



**MISS DIG 811
TIME & LAC Committee Meeting Minutes
July 21, 2021, at 10:00AM**

In Attendance

Bruce Campbell, Laura Arnold, Katie Gruzowski, Stephanie Boe, Debbie Ball, Noah Strnad, James Cascio, Paul Harding, Samantha Raupp, Chuck Muller, Bill Fisher, Colleen Goddard, Chad Miller, Chris Jensen, Eleanor Mundorf, Justin David, Samantha Williams, Stephen Makowski, Elis MacArthur Sandy DeMars, Joseph David, Will Eichelberger, Steven Bauer

Minutes

Ticket Initiation Management and Execution (TIME)

- **Call to Order**
 - a. **Agenda Review**- Katie emailed this prior to the morning.
- **MISS DIG 811 Updates**- We have completed the Phase 2 Return to the Office, half of the staff are Hybrid the other half are working from home as of this moment. Things are going well and waiting to hear on the variant before bringing anymore employees back into the office.
- **ACTION ITEMS FROM PREVIOUS MEETING(S)**
 - a. **Complex Ticket Additional Question (Moved to Pelican)**
 - b. **New additional question: Is there a pet on the property? Yes, No, Unsure (Moved to Pelican)**
 - c. **LDM- Locate Demand Management- (Went live 2/18/21)**
 - d. **Pelican Corp. OneCallAccess Collaboration-**
 - Katie did a press release between MISS DIG and Pelican. This will be renamed Notification Access.
 - e. **Sub-SETT will meet monthly on the second Thursday of the month at 10 AM to discuss, test, and assist with build out of One Call Access and Damage Prevention Portal with Pelican. To participate in the subcommittee interested parties must be current active members of MISS DIG 811, 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 Stephanie Boe- sboc@missdig811.org**
 - i. **If you would like to be on this subcommittee, please email Katie at kgruzowski@missdig811.org. The next meeting will be on July 8.**
 - ii. **Upcoming topics:**
 1. **Urban vs. Rural Scope of Work**
 2. **Regular vs. Project Ticket Scope of Work**
 3. **Ticket Fields & Ticket Types Review**
 4. **Positive Response Codes Reduction-** Approved

5. **Elimination of Rush tickets to just short notice-** Approved
- f. **Expedited Locating for fee- Locate Now** (Long-term goal)
 - g. **Private Locates expanded to the entire State for RTE users**
 - This is moving into the new Pelican system and anyone who enters a ticket can request a private locate assists.
- **New Action Items**
 - a. **IT Issues**
 - i. **Text Messaging delivery issues**
 - Working on this dealing with this for 6-8 months and the way Norfield can deal with this is thru 3G modem and causes issues which is marking them as spam and our service provider is AT&T and AT&T is also the service provider who was receiving the ticket which was blocking them from themselves. We are working with them and trying not to replace the outdated hardware and in five months we will not need that hardware and some of the delivery format we have will not be translated to the new format- text message, fax, and ftp delivery. We are putting together an document that has services that handles email to text delivery and email to fax delivery for your tickets and that will be on the members to handle as you see fit. Please contact Member Services for information. We have exhausted everything we can do from our side to make this happen. Chuck asked how many are receiving via fax. Laura about 15-20 member codes. Katie this requires a lot of support to make this happen but we have reduced this over the last year or two.
 - b. **Important Dates for Members (preliminary, final dates at next meeting)**
 - i. **August 15, 2021- Ticket delivery format options with example fields.**
 - ii. **September 15, 2021- Ticket delivery format options with final fields and new API information.**
 - iii. **September 15, 2021, to October 15, 2021, member station code (member code) and user account creation in test system. Testing of go live features.**
 - iv. **November 15, 2021, finalized test system that is ready for go live.**
 - v. **December 15, 2021, officially Go Live on Pelican, moonlight Newtin System.**
 - Katie, with the concern of tickets that are in the Newtin System that may need to be transmitted over in the new system. We are working with Pelican and the will be using the same API to be pulled over in the Pelican system. Bruce we have a Plan B workout with Newtin and Norfield and we are active with until December 31, 2021 if we had to use that system if need be and possibly extend into 2022.
 - c. **Open discussion**
 - Samantha Raupp asked about Positive Response- are we reducing the codes. Katie, yes, we are reducing the amount of codes and haven't finalized what

codes or verbiage will be going to the new system. This will be discussed in the next Sub-SETT meeting in November.

Meeting Schedule

- d. 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 offices 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.**
 - e. Upcoming Meetings:
 - i. TIME
 1. August 26, **September 23 (WITH MDPB)**, October 28, **No November Meeting**, & **December 16 (WITH MDPB)**
 - ii. Sub-TIME
 1. August 12, September 9, October 14, November 11, & December 2
- TIME Adjournment: 10:16AM

Locator Action Committee (LAC)

1. Top Issues
 - a. Retransmits and lack of response
 - Bruce the 999's is at or below 5% and Retransmits are under 7%. Laura is now conducting the Monday morning Status Update Group meetings. Bruce haven't had a lot of issues, behind but getting caught up. The ticket count is slowing down.
2. Private Locating Update
 - Bruce adding additional locators and now cover the entire state.
3. Locator Staffing
 - Tony (USIC-) staffing is good and locating at a all time high.
 - Will, going good back up to full staff and coordinating with facility owners, no issues.
4. Conflict Resolution
 - No updates.
5. Open discussion
 - Bruce asked if anyone had anything they liked to discuss. No comments.

TIME Adjournment: 10:20AM

Meeting Minutes By: Debbie Ball