



I, Nicholas J. Ferraro, have read the foregoing pages of a copy of my interview that was held on April 12, 2022. These pages constitute a true and accurate transcription of same with the exception of the following amendments, additions, deletions or corrections:

PAGE NO: LINE NO: CHANGE AND REASON FOR CHANGE

Page 6 Line 3 "motorperson/guard"

Page 6 Line 12 "rear car" not red car

Page 6 Line 15 "indicating that the rear of the", not stating

Page 6 Line 17 "have a six-car"

Page 6 Line 19 "you're at" not you're in

Page 7 Line 1 "is use your"

Page 7 Line 6 "have alighted and boarded, you"

I declare that I have read my statements and that it is true and correct subject to any changes in the form or substance entered here.

Date: 5/10/2022

Witness:





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PAGE NO: LINE NO: CHANGE AND REASON FOR CHANGE

Page 7 Line 8 "or entering on"

Page 8 Line 24 "we train" not which your train

Page 9 Line 14 "under HR37-Emergency Stops" not if you take an undesired

Page 11 Line 2 "check" not test

Page ~~11~~ Line 15 "train" not trained

Page 12 Line 3 "Yes." not No.

Page 12 Line 20 add "other than SRCP's"

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PAGE NO:	LINE NO:	CHANGE AND REASON FOR CHANGE
Page 13	Line 11	"disabled" not basically
Page 16	Line 18	"said" not say
Page 18	Line 4	omit the words "would be"
Page 18	Line 6	"in" not so
Page 19	Line 13	"foreperson" is the (indiscernible)
Page 22	Line 1	"attendants" not attendance

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Date: 5/10/2022

Witness:



UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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MBTA RED LINE PASSENGER

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FATALITY IN BOSTON, MASSACHUSETTS

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ON APRIL 10, 2022

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Interview of: NICHOLAS FERRARO, Investigator Heavy Rail
Massachusetts Bay Transportation Authority

Boston, Massachusetts

Tuesday,
April 12, 2021

APPEARANCES:

ZACH ZAGATA, Investigator
National Transportation Safety Board

RUBEN PAYAN, Investigator
National Transportation Safety Board

GEORGE GOOD, Accident Investigator
Federal Transit Administration

STEVEN CULP, Chief Investigation Officer
Massachusetts Bay Transportation Authority

JALILA ADAMS, Lead Safety Investigator Heavy Rail
Massachusetts Bay Transportation Authority

PATRICK RICHMOND, Chief Transportation Officer Heavy Rail
Massachusetts Bay Transportation Authority

ARUN MODH, Transit Engineer
Massachusetts Department of Public Utilities

PAUL ROMAN, Compliance Officer
Massachusetts Department of Public Utilities

FRANCISCO ANACLETO, Representative
Carmen's Union, Local 589

ROUDY JEAN, Delegate
Carmen's Union, Local 589

FRENIA HUNTER, Training Superintendent
Massachusetts Bay Transportation Authority

STEVEN DALEY, Revision Chief Red Line Operations
Massachusetts Bay Transportation Authority

JOHN MERSEREAU, Delegate
Carmen's Union, Local 589

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I N T E R V I E W

MR. ZAGATA: Good afternoon. My name is Zach Zagata. I am the NTSB IIC for this accident. We are conducting an interview on April 11, 2022 (verbatim), with Nick Ferraro who works for MBTA.

This interview is in conjunction with NTSB's investigation of the accident near Boston. The NTSB accident reference number is RRD22LR008. The purpose of the investigation is to increase safety and not assign fault, blame, or liability.

Before we begin our interview and questions, let's go around the room and introduce ourselves. Please spell your name and your title. I'll start off and then pass to my right. Again, my name is Zach, Z-a-c-h. Last name Zagata, Z-a-g-a-t-a. I am the NTSB IIC for this accident.

MR. GOOD: My name is George Good, Federal Transit Administration. That's G-e-o-r-g-e G-o-o-d.

MR. RICHMOND: Patrick Richmond, chief transportation officer heavy rail, MBTA. P-a-t-r-i-c-k R-i-c-h-m-o-n-d.

