

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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NATURAL GAS DISTRIBUTION PIPELINE

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LEAK AND MULTISTORY STRUCTURE

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EXPLOSION IN HARLEM, NEW YORK

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MARCH 12, 2014

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Interview of: JOHN KELLY

Con Edison

4 Irving Place

New York, New York

Thursday,

August 7, 2014

The above-captioned matter convened, pursuant to notice.

BEFORE: RAVI CHHATRE
Investigator-in-Charge

APPEARANCES:

RAVI CHHATRE, Investigator-in-Charge
National Transportation Safety Board
Washington, D.C.

KALU KELLY EMEABA, Accident Investigator
National Transportation Safety Board

MATTHEW NICHOLSON, Accident Investigator
National Transportation Safety Board

RICHARD DOWNS, Survival Factors Investigator
National Transportation Safety Board

FRANK McCARTON, Deputy Commissioner
Office of Emergency Management
New York, New York
(Party Representative)

ANASTASIOS GEORGELIS, Director of Field Operations
Bureau of Water and Sewer Operations
Department of Environmental Protection
New York, New York

LEONARD SINGH, Chief Engineer
Gas Distribution Services
Con Edison
(Party Representative)

CHRIS STOLICKY, Utility Supervisor (Safety)
New York State Department of Public Service
(Party Representative)

BRUCE FARINA, Business Agent
UWUA Local 1-2
(Representative on behalf of Mr. Kelly)

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1 chosen to be present with you during the interview.

2 MR. KELLY: Okay. John N. Kelly; J-o-h-n, N, K-e-l-l-y;
3 24 years 2 months with Con Edison. My title is Troubleshooter
4 Dispatcher. I selected Bruce Farina to sit with me.

5 MR. CHHATRE: And your contact information, office --
6 business contact information?

7 MR. KELLY: Okay. Like my phone at work or my --

8 MR. CHHATRE: If we were to send this transcript to you,
9 where would we send it to?

10 MR. KELLY: Oh, yeah, okay. My e-mail, my personal e-
11 mail is j-n --

12 MR. CHHATRE: No personal. Office. Business, business
13 e-mail.

14 MR. KELLY: Business e-mail is [REDACTED].

15 MR. CHHATRE: Okay. Thank you for that.

16 MR. KELLY: Um-hum.

17 MR. CHHATRE: I would like to go around the room and
18 have each person introduce themselves. Please state your name,
19 spelling of your name, your title and organization you represent
20 and your business contact information. Starting from the right.

21 MR. NICHOLSON: Matthew Nicholson, NTSB investigator.
22 Spelled M-a-t-t-h-e-w, N-i-c-h-o-l-s-o-n. E-mail:
23 [REDACTED].

24 MR. DOWNS: Richard Downs, D-o-w-n-s. I'm a survival
25 factors investigator with NTSB out of Washington, D.C. E-mail:

1 [REDACTED].

2 MR. EMEABA: Kalu Kelly Emeaba, K-a-l-u, K-e-l-l-y, E-m-
3 e-a-b-a. I'm an investigator with NTSB. My e-mail address is

4 [REDACTED]

5 MR. McCARTON: Good morning, John. My name is Frank
6 McCarton. I'm Deputy Commissioner for Operations in the Office of
7 Emergency Management for the City of New York. I'm also a New
8 York City party rep on this investigation. My e-mail address is

9 [REDACTED]

10 MR. FARINA: Bruce Farina -- that's F-a-r-i-n-a -- Local
11 12, business agent. My e-mail address is [REDACTED]

12 [REDACTED]

13 MR. SINGH: Leonard Singh -- L-e-o-n-a-r-d, S-i-n-g-h --
14 Chief Engineer, Gas Distribution Services, Con Edison; NTSB party
15 rep representing Con Edison as part of this investigation.

16 [REDACTED]

17 MR. STOLICKY: Chris Stolickey, S-t-o-l-i-c-k-y. I'm a
18 New York State party rep for this investigation. I'm Utility
19 Supervisor (Safety) in the New York State Department of Public
20 Service. E-mail is [REDACTED]

21 MR. CHHATRE: Thank you.

22 INTERVIEW OF JOHN N. KELLY

23 BY MR. CHHATRE:

24 Q. Mr. Kelly, can you tell us for the record your formal or
25 informal education and what do your duties entail?

1 A. My formal education?

2 Q. Formal education. Any training you received during the
3 course, that pertains to your job.

4 A. Well, most on-the-job training, 24 years which was
5 entirely in gas in different responsibilities: 7 years in
6 construction, gas construction; 14 years in gas distribution and
7 responding to emergencies around the clock; 2 years new business;
8 and a year and a half -- or a year and a half now of dispatching,
9 troubleshooting.

10 Q. Were you the dispatcher troubleshooter at the time of
11 the accident on Park Avenue, Harlem?

12 A. Yes, sir.

13 Q. Can you tell us as troubleshooter dispatcher, what your
14 responsibilities or duties are on a typical day?

15 A. Yes. It's to answer the telephone and respond to the
16 computer sending a message of a gas leak. What you do when you
17 get the message on the computer is you open the -- open it up to
18 look at the details, and when you get the phone call
19 simultaneously, you read the specific details of the job back to
20 the call center person.

21 Q. So you get a computer message from the call center
22 person, and then the call center person calls you to make sure you
23 got it or?

24 A. They usually happen at the exact same time.

25 Q. Okay. And what is the purpose of the call?

1 A. What was the --

2 Q. What is the purpose of the call?

3 A. The purpose of this call was that there was an inside
4 gas leak.

5 Q. Okay. But why -- does it happen on all tickets that are
6 generated by the --

7 A. Call center.

8 Q. -- call center?

9 A. Yes.

10 Q. So it's a procedure that --

11 A. Yes.

12 Q. -- they generate a ticket and then they call you?

13 A. Um-hum.

14 Q. And my question is what is the purpose of the telephone
15 call? Why would they call you when they generate a computer
16 ticket?

17 A. Confirmation that we received the --

18 Q. Ticket.

19 A. -- computer message.

20 Q. And then what happens? What is the next step?

21 A. I would question and scrutinize the remarks and the
22 details that they wrote in the message pertaining to the gas leak,
23 the specifics of the gas leak.

24 Q. Okay.

25 A. Depending on what it says bases my response. If it was

1 a normal message, I would immediately get radio contact with the
2 man out in the field that's possibly closest to the scene and
3 dispatch him to the scene.

4 Q. Okay. And what is a normal response? What -- I'm a
5 little confused. What is a normal response versus emergency?
6 What is the difference?

7 A. You mean normal and abnormal?

8 Q. You said if it's a normal message. So compare --

9 A. A normal message is inside gas leak with no specific,
10 you know, triggers to scrutinize it and question it and respond
11 back to the caller.

12 Q. And compared to normal message, what will be -- what is
13 the other category?

14 A. The abnormal message that was -- that I was responding
15 to on this call was that the woman smelled gas in her bedroom. I
16 believe she said she opened a window and smelled it coming from
17 outside. So it's an inside gas leak with an outside gas leak
18 also. That's the way I responded to it.

