

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: \*

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MBTA GREEN LINE TROLLEY \*

COLLISION & DERAILMENT \* Accident No.: RRD21FR013

IN BOSTON, MASSACHUSETTS, \*

ON JULY 30, 2021 \*

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\* \* \* \* \*

Interview of: RENECIA JORDAN, Dispatcher  
Boston MBTA

Boston, Massachusetts

Wednesday,  
August 4, 2021

APPEARANCES:

DR. ANNE GARCIA, Human Performance Investigator  
National Transportation Safety Board

RYAN FRIGO, Investigator  
National Transportation Safety Board

KATE LEGROW,  
Massachusetts Bay Transportation Authority

DAVID CARNEY,  
Massachusetts Bay Transportation Authority

STEVEN CULP,  
Massachusetts Bay Transportation Authority

PAUL ROMAN,  
Massachusetts Department of Public Utilities

DAVE CARVALHO,  
Massachusetts Department of Public Utilities

PHILIP HERBERT,  
Federal Transit Administration

SCOTT PAGE,  
Boston Carmen's Union

I N D E X

ITEM

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Interview of Renecia Jordan:

By Mr. Frigo

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By Mr. Herbert

9

By Dr. Garcia

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I N T E R V I E W

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2 MR. FRIGO: All right. Good afternoon. My name is Ryan  
3 Frigo. I'm an investigator with the National Transportation  
4 Safety Board. Today is August 4th and we are in Boston,  
5 Massachusetts at the MBTA Headquarters. We are here to speak with  
6 Renecia Jordan (ph.), and this is in reference to NTSB Accident  
7 Number RRD21FR013, a trolley collision with derailment at the MBTA.

8 We're going to go around the room, introduce ourselves, and  
9 for the benefit of the transcriptionist, just please spell out  
10 your last name and identify what agency that you are from. I'll  
11 begin and then pass off to my right.

12 Ryan Frigo, F-R-I-G-O, NTSB.

13 MS. LEGROW: Kate Legrow, L-E-G-R-O-W, MBTA.

14 MR. CARNEY: David Carney, C-A-R-N-E-Y, MBTA Operations.

15 MR. ROMAN: Paul Roman, R-O-M-A-N, Massachusetts Department  
16 of Public Utilities.

17 MR. CARVALHO: Dave Carvalho, C-A-R-V-A-L-H-O, Massachusetts  
18 Department of Public Utilities.

19 MR. CULP: Steven Culp, C-U-L-P, MBTA Safety.

20 MR. HERBERT: Philip Herbert, H-E-R-B-E-R-T, accident  
21 investigator with the Federal Transit Administration.

22 DR. GARCIA: Anne Garcia, G-A-R-C-I-A, Human Performance  
23 Chair for this investigation for NTSB.

24 MS. JORDAN: Renecia Jordan, J-O-R-D-A-N, Dispatcher at the  
25 MBTA.

1 MR. FRIGO: And Reneshia (ph.).

2 MS. JORDAN: Renecia.

3 MR. FRIGO: Renecia.

4 MS. JORDAN: Yeah.

5 MR. FRIGO: Do you wish to have a representative here with  
6 you today?

7 MS. JORDAN: Yes.

8 MR. PAGE: Scott Page, P-A-G-E, Boston Carmen's Union.

9 MR. FRIGO: I did that.

10 MS. LEGROW: You did it?

11 MR. FRIGO: Yeah, and Renecia, do we have your permission to  
12 record --

13 MS. JORDAN: Yes.

14 MR. FRIGO: -- the conversation?

15 MS. JORDAN: Yes.

16 MR. FRIGO: Okay. Great, and just in case I didn't catch it  
17 in the beginning, today's August 4th and we're at the MBA -- MBTA  
18 Headquarters in Boston, Massachusetts.

19 Thank you for being here with us.

20 MS. JORDAN: No problem.

21 MR. FRIGO: Really appreciate it.

22 INTERVIEW OF RENECIA JORDAN

23 BY MR. FRIGO:

24 Q. We're just trying to learn more about the accident and, you  
25 know, you have a side of the story. You were on duty at the time

1 and, you know, just could we start out by just hearing a little  
2 bit about your employment history here at the T?

3 A. I've been here 14 years on the property, about five and a  
4 half years as a dispatcher.

5 Q. And what did -- what about the previous nine years before  
6 being a dispatcher?

7 A. I was an operator.

8 Q. You were an operator?

9 A. Yes.

10 Q. Did you spend some time on the Green Line?

11 A. Yes. My whole career has been on the Green Line.

12 Q. Great, and what time did you go on duty the day of the  
13 accident?

14 A. 6:00 p.m.

15 Q. At 6:00 p.m.?

16 A. Yes.

17 Q. So that was the -- we just spoke to Tim and he -- same time?

18 A. Yes.

19 Q. Okay. So that's the normal turnover?

20 A. Yes.

21 Q. Okay. So what usually -- what happen -- what time do you  
22 show up there? I mean if you -- if you're on duty at 6:00, what  
23 time do you usually get there?

24 A. We usually try to come in at least 15 minutes early to  
25 relieve the -- the person that's already on duty.

1 Q. Okay, and what are some of the things that happens during  
2 that turnover?

3 A. If there's anything going on, they just, you know, let us  
4 know, like, what's going on, you know, so we can be properly  
5 relieved. You know, like, there may be some signal issues going  
6 on --

7 Q. Uh-huh.

8 A. -- or they might've call -- might've came in, you know, while  
9 we were changing over shifts and they just, you know, let us know,  
10 you know, what's going on so we know once we -- once our -- we get  
11 into our shift.

