

**PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION
SPECIFIC INFORMATION**

Control Information

| | | |
|--|--------------------------------------|------------------------------|
| Inspection Start Date*: | 3-26-2013 | |
| Inspection End Date*: | 3-27-2013 | |
| OpID: | 38921 | |
| Parent Operator Name: | Targa Resources Operating LP | |
| Unit ID (s): | | |
| State/Other ID: | | |
| Activity Record ID No. | | |
| Address of Company Official*: Targa Resources Operating LP 1000 Louisiana, Ste 4300 Houston, TX 77002 | Company Official*: | Vincent DiCosimo |
| | Title*: | VP Targa Resources Terminals |
| | Phone Number*: | (713) 584-1235 |
| | Fax Number: | |
| | Email Address*: | vdicosimo@targaresources.com |
| Web Site: | Targa Sound Terminal.com & Targa.com | |
| Total Mileage (from page 3)*: | 2.75 | |
| Total Mileage in HCA: | 2.75 | |
| Number of Services (For Distribution): | NA | |
| Alternate MAOP (80% Rule): | NA | |
| No. of Special Permits: | NA | |

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|---|---|
| Initial Date of Public Awareness Program*: | Parent company, Targa Resources 9-20-2004 |
| Title of Current PAP*: | Public Awareness Program for Liquid & Gas Pipelines |
| Current PAP Version*: | Rev 1 |
| Current PAP Date*: | 10/27/2012 |

| Post Inspection Information | |
|-------------------------------------|--|
| Date Submitted for Approval: | |
| Director Approval: | |
| Approval Date: | |

* Required field

| Persons Interviewed* | Title/Organization* | Phone Number | Email Address |
|----------------------|---------------------|--------------|---------------|
| | | | |

PHMSA Form 21 Public Awareness Program Effectiveness Inspection, July 21, 2011, Rev 0

| | | | |
|-------------------|---|--------------|-------------------------------|
| Tim Huffer | Manager regulatory Compliance Targa Resources | 337-583-4642 | thuffer@targaresources.com |
| Ted Lilyblade, JR | Pipeline Supervisor Targa Sound | 253 272 9348 | tlilyblade@targaresources.com |
| Matthew Kolata | Environmental and Safety Specialist Targa Sound | 353 272 9348 | mkolata@targaresources.com |
| | | | |

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

| External Support Entity Name* | Part of Plan and/or Evaluation* | Phone Number | Email Address |
|-------------------------------|--|--------------|---------------|
| Paradigm | Majority of mailings Identified stakeholder groups | | |
| | Paradigm in other areas does the one on one meeting, will eventually do here at Targa Sound also | | |
| | | | |
| | | | |

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

| Inspector Representative(s)* | PHMSA/State* | Region/State* | Email Address | Lead* |
|------------------------------|--------------|---------------|---------------|--|
| Patti Johnson | WA | | | <input checked="" type="checkbox"/> Y <input type="checkbox"/> N |
| | | | | <input type="checkbox"/> Y <input type="checkbox"/> N |
| | | | | <input type="checkbox"/> Y <input type="checkbox"/> N |
| | | | | <input type="checkbox"/> Y <input type="checkbox"/> N |
| | | | | <input type="checkbox"/> Y <input type="checkbox"/> N |

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

*** Required field**

- Tim Huffer is Targa Resources Manager of Regulatory Compliance
- Targa Sound Terminal LLC is totally owned subsidiary of Targa Terminals LLC, which is owned by Targa Resources
- Targa took ownership of Targa Sound Terminal on Oct 1, 2011. Operation of Targa Sound system started 1-19-13. Targa is using corporate (Targa Resources) PAP.
- Targa Sound Terminal LLC is totally owned and a subsidiary of Targa Terminals LLC, which is full owned by Targa Resources.

