

Emergency Responder Program

Purpose

The purpose of the program is to provide pipeline safety information to Emergency Responders.

Scope

The program is directed toward local, state, or regional officials, agencies, and organizations with emergency response and/or public safety jurisdiction over areas involving pipelines. These agencies include:

- Fire departments
- Police/Sheriff departments and Public Safety Answering Points (PSAP)
- Local Emergency Planning Commissions (LEPC)
- County Emergency Management Agencies (CEMA)
- Other local emergency response and public safety organizations

Emergency Officials will be identified through commercially available data sources, member information, and the web sign up database. The primary mailing list will be maintained internally by the Association. Additional data will be obtained from the National Public Safety Information Bureau. Background information about this list service can be found at: www.safetysource.com. Data used in the mailing list will be CASS certified, normalized, combined, and duplicates removed. This process will be used to develop the final mailing list. A listing of the NPSIB department descriptions along with the corresponding SIC Code and SIC description is included below under Standard Industry Classifications.

Program Elements

The elements in the program include:

- A direct mailing of the *Pipeline Emergency Response Guidelines* booklet with the training CD and the *Pipeline Awareness* newsletter for public officials. The mailing packet will include a customized cover letter listing the names of member companies in the county along with a description of the types of facilities they operate and their emergency and non-emergency phone numbers.
- An online interactive training web site with various pipeline emergency scenarios.
- The online training resource: Responding to Utility Emergency Emergencies.
- A mobile friendly web application providing pipeline information for specific locations.
- A web based listing of emergency response capabilities for pipeline members and emergency response agencies.
- A password protected web based mapping application displaying pipeline specific information for emergency planning purposes (company name, product transported, pipeline size, recommended evacuation distance, emergency phone, non-emergency phone, and links to additional documents).
- Where appropriate, supplemental email communications to the emergency management organizations, fire departments, and law enforcement agencies who have provided their email addresses to the Association during past communications.

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Message Content

Messages shall include the required messages contained in 49CFR192.615(c)(1) thru (4), 49CFR195.402(c)(12), 49CFR192.616, 49CFR195.440 and API RP-1162. These messages are listed below with the sections in the Pipeline Emergency Response Guidelines booklet where they are located shown in parenthesis. Refer to the table of contents for specific page numbers.

- Pipeline purpose and reliability
(*Pipeline Basics*)
- Location and purpose of gathering pipelines
(*Pipeline Basics*)
- Pipeline location information and availability of NPMS
(*Pipeline Basics*)
- Damage prevention activities
(*Damage Prevention a Shared Responsibility*)
- Awareness of hazards and prevention measures undertaken
(*Products Transported, Damage Prevention a Shared Responsibility, Appendix A*)
- Physical indications of a pipeline release
(*Products Transported and Appendix A*)
- Steps to take to protect the public in the event of a pipeline release
(*Incident Response Steps and Appendix A*)
- Procedures for reporting a pipeline emergency
(*Incident Response Steps*)
- Emergency preparedness communications
(*Emergency Preparedness*)
- The types of pipeline emergencies of which the operator notifies the officials
(*Emergency Preparedness*)
- The responsibility and resources of government organizations that may respond
(*Emergency Response Capabilities*)
- The operator's ability in responding to an emergency, and means of communication
(*Incident Response Steps, Emergency Response Capabilities*)
- How the operator and officials can engage in mutual assistance to minimize hazards
(*Emergency Preparedness, Incident Response Steps, Damage Prevention a Shared Responsibility*)
- Overview of operator's Integrity Management Programs
(*Damage Prevention a Shared Responsibility*)
- Company contacts
(*Additional Resources and back page of cover letter*)
- How to get additional information
(*Additional Resources*)

Program Evaluations

An evaluation of program effectiveness will be performed at least once every four years. Previous evaluations were performed in 2007, 2010 and 2014. The next scheduled evaluation will be performed in 2018.

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Documentation

All program documentation will be available from the website, including: identity of participating members, Emergency Responders contacted, copies of communications, and any survey results or feedback received.

Follow-up Communications

Stakeholders are encouraged to contact PAPA for additional information by sending e-mail correspondence to pipeline.association@pipelineawareness.info or indicating they would like additional information in the form for registering capabilities. The organization responds directly to all incoming e-mails and also forwards specific requests to local members. Follow up emails are archived in a documentation folder entitled "Follow-Up Communications".

