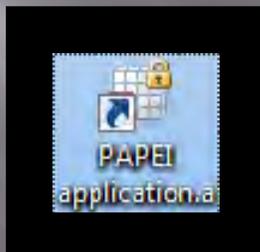


## PUBLIC AWARENESS PROGRAM EFFECTIVE INSPECTION (PAPEI)



SOFTWARE APPLICATION  
VERSION: JULY 2011.0.0

### Paper Inspection Form

- PHMSA Form-21
  - Public Awareness Program Effectiveness Inspection, July 21, 2011 Rev 0
  - Word/PFD format
  - Located on PHMSA's Pipeline Safety site at: [www.phmsa.dot.gov/pipeline/library/forms](http://www.phmsa.dot.gov/pipeline/library/forms)
- Federal and State inspections used the paper inspection form prior to the software release.
- The PAPEI Software was designed to model the format and questions on Form 21
- Software released on: November 7, 2011

## PAPEI Software Purpose

The purpose of the Public Awareness Program Effectiveness Inspection (PAPEI) Software Application is to allow regulators to input inspection results and to collect information that can be analyzed to improve public awareness and pipeline safety.

## PAPEI Software Application

- ❑ Users should begin using the PAPEI Software after they have successfully installed the software on their computer.
- ❑ Microsoft Access 2007 Runtime Application.
- ❑ Users do not have to have Microsoft Access installed on their computer.
  - Install the application on their computer
  - May have to ask for admin rights to install
- ❑ User can input inspection results into the software offline without an Internet connection

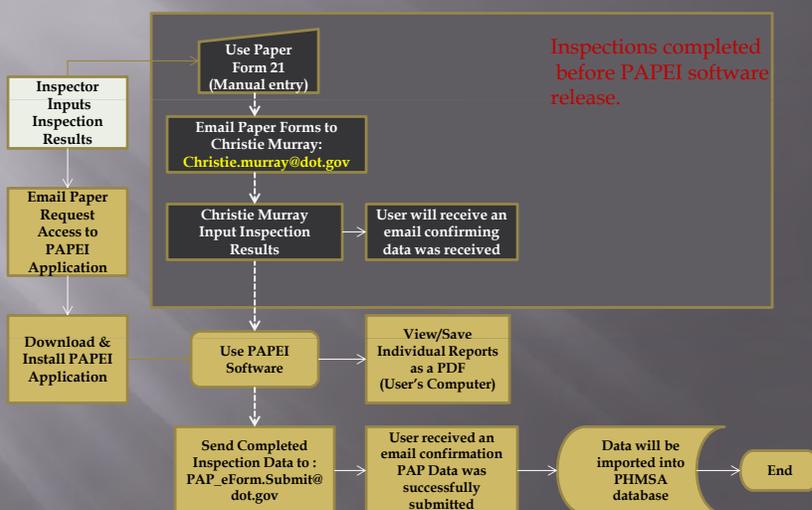


## PAPEI Software Required Users

- Required users:
  - PHMSA Inspectors
  - State Inspectors (Interstate agents ~11-12)
- Optional: State Inspectors (Intrastate)

Interstate Agents	Natural Gas	Hazardous Liquids
Arizona	X	X
Michigan	X	
Ohio	X	
Connecticut	X	
Minnesota	X	X
Washington	X	X
Iowa	X	
New York	X	X
West Virginia	X	
Virginia		X
California (Fire Marshal)		X

## PAPEI Process Flow



## Paper Inspection Form Submission Process

- ❑ Inspectors must email *completed*\* inspection forms (MS Word) to [christie.murray@dot.gov](mailto:christie.murray@dot.gov).
- ❑ Inspectors will receive an email confirming their inspection report was received.
- ❑ Paper submissions will be tracked on a spreadsheet.
- ❑ Paper Forms will be manually input into the PAPEI database by Christie Murray.

\* Completed inspections refers to inspections that have been reviewed following the inspector's normal inspection review/approval process.

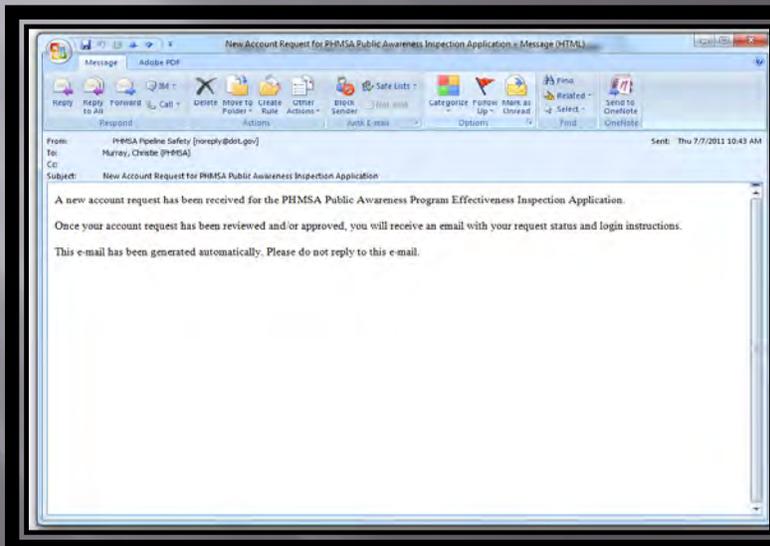
## Requesting Access to the Application

Note: Users who attended one of the PHMSA PAP training courses do not have to request an account here. They will automatically receive an email with their login instructions.