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

Based on the **most recently submitted annual report**, list each company and subsidiary separately, broken down by state (using 2-letter designation). Also list any new lines in operation that are not included on the most recent annual report. 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 Name (Gas Operator) | Operator ID | Product Type* | State* | Interstate Gathering Mileage* | Interstate Transmission Mileage | Interstate Distribution Mileage [^] * | Remarks (new or in HCA) |
|--------------------------------|----------------|------------------|--------|-------------------------------------|---------------------------------------|--|----------------------------|
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(To add rows, press TAB with cursor in last cell.)

Jurisdictional to Part 192 (Gas) Mileage (Intrastate)

| Company Name (Gas Operator) | Operator ID | Product Type* | State* | Intrastate Gathering Mileage* | Intrastate Transmission Mileage* | Intrastate Distribution Mileage [^] * | Remarks (new or in HCA) |
|--------------------------------|----------------|------------------|--------|-------------------------------------|--|--|----------------------------|
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(To add rows, press TAB with cursor in last cell.)

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

| Company Name (Liquid Operator) | Operator ID | Product Type* | State* | Interstate Transmission Mileage* | Remarks (new or in HCA~) |
|-----------------------------------|----------------|------------------|--------|----------------------------------|-----------------------------|
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(To add rows, press TAB with cursor in last cell.)

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

| Company Name (Liquid Operator) | Operator ID | Product Type* | State* | Intrastate Transmission Mileage* | Remarks (new or in HCA~) |
|-----------------------------------|----------------|---------------------------|--------|----------------------------------|-----------------------------|
| Targa Sound Terminal LLC | 38921 | Diesel and gasoline | WA | 2.75 | 2.75 miles, whole line |
| | | | | | |
| | | | | | |

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

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|-----------------------|------|
| Total Mileage: | 2.75 |
|-----------------------|------|

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, e.g., TX for Texas.
 4. Enter number of applicable miles in applicable columns. (Only positive values. No need to enter 0 or N/A.)
- [^] Please do not include Service Line footage. This should only be MAINS.
^{*} Required Field
[~] Use Total HCA as reported on annual reports.

Please provide a comment or explanation for each inspection question.

1. Administration and Development of Public Awareness Program

1.01 Written Public Education Program

Does the operator have a written continuing public education program or public awareness program (PAP) in accordance with the general program recommendations in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference), by the required date, except for master meter or petroleum gas system operators?

(Reference: § 192.616 (h); § 195.440 (h))

- Verify the operator has a written public awareness program (PAP).
- Review any Clearinghouse deficiencies and verify the operator addressed previous Clearinghouse deficiencies, if any, addressed in the operator's PAP.
- Identify the location where the operator's PAP is administered and which company personnel is designated to administer and manage the written program.
- Verify the date the public awareness program was initially developed and published.

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | <p>Comments:</p> <p>Bullet 1: Targa took ownership of Targa Sound Terminal on Oct 1, 2011. Operation of Targa Sound system started 1-19-13. Targa is using corporate (Targa Resources) PAP.</p> <p>Bullet 2: Targa Sound Terminal not in operation in 2004. Not jurisdictional during Clearinghouse process.</p> <p>Bullet 3. PAP kept at site (2628 Marine View Dr., Tacoma, WA 98422) and at parent company Targa Resources (1000 Louisiana, Suite 4300, Houston TX)</p> <p>Initially, Targa Sound Terminal modified the parent company PAP and during the inspection switched back to the parent co., Targa Resources PAP manual at Targa Resources request.</p> <p>Bullet 4. Parent company was initially developed and published 2004. However, Targa Sound is newly formed company in WA</p> |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

1.02 Management Support

Does the operator's program include a statement of management support (i.e., is there evidence of a commitment of participation, resources, and allocation of funding)?

(Reference: § 192.616 (a); § 195.440 (a); API RP 1162 Section 2.5 and 7.1)

- Verify the PAP includes a written statement of management support.
- Determine how management participates in the PAP.
- Verify that an individual is named and identified to administer the program with roles and responsibilities.

- Verify resources provided to implement public awareness are in the PAP. Determine how many employees involved with the PAP and what their roles are.
- Determine if the operator uses external support resources for any implementation or evaluation efforts.

