

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 9<sup>th</sup> 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.<sup>1</sup> 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,<sup>2</sup> 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

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

<sup>2</sup> 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.<sup>3</sup> 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

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<sup>3</sup> 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.<sup>4</sup>

## **Timeline of Events for Initial Responses<sup>5</sup>**

### **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 9<sup>th</sup> 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

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

<sup>5</sup> 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 car<sup>6</sup>

### **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.

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<sup>6</sup> 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 1: Statement from FEMS Rescue Squad 1 Member

The following is a statement from a member of FEMS Rescue Squad 1 who entered the Yellow Line tunnel.

██████████ (FEMS)

**From:** ██████████ (FEMS)  
**Sent:** Wednesday, January 14, 2015 1:35 PM  
**To:** ██████████ (FEMS)  
**Cc:** ██████████ (FEMS); ██████████ (FEMS)  
**Subject:** RS-1-2 Actions at Metro Incident, 1-12-15

Chief,

I got your phone message, I think writing it down will give you a better idea of what we did, so here goes. When we arrived on the scene we posted at the elevator on 7th street and advised BFC 2 of same. We had just gotten to the elevator doors when we heard other transmissions from arriving companies and could hear yelling in the background, not like the typical Metro box alarm we respond to everyday, I also noticed no civilians exiting the metro station. I told the guys we were going down, advised Ops 2 and told our squad wagon driver (F/F ██████████) to drop off our UDC and meet us downstairs. The rest of us (F/F's ██████████, ██████████, RS-1-3 on DOT, ██████████, RS-1-2, and ██████████, RS-1-2) got on the elevator and when we reached the mezzanine we encountered acrid smoke at the ceiling level. We made our way to the kiosk and the manager told us to take the escalator down to the lower level and go to the end of the platform to the tunnel. As we made our way to the location the smoke continued to get thicker and was to the floor with low visibility at the tunnel. There were no civilians in the Metro Station at all. NONE. At the tunnel were four Metro Transit officers who told us there was a full train in the tunnel with passengers, I then told them that power needed to be cut immediately before we entered and one of the officers who was on his phone then said that Metro OCC had shut it down. We proceeded down the tunnel on air along the pathway above the third rail and tripped the first blue light station we saw. The train was about 200 feet in the tunnel and we could not see its tail lights until we were right next to the train. We could hear the train operator over the PA telling passengers to remain calm and seated as he was trying to move the train forward to get out of the smoke. F/F ██████████ and I made our way to the first door of the last car and could see that the car had as much smoke in it as the tunnel. We pounded on the car door and told the passengers to open the door and they yelled that they couldn't, and why became apparent after the incident. F/F ██████████ asked what I wanted to do and I told him to open the door which he did with the Metro barrel key on his Metro key ring. The passengers were calm and I told them that the Fireman with me was coming aboard to start triage, and I would be assisting them off the train, they would then be walking along a narrow pathway to the end of the train where other Firemen would assist them about 200 ft. to the platform and to not touch anything along the pathway. F/F ██████████ then came back to the door dragging a female he told me was unconscious, he placed her on my right shoulder and I carried her to the end of the car and handed her off to F/F's ██████████ and ██████████. I then made my way back to the car door to assist remaining passengers while F/F ██████████ stayed at the back of the train to assist passengers as they came to him. During this time F/F's ██████████ and ██████████ carried the unconscious female down the track bed to the platform, determined she still had a pulse, continued carrying her down the platform to the escalator, up to the mezzanine level, determined she still had a pulse, through the station and up the next escalator outside where they determined she no longer had a pulse and started CPR while still wearing their full turnout gear and SCBA before being relieved by E-10. They then quickly made their way back to the train to continue with evacuation. After the incident F/F ██████████ told me that he and F/F ██████████ performed CPR for at least 10 minutes before being relieved. During this time F/F ██████████ was continuing with triage as he moved forward and also advised that there was a male on board with active seizures. I was continuing to assist passengers off the train while F/F ██████████ was assisting them toward the platform. During the entire evacuation all passengers remained calm, there was no yelling and screaming, and they were assisting those with children, the elderly, and those with medical issues

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to the front of the line. At this point passengers from the front of the train had self evacuated and were coming down the pathway toward the rear of the train and I told the passengers at the doorway to wait a minute while I climbed aboard to let those on the pathway through, there was no pushing, shoving, or yelling. I then held up the passengers on the pathway, told them that we would be getting more people off this car and continued back and forth in this manner until evacuation was complete and again, no pushing, shoving or yelling, just cooperation. I believe RS-1 operated by ourselves for approximately 10 minutes before reinforcements arrived and in my humble estimation evacuated approximately 100 passengers during this time. This could not have been done without the complete cooperation of all of the passengers. This is also not a knock on the arrival of other fire companies as radio communication was nonexistent in the tunnel. When BFC [REDACTED] arrived at our location he asked me what was needed and I told him SKED's and O2 for a seizing patient. The companies who arrived with Chief [REDACTED] brought two e-tec carts and we were able to evacuate civilians who could not walk. During this time the Metro fans were put in operation and while it cleared the smoke from the tunnel it did not clear the smoke from the train. After evacuation was complete DFC [REDACTED] told me face to face to record the car numbers for him while RS-1 performed a primary and secondary search and during the searches it became apparent why passengers had not started self evacuation prior to the department's arrival. All the cars in the train except for two were 3000 series, these cars all have the door release in the valence above the door, two screws on either side of the valence are required to be loosened to open the valence and it is not readily apparent that the door release is behind this valence. It must be noted that this was a rush hour train and the crush load of a rush hour train is 1800. While I do not know the number of passengers on board or the time it took to completely evacuate the train, in my humble opinion, the department's performance of this evolution was nothing short of magnificent. I also point out again that the evacuation would not have been as smooth as it was without the complete cooperation of the civilians on board.

by [REDACTED]

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

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, January 16, 2015 2:20 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.

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**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]

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

Ok

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**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]

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**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.

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**From:** [REDACTED] (FEMS) [REDACTED]  
**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.....7<sup>th</sup> 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 9<sup>th</sup> 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: 9<sup>th</sup> 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: ummmmmm...[unintelligible].....D street.....?

OPERATOR: What.....7<sup>th</sup> 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: [REDACTED]

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 [REDACTED] 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 7<sup>th</sup> street?  
Are you on the 7<sup>th</sup> 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 [REDACTED], 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 7<sup>th</sup> and E Street at the bus stop.

OPERATOR: 7<sup>th</sup> and what?

Caller: And E Northwest. No. Southwest.

OPERATOR: 7<sup>th</sup> 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 [REDACTED].

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 [REDACTED].

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 7<sup>th</sup> 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 7<sup>th</sup> 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 7<sup>th</sup> 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, [REDACTED].

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]