12 Q. Okay. Was there anything that you can recall going on during  
13 that turnover that --

14 A. No.

15 Q. Okay. So pretty normal?

16 A. Yeah.

17 Q. Okay. When did you first find out that something was going  
18 on out on the Green Line?

19 A. A little -- a few minutes after my shift started. So maybe  
20 around, like, 6:06 p.m.

21 Q. Okay, and what was that indication that something was  
22 happening?

23 A. I just came upstairs from getting something out of my car, so  
24 my supervisor told me that the Green Line had an accident, if I  
25 can help the other dispatcher out, which is -- we usually what we

1 do anyways.

2 Q. Okay. All right. So you didn't hear any of the initial --

3 A. No.

4 Q. -- calls come in?

5 A. No.

6 Q. Okay. What do you remember hearing when you first sat --  
7 when you did get to the desk after your supervisor said something  
8 was going on?

9 A. There was no radio transmission at the time, but I did  
10 receive a phone call from the fire department because they wanted  
11 the power turned off.

12 Q. Okay.

13 A. So that's when I had to properly berth trains in the station  
14 so I would be able to safely turn off the power.

15 Q. Okay. So did you actually turn off the power or did you  
16 coordinate with --

17 A. Yes. I did.

18 Q. You did?

19 A. Yes.

20 Q. Okay, and I'm -- there's a procedure that gets followed  
21 and --

22 A. Yes. You make sure that the trains are properly berthed in  
23 the station and then they have to shut both of their cars down  
24 (indiscernible).

25 Q. Okay. Did you directly communicate with any of the operators



1 that were involved in the accident?

2 A. No.

3 Q. Okay. Is there anything else that stood out to you? Were  
4 there any issue -- any other requests from the fire department or,  
5 you know, anything else that came in that kind of stands out to  
6 you that you can recall?

7 A. My only issue was that once I turned off the power, the  
8 person that was at was on scene, no one had a tester to test the  
9 overhead power right away. So we -- they had to wait for one to  
10 come.

11 Q. Okay. But aside from that, nothing else with the response  
12 that --

13 A. No.

14 MR. FRIGO: Okay. I've got some other questions for you --

15 MS. JORDAN: Uh-huh.

16 MR. FRIGO: -- but I'm going to pass it on here and see if  
17 anybody has any other questions about the incident.

18 BY MR. HERBERT:

19 Q. Phil Herbert from the Federal Transit Administration. You  
20 just said that they had to wait for a power tester?

21 A. Yes.

22 Q. Do you know how long it took for that tester to get there?

23 A. Approximately 15, 20 minutes.

24 Q. Is that normal?

25 A. Possibly. Yes.

- 1 Q. Okay.
- 2 A. We were waiting for car house personnel to arrive with the  
3 tester, but they were already en route anyways.
- 4 Q. All right, and you had indicated that you actually shut the  
5 power down? You didn't have --
- 6 A. Yes.
- 7 Q. -- to request power to shut down --
- 8 A. Well, yes. I have to --
- 9 Q. -- from a different --
- 10 A. I'm sorry to cut you off. But yes --
- 11 Q. Okay.
- 12 A. -- I have to call the power department and request from the  
13 -- that -- their dispatcher --
- 14 Q. Okay.
- 15 A. -- to open --
- 16 Q. And then --
- 17 A. -- up --
- 18 Q. -- go ahead and physically cut the power or they do it?
- 19 A. Well, I just make the request and they -- the turn it off.
- 20 MR. HERBERT: Okay. I have nothing else.
- 21 DR. GARCIA: Okay. Anne Garcia. I just have a couple of  
22 questions.
- 23 MS. JORDAN: Sure.
- 24 BY DR. GARCIA:
- 25 Q. Okay. First, I didn't catch what your job title is?

1 A. Dispatcher.

2 Q. Thank you.

3 A. You're welcome.

4 Q. And then I'm curious about when you had just come on duty  
5 basically?

6 A. Yes.

7 Q. And you had the shift change and you get there a few minutes  
8 ahead of time so you can catch up with what's happened before  
9 starting your shift?

10 A. Yes.

11 Q. So the person that you relieved, did they give you any  
12 information on anything that had happened during their shift? For  
13 example, was there any particular radio chatter that had gone on  
14 or anything out of the ordinary?

15 A. No, not as far as I know of.

16 DR. GARCIA: Okay. Thank you. That's all --

17 MS. JORDAN: You're welcome.

18 DR. GARCIA: -- I have.

19 MR. FRIGO: And I don't have any further questions.

20 MS. JORDAN: Okay.

21 MR. FRIGO: Thank you for coming in today.

22 MS. JORDAN: No problem.

23 MR. FRIGO: Thank you for telling us your side of everything.

24 I really appreciate it. Thank you.

25 MS. JORDAN: You're welcome.

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MR. FRIGO: With that, we'll go off the record.  
(Whereupon, the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

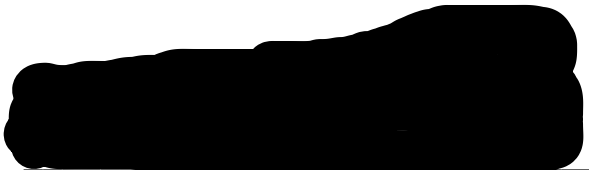
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ACCIDENT NO.: RRD21FR013

PLACE: Boston, Massachusetts

DATE: August 4, 2021

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.



Lisa Smith  
Transcriber