --
10 MTPD: Okay.
11 UNIFIED COMMAND: -- and they can determine in
12 the field whether it's a duplicate or not. So
13 you have -- give me -- what's the complaints
14 from the patients again?
15 MTPD: Just need to get checked out due to all
16 the smoke and so forth.
17 UNIFIED COMMAND: Smoke. Do you have the ages
18 on the patients?
19 MTPD: I don't. It's two and then he said two
20 fire department personnel.
21 UNIFIED COMMAND: Okay, and two fire
22 department. Okay. I got that (indiscernible)
23 MTPD: 7th and Water.
24 UNIFIED COMMAND: 9th and Water or 7th and
25 Water?

1 MTPD: 7th and Water. I'm sorry.
2 UNIFIED COMMAND: I (indiscernible)
3 MTPD: Okay. Thanks.
4 (End of call 1:02:25)
5 MTPD BATES: What's her last name?
6 CALLER: Her name?
7 MTPD BATES: Yeah, her last name?
8 CALLER: Her last name is Jackson.
9 MTPD BATES: All right. You said (indiscernible) police
10 information?
11 CALLER: Well, I'm going to go ahead and do a simple
12 assault, but I can't get over the radio.
13 MTPD BATES: Okay. I'll do it. Hold on. I'll tell
14 you. All right. Your MTP is [REDACTED], [REDACTED].
15 CALLER: [REDACTED]?
16 MTPD BATES: Yep. And that's a simple assault, right?
17 CALLER: Yeah.
18 1:03:11 MTPD BATES: All right. I gotcha.
19 CALLER: He grabbed her buttocks.
20 MTPD BATES: Okay.
21 CALLER: All right. Do you want me to go ahead and put
22 a BOLO out over the radio?
23 MTPD BATES: No, I'm too busy at the moment.
24 CALLER: Okay. I got it.
25 MTPD BATES: All right.

1 1:03:20 CALLER: All right.

2 1:05:50 (Tone)

3 1:05:52 MTPD BATES: Metro Transit Police. Bates.

4 CALLER: Hi. Yes. I am calling because I am trying to
5 get home from L'Enfant Plaza. You guys have, have all these
6 things going on and I'm trying to get on the 74 bus.

7 MTPD BATES: Okay.

8 CALLER: It told me to go over to 7th and E to pick up.
9 And then when I clicked on it, it said that due to police
10 activity near 7th and D, the service may be affected. So what do
11 I do now?

12 MTPD BATES: That's for the buses for the --

13 CALLER: Yeah, for the 70E and the 74.

14 MTPD BATES: Where are you trying to go?

15 CALLER: I'm trying to get to Gallery Place so I get on
16 the Red Line.

17 MTPD BATES: Hold on. Let me see. Oh -- hold on. I
18 just saw the bus bridges --

19 (Tone)

20 MTPD BATES: Hold on. Let me call over to Bus. Hold on
21 one second.

22 CALLER: Thank you.

23 MTPD BATES: Okay.

24 (Phone ringing)

25 1:07:08 MTPD BATES: Metro Transit Police. Bates.

1 BUS CENTRAL: Bates, we got an accident, no injuries.

2 MTPD BATES: All right. Hey, look, let me ask you
3 something quick right now.

4 CENTRAL: Yes.

5 MTPD BATES: The bus (indiscernible)

6 CENTRAL: Oh, it's off the hook in here. You want to
7 come here?

8 MTPD BATES: Look, you got your (indiscernible)

9 CENTRAL: Anybody not working down there, tell them come
10 up here and answer the phones. Okay?

11 MTPD BATES: Do you know what they can do to get from
12 L'Enfant to Gallery?

13 1:07:30 CENTRAL: I don't know what they can do.

14 (Simultaneous conversation 1:07:32 to 1:08:00)

15 1:07:32 MTPD NICOLE: Transit Police. Nicole.

16 CONTROL CENTER: Alexandria transferring a
17 call to you.

18 MTPD NICOLE: Okay.

19 1:07:37 CALLER: Hi. How are you. My brother-in-law
20 just texted me and (indiscernible) and I can
21 call. I just called you it's more --

22 MTPD NICOLE: I'm sorry?

23 CALLER: Yeah, one of the -- yeah, I mean,
24 don't worry about it. I just wanted you to
25 know --

1 MTPD NICOLE: Oh, no --

2 CALLER: -- about the Metro.

3 MTPD NICOLE: Okay. Police and Fire are
4 there.

5 CALLER: That's what he told (indiscernible)

6 MTPD NICOLE: All right. Okay.

7 (End of call at 1:08:00)

8 1:07:35 MTPD BATES: Yeah, they tried to get a bus to go from
9 L'Enfant to get Gallery.

10 CENTRAL: Are they on foot?

11 MTPD BATES: Yeah.

12 CENTRAL: Where's he at?

13 MTPD BATES: They're at L'Enfant. It said to, said get
14 on at 7th and E, but -- I mean, will that take them to Gallery?

15 CENTRAL: I don't know.

16 MTPD BATES: All right. Well, what should --

17 CENTRAL: The 2343 stop there every day.

18 MTPD BATES: You said 2343?

19 CENTRAL: 2343 running the H8.

20 MTPD BATES: H8?

21 CENTRAL: 12th and Evarts Street, N.E.

22 MTPD BATES: 12th and what?

23 1:08:17 CENTRAL: 12th and Evarts Street, N.E.

24 (Simultaneous conversation 1:08:17 to)

25 MS. MINER: This is Miner.

1 CALLER: Hey, Miner. What side of --
2 MS. MINER: Hello?
3 CALLER: What side of Dupont Circle was that
4 person?
5 MS. MINER: Oh, it's by -- hold on. That is
6 19th Street by H.
7 CALLER: Thank you.
8 MS. MINER: No problem.
9 CALLER: Bye.
10 (End of call 1:08:37)
11 MTPD BATES: How you spelling Evert?
12 CENTRAL: E-v-a-r-t-s.
13 MTPD BATES: E-v-a-r- -- maybe that's why --
14 CENTRAL: All right.
15 MTPD BATES: All right. No injuries, right?
16 CENTRAL: No injuries.
17 MTPD BATES: All right. So anybody know where the buses
18 L'Enfant? Anybody help me out?
19 CENTRAL: Everybody (indiscernible) and, Bates, if I
20 come to anybody that (indiscernible) answer me, okay?
21 MTPD BATES: All right.
22 CENTRAL: All right.
23 1:08:42 MTPD BATES: Bye.
24 (End of call)
25 1:09:31 BUS COM: Bus communications.

1 CALLER: Hey.

2 BUS COM: Hey.

3 CALLER: Can you tell me, for people that are trying to
4 get to Gallery from L'Enfant, where the bus bridge is?

5 BUS COM: Okay. Well, give me -- I want to make sure I
6 have your, your question correct. It's so crazy down here.

7 CALLER: I know. I'm sure.

8 BUS COM: You want to know where they supposed to get
9 the bus?

10 CALLER: Yeah.

11 BUS COM: Are they at L'Enfant Plaza?

12 CALLER: Yeah.

13 BUS COM: 7th and C Street. I heard they had everything
14 else blocked off --

15 CALLER: Thank you.

16 BUS COM: -- except C Street.

17 CALLER: Thanks.

18 1:09:54 BUS COM: Okay. Bye-bye.

19 (Tone)

20 MTPD BATES: Hello. Ma'am?

21 CALLER: Yes.

22 MTPD BATES: It's at 7th and C.

23 CALLER: 7th and E.

24 MTPD BATES: No, they -- that's -- they're going to --

25 CALLER: Oh, that's where they're going, 7th and C?

1 MTPD BATES: Yeah, 7th and C. Yeah.

2 CALLER: Okay. And are they on time? Because I think I
3 just missed one. What is it, like every 15 minutes?

4 MTPD BATES: I don't even want to lie to you like that.

5 (Laughter)

6 CALLER: All right. But you said 7th and C?

7 MTPD BATES: Yes.

8 CALLER: 7th and C. All righty. Thank you.

9 MTPD BATES: All right. No problem.

10 CALLER: Bye.

11 1:10:23 MTPD BATES: Bye.

12 (End of call)

13 (Tone)

14 MTPD BATES: Metro Transit Police. Bates speaking. How
15 can I help you?

16 CALLER: Yes. I heard that the Green Line at L'Enfant
17 Plaza is suspended?

18 MTPD BATES: For right now, yes, they're just driving
19 through L'Enfant.

20 CALLER: Say that again. They're not driving through?

21 MTPD BATES: No, not -- they are going through it, but
22 they're not stopping there.

23 CALLER: Oh, they are?

24 MTPD BATES: Yeah. They just won't -- they bypassing.

25 CALLER: Oh. So they are going through it?

1 MTPD BATES: Yeah.

2 CALLER: Okay. That's what I wanted to know. Thank
3 you.

4 MTPD BATES: Um-hum.

5 1:12:30 CALLER: Bye.

6 (End of call)

7 (Phone ringing)

8 SPEAKER: It's going to ring 729 times. Why don't you
9 just get up --

10 (Ringing)

11 SPEAKER: Are you a captain for no reason? I'm -- feet
12 on.

13 (Ringing)

14 1:13:32 CALLER: 252.

15 DISPATCH: 253.

16 CALLER: Everything's 10-4. I just came there at
17 Pentagon and (indiscernible)

18 SPEAKER: He ain't going to be able to get me a B jerk,
19 unless you take a bus.

20 1:14:08 (Ringing)

21 (Tone)

22 1:16:49 MTPD BATES: Metro Transit Police. Bates.

23 CALLER: How you doing, Bates? I was actually trying to
24 get to the bus side.

25 MTPD BATES: All right. Hold on.

1 (End of call)

2 1:16:53 MTPD NICOLE: Transit Police. Nicole.

3 CALLER: Yes. I was trying to find out what's going on
4 with Metro because you're dumping people off at Mount Vernon and
5 nobody knows what's going on.

6 MTPD NICOLE: Okay. There was an incident at L'Enfant
7 Plaza.

8 CALLER: Yes. But there's no trains going further than
9 Mount Vernon and they just keep dumping people out and then tell
10 them the train's out of service. No one knows -- there are tons
11 of people sitting here on the platform wondering what's going on.

12 MTPD NICOLE: Okay. There's a bus bridge established.

13 CALLER: Okay. So there's buses upstairs?

14 MTPD NICOLE: Hold on.

15 Do we know -- they were setting up this thing at Mount -
16 - for Mount Vernon too, right? Do we know where's the bus at
17 Mount Vernon?

18 1:17:34 Yeah.

19 (Phone ringing)

20 Yes. There's a bus bridge established up there.

21 CALLER: There's bus services at the Mount Vernon
22 upstairs?

23 MTPD NICOLE: Yes.

24 CALLER: Okay. Thank you.

25 1:18:16 MTPD NICOLE: Okay.

1 (End of call)

2 1:20:07 RECORDING: You have -- you have reached --

3 (Phone Ringing)

4 1:20:18 SPEAKER: It was from 9th and D, right? You all person

5 was at 9th and D, right?

6 (Ringing)

7 1:21:28 SPEAKER: Well, there ain't no M units coming up on this

8 channel.

9 1:21:36 FIRE COM: (indiscernible) Fire communication.

10 MTPD: Hey, I'm just checking. This is Metro Transit

11 Police. There was an nonresponsive subject that you guys

12 responded to at 9th and D. I'm trying to see where they were

13 transported.

14 FIRE COM: I have, I have no idea right now. They got

15 multiple scenes right now.

16 MTPD: Okay. All right.

17 FIRE COM: I'm not sure.

18 MTPD: Thank you.

19 1:21:53 FIRE COM: Okay. Bye.

20 (End of call)

21 1:22:15 MTPD BATES: Metro Transit Police. Bates.

22 CALLER: I hear that the L'Enfant Plaza Station is

23 closed down?

24 MTPD BATES: They're bypassing through it right now.

25 CALLER: So, I mean, trains will get as far as Anacostia

1 and stuff like that?

2 MTPD BATES: Yeah. Yep.

3 CALLER: Okay.

4 MTPD BATES: All right.

5 CALLER: Okay. That's all I need to know. Thank you,

6 sir.

7 MTPD BATES: All right.

8 1:22:34 CALLER: All right.

9 (End of call)

10 1:23:08 MTPD BATES: Metro Transit Police. Bates.

11 CALLER: Yes. Are you all aware that one of the trains

12 coming from L'Enfant Plaza was on fire?

13 MTPD BATES: You said what now?

14 CALLER: One of the trains coming from L'Enfant Plaza

15 was on fire.

16 (Simultaneous conversation 1:23:24 to 1:23:55)

17 MTPD NICOLE: Transit Police. Nicole.

18 CALLER: Hi. Yes, I'm just calling to see if

19 my car was towed this morning.

20 MTPD NICOLE: You can give me the information

21 but it'll be a while. We're working an

22 emergency.

23 CALLER: Oh. I can (indiscernible)

24 MTPD NICOLE: What location?

25 CALLER: Vienna Metro.

1 MTPD NICOLE: What kind of car?

2 CALLER: 2006 gold Honda CRV.

3 MTPD NICOLE: Okay. Hold on.

4 (End of call 1:23:54)

5 1:23:24 MTPD BATES: Now?

6 CALLER: Yeah. I'm not sure what line it is, but I
7 believe it goes -- the one that goes towards the Pentagon. I know
8 it's coming down towards the Woodbridge area.

9 MTPD BATES: You can see it?

10 CALLER: No. I'm not, I'm not on the train. My uncle's
11 on the train and he just text my mother saying that, you know, the
12 train is on fire and --

13 MTPD BATES: Oh, yeah. No, well, we got smoke in the
14 tunnel at L'Enfant. That was earlier. Yeah, we were aware of
15 that.

16 CALLER: Oh, okay.

17 MTPD BATES: All right.

18 CALLER: Because everybody's trying to figure out the
19 number (indiscernible)

20 MTPD BATES: Oh, yeah. No, no, we -- we're -- yeah, we
21 got it. It's clearing out now.

22 CALLER: Okay.

23 MTPD BATES: All right.

24 CALLER: All right. Thank you.

25 1:23:58 MTPD BATES: Bye-bye.

1 (End of call)

2 (Simultaneous conversation 1:24:35 to 1:25:55)

3 MTPD NICOLE: Transit Police. Nicole.

4 CALLER: Hi. Good evening. This is Station
5 Manager O'Neill (ph.) at (indiscernible). Can
6 you send Transit to my station?

7 MTPD NICOLE: For?

8 CALLER: For a theft problem.

9 MTPD NICOLE: What kind of theft problem?

10 CALLER: Somebody keeps stealing out of the
11 back of the ancillary.

12 MTPD NICOLE: Okay. But it didn't just
13 happen?

14 CALLER: It's a routine thing.

15 MTPD NICOLE: Okay. But it didn't just
16 happen?

17 CALLER: It didn't -- it just happened about 5
18 minutes ago.

19 MTPD NICOLE: Did you -- do you have any
20 suspect information?

21 CALLER: I can give a description.

22 MTPD NICOLE: Of the person who took it or --

23 CALLER: Yes.

24 MTPD NICOLE: -- who stole it?

25 CALLER: Yeah. This ain't the first time he

1 done this.

2 MTPD NICOLE: Okay. Is he a Metro employee?

3 CALLER: No, no, a customer.

4 MTPD NICOLE: Go ahead.

5 CALLER: Every evening around 4, this guy have

6 a Green Bay winter hat on, a green coat and

7 blue jeans. He goes in there, in the bathroom

8 and constantly keeps stealing toilet paper.

9 He do it every day.

10 MTPD NICOLE: Okay. We'll send somebody up

11 there, but it won't be immediately. We're

12 working --

13 CALLER: Okay, ma'am. I'm (indiscernible)

14 MTPD NICOLE: We're working emergencies.

15 CALLER: Okay. No, I know. I'm just --

16 whenever you get a chance.

17 MTPD NICOLE: Okay. What's your name?

18 CALLER: O'Neil, Station Manager O'Neil.

19 MTPD NICOLE: Okay.

20 CALLER: All right. Bye-bye.

21 (End of call 1:25:55)

22 1:24:31 MTPD BATES: Metro Transit Police. Bates.

23 CALLER: Hello?

24 MTPD BATES: Hello.

25 1:24:35 CALLER: Yes.

1 MTPD BATES: How can I help you?

2 CALLER: Hey. Good evening. I'm just basically calling
3 to see if my car was towed this morning from the Metro station.

4 MTPD BATES: What kind of car?

5 CALLER: A 2006 gold Honda CRV.

6 1:24:27 MTPD BATES: Hold on one second.
7 (Pause)

8 1:25:49 MTPD BATES: Okay. No, sir. We didn't tow it.

