

**Initial District of Columbia Report on the
L'Enfant Plaza Metro Station Incident on
January 12, 2015
Executive Summary**

January 23, 2015



Initial Report on the L'Enfant Plaza Metro Station Incident on January 12, 2015

Executive Summary

On Monday, January 12, 2015, rescue personnel from the District of Columbia Fire and Emergency Medical Services (FEMS) Department responded to reports of smoke at the L'Enfant Plaza Metro Station. When they arrived, they discovered that a six-car Yellow Line Metro train with passengers was stopped in the tunnel approximately 386 feet from the end of the platform. Working with personnel from the Metro Transit Police Department (MTPD) and the Metropolitan Police Department (MPD), FEMS evacuated passengers, triaged those in need of medical attention, and transported 84 patients to hospitals. One passenger died.

This report, compiled by the District's Homeland Security and Emergency Management Agency, summarizes the facts known about the event at the present time and highlights initial findings. It based on data from the following sources:

- Office of the Chief Medical Examiner Incident After-Action Report: L'Enfant Metro Fire, released January 15, 2015;¹
- Washington Regional Threat Analysis Center Timeline: Metro Incident, released January 16, 2015;²
- National Transportation Safety Board (NTSB) Preliminary Report: WMATA Smoke and Electrical Arcing Accident in Washington, DC, released January 16, 2015;³
- Initial Report by the Fire and Emergency Medical Services Department on the L'Enfant Plaza Metro Station Incident of January 12, 2015, released January 17, 2015;⁴
- Computer-Aided Dispatch (CAD) event chronologies provided by the Office of Unified Communications (OUC);
- Recordings of 9-1-1 calls⁵ and radio communications provided by OUC; and
- Interviews with FEMS and OUC personnel.

Event Overview

As the after action reporting process continues, more information will be gathered to further validate the timeline and events that took place.

The following narrative is organized into three phases:

- Notification and Response

¹ See Attachment A.

² See Attachment B.

³ See Attachment C.

⁴ See Attachment D.

⁵ See Attachment E.

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- Initial Life Safety Operations
- Continued Patient Triage and Transport, and Recovery

The figures on the next page display a high level timeline of key events, as well as a map of key locations referenced in the narrative.

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Figure 1. Key Event Overview

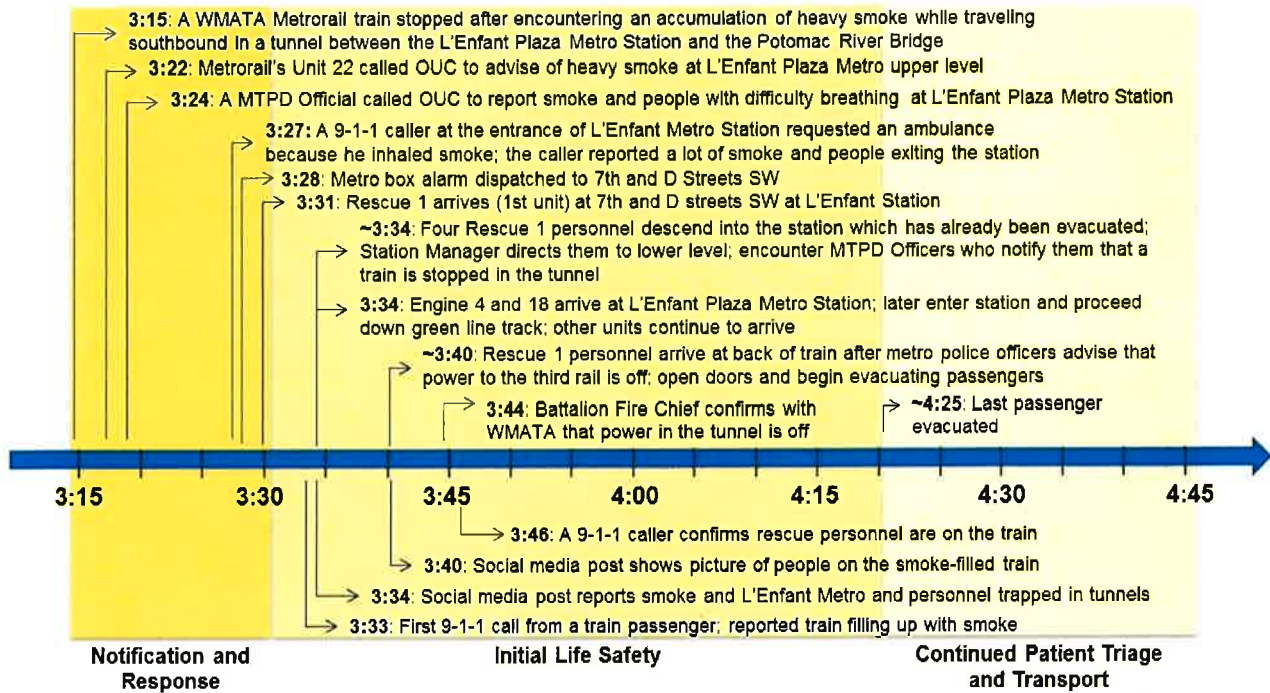
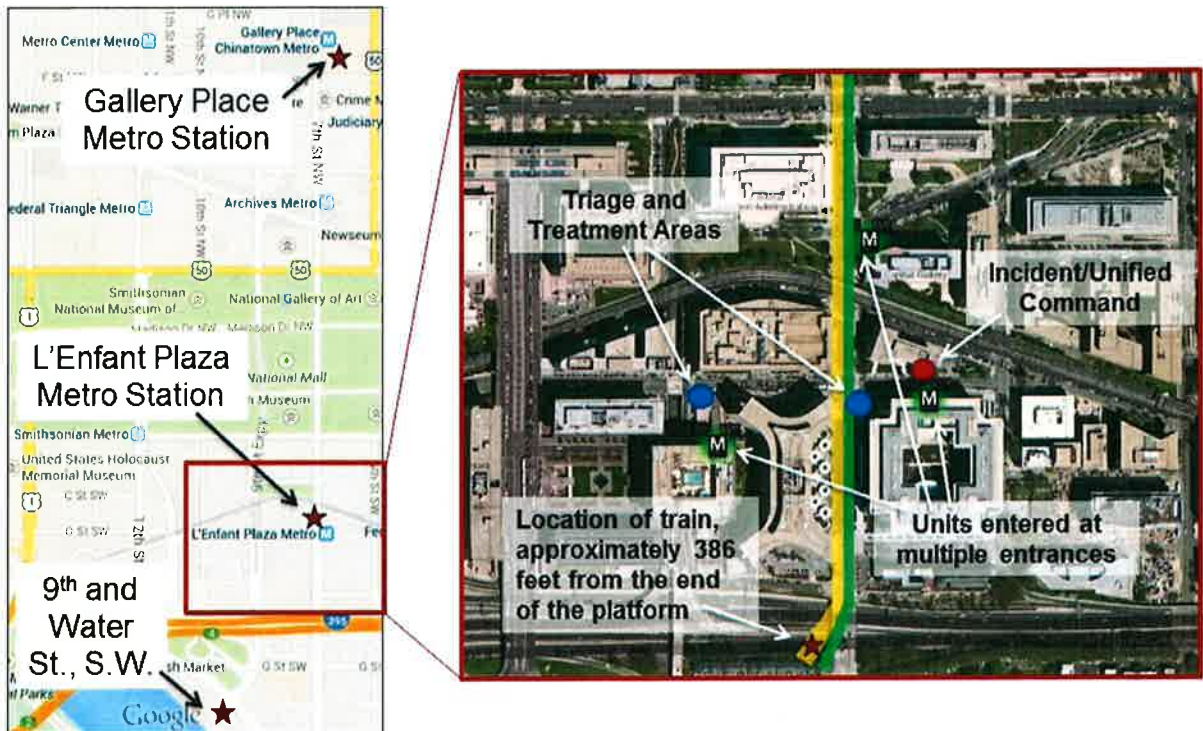


Figure 2. L'Enfant Plaza Metro Station



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Notification and Response

According to the NTSB's Preliminary Report, an electrical breaker at one end of a section of third rail tripped (opened) at 3:06 p.m. on January 12, 2015, causing electrical arcing and smoke.

At 3:14 p.m., an OUC supervisor received a call from a WMATA supervisor in Metro Rail Unit 22 reporting a debris fire on the tracks at Gallery Place-Chinatown Metro Station. It is not known whether this call was related to the electrical arcing.

About one minute later, a WMATA Metrorail train stopped after encountering an accumulation of heavy smoke while traveling southbound in the Yellow Line tunnel between the L'Enfant Plaza Metro Station and the Potomac River Bridge. After stopping, the rear car of the train was about 386 feet from the south end of the L'Enfant Plaza Metro Station platform.

At 3:18 p.m., OUC received a 9-1-1 call from a construction worker reporting smoke coming out of the WMATA tunnel ventilation shaft at 9th Street and Water Street, SW.

At 3:19 p.m., OUC dispatched Engine 2 to the Gallery Place Metro Station. Engine 2 arrived on scene at 3:22 p.m.

At 3:22 p.m., OUC dispatched Truck 10 and Engine 13 to 9th and Water Street, SW. At the same time, the OUC supervisor received a call from Metro Rail Unit 22 reporting heavy smoke at the L'Enfant Plaza Metro Station. The OUC supervisor advised Unit 22 that OUC would have a unit respond. This call lasted 90 seconds. About 30 seconds after the end of this call, at 3:24 p.m., the OUC supervisor received another call from a MTPD official at L'Enfant Plaza Metro Station requesting medics. He said there was smoke in the station and people who could barely breathe. Neither call was to a 9-1-1 operator. The OUC supervisor entered information about both calls into the CAD system.

At 3:25 p.m., Truck 10 and Engine 13 arrived on scene at 9th and Water Street, SW. The units reported that they smelled smoke emanating from the ventilation shaft. Meanwhile, another train moving on the same track behind the stopped train in the Yellow Line tunnel stopped at the L'Enfant Plaza Metro Station platform and encountered heavy smoke.

At 3:27 p.m., OUC received a 9-1-1 call from a person at the entrance of the L'Enfant Plaza Metro Station. He requested help for smoke inhalation and reported the smoke, as well as people exiting the station. OUC advised that help was en route.

At 3:28 p.m., while the 9-1-1 operator was still talking with the caller, OUC dispatched a Metro Station Box Alarm to the L'Enfant Plaza Metro Station, which consists of the following FEMS units:

- 5 Engine Companies;
- 2 Ladder Trucks;
- 2 Battalion Fire Chiefs;
- 1 Battalion Fire Chief to WMATA Operations Command Center (in Landover, MD);

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- 1 Heavy Rescue Squad;
- 1 Basic Life Support Unit;
- 1 Advanced Life Support Unit; and
- 1 Emergency Medical Services Supervisor.

