

**IN THE MATTER OF THE THOMAS R. BRAIDWOOD, Q.C.,
COMMISSIONS OF INQUIRY UNDER THE *PUBLIC INQUIRY ACT*,
SBC 2007, c. 9**

Room 801
Federal Courthouse
701 West Georgia Street
Vancouver, B.C.

February 11, 2009

PROCEEDINGS AT
HEARING (DAY 15)

COPY

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Commissioner:	T.R. Braidwood, Q.C.
Commission Counsel:	A. Vertlieb, Q.C.
Associate Commission Counsel:	P. McGowan
Counsel for Zofia Cisowski:	W. Kosteckyj, S. Whiteley, S. Parhar

(ii)

Counsel for Government of Canada:	J. Brongers, H. Roberts
Counsel for Vancouver Airport Authority:	D. Stewart, C. Friesen, B. Ergun
Counsel for B.C. Civil Liberties Association:	G. Pastine, S. Dubinsky
Counsel for Government of Poland:	D. Rosenbloom
Counsel for Corporal Benjamin Robinson:	R. Harris
Counsel for Constable Gerry Rundel:	T. Beaubier
Counsel for Constable Bill Bentley:	D. Butcher
Counsel for Constable Kwesi Millington:	R. Hira, Q.C.
Counsel for Public Service Alliance of Canada:	C. Buchanan, B. Matthews
Counsel for City of Richmond:	J. Goulden, M. Kleisinger, G. Trotter
Counsel for TASER International, Inc.	D. Neave
Registrar:	L.N. Giles
Court Recorder:	P. Kealy, C.V.R., C.M.
Transcriber:	D. Rochfort

1
Karol Vrba
In chief by Mr. Vertlieb (cont'd)

Vancouver, B.C.
February 11, 2009

1
2
3
4 THE REGISTRAR: The hearing is now resumed.

5 THE COMMISSIONER: Good morning all.

6 MR. VERTLIEB: Yes, thank you, Mr. Commissioner. While
7 Mr. Vrba is taking the stand --

8 THE COMMISSIONER: Good morning.

9 MR. VERTLIEB: -- I can just tell you that for today
10 we'll finish with Mr. Vrba. We'll finish with Mr.
11 Vrba and then we'll have Carla Hanson and Heather
12 Staller. Ms. Hanson and Ms. Staller are both YVR
13 employees and you've heard their names. They were
14 in the Operations room and -- with Ms. Hanson, a
15 lot of the tapes will be played. That will be the
16 evidence that we have for the day.

17 THE COMMISSIONER: All right.

18 THE REGISTRAR: Witness, may I remind you you're still
19 under oath.

20 A Yes.

21 MR. VERTLIEB: Thank you, Mr. Giles.

22
23 KAROL VRBA, a witness,
24 recalled, warned.
25

26 EXAMINATION IN CHIEF BY MR. VERTLIEB, continuing:
27

28 Q Mr. Vrba, just before we finish this part of your
29 evidence, I just want to be clear with you about
30 the first discussion you had -- you've told the
31 Commissioner about when you went to get the form
32 to do the parking work for the airport. We
33 anticipate that Ms. Staller is going to be here
34 today and you -- you've been told that Ms. Staller
35 is coming. You know that from Commission counsel.

36 A Yes, I know.

37 Q And just so you have a chance to deal with this,
38 Ms. Staller has no recollection at all of having a
39 discussion with you about speaking Russian or even
40 Polish in the early morning hours the first time
41 you were in to get a parking form. Are you
42 confident you had that discussion?

43 A Yes, I am.

44 Q Okay. Now, I want to have you just deal with ERS
45 for a moment. You said that after your -- your
46 lengthy discussion with people in the Ops room
47 after Mr. Dziekanski's death, you returned to the

2
Karol Vrba
In chief by Mr. Vertlieb (cont'd)

1 fire hall.
2 A Yes, I did.
3 Q And yesterday you told us that ERS is at the fire
4 hall.
5 A Yes, they are.
6 Q Tell us what happened when you got back to the
7 fire hall?
8 A I told them what happened at the International
9 terminal and they were all shocked because nobody
10 knew anything about it. That means nobody was
11 dispatched.
12 Q When you say you told them about what happened,
13 what is it you said? You don't have to give us
14 word for word, it's over a year ago, but what was
15 it you were telling them?
16 A I told them there was an incident in International
17 terminal and Mr. Dziekanski is dead by tasing,
18 and there is an investigation going on.
19 Q Did anybody at ERS appear to know about this event
20 until you said that?
21 A No.
22 Q Do you know a person named Andrew Caldwell?
23 A Yes, I do.
24 Q And who was he?
25 A He was my supervisor. He's a supervisor ERS for
26 that night.
27 Q Did you speak with Mr. Caldwell as well that early
28 morning?
29 A Yes, I did.
30 Q Now, I'd like you to look at Exhibit 15.
31 MR. VERTLIEB: Mr. Registrar, would you please give
32 this to Mr. Vrba.
33 THE REGISTRAR: He has it.
34 MR. VERTLIEB: Oh, thank you.
35 Q This was marked earlier. We were kindly given
36 this by Mr. Stewart on behalf of the airport.
37 Now, can you see the fire hall in the picture?
38 A Yes, I do.
39 Q And that's -- in this picture, there's an airplane
40 on a taxiway.
41 A Yes.
42 THE COMMISSIONER: To the extreme right -- the extreme
43 left as you look at it in red?
44 A Pardon me?
45 THE COMMISSIONER: Okay. If you could turn the picture
46 so that it's the long way across, in the extreme
47 left, there's a little red spot. Is that it?

3
Karol Vrba
In chief by Mr. Vertlieb (cont'd)

1 A Like this?
2 MR. VERTLIEB:
3 Q You can see the words "fire hall" on that diagram,
4 can you?
5 A Yes, I do.
6 Q That's what you're talking about?
7 A Yes.
8 Q Now, with that diagram, just show us the general
9 area of Gate 52.
10 A Right there.
11 Q Okay. I wonder if we get the big poster up if
12 that would help.
13 MR. VERTLIEB: Mr. McGowan is going to assist, Mr.
14 Registrar.
15 Q Gate 52 is part of the International Arrivals?
16 A Yes, it is.
17 Q Just so you know, Mr. Vrba, the Commissioner has
18 already been told about the Condor flight arriving
19 at Gate 53, which presumably is next to Gate 52.
20 Have a look behind you -- don't speak yet, but
21 just have a look. That's a blow-up of what is
22 Exhibit 15. With your laser point --
23 MR. VERTLIEB: Thank you. Thanks, Mr. -- Dr. Perra.
24 Q Show us the approximate area of Gate 52, not
25 precisely, but just the general area where Gate 52
26 is.
27 A It's right there.
28 Q Okay. Now, approximately -- if you're driving in
29 a truck, an airport truck that was cleared to be
30 on the taxiway and driving from the fire hall, if
31 it was an emergency truck, do you have an
32 approximation of how long it would take to drive
33 from Gate 52 -- from fire hall to Gate 52?
34 A Approximately a minute.
35 Q Could you -- do you know where Gate 52 is and
36 where that take -- where that leads to back in
37 October of '07?
38 A Yes.
39 Q Had you been there?
40 A Yes, I'd been there.
41 Q And why would you have been there in the course of
42 your duties?
43 A I was there for the orientation, get familiarized
44 with the airport.
45 Q We are informed that Gate 52 would give access to
46 inside the terminal.
47 A Yes, that's correct.

4

Karol Vrba

In chief by Mr. Vertlieb (cont'd)

Cross-exam by Mr. Goulden (for City of Richmond)

1 Q And, from there, could you get into the Customs
2 Hall and reception lounge?

3 A Yes, that's correct.

4 Q You never worked, though, as part of ERS?

5 A No.

6 Q How long did you talk to the people at the fire
7 hall about the death of Mr. Dziekanski that early
8 morning, roughly.

9 A Roughly an hour.

10 MR. VERTLIEB: Thank you, Mr. Vrba.

11 MR. GOULDEN: Mr. Commissioner, James Goulden, City of
12 Richmond.

13

14 CROSS-EXAMINATION BY MR. GOULDEN ON BEHALF OF THE CITY
15 OF RICHMOND:

16

17 Q Mr. Vrba, I just have a few questions just to
18 clarify your evidence.

19 MR. GOULDEN: If the witness could be shown Exhibit 20
20 which is the Operations room. Does Mr.
21 Commissioner have Exhibit 20 as well?

22 THE COMMISSIONER: Yes.

23 MR. GOULDEN:

24 Q Mr. Vrba, if you can have it so that Operations is
25 lengthways. Exactly. And Operations, the dark
26 "Operations" word is in the middle of the page.
27 Now, before I come to that, I just want to make
28 sure I understand the chronology for that evening.
29 I believe your evidence was that you had
30 finished cutting the grass, which was your work,
31 just after midnight.

32 A That's correct.

33 Q And after that you went back to the fire hall?

34 A Yes, I did.

35 Q And how long were you there for?

36 A Probably half an hour.

37 Q And then what did you do after that?

38 A I went to the Operations room to pick up the form
39 for the aircraft parking.

40 Q And approximately what time was that when you
41 arrived at the Operations room to pick up that
42 form?

43 A It was after one o'clock.

44 Q Okay. Now, turning to Exhibit 20 which is in
45 front of you, in the middle of the page on the
46 right-hand side, there's what appears to be a
47 door. Do you see that?

- 1 A Yes, I do.
- 2 Q Is that the door that you would enter to go into
3 the Operations room?
- 4 A There is double door.
- 5 Q Okay, double door.
- 6 A Which I go through in.
- 7 Q Okay. Now, we've heard about a couple of people
8 that you spoke about earlier in your evidence, one
9 being a Heather and one being a Carla. Do you
10 remember that?
- 11 A Yes.
- 12 Q Can you advise the Commissioner, let the
13 Commissioner know where each of them were sitting
14 when you arrived there that first time at -- just
15 after one o'clock?
- 16 A Heather was sitting on the left-hand side at the
17 gate scheduling and Carla was sitting at the
18 operational officer (sic).
- 19 Q Okay. So with respect to Heather, there's a --
20 what appears to be a desk with a couple of chairs
21 and it's labelled -- sorry, "Baggage and Gate
22 Schedulers".
- 23 A That's correct.
- 24 Q Is that where Heather was sitting?
- 25 A Yes.
- 26 Q Okay. And, just to clarify, just to the left and
27 above is a desk entitled "Airport Operations
28 Officers".
- 29 A Yes.
- 30 Q Is that where Carla was sitting?
- 31 A Yes.
- 32 Q And she was sitting towards the right side of that
33 desk?
- 34 A Yes, she was.
- 35 Q Okay. And Heather was sitting approximately where
36 at the Baggage and Gate Scheduler's desk?
- 37 A On the left seat.
- 38 Q On the left seat. Okay. So you come in and you
39 go and speak to Heather, correct?
- 40 A Yes.
- 41 Q Okay. Now, before you speak to Heather, did you
42 make any observations about Carla?
- 43 A She was on the phone.
- 44 Q Okay. And how would you describe her, how she was
45 acting?
- 46 A She was a little bit disturbed.
- 47 Q Okay. And what did that result in you doing when

1 you saw that she was a little bit disturbed?
2 A I was judging by her tone, I saw something was
3 going on -- did I ask -- that's why I ask Heather
4 what's happening.
5 Q Okay. And I believe your evidence, you've already
6 indicated, you spoke to Heather for, what, two or
7 three minutes?
8 A That's correct, yes.
9 Q Okay. And then you left?
10 A Yes, I did.
11 Q Okay. Who else do you recall being in the room
12 during that first visit at about just after one
13 o'clock.
14 A Both the supervisors.
15 Q And when you say the supervisors, is one of those
16 Bob Ginter?
17 A Yes.
18 Q And is one of those -- I think it's Greg Sambrook?
19 A Greg Sambrook, yes.
20 Q Okay. Approximately where were they located when
21 you came in there that first time?
22 A Right in the corner where it's Customer Call
23 Centre, right in that corner. Right in that
24 corner, they were standing and talking to each
25 other.
26 Q Right by the desk that's marked "customer Call
27 Centre, Marquise"?
28 A Yes.
29 Q Okay. So they would have been just -- if we've
30 got the diagram oriented right, just above that?
31 A Yes, at the top corner.
32 Q Very good. Thank you, Mr. Vrba. Now, do you
33 recall were there other people in the room at the
34 time?
35 A There was some security operations people watching
36 the monitors.
37 Q Do you recall who that was?
38 A No, I don't know how many.
39 Q Okay. So you just know there were some people
40 there, but you don't recall who they were.
41 A Yes.
42 Q Okay. Could you hear what Mr. Ginter and Mr.
43 Sambrook were discussing?
44 A No.
45 Q Now, you left there and you went and did the -- I
46 think it was the aircraft parking.
47 A Yes, I did.

- 1 Q And how long did that take you?
2 A Approximately 40 minutes.
3 Q And then what did you do after that was done?
4 A I came back to the Operations room.
5 Q Okay. And that was approximately what time?
6 A Around two o'clock.
7 Q Okay. And you've already indicated you then
8 proceeded to have a discussion with Heather and
9 Carla?
10 A Yes.
11 Q And where were they at that time?
12 A Same positions.
13 Q Okay. So Carla being at the Airport Operations
14 Officer's desk there, and Carla being at the
15 Baggage and Gate Scheduler's desk?
16 A Heather was at luggage and gate scheduling and
17 Carla was at the operations though.
18 Q Thank you, I'd reversed them. Thank you. And
19 where were you?
20 A I was around scheduling table.
21 Q Were you walking around and chatting with both --
22 A Yes.
23 Q -- of them? And that conversation lasted
24 approximately how long?
25 A An hour.
26 Q And you've already described sort of general
27 recollection of that conversation?
28 A Yes.
29 Q Can you indicate that again?
30 A I was asking why I wasn't dispatched, why nobody
31 called me on the radio, and I told you I speak
32 Russian and other languages, and I could translate
33 and help you.
34 Q So that -- and this took about an hour, but it was
35 general discussion.
36 A Yes. We were also talking about the tasing and
37 why did it happen and what they think about it.
38 Q Okay. At that time -- so this is the conversation
39 around two o'clock. Was Mr. Sambrook and Mr.
40 Ginter there?
41 A No.
42 Q They weren't in the room anymore?
43 A No.
44 Q Okay. So you left there at about -- what time did
45 you leave that room?
46 A After three o'clock.
47 Q Okay. And that's when, as you told Mr. Vertlieb,

8

Karol Vrba

Cross-exam by Mr. Goulden (for City of Richmond)

Cross-exam by Mr. Kosteckyj (for Zofia Cisowski)

1 you returned to the fire hall?

2 A Yes.

3 Q And you stayed there for about another hour?

4 A Yes, I did.

5 Q And then you left at about four o'clock.

6 A Yes.

7 MR. GOULDEN: Okay. Those are my questions, Mr.

8 Commissioner.

9 THE COMMISSIONER: Thank you.

10

11 CROSS-EXAMINATION BY MR. KOSTECKYJ ON BEHALF OF ZOFIA

12

CISOWSKI:

13

14 Q Mr. Vrba, Walter Kosteckyj, counsel for Ms.

15 Cisowski. Mr. Vrba, you came to Canada in 1997?

16

16 A 1999.

17

17 Q 1999, sorry. And you wanted to become a

18

18 firefighter?

19

19 A Yes, I did.

20

20 Q And I gather -- you told us yesterday about going

21

21 to the Justice Institute and taking courses, and I

22

22 expect that that was something that was expensive

23

23 for your family to be able to do.

24

24 A Yes, it was.

25

25 Q You were raising two children, you were trying to

26

26 make a home in a new country and you were paying

27

27 for courses and hoping to become a firefighter.

28

28 A Yes, I did.

29

29 Q And when you finally got that job, the first --

30

30 your real -- first real chance at that was at the

31

31 airport; is that correct?

32

32 A Yes, it was.

33

33 Q All right. Now, after this incident, after Mr.

34

34 Dziekanski's death, you actually came forward to

35

35 the press, did you not?

36

36 A Yes, I did.

37

37 Q And you did that, I'm presuming, because you were

38

38 upset over the events of what happened to Mr.

39

39 Dziekanski.

40

40 A Yes.

41

41 Q At that time, you were a probationary employee at

42

42 the airport.

43

43 A Yes, I was.

44

44 Q And when you went public, you understood that you

45

45 were going to upset some people.

46

46 A Yes.

47

47 Q But you felt, I take it, that it was your duty to

1 do that, to tell the truth.
2 A I was approached by the president of the union and
3 he made arrangement to talk to a -- talk to the
4 newspaper guy.
5 Q So you reported this to other individuals and
6 spoke to your union representative, correct?
7 A Yes, I did.
8 Q And they thought it was important for you to tell
9 this story.
10 A Yes, he did.
11 Q All right. Now, after you told that story, you
12 received a phone call from me, did you not?
13 A Yes, I did.
14 Q And I wanted to interview you, correct?
15 A Yes, that's correct.
16 Q But you told me -- what did you tell me at the
17 time?
18 A I said, "I cannot talk to you."
19 Q And you were -- told me that that was because you
20 were under your union's advice not to speak to
21 anybody about this, correct?
22 A That's correct.
23 Q Because shortly after you went public, you lost
24 your job.
25 A No, that's not true.
26 Q Okay. Tell me what happened?
27 A First I lost my job and then I went to public.
28 Q I see. And when you lost your job, what were the
29 circumstances?
30 A The reason was I'm unsuitable for the duty, to be
31 as a firefighter.
32 Q And prior to that, had the information come out
33 about -- had you made it known to people at the
34 airport that you were available and spoke Russian
35 and you wondered why you weren't called?
36 A Yes, I did.
37 Q And after that -- tell me how that went about, the
38 following days afterwards. How did that
39 information first come out? Who did you speak to
40 and who did you tell?
41 A I talk at the fire hall to fellow firefighters
42 about the incident, and pretty much that was it.
43 I never talk to any management.
44 Q And at some point -- how long was it after these
45 events that you lost your job?
46 A A month. Four weeks after.
47 Q And you were told that you were unsuitable for the

1 employment; is that correct?

2 A That's correct.

3 Q Now, how were you notified? Who notified you that
4 you were unsuitable?

5 A Notify my -- one of the union representative. It
6 was Kevin.

7 Q And was there a letter or some -- something you
8 received from somebody at the airport telling you
9 you were unsuitable?

10 A Yeah, they gave me the -- Chane Thomas, one of the
11 manager -- management -- manager, he was also
12 there and he gave me the paper.

13 Q Okay. Was there anything unusual about the chain
14 of command in terms of who notified you? Was it
15 your, for example, your supervisor or anybody
16 else? Was there anything unusual about that?

17 A I ask union representative who is dismissing me
18 from the airport and he wrote on a piece of paper
19 name of the vice-president of the Operations, Paul
20 Levy.

21 Q Sorry, explain that to me?

22 A He --

23 MR. STEWART: Mr. Commissioner?

24 THE COMMISSIONER: Yes?

25 MR. STEWART: I don't understand the relevance of these
26 questions. I know where my friend is going. My
27 friend is asking questions that I submit are
28 clearly outside of the scope of this inquiry. I
29 can indicate that based on Mr. Vrba's previous
30 statements to the media, I can anticipate that Mr.
31 Vrba's answer is not only -- to these questions is
32 not only something denied by the airport, but
33 would require the airport to call additional
34 witnesses to prove his assertions are incorrect.

35 Certainly Mr. Vrba has every right to air his
36 views, and Mr. Vrba has done so in a public forum.
37 He has expressed his opinions with respect to this
38 in the media, and Mr. Kosteckyj has joined in
39 making those comments. The airport has responded
40 publicly stating clearly that no airport employees
41 have had their employment affected in any way as a
42 result of these events.

43 Now, if Mr. Vrba is concerned about the
44 circumstances of his termination, he clearly has
45 avenues for further redress. He has those avenues
46 available to him. But I submit that this is not
47 the proper forum to go through these -- these

Karol Vrba

Cross-exam by Mr. Kosteckyj (for Zofia Cisowski)

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 issues.

2 THE COMMISSIONER: All right. Thank you. What do you
3 say about that, Mr. Kosteckyj?

4 MR. KOSTECKYJ: Well, I say that, in part, this goes to
5 the credibility of this witness because --

6 THE COMMISSIONER: Who?

7 MR. KOSTECKYJ: This witness.

8 THE COMMISSIONER: How does it go to the credibility of
9 the witness? See, what I'm really concerned about
10 is the point about we're getting off track here by
11 now the airport people may call other witnesses
12 and we're sitting here spending public money in
13 order to give your client and the public a good
14 report as to what had occurred. You're worried
15 about the truthfulness of this? Well, he is not
16 impaired in any way. He's saying what he has to
17 say.

18 MR. KOSTECKYJ: Well, ultimately he lost his job and I
19 expect that people can cross-examine him about
20 that, his unsuitability, and it seems that this
21 is, in part -- it appeared to be, based on the
22 advice that I've received from this witness, at
23 least in part, a cover-up and an attempt to hide a
24 man that came forward in the immediate aftermath
25 of this incident.

26 THE COMMISSIONER: I'm afraid I'm going to rule against
27 you, Mr. Kosteckyj.

28 MR. KOSTECKYJ: All right.

29 THE COMMISSIONER: Mainly on the basis that I can see
30 that the airport would now want to call other
31 witnesses, and I don't want to go in that route.

32 MR. KOSTECKYJ:

33 Q My point to you, Mr. Vrba, I guess is this: You
34 came forward knowing that you could put your
35 future career in jeopardy; is that correct?