9 CALLER: No? (indiscernible)

10 1:25:56 MTPD BATES: All right.
11 (End of call)
12 (Tone)
13 (Phone Ringing)

14 1:27:47 SPEAKER: Hey, Nicole, copy.
15 MTPD: Hey. This is Metro Transit Police calling.
16 SPEAKER: (indiscernible) he might take care
17 of it.
18 MTPD: 3501 Four Mile Drive. That's in your
19 jurisdiction.
20 SPEAKER: Okay. I just talked to Lt. Bohm.
21 He said Detective France just came from the hospital.
22 MTPD: Um-hum.
23 SPEAKER: (indiscernible) at L'Enfant.
24 SPEAKER: Assault. Thank you.
25 MTPD: Four Mile Drive. Probably [REDACTED]

1 I'm sorry. I'm not saying it right. Hey, (indiscernible) let me
2 call you right back.

3 SPEAKER: (indiscernible) 01?

4 MTPD: Yeah.

5 SPEAKER: I'm not getting [REDACTED]
6 (indiscernible) Hold on. Let me look --

7 MTPD: Okay.

8 1:28:22 SPEAKER: -- on a map.

9 MTPD: Okay.

10 (Phone ringing)

11 1:28:35 MTPD: Oh, they ain't going to be able to go. They
12 ain't going to be able to go.

13 SPEAKER: Arlington (indiscernible).

14 MTPD: Hello. Hey, this is Metro Transit Police
15 calling.

16 SPEAKER: Um-hum.

17 MTPD NICOLE: Do you guys have a unit that can respond
18 to 3501 South Glebe Road?

19 SPEAKER: [REDACTED]

20 MTPD NICOLE: Yeah. Supposedly it's an employee parking
21 lot that's across from Mile -- Four Mile garage. A suspicious
22 subject that's walking around looking into vehicles. I don't have
23 anybody.

24 SPEAKER: Okay. Do we have a description?

25 MTPD NICOLE: Yep. It's a black male, 6 feet, wearing a

1 jogging suit.

2 SPEAKER: Average build? Beard, mustache --

3 MTPD NICOLE: None of that.

4 SPEAKER: Okay.

5 MTPD NICOLE: And it's been -- it was a -- it's been a
6 little bit of a delay because all the craziness we have going on
7 here.

8 SPEAKER: Yeah.

9 MTPD NICOLE: -- what the time was?

10 SPEAKER: Maybe about 15 minutes now.

11 MTPD NICOLE: Okay. Just if you have somebody that can
12 run through the area?

13 SPEAKER: Yeah, no problem. And what is your
14 (indiscernible) number?

15 MTPD NICOLE: 7981.

16 SPEAKER: 7981. Okay. I'm 95, and we'll get somebody
17 to run through.

18 MTPD NICOLE: Thank you.

19 SPEAKER: Uh-huh. Bye-bye.

20 1:29:42 MTPD NICOLE: Bye.

21 (Phone ringing)

22 METRO: Metro. Ms. Baker.

23 MS. WALKER: Hey, Baker. I know this is a stupid
24 question, but --

25 METRO: Okay.

1 MS. WALKER: -- just to confirm that we do have a
2 supervisor going to Mount Vernon?

3 METRO: A supervisor going to Mount Vernon?

4 MS. WALKER: Yes.

5 METRO: They should already be at Mount Vernon.

6 MS. WALKER: Oh, okay. Because they said there's no
7 supervisor there.

8 METRO: Yeah. No, they should already be over there.

9 MS. WALKER: Okay.

10 METRO: Look, you all did definitely -- okay.

11 Yes. We got him, though, Ms. Walker.

12 1:30:42 MS. WALKER: All right. Thank you. Bye.

13 (End of call)

14 (Tone)

15 1:30:54 MTPD BATES: Metro Transit Police. Bates.

16 CALLER: Hey, man. How you doing?

17 MTPD BATES: All right.

18 CALLER: I'm totally off of New Carrolton.

19 MTPD BATES: Uh-huh.

20 CALLER: I'm trying to get a hold of Detective Marlow.

21 MTPD BATES: All right. Hold on. I'll transfer you
22 over there. Hold on.

23 1:31:09 CALLER: Okay. Thank you.

24 (Dialing/Ringing)

25 (End of call)

1 1:32:27 MTPD BATES: Metro Transit Police. Bates.

2 CALLER: Hi. I had a phone stolen on the Metro the

3 other day and D.C. Metro Police told me I had to file a report

4 with you guys.

5 MTPD BATES: All right. Did you check lost and found?

6 Was it -- you say stolen?

7 CALLER: Well, they weren't -- I sent an email to lost

8 and found but they're not open until tomorrow, and this happened

9 on Saturday.

10 MTPD BATES: All right.

11 CALLER: But I did a location tracker and it had

12 definitely been taken off the Metro to somebody's house.

13 MTPD BATES: All right. What's your, what's your

14 address?

15 CALLER: [REDACTED]

16 MTPD BATES: Lost -- and that's N.W.?

17 CALLER: Yep. [REDACTED] if that matters.

18 MTPD BATES: And your name, sir?

19 CALLER: Joseph Dooley, D-o-o-l-e-y.

20 MTPD BATES: D-o-o- --

21 CALLER: L-e-y.

22 MTPD BATES: -- l-e-y. And a phone number?

23 CALLER: 3 -- well, my like work? I don't have my --

24 MTPD BATES: Yeah, somewhere they can call you back.

25 CALLER: I can do my brother's phone number. It's [REDACTED]-

1 [REDACTED].

2 MTPD BATES: Okay. And did somebody snatch it from you
3 or --

4 CALLER: No. I stood up and when I went back to get it,
5 it was gone.

6 MTPD BATES: Okay.

7 CALLER: Like in just a second.

8 MTPD BATES: I'll have an officer call you back. It'll
9 probably be a minute, but they'll call you back shortly.

10 CALLER: Okay. Thanks.

11 1:34:24 MTPD BATES: All right. Um-hum.

12 (End of call)

13 1:36:09 MTPD BATES: Metro Transit Police. Bates.

14 CALLER: Hello?

15 MTPD BATES: Hello.

16 CALLER: Yes. Is this Metro?

17 MTPD BATES: Yes, it is.

18 CALLER: My wife just called me and said, man, the train
19 wasn't running through L'Enfant Plaza. She works down, downtown
20 D.C., and she -- I guess she got to come that way to get to the
21 Greenbelt, I guess.

22 (Simultaneous conversation 1:36:21 to)

23 MTPD WILLIAMS: Metro Transit Police.

24 Williams. Can I help you?

25 CALLER: Hey, it's O'Donnell. How are you?

1 MTPD WILLIAMS: Good. How are you?
2 CALLER: I'm a little frustrated right now.
3 MTPD WILLIAMS: I understand. You're doing a
4 great job.
5 CALLER: Hey -- no, I'm not. They -- I need a
6 Yellow Line shuttle bus for Pentagon City. I
7 have Bus 2443 here. He is trying to contact
8 Bus OCC and they are not reaching back to him.
9 I have no supervisor on scene. Can we call
10 them or see if I can turn this bus into a
11 shuttle bus to Pentagon City.
12 MTPD WILLIAMS: All right. Hold on one
13 second.
14 (Phone dialing/ringing)
15 CALLER: They're supposed to go to Pentagon
16 City, Mount Vernon to Pentagon City.
17 MTPD WILLIAMS: Where are you now?
18 CALLER: I'm at Archives.
19 MTPD WILLIAMS: You're at Archives?
20 CALLER: Yes.
21 MTPD WILLIAMS: So you need them at Archives.
22 Hello?
23 BUS CENTRAL: OC2.
24 (End of call 1:37:20)
25 1:36:29 MTPD BATES: Yeah. She can get through. There's no

1 stop at L'Enfant. Where is she trying to get on?

2 CALLER: She's downtown D.C. I think she changes at
3 Gallery Place.

4 MTPD BATES: Yeah, she can change at Gallery
5 (indiscernible).

6 CALLER: She can do what now?

7 MTPD BATES: She can change at Gallery. That's the
8 Green Line, yeah.

9 CALLER: Well, can she get on at whatever Metro station
10 is at K Street.

11 MTPD BATES: All right. Hold on one second.

12 CALLER: She's in D.C. coming to Greenbelt. So she'll
13 be all right, you're saying?

14 MTPD BATES: Yeah. She can catch the Red Line and then
15 she can get on the Red Line to (indiscernible) transfer to
16 Pentagon City. Either Pentagon or Pentagon City.

17 CALLER: Okay. Okay. Let me let her know. Thank you,
18 (indiscernible).

19 MTPD BATES: All right. No problem.

20 1:37:10 CALLER: All right, man.

21 (End of call)

22

23 1:37:19 MTPD BATES: Hello?

24 1:37:20 CALLER: Ocean --

25 (Tone)

1 MTPD BATES: Metro Transit Police. Bates.

2 CALLER: Bates, it's White. How are you doing?

3 MTPD BATES: Hey.

4 CALLER: Can I get a -- the report number for my arrest
5 at King Street?

6 MTPD BATES: Hold on. What's your ID number?

7 CALLER: 499.

8 MTPD BATES: 01860. 01860. And what's your arrest for?

9 CALLER: 860?

10 MTPD BATES: Yeah.

11 CALLER: 01860. (indiscernible).

12 MTPD BATES: All right. Okay. You already clear, or
13 what?

14 CALLER: No. I'm just going to process.

15 MTPD BATES: Oh, okay.

16 CALLER: All right.

17 MTPD BATES: All right.

18 1:38:50 CALLER: Bye.

19 (Tone)

20 1:46:03 MTPD WILLIAMS: Transit Police Williams. May I help
21 you?

22 CALLER: Yeah. I was looking on the website and I was
23 trying to find a nonemergency number to ask about contact
24 information for a particular police officer. Can I get that
25 through this number?

1 MTPD WILLIAMS: What -- who are you looking for?

2 CALLER: Well, I'm calling because I don't know the
3 officer's name, but it's in response to an (indiscernible) Metro.
4 But all I have is an ID number of 484.

5 (Tone)

6 MTPD WILLIAMS: (indiscernible)

7 CALLER: There's a ticket number if that helps too.

8 MTPD WILLIAMS: Okay, (indiscernible). Hold on one
9 second. I can't even, I can't even transfer you right now
10 (indiscernible) District because there's not anyone there. But
11 you need to contact District 1.

12 CALLER: District 1? That would be [REDACTED]?

13 MTPD WILLIAMS: Yes, [REDACTED].

14 CALLER: Okay.

15 MTPD WILLIAMS: But due to the current events that are
16 going on with the fire and everything downtown, there's no
17 supervisors there. Everyone is out on scene. So you're going to
18 have to wait until this dies down and then you can speak to his
19 supervisor and his supervisor can in turn speak to him, if you
20 (indiscernible).

21 CALLER: Okay. Can I call that number any time or does
22 it have to be during like business hours?

23 MTPD WILLIAMS: No, you can call that number at any
24 time.

25 CALLER: Okay, District 1, right?

1 MTPD WILLIAMS: Right, District 1. Now, his immediate
2 supervisor or he himself may not be there at that time that you
3 call, but someone (indiscernible) --

4 CALLER: If I can leave a message, that's fine.

5 MTPD WILLIAMS: Yeah, you can leave a message.

6 CALLER: All right. Thanks a lot.

7 MTPD WILLIAMS: All right. You're welcome.

8 1:47:31 CALLER: Bye-bye.

9 (End of call)

10 (Phone ringing)

11 1:47:51 MTPD WILLIAMS: Transit Police. Williams.

12 CALLER: Hi, Williams. This is D.C. Police.

13 MTPD WILLIAMS: Um-hum.

14 CALLER: I have an official requesting unit for 11th and
15 Irving Street, N.W. at the bus stop. I had a citizen that was
16 robbed at that location. They're requesting one of your units to
17 respond out.

18 MTPD WILLIAMS: That's 11th and Irving?

19 CALLER: Yes, 11th and Irving Street, N.W.

20 MTPD WILLIAMS: And what's your name, (indiscernible)?

21 CALLER: I'm Dispatcher 1298.

22 MTPD WILLIAMS: 1298. The (indiscernible) was robbed on
23 -- robbery force or violence or --

24 CALLER: Yes, robbery force or violence. She was --
25 there was (indiscernible) robbed in the area. No (indiscernible)

1 at 12th and Broad Street, N.E., okay? (indiscernible) Hold on a
2 second. There were no injuries, okay?

3 1:48:58 (simultaneous conversation, indiscernible)

4 MTPD WILLIAMS: All right. It might be a while. I'm
5 sure you (indiscernible) as soon as I can, I'll get somebody over
6 there.

7 CALLER: Okay. Give me your name again.

8 MTPD WILLIAMS: I'm [REDACTED]. Badge 700.

9 1:49:18 CALLER: Yeah. Okay. Thank you. Bye-bye.

10 (End of call)

11 (Simultaneous conversation 1:49:02 to 1:50:24)

12 MTPD NICOLE: Transit Police. Nicole
13 speaking. How can I help you?

14 CALLER: Hey, Nicole, what do you guys know
15 what's going on at New Jersey and M? On
16 (indiscernible) there's light and the Transit
17 Police blocking the intersection.

18 MTPD NICOLE: I'm sorry?

19 CALLER: What's going on at New Jersey and M.
20 We have Transit Police blocking the
21 intersection.

22 MTPD NICOLE: Okay. We're working an
23 incident. Let me find out.

24 CALLER: Okay. So are you coordinating with
25 Metro Police because, I mean, they got seven

1 cars and (indiscernible)

2 MTPD NICOLE: We're working a major incident.
3 Yes, PD is on it as well.

4 CALLER: There's no PD here.

5 MTPD NICOLE: Okay. They may not be at that
6 location. They may be at a different
7 location. We are working an incident.

8 CALLER: Okay. They're bogging up traffic. I
9 mean, that's ---

10 MTPD NICOLE: Sir, have a good day.

11 CALLER: No, you got -- need to answer to the
12 public.

13 MTPD NICOLE: We're working an incident.

14 CALLER: Well, you see, I'm looking at your
15 police. They have no -- they have -- they
16 don't have any of the proper equipment.
17 They're not even directing it. They're
18 standing with their hands in their pockets.
19 They don't have any phones. They're not
20 directing traffic at all. They're just
21 basically standing there. They no direction
22 whatsoever.

23 MTPD NICOLE: D.C. Police is aware.

24 CALLER: I don't think they were because I
25 just called them --

1 MTPD NICOLE: They are, sir. Have a good day.
2 We're working a major incident. I can't tie
3 the line up.

4 CALLER: All right. Well, you guys don't know
5 what you're doing.

6 (End of call at 1:50:24)

7 (Tone)

8 1:50:44 MTPD WILLIAMS: Metro Transit Police.

9 CALLER: Yes. My name is Ken. I work across the street
10 from L'Enfant Plaza Metro Station. You've got a 52 bus that's
11 number 5320 that is in the middle of an intersection, in the
12 middle of the lane, and people are swerving all around to get
13 around it. Is it possible to just divert him onto 395? Just get
14 him out of there?

15 MTPD WILLIAMS: I'm going to have to transfer you over
16 to bus. I'm not quite sure --

17 CALLER: Okay.

18 MTPD WILLIAMS: -- what purpose that bus is there. It
19 could be there for a -- as a heat bus. As you know, the incident
20 that's going on, they do have certain apparatus sitting in certain
21 places strategically as a part of the evacuation. So the bus --

22 CALLER: Yeah.

23 MTPD WILLIAMS: -- could be there to, to provide support
24 to multiple fire department and police units that are on scene for
25 heat purposes. So --

1 CALLER: Yeah. A much better location, though, would be
2 just to go to either side of the street.

3 MTPD WILLIAMS: That's understood. Unfortunately, it's
4 above my pay grade --

5 CALLER: Yep.

6 (Simultaneous conversation 1:51:33 to 1:51:57)

7 CALLER: Hello?

8 MTPD NICOLE: Transit Police. Nicole.

9 CALLER: Hello. Yes, is there -- are there
10 any bus trains coming from Pentagon going
11 across the bridge?

12 MTPD NICOLE: Going to where?

13 CALLER: Going across the bridge, are there
14 any bus trains --

15 MTPD NICOLE: There are bus bridges set up.

16 CALLER: Excuse me?

17 MTPD NICOLE: There's a bus bridge set up.

18 CALLER: Coming from the -- from the Pentagon?

19 MTPD NICOLE: Let me see where the bus is,
20 Ma'am. Hold on.

21 (End of call 1:51:57)

22 1:51:33 MTPD WILLIAMS: -- so I can't make those decisions.
23 All right?

24 CALLER: Okay. So you me want to transfer? Do you want
25 to --

1 MTPD WILLIAMS: I'm going to call over to bus and see if
2 they can help. There may be some type of (indiscernible). What
3 bus number was that?

4 CALLER: It's 5320.

5 MTPD WILLIAMS: 5320?

6 CALLER: Yes. (indiscernible) can move it across the
7 street, then everybody can get onto 395 and out of D Street.

8 MTPD WILLIAMS: Okay.

9 1:51:55 CALLER: All right. Thank you.

10 (Phone ringing)

11 MTPD WILLIAMS: I tell you what, if one more person from
12 bus hang up on me, I'm going to go and get them. I'm walking over
13 there.