At approximately 3:30 p.m., FEMS responders at 9th and Water Street, SW observed two individuals in the ventilation shaft who had apparently self-evacuated from the Metro train in the Yellow Line tunnel. The responders notified their Battalion Fire Chief, opened the ventilation shaft doors, and descended approximately 50 to 75 feet to assist and evacuate the two individuals.

At 3:31 p.m., Rescue 1 arrived at the L'Enfant Plaza Metro Station. They entered the Metro station and found it was evacuated. The Metro train that entered the station at approximately 3:25 p.m. was parked at the platform and empty, its passengers and operator already evacuated. Four rescue personnel entered the station and encountered the Metro Station Manager, who told them to go down the escalator to the end of the platform. At the end of the platform, they met four MTPD officers who told them that there was a train with passengers stopped in the tunnel. There was heavy smoke on the platform and in the tunnel. The rescue personnel asked the MTPD officers if power to the third rail⁶ was off. An MTPD officer spoke to someone on his radio and confirmed that the power was off. Rescue 1 attempted to notify the Battalion Fire Chief, but their radios did not work. The rescue personnel entered the tunnel on the catwalk. As they walked, they hit the blue box station emergency trip switches, which also cut power to sections of the third rail.⁷

At 3:33 p.m., OUC received the first 9-1-1 call from a passenger on the train and advised the caller that rescue units were at the scene. At about the same time, additional FEMS units arrived, entering the station through other entrances.

At 3:35 p.m., after finding no evidence of a fire at the Gallery Place-Chinatown Metro Station, Engine 2 cleared the scene and was dispatched to the L'Enfant Plaza Metro Station.

At approximately 3:40 p.m., rescue personnel reached the back of the Metro train in the Yellow Line tunnel.⁸ Because of the heavy smoke, they could not see the train until they were right next to it.

Initial Life Safety Operations

Rescue personnel asked the passengers to open the side door, but the passengers could not open it, so rescue personnel opened the doors with keys that they carry⁹. Two rescuers

⁶ The third rail supplies power to the trains.

⁷ In interviews, rescue personnel said that the initial responders did not wait to receive confirmation from the Battalion Fire Chief that power to the third rail was off and that train movement had stopped, and they did not test the third rail with a volt probe. Both of these provisions are required by FEMS and Metro safety guidelines.

⁸ This time is based on initial interviews with FEMS responders about their recollection of events.

⁹ Based on information provided in an interview of FEMS Rescue 1.

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entered the train to start triage and evacuate passengers. They found an unconscious passenger who they carried off the train and passed to two other rescuers, who carried her to the platform. On the train, rescuers began evacuating passengers, who exited the train and walked to the platform on the catwalk. At 3:46 p.m., a 9-1-1 caller reported seeing a firefighter on the train.¹⁰

Meanwhile, the rescuers on the platform checked the condition of the unconscious woman. Finding she had a pulse, two rescue personnel carried her out of the station, stopping to check her pulse along the way. Once outside of the station, she no longer had a pulse, and they began CPR. They called for an ambulance, which OUC dispatched at 4:06 p.m.,¹¹ and they continued CPR until the Advanced Life Support ambulance arrived. Emergency medical personnel took over and the rescuers returned to the tunnel. The ambulance reported it was en route to the hospital at 4:28 p.m.¹²

Additional units and resources continued to arrive at the platform and train. Some response personnel entering from other locations ended up on other platforms. Personnel responding with Engine 18 entered the tunnel on the platform opposite of Rescue 1. Not knowing the location of the train, they traveled into the Green Line tunnel at the split and doubled back when they didn't find the train there. FEMS established a unified command that included MTPD and MPD outside the L'Enfant Plaza Metro Station entrance.

OUC continued to receive 9-1-1 calls from several passengers, as passengers at the front of the train did not know that rescue personnel had arrived. Rescuers estimate that it took about 45 minutes to clear the entire train from the time they reached it. The evacuation required passengers to walk single-file down the catwalk through heavy smoke. There was a significant gap between the train and catwalk, so some passengers had difficulty making their way from the train to the catwalk. FEMS rescue personnel estimate that evacuation was completed by 4:25 p.m.

At 4:12 p.m., FEMS requested that OUC deploy the radio cache.¹³ OUC estimates that the cache arrived between 4:50 and 5:00 p.m., however it was not needed.

The Office of the Chief Medical Examiner was notified of the event at 4:36 p.m.

Continued Patient Triage and Transport, and Recovery

According to mass casualty protocols, FEMS personnel established two triage and treatment sites outside the L'Enfant Plaza Metro Station where they triaged injured passengers and transported injured patients to hospitals. In total, FEMS transported 84 patients to District hospitals.

¹⁰ The source for this time is the recording of the 9-1-1 call.

¹¹ The source for this time is the OUC CAD event chronology.

¹² The source for this time is OUC radio recordings.

¹³ The radio cache is used to lend radios to responders from other agencies or jurisdictions so they can communicate with FEMS during a response.

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At 6:09 p.m., FEMS turned the site over to the Metro Transit Police Department.

At 6:30 p.m., the MPD Natural Squad¹⁴ was notified of the fatality and began the identification and notification process.

At 7:15 p.m., MTPD reported that according to the preliminary investigation, the cause of the fire and smoke appeared to be related to a WMATA equipment issue.

At 8:00 p.m., the National Transportation Safety Board (NTSB) took over responsibility for the investigation.

Initial Findings

Below are initial findings that focus on two preliminary areas of concern and are based only on the information available thus far. As more information becomes available, these findings will be further analyzed and refined. The continuing after action process will also provide recommendations and corrective actions.

Communication

- Radio communication worked sporadically. Once Rescue 1 entered the Metro Station via the L'Enfant Plaza escalator, they were told by MTPD that there were passengers stranded in the Yellow Line tunnel and about power to the third rail. This information may not have been known to other response personnel at that time. Since radio communication worked sporadically during the incident, Rescue 1 was not able to relay that information to the Battalion Fire Chief and other response personnel. Personnel responding with Engine 18 entered the tunnel on the platform opposite Rescue 1. Engine 18 traveled into the Green Line tunnel and doubled back when they did not find a train there.
- As a result of sporadic radio communication, responders used alternative methods of communication, such as runners and face-to-face communications, the talk-around feature on their radios, and cellphones to communicate with other responders in the Metro station, tunnel, and those above ground outside the station.
- Based on the currently available information, the FEMS radio encryption function does not appear to have played a role in the communications difficulties experienced by FEMS personnel inside the L'Enfant Plaza Metro Station and tunnel when trying to communicate with other FEMS personnel.
- Initial communication to OUC lacked information regarding passengers onboard a train stopped in a tunnel. In response to the first calls to OUC which indicated only fire and smoke, OUC dispatched a Metro Station Box Alarm.

¹⁴ MPD's Natural Squad conducts death investigations.

Response Times and Procedures

- FEMS and Metro safety guidelines for entering the track bed include multiple provisions that take time to complete. The safety guidelines advise that no one shall enter the track bed until all of the following provision are met: Permission has been granted by the Incident Commander; Metro – via the Battalion Fire Chief – has confirmed that all power has been turned off and that all train movement in the area has stopped; the emergency trip switches have been pushed for all affected stations of track; and the third rail has been tested with a volt probe. Rescue personnel did not wait to complete all of these steps before entering the tunnel. Instead, they confirmed with the MTPD officers at the scene that power was off and hit the emergency trip switches as they entered the tunnel. Due to the issues with the radio communication, the normal confirmation via the Battalion Fire Chief was not performed.
- Doors on the 3000-series Metro cars were difficult for rescue personnel to open. Rescue 1 personnel asked passengers to open the side door, but passengers could not. Instead, rescue personnel used specialty keys they carry to open the doors and gain access to the train.

Radio Testing

OUC recently transitioned FEMS from analog radios to Motorola P25 digital radios which have expanded capabilities, allow for a high degree of interoperability, and have encrypted radio channels. For the past two years, in preparation for this transition, OUC has coordinated with WMATA to conduct approximately 600 P25 radio tests in every Metro station located in the District. Early tests identified some connectivity issues which were fixed in 2013. OUC transitioned FEMS to the P25 system in December of 2014; subsequent testing showed that the radios worked, but experienced some limited failures interacting with Metro's radio system.

The most recent tests before the January 12 incident occurred on December 8, 2014 in three Metro stations: Benning Road, Stadium-Armory, and Potomac Avenue. Test results showed radios worked at the kiosks, platforms, and tunnels in all three Metro stations, with the exception of the Stadium-Armory tunnel areas where the transmission was intermittent. An additional test was performed by FEMS on January 8, 2015 in the L'Enfant Plaza Metro Station which found that the P25 radios were not working properly with the WMATA radio system. WMATA was notified of the issue, but repairs were not made prior to the January 12 incident.

Since the incident, OUC, in conjunction with WMATA, has been performing system wide re-tests. These tests – which OUC is conducting on a daily basis – are more thorough and include detailed receive signal strength measurement at every Metro station using spectrum analyzers, including uplink and downlink measurements, as well as audio quality checks at the platform and tunnel areas. The tests examined the P25 radios and their interaction with the Metro radio system in the Metro stations and tunnels within the District. At the time of

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this report's publication, OUC had tested the majority of Metro stations in the District and found two instances of WMATA radio communications failures, both of which were referred to WMATA for corrective action. This information has been shared with DC FEMS so they can appropriately respond in case of emergency.

The system wide test is scheduled to be completed by January 24, 2015. Typically, OUC conducts monthly tests, but at the direction of the Mayor, moving forward OUC will conduct weekly tests throughout the Metro system until system reliability is sustained.

Conclusion and Next Steps

In the coming weeks, the District of Columbia Homeland Security and Emergency Management Agency will continue to engage all District agencies involved in the January 12 response as part of a comprehensive after-action review and will release a more-detailed After-Action Report with recommendations and corrective actions.

It is important to consider the potential for larger, more complicated incidents to occur in the future, where agency roles and responsibilities may be stressed in more challenging ways. The District should be proud of the response that its employees and citizens delivered on January 12, but it should also recognize the need for an ongoing commitment to continually build and test capabilities through training, exercises, and real-world event responses.



**District of Columbia
The Office of the Chief
Medical Examiner**

DISTRICT OF COLUMBIA OCME
401 E STREET SW, WASHINGTON, DC 20024

Mass Fatality Response/Continuity of Operations

Email: [REDACTED]

**Incident After-Action Report: L'Enfant Metro Fire
January 12, 2015**

Report Drafted: January 15, 2015

Summary & Background

One Monday 1-12-2015 at approximately 3:18 PM, reports of a heavy smoke condition at the L' Enfant Plaza Metro Station (Yellow and Green line) were made to the 911 dispatcher. At the conclusion of the incident, there were 84 patients taken to area hospitals with one fatality reported as of January 15, 2015. The following report briefly details the sequence of events of the OCME response to this incident.

