

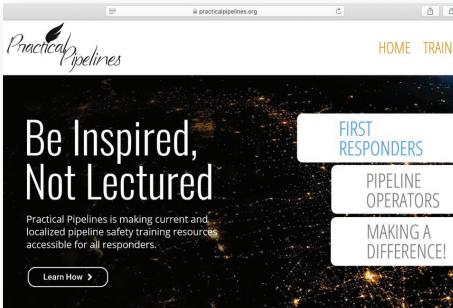
# PIPELINE

Emergency Preparedness  
& Support Resources



ACCOMPANYING BOOKLET TO THE  
*Danielle Dawn Smalley Foundation's*  
*Training Course for Illinois First Responders*

# Why We Care



**To visit your COUNTY-SPECIFIC pipeline safety web-page, go to**

**[www.practicalpipelines.org](http://www.practicalpipelines.org)**, select Illinois on the nationwide map, enter the password “**elevate**” when prompted, and search for the county(s) you serve.

Your county pipeline safety web-page contains multi-media resources for emergency planning, prevention and awareness/refreshers training, developed to meet the needs of busy first responders like you.

Video and downloadable/printable resources include county pipeline maps, operator contact information, 911 call intake checklist, Illinois damage statistics and other annually updated content.

## **Saving Lives & Earning Wings**

**W**hen you train, prepare, prevent and respond to pipeline emergencies well informed, you are helping save lives, property and the environment from preventable loss. Each year you train with Practical Pipelines you are helping make your community safer and helping the Danielle Dawn Smalley Foundation advance its mission! When you train with Practical Pipelines, your agency will be presented with your annual digital “wing” badge – for display on your website and social media – to show your community that your agency is taking proactive measures to save lives. Agencies earning their wings annually are recognized in state fire industry publications and more. Start earning and for more details visit <https://practicalpipelines.org/first-responders>

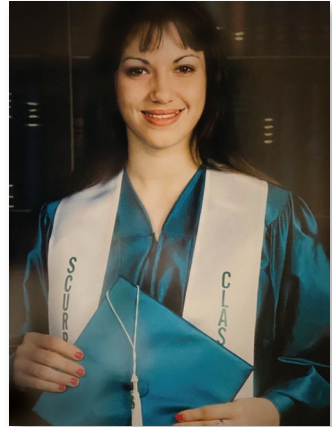
**E**ach community, emergency response agency and pipeline emergency is unique. This booklet contains recommendations to aid first responder agencies in effective anticipation, communication, coordination and mitigation of a potential pipeline emergency.

Although pipeline emergencies are rare, risks are daily and consequences can be high. Pipeline emergency/damage prevention information is

included to identify everyday actions first responders can take to help protect our nation’s pipeline infrastructure from natural and man-made threats, risks and hazards on behalf of community safety.

**This guide consists of 5 essential topics:**

- 1. Why We Care**
- 2. What Can Go Wrong?**
- 3. It Starts With The Call**
- 4. Preparing Your Agency**
- 5. Damage Prevention**



## Our Mission & You

Preparing first responders for pipeline emergencies is a natural fit for the Danielle Dawn Smalley Foundation who recognized the need after a pipeline leak in rural Texas community ignited and took the life of 17-year-old Danielle and her friend in 1996 while they were en route to report their concerns to authorities.

In the aftermath, it was realized that if it wouldn't have been Danielle's vehicle that ignited the 15-acre vapor cloud that day, it could have very well been the first responders who were headed towards the same path just moments before Danielle beat them there.

**T**he events that transpired that day brought to light the need for increased public awareness and Danielle's family immediately stepped forward on a mission to increase safety for first responders and the communities they serve.

- Danielle was 17 years old and was packing to leave for college with help of a music scholarship
- Danielle would have been the first member of her family to go to college
- Danielle loved music and theater and spent her free time playing in youth bands and one-act plays
- Without access to a telephone, Danielle and Jason were in route to report their concerns to authorities the day of the incident
- It was later determined that only 4 of the 45 families living in the area were aware there was a pipeline nearby
- First responders were un-knowingly headed towards the same hazardous path as Danielle
- Vapors from the leak extended over 15 acres
- Although the incident happened during the summer, the road Danielle was on was a school bus route

# What Can Go Wrong?

**RESPONSE FAILURES** contribute to additional losses during pipeline incidents. \*A study was conducted in 2014 of major pipeline incidents between 1994 and 2012 revealing that more than half had inadequate incident-management that resulted in increased fatalities, injuries, and/or damages. Danielle's incident was one of the cases included in the review to identify and describe lessons learned.