19 Q. So when the ticket comes in from the call center, you
20 dispatch a mechanic?

21 A. Immediately.

22 Q. And how do you know who is the closest mechanic?

23 A. We have a board, a large screen monitor with GPS figures
24 of who is closest, and a red pushpin to where the leak came in.
25 So we see who is closest in that vicinity, and we can also look at

1 the gentleman's work, different people's work -- it goes in
2 alphabetical order -- and where they're located, what address
3 they're at, what address their work is at, so they may be close to
4 that area.

5 Q. And does the computer system automatically flag certain
6 events as emergencies or requiring your immediate attention --

7 A. Yes.

8 Q. -- or you decide, make that decision?

9 A. No. That -- the red pushpin is a gas leak.

10 Q. Okay.

11 A. So it's --

12 Q. So that's a priority?

13 A. Um-hum.

14 Q. Now at any time do you call 911 because it's a gas leak?

15 A. We have direct lines to the fire department.

16 Q. Okay. And do you call them as a routine or you don't?

17 A. Yes, we do.

18 Q. So in this case did you call the fire department?

19 A. The fire department was called by my fellow dispatcher
20 that was dispatching next to me.

21 Q. And when was that call made?

22 A. Immediately.

23 MR. DOWNS: This may be helpful. I have a transcript
24 here if I can show him.

25 MR. CHHATRE: Yeah.

1 MR. DOWNS: Does that look familiar? Maybe that's the
2 call we're talking about?

3 MR. KELLY: Oh, this is me talking to the mechanic.

4 MR. DOWNS: Okay. Oh, here, try this one. How's that?
5 Definitely the fire department; is that fire department?

6 MR. KELLY: This was the other dispatcher calling the
7 FDM line.

8 MR. DOWNS: Okay. And the time stamp we have on that is
9 9/19.

10 MR. CHHATRE: Okay.

11 BY MR. CHHATRE:

12 Q. And you did say that call to the fire department is
13 routine for gas leaks.

14 A. Not every gas leak.

15 Q. Can you elaborate?

16 A. We have certain triggers that prompt a call to the FD,
17 which is an inside/outside. That's an automatic.

18 Q. Okay.

19 A. Odor in a hallway, elevator shaft. Strong odors
20 reported by a company employee.

21 Q. Okay. So those are the triggers?

22 A. Et cetera.

23 Q. Okay.

24 A. If we see something that looks -- explosion.

25 Q. And so in this particular case your trigger was the

1 inside and outside leak?

2 A. Yes, sir.

3 Q. So what happens after you dispatch the mechanic? What
4 is the next step or you are done then? Once the mechanic is
5 dispatched, are you done?

6 A. No.

7 Q. So what happens next? Walk me through.

8 A. Then we, you know, we use the mouse and we click the job
9 and we transfer it to his -- MDT, so he sees what -- he has my
10 voice verification of the address, and he also has the -- now he
11 has the MDT, and he can open up the job, the same thing I looked
12 at, and see for himself.

13 Q. Okay. I'll stop now and let Rick Downs take over.

14 MR. DOWNS: Thank you.

15 BY MR. DOWNS:

16 Q. Thanks for joining us today, Mr. Kelly. Your brief
17 formal education -- college, on-the-job training? Can you
18 elaborate a little bit on that?

19 A. Yes. Four years' college, bachelor of arts in criminal
20 justice.

21 Q. Okay. Do you have any trade training in terms of your
22 field work that you mentioned in your job history? Is that all
23 on-the-job?

24 A. All on-the-job.

25 Q. And that's field work in working gas leaks or service

1 installations or whatever?

2 A. Yes.

3 Q. I see. Okay, great. Your initial training for your
4 particular job what you're doing here at the GERC, Gas Emergency
5 Response Center, is there a training program for that?

6 A. Yes.

7 Q. Could you describe that a little bit for us? Best
8 recollection. It might be a few years ago.

9 A. It's -- it requires a few days at the learning center.
10 We go over computer specifics. You sit with a specialist -- her
11 name is Kathy McMann -- and she helps you through some programs.
12 There's a book of about four pages of checklist of things that you
13 have to do on the job. It's mostly on-the-job training with
14 another dispatcher.

15 Q. And how long does that go? A week, a month, roughly?
16 Do you remember, that training program?

17 A. Three months.

18 Q. Three months roughly. Okay, I'm not going to hold you
19 to exact dates. Just a rough approximation is fine. We can
20 always get the training records later.

21 A. Um-hum.

22 Q. Is there any recurrent training, periodic testing and
23 training that goes on?

24 A. Yes.

25 Q. And are you current on all that training?

1 A. Yes, sir.

2 Q. Great. Okay. Prior to Con Ed, what was your job
3 experience? What did you do? You've been at Con Ed, I think you
4 said, 24 years?

5 A. Yes, sir.

6 Q. Any job experience before that?

7 A. I was a union carpenter in lower Manhattan.

8 Q. Okay.

9 A. Across the street from the World Trade Center, Battery
10 Park City.

11 Q. Nothing related to gas work?

12 A. No.

13 Q. Okay. General duties -- you work at the GERC there as
14 a, as a troubleshooter dispatcher, I believe is your title?

15 A. Yes.

16 Q. And generally that entails -- correct me if I'm wrong; I
17 may be duplicating some work here -- but you will get a trouble
18 ticket from the service center; in this case, our previous
19 witness, that's Ms. Dennis. On this particular day you got a
20 trouble ticket, and she had indicated that she was having trouble
21 with her computer system. And I'm looking at the transcript of
22 the first call she had made to you that she routinely would make
23 when she generates a trouble ticket. And apparently you did not
24 get the ticket in yet on your side. Is that correct?

25 A. For which leak? There was two leaks.

1 Q. Two leaks.

2 A. Well, if there's -- if there was a -- the first one was
3 the inside leak in the bedroom.

4 Q. Okay. So you're calling this two leaks rather than one
5 leak that was expanded to an outside leak; is that a fair way of
6 calling it?

7 A. It was -- no. It was an inside leak called in. She
8 smelled it in her bedroom.

9 Q. Okay.

10 A. And when she opened the window, that indicates an
11 outside leak.

12 Q. I see.

13 A. At the same location.

14 Q. Okay. So, so it's really two separate tickets that are
15 generated as a result?

16 A. That was my call, and I told her to make up another
17 ticket.

18 Q. That was your suggestion.

19 A. Yes.

20 Q. So she retroactively went back immediately and generated
21 a second ticket?

22 A. Yes.

23 Q. Okay. When a second ticket is generated, does that
24 generate a second service call or can the same field technician
25 mechanic handle that inside and outside as well?

1 A. Normally the same.

2 Q. Same person. Okay. But they would get joined up in the
3 field; you would tell the field person, I've got an inside leak
4 and an outside leak at such and such an address? That's --

5 A. Yes.

6 Q. -- the process? Okay. Great. This particular case,
7 based upon the transcript, the first ticket had not come in, and
8 then she called back a few minutes later to double-check; is that
9 correct?

