

DCA09FR008  
Lake Buena Vista, Florida  
July 5, 2009

Walt Disney World  
Train Coordinator Interview  
July 9, 2009

UNITED STATES OF AMERICA  
NATIONAL TRANSPORTATION SAFETY BOARD  
OFFICE OF ADMINISTRATIVE LAW JUDGES

\* \* \* \* \*

Investigation of:

\*

\*

WALT DISNEY WORLD COLLISION  
LAKE BUENA VIST, FLORIDA,  
JULY 5, 2009

\*

\* Docket No.: DCA-09-FR-007

\*

\*

\*

\* \* \* \* \*

Interview of: DAVID GILMORE

Walt Disney World Security Facility  
Lake Buena Vista, Florida

Thursday  
July 9, 2009

The above-captioned matter convened, pursuant to notice.

BEFORE: TED T. TURPIN,  
Investigator in Charge

## APPEARANCES:

TED T. TURPIN, Investigator-in-Charge  
National Transportation Safety Board  
1515 West 190th Street  
Gardena, CA 90248  
(310) 380-5451

RANDALL S. SLUDER  
Transportation Communications International Union

RICHARD ANDREE  
Occupational Safety and Health Administration

MICHAEL BELL  
Walt Disney World Safety and Health

BRYAN VILLELLA  
Orange County Sheriff's Office

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of David Gilmore:	
By Mr. Turpin	6
	7
	12
	13
	13
	14
	17
	19
	19
	26
	31
	32
By Mr. Sluder	14
	17
	18
	18
	19
	21
	28
By Mr. Andree	12
	13
	27
By Mr. Bell	17

I N T E R V I E W

1  
2 MR. TURPIN: Today is July 9, 2009. My name is Ted  
3 Turpin with the NTSB, lead investigator for an accident at Disney  
4 World in Lake Buena Vista, Florida. We had a collision of  
5 monorails on July 5th. Today is July 9, 2009, and we're  
6 interviewing David Gilmore that was a coordinator working the day  
7 of the accident.

8 And are you aware this is being recorded?

9 MR. GILMORE: Yes.

10 MR. TURPIN: Okay. State your name and spell it,  
11 please.

12 MR. GILMORE: David Gilmore, D-a-v-i-d G-i-l-m-o-r-e.

13 MR. TURPIN: Okay, very good. We'll go around the room.

14 MR. SLUDER: Randy Sluder, S-l-u-d-e-r.

15 MR. ANDREE: Richard Andree with OSHA, A-n-d-r-e-e.

16 MR. BELL: Mike Bell, Walt Disney World Safety, B-e-l-l.

17 MR. VILLELLA: Bryan Villella with the Orange County  
18 Sheriff's Office. Last name is V-i-l-l-e-l-l-a.

19 MR. TURPIN: And my name again is Ted Turpin, T-u-r-p-i-  
20 n, with the NTSB.

21 Okay, David, just go ahead and just tell us what  
22 happened that night.

23 MR. GILMORE: I was the manager on duty that night, and  
24 my coordinator called and said that he was feeling ill, and he was  
25 not feeling good. He had flu symptoms. So I told him that he

1 could go home, and I was Central trained as a coordinator. So I  
2 went ahead and took over on the radio. We had another person in  
3 the area that was coordinator trained, and we were trying to get  
4 them the radio. He left the radio downstairs. So they were going  
5 downstairs to get the radio.

6 At that time, we were doing the switches to take the  
7 trains off for the night. Monorail Pink was at -- was given the  
8 instruction to deadhead at Concourse and notify -- oh, and then go  
9 to Pylon 30 after he was deadheaded, which was normal procedure to  
10 have them go beyond the switch after they were deadheaded. And  
11 the other train was told to go to 379 and hold behind it.

12 Once the train got to 30, I called shop, and told them  
13 to move the switch, switchings 8 and 9. Those are the two  
14 switches. I'm sure you've already been told. It wasn't unusual  
15 amount of time that it takes, like I don't know how long it  
16 exactly was, but it seemed like I try and keep the times and it  
17 wasn't an unusual amount of time like for them to move the switch.

18 So when he called me back and told me that they were to  
19 the Spur Line --

20 MR. TURPIN: That's okay. We'll take a break.

21 (Off the record.)

22 (On the record.)

