**Operator and General Audit Information**

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| --- | --- |
| **Company:** | **Name:** |
| **Mailing and Official Address (If different):** |
| **Doing Business as or Affiliation:** |
| **PHMSA Operator Identification (OPID) No.** |  |
| **Unit ID Number/ Unit Name inspected** |  |
| **Address:** |  | **Lead Auditor or Inspector** | **Name:** |
| **Agency:** |
| **Date of Audit or Inspection:** |  |

***Company Representatives Participating***

|  |  |  |
| --- | --- | --- |
| **Key Persons** | **Name/Title/Mailing Address** | **Phone/Email Address** |
| **Primary Operator or Representative Interviewed or Providing Information** |  |  |
| **Others** |  |  |
| **Interviewed,** |
| **Providing** |
| **Information or** |
| **Present at Audit** |
| **or Inspection:** |
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**McChord Std - PA**

**Emergency Preparedness and Response - Emergency Response Liquids**

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| **9. Liaison with Public Officials**Do records indicate that liaison has been established and maintained with appropriate fire, police, public officials, and utility owners? (EP.ERL.LIAISON.R)  |
| 195.402(a) (195.402(c)(12);195.440(c);API RP 1162 Section 4.4)  |
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| NI | PI | NA | NC |  |  |
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**Public Awareness and Damage Prevention - Public Awareness**

