

## Safety and Market Development – Gate 3: Executive Summary

|   |                              |
|---|------------------------------|
| <b>Applicant Information</b>                          | <b>Docket Number: 22405</b>  |
| Project Title: Propane Emergencies Strategic Planning |                              |
| Organization: Propane Education & Research Council    |                              |
| Amount Requested: \$25,000                            | Total Project Cost: \$25,000 |
| Start Date: 2/1/2020                                  | End Date: 3/15/2020          |
| PERC Team Leader: Lyndon Rickards                     |                              |
| Lead Vendor: Propane Education & Research Council     |                              |

### Executive Summary (completed by PERC staff)

#### Project Summary

Recent incidents and input from the fire service have identified a need to update the Propane Emergencies training program, which was last updated in 2012. PERC staff has had preliminary meetings with the International Association of Fire Chiefs (IAFC) regarding partnering on the update, since IAFC uses Propane Emergencies as part of its computer-based learning curriculum. IAFC has submitted a proposal to provide the update, which is under review to ensure that it would fit into a long-term strategic plan for that program. This funding request is primarily to have a formal meeting with the IAFC, PERC staff, and industry subject matter experts to determine those long-term strategic goals and objectives. Upon completion, a comprehensive funding request to update the program will be presented to the council – likely at its April 2020 meeting. There is also funding for interim guidance material development by PERC for gas odor response for the propane industry.

Funding request for a training evaluation and communication strategy session with key stakeholders with regard to emergency response to propane related incidents and event or incidents where propane may be an exposure to an active incident or event. This strategy session will be utilized to evaluate and develop an action plan for three(03) key areas:

1. Communication plan to supply guidance to the fire service related to propane related emergencies
2. Communication plan to supply guidance to the industry related to propane related emergencies
3. Evaluation of existing industry developed training materials for revision into currently accepted and utilized formats and educational pathways

Through the development and formation of a partnership with the International Association of Fire Chiefs(IAFC), the International Accreditation for Fire Service Organizations(Pro Board), and industry SMEs we will endeavor to develop a strategy, identify resources & partners, and formalize a budget for implementation of a comprehensive Propane Emergencies program and methodical communication process to provide guidance to the fire service and propane industry related to response to incidents involving propane both directly and indirectly.

#### Communications

Utilizing key stakeholders and partners from both the fire service and propane industry we will work to develop a series of articles and guidance documents for publication in Fire Service and Industry Trade publications related to response and mitigation techniques related to propane emergencies. Articles will provide links to resource material that can be added to Fire Service SOP manuals and Industry Emergency Action Plans

#### Training

Evaluate existing Propane Emergencies program and perform a full needs assessment under the following criteria:

- Development of a Propane Awareness program for introduction to propane to the fire service
- Development of a Propane Operations program for first responders who operate defensively to incidents directly or indirectly involving propane

Development of a Propane Specialist program for emergency responders who operate offensively to propane related emergencies  
 Development of an Industry Skilled Support program for industry professionals who respond in accordance with 29 CFR 1910.120(q)(4)  
 Ensure fire service programs are developed in a format and methodology to allow for Pro Board Certification to allow Fire Service professionals to utilize programs in maintaining required CEU levels for qualification and certification.

#### **Strategic Importance**

This supports PERC's safety and training strategic goals to educate fire service and emergency response personnel to respond to propane incidents. All interactions with emergency services in response to a propane incident affect public perception of propane as a safe energy source. This planning session will help to bring emergency service representatives and the propane industry together to improve current PERC training offerings.

#### **Budget Impact**

|  |                                  |
|--|----------------------------------|
| Category: Industry Safety and Training | Year Total: \$2,410,000          |
| YTD Remaining: \$2,410,000             | Remaining if Funded: \$2,385,000 |

#### **Three Year Funding History for Similar Dockets**

| Year | Docket | Budget \$ | Actual \$ | Results |
|------|--------|-----------|-----------|---------|
|      |        |           |           |         |
|      |        |           |           |         |
|      |        |           |           |         |

#### **Success Measures**

☐ Describe the desired outcome of the project / measurement of success.

The success of this planning session is to develop a strategic plan for the Propane Emergencies program over the next several years and produce a supporting funding request for the council.

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## Safety and Market Development – Gate 3: Project Details

Project Title: Propane Emergencies Strategic Planning

Docket #: 22405

### Product Details (Completed by applicant)

#### 1. Market / Audience Rationale

- ☐ Who is the target audience?
- ☐ Why is the target audience important?
- ☐ What is the geographical reach (national, regional)?
- ☐ What input have you received on the project concept from the market/audience?
- ☐ What market research has been done in support of this project?
- ☐ What is the urgency of the project?

