Pipeline Safety TRUST

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Final Report to the U.S. Department of Transportation – PHMSA
Ms. Maria Munoz, Grant Administrator
Ms. Christie Murray, Grant Officer's Technical Representative

Technical Assistance Grant Number - DTPH56-12-G-PHPT10

January 24, 2013

The Department of Transportation, Pipeline Safety and Hazardous Materials Administration (PHMSA) awarded a grant to the Pipeline Safety Trust to:

> ***Cover the travel expenses for up to 25 citizens or local government employees to attend the Pipeline Safety Trust's 7th annual national pipeline safety conference in New Orleans in November of 2012. This will allow this group of underrepresented stakeholders to see firsthand the level of effort and commitment that those that live and breathe pipeline safety - the pipeline industry and state and federal regulators - have put into keeping pipelines safe.***

Upon award of the grant in late September the Pipeline Safety Trust identified and arranged travel for 26 individuals to our November 8th and 9th conference in New Orleans (agenda below). A list of the people who attended who were assisted with funds from the grant is below. We were able to stretch the money to include 26 people because eight of the individuals covered some portion of their own costs. In the final accounting the total direct travel expenditures (airfare, hotel, non-conference meals and incidentals) were $22,169.77. The Trust's contribution in labor to arrange travel and waiving the conference fee (which mainly covers the meal costs) amounted to $5,319.77.

After the conference we designed and implemented a survey to determine if attendees found the conference of value, what was particularly good, and what could be improved. The results of the survey are below. In addition, we also asked the people who received travel assistance from this grant for their views on the value of attending the conference. The comments we received from those direct beneficiaries are copied below also.

Please let me know if you have any questions or if you need anything more for this final report.

Thanks for your help.

Carl Weimer, Executive Director
Pipeline Safety Trust

Conference Attendees whose travel expenses were at least in part covered by this grant

Name	Title/Affiliation	City	State
Rosemary Ahtuangaruak	Organizer, Alaska Wilderness League	Barrow	AK
Bill Briere	Concerned Citizen, Renton, Washington	Renton	WA
Terri Briere	Member, Washington State Citizen Committee on Pipeline Safety & Renton City Council Member	Renton	WA
Susan Marie Connolly	Impacted Resident	Marshall	MI
Suzanne Cunningham	Impacted Resident	Salt Lake City	UT
Lynda Farrell	Executive Director, Pipeline Safety Coalition	Downingtown	PA
John Gaadt	Principal, Gaadt Perspectives, LLC	Chadds Ford	PA
Ben Gotshall	Energy Director, Bold Nebraska		NE
Robert Hill	Director, Planning, Zoning and Drainage, Brookings County, South Dakota	Brookings	SD
Michael Holmstrom	Advocate	San Jose	CA
Joseph Humphrey	Principal, Joseph Humphrey & Associates	Riverside	CT
Eileen Juico	Environmental Consultant, Charlestown Township, PA	Chester Springs	PA
Jon Kruse	Landowner, Seward County Groundwater Guardian Team	Seward	NE
Richard Kuprewicz	President, Accufacts Inc.	Sammamish	WA
Debra Lynn Miller	Impacted Resident	Ceresco	MI
Anthony Moscarelli	Project Coordinator, HCRSC	Suisun City	CA
Nathan Pavlovic	Land and Advocacy Specialist, Save The Dunes	Michigan City	IN
Linda Phillips	Legislative Consultant, Hazardous Materials, League of Women Voters of California	Goleta	CA
Kim Savage	Attorney, Savage Law PLC	Haslett	MI
Larry Smith	Property Owner with Pipeline	Washington County	PA
David Taylor	Chairman, Washington State Citizen Committee on Pipeline Safety & Ridgefield City Council Member	Ridgefield	WA
Michael Watza	General Counsel, PROTEC, Michigan		MI
Robert Whitesides	Board Member, Kalamazoo River Watershed Council	Kalamazoo	MI
Libby Willis	President, Fort Worth League of Neighborhoods	Fort Worth	TX
Chris Wilson	Advocate	Austin	TX
Roberta Winters	V.P., Issues and Action, League of Women Voters of Pennsylvania	Rosemont	PA

Pipeline Safety – Trust But Verify

What does that look like for pipeline safety?

Hotel Monteleone, New Orleans, Louisiana - November 8th & 9th, 2012

DAY ONE –Thursday, November 8th

9:00 – 9:10 **Welcoming Comments – La Nouvelle Orleans**

9:10 – 9:40 **Opening Address – La Nouvelle Orleans**
Mark Rosekind, PhD, Member, National Transportation Safety Board

9:40 – 10:00 **Power Briefing – Regulatory Update – What's PHMSA Working On?**
Jeff Wiese, Associate Administrator for Pipeline Safety, Pipeline and Hazardous Materials Safety Administration

10:00 – 11:00 **General Session - La Nouvelle Orleans**
Industry Panel – Efforts toward safety
The Industry has committed to zero incidents, so why do they keep happening? What recent changes has your company made to prevent incidents, how do you prioritize your efforts, how would the public know?
Craig Pierson, President, Marathon Pipelines
Pete Kirsch, Sr. Vice President of Midstream Technical & Compliance Services, Centerpoint Energy
Don Kopczynski, Vice President of Operations, Avista Corporation

