

Docket No. SA-534

Exhibit No. 4-B

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Survival Factors Group Chairman
Factual Report – Appendix A
Transcript of Fire Department Radio Communications

(40 Pages)

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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PACIFIC GAS AND ELECTRIC COMPANY *

PIPELINE EXPLOSION * Docket No.: DCA-10-MP-008

SEPTEMBER 9, 2010 *

SAN BRUNO, CALIFORNIA *

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Radio Traffic - Fire Department
Dispatch Audio

Thursday,
September 9, 2010

1 R E C O R D I N G

2 (Start time: 18:13:44)

3 (Talking clock: Starting date, Thursday, September 9th,
4 2010 at 18:13:44.)

5 DISPATCHER: Battalion 9, Command 31.

6 BATTALION 9: Command 31, go ahead to Battalion 9.

7 DISPATCHER: Battalion 9, we've had over 20 calls on
8 this. Report of a loud explosion, flames seen. I'm getting
9 multiple calls, different locations. I have West San Bruno Avenue
10 and Skyline, another report of El Camino and South Spruce in South
11 City. I'll be starting an assignment to that.

12 BATTALION 9: Copy that. We can see a column here from
13 Millbrae in that area.

14 DISPATCHER: We've got every phone line lit up in here.

15 BATTALION 52: Command 31, 52 is on (indiscernible)
16 here. It's got -- it's on Claremont. We have multiple structures
17 fully (indiscernible). It appears to be some type of an
18 explosion. Let's go ahead and start a second alarm. Battalion 9,
19 standby. We've got multiple streets here. Hold on. We'll be
20 setting up Claremont IC, 52. Battalion 9, 52.

21 DISPATCHER: Copy. Second alarm response to El Camino
22 and -- correction -- it's at San Bruno and Skyline.

23 Battalion 9, Command 31, we have a report of a plane
24 crash. RP reporting a plane crash in that area.

25 BATTALION 9: Battalion 9 copy.

1 BATTALION 52: Battalion 9, this is 52. Battalion 9 for
2 52 on Command 31.

3 BATTALION 9: Command 31 on -- Command 31, 52, go ahead.

4 BATTALION 52: You want to start a third alarm? We've
5 got multiple houses. We're trying to get close. We have extreme
6 heat. We have possibly several blocks on fire at this time.

7 BATTALION 9: Copy that. Command 31, can you start a
8 third alarm? This is Battalion 9.

9 DISPATCHER: Battalion 9, I copy third alarm. Just be
10 advised I do have a full assignment in response to El Camino and
11 South Spruce. I'm starting your second alarm now.

12 BATTALION 52: Battalion 9 on 31. Okay. I see two
13 (indiscernible) from 52.

14 BATTALION 9: 52 go ahead to Battalion 9.

15 BATTALION 52: Yeah. We got extreme heat to the north
16 of this. You have to start hitting it from the south side of the
17 main fireball.

18 BATTALION 9: Can you repeat that, 52?

19 BATTALION 52: Okay. 52 is on Vermont. We're on
20 north -- we're north of the fire. We're going to lay a line and
21 start doing a protect exposures. If you could have your units --
22 the remaining units set up south of the fire because of the
23 extreme heat, and I can't tell you how many structures we got.
24 It's a major fireball.

25 BATTALION 9: Battalion 9, copy. What street do we --

1 should we stage?

2 BATTALION 52: You're going to have to get down here and
3 come in from the -- I think I see one coming in from where they're
4 at. You guys should set up on the south of this fire. There's a
5 lot of heat to the north. And I'll be setting up -- let's go
6 ahead and call this Crestmoor IC.

7 BATTALION 9: Battalion 9, copy, Crestmoor IC.

8 ENGINE 51: This is Engine 51 on 30. We're on Glenview
9 and we are hitting a hydrant and we're going to open a Stang gun.

10 DISPATCHER: Battalion 9, Command 31.

11 BATTALION 9: Command 31, go ahead.

12 DISPATCHER: Battalion 9, be advised Battalion 17 on
13 scene El Camino/South Spruce. No fire at that location. Do you
14 want me to start those units as your third alarm to San Bruno and
15 Skyline?

16 BATTALION 9: Copy that. Send them right now.

17 BATTALION 64: Command 31, 64, copy, traffic en route
18 San Bruno and Skyline.

19 DISPATCHER: I'm sorry. Let me get a chance to put it
20 out.

21 UNIDENTIFIED SPEAKER: Command 31, (indiscernible)
22 confirming we're relocating to the San Bruno incident, and do we
23 have routing for approach?

24 BATTALION 9: I copy that. I'm stuck in traffic myself.
25 We're trying to get through.

1 DISPATCHER: (Indiscernible) unit to Command 31, ID-ing
2 done. Battalion 9, Command 31.
3 BATTALION 9: Command 31, go ahead to Battalion 9.
4 DISPATCHER: I have a report of a house on fire, 2700
5 block of Fleetwood. Can I duplicate that out as part of this
6 third alarm?
7 BATTALION 9: I'm sure that is part of this fire alarm.
8 I am just getting on scene now. I will give you further when I
9 get there.
10 DISPATCHER: 10-4.
11 TRAINING 9: Command 31, 289.
12 DISPATCHER: 89.
13 TRAINING 9: Attachment San Bruno call.
14 DISPATCHER: 89, 10-4.
15 UNIDENTIFIED SPEAKER: (indiscernible) for Battalion 9.
16 BATTALION 18: 10-18 is on scene in Claremont and
17 Windsor.
18 BATTALION 9: 17, what's your location?
19 BATTALION 18: This is 18. Battalion 9. Battalion 18.
20 BATTALION 9: Battalion 18, go ahead.
21 BATTALION 18: Go for a fourth.
22 ENGINE 52: IC (indiscernible) and 63's on scene on
23 Claremont and Glenview.
24 BATTALION 52: 63 from 52. Why don't you guys come on
25 down? Help us evacuate some (indiscernible).

1 UNIDENTIFIED SPEAKER: Battalion -- Command 31
2 (indiscernible) from Glenview IC. Call for a fourth alarm for
3 this. Looks -- it appears that we have a plane down in a
4 neighborhood. Multiple structures on fire and we have a fireball
5 still coming out.

