



**MISS DIG 811**  
**TIME and LAC Committee Meeting Minutes**  
**May 27, 2021 at 10:00 AM**

**In Attendance:** Kathy Affholder, Ahmed Al-Bayati, Breanna Anderson, Laura Arnold, Debbie Ball, Marco Banchemo, Catherine Bauer, Steven Bauer, Anthony Bauman, Joe Boals, Stephanie Boe, Nicole Boos, Greg Brooks, Bruce Campbell, Harry Carr, James Cascio, David Chislea, Kristyn Cormier, Jim Cripps, John Crumb, Sarah Daley, Dennis Dantonio, Tim Davidek, Dave Delind, Sandy DeMars, Brian Dreesen, Will Eichelberger, Mark Erickson, Scott Faulkner, Bill Fisher, Vincent Floyd, Colleen Goddard, Robert Gregg, Katie Gruzowski, Frank Hahnenberg, Kutumba Hanumolu, Amanda Horn, Chris Jensen, George Kemp, Adam Khodl, Brian Kunter, Kristen Lawless, Eric Logan, Sherri Lyman, Stephen Makowski, Ian Martin, Joseph McGraw, Chris Morre, Jim Moskal, Chuck Muller, Eleanor Mundorf, Linda Poetelli, Jason Poyser, Kevin Price, Tracy Pursell, Samantha Raupp, Scott Runke, James Ryles, Ranjita Samantray-Das, Jason Schaff, Gary Seeburger, Karla Shawhan-Bonnee, Chad Snyder, Jeff Talsma, David Tejada, Jodie Theis, Briant Thomas, Tony Tocco, Brent Tolbert, Paul Tropper, Tyrome Turner, Marcus Vale, Michael Waters, Trevor Westbrook, Suzy Westmoreland, Samantha William, Robin Williams, Val Wohlscheid, Andre Wojtusik, Gail Wyckhouse

**Minutes**

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

1. **Call to Order**
  - a. **Agenda Review:** Bruce asked if anyone has anything to add or subtract. No responses.
2. **MISS DIG 811 Updates**
3. **ACTION ITEMS FROM PREVIOUS MEETING(S)**
  - a. **Complex Ticket Additional Question (Internal Testing)**
    - Bruce stated the 90-day notice for the September roll out went out to the members.
  - b. **New additional question: Is there a pet on the property? Yes, No, Unsure (Internal Testing)**
  - c. **LDM- Locate Demand Management- (Went live 2/18/21)**
    - Bill displayed and discussed the dashboard he has been working on which has 2019 data to 2021 data. Bruce added the goal is to build this into our new platform with Pelican and if anyone is interested in further information, please contact Bill.
  - d. **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 [kgruzowski@missdig811.org](mailto:kgruzowski@missdig811.org). The next meeting will be on June 11.
    - ii. **Upcoming topics:**
      1. **Sign Install/ Replace Scope of Work review**

Stephanie displayed and discussed the Ticket Entry screen and stated why we are currently working on Sign locations. When we look at a Road Commission Ticket the locations are clearer in the information provide possibly because they stake their own but when we look at an MDOT ticket

that is when things get a bit gray and confusing when it comes to the locations. Stephanie is reading information that is written in the locate info box on the Ticket Entry which one happens to be Action Traffic Maintenance. Paul Roth (Action Traffic Maintenance) added this could cause problems because there are overlapping tickets for a site we are working on, so mentioning how many tickets belong to this site. Bruce asked how come so many tickets and do you know how many signs you are putting in? Paul, the reason for so many tickets is because we can only do one mile at a time and yes, we do know exactly how many signs are going in. Stephanie, we are asking if you do know how many signs a company is putting in that we are requesting you put that information on the ticket, as other companies can do that. Bruce, we are trying to make this easy for the locators to mark. Will Eichelberger, knowing there is a stake/ stakes on the ground and when the ticket indicates exactly the amount of stakes should be there this makes it easier for us.