Timestamp

Event

Date: 1-12-2015

1636hrs	Initial notification via page from DC HIS of smoke in tunnel
1702hrs	DC HIS: FEMS transporting multiple patients with soot in airway
1715hrs	GWUH reports (via phone call to OCME) death of 'Unidentified' BF from tunnel
1721hrs	[REDACTED]: notification to [REDACTED]
1724hrs	[REDACTED] contacts [REDACTED]
1726hrs	[REDACTED] contacts HSEMA Director
1728hrs	OCME called HSEMA JAHOC desk, for situational awareness. JAHOC reported no information to disseminate, and that they were still gathering info.
1800hrs	[REDACTED] contacted OCME with info from HSEMA; 6 transported, 1 a firemen, all critical. [REDACTED] instructed [REDACTED] to continue to monitor the situation.

Timestamp**Event**

Date: 1-12-2015

1808hrs	Conference call with [REDACTED] and [REDACTED]
1811hrs	OCME – Staffing and morgue census assessed for fatality surge: Morgue Census: 52 Vacancies: 153 slots Morgue staff: 1 tech on duty Investigations: 3 investigators on duty ID Unit: 1 staff on duty
1830hrs	Notification made to MPD (natural squad) of death at GWUH.
1900hrs	Metro PD informs OCME investigator that Metro Transit, had fingerprinted the decedent and that the process of identification and had started.
2116hrs	Final patient transport figures from FEMS collected from HIS system
2120hrs	OCME contacts area hospitals to confirm number and criticality of patients and need to establish fatality surge operation
2130hrs	OCME investigations staff begin to provide [REDACTED] updates on hospital census and patient criticality information as it becomes available
2203hrs	WMATA Metro PD confirms that decedent's mother notified
2211hrs	OCME compiles final list of number of patients and hospital transports as well as levels of acuity
2224hrs	WMATA Metro PD confirms that decedent's son notified
2224hrs	Metro PD states that decedent's driver's license had been shown to first responders that lead to the identification of personal belongings

Timestamp

Event

Date: 1-13-2015

1000hrs

Autopsy performed by Deputy Chief Medical Examiner

1445hrs

Visual identification confirmed at OCME by NOK

-----**END OF TIMELINE**-----



Washington Regional Threat Analysis Center Timeline: Metro Incident (12 Jan 2015)

~1510-1540: Initial reports from MTPD of smoke at/near L'Enfant Station; WRTAC analysts notify JAHOC and WRTAC Director; WRTAC Director contacts HSEMA leadership; FEMS and MTPD LNOs in contact

~1530-1600: WRTAC communicates with on-scene FEMS personnel, NVRIC, and HHS Regional Emergency Coordinator for Preparedness and Response

1537: MTPD LNO advises there is smoke at L'Enfant Station and that it is being evacuated. There is a train stuck in the tunnel between L'Enfant and Pentagon stations. The train in the tunnel has patrons onboard.

1555: FEMS LNO advises FEMS companies are on the scene confirming smoke in the tunnel with people trapped. HAZMAT on scene taking reading. A second alarm has been sounded. Reports of victims with trouble breathing but no injuries.

1614: FEMS LNO advised OUC he was responding to the scene

1618: MPD LNO forwards MTPD press release indicating source of smoke has not been determined; station has been evacuated and is temporarily closed

1653: FEMS LNO provided telephonic update to WRTAC

1700: WRTAC update disseminated to FOUO Emerging Events Distribution List

1703-1727: WRTAC receives alerts from hospitals; WRTAC receives list of street closures from JAHOC; WRTAC notifies Emergency Healthcare Coalition via HIS Alert System

1720: WRTAC Director receives MPD Command Staff Notification with updated info

1754: Update from MTPD LNO that location of probable cause of incident located, confirmation of a fire from video footage

1770: Social media post says riders were not to evacuate at first

1809: Update from MTPD LNO that FEMS has turned over the incident site to the MTPD; FEMS provided update to NVRIC

1915: Update from MTPD LNO that according to the preliminary investigation, the cause of the fire and smoke does appear to be related to a WMATA equipment issue

2000: MTPD is notified that as of 2000, NTSB is responsible for the investigation

2050: Hospital and patient breakdown provided to WRTAC

WRTAC Actions

1534: Social media post states, "NO VISIBILITY. Personnel trapped in tunnels. NEED EMS FOR PEOPLE IN DISTRESS"

1537: Social media photo of smoke in tunnel; separate social media post states, "smoke so bad, barely breathe in tunnel"



1540: Social media photo of passengers on train



1607: Social media post indicates Metro passengers with soot on their faces being treated by first responders

1619: Social media post indicates two unconscious victims were transported to area hospital

1632: Social media post says technicians have preliminary idea as to cause of smoke after seeing security camera footage

1653: MTPD social media post states, "Source of smoke remains undetermined. All evacuations completed"

1654: Social media post states, "I was in back car on yellow line between l'enfant and Pentagon. We were let off after 45 minutes"



1720: WRTAC Director receives MPD Command Staff Notification with updated info

1754: Update from MTPD LNO that location of probable cause of incident located, confirmation of a fire from video footage

1809: Update from MTPD LNO that FEMS has turned over the incident site to the MTPD; FEMS provided update to NVRIC

1915: Update from MTPD LNO that according to the preliminary investigation, the cause of the fire and smoke does appear to be related to a WMATA equipment issue

2000: MTPD is notified that as of 2000, NTSB is responsible for the investigation

2050: Hospital and patient breakdown provided to WRTAC

Social Media

1720: Social media posts indicate at least six people have been taken to the hospital

1855: Social media posts indicate one passenger has died and 80-85 transported to local hospitals

1713: Social media post indicates that electrical malfunction caused smoke

1716: Social media post states there are reports of people vomiting and passing out as a result of smoke; photo with caption, "CPR being used on someone but might not be smoke related"



1717: Social media post indicates one person was hospitalized with a critical injury

FEMS: DC Fire and Emergency Medical Services
HSEMA: DC Homeland Security and Emergency Management Agency
MPD: DC Metropolitan Police Department
MTPD: Metro Transit Police Department
NTSB: National Transportation Safety Board
WRTAC: Washington Regional Threat Analysis Center

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Preliminary Report: WMATA Smoke and Electrical Arcing Accident in Washington, DC

Executive Summary

The information in this report is preliminary and will be supplemented or corrected during the course of the investigation.

On January 12, 2015, about 3:15 p.m. eastern standard time, Washington Metropolitan Area Transit Authority (WMATA) Metrorail train 302 stopped after encountering an accumulation of heavy smoke while traveling southbound in a tunnel between the L'Enfant Plaza Station and the Potomac River Bridge. After stopping, the rear car of the train was about 386 feet from the south end of the L'Enfant Plaza Station platform.

A following train, stopped at the L'Enfant Plaza Station at about 3:25 p.m., and was also affected by the heavy smoke. This train stopped about 100 feet short of the south end of the platform. Passengers of both trains, as well as passengers on the station platforms, were exposed to the heavy smoke.

Both Metrorail trains involved in this incident consisted of six passenger cars and were about 450 feet in length. As a result of the smoke, 86 passengers were transported to local medical facilities for treatment. There was one passenger fatality.

Accident Location: Washington, DC
Accident Date: 1/12/2015
Accident ID: DCA15FR004

Date Adopted: 1/16/2015
NTSB Number:
NTIS Number:

Full Report

Related Press Releases

- January 16, 2015
 NTSB Releases Preliminary Report on WMATA Smoke and Electrical Arcing Accident in Washington, DC

Related Events

Related Investigations

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- Data & Stats
- Accident Reports
- Most Wanted List

Related Recommendations

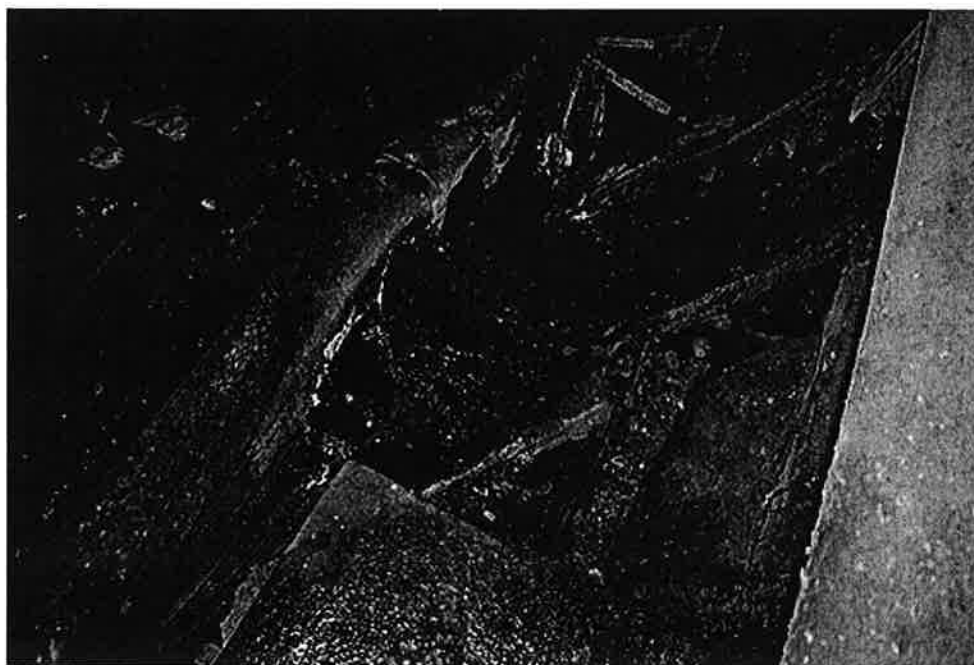


Figure 1. Damage from the arcing incident in the tunnel near L'Enfant Plaza Station.

NTSB investigators have inspected the area of the incident, where they observed severe electrical arcing damage to the third rail and electrical cables about 1,100 feet ahead of train 302. Recorded data shows that at about 3:06 p.m., an electrical breaker at one end

of a section of third rail tripped (opened). At about 3:16 p.m. the WMATA Operations Control Center (OCC) began activating ventilation fans in an effort to exhaust smoke from the area. The electrical breaker at the other end of the third rail section remained closed; supplying power until the WMATA OCC remotely sent a command to open the breaker at about 3:50 p.m.

