



Pipeline Association for Public Awareness 2018—Public Officials Survey Research Report

*Prepared for Pipeline Association for Public Awareness
By Culver Company, LLC
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INTRODUCTION

This report was commissioned by the Pipeline Association for Public Awareness and conducted by Culver Company. The purpose of the study was to measure knowledge among Public Officials about issues relating to pipelines, pipeline safety and related matters, and to compare these data with those found in similar studies conducted in 2007, 2010 and 2014. The information contained in this report is based on 500 in-depth interviews conducted from January to February 2018.

SURVEY METHODOLOGY:

All surveys are completed using the pure random sample methodology by experienced executive interviewers using Computer-Assisted Telephone Interviewing (CATI) software. The CATI software selects the sample and leads the interviewer through the questionnaire. It automatically adjusts for “skip patterns,” and reduces the possibility of interviewer error.

The sample universe was comprised of stakeholders included on the mailing list for the previous year’s communication program. Every stakeholder on the list has an equal chance of being interviewed. The complete list of states, counties and stakeholder organizations included in the mailing is available from the program documentation folder on the web site. The total number of stakeholders in this database was approximately 53,000.

When reviewing the results from this survey, it should be kept in mind that all surveys are subject to sampling error. Sampling error, simply stated, is the difference between the results obtained from a sample and those that would be obtained by surveying the entire population under consideration. The overall sampling error for this survey is approximately +/-4.5% at a 95% confidence interval.

HOMOGENEOUS NATURE OF STAKEHOLDER AUDIENCES:

This stakeholder audience is determined to be homogeneous because 89% of the respondents replied “yes” to the question, “*In general, do you feel the information on pipeline safety you have received would be relevant and applicable if you relocated to another part of the country for the same kind of work?*” and the information communicated through the program is widely applicable to all geographic areas and pipeline systems. Additional supporting factors include:

- Within specific product categories (e.g., natural gas, hazardous liquids, highly volatile liquids, etc.), the products transported by individual member pipelines have similar characteristics and will behave in a similar manner when released,
- The program materials contain messages applicable to the specific product categories and the products transported by the individual member pipelines,
- The required messages are general in nature and contain basic information that is intended to be widely understood across each audience,
- The laws and regulations governing the operation of pipelines, excavation activities, emergency response and other governmental services are consistent enough from state to state such that the expectations of the audiences are uniform with respect to the subject matter contained in the programs and the level of detail required in the messaging.

APPLICABILITY:

This study should only be used to evaluate the collaborative program conducted by the Pipeline Association for Public Awareness and should not be classified as an “industry” or “trade association” survey. Segmentation of the survey results by operator, state or other separation would reduce the accuracy of the results and not provide any additional information necessary to adequately evaluate the program’s effectiveness. The basic principles of research theory can be applied because the sampling method is purely random and the audience is homogenous. The results are valid for all participating members where the content of the materials adequately address their specific products.

CULVER COMPANY

STUDY FINDINGS

Defining the Term “Pipeline”

When asked what kinds of facilities come to mind when they hear the word “pipeline,” respondents identify a wide variety of facilities, most commonly natural gas (39%) and liquids such as oil and gasoline (33%).

TABLE 1

“When you hear the word, ‘pipeline,’ what kinds of facilities come to mind?”

Facilities	Percent of Respondents			
	2007	2010	2014	2018
Pipes that carry natural gas	52	52	53	39
Pipes that carry liquids (oil, gasoline)	46	46	52	33
Below ground pipes	21	14	15	10
Water pipes	7	15	7	15
Sewer pipes	4	8	7	9
Large-diameter pipes	7	4	5	3
Above-ground pipes	8	3	3	*
Storm drains	1	0	3	1
Transfer stations	1	4	3	2
Other hazardous liquids		0	2	4
The Alaskan Pipeline	5	2	2	0
Small pipes	7	2	1	*
Don't know	4	4	1	1

Totals exceed 100% due to multiple responses

*Indicates less than half of 1%

Just over half (51%) of public officials define pipelines as something as small as one or two inches in diameter.

