

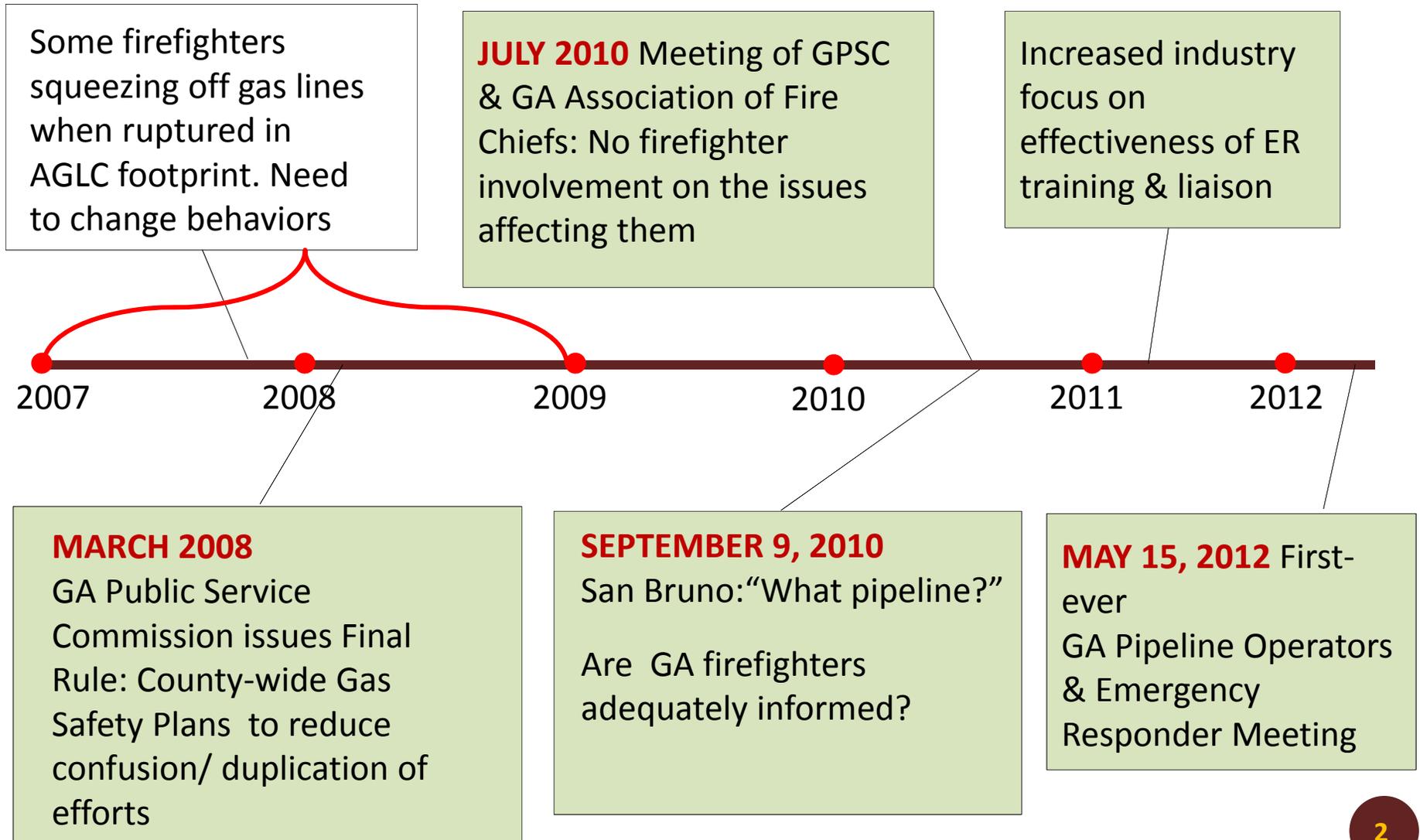
# Georgia Pipeline Emergency Response Initiative (GPERI)

A Private-Public Partnership to Improve Pipeline Safety in the State of Georgia



August 1, 2017  
Michelle Thebert, GPSC

# Drivers for Change In Georgia



# Drivers for Change



# Thomson, Georgia

## July 5, 2010



- 8-inch liquid propane gas line was struck by a homeowner grading his property with a bulldozer in Thomas, Georgia.
- Homeowner did not call 811, so the pipelines was not marked in accordance with GA law.

