

Citizens Committee on Pipeline Safety

UTC and Pipeline Website Survey

Conducted through May 2, 2016

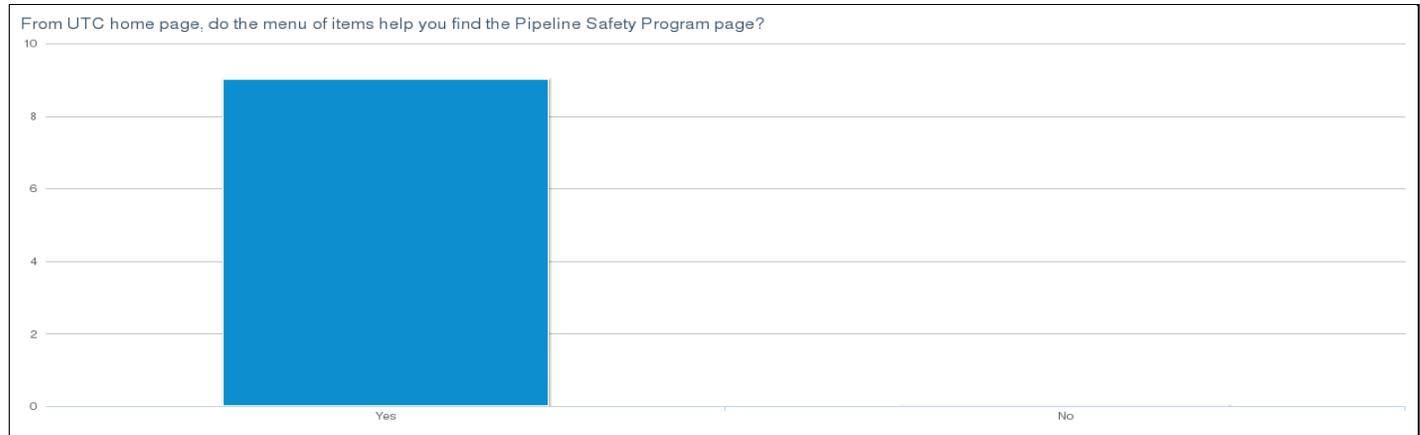
9 Responses

CCOPS members were sent a link with a survey which contained 9 questions. These questions were designed to gather feedback and usability statistics on the UTC Pipeline Safety Website. Members were also asked to compare Washington's site to those of Arizona, Arkansas, Minnesota, and New York.

QUESTION 1.

From the UTC home page, do the menu of items help you find the Pipeline Safety Program page?

9 Yes – 0 No



QUESTION 2.

Navigation to the Pipeline Safety page from the UTC Page:

9 – I knew exactly where to go

0 – I had difficulty finding the right button to click

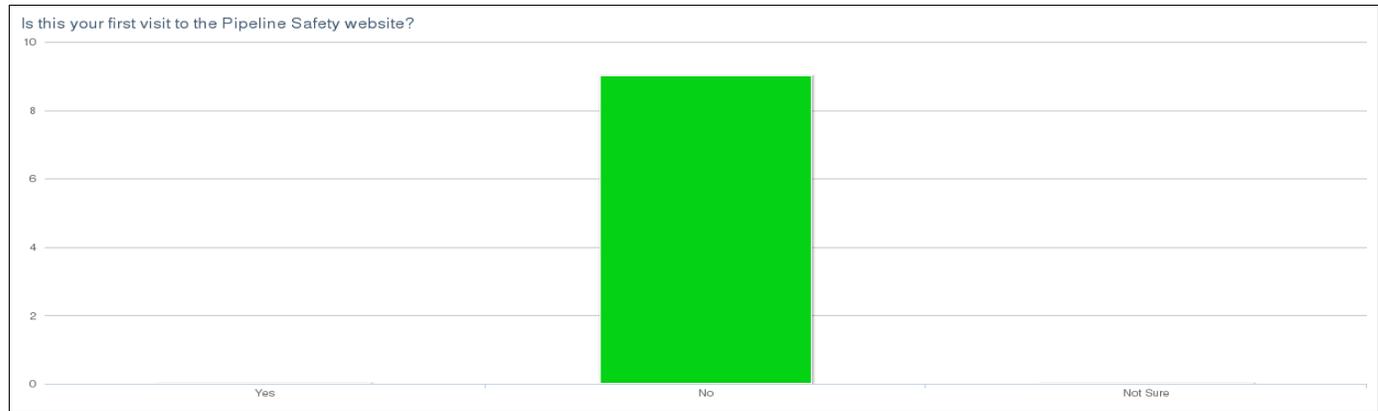
0 – I couldn't find it and had to use the link provided below.



QUESTION 3.

Is this your first visit to the Pipeline Safety website?

- 0 – Yes
- 9 – No
- 0 - Unsure



QUESTION 4.

I located the link to the Gas and Hazardous Pipelines Law - RCW 81.88

- 7 – Very Easy
- 1 – Easy
- 1 - Neutral

I located the link to the CCOPS page.