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | <p>Comments:</p> <p>Bullet 1: Statement of management support found in Appendix A. Signed by Targa Resources Top Management. Section 10 describes which funds come from Targa Resources (parent co in TX) and which from Targa Sound (in Tacoma WA)</p> <p>Bullet 2: Page 5. Targa Resources Manager of Regulatory compliance, Tim Hoffer, is administrator (in TX). He delegates implementation of the plan to all area manager of Targa resources including Targa Sound (in WA). The Area Manager in Tacoma at Sound Terminal is Troy Goodman and he is also the President of Targa Sound Terminal.</p> <p>Bullet 3: Page 5 identifies title and responsibilities</p> <p>Bullet 4: Resources are provided by both Targa Resources and Targa Sound. From Targa Resources, Tim Hoffer’s management team does all base line; From Targa Sound there are 27 to 30 employees with the titled of Operator; Bett a Marketing person; Justin the Director of Operations; Ted Lilyblade, supervisor of pipeline and Mathew Kolata, Environmental, Health and Safety Specialist.</p> <p>Bullet 5: Paradigm does mailings, Targa Resources added a sentence to the plan to add contractor name to the annual report. This ensures the current external support is always named</p> |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

1.03 Unique Attributes and Characteristics

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?

(Reference: § 192.616 (b); § 195.440 (b); API RP 1162 Section 2.7 and Section 4)

- Verify the PAP includes all of the operator’s system types/assets covered by PAP (gas, liquid, HVL, storage fields, gathering lines etc).
- Identify where in the PAP the unique attributes and characteristics of the pipeline and facilities are included (i.e. gas, liquids, compressor station, valves, breakout tanks, odorizer).

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| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: |
|---|-----------|

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|--|---|
| <input type="checkbox"/> U - Unsatisfactory (explain)* | Bullet 1: Targa Resources added the booster pump at F and 7 th as attribute on page 6 of 25 of the PAP. Reviewed map, no valves etc. above ground on route. Targa owns property that the booster pump is on. Bullet 2. same as bullet one |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

1.04 Stakeholder Audience Identification

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?

(Reference: § 192.616 (d), (e), (f); § 195.440 (d), (e), (f); API RP 1162 Section 2.2 and Section 3)

- Identify how the operator determines stakeholder notification areas and distance on either side of the pipeline.
- Determine the process and/or data source used to identify each stakeholder audience.
- Select a location along the operator’s system and verify the operator has a documented list of stakeholders consistent with the requirements and references noted above.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: While the Targa Pipeline was being built Targa Resources sent out the first PA notification. The notification was mailed to a 660 feet on either side of the pipeline rather than the .7 miles (4000’) stated in the manual now states. Targa Sound started receiving gas and diesel in 1/19/ 2013, the 2 nd mailing will be the first mailing since the facility was operational and will use the correct distance .7 miles as stated manual Bullet 2: Paradigm provided many data sources. However, it is unclear if the list was complete. Bullet 3: Reviewed map on 11 th from Stewart St to Milwaukee Way on left side of street. OK |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

1.05 Message Frequency and Message Delivery

Does the operator’s program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas in which the operator transports gas, hazardous liquid, or carbon dioxide?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Sections 3-5)

- Identify where in the operator’s PAP the combination of messages, delivery methods, and delivery frequencies are included for the following stakeholders:

- Affected public
- Emergency officials
- Public officials
- Excavators

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|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | <p>Comments: Pipeline corridor is .7 mile either side of pipe. Only sent to 660 ft. This mailing was sent during construction of line and was not required.</p> <p>Bullet 1: Affected Public: Baseline, methods and frequencies ok</p> <p>Emergency Officials: ok</p> <p>Public officials: Baseline, methods and frequencies ok</p> <p>Excavators: OK Targa Resources had One Call requirements, Leak Recognition and response, Damage prevention awareness and right of way encroachment prevention as supplemental message they corrected the PAP. Reviewed the mailings and the correct information was included in the mailings.</p> |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

1.06 Written Evaluation Plan

Does the operator's program include a written evaluation process 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?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i))

- Verify the operator has a written evaluation plan that specifies how the operator will conduct and evaluate self-assessments (annual audits) and effectiveness evaluations.
- Verify the operator’s evaluation process specifies the correct frequency for annual audits (1 year) and effectiveness evaluations (no more than 4 years apart).
- Identify how the operator determined a statistical sample size and margin-of-error for stakeholder audiences’ surveys and feedback.