Stephanie displayed, read, and discussed the Signage Guidelines Proposal. Paul Roth, errors happen and if we could hand over the plans but what file size can be submitted.

Bruce added if I were a sign person, I would submit a file/ pic to make sure the locator has the correct information, done accurately and get to the next site. Stephanie mentioned you can submit a file size of 8 megabyte, Laura added it it's also what people can receive, and we don't push the information to their email. Bruce, this is another area we will be looking at when we switch to Pelican. Bruce added MISS DIG can set up a Pre-con meeting especially a big project we can include the locators, so everyone involved is on board. Bruce asked the sign people that are in the field if they would like the radius larger than 20ft. Paul said that should be good. Will Eichelberger (City of Kalamazoo) on the locator side the sign tickets are typically the most time consuming tickets to deal with but knowing there is a stake or paint on the ground and knowing how many stakes are out there, huge time saver but if we do not know how many stakes we are out there are not really serving the people we are doing this for. Will Eichelberger, we will go outside the scope just to be sure. Sandy and Jim added they were fine with all of this for the NC side.

**2. Limiting Project Ticket Scope of Work**

**3. Member and Excavator Dashboards**

Bill displayed and discussed the 999's and ongoing coordination which was in focused on in Wayne. Bruce added when this is built out this will be Code, Company, and broken down by industry type. Samantha Raupp (DTE) asked if the last response or every time on going coordination. Laura, if you are not filtering out then it is every response.

**4. Excavator Over Notification limitations/ notices**

**5. Ticket System Enhancements RFP**

Bruce, Pelican had a press release went out May 25<sup>th</sup>. The reason for the change is due to Pelican was able to due what was required for the changes MISS DIG is looking to due and we interviewed five companies.

- e. Expedited Locating for fee- Locate Now (Long-term goal)
- f. Private Locates expanded to the entire State for RTE users

Bruce, we have three companies, and we now cover the entire state of MI. Samantha asked if anyone had issues with Private Locators issues. We are having issues like mismarking, using utility colorings, damages occurring. Laura Arnold asked Samantha to send the information to her so we can investigate Samantha will also provide the pictures they have.

#### 4. New Action Items

- a. IT Issues
- b. Open discussion
- c. Signage Scope of Work Proposal
- d. [Pelican Corp. OneCallAccess Collaboration](#)

#### 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. 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. June 10, July 8, August 12, September 9, October 14, November 11, & December 2

#### 6. TIME Adjournment: 10:49Am

**Optional Five- Minute Break**

### Locator Action Committee (LAC)

#### 1. Top Issues

- a. Retransmits and lack of response
  - Bruce, we discuss this in the Status Update Group on Monday mornings at 10AM. We are investigate/ some complaints or lack of coordinating and locators are working on their backlog. Tony (USIC) the backlog and 999's are going down and hiring thru June.
- b. LDM and e-Locate Triage in OAK MAC
  - Discussed in the TIME meeting.

#### 2. Private Locating Update

- Discussed in the TIME meeting. Tracy Pursell (Bloodhound) if they are marking public utilities and using yellow they need to know asap if they are marking wrong to correct the issue.

### 3. Locator Staffing

- Discussed in earlier.

### 4. Conflict Resolution

- Bruce said this is done on the Monday morning calls at 10am on the Status Update Group and if anyone would like to join this session please let us know.

### 5. Open Discussion

- Elise MacArthur (City of Kalamazoo) - we have noticed that when callers are calling large projects on a single ticket and when the ticket expires, they are continuing to put in the ticket for the same address and we keep marking it, does anyone have this issue. Bruce, please provide me the tickets information and we will investigate it and review with the staff. If it is an RTE users, Stephanie (Wed Ticket) will coach them thru the process, and if it someone calling in thru the NC, Sandy and Jim will work with the NSR's and the contractors who are putting the tickets in.

Chris Jensen said they also see the problem not a huge issue. We also seen with our own people is asking for locating the entire lot and both sides of the street, so we are retraining and educating them.

### 6. LAC Adjournment: 11:00 AM.

Meeting Minutes By: Debbie Ball