**Operator and General Audit Information**

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| --- | --- | --- | --- | --- |
| **Company:** | **Operator Name / Unit (if applicable):** | | | |
|  | | | |
| **Mailing Address:** | | | |
|  | | | |
| **Doing Business as or Affiliation:** | | | |
|  | | | |
| **PHMSA Operator Identification (OPID) No.** | |  | | |
| **LDENR Pipeline Number (PL Number)** | |  | | |
| **Operator’s Local Address:** |  | | **Inspector(s):** |  |
| **Date of Inspection:** |  |

**Operator Representatives Participating**

|  |  |
| --- | --- |
| **Key Persons** | **Name / Title / Phone / Email** |
| **Primary Operator or Representative Interviewed** |  |
| **Others Interviewed, Providing Information or Present during the Inspection** |  |
|  |
|  |

**Public Awareness Procedures**

**1. Public Education Program**

Has the continuing public education (awareness) program been established as required?

**192.616(a), 192.616(h)**

**195.440(a), 195.440(h)**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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**2. 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?

**192.616(b), API RP 1162 Section 2.7 Step 4**

**195.440(b), API RP 1162 Section 2.7 Step 4**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**3. 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?

**192.616(d), 192.616(e), 192.616(f), API RP 1162 Section 2.2, API RP 1162 Section 3**

**195.440(d), 195.440(e), 195.440(f), API RP 1162 Section 2.2, API RP 1162 Section 3**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**4. Messages, Delivery Methods, and Frequencies – NATURAL GAS**

Does the program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas where gas is transported?

**192.616(c), API RP 1162 Section 3, API RP 1162 Section 4, API RP 1162 Section 5**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**5. Messages, Delivery Methods, and Frequencies – HAZARDOUS LIQUIDS**

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?

**195.440(c), API RP 1162 Section 3, API RP 1162 Section 4, API RP 1162 Section 5**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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**6. Considerations of Supplemental Enhancements**

Does the program require consideration of relevant factors to determine the need for supplemental public awareness program enhancements for each stakeholder audience, as described in API RP 1162?

**192.616(c), API RP 1162 Section 6.2**

**195.440(c), API RP 1162 Section 6.2**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**7. Management Support of Public Awareness Program**

Does the program require management to sign a document indicating their support for the ongoing Public Awareness Program?

**192.616(a), API RP 1162 Section 2.5, API RP 1162 Section 7.1**

**195.440(a), API RP 1162 Section 2.5, API RP 1162 Section 7.1**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**8. 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?

**192.616(g), API RP 1162 Section 2.3.1**

**195.440(g), API RP 1162 Section 2.3.1**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**9. Evaluation of Program**

Does the program include a process that specifies how program implementation and effectiveness will be periodically evaluated? The program should address Outreach, Understandability, Desired Behaviors, and Bottom-Line Results.

**192.616(i), 192.616(c), API RP 1162 Section 8, API RP 1162 Appendix E**

**195.440(i), 195.440(c), API RP 1162 Section 8, API RP 1162 Appendix E**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**Public Awareness Records**

**1. Management Support of Public Awareness Program**

Do records include a document signed by management that indicates their support for the ongoing Public Awareness Program?

**192.616(a), API RP 1162 Section 2.5, API RP 1162 Section 7.1**

**195.440(a), API RP 1162 Section 2.5, API RP 1162 Section 7.1**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**2. 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?

**192.616(d), 192.616(e), 192.616(f), API RP 1162 Section 2.2, API RP 1162 Section 3**

**195.440(d), 195.440(e), 195.440(f), API RP 1162 Section 2.2, API RP 1162 Section 3**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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**3. Considerations of Supplemental Enhancements**

Were relevant factors considered to determine the need for supplemental public awareness program enhancements for each stakeholder audience, as described in API RP 1162?