6 DISPATCHER: Command 31 copies fourth alarm with a
7 report of a plane down and multiple structures on fire.

8 UNIDENTIFIED SPEAKER: I'd like the size of that
9 aircraft, please, as soon as possible.

10 ENGINE 51: Engine 51, 51 (indiscernible).

11 BATTALION 18: Battalion 18 for Battalion 9.

12 BATTALION 9: 18, go. Battalion 18, what is your
13 location?

14 BATTALION 18: That's Windsor and I can't remember the
15 other side of the street. I'm just northeast. We've got major
16 heat. We're trying move people out of these homes right now.

17 BATTALION 9: Are you on the north end of this fire?

18 BATTALION 18: That's affirmative.

19 BATTALION 9: Copy that 18. We're going to call you
20 North Branch, copy North Branch, and switch to 35.

21 BATTALION 18: Copy that, North Branch going to 35.

22 TRUCK 51: Battalion 9 from Truck 51 on Command 31.

23 BATTALION 9: Go ahead on 31 to Command to Battalion 9.

24 TRUCK 51: Stop that engine. We have no water in this
25 hydrant and we need them to lay into us.

1 BATTALION 9: Copy that.
2 Engine 38, go ahead.
3 TRUCK 51: We think we got a broken water main down
4 here, so they need to lay in from the corner of San Bruno Avenue.
5 ENGINE 35: 35 copies. We'll lay in from the corner.
6 BATTALION 9: 35, you copy?
7 Command 31 from Battalion 9. Can you get me San Bruno
8 Water Department?
9 DISPATCHER: 10-4, copy getting San Bruno Water. Where
10 do you need them to stage?
11 UNIDENTIFIED SPEAKER: Battalion 9, what type of
12 aircraft are you looking at there?
13 BATTALION 9: Command 31, we're going to set up at the
14 command post on Essex and Glenview, Essex and Glenview.
15 DISPATCHER: Copy Essex and Glenview for the command.
16 UNIDENTIFIED SPEAKER: Command 31 is it only
17 (indiscernible) to the right?
18 DISPATCHER: Negative. We'll make sure they're not.
19 UNIDENTIFIED SPEAKER: Battalion 9, Engine 37 is on
20 scene (indiscernible).
21 UNIDENTIFIED SPEAKER: Do you have a location?
22 BATTALION 18: Battalion 18, is this a large aircraft or
23 small aircraft? Depending on its size, the response.
24 DISPATCHER: Crestmoor IC, Command 31.
25 UNIDENTIFIED SPEAKER: Did you want Glenview IC?

1 BATTALION 18: Command 31, you're looking for
2 Battalion 18?

3 DISPATCHER: I need a battalion to advise. I've got a
4 senior care home at 1136 Claremont with six occupants, two
5 caretakers inside that may need rescue.

6 BATTALION 18: Copy that. Let's transfer that
7 information to Battalion 9.

8 Command 31, Battalion 18.

9 DISPATCHER: Battalion 18.

10 BATTALION 18: We're going to need to do a law
11 enforcement alert. We're going to need every PD officer we can to
12 assist on evacuations.

13 ENGINE 37: Engine 37.

14 DISPATCHER: Unit on Command 31 advising for a law
15 enforcement activation. We have a TAC alert responding and Strike
16 Team responding from Alameda.

17 BATTALION 18: 18 copy.

18 UNIDENTIFIED SPEAKER: 30 is on scene.

19 TRUCK 34: Command 31, Truck 34. Are we going to a
20 different call on Gateway?

21 DISPATCHER: Truck 34, affirm. You are going on a
22 structure fire response, Gateway and Oyster Point, Gateway and
23 Oyster Point.

24 TRUCK 34: Copy that. There's two structure fires.

25 DISPATCHER: Affirmative.

1 GLENVIEW IC: Command 31 from Glenview IC.

2 ENGINE 51: 51 is out of water. We can use some
3 exposure lines right now if you have a spare engine with tank
4 water.

5 GLENVIEW IC: Command 31, already on the scene.

6 DISPATCHER: Command 31. Go ahead.

7 GLENVIEW IC: Command 31, this is Glenview IC. Can we
8 alert San Francisco International Airport for a foam truck to this
9 location on Glenview?

10 DISPATCHER: Okay. Give me exact location on Glenwood
11 you need the foam truck.

12 GLENVIEW IC: (Indiscernible) the exact location is
13 Essex and Glenview in San Bruno. We'll need a foam truck here.

14 DISPATCHER: Copy Glenview. I cannot copy the cross.
15 Glenview IC, Command 31. I copy your request for the
16 foam truck at Glenview and Essex, and further, I've got three burn
17 victims at Glenview and Plymouth.

18 TRUCK 51: Truck 51 on Command 31, I need another engine
19 down here to use tank water for exposures.

20 ENGINE 91: Command 31, Engine 91.

21 DISPATCHER: Engine 91.

22 ENGINE 91: Do you have a staging area for the San Bruno
23 area?

24 DISPATCHER: Glenview IC, confirm you just want this
25 fourth alarm to come straight into the scene?

1 UNIDENTIFIED SPEAKER: Hey, (indiscernible) for 33. Tap
2 that hydrant right now.

3 ENGINE 33: Engine 33. This hydrant is dry.

4 UNIDENTIFIED SPEAKER: Water at the corner of Glenview
5 and San Bruno Avenue.

6 BATTALION 18: Command 31 to Battalion 18 on North
7 Branch.

8 DISPATCHER: Battalion 18, go ahead to Command 31.

9 BATTALION 18: I need the address again for the people
10 that need to be evacuated from the senior home.

11 DISPATCHER: Okay. Battalion 18, I've got three burn
12 victims at Glenview and Plymouth. I've got a burn victim at
13 Claremont and Glenview. I've got a serious burn patient at 1560
14 Claremont and another injury on Crestmoor.

15 BATTALION 18: Command 31, can we get a level 2 MCI and
16 stage them up here on Glenview and West San Bruno Avenue, and
17 we'll transport from there.