Dues

The base dues for participation in the program are \$300 per member/county. This will be lowered in states where participation levels are sufficient to create cost sharing. Final program dues will be established in mid-February when all participation levels are known. Members will be invoiced in late February.

Sign up

Companies may sign up by sending an email to pipeline.association@pipelineawareness.info indicating the states and counties they wish to register. The deadline for registering in the program is January 20. The deadline for supplying company specific GIS files and pipeline information for the ISEPA mapping application is July 1.

Participating Members should provide company specific information for the mapping application. The information will be managed and maintained in accordance with the Association's *Confidential Member Information Policy* posted on the Association's web site. Additional details about the information and how it will be used are below:

Pipeline location – location information should be provided in a common GIS format. The preferred projection is WGS84. It should be reasonably accurate and contain the information necessary for the program. After initial processing, Members will be sent a KML file for verification. Members will be requested to review the information and confirm that it is approved for use in the program. Members should also provide updated information when there are significant changes to their pipeline system or facilities.

Product transported – the product contained in the pipeline must be provided by the Member. If the product is not provided, the pipeline information cannot be included in the application. Products should be identified with one of the product categories listed in the table below. Natural gas and petroleum gas must also be identified as odorized or un-odorized.

Pipeline size – this is the nominal outside diameter (OD) of the pipeline. It is not mandatory for the application. However, if it is provided, it may be included in the application and can be used to calculate recommended evacuation distances for natural gas.

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Pipeline pressure - this not displayed in the ISEPA application. However, if it is provided, it can be used to determine the recommended evacuation distances for natural gas pipelines.

Recommended initial evacuation distance – **this should be provided by the Member**. If it is not provided, then the default distance used in the application will follow the guidelines below. These distances are based on information taken from the DOT ERG.

Product	Distance (feet)
Natural Gas (Odorized and Un-odorized)	2640 feet (1/2 mile), unless additional information is provided; size only – may use pipeline size x 100 size and pressure – may use square root of pressure x size x 2.28
Petroleum Gas (Odorized and Un-odorized)	2640 feet (1/2 mile) in all cases
Petroleum Liquids	1000 feet in all cases
Anhydrous Ammonia	1000 feet in all cases
Carbon Dioxide	330 feet in all cases
Ethanol	1000 feet in all cases
Hydrogen Gas	2640 feet (1/2 mile), unless additional information is provided; size only – may use pipeline size x 100
Sour Gas (H2S)	Distance is dependent on H2S concentrations and must be provided by the Member
Sour Crude Oil (H2S)	Distance is dependent on H2S concentrations and must be provided by the Member
Liquids & Natural Gas	2640 feet (1/2 mile), unless additional information is provided; size only – may use pipeline size x 100 size and pressure – may use square root of pressure x size x 2.28

Standard Industry Classifications

NPSIB Department Description	SIC	SIC Description
State Police Troop Locations	922102	State Govt. Police
Sheriff's Departments	922103	Sheriff
Police Departments	922104	Police Departments
Campus Law Enforcement	922104	Police Departments
Bureau of Indian Affairs	922104	Police Departments
Airport Police Departments	922104	Police Departments
Harbor Police Departments	922104	Police Departments
Railroad Law Enforcement	922104	Police Departments
Fire Departments	922404	Fire Departments
Airport Departments	922404	Fire Departments
Harbor Departments	922404	Fire Departments
Emergency Management Agencies	922903	County Govt. Public Order Safety
Public Safety Answering Points (911)	922903	County Govt. Public Order Safety