11:00 – 11:15 **Break**

11:15 – 12:15 **General Session - La Nouvelle Orleans**
Regulator Panel – Verifying Safety
Is your agency doing all that is possible to ensure safety? If not – what more would you like to do and what are the constraints? How could the public know what you are doing and help with the constraints?
Linda Daugherty, Deputy Associate Administrator For Policy and Programs, PHMSA
Randy Knepper, Chair, National Association of Pipeline Safety Representatives
Claudine Bradley, Technical Leader, National Energy Board, Canada

12:15 – 1:30 **Lunch – Royal Ballroom**

1:30 – 2:30 **Breakout Session – La Nouvelle Orleans**
Pipeline Safety Standards Incorporated Into the Federal Regulations: Who writes them, who gets to see them and how, is there a problem here that needs fixing?
Carl Weimer, Executive Director, Pipeline Safety Trust
Helena Seelinger, Chair, Pipeline Standards Developing Organizations Coordinating Council
Vanessa Sutherland, Chief Counsel, Pipeline and Hazardous Materials Safety Administration

Breakout Session – Cabildo Room
Labor Panel – Are the high-minded commitments to safety from the leadership of the pipeline companies working in the trenches?
Mark McDonald, President, New England Gas Workers Association
Chris Schildroth, International Brotherhood of Electrical Workers Local #2, Missouri
Charlie Rittenhouse, President, Utility Workers Union of America Local 69, AFL-CIO, West Virginia

2:40 – 3:45 **Breakout Session - La Nouvelle Orleans**
Integrity Management for transmission pipelines ten years later – What's been learned, what needs to be tweaked?
Jeff Wiese, Associate Administrator for Pipeline Safety, PHMSA
Andy Drake, Vice President of Asset Integrity, Spectra Energy Transmission
Larry Shelton, Manager of Asset Integrity, Sunoco Logistics

Breakout Session – Cabildo Room

Environmental Panel – What are the environmental concerns that could put environmental groups at odds with pipeline companies and regulators? Thoughts on ways to work together better.

Beth Wallace, Community Outreach Regional Coordinator, National Wildlife Federation
Anthony Swift, Attorney, International Program, Natural Resources Defense Council
Gabe Scott, Alaska Field Representative, Cascadia Wildlands

3:45 – 4:00 **Break**

4:00 – 5:00 **Breakout Session - La Nouvelle Orleans**

Landowners Panel - What are landowner concerns that could put landowners at odds with pipeline companies and regulators? Thoughts on ways to better alleviate those concerns and work together better.

Bonnie Kruse, Seward, Nebraska
Jeffrey Insko, Rochester, Michigan
Emily Krafjack, Mehoopany, Pennsylvania

Breakout Session – Cabildo Room

Inspections – What does that term really mean? Differences between, and descriptions of, regulator and operator inspections. Is there room for improvement and greater transparency?

Alan Mayberry, Deputy Associate Administrator for Field Operations, PHMSA
David Lykken, Pipeline Safety Director, Washington Utilities & Transportation Commission
Brian Sitterly, Integrity and Regulatory Services Manager, Shell Pipeline

5:30 – 7:00 **Pipeline Safety Trust Board of Directors' Reception for Attendees – Riverview Room**

DAY TWO – Friday, November 9th

8:00 – 9:00 **Breakfast – La Nouvelle Orleans**

9:00 – 9:30 **Day 2 Keynote – La Nouvelle Orleans**

Cynthia Quarterman, Administrator, Pipeline and Hazardous Materials Safety Administration

9:30 – 10:15 **General Session – La Nouvelle Orleans**

What could trust look like? What would citizens like to see? What can industry and regulators provide? What kind of information and outreach would build trust that the pipelines near you are being run safely?

Amber Pappas, Senior Public Awareness Specialist, Enterprise Products
Carl Weimer, Executive Director, Pipeline Safety Trust

10:15 – 10:30 **Break**

10:30 – 11:45 **General Session – La Nouvelle Orleans**

Emergency Response – Whose responsibility is a quick response? How quick is quick enough? How can local emergency response organizations be engaged before something happens?

Steve Fischer, Director of Program Development for the Office of Pipeline Safety, PHMSA
Randy Knepper, Chair, National Association of Pipeline Safety Representatives
Larry Hjalmarson, Vice President of Safety, Environmental & Pipeline Integrity, Williams Gas Pipelines
Jordan Janak, Senior Director, Environmental & Regulatory Compliance, Plains All American Pipeline

11:45 – 1:00 – **Lunch – On Your Own**

1:00 – 2:00 **General Session - La Nouvelle Orleans**

New Voices in Pipeline Safety – What is the public concerned about and how are they addressing those concerns?

