

ATTACHMENT 57 – *TRANSCRIPT OF 911 CALLS*

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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ENBRIDGE OIL SPILL

* Docket No.: DCA-10-MP-007

MARSHALL, MICHIGAN

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911 Calls

Sunday,
July 25, 2010

1 **(Talking Clock: July 25, 2010, 21:25:03.)**

2 EMERGENCY DISPATCHER 4: 911, where's your emergency?

3 CALLER: Well, it's not an actual emergency, however, I
4 was just at the airport in Marshall and drove south on Old 27 and
5 drove back north again and there's a very, very, very strong odor,
6 either natural gas or maybe crude oil or something, and because
7 the wind's coming out of the north, you can smell it all the way
8 up to the tanks, right across from where the airport's at, and
9 then you can't smell it any more, and I don't know what that is,
10 but I felt that I should at least tell you.

11 EMERGENCY DISPATCHER 4: Okay. We'll get them to check
12 it out.

13 CALLER: Thank you.

14 EMERGENCY DISPATCHER 4: Thank you. Bye.

15 **(Talking Clock: July 25, 2010, 21:34:34.)**

16 EMERGENCY DISPATCHER 8: 911 Dispatch, where is the
17 emergency?

18 CALLER: I live on Division Drive out past the airport,
19 and there's a substation, but we can smell gas very strong.

20 EMERGENCY DISPATCHER 8: Yeah, we have people out there,
21 ma'am.

22 CALLER: Oh, you do.

23 EMERGENCY DISPATCHER 8: Yes.

24 CALLER: Okay. Thank you.

25 EMERGENCY DISPATCHER 8: You're welcome, ma'am.

1 **(Talking Clock: July 25, 2010, 21:53:08.)**

2 EMERGENCY DISPATCHER 7: 911, where's your emergency?

3 CALLER: (Indiscernible) Marshall Township. Where do we
4 have an odor investigation? I didn't understand that.

5 EMERGENCY DISPATCHER 7: Your station.

6 CALLER: Which one?

7 EMERGENCY DISPATCHER 7: The one on Fifteen Mile.

8 CALLER: Okay.

9 EMERGENCY DISPATCHER 7: Marshall said he was in the
10 area and said it was coming from around the station.

11 CALLER: Okay. That's Marshall Thompson. I just didn't
12 know which station you were talking about.

13 EMERGENCY DISPATCHER 7: Okay. What station is that?
14 Hello?

15 CALLER: Yes.

16 EMERGENCY DISPATCHER 7: What station was it?

17 CALLER: Station 1 if it's on Fifteen Mile Road.

18 EMERGENCY DISPATCHER 7: Station 1. Okay. I'll let
19 your dispatcher know.

20 CALLER: I'd appreciate it.

21 EMERGENCY DISPATCHER 7: Thank you. Bye.

22 **(Talking Clock: July 25, 2010, 21:56:01.)**

23 EMERGENCY DISPATCHER 5: 911, where's your emergency?

24 CALLER: Yes, I called a few minutes ago about the gas
25 fumes on Division Drive. They're getting much stronger. Is there

1 any word? Is it safe? I mean our house is like affixiated with
2 the gas smell.

3 EMERGENCY DISPATCHER 5: All right. Hold on just a
4 minute.

5 Ma'am, I'm going to put you on hold for just a minute,
6 okay.

7 CALLER: Okay. Thank you.

8 (Caller placed on hold.)

9 EMERGENCY DISPATCHER 5: Ma'am?

10 CALLER: Yes.

11 EMERGENCY DISPATCHER 5: We've gotten a couple of calls
12 from that general area about gas. The fire department's en route
13 now to investigate, okay.

14 CALLER: Okay. Thank you.

15 EMERGENCY DISPATCHER 5: Yep. Bye-bye.

16 CALLER: Bye.

17 **(Talking Clock: July 25, 2010, 23:33:57.)**

18 EMERGENCY DISPATCHER 5: 911, where's your emergency?

19 CALLER: I think it is anyway. I'm the cleaner at
20 Walters-Dimmick --

21 EMERGENCY DISPATCHER 5: Okay.

22 CALLER: -- and there is a huge strong odor of gas
23 outside. I'm talking like gas gas.

24 EMERGENCY DISPATCHER 5: They've already been in the
25 area. Let me see what they determined.

1 CALLER: Oh, okay.

2 EMERGENCY DISPATCHER 5: Hold on one second, okay.

3 CALLER: Sure.

4 (Caller placed on hold.)