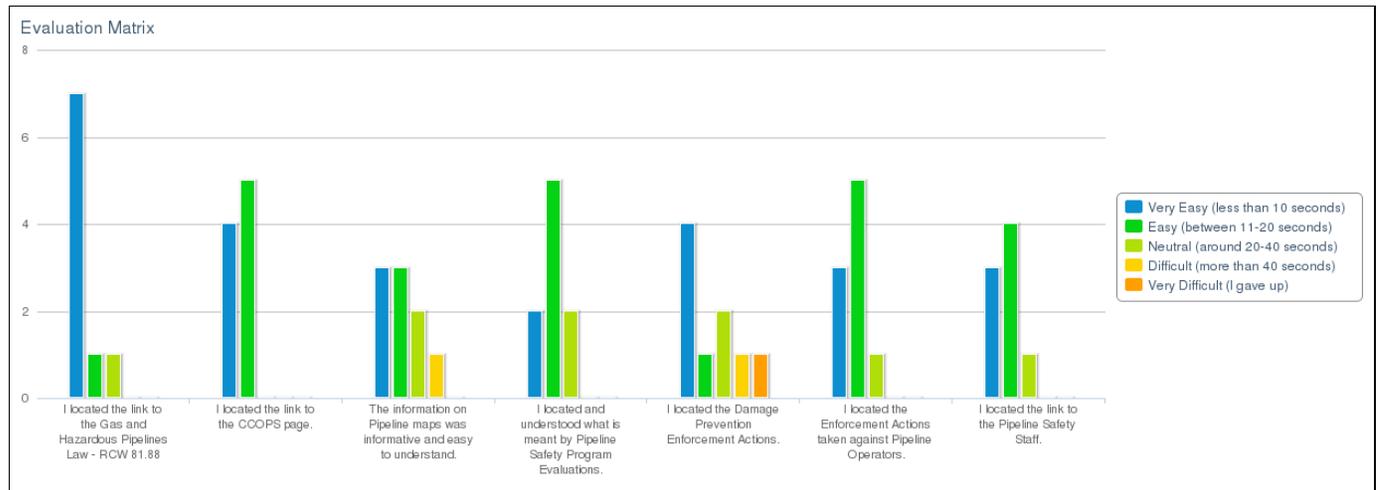
- 4 – Very Easy
- 5 – Easy

The information on Pipeline maps was informative and easy to understand.

- 3 – Very Easy
- 3 – Easy
- 2 – Neutral
- 1 – Difficult

I located and understood what is meant by Pipeline Safety Program Evaluations.

- 3 – Very Easy
- 3 – Easy
- 2 – Neutral



I located the Damage Prevention Enforcement Actions.

- 4 – Very Easy
- 1 – Easy
- 1 – Neutral
- 1 – Difficult
- 1 – Very Difficult

I located the Enforcement Actions taken against Pipeline Operators.

- 3 – Very Easy
- 5 – Easy
- 2 – Neutral

I located the link to the Pipeline Safety Staff.

- 3 – Very Easy
- 4 - Easy
- 1- Neutral

QUESTION 5.

Use of terms with definitions.

1 – Strongly Agree

8 – Agree

Terminology can be understood by lay person.

1 – Strongly Agree

7 – Agree

1 – Neutral

Position of the information aids in readability.

2 – Strongly Agree

4 – Agree

2 – Neutral

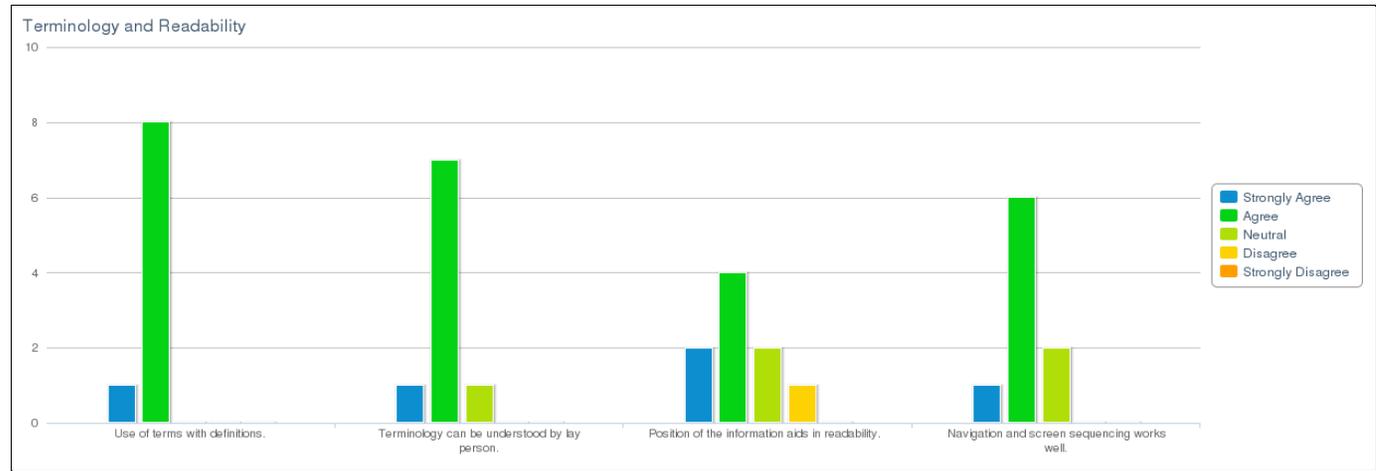
1 – Disagree

Navigation and screen sequencing works well.

