UCM IMPLEMENTATION IN DELAWARE: LESSONS LEARNED

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THOUGHTS GOING INTO GRANT

OBJECTIVES:

• FOCUS ON CUSTOMIZED UTILITY CONFLICT MATRIX FOR DELDOT PROJECT/PLAN DEVELOPMENT PROCESS

• DEVELOP MATRIX USERS GUIDE

• DEVELOP AND PROVIDE TRAINING

• IMPLEMENT MATRIX AS INTEGRAL TOOL IN THE PROJECT DEVELOPMENT PROCESS
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BENEFITS:

• EASY TO USE WORKBOOK SPREADSHEET FORMAT
• PROVIDES STANDARDIZED METHOD AND FORM FOR TRACKING UTILITY CONFLICTS AND RESOLUTIONS
• CREATES A RECORD OF UTILITY CONFLICT INVESTIGATION AND COORDINATION EFFORTS
• KEEPS ALL STAKEHOLDERS ON THE SAME PAGE
• OVERALL LESS WORK BY AVOIDING LAST MINUTES ISSUES AND CONSTRUCTION CONFLICTS
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DRAWBACKS:

• STAFF *IMPRESSION* THAT USE OF THE UCM CREATES *MORE* WORK
PROGRESS

• UCM WORKBOOK IS FINALIZED
  ✔ UCM MATRIX WORKSHEET
  ✔ COST ESTIMATE ANALYSIS WORKSHEET
  ✔ USER GUIDE WORKSHEET
  ✔ FIELD AND COLUMN DESCRIPTIONS WORKSHEET
  ✔ DROP-DOWN LISTS WORKSHEET

• USER GUIDE COMPLETE AND INCLUDED AS A WORKSHEET IN THE UCM WORKBOOK
PROGRESS

• STARTED PROCESS TO IMPLEMENT UCM AND UTILITY CONFLICT MANAGEMENT CONCEPTS INTO INTERNAL DESIGN POLICY AND PROCESS DOCUMENTS
• DEVELOPING STAKEHOLDER TRAINING
• INVESTIGATING DEVELOPING SUBSURFACE UTILITY DESIGN AND ANALYSIS (SUDA) SOFTWARE FOR INCORPORATION INTO DELDOT DESIGN PROCESS
• POTENTIALLY LINK SUDA OUTPUT TO UCM
LESSONS LEARNED

• START AT THE TOP TO GET BUY-IN
• IDENTIFY THE HISTORIC ISSUES THAT THE UCM IS ADDRESSING
• KEEP THINGS SIMPLE…FOCUS ON THE SMALL TASKS TO KEEP MOMENTUM GOING AND EXPAND FROM THERE
• INCLUDE ALL STAKEHOLDERS IN DEVELOPMENT PROCESS
• SOLIDIFY USE BY ADDING INTO POLICY AND PROCESS
• SHARE MATRIX WITH CONSTRUCTION PERSONNEL, EVEN IF INFORMALLY
FUTURE ITEMS

• IDENTIFY SERVICE CONNECTIONS AS PART OF COORDINATION PROCESS
• ENSURE SUBSURFACE UTILITY ENGINEERING (SUE) INFO IS REVIEWED FOR ACCURACY
• DEVELOP A TEAM TO SPECIFICALLY OVERSEE UTILITY FIELD WORK, DOCUMENT (AS-BUILT) RELOCATIONS, AND UPDATE UCM
• MAKE SURE COMPANIES UPDATE RECORDS SO PROPERLY MARKED IN RESPONSE TO ONE CALL (811)
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