

**PUBLIC AWARENESS PROGRAM EFFECTIVE INSPECTION  
SPECIFIC INFORMATION**

**Control Information: (copy and fill-in for each Operator)**

<b>Inspection Date(s):</b>	<b>through</b>		
<b>Operator ID:</b>			
<b>OpID:</b>		<b>Name of Operator:</b>	
<b>State/Other ID:</b>			
<b>Unit ID No.</b>			
<b>Activity Record ID No.</b>			
<b>CompanyAddress:</b>	<b>Company Official:</b>		
	<b>Title:</b>		
	<b>Phone Number:</b>		
	<b>Fax Number:</b>		
<b>Web Site:</b>		<b>Email Address:</b>	
<b>Total Mileage Represented:</b>			
<b>Mileage in HCA:</b>			

<b>Inspection Date(s):</b>	<b>through</b>		
<b>Operator ID:</b>			
<b>OpID:</b>		<b>Name of Operator:</b>	
<b>State/Other ID:</b>			
<b>Unit ID No.</b>			
<b>Activity Record ID No.</b>			
<b>CompanyAddress:</b>	<b>Company Official:</b>		
	<b>Title:</b>		
	<b>Phone Number:</b>		
	<b>Fax Number:</b>		
<b>Web Site:</b>		<b>Email Address:</b>	
<b>Total Mileage Represented:</b>			
<b>Mileage in HCA:</b>			

*PHMSA (PAP) Effectiveness Inspection Form 21 (Rev.0) November 18, 2010*

OpID	Persons Interviewed	Title/Organization	Phone Number	Email Address

*To add rows, press TAB with cursor in last cell.*

OpID	Third Party Company PAP/Evaluation Support	Part of Plan and/or Evaluation	Phone Number	Email Address

*To add rows, press TAB with cursor in last cell.*

PHMSA/State Representatives	Region/State	Email Address

*To add rows, press TAB with cursor in last cell.*

**Remarks:**

## Mileage Covered by Public Awareness Program (by Company and State)

List each company and subsidiary separately, broken down by state (using 2-letter designation). If a company has intrastate and/or interstate mileage in several states, use one row per state. If there are both gas and liquid lines, use the appropriate table for intrastate and/or interstate.

### Jurisdictional to Part 192 (Gas) Mileage (Interstate)

Company (Gas Operator)	Operator ID	State	Interstate Gathering	Interstate Transmission	Interstate Distribution*	Remarks
Use list from Section 1						

(To add rows, press TAB with cursor in last cell.)

### Jurisdictional to Part 192 (Gas) Mileage (Intrastate)

Company (Gas Operator)	Operator ID	State	Intrastate Gathering	Intrastate Transmission	Intrastate Distribution*	Remarks
Use list from Section 1						

(To add rows, press TAB with cursor in last cell.)

### Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Interstate)

Company (Liquid Operator)	Operator ID	State	Interstate Transmission	Remarks
Use list from Section 1				

(To add rows, press TAB with cursor in last cell.)

### Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Intrastate)

Company (Liquid Operator)	Operator ID	State	Intrastate Transmission	Remarks
Use list from Section 1				

(To add rows, press TAB with cursor in last cell.)

1. Supply company name and Operator ID, if not the master operator from the first page (i.e., for subsidiary companies).
2. Use OPS-assigned Operator ID. Where not applicable, leave blank or enter N/A
3. Use only 2-letter state codes in column #3, e.g., TX for Texas.
4. Enter number of applicable miles in all other columns. (Only positive values. No need to enter 0 or n/a.)
5. \* Please do not include Service Line footage. This should only be MAINS.

## 1. Administration and Development of Public Awareness Program

### 1.01 Written Public Education Program

Does the operator have a written continuing public education program in accordance with the general program recommendations in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference), that was developed no later than June 20, 2006 for operators in existence on June 20, 2005, except for master meter or petroleum gas system operators covered under § 194.616(j). Master meter or petroleum gas system operators covered under § 194.616 (j) should have developed a written procedure by June 13, 2008? **(Code Reference: § 192.616 (h); § 195.440 (h))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

### 1.02 Program Objectives

Does the operator's program address the objectives of increasing the awareness of the public and key stakeholders of the presence and location of pipelines in their communities and informing the public of appropriate steps to prevent, identify, and respond to pipeline emergencies? **(Code Reference: § 192.616 (a); § 195.440 (a))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

### 1.03 Management Commitment and Support

Does the operator's program include a "statement of support"? (i.e., is there evidence of a commitment of participation, resources, and allocation of funding)? **(Code Reference: § 192.616 (a); § 195.440 (a))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**1.04 Unique Attributes and Characteristics of the Pipeline and Facilities**

Does the operator’s program clearly define the specific pipeline assets or systems covered in the program and assess the unique attributes and characteristics of the pipeline and facilities? **(Code Reference: § 192.616 (b); § 195.440 (b))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**1.05 Stakeholder Audiences**

Does the operator’s 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? **(Code Reference: § 192.616 (d), (e); § 195.440 (d), (e))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**1.06 Message Frequency and Message Delivery**

Does the operator’s program and media used define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all areas in which the operator transports gas, hazardous liquid, or carbon dioxide? **(Code Reference: § 192.616 (f); § 195.440 (f))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**1.07 Pre-Test Materials**