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: procedure for evaluation is found in section 11 Bullet 2: Section 11 Bullet 3: Section 11, pg 17 of 25 |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Question TSI | |
| Check exactly one box above. * Required field | |

2. Program Implementation

2.01 English and other Languages

Did the operator develop and 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?

(Reference: § 192.616 (g); § 195.440 (g); API RP 1162 Section 2.3.1)

- Determine if the operator delivers material in languages other than English and if so, what languages.
- Identify the process the operator used to determine the need for additional languages for each stakeholder audience.
- Identify the source of information the operator used to determine the need for additional languages and the date the information was collected.

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| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Section 5 Bullet 2: Section 5 – Targa Sound Terminal mailings go in English and Spanish Bullet 3: Section 5 |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| | |
| Check exactly one box above. * Required field | |

2.02 Message Type and Content

Did the messages the operator delivered specifically include provisions to educate the public, emergency officials, local public officials, and excavators on the:

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

(Reference: § 192.616 (d); (f); § 195.440 (d), (f))

- Verify all required information was delivered to each of the primary stakeholder audiences.
- Verify the phone number listed on message content is functional and clearly identifies the operator to the caller.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Reviewed all mailings lists. One brochure went to all groups. Reviewed information for all groups covered. In addition for emergency response and public officials additional there are addition LEPC meetings, fire dept. meeting, and one call participation. Typically one on one |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

2.03 Messages on Pipeline Facility Locations

Did the operator develop and deliver messages to advise affected municipalities, school districts, businesses, and residents of pipeline facility location?

(Reference: § 192.616 (e), (f); § 195.440 (e), (f))

- Verify that the operator developed and delivered messages advising municipalities, school districts, businesses, residents of pipeline facility locations.

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: 195.440 (e) mailings 195.440 (f) comprehensive No schools in Targa corridor or area. Only 3 residents in the Port of Tacoma industrial area. |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

2.04 Baseline Message Delivery Frequency

Did the operator’s delivery 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?

(Reference: § 192.616 (c); § 195.440 (c))

- Identify message delivery (using the operator’s last five years of records) for the following stakeholder audiences:

- Affected public
- Emergency officials
- Public officials
- Excavators

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|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Targa Sound has only been in operation since 1-19-13 and therefore has no records. Although Targa Resources did do mailing to residents along route when the 10” line was being built. |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

2.05 Considerations for Supplemental Program Enhancements

Did the operator consider, along all of its pipeline systems, relevant factors to determine the need for supplemental program enhancements as described in API RP 1162 for each stakeholder audience? (Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 6.2)

- Determine if the operator has considered and/or included other relevant factors for supplemental enhancements.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Section 9 defines enhancement methods and factors considered for supplemental enhancements. |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

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?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 4.4)

- Examine the documentation to determine how the operator maintains a relationship with appropriate emergency officials.
- Verify the operator has made its emergency response plan available, as appropriate and necessary, to emergency response officials.

- Identify the operator’s expectations for emergency responders and identify whether the expectations are the same for all locations or does it vary depending on locations.
- Identify how the operator determined the affected emergency response organizations have adequate and proper resources to respond.
- Identify how the operator ensures that information was communicated to emergency responders that did not attend training/information sessions by the operator.