## Identified Deficiencies (Some Incidents Had Multiple Contributing Factors)

- Delayed notification to pipeline operator
- Delayed notification to emergency responders
- On-scene coordination problem between pipeline operator and emergency services
- Delayed action by pipeline operator
- Emergency service on-scene problem
- Pipeline operator on-scene problem
- Other deficiencies

*\*HMCRC Report 14, Guide for Communicating Emergency Response Information for Natural Gas and Hazardous Liquids Pipelines*

**A**dvance planning significantly improves first responders' ability to execute an effective response, which is critical for public safety, during a pipeline emergency. You can start equipping your agency by taking the following actions:

- Increase the information you have about the pipelines in your community including:**
  - Company names and contact information (emergency and non-emergency)
  - Pipeline locations, products transported and risks/hazards of each product
- Develop skills to promptly determine if a pipeline is involved so no critical time is lost**
- Train dispatchers for a pipeline emergency intake call using NENA-911 Recommendations for Pipeline Emergency Operations, including how to determine if anyone is in immediate danger**
- Attend pipeline safety training offered in your area by local pipeline companies**
- Maintain open-communication and build relationships with your local pipeline company personnel**
- Implement strategic, operational, and tactical planning processes for pipeline emergencies including training exercises and evaluations**
- Keep all training and information current**

**NOTES** \_\_\_\_\_

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# It Starts With The Call



**P**ublic safety dispatchers are the first line of defense in a pipeline incident. It is critical that they have contact information and location knowledge of the pipelines and products carried through their area. Trained dispatchers can set a pipeline

emergency on a successful path by asking the right questions to quickly identify if a pipeline is involved, recognizing if the caller is in immediate danger, providing the caller with critical safety information, and exponentially gathering and transmitting critical information to first responders and pipeline operators.

## \* Initial Intake and First Response Checklist

- Obtain and verify incident location, callback and contact information
- Maintain control of the call
- Communicate the ability to **HELP the caller**
- Methodically and strategically obtain information through systematic inquiry to be captured in the agency's intake format
- Recognize the potential urgency of situations involving the release of dangerous gases or liquids related to pipelines (or similar events of this nature), and immediately begin the proper notifications consistent with agency policy
- Perform all information entries and disseminations, both initial and update

*\*NENA Pipeline Emergency Operations Standard/Model Recommendation  
(NENA 56-007) EXHIBIT 1*

**Here are some indications that the caller may be describing a pipeline leak** (check all that apply)

- Smells an odor like rotten eggs or a burnt match
- Hears a hissing, whistling or roaring sound
- Sees a white vapor cloud
- Sees a pooling of liquid on the ground
- Smells an odor like petroleum liquids or gasoline
- Sees fire coming out of the ground
- Sees dirt blowing from a hole in the ground
- Sees a sheen or bubbling on water
- Sees an area of frozen ground in the summer or melted snow in the winter
- Sees an unusual area of dead or discolored vegetation

If you think a caller is describing a possible pipeline emergency and is in immediate danger **advise them to:**

- 1.** Leave the area by foot in an uphill and upwind direction if possible;
- 2.** Refrain from anything that could be an ignition source including anything with an off and on switch, matches, lighters, light switches and door bells;
- 3.** Do not attempt to start a vehicle;
- 4.** Warn others to stay away from the area if possible.

**Please feel free to copy this page and make available for dispatchers to use as needed.**

# Preparing Your Agency

## Resources & Support

### Free Training

[www.PracticalPipelines.org](http://www.PracticalPipelines.org)

[www.nena.org](http://www.nena.org)

[www.pipeline101.com](http://www.pipeline101.com)

<http://nasfm-training.org/pipeline>

[https://www.ok.gov/homeland/Regional\\_Response\\_System](https://www.ok.gov/homeland/Regional_Response_System)

### Preparedness Tools

<http://www.pipelinelaw.com/2015/02/19/phmsa-sponsored-publications-provide-planning-tools-hazard-mitigation-emergency-response>

### Additional Information

[www.phmsa.dot.gov](http://www.phmsa.dot.gov)

<https://www.icc.illinois.gov/home/illinois-gas-pipeline-safety-program>

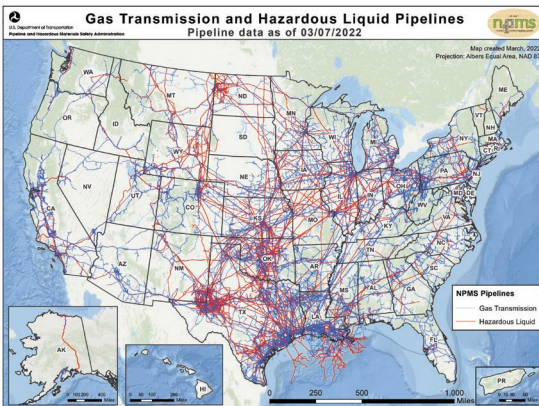
<https://www.illinois1call.com/call-811>

[www.CommonGroundAlliance.com](http://www.CommonGroundAlliance.com)

[www.PipelineAwareness.org](http://www.PipelineAwareness.org)

### Pipeline Mapping

[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)





# Sample Quick Reference Guide for Public Safety Dispatchers & First Responders

| Pipeline Operator Name & Emergency Number | Approx. Pipeline Location                    | Pipeline Product(s) & ERG# | Size & Maximum Operating Pressure (in psig) | Minimum Evacuation Distance         | Additional Information                           |
|---|--|----------------------------|---|-------------------------------------|--|
| Sample Pipeline Company<br>800-888-8888   | Runs parallel to Main St. in Sample City, IL | Natural Gas<br>ERG# 115    | 16 inch<br>500 psig                         | 816 ft. either side of the pipeline | Local Rep is Allen Sample (Cell)<br>469-888-8888 |
|   |  |                            |   |                                     |  |
|   |  |                            |   |                                     |  |
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# Damage Prevention

## A Call to Action



Know what's below.  
811 before you dig.