10 mini-presentations from citizen advocates from around the country

2:00 – 2:15 **General Session—La Nouvelle Orleans -** *Closing*

Comments from those who were the beneficiaries of the grant

I found it really valuable to attend the conference (as usual). The main thing for me is that I/we here locally will try to take what I learned and apply it at the local level -- so there are many questions to ask here and many suggestions we can make based on what we learned at the conference. The webcasts are fabulous and should continue to be done, however, there is no substitution for the face to face meetings that conference attendees can have with one another. I talked to a top person with one of our local pipeline companies at the conference, as I did with the CEO of Marathon Pipeline Company and his PR director -- which led to her sending me a copy of their packet of what they send residents (map of the pipeline location, residents pipeline safety handbook, etc.). I also talked to the German couple attending the conference to see what they knew about the polyethlene some German wastewater pipelines are made of and the extent to which this may have impacted the health of German residents.

This is why PHMSA should continue to help fund getting members of the public to the conference -- so they can talk to one another and to the industry and regulatory officials who also attend. Webcasts can't beat the in person interaction, the acquaintances made, and the potential relationships formed.

Libby Willis, President
Fort Worth League of Neighborhood Associations
Fort Worth, Texas

I attended the Pipeline Safety Trust conference because of my volunteer position as legislative consultant on hazardous materials for the League of Women Voters of California. While I've had 30 years of experience with hazardous materials issues, some of that time as a consultant, and 25 years on the California Region 1 LEPC, my experience with pipeline safety has been very limited. The PST's spring conference for advocates, and this Annual Conference, served as a crash course on pipeline safety. In addition, the Conference served as a model for civil dialogue. Groups that are often at odds were able to come together to discuss and share positive ideas on an issue that concerns us all.

Webcasts are excellent for watching presentations, but do not give the opportunity to meet presenters and other participants. Sometimes a brief introduction or longer discussion (at lunch or the reception, for instance) is important to answer questions or establish contacts for future safety efforts. There is still no substitute for occasional in-person meetings.

I am retired and could not claim the conference as a business expense, and did not feel I could ask my organization to pay for my attendance. So I was grateful for the grant. To stretch the grant money, I combined the conference with a vacation afterward, and therefore did not ask reimbursement for air fare (I used miles one way, otherwise the fare would have been about $600). I also shared a room with another attendee.

Hopefully I'll be able to attend next year's conference in New Orleans as well.

Linda K. Phillips, Ph.D.
Legislative Consultant, Hazardous Materials, League of Women Voters of California
State & National Action Director, League of Women Voters of Santa Barbara

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I have so much to learn! Thanks for the opportunity and support to attend - I am already making use of my new learning in my work.

Nathan Pavlovic, Land and Advocacy Specialist
Save The Dunes
Michigan City, Indiana

Thank you for the opportunity to attend the Pipeline Safety Meeting in New Orleans. I attended all the secessions on the operations side. I thought the speakers and the presentations were well balanced and informative. As Chairman of the State of Washington's Citizen pipeline Safety Committee I took notes and took them back to the November committee meeting. It was the
first Pipeline meeting in which I saw Industry representatives , interested citizens, and regulators coming together to focus on pipeline issues. The comments were well taken on both sides. I would not have been able to attend this type of meeting without you groups help.

David Taylor, Chairman
State of Washington Governors Committee on Pipeline Safety

PST Conference - Seeing is Believing

I hear and I forget, I see and I remember, I do and I understand. This ancient Chinese proverb is most applicable for citizen advocates interested in pipeline safety. Attending a convention provides you the opportunity to magnify communication and comprehension. This is an opportunity to not only see and hear from a range of presenters, but also ask questions and follow-up in a face-to-face, personal manner that is indispensable for those from various venues trying to collaborate for the public good.

Many of us representing non-profits or our personal passions do not have the option of writing off expenses, seeking reimbursement or including it as an ordinary part of doing business. Without grant support, we'd be viewing on-line, at home, and amidst the distractions of our everyday lives. Funding helps the important issues of the convention take priority and focus our attention for a short-intense, internalized experience unlike those in the virtual realm.

Roberta Winters, Vice President
Issues and Action, League of Women Voters of Pennsylvania

For the record, I found the Pipeline Safety Trust conference diverse and informative. It was great having Mark R. Rosekind, Ph.D. of the NTSB to start off the conference. I think his analysis of the workings of the NTSB and the timeframe their safety recommendations take to be adopted showed there is hope. I learned other points of view from both Industry and Government. Though I do not agree with some of their views, I feel that without hearing the other side our time together as a Pipeline Safety Advocate group would be more focused on individual projects and not well rounded. We all need to see a bigger picture.

Anthony Moscarelli, Project Coordinator
Healthy Community Research of Suisun City
Suisun City, CA

Amazing conference- congratulations and thanks to PST staff and Board!!!!

Deb Miller
Impacted resident and business owner
Ceresco, Michigan

It was an amazing experience and I am hopeful advocates will be able to attend next year. I gained so much from this conference between the presentations and the one on one conversations and contact made. Being able to attend the conference in person was, without question, more beneficial than viewing via a webcast. The one-on-one/face-to-face discussions with industry and regulatory officials and the time spent with Enbridge representatives discussing emergency response plans and working together is imperative for advocates.