TABLE 2

“What is the smallest diameter pipe, in inches, that you would consider to be a pipeline?”

Response	Percent of Respondents			
	2007	2010	2014	2018
1 to 2 inches	29	39	56	51
3 to 5 inches	17	19	19	12
6 to 10 inches	16	15	13	9
10+ inches	11	7	6	4
Don't know	27	20	6	24

When asked what types of products they believe pipelines carry, more than half (54%) identify natural gas transmission pipelines, nearly 1 in 4 (23%) mention local natural gas distribution pipelines and 1 in 3 (33%) mention petroleum products.

TABLE 3

“And, when you hear the word ‘pipeline,’ what types of products do you believe the pipelines carry?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Natural gas transmission pipelines	62	62	71	54
Local natural gas distribution lines	47	44	58	23
Petroleum products	43	52	50	33
Water/Waste water	13	24	11	22
Sewage	6	10	7	0
Utilities	1	3	1	0
All kinds	1	2	1	1
Fiber optics		*	1	*
Don't know	4	2	1	0

Totals exceed 100% due to multiple responses

*Indicates less than half of 1%

Awareness of Facilities in Their Community

About 9 in 10 respondents are aware of the existence of local pipelines distributing natural gas to residential and business users (92%), and of natural gas pipelines, compressor stations, processing or storage facilities (89%). Almost 6 in 10 (56%) are aware of other hazardous liquids pipelines, pump stations, processing or storage facilities.

TABLE 4

“As far as you know, do you have any of the following kinds of facilities located in your community?”

Facilities	Percent of Respondents			
	2007	2010	2014	2018
Local pipelines distributing natural gas to residential and business users	81	81	92	92
Natural gas pipelines, compressor stations, processing or storage facilities	80	81	87	89
Other hazardous liquids pipelines, pump stations, processing or storage facilities	49	43	62	56

Awareness of Pipeline Companies Operating in Their Jurisdiction

Nearly 3 in 4 (74%) respondents indicate they know the name of the pipeline operator in their area, consistent with prior studies.

TABLE 5

“Do you know the name of the pipeline companies operating in your jurisdiction?”

Year	Percent “Yes”
2007	71
2010	72
2014	78
2018	74

Minimizing Hazards and Damage to Pipelines

Posting signs and yellow markers is the step most frequently mentioned (43%) among things pipeline operators do to minimize hazards or damage to their pipelines. Awareness of routine inspections/maintenance and training by pipeline operators is higher (28%) than in previous studies.

TABLE 6

“To the best of your knowledge, what things do pipeline companies do to minimize hazards or damage to their pipelines?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Post signs/yellow markers	37	37	53	43
Belong to One Call system	25	18	32	8
Bury them	21	9	21	3
Provide safety sheet information	16	9	12	7
Test pipe integrity with internal devices	17	9	11	3
Patrol the pipelines	13	6	8	12
Routine inspections/maintenance	6	13	8	28
Fence them off from public	13	4	7	4
Provide informational training seminars	2	5	5	13
Public notification		3	4	5
Put locator devices in them		0	2	1
Don't know	26	23	8	15

Totals exceed 100% due to multiple responses

*Indicates less than half of 1%

Citizen Concerns About Pipeline Safety

Only 6% of respondents recall a citizen or business expressing concern in the past 12 months over pipeline safety issues, including hazardous liquids.

TABLE 7

“To the best of your recollection, have any local citizens or businesses in your community expressed concern in the past 12 months about any issue regarding hazardous liquids or natural gas safety?”

Year	Percent “Yes”
2007	13
2010	13
2014	15
2018	6

Last Contact with Pipeline Industry Representative

Almost 6 in 10 (58%) public officials have had a contact from a pipeline industry representative related to safety issues in the last year.

