PIPEDLINE OPERATOR SURVEY RESULTS
Final – Closed March 10, 2017
27 Submittals
23 of 27 were anonymous

The number of comments received were significantly reduced.

A comparison of 2016 and 2017 results follows the detail for 2017.

Question 1.

Less than 3 years
Between 3 and 5 years
Between 5 and 8 years
More than 8 years

Question 2.

- My experience the inspectors have been very much willing to work around issues that come up during an inspection and fixable with times.
- The 2016 review that was completed via email and questions was very convenient and minimized the impact on our staff.
- Never had a problem working out schedules with a reasonable lead time.
- It depends somewhat on the inspector, some are more efficient than others but in general yes I agree.
- Staff is always willing to work to find dates that work best.
- Inspectors contact us early in the year to coordinate schedules for inspections. At the time of the inspection, the inspector provides a schedule as to when field staff is required.
Question 3.

- Would be helpful to have more lead time to prepare materials and personnel resources. Provide information that will be needed with more lead time to prepare.
- WUTC does as good a job as possible within the constraints of PHMSA’s inspection protocols which are not particularly user friendly.
- We have received a copy of the check list prior to the inspection, this has been incredibly helpful in our preparation for the inspection.
- We haven’t had any surprises.
- Inspectors usually requires information prior to the inspection. This request is usually received in a detailed email.
- It would be helpful to get the guidance document ahead of time, along with the form.
- Sometimes inspectors do not have the most up to date inspection document that they need to complete their work.

Question 4.

- I think the auditors have done a fairly good job during the closing review, and also letting us know if other issue arise after leaving our facility.
- In general, they are clear, but we have a very simple line and sometimes I feel the results are more complicated and involved than need be for our gas line.
- We are well aware of the results at the conclusion of the inspection.
- The inspector concludes the inspection with a comprehensive exit interview. A formal letter dealing issues and/or concerns is usually sent to us within 30 days. If no issues/concerns are noted, a formal letter is also provided.

Question 5.

- The UTC most defiantly has help improve and keep within compliance.
- WUTC inspections are a necessary assurance activity to support compliance.
- I agree that there is great value in their inspections and findings.
Question 6.

- This is not a poor reflection on the inspectors, I believe they are competent and thorough.
- I believe the inspectors have helped us become better at identifying issues that has deftly improved the safe operation of our pipeline facilities.
- By saying rarely I am not saying that there is a lack of effort, only that in a fairly mature program generally opportunities to significantly improve the safety of our operations are not common.
- We feel our pipeline safety programs are very strong. We don't believe there has been much opportunity for inspectors to identify "significant" improvements.
- Improve yes, significantly no.
- Their findings are for the most part relevant and cause us to improve.

Question 7.

- All the inspectors that I have work with over the year have demonstrated a high level of professionalism through knowledge of the regulation and respect to our staff. Always on time and prepared for the audit.
- Never had a bad experience with a WUTC inspector.
- Inspectors are always courteous and they are respectful of our time. Emails and phone calls are returned in a timely manner.
- Inspectors are very respectful and I appreciate them.

Question 8. In your opinion, would you rate the services of the UTC Pipeline Safety Program:

- Greatly Improved
- Somewhat Improved
- Neutral
- Somewhat Reduced
- Greatly Reduced

- Again, this is not negative.
- I appreciate that the UTC has worked with us in improving our gas line operations and not just out for punishment.
- Continual improvement seems to be a core goal of the agency.
Question 9. Did you attend the Pipeline Safety Program Operator Meeting in January?

- Great session. Always worthwhile
- Valuable discussions on concerns and focus areas of WUTC and industry reps.
- Meeting was both informative and constructive.
- Very valuable information
- Always informative, and professional. It is a great opportunity to mingle with others in the industry and gain knowledge.
- Very valuable! Please keep doing these.
- I think it is an excellent meeting and hopes it continues.
- The Pipeline Safety Program Operator Meeting was a great opportunity to sit down and talk face to face on a wide variety of topics in regard to pipeline safety.
- great agenda.