MR. CULP: Steven Culp, Chief investigation and safety assurance officer, MBTA. S-t-e-v-e-n C-u-l-p.

MR. PAYAN: This is Ruben Payan. First name Ruben, R-u-b-e-n. Last name Payan, P-a-y-a-n. I'm an investigator with the NTSB.

MR. MODH: Arun Modh, transit engineer, Department of Public Utilities. First name Arun, A-r-u-n. Last name Modh, M-o-d-h.

MR. ROMAN: Paul Roman, Mass DPU, compliance officer. P-a-u-

1 l R-o-m-a-n.

2 MR. JEAN: Roudy Jean, Boston Carmen's Union, Local 589,
3 delegate. First name is Roudy, R-o-u-d-y. Last name Jean, J-e-a-
4 n.

5 MR. ANACLETO: Francisco Anacleto. First name, Francisco, F-
6 r-a-n-c-i-s-c-o. Last name Anacleto, A-n-a-c-l-e-t-o. 589 union
7 rep.

8 MR. FERRARO: Nicholas Ferraro. N-i-c-h-o-l-a-s F-e-r-r-a-r-
9 o. I am heavy rail accident investigator, heavy rail instructor.

10 MS. ADAMS: Jalila Adams, J-a-l-i-l-a. Adams, A-d-a-m-s.
11 Lead safety investigator for MBTA, sitting in as an observer.

12 MS. HUNTER: Frenia Hunter, F-r-e-n-i-a. Hunter, H-u-n-t-e-
13 r. MBTA, training superintendent, as an observer.

14 MR. DALEY: Steven Daley, S-t-e-v-e-n D-a-l-e-y. Division
15 chief red line operations, observer.

16 MR. MERSEREAU: John Mersereau, delegate equipment
17 maintenance, Boston Carmen's Union, Local 589. It's Mersereau, M-
18 e-r-s-e-r-e-a-u. And as an observer.

19 MR. ZAGATA: Thank you. Correction on the date. The date is
20 April 12th, 2022. Nick, once again, thank you for helping us out
21 and being here.

22 INTERVIEW OF NICHOLAS FERRARO

23 BY MR. ZAGATA:

24 Q. If you could just start out with an overview of your career
25 at MBTA.

1 A. I've been with the MBTA since June 9th, 2008. I started off
2 as a collector. I was a yard motorperson. I was a part-time
3 motorperson, full-time motorperson, inspector, spare night
4 supervisor. To my current position now as an accident
5 investigator for heavy rail and instructor for the heavy rail.
6 For the past four years I've been in that position.

7 Q. Thank you. If you could kind of help us understand the
8 process as an operator coming into a platform and then departing.

9 A. Coming into a platform, you're told to just be observant
10 coming in at a speed of which you're in full control of the
11 vehicle. Once you make a stop, you're looking for what we call a
12 rear car marker. When you look up, you're going to see a red car
13 marker that has a red side and a green side. So you're instructed
14 that when you look out your window, you're supposed to see that
15 green side stating that the (indiscernible) train is properly
16 berthed in the station.

17 We also have six-car marker that is underneath the platform
18 like a sheet metal with the number six on it that will also tell
19 you that you're in the proper station stop. Now, once you look
20 out and you're -- you can ascertain that you are properly berthed,
21 your head is out the window. That's when you're going to open
22 your doors. Some of them are toggle switches, some of them are
23 push buttons.

24 Once you're doing door operations, you're kind of utilizing
25 whatever means you may need. We have SPTO monitors, we have

1 mirrors. The best thing you can do is your own line of sight. So
2 we teach that, to use whatever you need within that station.
3 Sometimes it's curvature, sometimes it's a straight station. So
4 whatever you need to open those doors, close those doors safely,
5 that's what you use.

6 Once it is deemed safe, all passengers (indiscernible), you
7 are looking at that yellow tactile line. You're making sure that
8 there's nobody leaving or entering that yellow line. If there is
9 anybody near that, you're taught, instructed to stand by, make
10 sure that it's clear. Once it's clear, you begin the process of
11 shutting your doors. Again, with either a push button or a
12 toggle.