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Program History

- 2006 – Initial mailing of *Pipeline Emergency Response Guidelines* Booklet to over 26,000 agencies.
- 2007 – Mailing of *Pipeline Emergency Response Guidelines* Booklet and Pipeline Emergency Contact Directory to over 26,000 agencies. The booklet included a chart of recommended evacuation distances for a natural gas pipeline leak (Appendix A) and a procedure for responding to a natural gas leak in a building (Appendix B).
- 2008 – Mailing of the *Pipeline Emergency Response Guidelines* Booklet and Pipeline Emergency Contact Directory to over 24,000 agencies. An interactive training web site with emergency response scenarios and other training materials was created and launched. Safety Source became the new provider of the mailing list.
- 2009 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD, the Pipeline Emergency Contact Directory, and the Pipeline Awareness Newsletter for public officials to over 24,000 agencies. Three additional scenarios were added to the interactive training site and the CD.
- 2010 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD, the Pipeline Emergency Contact Directory, and the Pipeline Awareness Newsletter for public officials to over 24,000 agencies. Two additional scenarios were added to the interactive training site and the CD, one for 911 dispatchers and one for a gas leak in a building. The online training program: *Responding to Utility Emergencies* developed by Mike Callan was also added to the training site. A new emergency response capabilities database and web application was also created and provided to the agencies.
- 2011 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD and the Pipeline Awareness Newsletter for public officials to over 21,000 agencies. Scenario number 9 addressing a liquids pipeline leak near a body of water was added to the interactive training site and the CD. The cover letter for the emergency responder mailing was customized by county and included information just for the member companies in that county. The *Pipeline Emergency Response Guidelines* booklet was redesigned and color illustrations were added to each section. Product specific leak, hazard, and emergency response information was added as a new Appendix C. A questionnaire was included in the emergency responder mailing to facilitate two way communications with the agencies and guide program improvements going forward. An additional data source (InfoUSA) was used to enhance the mailing list for emergency responders. This increased the list by approximately 12% and added additional substation or auxiliary locations. A new video for emergency responders addressing the lessons learned from a serious pipeline incident in Lafayette IN was created. Three additional capabilities were added to the ER capabilities application: certification under NFPA 472, familiarity with NFPA 329, and accessing the National Pipeline Mapping System.
- 2012 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 25,000 agencies. A stand-alone version of the online training course “Responding to Utility Emergencies” and a

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copy of the lessons learned video from the pipeline incident in Lafayette IN were included on the CD. The information in the *Pipeline Emergency Response Guidelines* booklet was reorganized and a new section titled “Emergency Preparedness” was added. A questionnaire was included in the emergency responder mailing to facilitate two way communications with the agencies and guide program improvements going forward.

- 2013 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 13,000 agencies in 29 states. A stand-alone version of the online emergency response training scenarios was included on the CD. The appendices contained in the *Pipeline Emergency Response Guidelines* booklet were reorganized. Background information for various products and facilities was added to Appendix A and specific information about product characteristics was included in the new Appendix B. An additional page containing the Emergency Response Capabilities form was also added to the booklet. The Identified Site Emergency Planning Application was incorporated into the program and information about the new mapping application was included in the cover letter. The mailing was sent First Class and 27 returns were received within 25 days of the mailing. The undeliverable addresses were corrected and the packets were re-mailed.
- 2014 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 13,000 agencies in 29 states. A complete copy of the Association’s version of Digging Dangers #24 - “Strike Three” was included on the CD. Additional content was added to the *Pipeline Emergency Response Guidelines* booklet. This included: information about the ISEPA mapping application, a new section for Products Transported, added information in the section on “Working Together with the Operator” and a new section in the back containing information about “Additional Resources”. The cover letter included information about emergency response capabilities and a prepaid return envelope. The mailing was sent First Class and 250 returns were received within 35 days of the mailing. The undeliverable addresses were researched, corrected or deleted, and packets were re-mailed.
- 2015 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 18,800 agencies in 725 counties. A complete copy of the Association’s new training web site was included on the CD. A downloadable power point presentation for the material in the PERG booklet along with an instructors’ guide were developed and added to the new training web site in 2016. Additional content was added to the *Pipeline Emergency Response Guidelines* booklet. This included four pages of additional content with images and information about various types of pipeline facilities. The cover letter included information about emergency response capabilities and a prepaid return envelope. The mailing was sent First Class and 114 returns were received within 35 days of the mailing. The undeliverable addresses were researched, corrected or deleted, and packets were re-mailed.
- 2016 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 20,500 agencies in 745 counties. A complete copy of the Association’s new training web site was included on

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the CD. A case study of the 2010 hazardous liquids release into the Yellowstone River was created. A video of this case study, the natural gas case study and the general pipeline safety video were added to the training web site and the CD. The cover letter included information about emergency response capabilities and a prepaid return envelope. The mailing was sent First Class and 179 returns were received within 35 days of the mailing. The undeliverable addresses were researched, corrected or deleted, and 80 packets were re-mailed.

2017 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 30,500 agencies in 1162 counties. Eight pages of new content was added to the PERG booklet, including: a new appendix covering storage facilities, enhanced security messaging, information about EFV's and curb valves and additional Layar content for NPMS. The response steps were modified to more closely match the response steps identified in the DOT ERG. The cover letter included information about emergency response capabilities and a prepaid return envelope. The mailing was sent First Class and 244 returns were received within 45 days of the mailing. The undeliverable addresses were researched, corrected or deleted, and 90 packets were re-mailed.