Plains Line 901 Response
Santa Barbara County, CA

Patrick D. Hodgins
Senior Director, Crisis Management Services

Line 901 and Line 903

Location of release
The Incident

May 19, 2015

Hwy. 101 – RR

Spill Contacted Beach Here

Drainage Culvert Openings

Gully

Pipe Leak Point

Significant Progress

- All beaches open to public
- Focus area went from 96 miles of coastline to <1 mile in 88 days
- Phase II recovery operations ended 8/28:
  - Phase I – emergency response
  - Phase II – cleanup/recovery
  - Phase III – monitoring
- Phase III monitoring continues for portion of shoreline
- Substantially all resources/equip demob’ed 9/2
- www.PlainsLine901Response.com

www.plainsallamerican.com | NYSE: PAA & PAGP
Before & After

Release Site

May 19, 2015
June 6, 2015
August 26, 2015
October 27, 2015
Culvert Between Hwy 101 and RR

May 19, 2015

August 26, 2015

Culvert Underneath Rail Road

May 19, 2015

October 27, 2015
**Bluffs South of Rail Road**

May 24, 2015

October 27, 2015

**Refugio Cliff Face**

May 22, 2015

August 26, 2015
Refugio State Beach

May 19 and 22, 2015

June 6, 2015

Oct. 27, 2015

How Did We Get There?
We Immediately Owned It

- As soon as the release was confirmed to be from Line 901, Plains responded with overwhelming force
- We were and still are 100% committed to doing the right thing and doing it quickly

Complex Response Required

Factors Affecting Cleanup:
- Expanded response area
- Challenging and varied topographies
- Changing tides and beach accessibility (conducted night operations when tide was low)
- Cliff walls and worker safety
- Proximity to major highway & RR
- Distance from cleanup sites to bathrooms, hotels, food
- Cultural considerations
- County considerations
Cooperative Multi-Agency Response

CEO arrived Day 2 along with several high-level Plains officers, senior directors, and other professionals; many remained for several weeks.

Plains established corporate command center at the multi-agency Incident Command Post to facilitate communication.

Ramped up people and resources immediately.

Top-Down Involvement
Personnel Dedicated to the Response

Information as of day indicated beginning at 6 a.m. PT

- ICP
- Field

Vessels Dedicated to the Response

Information as of day indicated beginning at 6 a.m. PT

Initial day allocations are approximate as full detail not provided.
Contract Resources

- 80+ different contractor organizations responded to assist in mitigation of the incident, with 1400+ responders at the peak of the response

Additional Resources

- United States Coast Guard
- Calif. Department of Fish & Wildlife
- County of Santa Barbara OEM
- Santa Barbara Co. Fire Department
- NOAA
- United States EPA
- California State Parks
- California Highway Patrol (CHP)
- Santa Ynez Chumash Fire Department
- Chumash Indians (Santa Ynez, Owl, Barbareno)
- City of Goleta
- Goleta Water District
- Ventura County
- Univ. of California at Santa Barbara
- California Conservation Corp.
Divide and Conquer

Dividing response cleanup into sections helped focus efforts and marked progress that could be readily seen:

- Release Site
- Culvert
- Bluffs
- Beaches
- Water

Explore New Cleanup Methods

Various methods used based on porosity of rocks:

- Hand tools
- Special excavation crane
- Dry ice blasting
- Grinders
- Wire brushes
- Scrapers
Helicopter Operations

Unique Considerations
In the Response
Multi-Layered Issues

- Home of the environmental activist movement
- Dynamic regulatory environment (interstate and intrastate regulation)
- Expanded response area
- Federal, state, county, city and private land impacted
- Natural seeps and tar balls

Cultural Considerations

- Central CA Coast is a culturally sensitive area
- Chumash Indians once numbered in the tens of thousands there
- Refugio and surrounding area considered sacred by the Chumash
- Chumash acted as cultural monitors to oversee cleanup and excavation
- Culvert section contained archeological items
Security Considerations

- Threats to Plains leadership/employees
- Public protests
- Response sites
- Incident Command Post
- Press conferences
- Senate Committee Hearing

Press Conferences....
And More Press Conferences

Communications

- Plains employees and PR contractors part of JIC
- Twice daily press conferences first week, daily for nearly a month
- Donated Plains PIER dark site to Unified Command
- Later launched Plains-based response website
- Daily PAA updates posted to website; sent to media


Communications

- Participated in Unified Command Community Open House
- Apology letter from CEO sent to all SB households; ran as ad in local papers
- Met with local, state, federal elected officials to explain incident
- Met with business, community leaders to apologize, understand concerns

Claims

- Established onsite claims process for quick resolution for claimants
- Online claims form on PlainsLine901Response.com
- Direct outreach to fishermen, businesses, tourism reps
- Promoted claims #:
  - During press conferences
  - On every press release
  - In apology letter/ad
  - Flyers at community open house
- Newspaper/online ad campaign
March 2016

Questions?