½ day sessions helpful?
- Yes
- Yes, good format and agenda.
- Yes.
- I really liked the scheduling it made traveling from the east side much easier
- I work in Tacoma, so the split schedule was inconvenient but understandable considering some attendees are coming from greater distances.
- Yes.
- yes
- Would probably prefer a one day meeting. I thought the current format worked though, and did present the opportunity to meet with the individual inspectors.
- would like more time on some topics, especially new WAC rules discussion.

Why did you not attend?
- You are doing all you can do for others to attend. Weather played a role in missing this years meeting.
- Was a cost issue on our end. Only wanted one participant and my manager attended.
- We wanted to attend. Weather prohibited travel. Consider moving the meeting around the state and/or hold it during the spring, summer or fall.
- I'm not sure who gets invited to this program
- Have a program in the Spokane area.
- The current time of year and location of the meeting can and will be limited by the ability of individuals living in eastern washington to get over the mountain passes.
- Add topics on Breakout Tanks and Public Awareness Program
Question 10.

Do you find it valuable to have a representative from PHMSA attend the operator meetings?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

- Critical to having them there.
- I represent an Interstate operator, so it's valuable to have the PHMSA input as well.
- Answered "neutral" because I did not attend and can't say one way or the other.
- I think it would bring a different perspective and knowledge to the meeting.
- It's important to see that the state and feds are aligned in their goals.
- It would have been, but a PHMSA rep did not attend.
- The PHMSA person did not show up, but in general yes this is a great idea. I would like to get to know PHMSA western region staff a little better.

Question 12. Do you have any additional information or requests not covered earlier?

- Appreciate cooperation to conduct "joint audits" with OPU and IPUC for HQ Program audits like OQ, PA, DIMP, TIMP, etc. Saves a lot of time for us.
- I think the pipeline safety seminars and PSP Operator Meetings are beneficial. I would encourage you to try and hold more of them if possible. It is a good opportunity for operators to speak with UTC personnel in a more casual setting and not during an audit.

Additional information from PHMSA?

- Their current focus areas of enforcement.
- It was great having Dave Mulligan participate. For interstate lines it is wise to have a rep from PHMSA as our concerns/questions require feedback from the feds.
- Don't know as I did not attend or read through what PHMSA person said.
- The bigger picture from the entire country of incidences, and corrective/preventative actions.
- Status on new regulations, agency policy, and enforcement trends.
- New Seminars relating to Breakout Tank and Public Awareness
- Code clarification
- Info and lessons learned from pipeline incidents around the country
2016

Question 9. In your opinion, would you rate the services of the UTC Pipeline Safety Program:

- Better today than 1 year ago?
  - Greatly Improved: 1
  - Somewhat Improved: 6
  - Neutral: 11
  - Somewhat Reduced: 12
  - Greatly Reduced: 19

- Better today than 3 years ago?
  - Greatly Improved: 0
  - Somewhat Improved: 6
  - Neutral: 10
  - Somewhat Reduced: 15
  - Greatly Reduced: 15

- Better today than 5 or more years ago?
  - Greatly Improved: 0
  - Somewhat Improved: 6
  - Neutral: 8
  - Somewhat Reduced: 13
  - Greatly Reduced: 13

2017

Question 8. In your opinion, would you rate the services of the UTC Pipeline Safety Program:

- Better today than 1 year ago?
  - Greatly Improved: 1
  - Somewhat Improved: 6
  - Neutral: 10
  - Somewhat Reduced: 15
  - Greatly Reduced: 20

- Better today than 3 years ago?
  - Greatly Improved: 0
  - Somewhat Improved: 10
  - Neutral: 15
  - Somewhat Reduced: 15
  - Greatly Reduced: 15

- Better today than 5 or more years ago?
  - Greatly Improved: 0
  - Somewhat Improved: 6
  - Neutral: 8
  - Somewhat Reduced: 13
  - Greatly Reduced: 13

Question 10. Did you attend the Pipeline Safety Program Operator Meeting in early January?

- Yes: 14
- No: 16

Question 9. Did you attend the Pipeline Safety Program Operator Meeting in January?

- Yes: 16
- No: 11

Question 10.

Do you find it valuable to have a representative from PHMSA attend the operator meetings?

- Strongly Agree: 8
- Agree: 7
- Neutral: 12
- Disagree: 12
- Strongly Disagree: 12