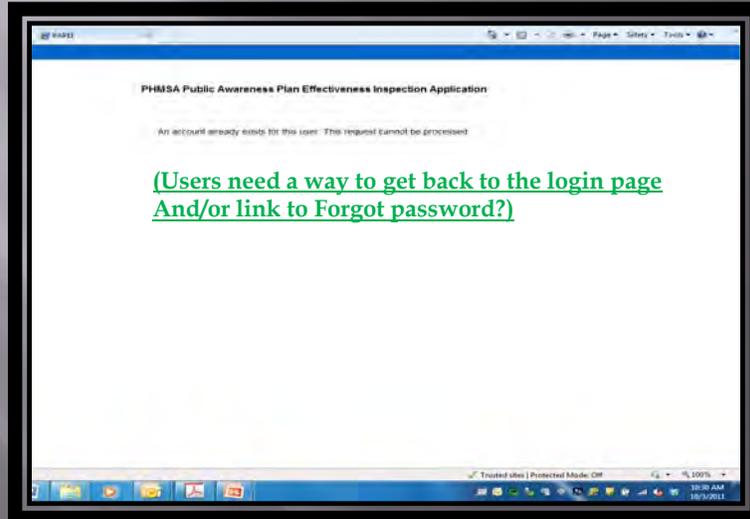
## Requesting Access to the PAPEI Application

The screenshot shows a web browser window displaying a form titled "PHMSA Public Awareness Plan Effectiveness Inspection Application". The form includes the following fields: First name, Last name, E-mail address, Re-enter e-mail address, Title, Organization, and Phone number. Below the fields are "Submit" and "Cancel" buttons. At the bottom, there is a link for help or technical support: [PAPEI\\_Form\\_Feedback@doh.gov](mailto:PAPEI_Form_Feedback@doh.gov).

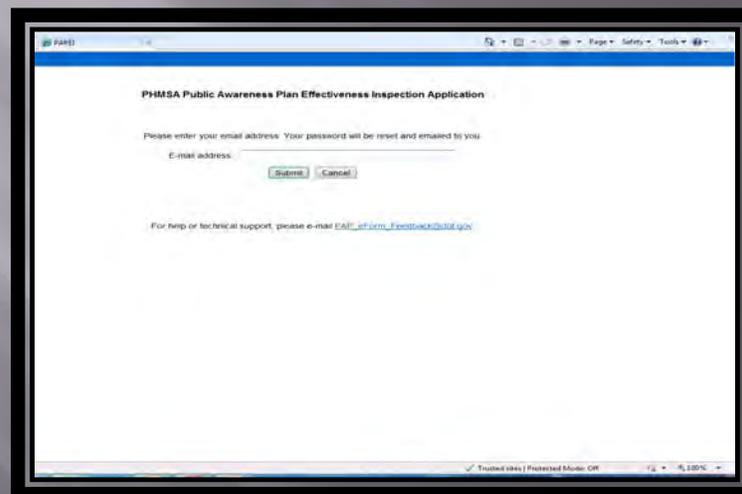
## Requesting Access to the Application



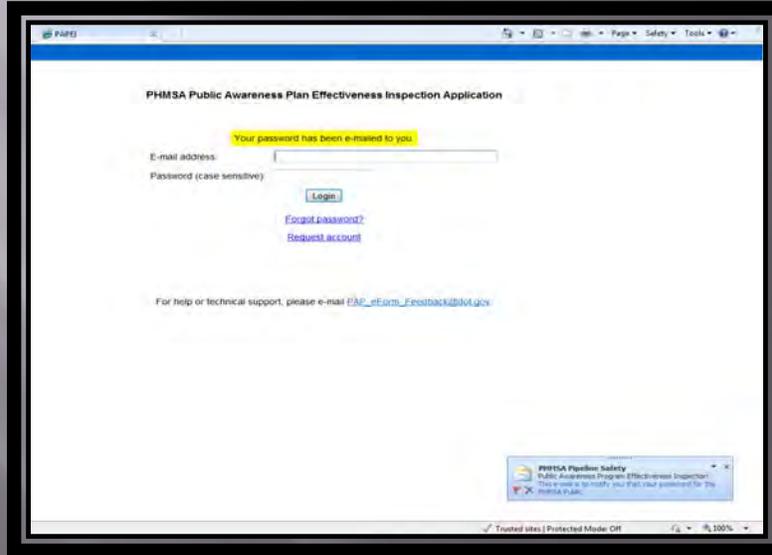
## User has an Existing Account



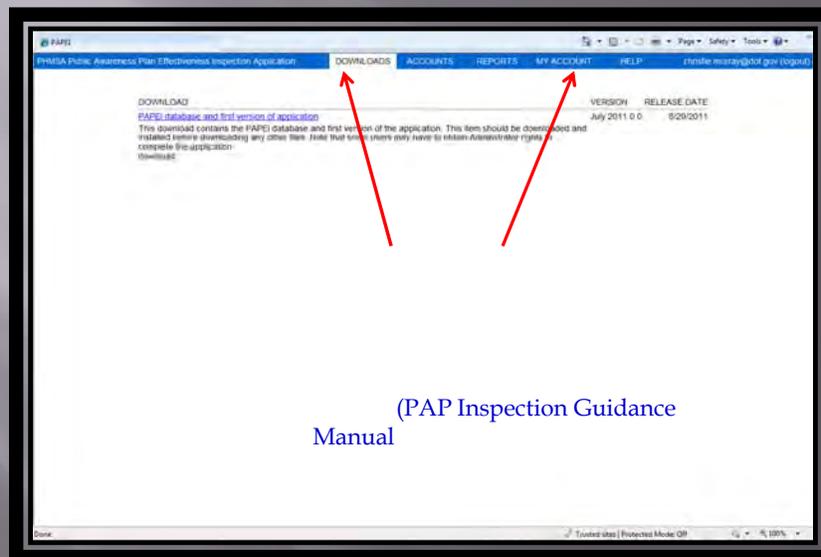
## Forgot Password? Request a Password Reset