The target audience is first responders and propane marketers. Propane Emergencies currently has a national reach and its update is supported both by the IAFC and industry members. There has been at least one first responder fatality at a propane incident each year the last two years, and a significant incident resulting in several firefighter injuries in 2019.

#### 2. Development

- ☐ What content will be created?
- ☐ Who will create the content?
- ☐ How will the content be created?
- ☐ What existing content will be leveraged?
- ☐ What is the level of difficulty to create the content?
- ☐ What are the possible challenges in creating the content?

This is a planning meeting to determine what content should be updated and created. There are some funds in this request to produce stop-gap content to address areas of concern until the update of the full Propane Emergencies curriculum can be completed.

#### 3. Delivery

- ☐ How will the content be delivered to the market?
- ☐ What existing delivery channels will be used?
- ☐ What training is necessary, and who needs training to deliver this program?
- ☐ What are the possible challenges in delivering the program?
- ☐ What is needed to generate enthusiasm for the program within the propane industry and with partners?

A report with program update recommendations and a supporting funding request will be generated for council consideration once the planning session is completed.

#### 4. Customer Service and Support Needs

- ☐ What are the customer service and support requirements?
- ☐ What service and support resources are required?
- ☐ Are service and support developed through this project?

None at this time.

#### 5. Leverage and Synergies

- ☐ What are the internal strengths leveraged to develop and deliver this program?
- ☐ How much dependence is on partners to develop and/or deliver the content?
- ☐ How could the content be used by other markets or industry organizations?
- ☐ How could the content be used with other audiences beyond the target audience?
- ☐ What results have been achieved with previous, similar projects?

This planning program is being done in conjunction with industry experts and the IAFC, which is one of the most respected and influential first-responder organizations. Propane Emergencies is used by multiple response organizations and can be used as information for other PERC projects.

#### 6. Cost/Benefit Analysis

- ☐ What is the expected impact on market?
- ☐ What are measurable success targets, e.g., units sold?
- ☐ What is the estimated quantifiable impact on gallons sold, if applicable?
- ☐ What is the relative cost per gallon and other measurable targets?

There is not a direct cost benefit for this project; it is a pure safety program. The program will also assist in the public perception of propane as a safe energy source if the impact of incidents is reduced due to better responder education.

#### 7. Risk Assessment

- ☐ Identify 3-5 potential risks to the successful completion of the project or inability to meet outcome targets, how likely those are to happen, impact on the project, and how to resolve those risks.
- ☐ Indicate low, medium, or high for "Likelihood" and "Impact."

| Risk                                       | Likelihood | Impact | Risk Resolution and/or Contingency Plan(s)                                       |
|--|------------|--------|--|
| Results of planning session not achievable | Low        | High   | Ensure that limitations (cost/programs) are identified prior to planning session |
| Planning session delayed                   | Low        | Low    | Hold session at location easy for IAFC to attend                                 |
|  |            |        |  |

#### 8. Budget

- ☐ Outline cost per task, including estimated cost share (cash and in-kind).
- ☐ If applicable, indicate hourly rates, including overhead
- ☐ Highlight contractor vs. pass-through costs.

Propane Emergencies Program Realignment Planning

Face-to-face meeting with the International Association of Fire Chiefs (IAFC) in Virginia

Staff travel (2) – airfare and lodging = \$1,200

Hotel meeting space, audio/visual support and food = \$8,300

Fire Service Association Subject Matter Expert Representatives (US Regional reps) attendance = \$8,000  
(5 regional reps @ \$1,600/rep)

Industry publications/alerts and outreach on best practices when responding to gas leak calls = \$7,500

Total estimate = \$25,000

#### 9. Timeline

- ☐ Provide a detailed timeline of all activities, tasks, and milestones.
- ☐ Include commencement and completion dates.
- ☐ List most responsible person for each task.

Planning session will be scheduled during March of 2020 and completed; Lyndon Rickards

A strategic plan for the program will be produced immediately following the planning meeting; Lyndon Rickards and IAFC

A funding request to the council will be submitted for the April meeting; Eric Kuster and Lyndon Rickards

#### Measurement and Evaluation (Completed by PERC staff and applicant)

##### 10. Project metrics

- ☐ Detail how success will be measured for this project overall and by tactic, what the metric is, and when it will be achieved.