36 A Yes.

37 Q And you did it in any event.

38 A Yes, I did.

39 MR. KOSTECKYJ: Thank you. Those are my questions.

40 THE COMMISSIONER: Thank you.

41

42 CROSS-EXAMINATION BY MR. STEWART ON BEHALF OF THE
43 VANCOUVER AIRPORT AUTHORITY:

44

45 Q Mr. Vrba, my name is Dwight Stewart and I'm
46 counsel for the airport. I want to just revisit a
47 few things with you and the first is just your --

Karol Vrba

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 your description of the languages that you speak.
2 I'm correct that Slovak is your first language?
3 A Yes, that's correct.
4 Q And Czech is your second language?
5 A Yes, that's correct.
6 Q You would describe yourself as fluent in both?
7 A Yes, I do.
8 Q Okay. And are you also fluent in Russian?
9 A I speak Russian, not fluent but, yes, I can
10 understand and communicate in Russian.
11 Q Okay. Do you speak some Croatian?
12 A I can understand Croatian.
13 Q Okay. And am I correct in your description of
14 your understanding of Polish, that you describe it
15 if you speak Slovak slowly and a Polish-speaking
16 person speaks Polish slowly, that you can
17 understand the gist of what you're (sic) saying.
18 A Yes.
19 Q Okay.
20 THE COMMISSIONER: Each could understand the other is
21 what he said.
22 MR. STEWART: Oh, okay. Thank you. Okay.
23 Q Now, just in terms of your employment at the
24 airport, I'm correct that you were not hired to do
25 the ERS, correct?
26 A Correct.
27 Q But it was your hope that eventually you would be
28 able to qualify to do ERS, correct?
29 A Yes, that's correct.
30 Q And you were on a six-month probation to an
31 airfield operations specialist?
32 A No, I was on an eight-month probation.
33 Q Eight-month probation?
34 A Yes.
35 Q Okay. But you were an airfield operations
36 specialist?
37 A I had two -- two positions. Airfield operations
38 specialist and backfield for the fire hall.
39 Q Okay, thank you. Thank you. Now, in terms of
40 being airfield operations specialist, you
41 described that that night you were cutting the
42 lawn.
43 A Yes, that's correct.
44 Q But that in itself takes some specific training.
45 It's not so much about cutting the lawn, it's
46 about understanding how the runway works and the
47 taxiways and knowing how to communicate with the

Karol Vrba

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 tower, correct?
2 A No.
3 Q You did have to have --
4 THE COMMISSIONER: Are we -- are we really interested
5 in cutting the lawn here? Go ahead, I'm not going
6 to stop you, but...
7 MR. STEWART: Okay.
8 Q I don't know if you had occasion to do this, but
9 you would do snow removal?
10 A I was training for it.
11 Q Okay. You did -- you drove the foreign object
12 damager, foreign object debris radar truck,
13 correct?
14 A No, I didn't.
15 Q Okay. Were you trained to do that?
16 A No.
17 Q Okay. Do you have any recollection about there
18 being discussions in the late evening, October
19 13th, early morning October 14th about cold patch?
20 A No, I don't.
21 Q Okay. Or if it triggers a recollection about
22 there being some need to repair the north runway?
23 A Yes, I do.
24 Q Were you involved -- as I understand it, those
25 discussions occurred between the airport response
26 coordinator, Bob Ginter and Mr. Caldwell, who was
27 your supervisor that night?
28 A Yes.
29 Q Were you involved in those discussions?
30 A No.
31 Q Okay. You were just made aware of it by Mr.
32 Caldwell?
33 A I don't understand the question.
34 Q I guess -- you said you weren't involved in the
35 discussions. Were you -- did you overhear those
36 discussions?
37 A About the cold patch?
38 Q Yes.
39 A Yes.
40 Q Okay. Now, I want to speak to you about your
41 recollection about the -- you've described two
42 periods where you're in the Operations Centre that
43 night, and I think the first occurred around 1:20
44 in the morning. That accords with your
45 recollection?
46 A I said after one o'clock.
47 Q Okay, after one o'clock, all right. And then the

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- 1 second time that you're in the airport Operations
2 Centre took place after two o'clock?
3 A I said took 40 minutes.
4 Q Okay. I'm --
5 A Around two o'clock.
6 Q Around two o'clock, okay. I'm just trying to
7 develop a terminology that we'll both understand
8 about the first time that you're there and the
9 second time that you're there, and if I refer to
10 the first time as around one o'clock, and the
11 second time as around two o'clock, you understand
12 that? That makes sense?
13 A Yes, I do.
14 Q Now, Mr. Vrba, you've made reference to the fact
15 that the members of the airport Operations staff
16 that were in the room that night, they're going to
17 come and they're going to testify. And just to be
18 fair with you is with respect to the first time
19 that you were there, around one o'clock, while no
20 one has a specific recollection of you being
21 there, no one is suggesting that you weren't
22 there, okay?
23 So with respect to that first incident,
24 though, I just -- the first time that you're
25 there, I just want to be really clear, is that
26 when you came into the room, Carla was already on
27 the phone.
28 A Yes, she was.
29 Q Okay. Now, with respect to the presence of Bob
30 Ginter and Greg Sambrook, do -- were they still in
31 the room when you left?
32 A When I left first time, yes, they were still
33 there.
34 Q Okay. So you left before them?
35 A Yes, I did.
36 Q Okay. And to your recollection, was Ms. Hanson
37 just -- from when you arrived until when you left,
38 was she just on one continuous phone call?
39 A Yes.
40 Q Now, prior to this evening, prior to October 14th,
41 certainly you knew Heather -- Heather Staller?
42 A Yes.
43 Q And you knew Carla Hanson?
44 A Yes, I do.
45 Q Okay. And am I correct that, from time to time,
46 you would be with people from your area of the
47 airport and they would be with -- with -- and they

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1 would join you for coffee?

2 A That's correct.

3 Q You weren't just seeing them around the airport,
4 but that you were developing a workplace
5 friendship, correct?

6 A That's correct.

7 Q Okay. And certainly at all times when you worked
8 at the airport, you felt you had a good
9 relationship with both Carla and Heather, correct?

10 A Yes, I do.

11 Q Okay. Now, first I want to talk about your
12 recollection of what happened the second visit
13 which is around two o'clock, okay? And to assist
14 you, Carla Hanson and Heather Staller, they
15 remember that visit, okay? So it's really just to
16 try and trigger your recollection about how things
17 occurred in terms of that discussion, okay? Am I
18 correct that when you came into the office -- and
19 I think that you described them -- I can't
20 remember the word. Disturbed? Upset? That when
21 you came in at two o'clock in the morning, that
22 Carla and Heather were upset?

23 A Overwhelmed.

24 Q Overwhelmed?

25 A And shocked.

26 Q Okay. Do you recall that they had described that
27 someone had been tasered in the IRL?

28 A Yes, they did.

29 Q And do you recall that they had indicated to you
30 at some point that the person who was down there
31 was Polish?

32 A Yes, they did.

33 Q Okay. Now, I appreciate that you may not have
34 heard this before, but I'd like to play you an
35 audio file to see if it triggers a recollection
36 for you of something that was described to you by
37 Carla and Heather at that visit at two o'clock in
38 the morning.

39 MR. STEWART: So if I could have YVR audio 24 played
40 for this witness.

41 THE COMMISSIONER: You better describe what this is.

42 MR. STEWART: Okay.

43 Q So you understand, Mr. Vrba, and you -- the -- the
44 radio communications on the Operations channel and
45 the radio communications on the security channel,
46 they're recorded every night, every day, as are
47 all the phone calls with respect to the Operations

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1 Centre.

2 THE COMMISSIONER: And is this what occurred, you say,
3 according to his first visit or his second visit?

4 MR. STEWART: This is -- this is actually a recording
5 of something that occurred at 1:37 in the morning.
6 I don't believe that Mr. Vrba was there then. I'm
7 wanting to play this for him to see if it accords
8 with a recollection of something that Heather and
9 Carla described to him in the visit at two o'clock
10 in the morning.

11 THE COMMISSIONER: But you're not suggesting he heard
12 this tape?

13 MR. STEWART: No.

14 THE COMMISSIONER: How is it going to help him? He
15 didn't hear it.

16 MR. STEWART: Well, okay. I will do it in a different
17 way.

18 Q Do you recall that in that conversation at two
19 o'clock in the morning that Ms. Hanson and Ms.
20 Staller -- and I'm not saying -- I'm assuming it
21 would be difficult for you to know sort of exactly
22 who said what when, but I'm going to say is that
23 the two women that were in the airport Operations
24 Centre described for you the fact that, at some
25 point that night, while you were away, is that Mr.
26 Ginter called back on the radio and said, "Can you
27 check to see if anyone in Maintenance speaks
28 Polish?" Do you remember Ms. Hanson and Ms.
29 Staller describing words to that effect to you,
30 that that incident had occurred?

31 A No.

32 Q Do you recall that the women that were in the
33 airport Operations Centre described for you that
34 that call had triggered, then, Ms. Hanson making
35 inquiries at Maintenance whether there was anyone
36 that was there at that time, 1:37 in the morning,
37 that spoke Polish?

38 A I wasn't in Operations room. I can't answer it.

39 Q No, what I'm asking you is do you recall Ms.
40 Hanson and Ms. Staller describing this as the
41 sequence of events by which they learned what
42 language it was that the person in the IRL spoke?

43 A Can you repeat the question, please?

44 Q I'm suggesting to you, Mr. Vrba -- Mr. Vrba, that
45 Ms. Hanson and Ms. Staller told you that night
46 that the first that they had any indication of
47 what language or -- what language the person in

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1 the IRL spoke was when they received that call at
2 1:37 in the morning which is that it's after Ms.
3 Hanson has been advised by B.C. Ambulance Service
4 that the original routine dispatch was upgraded to
5 a Code 3. So that places it in time, but that it
6 was only after the call had been upgraded to a
7 Code 3 that they, for the first time, had any idea
8 what language it was that Mr. Dziekanski spoke,
9 and that that was Polish. Does that trigger
10 recollection?

11 A Yes.

12 Q Okay.

13 THE COMMISSIONER: Now, let's be clear here. I think
14 what you're suggesting to the witness is that when
15 he first went into speak to these people at one
16 o'clock or thereabouts, it would not be possible
17 for this witness to have any information from
18 either of these two ladies about the language that
19 was needed. That's your point?

20 MR. STEWART: Yes, Mr. Commissioner.

21 THE COMMISSIONER: All right.

22 MR. STEWART: And, to be fair, I -- we'll see where we
23 go, but I just think this witness's recollection
24 is incorrect.

25 THE COMMISSIONER: Well, let's keep it clear. I mean,
26 I don't think we need all this stuff about phone
27 calls. The point is straightforward as I
28 understand your point, that this conversation that
29 is being spoken of could not have taken place,
30 according to you, because your -- these two ladies
31 did not know the language that was needed. That's
32 the point.

33 MR. STEWART: Yes, sir.

34 THE COMMISSIONER: All right. What have you to say
35 about all that? Did you follow it?

36 A No, I didn't follow.

37 THE COMMISSIONER: All right. I'll leave you alone.
38 Go ahead.

39 MR. STEWART: Okay.

40 Q You did say that that triggered some recollection,
41 that Ms. Hanson and Ms. Staller explained to you
42 that the first that they learned that the person
43 in the IRL might have been Polish was at or about
44 the same time that they had learned that the call
45 had been upgraded to a Code 3.

46 A First they -- first time I was in the Operations
47 room, they said the guy speak Russian or other

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Authority)

1 language. The second time when I came there, they
2 said the guy was Polish.
3 Q And you're saying that it is Heather Staller that
4 told you he speaks Russian or other language?
5 A First time, yes.
6 Q Okay. And, Mr. Vrba, I'm going to explain to you,
7 and if I can assist, and it may trigger
8 recollection for you to hear the call that you
9 describe having heard Ms. Hanson having with the
10 woman from the courtesy phone. But I'm going to
11 suggest to you that no one in airport Operations
12 had any idea what language the person in the IRL
13 spoke until 1:37 in the morning, which is about 17
14 minutes after you describe being there.
15 MR. STEWART: So if I could, then, to see if it would
16 trigger a recollection, and place him back in
17 time, have the YVR audio file 4 played. I'm only
18 going to ask that the first minute and 23 seconds
19 of that be played.
20 Q So that you can understand, Mr. Vrba, this is the
21 telephone call I believe that when you come in,
22 Ms. Hanson is on the phone with a woman who's down
23 in the IRL --
24 THE COMMISSIONER: I'm sorry, don't you mean the other
25 lady?
26 MR. STEWART: Sorry? Ms. Hanson?
27 THE COMMISSIONER: You said Ms. Hanson. Was it her?
28 Wasn't it the other lady?
29 MR. STEWART: No, it was Ms. Hanson.
30 THE COMMISSIONER: All right.
31 MR. STEWART: So if I could have YVR audio 4, Dr.
32 Perra.
33
34 (AUDIO BEING PLAYED)
35
36 MR. STEWART: We can stop it there, Dr. Perra.
37
38 (AUDIO STOPPED)
39
40 MR. STEWART:
41 Q Now, I just want to confirm, Mr. Vrba, again, you
42 would only have been hearing what Ms. Hanson was
43 saying, correct? That's the first time that
44 you've heard the other side of that conversation.
45 A I just saw Carla talking on the phone and I was
46 talking to Heather. So I don't know what was
47 Carla talking about.

- 1 Q Okay. So you don't have -- even at the time when
2 you were there at 1:20 in the morning, you weren't
3 listening to what Carla was saying. You just had
4 the impression that she was dealing with a serious
5 situation.
- 6 A Yes.
- 7 Q Okay. When -- when you have this recollection of
8 Ms. Staller saying, "He speaks Russian or other
9 language" --
- 10 A Yes, I do.
- 11 Q -- did she describe -- did she state to you how it
12 was that she had learned that it was Russian?
- 13 A No, she didn't.
- 14 Q I'm going to suggest to you, sir, is that there's
15 no way that she could have said Russian. There
16 was no one who had heard that word at this point
17 in the evening. Does it -- is it -- I'm asking to
18 -- you, does that assist that it's possible that
19 the first discussion occurred around Russian and
20 Polish was not at this time, but was later in the
21 evening?
- 22 A No, I'm pretty sure it was the first time.
- 23 Q 'Cause I'll say Ms. Staller and Ms. Hanson, they
24 -- I think they're in agreement with you that you,
25 at the later time, at two o'clock in the morning,
26 that you were upset that you hadn't been called,
27 that you wanted to help, but that it was only at
28 that point that they realized that you spoke
29 Polish. You'll agree with me that at no time
30 prior to this, had you ever discussed with Ms.
31 Staller and Ms. Hanson the fact that you had some
32 ability to understand Polish, correct?
- 33 A Yes.
- 34 Q Okay. You've indicated that it is -- that Ms.
35 Staller said "Russian or another language."
- 36 A Yes.
- 37 Q Okay. Now, again, if -- I just want to be clear.
38 You're fluent in Slovak, correct?
- 39 A Yes.
- 40 Q And Slovak is a Slavic language, correct?
- 41 A That's correct.
- 42 Q And Russian is a Slavic language, correct?
- 43 A That's correct.
- 44 Q And you are fluent in Czech?
- 45 A That's correct.
- 46 Q And that that is a Slavic language, correct?
- 47 A That's correct.

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1 Q You can understand some Croatian?

2 A Yes, I do.

3 Q Can you tell me, in terms of your recollection of
4 saying, "I speak Russian and Polish," can you now
5 recall why it was that you thought to add Polish
6 to Russian?

7 A 'Cause it was second time when I came to the
8 Operations room, they told me he was Polish. So I
9 told her, "I speak Russian and Polish."

10 Q So you -- are you indicating that in the first
11 time that you only said that you spoke Russian,
12 and that in the second time, it was when you said,
13 "Oh, I speak Polish."

14 A Yes.

15 Q So that the first time that Polish was raised was
16 in the conversation at two o'clock in the morning.

17 A First time Heather told me, "He's Russian or other
18 language," and I told her I speak Russian.

19 Q Okay. It's only at two o'clock in the morning
20 when they tell you that he's Polish that you say,
21 "Oh, it's too bad, 'cause I can understand -- I
22 could have understood some Polish."

23 A Yes.

24 Q Okay. Okay. All right. If I can, though, then,
25 I'm going to ask the same question in a different
26 way. Oh, I -- okay. So we're clear, the first
27 time that you mentioned Polish is not at 1:18, or
28 at one o'clock in the morning as you originally
29 suggested. It's at two o'clock in the morning,
30 correct?

31 A Yes.

32 Q Is -- are things coming back to you a little bit
33 more clearly now, that now you realize that you
34 didn't say "Polish" until the later conversation?
35 Is it not -- is it possible that the conversation
36 about language, the entire conversation about
37 language didn't occur until two o'clock in the
38 morning.

39 A First time I said I speak Russian because she said
40 he's "Russian or other language". That's why I
41 mentioned I speak Russian.

42 Q Okay.

43 A Second time --

44 Q But you realize now that you were incorrect before
45 when you indicated that you spoke Russian and
46 understood Polish at that earlier conversation.
47 You realize now that the word "Polish" was never

- 1 said until two o'clock in the morning.
- 2 A I cannot recall it.
- 3 Q It's at two o'clock in the morning that you say --
- 4 that you say, "I speak Polish," in response to
- 5 them saying, "It's a Polish guy that was tasered
- 6 in the IRL."
- 7 A Yes.
- 8 Q I'm going to take you now then to what we think is
- 9 about three o'clock in the morning when you get
- 10 back to the fire hall, okay? Your recollection is
- 11 that when you got there, no one at the fire hall
- 12 was aware that something had happened in the IRL.
- 13 Is that your recollection?
- 14 A Yes.
- 15 Q Okay. And again, just in fairness, to see if I
- 16 can trigger a recollection, I'm going to suggest
- 17 to you that Mr. Caldwell, your supervisor, was
- 18 aware that night as events unfolded that a medical
- 19 situation was unfolding in the IRL. Do you recall
- 20 that when you got back to the fire hall that in
- 21 fact Mr. Caldwell was aware?
- 22 A No.
- 23 Q Okay. And I'm going to suggest to you that Mr.
- 24 Caldwell had discussed that with other people at
- 25 the fire -- at the fire hall prior to your return
- 26 there, correct?
- 27 A I don't know what they discuss. I wasn't there.
- 28 Q I'm seeing if that triggers a different
- 29 recollection than what you've described earlier,
- 30 because they -- they clearly were aware before you
- 31 returned that there had been a medical situation
- 32 unfolding in the IRL.
- 33 A No, I don't -- I'm not aware of it.
- 34 Q It doesn't -- it doesn't trigger a recollection
- 35 that in fact when you first raised this with Mr.
- 36 Caldwell, that he was well aware of the fact that
- 37 something had happened in the IRL that night.
- 38 A When I came back to the fire hall, there were guys
- 39 in the fire hall, a whole crew, and I told them
- 40 the news. And by their reaction, what I received
- 41 from them, I was the first one who told them the
- 42 news. I don't know if Mr. Caldwell mentioned
- 43 anything to the crew.
- 44 Q Okay. So it's not that you knew that they were
- 45 unaware, you just gauged that by their reaction.
- 46 A Yes.
- 47 Q Okay. So you thought that you were the first to

22

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Carla Hanson
Called

1 tell them. You don't know whether or not they
2 knew before you got back, correct?

3 A Yes.

4 MR. STEWART: Okay. If I could just have a moment.
5 Those are my questions, Mr. Vrba. Thank you.

6 THE COMMISSIONER: Thank you. Anybody else? All
7 right, sir. Thank you very much. We very much
8 appreciate you attending here. Thank you.

9 A Thank you.

10

11 (WITNESS EXCUSED)

12

13 MR. VERTLIEB: We just perhaps should stand down to
14 accommodate a request of counsel before the next
15 witness is called who has counsel -- one of the
16 counsel has a desire to have a few minutes.

17 THE COMMISSIONER: All right. We'll adjourn for a
18 moment.

19 MR. VERTLIEB: Thank you.

20 THE REGISTRAR: The hearing will recess for ten
21 minutes.

22

23 (PROCEEDINGS ADJOURNED FOR MORNING RECESS)

24 (PROCEEDINGS RECONVENED)

25

26 MR. MCGOWAN: Mr. Commissioner, the next witness is a
27 Ms. Carla Hanson. Come forward please, Ms.
28 Hanson. Just go have a seat in the witness chair
29 up there.

30 THE REGISTRAR: Good morning. Before you're seated, do
31 you wish to be sworn or affirmed? Sworn is on the
32 Bible and affirmed is not. Would you place your
33 right hand on the Bible, please:

34

35 CARLA HANSON, a witness,
36 sworn.

37

38 THE REGISTRAR: Would you state your full name, please?

39 A Carla Hanson.

40 THE REGISTRAR: Would you spell your surname?

41 A H-a-n-s-o-n.

42 THE REGISTRAR: Thank you. You may be seated.
43 Counsel.

44 MR. MCGOWAN: Thank you.

45

46

47

1 EXAMINATION IN CHIEF BY MR. MCGOWAN:

2

3 Q Ms. Hanson, you're employed at the Vancouver
4 International Airport?

5 A I am.

6 Q And you've been there for approximately seven
7 years?

8 A Yes.

9 Q Prior to starting with them, you completed a one-
10 year course at Kwantlen College?

11 A Yes.

12 Q And that was in the area of emergency
13 communications?

14 A Yes.

15 Q The focus of that course was primarily related to
16 9-1-1 dispatch?

17 A Primarily.

18 Q Your position in October of 2007 at the airport
19 was the Airport Operations Officer?

20 A Yes, it was.

21 Q And do you now have a new position?

22 A I do.

23 Q Okay. Tell the Commissioner what that is.

24 A It's called an International Arrivals Coordinator.

25 Q Okay. Did that position exist in October of 2007?

26 A No, it did not.

27 Q Okay. And when did it come about?

28 A I believe it was March of last year, March of
29 2008. It was -- or that's when it finally
30 started.

31 Q Okay. And as the International Arrivals
32 Coordinator, I wonder if you could tell the
33 Commissioner in just a few words what your duties
34 are.

35 A It's to be a representative for the Airport
36 Authority on the floor in the International
37 Arrivals area, which is primarily the Customs
38 Hall, the meet and greet area, but also includes
39 responsibilities up to and including the Arrivals
40 bridges. It's responding to calls, anything
41 that's safety, security or customer service
42 related, just helping passengers and being a
43 representative for YVR in that area.

44 Q So you actually conduct yourself on the floor in a
45 mobile position between the -- the landing bridge
46 on the other side of the PIL right through into
47 the IRL and out into the meet and greet area?