13 You're also instructed to keep your hand on that toggle or
14 push button in case you need to reverse it. At a last second,
15 there is somebody who wants to board or alight possibly late.

16 You're also looking for pilot lights. On every car, you're
17 going to have a pilot light, a red light that tells you that your
18 door is open. When the doors are open, the pilot lights will be
19 illuminated. When you shut your doors, you're looking for each
20 pilot light to extinguish. When that light extinguishes per car,
21 it's telling you that all doors are locked, secured. So once all
22 six pilot lights are extinguished, there is nobody near your
23 yellow line, it's safe for you to position yourself back into the
24 train. And we press what we call a door automatic starting
25 signal.

1 Some trains are equipped with a door closed light. When that
2 light is illuminated or you got that buzz for that starting
3 signal, that's telling you all six cars are properly closed, all
4 doors are secured, and it's safe for you to proceed out of the
5 station.

6 Q. I appreciate it. Just for clarification, they can use the
7 camera or visual. Is that correct?

8 A. Yes.

9 Q. They don't have to use both of them? It's up to their
10 discretion, However they want to do that. Correct?

11 A. Yes. Whatever they need to basically ascertain that the
12 station, the platform is clear.

13 Q. Before they put their head in, the lights need to be out.

14 A. You need to watch all six -- you operate six car trains. So
15 all six car pilot lights need to be extinguished before you place
16 your head back inside the train.

17 MR. ZAGATA: I appreciate it. I'll pass it to my right now.

18 BY MR. GOOD:

19 Q. George Good, FTA. I just had a couple -- or kind of a
20 related question. As far as when the train dumps, is there a
21 procedure or a rulebook requirement for what to do in that case
22 and what kind of training is there related to that?

23 A. So there is -- as stated, if your train takes what we call an
24 undesired, your train dumps, loses air -- which your train -- to
25 place your train into emergency brake. This allows the air to

1 stop bleeding out of the train, you preserve your air. And you're
2 supposed to wait about 90 seconds, about two minutes I would say,
3 just to let that air pressure build back up before you recharge
4 it.

5 Now, once you recharge the train, you can proceed out and you
6 contact the dispatcher and tell them train number, location,
7 direction of travel, train has taken an undesired, built up, and
8 properly moving. And the reason they do that, they want to keep
9 kind of like -- it's almost, I guess, looking at like a medical
10 record. They want to keep a track of that train, how many times
11 has it dumped. Has it done it before, is there an issue. So
12 that's why you're trained to call it in so they can log it.

13 Q. Is that written or is that just how you instruct on it?

14 A. It's in -- it's written in the rulebook under if you take an
15 undesired.

16 Q. When it does it more than once right in a row, what is the
17 instructions for that?

18 A. Depending on the severity -- so if it keeps dumping, it could
19 be for a number of reasons. Depending on what it is, it could be
20 an air problem with that train, there could be a trip that is
21 caught up or hung. And in that case, we have procedures to
22 rectify that. It's almost depending on the scenario. And if it
23 builds up, moves, then you just call it in and chances are they'll
24 probably unload that train at some point if there's an issue with
25 it. And take it off the line and run it light.

1 MR. GOOD: Thank you.

2 MR. FERRARO: You're welcome.

3 BY MR. RICHMOND:

4 Q. Patrick Richmond, MBTA. Nick, just a couple of questions
5 about the procedure you described for the doors. Is there any
6 guidance and instruction or in the rules and procedures that talks
7 about the position of the motorperson's body when they're
8 performing door operations and any type of actions they're
9 supposed to take physically?

10 A. Yeah. It states in the rulebook that you need to make the
11 observation of -- performing door operations by leaning out the
12 side of the car so that you can properly see and have a good
13 visual of what you're looking at.