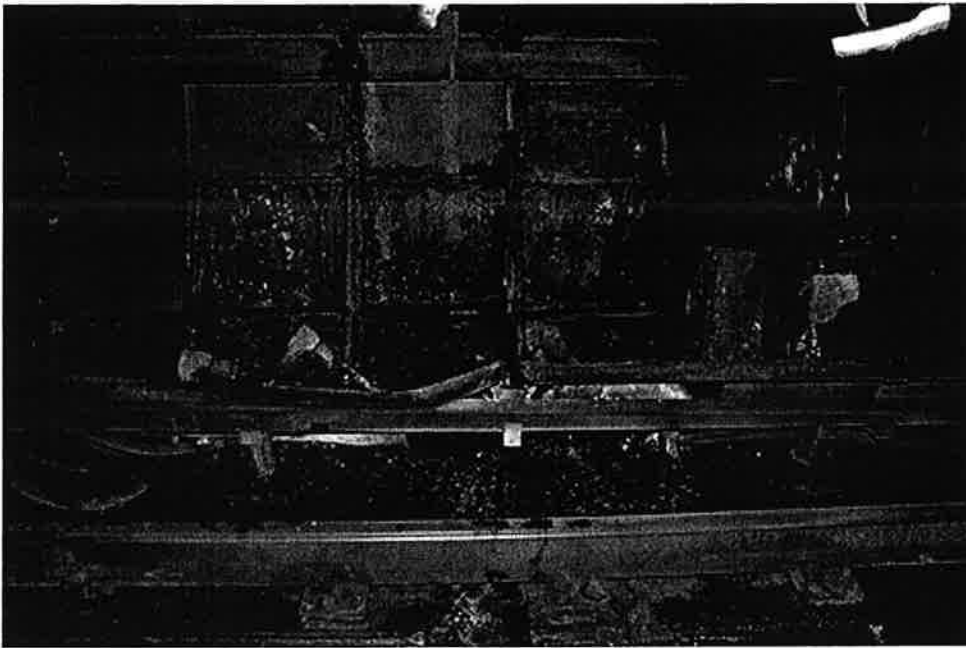


Figure 2. Damage from the arcing incident in the tunnel near L'Enfant Plaza Station.

NTSB investigators are reviewing maintenance records of track, signal and power inspections, and railcar vehicles; documentation on previous events with smoke generation; maintenance and repair records of the tunnel exhaust fan/ventilation operations; WMATA emergency response and evacuation plans; and employee training records. Investigators have also collected material samples from the incident site and are examining the samples at the NTSB Materials Lab. In addition, NTSB investigators are currently conducting interviews with personnel involved, and have begun the collection and review of all available surveillance video.

The NTSB has formed the following technical investigative working groups:

- Operations
- Survival Factors
- Fire Science
- Signal and Power
- Track
- Civil Engineering/Infrastructure
- Mechanical/Equipment
- Recorders

The NTSB Transportation Disaster Assistance Division is assisting WMATA in their support of the accident victims.

Parties to the investigation include: the Federal Transit Administration, Tri-State Oversight Committee, Washington Metropolitan Area Transit Authority, Amalgamated Transit Union Local 689, and the Bureau of Alcohol, Tobacco, Firearms and Explosives.

Probable Cause

The information in this report is preliminary and will be supplemented or corrected during the course of the investigation. A Probable Cause determination will appear in the final accident investigation report.

Resources

- Press Releases
- Speeches/Testimony
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- Accident Dockets
- Training Center
- Safety Recommendations
- Strategic Plan, Performance & Accountability Reports & More
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About Us

- Organization
- Office Locations
- Investigative Process
- Directions to Conference Center
- Board Members
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- Employment
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NTSB.gov

- Site Map
- Org Chart
- FOIA
- No Fear
- Privacy Statement
- Open.gov

Publications

- Accident Reports
- Annual Review of Aircraft
- Accident Data



Initial Report by the
Fire and Emergency Medical Services
Department on the L'Enfant Plaza
Metro Station Incident of
January 12, 2015



Initial Report Completed for the Mayor on January 17, 2015

Initial Report by the Fire and Emergency Medical Services Department on the L'Enfant Plaza Metro Station Incident

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Summary

On January 12, 2015, the Fire and Emergency Medical Services (FEMS) Department was dispatched to three Metro facilities for reports of smoke.

This initial report contains a reconstructed timeline and findings based on the Computer Aided Dispatch (CAD) system, Fire and Emergency Medical Services (FEMS) radio transmissions, recordings of 911 calls, and initial statements from FEMS responders.

The FEMS operation concluded with the evacuation of more than 200 passengers from a six-car Metro train, the transport of 84 patients to District hospitals, and the death of one person. Approximately 110 FEMS personnel and 31 FEMS vehicles responded to the incident.

An additional report is being prepared by the District's Homeland Security and Emergency Management Agency with further details into the chronology of events and the response by the District's other incident response agencies.

Initial Findings

Gallery Place Metro Station

At 3:14 p.m. on January 12, 2015, the Office of Unified Communications (OUC) received a call from a Washington Metropolitan Area Transit Authority (WMATA or Metro) supervisor in Metro Rail Unit 22 reporting a debris fire on the tracks of Gallery Place Metro. OUC dispatched Engine 2 at 3:19 p.m., which arrived on scene at 3:22 p.m. After finding no evidence of a fire, Engine 2 cleared the scene and was dispatched to the L'Enfant Plaza Metro station at 3:35 p.m.

Metro Ventilation Shaft at 9th Street and Maine Avenue/Water Street, SW

At 3:18 p.m., OUC received a 911 call from a construction worker reporting smoke coming out of the WMATA tunnel ventilation shaft at 9th Street and Maine Avenue/Water Street, SW. OUC dispatched Truck 10 and Engine 13 at 3:22 p.m. and they arrived on scene at 3:25 p.m. The units reported that they smelled an odor of smoke emanating from the ventilation shaft.

At approximately 3:30 p.m., FEMS responders observed two individuals in the ventilation shaft who had apparently self-evacuated from the Metro train in the Yellow Line tunnel. The responders notified their Battalion Fire Chief, opened the ventilation shaft doors, and descended approximately 50 to 75 feet to assist and evacuate the two individuals.

L'Enfant Plaza Metro Station

At 3:22 p.m., OUC received a 911 call from was from the WMATA Supervisor of Metro Rail Unit 22, reporting heavy smoke in the upper level of the L'Enfant Plaza Metro Station. A subsequent call from a second WMATA supervisor requested medics and fire units to the L'Enfant Plaza Metro Station due to smoke in the station and individuals having difficulty breathing.

OUC dispatched a Metro Station Box Alarm at 3:28 p.m. Under FEMS protocol, a Metro Station Box Alarm dispatch consists of the following FEMS units:

- 5 Engine Companies;
- 2 Ladder Trucks;
- 2 Battalion Fire Chiefs;
- 1 Battalion Fire Chief to WMATA Operations Command Center (in Landover, Md.);
- 1 Heavy Rescue Squad;
- 1 Basic Life Support Unit;
- 1 Advanced Life Support Unit; and
- 1 EMS Supervisor.

First Responder Arrival on Scene

The first FEMS unit, Rescue Squad 1, arrived on the scene at 3:31 p.m.¹ The first Metropolitan Police Department unit, Unit 1011 from the First District, arrives on scene at 3:32 p.m.

At 3:33 p.m., FEMS units Engine 4, Engine 18,² and EMS Captain 6 arrived on scene.

At 3:34 p.m., FEMS Engine 23 arrived on scene.

At 3:36 p.m., FEMS Engine 10 and Engine 1 arrived on scene.

As the FEMS units arrived on scene, each unit had an assigned location to support rescue efforts. The response configuration allows for resources to be deployed from multiple points to assist with fire control and evacuation of individuals from different points of entry.

Upon arriving at the scene, first responders encountered a smoke-filled Metro station with numerous individuals evacuating the station. As first responders moved to the lower level platform, they found an empty Metro train on the tracks and received reports of a Metro train stuck in the tunnel.

Reconnaissance Group 1

The Battalion Fire Chief established Reconnaissance Group 1 (Recon Group) consisting of Engine 1 and Engine 18 whose task was to immediately investigate the incident. The Recon Group entered the tunnel by following the catwalk that runs alongside the train tracks. After travelling along the catwalk until it ended, the tunnel split into separate tunnels for the Green Line and the Yellow Line. The Recon Group went into the left-side tunnel (Green Line tunnel) and disabled the power on the track using the blue light power cutoff stations located approximately every 800 feet. However, even after the power was disabled, the Recon Group

¹ Attached to this report is an email from a Rescue Squad 1 member who responded to L'Enfant Plaza Metro Station.

² Engine 18 has a paramedic onboard who is equipped to provide advance life support techniques to any patients in need.

continued to hear train movement on the tracks.³ As a result of their concern that the power was not disabled, the Recon Group radioed for confirmation. Later information would reveal that trains were still running on the Orange and Blue line.

Rescue Squad 1

According to initial statements from members of Rescue Squad 1, once the unit arrived on scene at 3:31 p.m., they immediately entered the Metro Station to begin rescue efforts. Rescue Squad 1 went to the Green/Yellow Line platform and encountered Metro Transit personnel who informed them of a train stuck in the right-side tunnel (Yellow Line tunnel). Rescue Squad 1 then entered the tunnel by following the catwalk that runs alongside the train tracks.

Based on initial interviews with first responders about their recollection of events, it took approximately four minutes from arrival to the station to get to the train platform, then Rescue 1 proceeded into the tunnel. Once they reached the train, they attempted to open the emergency exit door located at the back of the last car of the train, but could not gain access. Instead, Rescue Squad 1 opened a passenger door on the last car of the train to gain entry and begin assisting passengers. Rescue Squad 1 immediately began removing passengers from the train, including one individual that was unconscious.

Arrival of Recon Group

Once the Recon Group determined that the disabled Metro train was in the right-side tunnel (Yellow Line tunnel), they immediately proceeded to that tunnel. Upon arrival at the train, the Recon Group observed that Rescue Squad 1 had already begun the rescue process and they proceeded to aid Rescue 1 in attending to passengers.

It was while the rescue operation was underway that the Battalion Fire Chief, at 3:44 p.m., received confirmation from WMATA that power to the area had been disabled.

At 3:46 p.m., a Second Alarm was dispatched to increase the number of available FEMS resources at the scene, along with the North and South Mass Casualty Task Force Groups. With the addition of the Mass Casualty Resources the capability to provide care to the patients in need was increased.

Communications Inside the Metro Tunnel

During the incident, FEMS personnel encountered difficulty communicating with each other in the Metro station using traditional radio communication channels. The findings indicate that communications were not effective or sporadic during the response.

When FEMS personnel's radio reception is diminished, their P25 radios have a direct communication link that allows the radios to operate as walkie-talkies. This feature allowed FEMS responder units to have contact with each other both within the Metro tunnel and with

³ Later information would show that WMATA continued to run Blue and Orange Line trains through the L'Enfant Plaza station.

their command staff at the L'Enfant Plaza Metro Station. Additionally, some FEMS personnel had to communicate with the Battalion Fire Chief via cellphone due to diminished reception.

