

2016 State Damage Prevention Program Grants Progress Report
CFDA Number: 20.720

Award Number: DTPH5616GSDP11
Project Title: Michigan Public Service Commission State Damage Prevention Grant
Date Submitted: March 24, 2017
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 Public Act 174 of 2013 (PA 174). Specifically, to provide workshops to educate and promote the MISS DIG online Safety Management System Program; providing training and support for the Web Ticket Management system that was recently under development and became available in September of 2016; updating the MISS DIG User Manual to include changes in the notification system since the enactment of PA 174 and the distribution of hard copies to all members; and targeted education and promotion of the one-call system to homeowners and landscapers, who have been identified as a population segment that has high damages due to "no call."

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 2 (Comprehensive Stakeholder Support):** A process for fostering and ensuring the support and partnership of stakeholders, including excavators, operators, locators, designers, and local government in all phases of the program.
- **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 will promote MISS DIG's Safety Management Program, MISS DIG will host 29 biannual workshops. In addition to providing information and education on the features of the online safety training, the workshops will address the damage data collected by the MPSC as well as provide information on the MPSC enforcement trends and practices under PA 174. The interactive audience response system purchased by MISS DIG will be used to measure the effectiveness of this education.
- In January, the MISS DIG Education Team began the first round of workshops utilizing the interactive audience response clickers to certify attendees on the MISS DIG program content. The workshop group sizes were controlled due to the number of interactive audience response clickers available. In areas where the desire to attend was more than the capacity that could be hosted, additional workshops were scheduled in order to facilitate the demand. To date, 22 workshops have been hosted. The second round of workshops are set to begin in June.

Element 2 – Comprehensive Stakeholder Support

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 3.
- MISS DIG will continue the implementation of the Web Ticket Management Software (WebTMS) by providing training and support to the software users. MISS DIG will provide software training in 10 geographically separated workshops: Lansing/Grand Rapids, Saginaw/Flint, Wayne/Oakland/Macomb, Ann Arbor/Brighton/Novi, Mount Pleasant/Grayling, Traverse City, Gladstone/Escanaba, St. Ignace, Sault Ste. Marie, and Iron Mountain. These workshops will make use of the attendees' time by providing in person support and training on the WebTMS, Remote Member Access, Design, and Remote Ticket Entry. These programs are assets to all stakeholders as they increase communication; however, proper use and understanding of each tool will increase their effectiveness. These workshops will be whole day events and broken into two segments. One segment will be dedicated to the use of the new WebTMS and include posting and checking positive response as well as address the different responses available. The second segment will provide education on the use of the Remote Member Access Limited, Remote Member Access Mapping, Remote Member Access Positive Response, Remote Member Access Search, and Remote Ticket Entry and Design Tickets.
- The grant funds are going to be utilized to train users on the new WebTMS program as well as other portions of the MISS DIG system. With the recent organizational changes within the MISS DIG Education Team, the Web Ticket Trainers are now handling the role of trainers for this team. These WebTMS trainings will begin once the team finishes the first round of workshops identified in element one.

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 produced and distributed user manuals to each member. With the enactment of PA174 there have been numerous changes to how the notification system operates and the available features, which are necessitating the creation and distribution of updated manuals. Updated guides reside within the members Remote Access Accounts, but members benefit from hard copy manuals. Hard copy manuals for the MISS DIG system prior to the law were provided to members when they joined. MISS DIG plans to print 1,200 manuals to be distributed to all members. The manuals will be printed and inserted into a 3-ring binder, which enables the user to insert future updates to the manual into the binder.
- The funds for this element will provide MISS DIG Members with updated user manuals. The manual has been updated and to date 19 have been distributed. MISS DIG has sent a notice to all members to determine which members would like a manual sent to them and requesting the contact and address information to where the manual is to be mailed. These manuals are scheduled to be mailed by mid-March.

Element 5 – Public Education

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 5.
- In this agreement MISS DIG will target homeowners and landscapers by implementing a tree tag program at 338 nurseries throughout the state. Information tags attached to the trees will alert homeowners and landscapers to contact MISS DIG before planting and be aware of overhead utility lines. The tags will include the MISS DIG website and dial 811. An average of 200 trees at each of the 338 nurseries will be tagged. Each of the nurseries will also be provided an 811 banner, similar to that which is provided to the firehouses.
- The MISS DIG team will be traveling to 338 nurseries to supply them with free tree tags, banners and other educational items in April and May. The tree tags will remind homeowners and landscapers to contact 811 before they plant the tree. The tree tag producer will be shipping and mailing the tags to MISS DIG in March.

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 1

A total of 22 events have been held with 492 attendees.

Element 3

To date, no software training workshops have been completed by MISS DIG.

Element 4

There have been 19 user manuals mailed to members of MISS DIG. A large mailing is scheduled to go out in March based on member interest.

Element 5

To date, no tree tags and 811 banners have been distributed to the nurseries.

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.