TABLE 8

“Before today, when was your last contact with someone from the pipeline industry related to pipeline safety?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Within past 12 months	47	47	64	58
13 to 24 months ago	7	6	9	6
25+ months ago	12	13	7	7
Can't recall	34	34	20	29

Awareness of NPMS

More than half (55%) of public officials interviewed indicated they were aware of the National Pipeline Mapping System (NPMS) prior to hearing the question, an increase of 24 percentage points since 2010.

TABLE 9

“There is a National Pipeline Mapping System called the NPMS that provides contact information on pipeline operators operating in your jurisdiction and the location of the pipelines they operate. Were you aware of this system, before I mentioned it to you just now?”

Year	Percent “Yes”
2007	31
2010	31
2014	45
2018	55

Awareness of One Call

Over 9 in 10 (97%) respondents are aware of the “One Call” free information system.

TABLE 10

“There is a free information system called “One Call” or 8-1-1 that anyone who plans to do an excavation is required to call before digging. Someone will then come and mark the location of underground utilities, including hazardous liquids and natural gas pipelines, prior to the start of an excavation. Before I read this to you just now, were you aware of the “One Call” system and the service provided?”

Year	Percent “Yes”
2007	84
2010	93
2014	91
2018	97

How Well Informed Respondents Feel They Are

Nearly 3 in 10 (28%) respondents described themselves as “very well” informed on pipeline and facilities safety issues, while 6 in 10 (60%) indicated they are “somewhat well” informed and only 12% feel they are not well informed.

TABLE 11

“Thinking about your job and any responsibilities you may have as regards hazardous liquids and natural gas pipeline and facilities safety, would you say you consider yourself very well informed, somewhat well informed, or not all that well informed?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Very well informed	21	25	35	28
Somewhat well informed	58	51	53	60
Not well informed	21	24	12	12

With the rise in the percentage of public officials who feel well informed on pipeline safety, the percentage who feel they need additional information has declined by 6 percentage points since the 2010 study.

TABLE 12

“Do you feel that you need additional information about pipeline safety from pipeline companies?”

Year	Percent “Yes”
2007	23
2010	29
2014	21
2018	17

Those who feel they need additional information on pipeline safety were asked what type of information they need. General information and maps and location information are mentioned most often. Verbatim responses are displayed below.

TABLE 13

“(IF YES IN Q11, ASK) What specific type of information do you need?”

Verbatim Responses

All the contact people

Any changes, new guidelines that pipeline companies would like us to follow, any tree planting guidelines to make sure aerial surveillance is not affected

Contact about proposed projects, new distribution lines, especially natural gas

Contact information (2 responses)

Depth of the pipeline (2 responses)

Depth, and types of materials

Education

Exact location of all facilities

Facility contact information

General information (11 responses)

General info about pipeline operations

General info about safety, and location of pipelines in my area

General info regarding safety

General information about them, the underground stuff

General information on pipeline management and safety

General pipeline safety information

Hazardous pipelines that I am not aware of

How pipelines are handled, contact information, where they are

I don't really know. Not sure what would be of benefit to us

I think just continued education

I think we have better maps on where pipelines are

I would like more information on the NPMS and training videos for crew safety meetings

If they are going to be doing work in our area. Around the local school facility

If you could get depth, One Call marks the location but sometimes it's hard to get someone to give you a rough idea of the depth from the ground surface. If we are putting in drainage pipe we need to know what kind of clearances

In my situation, when the pipelines are going in, and location

(Continued)

In the design phase, our consultants call 811 and the locates they receive are not as thorough as in the construction phase

Just change in technology, I always take new information

Just general information

Just mapping and what's expected of us

Listing of pipeline operators' phone numbers

Location and types of materials

Location of facilities and contact info

Location of main lines and service lines in my community, information on appropriate set-backs

Location of pipelines in area

Location of pipes, hazards to the environment, what is the process of clean-up

Location, identification, and the amount

Location, types, materials being piped, leaks in the area, when the pipes were installed, lifespan of pipelines

Locations

Locations of active and abandoned lines

Locations, GIS locations, work with our GIS coordinator to get all those

Locations, warnings, maintenance department trained on preventing problems. Understanding you can't penetrate ground before calling 8-1-1

Maintenance cycle, and location of maintenance through cycle

Map isn't accurate

Mapping

Mapping that shows where the pipelines are. What type of pipelines are in certain locations. If you tell me there's a pipeline that runs on this property. The provider and what type, etc.

