

**ATTACHMENT 61 – *INTERVIEW OF CALHOUN COUNTY CONSOLIDATED DISPATCH AUTHORITY
DIRECTOR***

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-MR-007

MARSHALL, MICHIGAN

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Interview of: JEFF TROYER

Marshall, Michigan

Tuesday,
August 3, 2010

The above-captioned matter convened, pursuant to notice,
at 11:29 a.m.

BEFORE: DANA SANZO
Accident Investigator

APPEARANCES:

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I N T E R V I E W

(11:29 a.m.)

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2
3 MS. SANZO: My name is Dana Sanzo. I'm an investigator
4 with the National Transportation Safety Board and we're conducting
5 an interview regarding the Enbridge pipeline accident, NTSB Number
6 DCA-10-MP-007. And I would like to start by going around the room
7 and if everybody could state their name and their company.

8 MR. HOFFMAN: Justin Hoffman with Enbridge.

9 MR. GRIFFIS: Carl Griffis with the Pipeline and
10 Hazardous Materials Safety Administration of Department of
11 Transportation.

12 MR. TROYER: Jeff Troyer, Executive Director for Calhoun
13 County Consolidated Dispatch Authority.

14 MR. LINDSEY: Richard Lindsey, General Counsel for
15 Calhoun County Consolidated Dispatch Authority.

16 MS. SANZO: Thank you for doing this interview with us
17 today. And I would like to know if we have your permission to
18 record this?

19 MR. TROYER: Yes, you do.

INTERVIEW OF JEFF TROYER

20
21 BY MS. SANZO:

22 Q. Thank you. And could you start out by describing the
23 Consolidated Dispatch Center and --

24 A. Sure. The Consolidated Dispatch Authority itself is a
25 separate governing body separate from the county that was created

1 by inter-local agreement back in 2008. And prior to March of this
2 year, there were three 911 centers and PSAPs in the county: City
3 of Albion, City of Marshall and the City of Battle Creek. City of
4 Battle Creek dispatch was kind of known as Calhoun County central
5 communications. They basically covered the whole county except
6 for the City of Marshall and City of Albion.

7 With the creation of the Consolidated Dispatch
8 Authority, the idea was to consolidate all of those PSAPs into one
9 primary PSAP for the entire county. And we opened our operations
10 March 25th of this year, so we have been only functioning for, I
11 don't know, six, seven months now, but we are the primary PSAP for
12 the county. All 911 calls get routed through us. All
13 nonemergency calls come through us. And we do dispatch all law
14 enforcement and fire departments. We do dispatch only one of
15 three ambulance companies that service this area, the geographic
16 area of Calhoun County. The other two, one being Life Care, the
17 other one being Albion Community Ambulance or Heron Valley
18 Ambulance -- it's the same company -- they have private dispatch
19 centers and we perform relay dispatch method way.

20 Q. Okay. And, of course, a few questions specific to any
21 kind of plans and procedures. Is there a standard operating
22 procedure for handling calls of an unknown odor?

23 A. I mean, we have a general call for service for a fire
24 call for service. That would be classified as a fire call for
25 service. We do have an odor investigation incident type.

1 Whenever that -- whenever we receive a call for service from a
2 citizen reporting any type of odor, whether it be natural gas
3 or -- I mean anything, any type of smell whatsoever, it gets
4 classified as an odor investigation until it's completely verified
5 that, hey, this is what we have. Because, I mean, 9 times out of
6 10, sometimes -- most of the time, you know -- I mean, in this
7 case, you know, there was a lot of -- it smelled like gas to most
8 people, you know, and it really wasn't gas, but -- you know. So
9 everything gets kind of classified as a general until it can be
10 deemed, you know, that this is the actual cause of it.

11 That incident type, once it's entered into our computer-
12 aided dispatch system, prompts us the type of response for that
13 fire department because that is the primary response for an odor
14 investigation for us. And depending on fire departments, we can
15 enter a different type of protocol response into our computer-
16 aided dispatch system, depending on which the department's
17 protocols may be. So, you know, like for instance, you know,
18 wires down, for a volunteer department in the county may be a
19 little bit different than a full-time department that may just
20 send, you know, their command officer out to check out the wires
21 down. Those are the types of differences. Those are built into
22 our computer-aided dispatch system.

