



**MISS DIG 811**  
**TIME & LAC Committee Meeting Minutes**  
**April 22, 2021, at 10:00AM**

**In Attendance:** Laura Arnold, Stephanie Boe, Bruce Campbell, , James Cascio, Dave Delind, Sandy DeMars, Will Eichelberger, Bill Fisher, Colleen Goddard, Katie Gruzowski, Kristen Lawless, Eleanor Mundorf, Samantha Raupp, Tyrome Turner, Marcus Vale, Gail Wyckhouse, Noah Strnad, Elise MacArthur, David Neira, Samantha Raupp, and Debbie Ball

**Minutes**

**Ticket Initiation Management and Execution (TIME)**

**1. Call to Order**

- a. **Agenda Review**- Katie emailed the agenda on 4/21/2021 to everyone and did not get any responses to update the agenda in anyway.

- 2. MISS DIG 811 Updates**- Katie stated we are still working from home and plan on this until October per the Executive Order and no person in meetings until October.

**3. ACTION ITEMS FROM PREVIOUS MEETING(S)**

a. **e-Suite**

i. **e-Mod (On Hold for dig season)**

- Katie, with some of the current issues and the increase of ticket volume we did not want to complicate the situation by giving homeowners options to update tickets, cancel tickets which they can still do by contacting the Notification Center.

b. **Complex Ticket Additional Question (Norfield Next Sprint, starting 4/26)**

c. **New additional question: Is there a pet on the property? Yes, No, Unsure (Norfields Next Sprint, starting 4/26)**

- Katie, this should be worked out by the next meeting and if you would like to test those additions, you can reach out to Member Services or Laura Arnold and they can assist you. Once we finish the internal testing and are happy with this, then this will initiate the 90-day notice all members which will come from Member Services.

d. **LDM- Locate Demand Management- (Went live 2/18/21)**

- Katie, this went live in 2/18/2021. Bill Fisher has put together a system to keep track of people using this, that is in the LAC section and the information is shared in the Monday morning Status Update Group at

10am, if anyone is interested in joining the meeting, please contact Bruce Campbell.

- e. **Sub-TIME will meet every two weeks to discuss large changes to Ticket Entry and e-Locate Systems, as well as building out our dashboards in Tableau. To participate in the subcommittee Members must be current with the MISS DIG 811 SEP, Field Basics, and RTE basic training. If you are unsure of training status, please reach out to the Education Team-[education@missdig811.org](mailto:education@missdig811.org)**
  - i. **If you would like to be on this subcommittee, please email Katie at [kgruzwalski@missdig811.org](mailto:kgruzwalski@missdig811.org). The next meeting will be on May 11.**
  - ii. **Upcoming topics:**
    1. **Sign Install/ Replace Scope of Work review**
    2. **Limiting Project Ticket Scope of Work**
    3. **Member and Excavator Dashboards**
    4. **Excavator Over Notification limitations/ notices**
    5. **Ticket System Enhancements RFP**
- f. **Expedited Locating for fee- Locate Now (Long-term goal)**
  - Katie, this is being worked on especial with the current tickets having issues being located we are not encouraging moving forward at this time.

#### 4. **New Action Items**

##### a. **IT Issues**

- Katie, our call center was down Saturday morning 2am to 8am but the RTE program and the e-Locate program were up the entire time. This was due to the contact center solution did some work on one of the main servers so when they went to another server it didn't fail over. They are working on a reason for outage, and we will share that information with you when we get it. We will schedule another outage with them to make sure what they did to fix those issues do not happen again. Will share that information. There was another issue on Tuesday, the carrier in the Thumb area, for some reason the bandwidth wasn't delivering their calls to our system but that was resolved.

##### b. **Open discussion**

- No one had comments or questions.

##### c. **Private Locates expanded to the entire State for RTE users**

- Katie, as of last Thursday and we have three companies, and the pilot is completed and will be expanding this to the Notification and to e-Locates users in the fall.

## 5. Meeting Schedule

- a. Meetings will be held via teleconference, with web screen share information and call-in number provided by MISS DIG 811 monthly. MISS DIG 811 will host a teleconference with optional onsite meetings for the TIME committee at the MISS DIG 811 office before the Locator Action Committee, LAC, meetings monthly. Teleconferences will be held the fourth Thursday of the month at 10 am before LAC. **Quarterly meetings will be held following the MDPB meetings.**

### b. Upcoming Meetings:

#### i. TIME

1. May 27, June 24 (WITH MDPB), July 22, August 26, September 23 (WITH MDPB), October 28, **No November Meeting**, & December 16 (WITH MDPB)

#### ii. Sub-TIME

1. May 13, June 10, July 8, August 12, September 9, October 14, November 11, & December 2
- 2.

## 6. TIME Adjournment: 10:12am

*Optional Five- Minute Break*

## Locator Action Committee (LAC)

### 1. Top Issues

#### a. Retransmits and lack of response

- Bruce stated our locate requests we are at a record pace and we are out 2019 ytd by 7-10%, for the month of outpacing April 2019- by 17-25%. Saturday, we had nearly 1,000 locate requests.
- We do track this and most of the contractors say even though it says a locator contacted them, they have not been contacted.

#### b. LDM and e-Locate Triage in OAK MAC

- Bruce stated the heaviest counties at the time being Oakland & Macomb and with the Consumers Energy locating issue they were having at the time, we put in place the suspend tickets in queue a legal start date to move the dates to Monday and Tuesday to help alleviate the pain and hopefully this help. We had a few contractors that had to ask for it to be moved but we asked them to move to RTE vs e-Locate. Bruce asked was this for the backlog. Dave said, yes this has helped, and we are holding study but having a hard time getting ahead. We have people coming in from out of stated and working 6-7 days a week. Bruce said we can keep this a place for a bit and if anyone else needs assist let us know.

- Bruce said the LDM is available, Bill will display this so everyone can see the data we are talking about. Bill discussed how he went about the process.

**2. Private Locating Update**

**3. Locator Staffing**

- Bruce stated Katie filled everyone in from the TIME meeting.
- Bloodhound has 17 counties, GPRS entire state, Brent's Oil Field is in the NW Lower Peninsula of MI.

**4. Conflict Resolution**

- Bruce stated the progress we made last year and publishing the escalation report and providing contact information for the utilities for the locators for certain parts of the state getting resolved.
- The Web ticket department has added information on the utility companies, and we keep that updated as well.

**5. TIME Adjournment: 10:25am**

**Meeting Minutes By: Debbie Ball**

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