14 (Ringing)

15 BUS: Bus Central. Ms. Brooks. May I help you?

16 MTPD WILLIAMS: Hey, Ms. Brooks, what's going on over
17 there?

18 BUS: Over where? The bus?

19 MTPD WILLIAMS: Bus Central.

20 BUS: Oh, nothing. We got --

21 MTPD WILLIAMS: I called over there three times,
22 somebody picked up the phone and hung up on me twice --

23 BUS: Really?

24 MTPD WILLIAMS: -- and (indiscernible)

25 BUS: Baby, I'm the only one (indiscernible).

1 Everybody's so busy with this bus bridge. What you need, sweetie?

2 MTPD WILLIAMS: I totally understand, but we have to
3 work together.

4 BUS: I understand. I didn't hang up on you, baby. It
5 wasn't me.

6 MTPD WILLIAMS: All right. So -- now, two questions.
7 Do we have any buses going from Pentagon City and Pentagon headed
8 into the District?

9 BUS: That 16 bus -- they got a 16Y, a regular bus lined
10 to go through there, but not no -- we're not doing the shuttle as
11 far as the bus bridge. We only going from Pentagon City, Mount
12 Vernon, L'Enfant Plaza, Archives, Gallery Place, back to Pentagon.

13 MTPD WILLIAMS: Okay. So what about the customers at
14 Pentagon, at Pentagon City?

15 BUS: They got a supervisor over there. They should
16 have buses coming through there that's going through that area.
17 We do have a supervisor over there.

18 MTPD WILLIAMS: Okay. All right, next question.

19 BUS: Okay. And what else?

20 MTPD WILLIAMS: Bus 5320 --

21 BUS: Um-hum.

22 MTPD WILLIAMS: -- can you -- what is that bus doing?

23 BUS: 5320?

24 MTPD WILLIAMS: Yeah, it's the 52 route and it was
25 sitting in the middle of the road.

1 BUS: Okay. Let me see if I can locate it, 5320.

2 Standby for a minute, babe.

3 MTPD WILLIAMS: Okay.

4 BUS: 5320. 5320. 5320. 5320.

5 MTPD WILLIAMS: And thank you so much, Ms. Brooks, for
6 being my (indiscernible).

7 BUS: Okay. I know, but it's just so much going on.
8 Okay, 5320 look like it sitting -- hold up. Let me get a close
9 look at it. 5320. Okay, it look like it's located at D Street
10 and 9th. It's probably stuck down by L'Enfant Plaza. It look
11 like it stuck in that traffic maybe.

12 MTPD WILLIAMS: Yeah, cars are just going around it,
13 though. People are saying it's stopped (indiscernible).

14 BUS: I don't know where the bus operator -- I could
15 call and see what's going on, on him, okay?

16 MTPD WILLIAMS: Call and see what's going on with it.

17 BUS: Do you want to hold on?

18 MTPD WILLIAMS: Yeah, I'll hold on.

19 BUS: Hold on. Because you know we've been having radio
20 problems on top of all this that's going on. All right. Let me
21 call him and see what's going on. 5320. 53-2-0.

22 5320, pick up your handset. Make sure your bus is
23 stopped and secure. 5320, pick up your handset and make sure your
24 bus stopped and secure.

25 5320, pick up your handset.

1 MTPD WILLIAMS: (indiscernible)

2 BUS: He's not answering.

3 5320, pick up your handset.

4 And he's still sitting there. So he's not even picking
5 up his handset. I don't know whether he's off the bus or what. If
6 someone can get his attention and see what's going on, it would
7 help us. But he's not answering the radio.

8 MTPD WILLIAMS: Yeah, the problem is the general public
9 are beginning to call and some people are calling and wondering
10 why the bus is just sitting there and it's blocking them from
11 getting onto to 395, going to (indiscernible) --

12 BUS: Let me make sure it wasn't broke down. Hold on.

13 Hey, Coco.

14 Hold on one second.

15 5320's not a broke down bus, is it?

16 (Pause)

17 BUS: Okay, Williams. We don't have anything on it that
18 it's broke down or anything.

19 MTPD WILLIAMS: Okay.

20 BUS: And again, the operator's not answering me.

21 MTPD WILLIAMS: Okay, sweetie. You've done everything
22 that you can. I appreciate it.

23 BUS: Okay. Okay.

24 MTPD WILLIAMS: If you do hear from him, or if you can
25 just monitor for the next 10 minutes, and then I guess they're

1 going to have to --

2 BUS: It look like he moving it. Wait a minute. Okay.

3 I'll monitor, okay?

4 MTPD WILLIAMS: Okay.

5 BUS: Okay. Bye-bye.

6 1:57:20 MTPD WILLIAMS: Okay, sweetie.

7 (End of call)

8 (Phone ringing)

9 1:58:42 BUS COM: Bus Communications. MacIntosh.

10 MS. WALKER: Hey, MacIntosh, it's Walker.

11 BUS COM: Yes?

12 MS. WALKER: Hey, the trains are still not running.

13 BUS COM: Right.

14 MS. WALKER: And they said that, they said that the bus,

15 shuttle bus people are telling people, dropping people at Mount

16 Vernon and telling them they can just get the train there.

17 BUS COM: No, they're supposed to be able to catch the

18 train to Mount Vernon going North, yes. But they can't go south.

19 MS. WALKER: Okay.

20 BUS COM: Right. They can (indiscernible) but can't go

21 south.

22 MS. WALKER: Okay. Well, they're saying -- they said

23 that people were told the opposite.

24 BUS COM: No.

25 MS. WALKER: Okay.

1 BUS COM: Okay.

2 MS. WALKER: All right. Thank you.

3 BUS COM: All right.

4 1:59:15 MS. WALKER: All right. Bye-bye.

5 (End of call)

6 2:01:57 MTPD WILLIAMS: Transit Police. Williams.

7 CALLER: Hi, Transit Police. This is D.C.

8 Communications. I'm Operator 9179. Did you get a call for P6

9 bus, that people are jumping on the back of the P6 bus?

10 MTPD WILLIAMS: 9179. No, uh-uh. I don't see --

11 CALLER: Okay.

12 MTPD WILLIAMS: -- what's that location?

13 CALLER: I got a call from a Ms. Bey (ph.) saying that

14 people are jumping on the back of the bus and that they need help,

15 and they was last at the Gallery Place at the Metro.

16 MTPD WILLIAMS: The Gallery Metro Station?

17 CALLER: Uh-huh.

18 MTPD WILLIAMS: What's the bus number?

19 CALLER: P6.

20 MTPD WILLIAMS: That's the route. Okay.

21 CALLER: That's, that's what she told me.

22 MTPD WILLIAMS: All right.

23 CALLER: And --

24 MTPD WILLIAMS: All right. I've got to call over to bus

25 and see if I can find it, because without a bus number I won't be

1 able to look it up.

2 CALLER: Well, let me, let me call. Is that Bus
3 Central?

4 MTPD WILLIAMS: Yeah, BLCC, um-hum.

5 CALLER: Okay. I can -- I'll call them.

6 02:02:48 MTPD WILLIAMS: Okay. Thank you.

7 (End of call)

8 02:04:34 (Tone)

9 02:04:51 MTPD WILLIAMS: Metro Transit Police. Williams.

10 CALLER: Hi. I was wondering if I could get information
11 about the -- how the stations are cut off?

12 MTPD WILLIAMS: What type of information do you need,
13 sir?

14 CALLER: If I'm coming from Pentagon City and I need to
15 get to Navy Yard, is there a shuttle that will take me to Navy
16 Yard?

17 MTPD WILLIAMS: There's a bus shuttle that will take you
18 into the city. That's correct.

19 CALLER: Okay. And where does it take me into the city?

20 MTPD WILLIAMS: That I don't know.

21 CALLER: Do you know?

22 MTPD WILLIAMS: We're the police department --

23 CALLER: Okay.

24 MTPD WILLIAMS: -- so we don't know. We do know that
25 they do have bus shuttles that are set up due to the incident as

1 you're going on downtown. Trains are not allowed to run into the
2 city right now. Service has been suspended, so they are providing
3 you with a bus shuttle. They will provide you from Pentagon City
4 into the District of Columbia.

5 CALLER: Okay, great. Thank you.

6 MTPD WILLIAMS: Yes, sir. Good luck to you.

7 2:05:37 CALLER: Thanks.

8 (End of call)

9 2:06:37 MTPD WILLIAMS: Transit Police. Williams.

10 CALLER: This is (indiscernible) from the plumbing side.
11 I have a ticket for the bathroom in the parking garage down at
12 Springfield.

13 MTPD WILLIAMS: Okay, sir, you are aware of what's going
14 on downtown, correct?

15 CALLER: Yeah, I'm -- I know.

16 MTPD WILLIAMS: Okay. So we're kind of, we're kind of
17 busy right now.

18 CALLER: Oh, so you, you don't have nobody to come here
19 (indiscernible) to give me?

20 MTPD WILLIAMS: Where are you?

21 2:07:00 CALLER: I'm at the Franconia-Springfield. So this is
22 the -- the ticket says that the police (indiscernible) we are
23 beeping, so beeping can wait.

24 (Simultaneous conversation 2:07:09 to 2:07:32)

25 MTPD NICOLE: Transit Line. Nicole.

1 CALLER: McCall [sic], this is MacIntosh.
2 Somebody called. I think it's --
3 MTPD NICOLE: Nicole. (indiscernible)
4 CALLER: Uh-huh. Okay. Oh, Nicole? I
5 apologize. This is MacIntosh. We got a
6 manager reporting to Mount Vernon, should be
7 there in 30 minutes. I know it's a long time,
8 but he's coming. Unit 163 is reporting to
9 Mount Vernon. He'll be there in about 30
10 minutes.
11 MTPD NICOLE: Okay.
12 CALLER: All right.
13 MTPD NICOLE: All right.
14 (End of call at 2:07:32)
15 2:07:12 MTPD WILLIAMS: Yeah, it's going to have to wait. I got
16 another call.
17 2:07:18 CALLER: All right. (indiscernible)
18 (End of call)
19 2:09:27 MTPD WILLIAMS: Transit Police. Williams.
20 CALLER: Hi. I was wondering if you know which hospital
21 the L'Enfant people who were on the Metro were going to?
22 MTPD WILLIAMS: Hold on one second.
23 CALLER: Thank you.
24 MTPD WILLIAMS: They can't sort it out because there's
25 so many different people, so they're just getting transported to

1 different hospitals, GW, Howard. We have so many different ones,
2 so it's -- I can't say for certain where anyone will be
3 transported to.

4 CALLER: Okay. What's -- I guess, what's the closest
5 hospital to L'Enfant, do you know?

6 MTPD WILLIAMS: GW Hospital.

7 CALLER: Okay, great. All right. Thank you.

8 MTPD WILLIAMS: Um-hum.

9 2:10:13 CALLER: Bye-bye.

10 (End of call)

11 2:11:15 (Tone)

12 2:11:25 MTPD WILLIAMS: Good evening. Metro Transit Police.
13 Williams. May I help you?

14 CALLER: Oh. I was -- I'm sorry, I was trying to get a
15 hold of the Metro. Is this for --

16 MTPD WILLIAMS: Yeah, this is Metro Transit Police,
17 ma'am.

18 CALLER: Oh, okay. No, I was trying to -- I don't know
19 why I have this. I was trying to get -- learn about the bus
20 route.

21 MTPD WILLIAMS: Okay.

22 CALLER: Okay.

23 2:11:50 MTPD WILLIAMS: All right, bye-bye.

24 (End of call)

25 2:12:07 (Tone)

1 2:12:27 MTPD WILLIAMS: Transit Police. Williams. Can I help
2 you?

3 CALLER: Hi. My mother-in-law was on the train that
4 broke down and had to leave her luggage. Do you know if there's
5 going to be a chance to pick that up, or --

6 MTPD WILLIAMS: Yeah, there will be a place where they
7 can pick that up. Where that is right now, I'm not quite sure.

8 CALLER: Okay.

9 MTPD WILLIAMS: We're still in the process of getting
10 everybody evaluated and checked out.

11 CALLER: Okay.

12 MTPD WILLIAMS: So I'm sure that the units on scene will
13 let all patrons know exactly where --

14 CALLER: Okay.

15 MTPD WILLIAMS: -- their belongings will be, but it will
16 be in a safe place and we'll make sure that they get back to whom
17 they belong. Okay?

18 CALLER: Okay, great. Thank you.

19 MTPD WILLIAMS: All righty. No problem.

20 CALLER: Bye.

21 2:13:02 MTPD WILLIAMS: Bye-bye.

22 (End of call)

23 2:13:12 (Phone ringing)

24 2:13:15 SPEAKER: Where? Where? What's that? Huh?
25 All right. Where you get them potato chips?

1 (Tone)

2 2:13:41 MTPD WILLIAMS: Transit Police. Williams.

3 CALLER: I guess I got the wrong number. I was trying

4 to reach Metro customer service.

5 MTPD WILLIAMS: Yeah, this is the wrong number. Hold

6 on.

7 CALLER: (indiscernible)

8 MTPD WILLIAMS: Oh, no, that was --

9 (Dialing/Ringing)

10 SPEAKER: Won't answer.

11 (Ringing)

12 SPEAKER: What do you want to check? I'm

13 going, going back --

14 SPEAKER: Oh, look, you all --

15 SPEAKER: Seven or 8, if they can --

16 2:14:13 SPEAKER: They saying that Mount Vernon

17 Square, the way it's supposed to be shuttle

18 buses. What? There ain't no buses there?

19 (Phone ringing)

20 2:14:24 SPEAKER: What, there ain't no shuttle buses

21 there? That's what I thought she said, but --

22 2:14:26 BUS COM: Bus Communication. MacIntosh.

23 MTPD: Hey, this is Transit Police.

24 BUS COM: Yeah.

25 MTPD: We need a bus supervisor at Gallery

1 Place, 7th and M.

2 2:14:35 MTPD WILLIAMS: Transit Police Williams.

3 CALLER: Hey, what's going on? They're (indiscernible)
4 there at Gallery? Can I get the number for Lt. Hannah?

5 2:15:07 MTPD WILLIAMS: Lt. Hannah is [REDACTED] --

6 CALLER: Um-hum.

7 MTPD WILLIAMS: [REDACTED].

8 CALLER: [REDACTED].

9 MTPD WILLIAMS: [REDACTED].

10 CALLER: [REDACTED]?

11 MTPD WILLIAMS: Uh-huh.

12 CALLER: Oh, thank you so much.

13 2:15:15 MTPD WILLIAMS: All right. No problem.

14 (End of call)

15 (Simultaneous conversation at 2:14:35)

16 BUS COM: Yes, we -- I'm not sure what time
17 we'll get there, but the public's been told
18 we've got a manager en route to Mount Vernon
19 should be there probably in about 20 minutes.

20 MTPD: Right. Go down there. Yeah. But you
21 don't know the Gallery?

22 BUS COM: Gallery? Do we have an ETA on
23 Gallery Place, a manager? Do they -- he's
24 there? Three, 4 minutes for Gallery Place.

25 MTPD: Okay.

1 BUS COM: 154.

2 MTPD: All right. One more thing. Do you
3 guys have one going from Gallery to Navy Yard?

4 BUS COM: The bus?

5 MTPD: Um-hum.

6 BUS COM: Yeah. The buses are running from
7 Mount Vernon all the way to the Navy Yard.

8 MTPD: Okay.

9 BUS COM: Straight down 7th.

10 MTPD: Okay.

11 BUS COM: Okay.

12 MTPD: All right.

13 (End of call at 2:15:13)

14 2:15:22 (Tone)

15 2:15:49 MTPD WILLIAMS: Transit. Williams.

16 CALLER: Williams, this is Sgt. Hamlin down at L'Enfant
17 Plaza. Evening watch commander has been identified under Lt. -- I
18 mean, the chief wants somebody to identify a watch commander for
19 evening.

20 MTPD WILLIAMS: Okay. Who is that going to be?

21 CALLER: Right. I don't know. I'm saying did anybody
22 come over there and say there was a watch commander?

23 MTPD WILLIAMS: Not that I've be here. Hold on one
24 second. I could have missed it because I'm listening to channel
25 2. But hold on for me one second.

1 Who's the watch commander right now?
2 We think that it's Cruiser 30, Lt. Hannah, but --
3 CALLER: Okay.
4 MTPD WILLIAMS: -- not I'm not 100 percent sure at this
5 point.
6 CALLER: All right. Thanks.
7 2:16:35 MTPD WILLIAMS: All right.
8 (End of call)
9 (Tone)
10 (Simultaneous conversation at 2:17:13)
11 2:17:13 MTPD WALKER: Transit Police. Walker.
12 CALLER: Hi. I'm trying to find out if you
13 can catch the Green Line down to the
14 Smithsonian?
15 2:17:17 CENTRAL CONTROL: Central Control. Magg.
16 MTPD WILLIAMS: Magg, do you have water on the waterway
17 at Pentagon City?
18 CENTRAL CONTROL: I don't know.
19 MTPD WILLIAMS: (indiscernible)
20 CENTRAL CONTROL: Well, let me transfer you. Hold on.
21 Oh, never mind.
22 (Phone ringing)
23 SGT. MULLER: Sgt. Muller speaking.
24 MTPD WILLIAMS: Muller, what's up? It's Williams.
25 SGT. MULLER: What's up, Williams?