- 1 A Yes.
- 2 Q I'm going to ask you about your role in your job
3 in October of 2007. Now, there's a bit of a
4 structure at the airport, I take it, a
5 hierarchical structure.
- 6 A Yes.
- 7 Q At the top we have the -- the Director of
8 Operations in -- at least in October of 2007, Wes
9 Porter?
- 10 A Yes.
- 11 Q And then under him are some shift managers, one of
12 whom was Greg Sambrook.
- 13 A Yes.
- 14 Q And under Greg Sambrook, there are -- and he would
15 be one of four shift managers?
- 16 A Correct.
- 17 Q And each shift manager has a team that works with
18 them.
- 19 A Yes.
- 20 Q And you were among that team, and you were the
21 Airport Operations Officer?
- 22 A I was.
- 23 Q I'll ask you to just keep your voice up and direct
24 it towards the microphone.
- 25 A Okay.
- 26 Q There was Bob Ginter who was the Airport Response
27 Coordinator, also under Mr. Sambrook.
- 28 A Yes.
- 29 Q And at least on the evening of this incident,
30 Heather Staller was fulfilling the Baggage and
31 Gate Scheduling position.
- 32 A Yes.
- 33 MR. MCGOWAN: I wonder if the witness could have
34 Exhibit 20 before her, please.
- 35 Q Just before we get to that, ma'am, I'm going to
36 place a diagram before you.
- 37 A Okay. Thank you.
- 38 Q It's essentially an Operations diagram setting out
39 the hierarchical structure of the airport as of
40 October 2007, and designating certain persons
41 associated with certain positions. Have you seen
42 this document before, or something similar?
- 43 A Yes.
- 44 Q And does it roughly accord with your recollection
45 of how things were structured in October of 2007?
- 46 A Yes. It says I was the part-time Airport
47 Operations Officer. I think I may have been full-

25
Carla Hanson
In chief by Mr. McGowan

1 time at that point.

2 Q Okay. So you'd progressed as the full-time
3 Airport Operations Officer.

4 A I believe so.

5 Q Okay. And Ms. Staller we see on the far right-
6 hand side under Ms. Baggio, but she was actually
7 working under Mr. Sambrook on the night of this
8 incident, correct?

9 A Correct.

10 MR. MCGOWAN: I wonder if that could be the next
11 exhibit, please.

12 THE COMMISSIONER: Yes, next exhibit.

13 THE REGISTRAR: It will be marked as Exhibit number 36.

14

15 EXHIBIT 36: Airport Operations organization
16 chart

17

18 MR. MCGOWAN:

19 Q Now, the Registrar has put a diagram before you,
20 and I'm going to come to that in a minute. But
21 before I do, ma'am, I'd like to ask you a few
22 questions about your role as the Airport
23 Operations Officer.

24 I wonder if you'd just take your time and
25 explain to the Commissioner what that job
26 consisted of and what your duties were. I'm
27 speaking about October of 2007, of course.

28 A Yes. That role was an Operations Centre position.
29 It was answering phone calls and monitoring
30 several alarm panels. Primarily was dispatching,
31 making sure that when we received a phone call
32 into the Operations Centre that the correct people
33 were sent to respond to that call.

34 Q Now, we know that there is -- there's a Mr. Byl
35 was here the other day. He was at the Security
36 Operations Centre.

37 A Yes.

38 Q He told us it was his duty to dispatch Securiguard
39 employees.

40 A Yes.

41 Q Did you have any role in dispatching security
42 officers?

43 A No, I would -- if we needed them, I would turn
44 around in my seat and talk to whoever was in the
45 Security Operations seat.

46 Q Okay. Now, you've got Exhibit 20 before you.

47 A I do.

- 1 Q Okay. This is a diagram of how the Operations
2 room looked in October of 2007.
- 3 A Mm-hmm.
- 4 Q And it still looks roughly the same today.
- 5 A Yes, it does.
- 6 Q We see the Airport Operations Officers' desks at
7 -- I'm holding it so I can read the word
8 "Operations" upright. The Airport Operations desk
9 at what appears to be the front of the room --
- 10 A Yes.
- 11 Q -- as I'm looking at it.
- 12 A Mm-hmm.
- 13 Q Is that where you sat?
- 14 A Yes, it is.
- 15 Q Okay. And on the right, there's the Baggage and
16 Gate Scheduler's desk?
- 17 A Yes.
- 18 Q Ms. Staller was seated there on the night we're
19 going to be discussing?
- 20 A Mm-hmm.
- 21 Q Customer Call Centre, Marquise, was anybody seated
22 there do you know?
- 23 A Periodically throughout the night.
- 24 Q Okay. Security Operations Centre, that's behind
25 you. That's where Mr. Byl would have been
26 situated?
- 27 A Correct.
- 28 Q On the left there's an office, Airport Response
29 Coordinator, that was Mr. Ginter's desk?
- 30 A Yes.
- 31 Q And the Operations Shift Manager's office behind
32 his, that's where Mr. Sambrook would have been if
33 he was present in the Operations room?
- 34 A Yes, yeah.
- 35 Q Is that right?
- 36 A Correct.
- 37 Q Okay. Now, tell the Commissioner a little bit
38 about how things are conducted in this room. Do
39 you each sit at your desk and go about your
40 business quietly on your own, or is there some
41 open communication that takes place?
- 42 A Oh, there's lots of communication and interaction
43 between the positions throughout a shift. For the
44 most part, we do our own job but there is lots of
45 interaction.
- 46 Q Do I take it that one of the reasons you're all --
47 to your understanding all situated together in one

- 1 room in an open environment is so you can
2 coordinate responses to --
- 3 A Absolutely.
- 4 Q -- issues that arise?
- 5 A Yes.
- 6 Q Okay. So it's not at all unusual and in fact
7 would be expected for you to communicate openly
8 with others in the room.
- 9 A Yes.
- 10 Q Certainly there's -- you're encouraged to share
11 information that you receive quickly and openly to
12 others in the room?
- 13 A Yes.
- 14 Q And that was certainly your understanding in
15 October of 2007?
- 16 A Yes.
- 17 Q Okay. Now, as the Airport Operations Officer, am
18 I correct that you would receive incoming calls
19 from the courtesy phones?
- 20 A If they hit number 9 which is emergency, yes.
- 21 Q Okay. So emergency calls would come into you as
22 opposed to the Security Operations Centre?
- 23 A Yes.
- 24 Q Okay. And if the security concern related to
25 violence or property damage, what were you
26 instructed to do with that information in October
27 of 2007? What was your understanding?
- 28 A To pass that on to the RCMP so they could respond.
- 29 Q Okay. Were you also -- under what circumstances
30 would you pass the information on to the Security
31 Operations Centre?
- 32 A They're primarily -- they're generally in charge
33 of the Primary Security Line. However, they are a
34 resource and are available to help us if needed.
- 35 Q Okay. Was it your understanding that -- well,
36 tell me what your understanding was about
37 communicating information about security concerns
38 to them when they came through you.
- 39 A My understanding is that it was not required, but
40 I always would advise them, it's good --
- 41 Q So -- sorry, go ahead.
- 42 A -- to know. They have lots of bodies everywhere.
43 They would hear about it anyways.
- 44 Q Okay. When you're speaking on one of the
45 telephones that you used in the Operations room,
46 is that a closed phone or a speakerphone type
47 situation?

- 1 A Closed phone.
- 2 Q Okay. Now, the Security Operations Centre, they
3 communicate with radios amongst the patrollers and
4 those people manning the security line, correct?
- 5 A Yes.
- 6 Q And when that -- when information comes from
7 patrollers or other security officers to the
8 Security Operations Centre, to the SOC, that comes
9 in by way of a radio; is that right?
- 10 A Usually. They also communicate by a phone.
- 11 Q Okay. If it comes in by way of the radio, can you
12 hear the communication where you're seated?
- 13 A Sometimes; most of the time.
- 14 Q Okay. Because it's -- it's almost -- it's like CB
15 radio or a walkie-talkie. You can hear the
16 communication, both sides of the conversation?
- 17 A Yes.
- 18 Q Okay. Now, we know -- we've heard from Mr. Byl
19 that Security Operations Centre communications
20 over the radio are recorded. You know that?
- 21 A Yes.
- 22 Q And some of your -- some of the Airport
23 Authority's communications are also conducted by
24 way of radio, correct?
- 25 A Yes.
- 26 Q And there's two channels that are used?
- 27 A There are more than two channels, yes.
- 28 Q Okay. There's a security channel?
- 29 A Yes.
- 30 Q And that's the channel that's to be used whenever
31 there's any sort of a security concern or security
32 issue?
- 33 A No, that's the channel that Securiguard, all of
34 their patrollers and their staff stay on.
- 35 Q Okay. And what channel do the airport Operations
36 people use?
- 37 A The staff that work out of that room are on Ops A.
- 38 Q Ops A, okay. And is there a procedure about
39 switching to the security channel in certain
40 circumstances that you know of?
- 41 A No.
- 42 Q Is the Ops A radio channel recorded, do you know?
- 43 A Yes.
- 44 Q Okay. Now, you also speak to people on the
45 telephone at times, either other airport employees
46 or people calling on courtesy phones?
- 47 A Yes.

- 1 Q And you also make calls, as I understand it, to
2 emergency personnel in certain circumstances,
3 correct?
- 4 A Yes.
- 5 Q Okay. Are those -- are the phone lines you use
6 for those communications recorded?
- 7 A Yes.
- 8 Q All of them?
- 9 A I thought so at the time, but I've learned since
10 that RCMP, the direct line we have with RCMP is
11 not recorded on our end anyways.
- 12 Q Okay. So you have telephones which are regular
13 telephones. You can call in and out to any
14 number, and those are recorded, correct?
- 15 A I'm not sure what a radio telephone is.
- 16 Q You have -- if I said radio telephone, I certainly
17 didn't mean it. You have a telephone you can call
18 in and out to any number, a regular telephone.
- 19 A Yes.
- 20 Q And you have telephone lines that come in directly
21 from courtesy phones?
- 22 A Yes.
- 23 Q Those are all recorded?
- 24 A Yes.
- 25 Q Okay. You also have a telephone that provides you
26 a direct link to E-Comm; is that right?
- 27 A Yes.
- 28 Q Okay. And you understand -- and that's the phone
29 that you use if you want to get the RCMP.
- 30 A Correct.
- 31 Q Is it also the phone that you would use if you
32 want to obtain the services of fire or ambulance
33 personnel?
- 34 A Yes, it is.
- 35 Q Okay. So you have a telephone designated for
36 contacting emergency services?
- 37 A No, it's on the -- those lines are attached to
38 every phone in the room.
- 39 Q Okay. It's a separate phone line --
- 40 A Every phone at the Airport Operations Officer
41 position.
- 42 Q Okay. So it's a separate phone line as opposed to
43 a separate phone.
- 44 A Correct.
- 45 Q And you've subsequently learned that that
46 particular line is not recorded from your end, but
47 may well be recorded by E-Comm.

1 A Yes.

2 Q Okay. In fact, I think we've learned that it is
3 recorded by E-Comm and I'll play some of those
4 calls for you.

5 You recall the night of October 13th and the
6 morning of October 14th, I take it.

7 A Yes.

8 Q You know that's what you're here to talk about,
9 the incident involving Mr. Dziekanski.

10 A I do.

11 Q Okay. I'm going to ask you now just to give the
12 Commissioner -- we'll come to all the calls and
13 we'll give you a chance to go through them all,
14 but just a very brief overview of your involvement
15 in the activities that evening, what your role
16 was.

17 A The first information that I had about anything
18 happening that night was from Doug Byl, or from
19 the security communication that he got that there
20 was somebody making a disturbance down in the IRL.
21 Within a matter of moments, I had a phone call on
22 -- that came in via emergency line, so that's when
23 somebody is on a courtesy phone in the airport and
24 hits 9, as the instructions say, for emergencies.
25 I spoke to the woman on that phone. She was upset
26 about what she was seeing, a man being disruptive
27 down in the IRL as well as about her son missing.

28 Given that information, I got as many details
29 as I could at that time, and called the E-Comm
30 dispatcher on my RCMP hot line and requested RCMP
31 assistance. At that point, Bob and Greg said they
32 were going down -- to head down to that area. I
33 had kept the caller on the line and got more
34 information which I continued to feed to the RCMP
35 and had my co-worker, Heather, update Bob and Greg
36 as they were heading down.

37 Throughout the evening, I had several phone
38 calls from RCMP saying that they had gotten some
39 hang-up 9-1-1 calls from phones in the airport, in
40 particular from Horizon. So I was trying to find
41 out -- try and get -- trying to get a hold of
42 somebody at Horizon to confirm that there was not
43 a second incident going on.

44 Once RCMP got on scene, I was informed very
45 shortly after -- or requested to contact ambulance
46 and have them start to attend because a gentleman
47 had been tasered down in the IRL. I spoke to

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1 ambulance and they said they were sending one car
2 routine, which I had security advised of because
3 they do escorts for the ambulance.

4 A short while later, I had another call from
5 ambulance that they said that they had gotten
6 information from the RCMP that the man was
7 unconscious and they were upgrading their call to
8 Code 3. I informed Bob of that, which is the same
9 time he told me that they would -- or he requested
10 a Polish interpreter. He instructed me not to do
11 a priority announcement at that time.

12 I went onto one of our Maintenance channels
13 and asked if we had anybody in the -- on the A
14 team that spoke Polish and got the reply that
15 there wasn't, which I in turn told Bob. After
16 that, I believe I was continuing with RCMP to look
17 for the source of the hang-up 9-1-1 calls and
18 continuing with the original caller. I believe
19 her name was Ms. Steckley.

20 After that, I sent out a message by Greg's
21 request to all of our Airport Operations Managers
22 with a quick update about what had happened at the
23 airport that night.

24 THE COMMISSIONER: When you say "a hang-up 911 call",
25 you mean someone phoned 911 and then hung up?

26 A Yes.

27 THE COMMISSIONER: And so you were trying to figure out
28 what that was about.

29 A Yes.

30 MR. MCGOWAN:

31 Q That was a very helpful summary. Thank you. And
32 just to clarify, the hang-up 9-1-1 call hadn't
33 come from your office?

34 A No, it had not.

35 Q Somebody apparently from Horizon Air had phoned on
36 a Horizon Air phone and either hung up or been
37 hung up on by 9-1-1, and in response to that hang-
38 up 9-1-1 call to your office, attempting to figure
39 out how they could get in touch with the Horizon
40 Air personnel to see what was going on.

41 A Correct. Just helping the E-Comm personnel.

42 Q Okay. I think what we'll do now, ma'am, is we'll
43 go and we'll take you through the recordings of
44 the telephone calls and the times that they
45 occurred so we can get a sense of what's happening
46 from your end.

47 Now, I take it your involvement was

1 exclusively from your chair in the Operations
2 Centre, correct?
3 A Yes, it was.
4 Q You didn't have any direct dealings with Mr.
5 Dziekanski or the RCMP or anybody else?
6 A No, I did not.
7 Q You weren't in the International Arrivals area at
8 any point during the incident?
9 A No, I was not.
10 Q You didn't make any first-hand observations?
11 A No.
12 Q Okay. Now, we played yesterday -- we've played
13 yesterday the telephone calls involving Mr. Byl
14 and a Mr. Agraviador at elevator 40.
15 A Okay.
16 Q And -- so I won't play them again for you, but
17 I'll perhaps just summarize some of the
18 information that came over the radio.
19 Information came in that a report had been
20 received in the IRL that there was a gentleman or
21 a guy who was making trouble there. Is that --
22 and there was some suggestion that he was throwing
23 chairs. Is that information that you heard being
24 conveyed to Doug Byl over the radio? Is that --
25 A I don't remember whether I heard it over his radio
26 or whether he repeated it to me. But I did know.
27 Q Okay. But approximately the time that this call
28 came in, these calls, 1:18 or 1:19 in the morning,
29 this information was communicated to you either
30 over the radio that you could hear, or directly by
31 Doug Byl.
32 A Yes.
33 Q And did you have a discussion at that point with
34 Mr. Byl about calling the RCMP?
35 A Yes.
36 Q Okay. And what was -- how did that discussion go?
37 A Bob and Greg were both standing with me at the
38 time --
39 Q Yes.
40 A -- and I made sure that they understood what was
41 going on, and I don't remember which one of them,
42 but somebody said, well, we'll get a second call
43 'cause we had -- Doug had clarified that he had
44 gotten the information, it was third-hand
45 information.
46 Q Yes.
47 A And we hesitated for a moment with the comment

1 that if it is true, then we will get more phone
2 calls on it.

3 Q Okay. So you heard the first information that had
4 come second-hand through Mr. Agraviador, correct?

5 A Yes. Yes.

6 Q And you discussed it with Mr. Ginter and Mr.
7 Sambrook?

8 A Yes.

9 Q And you decided not to call the RCMP unless you
10 received another call reporting the same incident.

11 A Correct.

12 Q So you waited to see if you'd receive another call
13 involving the same incident?

14 A Yes.

15 Q And ultimately you did get another call at
16 approximately 1:20.

17 A Yes.

18 Q Correct? Now, we've heard a portion of this call
19 played today, but I think the only way to go about
20 it is probably to start the call again. This is
21 the call that we now understand came from a Ms.
22 Steckley and was received by you. You recall this
23 call, I take it.

24 A Yes.

25 MR. MCGOWAN: I wonder if we could play that call,
26 please.

27 THE COMMISSIONER: What number is it?

28 MR. MCGOWAN: This is going to be audio file 4. Sorry,
29 I should have said that. And my understanding is
30 it commences at approximately 1:20:53, and it's
31 quite long in duration, because there's some parts
32 where this woman is put on hold and perhaps we can
33 fast-forward through those gaps if we're able to.

34

35 (AUDIO BEING PLAYED)

36

37 MR. MCGOWAN: We'll just perhaps go forward to when the
38 call resumes if we could, please, Mr. Lunn.

39 Q Ms. Hanson, at this point you put her on hold and
40 it's during this -- the period where she's on hold
41 that you make your call to the RCMP; is that
42 right?

43 A Yes.

44 Q It's a little difficult to tell exactly when she's
45 put on hold, but it's -- I should be able to tell
46 from this. It appears that it's approximately
47 1:22:46 in the morning. Does that sound about

1 right to you?

2 A Sure.

3 Q Now, one of the pieces of information -- I'm
4 sorry, that's okay. One of the pieces of
5 information that was communicated to you there was
6 that he doesn't speak English, correct?

7 A Correct.

8 Q Okay. Did you have any other information to this
9 point about what language Mr. Dziekanski or the
10 gentleman who was being spoken about either did or
11 did not speak?

12 A Not to my knowledge, no.

13 Q Had anybody else aside from Ms. Steckley to this
14 point discussed the language spoken by this
15 gentleman to you?

16 A Not that I recall, no.

17 Q Or any language difficulties?

18 A No.

19 MR. MCGOWAN: If we could carry on with the call, which
20 I understand there's been a bit of a gap in real
21 time with.

22

23 (AUDIO CONTINUING)

24

25 MR. MCGOWAN:

26 Q Okay. And we have another gap when you put this
27 woman on hold again. And you heard a "ping" in
28 the back shortly before that woman was put on hold
29 on this occasion.

30 A Yes.

31 MR. MCGOWAN: And, Mr. Commissioner, just for your
32 benefit and the benefit of counsel, we believe
33 that may have been the sound of the chair or table
34 hitting glass, and it will allow us to synchronize
35 the time of certain videos along with these
36 audios. It's a fixed point on both recordings.

37 Q And ultimately you do come back and have further
38 conversation with this woman?

39 A I do.

40 MR. MCGOWAN: Are we ready to play that?

41

42 (AUDIO CONTINUING)

43

44 (AUDIO STOPPED)

45

46 MR. MCGOWAN:

47 Q Okay. And that call ultimately ends at 1:29:21 in

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1 the morning. Does that sound about right to you,
2 just before 1:30?

3 A Yes.

4 MR. McGOWAN: And again, in terms of synchronization,
5 Mr. Commissioner, there is a period shortly before
6 that call ends where, in the background, it
7 appears somebody can be heard yelling perhaps,
8 "Politzia, politzia." That may be something
9 that's of assistance to coordination.

10 Q Now, during the time this woman was on hold, you
11 made a call to E-Comm to the RCMP, correct?

12 A Yes.

13 MR. McGOWAN: And that, I believe, is the E-Comm
14 dispatch call number 2. So I wonder if we could
15 have that played, please. This is not recorded on
16 the airport system, but I believe on the E-Comm
17 system. Perhaps you'll recognize your voice here.

18
19 (AUDIO BEING PLAYED)

20
21 (AUDIO STOPPED)

22
23 MR. McGOWAN:

24 Q So that was your first call to the RCMP, ma'am?

25 A Yes.

26 Q And that call lasted approximately a minute-and-a-
27 half.

28 A Okay.

29 Q You put Ms. Steckley on hold and again called the
30 RCMP a few minutes later to give them an update;
31 is that correct?

32 A Yes, it is.

33 MR. McGOWAN: And that's going to be E-Comm audio file
34 4. If you could play that, please.

35
36 (AUDIO BEING PLAYED)

37
38 (AUDIO STOPPED)

39
40 MR. McGOWAN:

41 Q Now, those are the two calls that you made to the
42 RCMP, correct?

43 A Yes.

44 Q And the two recordings there sum up the total of
45 the information passed on from you to the E-Comm
46 operator, correct?

47 A Yes.

1 Q So that's all of the information that was passed
2 from you to the RCMP?

3 A Yes.

4 Q Okay. And your source for that information was
5 Ms. Steckley's call?

6 A Correct.

7 Q And also whatever information you had communicated
8 through the elevator 40 attendant.

9 A True.

10 Q Okay. Is there any other source for the
11 information that you passed on that you recall?

12 A Not that I recall.

13 Q Okay. Now, the next conversation that I
14 understand was recorded involving you is audio
15 file -- YVR audio file 9, approximately 1:28 in
16 the morning. It involves Bob Ginter, and I'm not
17 sure whether it involves you or not. I think it's
18 just Mr. Ginter communicating to you that the RCMP
19 is on scene, and I think it's you who says "Copy"
20 at the end, so maybe we'll just listen to that.

21

22 (AUDIO BEING PLAYED)

23

24 (AUDIO STOPPED)

25

26 MR. MCGOWAN:

27 Q Okay. So we have that at just after 1:28 in the
28 morning. Mr. Ginter is telling you that the RCMP
29 are on scene?

30 A Yes.

31 Q Okay. And that's a call that would have come to
32 you on a radio transmission, correct?

33 A Yes.

34 Q Now, the next thing we have is a call which
35 appears to be you having a conversation with B.C.
36 Ambulance; is that right?

37 A Possibly.

38 Q Okay. My understanding is that there must have
39 been some communication with B.C. Ambulance before
40 this, but then they called you back; is that
41 right?

42 A There would have been an original call that I made
43 to B.C. Ambulance.

44 Q There was an original call that you made to B.C.
45 Ambulance? Okay. Perhaps we'll play that. I
46 think that's B.C. Ambulance audio 1. Okay. I
47 think you're right. I think you did make the

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1 initial call. So let's try B.C. Ambulance audio
2 1, and I think this will be you calling the
3 ambulance.

4
5 (AUDIO BEING PLAYED)

6
7 (AUDIO STOPPED)

8
9 MR. MCGOWAN:

10 Q All right, Ms. Hanson, now, that's your call to
11 B.C. Ambulance, and that was made, it appears, as
12 a result of a radio transmission that came in
13 which you perhaps overheard but didn't participate
14 in?

