

**PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION
SPECIFIC INFORMATION**

Control Information

Inspection Start Date*:	12-5-2011 inspection conducted on the 5 th and 7 th	
Inspection End Date*:	12-7-2011	
OpID:	4500	
Parent Operator Name:	City of Enumclaw	
Unit ID (s):		
State/Other ID:	NA	
Activity Record ID No.	NA	
Address of Company Official*: The Honorable Liz Reynolds Mayor City of Enumclaw 1339 Griffin Avenue Enumclaw, WA 98022	Company Official*:	Liz Reynolds
	Title*:	Mayor
	Phone Number*:	360-825-3591-direct
	Fax Number:	360-825-1429-fax
	Email Address*:	lreynolds@ci.enumclaw.wa.us
Web Site:	City of Enumclaw	
Total Mileage (from page 3)*:	90	
Total Mileage in HCA:	0	
Number of Services (For Distribution):	4023	
Alternate MAOP (80% Rule):	NA	
No. of Special Permits:	NA	

Initial Date of Public Awareness Program*:	June 2006
Title of Current PAP*:	The City of Enumclaw Public Awareness Program
Current PAP Version*:	PA is updated and reviewed annually as part of the O&M. The PA has had 3 revision
Current PAP Date*:	12-31-2010

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

* Required field

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

Persons Interviewed*	Title/Organization*	Phone Number	Email Address
Ed Hawthorne	Gas Manager	360 615 5787	ehawthorne@ci.enumclaw.wa.us
Vickie Forler	Adm Assistant	360 615 5724	vforler@ci.enumclaw.wa.us

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

External Support Entity Name*	Part of Plan and/or Evaluation*	Phone Number	Email Address

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

Inspector Representative(s)*	PHMSA/State*	Region/State*	Email Address	Lead*
Patti Johnson	WA	Western	Pjohnson.utc.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*

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)
NA							

(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)
City of Enumclaw			WA	Na	Na	90	0

(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)
NA					

(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)
NA					

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

Total Mileage:	90
-----------------------	----

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. Vicki to get
- 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. Vicki
- 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>PAP is kept at Public Works Department, 1309 Myrtle Ave, and Enumclaw and is administered by Vicki Forler.</p> <p>Management support in PAP. Resolution 1411 was approved by the Enumclaw City Council on April 7, 2011. It committed to "historical 5,000 a year with a note that states continued to be funded through the operating budget in an amount as necessary to achieve the program's purpose." plus a list of what is to be accomplished.</p> <p>No third party involved currently. Previously uses the APGA Gold program.</p> <p>Reviewed Clearinghouse submittal with confirmation number of 935. Enumclaw has requested a copy of the clearinghouse letter indicating any deficiencies. Enumclaw wrote its plan in 2006, reformatted it to go into the O&M in 2007 and made updates in 2009, in addition every annual evaluation and implementation is described in detail in that years book titled</p>
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C - Not Checked (explain)*	

	Summary of Communication.
--	----------------------------------

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)

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).

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: The City of Enumclaw is a distribution system with all appropriate attributes. Procedure 7A, Section 5(b).
<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	

1.04 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)

- 1. Identify how the operator determines stakeholder notification areas and distance on either side of the pipeline.
- 2. Determine the process and/or data source used to identify each stakeholder audience.
- 3. 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: O&M Procedure 7B Section 2.1. Reviewed spreadsheet for each. Use billing system and GIS to determine list. City of Enumclaw uses the gas system boundary lines. Outside of the city this includes whole parcels, in some cases that is over 1000 feet, and in the city it includes all people along the pipeline. PSE is on the other side of the system boundary line in all cases. In all other areas the city uses all people on pipeline (Enumclaw verifies their
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	

	<p>number by comparing the gas and sewer records) Affected Public: Send 1200 to non-gas customers. Emergency Responders: All surrounding emergency agencies. In 2010 Ed hand delivered Enumclaw Emergency Plan to all Emergency Response Agencies and mailed to schools and Public Officials. Public Officials: Determined who to contact by visiting Muckleshoot's Tribe. It is Frank Jerry. Visited surrounds cities. Have 10. Excavators: Used the MRSC (Municipal Research and Services Center), this site is list of all contractors who can work in Enumclaw for the city, used excavators who requested locates in the city, all contractors who have worked in the city and the phone book. Reviewed list of list of stakeholders</p>
<p>Check exactly one box above. * Required field</p>	

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

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	O&M Procedure 7B, Appendix 7-B-1 Frequency for :
<input type="checkbox"/> N/A - Not Applicable (explain)*	Affected Public (non-customers) is annually. Reviewed 2009 the list and US Post Office proof of postage. Reviewed Supplemental in 2009 was city of Enumclaw street fair (July 24 and 25), twice a year there are newspapers adds and spots on Enumclaw's TV station.
<input type="checkbox"/> N/C – Not Checked (explain)*	Customers is twice annually reviewed bill stuffers, brochure. Supplemental in Street fair and gas department contacts that are not documented as such, will be in future. Phone and web survey contact that reminded them of safety and asked questions.