18 DISPATCHER: I copy a level 10 CI, and the staging
19 location?

20 UNIDENTIFIED SPEAKER: Gateway and Oyster Point, nothing
21 showing at this time. You have a --

22 BATTALION 9: West San Bruno Avenue. We're going to set
23 up medical triage at that point.

24 DISPATCHER: Units are covering for the level 10 CI. I
25 copy West San Bruno Avenue, and the cross?

1 BATTALION 9: Glenview. Glenview.

2 ENGINE 33: Engine 33. The hydrant at Glenview and San
3 Bruno is dry.

4 BATTALION 9: 33 copy. Battalion 9. We're going to
5 have to grab a hydrant up on San Bruno Avenue somewhere.

6 BATTALION 52: Copy that. We're working on it. 52 from
7 Battalion 9.

8 ENGINE 93: Command 31, Engine 93. We're in the area of
9 Oyster Point and Gateway. There is no -- nothing showing at this
10 time. Do you have any further?

11 UNIDENTIFIED SPEAKER: (Indiscernible) IC from
12 (indiscernible).

13 ENGINE 91: 51, Engine 91.

14 ENGINE 63: IC (indiscernible) 63.

15 BATTALION 18: Command 31, this is North Branch
16 Battalion 18.

17 DISPATCHER: Battalion 18, North Branch, go ahead.

18 BATTALION 18: We're going to set up a medical group in
19 the North Branch in the 1800 block of Claremont Avenue. If you
20 can advise the IC?

21 DISPATCHER: Can I stage my level 10 CI there as well?

22 BATTALION 18: That's affirmative. We may want to go to
23 MCI level 3 or 4 on this one.

24 DISPATCHER: Battalion 18, I copy.

25 UNIDENTIFIED SPEAKER: Whose aircraft is this? Do you

1 know yet?

2 GLENVIEW IC: Command 31 from Glenview IC.

3 DISPATCHER: Glenview IC, go ahead.

4 GLENVIEW IC: Glenview IC, can we get to a fifth alarm
5 here?

6 DISPATCHER: Copy fifth alarm. The Gateway and Oyster
7 Point call was a no merit. I will assign those units to that
8 call.

9 UNIDENTIFIED SPEAKER: (Indiscernible), 31.

10 DISPATCHER: Command 31.

11 UNIDENTIFIED SPEAKER: Could you repeat that to IC?

12 DISPATCHER: Command 31 cannot copy the traffic. Go
13 ahead.

14 GLENVIEW IC: Command 31, this is Glenview IC. Do you
15 have traffic for me?

16 DISPATCHER: That is negative.

17 UNIDENTIFIED SPEAKER: Command 31 (indiscernible) going
18 at Gateway and Oyster Point. You have any further?

19 DISPATCHER: The unit from Gateway and Oyster Point, I
20 am going to clear you from this call. You're going to be my fifth
21 alarm assignment. Stand by for the dispatch. Acknowledge your
22 (indiscernible) and put yourselves en route.

23 ENGINE 33: Glenview IC (indiscernible) from Engine 33.
24 I found a hydrant San Bruno and (indiscernible). I'll need an
25 engine company assigned to me to lay their line.

1 GLENVIEW IC: 33, Captain, copy that. Hey,
2 (indiscernible), if there's somebody up there you're going to have
3 to grab somebody. All right?

4 ENGINE 33: All right. I copy that. On my way for the
5 next in engine company to lay in a line.

6 ENGINE 91: Glenview IC, Engine 91 is one minute out.
7 Do you have an assignment for us?

8 ENGINE 51: IC, Truck 51. We are still waiting for
9 water down here at Engine 51. We're not going to cut and run if
10 you can bring us some water.

11 ENGINE 162: 162, Captain, 162 on 31.

12 ENGINE 91: North Branch, Engine 91.

13 ENGINE 64: Command 31, Engine 64.

14 DISPATCHER: Engine 64.

15 ENGINE 64: Confirm our TAC channel is 35.

16 DISPATCHER: Affirmative, TAC 35.

17 ENGINE 64: Copy. Can you relay a message to Command?
18 We have an active hydrant at Claremont and Concord. Also a
19 patient with severe third-degree burns at the 1500 block of
20 Claremont. We will require an ambulance at that location.

21 DISPATCHER: Engine 64, 10-4.

22 ENGINE 93: Command 31 to 93 for a staging area.

23 DISPATCHER: As far I know, there is no staging. It's
24 directly to the scene.

25 Glenview IC advise.

1 ENGINE 91: Glenview IC, Engine 91 is on scene. Do you
2 have an assignment for us?

3 GLENVIEW IC: Command 31, Glenview IC.

4 DISPATCHER: Glenview IC, go ahead.

5 GLENVIEW IC: Can you see if CAL FIRE is available to
6 get a fly over this thing so we can see what we have? We have no
7 idea. If they can get us some reconnaissance from above?

8 DISPATCHER: Glenview IC, 10-4. Are you clear to copy
9 some additional information?

10 GLENVIEW IC: Can you repeat?

11 DISPATCHER: We have one engine reporting there is a
12 active hydrant at Claremont and Concord, active hydrant at
13 Claremont and Concord, and we have a third-degree patient at 1500
14 Claremont that's going to need medical attention.

15 GLENVIEW IC: Okay. I'm sorry. Repeat one more time.
16 We got so many people at the command post. One more time on the
17 medical attention.

18 DISPATCHER: For the medical, there is a third-degree
19 burn patient, 1500 Claremont.

20 GLENVIEW IC: Copy, third-degree, 1600 [sic] Claremont.

21 ENGINE 81: Engine 81, I'm going to have you lay to this
22 line right here.

23 ENGINE 91: Glenview IC, Engine 91 is on scene. Do you
24 have an assignment for us?

25 UNIDENTIFIED SPEAKER: (Indiscernible) 10 minutes out on

1 your water (indiscernible).

2 ENGINE 33: Engine 33 on Command 31, what's the ETA for
3 water?

4 UNIDENTIFIED SPEAKER: We're looking at 10 minutes.

5 ENGINE 34: Glenview IC from Engine 34. Where do you
6 want us?

7 ENGINE 51: Crestmoor IC from Engine 51. We're going to
8 disconnect hose lines and back up to a safer position until we get
9 water.

10 CRESTMOOR IC: That's affirmative. Still, I want you to
11 back all those people up. Every company that's back there, back
12 them up to a safe position.