# Thomson, Georgia

## July 5, 2010



# Thomson, Georgia





# Thomson, Georgia

## July 5, 2010

### **Damage to Property:**

- Portions of ~ 20-acres of private property
- Mobile home
- Bulldozer
- Storage Building
- Jeep

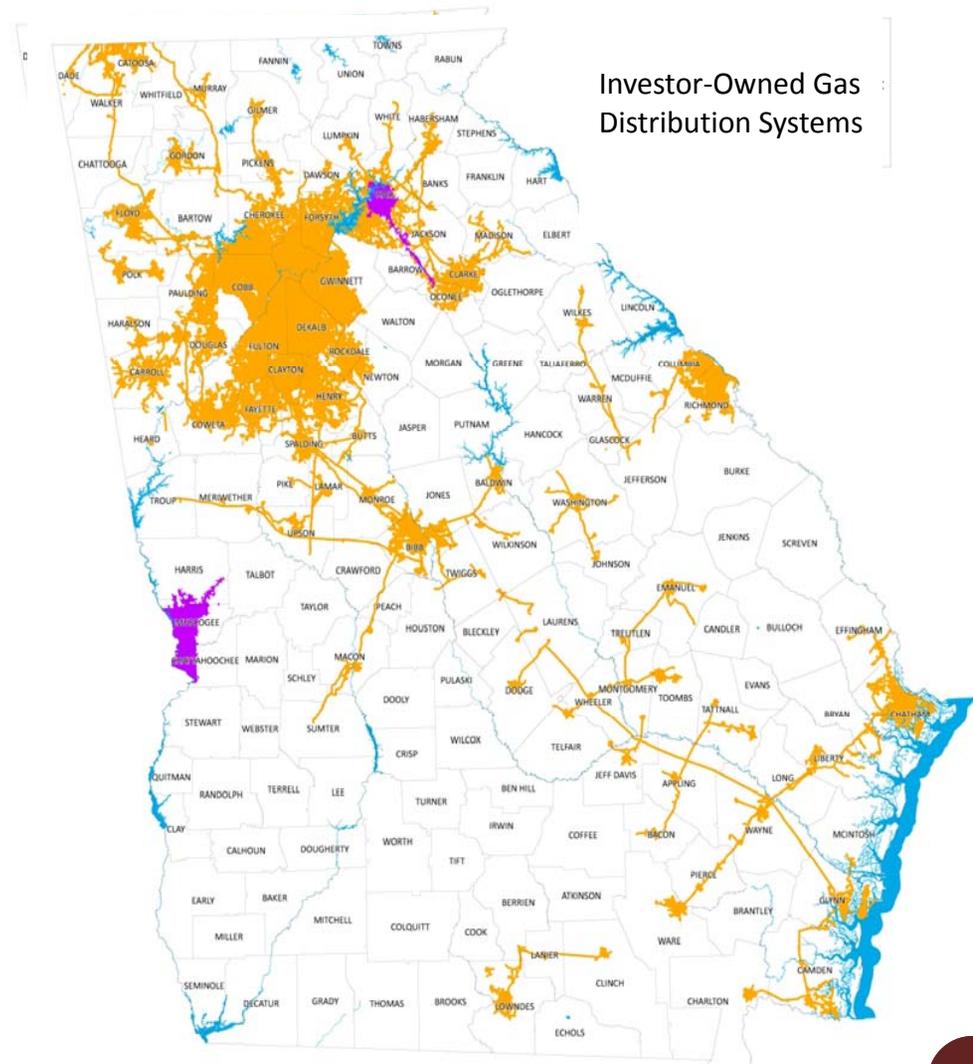
### **Injuries and Loss of Life:**

- One frostbite burn injury
- One death

Cost to Operator: \$524,275

# Pipelines in Georgia

- Over 85,000 miles of pipeline in Georgia:
  - Natural Gas Transmission Lines: **4,562 miles**
  - Hazardous Liquid Transmission Lines: **2,125 miles**
  - Intrastate Natural Gas Distribution Systems: **78,850 miles**