15 A Yes.

16 MR. MCGOWAN: Okay. I wonder if we could play audio
17 12, YVR.

18 THE COMMISSIONER: Just before you do, where did you
19 get that information from, that he was conscious
20 and breathing?

21 A I had called on the radio to Bob Ginter.

22 MR. MCGOWAN: Yes. Mr. Commissioner, that will be the
23 next recording we play. We'll hear that
24 conversation in just a moment.

25 MR. LUNN: Audio 12?

26 MR. MCGOWAN: Audio 12, please.

27
28 (AUDIO BEING PLAYED)

29
30 MR. MCGOWAN: Okay. That's a radio communication from
31 -- sorry.

32
33 (AUDIO STOPPED)

34
35 MR. MCGOWAN:

36 Q Now, that's a transmission that came in from Mr.
37 Ginter instructing you to call an ambulance,
38 correct?

39 A Yes.

40 Q And it was actually Ms. Staller's voice we hear on
41 there, the female voice, not yours, correct?

42 A Correct.

43 Q And she's the baggage and gate handler?

44 A Yes.

45 Q But I take it she was also assisting you in
46 manning the phones and radios?

47 A She was.

- 1 Q Okay. And that's sort of part of her secondary
2 duties, is it?
- 3 A She was just helping. I don't know if it would be
4 classed as her duties, but she would always help.
- 5 Q There's a bit of a cooperative atmosphere in that
6 room when there's a situation ongoing?
- 7 A Exactly.
- 8 Q Okay. Now, one of the things that we overheard,
9 and I take it you overheard on the radio was a
10 question from Ms. Staller, "Bob, do you want us to
11 let ERS know or just give Ambulance a call?" And
12 he responds, "Just Ambulance". You overheard
13 that?
- 14 A I did.
- 15 Q Okay. Did you understand that communication?
- 16 A Yes.
- 17 Q Okay. ERS is the Emergency Response Service at
18 the airport?
- 19 A Yes, it is.
- 20 Q Okay. Is it part of your duty, if they're
21 required, to correspond with them and dispatch
22 them?
- 23 A Yes.
- 24 Q You didn't do so on this occasion?
- 25 A At that point, Ambulance had not even been
26 notified.
- 27 Q Okay. Once you got the call to call Ambulance,
28 you didn't also call ERS, I take it?
- 29 A No. At that point it was deemed a routine call by
30 B.C. Ambulance, at which point ERS is not
31 required.
- 32 Q Okay. So your instructions in October of 2007
33 were to not call ERS for routine medical?
- 34 A Correct.
- 35 Q Okay. And I take it your instructions were
36 confirmed by Mr. Ginter, who was your -- was Mr.
37 Ginter your superior?
- 38 A I wouldn't say that he's my superior, but he's
39 somebody that I do take direction from throughout
40 a shift.
- 41 Q Okay. Did you have discretion to call ERS for
42 routine medical if you thought it was appropriate?
- 43 A It's not unheard of. It is possible.
- 44 Q Okay. What were your instructions with respect to
45 more serious medical matters and ERS in October of
46 2007?
- 47 A If B.C. Ambulance deemed it a Code 3 medical --

1 Q Yes.

2 A -- which usually indicates it is more serious,
3 then I would do a priority announcement which
4 would go to the applicable parties, including ERS.

5 Q Okay. So your instructions on October of 2007
6 were if you were notified it was Code 3, you were
7 to make a priority announcement and dispatch ERS?

8 A Correct.

9 Q Okay. Now, I played for you a moment ago, ma'am,
10 a conversation between you and -- I guess it was
11 B.C. Ambulance dispatch.

12 A Yes.

13 Q Is that right?

14 A Yes.

15 Q And we heard during that call the B.C. Ambulance
16 operator saying, "I just want to confirm he is
17 conscious and breathing." Do you recall that?

18 A Yes.

19 Q And then we heard you in the background having a
20 conversation. Did you hear that?

21 A Yes.

22 Q Okay. And that conversation in the background was
23 between you and Mr. Ginter on the radio; is that
24 right?

25 A Yes, it was.

26 MR. MCGOWAN: Okay. And that's YVR audio 13. I wonder
27 if we could play that now.

28

29 (AUDIO BEING PLAYED)

30

31 (AUDIO STOPPED)

32

33 MR. MCGOWAN:

34 Q That's a conversation between you and Mr. Ginter?

35 A Yes.

36 Q During which Mr. Ginter confirms to you he's
37 conscious and breathing?

38 A Yes.

39 Q And you, in turn, pass that on to the ambulance
40 operator?

41 A Correct.

42 Q Okay.

43 THE COMMISSIONER: Let me just interrupt for a minute,
44 just to get this straight. I notice then that Mr.
45 Ginter calls you, "Can you call an ambulance."
46 That -- all right. And then we see that you're
47 calling the ambulance, and then we see that you

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1 pause in order to get more information. Now we
2 see the next call, during the call to the
3 dispatcher for the ambulance where you get the
4 information that he's conscious and breathing.
5 A Yes.
6 THE COMMISSIONER: All right. And I take it there must
7 be a routine or an understanding here, 'cause you
8 need say very little. You say, "Whiskey 1
9 Operations." He says, "Go" -- or maybe you say,
10 "Go", and then he says, "He's conscious and
11 breathing," right away without you asking.
12 A That's me saying, "He's conscious and breathing."
13 THE COMMISSIONER: Oh, that's a question.
14 A Yes.
15 THE COMMISSIONER: Oh, all right. Got it.
16 MR. MCGOWAN:
17 Q So the question is posed by you and his response
18 is affirmative.
19 A Yes.
20 Q And then he goes on to say "We're just getting a
21 head start on things."
22 A Yes.
23 Q Okay. Now, your next radio communication I
24 believe is you answering a call from E-Comm who is
25 trying to track down a dropped 9-1-1 call from
26 Horizon.
27 A Okay.
28 Q Do you recall that telephone call? I think you
29 told us about it earlier.
30 A Yes.
31 MR. MCGOWAN: This is YVR audio 15 or 16. Perhaps
32 we'll play 15. I understand they're duplicates.
33 It's at approximately 1:32 in the morning.
34
35 (AUDIO BEING PLAYED)
36
37 (AUDIO STOPPED)
38
39 MR. MCGOWAN:
40 Q All right. Now that's the call you told us about
41 where E-Comm contacted you trying to track down
42 the dropped call from Horizon.
43 A Yes.
44 Q And you hadn't had any communication with Horizon
45 to that point?
46 A No.
47 Q Okay. So I guess we see that when a call comes in

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1 to you from E-Comm, it's recorded on the YVR
2 system, but if it goes out on your designated E-
3 Comm line, it's not.
4 A Maybe. I don't know.
5 Q Fair enough. The next communication I have you
6 involved with is there's a message from Ms.
7 Steckley I don't think you participated in.
8 Perhaps we'll just play that. If she phoned in
9 from a YVR phone and nobody was available -- or
10 from a -- yeah, a YVR courtesy phone and nobody
11 was available to take the call, would there be a
12 message machine that answered?
13 A I don't remember exactly what the system said and
14 did at that time. I know at one point in time
15 there was an ability to leave a message either for
16 Customer Service or for Airport Operations. And I
17 don't know where this call came from -- or which
18 line this call came into.
19 MR. McGOWAN: Okay. It's a caller who we believe to be
20 Ms. Steckley. Perhaps we can just listen to it.
21 YVR audio 18.
22
23 (AUDIO BEING PLAYED)
24
25 (AUDIO STOPPED)
26
27 MR. McGOWAN:
28 Q Okay. That's not a telephone message you
29 personally retrieved that night, or do you recall?
30 A I don't remember.
31 MR. McGOWAN: Okay, fair enough. For the record, it
32 appears from YVR records, that call came in at
33 approximately 1:33:53.
34 Q Now, the next communication I have you directly
35 involved in is another conversation with a caller
36 who may well be the same woman again, and that's
37 at 1:35 approximately in the morning. It's audio
38 file 20. I wonder if we could have that.
39
40 (AUDIO BEING PLAYED)
41
42 MR. LUNN: The call is put on hold at that point.
43 MR. McGOWAN: Yes, if you could go to the continuation
44 of the call, please.
45
46 (AUDIO CONTINUING)
47

42
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1 (AUDIO STOPPED)

2
3
4 MR. MCGOWAN:

5 Q So Ms. Steckley, if that's who it is, ultimately
6 hangs up and you continue on with your duties.
7 Next I have another what appears to be a
8 conversation with you and an E-Comm dispatcher in
9 YVR audio file 23.

10
11 (AUDIO BEING PLAYED)

12
13 (AUDIO STOPPED)

14
15 MR. MCGOWAN:

16 Q So that's a telephone call to you from E-Comm
17 telling you the call has been upgraded to Code 3,
18 correct?

19 A It's B.C. Ambulance dispatch. I don't believe
20 they're at E-Comm.

21 Q Okay, B.C. Ambulance dispatch, fair enough. You
22 -- you hadn't made the call requesting the
23 upgrade. They're calling you telling you it's
24 been upgraded.

25 A Correct.

26 Q Okay. That's the circumstance you told us earlier
27 where something might be upgraded to a Code 3 and
28 changed from a routine medical, correct?

29 A Yes.

30 Q Okay. And if I understood you correctly, this
31 would typically be a situation where you would go
32 on to make a priority announcement and dispatch
33 ERS?

34 A Yes.

35 Q That was your standing order at the time.

36 A Yes.

37 Q Sorry, I didn't hear you?

38 A Yes.

39 Q Okay. And you have a conversation -- just so we
40 have it on the record, my understanding from the
41 information is that according to the YVR audio
42 time counter, that was a call that came in at
43 1:36:28 and lasted for about 22 seconds. You
44 probably don't remember the specific time.

45 The next communication I have you involved in
46 is audio file 24. Just before we play that, you
47 ultimately did not make a priority announcement,

1 correct?
2 A Correct.
3 Q And you did not dispatch ERS, correct?
4 A Correct.
5 Q Perhaps before we go on, maybe you could just tell
6 the Commissioner why that was?
7 A Our priority announcement is a very loud tone that
8 goes out over anybody that has a hand-held radio
9 that is programmed to receive that tone-out.
10 Being that I knew that at least, at the very
11 minimum, Greg Sambrook and Bob Ginter were in the
12 vicinity of an RCMP incident, I did not think it
13 would be prudent to do a tone without at least
14 warning them to turn down their radios.
15 Q So let me just stop you there and see if I've got
16 that correct. When you do a priority
17 announcement, preceding the priority announcement
18 is a loud tone broadcast over the radio for the
19 purpose of telling people to cease communication
20 so your priority announcement can be heard; is
21 that right?
22 A I'm not sure if that's the intention of the tone.
23 I think it's to get people's attention.
24 Q Okay.
25 A Because it does not cut off communications if
26 there is some already happening. And if my
27 priority announcement is happening, to my
28 knowledge, people cannot cut into it.
29 Q Okay. So there's a loud tone designed to get
30 people's attention.
31 A That's my understanding.
32 Q And your concern here was if there's a bunch of
33 people standing around a police incident with
34 radios and I broadcast this loud tone, it may be
35 disruptive.
36 A Correct.
37 Q So you thought it prudent to get in touch with Mr.
38 Ginter or Mr. Sambrook and let them know this was
39 going to happen so if they saw fit, they could
40 turn their radios down.
41 A Yes.
42 Q Okay. What happened -- and you did ultimately
43 have that communication with them?
44 A I did.
45 Q And the response was...?
46 A Not to -- I was instructed not to do a priority
47 announcement.

44
Carla Hanson
In chief by Mr. McGowan

1 Q Okay. And was there also a communication to you
2 about ERS?
3 A I don't think ERS was mentioned. I think he --
4 Bob just said, "Just let Ambulance come."
5 Q Okay. Is implicit in the instruction not to do a
6 priority announcement don't dispatch ERS?
7 A That is how I interpreted it, yes.
8 Q Okay. And that information came from, I think
9 we'll see, Mr. Ginter, not Mr. Sambrook, correct?
10 A Correct.
11 Q Did you understand Mr. Ginter to be in the company
12 of Mr. Sambrook when this was said?
13 A I believed he was, yes.
14 Q And it looks to me on the chart that we entered
15 that you and Mr. Ginter, while you both work under
16 Mr. Sambrook, I'm unclear as to whether you - in
17 the hierarchy of things - are under Mr. Ginter.
18 Perhaps does -- does he give you instructions
19 generally or in certain circumstances does he take
20 the lead? How does that work?
21 A Yes, he is the responder on the scene. He is --
22 he gives me instructions throughout a 12-hour
23 shift that I respond to.
24 Q Okay. You don't give him instructions, at that
25 time?
26 A Instructions, no.
27 Q Okay. I'm not suggesting you don't communicate
28 openly and make suggestions and that your
29 suggestions aren't valued, but in terms of the
30 structure in a response situation, he tells you
31 what to do, you don't tell him what to do.
32 A Correct.
33 MR. MCGOWAN: Okay. Now, perhaps we'll play YVR audio
34 24, please. I think this is you and Mr. Ginter
35 speaking at about 1:36: 50.
36
37 (AUDIO BEING PLAYED)
38
39 (AUDIO STOPPED)
40
41 MR. MCGOWAN: Okay.
42 Q Now, I'm just going to ask you a few questions
43 about that. "Whiskey 1", that's Mr. Ginter?
44 A Yes.
45 Q Okay. The first thing that happens is he -- and
46 this is you calling him, or him calling you?
47 A I called him.

1 Q And the first thing he says to you -- and this is
2 a radio transmission -- the first thing you say is
3 "Whiskey 1 Operations." Is that you calling for
4 Whiskey 1?
5 A Yes.
6 Q Okay. And Operations is you?
7 A Yes.
8 Q The first thing he does is ask you if there's
9 somebody in Maintenance who speaks Polish.
10 A Correct.
11 Q And you say, "Yes, I think there is."
12 A Mm-hmm.
13 Q Who were you speaking about there?
14 A We have a duty maintenance crew. I -- with a
15 variety of languages. I thought there was
16 somebody on shift that perhaps spoke Polish.
17 Q Do you know the name of the person you thought
18 might have spoken Polish?
19 A I don't know that I was thinking about somebody
20 particular.
21 Q Okay. Had you heard any suggestion that the
22 person involved in the incident spoke Polish prior
23 to this point?
24 A Not to my recollection.
25 Q Okay. This call is approximately 1:36:50 in the
26 morning according to the records. Does that sound
27 about right to you?
28 A Sounds right.
29 Q You certainly understood the call to have come in
30 after the tasing had taken place.
31 A Yes.
32 Q Okay. The next thing that happens is you -- after
33 you tell him about thinking there may be somebody
34 who speaks Polish, you communicate to him that the
35 ambulance has been upgraded to Code 3, correct?
36 A Yes, I don't -- I know we just listened to it.
37 Q Okay.
38 A I don't know if I said --
39 Q Okay, fair enough.
40 A -- Code 3 or if I just said it's been upgraded.
41 Q Okay. I think -- according to this, what you say
42 is "Ambulance has upgraded it, so I don't know if
43 you guys want to turn down your radios before I do
44 an announcement."
45 A Right.
46 Q And this point, you'd formed the intention to do
47 the announcement to have ERS dispatched, correct?

1 A Yes.

2 Q Mr. Ginter changes your intended course, correct?

3 A Yes, he does.

4 Q And he does that by saying, "Don't do an
5 announcement, just have Ambulance come."
6 A Correct.

7 Q And that's an instruction to you don't do the
8 priority announcement, leave ERS where they are.
9 A That's how I interpreted it, yes.

10 Q Okay. And you say, "Is Greg okay with that,
11 'cause they did just say it was Code 3."
12 A Correct.

13 Q Are you a little surprised at the instruction
14 you've received?
15 A I was, yes.

16 Q Okay. Why was that?
17 A It's not routine. We have medicals regularly, and
18 having them upgraded is not unusual, and that was
19 an unusual instruction for me to receive.

20 Q Had you ever received that instruction in the face
21 of a Code 3 medical before, prior to this time?
22 A I cannot think of anything in particular, no, or
23 any circumstance where that has happened.

24 Q Had you made priority announcements and, in turn,
25 dispatched ERS to Code 3 medical situations
26 previously?
27 A Oh, yes.

28 Q Okay. That had happened a number of times?
29 A Where I've priority announcements?
30 Q Yes.
31 A Oh, many times.

32 Q Okay. Did you understand, in the face of a Code 3
33 medical, that you had any discretion as to whether
34 to dispatch ERS? You, personally.
35 A Me personally?
36 Q Yes.
37 A No, I do not think I personally had discretion.

38 Q Okay. Do I take it from your answer that your
39 understanding was if there's a Code 3 medical,
40 you're mandated or required to dispatch ERS?
41 A That was my understanding.

42 Q Okay. And the reason, I take it -- well, maybe
43 you can tell me. What's the reason you said, "Is
44 Greg okay with that?"
45 A Because it was stepping outside of our regular
46 procedures and Greg was there with Bob. I wanted
47 to make sure he knew and agreed with my not doing

1 a priority announcement.
2 Q And was that because Mr. Sambrook was sort of the
3 boss --
4 A Yes, he was --
5 Q -- on duty at that point?
6 A -- our manager. Yes.
7 Q All right. And there was a little pause after you
8 asked that question before Mr. Ginter responded,
9 "Yeah, we're fine." What did you understand was
10 happening during that pause or do you have any
11 idea? Did you take that to be Mr. Ginter talking
12 to Mr. Sambrook?
13 A Yes.
14 Q Now, we've talked about the ERS that happened
15 during that conversation. The other thing which
16 we mentioned was the inquiry about somebody
17 speaking Polish, right?
18 A Right.
19 Q Okay. You get back to Mr. Ginter on that point a
20 few minutes later, a couple of minutes later,
21 correct?
22 A Yes. Yes.
23 MR. MCGOWAN: And perhaps we could play YVR audio file
24 26, please.
25
26 (AUDIO BEING PLAYED)
27
28 (AUDIO STOPPED)
29
30 MR. MCGOWAN:
31 Q Okay, 1:38:14, you call Mr. Ginter back on the
32 radio and tell him no -- no one in Maintenance
33 speaks Polish, correct?
34 A Correct.
35 Q Okay. Had you made some inquiries to determine
36 that?
37 A Yes, I had made an inquiry on our frequency ELEB.
38 Q Okay. Is that a radio frequency?
39 A It is a radio frequency.
40 Q Is it a Maintenance frequency?
41 A Yes.
42 Q Not recorded.
43 A No.
44 Q And who did you phone?
45 A I just went on and said, "Does anyone on A crew
46 speak Polish," or something to that effect.
47 Q Who is A crew?

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Carla Hanson
In chief by Mr. McGowan

1 A A crew was the duty crew that day -- night.

2 Q Okay. Would that have included the ERS or
3 airfield operation personnel?

4 A No, it would not have.

5 Q Okay. Now the next conversation I think you have
6 is about a minute later with Mr. Sambrook and it's
7 a telephone call.

8 MR. MCGOWAN: Perhaps we could play YVR audio file 27,
9 please.

10
11 (AUDIO BEING PLAYED)

12
13 (AUDIO STOPPED)

14
15 MR. MCGOWAN: Okay. That's the end of that recording,
16 I think.

17 Q That's Mr. Sambrook just before 1:40 in the
18 morning calling you and asking you how it is you
19 found out about the information, correct?

20 A Correct.

21 Q Okay. And you tell him essentially the same thing
22 you've told the Commissioner here today which is
23 some information came in through the SOC and then
24 shortly thereafter you got another call.

25 A Yes.

26 MR. MCGOWAN: We'll play the next YVR audio file 28.
27 It's about 1:40 in the morning. In fact it almost
28 overlaps with the last call, doesn't it, a little
29 bit. I think probably you'll see that. It
30 appears to be you speaking with the RCMP dispatch
31 again.

32
33 (AUDIO BEING PLAYED)

34
35 (AUDIO STOPPED)

36
37 MR. MCGOWAN:

38 Q That's you again speaking with an E-Comm
39 dispatcher about a telephone call they're trying
40 to track down from Horizon.

41 A Yes.

42 Q So that tracking down is still going on at the
43 time of this phone call.

44 A Yes.

45 Q Okay. The next information that I see coming to
46 you is a very brief communication. Maybe we'll
47 just play it, Audio 31. I'm not sure if you say

1 anything or not here, 1:41:49.

2

3 (AUDIO BEING PLAYED)

4 (AUDIO STOPPED)

5

6 MR. MCGOWAN:

7 Q Were you able to understand what was said there?

8 A I believe it said "Whiskey 1" -- or "Operations
9 Whiskey 1" and then "RFR on scene".

10 Q Okay. What was that last on scene?

11 A RFR.

12 Q Okay. Is that Richmond Fire?

13 A Yes.

14 Q Okay. So you understood that to be Mr. Ginter
15 speaking?

16 A Yes.

17 Q Okay. And speaking to you, and you heard
18 "Operations Whiskey 1, RFR on scene."

19 A I believe so, yes.

20 Q And you would understand -- that would be your
21 radio-talk for Ginter telling you that Richmond
22 Fire is on scene.

23 A Correct.

24 Q And does "on scene" mean inside or outside or do
25 you have a specific policy or procedure about
26 that?

27 A I don't believe we have specific policy for that.

28 Q What did you understand him to mean when he said
29 "on scene", or did you think about it?

30 A I didn't think about it. I would assume that it
31 meant within a close distance of the person that
32 they were responding to.

33 Q All right. Fair enough. Okay. It looks like you
34 have another telephone conversation again with the
35 RCMP at -- just before 1:42 in the morning.
36 Again, E-Comm is still trying to track down
37 Horizon. If we could play audio file 32, please.

38

39 (AUDIO BEING PLAYED)

40

41 (AUDIO STOPPED)

42

43 MR. MCGOWAN:

44 Q Okay. That's again you providing information to
45 help E-Comm track down Horizon; is that right?

46 A Yes.

47 Q Okay. The next conversation I have you involved

50
Carla Hanson
In chief by Mr. McGowan

1 in is with Mr. Ginter at about 1:44 in the morning
2 and it has to do with the ambulance.

3 MR. MCGOWAN: Perhaps we could play audio file 35,
4 please.

5
6 (AUDIO BEING PLAYED)

7
8 (AUDIO STOPPED)

9
10 MR. MCGOWAN: Okay.