The radio communications equipment in Metro stations and tunnels is within the jurisdiction of WMATA. FEMS and OUC conduct periodic tests to ensure sufficient operability reception in the Metro tunnels. Based on a preliminary review, it appears that FEMS notified WMATA on January 8, 2015, that there was no 800 MHz radio coverage anywhere in the L'Enfant Plaza Metro Station.⁴

Timeline of Events for Initial Responses⁵

Gallery Place Metro Station

- 3:14 First 911 call from Metro Rail Unit 22 about a debris fire on the tracks at the upper and lower levels of the Gallery Place Metro Station
- 3:19 FEMS Engine 02 dispatched to scene
- 3:22 FEMS Engine 02 arrives at scene
- 3:35 FEMS Engine 02 clears the scene and is dispatched to L'Enfant Plaza Metro Station

Metro Ventilation Shaft

- 3:18 First 911 call about smoke coming out of Metro ventilation shaft at 9th Street and Maine Avenue/Water Street, SW
- 3:22 FEMS Truck 10 and Engine 13 dispatched to scene
- 3:25 FEMS units arrive on scene and find odor of smoke, but no fire
- 3:30 FEMS unit reports two individuals who self-evacuated are at the bottom of the ventilation shaft. Firefighters descend into the ventilation shaft and assist extricating the individuals

L'Enfant Metro Station

- 3:22 First call to OUC from Metro Rail Unit 22 about heavy smoke in the upper level of the L'Enfant Plaza Metro Station
- 3:24 Metro Transit Official called OUC requesting medics and fire units at L'Enfant Plaza Metro Station for smoke in the station and reported persons in the station could barely breathe
- 3:27 A 911 caller at the entrance of the L'Enfant Plaza Metro Station reports heavy smoke and requests an ambulance
- 3:28 Metro station box alarm dispatched to L'Enfant Plaza Metro Station; EMA is notified

⁴ See Attachment 2: Email Between WMATA and OUC Discussing Radio Communications at L'Enfant Station.

⁵ The times reported in this section are preliminary and are being verified. As a result, there may be small, but immaterial, one- to two-minute changes to these reported times in the final report to be issued by the Homeland Security and Emergency Management Agency.

- 3:31 First FEMS unit, Rescue 1, arrives at L'Enfant Plaza Metro Station
- 3:32 First MPD unit, 1011 from First District, arrives on scene
- 3:32 A 911 caller at the entrance of L'Enfant station requested an ambulance
- 3:33 A 911 caller on the train in the Yellow Line tunnel stated the train was filled with smoke
- 3:33 A 911 caller said he was "at or on" the Pentagon train and was transferred to the Arlington County 911 Center.
- 3:33 FEMS Engine 4, Engine 18, and EMS Captain 6 arrive on scene
- 3:34 FEMS Engine 23 arrives on scene
- 3:36 FEMS Engine 01 and Engine 10 arrive on scene
- 3:39 Two FEMS Battalion Fire Chiefs and Advanced Life Support Ambulance 09 arrive on scene
- 3:40 Approximate time that FEMS Rescue Squad 1 reaches the last car on the Yellow Line train
- 3:44 Battalion Fire Chief receives confirmation from WMATA that power is shut down
- 3:46 Second Alarm declared
- 3:48 Person on 911 call says firefighters have reached his train car⁶

Next Steps

As noted above, the Homeland Security and Emergency Management Agency (HSEMA) is completing a full report on the incident. It will include a comprehensive review of information from FEMS, other District government agencies, additional reviews of Computer Aided Dispatch information, radio transmissions, and 911 calls. The report will also examine the efficacy of radio transmission in Metro stations and tunnels, any gaps in communications with WMATA, and any other areas of concern. Following the HSEMA report, and coinciding with the release of information from WMATA and the National Transportation Safety Board Report (NTSB), a formal after action report will be released.

Note About This Initial Report

The District of Columbia is committed to a quick, thorough, and accurate investigation of what happened on January 12, 2015 at the L'Enfant Plaza Metro Station, leading to management adjustments as necessary depending on the facts that emerge. To that end, the District is providing an unprecedented level of openness as we gather the facts. We are making every effort to be as accurate as possible, but as investigations unfold, more facts will emerge; memories may be refreshed or clouded by alternate formulations of questions.

⁶ It is not known which car on the six-car Metro train this person was located.

Finally, this Initial Report has been prepared at the request of the Mayor, and is not representative of the independent report being conducted by NTSB, which will examine a number of issues of this incident, including the emergency response. The NTSB is an independent Federal agency charged by Congress with investigating every civil aviation accident the United States and significant accidents in other modes of transportation – railroad, highway, marine and pipeline. The NTSB determines the probable cause of the accidents and issues safety recommendations aimed at preventing future accidents.

Attachment 2: Email Between WMATA and OUC Discussing Radio Communications at L'Enfant Station

[REDACTED]

From: [REDACTED]
Sent: Friday, January 16, 2015 2:30 PM
To: [REDACTED]
Subject: Fwd: Lenfant Plaza BDA

Please see the chain below

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: January 16, 2015, 1:19:35 PM EST
To: [REDACTED]
Subject: FW: Lenfant Plaza BDA

Sir,

Review the e-mail chain between [REDACTED] from WMATA and [REDACTED] an Employee with FEMS. It appears the issues with the radio system was reported to WMATA.

From: [REDACTED]
Sent: Thursday, January 15, 2015 3:14 PM
To: [REDACTED]
Subject: Fw: Lenfant Plaza BDA

Like this?

Any 170.7s would have been sent thru bfc6 or [REDACTED] and I haven't seen them. Any testing with the new radios last summer is in a separate file from [REDACTED] that I will have to search for.

[REDACTED]
District of Columbia Fire & EMS Department
Homeland Security & Special Operations Division
1338 Park Rd NW
Washington, DC 20010
[REDACTED]

From: [REDACTED]
Sent: Thursday, January 08, 2015 04:17 PM
To: [REDACTED] (FEMS)
Subject: RE: Lenfant Plaza BDA

Ok

From: [REDACTED]
Sent: Thursday, January 08, 2015 4:08 PM
To: [REDACTED]
Subject: RE: Lenfant Plaza BDA

Ok, thanks. I'll let the affected companies know and have them return to test it ASAP.

We are jumping back into the world of sharing information with our partners directly, so could you please keep me in the loop with any radio maintenance you may be doing that affects DCFD like Brian used to do? I am currently serving as the liaison for emergency communications, and although [REDACTED] good at taking care of things- I report directly to the operations chief so he can direct our members to take appropriate action outside of OUC business hours.

[REDACTED]
District of Columbia Fire & EMS Department
Homeland Security & Special Operations Division
1338 Park Rd NW
Washington, DC 20010
[REDACTED]

From: [REDACTED]
Sent: Thursday, January 8, 2015 15:57
To: [REDACTED] (FEMS)
Subject: RE: Lenfant Plaza BDA

[REDACTED]
We were troubleshooting the system at the time and likely had Lenfant station disconnected. I contacted Steve Matthews yesterday and informed him. We are also having trouble with the tunnel areas which we are troubleshooting. The stations seem fine.

From: [REDACTED] (FEMS)
Sent: Thursday, January 08, 2015 10:22 AM
To: [REDACTED]
Subject: Lenfant Plaza BDA

Good morning [REDACTED]

DCFD units responded to the Lenfant Plaza Metro Station yesterday and reported no 800MHz radio coverage anywhere in the station, including the right-of-way. Can you please investigate and get back to me on this, and include the OUC if you need their assistance?

Thank you

[REDACTED] NRP
District of Columbia Fire & EMS Department
Homeland Security & Special Operations Division
1338 Park Rd NW

Washington, DC 20010



Attachment 3: Transcription of 911 Calls

CALL #1 (15:14:06)

OPERATOR: Office of Unified Communications, [REDACTED], how can I help you?

Caller: Hey [REDACTED] how'ya doin?, this is Unit 22 from Metrorail. We have a report of a debris fire at Gallery Place station. On the tracks on both levels upper and lower level at gallery place station.

OPERATOR: The Gallery Place?

Caller: Yes. The Gallery Place Station.

OPERATOR: Okay. What kind of debris do you have?

Caller: I don't know....it's just a report of a fire on the tracks.

OPERATOR: Oh fire? Ok. Ummmm..... one second. Gallery Place.....7th and H?

Caller: Yes.

OPERATOR: Inside the Metrorail you say?

Caller: Yes. On the upper and lower level.

OPERATOR: Fire Debris.....Ok.....And you need the fire department. Ok.
Ummmm....what is your name sir, again?

Caller: Unit 22, last name is [REDACTED].

OPERATOR: Ok. For some reason we have a bad connection. I heard 22, did you say engine 22?

Caller: Unit 22.

OPERATOR: Unit 22.

Caller: Last name is [REDACTED]

OPERATOR: Ok and what is your callback?

Caller: [REDACTED]

OPERATOR: Ok. We will have a unit respond.

Caller: Ok. What's your dispatcher number?

OPERATOR: [REDACTED].

Caller: Thank you.

OPERATOR: Bye Bye.

CALL #2 (15:18:30)

OPERATOR: Office of Unified Communications....DC911, OPERATOR [REDACTED]...hello.

Caller: Hi. I'm here at....I'm on a construction site at 9th and Water Street, Southwest DC.....and there is a lot of smoke coming out of a Metro tunnel vent....like an escape.....like an escape stairway.

OPERATOR: Ok, repeat that location.

Caller: 9th and Water Street, Southwest, DC.

OPERATOR: W-A-R-T-E-R?

Caller: I'm sorry.

OPERATOR: W-A-R? I'm sorry.....W-A-T-E-R?

Caller: Yes.

OPERATOR: Ok, your name?

Caller: [REDACTED]

Caller: And the phone number you're calling from?

Caller: 5.....ummmm.....[REDACTED]

OPERATOR: Repeat that callback number.

Caller: [REDACTED]

OPERATOR: And you say the smoke is coming from where?

Caller: Ma'am, it's coming out of a Metro tunnel vent.....it's like the emergency egress out of the tunnels.

OPERATOR: And do you know what station that leads to?

Caller: No....I know it's the yellow line that runs through here, but I don't know what station it goes to.

OPERATOR: And can you see through the smoke?

Caller: Ummmmm.....So it looks like.....I'm standing on top of the grating right now.....ummmm....it's kinda heavy but I can see through it yeah.

OPERATOR: And what color is the smoke?

Caller: Kind of a brownish.....like a.....yeah kind of brown.

OPERATOR: Ok.....Alright, we are sending the fire department to help you now. If it is safe to do so if you're in that area be looking out for the emergency crews to direct them to

where the area is. Do not use any open flames or possible ignition sources that might cause a spark and if the condition worsens in any way before they arrive call us back immediately.