## Feedback Password Request Received



## PAPEI Application



(PAP Inspection Guidance Manual

## Downloads

DOWNLOAD	VERSION	RELEASE DATE
<a href="#">PAPEI database and first version of application</a>	July 2011.0.0	8/29/2011

This download contains the PAPEI database and first version of the application. This item should be downloaded and installed before downloading any other files. Note that some users may have to obtain Administrator rights to complete the application download.

Click here to download the latest software application

## Downloading the Application

download: **PAPEI database and first version of application**

description: This download contains the PAPEI database and first version of the application. This item should be downloaded and installed before downloading any other files. Note that some users may have to obtain Administrator rights to complete the application download.

version: July 2011.0.0

release date: 8/29/2011

instructions:

To install this product:

1. Click on the download button below.
2. Save the file to your desktop.
3. After the file has downloaded, double-click on the icon.
4. Please use all the default settings during the install.
5. After the install process is complete, you will see a shortcut on your desktop and "PHMSA Public Awareness Plan Effectiveness Inspection".

File Download - Security Warning

Do you want to run or save this file?

Name: papeiapplication.exe  
Type: Windows Installer Package, 743KB  
From: phmsa-apps.phmsa.dot.gov

Run Save Cancel

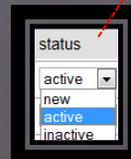
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [Click here for more info.](#)

## Accounts (Administrators Only)

The screenshot shows the 'Accounts' tab in the PAPEI application. The table lists the following accounts:

username	name	title	organization	phone	status
<a href="mailto:christie.murray@dot.gov">christie.murray@dot.gov</a>	Christie Murray	National Community Assistance & Technical Services (CATS) Coordinator	PHMSA	(202) 366-4996	active
<a href="mailto:ed.chemosky@dot.gov">ed.chemosky@dot.gov</a>	Ed Chemosky	Senior Software Engineer	Catapult Technology	(202) 329-2818	active

The **Accounts** tab allows administrators to view all accounts and to change the status of a user's account (new, active, or inactive).



## Reports (Administrators Only)

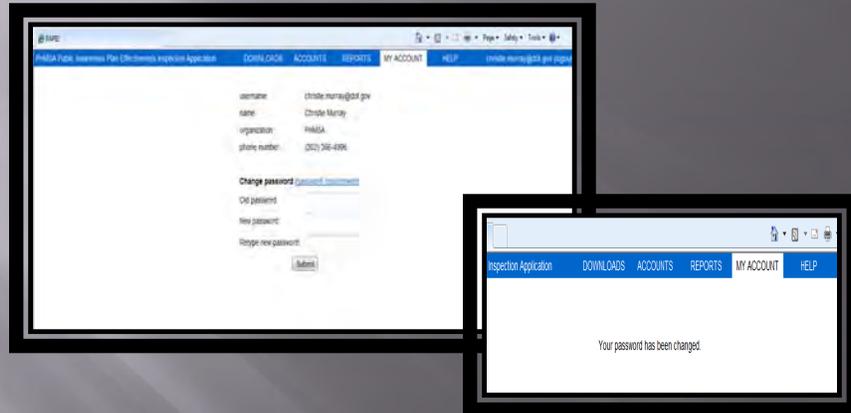
The screenshot shows the 'Reports' tab in the PAPEI application. The report is titled 'Users that have not downloaded current PAPEI application' and lists the following users:

username	name	organization	phone
<a href="mailto:mark.kyriss@dot.gov">mark.kyriss@dot.gov</a>	Mark Kyriss	PHMSA	(202) 000-0000
<a href="mailto:thomas.bravo@dot.gov">thomas.bravo@dot.gov</a>	Tom Bravo	PHMSA	(202) 306-4662
<a href="mailto:rajesh.dhingra@dot.gov">rajesh.dhingra@dot.gov</a>	Rajesh Dhingra	PHMSA	(202) 366-4793
<a href="mailto:ed.chemosky@gmail.com">ed.chemosky@gmail.com</a>	Ed Chemosky	PHMSA/Catapult Technology	(202) 329-2818

[Return to Report List](#)

The **Reports** tab allows administrators to view all and identify users who have not downloaded the current PAPEI Application).

## My Account/Change Password



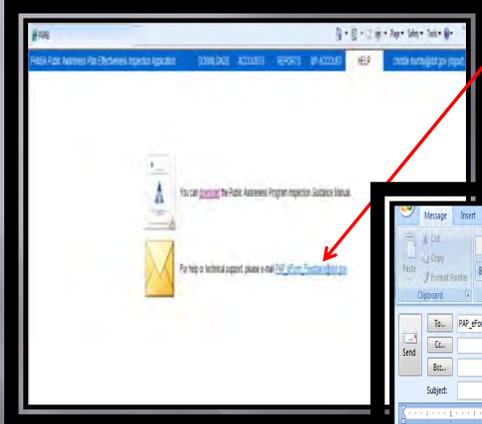
The My Account tab allows users to review their contact information and to change their password. After successfully changing the password, the user will receive a email confirmation.