Susan Connolly
Impacted Resident
Marshall, Michigan

Attending the conference, as a citizen representative, allowed me to view pipe line safety at a higher level. Besides the educational sessions, the opportunity to speak one-on-one with landowners, representatives of regulatory agencies, union labor and pipeline companies really expanded my understanding of issues in the forefront of pipeline safety for the industry. The education and experiences will assist me in serving on the Washington State Citizen's Committee Pipeline Safety.

Terri Briere, Member
Washington State Citizen's Committee Pipeline Safety

The Pipeline Safety Conference in New Orleans was extremely helpful to me as an advocate for pipeline safety in Nebraska. We are currently undergoing a pipeline route review process in our state and the information I learned about emergency response, leak detection and regulatory oversight was timely and useful, as I was able to take that information back to colleagues to share with our public officials. Attending the meeting in person was especially beneficial because of the informal conversations among participants between sessions and in the evenings. Due to the often contentious rhetoric surrounding subject of pipeline safety, I think it was instructive to have stakeholders representing multiple perspectives in the same room together. Even the simple act of sharing a meal with those we might see as adversaries can remind us of our humanity and bring us back down to earth so we can hopefully work together for progress. I would like to thank the Pipeline Safety Trust and PHMSA for the wonderful opportunity and I hope to participate again in the future.

Ben Gotshall, Energy Director
Bold Nebraska

I thank the Pipeline and Hazardous Materials Safety Administration for making it possible to attend the Pipeline Safety Trust Conference. As a landowner I would never have had the opportunity to meet Vern Meier, TransCanada Vice President U.S. Operations. He came up to me following a presentation and we had a very serious and constructive conversation. It is my impression that this conversation will help to develop more positive landowner relationships. He is taking my suggestion of giving a bonus to land agents who receive a letter of commendation from a landowner back to corporate.

Jon Kruse
Seward County Groundwater Guardian Team
Seward, Nebraska

While attending the various sessions throughout the 2 days in N.O., I was also able to meet and discuss many issues with various people including an informal chat with industry representatives about some pipeline industry sponsored legislation in Michigan. These sorts of discussions and learning opportunities do not exist with remote involvement such as video conferencing etc. Thanks Carl for the opportunity to be there and thanks to the PHMSA for their grant.

Michael J. Watza
Kitch Drutchas Wagner Valitutti & Sherbrook
Detroit, Michigan

Attending the PST Conference in person afforded me the opportunity to talk directly, one on one with regulatory agency leaders and management of pipeline companies and address questions and concerns that I am facing. Establishing personal contacts is important and is already helping me with PHMSA contacts on a pipeline project I am working on. The ability to meet with my peers in the New Voices Project also helped further cement existing relationships and build new ones through additional one on one contact. I look forward to attending this conference annually and have recommended it to many of my peers in Texas.

Chris Wynnyk Wilson
Advocate, Austin, Texas

The Pipeline Safety Trust conference provides the only opportunity many stakeholders will have to meet, network and form working relationships with nationwide partners. Internet access to meetings is convenient but cannot replace the ability to shake a hand and develop a relationship with Industry, Government and fellow advocates of pipeline safety. In our opinion, this is the most valuable event we attend each year.

Lynda K. Farrell, Executive Director
Pipeline Safety Coalition
Downingtown, Pennsylvania

The staff preparations and efforts to share are very valuable. Bringing together concerns and process and problems help us all work through them. I could not have found the information that I got from here and it gives me hope to work on our issues.

Rosemary Ahtuangaruak, Organizer
Alaska Wilderness League
Barrow, Alaska

As an advocate for pipeline safety, beginning the day a crude oil spill came through my yard, it was extremely valuable for me on a personal level, as well as professionally, to physically be in an environment where valuable information was shared; which prepared me to share with others. I am a visual learner, and being in the front row or two kept me engaged in the conversations; I had belief in what was being said, as I could read expressions. What an incredible opportunity it was for us to gather face to face with industry folk, PHMSA, other advocates to discuss progressive changes that are happening, how we can prevent other accidents from occurring, and to recognize that there are people, human lives, that have been challenged physically and emotionally. For me to have the opportunity to speak with PHMSA about ideas that I believe should be incorporated (hiring of ombudsman, immediate evacuation of individuals on spill sites) and receive feedback immediately, was business done right! Thank you very much for the opportunity to learn, speak, share.

Suzanne Cunningham
Advocate – Salt Lake City, Utah

Comments from industry representatives who interacted with the grantees

The PST meeting is the most important meeting we attend each year. We in industry must hear what happens to people when pipelines fail. I spent much of my time at breaks and lunch listening to stories. It seems that many people just want to be heard by someone in industry. I always bring those stories back to our company as lessons on what to do, and what not to do. It helps galvanize our effort and underscores why it is so important.

There is no better forum than PST to talk about these topics. It is great for us to hear the public, and it is great for the public to hear us. We have a common goal.

Larry Hjalmarson, Vice President of Safety, Environmental and Pipeline Integrity
Williams Gas Pipeline

I appreciate the opportunity to be a part of your conference – it is a tremendous venue.

It provides a great opportunity for Industry folks to hear a different perspective and to understand how so many folks in the public see pipelines and pipeline safety.

Our efforts have been significantly shaped by our discussions with you, your Board and these type exchanges – I appreciate your commitment and efforts to honestly vet out the issues.