Caller: Ok, will do.

OPERATOR: Thank you sir.

Caller: Alright, thank you.

OPERATOR: Bye bye.

CALL #3 (15:22:34)

OPERATOR: Office of Unified Communications, [REDACTED] can I help you?

Caller: Hey [REDACTED] it's Unit 22 at Metrorail.

OPERATOR: Yes sir.

Caller: We got a report of heavy smoke at our L'Enfant Plaza metrorail station.....on the upper level....lower and green line.

OPERATOR: Ok.....ummmm.....that's ummm.....L'Enfant Plaza...is what.....401....ahhh?

Caller: ummmmm...[unintelligible].....D street.....?

OPERATOR: What.....7th and D?

Caller: Yes, you can use that.

OPERATOR: Southwest?

OPERATOR: Yes.....at the....so.....and you say there is a fire?

Caller: Yes, we've got heavy smoke.

OPERATOR: Heavy smoke inside the metro station?

Caller: Yes.

OPERATOR: What part of the station?

Caller: The upper level.

OPERATOR: Ok. And what is your name?

Caller: [REDACTED]

OPERATOR: [REDACTED].....And what's your callback again?

Caller: [REDACTED]

OPERATOR: Ok....we'll have a unit respond.

Caller: Ok. Who is this?

OPERATOR: [REDACTED].

Caller: Thank you.

OPERATOR: Bye bye.

CALL #4 (15:24:07)

OPERATOR: Office of ???

Caller: [Inaudible]

OPERATOR: Hello?

Caller: Yeah, this [inaudible] from Metro Transit Police.

OPERATOR: Yes, sir.

Caller: Can we get a medic at L'Enfant Plaza?

OPERATOR: You need medic or fire cause...

Caller: Both.

OPERATOR: Ok. Uh, what do you have?

Caller: We got smoke in, in the station and we got people who can barely breathe due to the smoke.

OPERATOR: Smoke in the station and people. Oh, you need both, ok.

Caller: Yeah

OPERATOR: Bye bye

Caller: Alright. Thank you.

CALL #5 (15:27:49)

OPERATOR: Office of Unified Communications DC 911 OPERATOR [REDACTED].

Caller: Yes, I'm at the um, I need an um, I think I need an uh ambulance. I'm at the Metro had a fire and the smoke. I think I got smoke inhalation. I'm at the entrance at L'Enfant Plaza. I think there's a fire down there or something. I think I inhaled a whole lot of smoke.

OPERATOR: Ok, where are you?

Caller: I'm at L'Enfant Plaza standing by the front of the train station in front of the Metro inside, inside the building.

OPERATOR: You're at L'Enfant Plaza Metro Station?

Caller: Yes, uh huh.

OPERATOR: Ok.

Caller: Escalators.

OPERATOR: And what's the phone number you're calling from sir?

Caller: [REDACTED]

OPERATOR: And tell me what happened?

Caller: Yeah smoke. I think they had a fire downstairs. I got a lot of smoke I think I got a lot of smoke in my lungs. I keep coughing.

OPERATOR: Ok sir, you keep coughing?

Caller: Yes, ma'am.

OPERATOR: Stay on the line with me. And where you gonna be at?

Caller: I'm out here by the uh, by the uh escalators, by the escalators.

OPERATOR: And you don't, and what is making you cough?

Caller: I think I inhaled that smoke. It's a fire down there. They got a fire down there. It's a fire. You can't even see....

OPERATOR: At 600, at 600 Maryland Ave SW?

Caller: Train station, at the train station. What's the address? What's the address here?

Caller: [background inaudible]

Caller: Is it L'Enfant Plaza?

Caller: [background Inaudible] (coughing)

OPERATOR: Ok, stay on the line with me. And you're at L'Enfant Plaza station, Metro station?

Caller: Yes, uh huh.

OPERATOR: K, did you step out and get some fresh air? Are you at the lower level?

Caller: I'm at the top. No, I'm at the top cause of the smoke down. I'm at the top by the escalator by the security guard. It's a security guard down here.

OPERATOR: You're by the booth?

Caller: No, I'm by the top, I'm by the top. By the uh escalators. Top of the escalators by the building.

OPERATOR: Ok, on the top of the escalators?

Caller: Yes.

Caller: It's a lot of people out here. A lot of people coughing and stuff.

OPERATOR: Stay on the line. Ok, and what's the phone number sir again?

Caller: [REDACTED]

OPERATOR: Uh huh.

Caller: [REDACTED]

OPERATOR: Un huh

Caller: [REDACTED]

OPERATOR: Are you having trouble breathing?

Caller: Yeah. It's like my lungs.

OPERATOR: Ok, stay on the line with me.

OPERATOR: How old are you sir?

OPERATOR; How old are you?

OPERATOR: Hello?

OPERATOR: Hello?

Caller: Hello, can you hear me?

OPERATOR: How old are you?

Caller: I'm 49 (sirens in background.)

OPERATOR: Ok.

Caller: I got a blue jacket. I got on a blue jacket.

OPERATOR: Ok whoa. whoa. I's gonna send someone out there. I just need you, um, when you see them to wave them down.

Caller: Ok.

OPERATOR: Ok, one moment.

OPERATOR: Are you clammy or having cold sweats?

Caller: It's like my nose running. Feel like my eyes running.

OPERATOR: Do do you, do you, do you have asthma?

Caller: No, I don't have asthma but I do suffer from, I have an um mental condition that um, you know.

OPERATOR: One moment, ok.

Caller: Ok.

Caller: My eyes burning. I got smoke in my eyes. My eyes watering. And my.....

OPERATOR: Ok, we gonna send someone out. One moment.

OPERATOR: Is the Fire Department there?

Caller: Uh, um. I don't see, I don't see. I hear em I don't see em yet.

OPERATOR: And where was the smoke coming from?

Caller: It's a big fire from the train station. It's a big fire. It's smoke coming from everywhere. It's a lot of people down there. They ran everybody outta there. It's like dog, you couldn't even see.

OPERATOR: Ok. Ok, I want you to uh to stay right where you are, ok? We're gonna send someone out. What's your name?

Caller: Ok, first name is [REDACTED].

OPERATOR: [REDACTED]

Caller: Yes.

OPERATOR: Ok, um. Be waiting by the escalator. We have help en route ok.

Caller: Ok.

OPERATOR: Alright.

CALL #6 (15:33:06)

OPERATOR: Office of Unified Communications DC 911 OPERATOR [REDACTED].

Caller: [inaudible]... Hi-Hello.

OPERATOR: Hi-Yes. Do you need the police or ambulance?

Caller: It's an emergency. There is a Metro train, we are stuck in a tunnel and the train is filling up with smoke, they're not letting us get to the platform [inaudible]

OPERATOR: Okay. Where are you on the train? What...what...what...what...what

Caller: Right outside of L'Enfant Plaza on the yellow line.

OPERATOR: You out front of L'Enfant Plaza?

Caller: No, no, its, we're in a train in the tunnel and it's filling up with smoke.

OPERATOR: Right, I got, I understand you...

Caller: And they won't let us back to the platform...

OPERATOR: Sir, sir. Okay. Sir, I understand. One moment. And you're in L'Enfant Plaza, do you know what side of L'Enfant Plaza? Are you at the lower level?

Caller: No, the upper level yellow line. [inaudible]

OPERATOR: Okay, we have the Fire Board responding to you guys. Are you at 400 7th street?
Are you on the 7th street side?

Caller: I, I don't know we're in a tunnel. We're in...we're on the metro, we're on the train.

OPERATOR: Sir, we have the Fire Board responding to you guys.

Caller: Okay.

OPERATOR: The Fire Board...

Caller: It needs to get down here because...

OPERATOR: We, we have...

Caller: The train is filling up with smoke...

OPERATOR: Sir, the board is...the board is already on the scene. Okay.

Caller: Okay.

OPERATOR: They already there. We got the train is filling up with smoke.

Caller: Yup.

OPERATOR: Okay.

Caller: It's, it's going to be a bad situation here very soon.

OPERATOR: We have...Sir, the fire board is already there.

Caller: Okay.

OPERATOR: Okay.

Caller: Alright...[inaudible].

OPERATOR: Okay, you're welcome. Bye bye.

CALL #7 (15:33:31)

OPERATOR: Office of Unified Communications DC 911 OPERATOR [REDACTED]

Caller: Hello.

OPERATOR: Hello

Caller: Yes Ma'am. I'm calling with, we stuck on the train at Pentagon and it seem like it, we need everybody to come together to help us.

OPERATOR: Okay, this is DC police sir. You in Pentagon, you in Arlington. Hold on.

Arlington: Arlington 911 what is your emergency?

OPERATOR: DC with a transfer. He is saying that they are stuck on the train at Pentagon.

Arlington: Like on the Metro?

OPERATOR: Sir?

Arlington: Sir?

OPERATOR: He's calling from [REDACTED]. Hello Sir?

Caller: Yes, I'm on the line.

OPERATOR: We have Arlington on the line.

Arlington: Thank you DC. What kind of train are you on sir?

Caller: Um, the Metro.

Arlington: You're on the Metro?

Caller: We left, we left L'Enfant Plaza and we are sitting right here on Pentagon. At...

Arlington: Sir, hold on, hold on, hold on, sir. Are you on the Metro?

Caller: Yes.

Arlington: Alright, give me one second, I'm going to transfer you to the Metro police department, okay?

Caller: Yes, we need everybody to come together, because the Metro, you know, they can't do nothing about it. And we sitting [Inaudible]

Arlington: What is, what is going on?

Caller: We sitting on the...um...we sitting...stuck on...in the...in the...in the past the tunnel...Pentagon.

OPERATOR: Let me, let me connect with Metro, hold on.

Arlington: Thank you...[cut off]

OPERATOR: Stay on the line while I try to figure this out.

Arlington: I will.

Caller: [coughing]

OPERATOR: Because I don't know what's going on.

Arlington: Okay, so all...is any having any type of...

Caller: [inaudible]

Arlington: Sir, is anyone having any type of medical emergency?

Caller: Yes, people are suffocating.

OPERATOR: Okay, Arlington I have been advised that they have a fire at L'Enfant Plaza.

Caller: No it's not a fire it's smoke. We are stuck in the tunnel. There is no fire. [inaudible]

Arlington: Yea, we have...ugh...we have been told about that. That the fire at L'Enfant station, the smoke...

Transit police: This is Transit police base...

OPERATOR: Hey Base, how are you doing? This is OPERATOR and Arlington. We have a citizen on the line, can you advise us as to what's going on? Because, he's stuck on the train.

Transit police: Yea, we are trying to get them out of there now. They are bringing the train out...up as soon as we can get it out of there.

Caller: Hey, hey, can I speak to him?

OPERATOR: He's on the line sir.