23 We do have backup charts in the event that like the
24 computer-aided dispatch system does go down, but that's just on a
25 temporary backup basis. And then once the system comes back up,

1 everything gets reentered.

2 Q. Okay. And so for calls that, say, for example, that
3 were received on July 25th reporting an odor, would it be a
4 standard practice for the dispatch center to call a utility right
5 away or --

6 A. No. Our --

7 Q. -- what --

8 A. Our standard protocol is we dispatch the first
9 responders. The first responders will tell us who they want us to
10 call. You know, once there's a department that's been dispatched,
11 that's our primary focus. We need to get somebody out there to
12 assess the situation. We won't make any contacts unless directed
13 by incident command once somebody is on scene. So not only that,
14 but you get chewed out if you do and you weren't requested.
15 Because we're not out there, we don't know --

16 Q. Right.

17 A. -- what's going on, so --

18 Q. So wait for that confirmation in the field --

19 A. Correct.

20 Q. -- of what assistance is needed?

21 BY MR. HOFFMAN:

22 Q. So the fire department might say, you know, it smells
23 like natural gas --

24 A. I mean, yeah.

25 Q. -- call the --

1 A. Absolutely. They can say --

2 Q. -- can you notify the --

3 A. -- it smells like natural gas; can you notify consumers?

4 You know, that's the other thing. You know, it depends
5 on where you're at. Most departments will know their area well
6 enough. They know, you know, what utilities service their area
7 and they'll tell us. You know, they may be en route to -- if
8 we've already got somebody on scene that's confirming, hey, it's
9 got natural gas and it's spewing out here, you know, they may have
10 us go ahead and contact them while they're en route. But normal
11 procedure is not to contact a utility until requested for, you
12 know -- I mean, unless it's like a public utility. Marshall --
13 City of Marshall has a couple of public utilities.

14 BY MR. GRIFFIS:

15 Q. Jeff, if they can't identify what the odor is while
16 they're out there, what's the next step?

17 A. That's -- you're going to have to ask the departments.

18 Q. Okay. Okay. Okay.

19 A. Because they're the response. There is no next step for
20 us.

21 Q. Okay. There's no next step for you.

22 A. No, absolutely not.

23 Q. So it's up to them to decide what to do next?

24 A. Once they're on scene, everything comes from incident
25 command from us.

1 Q. Okay.

2 BY MS. SANZO:

3 Q. And I guess I'll step over to what we -- excuse me --
4 that we talk about is sort of public awareness of utilities,
5 pipelines in particular, and if you recall getting any training
6 material, information from any of the pipeline companies.

7 A. Well, like I said, we just started our operations --

8 Q. Okay.

9 A. -- here March 25th. I believe that in early March --
10 they do it twice a year around here and speaking with -- I haven't
11 been around here enough to -- and I haven't been personally to the
12 one in this area. I come from up north. We always had them twice
13 a year, but I do know that we do have staff attend regularly. We
14 have at least one representative that goes to one or the other.
15 We don't -- usually don't send them to both in the same year, but
16 one or the other. We do have -- you know, these are the packets.
17 We have three booklets that sit down on the dispatch floor -- this
18 was actually sitting at our supervisor console -- that gives us
19 our details on the information that they bring back.

20 Q. Okay.

21 BY MR. GRIFFIS:

22 Q. Jeff, you say one or the other. Like, when you say
23 that, two -- there's two meetings a year or --

24 A. That's my understanding, because I asked my supervisor
25 that's down there working right now, because I'm not familiar

1 enough with this process yet here. I mean, I know what we had up
2 north, but I don't know what we have here.

3 Q. Okay.

4 A. And he said that they -- he believed that there was at
5 least two a year: one in the spring and one in the fall. He's
6 also -- I mean, our supervisor that usually attends these on a
7 regular basis is also the chief for Bedford Township Fire
8 Department. So, I mean, he kind of plays a dual role in the
9 understanding of that, so -- but we do have three fully outfitted
10 books, you know, of these booklets down on the dispatch floor.

