

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Insp. ID #6754

Instructions: Check (or mark) the appropriate box: “Yes,” “No” or “N/A.” If further comments are necessary, check (or mark) the comment box and write the comment in the “comments” section below the questions and/or attach a comments sheet when necessary. **These questions are to be verified in the field. Certain questions will have corresponding Desk Audit questions on a separate audit form.**

		Yes	No	N/A	Comment
1.	1162 Section 2: Management Commitment (Must be verified in field if no PHYSICAL copy included in plan)				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)?	X			
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)? Daniel Yoder, President	X			
	c. Are copies of approved city ordinances, etc., included where applicable None			X	
2.	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Affected Public: Including customers & residents living along the pipeline route	a. pipeline purpose and reliability Section G 4.B.1	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)] Section G 4.B.1	X			
	c. leak recognition and response [192.616(d)(3 &4)] Section G 4.B.1	X			
	d. damage prevention awareness Section G 4.B.1	X			
	e. how and where to get more information Section G 4.B.1	X			
	f. One-call requirements [192.616(d)(1)] Section G 4.B.1	X			
	g. Emergency communications [192.616(d)(5)] Section G 4.B.1	X			
Emergency Officials	a. pipeline purpose and reliability Section G 4.C.1	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. how and where to get more information	X			
	f. emergency communications [192.616(d)(5)]	X			
	g. One-call requirements [192.616(d)(1)]	X			
Comments:					

		Yes	No	N/A	Com-ment
2. (Continued)	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Local Public Officials	a. pipeline purpose and reliability Section G 4.E.1	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. emergency preparedness and response	x			
	e. right-of-way encroachments	x			
	f. how and where to get more information	x			
	g. emergency communications [192.616(d)(5)]	x			
	h. construction/maintenance activities	x			
	i. One-call requirements [192.616(d)(1)]	x			
Excavators/ Contractors	a. pipeline purpose and reliability Section G 4.D.1	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. damage prevention awareness	x			
	e. pipeline location information	x			
	f. how and where to get more information	x			
	g. One-call requirements [192.616(d)(1)]	x			
	h. emergency communications [192.616(d)(5)]	x			
3.	1162 Section 4 (4.4.1): PRIORITY MESSAGE (Message should be written in plan and verified in Field) Does the program identify the message for Emergency and Public Officials as protecting people first and then property as the TOP priority message? Section G 4.C.1 Bullet 1...Purpose: to improve a public safety and protection of the environment. However, not on the Paradigm brochures sent out.				
Comments:					

		Yes	No	N/A	Comment
4.	1162 Section 5: Delivery Method				
Affected Public:	(From written plan – Does operator provide applicable documentation?)				
LDC Customers	1. Bill Stuffer – required minimum liquid operator			x	
Baseline	1. Public service announcements				
	2. Paid Advertising				
	3. Other: annual mailing to properties along r/w	x			
Supplemental	1. Public service announcements				
	2. Paid advertising				
	3. Targeted distribution of print material				
	4. Newspaper and magazine advertisements				
	5. Community events				
	6. Community newsletters				
	7. Other: short pipeline, John Williamson, technician, has personal involvement with property owners along r/w as he drives weekly. Showed a letter from \$200 gift card to those who fill out the response card and send back (only one winner!)	x			
Emergency Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Print Materials Send Paradigm materials as wells as map of pipeline, response actions from PA manual and SDS for jet fuel. Also, all local emergency responders have the GRP for Central Puget Sound.	x			
	2. Group Meetings Joint Training at McChord	x			
	3. Other				
Supplemental:	1. Telephone calls Nick Peelo calls fire and police depts. Informs them about McChord.	x			
	2. Personal contact John Williamson knows Sherriff and Police personnel	x			
	3. Videos and/or CDs				
	4. Other: also give away coffee mugs, hats, etc with 811 and emergency numbers on them.				
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials Send Paradigm materials as wells as map of pipeline, and McChord Pipeline calendar with 811 and emergency numbers.	x			
	2. Other				
Supplemental:	1. Group meetings				
	2. Telephone calls				
	3. Personal contact				
	4. Other also give away coffee mugs, hats, etc with 811 and emergency numbers on them.				
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach	x			
	2. Group meetings 811 breakfast/lunch/dinner,	x			
	3. Other				
Supplemental	1. Personal contact letters, some visits	x			
	2. Videos and/or CDs				
	3. Open houses				
	4. Targeted distribution of print materials	x			
	5. Other also give away coffee mugs, hats, etc with 811 and emergency numbers on them.	x			

