



**MISS DIG 811**  
**TIME & LAC Committee Meeting Minutes**  
**February 25, 2021 @ 10:00AM**

**In Attendance:**

Kathy Affholder, Ahmed Al-Bayati, Laura Arnold, Debbie Ball, Marco Banchemo, Catherine Bauer, Steven Bauer, Anthony Bauman, Stephanie Boe, Nicole Boos, Greg Brooks, Bruce Campbell, Harry Carr, James Cascio, Sandy DeMars, Bill Fisher, Colleen Goddard, , Katie Gruzowski, FKutumba Hanumolu, Chris Jensen, Adam Khodl, Brian Kunter, Kristen Lawless, Eric Logan, Stephen Makowski, Ian Martin, Chuck Muller, Eleanor Mundorf, Linda Poetelli, Ranjita SamantrayDas, Jodie Theis, Briant Thomas, Tony Tocco, Samantha William, Robin Williams, Gail Wyckhouse, Cassidy Simpson,

**Meeting Minutes**

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

**1. Call to Order**

a. Agenda Review

**2. MISS DIG 811 Updates:** Katie Gruzowski started we recently 8 new NSR;s and training remotely and started Monday and doing well. Last March we had 5 people in training. If you more status on tickets we have a meeting on Monday at 10AM.

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

a. e-Suite

i. e-Mod (Revamp coming soon)

Katie stated we are start fresh with this and we have members that have rules, Norfield has new leadership and new developers that will be working on this will be ready in the fall. We have to see how locates the busy months before we add these.

b. Complex Ticket Additional Question (This is currently being worked on by Norfield)

Katie stated this an item we have been waiting to work on until LDM was done.

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

Katie said no issues and going well and now we will start working on Complex Ticket. This does create a new ticket field for our members and once the backend is developed, and internal is completed.

Member Services- Laura will send out the 90-day notification count down to go live to

the members and allow them to have time update their ticket management system for the questions that will be coming in for them.

d. Sub-TIME will meet every two weeks to discuss 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:Team-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 March 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. System Enhancement RFI

e. **Expedited Locating for fee- Locate Now** (Long-term goal)

Katie stated working with locators and this is an option and a fee associated with this.

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

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

Katie stated the big change coming is the phone system, which is going from one platform to another platform which will take place off hours and providing updates once this is completed. Thru Facebook, twitter,

##### **b. New additional question: Is there a pet on the property? Yes, No, Unsure**

Katie stated USIC asked to add this because of the increase of dog bites. Chuck Muller added change that to a pet outside. Katie stated she didn't want to limit this to just a dog incase someone has an exotic animal, but we can change this to "does someone have an outdoor pet on property."

##### **c. Open discussion**

Rao Hanumolu (DTE) stated why they wanted to join and the support they get and they are the IT support for DTE and we are trying to understand what we can do. Katie replied that is conversation to have to be with Laura Arnold because this is for Member Services and I can get you her information you will need to accept the changes for the ticket such as the Complex Ticket and other the question do you have an outdoor pet on the property these are the changes we make and when they are sent to you from Member Services you will accept them, which you will need to talk to Laura Arnold about who is on this call. This is a meeting for Time Initiation Management and Execution and Location Action Committee for open conversation for ticket changes. Rao asked what about

the time lines. Katie said you will always have a 90- day notice from Member Services about changes to implement.

Laura added the benefits for you guys on the call and in the past made changes and Representatives from our bigger companies talk about the benefits we are making but do not necessarily take the information back and how is that going to impact the steps you are already doing and to meet the 90-day deadline and the changes. Katie added this is where you would bring any changes you want to make with the ticket itself, how you receive, information you have on the ticket, this is a communication line. Briant asked will the changes made to the ticket be structural and what my IT team will be looking at and budget for it if needed.