10 A. Not to my recollection.

11 Q. That's not the way it works here. Okay. We'll follow-
12 up further with the company on that point to clarify that.
13 Because I'm showing the first call came in at 9:14:16 that she
14 made to you. Okay, this might help --

15 A. Um-hum.

16 Q. -- refresh your recollection. Okay. And then the
17 second call was here.

18 A. Okay.

19 Q. Okay, notice the time stamp. So she did make a second
20 and third call to you. Okay? And she does mention the system was
21 freezing up and some other -- if that helps to jog your memory a
22 little bit?

23 A. Yeah, so the second -- she was having problems with the
24 second leak.

25 Q. With the second, the outside?

1 A. The outside.

2 Q. Okay. So we did have a little bit of dwell here in
3 terms of the processing of the calls.

4 A. Um-hum.

5 Q. Okay. Great. Thank you.

6 Now I have a transcript here, and I need probably a
7 little input from you in terms of if you recognize this call, and
8 it's only identified as 9:16. I'm not quite sure if this is you
9 or not. We only have an identity there rather than a name on the
10 transcript.

11 A. That's me talking to the mechanic.

12 Q. Mechanic. Okay. That's what I wanted to verify.

13 A. Okay.

14 Q. This was you talking to our next witness in the field
15 informing that person you've got a ticket of a complaint and this
16 is what you need to do with it, basically. Okay, confirming they
17 got it. And correct me if I'm wrong, the way it was explained to
18 me during the on-scene phase of the investigation, when you
19 generate a field ticket for field work, that will be transmitted
20 directly and immediately to the computer console in the
21 technician's truck. Is that correct?

22 A. Immediately?

23 Q. Well, fill me in on the details on that. How is that --

24 A. Well, that's why we give the mechanic a verbal response
25 also.

1 Q. As a confirmation?

2 A. So even if it doesn't come across on his computer, he
3 knows where he's going and what's coming.

4 Q. Okay. And this first call came in at 9:14:16 and it
5 lasted about a half minute. So we're going to talk -- we're going
6 to say 9:15 this was completed, roughly, in round numbers, this
7 particular first call. And at 9:16 you contacted the field
8 technician.

9 A. Okay.

10 Q. Would that be correct? Okay, good.

11 A. Um-hum.

12 Q. So we have a good continuity here. Got the call in and
13 immediately made the field call to confirm the technician got the
14 call. And the -- based upon the transcript there was only an 18-
15 second duration. It was clear in your mind that that technician
16 was going to be proceeding directly to that particular jobsite,
17 right?

18 A. Yes.

19 Q. And is that the normal practice? They would immediately
20 go to the assigned jobsite?

21 A. Yes.

22 Q. And it's not mentioned here in the transcript, but it's
23 understood that it's a priority; don't make any stops along the
24 way, that kind of thing?

25 A. Yes.

1 Q. Okay, great. Because we did get a copy of the computer
2 printout of the GPS tracking of the van that we'll be reviewing
3 with that technician. Okay.

4 In this particular case, you mentioned a few minutes ago
5 you have a board in front of you that shows the locations of your
6 field technicians, your mechanics at any given time. Is that
7 based upon their work assignments or is that based upon the GPS
8 location of the vehicles? Do you happen to know that?

9 A. That's based upon -- well, actually it's both. You have
10 a different color pushpin for assigned work, unassigned work, and
11 where the mechanics are located, and then when an emergency job
12 comes in.

13 Q. Okay. And it's instantly recognizable, the emergency
14 jobs?

15 A. Yes.

16 Q. They should be obviously prioritized; is that correct?

17 A. Yes.

18 Q. Great. And in this particular case you recognized it
19 was a priority job?

20 A. Yes.

21 Q. Okay. We don't have the advantage of seeing the board
22 right here in front of us today so help us understand how it
23 works. You're able to see instantly upper Manhattan in this
24 particular case.

25 A. Um-hum.

1 Q. You've got the location of the complaint site, right?

2 A. Um-hum.

3 Q. You've got the location of all your mechanics in the
4 field. On this particular notification to the witness here -- and
5 that's Mr. Vasilak?

6 A. Yes.

7 Q. What was your determination as to this particular
8 mechanic? Is it terms of simply shortest distance or he was not
9 in the middle of something, another job, or what was your
10 determination on this?

11 A. I knew that some mechanics pull out downtown, some are
12 uptown. And depending on who is on and if they -- and when -- the
13 first thing in the morning, what I do is I phone the supervisor,
14 and he lets me know who's coming out from which borough, which
15 part of the -- north or south, and if they have a particular
16 assignment where I should go another way with another mechanic.
17 If they have a pending job, like a plumbers meet or something like
18 that, you use somebody who's not free, they're doing something
19 else, some other sort of backup.

20 Q. Okay. And in this particular case you're well aware
21 that this mechanic was not in the middle of something and he was
22 readily available?

23 A. Yes.

24 Q. And was it a case where he's relatively close proximity,
25 Point A to Point B destination --

1 A. Yes.

2 Q. -- and he'd be able to go straightaway to that location?

3 Would be a fair --

4 A. Yes.

5 Q. -- way of saying it? Great.

6 A. You try to get the closest person.

7 Q. Right. And the closest person may not necessarily be

8 somebody that's readily available. Meaning he might be in a

9 basement somewhere --

10 A. Yes.

11 Q. -- you can't connect with him, he's not able to drop the

12 job straightaway.

13 A. Yes.

14 Q. Right? Okay, great.

15 Let's see. And you only had one brief discussion with

16 our field technician or mechanic, Mr. Vasilak. You didn't have

17 any further discussions with him until he actually arrived at the

18 site, which was sometime later.

19 A. I believe he mentioned that he was a couple blocks away

20 and couldn't move.

21 Q. Why is that?

22 A. Because I think there was a lot of traffic and ruckus.

23 Q. Okay. That's not mentioned on our transcript.

24 I'm going to request Con Ed if we can make sure that

25 there's not any other dialogue in their system that we missed,

1 inadvertently missed here. It might not have been obvious in
2 terms of what follow-up dialogue is important, that we get all of
3 the discussions that occurred between your office, your shop and
4 the technician in the field. Because that to me is kind of
5 significant, that if he mentioned -- to your recollection he
6 mentioned to you that he couldn't move for whatever reason, we
7 need to make that determination. Okay?

8 Okay. And in your experience, was this particular gas
9 odor complaint handled essentially like any other prior gas odor
10 complaint calls? Nothing special that jumped out at you on this
11 particular one?

12 A. It seemed routine.

13 Q. Seemed routine. Okay, fair enough.

14 On the particular day of the event, is there anything
15 else that might have hindered you in your job performance that
16 day? Was your computer system working just fine?

17 A. Yes.

18 Q. Nothing there, nothing unusual. Okay. And there were
19 no prior emergencies that day with your shop that had an impact on
20 this particular event? No other --

21 A. Not to my knowledge.

22 Q. -- big events?

23 A. No.

24 Q. Okay, great. And nothing in your personal life that
25 would have impacted your performance here? Wife having a baby or

1 something; you had your mind on other things?