Comments:

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		Yes	No	N/A	Comment		
5.	1162 Section 5: Delivery Frequencies (These are required in the written plan)						
Affected Public:							
LDC Customers?	Does documentation show at least twice per year? Liquid operator			x			
Residents along the LDC system?	Does documentation show at least once per year? Paradigm mailing, checked zip codes. 3312 residential, 714 business sent in 2015	x					
Emergency Officials	Does documentation show at least once per year? 44 sent in 2015	x					
Local Public Officials	Does documentation show at least once every three years? 96 Public officials, 6 School Districts, 4 schools in 2015	x					
Excavators/ Contractors	Does documentation show at least once per year? 2254 sent in 2015	x					
6.	1162 Section 6: Supplemental messages: Does the plan consider whether supplemental messages are necessary for special circumstances and explain why or why not? (These will need to be verified in field where applicable)						
	Circle the examples below that apply:						
	1. Large excavator projects						
	2. Non-resident business owners (i.e., just workers occupy buildings(s) - owner that receives bill is in another location and/or state and tenant farmers)						
	3. Farming activities						
	4. Railroads						
	5. Other Increased mailing frequency to affected public and local public officials						
7.	1162 Section 7: Program Implementation						
	Is there documentation verifying the program has been implemented?	x					
8.	1162 Section 7: Recordkeeping	LDC Public	Emer. OfIs	Pub. OfIs	Excavator/ Contractor	N/A	Comment
	Can the Operator Document the following: (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)						
	a. Lists, Records and other documentation of stakeholder audiences?	Y	Y	Y	Y		
	b. Copies of all materials used?	Y	Y	Y			
	c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	Y	Y	Y	Y		
	d. Records of effectiveness assessments? July 27, 2016, trend analysis is positive and updated website	Y	Y	Y	Y		
	e. Records of annual assessments and/or audits? Last annual completed May 4, 2016	Y	Y	Y	Y		
	f. Any record of feedback received and collected from audiences in response to the program? Saw letter and feed back cards from PA mailings	Y		Y			
	g. Records of follow-up actions and expected results	Y					
	h. Have records been maintained for five (5) years?	Y	Y	Y	Y		
Comments:							

		Yes	No	N/A	Com- ment
9.	1162 Section 8: ANNUAL REVIEW (This is required in the written plan – needs field documentation.)				
	a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation? Completed May 4, 2016.	X			
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X			
	c. Are records of the annual audit maintained by the Program Administrator?	X			
10.	1162 Section 8: Evaluation Results				
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback? Evaluation memo is sent to Daniel Yoder, President as part of review.	X			
11.	1162 Section 8: Continuous Improvement Conducted:				
	a. Has the operator modified its program based on its evaluation? No changes to the program (2015 to 2016), but are considering providing information in Spanish as received several feedback cards asking such. In 2013 increased from \$100 to \$200 for feedback prize. Also increased mailings for Affected public and local officials in 2014	X			
	b. Are these changes documented?	X			
	c. Have these changes been implemented?	X			
	COMMENTS:				
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)				
	a. Pre-tested Materials:				
	b. Date Pre-test conducted: no pre tested materials		X		
13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)				
	a. Last Survey of Targeted Audiences::				
	b. Date of last effectiveness assessment: July 27, 2016				
	c. Has the operator documented the results of evaluating the program for effectiveness?	X			
	Explain:				

Comments:		