Katie displayed and discussed the section the two new field where the questions will be asked- is there a dog outside and Complex Ticket- what would cause this ticket take longer the normal 15 minutes to locate. Chuck asked where did the the 15-minute time frame come from and who decided that. Katie replied it is an arbitrary time. Bruce added the criteria was set up from the SUB-Time committee.

## **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. March 25 (WITH MDPB), April 22, 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. March 11, April 8, May 13, June 10, July 8, August 12, September 9, October 14, November 11, & December 2

## **6. TIME Adjournment:10:24AM**

**Optional Five- Minute Break**



## Locator Action Committee (LAC)

### 1. Top Issues

#### a. Retransmits and lack of response.

Bruce Campbell stated we have had an increase in these areas and some of it is Detroit and Wayne County DWSD area, we discuss this on the Monday morning meetings. Especially being it's, February and we haven't started into the main dig season yet.

#### b. Positive response issues with accuracy/truth on Ongoing Coordination from Locator's, have locators had issues with accuracy of Excavators contact info?

Bruce stated we did have an issue with positive response and appreciate USIC help in getting this handled. If locators see an issue with the excavators contact information incorrect or useful please let us know.

### 2. MISS DIG 811 alternate methods for locate volume control

#### a. Locator training for excavators

Bruce stated this is on hold for now as we did not receive much support from MITA in this process and we will investigate alternate sources.

#### b. Locate Demand Management

Bruce stated this has gone live and we are looking for any input anyone sees from that.

### 3. Tableau Reporting - Bill

Bruce will table this for now as that is part of SUB-Time committee and if anyone is interested please let us know. Basically, be built first by 999's responses, then by member so members can see themselves individually, then industry type then set committees by industry types to set the bar by reasonable expectations then move into the other response types.

### 4. Private locating pilot

#### a. Private Locate Report

Bruce stated we had a pilot with Bloodhound thru Private Locate system thru the RTE Web ticket and was successful enough was doing survey ourselves thru Survey Monkey then went thru A&K survey and if anyone is interested, we can provide the the survey to you.

The Executive Summary & Implications slide was displayed and briefly discussed Awareness- Private Line Locating slide was displayed and briefly discussed.

Private Line Locating Request Option slide was displayed and briefly discussed.

Private Locator Option Awareness & Usage was displayed and briefly discussed.

Additional Services of Interest slides was displayed and briefly discussed.

Project Communications was displayed and briefly discussed.



MISS DIG 811 will be moving forward with additional services through the MISS DIG system and we have expanded our associate member platform to provide these services and only the communication method between the person who places the locate request and the vendor whether a private locate, back trucks as we build out those services. The goal is 811 is the spot for all things underground utility safety related we want to build out on the platform we are the central port of communication between the excavation community and the utilities and to protect the have private facilities past the meters and could get private locates, back truck services and whatever is needed to keep them safe.

As we build this out and if anyone is interest in those other services or becoming an associate members reach out to Bruce Campbell or Laura Arnold in Member Services.

#### **5. Locator Staffing**

Bruce stated after talking with USIC and URG are aggressively hiring, and they are deep into training and ready for the season coming up. Tony stated they are hiring for the next 3 months.

#### **6. Onsite Locate Evaluations**

Bruce stated the Education Dept. and Outreach group have been going out and select located request not doing audits just doing evaluations to see what the issues are on locating and excavation attention to the jobs and as that develops, we will share that with the group. I do not think there is anything in there that is revolutionary but it does validate some of the issues we have seen whether on time locating and even more importantly over notification, stating crew on site and they are not and having people putting in notification for the same job over and over so we are building a case study on that and will share with the group.

#### **7. Conflict Resolution**

Bruce stated if anyone is having any issues with locate issues, excavators, etc we try to resolve this before making a complaint to the MPSC. Our Monday morning meetings help resolve any issues as well. Katie added if anyone would like to join the Monday meetings, please provide your information to me and I will share that with Bruce.

**TIME Adjournment: 10:40AM**

**Meeting Minutes by: Debbie Ball**