# Formed GPEORC/GPERI

- May 15, 2012: (PHMSA/AGL/GPSC) Brought together pipeline stakeholders to discuss ways to improve emergency response as the **Georgia Pipeline Operators & Emergency Responders Coalition**.
  - State and Federal Regulators/Pipeline Operators/Emergency Responders
- Discussed gaps, needs, concerns and capabilities that could be leveraged to improve response and two way communication.
  - 192.615(c)/195.402 – Liaison with Emergency Officials
  - 192.616/195.440 – Public Education (Emergency Responders)
- Formed the **Georgia Pipeline Emergency Response Initiative (GPERI)** to develop a comprehensive program for educating GA first responders

# GPERI Structure



## COMPLIANCE FRAMEWORK

State and Federal laws for ER outreach

# GPERI Team Members

	NAME	COMPANY	REPRESENTING
RESPONDERS		GA Public Safety Training Center	GA State Fire & Police Training
		Marietta Fire Dept.	GA City Fire Department
		Sandy Springs Fire Dept.	GA City Fire Department
		Sandy Springs Fire Dept.	GA City Fire Department
		Sandy Springs Fire Dept.	GA City Career Fire Departments
		Colquitt-Miller County Fire Dept.	GA Volunteer Fire Departments
		Warner Robbins Fire Dept.	GA Fire Departments/GAFC
		Georgia Forestry Commission	GA Forestry Service
		Georgia Forestry Commission	GA Forestry Service
PIPELINE OPERATORS		City of Buford	Natural Gas Local Distribution Company (Municipal)
		AGL Resources	Natural Gas Local Distribution Company
		AGL Resources	Natural Gas Local Distribution Company
		Colonial Pipeline	Refined Liquids Pipeline
		Dixie Pipeline	Highly Volatile Liquids Pipeline
		Williams Pipeline/Transco	Interstate Natural Gas Pipeline
		Williams Pipeline/Transco	Interstate Natural Gas Pipeline
		Williams Pipeline/Transco	Interstate Natural Gas Pipeline (retired)

# GPERI Team Members

REGULATORS

NAME	COMPANY	REPRESENTING
	PHMSA	US DOT Pipeline/Hazardous Material Enforcement
	PHMSA	US DOT Pipeline/Hazardous Material Enforcement
	Office of State Fire Marshal	GA Office of Insurance & Fire Safety Commissioner
	Office of State Fire Marshal	GGA Office of Insurance & Fire Safety Commissioner
	GA Public Service Commission	GA Pipeline Safety Enforcement
	GA Public Service Commission	GA Pipeline Safety Enforcement
	GA Emergency Management Agency	GA Emergency Management



# Challenges Identified by GPERI

## OUTSIDE-IN: A Flawed Approach

### OPERATOR

- Pipeline operators have been trying to “push” critical safety information to responders for years
- Approach did not address the responder’s reality
- Missed opportunities to ask:
  - What information do you need?
  - Who needs to receive the information?
  - Is there a difference in the level of information required by position/job duties?
  - What is the best way to ensure real knowledge transfer?

**Responders not part of the solution**

# Challenges Identified by GPERI

## INEFFECTIVE Knowledge Transfer/Skills Development

### RESPONDER

- Who is attending training or liaison meetings?
- What are they doing to distribute information?
- Who are they calling for emergencies?
- Are responders participating in damage prevention activities?