Andy Drake, VP of Asset Integrity
Spectra Energy

It was my pleasure to participate in the PST's conference and I am thankful for having had the opportunity to do so. As a liquid pipeline operator representative, I found the conference quite informative from the perspective of hearing the public's views on the pipeline industry, both for normal operations and in the event of any incident. Having the opportunity to hear the public stakeholder's concerns and the type of information they desire to know about pipeline operations in their communities is very helpful in making our public awareness outreach efforts to the stakeholder's more effective in providing the type of information desired. I have encouraged others at Plains All American Pipeline, L. P. to attend your conference next year.

Jordan Janak, Sr. Dir., Environmental & Regulatory Compliance
Plains All American Pipeline, L. P.

All of us were glad that we attended. And, we appreciated the opportunity to talk about what MPL is working on. Attending the conference is a great gauge for us. On more than one occasion in the meetings our strategic plan was validated and I've had the opportunity to pass that along to those who worked on it.

Craig Pierson, President
Marathon Pipe Line, LLC

2012 Conference General Survey

1) I found the 2012 Pipeline Safety Trust conference "Trust but Verify" worth my time and expense to attend.

Chart Wizard

	Percentage	Responses
True	100.0%	44
False	0.0%	0
	Total responses:	**44**

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2) The best part of the conference was:

Chart Wizard

	Percentage	Responses
The conference presentations themselves.	27.3	12
The questions, answers and discussions at the end of each presentation.	6.8	3
The informal discussions between sessions.	25.0	11
Meeting people with various points of view.	22.7	10
The reception.	0.0	0
Having a reason to go to New Orleans.	0.0	0
Other	18.2	8
	Total responses:	**44**

Other Responses

- **You don't give an "all of the above" option! I find it hard to rate the first four because they really fit together as a package. Between sessions and the reception were opportunities to meet people with various points of view - also very valuable.**

- **Equally- both sidebars and presentations were informational and very beneficial!!!**

- **The majority of presentations were really good but I have to say that the networking opportunities were invaluable. Opportunities to meet with pipeline operators upper mamagement, equipment suppliers, regulatory agencies was so rewarding and beneficial.**

- **A close second would be "informal discussions"**
I enjoy New Orleans more each time I attend the PSTrust meeting.

- **I thought it was important for the industry to have a panel of landowners to speak with us. It was the realization that the public is not against pipelines, necessarily, but that the public wanted to be treateed fairly and with honesty. That the public wanted to be reassured that every safety component available was being used and/or considered.**

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6) How well do you think the conference provided a balanced view of the issues

Chart Wizard

	Percentage	Responses
pro-industry	0.0	0
	6.8	3
well-balanced	79.5	35
	13.6	6
anti-industry	0.0	0
	Total responses:	**44**

3) Which sessions that you attended, or presenters, did you find to be the most educational (describe by name of session, or topic, or presenter)? Describe why.

- My focus is safety culture, so perhaps the industry presentations on this were most educational. I also found many of the regulatory presentations very helpful. However, I most appreciated getting the whole picture.

- Mark Rosekind, NTSB - he brought a lot of perspective that I hope industry and agencies will pay more attention to

- Anthony Swift's presentation on dilbit. He provided much critical information in an easy to understand format. Also, Mark Rosekind provided a really excellent perspective on the history and current state of safety at the national level. His discussion of the Swiss cheese model of safety provided a lens through which many subsequent discussion took place at the conference.

- Day 2 - Emergency response was particularly well done.

Day 1 - Pipeline Safety Standards - very worthwhile for the "activists." It is not alwaysa as easy as it may seem.

- The landowner panel - great to hear diverse points of view.

- Anthony and Gabe offered great insight to issues. Beth's was more specific to MI and it was disapointing that few had the opportunity to ask questions of Gabe and Anthony (or Beth) as a result of Enbridge's filibuster like antics. General- Mark Rosekind/NTSB offered a great presntation

- As a Public Awareness employee of a natural gas transmission company, I thought that Dr. Rosekind's challenge to change our safety culture from reactive to proactive was right on the money. We have made significant progress, but this change could be our next big step.

- All Plains presentation re how operators should call local 911 dispatch if unknown concerns appear; NTSB (Rosekind) re investigations; environmental sidebar was another "perspective" and operators seemed concerned by remarks made.

- Advocate section, viewing a variety of ways to interact with our concerns, learning ways issues can blend to expand my learning and identifying contacts for additional information to ask our questions often unanswered.

- NTSB speaker was very informative and gave an excellent presentation. It was easy to listen to and he didn't ramble on.

- Dr Rosekind and the man from Williams were dynamic speakers

- NTSB.the process of finding the cause

- NTSB's Mark Rosekind - informative views on enhancing safety.

- Landowners, when they were not name-calling or exaggerating and you could have a reasonable conversation with them.

- Integrity Management - Ten years later
Explanation of the massive effort and expense of the process.

- The NTSB presenters were very interesting.

- NTSB

- Marathon - Public Awareness

- Mark McDonald for all of his staggering insights into blatant errors concerning leak response

- PHMSA presentations; citizen advocates' mini presentations....why? regulatory and grass roots perspectives that are not heard as frequently as others

- I had the most notes from Larry Hjalmarson. Covered a lot of ground.