1 MTPD WILLIAMS: Hey, man, is there water on the roadway
2 in Pentagon City?

3 SGT. MULLER: I don't -- not at Pentagon City.

4 MTPD WILLIAMS: Or Pentagon or anything like that?

5 SGT. MULLER: No. There's water coming through the
6 walls of the tunnel between Pentagon and L'Enfant.

7 MTPD WILLIAMS: Pentagon and L'Enfant?

8 SGT. MULLER: Yeah. That's where the water's coming.

9 MTPD WILLIAMS: Okay. All right. Do we know what's
10 causing it? I guess we don't know (indiscernible)

11 SGT. MULLER: No, that's why I'm a cop and not --

12 2:18:17 MTPD WILLIAMS: All right, brother.

13 2:18:20 MTPD NICOLE: Transit Police. Nicole.

14 CALLER: Hey, Nicole, it's France. I was trying to mark
15 out on that GW. Just so you know, I pulled (indiscernible).
16 There's three critical here and one DOA, just update the CAD
17 records.

18 MTPD NICOLE: Three critical and one DOA. Okay.

19 CALLER: And taken to triage, a couple hundred.

20 MTPD NICOLE: Okay.

21 CALLER: All right. Thank you.

22 2:18:40 MTPD NICOLE: All right. Thank you.

23 (Simultaneous conversation at 2:17:17)

24 MTPD WALKER: No. The Smithsonian only has
25 the Orange, Blue and Silver Lines.

1 CALLER: Oh. Oh. So they have to transfer to
2 the Green Line?

3 MTPD WALKER: Yes.

4 CALLER: So is the Orange, are those lines
5 open? Because --

6 MTPD WALKER: Yes. The Orange, the Orange,
7 Blue and Silver Lines are open right now, but
8 you would have to transfer at L'Enfant and the
9 train is not running from L'Enfant. Where did
10 you need to go?

11 CALLER: To Southern Avenue Station.

12 MTPD WALKER: Okay. The trains are not
13 running along that corridor from L'Enfant.
14 They have a bus bridge. That means they have
15 shuttle buses running from station to station.

16 CALLER: Oh. So then when you get off there,
17 they'll have a bus there to (indiscernible)?

18 MTPD WALKER: Yes. But you won't be able to
19 get to, you won't be able to get to L'Enfant.
20 So what you would have to do, if you're going
21 from Smithsonian, you have to go Metro Center,
22 change onto the Red Line towards Glenmont and
23 get off -- go one stop and get off at Gallery
24 to catch the shuttle bus at 7th and F.

25 CALLER: Okay. Let me write that down. Go to

1 the Metro Center, get the Red Line, and --
2 MTPD WALKER: Yeah, towards Glenmont, and then
3 you can get off at Gallery Place.
4 CALLER: Get off at Gallery Place. And then
5 when you get off at Gallery Place, get a bus?
6 MTPD WALKER: Yes, at 7th and F, as in Frank.
7 CALLER: And F. Okay. Thank you very much.
8 MTPD WALKER: You're welcome.
9 2:18:59 CALLER: Okay. Bye-bye.
10 (End of call at 2:18:59)
11 2:20:12 (Tone)
12 2:20:17 MTPD WALKER: Transit Police. Walker.
13 CALLER: Yes. I'm just -- is this the Metro?
14 MTPD WALKER: Yes, it is.
15 CALLER: Okay. My son is at Gallery Place.
16 MTPD WALKER: Um-hum.
17 CALLER: And they keep saying a shuttle's out there, but
18 the shuttle driver said they don't know where they're going. He's
19 trying to get to -- we living at Suitland. He's trying to get to
20 Suitland Station.
21 2:20:39 MTPD WALKER: Okay. The shuttle buses are running from
22 Gallery Place to Navy Yard.
23 CALLER: Um-hum.
24 MTPD WALKER: And Navy Yard you can get train service
25 down to --

1 CALLER: Oh, Gallery Place and Navy Yard.

2 MTPD WALKER: Yes.

3 CALLER: Because I can pick him up from the Navy Yard.
4 I didn't even know where the shuttle -- he just got on the
5 shuttle. I'm like how the shuttle driver don't know where they're
6 going?

7 MTPD WALKER: It's going to go to every stop from
8 Gallery down to Navy Yard. Then at Navy Yard, he can catch a
9 train further.

10 CALLER: Got you.

11 MTPD WALKER: Okay?

12 CALLER: Thank you so much.

13 MTPD WALKER: You're welcome. Bye-bye.

14 2:21:09 CALLER: Bye-bye.

15 (Simultaneous conversation at 2:20:41)

16 MTPD NICOLE: Transit Police. Nicole.

17 CALLER: Yes. I'm calling because I'm trying
18 to figure out who to contact. My son was on
19 one of the trains that was (indiscernible)
20 through L'Enfant Plaza, I guess,
21 (indiscernible) the fire. And I guess he said
22 that the train operator had mentioned to
23 everyone on the train to brace themselves
24 because they were going through this fire.
25 And he said when -- once they went through the

1 fire, there was a lot of smoke that he noticed
2 that, I guess, was at -- in the station. And
3 now he's having some like choking, choking
4 spells.

5 MTPD NICOLE: Okay. Did you take him to the
6 hospital?

7 CALLER: Well, we're at the doctor's office
8 now. I'm just trying to figure out exactly is
9 there someone else I would need to contact?

10 MTPD NICOLE: Hold on.

11 CALLER: Because we're at -- okay.

12 MTPD NICOLE: Okay, so you're not going to a
13 local emergency room?

14 CALLER: Well, we're going to the emergency
15 room, that's what I'm saying.

16 MTPD NICOLE: Okay. What hospital are you
17 going to?

18 CALLER: Children's Hospital.

19 MTPD NICOLE: To Children's?

20 CALLER: Yes.

21 MTPD NICOLE: What's your name?

22 CALLER: My name is Kenneth. First name is
23 Kenneth. Last name is Pendarvis.

24 MTPD NICOLE: Spell it please.

25 CALLER: P-e-n-d-a-r-v-i-s.

1 MTPD NICOLE: D-i-s?
2 CALLER: V as in Victor.
3 2:22:08 MTPD NICOLE: V-i-s. Do you have a callback
4 number?
5 CALLER: [REDACTED].
6 MTPD NICOLE: Okay. I'll document your
7 information. If you could call us when you're
8 at the hospital?
9 CALLER: Okay.
10 MTPD NICOLE: All right.
11 CALLER: Thank you.
12 (End of call 2:22:27)
13 (Simultaneous conversation at 2:22:08)
14 MTPD WALKER: Transit Police. Walker.
15 CALLER: Hey, Nicole. It's Matt.
16 MTPD WALKER: Hey, Matt. What's up?
17 CALLER: I'm sorry. It was Walker who called
18 me before. Pentagon City. Do you guys have
19 that water coming into the station?
20 MTPD WALKER: Hold on a second. Well, no, I
21 know what it is. They said Whitfield (ph.)
22 made a mention that there -- about this water
23 coming into the station. I guess he heard
24 some sort of announcement or something.
25 CALLER: I think -- I don't know if we did.

1 Well, it's two different things and I got
2 confused. Right now MOC that there's water
3 coming into the station at Pentagon City.
4 MTPD WALKER: Uh-huh.
5 CALLER: It looks like it's a mall related
6 type of issue.
7 MTPD WALKER: Okay.
8 CALLER: Something wrong with mall. But
9 there's water entering our station at Pentagon
10 City.
11 MTPD WALKER: Okay. And what's
12 (indiscernible)
13 CALLER: I just (indiscernible). I don't
14 know.
15 MTPD WALKER: Oh, okay. I thought you had two
16 water situations. So I was like, oh, no more.
17 I can't take anything else.
18 CALLER: Right. The other water situation
19 we're working at. He's on it.
20 MTPD WALKER: Okay.
21 CALLER: That's over at L'Enfant.
22 MTPD WALKER: All right. Thank you so much.
23 All right. Bye-bye.
24 (End of call at 2:23:06)
25 2:22:30 MTPD WILLIAMS: Good evening. Metro Transit Police.

1 Williams. May I help you?

2 CALLER: Yes, Williams. (indiscernible) I don't know if
3 you heard 500 or -- but I'm at 9th and D. One of the passengers
4 that had an electric wheelchair has been transported. We need to
5 secure his wheelchair. We need to take it to (indiscernible) D.C.
6 I need Metro Access, some -- you know, one of those --

7 MTPD WILLIAMS: (indiscernible)

8 CALLER: -- Metro Access that has a capability of
9 transporting an electric wheelchair to respond at 9th and D.

10 (Indiscernible; simultaneous conversation)

11 CALLER: Hello?

12 MTPD WILLIAMS: Yeah, I'm here. I'm listening.

13 CALLER: Okay.

14 MTPD WILLIAMS: I'm writing it all down, so
15 (indiscernible)

16 CALLER: A lot of the streets are blocked up.

17 MTPD WILLIAMS: Um-hum.

18 CALLER: A lot of the streets are backed up.

19 MTPD WILLIAMS: Okay.

20 CALLER: If they come -- if Metro Access comes down 12th
21 Street to D, and make a right on B, and he can get to 9th and D, I
22 can meet him at the corner of 9th and D. And you can give them my
23 number, which is [REDACTED]. I can go directly with them, if
24 you can just patch me through?

25 MTPD WILLIAMS: All right. You said at 12th, 12th to D,

1 make a right on --

2 CALLER: Come down 12th Street and then make a right on
3 D. This is the southwest side. Yeah. If they come down to 12th
4 and D, S.W., depending on, depending on which way they coming,
5 they're going to make a right or left. It's a T intersection.
6 12th and D is a T intersection.

7 MTPD WILLIAMS: Uh-huh.

8 CALLER: If they come down 12th, and then come down D
9 Street to 9th and D, they'll, they'll see fire trucks. And I can
10 meet them at that intersection at 12th -- I mean, 9th and D.

11 MTPD WILLIAMS: 9th and D. Okay.

12 CALLER: And my number's [REDACTED] --

13 MTPD WILLIAMS: [REDACTED].

14 CALLER: Right. They can give me a call.

15 MTPD WILLIAMS: All right. I gotcha, boss.

16 CALLER: Oh, and give me an ETA whenever you can.

17 MTPD WILLIAMS: So give me -- do you want to hold on
18 while I make the call or do you want, want me to do it and then
19 call you back?

20 CALLER: Call me back.

21 MTPD WILLIAMS: All right. Okay.

22 CALLER: Thanks.

23 2:24:32 MTPD WILLIAMS: Bye-bye.

24 (End of call)

25 2:25:39 RECORDING: You have reached the D.C. Office of Unified

1 Communications. Press 1 for MPD Operations --

2 (Phone ringing)

3 MTPD WALKER: Transit Police. Walker.

4 CALLER: I'm sorry, Walker, as far as the Metro
5 Access --

6 MTPD WALKER: Uh-huh.

7 CALLER: -- we -- I think we found the passenger that go
8 to the wheelchair. He's at 7th and D. So we're going to go over
9 there and try to match him back up with the wheelchair.

10 MTPD WALKER: Okeydokey. If you still need us to do it,
11 give us a call.

12 (Simultaneous conversation at 2:26:00)

13 RECORDING: The National Weather Service has
14 issued an advisory regarding (indiscernible)
15 To use instant access to check the status of
16 your route schedule for today, press 1. To
17 speak with a "Where's My Ride?" agent instead,
18 press 2. Please make your selection now.

19 (End of announcement 2:26:18)

20 2:26:04 CALLER: We'll call you back. Have a good night.

21 MTPD WALKER: All right. Thank you.

22 2:26:06 CALLER: All right.

23 (End of call)

24 2:26:09 MTPD WILLIAMS: Ma'am, I just got off the phone --

25 (End of call)

1 (Pause)

2 SPEAKER: Okay. What's the operator number?

3 MTPD: 7981.

4 SPEAKER: And your code vac?

5 MTPD: I'm sorry?

6 SPEAKER: Your code vac? [REDACTED]?

7 MTPD: Um-hum. [REDACTED].

8 SPEAKER: And what's the Metro ride number again?

9 MTPD: [REDACTED].

10 SPEAKER: [REDACTED].

11 MTPD: [REDACTED]

12 SPEAKER: [REDACTED] right. Is all the (indiscernible)?

13 MTPD: Right.

14 SPEAKER: No injuries?

15 MTPD: No.

16 SPEAKER: Okay.

17 MTPD: All right.

18 2:26:55 SPEAKER: Bye-bye.

19 (End of call)

20 (Phone ringing)

21 SPEAKER: FM1 to Cruiser 4.

22 (Phone ringing)

23 (Tone)

24 MTPD WALKER: Transit Police. Walker.

25 CALLER: Walker, how you doing?

1 MTPD WALKER: Great. What's up?

2 CALLER: All right. I got a, I got a, I got a accident
3 with no injuries.

4 MTPD WALKER: Where?

5 2:27:31 CALLER: H and 7th Street, N.W.

6 MTPD WALKER: Okay. I think we out with that. 5415?

7 CALLER: Uh-huh.

8 2:27:39 MTPD WALKER: Okeydokey. Thank you.

9 (End of call)

10 (Simultaneous conversation at 2:27:31)

11 BUS CENTRAL: Communications. MacIntosh. May
12 I help you?

13 MTPD WILLIAMS: MacIntosh, this is Williams.
14 A while ago I got call for Anacostia Station
15 for Bus 6338 (indiscernible)

16 BUS CENTRAL: Uh-huh. I don't know. 63 --
17 what is it?

18 MTPD WILLIAMS: 38. (indiscernible).

19 BUS CENTRAL: Okay. Let me check. You want to
20 see if it's clear?

21 MTPD WILLIAMS: Yeah.

22 2:27:49 BUS CENTRAL: Okay. Hold on.

23 6338? She doesn't know if it's cleared yet.

24 Yeah, this is Williams.

25 She does not know if it's clear. 159 has

1 (indiscernible) back to the bus stop.
2 MTPD WILLIAMS: Okay.
3 BUS CENTRAL: Okay?
4 MTPD WILLIAMS: All right.
5 BUS CENTRAL: All right.
6 (End of call 2:28:25)
7 (Simultaneous conversation at 2:27:38)
8 BUS CENTRAL: Bus Central. Ms. Brook. May I
9 help you?
10 MTPD: Hey, this is Transit Police calling.
11 BUS CENTRAL: Uh-huh.
12 MTPD: Can you tell me 6338 is still holding
13 at Anacostia?
14 BUS CENTRAL: 6338? Hold on, please.
15 Anybody know (indiscernible) on 6338 at
16 Anacostia? 6338? 6338.
17 Give me a second. Give me a second.
18 Wait a minute. I got Transit on the
19 phone. They're (indiscernible).
20 6338?
21 MTPD: Um-hum.
22 BUS CENTRAL: That's the bus you got holding
23 at Anacostia, Ms. Mac?
24 I'm sorry, babe.
25 MTPD: That's okay.

1 BUS CENTRAL: 6338.
2 Okay. We don't know if it's clear. She said
3 159 is en route. But you know what? That bus
4 is moving. I'm looking at it.
5 MTPD: It is?
6 BUS CENTRAL: Yeah, he going down Bobby (ph.)
7 Street.
8 MTPD: Okay.
9 BUS CENTRAL: He's moving. 6338 on the 92 --
10 MTPD: Um-hum.
11 BUS CENTRAL: Yeah, he's moving.
12 2:29:02 (Indiscernible, simultaneous conversation)
13 (Tone)
14 2:27:54 MTPD WALKER: Transit Police. Walker.
15 CALLER: Hi. Yes, I'm calling because my son was on --
16 I want to know how do I go about filing a police report? My son
17 was on the train that had the fire today.
18 MTPD WALKER: Um-hum.
19 CALLER: That's in L'Enfant Plaza.
20 MTPD WALKER: Um-hum.
21 CALLER: And he, he got off the train and he was
22 shortness of breath, but he called his dad. And his dad picks him
23 up and (indiscernible) and brought him (indiscernible) and brought
24 him to the doctor. I told him he should have called the ambulance
25 because he done sit there (indiscernible).

1 (Indiscernible simultaneous conversation at 2:28:48)

2 (Tone)

3 (Simultaneous conversation 2:28:48 to 2:29:11)

4 MTPD WILLIAMS: (indiscernible) This is
5 Transit Police.

6 (indiscernible)

7 MTPD WILLIAMS: You got what now? Hold oh,
8 hold on.

9 (indiscernible)

10 MTPD WILLIAMS: Where at? Where are you?

11 CALLER: At (indiscernible) 35,
12 (indiscernible).

13 MTPD WILLIAMS: Okay.

14 CALLER: Thank you.

15 (End of call at 2:29:11)

16 MTPD WALKER: What hospital are you at?

17 CALLER: I'm at Children's in Columbia (indiscernible)
18 right there. But it's Children's, in Columbia Children's
19 Hospital, but it's the primary care side.

20 MTPD WALKER: Okay. Can you give us a call when you
21 guys get home? Because right now we're still tied up with that
22 incident. But I --

23 CALLER: Okay. But I need some information on something
24 that (indiscernible) -- call us.

25 MTPD WALKER: What kind of information do you need?

1 CALLER: That we (indiscernible) you can give me a name
2 to call back or give me your name.

3 MTPD WALKER: I'm, I'm Ms. Walker. And anybody who
4 answers the phone can assist you.

5 CALLER: Okay. And you don't need my son's name and
6 information that (indiscernible)

7 MTPD WALKER: You can give it to us when you give us a
8 call back.

9 CALLER: Okay.

10 MTPD WALKER: Okay?

11 CALLER: And do you have an ID number?

12 MTPD WALKER: 7977.

13 CALLER: 7977?

14 MTPD WALKER: Yes.

15 CALLER: 7977, Officer Walker. Okay. Thank you so
16 much.

17 MTPD WALKER: You're welcome.

18 CALLER: Bye-bye.

19 2:29:57 MTPD WALKER: Bye.