11 Q Now, I heard that call and it sounded to me like
12 Mr. Ginter telling you that there's an ambulance
13 on scene. Did you hear that?

14 A Yes.

15 Q And you say, "Okay." And then there's another
16 voice that sounded to me like it said "Whiskey 1,
17 Black 2."

18 A Yes.

19 Q Who's Black 2?

20 A Andrew Caldwell.

21 Q Okay. Who's Andrew Caldwell?

22 A He is -- at that time he was an ERS backfield
23 supervisor.

24 Q Okay. He's situated at the fire hall at the
25 airport?

26 A Yes.

27 Q He's a first responder there?

28 A Yes.

29 Q And he was in charge of the fire hall that night,
30 did I understand?

31 A Yes.

32 Q Okay. Can he hear these radio communications or
33 could he hear this radio communication?

34 A If he chooses to listen to Ops A, yes.

35 Q Okay. So if he has turned his -- is that his
36 usual channel?

37 A No, he's usually on a channel called "Air".

38 Q Called "Air"?

39 A Yes.

40 Q Okay. So this transmission is taking place on
41 Operations channel A.

42 A Correct.

43 Q So he would have to have turned his radio over
44 there for some reason to have heard this
45 communication.

46 A Yes.

47 Q It wouldn't be standard for him to have the radio

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In chief by Mr. McGowan

1 at the fire hall on this channel.
2 A It's not required, but it's not unusual, to my
3 knowledge.
4 Q Okay. He interrupts your conversation, correct?
5 A Yes.
6 Q And Mr. Ginter and he have a bit of a side
7 conversation about Richmond Fire and the medical
8 and Mr. Caldwell, it sounds, requests that Mr.
9 Ginter call him on his cell phone. Is that --
10 A That's what I heard.
11 Q Did I understand that conversation correctly?
12 A That's what I heard, yes.
13 Q Okay. Did you have a telephone conversation with
14 Mr. Caldwell?
15 A Later that night I think I did.
16 Q And what was the gist of that telephone
17 conversation?
18 A He just called up looking for a phone number for
19 Chane Thomas, who was either his manager or
20 superintendent at the time.
21 Q And did you discuss with Mr. Caldwell the incident
22 or that radio communication?
23 A Not to my memory, no.
24 Q Okay. The next call I have you involved in is
25 another conversation that involves Mr. Sambrook
26 and you at 1:51.
27 MR. MCGOWAN: If we could play audio file 37, please.
28
29 (AUDIO BEING PLAYED)
30
31 (AUDIO STOPPED)
32
33 MR. MCGOWAN:
34 Q That's Mr. Sambrook telling you about a reroute of
35 passengers out by the Elephant and Castle instead
36 of going through the IRL, correct?
37 A Yes.
38 Q And he's telling you that just so that you and the
39 other people in the Operations room will be able
40 to keep up with where passengers are going and
41 what's happening?
42 A Yeah, that, and he probably wanted it recorded
43 just for the log, for information.
44 Q Okay. Do you sometimes do that in Airport
45 Operations, say something over the radio just to
46 make sure that there's a record of it?
47 A Yes.

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Carla Hanson
In chief by Mr. McGowan

1 Q Is that something you're instructed to do, is make
2 sure your communications and your actions are
3 communicated so that there is a record of them?

4 A I don't believe I've been instructed to do it, but
5 it is common practice.

6 Q All right. Fair enough. Now, the next -- and I
7 think perhaps the final radio or telephone
8 communication we have you involved in that we're
9 aware of is YVR audio 39. I think this is a call
10 involving you and Mr. Sambrook again on the --
11 this is on the Airport Operations telephone.

12 MR. MCGOWAN: If we could play 39, please.

13
14 (AUDIO BEING PLAYED)

15
16 (AUDIO STOPPED)

17
18 MR. MCGOWAN:

19 Q That final call, we understand, came in I think
20 probably sometime after 1:52, but it doesn't
21 appear that there was a specific time captured for
22 that call. Do you have a recollection at all of
23 how long after your call with Mr. Sambrook about
24 rerouting passengers the final call came in?

25 A I have no -- I don't remember.

26 Q That's fine. That's fine. That's the first you
27 knew about the fact that Mr. Dziekanski had passed
28 away?

29 A No. Bob Ginter had called Heather Staller earlier
30 than that and told her, and she relayed the
31 information to me.

32 Q Okay. Did you have any communications that
33 evening with anybody associated with the airport
34 or with the incident by way of radio or telephone
35 that were not captured by the recording system,
36 either your recording system or E-Comm's recording
37 system?

38 A The only one I know of is the one I made on ELEB
39 looking for somebody that spoke Polish.

40 Q Okay. Fair enough. Did you have any e-mail
41 communications that evening with anybody connected
42 with the airport or the incident?

43 A I've recently been reminded that I did have an e-
44 mail from Andrew Caldwell asking what my local
45 was, but to my recollection, that was it.

46 Q Okay. Do you know if you responded to that e-
47 mail?

- 1 A I believe I responded giving him my local number.
2 Q Okay. And did you receive a call from Mr.
3 Caldwell after that e-mail?
4 A Yes.
5 Q And approximately when during the incident did
6 this call occur?
7 A I believe it was quite a while after it had been
8 finished.
9 Q Okay. Was it after you'd had it communicated to
10 you that Mr. Dziekanski had passed away?
11 A I believe so.
12 Q Was the discussion afterwards with Mr. Caldwell
13 centred around why it was that ERS wasn't
14 dispatched?
15 A No, I believe it was just looking for Chane
16 Thomas' home phone number.
17 Q Did you have a conversation with either Mr. Ginter
18 or Mr. Sambrook about the decision not to dispatch
19 ERS?
20 A Not that night.
21 Q Did you have one subsequently?
22 A We had a critical incident stress debrief where it
23 was mentioned.
24 Q Were you provided an explanation? I don't want
25 you to tell me what it was, but were you provided
26 an explanation by Mr. Ginter or Mr. Sambrook?
27 A Yes.
28 Q I'm going to ask you, ma'am, about a couple of
29 other matters that arose during your evidence. Do
30 you know Mr. Vrba?
31 A I do.
32 Q Okay. Did you see Mr. Vrba here today?
33 A I did. And, sorry, I just remembered another
34 phone call about the incident, when you asked me
35 earlier if I had had a call with other people in
36 the airport.
37 Q Yes, please tell the Commissioner just to make
38 sure we have them all.
39 A Just that somebody -- our Maintenance Department
40 after I had gotten on the radio and asked about
41 the Polish interpreter, they called up and said
42 that they had heard that -- in my voice that
43 something was going on and they wanted to know
44 what was going on.
45 Q Sorry, run that -- I didn't quite catch that.
46 A Someone in our Maintenance Department just called
47 up to ask what was going on.

1 Q Okay. Somebody who had no involvement with the
2 incident?
3 A Correct.
4 Q Okay. It was just -- they were just curious?
5 A Yes.
6 Q Okay. And did you provide them information about
7 it?
8 A I tried to give them as little as possible. I
9 don't remember exactly what was said.
10 Q Okay. So that's all the communications that you
11 recall aside from those which were recorded?
12 A Yes.
13 Q Okay. And feel free, if you think of something
14 after I've asked you a question or you want to
15 make your answer more fulsome, please feel free to
16 let me know and I'll give you every opportunity.
17 A Okay.
18 Q You know Mr. Vrba?
19 A Yes.
20 Q Okay. You saw him here today?
21 A I did.
22 Q He's somebody who worked at the airport at the
23 time of this incident?
24 A Yes.
25 Q Okay. You knew him at the time?
26 A I did.
27 Q Okay. Did you know him by name?
28 A Yes.
29 Q Did you have a working relationship?
30 A Yes.
31 Q Was he somebody that you socialized with outside
32 of work?
33 A No, not outside of work, but we would take coffee
34 breaks together at work.
35 Q Okay. Somebody that you socialized with at least
36 in a work environment on your breaks.
37 A Correct.
38 Q It's fair to say you certainly knew him, I'm
39 gathering from your answer, quite well in a work
40 context.
41 A Yes. We'd only known each other a short period of
42 time, but yes.
43 Q Okay. Had you, prior to this evening, discussed
44 with Mr. Vrba which languages he spoke?
45 A Not to my knowledge.
46 Q Okay. Do you recall knowing anything about where
47 he was from or what his first or second language

1 was?
2 A Yes. I knew that he was from Russia.
3 Q Okay.
4 A And he had an obvious accent so I would assume
5 that he spoke Russian.
6 Q Okay. I'm going to ask you about the airport
7 parking, and I'll tell you why I'm doing this.
8 Mr. Vrba, I think you probably know, has come here
9 and told us about a couple of conversations that
10 he says he had with you and Ms. Staller. You know
11 that.
12 A Mm-hmm.
13 Q Your counsel has made you aware of that.
14 A Yes.
15 Q Okay. I'm going to ask you a few questions
16 generally about airport parking in the Operations
17 room --
18 A Okay.
19 Q -- and about some conversations Mr. Vrba says he
20 had with you. All right?
21 A Okay.
22 Q Now, airport parking, is that a task that occurs
23 -- the recording of airport parking, that happens
24 every night at the airport?
25 A Yes.
26 Q Okay. And that's essentially the job -- a job
27 which is done by one of the airport backfield
28 employees?
29 A Yes.
30 Q And Mr. Vrba was one of those?
31 A Yes.
32 Q Okay. And the job consists of going around the
33 airport grounds and recording where the different
34 airplanes are parked; is that right?
35 A Yes, along with several other pieces of
36 information, yes.
37 Q Okay. And one of the reasons is so that they can
38 be billed for parking?
39 A Exactly.
40 Q So it's an important task that has to be conducted
41 with some precision.
42 A Yes.
43 Q Okay. And the information is recorded on an
44 airport parking form? Does it have a name?
45 A It can be recorded on anything as long as it's
46 later entered into an Excel document, yes.
47 Airport parking log I think is what it's called.

- 1 Q Okay. So it could be recorded on just a piece of
2 foolscap paper?
- 3 A Yeah.
- 4 Q Is it usually recorded on an airport parking form?
- 5 A Depends who does it.
- 6 Q Okay. Where are the airport parking logs kept?
- 7 A In a shared computer file that Operations has
8 access to.
- 9 Q Okay. Are the forms typically picked up from the
10 Operations room prior to filling them in, if a
11 person chooses to use the form?
- 12 A Typically, no, but I believe at that time Heather
13 had struck up an agreement with Karol Vrba and
14 Paul Swan that she would do part of the
15 information for them because she had it in her
16 system and they would just fill in the remainder.
- 17 Q Okay. So Heather had volunteered to be helpful by
18 filling in some of the information from her
19 computer system, and then handing the form out to
20 whoever was going to fill out the airport parking
21 information --
- 22 A As far as I know.
- 23 Q -- by going outside; is that right?
- 24 A As far as I know, yes.
- 25 Q And that, I take it, would require the person or
26 somebody to come to the Operations room to get the
27 form prior to doing the parking check.
- 28 A Yes, it would.
- 29 Q Okay. Do you know who did the parking check on
30 the night of October 13th, morning of October
31 14th?
- 32 A Karol did.
- 33 Q Okay. Is there a standard time that the airport
34 parking is checked? Does it have to be checked
35 during a certain hour?
- 36 A There is a certain period of time where it has to
37 be checked. I don't know it exactly, though.
- 38 Q Do you recall Mr. Vrba coming to the Airport
39 Operations room that evening to retrieve the
40 parking form?
- 41 A I do not remember that.
- 42 Q Okay. Are these parking forms kept after they're
43 filled out?
- 44 A No.
- 45 Q Could Mr. Vrba have done the parking check that
46 night without coming to the Operations room first
47 to receive the form?

- 1 A He could have.
- 2 Q How would he have got the information filled out
3 by Ms. Staller then?
- 4 A He would -- he does not need the information
5 filled out by Heather Staller in order to fulfill
6 his duty.
- 7 Q Okay. Is it your -- let me see if I'm clear. Is
8 it your recollection that he didn't come to pick
9 up the form or you don't know whether he came to
10 pick up the form?
- 11 A I just don't know.
- 12 Q Okay. If he came to pick up -- do you recall him
13 coming back to drop off the form?
- 14 A I do recall that, yes.
- 15 Q Okay. Do you know whether he dropped off a form
16 or a piece of foolscap paper?
- 17 A I don't remember specifically.
- 18 Q Okay. And would that written -- handwritten
19 information have simply been thrown out
20 afterwards? Is that what I understand?
- 21 A Yes.
- 22 Q So once it's entered in the computer, there's no
23 way to know how it was recorded on that evening.
- 24 A Correct.
- 25 Q Okay. Do you recall Mr. Vrba -- you told us you
26 recall him dropping off the form. Do you recall
27 having a conversation with him?
- 28 A I do, yes.
- 29 Q Let's go back earlier in the evening, because as
30 you know, I think, Mr. Vrba suggests that he came
31 to the Operations room early in the evening at the
32 time that you were having a telephone call with
33 somebody about the incident, and that at that
34 point when you and Ms. Staller, Mr. Ginter and Mr.
35 Sambrook were in the room, he had a conversation
36 with you and Ms. Staller.
- 37 A Okay.
- 38 Q Okay.
- 39 MR. STEWART: To be fair, he never testified to having
40 spoken --
- 41 THE COMMISSIONER: Sorry, would you speak louder,
42 please?
- 43 MR. STEWART: To be fair, and I'm -- I want to make
44 sure everyone agrees with me on this -- I believe
45 that his evidence was that he only spoke with
46 Heather Staller. He never testified that he had
47 any communication with Ms. Hanson.

1 MR. MCGOWAN: Sure, I'm happy to clarify that question.
2 MR. STEWART: Okay.
3 MR. MCGOWAN:
4 Q He spoke to Ms. Staller with you present and in
5 the vicinity.
6 A I don't remember that.
7 Q Okay. You don't recall having seen Mr. Vrba prior
8 to him coming to drop off the form later in the
9 evening?
10 A I don't remember it. I was very busy.
11 Q Okay. At the time you spoke with Ms. Steckley and
12 received the information about the incident from
13 Mr. Byl or by overhearing Mr. Byl's conversation,
14 did you know anything about the languages spoken
15 by Mr. Dziekanski, who you later learned to be Mr.
16 Dziekanski, or anything about his ability to speak
17 English, other than what you heard from Ms.
18 Steckley?
19 A I believe that's the only information I had at
20 that time.
21 Q Are the doors to the Operations room accessed by
22 use of a Prox card?
23 A Correct, yes.
24 Q If somebody wants to come into the Operations
25 room, is there a buzzer system or do they have to
26 have a Prox card?
27 A There is a buzzer system as well.
28 Q If Mr. Vrba had a -- would he have had a Prox
29 card?
30 A Possibly. Probably, but I don't -- he was fairly
31 new, so he may not have. I don't remember.
32 Q So he could have got in the room without using a
33 Prox card.
34 A Yes.
35 Q Would it be typical for somebody associated with
36 ERS in a backfield crew to have a Prox card that
37 would allow them to open Operations room?
38 A Yes.
39 Q Now, the first call from elevator 40 came in to
40 you at 1:18:06, correct?
41 A (No audible response).
42 Q And that call tells Mr. Byl and you, if you're
43 overhearing it, or shortly thereafter from Mr. Byl
44 that there's trouble in the -- a guy making
45 trouble in the ERL (sic), and by 1:19, the
46 information has also included the fact of throwing
47 chairs, correct?

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In chief by Mr. McGowan

1 A Okay.
2 Q Am I right --
3 MR. STEWART: I'm just not sure if this witness in her
4 original response to your question specifically
5 recalled exactly that she had heard that
6 transmission or that Mr. Byl then communicated the
7 gist of it to her. She just wasn't certain. So
8 as to a time, it would be difficult.
9 MR. MCGOWAN: Well, I think she told us that either she
10 overheard the call or immediately or very shortly
11 after the call, the communication took place. The
12 information was passed on to her.
13 Q So you agree with that, correct? You either
14 overheard the radio communication or as soon as it
15 was over, Mr. Byl turned to you and said, "Hey,
16 this is what I heard."
17 A Yes.
18 Q Okay. And the decision at that point was made not
19 to call the RCMP immediately.
20 A Correct.
21 Q I want to see if I can understand whose decision
22 that was. I understood you to be present, and
23 typically it's your job to call the RCMP if
24 something -- information of this nature comes in,
25 correct?
26 A Typically, yes.
27 Q Okay. But it sounds like you had in the fairly
28 immediate vicinity, your supervisor, Mr. Sambrook,
29 and also Mr. Ginter who's the Response
30 Coordinator, correct?
31 A Yes.
32 Q And they were also appraised (sic) of the same
33 information you were appraised of?
34 A Yes.
35 Q So you didn't, on your own initiative, call the
36 RCMP at that point.
37 A Not at that point.
38 Q You had a discussion with Mr. Ginter and Mr.
39 Sambrook.
40 A Yes.
41 Q Were you given a specific instruction not to call
42 the RCMP by either of them?
43 A Yes.
44 Q Okay. Which one?
45 A I'm not 100 percent sure.
46 Q Okay. After the information came in from Ms. --
47 just so we're clear, it was one of the two?

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Carla Hanson
In chief by Mr. McGowan

1 A Yes.
2 Q Okay. And the other one was present when the
3 instruction was given?
4 A Yes.
5 Q So if Mr. Sambrook told you, was Mr. Ginter
6 standing right there too?
7 A Yes.
8 Q It was a three-way conversation?
9 A In my memory, yes.
10 Q Okay. You ultimately receive from further
11 information from Ms. Steckley.
12 A Yes.
13 Q And you put her on hold and you personally contact
14 the RCMP?
15 A Correct.
16 Q Was there another discussion with Mr. Sambrook or
17 Mr. Ginter before doing that, or did you make the
18 decision on your own?
19 A I made the decision on my own at that point.
20 MR. MCGOWAN: Okay. If I might just have a moment, Mr.
21 Commissioner. This might be a convenient time to
22 break, Mr. Commissioner.
23 THE COMMISSIONER: All right. We'll break until 2:00.
24 THE REGISTRAR: The hearing is now adjourned until 2:00
25 p.m.
26
27 (WITNESS STOOD DOWN)
28
29 (PROCEEDINGS ADJOURNED FOR NOON RECESS)
30 (PROCEEDINGS RECONVENED)
31
32 THE REGISTRAR: The hearing is now resumed.
33
34 CARLA HANSON, a witness,
35 recalled.
36
37 EXAMINATION IN CHIEF BY MR. MCGOWAN, continuing:
38
39 Q My first area I want to cover with you before
40 we're finished has to do with the ERS.
41 A Okay.
42 Q You've told us that there was a protocol in place
43 with respect to when ERS would be dispatched.
44 A Yes.
45 Q And the standing order was to dispatch them to all
46 Code 3 medicals, correct?
47 A Yes.

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Carla Hanson
In chief by Mr. McGowan

1 Q While there was a -- there was a discretion for
2 routine medicals, right?
3 A Yes.
4 Q But your mandate was to dispatch them to all Code
5 3 medicals.
6 A Yes.
7 Q And you were given a specific instruction that
8 night by Mr. Ginter to depart from the standing
9 order.
10 A That was my understanding, yes.
11 Q And you acted on that specific instruction.
12 A Yes.
13 Q And that specific instruction, you understood from
14 your communications with Mr. Ginter, either
15 rightly or wrongly, had perhaps been discussed
16 with Mr. Sambrook.
17 A Yes.
18 Q Subsequent to the events -- now, I asked you
19 earlier and I just want to cover this before I ask
20 you the next question. I asked you earlier about
21 discussions you had and you told us about a
22 critical -- some sort of a debriefing. That was a
23 critical incident debriefing, correct?
24 A Yes.
25 Q And one component of that was a counselling
26 component --
27 A Yes.
28 Q -- correct?
29 A Yes.
30 Q And there was a discussion with a counsellor about
31 feelings and how people felt about it.
32 A Correct.
33 Q I'm not asking you about feelings and I'm not
34 asking you about your communications with the
35 counsellor, all right?
36 A Okay.
37 Q Do you understand that?
38 A Yes.
39 Q What I'm asking you is: subsequent to the events,
40 did Mr. Ginter or Mr. Sambrook provide you with an
41 explanation for why, that night, they told you to
42 depart from a standing order? And when I say
43 "they", I mean Mr. Ginter specifically speaking,
44 of course.
45 A I was not given specific reasoning. It was more
46 of an understanding.
47 MR. STEWART: If I can raise just to address just this

1 issue in a general way, and my friend has alluded
2 to this and it may be something that may arise
3 with other witnesses as well. But I'm really
4 stating this more as a matter of principle.

5 This critical incident stress debriefing was
6 with a counsellor present, and as I understand it,
7 its intention and purpose is to be able to assist
8 employees who have been involved in a --

9 THE COMMISSIONER: Well, counsel is not getting into
10 that.

11 MR. STEWART: And I'm just wanting to make sure that
12 this -- this witness knows that in answering the
13 explanation given or what it was that Mr. Ginter
14 explained, is that she doesn't need to comment on
15 his explanation or how he felt about it.

16 THE COMMISSIONER: No, that's not the question.

17 MR. STEWART: Okay. Thank you, Mr. Commissioner.

18 MR. MCGOWAN:

19 Q You're clear I'm not asking you about anybody's
20 feelings, right, ma'am?

21 A Yes.

22 Q Did Mr. Ginter tell you why he told you not to
23 call the ERS?

24 A Not specifically, not -- I did not get a specific
25 reason.

26 Q Did you get a general reason?

27 A I got a general understanding.

28 Q What does that mean?

29 A I'm trying to remember exactly what was said.

30 Q Tell us to the best of your recollection the words
31 that were spoken, please.

32 A The words that were spoken in the debrief?

33 Q The words that were spoken by Mr. Ginter in way of
34 an explanation for the specific order he gave you
35 to depart from a standing order that night.

36 A I'm not sure I understand the question.

37 Q Certainly, ma'am.

38 A Do you want to know what he said in that debrief?

39 THE COMMISSIONER: Yes, on this one topic.

40 A On this one topic?

41 MR. STEWART: Mr. Commissioner, again, this is very
42 much, in my mind, a matter of principle and it's
43 not really specific to this witness, but I just
44 can't help but think that when people in their
45 workplace environment have been involved in a
46 critical incident such as this where there may be
47 sort of post-traumatic issues, upset, et cetera,

1 if -- if people having a discussion about what
2 happened in the context and in the presence of a
3 counsellor will subsequently be asked questions
4 about what it was that was discussed in that
5 meeting, then one can imagine that those types of
6 counselling sessions, to try and bring relief to
7 people, would not have great utility in the future
8 if people would know that they're going to be
9 asked questions about what it was that was said.
10 It would be difficult for people to have the
11 experience of receiving counselling. That's my
12 concern.

