

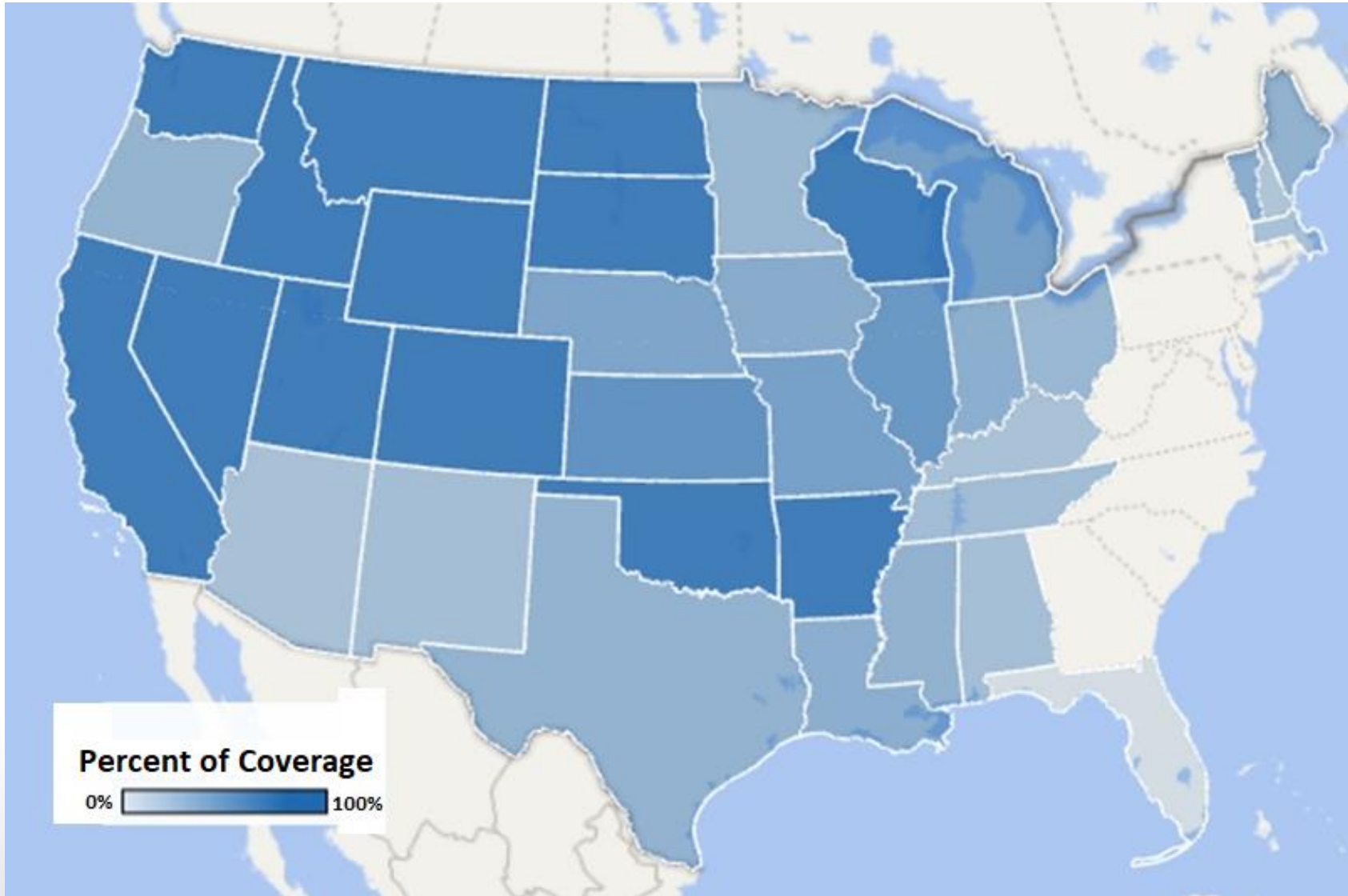
Stakeholder Engagement

Insights from Research

Survey Methodology

- 500 in-depth telephone interviews from each group
- Emergency Responder (ER) sample universe – 27,000
- Public Officials (PO) sample universe – 60,000
- Excavators (EX) sample universe – 450,000
- Simple random selection – computer generated
- Conducted in first quarter of 2007, 2010, 2014, 2018
- Approximately 40 states
- Primarily in the western and mid-west states

