Wednesday, April 26, 2017

10:00 am – 5:00 pm  Registration and Vendor Setup – Independence Foyer

1:00 pm – 2:15 pm  General Session – Independence 5

Welcome: Thomas Armitage, CRM & Alarm Management Program Manager, Colonial Pipeline Company

Introduction: Lee Turfe, Supervisor, Pipeline Compliance, Centurion Pipeline

In the “old days” local station operators manually started pumps, opened and closed valves and many other manual tasks, largely directed by dispatchers. Now, SCADA systems use advanced communications and station automation to keep the pipeline moving. With operations transitioning from local to remote, two constants remain the same; the objectives of safe, reliable, efficient and environmentally responsible operations, and the importance of the operator – now in the control room and not at the station – in achieving those objectives.

Keynote: Tom Miesner, President, Pipeline Knowledge and Development

Tom Miesner, who began his pipeline career before the Hazardous Liquid Pipeline Safety Act of 1979, authorized the Department of Transportation to regulate pipeline transportation of hazardous liquids. Tom shares his thoughts on the following topics:

• a brief look back over the evolution of SCADA and controls,
• the two diametrically opposed expectations of Control Room Operators,
• reflects on mistakes and what we can learn from them,
• explains why responding to abnormal operation is critical, and
• considers the future of Operator training and operational excellence.

2:15 pm – 2:45 pm  Break and visit with Vendors – Independence Foyer

2:45 pm – 3:45 pm  CONCURRENT SESSIONS

Alarm Management Breakout Session – Hill Country A-C

Group Q&A for Alarm Management Topics including Safety Related Alarms, Alarm Priority, Alarm vs. Notification, and Un-Commanded Change and the benefits of Alarm Management in Control Rooms.

Moderator: Sam Morfenski, CRM Manager, Sunoco Logistics

Topics: Control Room Alarm Management group discussion on various alarm philosophies

Speakers Group
Management of Change – Hill Country D
No matter big or small, changes made to equipment, process, or technology have potential to result in significant impact to health, safety, and the environment. Unfortunate consequences can and will be prevented if the risks associated with these changes are identified and mitigated through a proper Management of Change process.

Moderator: Thomas Armitage, CRM & Alarm Management Program Manager, Colonial Pipeline Company

Topics: The How To’s for Management of Change

Speakers: Ali Gibson, Principal Consultant, Pipeline Performance Group
          Karis Hackmann, Associate Engineer, Colonial Pipeline Company

3:45 pm – 4:15 pm
Break and visit with Vendors – Independence Foyer

CONCURRENT SESSIONS

CRM Measures of Effectiveness and Human Factors – Hill Country A-C
"How do you measure the effectiveness of your CRM and Human Factors Program? The pipeline industry turns the corner from major organizational accidents by implementing Human Factors best practices in multiple systems. Putting our collective knowledge together provides greater insight into sound solutions and moves our industry closer to our goal of ZERO incidents. For effective management, the focus must be on ensuring protective measures and avoiding complacency. This session will provide recommendations and ideas to measure program effectiveness that go beyond compliance, and provides an introduction to additional human factors elements that should be considered in a control room environment. Richer and more useful explanations are linked to workplace factors such as normalization of warning signs, confirmation bias and lack of situational awareness. The session also examines the reasons why errors are made and possible ways to improve decision making in Control Rooms.

Moderator: Lee Turfe, PHMSA Compliance Coordinator, Centurion Pipeline

Topics: Measuring the Effectiveness of Control Room Management
        Difficulties and Achievements of Implementing Control Room Management

Speakers: Charles Alday, President, Pipeline Performance Group
          Ian Nimmo, President, User Centered Design Services