## Help

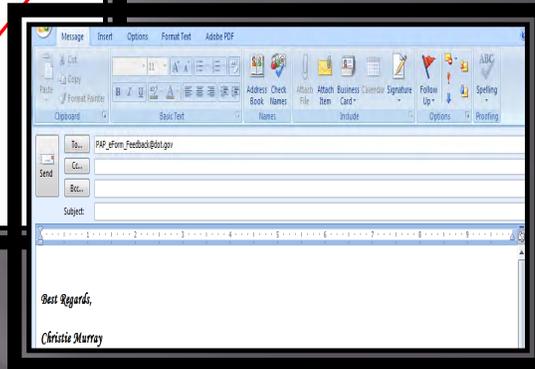


The Help tab allows users to contact technical support for assistance or download a copy of the Public Awareness Inspection Guidance Manual.

## Help



The Help tab allows users to contact technical support for assistance by emailing the administrator.



## OPENING THE PAPER APPLICATION



Click the "Public Awareness" software application to open the application

## INSPECTION RECORDS/STATUS

The screenshot shows the Microsoft Access interface for a database titled 'Public Awareness : Database (Access 2007)'. The main menu is titled 'Public Awareness Program Effectiveness Inspection - MAIN MENU'. It contains three options: 'View/Edit inspection records', 'Submit data to PHMSA', and 'Exit application'. A red arrow points to the first option.

Public Awareness Program Effectiveness Inspection - MAIN MENU

- View/Edit inspection records
- Submit data to PHMSA
- Exit application

Click "View/Edit inspection records" to begin a new inspection record or edit an existing record.

## INSPECTION RECORDS/STATUS

The screenshot shows the same Microsoft Access interface as the first image. A red arrow now points to the 'Submit data to PHMSA' option.

Public Awareness Program Effectiveness Inspection - MAIN MENU

- View/Edit inspection records
- Submit data to PHMSA
- Exit application

- Click "Submit data to PHMSA" to save your inspections to your computer and send inspection data to PHMSA.
- Saves data to an .xml Excel file

## INSPECTION RECORDS/STATUS

Public Awareness Program Effectiveness Inspection - MAIN MENU

- View/Edit inspection records
- Submit data to PHMSA
- Exit application

Click "Exit" to exit the eForm application.

## INSPECTION RECORDS/STATUS

INSPECTIONS

INSPECTION ID	INSPECTION NAME*	STATUS*		
1	Bake Energy	complete	View/Edit	Save as PDF
4	BP	complete	View/Edit	Save as PDF
5	Smith Pipelines	new	View/Edit	Save as PDF
8	John Doe Enterprises	new	View/Edit	Save as PDF
(New)		new	View/Edit	Save as PDF

Add a new inspection: Type in the name of the inspection or operator name

### INSPECTION RECORDS/STATUS

**Status:**

New = Open new inspection record to input inspection information  
In progress = Modify an existing inspection record  
Complete = Inspection results complete and ready to send to PHMSA

**Note:** only inspections marked “complete” will be saved in PHMSA’s master inspection database.

INSPECTION ID	INSPECTION NAME*	STATUS*	View/Edit	Save as PDF
1	John Enterprises	complete	View/Edit	Save as PDF
4	BP	complete	View/Edit	Save as PDF
3	Smith Pipelines	new	View/Edit	Save as PDF
8	John Doe Enterprises	new	View/Edit	Save as PDF
(New)		new	View/Edit	Save as PDF

### INSPECTION RECORDS/STATUS

Click “Save as PDF” to save the inspection report to your computer.

INSPECTION ID	INSPECTION NAME*	STATUS*	View/Edit	Save as PDF
1	John Enterprises	complete	View/Edit	Save as PDF
4	BP	complete	View/Edit	Save as PDF
3	Smith Pipelines	new	View/Edit	Save as PDF
8	John Doe Enterprises	new	View/Edit	Save as PDF
(New)		new	View/Edit	Save as PDF

### INSPECTION RECORDS/STATUS

The screenshot shows a web application window titled "INSPECTION RECORDS/STATUS". It contains a table with the following data:

INSPECTION ID	INSPECTION NAME*	STATUS*	View/Edit	Save as PDF
1	Duke Energy	complete	View/Edit	Save as PDF
4	BP	complete	View/Edit	Save as PDF
9	Smith Pipelines	new	View/Edit	Save as PDF
9	John Doe Enterprises	new	View/Edit	Save as PDF
(New)		new	View/Edit	Save as PDF

Red arrows point to the "View/Edit" button in the first row and the "Close" button in the top right corner.

**Click the "View/Edit" to enter a single inspection and review or input inspection data**

**Closes this page, saves data, and takes the user back to the Main Menu**

### INSPECTION DETAILS

The screenshot shows a web application window titled "INSPECTION DETAILS". The inspection name is "Duke Energy" and the ID is "1". The page is divided into several sections:

- Control Information**
  - Operator Information
  - Operators Covered Under Program
  - Units Covered Under Program
  - Persons Interviewed
  - External Support
  - PHMSA/State Representatives
  - Remarks
- Mileage Covered by Public Awareness Program (by Company and State)**
  - Jurisdictional to Part 192 (Gas) Mileage (Interstate)
  - Jurisdictional to Part 192 (Gas) Mileage (Intrastate)
  - Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Interstate)
  - Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Intrastate)
- Program Implementation**
  - Program Implementation
- Program Evaluation & Continuous Improvement**
  - Annual Audits
  - Effectiveness Evaluations
- Inspection**
  - Summary/Findings
- Inspection Report**
  - View Inspection Report
  - Save Inspection Report as PDF

Red arrows point to the "Close" button in the top right, the "Operator Information" section, and the "Inspection Menu Details for a specific Inspection with sections from the Inspection Form" text.