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| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | <p>Comments:</p> <p>Bullet 1: Targa Sound is new co. However, Matt is on LEPC. Pierce county. Quarterly meeting. Documentation procedures being developed. AND tier 2 community report sent to LEPC at Pierce County Emergency and electronic copy to Department of EOC and EPA and Tacoma Fire Department Reviewed, AND At a minimum the fire department will come at least annually but to date they have seen fire department monthly. Documentation is sign signatures in logs, AND the fire department liaison is Capt. Stacey Waterworth. Staff has called Capt. Waterworth, she has left messages because of her shift hours</p> <p>Bullet 2: Targa gave emergency plan, to contractor MSRC Marine spill Response Corp, it is in the port and can response immediately. MSRC is then affiliated with NRC. Meeting with fire department established that once incident command is set up fire department will ask Targa to maintain premiere until they deem situation safe to recover. Targa would secure site, turn off valves etc. before/while the fire department was notified. (This would only take seconds) First is to contain and make safe.</p> <p>Bullet 3: One on One meetings. Resources available by MSRC and Dept of Ecology has program that approves spills and recovery</p> <p>Bullet 4: One on One meeting</p> <p>Bullet 5: Will be done one on one, with training and at dinners for stakeholders. These will be done by Paradigm and have not started yet. Pipeline only running for 2 months.</p> |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

3. Program Evaluation & Continuous Improvement (Annual Audits)

3.01 Measuring Program Implementation

Has the operator performed an audit or review of its program implementation annually since it was developed? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i); API RP 1162 Section 8.3)

- Verify the operator performed an annual audit or review of the PAP for each implementation year.

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Targa became operation 1-19-13 and there no required annual report. However, Targa Resources did sent mailings while the pipeline was under construction. PAP section 11 covers both annual and 4 year evaluations |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

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 audit or review of its program implementation? If not, did the operator provide valid justification for not using one of these methods?

(Reference: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.3)

- Determine how the operator conducts annual audits/reviews of its PAP.

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Section 11, Targa Resources collects information from all units to review and ensure compliance. |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

3.03 Program Changes and Improvements

Did the operator make changes to improve the program and/or the implementation process based on the results and findings of the annual audit? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.3)

- Determine if the operator assessed the results of its annual PAP audit/review then developed and implemented changes in its program, as a result.
- If not, determine if the operator documented the results of its assessment and provided justification as to why no changes were needed.

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: TX combines all information to make annual report. Bullet 2: Section 11 D pg 17 of 25. |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4. Program Evaluation & Continuous Improvement (Effectiveness)

4.01 Evaluating Program Effectiveness

Did the operator perform an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation) 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?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4)

- Verify the operator conducted an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation).
- Document when the effectiveness evaluation was completed.
- Determine what method was used to perform the effectiveness evaluation (in-house, by 3rd party contractor, participation in and use the results of an industry group or trade association).
- Identify how the operator determined the sample sizes for audiences in performing its effectiveness evaluation.

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Effectiveness not yet required at Targa Sound became operational 1-19-2013. Targa resources have 4 year effectiveness evaluation. Bullet 2: Targa Resources was done in 2010 but Targa Sound not operational and not included will be in future Bullet 3: Targa Resources is in house Bullet 4: Section 11 D |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4.02 Measure Program Outreach

In evaluating effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.1)

- Examine the process the operator used to track the number of individuals or entities reached within each intended stakeholder audience group.
- Determine the outreach method the operator used to perform the effectiveness evaluation (e.g., questionnaires, telephone surveys, etc).
- Determine how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Section 11 D Bullet 2: Section D for all stakeholder groups Bullet 3: Margin of error same for all stakeholder groups |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4.03 Measure Percentage Stakeholders Reached

Did the operator determine the percentage of the individual or entities 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?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.1)

- Document how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.
- Document how the operator estimated the percentage of individuals or entities actually reached within each intended stakeholder audience group.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Section 11 Bullet 2: Section 11- At this time Targa Resources if for the whole company not the individual states they operate in does not break down by states they operate in |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4.04 Measure Understandability of Message Content

In evaluating 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 assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.2)

- Examine the operator’s evaluation results and data to assess the percentage of the intended stakeholder audience that understood and retained the key information in each PAP message.
- Verify the operator assessed the percentage of the intended stakeholder audience that (1) understood and (2) retained the key information in each PAP message.
- Determine if the operator pre-tests materials.