2 A. No.

3 Q. Everything was just a routine day? Everything was
4 working just fine?

5 A. Um-hum.

6 Q. Perfect. Okay. Top of your head, John, how often do
7 you receive and process these gas odor complaints on a given day?

8 A. How often?

9 Q. Yeah. Ten, 20, 30 a day? What's your rough number?

10 A. Between 20 and 60.

11 Q. Between 20 and 60. Okay. And when your system -- when
12 you get a lot of calls on your shop there -- I visited the GERC
13 myself during the on-scene. You have four operators, I believe,
14 on duty there at a given time. Is that correct?

15 A. Four with -- also with reinforcements helping.

16 Q. That's actually anticipating my next question. What
17 happens when you start getting overloaded? Is there a mechanism
18 there that allows extra staff to be brought in, maybe supervisors
19 or whomever?

20 A. Yes, I believe so. What I witness all the time is every
21 -- all hands on deck when there's something like a high priority
22 emergency like this.

23 Q. Okay.

24 A. And if the guy in Westchester is not doing anything at
25 the time, he can help. Anyone, you know, all the guys can help

1 out.

2 Q. So the guy in Westchester, meaning Westchester has a
3 separate gas emergency response facility?

4 A. No. I mean, we're all in the room together. Different
5 boroughs.

6 Q. Oh, he's at the next console?

7 A. Yeah.

8 Q. I see. Okay.

9 A. He can answer the phone or help out in some way.

10 Q. So he's -- he would be fully qualified to be able to
11 step in and support you and vice-versa?

12 A. Yes.

13 Q. That's how it works?

14 A. We all work ever borough.

15 Q. So you all have good local knowledge in terms of the
16 infrastructure, the traffic situation. It is Manhattan, so you're
17 going to have traffic issues all the time.

18 A. Um-hum.

19 Q. Correct? So you have to build that into your process in
20 terms of understanding a priority versus the locality at the time;
21 is that correct?

22 A. Yes.

23 Q. Great. Okay. You have a computer system, data entry
24 system that you normally use. Is there any manual paperwork that
25 you generate during this process? Any notes that you might be

1 putting on pieces of paper or whatever? Like a scratchpad or
2 something, you might want to make notes.

3 A. Yeah, we have scratchpads because -- like during an
4 outside gas leak, you're dispatching the mechanic and getting him
5 to the location and, and, you know, doing -- getting the job onto
6 his MDT. And a general or someone may help you look up the Byers
7 information, which is the mapping, underground mapping system --

8 Q. Okay.

9 A. -- gas and electric. And then if he gives you the
10 information, you scratch that information down on a piece of paper
11 so you can verbally give it to the mechanic when he arrived on
12 scene.

13 Q. Okay. I'll make a request then right now to Con Ed.
14 Can we get a copy, if it's still available, of any other manually
15 generated notations or stuff? Do you make -- do you keep that
16 documentation by chance or no?

17 A. No.

18 Q. It's not considered important at the time?

19 A. No.

20 Q. It's just cryptic notes sometimes?

21 A. Yeah.

22 Q. Okay. Well, if there is any, let's see if we can obtain
23 that. Let's see. Got that, got that.

24 Tell me, is there an operations or procedures manual or
25 manuals that you would use during the performance of your job

1 activities?

2 A. No. Well --

3 Q. There are no manuals?

4 A. Actually, yes.

5 Q. Okay. And what are they?

6 A. There's the dispatcher's -- I guess it's like a
7 handbook.

8 Q. Okay. I don't need an exact name, but just give me the
9 general description of the different manuals you might need during
10 the course of work.

11 A. God. It's all computerized pretty much. If we need to
12 look up a spec, we can go on the computer and do that for --

13 Q. Okay.

14 A. -- for procedure.

15 Q. But in terms of the procedure, the procedures that you
16 would follow on a particular job complaint, you're telling me that
17 the computer would automatically take you there in terms of the
18 process, the step-by-step process or --

19 A. I think that's in our training how to react.

20 Q. Okay. So that's something you've had enough experience
21 with --

22 A. Yes.

23 Q. -- it's second nature to you; is what you're saying?

24 A. Yes.

25 Q. Okay.

1 A. And all of us.

2 Q. And all of you. And on this particular day, you were
3 able to follow that process --

4 A. Yes.

5 Q. -- without trouble? Is the computer screen, does it
6 have a checklist of step-by-step processes that you go through or
7 no?

8 A. No.

9 Q. So how do you know you've not inadvertently missed
10 something?

11 A. Well, we have a general supervisor, OGS, who watches,
12 kind of watches over us.

13 Q. Okay.

14 A. And if there was something that we forgot or missed, he
15 would catch it.

16 Q. Okay. That would be Mr. McBrien, would be the
17 supervisor of the shop, I believe?

18 A. No, no, no.

19 Q. Or you have Mr. Fagan?

20 A. Yes.

21 Q. Okay. So he would be your immediate supervisor,
22 Mr. Fagan?

23 A. No. No.

24 Q. Who is your immediate supervisor?

25 A. Oscar Leon.

1 Q. Oscar Leon. Was he there that day?

2 A. He was.

3 Q. Okay. And who is Mr. Frank McBrien?

4 A. He's the manager of the Manhattan borough, the GDS.

5 Q. The gas of Manhattan?

6 A. Yes.

7 MR. SINGH: The service mechanic that's coming works for
8 Frank McBrien.

9 MR. KELLY: Yes.

10 BY MR. DOWNS:

11 Q. I see. Okay. So if need be, is a copy of these
12 procedural manuals available for you to consult when you're in the
13 middle of a particular job like this?

14 A. Yes.

15 Q. Okay. And you didn't consult a manual on that
16 particular day? You were going from job experience --

17 A. Yes.

18 Q. -- to able to make sure that you completed everything in
19 the process?

20 A. Um-hum.

21 Q. I see. Let's see. Knowing what you know now, given the
22 benefit of hindsight and as a lessons learned observation, is
23 there anything that you would do differently or like to suggest to
24 be done differently in this particular case when responding to a
25 similar future event? Anything you can think of that you'd do

1 differently? Meaning, oh, gee, maybe I should have done it this
2 way. Every gas call might be different, and there's some little
3 new thing you learned today that might help in the future.

4 Anything that you could offer?

5 A. No.

6 Q. Nothing. Okay. Is there anything, meaning factual
7 observations or thoughts, that you haven't mentioned today in your
8 testimony that you'd like to offer? Any other considerations?

9 A. No.

10 Q. Nothing. I'd like to go back a little bit to the calls
11 that came from our previous witness at the, at the customer
12 service center. How long was it roughly between the time that the
13 initial call came in and that you went back and had the second
14 call? We have the second call to our person, which was about 2
15 minutes later. The inside versus the outside call. Okay, you had
16 suggested that she generate a second ticket.

