



MISS DIG 811
TIME & LAC Committee Meeting Minutes
October 28, 2021, at 10:00 AM

Attendees

Katie Gruzowski, Bruce Campbell, Bill Fisher, Debbie Ball, Laura Arnold, Chad Miller, Paul Harding, Stephanie Boe, Chuck Muller, Linda Portelli, Eric Urbain, Chris Jensen, Kathy Affholder, Paul Roth, Kurt Golding, Joe David, Chad Miller, Jim Cascio, Kristen Lawless, Kristyn Cormier, Tony Bauman, Bill Fisher, Tony Risher, Sam Williams, Scot Runke, Paul Roth, Bryon Wood, Aaron Cox, Sandy Demars, Jason Manning, Martine Savary, Amber Selburg, Kevin Bryce, Brandon Rosser, Briant Thomas, Joe Boals and Will Eichelberger

Minutes

Ticket Initiation Management and Execution (TIME)

1. **Call to Order**
 - a. **Agenda Review**
2. **MISS DIG 811 Updates**- Every Monday Laura Arnold host, ticket status, members who receive retransmits after the second requests.
3. **Previous Meeting(s) Action Items**
 - a. **Pelican Corp. MISS DIG 811 OneCallAccess Collaboration**
 - b. **pelican.missdig811.org**- Katie displayed the website and stated the below can be found on it.
 - i. **Final Positive Response Codes for the new system**
 - ii. **Final Ticket Fields and Ticket Types**
 - iii. **Ticket Format Examples**
 - iv. **Positive Response API Posting Webinar Recording**
 - c. **Text Messaging delivery issues- Reach out to Member Services for assistance.**
 - d. **Important Dates for Members**
 - i. **November 19, 2021: initial development completed by PelicanCorp**
 - ii. **November 26, 2021: MISS DIG 811 completes final phase of testing and reviews returned to PelicanCorp, Members and Station Codes are in Damage Prevention Portal, and user account created.**
 - iii. **December 3, 2021: Go Live Features Finalized- Users can fully test the pre-production (test) environment**
 - iv. **December 15, 2021: Official Go Live with PelicanCorp**
 - e. **Proposed Scope of Work**

We are working on Urban vs Rural area and as soon as this is ready we will notify you.
 - f. **The importance of well mapped member facilities**
 - We are pulling down the buffer from 250' to 75' and members may need to up their buffers. Members Services are uploading the AOI.

4. NEW Action Items

- No new updates currently.

5. Open Discussion

- Scot R stated there seems to be a general lack of information of the new system for excavators. Katie stated for the last 6 months there have been news blast of the new system and in the Sub-SETT this has been covered. Stephanie, we have reached out the people who have RTE accounts and as soon as the testing is available we will share this, and whoever has a full accounts and when we have training, they will get hands on training. For now, they get email notifications, and they receive information their the RTE accounts. Scot said not everyone opens their emails and reads them and we are asking for is the behavior to change because the excavators do not know this is coming. Bruce stated we can email the TIME group and this has been added for the Pelican group for commination. Joe asked how Joint Meet will be handled? Katie this will not be handled anymore thru the new system anymore, if you are meeting with someone you will be doing this outside of the system.

- Bruce, we found some people were not showing up for the joint meets, and contacts were not providing and for the OH assist we seen a dramatic drop in this area and the utilities company have a system for this so these are the reasons we decided to not bring this over in the new system. If utilities are required are to be onsite, they can to this thru Positive Response.

- Scope of Work will be finalized at the end of October.

- Bryon, stated having two weeks to test the tickets, is not ideal time frame for IT, is there anyway to get access to the swagger system? Jason, yes and we can make sure you get that. Samantha (DTE) is that exact concerned and the IT team is not getting the answers we need. Katie as previous stated and especially since you are on Sub-SETT and the other date is for those who are not on Sub-SETT and we will discuss on the next Sub-SETT meeting. Samantha asked to work with Pelican on responding better.

Chris asked how with this change when we update the IVR? Katie you will still be able to do that and Member Services. Laura for now you will email MS and they will do the updates.

- Tony Risher- Scope of Work data receiving, we are trying to figure out staff, what will that look like? Katie we are looking at one month and the current Scope of work and that will be the best of we can give you. Bruce in the analysis we were working on with CGA 74-78% are single address tickets are locate requests and we understand that the concern and the Scope of Work is dropping but the AOI is where they are actually working vs locate the entire yard, or front and we are anticipating a lower percentage.

Bruce the question really is how do locators plan out their work- by the Geo space? Katie we are looking at, is just the Scope of Work so we can tell you what the ratio and is basically this a forecast and looking at specific things in the county. The Scope of Work is different in Urban and Rural area, which we have never done before.

Bruce added the Scope of Work was developed in the Sub-SETT committee over the last

1 ½ years with a combination of people from various backgrounds.

- Bruce suggested all utilities companies should do their own forecasting and need to pick which is more important right now, being able to place tickets and receive transmission or we provide a forecast for next year. Conversation took place by several people over this and what they wanted both which. Samantha Raupp agreed with Bruce and we need to realize that would benefit all of us. Trevor Westbrook, asked about the joint meet, for the small contractors/ Homeowners to check Positive Response, stated from the last meeting this was changing in the new system how can we continue to education them on this? Katie this is changing a little and what is changing you will to have log in to your account to Post / view a Positive Response and there is no IVR, so you would have to go thru the Contact Center. Bruce for professional excavators when they check Positive Response if there is an issue, they will have to put the code and they would only respond to that utility company only.

Meeting Schedule

1. 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.**
2. Upcoming Meetings:
 - a. TIME
 - i. **No November Meeting, & December 9 (WITH MDPB)**
 - b. Sub-SETT

Meeting Adjourned: 10:52 AM

Minutes

Locator Action Committee (LAC)

1. Top Issues - Bruce no new issues.
 - Retransmits and lack of proper responses.
2. Private locating update
 - Bruce made a presentation to Bloodhound and well received and will extend this and more to come on this in the future.
3. Locator Staffing
4. Conflict Resolution

Meeting Adjourned: 10:55 AM



Meeting Minutes By: Debbie Ball

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