20 (End of call)

21 2:30:00 MTPD WALKER: Transit Police. Walker.

22 CALLER: Walker, it's Barlow. Can you tell me where the
23 incident train is from L'Enfant where the lady is possibly from?

24 MTPD WALKER: Hmm.

25 CALLER: I'm trying to (indiscernible)

1 MTPD WALKER: It's still sitting there.
2 CALLER: It's still sitting at L'Enfant?
3 MTPD WALKER: Well, a little past L'Enfant.
4 CALLER: It it towards Pentagon?
5 MTPD WALKER: Towards Pentagon.
6 CALLER: Okay. Thank you.
7 2:30:16 MTPD WALKER: All right. Bye-bye.
8 (End of call)
9 2:35:19 (Tone)
10 2:35:30 MTPD WALKER: Transit Police. Walker.
11 CALLER: Hi. How you doing?
12 MTPD WALKER: Good.
13 CALLER: I have a question about overnight parking at
14 the Springfield-Franconia.
15 MTPD WALKER: Okay.
16 CALLER: My wife works at the Pentagon and she parked
17 there this morning and then all the stuff happened with L'Enfant.
18 MTPD WALKER: Um-hum.
19 CALLER: She's going to have a hard time getting home
20 and I'm working like 16 hours today.
21 MTPD WALKER: Right.
22 CALLER: Is -- when things like that happen, is it okay
23 to leave the car there overnight?
24 MTPD WALKER: Yeah, you can leave the car there for up
25 to 24 hours. We don't start towing till it's been there for

1 several days.

2 CALLER: Well, no, it won't be several days, but --

3 MTPD WALKER: Right.

4 CALLER: -- I mean, you know, she'll take the bus in
5 tomorrow and then --

6 MTPD WALKER: Yeah. That should be fine.

7 CALLER: -- Metro back tomorrow night -- or tomorrow
8 afternoon when she gets out.

9 MTPD WALKER: Yes. That should be fine.

10 CALLER: Okay.

11 MTPD WALKER: Okay?

12 CALLER: I appreciate it.

13 MTPD WALKER: No problem. Have a great day.

14 CALLER: Thanks. You as well.

15 MTPD WALKER: All right. Bye-bye.

16 2:36:23 CALLER: Bye-bye.

17 (End of call)

18 2:37:01 MTPD WALKER: Transit Police. Walker.

19 CALLER: Yeah, Ms. Walker. Brown. (indiscernible)
20 Smithsonian at 55 Independence side. With this delay I have
21 several ripe customers and I could use a little help before things
22 get too goddam far.

23 MTPD WALKER: Okay.

24 CALLER: All righty.

25 2:37:19 MTPD WALKER: Bye.

1 (End of call)

2 2:38:29 CENTRAL CONTROL: Central. Smith.

3 CALLER: Hey, Smith, we got any trains running from --

4 CENTRAL CONTROL: Hold on.

5 CALLER: Hello?

6 CENTRAL CONTROL: Okay. I can help you.

7 2:38:38 CALLER: Hello.

8 CENTRAL CONTROL: Hello. Central. Smith.

9 MTPD WILLIAMS: Smith. This is Williams with Transit.

10 Do we have any trains going to Mount Vernon to Gallery?

11 CENTRAL CONTROL: Yes, we do.

12 MTPD WILLIAMS: All right. Which ones are they? Are

13 the ones in pink --

14 CENTRAL CONTROL: All -- every train is going Mount

15 Vernon to Gallery.

16 (Simultaneous conversation 2:38:38 to 2:38:52)

17 MTPD: Transit Police. Walker.

18 CALLER: Hey, Nicole.

19 MTPD: Yes?

20 CALLER: (indiscernible)

21 MTPD: No.

22 CALLER: Is somebody letting the

23 (indiscernible) driving?

24 MTPD: Yes.

25 CALLER: What is?

1 MTPD: Myers, Mount Vernon Station.

2 CALLER: Oh, okay. Thank you.

3 MTPD: All right. Bye.

4 CALLER: Bye.

5 (End of call 2:38:52)

6 2:38:52 MTPD WILLIAMS: Okay. So all trains are running normal
7 on Green Line?

8 CENTRAL CONTROL: No, they're not running normal.
9 They're terminating at Gallery and going back.

10 MTPD WILLIAMS: Okay. So they're just going from --

11 CENTRAL CONTROL: From Greenbelt, from Greenbelt to
12 Gallery and back.

13 MTPD WILLIAMS: Okay. Gotcha.

14 CENTRAL CONTROL: Okay.

15 2:39:03 MTPD WILLIAMS: Bye-bye.

16 (End of call)

17 2:41:48 (Tone)

18 MTPD WALKER: Transit Police. Walker.

19 CALLER: How you doing, Walker? We have an elevator
20 shunting at Wheaton Station.

21 MTPD WALKER: Inside the station or garage?

22 CALLER: It goes from the bridge to the street or
23 something like that. The street to the bridge or something, he
24 said -- the guy was trying to explain it to me. It's not the
25 garage. He said by the (indiscernible) station.

1 2:42:12 (Tone)

2 MTPD WALKER: Okay. (indiscernible) McCormick, sir?

3 CALLER: It's McCormick.

4 MTPD WALKER: All right. Thank you, McCormick.

5 CALLER: All right. Thank you.

6 MTPD WALKER: All right. Bye-bye.

7 2:42:20 CALLER: Bye-bye.

8 (End of call)

9 2:42:24 MTPD WALKER: Transit Police. Walker.

10 CALLER: Yeah, hi. I know you guys are crazy busy right

11 now with everything going on, but we were one of the people who

12 was evacuated and we had to leave our luggage on the train, Yellow

13 Line at L'Enfant Plaza.

14 MTPD WALKER: Um-hum.

15 CALLER: (indiscernible) go about getting that back?

16 MTPD WALKER: It'll probably be taken to our lost and

17 found.

18 CALLER: Okay.

19 MTPD WALKER: Let me give you their phone number and you

20 can contact them tomorrow.

21 (Tone)

22 CALLER: No, that's all right, (indiscernible) --

23 MTPD WALKER: Oh.

24 CALLER: -- if there was another procedure for this kind

25 of -- because it's not really lost, it's --

1 2:42:52 MTPD WALKER: Right.

2 CALLER: All right. Well, I'll follow-up, then.

3 MTPD WALKER: All right. Thank you.

4 CALLER: Okay. Thank you.

5 (End of call)

6 (Simultaneous conversation at 2:42:51)

7 MTPD NICOLE: Transit Police. Nicole.

8 CALLER: Hey, how you doing? This is Brooks
9 at Judiciary. (indiscernible) there's luggage
10 stuck -- pushed down in a trash can at the top
11 of the escalator. I don't know if you all
12 want to come check that out.

13 MTPD NICOLE: What side?

14 CALLER: The court side.

15 MTPD NICOLE: What's your name?

16 CALLER: Mine? Brooks.

17 MTPD NICOLE: And what is it? It's a bag
18 pushed into the trash can?

19 CALLER: Yeah. She said it's a -- like a
20 suitcase pushed into the -- it's inside the
21 trash can.

22 MTPD NICOLE: And this is on the platform,
23 mezz, what?

24 CALLER: No. It's at the top of the
25 escalator.

1 MTPD NICOLE: Okay. We'll have somebody come
2 check it.
3 CALLER: Okay.
4 MTPD NICOLE: All right. Bye-bye.
5 (End of call at 2:43:41)
6 2:47:20 (Tone)
7 2:47:30 MTPD WALKER: Walker.
8 CALLER: Hello, Nicole. It's me again.
9 MTPD WALKER: Okay.
10 CALLER: Hello. A suspicious package in Metro Center,
11 Track 2 on the Red Line.
12 It's all right. We got it.
13 It's a bag, unattended bag or something like that on the
14 platform.
15 MTPD WALKER: Okay. What, what's Track 2? At?
16 CALLER: Track 2 of Metro Center.
17 MTPD WALKER: Red or --
18 CALLER: It's a Red Line. It's Red Line, Track 2.
19 MTPD WALKER: Is that Glenmont or, or Shady?
20 CALLER: Yes. Hold on, I'll (indiscernible)
21 MTPD WALKER: Okay.
22 CALLER: Shady Grove platform.
23 MTPD WALKER: Thank you. Bye-bye.
24 2:48:15 CALLER: All right. Bye.
25 (End of call)

1 2:48:25 (Tone)

2 MTPD WALKER: Transit Police. Walker.

3 CALLER: Yes, I was transferred you -- to you guys
4 because I was trying to figure out exactly what was going on. My
5 daughter had said that she was on the train somewhere between
6 L'Enfant Plaza and she didn't know where like where to go.

7 MTPD WALKER: Where is she now?

8 CALLER: Her cell phone basically -- she's not answering
9 her cell phone.

10 MTPD WALKER: Okay. Where was she the last time you
11 spoke with her?

12 CALLER: She said she was going to go ahead
13 (indiscernible). I don't know like when this -- if she really
14 (indiscernible). I don't know if she was on a train when it first
15 happened. Because I'm getting this information from mom. She was
16 the only person that she can reach at the time.

17 MTPD WALKER: Uh-huh.

18 CALLER: And she was on the, on the Green Line in
19 L'Enfant, like between -- somewhere between L'Enfant Plaza.

20 MTPD WALKER: Okay. Right now the service is suspended
21 between L'Enfant Plaza and Navy Yard, but they do have buses
22 running between those stations.

23 CALLER: Okay.

24 MTPD WALKER: So -- where does she need to go?

25 CALLER: She need to go to Anacostia.

1 MTPD WALKER: Okay. So she would have to pick up the
2 shuttle bus and take it to Navy Yard, and then catch a train to
3 Anacostia.

4 CALLER: Okay.

5 MTPD WALKER: Okay?

6 CALLER: All right.

7 MTPD WALKER: All right. Bye-bye.

8 2:49:58 CALLER: Bye.

9 (End of call)

10 (Phone ringing)

11 OEM: OEM desk. Sgt. Muller speaking.

12 MTPD WILLIAMS: Hey, Sgt. Muller, that was --

13 OEM: That was for Metro Center.

14 MTPD WILLIAMS: Metro Center, they said. It wasn't
15 Judiciary.

16 OEM: Track 2, Red Line.

17 MTPD WILLIAMS: Red Line.

18 OEM: And it was a bag wrapped in newspaper.

19 MTPD WILLIAMS: It's a bag wrapped in newspaper.

20 OEM: And it was (indiscernible) -- I just talked to
21 Nicole about it.

22 MTPD WILLIAMS: And -- what was that, sir? What was the
23 last --

24 OEM: I just, I just talked to Nicole about it.

25 MTPD WILLIAMS: Okay, gotcha. All right.

1 2:50:43 OEM: All right, sir.
2 (End of call)
3 (Phone ringing)
4 SPEAKER: (indiscernible) They got shuttle buses going
5 in these directions. And I'm trying (indiscernible) that way?
6 MTPD BATES: All right, sir. I'm landline with bus --
7 I'm trying to get through. The phone is just ringing and ringing
8 and nobody's answering.
9 BUS: Bus Central. McCoy.
10 MTPD BATES: McCoy.
11 BUS: Uh-huh.
12 2:51:08 MTPD BATES: Bus shuttles at Gallery, are they picking
13 them up at Gallery?
14 (Background conversation)
15 MTPD BATES: This is crazy.
16 2:5 BUS: 5805 is the bus?
17 MTPD BATES: 580.
18 BUS: All right, man. I see (indiscernible) That's
19 going to be the (indiscernible)
20 MTPD BATES: Got it. And get an A car train ASAP?
21 BUS: It's coming to Judiciary Square. The train is
22 coming, so it should be (indiscernible)
23 MTPD BATES: 5800.
24 SPEAKER: (indiscernible)
25 MTPD BATES: Man, these jokers are putting me on hold

1 forever.

2 SPEAKER: Cruiser 5.

3 MTPD BATES: Cruiser 5.

4 2:53:08 SPEAKER: (indiscernible) location.

5 (Simultaneous conversation at 2:53:08)

6 MTPD WALKER: Transit Police. Walker.

7 CALLER: Walker, is Bates in there?

8 MTPD WALKER: Yeah. Hold on.

9 (Phone ringing)

10 2:53:20 MTPD BATES: Bates.

11 CALLER: All right, Bates. Gallery Place is running.

12 MTPD BATES: What, the station?

13 CALLER: Yeah.

14 MTPD BATES: Man, they got a whole rack of people out

15 there trying to catch the buses at Gallery.

16 BUS COM: They're saying northbound, going northbound

17 from Gallery Place it's working.

18 MTPD BATES: What's northbound?

19 BUS COM: You have to --

20 Hey, Marco, when you say northbound, that's headed which

21 direction?

22 Going towards Greenbelt.

23 MTPD BATES: For the, for the bus bridge?

24 BUS COM: Right. This --

25 MTPD BATES: They trying to catch it from Gallery going

1 to Anacostia.

2 BUS COM: Okay, yeah, that's the opposite way then.

3 Yeah, that is still, that is still affected. But you're saying
4 there's people out there with no bus?

5 MTPD BATES: Man, it's a rack. They talking about it's
6 almost 500 people out there.

7 BUS COM: Got a report there are a lot of people Gallery
8 Place with no bus.

9 (Background conversation)

10 BUS COM: Bates, best I can tell you, we got buses en
11 route.

12 MTPD BATES: What about Mount Vernon Square.

13 BUS COM: We should have buses there at Mount Vernon
14 Square now.

15 MTPD BATES: Where at? Do you know where?

16 2:54:29 BUS COM: Ah, let me see. Hold on.

17 MTPD BATES: Cruiser 32, can you call David
18 (indiscernible)

19 SPEAKER: (indiscernible)

20 MTPD BATES: Copy.

21 (Pause.)

22 2:55:00 BUS COM: (indiscernible) location.

23 SPEAKER: Cruiser 5, CN 2.

24 2:55:10 MTPD BATES: He's on the other, other channel, sir. And
25 he advised he is on his way back to L'Enfant.

1 BUS COM: We do have a manager there, and they're
2 loading at L and 7th.

3 MTPD BATES: 7th and L?

4 BUS COM: Uh-huh.

5 MTPD BATES: All right.

6 BUS COM: All right.

7 2:55:23 MTPD BATES: Bye.

8 (End of call)

9 (Tone)

10 2:56:30 MTPD WALKER: Transit Police. Walker.

11 CALLER: Yes, ma'am, how you doing? This
12 (indiscernible) Metro Center. We need Transit officers down here
13 on the platform for crowd -- for overcrowded station.

14 MTPD WALKER: Which, which platform?

15 CALLER: The Blue and Orange Line.

16 MTPD WALKER: All right. Thanks.

17 2:56:45 CALLER: Thank you.

18 (End of call)

19 (Tone)

20 2:59:11 MTPD WALKER: Transit Police. Walker.

21 CALLER: Hello?

22 MTPD WALKER: Hello.

23 CALLER: Hi. I was arrested last night at Columbia
24 Heights Station --

25 MTPD WALKER: Um-hum.

1 CALLER: -- by Officer Tucker.
2 MTPD WALKER: Okay.
3 CALLER: And do you know what --
4 MTPD WALKER: And you need your property?
5 CALLER: Yeah. And he has --
6 MTPD WALKER: Okay. Let me give you the number to --
7 CALLER: -- he has my ID.
8 MTPD WALKER: Let me give you the number to property.
9 You can call them in the morning.
10 CALLER: What's the number?
11 MTPD WALKER: It's [REDACTED].
12 CALLER: Um-hum.
13 MTPD WALKER: [REDACTED].
14 CALLER: Um-hum.
15 MTPD WALKER: [REDACTED].
16 CALLER: And are they closed right now?
17 MTPD WALKER: Yes.
18 CALLER: All right.
19 2:59:46 MTPD WALKER: All right, have a good one.
20 (End of call)
21 (Tone)
22 MTPD WALKER: Transit Police. Walker.
23 CALLER: Hey, this is Jill 334 at King Street.
24 MTPD WALKER: Hey, Jill, what's up?
25 CALLER: I am really sorry to be bugging you in the

1 middle of this, but I just got a call from EM21 who's out at MOC.

2 MTPD WALKER: Uh-huh.

3 CALLER: And he said that he's got a report that there
4 is a gate leading to the wayside that's open somewhere between
5 King Street and Braddock Road. So I just wanted to let you know
6 that I'm going to take my happy butt on my happy little bike and
7 ride the footpath and check it out. But he's not exactly sure
8 where it is.

9 MTPD WALKER: Uh-huh.

10 CALLER: So we -- between him and me talking, we agreed
11 that the footpath was the best thing to check.

12 MTPD WALKER: Okay.

13 CALLER: I just wanted to let you guys know that that's
14 what I'm doing. He's got a report of it, but that's all we've got
15 right now.