23 MR. TURPIN: We just took a short break.

24 INTERVIEW OF DAVID GILMORE

25 BY MR. TUPRPIN:

1 Q. David, when did you start working at Disney?

2 A. In July of 2004.

3 Q. Okay. And what did you do when you first came here?

4 A. Monorails.

5 Q. So you worked on the platforms and trained to be an  
6 operator?

7 A. Uh-huh.

8 Q. When did you become an operator or pilot?

9 A. I don't remember. It was -- I don't remember the exact  
10 date, but we had the -- I was being trained during the three  
11 hurricanes that came through. So we had to --

12 UNIDENTIFIED SPEAKER: August, September 2004.

13 THE WITNESS: Yeah. So we had to cut up my training and  
14 we got me trained.

15 BY MR. TURPIN:

16 Q. Okay. So we'll estimate September '04 you probably  
17 started --

18 A. Yes.

19 Q. -- operating as a pilot. Then what?

20 A. Then I became a trainer.

21 Q. Okay.

22 A. I don't know the dates on any of these.

23 Q. That's fine.

24 A. And then I became a coordinator, and then I was status -  
25 - or relief coordinator. Then I was status as a coordinator, and

1 then I was made a manager.

2 Q. Do you remember the year when that happened?

3 A. I don't, because I went back and forth. They have the  
4 Disney -- where they have temporary assignments (indiscernible).  
5 I don't know the exact dates of when I went there and then went  
6 back, and but I've been back and forth as a coordinator or manager  
7 --

8 Q. Okay. In this last --

9 A. -- year --

10 Q. This last time you've been a manager back to when?

11 A. I've been a status manager since I -- it would be -- I  
12 couldn't say. I don't know, because I went back. I was a full-  
13 time manager and then now I'm a part-time manager. I would say  
14 before I -- it was last year, I know that.

15 Q. Okay. So '09, all of '09 you've been --

16 A. Yeah.

17 Q. -- management position? Okay.

18 A. Yeah, all of '09. I know it was last year when I was  
19 status.

20 Q. Okay.

21 A. Last summer maybe.

22 Q. Okay. Earlier you said that the permanent guy there at  
23 work, the coordinator had felt sick. Then you said the radio was  
24 downstairs. What do you mean by that?

25 A. We -- well, the Central, the actual Central radio.



1 Q. Uh-huh.

2 A. So we have radios that we can use and everything like  
3 that, but the -- he didn't know where to leave the radio. So I  
4 just told him to leave it, and that we have a coordinator office  
5 downstairs, the coordinator office downstairs.

6 Q. Okay.

7 A. And we get somebody who will give them the radio, and  
8 that way the person could just grab the radio.

9 Q. Okay. So he took it downstairs?

10 A. That way he didn't leave it up in the tower.

11 Q. Okay. And did you go retrieve the radio personally?

12 A. No. I don't know, all this happened while our other  
13 coordinator was retrieving the radio so that he could fulfill the  
14 role at Central.

15 Q. Okay. So where were you when the individual called and  
16 said you were -- they were sick?

17 A. I wasn't on property.

18 Q. You were on property?

19 A. No. We were eating.

20 Q. Okay. You were at a meal period? Okay. And you have a  
21 Nextel radio available with you?

22 A. Yeah, I have two actually.

23 Q. Uh-huh. So when you told him to go home and you took  
24 over his duties, you weren't on property at the time? Okay. You  
25 have -- you'll have to verbalize.

1 A. No. Yeah, no.

2 Q. Okay, that's fine. Is that accepted policy or practice  
3 or, I mean, it was kind of an emergency with him getting sick,  
4 right?

5 A. Yeah. I don't think so. I don't know.

6 Q. Okay. We do have the transcripts, you know, from the  
7 train movements and so on, and then that's you on there --

8 A. Yes, it is.

9 Q. -- relaying. Do you have an idea where you might have  
10 been when you were given those instructions?

11 A. Where -- when I was giving the instructions, I was  
12 sitting down there eating.

13 Q. Okay. When did you finally get back on property?

14 A. Right after we found out was right there. So --

15 Q. Okay.

16 A. -- it would have been -- I don't know.

17 Q. How far away were you?

18 A. I was told it took us seven minutes to get there, but I  
19 don't know exactly. Like that's what I was told.

20 Q. Okay.

21 A. So I don't know what the exact time was.

22 Q. In your plan scheme, did you expect to come back to  
23 Central or did you expect that other coordinator to show up?