13 THE COMMISSIONER: Well, I --

14 MR. STEWART: I would imagine that there may be other
15 witnesses that will come. I have no idea what the
16 RCMP policy is, but I'm just imagining that there
17 probably is access to counsellors. There is such
18 a thing for lawyers, similarly, in terms of
19 lawyers' assistance. That's -- that's my concern.
20 I'm in your hands. I'm not concerned so much
21 with this witness, but just in a general sense. I
22 don't know how these sessions, for any employee,
23 would work in the future if they don't have that
24 confidence that this is a counselling session. If
25 that's its -- and as I understand it, that was its
26 dominant purpose.

27 THE COMMISSIONER: Thank you.

28 MR. BUCHANAN: Good afternoon, Mr. Commissioner. Chris
29 Buchanan for the PSAC. I join with this objection
30 and concern. These are counselling sessions, and
31 I don't know if you can hive off certain questions
32 and certain answers when the notion is that people
33 are supposed to come and express their viewpoints
34 freely at such -- at such meetings.

35 We're going to have Mr. Ginter testify so he
36 can -- he can give the answer as to why he and/or
37 Mr. Sambrook chose not to call the ERS. Thank
38 you.

39 THE COMMISSIONER: What have you to say about this?

40 MR. MCGOWAN: Mr. Commissioner, it's a very narrow
41 question. This witness, on the morning of October
42 14th was given a very unusual order. There was a
43 standing order in place. She was instructed to
44 depart from that order. A discussion took place
45 and I understand there was a counselling element
46 to it. I'm staying away from that. But there was
47 another element to this meeting. It's a meeting

1 that I understand Mr. Sambrook, Mr. Ginter, people
2 from ERS were present at. This isn't a one-on-one
3 counselling session. It's a session to figure out
4 what happened that night. It's not so different
5 from the mandate we have here in some ways.
6 I'd like to know what explanation this
7 witness was given, not the feelings about it. I
8 want to know why she was told she was not to call
9 the ERS.

10 THE COMMISSIONER: Yes, all right. I'll allow the
11 question. I'll take it a step at a time, but I'll
12 allow the question as put so far.

13 A And to be completely honest, I don't believe I
14 have ever gotten a specific reason as to why I was
15 instructed to not do the priority announcement.

16 MR. MCGOWAN:

17 Q Were you given anything in the way of an
18 explanation by either Mr. Sambrook or Mr. Ginter
19 to justify the instruction you were given to
20 depart from the standing order?

21 A Sorry, I'm trying to remember exactly what was
22 said so that I don't mistake it.

23 Q That's fine. Just tell us to the best of your
24 recollection.

25 A To the best of my recollection, it was somewhere
26 along the lines of the decision would be made
27 differently in future and that -- that's about it,
28 other than just more feelings about how they felt
29 about making that decision.

30 Q I'm not going to ask you about that, ma'am.

31 A About the feelings?

32 Q Yeah, I'm not going to ask you about that.

33 A Okay.

34 Q You must have been surprised at the order you were
35 given that night?

36 A I was.

37 Q There was questioning of the order that night.

38 A Yes.

39 Q Are you telling the Commissioner today that
40 outside this one discussion, at no time did you
41 ever discuss the topic with Mr. Ginter and Mr.
42 Sambrook?

43 A It was a very sensitive topic, so we have not
44 discussed it very much.

45 Q I didn't ask "very much". I asked "at all".

46 A We have discussed it, yes.

47 Q And in those discussions, what information were

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Carla Hanson
In chief by Mr. McGowan

1 you given about why the instruction was given to
2 you not to call ERS?
3 MR. BUCHANAN: Mr. Commissioner, I raise only out of
4 concern. There were some meetings with prior PSAC
5 counsel of which privilege of course would attach.
6 THE COMMISSIONER: Well, privilege only attaches if the
7 lawyer indeed is the lawyer acting on behalf of
8 the person.
9 MR. BUCHANAN: I believe at that point there was
10 contemplation that they would be acting for the
11 individual. So I'm content if my friend's
12 question isn't directed towards any discussion
13 where PSAC counsel is in attendance.
14 THE COMMISSIONER: Well, we don't know whether the
15 attendance is as a witness or --
16 MR. MCGOWAN: I can make it clear with my question, Mr.
17 Commissioner.
18 THE COMMISSIONER: All right.
19 MR. MCGOWAN:
20 Q You discussed some things with your lawyer, Dwight
21 Stewart, before coming to court, correct?
22 A Yes.
23 Q I don't want you to tell me about that.
24 A Okay.
25 Q Did you personally have another lawyer before Mr.
26 Stewart representing you on this matter?
27 A Just like he said, we discussed the potential of
28 having another lawyer, yes.
29 Q I don't want to know about the potential. Other
30 than Mr. Stewart or other lawyers associated with
31 his office, did you have another lawyer?
32 A No.
33 Q Okay. Leaving aside your discussions with Mr.
34 Stewart --
35 MR. BUCHANAN: Well, Mr. Commissioner, it was clearly a
36 meeting in which there was the -- the discussion
37 about whether or not they would be acting on
38 behalf of this individual, and the simple fact a
39 retainer had not been completed at the time
40 doesn't mean that those discussions aren't
41 privileged. Clearly there was a meeting with the
42 lawyer to talk about representation and, in that,
43 there was discussions with a number of
44 individuals. So the fact again that there was no
45 official retainer doesn't mean it's not
46 privileged.
47 THE COMMISSIONER: Well, the way you've explained it,

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Carla Hanson
In chief by Mr. McGowan

1 it's a little less than official retainer. It's a
2 question of whether or not a lawyer would be
3 retained.
4 MR. BUCHANAN: That's right. There was --
5 THE COMMISSIONER: Well, then, she doesn't have a
6 lawyer, period.
7 MR. BUCHANAN: Well, but she was coming and getting
8 legal advice from the lawyer, and the fact that
9 there wasn't --
10 THE COMMISSIONER: Well, legal advice, as I understand
11 what you're telling me, on the basis of whether or
12 not she would have one of these persons as her
13 lawyer.
14 MR. BUCHANAN: But as I understand privilege, if
15 somebody comes into my office and talks about an
16 issue, the fact that I've not yet become their
17 lawyer doesn't mean that the privilege doesn't yet
18 attach. That was what I understand this meeting
19 to be -- to be. There was the PSAC lawyer
20 discussing with the members the legal issues and
21 them -- in anticipation of being their lawyer.
22 THE COMMISSIONER: All right. If you take it that far,
23 I agree with you. All right, go ahead.
24 MR. MCGOWAN: It's an interesting issue, Mr.
25 Commissioner, but I'm not sure it's going to bear
26 on this.
27 Q Is it -- do you have a concern that what I'm
28 asking you about happened in the context of a
29 meeting with Mr. Stewart or another lawyer?
30 A No.
31 Q Okay. So I wonder if you could try to the best of
32 your ability to answer the question I asked you,
33 and if you can't remember it, I'm happy to try and
34 pose the question again.
35 MR. STEWART: I think that this witness has exhausted
36 her recollection but for --
37 THE COMMISSIONER: Well, let's see if she has. Let's
38 get through this.
39 MR. STEWART: But for talking about the feelings that
40 Mr. Ginter expressed about what the decision --
41 MR. MCGOWAN: That's not what the witness said.
42 MR. STEWART: -- he made.
43 THE COMMISSIONER: That isn't the question. The
44 question has got nothing to do with feelings. I'm
45 not interested in feelings. I want to know what
46 happened.
47 MR. STEWART: Okay.

1 MR. MCGOWAN:

2 Q You told us it was a sensitive topic. You told us
3 there wasn't extensive discussion about the
4 reasons for you being given that instruction, but
5 there was some discussion.

6 A Yes.

7 Q Okay.

8 A It's sensitive to the point where we have
9 virtually not spoken about it up until this
10 Commission started.

11 Q Okay.

12 A And, since then, there has been only one
13 conversation that I can recall where a reason was
14 given to me and that was only about a week ago.

15 Q Who gave you the reason?

16 A Bob.

17 Q And what reason did he give you?

18 A He said that he realized upon watching the Paul
19 Pritchard video that he hadn't known before then
20 why he didn't know why Mr. Dziekanski was
21 unconscious, and that he only realized after
22 watching that video last week approximately that
23 he had walked away from the scene and didn't know
24 that he had gone unconscious.

25 Q Okay. Are you telling the Commissioner that aside
26 from the debriefing and this conversation a week
27 ago, at no time have you discussed with Mr. Ginter
28 or Mr. Sambrook the decision not to dispatch ERS
29 and your order that you followed that night?

30 A That's correct.

31 Q Okay. Thank you. On the night of October 13th or
32 the early morning of October 14th, was there an
33 issue with the north runway?

34 A Yes.

35 Q Tell the Commissioner about that, please.

36 A My understanding is fairly limited, but the north
37 runway was taken out of commission because they
38 needed a cold patch. We did not have -- my
39 understanding is that there was nobody on shift
40 that night that was trained, properly trained, to
41 do a cold patch on the north runway. As such, it
42 needed to be closed until the next shift came in
43 the following morning to do the proper repairs.

44 THE COMMISSIONER: Is that to patch a pothole?

45 A Yes. That's my impression of it. I'm not an
46 expert.

47 THE COMMISSIONER: No.

1 MR. MCGOWAN:

2 Q There was a pothole on the north runway. There
3 was nobody on shift who could repair that patch
4 and, as a result, the north runway was closed.

5 A Correct.

6 Q Who usually patches the -- who can do a cold
7 patch?

8 A It would be our Airfield Maintenance Department.

9 Q There were no issues with the other runway?

10 A Not to my knowledge.

11 Q Does patching the runway have anything to do with
12 ERS in any way?

13 A Yes and no. The departments are blended, so it's
14 one and the same department. So there's our --
15 ERS is specific, but they fall under the -- I
16 believe it's Airfield Operations Emergency
17 Response Services. It's changed names several
18 times. But the Airfield Maintenance personnel as
19 well as the ERS personnel are similarly trained,
20 and it is the airfield personnel -- I'm not sure
21 I'm describing it properly -- that would backfill
22 the ERS position, if that makes sense.

23 Q Okay. I take it that given there was nobody on
24 shift who could patch the -- you mean there was
25 nobody trained or knowledgeable about patching the
26 runway on shift that night, is that --

27 A That's my understanding, yes.

28 Q Okay.

29 A I was not directly involved in that issue.

30 Q Okay. I take it if nobody on shift was trained or
31 capable of patching the runway, as far as you
32 know, nobody would have been taken away from their
33 usual position or otherwise occupied, patching
34 that hole. It wasn't patched that night.

35 A It was not patched that night.

36 Q And as far as you know from your position as
37 Airport Operations, nobody was dispatched to patch
38 that hole that night.

39 A I don't know. I believe that would have been a
40 conversation that happened between Bob and the ERS
41 supervisor. So I did not dispatch them, but I do
42 believe that Bob had requested them, is my
43 understanding, but I was not directly involved in
44 that conversation.

45 Q Can you overhear those conversations?

46 A No. I think it was -- I don't know how that
47 conversation happened.

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Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 MR. MCGOWAN: Fair enough. Thank you, ma'am. Please
2 answer any of the questions any of the other
3 lawyers have.

4 A Okay.

5 MR. STEWART: Dwight Stewart, counsel for the Vancouver
6 Airport.

7

8 CROSS-EXAMINATION BY MR. STEWART ON BEHALF OF THE
9 VANCOUVER AIRPORT AUTHORITY:

10

11 Q My first question, Ms. Hanson is, prior to October
12 14th, 2007, had you ever been involved in -- had
13 you ever encountered a situation where there was a
14 taser incident at the airport?

15 A No.

16 Q So this was the first time that you dealt with a
17 situation like this?

18 A Yes.

19 Q Now, I can't remember the exhibit number, but it's
20 the Airport Operations room layout.

21 A Yes.

22 Q I think it might -- I think it may be with the --
23 THE REGISTRAR: Exhibit 20.

24 MR. STEWART: Twenty?

25 Q Do you have that in front of you, Ms. Hanson?

26 A I do.

27 Q Okay. If you can just assist further in terms of
28 placement, we see on this map that there are more
29 than one chair, what it looks to be a chair, in
30 the Airport Operations Officer's position.

31 A Yes.

32 Q Can you recall now which one you were sitting in?

33 A I was in the far right position.

34 Q Okay. And can you now recall where Ms. Staller
35 was sitting?

36 A She was in the far left position of the Baggage
37 and Gates Scheduler seat.

38 Q Okay. So you were in very close proximity to each
39 other?

40 A Yes.

41 Q Okay. Now, describe for the Commissioner what it
42 is that you have directly in front of you, first
43 on your desk.

44 A Sitting in front of me, I've got two computer
45 screens. Immediately to my right is a Delta panel
46 alarm system. I've got, again on my right just on
47 the desk, is a phone. I've got at least three

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

- 1 handheld radios sitting in front of me. To my
2 left I have a parkade alarm system and a couple of
3 mice that control further alarm systems that are
4 up on plasma screens in front of me, and the
5 plasma screens that are just up raised above me
6 are camera views.
- 7 Q Okay. And just to be clear, the plasma screens,
8 these are flat-screen TVs that are suspended from
9 the ceiling out in front of you, correct?
- 10 A Yes.
- 11 Q Okay.
- 12 THE COMMISSIONER: Is that those five boxes we see in
13 front of your desk?
- 14 A That's what I would -- yes.
- 15 MR. STEWART: Okay.
- 16 Q Now, just first to cover it off, you went through
17 a whole series of alarms there, a Delta alarm,
18 that's Freon leaks; is that correct?
- 19 A Yes.
- 20 Q None of those alarms had anything to do with the
21 events of October 14th; am I correct?
- 22 A Correct.
- 23 Q Okay. They're out there and that's one of your
24 jobs, but it doesn't relate to October 14th?
- 25 A Correct.
- 26 Q Okay. Now, first though, in terms of -- if you
27 can, place yourself back in the position where you
28 receive the call on the courtesy phone from Ms.
29 Steckley. You have this -- you have a computer,
30 yes?
- 31 A Yes.
- 32 Q And what is it that you're doing?
- 33 A I'm talking to her on the phone, and as I'm
34 speaking to her, I'm entering onto my computer
35 screen what -- approximately what she's saying to
36 me.
- 37 Q Okay.
- 38 A Into a -- what we call an OMS log.
- 39 Q Okay.
- 40 THE COMMISSIONER: Thanks.
- 41 MR. STEWART: And for counsel in the room, this is the
42 information that was document 17 in the Airport
43 Authority list of documents. It's contained in
44 the original Commission counsel's CD that was
45 produced in November.
- 46 Q Now, Ms. Hanson, I've given you a document and
47 we've reviewed some of the information on that,

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 but I -- is this -- is this document in a
2 different form than what you would see on your
3 screen?

4 A Yes, it is.

5 Q But can you -- can you assist us? In the grey
6 area, sort of at the top of this first page,
7 there's various information, and specifically in
8 terms of the call description.

9 A Yes.

10 Q Can you read out what that says?

11 A It says:

12

13 RCMP assist - IRL - 50yr male with dark hair
14 and white coat throwing suitcases; appears to
15 be intoxicated, very belligerent.

16

17 Q Okay. And, to your recollection, who is it that
18 wrote that?

19 A Me.

20 Q Okay. And am I correct in understanding that
21 that's what you're writing as you speak with Ms.
22 Steckley?

23 A Something very similar.

24 Q Okay. Now, to your recollection, as you're typing
25 that information, where is -- where are Bob Ginter
26 and Greg Sambrook?

27 A They're standing right by me. I believe they were
28 right behind me looking at the screen, at what I
29 was typing as I was speaking to her.

30 Q Okay. Now, we know that Mr. Ginter and Mr.
31 Sambrook left the Operations Centre. Are you able
32 to recall when it was that they left?

33 A Not exactly.

34 Q Okay. Okay. You -- did you understand when they
35 were leaving that they were leaving to go down to
36 the IRL?

37 A Yes, I did.

38 Q Okay. Now, with respect to this document, I
39 believe in response to Mr. McGowan's question,
40 which was -- it was related to the fact that Mr.
41 Sambrook, very late in the evening -- I think it
42 was about 1:51 -- radioed back to you to advise
43 you that Customs was rerouting customers -- or
44 rerouting passengers through the IRL.

45 A Yes.

46 Q And you indicated that that was so you could log
47 that information?

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

- 1 A Yes.
- 2 Q To the best of your recollection, that's -- that's
3 what you were referring to as -- that the
4 information be logged somewhere here in the
5 incident report?
- 6 A Yes, this log and the radio log, just the
7 recording.
- 8 Q And so if I understand it correctly, this -- this
9 incident report is a place for you to complete
10 some of that information?
- 11 A Yes.
- 12 Q Okay. Now, just to assist -- and you should look
13 through this -- I take it that not all of this
14 information -- or just assist if you know -- which
15 of this information would be information that you
16 completed.
- 17 A Not all of it. Some of it would have been done by
18 somebody in Security.
- 19 Q Okay. And it's not -- do I understand correctly
20 this isn't a -- sort of a locked document. You'll
21 sometimes go back into it and fix your spelling
22 afterwards, those sorts of things?
- 23 A Yes.
- 24 Q Just so it's clear?
- 25 A Mm-hmm.
- 26 Q So am I correct, it has two purposes: one is as
27 things are unfolding it's a place for you to keep
28 notes?
- 29 A Yes.
- 30 Q But that otherwise, afterwards, you will sometimes
31 go in and clarify things in terms of making it
32 more understandable?
- 33 A Yes.
- 34 Q Okay. So if I could have you turn to page 2 of 5
35 at the bottom. This, then, is the "Event"
36 indicates "Routine Medical".
- 37 A Yes.
- 38 Q Can you -- and if we turn over to the other page
39 in terms of the entries that have been made, can
40 you recall is this information that you completed?
- 41 A Yes.
- 42 Q Okay. And similar, then, with respect to the
43 event of a "Code 3 Medical"? Is that also
44 information that you completed?
- 45 A Yes.
- 46 Q And do I understand correctly that at the point we
47 see that the first entry here is 1:36 with the

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 task "BCAS adv [advise]"?

2 A Yes.

3 Q Does that accord with your recollection that it
4 was at 1:36 that B.C. Ambulance contacted you to
5 advise that the original routine call had been
6 upgraded to Code 3?

7 A Yes.

8 Q And 14 October, 2007 -- this is on the next page
9 -- at 0137, "AOO advised ARC", and the entry:

10
11 He advised AOO not to do priority
12 announcement as RCMP" --

13
14 THE COMMISSIONER: Excuse me. You say 1:37?

15 MR. STEWART: At -- this is at page 4 of 5, Mr.
16 Commissioner, top of page 4 of 5.

17 THE COMMISSIONER: All right.

18 MR. STEWART: Okay.

19 Q At 1:37 "AOO advised ARC" and then there are notes
20 to the right of that.

21 A Yes.

22 Q

23 He advised AOO not to do priority
24 announcement as RCMP, ARC and S1 already on
25 scene.

26
27 A Right.

28 Q Is that information that you entered?

29 A Yes.

30 Q Okay.

31 THE COMMISSIONER: Just excuse me a minute. Why is it
32 that the time on the bottom of page 3 is 1:49, and
33 the time on the top of page 4 is earlier?

34 A That's -- I would have gone through and clicked
35 those boxes later in the -- like later,
36 afterwards. I don't -- I'm not required to finish
37 all of the steps before I start the next event.

38 THE COMMISSIONER: All right.

39 MR. STEWART: Okay. I'd ask this be marked as the next
40 exhibit.

41 THE REGISTRAR: It will be marked as Exhibit number 37.

42
43 EXHIBIT 37: Vancouver International Airport
44 Authority Incident Detail Report

45
46 THE COMMISSIONER: Can we rely on the times in this
47 document?

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 A No.

2 THE COMMISSIONER: No. What is the purpose of this
3 document? We can't rely on the time.

4 MR. STEWART: I'm in your hands, Mr. Commissioner.

5 THE COMMISSIONER: Well, it's up to you. I just don't
6 know, I haven't any idea.

7 MR. STEWART: I think it's only relevant to this point,
8 which is that it is a record that's being kept in
9 the currency. It's sort of an effort at
10 transparency in terms of things that were
11 generated in the moment, but more specifically, is
12 just to this issue in terms of the information
13 that she was recording as she was on the phone
14 with Ms. Steckley. I was taking her through the
15 process so that there would be some understanding
16 of how it was that the document was generated,
17 but...

18 THE COMMISSIONER: It seems to me the accurate material
19 is what we've heard, namely, the phone calls and
20 other calls being recorded.

21 MR. STEWART: I agree, Mr. Commissioner. That's our
22 very best record. If -- perhaps, then, I could
23 just indicate that it be marked for identification
24 insofar as have the witness --

25 THE COMMISSIONER: I'm not particularly taking -- I'm
26 just trying to figure out why I have it, that's
27 all. All right, no, it'll stay as Exhibit 37.

28 MR. STEWART: Okay.

29 Q Is it fair to say, though, in terms of how this is
30 unfolding, that your attention is focused forward,
31 you're typing, you're sitting at your desk, you're
32 not looking behind you?

33 A Absolutely, yes.

34 Q Okay. Do you have any recollection during the
35 currency of this, as things were unfolding, anyone
36 making attempts to try and use video cameras to
37 see what was happening in the IRL?

38 A At some point, yes, I believe Heather Staller
39 tried to pull up a camera in the IRL.

40 Q And -- and what do you remember about her success?

41 A I can't remember what the reason was, but we could
42 not get a view of what was going on.

43 Q Okay. There's been various discussion about
44 language lines. In October of 2007, did you have
45 access to a language line at your desk?

46 A Yes, I did.

47 Q And can you describe for the Commissioner how that

Carla Hanson

Cross-exam by Mr. Stewart (for Vancouver Airport Authority)

1 operated?

2 A If somebody was on one of my phone lines, I had
3 the ability to conference them in with a 1-800
4 number which was the language lines, and then be
5 able to access hundreds of languages.

6 Q How often, though, did you use that as a
7 Operations Officer?

8 A I wouldn't say weekly, but I would use it not
9 infrequently.

10 Q Okay.

11 A It was used.

12 Q Okay. I think that Mr. McGowan asked you about
13 your training at Kwantlen College before you came
14 to the airport. Can you describe for the
15 Commissioner the training you received when you
16 came to the airport, the process by which you
17 became an Airport Operations Officer?