	<p>Emergency Responders: Annually. Mailing reviewed list and US Post Office proof of postage, they received letter and flyer. Supplemental Reviewed Gas Dept breakfast sign in sheet. Gas Manager met with each organization in their office. Reviewed 6-11-2009 letter sent to Enumclaw's fire Chief regarding notification of gas facility fire, where dispatch procedure was not followed.</p> <p>Public Officials: 3 years, although have documentation they have done annually; Reviewed documentation and specifically 2009 documentation -reviewed flyer and letter dated Sept 2009, Meet with Public Officials individually, City of Buckley Police chief, Fire Chief, Public works Director: and Gas Supervisor. Enumclaw fire department, gas shops, major, police and fire. Met with Valley Regional Fire Authority.</p> <p>Excavators: is annually, Reviewed Sept 2009 flyer mailed US Post Office proof. 2009 Breakfast meeting (this meeting held annually)</p>
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)*	<p>Comments: Evaluation Process O&M Procedure 7-E.</p> <p>Annual Plan Review is called Program implementation Review and every 4 years do Program Effectiveness Review. Reviewed Annual Plan review dated 11-21-2008, 12-18-2009, 12-31-2010 and 2011 in progress.</p> <p>Statistical Sample size and margin of error: From API standard E.3 Supplemental Information to Operators Conducting Surveys to Evaluate Effectiveness. A survey of 100 people in this 4000 population service area has a margin of area of +or – 10%. Recommend more detail in PAP regarding margin of error.</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	

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.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: City of Enumclaw O&M Procedure 7A, Section 7. Only in English. City Census Data, from city's web site indicated language spoken in area. They have 94% English, 3.4% Spanish or Latino. Recommend that web source and data be included in plan. Reviewed web site
<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 Brochures for affected public and letter emergency and public officials. Reviewed both and includes all required information. O&M Procedure 7, Section 7b. Called phone number which goes to city gas shop during day and to police dispatch after hours. 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	

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: All addresses, inside the gas system boundary are included. This includes schools, businesses and residents.
<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

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Reviewed all. All are done annually with additional supplemental. Note. That the O&M states Public official are every 3 years but documentation shows done annually.
<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: Reviewed all. The city of Enumclaw has a notebook for each year.
<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.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Emergency Officials: <ul style="list-style-type: none"> • Meet with annually, give every on an emergency response manual. All emergency first responders are part of the City of Enumclaw • Reviewed Additional Supplements for 2008, 2009, 2010 and 2011. Although completed 2011 annual evaluation is in the process of being completed. • Only one location the city of Enumclaw. Enumclaw expectations. Expectation outlined in Manual 3, Procedure 3-J. This is discussed with emergency officials at meeting. • Ensures information was communicated because of one on one or group meetings.
<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: Yes, Done annually and documented in the Summary of Communication for each year. This contains all documentation, etc. The annual audit is documented in memorandum titled Annual Review of PAP implementation
<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: Used internal Assessment, found in Manual 7E.
<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: Yes, documented in the annual memorandum of Annual Review of PAP implementation. Yes, implemented changes are included in the annual review.
<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: Effectiveness Evaluation conducted in June 2010,
<input type="checkbox"/> U - Unsatisfactory (explain)*	

<input type="checkbox"/> N/A - Not Applicable (explain)*	documented in 2010, Summary of Communication in book and titled Annual Review Public Awareness Program Effectiveness.
<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.
 - ***NOTE may be different AOC for different employee task groups and required action by them**

- Affected public
- Emergency officials
- Public officials
- Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Yes, contacted all stakeholders. Emergency Responders: is 12, mailed brochure and letter and hand delivered emergency manual Public Officials: is 8, mailed brochure and letter and hand delivered or mailed emergency manual Excavators: is 112 Affected Public: Non gas and non-water customers are 1200 along pipeline. Water customers total approximately of 1490 gas customers Total 4,023 Sample size is 100 based on API 1162 which makes a 10% margin of error. However, Enumclaw believes the margin of error is much smaller. This is adequate because the whole distribution system serves 4,023 meters.
<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: Excavators: out of 112 excavators 12 mailers returned because excavator was out of business. In 10% margin of error Emergency and Public Officials: 100% contact Affected Public: 100 % customers reached in bill stuffer and non-customers. For non-customers out of 1200 mailed approximately 100 returned, resubmitted and of those 60 returned again. Makes margin of error is 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	

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: Survey on city web page in 2011, and survey taken at street fair sign- in for BQ since 2006.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	

<input type="checkbox"/> N/C – Not Checked (explain)*	<p>Survey results computed and percentage of correct answers determines if the message was understood. This information is used in the annual audit. Survey percentages of correct answers used to determine if understood by affected public and excavators. Although the actual number was not recorded.</p> <p>Verbal feedback from one on one with emergency and public officials is 100% understanding.</p>
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)*	<p>Comments:</p> <p>The survey compares current year number of answers to previous years answer and an improvement is shown in 4 or 5 questions</p> <p>Excavators: In 2005 had 16 dig ins, 2006 had 15 dig ins, 2007 had 9, in 2008 had 5 dig ins, in 2009 had 6, in 2010 had 3, in 2011 to date. Information used for annual report and will be written in annual report in future.</p> <p>Public and Emergency officials: 100% because of one on ones</p> <p>Affected Public: Number of locates in 2006 456, 2007 308, 2009 483, 2010 524, 2011 to 10-31 391. Drop in 2010 believed to be caused by slow economy and slow down of building, dig in down see excavators,</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	

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: *Bottom line digs see previous questions. * In survey 83% agreed or strongly agreed the gas dept. is doing a good job of informing public of gas safety
<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: June 2010 findings good. Added council resolution to program. Improvements made, documented in each annual and in 2010 Additional supplements
<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	

5. Inspection Summary & Findings

5.01 Summary

Inspection indicated no probable violations or AOCs. Plan is well thought out.

5.02 Findings