Caller: Yes, um, sir, how long do you think it will be man? People are going crazy up here, man.

Transit police: We are trying to get them out of there now, I mean the visibility is, um, really bad in there so...got the fire department on scene and the police on scene as well. And medics.

Caller: So, so what can y'all do to, you know, get us out of this tunnel.

Transit police: Well we are trying to get y'all out now. So it should be...

Caller: I know...

Transit police: They are going to get you out of there.

Arlington: Okay, I'm sorry, this is Arlington to cut in real quick. Um, he advised that he needed, um, fire department, that he might need fire department on this train, the one that's in Pentagon City

Caller: Yes, ma'am. We stuck man, there's no...

Transit police: In Pentagon?

Caller: Yea man.

Arlington: They're under Pentagon City in the Metro.

Transit police: Oh, I didn't know they were at Pentagon. Okay we talking L'Enfant. Okay well let me figure out...

Caller: It is.

Arlington: We apologize for that me and DC were trying to figure out this out.

Caller: Look, y'all need to do something about that train on...

Arlington: Sir, sir. You need to stay [inaudible]

Transit police: Alright, yea. There's, I mean, there's a delay on the trains right now, because of smoke at L'Enfant Plaza.

Caller: Alright, so how are we gonna get out? Somebody need to know that we are stuck in the middle of this...[inaudible]

Transit police: Okay, alright, I am about to get the people over to y'all now.

Caller: Man what are you talking about? I thought...I thought.

Arlington: [Interrupting] Okay, can you have, whenever you all get there, can you advise if the fire department is needed to us?

Transit police: Where exactly are you at sir? Hello?

OPERATOR: It look like...he might have got cut off. This is OPERATOR with Arlington. His number is [REDACTED]

Transit police: But where was he at?

OPERATOR: He was at...on the train at Pentagon City.

Transit police: Alright, we'll get someone...we'll get to him [inaudible]

OPERATOR: Yea, he just, he just disconnected, that was him. Okay.

Transit police: [Inaudible]

OPERATOR: Alright, no problem

Arlington: Thank you DC. Metro are you still there?

OPERATOR: You're welcome. Metro hung-up. You need anything else from me?

Arlington: No, I'll call Metro back. Thank you.

OPERATOR: Alright thanks.

Arlington: Bye.

OPERATOR: Bye.

CALL #8 (15:34:50)

Metro Transit Police: Metro Transit Police, [REDACTED].

OPERATOR: Hi, this is DC police do you all have the call from L'Enfant Plaza with the tunnel filing up with smoke?

Metro Transit Police: Yup, we are out there on scene, it is filled with smoke and we requested DC fire, medics and police.

OPERATOR: Yea, fire is on the scene, the board is already there on the scene 15:31 hours.

Metro Transit Police: Alright, and they have got medics coming too?

OPERATOR: Yes.

Metro Transit Police: Okay, thank you.

OPERATOR: They requested the ambulances as well.

Metro Transit Police: Okay.

OPERATOR: Okay.

Metro Transit Police: Alrighty.

OPERATOR: Okay. Thanks.

Metro Transit Police: Thanks.

OPERATOR: Because people are still calling.

Metro Transit Police: Yea, yea. [Inaudible]

Caller: People on the inside of the train say they are stuck in the tunnel.

Metro Transit Police: yea, we are trying to get them out of there.

OPERATOR: Okay.

Metro Transit Police: Alright

OPERATOR: Thank you. Bye.

Metro Transit Police: Bye.

CALL #9 (15:39:41)

OPERATOR: Office of Unified Communications DC 911 OPERATOR [REDACTED].

Caller: [Inaudible]...we are on a train going to Huntington...[inaudible]...and the train is...[inaudible]...there is evidently...[inaudible]...L'Enfant Plaza, they are trying to back us out. They...

MPD: This is...Hello...I can barely understand what you are saying.

Caller: Yea.

MPD: This is DC police.

Caller: Yes, I understand, I'm on a train. I'm on the Washington metro system on a yellow train, going to Huntington...[inaudible]...we're in, we're in a tunnel between L'Enfant Plaza and Archives...[inaudible] (caller is talking to another passenger)...are we? The train is filling with smoke...and it's...[inaudible]...can you hear me?

MPD: Where are you located ma'am?

Caller: [Inaudible]...Metro train, yellow line going to Huntington...[inaudible.]

MPD: Okay are you still in DC?

[(Passenger in the background: "We're outside L'Enfant Plaza")]

Caller: We're outside L'Enfant Plaza in the tunnel.

[(Passenger in the background: "in the direction of Virginia")]

Caller: Going towards Virginia. Going towards Huntington. They are trying to back...the train is filling with smoke...they are not...yea. We have been on a train for about 30 minutes, it's continuing to fill with smoke.

MPD: Okay you are at L'Enfant plaza at this time?

Caller: We have left L'Enfant Plaza. We are in the tunnel...[inaudible]...between L'Enfant...[inaudible]...and we just left the station...[inaudible]...they need to...[inaudible...]

MPD: Hold on ma'am because I'm, we have...we do have a call...stuck in the tunnel. We do have a call for that station.

Caller: Well...

MPD: L'Enfant Plaza.

Caller: We're on the train it's filling with smoke...[inaudible]...for about half an hour.

MPD: Ma'am we do have the call already, units, units are responding.

Caller: We need help, we need you to move the train.

MPD: Ma'am

Caller: [Inaudible]

MPD: Ma'am let me go talk to the fire department. We have the call, we have several units responding. Okay.

Caller: Okay, but we need, we need something to happen they are not moving the train. People are having to get on the floor, because there is...they can't breathe.

MPD: I understand that ma'am, we are aware that there are people on the train who are having trouble breathing. Okay.

Caller: Okay.

MPD: Alright.

MPD: In the train?

Caller: Yes, okay ma'am.

MPD: Okay let me go ahead and talk to the people on the fire side. Okay?

Caller: [inaudible]...the fire department responding

MPD: They are responding. Actually they are on, they are on the scene.

[Passenger in the background: "tell them we need air"]

Caller: We need air down here.

MPD: Okay ma'am hold on.

[Approximately 44 seconds of silence]

Caller: They thought, they thought the fire department responding at the platform. She said they already got the call. And then she said she was talking with the fire department.

[Approximately 10 seconds of silence]

Caller: Yea she said that they know there are people down here having trouble breathing. She put me on hold. Okay.

[Passenger in the background: INAUDIBLE]

Caller: Yea that's what I told her.

[Passenger in the background: INAUDIBLE]

Caller: Well...

MPD: Hello ma'am?

Caller: Hello, yes.

MPD: Okay, we do have the metro police, the fire department, they are on the scene and working trying to get you out of the tunnel. Okay.

Caller: Okay, are they moving the train to L'Enfant Plaza?

MPD: Ma'am they are working on it..okay...the train [inaudible] and everything on it and they are trying to evacuate everybody off the train. I don't know where exactly are you on the train.

Caller: Yes, I am on the train.

MPD: I'm saying where? What car? I don't know if you are to the front, middle, what?

Caller: Towards the back. Towards the back of the train the last car.

[Passenger in the background coughing]

Caller: Hello?

MPD: Yes.

Caller: is...when are we getting off the train? When is help coming?

MPD: Ma'am hold on let me connect you to Metro Transit police. Okay?

Caller: Okay.

MPD: Alright.

Caller: [Inaudible]...[To other passengers] connecting to Metro police. They're on the platform.

Transit Police: Transit police can you hold please?

MPD: Yes.

Caller: No, I'm on a train filling with smoke, I can't hold. I'm in a tunnel, hello?

MPD: Ma'am hold on just a second everybody is working trying to get...

Caller: When are we going to get off the train is what I'm asking?

Transit Police: How can I help you?

Caller: Hi, I'm on...

MPD: [Inaudible]...DC...um with one of the passengers on the train that's inside the tunnel.

Transit Police: I'm sorry?

MPD: I have on the line one of the passengers who is on the train at L'Enfant Plaza, in the tunnel

Transit Police: Okay.

MPD: On the line with us.

Transit Police: Okay.

MPD: Okay, go ahead caller.

Caller: Hi...when...we're on the train and it's filling with smoke. We have been here half an hour. We're having trouble breathing. When are we getting help?

Transit Police: Okay, the police are on scene and they are trying to get you off of the train.

Caller: How close are we to getting off of the train?

Transit Police: Okay, I can't tell you how long...

CALL #10 (15:42:52)

OPERATOR: Office of Unified Communications DC 911 OPERATOR [REDACTED]

Caller: Yes, how are you doing? My name is [REDACTED] my wife was down there in L'Enfant Plaza where all the smoke was and she is having trouble breathing.

OPERATOR: Where are you now?

Caller: We are right here up on 7th and E Street at the bus stop.

OPERATOR: 7th and what?

Caller: And E Northwest. No. Southwest.

OPERATOR: 7th and E as in Edward Street, SW.

Caller: We are right in front of the Department of Housing and Urban Development.

OPERATOR: What's the telephone number you are calling from, sir?

Caller: [REDACTED]

OPERATOR: Repeat it again.

Caller: [REDACTED]

OPERATOR: You are with her now?

Caller: Yes, I am.

OPERATOR: How old is she?

Caller: [Inaudible]...she already has asthma and bronchitis so she is breathing kind of heavy.
She can hardly breathe.

OPERATOR: How old is she?

Caller: She is 44.

OPERATOR: And she is conscious and she is breathing...correct?

Caller: Yes, but she is breathing kind of hard. She can't hardly...

OPERATOR: Is she completely alert?

Caller: A little bit yes.

OPERATOR: Is she having difficulty speaking between breathes?

Caller: Yes, she is. (Sirens in background.)

OPERATOR: Any change in her color?

Caller: No, not yet.

OPERATOR: Is she sweaty, or having cold...Is she clammy or having cold sweats?

Caller: Not yet. Not that I know of.

OPERATOR: You say she has asthma?

Caller: Yes, she has asthma and bronchitis.

OPERATOR: Does she have a prescribed inhaler?

Caller: She has one with her but it seems like it not really doing...I have it right here in my pocket...she already used it.

OPERATOR: She used it? Okay, tell her to do what the Doctor has instructed her to do in times such as these if she needs to use an inhaler again. Help is on the way.

Caller: [Inaudible]

OPERATOR: Don't let her have anything to eat or drink it may make her sick and cause further problems. Just let her rest there in the most comfortable position and wait for help to arrive. You say you are in front of the Department of Housing?

Caller: Yes, the Department of housing and Urban Development. I'm in a wheel chair.

OPERATOR: What is she wearing?

Caller: She is wearing...all black.

OPERATOR: Alright and you guys are at a bus stop?

Caller: Yes.

OPERATOR: What bus stop is that?

Caller: The...uh...the 74 bus stop.