**Inspection Menu Details for a specific Inspection with sections from the Inspection Form**

**Closes this page, saves data, and takes the user back to the Inspections list**

## OPERATOR INFORMATION

Closes this page, saves data, and takes the user back to the Inspection Menu for that specific operator

Inspector must fill in the operator Information:

- OPID drops from SMART (Active and Inactive IDs)
- Parent Operator Name will auto-populate based on the OpID selected
- Total mileage represented = Calculated from mileage totals on other screens

## OPERATORS COVERED

Closes this page, saves data, and takes the user back to the Inspection Menu for that specific operator

- Inspector can add more "Operator IDs" covered under this PAP
- Operator Name will auto-populate based on the OpID selected
- Users cannot change the operator name
- User can manually add a Operator ID

## UNITS COVERED

Public Awareness : Database (Access 2007) - Microsoft Access

Home Create External Data Database Tools Acrobat

RELATED UNITS

UNITS COVERED UNDER PROGRAM Close

INSPECTION NAME: Duke Energy

INSPECTION ID: 1

UNIT ID	UNIT NAME
<input type="text"/>	<input type="text"/>

- Inspector can add "UNITS" covered under this program
- Unit Name will auto-populate based on the Unit ID selected
- Unit IDs drops from SMART (Active and Inactive IDs)

## PERSONS INTERVIEWED

Public Awareness : Database (Access 2007) - Microsoft Access

Home Create External Data Database Tools Acrobat

PERSONS INTERVIEWED

PERSONS INTERVIEWED Close

INSPECTION NAME: Duke Energy

INSPECTION ID: 1

OPERATOR ID	PERSON INTERVIEWED*	TITLE/ORGANIZATION*	PHONE NUMBER	EMAIL ADDRESS
<input type="text"/>	John Doe	President	(123) 123-1231	john.doe@email.com
32147	Jane Doe	President	(324) 234-2344	jane.doe@email.com
*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Enter information on each operator person interviewed during the inspection

### EXTERNAL SUPPORT

EXTERNAL SUPPORT

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

OPERATOR ID	ENTITY NAME*	PART OF PLAN*	PHONE NUMBER	EMAIL ADDRESS
2	Smith Consulting	evaluations	(512) 312-2122	john.smith@email.com
35	Erickson and Co	Mailing	(129) 129-1291	jane.erickson@email.com

- Affected public mailing
- Emergency official mailing
- Evaluations
- Excavator mailing
- Implementation
- Local public official mailing
- Mailing
- Message content development
- Plan development
- Pre-test materials
- Public meetings

- Enter information for any external support or third party vendors used by the operator
- Specify the part of the plan external support resources were used for