16 MTPD WALKER: Okay. Well, what's, what's your cell
17 phone number?

18 CALLER: 301.

19 MTPD WALKER: (indiscernible), yeah.

20 3:00:46 CALLER: Okay. 3 [REDACTED].

21 MTPD WALKER: Okeydokey.

22 CALLER: All right. Thank you.

23 MTPD WALKER: All right. Bye-bye.

24 3:00:49 CALLER: Bye.

25 (Simultaneous conversation 3:00:46 to 3:01:15)

1 MTPD NICOLE: Transit Police. Nicole.
2 CALLER: Hello. This is Transit Police?
3 MTPD NICOLE: Yes, it is.
4 CALLER: Oh, I'm sorry. I was trying to get
5 through to Metro for lost and found. I think
6 I called the wrong number.
7 MTPD NICOLE: Okay. It's [REDACTED].
8 CALLER: Sorry. Let me grab a pen.
9 MTPD NICOLE: It's [REDACTED].
10 CALLER: Um-hum.
11 MTPD NICOLE: [REDACTED].
12 CALLER: [REDACTED]?
13 MTPD NICOLE: [REDACTED]
14 CALLER: [REDACTED].
15 MTPD NICOLE: --[REDACTED].
16 CALLER: [REDACTED] Thank you very much.
17 MTPD NICOLE: You're welcome.
18 CALLER: Bye.
19 (End of call 3:01:15)
20 3:04:36 (Tone)
21 3:04:37 MTPD WALKER: Transit Police. Walker.
22 CALLER: Hey, it's Bohm.
23 MTPD WALKER: Hey, Bohm.
24 CALLER: Hey, are you able to try to get me a DMV photo?
25 MTPD WALKER: Yeah.

1 CALLER: I need it for the -- this could be for the
2 victim.

3 MTPD WALKER: Okay. What's the --

4 CALLER: Last name of Baker, common; first of David-
5 Edward-Nora- --

6 MTPD WALKER: Wait, wait, wait. Wait, wait, wait one
7 second. Is this in Maryland? Or you don't know?

8 CALLER: We're not sure.

9 MTPD WALKER: Okay. What's the first name?

10 CALLER: Oh, you know what? It would be Maryland. She
11 lives in Potomac.

12 MTPD WALKER: Okay.

13 CALLER: Baker is the last name. First name of [REDACTED]-
14 [REDACTED] Female with a date of
15 birth of 1 [REDACTED].

16 MTPD WALKER: Do you have a middle name?

17 CALLER: No. I can try to -- try one more time to get
18 it.

19 MTPD WALKER: Let me see if it comes up without it. No,
20 wait. Let me browse it then.

21 CALLER: I have the address if that helps.

22 MTPD WALKER: Uh-uh.

23 (Pause.)

24 3:06:13 MTPD WALKER: Okay. I got it. Let's see. Middle name
25 is Raymolee. Let's see.

1 (Simultaneous conversation 3:06:29)
2 MTPD NICOLE: Transit Police. Nicole.
3 CALLER: Hey, Nicole, how you doing?
4 MTPD NICOLE: Okay.
5 (Tone)
6 CALLER: Hey, did they clear that
7 (indiscernible) at Metro Center?
8 MTPD NICOLE: (indiscernible)
9 CALLER: Has anybody gone out with it yet?
10 MTPD NICOLE: Yeah, she (indiscernible)
11 CALLER: So it's just walking around, picking
12 up?
13 3:07:02 MTPD NICOLE: No. She's in there for
14 (indiscernible)
15 3:07:04 MTPD WALKER: I got a 19, so --
16 3:07:05 CALLER: Oh, okay.
17 MTPD WALKER: It's probably 3 minutes, so -- okay.
18 (End of call)
19 (Simultaneous conversation at 3:07:05)
20 MTPD WILLIAMS: Transit Police. Williams.
21 CALLER: Hey, Williams, it's Jay.
22 MTPD WILLIAMS: Hey, Jay, you got to hold on a
23 minute.
24 3:07:10 MTPD WALKER: Okay. Got it.
25 CALLER: Can you show (indiscernible) when they compare

1 it to the (indiscernible)?

2 MTPD WALKER: Okay.

3 CALLER: Thank you.

4 3:07:17 MTPD WALKER: All right.

5 (End of call)

6 3:07:19 MTPD WALKER: Transit Police. Walker.

7 CALLER: Hey, Walker. How you doing over there?

8 Wilson.

9 (Simultaneous conversation, indiscernible)

10 MTPD WALKER: Hey, Wilson, what's your (indiscernible)?

11 CALLER: We had a safety manager request crowd control,

12 overcrowded station at Farragut West. Did you ever get somebody

13 over there?

14 MTPD WALKER: (indiscernible) We had somebody over

15 there. He should be there now.

16 CALLER: He's there now?

17 MTPD WALKER: Um-hum.

18 CALLER: Oh, okay. Anybody (indiscernible) radio to

19 control (indiscernible).

20 MTPD WALKER: Okay.

21 CALLER: We can't get (indiscernible) station. But it

22 looks like they holding people off in the station. From the

23 camera we looking at, it look like that situation's clear, but

24 they still doing a (indiscernible) hold the customers up. It look

25 like it's clear down by (indiscernible)

1 MTPD WALKER: Okay. So what is it you need? You need
2 the station manager to call you?

3 CALLER: We need the station manager or the officer,
4 whoever there helping out over there in the station, because it
5 looks like it's they're still doing (indiscernible) hold the
6 customers back (indiscernible) clear, so -- but what we looking at
7 on the camera there, it's clear. They just want to know what's
8 going on over there.

9 MTPD WALKER: Okay.

10 CALLER: We can't get nobody.

11 MTPD WALKER: Okay.

12 CALLER: All right.

13 1:08:12 MTPD WALKER: Bye-bye.

14 (End of call)

15 3:09:13 (Phone ringing)

16 MTPD WALKER: Transit Police. Walker.

17 CALLER: Walker, do you know where the officers -- what
18 hospital the officers went to?

19 MTPD WALKER: Hold on a second.

20 (Pause)

21 (Phone ringing)

22 MTPD WALKER: GW.

23 CALLER: All right. Thank you.

24 3:09:46 MTPD WALKER: You're welcome.

25 (End of call)

1 3:09:47 (Background conversation)
2 (Phone ringing)
3 3:10:01 (Pause)
4 (Tone)
5 3:11:17 MTPD WALKER: Transit Police. Walker.
6 Transit Police. Walker.
7 CALLER: Hey, it's Jill. I found the open gate.
8 MTPD WALKER: Hey. You found it?
9 CALLER: Yeah. Trains are running normally, so I hope
10 there's nobody out there. If you want me to just secure it, or --
11 I don't even know if I've got a key for it.
12 MTPD WALKER: Uh-oh. (indiscernible). Let me -- hold
13 on a second. Let me call down to --
14 3:11:46 (Pause)
15 (Tone)
16 3:12:16 MTPD WALKER: Transit Police. Walker.
17 CALLER: I'm sorry, it's Jill. My phone hung up on you.
18 MTPD WALKER: That's okay. Where -- is there like a
19 marker on anything where it is?
20 CALLER: I'm looking. It's closer to Braddock Road.
21 There's nothing on it. It's just -- it's -- if you're at Braddock
22 Road and you're headed onto the residential -- or the footpath,
23 actually, is the best way to get there.
24 MTPD WALKER: Um-hum.
25 CALLER: I can, I can see the station from here. It's

1 probably about 100 yards away. Trains are running normally, so --
2 I mean, I can just ride Braddock and get on the train and check,
3 but I don't think there's anybody on the track bed.

4 MTPD WALKER: Okay.

5 CALLER: They would have seen it by now.

6 MTPD WALKER: This is true.

7 CALLER: I just don't (indiscernible)

8 MTPD WALKER: But you don't have a thing to secure it?

9 CALLER: I don't know. I, I -- this is the only
10 information I have right now. I'm going to go up and see if I can
11 secure it, but --

12 MTPD WALKER: Okay.

13 CALLER: -- EM21 said to call MOC and let him know where
14 the drawer was if I can't secure it. And I didn't know if you
15 guys had any further or not.

16 MTPD WALKER: No. I didn't have any -- I mean, any
17 secure it -- any further. They got my brains spinning around.
18 Well, call me back if you can't secure it.

19 CALLER: Okay.

20 MTPD WALKER: And then I'll get MOC on it.

21 CALLER: Okay.

22 MTPD WALKER: All right.

23 CALLER: Thanks.

24 MTPD WALKER: All right. Thanks.

25 3:13:30 CALLER: Okay, bye.

1 (End of call)

2 3:13:55 CALLER: Hey.

3 MTPD WALKER: Were you able to make it out?

4 CALLER: Yeah. They don't think it's one and the same.

5 MTPD WALKER: Okay.

6 CALLER: They're still looking, though. So I may call

7 you back with another person.

8 MTPD WALKER: Okay. I'll be here.

9 CALLER: All right, then.

10 MTPD WALKER: All right. Bye-bye.

11 3:14:05 CALLER: Bye.

12 (End of call)

13 3:20:11 (Tone)

14 3:20:22 MTPD WALKER: Transit Police. Walker.

15 CALLER: Hey, Nicole, how are you today?

16 MTPD WALKER: I'm good. How are you?

17 CALLER: I'm peachy, just peachy. Hey --

18 MTPD WALKER: How can I assist?

19 CALLER: Hey, we're trying to get a head count of the

20 people that were on scene at L'Enfant Plaza, the people who were

21 cleared. See who may have checked off and see if anybody went to

22 the hospital. We did a roll call -- or communications did a roll

23 call about maybe an hour ago.

24 MTPD WALKER: Um-hum.

25 CALLER: Can you advise me on the status of that roll

1 call?

2 MTPD WALKER: Hold on a second.

3 3:20:54 CALLER: All right.

4 (Pause)

5 (Tone)

6 MTPD WALKER: Hello?

7 CALLER: Yeah.

8 MTPD WALKER: Okay. I'm being told that that roll call

9 was never (indiscernible) because anytime they tried to do it,

10 people kept interrupting when they start (indiscernible).

11 CALLER: No, that's -- no.

12 MTPD WALKER: So --

13 (Tone)

14 3:21:41 (indiscernible simultaneous conversation)

15 MTPD: -- about who went where, because I know there was

16 a couple people that would start (indiscernible) down to the

17 hospital and weren't. At this time I know 549, 517, and

18 (indiscernible) --

19 CALLER: And where now?

20 MTPD WALKER: 511 called, went to GW.

21 CALLER: Okay. So --

22 SPEAKER: I'm Cruiser 11.

23 MTPD WALKER: Yeah, that's why I was like, wait, aren't

24 you Cruiser 11?

25 SPEAKER: (indiscernible).

1 MTPD WALKER: Yeah, (indiscernible) Baker 26 is at the
2 hospital (indiscernible). They thought (indiscernible) -- so
3 right now for sure 549 and 514, they went to --

4 SPEAKER: 549 and 514?

5 MTPD WALKER: Yeah. They (indiscernible).

6 SPEAKER: Okay. Do you know what hospital they went to?

7 MTPD WALKER: (indiscernible)

8 SPEAKER: Okay. You may need to do another roll call.
9 Let me check with (indiscernible) to see how we're going to
10 proceed.

11 MTPD WALKER: Okeydokey. (indiscernible)

12 3:22:29 SPEAKER: Thank you.

13 (End of call)

14 3:22:41 MTPD WALKER: Transit Police. (indiscernible)

15 CALLER: (indiscernible) D.C. Police. 11th and Irving
16 Street, N.W. --

17 MTPD WALKER: Uh-huh.

18 CALLER: Can you tell me the ETA for that robbery at the
19 bus stop?

20 MTPD WALKER: No (indiscernible). We're still tied up
21 with this other thing.

22 CALLER: Okay. We'll have other officers. You all are
23 busy with that fire.

24 MTPD WALKER: Right.

25 CALLER: ETA is unknown at this time?

1 MTPD WALKER: Yes.

2 CALLER: Thanks so much.

3 3:22:58 MTPD WALKER: All right, bye-bye.

4 (simultaneous conversation)

5 CALLER: I asked the man who's sitting next to

6 me and he's confirming or -- and he has ear

7 plugs. And he's been kind of singing and

8 dancing. I don't know if he's drunk or loaded

9 or what, but --

10 MTPD: Did you want to leave your name? I'm

11 sorry.

12 CALLER: I'm sorry, what was your question?

13 MTPD: Did you want to leave your name?

14 CALLER: If you need it. Otherwise --

15 MTPD: Okay.

16 CALLER: It's Anna Doroshaw, D-o-r-o-s-h-a-w.

17 MTPD: Okay. And a callback number?

18 CALLER: [REDACTED].

19 MTPD: Um-hum.

20 CALLER: [REDACTED]

21 MTPD: Um-hum.

22 CALLER: [REDACTED]

23 MTPD: Okay.

24 CALLER: Okay. I guess --

25 MTPD: All right. We'll have someone check it

1 out.

2 CALLER: Okay.

3 MTPD: Thank you.

4 CALLER: I just -- as much as anything, I
5 worry that he's going to go between cars while
6 the train is moving and he's going to fall or
7 something.

8 MTPD: Okay.

9 CALLER: Seems just kind of irrational, so --

10 MTPD: Okay. We'll have someone check it.

11 Thank you so much.

12 CALLER: Thank you.

13 MTPD: Bye-bye.

14 (End of call at 3:24:01)

15 3:24:02 MTPD WALKER: Transit Police. Walker.

16 CALLER: Hey, Walker. It's Coco.

17 MTPD WALKER: Hey.

18 CALLER: Hey, when you get a chance, can you send
19 somebody over to Minnesota Avenue Station?

20 MTPD WALKER: What's going on there?

21 CALLER: We got a person; he's a male, white, with a tan
22 jacket and a red scarf. He's near the station manager's booth
23 saying that somebody tried to take something from him. And I have
24 a description of that person too.

25 MTPD WALKER: Okay.

1 CALLER: He's a male, black, with a gray hoody and a
2 light gray shirt, unknown color pants, and he was actually on the
3 platform, I guess, being disorderly to other people, too.

4 MTPD WALKER: Okay.

5 CALLER: All right. Thank you.

6 MTPD WALKER: All right. Bye-bye.

7 3:24:42 CALLER: Bye-bye.

8 (End of call)

9 3:26:20 (Phone ringing)

10 SPEAKER: Penn. Minnesota.

11 MTPD WALKER: Hey, it's Walker from Transit Police. Do
12 you have somebody there saying that somebody tried to steal
13 something from him or something?

14 SPEAKER: Hold on. He on the -- hold on one second.

15 MTPD WALKER: Okay.

16 3:26:41 (Tone)

17 3:26:51 SPEAKER: Glenmont garage, level 3,
18 stair 3.

19 (Simultaneous conversation 3:26:51 to 3:27:44)

20 MTPD NICOLE: Transit Police. Nicole.

21 CALLER: Hello?

22 MTPD NICOLE: Transit Police. Can I help you?

23 CALLER: Hey, there's a car on the fourth
24 level that looks like it's been on for a long
25 time. I don't see anybody in the front seat.

1 MTPD NICOLE: Like it's been what?

2 CALLER: It's just running. And it's closed
3 up and I don't see anybody in it, but I'm a
4 little bit scared to look in the floor or the
5 back seat. But I just want you to know that
6 it's on and like smoking like crazy.

7 MTPD NICOLE: It's smoking?

8 CALLER: Yeah, but -- it's exhaust but it's
9 been on for a long, long time.

10 MTPD NICOLE: All right. What kind of car is
11 it?

12 CALLER: (indiscernible) I don't know. A dark
13 one. I'm sorry. It's dark. It's in the
14 middle row, kind of near where the elevator
15 is. I just wanted to let you know. Maybe
16 everything's fine and nobody's -- you really
17 can't tell when it's on.

18 MTPD NICOLE: All right. We'll have someone
19 check it.

20 CALLER: Have someone check the back seat just
21 in case, okay?

22 MTPD NICOLE: All right.

23 CALLER: Thank you.

24 (End of call 3:27:44)

25 3:27:17 SPEAKER: (indiscernible) let's say the one who done it

1 just exited the station with a gray sweat hoody on with blue
2 jeans.

3 MTPD WALKER: All right. Okay, so what exactly
4 happened?

5 SPEAKER: He tried to take his bookbag.

6 MTPD WALKER: Okay. Is he going to wait there to speak
7 with a officer? Like did he -- when he said tried to take it --
8 can I speak to that person?

9 SPEAKER: He just -- the supervisor say he went and got
10 on the train.

11 MTPD WALKER: Who? The person who it happened to?

12 SPEAKER: Yeah.

13 MTPD WALKER: Okay. So nobody's there right now --

14 SPEAKER: No.

15 MTPD WALKER: -- to report a crime?

16 SPEAKER: Uh-uh.

17 MTPD WALKER: All right.

18 SPEAKER: Okay.

19 MTPD WALKER: Thank you.

20 SPEAKER: Uh-huh.

21 3:27:55 MTPD WALKER: Bye.

22 (End of call)

23 3:28:20 MTPD WALKER: Transit Police. Walker.