24 A. I expected the other coordinator.

25 Q. Okay. Where were they?

1           A.    They were at the Transportation Center, and they were  
2 heading downstairs to get the radio and all that.

3           Q.    How long should it have taken them to get to the radio  
4 and back up?

5           A.    Couple of minutes.

6           Q.    So you --

7           A.    But it might have been that -- I don't know. It might  
8 have been he was sitting down to get a coffee or something. I  
9 don't know.

10          Q.    So you didn't expect to take over for --

11          A.    No.

12          Q.    -- 10 minutes or more or --

13          A.    Not a long time. I don't know how long.

14          Q.    Okay. But it was just --

15          A.    It wasn't a timeframe that I was expecting to take over,  
16 but it was temporary.

17          Q.    Okay. We've also noted in the transcript that someone,  
18 it looks like over on Base commented the power was down or zero  
19 volts based. Do you recall anybody saying that?

20          A.    Yeah, that was after everything.

21          Q.    After all of it happened?

22          A.    I think so. I'm not sure. Was it before?

23          Q.    On the transcript -- it was before.

24          A.    It would have been normal for power to go down at Base  
25 when we moved the switches.

1 Q. Right.

2 MR. ANDREE: -- So 156 unknown, we don't know who the  
3 speaker is, is Express beam the Base supposed to be at zero bolts.  
4 Supposedly it was said twice. I don't see where it was said the  
5 first time or the second time, whatever the case would be.

6 MR. GILMORE: I think it was set the second time after -  
7 -

8 BY MR. ANDREE:

9 Q. That was the second time or the first time?

10 A. I don't know. If there was a second time, that would  
11 have been -- that might be the one I remember, if I remember one.

12 Q. Oh, afterwards.

13 A. The power kills at Base, the Base platform when you move  
14 switching 8.

15 Q. Right.

16 A. So it would have been a normal occurrence for power to  
17 kill.

18 BY MR. TURPIN:

19 Q. Something you would have expected with what you'd heard  
20 on the radio?

21 A. Yeah.

22 Q. Okay.

23 A. We get calls like that a lot when that happens.

24 Q. Okay.

25 MR. ANDREE: Can I ask a question?

1 MR. TURPIN: Sure.

2 BY MR. ANDREE:

3 Q. You get calls like that. Who is supposed to answer, you  
4 or the shop op person?

5 A. No. It's just a call saying do you know power is down,  
6 and we know power is down.

7 Q. So it's not really a question? It's just a statement?

8 A. Yeah, it's more of a -- I don't know. I guess it would  
9 be more of a, of somebody not knowing that the power goes down  
10 when we switch 8 --

11 BY MR. TURPIN:

12 Q. You wouldn't feel compelled to answer that person  
13 though?

14 A. In the -- did I? I don't -- I mean, not --

15 MR. ANDREE: I don't think so. Not in this situation.

16 MR. GILMORE: It's a normal, no. It's a normal  
17 procedure. So I don't know.

18 BY MR. TURPIN:

19 Q. Okay.

20 A. I've been asked that in the past when we've moved power  
21 and that's -- I mean, that's normal for a tower to go down at Base  
22 when you're moving switch 8.

23 Q. Right.

24 A. I guess it would have made me think that switch 8 was  
25 moving.

1 Q. Mileage-wise, do you know how far away you might have  
2 been miles-wise?

3 A. No.

4 Q. Your radio was clear and --

5 A. Yeah.

6 Q. -- you could hear everybody clearly?

7 A. Everything was clear.

8 Q. Okay.

9 A. Until radio went out.

10 Q. Okay. Ballpark in the last -- well, you've been  
11 managing, but how many times have you coordinated through the  
12 switches there you think?

13 A. A lot. I used to do it twice a week for a long time.

14 Q. Okay. It's a -- you're comfortable with that procedure  
15 and you know the steps and everything, and it's an easy process to  
16 go through.

17 A. Yeah.

18 BY MR. SLUDER:

19 Q. And that was the same process you did as a coordinator,  
20 correct?

21 A. Correct.

22 BY MR. TURPIN:

23 Q. Okay. Do you have any idea what time you took over for  
24 the guy that was sick?

25 A. No. It would have been whenever my voice started on the

1 radio.