14 MR. RICHMOND: Thank you.

15 MR. FERRARO: You're welcome.

16 MR. CULP: Steven Culp. I have no questions at this point in
17 time.

18 BY MR. PAYAN:

19 Q. This is Ruben, NTSB. Just kind of go a little bit more --
20 what you were describing for the -- when the doors are closing,
21 they look for the pilot light and then the door acknowledgement
22 signal or button. Is there -- is this always required, both, or
23 is there a combination of -- if you can't look down the track? Is
24 there any difference what the operator does at different stations?

25 A. The rule is always going to be that you need to -- you need

1 to visually see all your pilot lights extinguished and that you
2 always have to test that door automatic starting signal before you
3 leave or a door closed light to make sure it's illuminated prior
4 to leaving. It's all built into that safety mechanism of the
5 train.

6 If there ever is an issue with that starting signal, that's
7 when you would go into notifying the dispatcher that, no, that I
8 do not have it but all my pilot lights are extinguished. And
9 that's when they get into physically asking you, are all doors
10 secured, in which case you need to check and make sure all your
11 doors are secured.

12 Q. Then leaving the station, what's the normal procedure? Like
13 generic, no station in particular. But what kind of acceleration
14 is expected?

15 A. We usually trained to kind of notch it up. And by notch it
16 up, we mean not just go right from full brake right into maximum
17 power. So we try to tell them to notch it up one notch, or two
18 notch, three notch, just in case you could -- you could have
19 spinning wheels. There's numerous -- a number of things that
20 could happen. So that's why we tell them to notch it up as you
21 leave. And we run off of ATO, automatic train operation on the
22 red line. So whatever the speeded code is within that ADU, the
23 aspect display unit which would state the coded speed, that's how
24 fast that train is basically going to go. Obviously, pick up the
25 speed.

1 Q. So leaving the station, he can build up to that speed right
2 away.

3 A. No. So it would take a little bit but that's the speed, the
4 coded speed, that's within the ADU. That's what it's going to
5 allow you to go.

6 Q. Do you know if at MBTA, they have any kind of what's called
7 like an efficiency testing program for operators? Do they Go out
8 and observe the operator or sit behind them and watch them operate
9 to see if it does everything right?

10 A. After training you're speaking?

11 Q. After training. Yeah.

12 A. We actually have audits that we can conduct. We do ride
13 alongs. Basically, forms that kind of state on it, did the
14 motorperson make a proper station stop. Did they check for all of
15 the pilot lights to go out. Basically, the door procedures that I
16 described, that would be within those so that's something that we
17 have that we can do. I'm not particularly sure that it's like a
18 mandated thing that we do but I know that in our department,
19 that's something that we kind of promote that we have, that we can
20 utilize.

21 Q. Do you guys do it for like newly qualified operators?

22 A. So it's one of those -- kind of like you go out to the field
23 and you can pick up a train. It doesn't -- they're not
24 particularly this motorperson or that motorperson. It's just kind
25 of -- you're out in the field and you can basically jump on this

1 train or that train. It's not really something that we have in
2 stone, saying like maybe, I want you to jump on X operator or --

3 Q. Oh, okay. So just random kind of.

4 A. Yes.

5 Q. My final -- or -- for this -- my final question right now --
6 when the train does dump on somebody, you said they can start
7 rebuilding it right away?

8 A. About 90 seconds. Because what happens if you try to
9 recharge it too quickly, that air is just going to bleed out. And
10 once you get below a certain PSI, that train is going to go
11 basically.

12 Q. Does that -- Starting to rebuild it after 90 seconds, is that
13 for any kind of dump? I guess I'm -- if you lose your air, say
14 you violate a signal, red signal, are they allowed to start, after
15 90 seconds, to build up their air and get going again or is there
16 a difference between --

17 A. With the ATO, it's -- unless you get into a situation where
18 you're bypassing the ATO system, which you need proper authority
19 to do so, if you have a red signal, you're going to get a stop
20 code well before it. So you can't even get up to that red signal.
21 But the reason why the 90 seconds is there is because you
22 basically want to build up air in your main reservoir. We need a
23 certain PSI to be able to have that train charged and the brakes
24 to be able to be released in order to proceed out.

