

GRANT AGREEMENT DTPH56-15-G-PPS05

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

Award Number: DTPH56-15-G-PPS05
Project Title: Michigan Public Service Commission State Damage Prevention Grant
Date Submitted: December 22, 2016
Submitted by: David Chislea, Principal Investigator

Specific Objective(s) of the Agreement

Under this grant agreement, Michigan Public Service Commission 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 allows excavators to manage the tickets they submit and allows facility

owners to manage the tickets they receive. The Program includes a positive response feature as well as staker notes and photos. The Program expedites the posting to and ability of checking the positive response of any ticket and provides detailed communication related to the marking of facilities.

- The software developer worked on the development of the new Web Ticket Management Program. The Program was completed on September 2016 and is currently being 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 is accessible through the ticket transmission program. This Tool allows facility owners, excavators, and the MPSC to create reports on the timeliness of responses to tickets. The tool creates 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 has been developed. The software company has presented the Tool to stakeholders last 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 has increased the number of stakeholder employees that received training on the recently released online Safety Management System. The System included the following four modules: MI PA 174 and 811 Awareness, Gas and Pipeline Safety, Overhead Electric Safety, and Boring. In order to receive credit for reviewing the information, a short test was available at the end of each module. A locator module was developed and is now part of the Safety Management System. This module included marking guidelines under the Law and Best Practices.
- For the period of September 30, 2015 through September 29, 2016, 316 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.

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 placed educational billboards in areas identified with high “no call” rates. The effectiveness of this activity was measured using the new caller survey to determine

the number of new callers who contact the notification center because they saw a billboard. Due to the organizational changes within MISS DIG, the additional activities to provide workshops at home shows and local events did not provide a means to determine the effectiveness of these events. As a replacement for workshops MISS DIG has ascertained that billboards are an effective communication method for the contact before you dig message and is one of the leading causes for first time callers contacting MISS DIG 811. Therefore, the funds for the proposed workshop activities were used for rental of billboards.

- MISS DIG was 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.”)

Element One did not have a quantifiable metrics. The development of the new Web Ticket Management was completed and is being tested by one call members.

Element Three did not have quantifiable metrics. The software for the Positive Response Data Gathering Tool has been developed and the tool was rolled out to stakeholders.

Element Four’s goal during the grant period was to have 250 individuals complete each of the four modules. As noted in accomplishment for the period for element four, 316 individuals completed the modules; a result of 126% of the 250 goal.

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

Element Five’s additional activities to provide workshops at home shows and local events did not provide a means to determine the effectiveness of these events due to the organizational changes within MISS DIG.

Final Financial Status Report

A total of \$100,000 of the \$100,000 grant award was spent during the term of the grant.

The following documents supporting the grant expenditures are attached:

- SF 425 (Federal Financial Report)
- MPSC Cost Breakdown
- SF 270 (Request For Advance Or Reimbursement)

Requests of the AOR and/or PHMSA

No actions requested at this time.