| Project Deliverable Metrics           | Metrics                                       | By When    |
|---------------------------------------|---|------------|
| Completed Propane Emergencies Roadmap | Funding request to the council for the update | April 2020 |
|                                       |   |            |
|                                       |   |            |

| Market Outcomes  | Metrics | By When |
|--|---------|---------|
|  |         |         |
|  |         |         |
|  |         |         |
| <b>11. Partner Selection</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> What was the basis for selecting the recommended contractor?</li> <li><input type="checkbox"/> If the basis for selection is not via a competition, describe the unique qualifications this vendor possesses.</li> <li><input type="checkbox"/> For time and material work arrangements, list or attach the Principal Hourly Rates and the basis used to determine that the rates are competitive.</li> <li><input type="checkbox"/> How will matching funds be verified?</li> </ul>  |         |         |
| <p>IAFC represents the leadership of firefighters and emergency responders worldwide. Its members are the world's leading experts in firefighting, emergency medical services, terrorism response, hazardous materials spills, natural disasters, search and rescue, and public safety policy.</p> <p>Propane Emergencies is one of the leading success stories at IAFC with a 71.58 % of completion rate. Total number of responder enrollments is 3,758 with 2,669 completions to date.</p> <p>More than 3,000 firefighters have turned to the IAFC for education, job training and cultural enrichment through this program. Additionally, 500 chief officers have taken this training. This is remarkable as you look at the varied type of training the firefighters have to be exposed to today, making propane awareness one of the largest programs for education among those offered.</p> |         |         |

**Propane Training Budget – Proposed  
\$100,000 for One (1) Year**

**The proposal and budget can be modified based on the needs of PERC.**

**IAFC Hazmat Center Team:**

- (1) Program Director
  - Executive Oversight
- (1) Program Manager
  - Managers the project
- (2) Hazmat Specialist
  - Assist in the development of the curriculum with PERC
  - Provide input during reviews of the curriculum / course
  - Execute the IAFC Communications Plan as outlined in proposal
  - The IAFC HazMat Committee will also provide input during reviews of the curriculum / course

**IAFC LMS content update:**

- Update present Propane Emergencies content (including pictures and videos) to include developing changes with propane and the emergency response community
- Reconfigure the course into modules
- Add a section to address the planning process

**IAFC LMS contract and licenses:**

- Upload test files and/or final files to the IAFC Academy and conduct thorough testing
- Maintain the course and work with PERC should any help desk tickets arise that can't handle independently
- Provide reports and metrics as agreed upon by both organizations

**(10) Regional planning/training events for IAFC staff and SME**

- Conduct 10 Townhall Event at PERC Approved locations. These events will be in collaboration with PERC's local and national representative and IAFC Staff in delivering a 1 -Day in-person program on how to build a plan for responding to propane incidents.
- PERC to cover cost of PERC training representatives.

**To save on cost and enhance efficiency, PERC will provide their course developer for this project**

## **Propose Concept for updating the Propane Emergencies Online Training Course Working with Propane Education and Research Council (PERC)**

### **The IAFC's Role and Value**

The IAFC is an international non-profit 501(c)(3) association with more than 12,000 fire and emergency service members. The IAFC represents the leadership of firefighters and emergency responders worldwide. Our members are the world's leading experts in firefighting, emergency medical services, terrorism response, hazardous materials spills, natural disasters, search and rescue, and public safety policy.

The IAFC has produced training packages to educate responders about the commodities and the safe response to incidents with them, including Biodiesel, Ethanol, Hydrogen, Propane and other hazmat related subjects. The IAFC delivers national educational programs through its major conferences such as International Hazardous Materials Response Teams and Fire-Rescue International.

The IAFC manages more than nine other programs with approximately \$5 million in funding. These programs are funded by federal agencies or private partners through grants, cooperative agreements or contracts. These programs are representative of the IAFC's unique ability to implement a vast array of projects which strengthen preparedness and response efforts while improving the safety and health of first responders.

### **Current capabilities of the IAFC Academy**

The *IAFC Academy* is a mobile friendly LMS, which offers a wide variety of training opportunities to the first responder community through self-paced online courses and combination coursework. The *IAFC Academy* has HTML 5 capabilities, which provide learners the ability to participate in interactive trainings, and for instructors to complete administrative duties with ease, from any environment. The *IAFC Academy* supports Sharable Content Object Reference Model (SCORM) content created using third party authoring tools and software; this provides the platform for courses to include video, documents, knowledge assessments and more.

The *IAFC Academy* offers a variety of optional course settings to customize the training experience such as course reminder emails and customized online course evaluations. The *IAFC Academy's* data collection and reporting system efficiently captures detailed training history, course evaluations, certifications, and learner transcripts, all of which can be provided to PROPANE EDUCATION & RESEARCH COUNCIL (PERC) upon request or on an agreed-upon timeline

Individuals who register for the online propane emergencies course, will also have free access to Helix, which is the IAFC's single sign-on portal providing a variety of vetted resources and tools to the first responder community. We recently launched the Public Safety GIS Viewer tool which provides first responders an introduction to Geographic Information Systems (GIS) and how it can assist daily operations. Maps such as the National Department Directory, Freight and Passenger Rail map, and Active Wildfire, Wind and Weather maps can all be found from Helix's dashboard. Website here: <https://myhelix.org/>

### **Propane Emergencies on the IAFC Academy**

Our propane training is a web-based training project which entails directed online training to (PERC) and the International Association of Fire Chiefs (IAFC). Its central aim is to expand awareness of critical information and issues related to propane hazards and incidents. The course provides a distance learning experience that fulfills the needs of today's emergency responder personnel.