17 A. Yeah.

18 Q. And that's based upon your experience.

19 A. Um-hum.

20 Q. Any thoughts as to why she didn't think it should be an
21 inside as well as an outside call? In other words, should she
22 have made that determination or is this something --

23 A. I don't believe so.

24 Q. -- you made the judgment?

25 A. It was my judgment.

1 Q. Your judgment. I see. And you responded accordingly,
2 it was an inside plus an outside call?

3 A. Yes.

4 Q. And based upon the transcript, you were fairly clear as
5 to the situation. It was a customer at one location complaining
6 that the smell seemed to be coming from outside of their building.
7 You were clear on that. Okay. And you gave that instruction as
8 well to the field mechanic to be able to take care of that, that
9 problem. Okay.

10 In responding to a gas odor complaint calls are
11 typically handled by one dispatcher or do you have several
12 dispatchers that will handle a given call? In other words you
13 handle a call straight through from start to finish, correct?

14 A. Yes.

15 Q. You don't hand it off to somebody else normally?

16 A. Normally, no, but -- yeah, in this case Mr. Fagan helped
17 out and took over the call. Because what followed was hundreds of
18 calls.

19 Q. Hundreds of calls.

20 A. Well, yeah.

21 Q. Radio calls you mean?

22 A. No.

23 Q. Various field technicians or --

24 A. Probably to the call center and to us. We had a lot of
25 jobs that day. A lot of --

1 MR. DOWNS: Okay. I'd like to request to Con Ed that we
2 get, not necessarily all those calls, but let's see what kind of
3 volume of calls we're talking about that came in on that
4 particular day as follow-up. Are you clear on that?

5 MR. SINGH: You just want a number of how many calls
6 came in that day?

7 MR. DOWNS: Regarding this event.

8 (Simultaneous comments.)

9 UNIDENTIFIED SPEAKER: Not regarding that event.

10 UNIDENTIFIED SPEAKER: These are two things -- there's
11 two separate things he's saying. He's saying the event that
12 happened spurred a number of calls and then --

13 MR. DOWNS: Right. That's what we're looking for.

14 MR. KELLY: Not on that job.

15 MR. DOWNS: Not on that job.

16 UNIDENTIFIED SPEAKER: On that (indiscernible) --

17 (Simultaneous comments.)

18 BY MR. DOWNS:

19 Q. As a result of that event.

20 A. Of the media attention and --

21 Q. Right. You got hundreds of calls?

22 A. I can't put a number on it.

23 Q. Okay.

24 A. I don't know.

25 MR. DOWNS: I'm --

1 MR. SINGH: Can we go off the record for a second?

2 MR. CHHATRE: Yes, sir. Off the record.

3 (Off the record.)

4 (On the record.)

5 MR. CHHATRE: Back on the record.

6 MR. DOWNS: Back on the record.

7 BY MR. DOWNS:

8 Q. And you mentioned before that you monitor the progress
9 of your field technician as they're going from where they were
10 originally dispatched to their destination.

11 A. Yes.

12 Q. What happens if that technician for whatever reason,
13 stops? Do you notice that immediately or do you get on the radio
14 with that person?

15 A. Well, we have our time-sensitive limits. If he reaches
16 30 minutes and he's not on location, we give him a call.

17 Q. Find out why.

18 A. The OGS sends out a page.

19 Q. Okay.

20 A. And we ask what's his ETA. If there's a problem -- we
21 ask if there's a problem, how you doing?

22 Q. And you had indicated a few minutes ago that --

23 MR. CHHATRE: For the transcriber, ETA is estimated time
24 of arrival?

25 MR. KELLY: Yes. Estimated time of arrival.

1 BY MR. DOWNS:

2 Q. And you mentioned that he indicated in some manner that
3 he could not proceed straightaway? And you don't remember the
4 detail in that?

5 A. The detail of that? Like specifically what he said? I
6 believe it was after the actual explosion. There was a lot of
7 commotion on the block.

8 Q. No. I'm talking, I'm talking from when -- the point
9 where he was initially when you contacted him to go this site, the
10 destination, was there any indication as to was there going to be
11 a problem with him getting there?

12 A. Not at first.

13 Q. Not at first.

14 A. But when he got closer to the site after the explosion,
15 he did -- I believe he mentioned to somebody.

16 Q. Which was a half hour or whatever later, by the time
17 he actually --

18 A. No, no, no. Not even that long. A few minutes.

19 Q. A few minutes. Okay.

20 A. That he can't get up to the site because there was fire
21 trucks, the roads were closed.

22 Q. But he was fairly close to the site?

23 A. Yeah.

24 Q. But nothing up to the point -- at the point that you
25 initially contacted him, nothing -- no indication there?

1 A. No.

2 Q. Okay. So in your opinion was the response of this
3 particular field mechanic technician to this call considered
4 reasonable and prudent in terms of his progress-making through
5 traffic or whatever?

6 A. Yes.

7 Q. Okay. Does your shop, the GERC, monitor emergency
8 services, FDNY, New York Police and so on, local media, as to
9 events that are going on, emergency events?

10 A. Not, not usually, no.

11 Q. Not usually. Okay. In a gas odor complaint such as
12 this particular call, why not call 911 immediately if it was
13 serious enough to request the call? Or you did that, you're
14 saying that was this call here we just talked about a few minutes
15 ago, okay? That was the call at 9:19. So it took between 9:15
16 and 9:19 to contact the fire department. In other words, the call
17 to your field technician was at 9:16.

18 A. Um-hum.

19 Q. And it wasn't until 9:19 that somebody had contact --
20 this was your colleague, I think you mentioned, that made the call
21 to FDNY.

22 A. Um-hum.

23 Q. Couldn't that call have been made simultaneous to when
24 you were contacting your field technician?

25 A. I don't know how to answer that question.

1 Q. Okay. Fair enough. Does the GERC maintain a copy of
2 the *Emergency Response Guide*? Are you familiar with the *Emergency*
3 *Response Guide*?

4 A. Yes.

5 Q. Do you maintain a copy of the *Emergency Response Guide*
6 in your shop there?

7 A. I believe there is, yeah.

8 Q. You do. Do you refer to it as might be needed?

9 A. Yes.

10 Q. Do you happen to know, do the field technicians, the
11 mechanics keep a copy of that?

12 A. Not -- unknown.

13 Q. Unknown. Okay.

14 MR. CHHATRE: Mr. Chhatre, that concludes my questions.

15 MR. CHHATRE: Okay. Kelly?

16 BY MR. EMEABA:

17 Q. Okay. Just going back a little bit, Mr. Kelly. How are
18 you? Please once again can you describe the details of the
19 comments included in the customer call representative's ticket to
20 you?

21 A. The details of inside gas leak in the bedroom, customer
22 smells it when she opens her window. I believe that's how it
23 read.

24 Q. How it -- and you did say she had, she was having a
25 problem with the second call. Can you explain what kind of

1 problem you think or she stated having?