11 I mean, primarily, they usually -- in my experience with
12 most of this awareness and the training is it's geared towards the
13 responders. I mean, 911 is typically considered a responder, but
14 physically on-scene responder versus, you know, somebody sitting
15 in the room. They are nice and there's a lot of good information
16 in there because, you know, they provide maps. They provide an
17 overlay. You know, if we choose to, you know, add a layer on our
18 GIS data on our CAD system of pipelines or something like that --
19 I think the maps are getting a little harder to come by, but --
20 since 9/11 occurred, but --

21 I mean, there is some useful information in there.
22 Great contact information in there. You know, most of the time,
23 the guys out on scene have the same information or if they ask us
24 to contact -- you know, in this case, they did actually ask us to
25 contact Enbridge and then like 20 seconds later came back on the

1 air and told us that they had an employee so disregard. But, I
2 mean, this book would have been helpful in that case.

3 BY MS. SANZO:

4 Q. And is this something the county -- the book something
5 the county has put together or is this from --

6 A. This is something that was brought over with -- from us.
7 This is the information that we get. My understanding is that the
8 next -- from -- like over three years, they'll reissue a book and
9 then what they do from year to year, you'll see like in here, they
10 give out the updates to the book. They don't replace the whole
11 thing, but they just give pieces. And you'll see kind of remnants
12 of that as you go through each one. You know, it says Appendix 1,
13 remove pipeline disclaimer and insert, you know, this new sheet
14 and you know those are the updates per year. But it goes through
15 the companies that have pipelines running through our area, our
16 county. Some of those, we do have maps still. Some are vague.
17 Some are more general.

18 MR. GRIFFIS: That book is put together by the Pipeline
19 Group, which is a -- it's a private organization and they
20 basically act as a consortium to the pipelines.

21 MR. TROYER: Yeah.

22 MR. GRIFFIS: I do note that -- and you may have a
23 number of these books. I think that was dated 2006, so --

24 MR. TROYER: Correct.

25 MR. GRIFFIS: -- probably --

1 MR. TROYER: That's the last time the book was actually
2 issued.

3 MR. GRIFFIS: Issued. Okay.

4 MR. TROYER: They've -- we've gone to the trainings in
5 year, but like I said --

6 MR. GRIFFIS: Okay.

7 MR. TROYER: -- they only reissue the full thing --

8 MR. GRIFFIS: Yeah. I note that --

9 MR. TROYER: -- every so often.

10 MR. GRIFFIS: I note that like ANR Pipeline, maybe they
11 want to keep that name, but they're actually TransCanada Pipeline,
12 but it may be known as ANR Pipeline in this area. I'm not sure.
13 Okay.

14 BY MS. SANZO:

15 Q. And what pipelines are covered in this book?

16 A. What do you mean by -- you mean the companies or --

17 Q. Yes.

18 A. -- the types?

19 Q. The companies.

20 A. We have ANR, BP, Marathon, Enbridge, Panhandle Eastern,
21 Vector, Wolverine. There's an area for MISS DIG in this, and
22 that's it.

23 Q. Do you have any -- is there any additional information
24 for the natural gas distribution, which would be either Consumers
25 or Michigan gas utilities?

1 A. I don't have anything in this book --

2 Q. Not in here?

3 A. -- on that. No.

4 MS. SANZO: I will ask my colleagues here if they have
5 questions they would like to ask.

6 BY MR. GRIFFIS:

7 Q. Well, I'm just, you know, curious. Jeff's commented
8 that this book is updated, you know, not that the whole thing gets
9 replaced every --

10 A. Right.

11 Q. -- meeting or whatever, so --

12 A. I don't know what the frequency is that they replace
13 it --

14 Q. Right.

15 A. -- in full, but --

16 Q. But yeah. I'll have to go back and I didn't quite
17 understand the -- how 911 interfaces with the pipeline companies
18 and you told me -- because you also mentioned the overlay of maps
19 and stuff. You don't have -- on your system, you don't have the
20 maps overlaid on a grid --

21 A. No.

22 Q. -- or anything like that?

23 A. Currently, we do not. No.

24 Q. Okay.

25 A. We do not have a pipeline layer on our --

1 Q. Okay.

2 A. -- on our CAD system.

3 Q. Okay. So the primary -- really, the primary
4 responsibility, if you want to call it that, if there's an odor or
5 something and your first responder gets there, it's up to them to
6 decide it's natural gas, you know, call Michigan Gas Utilities or
7 have you call Michigan Gas.

