

Grand Coulee Fire Safety Digital Modernization

Safely Sustaining the United States Critical
Aging Infrastructure and Utilities

The Fire Safety Division within the Health Safety and Environmental Group at the Grand Coulee Dam, a part of the United States Department of Reclamation (USBR) within the Department of the Interior (DOI) faces multifaceted challenges inherent in overseeing the largest dam in the United States, a structure that surpasses 80 years in age. The extensive and ongoing maintenance and construction requirements are not limited to the dam but encompass all associated buildings and properties. This necessitates the dam safety teams' continuous pursuit of innovative methods to enhance the inspection processes and decrease the existing backlog. The scope of inspections conducted is broad, aiming not only to ensure the safe execution of maintenance and construction tasks but also to guarantee that the Grand Coulee Dam continues to deliver power across eight western states—Washington, Oregon, Idaho, western Montana, and parts of California, Nevada, Utah, Wyoming, and Canada. This effort is critical for powering over 2 million homes.

The Challenge

Hindered by a series of challenges including inadequate data governance, limited mobility, and insufficient reporting capabilities, the Fire Safety Division needed digital modernization. Existing methods fell short in facilitating digital inspection management, especially in remote and challenging environments such as conducting inspections 100 feet under the water line within concrete structures. Offline functionality was unreliable, exacerbating data integrity and efficiency issues. Furthermore, compliance mandates required monthly and quarterly inspection reports, necessitating labor-intensive manual data re-entry, which compromised the timeliness and relevance of reports.



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MB&A and the ExAM platform are a model of what it means to be a flexible and dynamic solution for managing environmental inspections and compliance.”



100 ft Underground

2 million Homes

The Solution

The implementation of the ExAM4Inspections solution by MB&A in partnership with SMX revolutionized the inspection and maintenance protocols. It caters to various inspection types, from ad-hoc to cyclical maintenance inspections and work assignments, while ensuring comprehensive visibility into both ongoing and historical activities. The solution facilitated the alignment of inspection processes with Occupational Safety and Health Administration (OSHA) standards and Behavior-Based Safety (BBS) practices, integrating them seamlessly with the organization's broader compliance and operational frameworks.

A note from our Partner



SMX has been a top-performing vendor on DOI's Foundation Cloud Hosting Services (FCHS) IDIQ, with successful performance on 25 task orders. We maintain a deep subcontractor and vendor partnerships with more than 40 solutions providers, including MB&A, which is part of our story of success in flexibility to meet the government's needs.

This innovative approach is projected to yield significant time savings—hundreds of hours monthly and thousands annually—while introducing capabilities like real-time visibility into compliance reporting, which was previously unattainable.

The deployment of ExAM4Inspections empowers the team to conduct and digitally log inspections even in the most challenging conditions, such as 100 feet under the water line, surrounded by concrete. This technological advancement ensures maintenance and construction activities are conducted safely and strictly adhere to regulatory standards, securing the power supply to millions of homes.



About Us

Millsapps, Ballinger & Associates (MB&A) is committed to connecting our customers' missions to meaningful outcomes through technology. With an award-winning suite of products ExAM4Enterprise, including our ExAM4Inspections, ExAM Assets, and ExAM Tracker empowers enterprises to collect, manage, and understand their data with ease leveraging by the power of the #1 CRM Salesforce. For more information, visit mbaoutcome.com/dam

Schedule an appointment to explore how MB&A can help further your mission and create meaningful outcomes for your employees and customers.

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