18 A Yeah. There were either two or three weeks of
19 what they call in-class training which is in-house
20 training with YVR employees that are experts on
21 their particular subject, work. So we had two to
22 three weeks of training with particular people who
23 could inform us. It's everything from what to do
24 when we go into low visibility to what radio
25 protocols are, and then we had three to four weeks
26 of on-the-job training, so that was with somebody
27 who had done the job for many years, and sat with
28 them while they listened in on our phone calls and
29 coached us as we went along.

30 THE COMMISSIONER: So you had hands-on with all these
31 equipment you've described?

32 A Oh, yes.

33 MR. STEWART:

34 Q You described there being discussions after the
35 call came in to the SOC to Doug Byl, the elevator
36 40 call. Can you explain in your experience
37 what's a typical when there is a situation
38 unfolding in another part of the airport in terms
39 of where you get calls from?

40 A We can get calls from anywhere and everywhere,
41 from airport employees, from people in the public
42 area, from over the radios from other people that
43 are witnessing or hearing about it. We can get
44 calls that came through E-Comm if somebody dialled
45 9-1-1 first.

46 Q But in -- we know in this instance that Mr. Byl
47 gets off the phone at 1 -- or the radio at 1:19.

1 We've got Ms. Steckley calling at 1:20. Is that
2 typical of a situation that you --

3 A Yes. Yes, where there's a disturbance going on,
4 yes.

5 Q Okay. And in terms of sort of expecting that
6 call, what's the hope that you'll learn from
7 subsequent calls? Are you hoping that you'll get
8 better information that you can communicate to the
9 RCMP?

10 A Yes.

11 MR. STEWART: Okay. Those are my questions, Mr.
12 Hanson. Some of the other lawyers may have
13 questions for you.

14 THE COMMISSIONER: Yes, Mr. --

15 MR. KOSTECKYJ: Walter Kosteckyj, counsel for Zofia
16 Cisowski.

17

18 CROSS-EXAMINATION BY MR. KOSTECKYJ ON BEHALF OF ZOFIA
19 CISOWSKI:

20

21 Q Mr. Rudek was one of the security guards that was
22 sent to the scene. Were you aware of that?

23 A In that moment was I aware?

24 Q Well, the security guards were dispatched. Were
25 you aware of that?

26 A Yes, I was.

27 Q Were you aware that they had radios?

28 A Yes.

29 Q And so communication was possible with Mr. Rudek
30 who we're going to find out was one of the
31 security people that was on the scene.

32 A Communication through his dispatcher, yes.

33 Q And his dispatcher would be the individual that we
34 heard yesterday as the SOC?

35 A Right, Doug Byl.

36 Q And he was sitting beside you.

37 A Right behind me.

38 Q And he presumably was in constant communication
39 with these individuals down at the security desk
40 -- or down at the scene of where the incident was
41 with Dziekanski.

42 A That's my understanding.

43 Q And I'm presuming that here you are, you're
44 sitting in this room, you are doing -- you are
45 multi-tasking.

46 A Yes.

47 Q Fair to say?

Carla Hanson

Cross-exam by Mr. Kosteckyj (for Zofia Cisowski)

1 A Yes.
2 Q You are talking on the telephone, correct?
3 A Yes.
4 Q You are -- and those are recorded messages.
5 There's information coming in by radio.
6 A Yes.
7 Q And that information is being communicated to the
8 SOC as well as to yourself?
9 A Yes.
10 Q Because in fact there is more than one channel
11 that's being used, for lack of a better term,
12 correct?
13 A Correct.
14 Q And, by that, I mean there's the -- there's the
15 operational channel, radio channel, correct?
16 A Mm-hmm, yes.
17 Q And there's a security channel.
18 A Yes.
19 Q And at the same time, we now know that you have
20 other channels in operation because you've
21 contacted the Maintenance people on a separate
22 frequency or channel.
23 A Yes.
24 Q So you're getting information coming in from all
25 of those various channels.
26 A Yes.
27 Q Plus what you're being told by the SOC, correct?
28 A Yes.
29 MR. STEWART: I don't think this witness has indicated
30 that she received any information in relation to
31 this incident on any channel other than Security A
32 and Operations A.
33 THE COMMISSIONER: Well, it's up to the witness to
34 answer the question.
35 MR. STEWART: He's just put it to her as a proposition
36 that she was receiving information on all of those
37 channels.
38 THE COMMISSIONER: Put it in the form of a question.
39 MR. STEWART: I'm not sure it was clear to the witness
40 that it was a reference to ELEB or Air or the
41 other channels that she may have access to.
42 MR. KOSTECKYJ:
43 Q You were sitting at your desk, correct?
44 A Yes.
45 Q You were getting communications by telephone.
46 A Yes.
47 Q You were getting communications by radio.

- 1 A Yes.
- 2 Q You were also being told things verbally by the
3 SOC, among others.
- 4 A Yes.
- 5 Q You were being told things by Heather Staller.
- 6 A Possibly. I don't remember anything specifically,
7 but probably.
- 8 Q Well, she was the -- if I understood your evidence
9 in chief, you were getting information because she
10 was assisting you in dealing with some of the
11 things that you had to deal with here, correct?
- 12 A She was. I was still listening to the radio
13 channel. When she was communicating, I was
14 listening to what was going on, on the radio.
- 15 Q I'm not suggesting that you weren't. I'm sure
16 that you were keeping a mindful ear to everything
17 that you possibly could during this period of
18 time.
- 19 A Yes.
- 20 Q It was a time of basically high alert and you had
21 to take in as much information as you could take,
22 correct?
- 23 A Yes.
- 24 Q The point is that there wasn't, for example, one
25 channel that everybody went to in the case of an
26 emergency so that all the communication was on one
27 channel, correct?
- 28 A No, we were not on one channel.
- 29 Q Right. So information is coming in to you through
30 various channels. Am I being fair?
- 31 A Yes.
- 32 Q And you were also being given information verbally
33 from the SOC and presumably from anybody else
34 that's in the room, correct?
- 35 A Yes. Yes.
- 36 Q So not necessarily all the information that you're
37 receiving is being recorded in these messages,
38 correct?
- 39 A Correct.
- 40 Q All right. Now, let's talk for a second about
41 Exhibit 37 -- or 20 -- yes, 37. Yes, you've got
42 that. Let's talk about that for a second.
- 43 A Okay.
- 44 Q That's an occurrence report that you're required
45 to prepared at some point after an incident
46 occurs, correct?
- 47 A Yes.

- 1 Q You didn't make that at the same time that you
2 were handling the telephone calls, handling the
3 radio communication and having all this other
4 ongoing discussion, correct?
- 5 A I was actively entering into this system as I was
6 taking phone calls and radio calls. Not -- I
7 would suspect not all of this was entered at that
8 moment, but I was actively entering it.
- 9 Q It was compiled and completed sometime after the
10 events occurred; isn't that fair?
- 11 A Not some time after. I never looked at it once
12 again from that -- after that night.
- 13 Q Okay. Well, that night you prepared it --
- 14 A Yes.
- 15 Q -- but after things quieted down.
- 16 A I did it -- I did -- I would say I did most of
17 this while things were happening, but I would have
18 -- there is a possibility that I may have put some
19 of this in after.
- 20 Q Right. Now, were you aware that Ms. Staller was
21 in e-mail communication with Andrew Caldwell
22 during the course of these evening events?
- 23 A This has come up. I don't recall at what point I
24 was made aware that she was in e-mail
25 communication.
- 26 Q Were you aware that evening?
- 27 A Yeah, I'm not 100 percent certain when I learned
28 it.
- 29 Q Well, Mr. Caldwell called you at some point,
30 correct?
- 31 A Yeah.
- 32 Q And he was calling to get a hold of his superior,
33 wasn't it?
- 34 A Yes.
- 35 Q Get a number for his superior.
- 36 A Yes.
- 37 Q And do you remember having a conversation with
38 Heather Staller that was beside you saying
39 something like, "Gee, that's odd, Mr. Caldwell
40 just called. He's trying to get this number."
- 41 A I don't remember a specific conversation like
42 that.
- 43 Q Did Heather Staller tell you she was in
44 communication with the ERS while these events were
45 unfolding?
- 46 A Again, I do not -- I do not remember at what point
47 in time I knew that.

- 1 Q Well, does that mean that you may have known that,
2 that evening, but you don't remember today?
- 3 A Yes.
- 4 Q Now, if the guards who were -- the security guards
5 were down -- if there's evidence that security
6 guards who were down with Mr. Dziekanski who were
7 communicating language difficulties that Mr.
8 Dziekanski was having, or details about his
9 language -- well, first of all, let me put it to
10 you this way: If those securities guards were
11 communicating that on the evening, do you
12 recollect hearing about it?
- 13 A I do not recall hearing it from Security.
- 14 Q Do you recollect hearing it from the SOC that
15 there were language issues with Mr. Dziekanski
16 when they arrived?
- 17 A I do not recall hearing that.
- 18 Q Okay. Does that mean it didn't happen or that you
19 just don't recollect?
- 20 A I believe most of my moments were spent on the
21 phone and radio. There wasn't much opportunity
22 for me to get information in conversation. I do
23 not believe that I knew information from Security
24 about language.
- 25 Q Did Security know that you had the facility to
26 access language interpretation?
- 27 A I'm not sure what they knew.
- 28 Q Well, when you were trained for the job, was that
29 something that you were ever trained? Was that a
30 known fact for people that were working in the
31 Operational Centre where you were working?
- 32 A I know it was known amongst the group of people
33 that did my job or came from my job, but I don't
34 have any idea what training our Security
35 Department gets.
- 36 Q Well, the Security people are sitting beside you,
37 correct?
- 38 A Right behind us?
- 39 Q Yes.
- 40 A Yes.
- 41 Q So do you recollect an instance where you and
42 Security had to use the facility, the translation
43 facility?
- 44 A I don't recall any instance like that, no.
- 45 Q So this knowledge about -- you don't know, for
46 example, whether the SOC, Mr. Byl, had knowledge
47 that you had translation services available.

Carla Hanson

Cross-exam by Mr. Kosteckyj (for Zofia Cisowski)

Cross-exam by Mr. Hira (for Constable Millington)

- 1 A I don't know what he knew.
2 Q And you don't know what training Security receives
3 about that.
4 A No, I do not know.
5 Q Now, you do say that you knew that Vrba spoke
6 Russian, correct?
7 MR. STEWART: I think her evidence was that she assumed
8 that 'cause she thought he was Russian.
9 MR. KOSTECKYJ: Okay.
10 Q Is that what -- is that what you were telling us
11 in your examination in chief?
12 A Yes.
13 Q Well, you remember the communication you got about
14 somebody speaking Polish and you hesitated and
15 said, "Well, I think we do."
16 A Yes.
17 Q Well, did it ever come to your mind that Mr. Vrba,
18 who had just been in the room, who you thought was
19 a Russian speaker --
20 MR. STEWART: This -- this witness has not given
21 evidence that she ever knew that he was in the
22 room at that, prior to this --
23 MR. KOSTECKYJ: Well, my friend is being fair about
24 that, so let me put it this way.
25 Q Do you recollect Mr. Vrba being there in the room?
26 A During that call?
27 Q During -- yes, during the original call.
28 A No.
29 Q You did coffee with Mr. Vrba.
30 A Yes.
31 Q You knew -- you thought that he was a Russian
32 speaker.
33 A Yes.
34 Q When you got the call in, did it ever cross your
35 mind that Mr. Vrba might be a useful person?
36 A It did not.
37 Q Since this incident, have you had discussions with
38 Mr. Caldwell about the fact that ERS wasn't
39 called?
40 A No.
41 Q Have you ever seen the e-mail communications that
42 went back and forth between Heather Staller and
43 Mr. Caldwell?
44 A No, I have not.
45 Q Was there some other issue relating to budgetary
46 or other reasons as to why ERS was not called on
47 that particular evening that you're aware of?

Carla Hanson

Cross-exam by Mr. Hira (for Constable Millington)

Cross-exam by Mr. Buchanan (for PSAC)

1 A Not that I'm aware of.

2 MR. KOSTECKYJ: Those are my questions. Thank you.

3

4 CROSS-EXAMINATION BY MR. HIRA ON BEHALF OF CONSTABLE
5 KWESI MILLINGTON:
6

7 Q Ma'am, my name is Ravi Hira. I represent Officer
8 Millington. I've got a few brief questions for
9 you. First starting with a report. I wonder
10 whether Mr. Registrar could place Exhibit 29 in
11 front of you.

12 MR. HIRA: That, Mr. Commissioner, is the Gate 53
13 report.

14 Q Are you familiar with this type of report? It's
15 noted as a Device Report.

16 A No, I'm not.

17 Q All right. That ended that series of questions
18 pretty quickly. Let's go to the next series. You
19 contact the RCMP from time to time to assist at
20 the airport, correct?

21 A Yes.

22 Q And would you agree with me that one of the
23 reasons that the RCMP is contacted is to -- well,
24 to help evict homeless people that are attending
25 at the airport for shelter.

26 A Yes.

27 Q And that's a reasonably frequent occurrence?

28 A Very little of that goes through me.

29 Q Okay. Dealing with things that go through you,
30 you've been in the radio room for seven years,
31 correct?

32 A Almost.

33 Q And you answered Mr. Stewart's question that you'd
34 never encountered a situation where somebody had
35 been tasered at the airport.

36 A Correct.

37 Q And nor have you encountered a situation prior to
38 this of somebody throwing luggage or furniture in
39 the IRL.

40 A Correct.

41 MR. HIRA: Those are my questions.

42

43 CROSS-EXAMINATION BY MR. BUCHANAN ON BEHALF OF PUBLIC
44 SERVICE ALLIANCE OF CANADA:
45

46 Q Good afternoon. My name is Mr. Buchanan and I'm
47 counsel for the PSAC. I just have a couple of

1 questions for you. Do I have it right that Mr.
2 Sambrook is your manager when you were working?

3 A Yes.

4 Q And do you report directly to Mr. Sambrook?

5 A Yes.

6 Q And is it fair to say that he ultimately can
7 overrule any decision that you make?

8 A I would say so, yes.

9 Q Okay. So, for example, if you were not calling
10 the RCMP and he felt it was appropriate to call
11 the RCMP, he could direct you to call the RCMP and
12 you'd have to do that, correct?

13 A Yes.

14 Q Okay. And you were asked some questions about why
15 -- or the period of time between the call to SOC
16 and the call from Ms. Steckley, which is about a
17 minute, why the RCMP weren't called. Is it fair
18 to say that Mr. Sambrook was aware you were not
19 calling the RCMP in that minute interval?

20 A I believe so, yes.

21 Q And Mr. Sambrook never stated any disapproval with
22 the method by which you were proceeding, correct?

23 A Not that I'm aware of, no.

24 Q Okay. I just want to talk to you -- or ask some
25 questions about the -- the YVR audio 24, which is
26 the transmission between you and Mr. Ginter after
27 the medical situation had been raised to a Code 3.
28 This is the one where you're calling to say you're
29 about to do an announcement.

30 First of all, I gather Mr. Sambrook is Mr.
31 Ginter's direct supervisor?

32 A Yes.

33 Q And Mr. Sambrook again would have the authority to
34 direct Mr. Ginter to act in the way that Mr.
35 Sambrook wishes?

36 A That would be my understanding.

37 Q Okay. And so in this call -- and maybe I'll just
38 read it rather than having it played. It starts
39 [as read]:

40

41 Whiskey 1 Operations.

42

43 That's you. Mr. Ginter says:

44

45 Can you check with Maintenance to see if
46 anyone speaks Polish.

47

1 And then you say:

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 Yes, actually, I think they do but just so
 you know, ambulance has upgraded it so I
 don't know if you guys want to turn down your
 radios before I do an announcement.

 And then Mr. Ginter says:

 Don't do an announcement. Just have an
 ambulance come.

 And then you say:

 Is Greg okay with that 'cause they did just
 say that it was Code 3.

 I gather you're -- you asked that question because
 the -- what Mr. Ginter was telling you was
 unusual, correct?

A Correct.

Q And then there was a pause, and Mr. Ginter comes
 back, "Yeah, we're fine." And I think you
 testified that you had understood that Mr. Ginter
 was talking to Mr. Sambrook and getting --
 discussing the issue with Mr. Sambrook about
 whether to call ERS; is that correct?

A It was my understanding that they were together
 and that, at the very least, Greg was aware of it.

Q And -- and so when he said, "Yeah, we're fine," is
 it fair to say that you understood that Mr.
 Sambrook had approved of Mr. Ginter's comments to
 you?

A That was my understanding at the time.

Q Okay. And again, nothing -- you're not aware of
 any circumstances in which Mr. Sambrook would not
 have the authority to direct Mr. Ginter about
 whether to raise it to a Code 3 or not -- or,
 sorry, to call in ERS or not, correct?

A Correct.

MR. BUCHANAN: Okay. Thank you, those are our
 questions.

MR. MCGOWAN: No re-exam.

THE COMMISSIONER: Thank you very much. We're very
 appreciative of you coming and thank you for your
 help.

A Thank you.

85
Heather Staller
In chief by Mr. Vertlieb

1 (WITNESS EXCUSED)

2
3 MR. VERTLIEB: One of the counsels asked that we break
4 now for some reasons, and that's fine.

5 THE COMMISSIONER: All right. We'll take the break.

6 THE REGISTRAR: Hearing will now recess for ten
7 minutes.

8
9 (PROCEEDINGS ADJOURNED FOR AFTERNOON RECESS)
10 (PROCEEDINGS RECONVENED)

11
12 THE REGISTRAR: The hearing is now resumed.

13 MR. VERTLIEB: Heather Staller, please.

14 THE REGISTRAR: Good afternoon. Before you're seated
15 -- before you're seated, do you wish to be sworn
16 or affirmed? Sworn is on the Bible and affirmed
17 is not.

18 MS. STALLER: Sworn.

19 THE REGISTRAR: Affirmed?

20 MS. STALLER: Sworn.

21 THE REGISTRAR: I'm sorry?

22 MS. STALLER: Sworn.

23 THE REGISTRAR: Place your right hand on the Bible,
24 please.

25
26 HEATHER STALLER, a witness,
27 sworn.

28
29 THE REGISTRAR: Would you state your full name, please?

30 A Heather Staller.

31 THE REGISTRAR: And spell your last name?

32 A S-t-a-l-l-e-r.

33 THE REGISTRAR: Thank you. You may be seated.
34 Counsel.

35
36 EXAMINATION IN CHIEF BY MR. VERTLIEB:

37
38 Q Ms. Staller, as we have with others who have come
39 before you, tell us briefly about your background,
40 where you're from and your education.

41 A I've lived my whole life in Surrey. I graduated
42 high school in Surrey, and from there I went on to
43 take the Airport Operations Program at BCIT, and
44 after graduating from BCIT, I started work with
45 the Airport Authority, at which case I became an
46 Airport Operations Officer as a casual and then,
47 from there, I graduated into a Baggage and Gate

1 Scheduler position, and cross-trained into a
2 Terminal Duty Manager position, then reverted back
3 to being a Baggage and Gate Scheduler, and then
4 eventually becoming an Airport Response
5 Coordinator, and then from that role to what I am
6 today which is an Airside Safety Officer.

7 Q Today you are a what?
8 A Airside Safety Officer.

9 Q Briefly, what does that do?
10 A Basically everything airside, responding to
11 emergencies, coordinating responses and anything
12 to do with airside safety.

13 Q When did you start with the airport, what year?
14 A I believe it was 2003.

15 Q And so you've worked continuously for YVR?
16 A Yes, I have.

17 Q And full-time position?
18 A No, just recently I finally became a full-time
19 employee. Up until then, I was casual or part-
20 time.

21 Q But you worked -- you worked a regular number of
22 hours, did you not?
23 A Yes, I did. I had a regular number.

24 Q Okay. That's enough of the background. Let's
25 talk about the job you were doing October 13,
26 2007, and in the early morning of October 14,
27 2007. What shift were you working?
28 A The Baggage and Gate Scheduler, night shift.

29 Q And the hours of that shift?
30 A 1730 till 0530 the next morning.
31 Q 1730...?
32 A Until 0530 the next morning.

33 Q So it's a 12-hour shift?
34 A Yes, it is.

35 Q You were working Baggage and Gate Scheduling.
36 What is the primary job of that position?
37 A Scheduling the gates and counters and carousels.
38 Essentially the airport is a common-use airport,
39 therefore airlines don't own anything. It's up to
40 that position to make sure that all flights and
41 airlines that day have everything allocated to
42 them in order for them to operate their flight.

43 Q Okay. You know that we've heard from Ms. Hanson
44 who was here before you.
45 A Yes.

46 Q And so we've already heard from her about some of
47 the activities that you were involved in that

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1 evening as it relates to the death of Robert
2 Dziekanski.
3 A Mm-hmm.
4 Q We understand and we've had many people talk about
5 the layout of the room. Your desk would be behind
6 the area where Carla Hanson was sitting?
7 A Not directly behind. Directly behind is Security
8 Operations, and I'm behind and a little to the
9 left if you're facing it.
10 Q Right. Do you want to -- well, okay, just so
11 we're clear, look at Exhibit 20 so you'll see what
12 we've been looking at. Just confirm that's where
13 you would be that evening. This is provided to us
14 by the airport.
15 A Yeah.
16 Q Okay. So you see where Baggage and Gate
17 Schedulers would sit.
18 A Yeah, that's it.
19 Q But we understand everybody is in close proximity,
20 correct?
21 A Yes, they are.
22 Q So if someone is on the phone at the AOO position,
23 you'd be able to hear them.
24 A If you're not on the phone, yeah. You're in the
25 same room. You could potentially hear a
26 conversation going on.
27 Q And it's a small enough area that people can all
28 talk one with the other and get a group program
29 going if there's a particular problem happening?
30 A Yes.
31 Q And in fact that's what happened with Mr.
32 Dziekanski's incident. A number of people at
33 different desks were all pitching in to help.
34 A Yes.
35 Q And that's indeed why you got involved. Ms.
36 Hanson had her hands full and you were helping
37 her.
38 A Exactly.
39 Q Okay. Now, let's then deal with the events in the
40 early morning of October 14, 2007. You were at
41 your normal job and you're in that Operations
42 room.
43 A Mm-hmm.
44 Q Yes?
45 A Yes.
46 Q And Ms. Hanson, you could tell something was going
47 on, right?