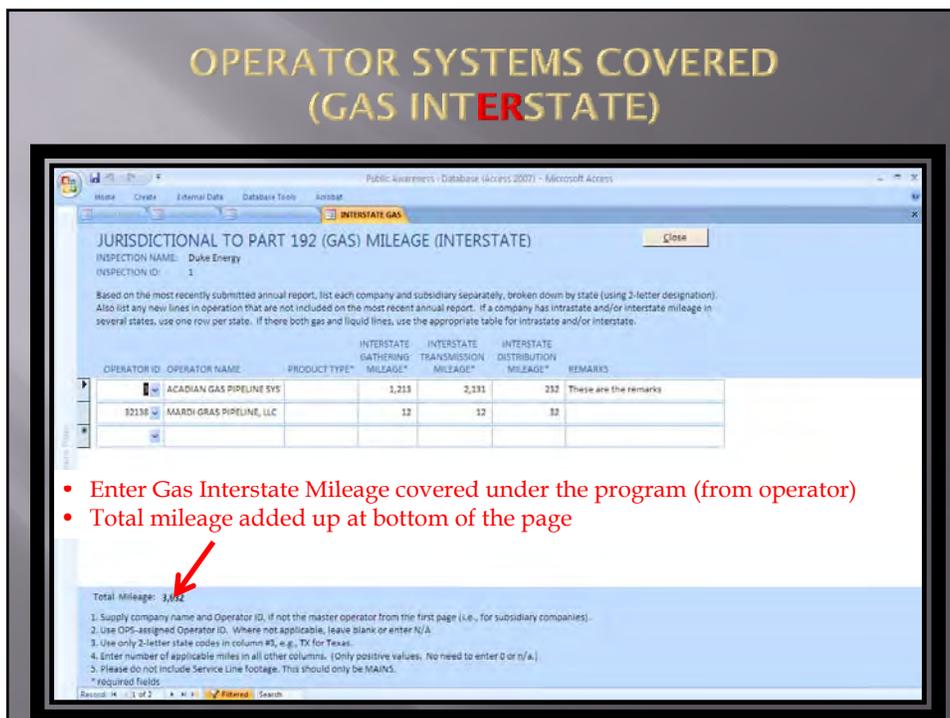
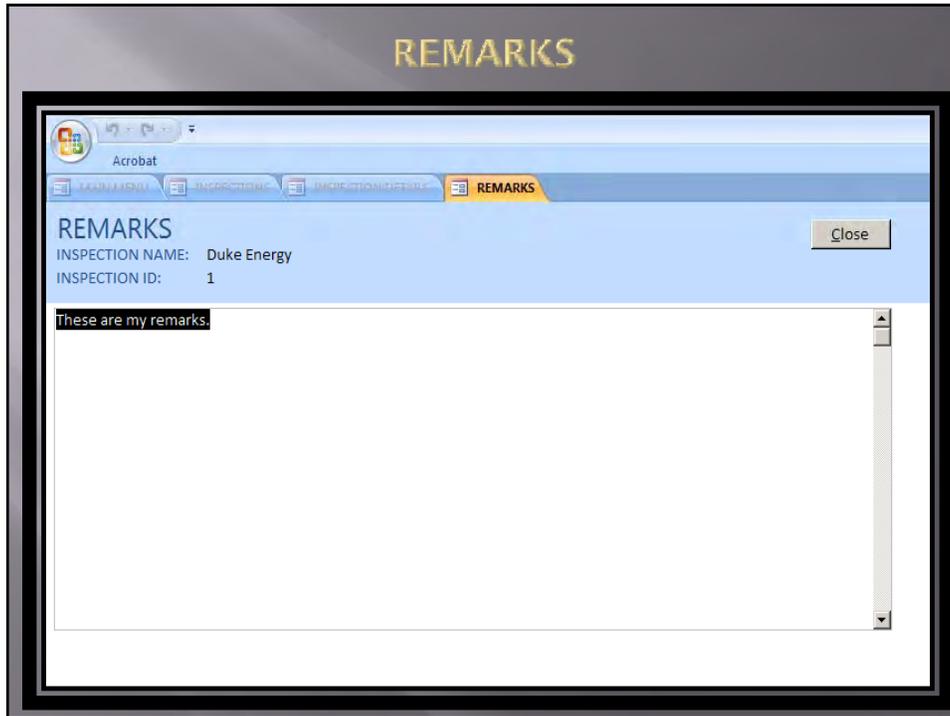
### PHMSA/STATE REPRESENTATIVES

PHMSA/STATE REPRESENTATIVES

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

PHMSA/STATE REPRESENTATIVE*	STATE/REGION*	AGENCY*	EMAIL ADDRESS	LEAD*
Ed Chernosky	Eastern	PHMSA	ed.chernosky@dot.gov	<input type="checkbox"/>
Fred Smith	Southern	PHMSA		<input type="checkbox"/>
Joanna Doe	ALABAMA	state		<input checked="" type="checkbox"/>
Sam Doe	ALABAMA	state	email@email.com	<input type="checkbox"/>

- Enter the PHMSA/State inspector representative(s) conducting the inspection
- Select (1) lead inspector only



- Enter Gas Interstate Mileage covered under the program (from operator)
- Total mileage added up at bottom of the page

## OPERATOR SYSTEMS COVERED (GAS INTRASTATE)

**JURISDICTIONAL TO PART 192 (GAS) MILEAGE (INTRASTATE)**

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

Based on the most recently submitted annual report, list each company and subsidiary separately, broken down by state (using 2-letter designation). Also list any new lines in operation that are not included on the most recent annual report. If a company has intrastate and/or interstate mileage in several states, use one row per state. If there both gas and liquid lines, use the appropriate table for intrastate and/or interstate.

OPERATOR ID	OPERATOR NAME	PRODUCT TYPE*	STATE*	INTRASTATE	INTRASTATE	INTRASTATE	REMARKS
				GATHERING MILEAGE*	TRANSMISSION MILEAGE*	DISTRIBUTION MILEAGE*	
	ACADIAN GAS PIPELIN		MA	1,213	2,131	232	These are the remarks

**Total Mileage: 3,576**

1. Supply company name and Operator ID, if not the master operator from the first page (i.e., for subsidiary companies).
2. Use OPS-assigned Operator ID. Where not applicable, leave blank or enter N/A
3. Use only 2-letter state codes in column #3, e.g., TX for Texas.
4. Enter number of applicable miles in all other columns. (Only positive values. No need to enter 0 or n/a.)
5. Please do not include Service Line footage. This should only be MAINS.

\* Required fields

- Enter Gas Intrastate Mileage covered under the program (from operator)
- Total mileage added up at bottom of the page

## OPERATOR SYSTEMS COVERED (H/L INTERSTATE)

**JURISDICTIONAL TO PART 195 (HAZARDOUS LIQUID) MILEAGE (INTERSTATE)**

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

Based on the most recently submitted annual report, list each company and subsidiary separately, broken down by state (using 2-letter designation). Also list any new lines in operation that are not included on the most recent annual report. If a company has intrastate and/or interstate mileage in several states, use one row per state. If there both gas and liquid lines, use the appropriate table for intrastate and/or interstate.

OPERATOR ID	OPERATOR NAME	PRODUCT TYPE*	INTERSTATE	REMARKS
			TRANSMISSION MILEAGE*	
	Chernosky Pipeline		123	sdifkasldf

**Total mileage: 123**

1. Supply company name and Operator ID, if not the master operator from the first page (i.e., for subsidiary companies).
2. Use OPS-assigned Operator ID. Where not applicable, leave blank or enter N/A
3. Use only 2-letter state codes in column #3, e.g., TX for Texas.
4. Enter number of applicable miles in all other columns. (Only positive values. No need to enter 0 or n/a.)
5. Please do not include Service Line footage. This should only be MAINS.