24 CALLER: Hello. This is Officer Moanie 466.

25 MTPD WALKER: Hey, Moanie, what's up

1 CALLER: Hey, I just had a quick question. Did they
2 clear that suspicious package at -- what was that -- Gallery
3 Place?

4 MTPD WALKER: Metro Center?

5 CALLER: Metro Center, yeah. That was like the
6 newsprint and wrapped in newspaper, something like that?

7 (Simultaneous conversation 3:28:37 to 3:29:44)

8 MTPD NICOLE: Transit Police. Nicole.

9 CALLER: Hi, Nicole. Hello. This is Hamlin.

10 MTPD NICOLE: (indiscernible)

11 (Tone)

12 CALLER: I have an update from the hospital by
13 radio (indiscernible). They -- I have the
14 same crew, 533. She's in the bay now being
15 checked for smoke inhalation and
16 (indiscernible).

17 MTPD NICOLE: Okay.

18 CALLER: Officer Young, 549, is there, and
19 Officer Yeh, Y-e-h, 693, is with her.

20 MTPD NICOLE: Yeah, he called me.

21 CALLER: Okay. The train operator is here.
22 His name is Curley, C-u-r-l-e-y; last name of
23 James, Curley James, train operator.

24 MTPD NICOLE: Okay.

25 CALLER: And he's, he's in a bay in the back

1 now also to D.C. (indiscernible).
2 MTPD NICOLE: Okay.
3 CALLER: They trying to run a EKG on them.
4 Okay. So both of them are being treated.
5 There are several detectives over here for the
6 passengers.
7 MTPD NICOLE: Okay.
8 CALLER: And (indiscernible) getting an update
9 every 15 minutes or so, if something changes.
10 MTPD NICOLE: Okay.
11 CALLER: All right. Thank you.
12 MTPD NICOLE: All right. Bye-bye.
13 (End of call at 3:29:44)
14 3:28:40 MTPD WALKER: I believe so.
15 CALLER: Right.
16 (Tone)
17 MTPD WALKER: I don't even show who went to that. I
18 know it cleared (indiscernible).
19 CALLER: Okay. Thanks.
20 MTPD WALKER: It (indiscernible).
21 CALLER: Okay. All right.
22 MTPD WALKER: All right. Bye.
23 CALLER: Um-hum. Bye.
24 3:29:04 (End of call)
25 (Tone)

1 3:29:05 MTPD WALKER: Transit Police. Walker.

2 CALLER: Yes. I was just transferred from the customer
3 information with Metro.

4 MTPD WALKER: Um-hum.

5 CALLER: Because I have me 11-year-old daughter that's
6 stuck at 7th and Pennsylvania Avenue trying to, trying to board a
7 30/32/36 or any bus that will bring her to 13th and Pennsylvania
8 Avenue. She is -- he told me to call you guys because, I don't
9 know, she's having a hard time getting on that bus, which making
10 me get my -- gather my little children, my other little children
11 to get on the bus to come down and save her. You know what I
12 mean? Because she's not able to get on the bus. I know they
13 having problems with the line. I know that some of the buses are
14 not going to stop. They've been passing her by.

15 MTPD WALKER: Um-hum.

16 CALLER: And she say, Mommy, it's so many people, they
17 won't even let me -- I said you have to be a little bit assertive
18 and not aggressive --

19 MTPD WALKER: Right.

20 CALLER: -- to try to get -- weasel yourself up there
21 and get on the bus. And she's been standing there all this time
22 from school. And I am about to go down there. And the man said,
23 look, give Transit --

24 MTPD WALKER: What's your daughter's name?

25 CALLER: Her name is Dae, D-a-e, and she's across the

1 street of -- across from Archives.

2 MTPD WALKER: Okay.

3 CALLER: And she wears glasses. She has pink glasses
4 on.

5 MTPD WALKER: You said pink glasses?

6 CALLER: Yes. And she has a maroon coat on and she has,
7 she has -- not khaki pants -- she has navy blue pants. And she's
8 standing over there at -- and she has a white and purple bookbag.
9 And she's standing across the street and she is just having a
10 hard time getting home. And I'm about to go down -- I was going
11 to cross the street and bring my little kids and ride down there.
12 (indiscernible)

13 (Tone)

14 CALLER: (indiscernible) is ridiculous.

15 MTPD WALKER: And what's your name?

16 CALLER: My name is [REDACTED]

17 MTPD WALKER: And what's (indiscernible) phone?

18 CALLER: [REDACTED]. [REDACTED]

[REDACTED]

20 MTPD WALKER: And what's her last name? Is it Lewis?

21 CALLER: Yeah, it's Prendergast.

22 MTPD WALKER: Okay. I'm going to send an officer over
23 there to check on her. You said she's at [REDACTED]

[REDACTED]

25 CALLER: Yeah. Yeah, she's right at the Archives, you

1 know, the actually museum Archives. She's standing right there.
2 She's having a hard time getting on a bus because everybody
3 probably trying to get on the bus.

4 MTPD WALKER: Right.

5 CALLER: But she is unable to -- once they pack
6 theirselves in --

7 MTPD WALKER: Um-hum.

8 CALLER: -- the door shuts and they're gone. And she's
9 been there for over an hour. And I'm like, what in the world? Is
10 it that bad? Well, the man say they got shuttle buses and
11 everything coming.

12 MTPD WALKER: Yeah, they do have shuttle buses.

13 CALLER: That's why they don't understand why she is not
14 getting on the bus. And that's why I'm like -- and I'm about to
15 take my young ones -- I had to put their clothes on, and said,
16 look, we're going to have to stand at our bus stop across the
17 street and wait on a 30 just to get down there to see what's going
18 on. Because she's not able to get on the bus.

19 MTPD WALKER: Okay. I'm going to send an officer over
20 there to check on her and I'm going to give you a call back. Let
21 me just confirm your phone number. It's [REDACTED] --

22 CALLER: It's 6- --

23 MTPD WALKER: [REDACTED] --

24 CALLER: Yes.

25 MTPD WALKER: -- [REDACTED]?

1 CALLER: Yes, ma'am.

2 MTPD WALKER: Okay. I'm going to send an officer over
3 there.

4 CALLER: Yeah, because she's 11 and she usually has no
5 problem, you know, catching the bus home from Howard. But it's
6 just today, it just --

7 MTPD WALKER: Yes.

8 CALLER: -- and she's been out there for over a hour.
9 She got out of school at 4:30. Okay. She just texted me.

10 MTPD WALKER: And say what?

11 CALLER: She said she got on the -- she got on the 34.

12 MTPD WALKER: Oh.

13 CALLER: She's on the 34.

14 MTPD WALKER: Okay.

15 CALLER: Yeah. I heard the beep come in, and I was
16 like, wait, wait.

17 MTPD WALKER: And let you look. Okay. Well, I'm glad
18 she was able --

19 CALLER: Yeah. And, see, yeah --

20 MTPD WALKER: -- to get on a bus.

21 CALLER: So thank you so much, because --

22 MTPD WALKER: No problem.

23 CALLER: But I told her, I said, Dae, be patient.

24 MTPD WALKER: Right.

25 CALLER: You know what I mean, I could have --

1 MTPD WALKER: That's a lot for an 11-year-old to
2 navigate, you know, with everything that's going on.

3 CALLER: Yes. It -- yeah, you know, it's --

4 MTPD WALKER: So I can understand her being a little,
5 you know --

6 CALLER: (indiscernible) problems, yeah, yeah.

7 MTPD WALKER: Yeah.

8 CALLER: And I said it, too, but Mommy was about to come
9 out there. And I was like -- the man say ain't nothing you can
10 do. I say, I know, but, you know, be there for my child, you
11 know.

12 MTPD WALKER: That's right.

13 CALLER: Because she --

14 MTPD WALKER: No, I understand that. Well, I'm glad she
15 was able to get on a bus.

16 CALLER: I'm still irritated for me to come out there,
17 though. Because I got the little ones.

18 MTPD WALKER: Right.

19 CALLER: You know what I mean? I just got them home,
20 and get ready to eat and stuff. And I was like, no, I ain't down
21 to go out there. I know this ain't happening. So eventually
22 (indiscernible) --

23 MTPD WALKER: Well, I'm glad it worked out.

24 CALLER: -- jump on a bus. Yeah, so let me text her
25 back and see exactly where they are so I can meet her at the bus

1 stop. Thank you all so much.

2 MTPD WALKER: No problem.

3 CALLER: I know you have issues today that's beyond you
4 all control, you know. But, you know, when you got an 11-year-old
5 trying to navigate --

6 MTPD WALKER: Right. No, I totally understand.

7 CALLER: So, thank you so much. I appreciate it.

8 MTPD WALKER: You're welcome. Bye-bye.

9 CALLER: Okay. Bye-bye.

10 (End of call at 3:33:48)

11 (Simultaneous conversation 3:29:58 to 3:30:27)

12 MTPD NICOLE: Transit Police. Nicole.

13 CALLER: Hi, Nicole. I'm a passenger that was
14 the train and I've been treated for smoke
15 inhalation, but I just wanted to get checked
16 out just to see if everything is okay.

17 MTPD NICOLE: Okay.

18 CALLER: What should I do about that?

19 MTPD NICOLE: If you need to get checked out,
20 I would suggest you go to the emergency room.

21 CALLER: Okay. Okay, all right. Thank you.

22 MTPD NICOLE: Okay.

23 (End of call 3:30:27)

24 (Simultaneous conversation at 3:30:55)

25 MTPD NICOLE; Transit Police. Nicole.

1 CALLER: Yes. I need (indiscernible) --
2 MTPD NICOLE: I'm sorry? Hello?
3 CALLER: Yes, (indiscernible) to see did they
4 find any medication bag (indiscernible) --
5 MTPD NICOLE: I'm sorry, I can't hear you.
6 CALLER: I was (indiscernible) for my
7 medication bag on the bus.
8 MTPD NICOLE: Medication bag on the bus?
9 CALLER: Yes.
10 MTPD NICOLE: I can give you the number to
11 lost and found.
12 CALLER: Okay, (indiscernible). Hello?
13 MTPD NICOLE: Yes. Are you ready?
14 CALLER: Yes. Yes, ma'am.
15 MTPD NICOLE: [REDACTED] --
16 (End of call)
17 3:33:52 MTPD WALKER: Transit Police. Walker.
18 CALLER: Yes, Ms. Walker?
19 MTPD WALKER: Yes?
20 CALLER: Can you please give me the number -- I done
21 lost my pocketbook, everything (indiscernible) --
22 MTPD WALKER: What is the number that you need?
23 CALLER: I'm trying, I'm trying to get my stuff.
24 MTPD WALKER: Okay. I can give you that number;
25 however, there's no one there now. You have to call back in the

1 morning.

2 CALLER: Uh-huh.

3 MTPD WALKER: That number's [REDACTED]- --

4 CALLER: Uh-huh.

5 MTPD WALKER: -- [REDACTED]- --

6 CALLER: Put it in your phone. 202 what?

7 MTPD WALKER: [REDACTED].

8 CALLER: [REDACTED].

9 MTPD WALKER: [REDACTED].

10 CALLER: [REDACTED] --

11 MTPD WALKER: [REDACTED].

12 CALLER: [REDACTED]?

13 MTPD WALKER: Um-hum.

14 CALLER: 34. We got [REDACTED]?

15 MTPD WALKER: No. 9 [REDACTED].

16 CALLER: Yeah. Because I lost my pocketbook and
17 everything on Metro, my medication and everything. I need my
18 stuff. I need my medication. Can you see if you can help me out,
19 if you can?

20 MTPD WALKER: No. Look, if I could get a vacation, I
21 would probably help me first.

22 CALLER: No, but Metro is really trying to find her
23 stuff for you. And it's hard. He called (indiscernible)

24 MTPD WALKER: I'm sorry?

25 CALLER: Okay. Can I give you my number so you can call

1 me back?

2 MTPD WALKER: Call you back for what?

3 CALLER: Oh, you say call lost and found number and see?

4 MTPD WALKER: Well, aren't you -- what is it exactly
5 that happened? Were you arrested and your stuff is gone or you --
6 what happened?

7 CALLER: No. I be on the bus and I lost my stuff, so
8 I --

9 MTPD WALKER: Oh, okay. Then you have to call our lost
10 and found.

11 CALLER: -- because I need my stuff (indiscernible).

12 MTPD WALKER: Okay. Then you will have to contact our
13 lost and found tomorrow.

14 CALLER: Okay.

15 MTPD WALKER: And that's a different number. It's [REDACTED]-
16 [REDACTED].

17 CALLER: Thank you.

18 3:35:41 MTPD WALKER: You're welcome.

19 (End of call)

20 3:37:34 MTPD WALKER: Transit Police. Walker.

21 CALLER: Ms. Walker?

22 MTPD WALKER: Yes.

23 CALLER: Can you (indiscernible) now?

24 MTPD WALKER: Can I do what?

25 CALLER: Can you (indiscernible) to me? Who's this

1 (indiscernible), Ms. Walker?

2 3:37:56 (Tone)

3 CALLER: (indiscernible)

4 MTPD WALKER: Wait. I'm sorry. I couldn't understand
5 what you all trying to say.

6 CALLER: I lost my favorite pocketbook and everything.

7 (Simultaneous conversation 3:37:59)

8 MTPD WILLIAMS: Transit Police. Williams.

9 May I help you?

10 CALLER: Yeah. This is Jill, 334. I was
11 checking out that unsecured gate on the
12 wayside between King Street and Braddock Road.
13 I secured it. I did a track inspection both
14 directions. I didn't find anything. So if
15 we're good -- unless he found -- EM21 was
16 going to let me know -- if they call, if you
17 could let him know, that'd be great.

18 MTPD WILLIAMS: So you said -- hold on. Let
19 me just update the call. So you secured the
20 gate?

21 CALLER: Yup. And I did a track inspection
22 both directions from the operator stand and I
23 didn't see anything, so we're good. It had
24 obviously been unlocked. The chain was loose.

25 MTPD WILLIAMS: All right.

1 CALLER: It requires a key to open it and
2 there was no damage to the chain, so somebody
3 left it unsecured, I'm thinking, and just
4 didn't lock it.

5 MTPD WILLIAMS: Okay.

6 CALLER: But it's locked now.

7 MTPD WILLIAMS: Okay. All right. No problem.

8 CALLER: All right. Thanks. Bye.

9 MTPD WILLIAMS: Bye-bye.

10 (End of call at 3:38:53)

11 3:37:59 CALLER: And I'm getting in trouble for (indiscernible)
12 stuff and everything, just all this stuff.

13 MTPD WALKER: I'm sorry, I didn't hear the beginning.
14 What is it you (indiscernible) me to do?

15 CALLER: 02 --

16 MTPD WALKER: 962.

17 CALLER: 0?

18 MTPD WALKER: [REDACTED]

19 CALLER: Come on, Ms. Walker. Come on. Hey, Ms.
20 Walker?

21 MTPD WALKER: Yes?

22 CALLER: They didn't find anything (indiscernible)

23 MTPD WALKER: Well, when you call them, you can tell
24 them that.

25 CALLER: I give you (indiscernible)

1 3:38:41 MTPD WALKER: Okay. All right. Bye.
2 (End of call)
3 (Tone)
4 3:49:15 MTPD WALKER: Transit Police. Walker.
5 CALLER: Yeah, Hamlin with update. Everybody's in the
6 back now being seen. Now, some are receiving oxygen. All three
7 officers receiving oxygen and --
8 MTPD WALKER: Who's number three? I know 549 and 514.
9 Who's the third?
10 CALLER: Yeh, and he -- let me get his badge number for
11 you.
12 MTPD WALKER: Okay. I can look it up on the schedule.
13 He's one of the --
14 CALLER: I can -- 693.
15 MTPD WALKER: Okay.
16 CALLER: And then, and then train operator Curley James.
17 Did you all -- I notified Williams that train operator Curley
18 James is here at the hospital. I don't know what their procedure
19 is for their personnel, like if they're going to send a supervisor
20 over here or not.
21 MTPD WALKER: Okay. I'll --
22 CALLER: But he, he is here.
23 MTPD WALKER: Okeydokey.
24 CALLER: Everybody seems fine. They're just being -- I
25 mean, they're just being treated for smoke inhalation. They're

1 receiving oxygen right now.

2 MTPD WALKER: Okeydokey.

3 CALLER: All right. Thanks.

4 3:50:10 MTPD WALKER: All right. Thank you.

5 (End of call)

6 (Tone)

7 3:52:01 MTPD WILLIAMS: Metro Transit Police. Williams.

8 CALLER: How are you doing, sir? This is Rochelle (ph.)
9 from 311. I have a caller on hold who says her son travels on the
10 Metro daily and he uses the line that was, I guess, problems that
11 they had today. But she say he hasn't gotten home yet.

12 MTPD WILLIAMS: Okay.

13 CALLER: She's afraid that the was one of the people
14 hurt, you know.

15 MTPD WILLIAMS: Right. Well, we don't have --

16 CALLER: I don't know where to direct her.

17 MTPD WILLIAMS: I mean, we don't have a list of people
18 that were hurt or injured, so it's really no way for me to be able
19 to, to assist her right now, unfortunately at this point.