2 Q. Okay. So this was Sunday morning. When did you start  
3 work?

4 A. At 4 or 4:30.

5 Q. Saturday?

6 A. Yeah. Am I talking loud enough for the --

7 Q. Maybe not.

8 A. I don't think I'm --

9 Q. Thank you. Okay, 4 or 4:30. Is that a normal -- your  
10 normal start time?

11 A. It's -- it was a little bit -- because I was there for  
12 the special event. I was there to set up and everything. So  
13 that's -- I think I was actually in at -- 5:15 was my actual start  
14 time -- went a little bit early because we were setting up  
15 everything for Fourth of July.

16 Q. Uh-huh. How about Friday? When did you work Friday?

17 A. Friday? I don't even know if I did -- we'd have to  
18 check. I don't know.

19 Q. Thursday?

20 A. I'm part-time, so --

21 Q. Okay.

22 A. -- I work three days a week. It might have been that I  
23 worked Sunday and I think I might have worked Sunday, Monday,  
24 Saturday, I think.

25 Q. Okay. Well, we can check records on that.

1 A. Yeah.

2 Q. So you work normally -- normally you work three days a  
3 week?

4 A. Yeah.

5 Q. Primarily weekends?

6 A. Yeah.

7 Q. Okay. And --

8 A. It's whatever they -- I mean, I have full availability.  
9 So it's whatever they need, but yeah.

10 Q. And the shift's somewhere between 4, 5; 5 is kind of  
11 standard until close or --

12 A. It depends on the park hour. It's generally 8-1/2 to 9  
13 hours from park close.

14 Q. Okay.

15 A. So whenever the -- I generally close lot, so.

16 Q. Okay. Do you have another job in here?

17 A. Yeah, I have a marketing company, so.

18 Q. Did you feel rested that night? No fatigue?

19 A. Well, I mean, we were hauling barricades all night, but  
20 I mean, not mentally.

21 Q. Okay. No sleepiness or fatigue issues that way, mental  
22 fatigue?

23 A. No, I wasn't tired.

24 Q. Okay. You take any drugs?

25 A. No.



1 Q. Prescription or over-the-counter or anything like that?

2 A. No.

3 MR. TURPIN: I think we'll just start around the room.  
4 I think I'll have other questions later, but everybody may have  
5 some follow-ups.

6 Randall.

7 BY MR. SLUDER:

8 Q. Do you think it's unusual for GSM's to go slightly off  
9 the property for dinner?

10 A. I don't know. It was so late that nothing --

11 Q. Nothing's open --

12 A. Yeah.

13 Q. -- around property?

14 A. So I don't know.

15 MR. BELL: If you want my personal opinion, I see it all  
16 the time, but --

17 BY MR. TURPIN:

18 Q. Well, would that would be the question. Have you done  
19 that before?

20 A. Yeah.

21 Q. People -- and people, other people you know of do go off  
22 property and have a meal period and it's not uncommon basically  
23 how you'd categorize it?

24 A. Yeah, I guess it's not uncommon.

25 BY MR. BELL:

1 Q. Maybe not encouraged, but an accepted practice? How  
2 would you categorize it?

3 A. I wouldn't know how to categorize it. I mean --

4 Q. Well --

5 A. -- everybody else --

6 Q. -- have you ever been told not to?

7 A. No. Yeah.

8 Q. Okay.

9 A. I haven't.

10 MR. TURPIN: Randall, did you have anything else?

11 BY MR. SLUDER:

12 Q. And the -- you said you started 4, 4:30. Let's see. It  
13 was around two when you were eating your meal. Were you working  
14 until like 5 at that -- 5 in the morning on that day?

15 A. I think --

16 Q. Because a --

17 A. -- was --

18 Q. -- lot of times --

19 A. I think it was like at 4 a.m.

20 Q. So you were there until 4?

21 A. I think so.

22 Q. So it was close to --

23 MR. TURPIN: 12-hour day.

24 MR. SLUDER: Right.

25 BY MR. SLUDER:

1 Q. So and you probably didn't want to go at midnight  
2 because that's when a lot of people are exiting, and midnight  
3 would be a slower --

4 A. Yeah. We went after everything was done, after all  
5 barricades were put away and after pretty much everything was done  
6 for the night.

7 BY MR. TURPIN:

8 Q. Okay. What time did the park close that night?

9 A. Two. No, it didn't. I don't know. I'm sorry.

10 Q. Yeah, because you --

11 A. I --

12 Q. -- sent the trains in by two, so.

13 A. Yeah.

14 (Simultaneous comments.)