13 UNIDENTIFIED SPEAKER: IC (indiscernible).

14 ENGINE 93: Claremont IC, Engine 93 and we are westbound
15 on San Bruno Avenue. Do you have a staging area?

16 IC COMMUNICATIONS: IC Communications on Command 31.
17 Standby 1, for a staging area.

18 DISPATCHER: Unit that has -- communications for IC, go
19 ahead.

20 CLAREMONT IC: Claremont IC.

21 DISPATCHER: Claremont IC.

22 CLAREMONT IC: Correct. And Glenview IC, could you make
23 staging? Staging area is going to be Leonardi's parking lot on
24 San Bruno Avenue.

25 DISPATCHER: I copy staging is going to be at Leonardi's

1 parking lot on San Bruno.

2 CLAREMONT IC: That's affirmative.

3 DISPATCHER: 10-4.

4 ENGINE 72: Engine 72 is on scene. You got an
5 assignment?

6 ENGINE 34: IC from Engine 34 on scene. Where do you
7 want us?

8 GLENVIEW IC: 34, standby. I might be sending you to
9 North Branch.

10 ENGINE 34: Copy that.

11 GLENVIEW IC: North Branch from Glenview IC.

12 ENGINE 34: Be advised 35 has -- 34 has foam.

13 GLENVIEW IC: 34, copy. We need a lot of foam. We got
14 the airport coming.

15 NORTH BRANCH: IC to North Branch on Command 31.

16 GLENVIEW IC: North Branch, this is IC. How's your
17 resources over there?

18 NORTH BRANCH: I've got resources, but I have no water.
19 Water mains are out. I've got the air truck, three battalion
20 chiefs, three engines and a truck company. The north side is
21 starting to burn. We have some houses. We're still in the
22 evacuation mode marking the houses that we've broken into.

23 GLENVIEW IC: Copy that. We're going send people.
24 Water is going to be a problem. We have airport coming in. So
25 just advise on your resource needs. We have staging on San Bruno

1 Avenue.

2 NORTH BRANCH: Copy that. If we can get a water tender
3 into the 1800 block of Claremont, that will save us.

4 GLENVIEW IC: Copy that. We'll order a water tender.
5 Command 31, Glenview IC.

6 DISPATCHER: Glenview IC, go ahead.

7 GLENVIEW IC: Can you start two water tenders to our
8 location?

9 DISPATCHER: Copy, two water tenders at 1800 Claremont.

10 GLENVIEW IC: Go ahead, IC.

11 CHIEF GREEN: Get ready for water down there. We have
12 one hydrant, and I'll get you another one in a few.

13 GLENVIEW IC: Copy that. Who's that getting the water?

14 CHIEF GREEN: This is Chief Green. I've got Engine 81
15 and Engine 33 supplying the first line down, and I've got
16 Engine 91 for the second.

17 GLENVIEW IC: Copy that. We'll take your water when we
18 get it.

19 CHIEF GREEN: Copy.

20 ENGINE 72: Engine 72 to staging.

21 CHIEF GREEN: Go ahead and charge that line. Engine 81,
22 charge the line.

23 ENGINE 81: The line is being charged.

24 ENGINE 34: 34 has 750 gallons.

25 UNIDENTIFIED SPEAKER: 34, we copy. Standby 1, 34.

1 ENGINE 93: Claremont Communications, Engine 93 is on
2 scene at staging.

3 DISPATCHER: Copy, Engine 93 at scene staging.

4 ENGINE 63: IC to Engine 63.

5 ENGINE 93: (Indiscernible) Engine 93. Suggestion, we
6 could do some tandem pumping, get water to those areas down there
7 to you.

8 TRUCK 51: IC, Truck 51. Supposedly I've got -- the
9 airport is not missing an airplane at this point.

10 AIRPORT: No, no, we're not sure.

11 TRUCK 51: They're not sure. Have we confirmed -- have
12 we visualized an airplane fuselage or anything?

13 ENGINE 34: Engine 34. We suggest Glenview begin
14 pumping get water down to your units down below.

15 GLENVIEW IC: Engine 34, Glenview IC.

16 ENGINE 34: Go ahead to 34.

17 GLENVIEW IC: I want you to go ahead and come down, beat
18 that supply line down here, and I want you to come down to the
19 stage, and I want you to turn left on the stage where 37 is; hook
20 up with 37.

21 CHIEF HAYES: IC, Chief Hayes (ph.). IC, Chief Hayes.

22 GLENVIEW IC: North Branch from Glenview IC.

23 COM 47: Command 31, Com 47.

24 DISPATCHER: Com 47.

25 COM 47: I'm establishing communications. I'm going to

1 get a resource list, and I'll get back with you.

2 DISPATCHER: 47, 10-4. 47, you are covered.

3 Glenview IC, Command 31.

4 COMMUNICATIONS: Go ahead to Communications.

5 DISPATCHER: Communications, we have three water
6 tenders: Water Tender 8, 56 and 57 en route.

7 COMMUNICATIONS: 10-4.

8 CHIEF HAYES: Communications, Chief Hayes.

9 BATTALION 6: Glenview IC, this is Battalion 6 on scene.

10 ENGINE 33: Battalion 9 from 33.

11 ENGINE 34: Truck 34 on scene stage.

12 ENGINE 72: Glenview IC. Be advised Engine 72 has a
13 medical aid at staging, a citizen, chest pain.

14 ENGINE 63: IC from 63 on 31.

15 ENGINE 35: West Branch, Engine 35. West Branch from
16 Engine 35.

17 ENGINE 63: IC, Engine 63. We've got a hydrant at
18 (discernible).

19 BATTALION 6: IC, this is Battalion 6 on scene. Any
20 orders?

21 DISPATCHER: Communications, Com 31.

22 COMMUNICATIONS: Go ahead.

23 DISPATCHER: Information, we have two strike teams from
24 Alameda County, type 1's. They're staging at Tanforan.
25 Battalion 18, North Branch IC, Command 31.

1 BATTALION 18: This is North Branch. Go ahead.

2 DISPATCHER: Be advised I have a bunch of medical calls.

3 Confirm you're handling medical?

4 BATTALION 18: Command 31, say again to North Branch.

5 DISPATCHER: North Branch, confirm you're handling

6 medicals? I have a couple medical calls pending.

7 BATTALION 18: We can handle the medical. We've got the

8 resources. I don't know if we'll have access to get to that

9 location. Go ahead and give me the addresses.