\* Required fields

- Enter H/L Interstate Mileage covered under the program (from operator)
- Total mileage added up at bottom of the page

## OPERATOR SYSTEMS COVERED (H/L INTRASTATE)

• Enter H/L Intrastate Mileage covered under the program (from operator)  
 • Total mileage added up at bottom of the page

## SECTION I: ADMINISTRATION AND DEVELOPMENT

• Select inspection result for each question and enter comments  
 • Scroll down for remaining questions in Section 1  
 • Click "Close" to go back to Inspection Detail Menu to move to the next Section

## SECTION 2: PROGRAM IMPLEMENTATION

Home Create External Data Database Tools Acrobat

QUESTIONS/ANSWERS

### Program Implementation Close

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

**2.01 English and other Languages**

Has the operator developed and does the operator deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas?

- Verify if the operator delivers material in languages other than English. If so, what languages?
- Verify the process the operator used to determine the need for additional languages (for all stakeholder audiences).
- Document the source of information and the date information was collected.

S - Satisfactory  
 U - Unsatisfactory\*  
 N/A - Not applicable\*  
 Not Inspected\*

COMMENTS:

- Select inspection result for each question and enter comments
- Scroll down for remaining questions in Section 2
- Click "Close" to go back to Inspection Detail Menu
- to move to the next Section

CODE REFERENCE: § 192.616 (g); § 195.440 (g); API RP 1162 Section 2.3.1

---

**2.02 Message Type and Content**

Did the messages the operator delivered target the four primary stakeholder audiences to specifically include provisions to educate the public, appropriate government organizations, and persons engaged in excavation related activities on the:

- Use of a one-call notification system prior to excavation and other damage

S - Satis  
 U - Unsc  
 N/A - Not applicab  
 Not Inspecte

\* requires comments

## SECTION 3: PROGRAM EVALUATION (ANNUAL AUDITS)

Home Create External Data Database Tools Acrobat

QUESTIONS/ANSWERS

### Annual Audits Close

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

**3.01 Measuring Program Implementation**

Has the operator performed an audit or review of its program implementation annually since it was developed? If not, did the operator provide justification in its program or procedural manual?

- Verify the operator performed an annual audit or review of the PAP.
- Does the operator have a written evaluation process/plan for performing this annual audit?
- Verify annual audit records, assessments, and findings.

S - Satisfactory  
 U - Unsatisfactory\*  
 N/A - Not applicable\*  
 Not Inspected\*

COMMENTS:

- Select inspection result for each question and enter comments
- Scroll down for remaining questions in Section 3
- Click "Close" to go back to Inspection Detail Menu to move to the next Section.

CODE REFERENCE: § 192.616 (c), (i); § 195.440 (c), (i); API RP 1162 Section 8.3

---

**3.02 Acceptable Methods for Program Implementation Audits**

Did the operator use one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) to complete the annual audits of its program implementation? If not, did the operator provide valid justification for not using one of these methods?

Not Inspected\*

\* requires comments

## SECTION 4: PROGRAM EVALUATION (EFFECTIVENESS)

**Effectiveness Evaluations**

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

**4.01 Evaluating Program Effectiveness**

Did the operator perform an effectiveness evaluation of its program by June 2010 (or no more than 4 years following the effective date of program implementation) to assess its program effectiveness in all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

- Verify the operator conducted effectiveness evaluation of their program by June 2010 (or no more than 4 years following the effective date of program implementation).
- When was the evaluation completed?
- Was the effectiveness assessment performed to support the evaluation (in-house, by 3rd party contractor, participate in and use the results of an industry group or trade association)?
- What assessment methodology was used to support the effectiveness evaluation?(mailings, telephone surveys)
- How did operator determine the sample size?

CODE REFERENCE: § 192.616 (c); § 195.440 (c)

**4.02 Measure Program Outreach**

In evaluating its program effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

\* requires comments

Options:  S - Satisfactory,  U - Unsatisfactory\*,  N/A - Not applicable\*,  Not Inspected\*

COMMENTS:

- Select inspection result for each question and enter comments
- Scroll down for remaining questions in Section 4
- Click "Close" to go back to Inspection Detail Menu to move to the next question

## SECTION 5: SUMMARY/FINDINGS

**SUMMARY/FINDINGS**

INSPECTION NAME: Duke Energy  
INSPECTION ID: 1

**POST INSPECTION INFORMATION:**

INSPECTION SUBMIT DATE:

DIRECTOR APPROVAL:

APPROVAL DATE:

