

**2017 State Damage Prevention Program Grants Final Report**  
**CFDA Number: 20.720**

**Award Number:** 693JK31741009  
**Project Title:** Michigan Public Service Commission State Damage Prevention Grant  
**Date Submitted:** November 16, 2018  
**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 host workshops for contractors and facility owners, as well as host training for the Web Ticket Management (WebTM) system available to the MISS DIG 811 System, Inc. (MISS DIG) membership; and build a training module of identifying excavation without a one-call notification, as well as create a MISS DIG ticket to report excavation issues.

**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 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 to perform the work set forth in Element 1.
- MISS DIG hosted 61 out of the 58 proposed regional workshops, these workshops promoted MISS DIG's Safety Management System program module on identifying excavation without one-call notification (without marks) emphasizing data collected by the MPSC and the enforcement trends and practices that they have been involved in. The interactive audience response system purchased by MISS DIG was used to measure the effectiveness of this education.
- The MISS DIG Education Team hosted workshops during the slower excavation season, utilizing the interactive audience response system to certify attendees on the MISS DIG program content. Workshop group sizes were limited to the number of interactive audience response units available.

**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 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/Esanaba, 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 in the use of the new WebTMS and include posting and checking positive response as well as address the different responses available. The second segment provided 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.
- 10 workshops were completed to train users on the new WebTMS program as well as other portions of the MISS DIG system.

**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 developed a near ticket that would allow facility owners to compare reports of excavation sites without markings to ticket requests in the area. This near ticket would assist the facility owner to determine if additional locating is necessary based on the location of their facilities and other requests in the area. Additionally, MISS DIG created a ticket that allows third parties to report when they witness excavation with no marks. This excavation with no marks ticket would also include a damage reporting ticket which will allow contractors and facility owners to report damages in real time.
- The development and implementation of these new tickets was completed on August 11, 2018. Training modules to educate on the use for these new tickets were also created.

#### **Element 4 – Effective Employee Training**

- The MPSC entered into a contractual agreement with MISS DIG to perform the work set forth in Element 4.
- The MISS DIG Board of Directors established a committee that established the criteria for the Gold Shovel Standard that mirrors the national Standard, with consideration given to MISS DIG Certification, Management and Unions Serving Together Safety Program, Michigan Infrastructure and Transportation Association safety training standards, and other industry standard training certifications. The Great Lakes Gold Shovel Foundation will be responsible for sponsorship of participation in the Gold Shovel Standard. Sponsorship is intended to reduce damages by having municipal members and contractors adopt the Standard. This Sponsorship is a 3-year program that members can apply for as a Gold Shovel Standard community or contractor.
- This element allowed for MISS DIG to grant 15 member/contractor sponsorships for adoption of the Gold Shovel Standard through the Great Lakes Gold Shovel Foundation. By the end of the grant period, there were only two organizations that applied and were approved for the sponsorship.

#### **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 to be tagged. Each of the nurseries were also provided an 811 banner, similar to what was provided to the firehouses.
- MISS DIG delivered and mailed tree tags and banners to nurseries in May 2018. The tree tags 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**

A total of 61 of 58 proposed workshops have been completed. These workshops have certified a total of 1269 attendees.

**Element 2**

There were 10 all-day workshops conducted. These workshops had 126 total attendees.

**Element 3**

The two new proposed tickets have been developed and implemented for use.

**Element 4**

Only two of the 15 member/contractor sponsorships have been awarded.

**Element 5**

Distributed 341 sets of 200 tree tags and 398 banners 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 4; only two out of the 15 member/contractor planned sponsorships were awarded by the end of the grant period.

**Final Financial Status Report**

A total of \$83,122.22 of the \$97,104.36 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.