10 DISPATCHER: For one call I already have AMR on scene,

11 so I'm not going to send a fire response for Glen and Plymouth.

12 BATTALION 18: Glen and Plymouth, copy.

13 DISPATCHER: At Glenview and Plymouth, we have three

14 burn victims there.

15 BATTALION 18: Glenview and Plymouth. And is AMR on

16 scene there or no?

17 DISPATCHER: Affirm, so I will clear that one out as a

18 fire response.

19 BATTALION 18: Copy that. Command 31 to North Branch,

20 if we've got people in staging, I want (indiscernible) away from

21 the IC. So let's go ahead and move a couple engines from staging

22 to respond to those medicals.

23 ENGINE 28: Command 31, 28 in staging.

24 DISPATCHER: 28, 10-4.

25 Communications, Command 31.

1 COMMUNICATIONS: Go ahead.

2 DISPATCHER: Be advised we have one San Francisco Strike
3 Team en route also to stage at Tanforan.

4 COMMUNICATIONS: Okay. 10-4.

5 BATTALION 18: Command 31, North Branch.

6 DISPATCHER: North Branch, go ahead.

7 BATTALION 18: Let's see if we can have the two hose
8 tenders from North County respond from Engine 91 and 93. We may
9 need them to either shuttle water or set up an extended leg.

10 DISPATCHER: You need two of the water tenders to go to
11 91 and 93?

12 BATTALION 18: No, there's a house at 91 and 93. We've
13 got -- we have hose tenders there.

14 CHIEF 20A: North Branch, this is Chief 20A on 31.

15 COMMUNICATIONS: Command 31, Communications.

16 DISPATCHER: Communications, go ahead.

17 COMMUNICATIONS: We're going to go to area command.
18 Direct all communications through the com unit. All branches
19 place your resource request through the area commander on
20 Command 31. Area command in effect.

21 DISPATCHER: Area command in effect. All branches make
22 requests through area command or Command 31.

23 COMMUNICATIONS: Staging, Communications.
24 Staging, area Communications, Command 31.
25 Command 31, area Communications.

1 DISPATCHER: Area Communications.
2 COMMUNICATIONS: One more TAC channel for medical group,
3 please.
4 BATTALION 5: Glenview IC from Battalion 5 on
5 Command 31.
6 DISPATCHER: The Command will use TAC 36 for medical,
7 TAC 36.
8 COMMUNICATIONS: Copy that.
9 AREA COMMAND: Command 31, if you get any resource
10 requests direct and I miss it, just have them go back through me.
11 DISPATCHER: Area Command, 10-4.
12 COMMUNICATIONS: Staging, Area Communications,
13 Command 31. Anybody in staging answer up. I need to make a
14 staging manager.
15 ENGINE 81: Engine 81.
16 COMMUNICATIONS: Anybody in staging answer up. I need a
17 staging manager.
18 Attention all units on the fire ground. We're in area
19 command. Repeat, we're in area command. All units switch to the
20 TAC channel. TAC 26 is in use for the medical group. All
21 resource ordering go through the area commander.
22 UNIDENTIFIED SPEAKER: George, it's a blind line on
23 Glenview.
24 BATTALION 5: Engine 91 from Battalion 5. Are you on
25 TAC 35?

1 ENGINE 91: Currently on 31.

2 CHIEF HAYES: Engine 81, Chief Hayes.

3 UNIDENTIFIED SPEAKER: Engine area command
4 (indiscernible).

5 BATTALION 5: Engine 91 from Battalion 5 on TAC 35.

6 BATTALION 18: North Branch Area Communications,
7 Command 31. North Branch Area Communications, Command 31.

8 AREA COMMUNICATIONS: Area Communications on Com 32.

9 BATTALION 18: Go ahead.

10 AREA COMMUNICATIONS: I'm on Skyline stuck in my POV.
11 I'm coming up to West San Bruno Avenue. Should I make the turn?

12 BATTALION 18: Yeah, affirmative. San Bruno Avenue
13 East, make your first left. We're just north of the parking lot.

14 AREA COMMUNICATIONS: Copy.

15 DISPATCHER: Area Command, Command 31.

16 AREA COMMUNICATIONS: Command 31, you call Area Com?

17 DISPATCHER: Affirmative. Confirming that the staging
18 is Leonardi's parking lot still.

19 AREA COMMUNICATIONS: That's affirmative.

20 DISPATCHER: 10-4.

21 COMMAND 31: North Branch Area Communications,
22 Command 31.

23 BATTALION 18: This is North Branch. Go.

24 COMMAND 31: North Branch, do you have access location
25 for the crash truck to make it to the scene?

1 BATTALION 18: Say again. All I heard was crash truck.

2 COMMAND 31: North Branch Communications, do you have
3 access from your location for the crash truck into the scene?

4 BATTALION 18: That's affirmative. They're going to
5 have to come down Claremont from the north side.

6 COMMAND 31: Copy.

7 ENGINE 61: North Branch, Engine 64, Command 31.

8 BATTALION 18: 61, North, go.

9 ENGINE 61: This is 64. I can't get a hold of anybody
10 on TAC. I'm on Concord with a water supply. I need to increase
11 my pressure at Concord and Claremont, and I got trucks that are
12 here that are starting to (indiscernible) off and we're the only
13 unit over here.

14 BATTALION 18: Copy that. Did you say you have a water
15 supply there or no?

16 ENGINE 61: I have a water supply at Claremont and
17 Concord, but I'm up the hill on Concord, and I need a boost of
18 pressure.

19 BATTALION 18: Okay. Copy. They've contacted San Bruno
20 Water. I have no idea what the status is on the water supply.

21 ENGINE 61: Copy that. Do we have an available engine
22 to pump up pressure at the bottom of the hill?

23 UNIDENTIFIED SPEAKER: (Indiscernible) need a TAC
24 channel for fire ground communications. Branches are in command.
25 Repeat, branches are in command.