# Challenges Identified by GPERI

BOTH

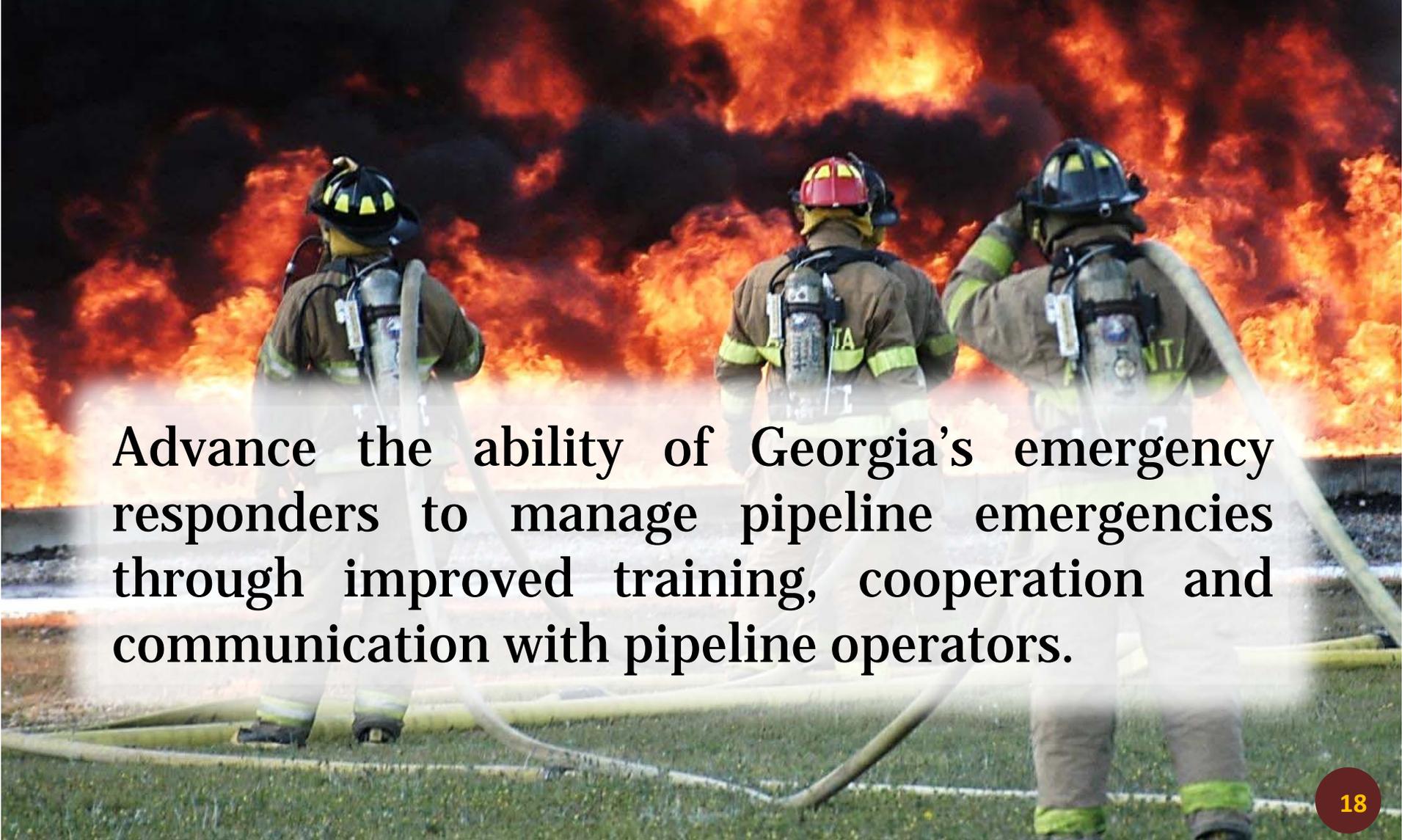
- Lack of through pipeline safety training for GA emergency responders
- Low priority placed on pipeline emergencies training by most fire chiefs
- Less than optimal training delivery methods
  - Level of information did not meet needs of responders
  - Little or no relationship building w/traditional meeting structure
  - Meeting attendance depended on responder availability
  - Limited flexibility to accommodate non-career responders

# Challenges Identified by GPERI

**BOTH**

- Incorrect knowledge & skills transfer throughout GA responder ranks
- Resource challenges for GA responders when an incident occurred
  - State law requires fire personnel to respond and remain on scene for all gas ruptures
  - Ties up responder resources, potentially impacting other responses

# GPERI Mission

A photograph of three firefighters in full protective gear, including helmets and oxygen tanks, standing in a line with their backs to the camera. They are holding yellow fire hoses. In the background, a large, intense fire with bright orange and yellow flames is burning. The scene is set outdoors on a grassy area.