**192.616(c), API RP 1162 Section 6.2**

**195.440(c), API RP 1162 Section 6.2**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**4. Educational Provisions – NATURAL GAS**

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 gas pipeline facility; (3) Physical indications of a possible release; (4) Steps to be taken for public safety in the event of a gas pipeline release; and (5) Procedures to report such an event?

**192.616(d), 192.616(f)**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**5. Educational Provisions – HAZARDOUS LIQUIDS**

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?

**195.440(d), 195.440(f)**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**6. Messages on Pipeline Facility Locations**

Were messages developed and delivered to advise affected municipalities, school districts, businesses, and residents of pipeline facility locations?

**192.616(e), 192.616(f)**

**195.440(e), 195.440(f)**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**7. Baseline Message Delivery Frequency – NATURAL GAS**

Did the delivery of materials and messages meet or exceed the baseline delivery frequencies specified in API RP 1162, Table 2-1 through Table 2-3?

**192.616(c), API RP 1162 Table 2-1, API RP 1162 Table 2-2, API RP 1162 Table 2-3**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**8. Baseline Message Delivery Frequency – HAZARDOUS LIQUIDS**

Did the delivery of materials and messages meet or exceed the baseline delivery frequencies specified in API RP 1162, Table 2-1?

**195.440(c), API RP 1162 Table 2-1**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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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?

**192.605(a), 192.615(c)(1), 192.615(c)(2), 192.615(c)(3), 192.615(c)(4), 192.616(c), ADB-05-03**

**195.402(a), 195.402(c)(12), 195.440(c), API RP 1162 Section 4.4)**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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**10. 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?

**192.616(g), API RP 1162 Section 2.3.1**

**195.440(g), API RP 1162 Section 2.3.1**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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**11. Annual Review of Program Implementation**

Has an audit or review of the public awareness program implementation been performed annually as required?

**192.616(c), 192.616(i), API RP 1162 Section 8.3**

**195.440(c), 195.440(i), API RP 1162 Section 8.3**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**12. Acceptable Methods for Program Implementation Audits**

Was one or more of the two acceptable methods (i.e., internal assessment or 3rd-party contractor review) used to complete the annual audit or review of the public awareness program implementation?

**NOTE: Louisiana does not allow for regulatory inspections to be utilized as an annual audit of the Public awareness Program.**

**192.616(c), 192.616(i), API RP 1162 Section 8.3**

**195.440(c), 195.440(i), API RP 1162 Section 8.3**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**13. 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)?

**192.616(c), API RP 1162 Section 8.3**

**195.440(c), API RP 1162 Section 8.3**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**14. Evaluating Program Effectiveness**

Have effectiveness evaluations of the program been performed for all stakeholder groups in all notification areas along all systems covered by the program?

**192.616(c), API RP 1162 Section 8.4**

**195.440(c), API RP 1162 Section 8.4**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**15. Measure Program Outreach**

In evaluating effectiveness, was actual program outreach for each stakeholder audience tracked?

**192.616(c), API RP 1162 Section 8.4.1**

**195.440(c), API RP 1162 Section 8.4.1**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**16. 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?

**192.616(c), API RP 1162 Section 8.4.2**

**195.440(c), API RP 1162 Section 8.4.2**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**17. 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?

**192.616(c), API RP 1162 Section 8.4.3**

**195.440(c), API RP 1162 Section 8.4.3**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**18. Measure Bottom-Line Results**

Were bottom-line results of the program measured 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?

**192.616(c), API RP 1162 Section 8.4.4**

**195.440(c), API RP 1162 Section 8.4.4**

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| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
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| **Notes** | | | |
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**19. 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?

**192.616(c), API RP 1162 Section 2.7 (Step 12), API RP 1162 Section 8.5**

**195.440(c), API RP 1162 Section 2.7 (Step 12), API RP 1162 Section 8.5**

|  |  |  |  |
| --- | --- | --- | --- |
| No Issue | Potential Issue | Not Applicable | Not Checked |
|  |  |  |  |
| **Notes** | | | |
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