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- 1 A I knew something was going on as soon as the
2 emergency light lit up on the phone and Carla was
3 taking an emergency call.
- 4 Q Okay. Now, did you also know that Doug Byl, who
5 works for Securiguard, was getting somebody on the
6 phone with him talking about a problem?
- 7 A I don't recall that.
- 8 Q So tell us what you remember about this incident
9 as it relates to the very first indication that
10 you had that there was something happening on this
11 matter.
- 12 A The first indication that I perked up to that
13 there was something going on is when Carla got a
14 call on the emergency line. The way the phones
15 work in the Operations Centre is when an emergency
16 call comes in, the lights on all the phones
17 highlight up red, so my phone also illuminated
18 with the emergency button, and then I heard her
19 taking the call.
- 20 Q It would be her job to take the call?
- 21 A Yes.
- 22 Q Now, could you overhear what she was saying after
23 she picked up the phone?
- 24 A Could I hear?
- 25 Q Yes.
- 26 A Yeah, you can hear what she's saying on her end.
- 27 Q And what did you glean from what you were hearing
28 from her?
- 29 A I truly don't remember. I know there's some
30 transcripts, but along the lines of there was
31 someone down in the IRL.
- 32 Q Okay. Now, she became very busy with a number of
33 calls.
- 34 A Mm-hmm.
- 35 Q Yes?
- 36 A Yes.
- 37 Q And so you, in the spirit of help and cooperation
38 of being a good work colleague, decided to pitch
39 in and see if you could help her with this problem
40 that was going on in the International area.
- 41 A Yes.
- 42 Q I'm going to have an audio recording played,
43 because we believe this is the first time we hear
44 your involvement on the recording system.
- 45 MR. VERTLIEB: Mr. Lunn, it's YVR audio 8.
- 46 Q And just so you know, Ms. Staller, we're not going
47 to take you through the system. We've already

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1 heard how calls get recorded. We heard that
2 sometimes not every discussion is recorded, not
3 every call is recorded.

4 A Okay.

5 Q You're aware -- you understand that?

6 A Yes, I do.

7 Q Okay.

8 MR. STEWART: Sorry. I just don't want a mistaken
9 impression to be left with this witness. We know
10 that --

11 THE COMMISSIONER: You'll have to speak up now. I
12 can't hear you.

13 MR. STEWART: Sorry, Dwight Stewart for the airport. I
14 just don't want a mistaken impression to be left
15 with this witness, is that the evidence is clear
16 is that the calls on Operations A, on Security A,
17 and the telephone calls in the Operations Centre
18 are recorded. I'm not sure that this witness
19 would be aware with respect to the ELEB that we've
20 heard about, et cetera, et cetera, but that Ms.
21 Baggio came and testified and explained the
22 process that she followed to assure herself that
23 all of the communications on Operations A,
24 Security A and the telephone calls were recorded.

25 MR. VERTLIEB: Okay, that's fine.

26 Q Just since Mr. Stewart has assisted us, we know
27 that there's recordings of telephone calls. You
28 know that.

29 A Yes, I do.

30 Q But, at the same time, there's other things
31 happening. For example, we'll get to it later on
32 in your evidence, but there's e-mails going back
33 and forth.

34 A Yes.

35 Q And that's -- do also people have Blackberries and
36 communicate sometimes?

37 A I don't.

38 Q Okay. Do you see other people with Blackberries?

39 A They could have their personal -- managers have
40 Blackberries, but it's not a primary use.

41 Q So let's go to the first one that we can -- we
42 think is you. It's audio 8 and this is, according
43 to the records we have from the airport, it's 1:26
44 a.m., and this is about a minute phone call. Just
45 listen and make sure we've got your voice, okay?

46 MR. VERTLIEB: Mr. Lunn, would you run that, please?

47

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1 (AUDIO BEING PLAYED)

2 (AUDIO STOPPED)

3

4 MR. VERTLIEB:

5 Q Now, is that your voice that we're hearing?

6 A Yes.

7 Q Does that, from your memory, sound to you as the
8 first time that you were involved on Operations
9 channel A, helping Carla?

10 A Yes.

11 Q And you were on the phone because she was in the
12 process of phoning the RCMP?

13 A I wasn't on the phone. I was on the radio
14 updating Bob.

15 Q I'm sorry, right.

16 A 'Cause she was on the phone to RCMP.

17 Q Now, do you have any personal knowledge as to any
18 time lag between the first call concerning this
19 person causing a problem and the phone call to the
20 RCMP?

21 A I don't recall.

22 Q Did you hear any discussion about calling them or
23 not calling them?

24 A I don't remember.

25 Q Okay. That's not something that you had any part
26 of?

27 A No.

28 Q At no point did you phone the RCMP?

29 A No.

30 Q The call is somewhat hard to hear, but Whiskey 1
31 Operations, that would be Mr. Ginter's call sign?

32 A Affirmative.

33 Q And we've heard from Ms. Hanson about Mr. Ginter.

34 A Yes.

35 Q The chain of command is that the number one person
36 that night was Mr. Greg Sambrook.

37 A Yes.

38 Q He was the big boss.

39 A He was the S1 that night.

40 Q Okay. Okay, so that's the first call that you've
41 made on the YVR Channel A, correct?

42 A Yes. Yes.

43 Q And you -- were you then hearing from Carla and
44 others in the room about this incident so that you
45 could pass that information on to Mr. Ginter when
46 he phoned in?

47 A It's Carla's call, and then if she's on a call --

1 I used to be an AOO. It's a very tight-knit team
2 up -- tight-knit team up there where it could -- I
3 don't know per se that night, but I wouldn't just
4 take her calls. It would have either been a look
5 over or a thumbs-up, can you take it, a
6 communication between the two of us. So any
7 updates we're getting, Carla was on the phone to
8 the RCMP, I would have given Bob the update to
9 keep it seamless and the information flowing
10 towards him.

11 Q Right.

12 A Yes.

13 Q But the update information -- for example, when
14 you said to Bob Ginter, "Apparently passengers
15 getting concerned, he's throwing chairs through
16 glass," that's what you were hearing from others.
17 You weren't getting that first-hand.

18 A I don't remember where I got that information
19 from, but yes, I would have been getting it from
20 someone. I wasn't down there.

21 Q And it was your own impression when you said, "So
22 maybe getting a little dangerous," that was just
23 an impression that you had from what you were
24 hearing.

25 A Yes.

26 Q Okay. Now, do you remember around this time
27 whether Mr. Ginter or Mr. Sambrook, do you know
28 what time they left the room? 'Cause obviously
29 Ginter is not in the room. He's phoning you on
30 the radio.

31 A I don't remember what time they left the room at.

32 Q Do you remember whether or not they -- when they
33 left relative to the first call that came into the
34 Operations room?

35 A I remember them being around Carla. Whether she
36 was on the phone or not, but I do remember them
37 being at the front of the room and then leaving
38 shortly thereafter the call. I don't know if that
39 was before or after the RCMP were called. I don't
40 know.

41 Q That's fine. But you remember them leaving
42 shortly after this incident with Mr. Dziekanski
43 came to the attention of the airport people.

44 A Yes.

45 Q Now, after this phone ends, and it looks to end
46 around 1:27, or so, were you -- did you stay
47 involved and trying to be as much help as you

1 could be?
2 A Yes.
3 Q Your next phone call is a couple of minutes later.
4 Did anything happen in the interim that was of any
5 significance to you?
6 A Not that I can recall.
7 Q Okay. You were just in the room and sort of
8 listening and staying alert to what was happening
9 so you could help out as needed?
10 A Yes.
11 Q Okay. And I presume at this time the baggage and
12 gate scheduling wasn't something you had to deal
13 with.
14 A No, that's still my first priority is my job.
15 Although we're not taking a lot of calls incoming
16 at that time, at that time in the night is when we
17 get what's called our "burst" and we have to start
18 planning the flights and the gates and the
19 counters for two days out. So there's still a lot
20 of clerical things I still need to be doing at my
21 desk.
22 Q But there's no planes coming in that you had to be
23 on the phone with to assign to a gate. That's
24 already been done well in advance.
25 A I can't say for sure, but it's not to say there
26 weren't any. There's still some that come in
27 around early hours of the morning as well.
28 Q So anyway, you had time to help out.
29 A Yes, I did.
30 MR. VERTLIEB: Okay. Let's go to what we believe is
31 the next call which is -- Mr. Lunn, it's YVR audio
32 12. This is just before 1:30 in the morning.
33 Q Just listen here and see if you...
34
35 (AUDIO BEING PLAYED)
36
37 (AUDIO STOPPED)
38
39 MR. VERTLIEB:
40 Q Is that your voice?
41 A I don't believe the beginning part of that was me,
42 but the second part where it was "Copy" and then
43 the follow-up with the ERS comment, that's me.
44 Q Okay. So Ginter phones, he identifies himself as
45 Operations Whiskey 1. That's Bob Ginter.
46 A Mm-hmm.
47 Q Yes?

1 A Yes. Yes.
2 Q There is something that's hard to hear, so you
3 can't tell if that was you?
4 A I can't tell.
5 Q So then you heard the next voice. You believe it
6 to be Ginter saying:
7
8 Can you call an ambulance. They might need
9 that. The gentleman has been tasered by the
10 RCMP.
11
12 Q Yes.
13 Q You heard that?
14 A Yes.
15 Q And that was Bob Ginter?
16 A That was Bob Ginter.
17 Q And the reply was -- the first word was "Copy."
18 A Yes.
19 Q That was your voice?
20 A Yes.
21 Q And then there was quite a pause and then you
22 said, "Bob, do you want us to let ERS know, or no,
23 just give Ambulance a call?" Those are your
24 words?
25 A Yes.
26 Q Let me ask you a few questions if I may about
27 that. Why the pause in that recording?
28 A I can't say for sure. I would think -- 'cause
29 Carla's on the phone to Ambulance and she would be
30 motioning to me the "Copy". Do you mean the pause
31 between me saying "Copy" and, "Bob, did you want
32 us to call ERS?"
33 Q Yes. It seemed like there was a pause, just
34 hearing it on this recording.
35 A I can't say for sure. Carla was on the phone,
36 she's the one who called Ambulance. I was there
37 to assist Carla.
38 Q But was there a break -- 'cause you were there,
39 and it's her call, but none of us were.
40 A Okay.
41 Q Was it a break on your part to get some
42 instructions before you said, "Do you want to let
43 ERS know?"
44 A No, Carla would have been on the call right away.
45 That's why I would have picked up the radio and
46 continued on with Bob.
47 Q Okay. So ERS, tell us about that. You know what

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1 that means.
2 A What ERS stands for?
3 Q Yeah.
4 A Emergency Response Services.
5 Q And you knew enough to ask about that.
6 A I did.
7 Q I'm not going to take you through all the
8 protocol. We already heard from Ms. Hanson about
9 whenever there's Code 3, there would be the
10 announcement with a beep --
11 A Mm-hmm.
12 Q -- and then an automatic call to ERS.
13 A Yes.
14 Q And you know in this case that's -- there's an
15 issue around that.
16 A Yes, I do.
17 Q But even though you weren't an AOO that night, you
18 knew enough, having been at the airport and worked
19 there for quite a while now, that ER -- this is
20 the sort of thing you thought ERS would be called
21 out for.
22 A I don't -- I've never been involved in a tasing.
23 I don't know for sure what the protocol would have
24 been. But I was just trying to be proactive in,
25 if we're going to call them, shall we do it now
26 while Carla's on the phone with Ambulance.
27 Q Right. Well, there was something enough because
28 an ambulance was being called, right?
29 A Mm-hmm, yes.
30 Q So whether you knew about tasing, and we accept
31 that you didn't --
32 A Yes.
33 Q -- but as soon as you hear, "Call an ambulance, a
34 man's been tasered," you knew something was
35 happening --
36 A Yes.
37 Q -- out of the ordinary.
38 A Yeah.
39 Q So tell us why you asked Bob, "Do you want us to
40 let ERS know?" Why did you ask that to Ginter?
41 A Because it's Ambulance who makes the call for Code
42 3 or routine. Carla was on the phone with
43 Ambulance at that point, so we didn't know what it
44 was yet. But in being proactive, asking Bob at
45 that point, "Since Carla's on the phone, would you
46 like me to get them rolling," essentially.
47 Q And you got his answer which was, "Just

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1 Ambulance."
2 A Just Ambulance.
3 Q And it's clear that if -- if that's the
4 instruction you get, that's what you follow.
5 A Yes.
6 Q Now, Ginter wasn't really your boss, as it were,
7 but he was in a superior position concerning this
8 kind of situation.
9 A Yes.
10 Q And he was also at the scene.
11 A Yes, he was.
12 Q So from -- your understanding is that Mr. Ginter
13 was down where this whole --
14 A Yes.
15 Q -- event was going on.
16 A Yes.
17 Q Did you know where Mr. Sambrook was at the time?
18 A I never heard him on the phone or the radio, so I
19 can't say for sure he was down there.
20 Q Did you have the impression?
21 A I had the impression and I know he left with Bob,
22 that he would be down there with Bob.
23 Q Now, you know a bit about ERS from some -- you
24 have a friend, Mr. Caldwell, who's in the ERS
25 program?
26 A Yes.
27 Q Did you ever go out to the firehall?
28 A Yes.
29 Q Did you ever drive the YVR trucks out there?
30 A No.
31 Q Did you at sometime have a job, though, where you
32 would drive a truck around and do bird warnings or
33 something? I'm just going from my memory. Is
34 there something that you did as part of your job
35 and your history there?
36 A I do now currently in my position, but not during
37 that time, no.
38 Q So now, have you been involved in driving a YVR
39 truck on tarmac areas of the airport?
40 A A YVR vehicle, not a fire crash truck, but a YVR
41 vehicle, yes.
42 Q Do you know where Gate 52 is?
43 A Yes, I do.
44 Q And you know where the firehall is. We've already
45 covered that.
46 A Yes.
47 Q So if you were driving in a YVR emergency vehicle,

1 not just a regular car but an emergency vehicle
2 and you were driving in the early morning hours
3 when it's presumably not very busy, how long would
4 it take to drive from ERS to Gate 52 area?
5 A That's not something that I could even guess.
6 There's too many factors. I've never driven crash
7 truck.
8 Q Okay, that's fine.
9 A I wouldn't even want to speculate.
10 Q All right. So that's the call about ERS, your
11 discussion with Mr. Ginter, and his instruction,
12 "Just call the ambulance."
13 A Yes.
14 Q Now, to your knowledge, that was done?
15 A The ambulance to be called?
16 A Yes.
17 Q That's not something, though, that you did?
18 A No. Carla Hanson called the ambulance.
19 Q But you know that just because you were in the
20 loop now and trying to help out.
21 A Yes. And when Carla's on the hot line, my light
22 also shows that that line is being used. So the
23 fact that I can see on my phone that the ambulance
24 hot line is open and I can see Carla on the phone,
25 it's just another confirmation that she's on the
26 phone with them.
27 Q Okay. Now, at some point you learned that
28 whatever was happening down in the International
29 terminal area, whatever is going on, they required
30 an ambulance. You learned the situation had
31 changed, medically speaking.
32 A Yes.
33 Q Okay. And did you learn that because of the
34 reference to the words "Code 3"?
35 A Yes.
36 Q You've heard those words before?
37 A Code 3?
38 Q Yes.
39 A Yes, I have.
40 Q And Code 3, when you hear that, what does that
41 tell you?
42 A I believe it's a definition used by Ambulance, but
43 I'm not sure. But the definition as far as we're
44 concerned, what I've been told, it's that
45 different procedures are followed then for a Code
46 3 call and how they're dispatched, as far as an
47 operator, and that it's a more serious medical, as

1 opposed to a routine medical.
2 Q Right. And routine medical could be something
3 just as simple as somebody cutting themselves.
4 A Yes.
5 Q Somebody maybe turning an ankle on a stairway or
6 an elevator or escalator or something.
7 A Yes.
8 Q Code 3 isn't routine at all. You know that.
9 A Yes.
10 Q So when you hear Code 3, that's -- like that's red
11 light time, that's important for you to -- you pay
12 attention to that.
13 A Yes.
14 Q And everybody would.
15 A Yes, they would.
16 Q At some point during the time that we're
17 discussing with Mr. Dziekanski, the early morning
18 hours of the 14th of October, did you learn that
19 the ambulance call had been upgraded to Code 3?
20 A I heard through Carla that it was upgraded to a
21 Code 3 call.
22 Q Now, when you heard that, did you start, yourself,
23 thinking about ERS becoming involved?
24 A I can't remember if I specifically did, but that
25 would be the protocol, that ERS would be involved.
26 Q Okay.
27 A I can't recall what I was thinking at that exact
28 moment when I heard it went to a Code 3.
29 Q Now, as this event was unfolding, did anybody, to
30 your knowledge, either yourself or somebody else,
31 discuss looking at cameras to see if any of the
32 YVR cameras could pick up what was happening?
33 A Yeah, I don't recall exactly. I do remember at
34 some point in the evening - and whenabouts I'm not
35 sure - trying to see if there was a camera where
36 we could see what was going on down there.
37 Q Tell us about that. What did you do? What was
38 done to your knowledge?
39 A There's cameras -- we have cameras where I sit in
40 the Baggage and Gate Scheduler position and
41 they're focused in on gates and counters so we can
42 see who's using them and who's not. But we have
43 access to other cameras in the airport, and I do
44 remember trying to find a camera that would be
45 down in that area.
46 There's a camera that one of the airlines
47 uses regularly to see a lineup in the IRL which is

1 the International Reception Lobby, and that's the
2 camera I remember trying to find. But I don't
3 recall at what point in the evening or any further
4 detail about that.

5 Q So there'd be a camera in there that the airlines
6 -- this would be the airlines that are worried
7 about lineups or passengers checking bags onto
8 continuing flights?

9 A Onto a domestic connection, yes.

10 Q And that's why there'd be cameras there, 'cause
11 the airlines would want to know if they have to
12 send more staff down to help get their passengers
13 through.

14 A Yes. I don't know if that's the primary use for
15 that camera. The only thing is I know that camera
16 has been used for that.

17 Q So you thought maybe you could get that camera
18 going and see what's going on in the IRL.

19 A Yes.

20 Q And you know that's the area where this event with
21 Mr. Dziekanski was taking place.

22 A Yes.

23 Q Was the camera working?

24 A The camera -- again, I don't know what time we got
25 it up at, and we couldn't move it around. But the
26 camera did have an image on it, but it was off of
27 camera what was happening.

28 Q So the camera was working, but it just didn't pick
29 up the area where Mr. Dziekanski was.

30 A Okay.

31 Q All right. Thank you. Now, I think the next area
32 of an audio we want to deal with is YVR audio 38.

33 MR. VERTLIEB: Mr. Lunn, just before you play it, we
34 don't have the time given to us by YVR, and YVR
35 has been very helpful about getting us this
36 information, but presumably they just couldn't get
37 the time. But we know from audio 37 that it's
38 1:51 or so in the morning. Okay?

39 A Okay.

40 Q And we know from everything else this is after
41 Richmond Fire Department's been there and -- et
42 cetera. So let's have this played and let's have
43 you help us with whether or not it's your voice
44 speaking with Mr. Ginter, okay?

45 A Okay.

46 Q Just listen carefully.

47 MR. VERTLIEB: Please, Mr. Lunn.

1 (AUDIO BEING PLAYED)

2
3 (AUDIO STOPPED)

4
5 MR. VERTLIEB:

6 Q What does -- he said in this transmission we need
7 some TDM-ing here. What does that mean?

8 A TDM is in reference to the position Terminal Duty
9 Manager.

10 Q I'm sorry?

11 A Terminal Duty Manager, which is a role that used
12 to exist at the Airport Authority, so he was
13 asking for some assistance from that role, which
14 is a role that I used to have when I was cross-
15 trained.

16 Q Okay. So he was talking in that comment about
17 getting help from you, thinking that you knew how
18 to do that.

19 A Yes.

20 Q Did it appear to you that he was trying to
21 directly reach you in this call?

22 A I can't remember. I don't recall how it came to
23 me so I wouldn't know.

24 Q Now, he mentions, "We may have to block off the
25 body here for a while." Is that the first time
26 you heard reference to a body?

27 A I can't recall for sure. Based on how I reacted
28 to that, I would say, yes, that's probably the
29 first time I understood what was exactly going on
30 down there.

31 Q 'Cause it did seem your voice changed.

32 A Yes.

33 Q At the very end, it seems Mr. Ginter's call ends
34 abruptly. What we are given in the -- in the
35 assistance we've had here, "BGS -- BGS
36 inadvertently hangs up and cuts ARC off." Do you
37 know what that means?

38 A Other than he had asked me to check for privacy
39 screens. In order to do that, you have to go to
40 another binder in another part of the room to look
41 it up, so I was probably hanging up to go and get
42 it and then call him back and tell him where it
43 was.

44 Q All right. Now, you've spent quite a bit of time
45 going over your involvement in the -- in the
46 event. To our understanding, that's the only
47 number of calls that we believed were involving

1 you in the airport recording system.

2 A Yes.

3 Q Are there any more calls that you know of in the
4 recording system that we've just been discussing?

5 A Not that I'm aware of.

6 Q Now, just before we stop for the afternoon, there
7 was a discussion with your colleague, Ms. Hanson,
8 about your -- about Andrew Caldwell wanting the
9 number of somebody who it sounded like it might be
10 Caldwell's boss. Do you remember -- do you know
11 anything about this?

12 A I don't remember it, no.

13 Q You don't remember meaning what?

14 A I don't remember a conversation for Chane's --
15 'cause Chane is Andrew's boss.

16 Q Yeah, Chane is the boss of Andrew Caldwell, right?

17 A Yes.

18 Q Did you hear anything about Caldwell wanting
19 Chane's number?

20 A Not that I remember.

21 Q If that happened, would that be unusual that Mr.
22 Caldwell would want his boss's number at 1:00 --
23 after 1:00 a.m. in the morning?

24 A I can't say. It's...

25 Q Okay, that's fine.

26 MR. VERTLIEB: All right. Mr. Commissioner, the next
27 area is the e-mail exchange between this witness
28 and somebody else and it'll take some time to go
29 through. Rather than interrupt it, I'd prefer if
30 we could stop for the day and start in tomorrow
31 morning with that.

32 THE COMMISSIONER: All right. You're prepared to miss
33 lunch tomorrow, are you?

34 MR. VERTLIEB: Absolutely. It wouldn't hurt at all.
35 Thank you.

36 THE COMMISSIONER: All right. We'll break now.

37 THE REGISTRAR: The hearing is now adjourned until ten
38 o'clock tomorrow morning.

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40 (PROCEEDINGS ADJOURNED TO FEBRUARY 12, 2009
41 AT 10:00 A.M.)

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