Advance the ability of Georgia's emergency responders to manage pipeline emergencies through improved training, cooperation and communication with pipeline operators.

# Goals & Objectives

- Improve and sustain effective communication among emergency responders and GA pipeline operators
- Increase emergency responders' awareness of pipelines in Georgia
- Establish a baseline to evaluate pipeline emergency response preparedness
- Identify weaknesses in existing regulatory and emergency response programs and develop solutions
- Develop a sustainable comprehensive pipeline emergency response training program

# Pipeline Emergencies Curriculum Development

The screenshot displays the NASFM Training website. The browser address bar shows <https://nasfm-training.org>. The website header includes the logo for The National Association of State Fire Marshals and navigation links for Sign Up, About, and Help. The main banner features the text "NASFM Training" and "Professional Development Opportunities for Individuals and Organizations" over a background image of fire helmets.

### NASFM Offerings

- Pipeline Emergencies: Awareness**  
National Association of State Fire Marshals  
PIPELINE EMERGENCIES  
Awareness  
Pipeline Emergencies: Introduction  
Awareness Level: 1 to 2 hours  
Emergency Personnel  
[Resume](#) [Register](#) [Resources](#)
- Pipeline Emergencies: Operations**  
National Association of State Fire Marshals  
PIPELINE EMERGENCIES  
Operations  
Pipeline Emergencies: Intermediate  
Operations Level: 4 to 6 hours  
First Responders  
[Resume](#) [Register](#) [Resources](#)
- Pipeline Emergencies: Technician**  
National Association of State Fire Marshals  
PIPELINE EMERGENCIES  
Technician  
Pipeline Emergencies: Comprehensive  
Technician Level: 10 to 12 hours  
Hazardous Materials Technicians  
[Resume](#) [Register](#) [Resources](#)

### NASFM Foundation Offerings

- Liquefied Natural Gas Emergencies**
- Why Data? Understanding Your Role in Fire Incident**
- EVALUATING FIRE RISK IN EXISTING BUILDINGS**
- Understanding Your Role in Fire Incident Data**