1 UNIDENTIFIED SPEAKER: 17. Okay.

2 ENGINE 61: 61.

3 ENGINE 30: Engine 30 up --

4 AREA COM: Command 31, Area Com.

5 DISPATCHER: Area Com.

6 AREA COM: When you can, I'll need a representative from
7 San Bruno Water at the command post.

8 DISPATCHER: 10-4. We had them dispatched earlier.
9 I'll send them to the command post.

10 UNIDENTIFIED SPEAKER: Go ahead. Go ahead, Battalion 5.

11 COMMUNICATIONS: Area Communications on Command 31.

12 DISPATCHER: Area Com, go ahead. Area Command, were you
13 calling Command 31?

14 AREA COM: Engine 92, Engine 92, Area Com on 31. Any
15 unit in staging answer up to Area Communications.

16 BATTALION 6: Glenwood IC confirm East Branch on
17 Command 31.

18 GLENVIEW IC: Unit calling Communications. Go ahead.

19 BATTALION 6: Glenwood IC, this is East Branch on
20 Command 31.

21 GLENVIEW IC: Unit calling IC go to Area Communications.
22 Will you identify?

23 BATTALION 6: This is East Branch, Battalion 6.

24 GLENVIEW IC: Battalion 6, Area Com, go ahead.

25 BATTALION 6: Okay. I'm on the East Branch with an

1 update. We are at a school on Crestview, and currently there's a
2 grove of eucalyptus. The fire is heading towards us. If it gets
3 into the eucalyptus, we got problems over here.

4 GLENVIEW IC: Confirm that's East Branch, correct?

5 BATTALION 6: That's correct. East Branch.

6 GLENVIEW IC: How many resource and what type do you
7 need?

8 UNIDENTIFIED SPEAKER: Are you guys on the East Branch?

9 BATTALION 6: Okay. You better get me at least a couple
10 engines over here for now.

11 GLENVIEW IC: Copy that. Staging manager, Area
12 Communications on command.

13 BATTALION 18: IC in the North Branch on Command 31.

14 UNIDENTIFIED SPEAKER: Multiple units on Command 31 for
15 communications.

16 BATTALION 18: Staging manager, Area Com, Command 31.

17 CHIEF 20A: Area Communications, this is Chief 20A on
18 31. Do you copy?

19 BATTALION 18: Chief 20A, go ahead. Area Com.

20 CHIEF 20A: Yeah, I'm probably 5 to 10 minutes out. Do
21 you have a location you'd like me to report to?

22 BATTALION 18: Just come to the command post for now,
23 Glenview and San Bruno Avenue.

24 CHIEF 20A: Glenview and San Bruno, copy. Thank you.

25 BATTALION 18: North Branch Area Communications,

1 Command 31. Attention all branches. Attention all branches.
2 Standby for PA (ph.) for the IC. All units stand by for a PA on
3 command.
4 WEST BRANCH: Staging Area Communications on command.
5 DISPATCHER: Area Command, Command 31.
6 WEST BRANCH: This is West Branch. (Indiscernible).
7 ENGINE 93: Engine 93, Engine 91.
8 ENGINE 91: Engine 91 to Engine 93, go.
9 ENGINE 93: Engine 93. We're over here on Earl. Just
10 come back to the firehouse. That's where we're at. We're
11 thinking of staying here on Earl.
12 DISPATCHER: Possible medical --
13 ENGINE 93: -- water settle.
14 AREA COM: Engine 95, Area Communications on command 31.
15 Engine 95, staging, Area Com, Command 31.
16 DISPATCHER: Area Command, Com 31.
17 AREA COM: Command 31, go ahead, Area Com.
18 DISPATCHER: Area Com, we have two locations for public
19 assist with elderly Xs that need help evacuating, if you're clear
20 to copy addresses.
21 AREA COM: Go ahead.
22 DISPATCHER: The first one will be 1660, 1-6-6-0
23 Claremont Drive, San Bruno. Elderly X needs assistance. We have
24 two elderly females at 1651, 1-6-5-1 Claremont, off of Fairmont.
25 AREA COM: So 1660, 1-6-6-0, for one elderly X and 1-6-

1 5-1 for two?

2 DISPATCHER: That's affirmative.

3 AREA COM: Copy. (Indiscernible), Area Communications
4 on command. This is Com 32, Communications. 52 to North Branch,
5 Com 31.

6 DISPATCHER: Area Com, Command 31, another public
7 assist.

8 AREA COM: This is East Branch. Go ahead.

9 UNIDENTIFIED SPEAKER: Command 31, go ahead.

10 DISPATCHER: Command 31, it will be 1780 Earl Avenue
11 1-7-8-0, Earl Avenue, cross of Glenview and Daley Court.
12 Residents have evacuated. However, they're reporting two large
13 liquid O₂ tanks in the residence.

14 UNIDENTIFIED SPEAKER: Copy. North Branch Area
15 Communications, Command 31. North Branch Area Communications,
16 Command.

17 UNIDENTIFIED SPEAKER: Communications (indiscernible).

18 EAST BRANCH: Area Communications from East Branch on
19 Command 31.

20 ENGINE 34: IC confirm Engine 34.

21 EAST BRANCH: East Branch Communications.

22 BATTALION 18: North Branch Com, go.

23 EAST BRANCH: North Branch. North Branch Area
24 Communications.

25 BATTALION 18: This is North Branch on 31. Go.

1 EAST BRANCH: North Branch I need a PAR, please.

2 AREA COM: Area Com to North Branch. Our PAR is on
3 Northwest, Battalion 18, 17 and 8, Engine 86, Engine 94, Engine
4 71, Engine 63, Med 62, Truck 95 and Quint 62.

5 BATTALION 18: Okay, North Branch, you're partly broken,
6 you're partly broken. Confirm Engine 86, Engine 94, Engine 71,
7 Engine -- Engine 63, Engine 62, Truck 95 and Quint 62?

8 AREA COM: That's affirm, only it's Med 62 from South
9 San Francisco or possibly Med 61, and it's Engine 86.

10 BATTALION 18: Okay. Engine 86, Engine 94, Engine 71,
11 Engine 63, Rescue 61, Truck 95 and Quint 62?

12 AREA COM: That's affirmative and Battalion 8, 17 and
13 18.

14 BATTALION 18: North Branch 10-4.

15 EAST BRANCH: Area Command from East Branch on
16 Command 31.

17 ENGINE 34: IC with engine -- from Engine 34.

18 DISPATCHER: Area Command, Command 31.

19 BATTALION 18: North Branch, go.

20 AREA COM: Command 31, Area Com.

21 DISPATCHER: I have another public assist, and can you
22 advise foam truck from the airport is on scene?

23 AREA COM: Yeah, I copy. The crash truck is on scene
24 and go ahead.

25 DISPATCHER: It's going to be subject stuck in an

1 elevator, 1000 National Avenue, 1000 National, San Bruno, cross is
2 Sneath and Commodore.