- Affected public
- Emergency officials

- Public officials
- Excavators

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: PVs not in PAP Bullet 1: Targa Resources used their feedback cards for this. In 2012 system wide received 489 feedback cards. Bullet 2. Only use feedback cards, Bullet 3: Each feedback question evaluated by question and measure % of understanding of message content. Bullet 3: Targa Resources. For emergency, local officials and excavators there a meetings and pretest conducted there and posttest at end. This is measure of pretested material |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4.05 Measure Desired Stakeholder Behavior

In evaluating its public awareness program effectiveness, did the operator attempt to determine whether appropriate preventive behaviors have been understood 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?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.3)

- Examine the operator’s evaluation results and data to determine if the stakeholders have demonstrated the intended learned behaviors.
- Verify the operator determined whether appropriate prevention behaviors have been understood by the stakeholder audiences and if those behaviors are taking place or will take place when needed.

- Affected public
- Emergency officials
- Public officials
- Excavators

| | |
|---|--|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Paradigm examines the feedback cards and determines % that have demonstrated the intended learned behaviors Bullet 2: Same as bullet 1 |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |

| | |
|---|--|
| | |
| Check exactly one box above. * Required field | |

4.06 Measure Bottom-Line Results

In evaluating its public awareness 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?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.4)

- Examine the operator's process for measuring bottom-line results of its program.
- Verify the operator measured bottom-line results by tracking third-party incidents and consequences.
- Determine if the operator considered and attempted to measure other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines. If not, determine if the operator has provided justification in its program or procedural manual for not doing so.

| | |
|---|---|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments: Bullet 1: Paradigm examines the feedback cards and determines % that have demonstrated the intended learned behaviors Bullet 2: Targa Sound no 3 rd party incidents, Targa Resources had no 3 rd party incidents due to excavation. Only incident was one where tree skidders was using r/w for logs. Flying patrols over area found him and damage on pipe. Bullet 3: Paradigm has question about perception and breaks it down to bottom line measures |
| <input type="checkbox"/> U - Unsatisfactory (explain)* | |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

4.07 Program Changes

Did the operator identify and document needed changes and/or modifications to its public awareness program(s) based on the results and findings of its program effectiveness evaluation? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 2.7 Step 12 and 8.5)

- Examine the operator's program effectiveness evaluation findings.
- Identify if the operator has a plan or procedure that outlines what changes were made.
- Verify the operator identified and/or implemented improvements based on assessments and findings.

| | |
|---|----------|
| <input checked="" type="checkbox"/> S – Satisfactory (explain)* | Comments |
|---|----------|

| | |
|--|--|
| <input type="checkbox"/> U - Unsatisfactory (explain)* | Bullet 1: Targa Recourses has 4 year evaluation but Targa Sound not yet included because it was not operation until 1-19-13 Bullet 2: Revision control page 3 in Targa Resource PAP manual Bullet 3: No supplements have been done Targa Resources company wide. |
| <input type="checkbox"/> N/A - Not Applicable (explain)* | |
| <input type="checkbox"/> N/C – Not Checked (explain)* | |
| Check exactly one box above. * Required field | |

5. Inspection Summary & Findings

5.01 Summary

Targa Sound Terminal has been operating gas/diesel since 1/19/2013. Prior to start up, they built a 2.7 mile 10” pipeline to transport gasoline and diesel from Olympic Pipeline to the terminal. Targa Sound Terminal is a fully owned subsidiary of Targa Sound Terminals which is a fully owned subsidiary of Targa Resources located in Houston, TX. During the construction of the pipeline, Targa Resources sent out a mailing to all stakeholder groups. After the exit interview and before the letter was approved, Targa Sound made several minor changes to the PAP and provided the UTC with an updated PAP.

5.02 Findings