

Docket No. SA-534

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Survival Factors Group – Additional Documents
Incident Response Timeline
Compiled by the City of San Bruno

(10 Pages)

**City of San Bruno
Incident Response Timeline
PGE Gas Pipeline Rupture Incident, September 9, 2010**

On September 9, 2010 at 6:11 p.m. a 30-inch high-pressure natural gas transmission pipeline ruptured and exploded at the corner of Glenview Dr. and Earl Ave. in San Bruno, CA. The explosion and subsequent fire destroyed 38 homes and damaged 48 others. Approximately 300 homes were evacuated during the incident. Unfortunately, 8 lives were lost in the incident.

The mutual aid response to this catastrophic incident was unprecedented and operated until September 11, 2010 at 8:00 p.m. when Fire concluded operations and unified command transitioned to a law enforcement event. During the first 50 hours of the operational period following the explosion, approximately 600 fire personnel and 325 law enforcement personnel responded to rescue and provide aid to victims, fight the fire, evacuate residents from harm's way and protect the scene. In addition to the first responder personnel, approximately 35 law enforcement communications and support staff from dispatch centers within San Mateo and Santa Clara county Counties partnered with the San Bruno Records and Dispatch personnel to help answer the hundreds of phone calls received immediately following the explosion and in the days that followed the disaster. Call takers provided received for a considerable time from the many citizens impacted by the explosion. They relayed current information regarding closed streets, evacuation center updates and damaged properties.

The City of San Bruno opened its Emergency Operations Center (EOC) within the first 30 minutes of the explosion and staffed continuing operations to support field activities for 2 weeks.

The event transitioned to a police operation on September 11, 2010 at 8:00 p.m. with Fire maintaining a support role. The continued mutual aid operation continued throughout the following weeks. Officers provided scene security within the perimeter to prevent unauthorized access, assisted those evacuated residents who were able to later return to their homes. Officers and firefighters assisted the residents whose homes were destroyed in gathering personal belongings. Officers also maintained security of the blast site, and of the impacted neighborhood while the debris removal took place.

San Mateo County Fire Agencies are part of a Joint Powers Agreement (JPA) that operate under one common dispatch center, San Mateo Co. Public Safety Communications (PSC). Under the agreement, fire services provide a seamless fire response where the closest resource responds to an incident regardless of jurisdiction. This JPA allows for moves and covers to assure acceptable response times to all emergencies in the county.

San Bruno Fire Department shift staffing at time of incident:

2 Engines comprised of 4 Fire Fighters and 2 Captains

1 Truck comprised of 2 Fire Fighters and 1 Captain

San Bruno Police Department shift staffing at time of incident:

- 1 Sergeant
- 7 Officers
- 1 Dispatcher
- 1 Police Clerk

Also present in station was the Chief of Police.

All times listed were from the time stamp on the recording from either PSC or San Bruno Police Dispatch tapes. The Voice Print Recording System time stamps the recording automatically. Both sets of recordings were provided to NTSB.

- 18:11:01 hrs: The first call of an explosion was received at the San Bruno Police Dispatch Center.
- 18:11:11 hrs: Several officers in the area reported the explosion and observed a fireball in the area of Crestmoor.
- 18:11:59 hrs: PSC received a report of a huge explosion in the area of Skyline Blvd. and San Bruno Avenue, in San Bruno, CA. PSC continued to receive multiple calls for an explosion and fire in the area of Skyline Blvd., San Bruno Avenue, and Sneath Lane. Additionally, there were multiple calls reporting fires and or smoke seen in areas in San Bruno and adjacent communities. Initial reports indicated a possible aircraft down.
- 18:12:25 hrs: Two San Bruno police officers updated the location as the area of the Glenview Park Tot Lot Park (Glenview Dr at Earl Dr), stating a fireball could be seen 200-300 feet in the air. San Bruno Fire was en route. San Bruno Station 52 is located at 1999 Earl, San Bruno, approximately 300 yards northwest of the explosion site. The crew at Station 52 heard a loud explosion and felt the station moving described by personnel as “felt like an earthquake”. The Fire Captain immediately went outside to the front of the station and reported hearing, “a loud roar” and could see massive flames reflected in the windows of the residences across the street. The captain directed his crew to prepare to respond and returned to the station to report the incident to PSC. The call was being dispatched to responding units at this time.
- 18:12:39 hrs: The initial dispatch was transmitted for a Full Assignment for an explosion.
- 18:13:26 hrs: Police officer advised citizens self-evacuating. Officers begin to assist.