5 EMERGENCY DISPATCHER 5: Ma'am?

6 CALLER: Yes.

7 EMERGENCY DISPATCHER 5: Both fire departments, Marshall
8 City and Marshall Township have went out and checked, and they
9 can't find where the odor was coming from, but it wasn't
10 registering on their meters as being dangerous. So it has been
11 checked.

12 CALLER: Oh, good. I just didn't want nothing to blow
13 up on me.

14 EMERGENCY DISPATCHER 5: Yes. I understand.

15 CALLER: Okay.

16 EMERGENCY DISPATCHER 5: Thank you.

17 CALLER: Thank you.

18 EMERGENCY DISPATCHER 5: Bye.

19 CALLER: Bye.

20 (End of recording.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ENBRIDGE OIL SPILL
 MARSHALL, MICHIGAN
 911 Calls

DOCKET NUMBER: DCA-10-MP-007

PLACE: Marshall, Michigan

DATE: July 25, 2010

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

Kathryn A. Mirfin
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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ENBRIDGE OIL SPILL

* Docket No.: DCA-10-MP-007

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911 Calls

Monday,
July 26, 2010

1 **(Talking Clock: July 26, 2010, 2:21:20.)**

2 EMERGENCY DISPATCHER 5: 911, where's your emergency?

3 CALLER: It's not really an emergency, but there's a gas
4 leak or something. Did you guys know of anything, any gas leaks
5 or anything around Marshall?

6 EMERGENCY DISPATCHER 5: We have an odor outdoors on
7 Kalamazoo, Old 27 and Division. Is that where you're indicating?

8 CALLER: Yeah, I'm located right by the airport.

9 EMERGENCY DISPATCHER 5: Yeah, we've already had the
10 fire department out.

11 CALLER: All right. So it's going to be taken care of?

12 EMERGENCY DISPATCHER 5: Yes.

13 CALLER: Thank you.

14 EMERGENCY DISPATCHER 5: Thank you. Bye.

15 CALLER: Bye. That's all I wanted to know.

16 **(Talking Clock: July 26, 2010, 11:25:22.)**

17 EMERGENCY DISPATCHER 7: 911, location of the emergency?

18 CALLER: I don't know if this is an emergency, ma'am,
19 but a gas odor is out here south of Marshall at Division Drive and
20 Old 27.

21 EMERGENCY DISPATCHER 7: Yeah, we have them out checking
22 that way.

23 CALLER: Yeah. It's to the point of almost giving me a
24 headache.

25 EMERGENCY DISPATCHER 7: Yep.

1 CALLER: I called the Road Commission, and they said
2 that really wouldn't be their department. So I figured I'd call
3 you.

4 EMERGENCY DISPATCHER 7: Yep, we've got several calls on
5 it. They're out that way checking.

6 CALLER: Okay.

7 EMERGENCY DISPATCHER 7: Thank you.

8 CALLER: Just don't light a cigarette.

9 EMERGENCY DISPATCHER 7: All right. Thank you.

10 CALLER: Thanks.

11 EMERGENCY DISPATCHER 7: Bye.

12 **(Talking Clock: July 26, 2010, 11:39:08.)**

13 EMERGENCY DISPATCHER 5: 911.

14 CALLER: Yes. There is -- we live on East Green Street,
15 and there's a strong odor of gas.

16 EMERGENCY DISPATCHER 5: Yep, they're working on it.

17 CALLER: Okay. I called Consumers and they, you know,
18 oh, maybe we'll get somebody there in an hour. I mean is this a
19 leak? And I see like an explosion to the west of us.

20 EMERGENCY DISPATCHER 5: We do have the fire department
21 working on a structure fire, but that's not the source of the
22 smell. They are aware of what the source is and they're working
23 on getting that addressed.

24 CALLER: Okay.

25 EMERGENCY DISPATCHER 5: Okay.

1 CALLER: Is it safe to be around here?

2 EMERGENCY DISPATCHER 5: Yes, you're fine, sir.

3 CALLER: Okay. Thank you.

4 EMERGENCY DISPATCHER 5: You're welcome.

5 CALLER: Bye-bye.

6 EMERGENCY DISPATCHER 5: Bye-bye.

7 (End of recording.)

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