1 – Strongly Agree

6 – Agree

2 – Neutral



QUESTION 6.

Using the links to the states above, locate their Pipeline Safety program sites. Would Washington's Pipeline Safety Program's webpage be:

Arizona

3 – Much Better

1 – Better

1 – Neutral

2 – Worse

2 – Much Worse

Arkansas

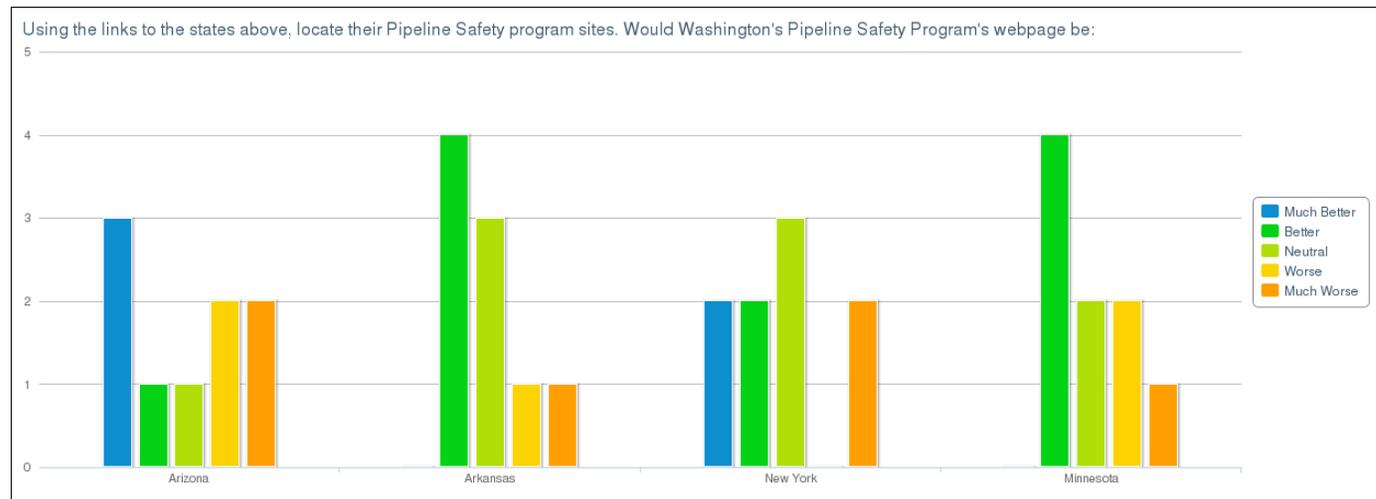
0 – Much Better

4 – Better

3 – Neutral

1 – Worse

1 – Much Worse



New York

2 – Much Better

2 – Better

1 – Neutral

0 – Worse

2 – Much Worse

Minnesota

0 – Much Better

4 – Better

2 – Neutral

2 – Worse

1 – Much Worse

What information would you like to see on Washington's site that is currently not available?	Have you had any problems with our website (please be specific).	Please provide any overall recommendations for improvement.
	No	
	pipeline maps were not as accessible as could be. Just saw red line on map. Hyperlink to operator info? Hyperlink to enforcement/inspection info?	Overall great website. I appreciate not having to log in as it always (worry) means more spam.
Maybe a list of acronyms. WA UTC's site is good about spelling out acronyms, but in Zach Barrett's letter of Nov. 4, 2015, NAPS is not spelled out.	I think the WA UTC website is quite good. The Google Chrome browser works fine for the PHMSA Pipeline Data Mart despite not being listed as a preferred browser. This is PHMSA's problem.	I like the active links (blue text, especially the Online Services) in the following text section in the Arkansas site: "The links at the top, side and bottom of this page will help guide you through the site. Access to information regarding Daily Filings, Dockets, Rates, Annual Reports and other utility related information, can be found at our Online Services page, through the link provided on the right. You may access information regarding late-breaking events or press releases through the Hot Topics or News Releases links, also on the right."
Pictures, videos.		Some type of interactive program that a citizen can gain information from.
Open for discussion	No	None
	Dig law enforcement hyperlinks did not open.	
Minnesota has information about damage prevention training that is really easy to find because they have minimized the number of links from the Office of Pipeline Safety page. This would be useful information to feature more prominently.	The website does not work well on mobile platforms. The links that require hovering off the main site, such as "Public Safety", do not always work in a mobile format. Additionally, it is difficult to scan and find information on the site when all the text and links are the same size and font. more visual cues would be helpful.	The graphic presentation of the information does not highlight the type of information different audiences would be interested in. I would like to see call before you dig much more visually prominent as well as excavator enforcement actions, and perhaps there could be a subpage or at least separate section for reports/studies/rulemakings (all the bureaucratic stuff that companies and staff need, but the general public might not care about).