A great deal of effort has gone into RP 1162 awareness efforts and inspections—many lessons learned.
CHANGES TO RP 1162

- **1\textsuperscript{st} Edition**: Requires pipeline operators to provide pipeline safety information to affected public, emergency officials, public officials and excavators.

- **2\textsuperscript{nd} Edition**: Revisions include messages, delivery frequency and methods, geographic coverage areas, program evaluation and other elements.

- **3\textsuperscript{rd} Edition**: Starting with RP 1162, 2\textsuperscript{nd} edition. Reviewing findings and recommendations from PHMSA-led PAPWG and API 1162 Team. Align with RP 1173. Also looking at RP 1162, 1\textsuperscript{st} edition.
• **Scope:**
  - Refers to active pipelines
  - Excludes abnormal operations
  - Provides room to consider operational changes that may impact public safety

• **Consultants engaged to provide guidance on**
  - Effectiveness measurement,
  - Risk communication,
  - Message mapping and
  - Public engagement on infrastructure projects

• **Three work groups formed and developing recommendations**
• **Audience Definitions and Messaging**
  o Focusing on the relevancy and appropriate audiences
  o Reviewing messaging through a Risk Communication lens (where appropriate) to confirm effective messaging for each audience group

• **Effectiveness Measurement**
  o Through stakeholder input, assessing current measurement practices
  o Reviewing and evaluating leading measurement practices used in similar public awareness campaigns/requirements in other industries

• **Engagement and Influence**
  o Review of leading practices for engagement to reach diverse audience groups
3rd Edition Timeline

- August 2017: First call
- 2017-2018:
  - Quarterly task group meetings, in-person; work group meetings or calls as needed
  - Work groups meeting as needed to meet objectives, beginning to develop draft sections
- 2019: Focused on writing the document
- Dec. 2019: Complete draft document
- 2020: API Public Awareness Voting Group, public comment period
  - All comments must be addressed
- Mid-2020: Final document, ready for publication by API
10 YEARS OF PUBLIC AWARENESS EFFECTIVENESS

Affected Public knowledge at an all-time high (92%)
ALL STAKEHOLDERS FEEL MORE INFORMED
Two-way Communication with External Stakeholders

• Regulators, Public Stakeholder Groups, Neighbors
• Beyond awareness and pure communication
• Communicating about safety operations and risk management
• Acknowledging notification may be next evolution
• Other opportunities exist for engagement outside the public awareness outlined in RP 1162
Strong commitment to engage with external stakeholders
• Engagement policy and plan in place for two-way communication
• Communicated throughout organization by leaders and field champions

Operators share safety performance with those that live, work and plan in proximity to their pipelines

A mechanism is in place for stakeholders and the operator to have an ongoing dialogue with those that wish to do so, regarding safety and asset-related concerns

Personnel are made available to the public to receive and exchange information
WHAT MORE SHOULD WE BE DOING?

• Should there be some means of acknowledgment?

• Is the notification approach right to the audience?

• What does risk communications mean to you?

• Should we measure behavior change vs. the intent to change behavior?
THANK YOU

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