

2018 State Damage Prevention Program Grants Final Report
CFDA Number: 20.720

Award Number: 693JK31840013PSDP

Project Title: State Damage Prevention (SDP) Program Grants - 2018

Date Submitted: [Date of report submission]

Submitted by: Mr. Thomas Bashaw, Board President, CBYD, Inc.

Specific Objective(s) of the Agreement

Develop and implement specific business rules for an Automated Positive Response (APR) software system that will provide information regarding the disposition of underground facilities to the excavator.

Workscope

Element 1 (Effective Communications): Participation by operators, excavators, and other stakeholders in developing and implementing methods for establishing and maintaining effective communications between stakeholders—from receipt of an excavation notification to successful completion of the excavation, as appropriate. (Applicable)

- Element 2 (Comprehensive Stakeholder Support): (Not Applicable)*
- Element 3 (Operator Internal Performance Measurement): (Not Applicable)*
- Element 4 (Effective Employee Training): (Not Applicable)*
- Element 5 (Public Education): (Not Applicable)*
- Element 6 (Dispute Resolution): (Not Applicable)*
- Element 7 (Enforcement): (Not Applicable)*
- Element 8 (Technology): (Not Applicable)*
- Element 9 (Damage Prevention Program Review)*

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.”)

The following objectives for CBYD, Inc. were to create specific business rules that apply to the APR process. Once that is established the necessary software to operate the APR system will be developed and built. Testing of the systems software will follow along with educational efforts to train users of the system and finally implementation.

A committee was formed made up of various utility operators, excavators and state regulators. The committee looked at existing regulations on how positive response is defined in state statutes in order to design the automated system to reflect the regulation as defined. The committee also reviewed response codes that would be applicable for various types of responses to build into the system. A list of nine responses were developed. The system is 90% completed at this and expected to be tested in mid

November 2019. During the test period business rules shall be implemented for use of the systems. The final phase will be training and implementation expected for early 2020.

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.”)

CBYD, with the assistance of PURA, applied for a PHMSA Federal Damage Prevention Grant in 2018 of \$93,600.00 to be used solely for the creation and implementation of an APR System. The PHMSA evaluation team agreed this grant application was acceptable and aligns with grant requirements (Element 1). However, based on limited funds available, the application was recommended for a 43% reduction to assist the state in aligning with one or more of these nine elements. The application was recommended for partial funding. The Government awarded \$53,352 to CBYD. The addition of an APR System will improve communication between member utilities and excavators who request CBYD tickets. This system will establish a single point of contact where the excavator can check the status of locating requests. This will benefit eighty percent of the ticket requests received electronically to the call center. It will allow quicker responses to excavators with added convenience.

As a result, these improvements will enable us to maintain the high level of service provided by the center operations team.

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

We haven't any issues to report. The project went smoothly and is expected to be in use early 2020.

Final Financial Status Report

See attached documents

Requests of the AOR and/or PHMSA

“No actions requested at this time”