15 MR. GILMORE: Maybe one. Yeah, it would have been one.  
16 You're right, one o'clock.

17 BY MR. TURPIN:

18 Q. And you didn't leave until after one?

19 A. Yeah.

20 Q. Park closure.

21 A. Until after -- well --

22 Q. Okay.

23 MR. SLUDER: I have some questions.

24 BY MR. SLUDER:

25 Q. Was there anyone else eating with you that was part of

1 the monorail team or front entrance team or who was with you --

2 A. Yes. There was -- everybody who was with me?

3 Q. Yeah, if they, if they're part of this event as far as  
4 their placement where they should have been.

5 A. Well, there's Steve Gusie (ph.), was another coordinator  
6 was with me at the time.

7 Q. Steve Gusie, he's a monorail coordinator? Okay. What  
8 was his position prior to you guys going to eat?

9 A. Audience control. He was there to make sure everything  
10 ran correctly and make sure that --

11 Q. Okay. So he wasn't serving as a position as a  
12 coordinator that particular day?

13 A. No, he's status. He's always a coordinator.

14 Q. Okay.

15 A. But he wasn't coordinating.

16 Q. Okay. And who else was with you?

17 A. Watercraft, two watercraft passengers.

18 Q. Two of them?

19 A. Yeah.

20 Q. I don't necessarily need their names. I'm just trying  
21 to see what posts were affected. Who else?

22 A. That's all.

23 Q. Just the three, four?

24 A. Four people.

25 Q. Okay. The other question, who was the coordinator

1 number one that went home sick?

2 A. Robert Handt.

3 Q. Robert what?

4 A. Handt, H-a-n-d-t.

5 Q. And you don't know exactly what time he left or  
6 communicated to you that he wasn't feeling well, needed to go?

7 A. No.

8 Q. Okay. Was that by radio, by phone?

9 A. Would be by radio, I think, by direct connect, I  
10 believe.

11 Q. Okay.

12 A. I think. But it might have been, it could have been by  
13 phone.

14 MR. BELL: Do you want an answer to that from him or me?

15 MR. SLUDER: No.

16 MR. TURPIN: Yeah, if you know, if you know.

17 MR. SLUDER: It's not that critical. Okay.

18 MR. GILMORE: If you know.

19 BY MR. SLUDER:

20 Q. Who was the coordinator that you were intending to put  
21 into that position? You said that you were sending someone down.

22 A. Michael McCormick. He had called me, said that he would  
23 fill the role.

24 Q. Where was he coming from?

25 A. Magic Kingdom. He was an operator that day.

1 Q. So he was on the monorail coming through?

2 A. No. He was when -- I believe when he called, he was at  
3 Transportation Center, I believe.

4 Q. And in order for him to fill that role, he would have  
5 had to have gone down, get the radio and --

6 A. He didn't --

7 Q. -- come back to the booth --

8 A. -- have to, but that was --

9 Q. I mean he offered to you, and that was your intentions?

10 A. Yeah. They -- no, he didn't have to go down and get the  
11 radio. We have radios, but the Monorail Central radio is the one  
12 down -- it was the one downstairs, so he went down to get it.

13 Q. Okay, but it was your intentions to put him in the  
14 coordinator role you were filling in temporarily until he was on  
15 post?

16 A. Yes. Correct.

17 Q. Meaning in the booth?

18 A. Yes, in the Central Tower or to fill the role of  
19 Central. He was -- I assume he was going to go up to the Central  
20 Tower.

21 Q. Okay. Then my question to you, how was that position  
22 best filled as a coordinator? Is it your opinion that he should  
23 be at that booth or in the booth or on the platform or --

24 A. In the Central Tower.

25 Q. Okay. Is that protocol or is that what you're

1 comfortable with as a supervisor?

2 A. I believe it's protocol, but I'm not 100 percent sure,  
3 so.

4 Q. Okay.

5 A. And that's generally where it's -- where the person  
6 would be located. So, I mean, they leave from time-to-time, go  
7 down and go to the restroom or if they're doing something else  
8 like over at TTC or something or, but.