25 MR. PAYAN: That's exactly what I'm looking for. I didn't

1 understand your system. Thank you. That's all I have for now.

2 MR. FERRARO: No problem.

3 BY MR. MODH:

4 Q. Arun Modh from DPU. A-r-u-n M-o-d-h. I have a couple
5 questions. First one is, is the door operations procedure the
6 same for all different types for red line fleet, like 1700s,
7 1800s, 1500s? Is it the same?

8 A. Yes, yep.

9 Q. They're all -- either it's a light or a door buzzer that they
10 have to acknowledge right before they get to full power?

11 A. Yes.

12 Q. How often these operators are retrained on these -- your
13 operations?

14 A. We do recert yearly. So they'll come back every year and sit
15 in the class. Do a PowerPoint portion of the class, testing, and
16 then we do field where we go out into the field and we go over
17 equipment.

18 MR. MODH: That's all I had. Thank you.

19 BY MR. ROMAN:

20 Q. Paul Roman, R-o-m-a-n. Nick, you mentioned -- I want to talk
21 about if the train takes an undesired. You mentioned that the
22 motorperson can attempt to charge the train, proceed out and then
23 should call OCC so that they can log it. Does OCC usually unload
24 the train at the next station or would they -- if the train would
25 have to take multiple undesireds in order for them to unload it?

1 A. Yeah. So it would be a scenario where the train would be
2 taking multiple undesireds. It could be an ATO problem with the
3 train where it's picking up a fluctuating code. So the ADU is
4 giving you a couple of bouncing different codes and the train
5 dumps. If it's something like that, and like you said, if it
6 keeps dumping out, then most likely, yeah, they're going to have
7 you unload it at the next station and take the train out of
8 service.

9 Q. But if it dumps once, that's not necessarily anything out of
10 the ordinary?

11 A. No. You would just call it in and dispatcher would usually
12 respond with, I copy that, thank you.

13 MR. ROMAN: That's all I have. Thank you.

14 BY MR. JEAN:

15 Q. Roudy Jean, Carmen's Union. Nick, as far as the SPTO, are
16 some of the station -- are they curved and you can't see the whole
17 pilot light or do you -- how do you manage to make sure that all
18 pilot lights are extinguished if the station is curved?

19 A. Absolutely. Good question. So the way that we train, the
20 way that I train is if you cannot see all your pilot lights, I'll
21 have my motorperson set a hand brake, secure their train, step off
22 the train, and if they have to walk down to the end to ensure that
23 a door opens to make sure the pilot light is lit, then I would
24 have them do that.

25 If not, it's a situation where if you maybe can't see through

1 a curve, you could absolutely call it over the radio and tell the
2 dispatcher if you can't see a pilot light and I need some
3 assistance to help close the doors. And they'd have to send an
4 official or they'd have to have a platform attendant on that
5 platform giving flashlight signals letting you know if the train
6 doors are clear or not.

7 MR. JEAN: That's all I have. Thank you.

8 UNIDENTIFIED SPEAKER: No questions.

9 BY MR. ZAGATA:

10 Q. Zach Zagata, NTSB. Just to follow up on what Roudy was
11 saying there. Are they allowed to use the camera to make that
12 determination on a curve like that? Is that something you
13 instruct, to use that camera, to rely upon that camera?

14 A. If they can see that particular car in question, absolutely.

15 Q. Getting into operator training, is there a minimum as far as
16 OJT, as far as classroom, that they have to attend?

17 A. Classroom, I am actually -- I'm not positive on the classroom
18 hours actually. I know that there is a, like I say, a PowerPoint
19 where the instructor will go over and then there's a testing after
20 that. As far as the hours, I personally am not 100 percent sure
21 on that number.

22 Q. Is there just a certain set of tests they have to complete or
23 something during that time frame?

24 A. Yes. And this is for the reinstruction or this is for --

25 Q. Original.

1 A. So as --

2 Q. Original hire.

3 A. -- a new operator, there is numerous. There's about four
4 tests week one through four where you would go through a training.
5 Because our training is pretty split up as far as when you first
6 come on the property. You don't jump right into being a
7 motorperson. You go into a yard facility where you are shifting
8 trains around. So that's the initial training that you'll get
9 there. Once the movement allows you to come out of that
10 classification, then you again are retrained to operate. And it's
11 about a four-week program of the motorperson training.