- Many good ones, Dr. Rosekind of the NTSB, Amber Pappas of Enterprise.

- Mark Rosekind was awesome presenter and very captivating. Larry Hjalmarson very passionate and cares about the public, employees, and environment.

- **NTSB Kick-off presentation.**

- **Mark Rosekind.totally credible and totally accurate;**
Claudine Bradley. a clear presentation of what appears to be a closer collaboration between govt. & industry in Canada

- **I enjoyed the 10 (11) short briefs by impacted stakeholders.**

- **Rosekind**

- **Mark Rosekind, NTSB; Carl Weimer, PST; Randy Knepper, NAPSR; Beth Wallace, National Wildlife Federation; Claudine Bradley, National Energy Board, Canada; Anthony Swift, NRDC; Gabe Scott, Cascadia Wildlands; Ben from Nebraska . these speakers had cutting edge information, were authoritative, had a degree of passion on the subject, and presented clear directions for ways forward**

- **•Amber Pappas, Senior Public Awareness Specialist, Enterprise Products: They have progressed their website to the point that the public can gain a lot of information with just an address. We do have to remember that there are so many landowners out there who do not have access, or care to have access to computers.**
I also enjoyed •Vanessa Sutherland, Chief Counsel, Pipeline and Hazardous Materials Safety Administration discussion on the legal aspects fo what goes on in the regulatory process.

- **Landowners - hearing from the grassroots.**

- **Mark Rosekind, Carl Weimer**

Both seem based on experience and less on emotion

- **Cynthia Quarterman-very insightful**

- **PHMSA's plans for public awareness workshops next year.**

- **Craig Pierson from Marathon**

- **Dr. Rosekind's presentation - very informative and inspiring**

- **The keynote presentations, The NTSB member and Cynthia Quarterman**

- **I found the regulators to be most educational, mostly because up to this point most of the information I had heard about the regulatory process came from industry PR reps.**

- **Mark Rosekind - great guidance on how to do our work well.**

- **Standards session - Interesting description of complicated problem**

Larry Halmarson - Virginia incident description

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4) Which sessions that you attended, or presenters, did you find to be the most disappointing (describe by name of session, or topic, or presenter) ? Describe why.

- **All were informative and one way or another.**

- **Labor Panel - it did not seem to address the original question posed.**

- **General- Emergency response. obviously long winded.**
PHMSA- hope they get some $$ and staff, pretty sure everyone- Jeff, Cynthia, Alan, Linda and Vanessa mentioned it several times. Often came off to me as an excuse.

- **I thought that all sessions that I sat in were worthwhile.**

- **First responders - while they were very informative and educational the public is not considered - focus on first responders but not the public first blush**

- All had good points to learn from but much created more concern trying to forge the complexity of the process to address concerns for safety and human health. Realizing how much more work needs to be done to give hope of Trust but verify. Work I am doing needs to expand and I worry how to add more effective process with our difficulty of lack of transparency.

- Some folks rambled on too long and was dull..

- Regulator section.no detail, however in fairness to the speaker all states are different.-perhaps single out one/two states .-give details

- Emergency Response – same old stuff

- Pipeline Safety Standards Incorporated Into the Federal Regulations was a little dry.

- Emergency Response - people wandered off course and began to ramble.

- Generally I think the panels have too many participants. By the time the 3rd or 4th presenter gets up, all the matieral has been covered. Either the groups need to coordinate better or more direction should be provided to them ahead of time. There was never enough time for Q&A without running over. Most panels were too long and redundant.

- There were no truly disappointing moments. There is always going to be a point where someone's opinions may not exactly be in line with the facts. It is best to take the conference as a whole and that good things come out of it in the end.

- Safety - nothing new was said

- Mine - because I had to listen to me again

- Landowners Panel-I understand their mad but i thought they were a bit to negative in their presentation.

- The environmental group presentations needed to be in a larger room and allotted more time for Q&A.

- Carl Weimer, PST, Pipeline Safety Standards incorporated... Need an opposing viewpoint in order to get the whole picture not just one sided

- Landowner panel - Seemed to be directed at pipeline project development and not necessarily pipeline safety

- Please put less people on panel. Or put a panel facilitator in place to make people stick to time limits.

- The presentation by an advocate that ended every sentence "Lost in Translation"

- I was disappointed by the industry's lack of concern for slow, long-lasting leaks in pipelines. To me, those types of leaks are just as important and dangerous as big incidents.

- The Labor panel was disappointing, not much sense of partnership presented. Would have preferred examples of best practices with labor and management working together. The Emergency Response panel was repetitive and WAY over it's allotted time, when attendees were anxious to have lunch and check out.

- Too many presenters paid little attention to time, so there was no time left for questions. Many industry presentations were repetitive.