**SUMMARY:\***

This is the summary for #1

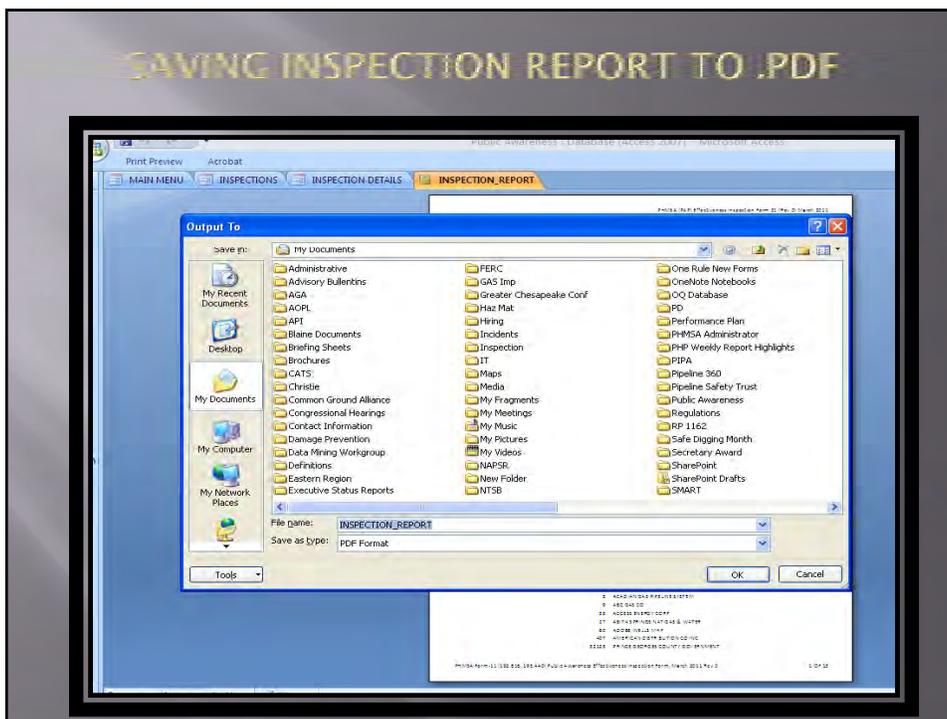
**FINDINGS:\***

\* required fields

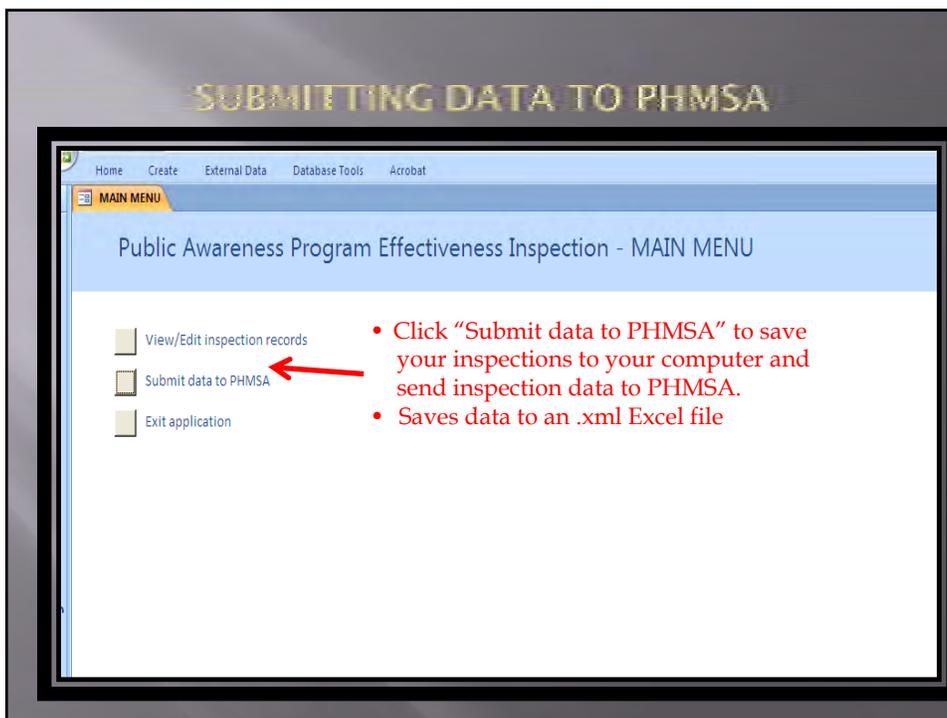
- Enter post inspection data
- Inspection submitted for approval date
- Director or supervisor approval (if required)
- Enter the date approval was granted
- Enter Summary and Findings



## SAVING INSPECTION REPORT TO .PDF



## SUBMITTING DATA TO PHMSA



### EXPORTING DATA

This utility exports the data to an external file. Please e-mail the file to: **PAP\_eForm.Submit@dot.gov**

Export Path  
C:\Documents and Settings\christie.murray\Desktop\ Browse

Predefined Locations

- Application Folder  
C:\Documents and Settings\christie.murray\Desktop\
- My Desktop  
C:\Documents and Settings\christie.murray\Desktop\
- C: drive  
C:\

Export

- An XML file will be generated and saved to the users computer
- Users will receive a confirmation email once received
- Save the file with detailed information (i.e. State/Region and Date)

### EXPORTING DATA

This utility exports the data to an external file. Please e-mail the file to: **PAP\_eForm.Submit@dot.gov**

Export Path  
C:\Documents and Settings\christie.murray\Desktop\ Browse

Predefined Locations

- Application Folder  
C:\Documents and Settings\christie.murray\Desktop\
- My Desktop  
C:\Documents and Settings\christie.murray\Desktop\
- C: drive  
C:\

Export

- Users will attach the XML file and send an email to PHMSA

## SENDING COMPLETED DATA TO PHMSA

- Save HTML of completed inspection form.
- Send one file to PHMSA

[PAP\\_eForm.Submit@dot.gov](mailto:PAP_eForm.Submit@dot.gov)

## EXIT APPLICATION

Click "Exit" to exit the eForm application.