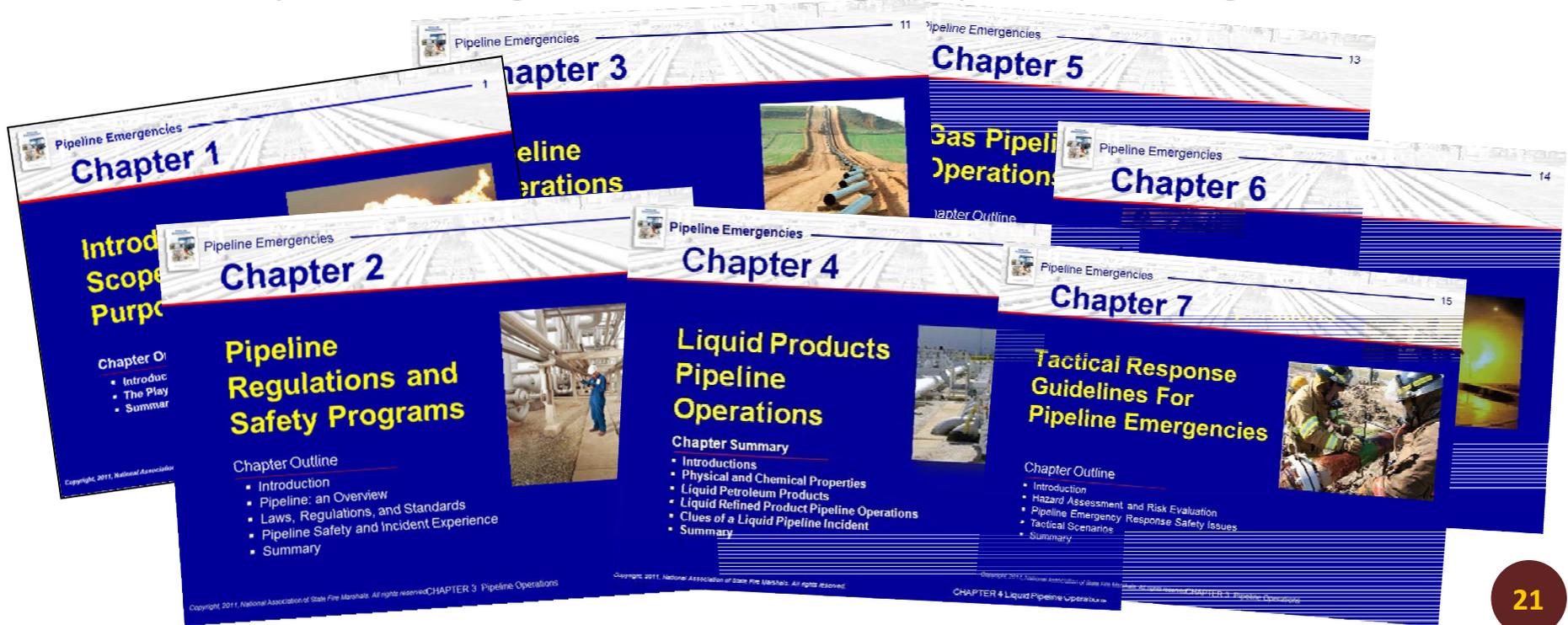
### Featured Courses

- Crowd Manager Training** NEW  
This 2-hour interactive course is available now!  
**>>> \$19.95**  
Crowd Manager Training  
All national fire code standards require trained crowd managers in public assemblies. In this online course, participants learn about the crowd manager's role, crowd management principles, and safety strategies.
- Fire Incident Data**

The Windows taskbar at the bottom shows the system tray with the date 7/5/2017 and time 5:42 PM. A red circle with the number 20 is located in the bottom right corner of the image.

# Pipeline Emergencies Curriculum Development

- Used NASFM “*Pipeline Emergencies*” course as basis for developing training modules
  - Worked with pipeline operators to review/update content
  - Adapted training materials and developed trainer’s guide



# Training Tailored to Rank/Position

Course	Position/Rank	Content
Train the Trainer 16-hour	Hazmat teams, command officers, trainers	In-depth focus on pipeline emergencies; instructor qualification
Command Module 4-hour	Law enforcement, EMS, emergency managers, fire chiefs	Provides strategic awareness; Focused on NIMS & ICS, unified command, Incident Action Plan, pre-planning for incidents
Company Officer & Firefighter Module 8-hour	Rank & file firefighters (volunteer or paid)	Focused on scene safety, initial incident command, size-up, prompt notification of operator, assistance requests, ordering of resources
911 Dispatch Module 4-hour	E-911 operators	Provides detailed information on pipelines in jurisdiction, product risks and hazards, questions to ask when pipeline emergency reported, what to communicate to operators & ERs

# Ensuring Sustainability

- Q:** To survive long-term, the program, needed a way to ensure sustainability
- Who will be responsible for program going forward?
  - How will program funds be managed?
  - How will program effectiveness be monitored?

**A:** Establish the GPERI Board



# GPERI Board

- Multi-stakeholder Board created under umbrella of the Georgia Association of Fire Chiefs (“GAFC”)
- **8 Voting Positions**
  - 4 selected by GAFC
  - 4 pipeline industry (interstate liquid, interstate gas, investor-owned LDC, and municipal LDC)
- **3 Non-Voting Positions**
  - Director Georgia Fire Academy (or designee)
  - President of GA811 (or designee)
  - GPERI Program Manager

# Ensuring Sustainable Funding



- For the program to be a long term solution, it must have a sustainable funding stream.
- Pipeline operators spend significant dollars today to meet regulatory requirements associated with liaison requirements and public education.