12 Q. That's field training, actually on-the-job operating. Is
13 that correct?

14 A. Yes.

15 Q. Is there a minimum number of trips they have to make or --

16 A. We -- I don't -- not necessarily a minimum number but we put
17 them on a train pretty much as long as we can within an eight-hour
18 day, barring the lunch. Then we also cover equipment daily with
19 them.

20 Q. Then there's a qualification trip?

21 A. Yeah. At the very end, your last day will be a
22 qualification. Basically, a sign-off sheet that states that the
23 operator has completed each task equipment-wise, trip-wise. Any
24 special movement into storage tracks and areas, crossovers that
25 they may need. And that's a final qualification where they'll

1 initial and the instructor will sign off on them.

2 Q. On that, is there a requirement for arrival and departure and
3 checking the platform and all that?

4 A. On it would be specifically -- I don't believe it goes into
5 detail regarding the checking of the pilot lights and all that.
6 It's basically just a generic of, you're operating a train so --
7 SPTO, single person train operation.

8 Q. Is that typically with one trainer or do they bounce around
9 with different trainers?

10 A. We can -- we could have numerous trainers or instructors for
11 that particular person depending on -- we pick our schedules based
12 on seniority. So daily, you could have one person, the next day
13 you might have another person.

14 MR. ZAGATA: That's all I have for now. Thanks.

15 MR. FERRARO: No problem.

16 BY MR. GOOD:

17 Q. George Good, FTA. Two questions related to training. How
18 about the requirements for refresher training and if somebody has
19 been out on an extended, say, medical -- when they come back to
20 work, is there requirements?

21 A. If you are out over, I believe it's 31 days, if I'm correct
22 -- 32 days. My mistake. If you're out over 32 days, not
23 operating equipment, when you come back, you need to be, I
24 believe, medically qualified and then you'll come back and --
25 depending on what it is, if you are out -- I believe it's -- every

1 year you get a day of training. So if you're out a year, you'll
2 come back, you'll get that one day of training.

3 Q. One other question specifically related to the training for
4 pre-trip inspections of the doors and visual or operational
5 functioning tests. What's that requirement training?

6 A. That would be specific to the yard motorperson. So as a yard
7 motorperson, as a shifter, you may -- might want to call it moving
8 trains in and out of the car house, that's part of the check that
9 they do of a circle check to make sure that all pilot lights are
10 working correctly, testing of all the doors, testing of any
11 equipment on the inside of it, outside of it, minus getting into
12 the very mechanical part of it which would be like the repair
13 (indiscernible) person or our car house repair person. That's
14 part of their pre-check trip before they bring a train around for
15 service.

16 Q. The operator doesn't do the check. Those yardperson do the
17 check and the operator just goes out to the train?

18 A. Yeah. The operator will take that train at a certain point
19 where they pick it up. And we train them, as they are taking
20 their train out, they want to check, open their doors both sides,
21 make sure that they open, see all your pilot lights on both sides
22 before they proceed out. There's a 10-minute -- it's almost like
23 a 10-minute prior to your start time. You have a 10-minute. Where
24 you swing on. And in that 10-minute period, the operator, going
25 out to the train, would do those things just to make sure the

1 doors are functioning, they can see all the pilot lights, they're
2 all working, door automatics are all working and everything.

3 MR. GOOD: Thank you.

4 MR. FERRARO: You're welcome.

5 MR. RICHMOND: Patrick Richmond. No questions.

6 BY MR. CULP:

7 Q. Steven Culp. If they're checking their train out and they
8 see a pilot light isn't illuminated, what are they to do?

9 A. So if they don't see one illuminated, they would immediately
10 report it to -- if it's a yard motorperson, they would report it
11 to the yard master who in turn would report it to the dispatcher.
12 And a train should not, will not go out for service if it has a
13 pilot light that's not illuminated. They would come out, rectify
14 it, replace the bulb. And then after that, they would be able to
15 send it out.