3 UNIDENTIFIED SPEAKER: 10-4, can I have all the TACs in
4 this zone, please?

5 DISPATCHER: 10-4. You say you want TAC 37 also?

6 UNIDENTIFIED SPEAKER: Yes, please. And can I have a
7 white also?

8 DISPATCHER: 10-4. So TAC 37 and White 2?

9 UNIDENTIFIED SPEAKER: The national call is not part of
10 the scene. It should be going to an outside unit and coming in.

11 ENGINE 52: Crestmoor IC from 52 on Command 31.

12 CRESTMOOR IC: Engine 52 this is command staging.

13 ENGINE 52: 52, we're on Vermont. We do have two, two
14 and a half hand lines in operation here. Who is my branch leader?

15 CRESTMOOR IC: Which branch are you in?

16 ENGINE 52: Come again?

17 CRESTMOOR IC: Which branch are you in?

18 ENGINE 52: I'm on the north side of the fire on --

19 CRESTMOOR IC: Okay. Engine 52, the North Branch is
20 Battalion 18.

21 ENGINE 52: Copy that.

22 DISPATCHER: Area Command, Command 31.

23 BATTALION 18: North Branch, go.

24 DISPATCHER: Area Command, Command 31.

25 EAST BRANCH: Area Command from North -- or East Branch,

1 correction, East Branch on Command 31.

2 AREA COM: East Branch go to Area Com.

3 EAST BRANCH: Okay. Giving you a PAR of one. I have no
4 resources assigned at this time. My location is Crestview at
5 Lexington Way. We're keeping an eye on things over here. If the
6 fire gets into the canyon and starts up the east side, we're going
7 to be in trouble over here.

8 AREA COM: East Branch, 10-4. You had asked for two
9 engines previously. We're working to get those out of staging.
10 The staging manager was just established a minute ago. I'll get
11 you those resources as soon as possible. Also, 106 is overhead.
12 Can they be of assistance?

13 EAST BRANCH: We're okay at this time. Have my units
14 come to Crestview and Lexington Way. Stage there.

15 AREA COM: Copy that. Staging manager, Area Command
16 station.

17 EAST BRANCH: Area Com, correction, that's Crestmoor and
18 Lexington.

19 AREA COM: East Branch, 10-4.

20 Staging manager, Area Com, Command 31.

21 DISPATCHER: Area Com, Command 31.

22 UNIDENTIFIED SPEAKER: Staging manager (indiscernible).

23 AREA COM: Area -- correction, staging manager Area
24 Communications, Command 31.

25 BATTALION 20: (Indiscernible) staging manager,

1 Battalion 20, over.

2 AREA COM: (Indiscernible), I need two engines to report
3 to East Branch. Battalion 6 is the branch at Crestmoor and
4 Lexington.

5 DISPATCHER: Area Command, Command 31.

6 AREA COM: Going to Area Com.

7 DISPATCHER: Area Com, Com 80 is also en route to
8 Glenview and San Bruno, and confirm do we need to send a separate
9 engine on that National Avenue for the elevator?

10 AREA COM: Negative at this point. We'll take care of
11 it from here unless I advise.

12 DISPATCHER: Area Com, 10-4.

13 UNIDENTIFIED SPEAKER: IC to North Branch on 31.

14 DISPATCHER: Area Com, Command 31.

15 UNIDENTIFIED SPEAKER: What?

16 DISPATCHER: Be advised PG&E has turned the power off in
17 the area. Power is off.

18 UNIDENTIFIED SPEAKER: Copy that.

19 WATER TENDER 56: Crestmoor IC, Water Tender 56 at
20 intersection of Skyline and San Bruno Avenue. What are your
21 wishes?

22 DISPATCHER: Area Com, Water Tender 56 is asking for an
23 assignment.

24 CHIEF 11B: IC from Chief 11B.

25 AREA COM: 11B, we have two engines and pump responding

1 to that location, Engine 72 and Engine 17.

2 CHIEF 11B: Staging Communications on command.

3 AREA COM: Yeah, this is staging.

4 CHIEF 11B: Staging, which apparatus do you have in
5 staging now?

6 UNIDENTIFIED SPEAKER: IC staging, what resources do you
7 have?

8 QUINT 62: Command 31, Command 31 from Quint 62.

9 AREA COM: Quint 62, go to North Branch.

10 QUINT 62: North Branch?

11 AREA COM: Quint 62, be advised San Bruno PD has reports
12 of occupants trapped in 1651 Claremont. Copy 64 -- 1-6-5-1
13 Claremont.

14 QUINT 62: Copy, 1651 Claremont.

15 AREA COM: Staging Communications. Staging manager
16 Communications on command. Okay, Mark, when you get a second I
17 need to know what resources we have available.

18 Okay. Two engines to the East Branch for Battalion 6.

19 DISPATCHER: Area Com, Command 31.

20 AREA COM: Go ahead.

21 DISPATCHER: Water Tender 56 is asking for an
22 assignment.

23 AREA COM: Staging, please.

24 ENGINE 72: Crestmoor IC, Engine 72.

25 AREA COM: Staging, 10-4, East Branch Area

1 Communications. East Branch Area Communications on command.
2 DISPATCHER: Area Com, Command 31.
3 AREA COM: Go ahead.
4 DISPATCHER: Do you want portable repeater deployed?
5 AREA COM: Say again?
6 DISPATCHER: Do you want the portable repeater deployed?
7 AREA COM: Yeah, let's go ahead and start that.
8 DISPATCHER: Area Com, Command 31.
9 AREA COM: Standby, please. IC to North Branch on
10 Command 31. Area Command to North Branch on 31. Is this Area
11 Command? Command 31, Area Communications.
12 DISPATCHER: Area Communications, go ahead.
13 AREA COM: Let's go one more alarm level in county.
14 Have everybody stage at the predesigned staging area.
15 DISPATCHER: And confirming that's Leonardi's still, or
16 is that Glenview and San Bruno?
17 AREA COM: Let's make it Leonardi's.
18 DISPATCHER: 10-4, and your portable repeater is a
19 one-hour ETA.
20 AREA COM: Copy that.
21 BATTALION 18: Command 31, North Branch.
22 COMMAND 31: Go ahead, North Branch.
23 BATTALION 18: Yeah, Command 31, if possible I'd like to
24 get two water tenders or get a status on them, and we could use
25 them to shuttle water on Claremont, and we can make a difference

1 down at the corner. Is that possible?