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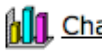
5) Please rate the following:



	1 Terrible	2 Could be better	3 Average	4 Good	5 Great	Responses	Average Score
Accommodations	0 (0.00%)	0 (0.00%)	4 (9.76%)	18 (43.90%)	**19 (46.34%)**	41	4.37 / 5 (87.40%)
Food provided	1 (2.27%)	3 (6.82%)	8 (18.18%)	**19 (43.18%)**	13 (29.55%)	44	3.91 / 5 (78.20%)
Meeting rooms	0 (0.00%)	12 (27.27%)	12 (27.27%)	**16 (36.36%)**	4 (9.09%)	44	3.27 / 5 (65.40%)
Location (New Orleans)	0 (0.00%)	2 (4.55%)	5 (11.36%)	17 (38.64%)	**20 (45.45%)**	44	4.25 / 5 (85.00%)
Ease of Registration	0 (0.00%)	1 (2.27%)	2 (4.55%)	16 (36.36%)	**25 (56.82%)**	44	4.48 / 5 (89.60%)
Agenda	0 (0.00%)	1 (2.27%)	4 (9.09%)	**24 (54.55%)**	15 (34.09%)	44	4.20 / 5 (84.00%)
Speakers	0 (0.00%)	1 (2.27%)	3 (6.82%)	**27 (61.36%)**	13 (29.55%)	44	4.18 / 5 (83.60%)
Dates of conference	0 (0.00%)	2 (4.65%)	6 (13.95%)	**27 (62.79%)**	8 (18.60%)	43	3.95 / 5 (79.00%)

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9) You all no doubt noticed that we were a little tight on space at the conference this year, causing us to consider making changes in the location, and possibly the timing, of future conferences (avoiding blizzards, hurricanes, and heat waves as best we can). Would these changes make you more or less likely to attend the next conference:

	Would not attend	Less likely to attend	No affect	More likely to attend	Responses	Average Score
Change location to Chicago	3 (7.14%)	6 (14.29%)	**23 (54.76%)**	10 (23.81%)	42	2.95 / 4 (73.75%)
Change location to San Francisco	1 (2.38%)	10 (23.81%)	**22 (52.38%)**	9 (21.43%)	42	2.93 / 4 (73.25%)
Change location to Denver	1 (2.38%)	6 (14.29%)	**27 (64.29%)**	8 (19.05%)	42	3.00 / 4 (75.00%)
Change location to Savannah or Charleston	1 (2.50%)	8 (20.00%)	**24 (60.00%)**	7 (17.50%)	40	2.93 / 4 (73.25%)
Stay in New Orleans, but provide more space	0 (0.00%)	2 (4.65%)	**28 (65.12%)**	13 (30.23%)	43	3.26 / 4 (81.50%)
Change dates to April/May	2 (4.88%)	8 (19.51%)	**29 (70.73%)**	2 (4.88%)	41	2.76 / 4 (69.00%)
Change dates to September/October	1 (2.50%)	8 (20.00%)	**27 (67.50%)**	4 (10.00%)	40	2.85 / 4 (71.25%)

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7) If you were to attend another of our multi-stakeholder conferences, what topics would you like to see addressed? (The few negative responses that identify particular individuals have been removed)

- **Recent progress or changes (this is important each year); more on international pipelines and their regulation.**

- more agencies involved from the response side - EPA, USCG, etc

- I would be interested to have a specific session devoted to the transportation of dilbit, particularly in light of the ongoing debate at the national level. I would also be interested in a workshop of sorts directed at advocates specifically that would address opportunities and resources for improving pipeline safety at the state level.

- appearance/presentation by EPA
readdress first responders-maybe even one as a representer

- Community awareness re pipelines and emergency response; more related to environmental impacts and pipeline awareness;

- Health Impact Assessments how can we improve our issues with this process? Ways local, states, regions can improve pipeline safety when profits can blur the goals?

- Regardless of the issue being presented, it would be nice to have both sides of an issue presented. Felt in many instances, there was only one-sided stories being presented.

- Emergency response plans, health impacts, diluted bitumen study

- FERC/ Process in giving certificates to operators

- what are meaningful performance indicators stakeholders would like to see from pipeline companies?

- PHMSA continues to talk about being data driven, but has yet to present any data with real analyses that demonstrate how and to what extent the things they do result in a safer pipeline system. I'd like to see that.

- How much of the consumer's gas bill is represented within new regulations.
I am not sure the average attendee realizes that, based on my conversations, approximately 1,000 of the 1,300 LDCs are owned by the customers in one form or the other and operate without a profit motive. Anti-industry is your term. I really look at most of these as having the total cost of safety much, much lower on their priorty scale than the person who is actually responsible for safety and rates.

- Local and state government

- Debates on issues

- State by state comparison of regulatory enforcement (distribution)

- Reducing operator error caused accidents.

- PHMSA's desire to move to performance based vs. prescriptive...how will it hold the industry accountable and ensure consistency?

- "The Unintended Consequences of the Positions that we Advocate". We are all well-intended in what we advocate in terms of pipeline safety. The reality is that sometimes we are making it more difficult to achieve the goal that we are all after. These unintended consquences are very real but frequently are not shared between stakeholders due to politiacal posturing or unsafe forums for discussion. Solicit a group of former regulators and former industry employees to share their experiences with unitended consequences.

- Effectiveness measurements of public awareness/education programs.