**Let's Spend Them Smarter ...**

# GPERI Funding Structure

- **Initial Seed Money** provided through the GPSC to the GAFC for training development.
- **Baseline Funding** provided by Georgia Pipeline Operators
  - Interstate Gas
  - Interstate Liquids
  - Local Distribution Companies (Investor owned)
  - Local Distribution Companies (Municipal owned)
- **50/50 Cost Allocation** between interstate pipeline operators & LDCs, assuming full participation by the major operators in each group.
- **Multi-tiered Structure** for allocation among interstate operators, tied to the number of Georgia counties in which their pipelines operate.

# GPERI Funding Structure

- **Allocation among LDCs** is based on a multi-tiered structure tied to the number of service lines for the operator.
- **Funding beyond operator revenue** listed above can and should be pursued from other sources.
  - Funds from these sources should not be used to offset annual baseline operations revenues.
  - One time revenue streams should be used for one-time or short duration projects.

# Why It Works

**BECAUSE EVERYONE  
BENEFITS**

# For Operators ...



## **CREDIBILITY**

Leverage established command and training structures provided by GAFC and GPTSC to conduct training



## **EFFECTIVENESS**

Documentation - all courses require a post-test of knowledge comprehension



## **INSIDE OUT MARKETING**

Fire Chiefs own the program and have the lead on promoting attendance



## **RELATIONSHIPS**

Safety & business partners; improved liaison, understanding, & trust

# For Responders ...



## **KNOWLEDGE**

Improved understanding of pipeline operation, products, hazards, & emergency response improves safety



## **INFLUENCE OVER PROCESS**

The right level of information, tailored to the right level, delivered to meet responders' needs



## **NEW FUNDING SOURCE**

Operators provide a funding source for enhanced emergency training

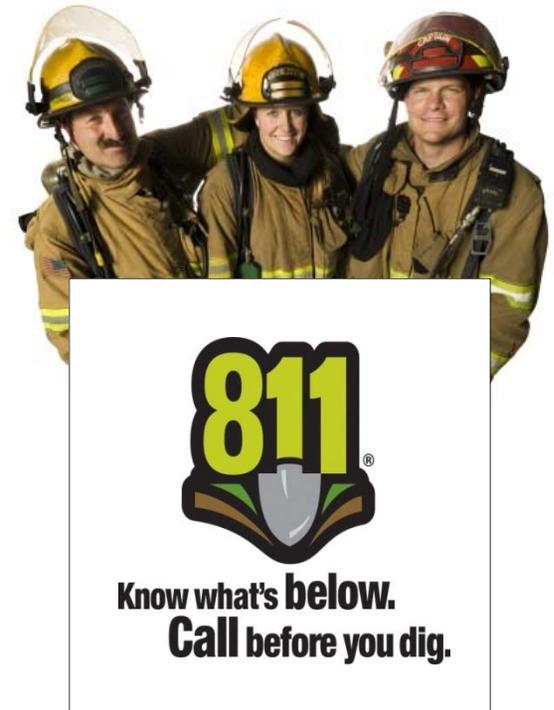


## **RELATIONSHIPS**

Safety & business partners; improved liaison, understanding, & trust

# An Unanticipated Benefit

- Active support from GA Fire Chiefs for preventing pipeline incidents
  - Requested & now have a seat on GUCC Legislative
  - Pursuing city zoning & planning to link permit issuance to evidence of one call
  - Emergency responders and other city and local officials (e.g. city planners, inspectors, etc.) may approach excavators to ask about one call tickets



**Prevent the Incident You Would Otherwise  
Have to Respond To**

# Marketing GPERI

## Influence of Authority

- Fire chiefs “own” Pipeline Emergencies training; responsible for implementation
  - Training promoted at fire chief conferences & meetings
  - GAFC District Vice-Presidents market the program within their areas.
  - A dedicated Program Manager markets & schedules PE training; also qualified as an instructor



# What GPERI is/isn't

- **GPERI IS** a public-private partnership among pipeline operators and GA emergency response organizations to provide pipeline emergencies training to GA responders
- **GPERI ISN'T** a substitute for individual pipeline operator liaison activities
  - Operators still need to share company-specific information about their assets, risks and hazards
  - Need to discuss how operator & responders will cooperate in a pipeline emergency

