

# Establishing Situational Awareness to Improve Emergency Response

## **Overall Recommendations**

- Assign PG&E Dispatch responsibility for calling 911 dispatch agencies, at Gas Control request
- Expand conditions under which 911 information and/or support is requested
- Obtain buy-in and support from 911 agencies for their involvement to establish situational awareness
- Co-locate Gas Control and Dispatch
- Put GPS locators on every P&GE first responder vehicle with visibility to Dispatch and Gas Control

## **Best Practices Identification** (April, May 2011)

- Benchmarked 10 gas/electric and gas transmission only utilities to seek public safety best practices, with a focus on prevention, preparedness and response; 2 identified for site visits
- Conducted site visit at ConEd and Southwest resulting in the following findings:
  - 911 agencies can be proactively engaged to establish situational awareness if the utility thinks an emergency might be emerging
  - Fire/Police, etc. and utility responders can be simultaneously dispatched, if conditions warrant
  - Dispatch is the logical place for the utility to proactively contact 911-agency dispatchers due to their daily contact
  - When Dispatch and Gas Control are co-located gas transmission incident information sharing and situational awareness is improved
  - All ConEd and Southwest rigs are outfitted with GPS locating capability to ensure most efficient dispatch

## **Industry Innovation** (May – July 2011)

- Joined the INGAA emergency response time reduction initiative, resulting in a proposal to be submitted by INGAA to PHMSA for the Pipeline Safety Act reauthorization activities. Proposal includes:
  - Recommendation that pipeline representatives contact 911-agency dispatchers upon unconfirmed, but viable indication that a pipeline may have ruptured
  - Shift bias for action in gas control rooms from ‘verify before acting’ to ‘act based on probable cause’

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- If conditions warrant request 911 agency response in addition to dispatching utility personnel
- Request agency escorts to reach sites where traffic or other conditions prevent timely arrival by utility employees
- Online access to gas transmission asset information with focus on delivery to 911 dispatch agencies, fire, police and city/county emergency operations centers

### **Process Development** (August – Sept 2011)

- Focus groups with multiple dispatch agency types to 1) test support for “situational awareness” and simultaneous dispatch, 2) determine best training material type and format
- PG&E process development, training material development and piloting for Gas Control to request Dispatch to contact 911 agencies

### **Process Implementation** (Sept 2011 – Mar 2012)

- Train PG&E employees on new process
- Develop 911-dispatch agency training materials and deliver
- Go live with new process