- 18:13:40 hrs: Engine 52 acknowledged and reported en route to the emergency; 1:01 minutes after the initial dispatch.
- 18:13:44 hrs: An update was transmitted to the initial Battalion Chief (BC9) responding from Station 37, (511 Magnolia Avenue, Millbrae) reporting multiple calls of a fire and explosion in the area of San Bruno Ave and Skyline Blvd. BC9 reported seeing a large column of smoke in the area from his location in Millbrae. E52 arrived on scene in the area and reported a large fireball with possibly several blocks on fire. E52's Officer requested a second alarm and advised of extreme heat to the north of the fireball and advised BC9 to advise responding units to attack the fire from the south of the fireball.
- 18:14:15 hrs: The first police supervisor (sergeant) arrived on scene. Officers begin to establish a perimeter to prevent entry into disaster area. All police personnel on the shift are on scene.
- 18:15:17 hrs: PSC advised BC9 that this is being reported as a plane crash.
- 18:15:50 hrs: E52 advises BC9 to request a third alarm
- 18:16:08 hrs: Officer requests Mutual Aid to assist in traffic control and evacuation.
 - ✓ Request to close off San Bruno Avenue and Upper Crestmoor.
 - ✓ A request is made for CHP to divert freeway traffic away from the area.
- 18:16:42 hrs: Police request for medics for a burn victim at Glenview and San Bruno Ave. Dispatcher advises she is receiving 9-1-1 reports of a possible plane crash.
 - ✓ Sergeant advises the entire Glenview area needs to be evacuated. Staging area: Lunardi's parking lot.
- 18:16:54 hrs: E52 advises they are north of the fire and laying a supply line to protect exposures. E52 establishes Crestmoor IC.
- 18:17:37 hrs: Police Dispatcher requests County Communications activate a Phase 2, Code 3 TAC Alert for Mutual Aid. A request for immediate countywide police response is made. County Communications broadcast countywide minutes later.
- 18:17:52 hrs: E51 arrived on scene at Glenview Drive and San Bruno Avenue. Station 51 is staffed with an engine and truck and located at 555 El Camino, San Bruno, CA. E51 and T51 responded to scene via San Bruno Avenue.
- 18:18:05 hrs: Officers assist in evacuating everything south of the fire (Glenview and Earl).

- ✓ The SBPD dispatcher and clerk use their own cells phones, as the incoming calls have inundated all the phone lines.
- ✓ Officers detailed to Lunardi's Shopping center parking lot to set up the staging area and begin to assign incoming units to locations.
- ✓ Request to evacuate residences south of the fire.
- ✓ All Administrative notifications are to be made.
- ✓ 250, 240, 230 Estates Dr are being cleared. The fire is working its way up the hill.
- ✓ Entire Glenview area and south of the fire is being evacuated
- ✓ Need as much help as available to evacuate.
- ✓ All off duty San Bruno Police Officers/Clerks and Dispatchers begin reporting for duty and deploying to scene

18:18:15 hrs E 51 reported they were on Glenview and laying a supply line to use the deck monitor for exposures.

18:18:30 hrs E38 (Millbrae Station 38, located at 785 Crestview Drive, Millbrae, CA) arrived on scene and staged at Glenview and Estates Drive

18:18:45 hrs T-51 arrived and staged at Glenview and Estates.

18:20:00 hrs: BC9 arrived on scene and established the Command Post (CP) on Glenview and established Glenview Incident Command (IC), just south of Estates.

PSC dispatched a Structure Fire Response to El Camino Real and South Spruce, in South San Francisco at or about the same time as the Glenview Dispatch. Battalion 17 (BC17) advised that there was no fire at that location and PSC initiated the SSF Alarm as the third alarm to Glenview.

Battalion 18, North County Fire Authority Battalion Chief from Pacifica, CA responded as the second BC on the first alarm for the Glenview Incident. BC18 arrived at Claremont Drive and Windsor Court and advised of extreme heat and advised IC to go to a fourth alarm. Glenview IC directed BC18 that he would be North Branch Director. North Branch advised of major heat and they were conducting evacuations in their branch.