2 A. I believe it was computer.

3 MR. DOWNS: If this will help you, that's the transcript
4 of the two that I have.

5 MR. KELLY: Okay. Thanks.

6 BY MR. EMEABA:

7 Q. Did she state computer problem?

8 A. I -- let me see what she stated. Indoor. Our systems
9 are freezing.

10 Q. Okay. Knowing she had a problem, what action did you
11 take on your own part?

12 A. My action was to get the mechanic to respond to the
13 location as soon as possible. The computer issues are not as
14 important as getting the mechanic to the location, physically to
15 the location.

16 Q. Okay.

17 MR. DOWNS: And that's the reason why the follow-up call
18 from the -- from her to you, is to make sure you got the call --
19 you got the computer message and make sure you understood exactly?

20 MR. KELLY: Yes.

21 MR. DOWNS: Is that correct? Okay.

22 BY MR. EMEABA:

23 Q. And do you have in the database schedule of the field
24 technician without going through their supervisors? Do you have
25 in your database where you can see the schedule of the technicians

1 without you having to go through their supervisors to get them?

2 A. Yes.

3 Q. You do? So did you choose the individual that was sent
4 there or did the supervisor said this is the person that must go?

5 A. No. I chose him.

6 Q. You chose him.

7 A. Based on my prior conversation with the supervisor and
8 who's available, who's close to the location, who's north, who's
9 south, that sort of thing.

10 Q. Okay. And also the OGS, you mention receive this
11 information you were receiving at the same time --

12 A. Yes.

13 Q. -- as you receive them. Or do you have to forward it to
14 them?

15 A. No. Same time.

16 Q. The same time. Okay. Apart from you reaching out to
17 them, how -- did they on their own voluntarily try to communicate
18 to you in emergency situations? Do they voluntarily communicate
19 to you they are also observing the same thing you are observing
20 without you reaching out to them?

21 A. Yes.

22 Q. So what kind of advice did you get from the OG, OGS?

23 A. Advice?

24 Q. Yeah. How did you relate -- how did they relate with
25 you?

1 A. I believe they jumped in and got the Byers underground
2 mapping information to help out and work with me to get as much
3 information to the mechanic as we could.

4 UNIDENTIFIED SPEAKER: That would be Mr. Fagan's
5 support, you mentioned?

6 MR. KELLY: Yes.

7 BY MR. EMEABA:

8 Q. And at the end of the day, if I may ask, this technician
9 who finally responded, from what you say you chose him, you picked
10 him based on his proximity to the location and all that. What can
11 you tell me or tell us about his effectiveness, what his
12 performance, what he did? How effective was he? Tell us.

13 A. I know usually he's very effective. He's got a lot of
14 experience. I don't know -- I thought he was great that day too.
15 He did everything right. He responded immediately. He didn't
16 push back to me or anything like that or -- I think he did
17 excellent.

18 Q. So did the reason of you choosing this particular
19 person, was it as a result of his past performance or just for
20 what reason? Can you elaborate?

21 A. Well, it's -- the first was his location to the site.
22 He was one of the closest or the closest. And he's also very
23 experienced. He's very qualified.

24 UNIDENTIFIED SPEAKER: If I can interject. They
25 wouldn't be out in the field unless they were fundamentally

1 qualified. Would that be a fair assessment?

2 MR. KELLY: Yes.

3 MR. KELLY EMEABA: Thank you. No questions.

4 MR. CHHATRE: Okay. Chris?

5 MR. STOLICKY: A couple of questions.

6 BY MR. STOLICKY:

7 Q. You've had a lot of discussions about OQ and
8 qualifications. Are you currently OQ'd or have you been OQ'd to
9 perform tasks?

10 A. OQ'd?

11 Q. Operator qualified.

12 A. Yes.

13 Q. Okay.

14 A. I have them in here, but -- well, actually, I have them
15 right here.

16 Q. We've talked to someone else about that.

17 We've talked a little bit about the inside gas leak and
18 outside gas leak, and I -- Con Edison has two different procedures
19 as I understand. One is how you respond to an outside gas leak
20 call; the other one is how you respond to an inside gas leak call.
21 Now we're talking about a situation here where someone is smelling
22 gas inside but they say it's coming from outside. How do you make
23 a determination as to which -- or how do you classify this as a
24 gas leak? Meaning how would you set the criteria on how this
25 responder would respond?

1 A. His first response would be inside.

2 Q. Okay. Can you talk a little bit about -- just so we all
3 understand, the difference between the inside gas leak response
4 versus an outside gas leak response? What are the difference in
5 the procedures?

6 A. The procedure for an inside --

7 MR. SINGH: John in this situation was not responding to
8 the gas leak, so I'm not sure it's a fair question for John.

9 MR. KELLY: Yeah. I have to go to my memory of what I
10 used to do.

11 BY MR. STOLICKY:

12 Q. But you make the determination on how they should
13 respond.

14 A. Yes. Well --

15 MR. SINGH: Based on how the call came in. It's an
16 inside leak versus an outside leak, right. So he dispatches the
17 inside leak first, then creates an outside leak and dispatches
18 that. It's the mechanic that's responding has to know how to
19 apply the procedure, not John.

20 BY MR. STOLICKY:

21 Q. So did you respond two separate people? Did you send
22 two separate people; one for inside and one for outside?

23 A. No. It was the same address, and it was inside first
24 and then an outside. So the inside came in first, so that was the
25 job I was actually put on his screen and sent him to immediately

1 while the call center made up the outside leak and which we could
2 drop on him at a later time. As long as he knows there's also an
3 outside leak. He doesn't have to see it on his computer.

4 Q. I'm having trouble understanding how the responder would
5 have a clear direction if he's being told to do two things at
6 once.

7 MR. SINGH: He's had his training. He's trained to
8 respond to inside and outside leaks.

9 MR. STOLICKY: But there's two separate procedures.

10 MR. SINGH: Right, but he's trained on both.

11 BY MR. STOLICKY:

12 Q. How can one person do two different things?

13 A. Well, that's why we call the FD immediately.

14 Q. Okay.

15 A. And we also call the supervisor.

16 Q. And the supervisor was someone else that was responding?

17 A. Out in the field.

18 Q. They were responding to the location?

19 A. Um-hum.

20 Q. When was that call made?

21 MR. DOWNS: We have transcripts of later on. It's not
22 clear as to the identity of each so we'll need to get together
23 offline and sort these out as to who these potential supervisors
24 were. Based upon the dialogue, it appears to be a supervisor but
25 it's not exactly clear because names aren't given.

1 BY MR. STOLICKY:

2 Q. The inside, out leak situation, is that -- does that
3 fall under the code MuRRE? Meaning was that the trigger under the
4 code MuRRE to call the fire department, or was it some other
5 procedure that calls for calling the fire department when you have
6 the inside out/outside leak situation?