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| **1. Asset Identification**Does the program clearly identify the specific pipeline systems and facilities to be included in the program, along with the unique attributes and characteristics of each? (PD.PA.ASSETS.P)  |
| 195.440(b) (API RP 1162, Section 2.7 Step 4)  |
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| NI | PI | NA | NC |  |  |
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| Considerations1. Determine if the public awareness program consists of a single program for all pipeline assets, or if it multiple asset-specific programs are established for separate pipeline systems, one or more pipeline segments, one or more facilities, or one or more geographic areas.
2. A separate inspection evaluation for each program is required.
3. Verify that the program identifies and includes all of the assets to be covered (e.g., pipelines, storage fields, gathering lines, valves, breakout tanks, etc.).
4. Verify that the program clearly considers and addresses the unique attributes and characteristics of all systems and facilities. (For example, generic messages may not be appropriate for all systems.)
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| **2. Audience Identification**Does the program establish methods to identify the individual stakeholders in the four affected stakeholder audience groups: (1) affected public, (2) emergency officials, (3) local public officials, and (4) excavators, as well as affected municipalities, school districts, businesses, and residents? (PD.PA.AUDIENCEID.P)  |
| 195.440(d) (195.440(e);195.440(f);API RP 1162 Section 2.2;API RP1162 Section 3)  |
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| **3. Management Support of Public Awareness Program**Does the operator's program documentation demonstrate management support? (PD.PA.MGMTSUPPORT.P)  |
| 195.440(a) (API RP 1162 Section 2.5;API RP 1162 Section 7.1)  |
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| **4. Public Education Program**Has the continuing public education (awareness) program been established as required? (PD.PA.PROGRAM.P)  |
| 195.440(a) (195.440(h))  |
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| **5. Audience Identification**Do records identify the individual stakeholders in the four affected stakeholder audience groups: (1) affected public, (2) emergency officials, (3) local public officials, and (4) excavators, as well as affected municipalities, school districts, businesses, and residents to which it sends public awareness materials and messages? (PD.PA.AUDIENCEID.R)  |
| 195.440(d) (195.440(e);195.440(f);API RP 1162 Section 2.2;API RP 1162 Section 3)  |
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| **6. Messages, Delivery Methods, and Frequencies**Does the program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas where hazardous liquid or carbon dioxide is transported? (PD.PA.MESSAGES.P)  |
| 195.440(c) (API RP 1162 Section 3;API RP 1162 Section 4;API RP 1162 Section 5)  |
|   |  |  |  |  |  |  |  |
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| **7. Consideration of Supplemental Enhancements**Were relevant factors considered to determine the need for supplemental public awareness program enhancements for each stakeholder audience along all pipeline systems, as described in API RP 1162? (PD.PA.SUPPLEMENTAL.P)  |
| 195.440(c) (API RP 1162 Section 6.2)  |
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| **8. Educational Provisions**Did delivered messages specifically include provisions to educate the public, emergency officials, local public officials, and excavators on: (1) Use of a one-call notification system prior to excavation and other damage prevention activities; (2) Possible hazards associated with unintended releases from a hazardous liquid or carbon dioxide pipeline facility; (3) Physical indications of a possible release; (4) Steps to be taken for public safety in the event of a hazardous liquid or carbon dioxide pipeline release; and (5) Procedures to report such an event? (PD.PA.EDUCATE.R)  |
| 195.440(d) (195.440(f))  |
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| **9. Messages on Pipeline Facility Locations**Were messages developed and delivered to advise affected municipalities, school districts, businesses, and residents of pipeline facility location? (PD.PA.LOCATIONMESSAGE.R)  |
| 195.440(e) (195.440(f))  |
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| **10. Baseline Message Delivery Frequency**Did the delivery of materials and messages meet or exceed the baseline delivery frequencies specified in API RP 1162, Table 2-1? (PD.PA.MESSAGEFREQUENCY.R)  |
| 195.440(c) (API RP 1162 Table 2-1)  |
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| **11. Liaison with Public Officials**Do records indicate that liaison has been established and maintained with appropriate fire, police, public officials, and utility owners? (EP.ERL.LIAISON.R)  |
| 195.402(a) (195.402(c)(12);195.440(c);API RP 1162 Section 4.4)  |
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| **12. Other Languages**Does the program require that materials and messages be provided in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas? (PD.PA.LANGUAGE.P)  |
| 195.440(g) (API RP 1162 Section 2.3.1)  |
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| **13. Other Languages**Were materials and messages developed and delivered in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas? (PD.PA.LANGUAGE.R)  |
| 195.440(g) (API RP 1162 Section 2.3.1)  |
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| **14. Evaluation Plan**Does the program include a process that specifies how program implementation and effectiveness will be periodically evaluated? (PD.PA.EVALPLAN.P)  |
| 195.440(i) (195.440(c);API RP 1162 Section 8;API RP 1162 Appendix E)  |
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| **15. Evaluate Program Implementation**Has an audit or review of the public awareness program implementation been performed annually since the program was developed? (PD.PA.EVALIMPL.R)  |
| 195.440(c) (195.440(i);API RP 1162 Section 8.3)  |
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| **16. Acceptable Methods for Program Implementation Audits**Was one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) used to complete the annual audit or review of the public awareness program implementation? (PD.PA.AUDITMETHODS.R)  |
| 195.440(c) (195.440(i);API RP 1162 Section 8.3)  |
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| **17. Program Changes and Improvements**Were changes made to improve the program and/or the implementation process based on the results and findings of the annual audit(s)? (PD.PA.PROGRAMIMPROVE.R)  |
| 195.440(c) (API RP 1162 Section 8.3)  |
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| **18. Evaluating Program Effectiveness**Have effectiveness evaluation(s) of the program been performed for all stakeholder groups in all notification areas along all systems covered by the program? (PD.PA.EVALEFFECTIVENESS.R)  |
| 195.440(c) (API RP 1162 Sections 8.4)  |
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| **19. Measure Program Outreach**In evaluating effectiveness, was actual program outreach for each stakeholder audience tracked? (PD.PA.MEASUREOUTREACH.R)  |
| 195.440(c) (API RP 1162 Section 8.4.1)  |
|   |  |  |  |  |  |  |  |
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| **20. Measure Understandability of Message Content**In evaluating program effectiveness, was the percentage of each stakeholder audience that understood and retained the key information from the messages determined? (PD.PA.MEASUREUNDERSTANDABILITY.R)  |
| 195.440(c) (API RP 1162 Section 8.4.2)  |
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| **21. Measure Desired Stakeholder Behavior**In evaluating program effectiveness, was evaluation made of whether appropriate preventive, response, and mitigative behaviors were understood and likely to be exhibited? (PD.PA.MEASUREBEHAVIOR.R)  |
| 195.440(c) (API RP 1162 Section 8.4.3)  |
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| **22. Measure Bottom-Line Results**Did the operator attempt to measure bottom-line results of the program by tracking third-party incidents and consequences including: (1) near misses, (2) excavation damages resulting in pipeline failures, (3) excavation damages that do not result in pipeline failures? (PD.PA.MEASUREBOTTOM.R)  |
| 195.440(c) (API RP 1162 Section 8.4.4)  |
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| **23. Program Changes**Were needed changes and/or modifications to the program identified and documented based on the results and findings of the program effectiveness evaluations? (PD.PA.CHANGES.R)  |
| 195.440(c) (API RP 1162 Section 2.7 (Step 12);API RP 1162 Section 8.5)  |
|   |  |  |  |  |  |  |  |
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Except as required to be disclosed by law, any inspection documentation, including completed protocol forms, summary reports, executive summary reports, and enforcement documentation are for internal use only by federal or state pipeline safety regulators. Some inspection documentation may contain information which the operator considers to be confidential. In addition, supplemental inspection guidance and related documents in the file library are also for internal use only by federal or state pipeline safety regulators (with the exception of documents published in the federal register, such as advisory bulletins). Do not distribute or otherwise disclose such material outside of the state or federal pipeline regulatory organizations. Requests for such information from other government organizations (including, but not limited to, NTSB, GAO, IG, or Congressional Staff) should be referred to PHMSA Headquarters Management.