More information on the NPMS

More local communication

Pamphlets/brochures regarding safety

Periodically any new procedures, safety updates

Pipeline infrastructure needs to be kept safe away from terroristic activities, but I need to be kept up to date.

Pipeline safety

Probably the depth at which the lines are buried and what they carry

Safety awareness

Safety information (4 responses)

(Continued)

Safety information regarding hazardous pipelines

Safety refresher on safety

Safety related to it

State rules require operators to report certain issues - those are the things I am looking at. I wish there were more rules on filing reports prior to incidents

Tell us where they are located so that we can keep track of them

The activities they are involved with specifically

Typically, existing locations when we are designing and locating roadways

Well, quality of the material, for a metal pipe for example, the inconsistencies, if it's a tiny leak, you won't notice, so there should something in leak inspection

What we have in our city

Where pipes are located

Would like to know when they are going to tap the line on my property

Sources of Information Received in the Past Year

Further evidence of the industry outreach to public officials may be seen in Table 14. Receipt of safety information from local gas companies and the pipeline industry has increased in each iteration of this study. Only 8% of 2018 respondents were unable to recall receiving information in any of the ways tested.

TABLE 14

“In the past twelve months, have you personally received information regarding hazardous liquids or natural gas pipeline safety in any of the following ways?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Through regular mail	43	45	61	71
From local gas companies	36	40	51	58
From the pipeline industry	31	38	48	52
Through email communications	21	25	42	64
From your department	26	21	38	24
At seminars	27	27	34	23
Through pipeline safety classes at your place of work	23	21	31	17
From state safety agencies	21	23	29	25
On internet safety sites	18	16	26	33
Through personal meetings with a representative of a pipeline company	26	27	25	28
From Federal safety agencies	17	15	21	15
No to all	28	28	12	8

Best Ways to Receive Information

Respondents were asked to name the best ways for them to receive information on pipeline safety. Email (72%) is now by far the preferred delivery method, followed by regular mail (45%).

TABLE 15

“Considering your own work style, what would you say is the best way for you to receive information regarding pipeline safety?”

Communication Channel	Percent of Respondents			
	2007	2010	2014	2018
Email	34	43	48	72
Regular mail	56	53	49	45
Personal meetings	7	6	8	5
Pipeline safety classes	11	5	7	1
Internet safety sites	10	8	4	6
Other	2	2	1	6
None/no need	4	1	1	1

Totals exceed 100% due to multiple responses

Responsibility for Developing Emergency Procedures

As shown in Table 16, there is little consensus among public officials as to who or what entity is responsible for developing pipeline emergency procedures in their jurisdictions, although increasingly they view it as the role of the local gas company or pipeline owner.

TABLE 16

“As far as you know, who has the responsibility for preparing pipeline emergency procedures that should be followed in your jurisdiction?”

Response	Percent of Respondents			
	2007	2010	2014	2018
Local utility company/district/pipeline owner	12	21	15	34
Fire protective service/paramedics	25	29	34	22
Emergency management agency	10	11	10	19
County or city government	28	26	37	15
Myself	1	2	1	4
Police/sheriff/marshal	10	10	5	3
State government	9	6	4	2
Homeland Security	5	3	5	*
Federal government	5	2	2	*
Don't know	10	7	4	7

Totals exceed 100% due to multiple responses

*Indicates less than half of 1%

Suggestions for Improved Communications

Finally, all respondents were asked for their suggestions on how to improve communications with them in the future on issues relating to pipeline safety. Over 8 in 10 (85%) gave no such suggestions. A verbatim list of suggestions made in this survey is provided below.