8 A. Correct.

9 Q. Or they'll say, you know, if it's crude oil, call
10 Enbridge or whatever. But it's their decision on how to handle
11 it, it's not --

12 A. Absolutely.

13 Q. It's not the --

14 A. Absolutely. Once there's any type of public safety
15 entity on scene --

16 Q. Right.

17 A. -- we -- I mean, the incident command structure is
18 utilized and we don't -- I mean, whoever is on scene, they've got
19 incident command --

20 Q. Right.

21 A. -- and we'll take our orders from that incident
22 commander.

23 Q. Right.

24 A. Unless it actually comes from incident command -- you
25 know, if it's another person there saying, hey, will you call this

1 person, you know, we'll double check with incident command just to
2 make sure you really want to us to call that person; no, we'll
3 take care of it.

4 BY MR. HOFFMAN:

5 Q. So what prompts -- you said these are out on the floor,
6 these books? What would --

7 A. These are out on the floor. We've only got three of
8 them. I mean, we've got nine councils down there though.

9 Q. So is there anything that would prompt the use of that?

10 A. You know --

11 Q. Other than --

12 A. Fredonia Township Fire Department, when they were out on
13 scene, they said, you know, Central, can you try and find a number
14 for Enbridge.

15 Q. So that's basically more contact information?

16 A. Here, we could have gone to this book and looked up
17 Enbridge's phone number. You know, other than that, you know,
18 it's -- I don't know. I mean, by going to these -- I've been to a
19 couple of these meetings about the pipelines that SafetyCom has
20 put on before. And, I mean, it's geared -- I'm glad they involve
21 911 because it is a useful resource in the event we need it, you
22 know, because fire guys are usually a primary response for this
23 type of complaint. And when they get out on scene, you know, they
24 may not have it right on them. You know, there's a lot of
25 resources that they ask us to find and that's what we are. We're

1 a resource to them. So if we need to go to it, we go to it.

2 MR. GRIFFIS: Yeah. These are mostly the larger -- you
3 know, the larger companies, not the distribution company and
4 Michigan Gas Utility. I do note that Buckeye Pipeline isn't --
5 Buckeye's got the terminal -- those big tanks on South 27, that's
6 Buckeye Pipeline. They're not in here.

7 BY MR. HOFFMAN:

8 Q. And just so I understand, these books are only provided
9 to you or are these also provided to the local fire departments'
10 first responders?

11 A. I think it's -- I don't necessarily know if they send
12 them if they don't go. I don't know.

13 Q. Okay.

14 A. I don't know -- I'm not -- I haven't been to one down
15 here yet --

16 MR. GRIFFIS: The focus of the --

17 MR. TROYER: -- so it's hard for me to relate directly
18 to the --

19 MR. HOFFMAN: Right. Right.

20 MR. TROYER: -- training that goes on --

21 MR. GRIFFIS: The focus of the activity is typically --

22 MR. TROYER: -- down here.

23 MR. GRIFFIS: Yeah. It's directed -- the pipeline
24 groups, they are directed primarily toward the first responders.

25 MR. HOFFMAN: Okay.

1 MR. GRIFFIS: And that's where -- because as you said,
2 they're the first people out there. They've got the awareness of
3 what's going on. So I know the pipeline companies typically focus
4 on -- make sure that the first responders are all aware of the
5 utilities in their area, so --

6 BY MS. SANZO:

7 Q. You had mentioned that you didn't currently have a layer
8 for pipeline companies --

9 A. Correct.

10 Q. -- in CAD. What would you need -- what kind of
11 information would you need to be able to construct that layer?

12 A. Some money.

13 Q. Sorry.

14 A. You had to ask didn't you? No. It's -- I mean, to be
15 honest with you, we're -- actually, there was one thing that
16 we've -- we actually just talked about earlier today. We do have
17 a CAD administrator and, I mean, she's pretty good with the
18 system, obviously. That would give us some type of an idea. The
19 problem is, is that, you know, it's a resource that we have here
20 and if we have it here and the fire department, incident command
21 says, hey, you know, can you tell us what type of pipelines are
22 running through this area or what's out in this area, you know, it
23 would be something that we would be able to look at and it would
24 be one map layer versus having to look at individual maps.