20 CALLER: Do they just take them through ambulance to the
21 hospital or --

22 MTPD WILLIAMS: Yeah, they will be triaged to the
23 hospital. So she can check like with GW, Howard Hospital.

24 CALLER: Through regular -- through 911?

25 MTPD WILLIAMS: Yes, through your agency, um-hum.

1 CALLER: Okay. Bye.

2 3:52:54 MTPD WILLIAMS: Bye.

3 (Tone)

4 3:52:56 MTPD WALKER: Transit Police. Walker.

5 CALLER: Hey, Walker. Power come on Track 1, L'Enfant

6 to Waterfront.

7 MTPD WALKER: Thank you.

8 CALLER: All right.

9 3:53:00 MTPD WALKER: Bye.

10 (End of call)

11 (PHONE RINGING)

12 3:53:09 CENTRAL CONTROL: Central. This is Miner.

13 MTPD WALKER: Hey, Miner, it's Walker calling. I didn't

14 know if you guys were notified that the train operator from

15 L'Enfant Plaza was transported to GW Hospital.

16 CENTRAL CONTROL: Hold on.

17 MTPD WALKER: Okay.

18 (PAUSE)

19 CENTRAL CONTROL: No.

20 MTPD WALKER: Okay. Because I didn't, I didn't know

21 what your procedure is.

22 CENTRAL CONTROL: Train operator on 302?

23 MTPD WALKER: No. I think --

24 CENTRAL CONTROL: Oh.

25 MTPD WALKER: Well, actually I'm not sure which one, if

1 it was 302 or the 510. Well, I'm assuming it's the 302 because
2 he's there with the officers that were on -- that need to be
3 treated as well.

4 (Tone)

5 CENTRAL CONTROL: Okay. Do you have -- they --

6 MTPD WALKER: I have his name.

7 CENTRAL CONTROL: Okay.

8 MTPD WALKER: It's Curley James.

9 CENTRAL CONTROL: Curley?

10 MTPD WALKER: Yes.

11 CENTRAL CONTROL: Last name is Curley?

12 3:54:03 MTPD WALKER: James --

13 (Simultaneous conversation 3:54:04 to 3:54:24)

14 MTPD WILLIAMS: Metro Transit Police.

15 Williams. Can I help you?

16 CALLER: Hey, Joe. This is Officer Victoria
17 Williams (ph.) out at the police command
18 center How are you?

19 MTPD WILLIAMS: I'm good. How are you?

20 CALLER: Good. Good. We were just checking
21 to see if we could get a disposition on the
22 L'Enfant Plaza to update (indiscernible).

23 MTPD WILLIAMS: We're stilling working it.

24 CALLER: Still working it? No update as to
25 what caused it or anything like that?

1 MTPD WILLIAMS: No, (indiscernible)

2 CALLER: Okay. Thank you.

3 (End of call 3:54:24)

4 3:54:04 MTPD WALKER: Well, maybe it's James Curley. They have
5 it here as Curley James. It's probably James Curley.

6 CENTRAL CONTROL: Okay.

7 MTPD WALKER: Or Curley James, but I hope it's James
8 Curley. I didn't mean to say it like that, but you know what I
9 mean.

10 CENTRAL CONTROL: Yeah.

11 MTPD WALKER: So, yeah, I don't know if I supervisor
12 needs to go there or what, but he's being treated now for smoke
13 inhalation.

14 (Tone)

15 CENTRAL CONTROL: Okay.

16 MTPD WALKER: All right. Thank you. Bye.

17 3:54:27 CENTRAL CONTROL: Have a good one. Bye-bye.

18 (End of call)

19 (Tone)

20 3:54:40 MTPD WALKER: Transit Police. Walker.

21 CALLER: Yes. I'm calling because it was an incident on
22 the Metro Rail.

23 MTPD WALKER: Um-hum.

24 CALLER: And my son was on, happened to be on that
25 train. He normally gets home around 5:15. It's 7:08. I need to

1 know where did you guys just put some people at on that Metro?

2 MTPD WALKER: How old, how old is your son?

3 CALLER: He's 13.

4 MTPD WALKER: Okay. It's -- let me see. I don't think
5 we had any juveniles transported from the incident.

6 3:55:14 (Tone)

7 (Simultaneous conversation 3:55:20 to 3:57:40)

8 MTPD WILLIAMS: Good evening. Metro Transit
9 Police. Williams. May I help you?

10 CALLER: Good evening, sir. How you doing?
11 I'm trying to get some information on an
12 individual. I called Metro and they told me
13 -- well, actually, they transferred me to you.
14 If I will give you the name of the individual
15 --- excuse me -- they told me that you have a
16 list of names?

17 MTPD WILLIAMS: I'm sorry? Name of who?

18 CALLER: I was, I was transferred. I called
19 the main number for Metro Rail, and the
20 representative that I spoke with, I explained
21 to her the situation where a party was on the
22 train and I can't get a hold of them and they
23 said that it's -- Transit will have a list of
24 names that went to the hospital.

25 MTPD WILLIAMS: No, we don't have names. I

1 don't know who told you that or what she --

2 CALLER: The person that just transferred me
3 to you.

4 MTPD WILLIAMS: What department was that?

5 CALLER: When I dialed 2 [REDACTED] number. I
6 didn't -- I don't -- I didn't even dial your
7 number. She transferred me to you.

8 MTPD WILLIAMS: Okay. If they were
9 (indiscernible) they were triaged to the
10 hospital. We don't have a list of every
11 person. Even we did, it's not for us to
12 (indiscernible) public. We realize that
13 people have family members that they are
14 worried sick about; however, you have to call,
15 you know, the hospitals, GW, Howard Hospital,
16 so on and so forth, to see if your loved one
17 is there if they haven't made contact with you
18 as of yet. As of this minute, right now,
19 everyone has been rescued and off of the
20 train. And, and that's pretty much all the
21 information that we have here to give out to
22 the public. We don't have any confirmation
23 name (indiscernible). As of right now, we
24 don't have a list of names. We don't know
25 each exactly which hospital because there was

1 so many people that were evacuated and, you
2 know, they were transported to the hospital,
3 different hospitals. So --

4 CALLER: But the only two hospitals is GW and,
5 you said, Howard, right?

6 MTPD WILLIAMS: GW, Howard, yes. If there are
7 any other hospitals -- George Washington --
8 George Washington, Howard, and Washington
9 Hospital Center. Those are the places that
10 you might want to call and check to see if
11 your loved one is there.

12 CALLER: Okay. All right. Thank you, sir.

13 MTPD WILLIAMS: No problem.

14 (End of call at 3:57:40)

15 3:56:05 MTPD WALKER: Okay. Hold on. I have to redo the call
16 to see -- I know we had some people transported to Howard. But if
17 your son is 13, he should have gone, if he was transported, to
18 Children's Hospital.

19 CALLER: Well, I need to know because he don't have a
20 cell phone on him today, so I can't get in contact with him. But
21 he's on this -- he catches that train through L'Enfant at that
22 time.

23 MTPD WALKER: Okay. Does he take the Yellow Line train
24 or -- what kind of train does he take?

25 CALLER: He -- sometimes he might take the Yellow or the

1 Green Line. It just depends how he -- it all depends on which one
2 (indiscernible) --

3 MTPD WALKER: Well, it would have to be the Green Line
4 because the Yellow doesn't go there. Where does he get on?

5 CALLER: Yeah, he's the Green Line.

6 MTPD WALKER: Okay. Because here's what happened. The
7 incident happened at L'Enfant, but they stopped the trains between
8 L'Enfant and Navy Yard and then they set up a bus --

9 CALLER: He gets on at Gallery Place. I mean, he gets
10 on at -- what is that-- Petworth.

11 MTPD WALKER: At Georgia Avenue?

12 CALLER: Yes.

13 MTPD WALKER: Okay. Because they stopped the trains
14 from L'Enfant to Navy Yard, and then they have buses running down
15 to those stations. And then at Navy Yard you can take the train
16 down. So he might have been on one of those buses, because right
17 now we don't have any juveniles that were transported, and if he,
18 if he was transported, they would have called you.

19 CALLER: Okay. So he --

20 MTPD WALKER: But I'm going to tell you that we did have
21 some people that went to Howard Hospital, but him being under age,
22 they would have taken him to Children's Hospital.

23 3:57:38 CALLER: But I'm saying somebody would have called me if
24 he got transported --

25 MTPD WALKER: Yes.

1 CALLER: -- (indiscernible) hospital --

2 MTPD WALKER: Yes.

3 CALLER: -- then I can (indiscernible).

4 3:57:45 MTPD WALKER: Right. So right now there was a major
5 delay because it took a while to get the buses to the different
6 stations, to get the people ushered on the buses to --

7 (Simultaneous conversation 3:57:57 to 4:02:27)

8 RECORDING: Welcome to Metro. Para Español
9 (in Spanish). Thanks for calling Metro. The
10 time is 5:45 p.m.

11 Due to fire department activity, L'Enfant
12 Plaza Station has been closed. Green and
13 Yellow Line service is suspended between
14 Gallery Place and Navy Yard/Pentagon City.
15 (Indiscernible) and Silver Line trains are
16 bypassing L'Enfant Plaza, but service
17 continues along the rest of the line. Yellow
18 Line customers should use a Blue Line as an
19 alternate and transfer at Pentagon City.
20 Shuttle buses replace trains for the Green
21 Line. Customers can board shuttle buses at
22 the following locations: Navy Yard, New
23 Jersey Avenue and M Street, S.E.; Waterfront,
24 M and 4th Street, S.W.; L'Enfant Plaza, D
25 Street and 7th Street, S.W.; Archives,

1 Pennsylvania Avenue and 7th Street, N.W.;

2 Gallery Place, F Street and 7th Street, N.W.

3 Updates will be issued by our website,

4 Metro Alert, and Twitter, and customers may

5 sign up at www.MetroAlert.gov or follow us on

6 app Metro Rail Info. This message will be

7 updated as soon as additional information is

8 available.

9 To use one of our automated trip planning

10 services, such as Next Bus or Route Guide, say

11 "Trip Planning." For (indiscernible), One

12 Trip card, bus and rail passes, say "Fair

13 Information." For general information such as

14 Metrorail and Metro bus hours of operation and

15 parking, say "General Information." If you'd

16 like to contact the lost and found department

17 or hear about Metro's bicycle program, say

18 "Patron Services." To talk to a customer

19 information agent, say "Customer Information

20 Agent."

21 MTPD WILLIAMS: Customer information.

22 RECORDING: Please hold while I connect you

23 with customer information. For quality

24 assurance purposes, your call may be monitored

25 or recorded. To participate in a 2-minute

1 survey, stay on the line after speaking with
2 your customer service representative.

3 METRO INFORMATION: Metro Information.

4 Michelle speaking. How may I help you?

5 MTPD WILLIAMS: Michelle, how you doing? This
6 is Williams calling from Transit Police.

7 METRO INFORMATION: Yes?

8 MTPD WILLIAMS: I just want to make sure that
9 we're all on the same page when people are
10 calling in that they shouldn't be receiving
11 information that we have a list of people
12 here, because we don't and when they call,
13 they seem to get very upset. I'm not quite
14 sure who's, who's saying that or telling that
15 to people, but I just had a guy that called in
16 here that expected me to have a list of
17 people, searching for his loved one, and I had
18 to explain to him that no, sir, that's not the
19 case; we don't actually have a list of people;
20 it was hundreds of people that were affected
21 and that they were transferred to different
22 hospitals due to, you know, the quantity of
23 people that were involved.

24 So if anyone calls in that's looking for
25 someone, then you can just advise them that,

1 you know, we don't have a list, we don't know;
2 however, they were transported to different
3 hospitals: Washington Hospital Center, Howard
4 University, GW Hospital. They can call and
5 see if their loved ones are there. Other than
6 that, we don't have any further information.

7 METRO INFORMATION: Okay. And you said GW,
8 Washington Hospital Center, Howard University?

9 MTPD WILLIAMS: Yes, ma'am.

10 METRO INFORMATION: And what was the fourth
11 one?

12 MTPD WILLIAMS: Just GW, Washington, and
13 Howard. That's all that --

14 METRO INFORMATION: Okay.

15 MTPD WILLIAMS: -- that we know of.

16 METRO INFORMATION: And your name again, sir?

17 MTPD WILLIAMS: Williams.

18 METRO INFORMATION: Officer Williams?

19 MTPD WILLIAMS: Williams, Transit Police.

20 METRO INFORMATION: Okay.

21 MTPD WILLIAMS: Thank you.

22 METRO INFORMATION: Thank you.

23 (End of call at 4:01:27)

24 3:57:57 MTPD WALKER: -- the stations that the train wasn't
25 servicing, and then get those people on the trains to their

1 destination. So there's a --

2 CALLER: So how long of a process -- shouldn't it be
3 over by now?

4 MTPD WALKER: No, it's still -- we're still dealing with
5 it. We're still dealing with, with it right now. So we're trying
6 to -- like the delays are starting to, starting to ease up a
7 little bit, but --

8 CALLER: All right.

9 MTPD WALKER: Yeah, there's still no service between
10 L'Enfant and Navy Yard.

11 CALLER: So will they take him to another
12 (indiscernible) because --

13 MTPD WALKER: Yes.

14 CALLER: -- he don't know how to all of that.

15 MTPD WALKER: Right. That's, that's what I'm concerned
16 about. Because he, he would have to -- they had officers at all
17 the stations directing people to get on the shuttle buses that go
18 to the stations that aren't being serviced.

19 CALLER: Okay.

20 MTPD WALKER: So you said what station is he supposed to
21 be getting off at? What station did he need to go to?

22 CALLER: He gets off at Anacostia.

23 MTPD WALKER: And about what time did he -- what time
24 does he get on at Georgia Avenue?

25 CALLER: He walks in the house, he walks in the house

1 and (indiscernible). He gets out of school at 3:35.

2 MTPD WALKER: Okay. So all of this started before he
3 even got out of school. So if he, if he got on at Georgia Avenue,
4 it probably would have only taken him to Gallery. Because all of
5 the -- everything started around 3:15. So that would be before he
6 even got in at Georgia Avenue.

7 CALLER: Well, I'm trying to figure out where the heck
8 is he at. Okay.

9 MTPD WALKER: Okay? So if you, if you need to, just
10 give us a call back and we'll see what we can do, maybe make some
11 announcement (indiscernible) be in those stations if he's on the
12 bus, on the shuttle bus.

13 CALLER: Okay.

14 MTPD WALKER: Okay?

15 CALLER: All right. Bye.

16 4:00:14 MTPD WALKER: Bye-bye.

17 (End of call)

18 4:01:59 MTPD WALKER: Transit Police. Walker.

19 CALLER: Hey, what's going on? Sebovada (ph.). How are
20 you?

21 MTPD WALKER: Hey, Sebovada, what's up?

22 CALLER: Hey, look, there's a lot of traffic. If you
23 could just make one more announcement so everybody knows it's
24 clear, because Eddie -- Sgt. Coates, didn't hear it either. All
25 day work personnel, unless there's a crowd control issue that they

1 can report, they are to respond to --

2 MTPD WALKER: Clear to check off?

3 CALLER: Okay?

4 MTPD WALKER: Okay. Thank you.

5 CALLER: Thank you.

6 MTPD WALKER: All right. Bye-bye.

7 4:02:20 CALLER: Bye-bye.

8 (End of call)

9 (Tone)

10 4:07:12 MTPD WILLIAMS: Metro Transit Police. Williams. May I

11 help you?

12 CALLER: Oh, he gave me the police. I was trying to get

13 the main number for lost and found.

14 MTPD WILLIAMS: Sure. Hold on one second.

15 (Phone ringing)

16 (End of call)

17 4:07:42 MTPD WALKER: Transit Police. Walker.

18 CALLER: Yes. My name is Janet Downing and I know my

19 son took the Metro today to go into town for an interview, and

20 he's not answering his phone and he normally has -- he's got COPD,

21 which is a lung condition.

22 MTPD WALKER: Um-hum.

23 CALLER: And I'm concerned that -- I hope he's not one

24 of those people who were injured with smoke inhalation.

25 MTPD WALKER: How old is your son?

1 CALLER: He's like 33.

2 MTPD WALKER: Okay. Hold on just a moment.

3 CALLER: Okay.

4 (Pause)

5 MTPD WALKER: Hello, ma'am?

6 CALLER: Yes.

7 MTPD WALKER: Yes, the people who were involved with
8 that incident, they were either transported to Washington Hospital
9 Center --

10 CALLER: Uh-huh.

11 MTPD WILLIAMS: -- or Howard University Hospital.

12 CALLER: Washington Hospital or Howard.

13 MTPD WALKER: Yes.

14 CALLER: Okay. So I would have to call there to see if
15 he's there or --

16 MTPD WALKER: Yes.

17 CALLER: Okay.

18 MTPD WALKER: Okay?

19 CALLER: All right. Thank you.

20 MTPD WALKER: You're welcome.

21 CALLER: Okay.

22 MTPD WALKER: Bye-bye.

23 4:09:12 CALLER: Okay. Bye.

24 (End of recording at 4:09:14)

25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: WMATA INCIDENT AT L'ENFANT PLAZA
JANUARY 12, 2015
MTPD Phone Calls

DOCKET NUMBER: DCA-15-FR-004

PLACE: Washington, D.C.

DATE: January 12, 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.

Kay Maurer
Transcriber