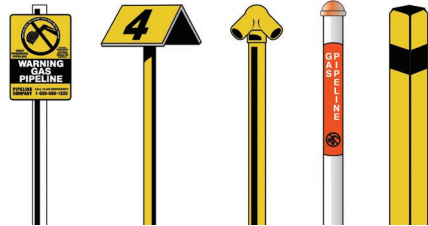
### Locating and Protecting Nearby Pipelines

First responders can play a critical role in damage prevention and help prevent pipeline emergencies on behalf of community safety.

You can increase your awareness of pipeline locations by looking for pipeline markers, utilizing online pipeline mapping tools and observing the presence of temporary markings (such as colored paint and flags) on the ground near proposed or active excavation sites. *Never rely on one source of information to confirm pipeline locations, as it may be not be complete or up-to-date and remember that there is no substitute for contacting 811 before digging.*

### 1 - Look for Pipeline Markers

Damage prevention is everyone's responsibility. The first step in your role to protect pipelines is to be aware of their locations. Never rely on one source of information about a pipeline location, as it may not be complete or up-to-date, and remember there is no substitute for contacting 811 before you dig.



Types of pipeline markers include: warning signs, aerial patrol markers, casing vents, and colored metal, wood, or plastic posts

According to the Common Ground Alliance, **excavation is still a leading cause for pipeline damage in the United States**. Stay vigilant! Know where pipelines are located. Understand the difference between safe and unsafe digging procedures. Keep an eye out for hazardous digging that could result in a community-wide emergency.

### 2 - Utilize Online Mapping Tools

The National Pipeline Mapping System - [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) - provides approximate location, product and operator information for transmission lines nationwide via the Public Map Viewer. For more detailed maps and information, federal, state, and local government officials (including volunteer agencies) are encouraged to request PIMMA access to the site.

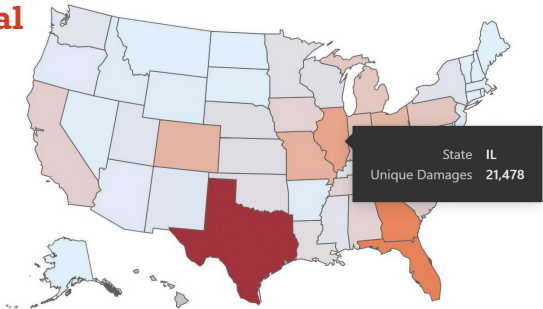
### 3 – Call 811

Emergency responder agencies can call 811 for help in identifying underground pipelines and utilities in their area for advance preparation. 811 can also serve as a resource in the event that a pipeline emergency is suspected and the local operators are in question. 811 may be able to help alert the pipeline or utility company in effort to initiate a response with your agency.

Promote the use of the 811 in your community. Calling 811 before you dig is critical in preventing damage to the underground pipeline network and reducing the risk of a pipeline emergency. Excavators, residents, or anyone digging for any reason, big or small, should always call 811 before breaking the ground, even with a hand tool or shovel. The call is free and It's the law. For more information visit [www.Call811.com](http://www.Call811.com)

**Latest statistics reveal that more than 4,000 damages occurred to Illinois pipelines in one year.**

*\*DIRT Annual Report for 2020, Released September 2021*



### APWA Uniform Color Codes

for temporary marking of underground utilities

- RED** – Electric Power Lines, Cables, Conduit, and Lighting Cables
- YELLOW** – Gas, Oil, Steam, Petroleum, or Gaseous Material
- ORANGE** – Communication, Alarm or Signal Lines, Cables, or Conduit
- BLUE** – Potable Water
- GREEN** – Sewers and Drain Lines
- WHITE** – Proposed Excavation Limits or Route
- PINK** – Temporary Survey Markings, Unknown / Unidentified Facilities
- PURPLE** – Reclaimed Water, Irrigation, and Slurry Lines



*Practical Pipelines is created and administrated by the Danielle Dawn Smalley Foundation. (a Texas-based nonprofit pipeline safety organization), sponsored by your local pipeline companies and **free to you!***

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The Danielle Dawn Smalley Foundation is a not-for-profit organization with the mission to engage, educate, and empower stakeholders with customized pipeline safety and damage prevention using high-tough and high-tech methods that meet RPI162, CGA's Best Practices and beyond.  
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[www.practicalpipelines.org](http://www.practicalpipelines.org)

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PLACE  
POSTAGE  
HERE