- The FERC process for pipeline expansion and the stakeholder engagement that is required.

- 1. How can we get local communities to enact best practices in PIPA?
2. How do we transfer the vast knowledge of PST to the local level and bring about meaningful change in local pipeline safety? Give us successful examples.

- Compressor stations; Gathering Lines

- Why PST isn't more interested in the distribution gas pipeline side of the business - 75% of human consequences from pipeline accidents happen there

- More on transmission lines and compressor stations. Need to add in "wet gas" production and its by-products.

- Examples of where pipeline operators and stakeholders have found common ground and worked together in support of pipeline safety.

- More detail by all speakers.
If an organization is talked about, they should have the opportunity to present. Especially API

- Have emergency responders present their views

- Approaches that local governments can use in dealing with operators.

- Routing and Siting: what states, counties and municipalities can do to contribute to pipeline safety through the routing process.

- Spill response planning

- unregulated gathering lines

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8) Do you have any other comments about the conference? (The few negative responses that identify particular individuals have been removed)

- Great conference! A lot to absorb, so I'm glad to see most presentations up online. Hopefully the next conference will have smaller breakout sessions recorded too - even if only audio and PowerPoints.

- I have so much to learn! Thanks for the opportunity and support to attend - I am already making use of my new learning in my work.

- I personally do not like New Orleans but I understand why the meeting is held there and suggest it stay there. In my opinion, the Royal Sonesta has better meeting facilities and could accommodate more participants.

- I see in question 9 you are considering changing the date of the conference. For us federal employees (PHMSA) the start of the fiscal year is Oct. 1st making travel the first few weeks of Oct. difficult. Changing it to Sept. would be fine but I suggest you do not change it to anytime in Oct.

- Amazing conference- congratulations and thanks to PST staff and Board!!!!

- For the last session from the public presenters, rather than giving twelve people five minutes each, would it be better to give six people ten minutes each to present their message more fully?

- It was an amazing experience and I am hopeful advocates will be able to attend next year. I gain so much from this conference between the presentations and the one on one conversations and contact made.

- The staff preparations and efforts to share are very valuable. Bringing together concerns and process and problems help us all work through them. I could not have found the information that I got from here and it gives me hope to work on our issues.

- I would have liked seeing a Texas landowner included in the landowner panel since TX is ground zero for tar sands pipeline construction and concerns. Same for the environmental panel citizen groups could have been represented instead of just formal enviro groups.

- The Federal regulators - came across as whining about Congress, NTSB and the public expecting too much of them, too much to do, not enough resources, poor me, boo hoo. You've got a job to do and a fair amount of resources. Tell us how you're going to deploy your resources to enhance safety.

Operators generally presented stuff that has been presented before. Plans, strategies, guiding principles, etc. Pete Kirsch did get specific about implementation to protect more people. That was good. Haven't seen any real substance from most of the others.

Not enough time for Q&A. Use the hook earlier on some. He wasn't saying anything anyway.

Consider multiple breakouts at the end of day one, leading into the reception. Smaller facilitated groups with 2-4 topics. Preassign people to groups to get a cross section of operators, public and regulators. Could be a chance for more participation and interaction that can't really be achieved in the large sessions. Maybe 15-20 people per group. Facilitators will need to draw people into the discussions. Discussions could then continue in the reception.

- One of the best yet. Dynamic of audience better with additional public representation. Would like to see the public "mini-presentations" moved to the first day.

- The conferences seem to trending toward a better balance between industry and those with no concern for the cost of safety. We all want safety. Those of us who have to budget the expense and put that in our rates just see from a different perspective.

- The panel discussion probably should be limited to 3 panelists. Even though this may impact balance it ensures completeness of sessions. End the conference by lunch on Friday.

- We need to get people talking early on.

- It was nice to hear the voice of labor in an environment where it was taken seriously and given credence rather than being brushed to the side by persons that have no clue of the daily grind that first responders deal with! I hope to be invited to speak in the years to come at your conference! I felt genuine concern from many attendees

- Very well done and kept on time.

- Coffee and refreshments need to be replaced more timely.

Speakers need to be held to their allotted time to allow for questions.

- It is essential that the length of speaker sessions be enforced within reasonable limits. One speaker took more than twice the allotted time and forced the remaining panelists to rush through their material.

- Keep the speakers more on schedule, so the last speaker in a given group doesn't intrude on lunch, break time, etc.

- This was the best one yet. Just something different and I attribute that to speakers such as Mark Rosekind. He's an important player and it felt important to be able to hear directly from him. Carl Weimer is the country's leading expert on pipeline safety with an amazing amount of knowledge and experience . always good to hear what he has to say and what the next frontier is.

- Keep up the good work

- Believe it is time to move to another city for the event. I LOVE NOLA, but to be fair, not everyone does and the public might find it nice if we went to them. This might be better every other year.

- Great conference, very informative, attendees were eager to be informed

- I think the there is a tendency to wander away from the PST mission and get into other areas (tar sands, fracking). I would like to see future conferences maintain better focus on pipeline safety.

- Cost is disproportionate. It appears that industry is funding the conference and this is boarder line conflict of interest.

- thanks for having this conference

- Great job, as always