TABLE 17

“Considering all the things we have just been talking about, are there any suggestions you would make about how to improve future communications to people such as yourself about pipeline safety and other pipeline issues?”

Response	Percent of Respondents
No suggestions	85

Verbatim Responses

Actually have conversation

Again, I'd like the GIS information, so when we are designing things we don't hit them

Anything new

As much continued education about it as possible

Better communication back and forth

Cold call once in a while, phone calls always helpful

Everybody hates the pipeline companies, I would put the numbers out there. Facts and figures. You've got to start from the bottom up

Have more local safety seminars

Have more local seminars about general info/safety

Have them more local, the training; don't have to travel so far

I have received a ton of phone calls this year. I think one or two suffices

I think it's covered well

I think that you guys need to clarify what you are going to be asking so you talk to the right person.

I think the one thing is when we get the information, it is difficult to tell who the material is directed at

I think there is a disconnect when it comes to maintenance. The pipeline industry needs to include subcontractors in all their communications. We had a case where we prohibited a company from coming in to work because they were not well informed

(Continued)

I think they do a wonderful job doing that

I think we are not well informed, we are not involved in planning process and that creates problems

I think what you are suggesting is good, keeping development directors in the loop on any new changes

If the public had more visual examples of pipeline mapping. Plus pipe depth, that would help raise awareness to how deep the pipeline actually is

If there were representatives that would come to the municipalities and provide some education as far as what we need to know for road purposes; for development purposes

Increased communication from development companies

Information through email (10 responses)

Informational articles in municipal trade magazines

It would be nice to get it directly to get it from the companies that are installing in my community

Keeping us more informed on what's going on and what's new in the area

Localized training or seminars. Offering those would be good

Mail

Make things and information should be clear and simple

Maps of the county

Maybe to have a representative at a finance office or school, training even

More classes that pertain to our specific area

More communication and webinar trainings

Move to renewable energy so we don't need pipelines - wouldn't need pipeline safety

Newsletter or email (4 responses)

Newsletters (6 responses)

No, for the most time those involved in the industry are on that

No, I guess if it was a big concern, I'm sure the companies would step up. If we wanted information, we would just approach the companies

No, I think it's good as it can be

No, I think they do a good job

No, just more communication

No, we have a good working relationship with the gas companies

(Continued)

Not really, because the only time we start to deal with the pipelines is when someone proposes a project

Not sure, no ways to improve or change. Emergency Management Coordinator works for the gas company, so we are better informed than most

One Call

Phone call like we are having now, email, and representative showing up at schools

Pipelines need to reach out more often. In a bigger broadcast area to notify and/or survey the local government agency, etc. That would have a need for knowing where pipelines and what type are located

Pipeline training offered on how to handle gas leaks. I would attend that

Probably communicate with residents more rather than through the industry. There are shortcomings in communication with residents

Probably more public outreach and more communications with individuals instead of going through government officials, should be dealt with the public

Probably some type of mailer that catches your eye about safety distribution systems

Providing information material through class or emails

Put on seminars more often

Regular mail

Regular mail or if it comes through email. Probably regular mail

Semi-annual bulletin, information pamphlets

Surveys via email

Talking to somebody who has something to do with it

That the pipeline companies would meet with us

They are giving too many pieces of literature not enough time to read all communication

They could probably do better on their awareness program

We have safety meetings we hold and invite a representative, that's the best way to hear it

We just need data for GIS system, our mapping system

We know nothing of the piping process and have no backup plan

Well, it would be nice to see that type of information on the local internet sites, newspapers and television

Well, from a township standpoint, I feel all pipeline companies need to be in the One Call system, I know that some gas companies are not, and they don't come out and mark their lines. It is a safety hazard for us. Distribution companies don't have to

Working through the local utility company

Yes, they should locate their facilities using mapping systems

Yes, there needs to be formal education, as well as training for pipelines

Applicability of Safety Information Nationally

Approximately 9 in 10 (89%) respondents feel the information they have received on pipeline safety would be relevant and applicable in any other part of the country.

