

## Public Awareness and Damage Prevention - Public Awareness

**1. Public Education Program (detail)** *Has the continuing public education (awareness) program been established as required?* (PD.PA.PROGRAM.P) (detail)

195.440(a) (195.440(h))

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**2. Management Support of Public Awareness Program (detail)** *Does the operator's program documentation demonstrate management support?* (PD.PA.MGMTSUPPORT.P) (detail)

195.440(a) (API RP 1162 Section 2.5; API RP 1162 Section 7.1)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**3. Asset Identification (detail)** *Does the program clearly identify the specific pipeline systems and facilities to be included in the program, along with the unique attributes and characteristics of each?* (PD.PA.ASSETS.P) (detail)

195.440(b) (API RP 1162, Section 2.7 Step 4)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**4. Audience Identification (detail)** *Does the 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?* (PD.PA.AUDIENCEID.P) (detail)

195.440(d) (195.440(e); 195.440(f); API RP 1162 Section 2.2; API RP1162 Section 3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**5. Audience Identification Records (detail)** Do records 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 to which it sends public awareness materials and messages? (PD.PA.AUDIENCEID.R) (detail)

195.440(d) (195.440(e); 195.440(f); API RP 1162 Section 2.2; API RP 1162 Section 3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**6. Messages, Delivery Methods, and Frequencies (detail)** Does the program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas where hazardous liquid or carbon dioxide is transported? (PD.PA.MESSAGES.P) (detail)

195.440(c) (API RP 1162 Section 3; API RP 1162 Section 4; API RP 1162 Section 5)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**7. Consideration of Supplemental Enhancements (detail)** Were relevant factors considered to determine the need for supplemental public awareness program enhancements for each stakeholder audience along all pipeline systems, as described in API RP 1162? (PD.PA.SUPPLEMENTAL.P) (detail)

195.440(c) (API RP 1162 Section 6.2)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**8. Educational Provisions (detail)** Did delivered messages specifically include provisions to educate the public, emergency officials, local public officials, and excavators on: (1) Use of a one-call notification system prior to excavation and other damage prevention activities; (2) Possible hazards associated with unintended releases from a hazardous liquid or carbon dioxide pipeline facility; (3) Physical indications of a possible release; (4) Steps to be taken for public safety in the event of a hazardous liquid or carbon dioxide pipeline release; and (5) Procedures to report such an event? (PD.PA.EDUCATE.R) (detail)

195.440(d) (195.440(f))

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**9. Messages on Pipeline Facility Locations (detail)** *Were messages developed and delivered to advise affected municipalities, school districts, businesses, and residents of pipeline facility location? (PD.PA.LOCATIONMESSAGE.R) (detail)*

195.440(e) (195.440(f))

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**10. Baseline Message Delivery Frequency (detail)** *Did the delivery of materials and messages meet or exceed the baseline delivery frequencies specified in API RP 1162, Table 2-1? (PD.PA.MESSAGEFREQUENCY.R) (detail)*

195.440(c) (API RP 1162 Table 2-1)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**11. Liaison with Public Officials (detail)** (presented above) *Do records indicate liaisons are established and maintained with appropriate fire, police and other public officials and utility owners in accordance with procedures? (EP.ERL.LIAISON.R) (detail)*

195.402(a) (195.402(c)(12); 195.440(c); API RP 1162 Section 4.4)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**12. Other Languages (detail)** *Does the program require that materials and messages be provided in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas? (PD.PA.LANGUAGE.P) (detail)*

195.440(g) (API RP 1162 Section 2.3.1)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**13. Other Languages (detail)** *Were materials and messages developed and delivered in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas? (PD.PA.LANGUAGE.R) (detail)*

195.440(g) (API RP 1162 Section 2.3.1)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

PHMSA Form 21 Question Set (IA Equivalent)  
PHMSA PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION FORM

**14. Evaluation Plan (detail)** *Does the program include a process that specifies how program implementation and effectiveness will be periodically evaluated?* (PD.PA.EVALPLAN.P) (detail)

195.440(i) (195.440(c); API RP 1162 Section 8; API RP 1162 Appendix E)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**15. Evaluate Program Implementation (detail)** *Has an audit or review of the public awareness program implementation been performed annually since the program was developed?* (PD.PA.EVALIMPL.R) (detail)

195.440(c) (195.440(i); API RP 1162 Section 8.3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**16. Acceptable Methods for Program Implementation Audits (detail)** *Was one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) used to complete the annual audit or review of the public awareness program implementation?* (PD.PA.AUDITMETHODS.R) (detail)

195.440(c) (195.440(i); API RP 1162 Section 8.3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**17. Program Changes and Improvements (detail)** *Were changes made to improve the program and/or the implementation process based on the results and findings of the annual audit(s)?* (PD.PA.PROGRAMIMPROVE.R) (detail)

195.440(c) (API RP 1162 Section 8.3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**18. Evaluating Program Effectiveness (detail)** *Have effectiveness evaluation(s) of the program been performed for all stakeholder groups in all notification areas along all systems covered by the program?* (PD.PA.EVALEFFECTIVENESS.R) (detail)

195.440(c) (API RP 1162 Sections 8.4)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**19. Measure Program Outreach (detail)** *In evaluating effectiveness, was actual program outreach for each stakeholder audience tracked?* (PD.PA.MEASUREOUTREACH.R) (detail)

195.440(c) (API RP 1162 Section 8.4.1)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**20. Measure Understandability of Message Content (detail)** *In evaluating program effectiveness, was the percentage of each stakeholder audience that understood and retained the key information from the messages determined?* (PD.PA.MEASUREUNDERSTANDABILITY.R) (detail)

195.440(c) (API RP 1162 Section 8.4.2)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**21. Measure Desired Stakeholder Behavior (detail)** *In evaluating program effectiveness, was evaluation made of whether appropriate preventive, response, and mitigative behaviors were understood and likely to be exhibited?* (PD.PA.MEASUREBEHAVIOR.R) (detail)

195.440(c) (API RP 1162 Section 8.4.3)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**22. Measure Bottom-Line Results (detail)** *Did the operator attempt to measure bottom-line results of the 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?* (PD.PA.MEASUREBOTTOM.R) (detail)

195.440(c) (API RP 1162 Section 8.4.4)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

**23. Program Changes (detail)** *Were needed changes and/or modifications to the program identified and documented based on the results and findings of the program effectiveness evaluations?* (PD.PA.CHANGES.R) (detail)

195.440(c) (API RP 1162 Section 2.7 (Step 12); API RP 1162 Section 8.5)

Sat+	Sat	Concern	Unsat	NA	NC

**Notes**

PHMSA Form 21 Question Set (IA Equivalent)  
PHMSA PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION FORM

**Acceptable Use:** Inspection documentation, including completed protocol forms, summary reports, executive summary reports, and enforcement documentation are for internal use only by federal or state pipeline safety regulators. Some inspection documentation may contain information which the operator considers to be confidential. In addition, supplemental inspection guidance and related documents in the file library are also for internal use only by federal or state pipeline safety regulators (with the exception of documents published in the federal register, such as advisory bulletins). Do not distribute or otherwise disclose such material outside of the state or federal pipeline regulatory organizations. Requests for such information from other government organizations (including, but not limited to, NTSB, GAO, IG, or Congressional Staff) should be referred to PHMSA Headquarters Management.