9 Q. Okay. So it was not your intention to rush back and  
10 take over that position. You were, you were --

11 A. I was --

12 Q. -- where you --

13 A. -- helping someone else.

14 Q. -- of getting that position filled.

15 A. We were finishing up where we were, and we were -- but  
16 it wasn't my intention of going back to the Central Tower. It was  
17 my intention to have somebody else there, and I was going to give  
18 them a pass-down of where the trains were located and everything.

19 Q. And that --

20 A. And then he would take over the role.

21 Q. And that was in motion at the time of the incident? In  
22 other words, he was in, that was Michael, he was in the process of  
23 getting himself in the position to take over that?

24 A. He was downstairs and --

25 Q. McCormick.

1           A.    -- he said when he was walking out, I think he was  
2 downstairs when it happened, and he -- I think he said he walked  
3 up, and he was -- he ran into another cast member that said they  
4 just hit or something. I don't know.

5           Q.    Okay. What was the timeframe that you think you took  
6 over to the Michael McCormick contacting you and offering his  
7 services and all that being put into motion?

8           A.    I don't know.

9           Q.    Approximately or any idea?

10          A.    Might have been 15 minutes. I don't know. It might  
11 have been 20. I don't know.

12          Q.    Okay. Were you actually in the restaurant eating?

13          A.    Yeah.

14          Q.    When that happened.

15          A.    Yeah. We were just finishing up.

16          Q.    When you got the call to take -- and that's when you  
17 took over?

18          A.    No. We were -- no. We were sitting down eating when it  
19 happened.

20          Q.    One more question. The transmissions that are coming  
21 from the Express Line saying that the power is down, are you aware  
22 the power is down, who would have been in the best position to  
23 make that transmission? I mean, I know there's a limited number  
24 of radios up on that platform or was someone more at a panel  
25 looking at the power grid?



1           A.    As far as who would have been -- it's not a transmission  
2 that we look for.

3           Q.    Right, but who, who would have -- whose attention would  
4 have been drawn to that? Who would be the best person?

5           A.    Oh, I don't know.

6           Q.    Would it be someone looking at the panel or would it be  
7 -- could you stand on the platform and notice that there's no  
8 power?

9           A.    No, you -- you would -- well, you could stand and hear  
10 the beep, and there's an alarm that when power goes down it goes  
11 beep, beep, beep. And it could have been the person up at the --  
12 in the booth, in the booth up at TTC. There's a power -- there's  
13 -- it tells you whether you have power or not.

14          Q.    Which booth?

15          A.    It's -- there's a console for power.

16          Q.    On the Express line?

17          A.    It's in the middle in between Express and Resort.

18          Q.    Okay. The little partition?

19          A.    Yeah.

20          Q.    So anybody up on that platform could have made that  
21 call?

22          A.    Correct.

23          Q.    Okay.

24          A.    It's a normal thing for the switch to move power has to  
25 go down.

1 Q. I can understand that. I'm just thinking is it, is it  
2 somebody that's surprised by that action that maybe may have not  
3 been paying attention to the radio and not realizing that they're  
4 in a switch process --

5 A. Generally that's what happens.

6 Q. Okay. Is it something that you guys need to be notified  
7 or are they just surprised power's down and --

8 A. That's --

9 Q. -- into the radio and --

10 A. That's what it is.

11 Q. So you're kind of minimizing that, and you as a  
12 coordinator at that time, you're minimizing that transmission  
13 because you're comfortable with powering down as --

14 A. That it supposed to be done.

15 Q. -- consistent with a switch transit, switch movement.

16 A. Correct. It's supposed to be done.

17 MR. SLUDER: That's all I can think of right now.

18 BY MR. TURPIN:

19 Q. When you worked as a coordinator, would you leave the  
20 tower once in awhile?

21 A. Yes.

22 Q. And used a radio to continue the movements to the trains  
23 and give instructions? It's not really an abnormal thing not to  
24 be in the tower and still be able to converse with the trains.

25 A. No. We have the -- everything we do is really radio

1 dispatch, so, everything's on the radio that we do.

2 Q. Do you remember getting a confirmation that the switch  
3 had in fact been changed?

4 A. Yes.

5 Q. And that came from where?

6 A. The Monorail Shop. And as far as I know, I was told  
7 after the fact that they did it, but as far as I know, he told me  
8 that it was moved, and I repeated back, which is normally --  
9 whenever somebody tells you an instruction, you repeat it back so  
10 that you both understand each other that that's exactly what  
11 happened.