TABLE 18

“In general, do you feel the information on pipeline safety you have received would be relevant and applicable if you relocated to another part of the country for the same kind of work?”

Response	Percent of Respondents
Yes	89
No	6
Not Sure	5

APPENDIX

- Respondent Profile
- Questionnaire

Respondent Profile

Office Held	Number of Respondents
Staff	323
Appointed	148
Elected	26
Refused	3
Total	500

Jurisdiction Type	Number of Respondents
City	211
County	138
Town/Township	70
Other	81
Total	500

Questionnaire

CULVER COMPANY
(602) 614-2331

PROJECT 11125

PUBLIC OFFICIALS STUDY
Pipeline Association for Public Awareness
2018

Hello: my name is _____ and I am conducting a survey on pipeline safety issues and information needs among public officials. The study is a part of the ongoing effort by the Pipeline Association for Public Awareness to provide pipeline safety information to public officials such as yourself. The questions take only about five to six minutes.

A.. To make sure I am speaking with the right person let me first ask this: Are you or is anyone in your office or department involved in reviewing plans, providing input, approving or overseeing any of the following:

	Yes	No	Unsure
a. The siting or location of new hazardous liquid or natural gas pipelines	1	2	3
b. Residential, commercial or commercial developments.	1	2	3
c. Reviewing, approving or maintaining any street, road or highways in your area	1	2	3
d. Identifying or inspecting hazardous liquids or natural gas pipeline or related facilities.	1	2	3

(IF NO OR UNSURE TO ALL, THANK AND TERMINATE)

B. And would you personally be involved in any way in any of the issues I just described or would such matters be handled by someone else?

YES – CONTINUE

NO – ASK TO SPEAK WITH THE PERSON WHO WOULD HAVE THAT
RESPONSIBILITY AND ARRANGE FOR A CALL BACK.

(WHEN CORRECT PERSON IS ON THE LINE, START AT THE TOP
AND CONDUCT FULL INTERVIEW)

1. When you hear the word, “pipeline,” what kinds of facilities come to mind? (DO NOT READ LIST)
- Large diameter pipes...1
 - Pipes that carry liquid products (oil/gasoline)...2
 - Pipes that carry natural gas...3
 - The Alaskan Pipeline...4
 - Below ground pipes...5
 - Above ground pipes...6
 - Small pipes...7
 - Other (SPECIFY) _____...8
 - Nothing/Don't know...9

1a. What is the smallest diameter pipe, in inches, that you would consider to be a pipeline? (___)

2. And, when you hear the word “pipeline,” what types of products do you believe the pipelines carry? (DO NOT READ LIST)
- Local natural gas distribution pipelines...1
 - Natural gas transmission pipelines...2
 - Petroleum products, etc ...3
 - Other (SPECIFY) _____...4
 - Nothing/Don't know...5

3. As far as you know, do you have any of the following kinds of facilities located in your community?

	Yes	No	Not Sure
A. Natural gas pipelines, compressor stations, processing or storage facilities.....	1	2	3
B. Other hazardous liquid pipelines, natural gas receiving, transmission, distribution or storage facilities	1	2	3
C. Local pipelines distributing natural gas to residential and business users.....	1	2	3

4. Do you know the name of the pipeline companies operating in your jurisdiction? Yes...1
No...2
Unsure...3

5. To the best of your knowledge, what things do pipeline companies do to minimize hazards or damage to their pipelines? (DO NOT READ LIST; CHECK ALL MENTIONED)