25 Because, even if we do -- you know, even if you have the

1 natural gas lines outlay of Marshall City, you know, here, we're
2 only going to see Marshall City. We're not going to see, you
3 know, Marshall City and everybody else's on top of it. So it is
4 actually something we discussed this morning and said, you know,
5 hey, is this something that we can do by ourselves without the
6 vendor's assistance to see if we can do it because everything with
7 our vendor comes at a price. But it is something we are looking
8 at doing.

9 BY MR. GRIFFIS:

10 Q. I didn't listen to the 911 -- some of the 911 tapes,
11 but, for instance, if somebody calls in and says I smell something
12 that smells like crude oil --

13 A. Okay.

14 Q. -- okay? When your dispatch contacts the emergency
15 responder, do they -- I'm assuming that they try to, you know,
16 communicate that same information as much as they can and they
17 would tell the emergency responder --

18 A. Right.

19 Q. -- we've got a call and the caller says it smells like
20 crude oil. They wouldn't just say an odor or something like that
21 or --

22 A. Yes and no. I mean, it still gets -- in our system, the
23 call for service is an odor investigation.

24 Q. Right.

25 A. That's how it gets classified.

1 Q. Right.

2 A. Most of the time, you'll see notes in there that says,
3 you know, caller says it's gas, oil, some type of chemical --

4 Q. Right.

5 A. -- strong smell of ammonia, you know, something. But
6 other than the notes being added, it's not -- we don't have
7 separate types of incidents because it's up to -- normally it's up
8 to the first responders. They get out there and say it's this.
9 Okay.

10 Q. Okay. So your dispatcher doesn't necessarily say
11 exactly what kind of odor the caller said, they may or may not
12 say?

13 A. Sometimes. I mean, sometimes --

14 Q. Well, I'm just --

15 A. -- they don't.

16 Q. Okay.

17 A. It will depend. You know, like for instance, you know,
18 depending on the fire department's protocol -- well, a full-time
19 department like Battle Creek Fire and, you know, if they have
20 mobile data terminals in their fire truck, sometimes it's a silent
21 dispatch and if that's the case, they're a silent dispatch,
22 sometimes they don't get all the specifics. They get the general,
23 it's an odor investigation.

24 Q. Okay.

25 A. They'll -- you know? But in this case, I mean, yeah.

1 Normally, you know, the dispatcher would have come on and said you
2 know, Fredonia Township, Marshall Township, Marshall Fire, respond
3 to the area for an odor investigation; we've got reports of a
4 natural gas smell, crude oil. You know, our dispatcher, in the
5 initial dispatch -- the very first call was the only call that we
6 received that the person actually said crude oil.

7 Q. Okay.

8 A. Everything else was a gas smell.

9 Q. Right. Okay.

10 A. You know, when the fire personnel were on scene, I mean,
11 there was radio transmissions that say it's not a natural gas
12 smell; it's something else.

13 Q. Okay.

14 A. It was one question that was already asked, so they said
15 would it have made a difference if the dispatcher would have said
16 well, hey, it is -- we've got a report of natural gas or crude
17 oil? They're going to go out there. They're still going to smell
18 it. They -- you know, they have to make the determination from
19 that point what it is or try to.

20 Q. Yeah.

21 A. You know, if they were aware that -- they're aware of
22 their -- they're aware of what's in the ground. They're aware of,
23 you know -- probably more aware than what dispatch staff are
24 because they're more familiar with the area. And that's, I
25 think -- I believe probably that's part of the reason. I mean,

1 they go to that area for natural gas quite a bit because, I
2 mean --

3 Q. Yeah.

4 A. -- there's one known substation down there that -- you
5 know, you'll hear, even with some of the radio transmissions, oh,
6 it's probably the substation down here.