18:21:00 hrs: Police officer requesting assistance for 940, 941 Glenview evacuated. Everything south of the fire needs to be evacuated.

18:22:23 hrs: Traffic control needed at Skyline/Sneath-CHP requested. 951 Glenview on fire and vacant.

18:23:52 hrs: SBFD asking for assistance to clear houses.

- 18:23:55 hrs: T51 radioed to IC that they believed there was a broken water main and E51 had a hydrant with no water. E-35 who was just arriving on scene on Glenview stopped at a hydrant near Glenview and Estates and found a dry hydrant. IC requested through PSC to contact San Bruno Water Dept. and have them respond to the CP. At or about the same time, the North Branch found the municipal water system had been damaged and there was no water in the hydrants on the North Branch.
- 18:24:14 hrs: Police report that 960 Glenview and houses north are engulfed in flames...set up perimeter on the north side of the fire to evacuate.
- 18:24:52 hrs: Police officers moving to the north side of the fire to begin evacuation.
- ✓ CHP was called to close down Skyline Blvd between San Bruno Ave and Sneath Lane.
 - ✓ Officers responded to the north side of the fire to begin evacuation and maintain the perimeter.
 - ✓ 920 Glenview Drive evacuated. Most houses on the south side have been evacuated. Concentrating on the north side of Glenview Drive
- 18:26:02 hrs: PSC advised of a senior care facility that needed evacuation and shortly after gave reports of injuries and evacuations needed.
- 18:26:37 hrs: Police sergeant requesting units on the north side of the fire to evacuate all residents.
- 18:27:36 hrs: SBPD sergeant advised officers to stop all traffic coming down Glenview- pedestrian and vehicle. Assign incoming units to restrict access to the street and hold all at the top of Glenview Drive. T16 at the north of the fire, evacuating from the fire outwards.
- ✓ San Bruno EOC is by this time opened and being staffed
- 18:28:10 hrs: IC requested Mutual Aid assistance from San Francisco International Airport for the Aircraft Rescue Firefighting Apparatus (ARFF) to respond to the incident for foam. They were advised to respond to Glenview and Estates. The request for the ARFF from SFIA initiated an Airport Box Alarm from San Francisco Fire Department.
- 18:29:04 hrs: Pot left on the stove at 1121 Vermont- Officer on scene to handle. 820 Glenview and all of Estates Drive evacuated.
- 18:30:16 hrs: IC requested a Level 2 Multi- Casualty Incident (MCI) response. The location for the MCI was at Glenview and San Bruno Avenue. Police advise Vermont Way and Estates Drive had been cleared
- ✓ Allied agencies continually arrive at the command post and take up perimeter posts and assist in evacuating residents.
 - ✓ 1121 Vermont secured and north of 1120 Vermont has been cleared.

18:31:49 hrs: North Branch had multiple injured civilians and established a North Branch Medical Group.

Still receiving reports of an aircraft down from eyewitness accounts both on the scene and dispatch.

18:31:59 hrs: San Francisco Sheriff's Department, SMC Sheriff's Department and CHP are on scene with SBPD Sgt. working on Estates Drive. 1 CHP unit on scene, 9 units are on their way. Sergeant advising CP to send incoming units north and east of the fire. Evacuate the east, west and north of the fire. Glenview and Estates confirmed all evacuated per SBPD sergeant

- ✓ North side of Fairmont Drive and the north end of Glenview being cleared. All houses north of 1136 and 1142 Glenview are clear. North end of Crestview house-to-house evacuation. Multiple structures on fire on Fairmont also.

18:32:27 hrs: A fifth alarm was requested

18:33:00 hrs: Training 9 (TO9), Division Chief of Training arrived at and assisted IC at the CP.

18:33:46 hrs: Officers confirming 1136 & 1142 Glenview and north is all clear. It is unsafe to get any closer to anything south of that location.