16 MR. CULP: No further questions.

17 MR. PAYAN: No questions. Ruben.

18 MR. MODH: Arun. No further questions.

19 MR. ROMAN: Paul Roman. No questions.

20 BY MR. JEAN:

21 Q. Roudy Jean. The pre-check, the pre-circle check, isn't that
22 beginning of the shift? Isn't that's usually when the train is
23 coming out the yard? So you could get a train midday which didn't
24 come out the yard so you didn't have a chance to check it. Right?

25 A. That's correct.

1 Q. So it's only coming out the yard, that's when you get to
2 really do a pre-check.

3 A. Yep, unless --

4 Q. Open and closing toggles.

5 A. Yep. Unless your trip time calls for you to be a pull-out.
6 Correct.

7 Q. So it's pulling out the yard, you do the pre-check.

8 A. Yes.

9 MR. JEAN: That's all I have.

10 MR. ANACLETO: Francisco Anacleto. No questions.

11 BY MR. ZAGATA:

12 Q. Zach Zagata, NTSB. No additional questions. Does anybody
13 else have any additional questions? Once again, I appreciate your
14 time, Nick.

15 So just get your take. Is there anything you can see that
16 can be done to prevent something like this from happening again?

17 A. I just -- I would just stress the importance of door
18 operations, keeping my head out the window. And if anything
19 doesn't look right, I have passengers even closely remotely near
20 my train -- it's a lot of situational awareness I believe on that
21 aspect.

22 Other than that, my personal opinion is -- with a one-person
23 train operation, it's a lot tougher than when we had two people on
24 the train. And when you take a person off of a train, not only do
25 you take a crew member off but I believe we really need these

1 platform attendance to be out there on the platforms helping with
2 the door closure. So that second person, I think, is very
3 beneficial.

4 Again, one more thing, too, is just the SPTO monitors.
5 Making sure we go out, we kind of just assess where those monitors
6 are pointed, where they are looking. Are they in the adequate
7 place, could they be in a better place, are they clean, are they
8 -- The clarity of them. So I think that would -- could be another
9 benefit.

10 Q. I appreciate it. Have you had employees attending your
11 training express concern about not having the guards on there?

12 A. Yeah. I would say that I have heard numerous operators
13 saying that it definitely would be helpful especially -- right now
14 it's a little -- it's not as busy, the rush hours. But when it's
15 rush hour, during pre-pandemic, you have a lot of people out
16 there. So it's pretty important, I believe, to have somebody else
17 out there assisting especially with those -- for the cars on the
18 curve.

19 Q. Now, you mentioned the cameras. Have you had operators
20 expressed concern about the cameras?

21 A. Yes, yep. Just with the angles of them, some of them kind of
22 give you their input of where they believe a camera should be
23 looking. Especially if a camera, monitor could be out. So we
24 train them a lot of times, if you see a monitor that's out and you
25 don't necessarily need to use it, even if it's -- even if you can

1 see you don't need that monitor, still call it in. You got to
2 call it in. These are the things that are in place as aides to
3 us.

4 MR. ZAGATA: I appreciate it. And once again, I appreciate
5 your time. And with that, we'll conclude the interview. Thank
6 you.

7 (Whereupon, the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

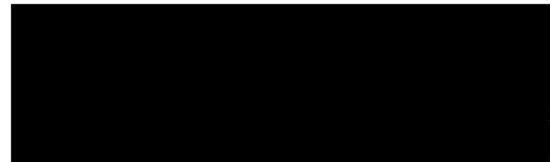
IN THE MATTER OF: MBTA RED LINE PASSENGER FATALITY
IN BOSTON, MASSACHUSETTS
ON APRIL 10, 2022
Interview of Nicholas Ferraro

ACCIDENT NO.: RRD22LR008

PLACE: Boston, Massachusetts

DATE: April 12, 2022

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.



Katie Leach
Transcriber