12 Q. Okay. Is it regular protocol to ensure proper  
13 communication that you acknowledge what he said?

14 A. Correct.

15 Q. Vice-versa. Okay.

16 MR. TURPIN: Anybody have anything else? Yeah, Richard?

17 BY MR. ANDREE:

18 Q. I think you said when the Express beam at Base is at  
19 zero that means the switch is being -- is moving?

20 A. That's normal procedure for the switch to move. Yes.  
21 Because what will happen is shop will -- normally as a platform  
22 operator, we'll kill power for something, and for there shop kills  
23 power. So that might be why somebody called over the radio that  
24 they weren't the ones actually killing power on that side. So  
25 that's --

1 Q. But killing power and moving a switch are two different  
2 things, right?

3 A. Yeah. If they killed -- it's not something that happens  
4 together. They kill power, then they move the -- I believe. And  
5 I don't know.

6 Q. Two different functions.

7 A. Yeah, correct. I believe so. From what I -- I wouldn't  
8 be the one to ask 100 percent about that, but I believe that's two  
9 separate.

10 Q. But the -- when the switch is moving, is -- it beeps up  
11 in the platform?

12 A. It doesn't beep on the platform, no. So when power is  
13 down, that it beeps for the amount of time that they know power's  
14 down, but there's nothing in the platform to show you the switch  
15 is actually moving. In the tower there is, but not where the  
16 person would have called.

17 Q. The indication in the tower, is that the diagram?

18 A. Correct. Yeah. It doesn't make any noise.

19 MR. TURPIN: Okay. Anyone else?

20 MR. SLUDER: I have another question.

21 BY MR. SLUDER:

22 Q. You mentioned earlier that you're a trainer as well.

23 A. I was.

24 Q. Would you be training people on the platform?

25 A. And to drive, and I've trained in Central as well.

1 Q. Okay. I want to direct your focus to the kill switch  
2 that's issued to the person on the platform. What is your  
3 instructions that you're giving them in a training mode that what  
4 is that to be used for?

5 A. Any type of emergency situation, anything that they feel  
6 unsafe, to kill it, and then ask later what's -- so if you see a  
7 guest running towards it, even if they don't go past the yellow  
8 line or anything, if you think that they're going to go too close  
9 to the beam, you kill power. If you think there's an unsafe  
10 situation on a train, you kill power. If you smell an odor on a  
11 train, you kill power.

12 Q. Okay.

13 A. But --

14 Q. Ever any indication by killing the power that would stop  
15 movement of the train? Is that ever --

16 A. Any --

17 Q. -- ever relayed to them?

18 A. Well, if you're -- yeah. I mean, if you're killing  
19 power, if you see a train doing something it shouldn't you would  
20 kill power.

21 Q. Okay. Is that part of the training process? Are they  
22 told the priority is a kid falling in a trough or are they told  
23 any --

24 A. It's guests or train.

25 Q. Okay. So they know that --

1 A. It's anything that --

2 Q. -- the purpose --

3 A. -- anything that would affect the guest. I don't know  
4 if everybody does. I don't know.

5 Q. Okay.

6 A. I haven't trained anybody on the platform for a while.

7 Q. I'm looking to see if part of that training includes the  
8 operation of the train if you see two trains heading towards each  
9 other for example would you be able to stop that by pressing that  
10 button? Is that something that you would be aware of that that  
11 button would affect the train when you cut the power or --

12 A. It's something that --

13 Q. That you know --

14 A. -- if you know --

15 Q. -- because you --

16 A. -- affects the train.

17 Q. -- have more knowledge of the system. Would it be part  
18 of the training process is what I'm looking for?

19 A. I really don't know.

20 Q. Okay.

21 A. I don't think I've actually ever said to somebody if you  
22 see two trains coming towards kill power, I don't think that's  
23 something that's ever -- I don't know.

24 Q. Well, obviously it's never happened before.

25 A. Yeah.

1 Q. It's something that's not going to come to mind right  
2 away. I just don't know if that's something that's covered in  
3 training in the event of that type thing or --

4 A. I don't know.

5 Q. Okay.

6 UNIDENTIFIED SPEAKER: I don't have anything?

7 BY MR. TURPIN:

8 Q. Not to belabor that, but we're just trying to get a  
9 balance on that. There appears to be a focus to protecting the  
10 guests and people from going into the trough or touching the  
11 power, and it appears that that's where the focus is, and that's  
12 kind of the primary.

