

2015 State Damage Prevention Program Grants Progress Report
CFDA Number: 20.720

Award Number: DTPH5615GPPS05
Project Title: Michigan Public Service Commission State Damage Prevention Grant
Date Submitted: April 29, 2016
Submitted by: David Chislea, Principal Investigator

Specific Objective(s) of the Agreement

Under this grant agreement, Michigan Public Service Commission (MPSC) will assist in compliance with the recently enacted PA 174 of 2013. Specifically, education and promotion of the one call system in areas that have high damages due to "no call"; reimbursement for excavator training under a newly created Safety Management System; opening communication between facility owners and contractors through a two-way Ticket Management Program that allows for management of both tickets received and tickets placed, including the state mandated Positive Response; and information regarding compliance of the Positive Response requirement under the law by creating timeliness reports.

Workscope

- **Element 1 (Effective Communications):** Participation by operators, excavators, and other stakeholders in the development and implementation of methods for establishing and maintaining effective communications between stakeholders from receipt of an excavation notification until successful completion of the excavation, as appropriate.
- **Element 3 (Operator Internal Performance Measurement):** A process for reviewing the adequacy of a pipeline operator's internal performance measures regarding persons performing locating services and quality assurance programs.
- **Element 4 (Effective Employee Training):** Participation by operators, excavators, and other stakeholders in the development and implementation of effective employee training programs to ensure that operators, the one call center, the enforcing agency, and the excavators have partnered to design and implement training for the employees of operators, excavators, and locators.
- **Element 5 (Public Education):** A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities

Accomplishments for the grant period (Item 1 under Agreement Article IX, Section 9.02 Final Report: “A comparison of actual accomplishments to the objectives established for the period.”)

Element 1 –Effective Communications

- The MPSC entered into a contractual agreement with MISS DIG System, Inc. (MISS DIG) to perform the work set forth in Element 1.
- MISS DIG has entered into a contract to create a Web Ticket Management Software Program that will allow excavators to manage the tickets they submit and allow facility owners to manage the tickets they receive. The Program will include a positive response feature as well as staker notes and photos. The Program will expedite the posting to and ability of checking the positive response of any ticket and will provide detailed communication related to the marking of facilities.
- The software developer is currently working on the development of the new Web Ticket Management Program. The Program is planned to be completed by September 2016 and will be tested by MISS DIG’s members.

Element 3 – Operator Internal Performance Measurement

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 3.
- MISS DIG has entered into a contract to develop a Positive Response Data Gathering Tool that will be accessible through the ticket transmission program. This Tool will allow facility owners, excavators, and the MPSC to create reports on the timeliness of responses to tickets. The tool will create reports based on a number of criteria including: time periods, member database codes, ticket type (emergency, normal, additional assist, destroyed marks), excavator, the percentage of tickets responded to in the required time frame, and the geographic locations of tickets.
- The software for the Positive Response Data Gathering Tool is under development. The software company will be presenting the Tool to stakeholders this spring.

Element 4 – Effective Employee Training

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 4.
- MISS DIG will increase the number of stakeholder employees receiving training on the recently released online Safety Management System. The System includes the following four modules: MI PA 174 and 811 Awareness, Gas and Pipeline Safety, Overhead Electric Safety, and Boring. To receive credit for reviewing the information, a short test is available at the end of each module. A locator module will be added to the online training series. This module will include marking guidelines under the Law and Best Practices.

- For the period of October 1, 2015 through March 31, 2016, 155 stakeholders have completed the training and certification. The MISS DIG Director of Education and Marketing is working with a locating member of MISS DIG to complete the information for the locator module. The current timeline suggests this module will be completed by June 15, 2016.

Element 5 – Public Education

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 5.
- MISS DIG will place educational billboards in areas identified with high “no call” rates. The effectiveness of this activity will be measured using the new caller survey to determine the number of new callers who contact the notification center because they saw a billboard. Additional activities will include promoting the State’s one-call notification center to the general public, homeowners, and small excavating and landscape companies at home shows and local events.
- MISS DIG is under contract to place 13 billboards throughout the State for the month of May 2016 with a four week guaranteed bonus for the month of June 2016. As these advertisements are considered to be a public service announcement, many of the billboards will display information beyond the bonus period.

Quantifiable Metrics/Measures of Effectiveness (Item 2 under Article IX, Section 9.02 Final Report: “Where the output of the project can be quantified, a computation of the cost per unit of output.”)

Elements 1

No quantifiable metrics.

Element 3

No quantifiable metrics.

Element 4

During the grant period, 250 individuals will complete each of the 4 modules currently available in the Safety Management System. As noted in the accomplishments, 155 individuals have completed the training. With the grant period 50 percent complete, 62 percent of the goal has been attained.

Element 5

The grant obligation is to place 8 to 12 billboards for a 1-month period. Due to this being an election year, billboard space is at a premium. To ensure that a sufficient amount of billboards are placed throughout the State, MISS DIG has provided funding for the additional billboards not covered by the grant. With the 4-week bonus, there will be more than 8 to 12 billboards leased as stated in the grant agreement with the MISS DIG

message displayed for at least 2 months. This is a 100 percent increase in advertising time.

Issues, Problems or Challenges (Item 3 under Article IX, Section 9.02 Final Report: “The reasons for slippage if established objectives were not met.”)

- No issues, problems, or challenges have arisen with the grant objectives. All elements are on target to be completed within the grant period.

Mid-Term Financial Status Report

- A report is not necessary as MISS DIG has not yet been invoiced for the work.

Plans for Next Period (Remainder of Grant)

- MISS DIG will continue execution of the projects already set in motion. MISS DIG will work with stakeholders within the State to ensure that the programs, reports, and curriculum created through this grant provide the necessary information for the stakeholders.

Requests of the AOR and/or PHMSA

- No actions requested at this time.