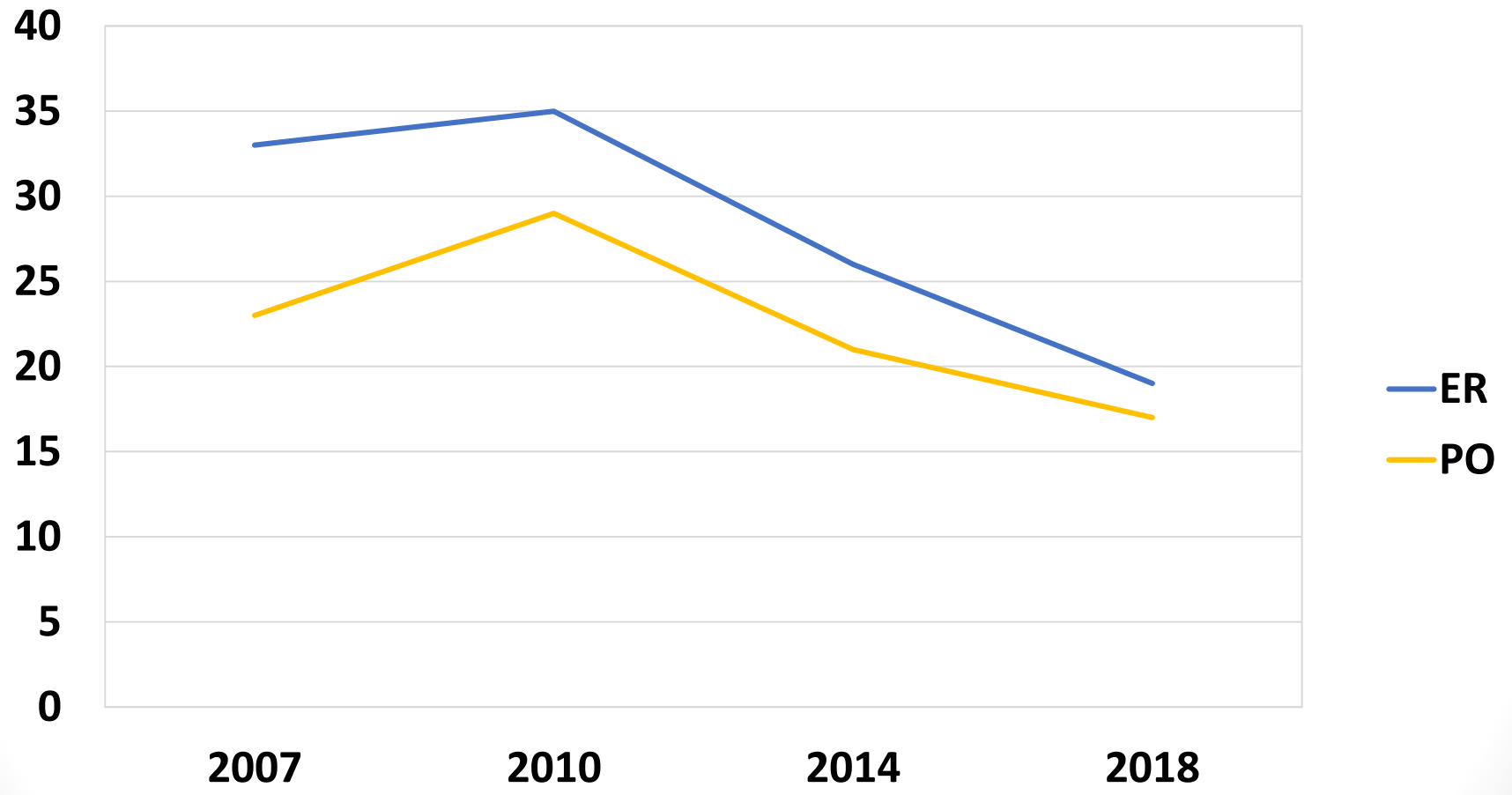
Geographic Area



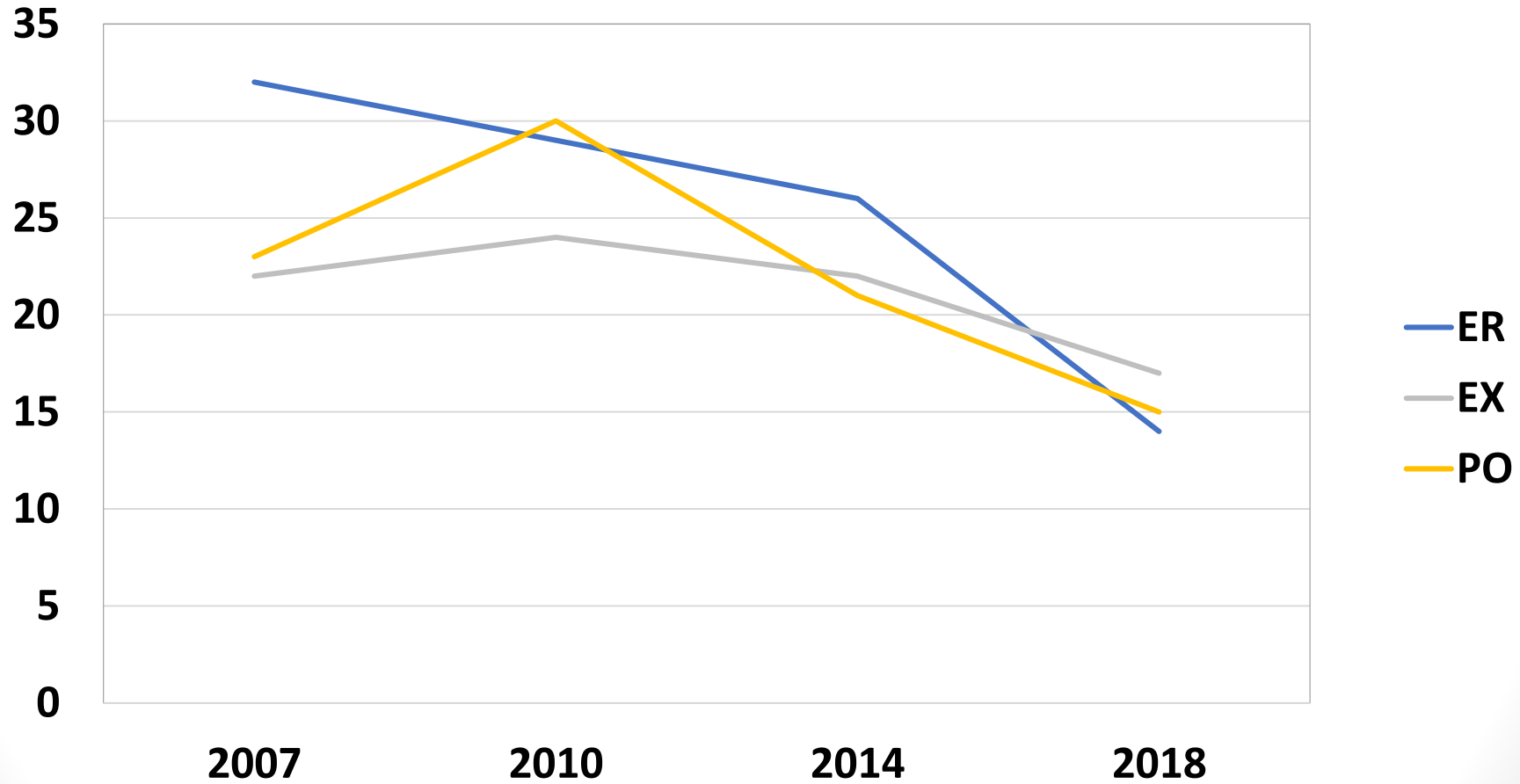
Related Survey Questions

1. *“Do you feel you need additional information from pipeline companies?” (ER and PO only)*
2. *“Now, and 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 response to incidents?” (ER)*
“.....improve future communications to people such as yourself about pipeline safety and other pipeline issues?” (PO)
“.....improve future communications about pipeline safety information to people such as yourself? “ (EX)

% of Stakeholders Feeling They Need Additional Information from Pipeline Companies

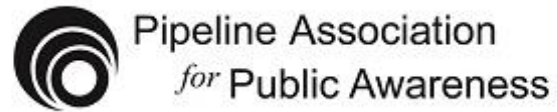


% of Stakeholders Offering Suggestions for Improving Communications



Observations

1. The communications have been effective - the percentage of Stakeholders feeling that they need additional information or that have suggestions for improving the communications is declining
2. Approximately 20% of Stakeholders do have suggestions or want additional information and therefore are likely to be interested in further engagement with pipeline companies
3. The majority of ER and PO (over 80%) do not feel a need for additional information and may not be interested in further engagement with pipeline companies



Survey reports are available at:

<https://pipelineawareness.org/news/2018-stakeholder-surveys/>

Jeff Farrells

jeff.farrells@pipelineawareness.info

www.pipelineawareness.org