2017 API Control Room Forum

April 26-27, 2017 | Hyatt Regency Hill Country | San Antonio, Texas | www.api.org

*as of April 13, 2017 | Agenda subject to change

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**

4:15 pm – 5:15 pm   **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.

Moderator	**Michela Moreland, Control Center Operations Excellence Supervisor, Phillips 66**
Topics	**API 1175 Leak Detection Control Center Procedures for Recognition and Response**
Speakers	**Nikos Salmatanis, Leak Detection Specialist, Chevron Pipe Line** **Carlo Agapito, Sr. Engineer, Leak Detection, The Williams Companies**

5:30 pm – 7:00 pm   **Reception – Windmill Plaza**

Thursday, April 27, 2017

7:00 am – 9:00 am   **Registration – Independence Foyer**

6:45 am – 7:45 am   **Speaker/Moderator Breakfast - TBD**

7:00 am – 7:45 am   **Continental Breakfast – Independence Foyer**

8:00 am – 9:15 am   **General Session – Independence 4**
PHMSA CRM Updates and Plans for the Future
Introduction: Curt Williamson, Manager, Pipeline Control, The Williams Companies

Keynote: Byron Coy, Sr. Technical Advisor, PHMSA

9:15 am – 9:45 am   **Break and visit with Vendors – Independence Foyer**

9:45 am – 11:00 am   **CONCURRENT SESSIONS**

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**