API 1175 Leak Detection – Hill Country D
API 1175 Section 9 outlines that the Pipeline Controller is an important component in the loop of responding to leak indications. 49 CFR 195.452 requires Pipeline Operators to explicitly declare the level of individual authority of Pipeline Controllers as they are the front line for initiating action to any leak indication. A true reflection of a Pipeline Operator’s culture is the occurrence of a leak indication should compel a Pipeline Controller to take immediate shutdown and confirmation action. Hear from two operators on their Control Center leak indication response protocol, and how leak indication response protocol is measured.
Control Center Operational Safety – Fredericksburg A-D
A key aspect of the role of Control Room Operators is to decide when to intervene in ongoing operations in the interests of safety, in particular when to stop or curtail operations. Such decisions are not taken lightly as there are often financial repercussions linked to production interruptions and other downsides. While many shutdowns are automated, there is still a role for judgement, and so the possibility of human error. This session examines the reasons why errors are made and possible ways to improve decision making in Control Rooms. These issues are discussed with particular reference to Operator decision making linked to recent industrial accidents. In addition, team training for control room personnel and others who interact with controllers so that operational safety is enhanced will be discussed. Recommendations will be provided on what subjects should be included in team training, personnel that should be included, and how to develop beneficial teamwork exercises.

Moderator: Thomas Armitage, CRM & Alarm Management Program Manager, Colonial Pipeline Company

Topics: Improvements in Control Room Decision Making: Why Errors Occur and Ways to Improve Control Room Decision Making Processes

Recommendations for Control Room Team Training

Speakers: Jan Hayes, Associate Professor, RMIT University, Melbourne, Australia
Charles Alday, President, Pipeline Performance Group

Control Room Leading Practices and Improvements – Independence 4
This session will explore how the Canadian transmission pipeline industry is advancing control room operations through structured collaboration. Initiated through the Canadian Energy Pipeline Association’s (CEPA) industry-led performance improvement program, CEPA Integrity First®, the control room knowledge network brings together 12 pipeline operators to share leading practices and improvements. Coral Lukaniuk, the director of CEPA Integrity First®, will provide an overview of the knowledge network and how members are collaborating in the areas of competency,
alarm management, fatigue management and information management. The session will then open into a panel, where participants from the control room knowledge network will share their perspectives on how this network is advancing control room operations within their individual companies, while raising the bar for the entire industry.

Moderator: Coral Lukaniuk, P. Eng., Director, Integrity First,® Canadian Energy Pipeline Association

Topics: Control Room Management Competencies on Alarm Management, Fatigue Management and Information Management

Speakers: Ian Buchan, Coordinator, Control Centre Systems, Pembine Pipeline Corporation
Matthew McPherson, CCO Specialist, Enbridge
Darcy Thera, Console Supervisor, Plains Midstream Canada
Theo Banick, Senior Manager, Pipeline System Control, ATCO Pipelines & Liquids Global Business Unit

11:00 am – 11:15 am  Break and visit with Vendors – Independence Foyer
11:15 am – 12:30 pm  CONCURRENT SESSIONS

Controller Shift Activities Breakout Session – Fredericksburg A-D
CRM driven improvements from a Controller’s perspective: Sharing of best practices for Controller and Control Room shift activities such as communicating management of change, Controller input for alarm management, addressing short breaks during shifts.

Moderator: Curt Williamson, Manager, Pipeline Control, The Williams Companies

Speakers: Group

Emerging Technologies: Tools and Technology  Independence 4
This session reviews the considerations an operator should take when designing simulators and the role they play in efficient controller training. Simulators may be EXPENSIVE! However, you can’t place a value on the training Controllers receive when a simulator can mimic the same operational functionality, Controller response, and performance when simulating abnormal events. Designing, implementing, supporting and utilizing simulators for Pipeline Operators will be discussed, and particularly how operators utilize simulators for required annual abnormal events and performance-based training.

Moderator: Will Bentley, Console Supervisor, Chevron Pipe Line

Topics: Difficulties in Implementing an Accurate Effective Simulator
Considerations When Designing a Simulator
Training Benefits of Colonial’s Pipeline Simulator

Speakers: Carlo Agapito, Sr. Engineer, Leak Detection, The Williams Companies
Evan Lenfesty, Operations Engineer, Chevron Pipe Line
Kenneth Griner, Control Center Training & Project Coordinator, Colonial Pipeline Company