7 BY MR. HOFFMAN:

8 Q. Do you guys have any kind of protocol for duration, if
9 calls keep coming in and to work with them on --

10 A. We don't. You know, it's --

11 Q. You just keep -- basically, you're just relaying --

12 A. We relay --

13 Q. -- keep relaying to them?

14 A. -- the information. I mean, if we get any type of
15 different reports, you know, from -- say we get one person that
16 calls in and says, well, I'm over on -- you know, two miles down
17 the road and we've got a natural gas smell. Well, two miles is a
18 little far. So, you know, there's nothing standardized that says
19 if this person calls in and they're this far away we make another
20 call, because we don't have always the ability to pinpoint the
21 exact location of that person.

22 Q. Right.

23 A. Obviously, wind direction has a play, too. I mean,
24 there's just -- there's no way to do it as far as distance goes.
25 Time period, no. There's nothing in writing that says after two

1 hours after a complaint, if you receive another one, you have to
2 dispatch it again. We do not have a protocol that states that.

3 Q. Okay.

4 A. Most of the time if we continuously get phone calls and
5 they continue and continue, normally we'll contact like the on
6 duty command officer and say, hey, we're still getting calls about
7 this out in this area, you know, can you check it tonight --

8 Q. So after the initial dispatch, the calls that are taken
9 after for the similar -- for that similar incident --

10 A. As long as the fire --

11 Q. -- aren't relayed?

12 A. As long as the fire department is on scene and it's the
13 same -- and we know that it's the same general area that they're
14 investigating at that point in time, they're not going to be
15 relayed.

16 Q. Okay.

17 A. I mean, it would be like us trying to relay 100 PI
18 accident calls.

19 Q. Okay.

20 A. If they're responding to a PI accident out here --

21 Q. Sure.

22 A. -- on the interstate, I mean, that just -- there's --
23 it's not feasible. So you know, if you're getting multiple calls
24 about a call, whether it be an odor investigation or whatever, you
25 usually relay that information to the department, says, hey, you

1 know, we've got more than just one call here out in the same area.
2 So, I mean, it does let them know that, hey, you know, there's got
3 to be something going on. You know, you get one phone call -- if
4 we were to get one phone call of a smell of gas in downtown
5 Marshall, you know -- I mean, come on. How many residents are in
6 Marshall? And if it's a significant smell, you're going to get
7 more than just one phone call. It's not going to be one phone
8 call. So, you know, that information is passed along to the
9 department.

10 BY MR. GRIFFIS:

11 Q. If you dispatch a certain emergency responder and it's
12 close to somebody else's jurisdiction and they get out there and
13 they don't see anything, do they -- will they contact another
14 jurisdiction that may be very close, but hasn't been called out
15 or --

16 A. No. They will let us know if we need to.

17 Q. Okay. Okay.

18 A. Because, you know, they -- you know, it depends on where
19 the original call comes from.

20 Q. Right.

21 A. We started talking about, just a second ago, wind. I
22 mean, you can get --

23 Q. Right.

24 A. -- a wind of a -- you know, I mean, even fires. For
25 gosh sakes, you get a passerby in a car that says, oh, there's a

1 fire in this general area. Well, okay. So we have to make an
2 estimate.

3 Q. Yeah.

4 A. You know, smoke's coming from this general area. We're
5 going to dispatch this department and if they get out there and
6 they say it's just across the jurisdictional boundary, it's, you
7 know, a block into the township fire departments, then they're
8 going to let us know to dispatch them. Then we're going to
9 dispatch them.

10 Q. Okay.

11 A. I mean, we base our original dispatch on the knowledge
12 that we have from the primary caller, you know? And, you know, I
13 mean, I think this case, it was right by Brooks Airport or Brooks
14 Aero was the original call that was entered into our system. And
15 therefore, that -- the city limits kind of go in and out down
16 there, but that actual property is on the city. That's why the
17 city just was -- city's fire department was dispatched first.

18 Q. Okay.

19 BY MS. SANZO:

20 Q. Well, I'll take over while they write. I did want to
21 ask about the information that we have received so far, more
22 specifically to that.

23 A. Okay.

24 Q. And we've, of course, received 911 calls and recordings
25 and some paperwork to go with it. And something we wanted to do

1 was make sure that we had -- we did receive everything from it.