- ✓ Officers from command post sent to confirm Estates Drive has been cleared.
- ✓ SBPD officer advises Sgt. that Fire's water line broken. Units need to be sent to block Sneath @ Rollingwood intersection to protect fire lines. Fire Dept. running lines across Sneath at Rollingwood.
- ✓ San Bruno Avenue needs to be cleared for SFIA Fire Dept to respond to the blast zone.
- ✓ CP deployed units to Sneath/Rollingwood for the protection of fire lines and to San Bruno Ave.
- ✓ Every house cleared will have an open door.
- ✓ Off duty San Bruno officers began arriving at the station for deployment. Records and Dispatch staff began arriving to assist at the station to handle the massive volume of phone calls generated by the blast.

18:34:00 hrs: San Bruno Police Chief on scene

18:35:45 hrs: IC requested a Cal Fire aircraft recon to assess the incident from the air. PSC routes the request to Cal Fire Felton Emergency Command Center Felton (ECC) for the aircraft. The center investigates the location of the incident and identifies it as appearing to be in a Mutual Threat Zone

(MTZ). The center initiates a State Response to the incident due to the MTZ and threat to State Responsibility Area (SRA).

- 18:37:00 hrs: PSC Incident Dispatch Team (IDT) Com47 arrived and met with the IC. IC directed TO9 to establish Operations (OPS) and Com47 to establish Glenview Communication (Com).
- 18:38:36 hrs: A staging area was designated at the Lunardi's parking lot at San Bruno Avenue and Glenview.
- 18:40:24 hrs: Two Water Tenders were requested for the incident. After a brief discussion with IC, OPS, and Com, it was decided to go one more alarm in county and any additional request will be made through the Region II for Mutual Aid as Strike Teams.
- 18:40:40 hrs: Police officer escorting a male on Vermont who is refusing to leave.
- 18:41:45 hrs: All city services need to be notified and sent to Lunardi's; water, streets, PG&E, etc. Public Safety Communications notified other county services, i.e. SPCA, Search and Rescue, NTF, Coroner, Sam Trans. Allied agencies, such as Alameda County Fire, San Francisco Fire and Santa Clara County had begun sending Strike Teams at the request of PSC Dispatch.
- ✓ Cleared Vermont and Claremont and moving to the n/e corner of. Sending citizens to Lunardi's for staging. Creating a citizen's staging and evacuation area.
 - ✓ SBPD and SSFPD walking the 1300 blk Claremont, the far east side of the fire. Fire going Eastbound to 1100 Glenview.
 - ✓ Confirmed that 1136 Glenview and north has been cleared.
- 18:46:01 hrs: A request was made for two Alameda County Strike Teams.
- 18:46:42 hrs: SBPD officer advised that So San Francisco PD officer with him is advising that there was a report of subjects inside a residence at 1651 Claremont.
- 18:49:03 hrs: 1651 Claremont intersects Claremont and Fairmont Avenues and the heat in that area is extreme. Fire was dispatched to the area of Fairmont/Claremont to assist in evacuating the house. Request made for a list identifying the care homes in the neighborhood for evacuation
- 18:50:58 hrs: 1100 block of Vermont all clear. Officers are staging at the Command Post for deployment.

18:52:38 hrs: SFIA San Francisco Fire Department ARFF was dispatched and consisted of a Task Force of three engines, one truck, one rescue, one Battalion Chief, and one Division Chief.

18:55:02hrs: Roll call of officers.

18:57:49hrs: Roll call continuing. 1731 and north on Claremont evacuated. Concord Way and Claremont cleared by SSFPD. 1121 Glenview is the closest to the fire. Advising Lower Claremont should be evacuated SBA to the Elementary school to be evacuated. Crestmoor to be evacuated also.

19:01:58 hrs: Officers begin responding to lower Crestmoor to start evacuating in case fire goes into the canyon. Evacuating from San Bruno Ave all the way to Crestmoor Elementary on foot. Capuchino High School offering the location for an evacuation center.

19:03:47 hrs: SBPD detailed officers to the Bayhill Shopping Center to coordinate an evacuation area. All evacuated residents were routed there.

- ✓ The command van from South San Francisco PD arrived and responded to the parking lot of Lunardi's for the purpose of setting up Unified Command at that location (moved to different location).
- ✓ NTF (SMCo. Narcotic Task Force) and SBPD walking from Crestmoor Elementary to San Bruno Ave.
- ✓ Fire blocking any access at Fairmont and Concord Way fully engulfed. Unable to access anything south of Concord Way.

19:06:10 hrs: Air tankers preparing to deploy and drop retardant on the fires.