Does the operator pre-test program materials and messages for stakeholder appeal and clarity, understandability, and retainability? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616 (c); § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**1.08 Written Evaluation Plan**

Does the operator's program include a written evaluation plan that specifies how the operator will periodically evaluate program implementation and effectiveness? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2. Program Implementation**

**2.01 English and other Languages**

Has the operator developed and does the operator deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas? (Code Reference: § 192.616 (g); § 195.440 (g))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2.02 Message Type and Content**

Did the messages the operator delivered target the four primary stakeholder audiences to specifically include provisions to educate the public, appropriate government organizations, and persons engaged in excavation related activities on:

- Use of a one-call notification system prior to excavation and other damage prevention activities;
- Possible hazards associated with unintended releases from a gas pipeline facility;
- Physical indications of a possible release;
- Steps to be taken for public safety in the event of a gas pipeline release; and
- Procedures to report such an event (to the operator)?

(Code Reference: § 192.616 (d); § 195.440 (d))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2.03 Message Type and Content**

Did the operator develop and deliver messages to advise affected municipalities, school districts, businesses, and residents of pipeline facility location? (Code Reference: § 192.616 (e); § 195.440 (e))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2.04 Baseline Message Delivery Frequency**

Has the operator implemented its program such that the delivery frequencies for materials and messages meet or exceed the baseline frequencies specified in API RP 1162, Table 2-1 through Table 2.3? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2.05 Considerations for Supplemental Program Enhancements**

Did the operator consider relevant factors along all of its pipeline systems for supplemental program enhancements as described in API RP 1162 in its development and delivery of materials and messages to the stakeholder audiences? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**2.06 Maintaining Liaison with Emergency Response Officials**

Did the operator establish and maintain liaison with appropriate fire, police, and other public officials to: learn the responsibility and resources of each government organization that may respond, acquaint the officials with the operator’s ability in responding to a pipeline emergency, identify the types of pipeline emergencies of which the operator notifies the officials, and plan how the operator and other officials can engage in mutual assistance to minimize hazards to life or property? **(Code Reference: § 192.616 (c) or § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**3. Program Evaluation & Continuous Improvement (Annual Implementation Audits)**

**3.01 Measuring Program Implementation**

Has the operator performed annual audits of its program implementation since it was developed? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616 (c), (i); § 195.440 (c), (i))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**3.02 Acceptable Methods for Program Implementation Audits**

Did the operator use one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) to complete the annual audits of its program implementation? If not, did the operator provide valid justification for not using one of these methods? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616 (c); § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	



**3.03 Program Changes and Improvements**

Did the operator make changes to improve the program and/or implementation process based on evaluating annual audit results? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4. Program Evaluation & Continuous Improvement (Effectiveness Evaluations)**

**4.01 Evaluating Program Effectiveness**

Did the operator perform an evaluation of its program by June 2010 (or no more than 4 years following the date of program development) to assess its program effectiveness in all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.02 Multiple Program Effectiveness Evaluations**

For operators implementing multiple public awareness programs for different systems and/or operating entities, did the operator conduct a program effectiveness evaluation for each program? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c) § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.03 Measure Program Outreach**

In evaluating its program effectiveness, did the operator measure actual program outreach for each stakeholder audience within all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616 (c); § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.04 Measure Percentage Stakeholders Reached**

Can the operator demonstrate the methodology used to track the number of individuals or entities reached within an intended audience and its methodology to estimate the percentage of the individual stakeholders actually reached within the target audience within all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616) (c); § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.05 Measure Understandability of Message Content**

In evaluating its program effectiveness, did the operator assess the percentage of the intended stakeholder audiences that understood and retained the key information in the messages received, within all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual? **(Code Reference: § 192.616 (c); § 195.440 (c))**

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.06 Measure Desired Stakeholder Behavior**

In evaluating its program effectiveness, did the operator attempt to determine whether appropriate preventive behaviors have been learned and are taking place when needed, and whether appropriate response and mitigative behaviors would occur and/or have occurred? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.07 Measure Bottom-Line Results**

In evaluating its program effectiveness, did the operator attempt to measure bottom-line results of its 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? Did the operator consider other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c); § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

**4.08 Documenting Changes (Effectiveness Evaluation)**

Did the operator identify and document needed changes or modifications to its public awareness program(s) based on the results of its program effectiveness evaluation? If not, did the operator provide justification in its program or procedural manual? (Code Reference: § 192.616 (c), § 195.440 (c))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

## 5. Program Documentation & Record Keeping

### 5.01 Documentation of Annual Audit Results

Did the operator document implementation changes to the PAP based on annual audit findings?  
 (Code Reference: § 192.616 (i), § 195.440 (i))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

### 5.02 Documentation of Program Effectiveness Evaluation

Did the operator document the PAP effectiveness evaluation and results?  
 (Code Reference: § 192.616 (i); § 195.440 (i))

<input type="checkbox"/> S - Satisfactory	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)	
<input type="checkbox"/> N/A - Not Applicable (explain)	
<input type="checkbox"/> N/C – Not Checked	
Check exactly one box above.	

## 6. Inspection

### 6.01 Summary

### 6.02 Findings