13 A. The other time that we kill power on the trains is if  
14 there's any type of odor or anything, any type of unsafe situation  
15 with a train or if you'd see smoke or anything.

16 Q. Like from a AC unit or something or --

17 A. The trains are electric, so they -- from time-to-time  
18 they'll smoke, but it's different situations. If they -- the  
19 resistor banks are releasing heat of up to, I think it's up to  
20 1,000. I'm not sure of the actual degrees, but so having that  
21 much heat coming off the train, if anything were to go in there  
22 like a piece of paper or anything, it would smoke.

23 Q. Now you just mentioned that or you mentioned that some  
24 of the trains focus on guest approach towards the train.

25 A. Yeah. Correct.

1 Q. Would that not include anybody?

2 A. Correct.

3 Q. If I'm a --

4 A. Correct, or --

5 Q. -- cast member --

6 (Simultaneous comments.)

7 Q. I don't know procedures and I start to walk towards it.

8 A. Correct.

9 Q. They're trained to identify any individual --

10 A. Any other --

11 (Simultaneous comments.)

12 A. Correct. We train anybody who goes towards the trough  
13 or is in an unsafe situation, we're taught to kill power first and  
14 then --

15 Q. Okay.

16 A. Because power can always be restored.

17 BY MR. TURPIN:

18 Q. Our concern is that --

19 A. But I don't know.

20 Q. We don't use our impression here, but the impression  
21 that we have, and this is the best -- try to explain. The  
22 impression we have is that is the immediate danger that people are  
23 trained on that first start working platform. Secondary, you  
24 brought it up, is smoking, and they're almost in this order.  
25 Third would be possibly to prevent a train issue or collision, but



1 that may only come not so much from training as much as experience  
2 and time and those people that are actually pilots, you know,  
3 would understand and a coordinator would understand that say more  
4 than a new host, you know, that's just hired on and been there for  
5 a month.

6 A. Maybe. I don't know.

7 Q. We just feel that there's that kind of sequence in  
8 priorities 1, 2 and 3. One is to protect people from being  
9 electrocuted. But if you can't categorize that or comment on it,  
10 that's fine.

11 A. I can't really categorize the level of safety. I don't  
12 know.

13 Q. Okay.

14 A. Or the levels of where -- because it's -- I don't -- it  
15 was never explained to me as a level thing. It was always  
16 explained to me as just kill power.

17 Q. Okay. What's the range?

18 A. The range for?

19 Q. For the kill.

20 A. We did tests last year and I don't know what those came  
21 up with, but I believe during the tests we were testing from  
22 fairly far away from the station from I think it was half-way in  
23 between Transportation Center and the Contemporary, and it still  
24 worked, I believe. So it depends -- it's line of sight.

25 Q. Uh-huh.

1           A.    So it depends on how long your range is.  I don't know  
2 what the actual range from the manufacturer is or anything like  
3 that, but I know we were doing some tests a long time ago  
4 and --

5           Q.    Easily exceeded the platform?

6           A.    Correct.

7           Q.    Could be down the ramp a little bit as long as you can  
8 get a direct line on it.

9           A.    Correct.

10          Q.    Okay.  Dave, now it's your turn.  Anything you can think  
11 of that could improve safety conditions of the monorail system?  
12 You see it from the inside.

13          A.    If -- I don't really how to say this.  If there were  
14 MAPO transmitters on the Spur Lines so we didn't have to override  
15 the system.  I don't know.  I don't know if that's my place to say  
16 though.

17          Q.    No, contribute if you think that would enhance safety,  
18 that's a comment, absolutely.

19                    And that completes our interview.

20                    (Whereupon, the interview of David Gilmore was  
21 concluded.)

22

23

24

25

CERTIFICATE

This is to certify that the attached proceeding before the  
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           Walt Disney World Collision,  
                                  Lake Buena Vista, Florida  
                                  July 5, 2009  
                                  Interview of David Gilmore

DOCKET NUMBER:           DCA-09-FR-007

PLACE:                       Lake Buena Vista, Florida

DATE:                        July 9, 2009

was held according to the record, and that this is the  
original, complete, true and accurate transcript which has been  
compared to the recording accomplished at the hearing.

---

Katherine Motley  
Transcriber