19:08:10 hrs: National Guard offering resources. Advised to stand-by.

- ✓ San Bruno Commander #2 10-8 on the air, en route to Police Plaza. Press in the lobby

19:12:19 hrs: PSC CAD PG&E has shut off power to the entire area

19:13:09 hrs: Police on scene began using the CWMA (Green Channel, or PSC dispatch)

19:22:45 hrs: SamTrans (Public Busing System) removed some evacuated residents from Lunardi's Shopping Center to Bayhill Shopping center.

19:23:00 hrs: A 6th Alarm was requested.

19:28:18 hrs: Requesting large area maps from the EOC. Coroner's unit set up at the vacant lot of San Bruno/Glenview.

19:38:18 hrs: Police update (17:00 minute long transmission noted on log)

- ✓ 2260 Kingston refusing to leave
- ✓ All freeway entrance and exits are closed
- ✓ College offering shelter point-deemed unsuitable
- ✓ 2200 Kingston and 2400 blk Lexington clear
- ✓ 2400 blk Trenton being cleared (completed 19:47)
- ✓ Vermont/Claremont/Plymouth foot traffic stopped
- ✓ SBA/Claremont pedestrian traffic being re-directed out of the area
- ✓ Claremont/Fairmont cleared by SSF PD
- ✓ SamTrans on scene Sneath/I280 for evacuation. Sent to Bayhill SC

19:46:21 hrs: Need a marked unit to Sneath/Skyline to escort PG&E

19:49:21 hrs: SBPD requested Portola Elementary be on standby if needed. (Completed at 19:54:53)

19:50:00 hrs: SBA/Shelter Creek traffic control set up

19:56:31 hrs: SBPD Commander #3 en route to city EOC.

19:57:00 hrs: San Bruno Recreation Center is opened as a shelter for evacuees. Water food, clothing begin to arrive

20:14:55 hrs: Checking 991 Glenview for elderly resident. Inaccessible, fully engulfed in flames.

20:16:29 hrs: Mandatory evacuation is considered for some addresses.

20:26:49 hrs: Report of possible looters in area of Charleston and Trenton Dr. Officers on scene. UTL.

20:29:17 hrs: (PSC CAD) No reported fatalities yet.

20:49:38 hrs: (PSC CAD) 1 fatality reported at Concord/Fairmont. No victim was ever located at that location.

20:56:57 hrs: Call for medics for 2 patients

- ✓ 2800 block Cottonwood 80yr old male on oxygen
- ✓ San Bruno Ave/Skyline 30yr old female down on the sidewalk
- ✓ Portable cell towers from AT&T and Verizon en route to command post

21:51:00 hrs: 1 fatality reported via phone call to command post from police officer on scene.

22:03:30 hrs: Evacuation Center at Bayhill Shopping has approximately 200 citizens.

- ✓ Requesting a supervisor and a PIO to the evacuation area.
- ✓ State officials and numerous media arriving

22:09:31 hrs: San Bruno Rec. Center at San Bruno Park is the area to refer relocation inquires and citizen inquires.

22:11:20 hrs:

- ✓ Crowd control needed at the Bayhill shopping Center
- ✓ PIO and Supervisor requested to Bayhill

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00:03:58 hrs: Officer advising 245PC on an officer on Trenton Dr heading EB SBA marked unit following. Blue motorcycle, male in a blue helmet, female in a black helmet.

00:05:00 hrs: Broadcast countywide pursuit for 245PC on an officer.

- ✓ CHP took the pursuit.
- ✓ Pursuit ensued and ended in San Carlos with 2 subjects in custody. SBPD#10-02902 245PC on an officer.

00:50:19 hrs: Fire Victim reported at SF General

02:01:37 hrs: AT&T setting up mobile telephone stations at Shelter Creek and San Bruno Ave

03:21:57 hrs: Missing Person report taken at Evacuation Center .

03:28:32 hrs: 3 deceased victims located on Claremont Drive.

04:24:06 hrs: Update from Fire; Active fires updated from 50% contained to 75%.

05:44:31 hrs: Deceased victim located Earl/Glenview

07:32:32 hrs: Welfare check. 3 family members are unaccounted for on address on Claremont Dr.

10:18:13 hrs: SBPD out with the Coroner