2 COMMAND 31: Okay, North Branch. Staging Communications
3 on command.

4 BATTALION 18: Go ahead, staging.

5 COMMAND 31: Staging Communications on command.

6 AREA COM: East Branch, Area Communications.

7 BATTALION 18: This is North Branch. Go.

8 AREA COM: Eastern. East Branch. Area Communications
9 on command. East Branch Area Communications on command.

10 BATTALION 18: This is North Branch. Go.

11 AREA COM: Calling East. East Branch. East Branch.
12 Area Com.

13 EAST BRANCH: This is East Branch. Go ahead, Area Com
14 on Command 31.

15 AREA COM: East Branch, per the IC is advising that the
16 fire is approaching your location and he's requesting that you
17 back out.

18 EAST BRANCH: I can't copy that. We're on Crestmoor.
19 We're sizing up the hill. If it starts to make a run in the
20 canyon we're out of here.

21 AREA COM: Okay. East Branch, keep me advised on your
22 situation.

23 EAST BRANCH: Copy that. We got a good eye on it now.
24 It's got to make it all the way down into the ravine before it
25 starts up the other side.

1 AREA COM: Copy that.

2 DISPATCHER: Area Com, Command 31.

3 BATTALION 18: Area Command, Northwest.

4 AREA COM: Northwest go to Area Com.

5 BATTALION 18: Can we have an additional TAC channel, 36
6 or 37, for North Branch?

7 AREA COM: Affirmative, 3-7, 37.

8 BATTALION 18: Copy 37. Thank you.

9 DISPATCHER: Area Com, Command 31.

10 AREA COM: Go ahead.

11 DISPATCHER: With a six-alarm fire and the units already
12 on scene, it was just one additional engine, Engine 24.

13 EAST BRANCH: Area Command, East Branch, Command 31.

14 AREA COM: East Branch, go ahead to Area Com.

15 EAST BRANCH: I have two engines with me, Engine 72,
16 Engine 17, Battalion 6. We're all PAR.

17 AREA COM: East Branch, 10-4.

18 Command 31, Area Com.

19 DISPATCHER: Area Com, go ahead.

20 AREA COM: I'm going to need a fuel tender for this
21 location. I believe the closest is going to be out of San
22 Francisco, city of. You might want to check with Region 2 to make
23 a request.

24 DISPATCHER: Confirm you need additional water tenders
25 with 8, 56, 57 and 58 already responding?

1 AREA COM: Negative. That will be a fuel tender. Fuel
2 tender.

3 DISPATCHER: Be a fuel tender. 10-4.

4 UNIDENTIFIED SPEAKER: Recon, go ahead to operations on
5 31.

6 Recon, what's your area? We have PG&E shut down on the
7 west side of the fire. West side of the fire PG&E's lines are
8 down.

9 CHIEF 11B: IC from Chief 11B on command.
10 Communications, Chief 11B on command. Communications, Chief 11B
11 on command.

12 COMMUNICATIONS: Unit calling Communications. Go ahead,
13 go ahead repeat.

14 CHIEF 11B: Chief 11B. For the IC I got report from Air
15 Attack if he wants it.

16 COMMUNICATIONS: Copy. Standby.

17 UNIDENTIFIED SPEAKER: Did he say North Branch?

18 DISPATCHER: Area Com, Command 31. I have Fremont
19 Public Assist.

20 AREA COM: Standby, please.

21 UNIDENTIFIED SPEAKER: 10-4 (indiscernible)

22 UNIDENTIFIED SPEAKER: Test. Test. (indiscernible) IC
23 West Branch.

24 IC WEST BRANCH: IC, go ahead.

25 UNIDENTIFIED SPEAKER: Command operations

1 (indiscernible).

2 BATTALION 18: Area Command, Northwest.

3 AREA COM: North Branch, Area Com.

4 North Branch, Area Communications.

5 WEST BRANCH: North Branch, this is West Branch over.

6 BATTALION 18: Area Command, North Branch.

7 AREA COM: North Branch, go to Area Com.

8 BATTALION 18: We have two injured civilians. We need
9 an ambulance to Concord and Claremont. Concord and Claremont, two
10 patients.

11 AREA COM: Medical Group, Area Communications,
12 Command 31. Medical Group Supervisor, Area Communications, on
13 command.

14 DISPATCHER: Area Com, Command 31.

15 AREA COM: Go ahead.

16 DISPATCHER: San Bruno PD is requesting some type of ETA
17 or dispo on the people in the elevator on National Avenue. What
18 do I advise?

19 AREA COM: That one is going to pend for a little bit
20 more unless you have injuries.

21 DISPATCHER: Area Com, 10-4.

22 UNIDENTIFIED SPEAKER: Branch director, branch director,
23 all units on the fire ground. Operations is in effect.
24 Operations has been established. They're going to be on
25 Command 31 at this time subject to the channel change at a later

1 time.

2 BATTALION 18: North Branch copies. Operations on
3 Command 31. Operations command -- Operations North Branch.

4 OPERATIONS: Go ahead Operations, North Branch.

5 BATTALION 18: I want to confirm that we have water
6 tenders available to shuttle in the 1800 block of Claremont, and I
7 can take two or three engines out of staging here.

8 OPERATIONS: Copy. We'll get a water tender on the 1800
9 block of Claremont.

10 BATTALION 18: North Branch copy. Thank you.

11 AREA COM: Medical Group Supervisor, Area Communications
12 on command.

13 **(Talking clock: Ending date, Thursday, September 9th,**
14 **2010 at 19:32:20.)**

15 (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: PACIFIC GAS AND ELECTRIC
 PIPELINE EXPLOSION
 SEPTEMBER 9, 2010
 SAN BRUNO, CALIFORNIA

DOCKET NUMBER: DCA-10-MP-008

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.

Karen Ehatt
Transcriber