Bury them...1
Fence them off from the public...2
Patrol the pipelines...3
Belong to the "One Call" System (call before digging)4
Test pipe integrity with internal testing devices...5
Post signs so public knows where they are (yellow markers)...6
Provide safety sheet information...7
Other (SPECIFY _____) 8
Not sure, do not know...9

6. To the best of your recollection, have any local citizens or businesses in your community expressed concern in the last 12 months about any issue regarding hazardous liquids or natural gas safety? Yes...1
No...2
Not sure...3

7. Before today, when was your last contact with someone from the pipeline industry related to pipeline safety? (READ RESPONSES, CHECK ONLY ONE)

Within the past 12 months...1
13 to 24 months ago...2
25 or more months ago...3
Can't recall...4

8. There is a National Pipeline Mapping System called the NPMS that provides contact information on pipeline operators operating in your jurisdiction and the location of the pipelines they operate. Were you aware of this system, before I mentioned it to you just now. Yes...1
No...2
Unsure...3

9. There is a free information system called "One Call" or 8-1-1 that anyone who plans to do an excavation is required to call before digging. Someone will then come and mark the location of underground utilities, including hazardous liquids and natural gas pipelines, prior to the start of an excavation. Before I read this to you just now, were you aware of the "One Call" system and the service provided? Yes...1
No...2
Unsure...3

10. Thinking about your job and any responsibilities you may have as regards hazardous liquids and natural gas pipeline and facilities safety, would you say you consider yourself very well informed, somewhat well informed, or not all that well informed? Very well informed...1
Somewhat well informed...2
Not well informed...3
Unsure...4

11. Do you feel that you need additional information from pipeline companies? Yes...1
No...2
Unsure...3

11a. (IF YES IN Q11, ASK:) What specific information do you need?

12. In the past twelve months, have you personally received information regarding hazardous liquids or natural gas pipeline safety in any of the following ways (READ LIST)

	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
A. Through regular mail.....	1	2	3
B. Through pipeline safety classes at your place of work.....	1	2	3
C. At seminars	1	2	3
D. Through personal meetings with a representative of a pipeline company	1	2	3
E. Through e-mail communications.....	1	2	3
F. On internet safety sites	1	2	3
G. From your department	1	2	3
H. From local gas companies	1	2	3
I. From Federal safety agencies.....	1	2	3
J. From state safety agencies.....	1	2	3
K. From the pipeline industry.....	1	2	3

13. Considering your own work style, what would you say is the best way for you to receive information regarding pipeline safety.(DO NOT READ LIST - CHECK ALL MENTIONS)

Regular mail...1
Pipeline safety classes at work...2
At seminars...3
Personal meetings with a pipeline
company representative...4
Through e-mail communications...5
Internet Safety sites...6
Other (specify in Detail _____)...7

14. As far as you know, who has the responsibility for preparing pipeline emergency procedures that should be followed in your jurisdiction? (DO NOT READ LIST CHECK ALL MENTIONS)

Fire protective service including
paramedics...1
Police, sheriff, marshal...2
Homeland security...3
Federal government...4
State government...5
County or city government...6
Other (SPECIFY _____)...7

15. In general, do you feel the information on pipeline safety you have received would be relevant and applicable if you relocated to another part of the country for the same kind of work? Yes...1
No...2
Don't know/Refused...3

16. Considering all the things we have just been talking about, are there any suggestions you would make about how to improve future communications to people such as yourself about pipeline safety and other pipeline issues?

DEMOGRAPHICS

A. Which of the following best describes the office you hold? (READ EACH)

- Elected...1
- Appointed...2
- Staff...3

B. Do you represent a city, a town or township, a county or some other form of municipality?

- City...1
- Town/Township...2
- County...3
- Other...4

Thank you very much, that completes this interview. My supervisor may want to call you to verify that I conducted this interview so may I have your first name so that they may do so? (VERIFY PHONE NUMBER)

NAME: _____ PHONE #: _____

TIME END: _____ TOTAL TIME: _____