

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

Award Number: DTPH5616GSDP11
Project Title: State Damage Prevention (SDP) Program Grants - 2016
Date Submitted: October 3, 2017
Submitted by: David Chislea, Principal Investigator

Specific Objective(s) of the Agreement

Use the grant award to enter into a contractual agreement with MISS DIG System, Inc. (MISS DIG) to perform the work set forth in this Grant. The funds under Elements One, Two, Four, and Five will be used to assist in compliance with Public Act 174 of 2013 (PA 174). Specifically, workshops to educate and promote the MISS DIG online Safety Management System Program; providing training and support for the Web Ticket Management system that is under development and anticipated to be 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 3 (Operator Internal Performance Measurement):** (Not Applicable)
- **Element 6 (Dispute Resolution):** (Not Applicable)
- **Element 7 (Enforcement):** (Not Applicable)
- **Element 8 (Technology):** (Not Applicable)
- **Element 9 (Damage Prevention Program Review):** (Not Applicable)
- **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. **(Applicable)**
- **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. **(Applicable)**
- **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. **(Applicable)**
- **Element 5 (Public Education):** A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities. **(Applicable)**

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 set out to host 26 biannual workshops and to promote MISS DIG's Safety Management System program. In addition to providing information and education on the features of the online safety training, the workshops also addressed the damage data collected by the MPSC as well as provide information on the MPSC enforcement trends and practices under PA 174.
- The effective employee communication workshops have increased the number of MISS DIG certified excavators in Michigan by 47% and has gained more interest in the certification program. 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. Through partnerships with MISS DIG Members, they have saved on event space rental and refreshment expenses. These partnerships have also allowed MISS DIG to reach more people and host additional workshops. A total of 55 workshops have been completed and 640 attendees have been certified.

Element 2 – Comprehensive Stakeholder Support

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 2.
- MISS DIG has continued the implementation of the Web Ticket Management Software (WebTMS) by providing training and support to the software users. MISS DIG provided 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 made 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 were whole day events and broken into two segments. One segment was 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 was to 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.
- MISS DIG provided software trainings to MISS DIG member users on the newly implemented WebTMS program as well as other portions of the MISS DIG system. The grant set out to conduct 10 workshops throughout the state, however MISS DIG was only able to host six of these workshops throughout the grant period. MISS DIG will continue to host and fund the remaining four workshops. MISS DIG was also able to save on event space rental and refreshment expenses through their partnerships with the MISS DIG members.

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 necessitated 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 printed 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 grant funds for this element provided MISS DIG Members with updated user manuals. Through the supply of the Member User Manuals, Facility Owners and Operators are better able to utilize the MISS DIG System and the services that MISS DIG offers. All the 1200 updated manuals have been distributed to MISS DIG members.

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 targeted 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 included the MISS DIG website and dial 811. An average of 200 trees at each of the 338 nurseries were tagged. Each of the nurseries were also provided with an 811 banner, similar to that which was provided to the firehouses.
- The grant funds for this element were used for target education and promotion of the one call system to homeowners and landscapers, which have been identified as a population segment that has high damages due to "no call." The MISS DIG team had distributed free tree tags, banners and other educational items to the 338 nurseries throughout the state in April, May and June. The tree tags were to remind homeowners and landscapers to contact 811 before they plant the tree.

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

These workshops have increased the number of MISS DIG certified excavators in Michigan by 47%. Due to the desired interest of attendees, three additional workshops were held to accommodate the demand. These workshops have certified a total of 640 attendees.

Element 2

Six software training workshops have been completed and the remaining four will be held and funded by MISS DIG.

Element 4

All 1200 user manuals have been distributed to members of MISS DIG.

Element 5

All 338 MISS DIG banners and sets of tree tags 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.”)

For Element 2; only six of the 10 planned software training workshops were completed throughout the grant period and the remaining four will held and funded by MISS DIG.

Final Financial Status Report

A total of \$59,963.91 of the \$80,299.30 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

Requests of the AOR and/or PHMSA

No actions requested at this time.