The IAFC plans to update the present content and create two new modules from the current online program:

➤ **Proposal 2020 Update - Reconfigure online course to add separate competency-based training:**

- ✓ **Propane Awareness lesson - 1.5 hr modules**
- ✓ **Propane Operations Response lessons - 1.5 hr modules**
- ✓ **Remove the fill in the blank assessment questions and convert to Multiple Choice format**
- ✓ **Rework redundant T/F questions add relevant from HAZMAT**

**These changes will make the course more “user friendly” for both accessing and tracking completion.**

PERC has expressed interest in hosting the newly updated course on the IAFC’s Learning Management System (LMS); the *IAFC Academy*. We offer a complete selection of HAZMAT online courses for anyone engaged in hazardous incident response, inspections, investigations for activities which expose or possibly endanger responders to hazardous substances and health hazards.

Training can commence directly from the IAFC Academy. Upon successful completion the student will have immediate access to a printable certificate.

**Target Audience/Disciplines for Propane Emergencies:**

- **The target audience for these courses is: Awareness and Operational-level first responders.**
- **Technician and Command Level HAZMAT along with other industry responders can benefit for taking this course, specially as a core progressive requirement.**
- **Program based on needs for the Training and Certifications Levels of:**
  - ✓ **HAZMAT Awareness**  
The first level of HAZMAT training is often referred to as "awareness." At this level you are trained to know how to recognize HAZMAT emergencies, protect yourself and notify the proper HAZMAT professionals. This certification is often given any emergency response worker whose normal line of work potentially place them at risk for contact with hazardous materials.
  - ✓ **HAZMAT Operations**  
Operational HAZMAT training focuses on techniques used to protect people, ecosystems or property from a hazardous material emergency. Those receiving this level of training are often the first to arrive at the scene after hazardous materials have been identified. Containment and mitigation are typically not part of this certification.
  - ✓ **HAZMAT Technician**  
The level three, or HAZMAT technician certification, focuses on mitigating the source of hazardous material emergencies. Training should be in-depth and focus directly on the most likely hazardous materials emergencies to occur in a given situation. A person certified at the technician level will be responsible for rescue and containment. Technicians are generally not tasked with site cleanup.
  - ✓ **HAZMAT Incident Commander**  
Unlike the other certifications, the fourth level of HAZMAT training focuses on the logistics involved in coordinating a hazardous material response effort. It may not be necessary for an incident commander to also be certified as a technician. OSHA does expect incident commanders to have complete HAZMAT operations training.



- Essential skills that will be added to the learning modules of this training program will include:
  - ✓ Planning a response to a hazardous materials incident involving Propane
  - ✓ Identify hazardous material containers involving propane both intact and damaged
  - ✓ Standardized initial Actions based on National Practices
  - ✓ Identify hazardous properties of propane
  - ✓ Case incident review to help better estimate size of a hazard area
  - ✓ Terminating the incident with transition to investigation and or industry
- Establish a Prerequisite process utilizing the updated Propane Emergencies online course before scheduling any hands-on training outreach by the propane industry to first responders
- Establish an in-person planning program to link industry and responders
  - ✓ IAFC HAZMAT Staff and Industry specialists will work collaboratively to bring responders and local Propane Industry together to specifically address propane emergencies within their Emergency Operation Plan
    - Build site specific Pre-Plans
    - Work together on Action Planning based on local first responder capabilities
    - Assist in exercising the plan

### **Training Communications Plan**

Once the course is deployed, the IAFC will share a description and the link with several internal and external partners, as follows:

- Internal to IAFC Staff, who can share with their stakeholders
- External to IAFC Membership (including Committees, Divisions, Sections), who can share with their departments and others
- External to IAFC HazMat Partners, including (but not limited to) the National Volunteer Fire Council, the International Association of Fire Fighters, the North American Fire Training Directors, the International Society of Fire Service Instructors, Renewable Fuels Association, National Association of State Fire Marshals
- External to each of the State Fire Chiefs Associations, emergency management associations, and any tribal organizations.
- The IAFC also has industry partners that PERC could consider sharing the course with, including pipeline and railroad partners.

# IAFC HazMat Online Propane Course

## Attendee Distributions August 2015 - April 2019