2 And the reason why I ask that question is there was a call at

3 about -- it was at 2:00 a.m.

4 A. Yeah.

5 Q. And what's missing in our information so far is what

6 follow-up was made from that call.

7 A. That call, you could actually -- you've heard the

8 recording?

9 Q. Yeah.

10 A. So you heard the dispatcher get back onto the telephone

11 after investigating, you know, what actually happened there. Most

12 likely, the reason the dispatcher placed the caller on hold was

13 because the dispatcher wasn't the same dispatcher that was working

14 fire dispatch at that point in time. So probably -- I mean I'm

15 assuming here because of her response that she does give back,

16 conversed with the fire dispatcher to find out, you know, what was

17 done with this and that's when we get back on the telephone with

18 that caller. I think it was 2:21 in the morning.

19 Q. Something like that.

20 A. It was kind of odd because that was the only phone call

21 we got, I mean, for like a long span of time. And was told, you

22 know, fire departments were out there. They checked it. They

23 don't -- they can't find the cause of the smell.

24 MR. HOFFMAN: And you had said once they leave, if

25 another call is made, then you would re-dispatch or no?

1 MR. TROYER: No. Once they leave -- I mean, if we're
2 sure that it's coming from the same area and it's the same thing,
3 I mean, the dispatcher has to make a judgment call; is it the same
4 thing or is it not? There is no standard. You know, if it's four
5 or five hours after, I mean, there's nothing in writing that
6 states you will wait four or five hours, you know, until reporting
7 it again. And, you know, I don't know if the department will go
8 back out there and whatever. Sometimes they do it. Sometimes
9 they say, you know, Central, we've already checked it, we're not
10 going back out there again, but --

11 MS. SANZO: Gentlemen, any more questions?

12 MR. GRIFFIS: I mean, I can't think of anything in a
13 general sense.

14 BY MS. SANZO:

15 Q. Would you like to make any suggestions, comments, things
16 that -- or anything else that you would like to add?

17 A. I don't think so. I mean it would -- you know, I don't
18 know. I mean there's a lot of things that have kind of been --
19 there's a lot of things that I think that -- I know that we've
20 looked at like pipeline procedures and I know it was -- I
21 believe -- I don't remember who was sitting here asking me
22 questions. And I posed the question, is there anything with
23 pipeline companies, if they actually have an incident that occurs,
24 that they contact the locals? No. They're required to contact
25 somebody at the federal level within 24 hours. And I said, well,

1 what about locals?

2 I mean I understand the requirement of the feds to be
3 notified, but who's able to at least provide a primary response to
4 the incident that's occurring at hand? It's going to be locals
5 and there's no requirement for anybody to contact us. If this --
6 a suggestion from this experience is if for some reason there may
7 have been a slight problem noticed early on and we had fire
8 departments out there looking for this all night long, trying to
9 figure out what the smell was, if two and two could have been put
10 together, if communication would have been put together -- and
11 that communication will never be put together if companies have to
12 make the notification up here when the people that are doing the
13 grunt work are down here. It's not going to happen.

14 I mean, could have -- you know, if there was something
15 that says, you know, immediately, as soon as -- I don't care what
16 type of pipeline it is, any type of pipeline, anytime that there
17 could be a slight problem, at least notify the local, you know,
18 dispatch center for the fire department or whatever. Because it
19 is going to be a fire response so that if they are receiving odor
20 calls or -- because, primarily, that's probably what's going to be
21 the first type of call that comes in. Then they can put the two
22 and two together. You know, otherwise, I mean, we had no clue --

23 MR. GRIFFIS: Jeff --

24 MR. TROYER: -- anything was going on whatsoever.

25 BY MR. GRIFFIS:

1 Q. Excuse me. I know from the pipeline regulations, that
2 it's a lot shorter timeframe than 24 hours, but as far as the
3 notification, yeah, I know that it depends on the state. They're
4 required to call the National Response Center and then within the
5 states, depending on the state, they're required to call state
6 agencies, but, you know, that -- but again --

7 A. It's --

8 Q. Yeah. That's not making you feel any better.

9 A. No, it doesn't.

10 Q. I know.

11 A. Well, and because, I'll be honest with you, I've been at
12 all different levels.

13 Q. Yeah.

14 A. And it seems like, yes, it's great to notify all these
15 people up there, but the information doesn't funnel down to the
16 resource that can do the most -- provide the most assistance at
17 the most prudent time.