OPERATOR: Alright, we are sending the paramedics, if anything changes call us back immediately for further instructions. Again, that's 7th Street and E as in Edward Street Southwest.

Caller: Yes, yes ma'am.

OPERATOR: Alright.

Caller: Thank you.

Call #11 (15:42:59)

OPERATOR: DC emergency 911 dispatcher [REDACTED] police fire ambulance

Caller: Yes. Ambulance. I was calling back. I am at L'Enfant plaza. I am waiting for an ambulance. I have smoke in my lungs. They said an ambulance was coming. I'm still sitting here.

OPERATOR: Ok what address did you give them, sir?

Caller: It's at L'Enfant Plaza. It's at 7th and D SW. L'Enfant plaza. Metro train station.

OPERATOR: Did you already call?

Caller: One second. Yes. I called. [inaudible] nobody came yet.

OPERATOR: Ok, let me check the status. And where is the smoke coming from sir?

Caller: The train is on fire. The train is on fire downstairs. [inaudible]. Something is on fire.

OPERATOR: Ok you don't see them. It's saying that they're there.

Caller: I only see two fire trucks ma'am.

OPERATOR: You said that you do see the fire trucks?

Caller: Yeah. Like three fire trucks. I don't see the ambulance.

OPERATOR: Ok. Did you go up to them to tell them you needed assistance?

Caller: They all going down the tunnels. They all going after the fire, to go downstairs. I'm sitting here with a black coat on, black coat on, hat on. I'm sitting right by the steps, by the security out here, too.

OPERATOR: You said black coat and black hat?

Caller: Yeah. [REDACTED]

OPERATOR: Ok. And what are you sitting by?

Caller: I'm standing by the security officers out here [inaudible] police officers out here, by the front of the steps.

OPERATOR: Ok. Did they walk past you?

Caller: No. they went downstairs. The fire department went downstairs.

OPERATOR: Ok I'll let them know where you're waiting at, ok?

Caller: Ok.

OPERATOR: Alright.

Call #12 (15:43:26)

OPERATOR: Office of Unified Communications, DC 911, OPERATOR [REDACTED]. Hello. Hello.

Caller: Hello.

OPERATOR: Yes, hi, how can I help you?

Caller: I'm stuck on the train that's full of smoke and people are getting ready to pass out.

OPERATOR: OK. Where are you located, sir?

Caller: [inaudible]

OPERATOR: OK. You say you're on the yellow line. In which direction are you going?

Caller: Towards Pentagon City.

OPERATOR: Say that again.

Caller: Towards Pentagon City.

OPERATOR: OK. What station are you near, or which one did you just leave?

Caller: L'Enfant Plaza.

OPERATOR: Ok. Do you know how long you all have been stuck down there?

Caller: For about 30 minutes.

OPERATOR: And how many people are, are sick.

Caller: A whole train. A whole train.

OPERATOR: Ok. We do have units being dispatched there now, ok?

Caller: Ok. How long is it going to be because [inaudible]

OPERATOR: Right. We don't have an ETA. But we do have paramedics and engine companies en route to the location.

Caller: [inaudible]

OPERATOR: OK. Is anyone able to, um, [inaudible] the emergency handle or anything on the train?

Caller: They don't want us to open the doors because there's too much smoke outside.

OPERATOR: OK. OK. Ask them to try to stay as calm as possible. Um. Tell everyone don't have anything to eat or drink. It might make you sick or cause further problems cause we do have help en route to them. OK?

Caller: Uh huh.

OPERATOR: What's your call back number sir?

Caller: [redacted]

OPERATOR: Repeat that number.

Caller: [redacted]

OPERATOR: OK. Alright. Tell them to be looking out for the units, OK.

Caller: Uh huh.

OPERATOR: Alright. Thank you sir.

Call #13 (15:45:30)

OPERATOR: Office of united communication, DC, 911, OPERATOR [REDACTED].

Caller: Yes. We ah, we stuck on the train...[inaudible]

OPERATOR: You're stuck on the train where, sir? Hello? You're stuck on the train where, sir? Ok. I can't hear you. You're stuck on the train where, sir?

Caller: At L'Enfant plaza. There's a lot of smoke of smoke coming...

OPERATOR: Ok, the fire department is there. They're getting the situation under control now.

Caller: Yeah but they aint even moving us or nothing.

OPERATOR: Ok sir they can't move the train until they get the situation under control as soon as they do they are going to evacuate everyone from the train.

Caller: I'm breathing smoke.

OPERATOR: Sir, they are trying to evacuate the train. It's a 10 or 15 car train. They're trying to evacuate the train to get the situation under control. The fire department is on the scene and so is metro transit. Ok. . . ? Hello?

Call #14 (15:45:48)

OPERATOR: Office of unified communication, DC, 911, OPERATOR [REDACTED].

Caller: Hi. Yes. My name is [REDACTED] I'm currently on the train. We are stuck and there is a lot of smoke on this train.

OPERATOR: What train on you on?

Caller: The yellow line going for Huntington.

OPERATOR: Hold on let me get fire department, hold on. One second.

OPERATOR: [making request for fire department response] She needs fire department ma'am.

OPERATOR: What's the address?

Caller: I don't know where in the tunnel. We're stuck on this train.

OPERATOR: Oh yeah. We have that. We have the fire department coming.

OPERATOR: Can you hear me ma'am? Yeah we have it. They're coming.

Caller: Ok.

OPERATOR: Alright.

Call #15 (15:46:15)

Caller: Hello

OPERATOR: Sir

Caller: Yes.

OPERATOR: This is DC Fire and EMS.

Caller: Yes.

OPERATOR: Ok. Has anyone come up to you yet?

Caller: No....[inaudible]

OPERATOR: Is it possible that you can walk up to one of them to let them know that you need assistance?

Caller: Which one?

OPERATOR: Any of them. Any one you see in uniform.

Caller: Alright.

OPERATOR: [Inaudible.]

Caller: [inaudible background talking] I'm going to talk to this person now.

OPERATOR: Alright. Go ahead. You can hang up. Alright?

Caller: Alright.

Call #16 (15:56:08)

OPERATOR: Office of Unified Communications [inaudible]

Caller: This is Metro transit police. We need the medics at 7th and Maryland for a subject having trouble breathing.

OPERATOR: Is that in reference to this call?

Caller: Yes.

OPERATOR: Ok. We have a bus coming so someone should be there shortly.

Caller: Ok.

OPERATOR: Alright.

Call #17 (15:42:59)

Operator: Office of Unified Communications, DC 911, operator 5944.

Caller: Yeah. I called and we had a disconnection a while ago. I'm calling...I'm calling to make sure you all clearly know what is going on.

Operator: What address did you call for service?

Caller: I'm in a...um...I'm in a um, in a tunnel, man, train man.

Operator: So you need the Metro?

Caller: Yes, ma'am,. No, no. I don't need the metro. We need to make sure that everyone is coming together to help us.

Operator: Well, help you where, sir?

Caller: We stuck...can you listen to me, please?

Operator: I asked you a question. You're not answering it.

Caller: Yes. We stuck under the tunnel coming out of L'Enfant station. L'Enfant plaza station...

Operator: Ok. Are you on the metro? Ok. Let me connect you to metro. Hold on.

[inaudible voice of new operator]

Caller: Yeah. How you doing?

Operator: Alright.

Caller: Alright man. I'm one of the ones under the thing. For Pentagon, right

Operator: Yeah. I got units they just got there just now.

Caller: Alright so if you got units just got there, we been here almost what?

Operator: Sir, we doing the best we can. I mean it's a fire, big fire, smoke in the tunnel at L'Enfant plaza.

Caller: Hey yo, it aint lightly though man you heard me? We can't move. We stuck up here, Man.

Operator: We, we,...They all saying they're getting ready to get you all out of there now.

Caller: I know. I mean. So what can they do? How can they get the train off the tracks?

Operator: Well, they will..they gonna get you all out of there.

Caller: Yeah. I'm saying, what can they do though? Let us know something man.

Operator: I got the fire board on the way. But I got officers there.

Caller: Well, uh, the officers can't get to us though can they?

Operator: Yeah. They can get to you all.

Caller: {inaudible}... 'Cause some of us might have to get of this train, man.

Operator: No. Don't get on them tracks. The tracks...them lives tracks. You don't want to do that yet.

Caller: Alright. So the smoke is getting [inaudible]

Operator: They coming to you. Trust me. They coming to you.

Caller: Alright. You all need to communicate with us though, man.

Operator: We trying. We trying.

Caller: It ain't nothing but a day, man.

Operator: I understand. I understand. We trying. We trying to do the best we can, man. They actually just moved one train so...

Caller: So how many other trains...

Operator: Did your train move yet?

Caller: Nah man. We stuck, man. That's what I'm trying to say.

Operator: I'm trying to figure out what train...you know what car number you on?

Caller: Ah, 3031, I guess.

Operator: Hold on. 3031...hold. Let see where you at. 3031.

[Inaudible background talking]

Operator: Uhhh. I'm trying to see...I don't even see where y'all at. 3031.

Caller: Wow, man. Y'all handling this in a particular way.

Operator: We trying to do the best we can, man.

Caller: Alright [inaudible over talking]...so, so, so we all do our best then we ok, then? You see what I'm saying? But I want you all to know it's more than just stuck right here on this platform, you see what I'm saying? We in this, we stuck in this junk with smoke everywhere.

Operator: In the tunnel?

Caller: Yeah, man. We got kids and everything up here. All you can say is they get the train off the tracks. So maybe where it stuck at somewhere else it not serious, it's just you know...but right here, 3031, we need help.

Operator: Ok, ok. I'm just trying to figure out where exactly all you are at.

Caller: We, we, we a few thousand feet from L'Enfant Plaza going to...um...Pentagon.

Operator: Hold on, hold on.

Caller: So we are stuck with smoke everywhere with kids...

Operator: Alright, where, where are you coming from though?

Caller: We coming from L'Enfant Plaza.

Operator: Coming from L'Enfant?

Caller: Yes.

Operator: Hold on.

[Inaudible background]

Operator: They gonna get you out of there.

Caller: Yeah I just now see the fire department, man. But you all need some better procedures, man. I'm coming to work for some type of emergency because you all need better procedures, man.

Operator: Alright, alright, ok, man.

Caller: Ya'all [inaudible] because people die up here, man, yeah, man, yeah. But you know that we been on this train for an hour. Only thing that um...the man that drive this train; he did stay calm.

Operator: I mean we all try to, sir, we trying to get you out of there, I mean. But the fire department is on the scene now?

Caller: Yeah they just now [inaudible]

Operator: Alright. Alright. Let them get you all off the train.

Caller: [inaudible] man, we need some better procedures for this stuff, man. [long pause, background talking]

Caller: Anybody got time to stay on the line 'cause they just, we just...[call end]