7 A. I don't believe inside/outside is a MuRRE.

8 Q. Okay.

9 A. I could be wrong.

10 MR. STOLICKY: I'm all set.

11 MR. CHHATRE: Okay.

12 MR. KELLY: Inside/outside prompts a call from -- to the
13 FD.

14 MR. CHHATRE: Frank?

15 BY MR. McCARTON:

16 Q. John, when was the GERC created? Do you know any of the
17 history of the GERC at all?

18 A. No.

19 Q. You don't?

20 A. I mean --

21 Q. And just for my -- the GERC stands for what?

22 A. Gas Emergency Response Center.

23 Q. Okay. And you dispatch a technician or what we call a
24 gas --

25 A. Mechanic.

1 Q. -- mechanic according to a GPS that you see, you know,
2 that you see instantaneously and you dispatch the closest unit to
3 that particular job.

4 A. Yeah.

5 Q. And when did -- what's the protocol to notify the FDNY?

6 A. There are -- there's triggers to -- there's scenarios
7 that prompt us to call the FDNY. Like what I mentioned in the
8 past, which is an inside/outside, an odor in a hallway or elevator
9 shaft, multiple floors; whatever we sense is possibly dangerous in
10 the wording of what the customer is saying. Broken or hissing.
11 My lights are flickering and also there's a gas leak. That's a --
12 that'll get us to call the FD immediately.

13 Q. So there's not really a direct procedure that says you
14 hear these things call? I mean, right? So in this case because
15 you had an inside/outside leak you picked up the hotline and you
16 called the dispatcher for Manhattan --

17 A. Yeah.

18 Q. -- and that's it? Is there a red phone that you have
19 that goes right to Manhattan based on borough?

20 A. No. It's a direct dial, speed dial.

21 Q. Is the NYPD notified on that call too from your
22 knowledge?

23 A. NYPD?

24 Q. Yeah.

25 A. No. I don't believe so.

1 MR. McCARTON: I think I'm good. Thanks, Ravi.

2 MR. CHHATRE: Okay.

3 MR. SINGH: Just -- you know what?

4 MR. CHHATRE: Lenny.

5 BY MR. SINGH:

6 Q. Just to piggyback on some of the questions Frank asked.
7 Code MuRRE sounds familiar?

8 A. Yes.

9 Q. Is that a procedure or guideline that you follow?

10 A. Um-hum.

11 Q. What is it? What do you typically do with a Code MuRRE
12 on those guidelines?

13 A. Okay. What we typically do is we'll call the FDNY.
14 We'll call the supervisor, and sometimes extra mechanics.

15 Q. Okay. Are there specific lists of items that you --
16 triggers --

17 A. Yes.

18 UNIDENTIFIED SPEAKER: Can I request to see what that
19 is?

20 MR. SINGH: We're going to send that out. Yeah, it's
21 coming.

22 UNIDENTIFIED SPEAKER: Could we see it?

23 MR. SINGH: Yeah.

24 MR. CHHATRE: And again, just to remind you, send it to
25 everybody.

1 BY MR. SINGH:

2 Q. Jack, you mentioned that, you know, initially you've
3 been a year and a half on this job, you've got 20-some-odd years
4 in the field, lots of field experience. Then you had some things
5 at the learning center. You have a checklist, four-page
6 checklist, several months with a learning -- some refreshers you
7 get over time. After that 3 months of training roughly, do you go
8 to a desk right away and start dispatching crews? Or was there
9 some on-the-job training with others, shadowing another person,
10 spending some time with the supervisor?

11 A. Yes. Yes.

12 Q. Can you talk a little bit about what that entails?

13 A. Well, after the 3 months they, they put you on an
14 assignment, but also if there's an additional hand available,
15 they'll have them with you.

16 Q. How long did that last before you started to kind of
17 sail -- fly on your own?

18 A. Total about four months, you know. They gradually try
19 to give you a little bit.

20 Q. Okay. Do your conversations or your dispatch
21 conversations with the field get screened by anyone? Do they get
22 reviewed by a supervisor or someone in the organization?

23 A. I believe so, yeah.

24 Q. Yeah. Have you gotten feedback on quality and --

25 A. Yes.

1 Q. -- what have you? Do you get -- have measures on time
2 to dispatch and what have you? Are you tracked and managed by
3 that, how long does it take to get it dispatched?

4 A. I believe so. Yeah, um-hum.

5 MR. SINGH: That's all I have.

6 MR. CHHATRE: Okay. Matt?

7 MR. NICHOLSON: I've got nothing.

8 MR. CHHATRE: Okay.

9 MR. DOWNS: I got one quick follow-up.

10 MR. CHHATRE: Go ahead.

11 BY MR. DOWNS:

12 Q. Mr. Kelly, your initial contact to your field mechanic
13 at 9:16. I got the transcript here. It says, hey, John, I just
14 got a 51. You give the address, and then you say, "Lady is
15 complaining smells from her bedroom. Also a 41's coming." The 51
16 would mean an inside leak and the 41 would mean an outside leak.

17 A. Yes, sir.

18 Q. So at that time he was aware that it's a developing
19 situation here.

20 A. Um-hum.

21 Q. Not just simply a run of the mill type of thing?

22 A. Um-hum, yes.

23 Q. Okay. Thank you.

24 A. Um-hum.

25 MR. KELLY EMEABA: One more question.

1 MR. CHHATRE: Go ahead.

2 BY MR. EMEABA:

3 Q. Based on what Rick said, and I wanted to also ask the
4 same question. Knowing from person you had an outside leak and
5 inside gas leak, do you in your own conclusion and your
6 experience, do you conclude that as being a hazardous condition or
7 not? Do you, based on the fact initially you knew from the onset
8 it was an inside gas leak and outside gas leak, in your conclusion
9 and your training, do you see that as a hazardous condition --

10 A. Yes.

11 Q. -- or not?

12 A. Absolutely.

13 Q. Okay. Now when you see it as a hazardous condition, do
14 you also -- do you think in a hazardous condition, do you still
15 have time to have one person there respond to that situation?

16 A. Do I have time to have one person respond?

17 Q. Yes. After have -- during a hazardous condition.

18 A. That's what we usually do is one person to --

19 Q. Even when it is hazardous?

20 A. No. When we -- if it's believed to be hazardous, we get
21 the mechanic, the FD, supervision, and a possible backup mechanic.

22 Q. Okay. But you just told me you knew from the onset it
23 was a hazardous condition. So why did you not send those three
24 group of people?

25 A. I did. We called the FD right -- you know, right away.

1 And I don't know if I'm not at the location. I can just go by
2 what I read. And I knew that it was an inside gas leak that came
3 in, and then she smelled it when she opened a window. So I don't
4 know how hazardous it is. It's -- we treat it as it's most
5 hazardous.

6 Q. That's why I ask in that condition what do you do, and
7 you mentioned you need to send three people at the same time,
8 three group of people. So did you send out three group of people
9 at the same time?