18 Q. Right.

19 A. And that is immediately.

20 Q. I don't know the protocol for like the National Response
21 Center because I know when they call -- when a pipeline company
22 calls them, they turn around immediately and notify a bunch of
23 different organizations. And I guess from what I'm -- what you're
24 saying, they more than likely don't -- they don't get down to the
25 local level --

1 A. Our dispatch center didn't get any type of notification
2 from anybody, not one single phone call that even asked, are you
3 aware that this is happening?

4 Q. Now, you're saying after the -- what's called the
5 telephonic call was made by Enbridge to --

6 A. I don't even know what time that call was made, so --
7 I'm serious.

8 Q. Yeah.

9 A. We received absolutely nothing. We received no
10 notifications from the state. We received no notifications from
11 that -- this right here, I mean, we didn't get anything. Nothing.
12 You know, whether or not the state notifies -- I guess I'm looking
13 at it as a dispatch center perspective, but at least something to
14 let people know what's going on.

15 Q. And I think that's another part of the NTSB
16 investigations, talking with Enbridge and what they do on their
17 side when they have a problem, the requirements, their
18 notification requirements. So I'm not familiar with what Enbridge
19 does, but --

20 A. I don't know. I don't know either.

21 Q. Yeah.

22 MR. LINDSEY: So is part of what NTSB is going to do is
23 come up with recommendations at some point? I mean, I assume
24 you've got other experience from other dispatch centers to say
25 here's the best practice, here's recommendations. You know, at

1 some point, we'll see something like that as part of this
2 investigation?

3 MS. SANZO: Well, actually, if I may ask one more
4 question and then we can talk a little -- we'll turn this on --

5 MR. LINDSEY: Yeah. Go ahead.

6 MS. SANZO: -- and talk a little more or -- but do you
7 guys have some questions? I would like to clear up one last one.

8 MR. GRIFFIS: Go ahead.

9 BY MS. SANZO:

10 Q. One last question I would like to ask you is if you
11 could make recommendations to colleagues that are in a similar
12 position as yours about planning or preparing for this type of
13 event, would you have any suggestions?

14 A. Well, I mean, to be honest with you though, planning and
15 preparing for it for a 911 center really is not any different than
16 what we do on a day-to-day basis. We're going to receive the
17 call. We're going to dispatch it. You -- whoever is sitting down
18 there in the dispatch center is going to take direction from the
19 on-scene personnel. We're not going to do it any different for
20 this type of situation than what we would, basically, for any
21 other type of situation.

22 I mean, you know, there's -- I think that the
23 recommendations for planning for the future would be a lot better
24 communication, you know, to help -- to get help to the problem as
25 quick as possible. I mean, the problem was, was we were looking

1 for -- we were right on top of it. So, I mean, that's just -- I
2 mean, unfortunately, there's not a lot that, you know, we can --
3 as far as planning goes, from a dispatch perspective, that the
4 first -- we always figure, you know, we are the primary point for
5 like the first two hours of every emergency, flat out. And, you
6 know, normally, that's just the way it goes. Big apartment fire
7 or anything like that, you know, until that on-scene commander
8 gets there and takes over, you're the primary point.

9 And, I mean, we were the primary point here. It's not
10 any different than anything else and as soon as we figured out
11 what we had, notification to emergency management for the county
12 and we had incident command on scene. And, I mean, that pretty
13 much, usually, takes us and puts us kind of in the -- not
14 necessarily on the back burner, but our job is pretty much done at
15 that point, except for assisting with resources and contacts if
16 they ask us to.

17 Q. Okay. Thank you very much for doing this interview with
18 us today and that will conclude the interview.

19 (Whereupon, at 12:10 p.m., the interview was concluded.)

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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
 Interview of Jeff Troyer

DOCKET NUMBER: DCA-10-MR-007

PLACE: Marshall, Michigan

DATE: August 3, 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 accomplished at the hearing.

Tiffany Meeker
Transcriber