# Where We Are Now?

- 16, 8, and 4 hour classes up and running
- Pilot class for 911 Dispatch coming soon
- 17 trainers qualified to date; 15 more waiting for “train the trainer” class
- 15 classes since February 2017; 13 scheduled during the next few months
- Signing up and invoicing of Operators ongoing

# Georgia's First Responder Challenges



- Training is NOT mandatory for any GA responder
- There are 159 counties
- There are 624 fire departments across the State
- There are approximately 28,000 firefighters
- Almost 14,000 are volunteer firefighters

# Georgia's Operator Challenges--Participation

31% Municipal Systems

50% Private Operators

60% Transmission Lines

# Operator Certificate



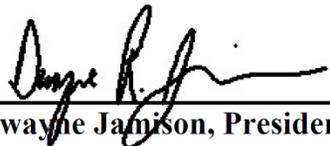
**Georgia Association of Fire Chiefs  
Presents**

***Alex Powell***

**Certificate of Attendance for participating  
in the 4 hour class of the  
Pipeline Emergencies: Command Officers Strategies  
Conducted on 4/12/2017 at  
Louisville Fire Department**

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**James D. Anderson, Fire Chief  
Louisville Fire Department**



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**Dwayne Jamison, President  
Georgia Association of Fire Chief**

# Letter from 2014 PHMSA Administrator

July 16, 2014

Dear Emergency Response Stakeholders,

Improving communication between emergency responders and pipeline operators nationwide is an important aspect of pipeline safety. Beginning in 2012, a diverse group of pipeline operators, firefighters, along with state and federal regulators came together to create the Georgia Pipeline Emergency Responders Initiative (GPERI). This groundbreaking initiative was conceived as a way to enhance communications among emergency responders, pipeline operators, and regulators. It has done that and more.

***The GPERI has strengthened the relationships among the various pipeline safety stakeholders in Georgia. It has brought about a better understanding of stakeholders' shared responsibilities to help prevent and properly respond to pipeline incidents. The GPERI has also spurred the development and implementation in Georgia of new pipeline emergency response training and has had a significant impact on the understanding of pipeline hazards in the emergency responder community.***

The Pipeline and Hazardous Materials Safety Administration (PHMSA) recognizes that each state is unique and has its own set of challenges in protecting the public and the environment from the risks associated with transporting hazardous materials in pipelines. ***However, we are highly encouraged by the success of the Georgia initiative and encourage other states to develop similar programs tailored to its needs.***

To learn more about the GPERI, please call the PHMSA Southern Region Office at (404) 832- 1147.

Regards,



Cynthia L. Quarterman





### GA Pipeline Operators

Provide funding for training

- Appoint operator representatives to serve on GPERI Board
- Maintain liaisons/drill with FFs
- Monitor program effectiveness



### GA Association of Fire Chiefs (GAFC)

- Promote pipeline safety training in GA
- Appoint responder representatives to serve on GPERI Board
- Direct GPERI Program Manager
- Manage program funding

### GPERI Board

- Develop an annual operating plan and budget
- Ensure sustainability of responder pipeline training program
- Make recommendations for training content/program improvement
- Monitor program effectiveness



### GPERI Training Program Manager

- Manage program rollout/implementation
- Internally market program to FFs
- Point person for exchange of information between Pipeline Operators, GPSTC, GAFC
- Serve as a non-voting member of GPERI Board



### GPSTC Georgia Public Safety Training Center

- Develop position-specific training modules
- Maintain program content current
- Present training/train trainers
- Maintain schedule & documentation
- Serve as a non-voting member of GPERI Board

Computer Disc Training (CDT)

4/8 HR Face to Face at Distant/Smaller FD

Train the Trainer 4/8 HR at FD

Web-Based Training (WBT)

16 HR Face to Face at GPSTC

GA Fire Departments

NOTE: Red dotted lines indicate program elements that have yet to be developed



# April 2017-Georgia Governor Deal Proclamation National Safe Digging Month