10 A. Yes. Well, same time? I mean we get the initial
11 mechanic rolling as soon as we can, and then we did call the FDNY
12 and --

13 Q. Did you call any other mechanic?

14 A. Did I do what?

15 Q. Did you send out any other mechanic?

16 UNIDENTIFIED SPEAKER: Any other mechanic.

17 MR. KELLY: Other mechanics?

18 BY MR. EMEABA:

19 Q. Yes.

20 A. We did call out to a supervisor.

21 Q. But did the supervisor respond also to that incident?

22 A. There was -- there actually was another mechanic on the
23 location.

24 Q. There was?

25 A. Yes. So we didn't call for another one.

1 MR. DOWNS: Maybe I can help. We do have a transcript
2 of a second mechanic.

3 MR. KELLY: Yes.

4 MR. DOWNS: Who was diverted to this location. Would
5 that be a fair way of saying it?

6 MR. KELLY: Yes. And we knew he was there.

7 MR. DOWNS: Meaning he was going to some other job
8 unrelated and he was in a pickup truck.

9 MR. KELLY: Yeah.

10 MR. DOWNS: Correct me if I'm wrong. So he didn't
11 necessarily have all the tools for that particular job that the
12 field mechanic would have. But nonetheless it was a second
13 qualified personnel to be able to handle the site.

14 MR. KELLY: Yes, sir.

15 MR. DOWNS: Would that be a fair way of saying it?

16 MR. KELLY: That's it, yes. And that's why I didn't
17 make another call to another mechanic.

18 BY MR. EMEABA:

19 Q. Okay. Maybe this question is not for you. Probably to
20 your representative. This mechanic that was sent to this site at
21 the time of this response were they all currently qualified to do
22 what they were sent out to do? Do you know?

23 A. You're going to have to repeat that question.

24 UNIDENTIFIED SPEAKER: That was asked and answered
25 before. In other words, they wouldn't be out there if they

1 weren't qualified.

2 BY MR. EMEABA:

3 Q. Now, but had you verified if they were qualified at the
4 time they were sent out to respond to this incident?

5 A. Did I verify?

6 Q. Yeah. Even afterward, did you verify?

7 A. Did I verify?

8 MR. SINGH: Can I object?

9 UNIDENTIFIED SPEAKER: They have to be qualified --
10 (Simultaneous comments.)

11 MR. CHHATRE: If you don't know (indiscernible).

12 UNIDENTIFIED SPEAKER: You have to be.

13 MR. SINGH: He's not their supervisor.

14 MR. EMEABA: Okay.

15 MR. SINGH: It's their supervisor's responsibility to
16 verify they're qualified. Jack is just a dispatcher. Get that
17 clear.

18 MR. EMEABA: Okay, thank you.

19 BY MR. DOWNS:

20 Q. A question that just came up from our previous witness
21 that I almost forgot. Do you know, does your system flag if
22 multiple calls start coming in from a given neighborhood?

23 A. Does the system flag it?

24 Q. Yeah. In other words, let's say you got a call from
25 down the block similarly the day before, whatever. Does the

1 system monitor that at all or is there -- does it have a
2 capability to say, hey, we got another event down the block
3 yesterday or we got one next door, whatever?

4 A. It keeps track, yes. You would have to do a little bit
5 of investigating too.

6 Q. So you would have to query the system rather than the
7 system announces it to you?

8 A. Yes.

9 Q. We can follow up --

10 A. Actually, I think it does a little of both.

11 Q. Little of both?

12 A. Well, I think because we get calls if there's an
13 electric condition and then a gas leak in the same area. Somehow
14 it -- the system does something. I mean, I'm not 100 percent sure
15 of --

16 Q. You're not 100 percent sure.

17 A. -- how it goes.

18 Q. We can follow-up with Mr. Fagan on that point. Okay.
19 Thank you.

20 BY MR. CHHATRE:

21 Q. Just one question. You said you asked the customer
22 service representative to generate another ticket for the outside
23 leak. What is not clear to me, should she have generated two
24 tickets in the first place without waiting for you or --
25 generating ticket is her responsibility. That's why you probably

1 asked her to generate a ticket. Is that correct?

2 A. The way it read was the woman smelled gas in her bedroom
3 and then when she opened the window she also smelled it. Some
4 people smell it in the bathroom. Some people smell it in the
5 kitchen. Some people, and --

6 Q. I understand that. My question is should the customer
7 service representative, should she have generated two tickets in
8 the first place without waiting for you or it is her
9 responsibility or whose responsibility it is to make that
10 decision?

11 A. I can't say. I can't answer that question.

12 Q. Let me rephrase the question. Why would you ask her to
13 write a second ticket? Why would you not generate -- just take
14 that on your own and decide looks like there are two leaks, I'm
15 going to call the fire department?

16 A. I was just asking her to follow-up and continue her job,
17 which was to --

18 Q. That would be her job --

19 A. -- which was to make me another outside ticket.

20 Q. So she has to generate that ticket?

21 A. She did. I believe she did.

22 Q. Okay, all right. That's all.

23 MR. DOWNS: I'd like to request a copy of those tickets.

24 MR. CHHATRE: I think we have that.

25 MR. DOWNS: Do we have that?

1 MR. SINGH: Yeah. You have all that stuff from the
2 field.

3 MR. DOWNS: It's already, we already have that?

4 MR. CHHATRE: I'll (indiscernible). We should have
5 that; if not, we will --

6 MR. DOWNS: We'll need to -- offline we'll need to
7 review that.

8 MR. SINGH: All that stuff was produced and --

9 MR. DOWNS: Okay. Thank you.

10 MR. CHHATRE: Okay. Any other questions?

11 BY MR. STOLICKY:

12 Q. Yes. If multiple leak tickets are created from either
13 the call center or GERC, does that translate to multiple leak
14 records?

15 A. I believe so.

16 Q. So there should be -- or we would expect there to be two
17 different leak records for this?

18 A. Yes. Yeah.

19 MR. CHHATRE: Not really a question but just for the
20 transcriber, Code MuRRE, can you describe what it stand, acronym
21 stand for?

22 MR. KELLY: Call MuRRE did you say?

23 MR. CHHATRE: Code MuRRE.

24 (Simultaneous comments.)

25 MR. KELLY: Code MuRRE.

1 MR. SINGH: Multiple -- let me get the exact --
2 UNIDENTIFIED SPEAKER: Multiple Utility Response --
3 MR. SINGH: -- Response Record --
4 UNIDENTIFIED SPEAKER: Research Response Emergency.
5 MR. KELLY: That's it.
6 MR. CHHATRE: Right.
7 UNIDENTIFIED SPEAKER: M-u-R-R-E.
8 MR. SINGH: Multiple Resource Response Event.
9 MR. CHHATRE: Okay. And that's Code MuRRE. Okay.
10 MR. SINGH: M-u-R-R-E.
11 MR. CHHATRE: Okay. Thank you.
12 MR. SINGH: U is silent.
13 MR. CHHATRE: Okay. If not, thank you so much for
14 helping us and being here.
15 MR. NICHOLSON: Off the record.
16 MR. CHHATRE: Off the record.
17 (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: NATURAL GAS DISTRIBUTION PIPELINE
 LEAK AND MULTISTORY STRUCTURE
 EXPLOSION IN HARLEM, NEW YORK
 MARCH 12, 2014
 Interview of John Kelly

DOCKET NUMBER: DCA-14-MP-002

PLACE: New York, New York

DATE: August 7, 2014

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.

Katherine Motley
Transcriber