



**MISS DIG 811**  
**TIME and LAC Meeting Minutes**  
**February 24, 2022, at 10:00 AM**

**Attendees**

Katie Gruzowski, Bruce Campbell, Bill Fisher, Debbie Ball, Jason Manning, Amber Selburg, Brandon Rosser, Chris Jensen, Bryce Benedict, Colleen Goddard, Gail Wyckhouse, Chuck Muller, Sandy DeMars, Paul Harding, Laura Arnold, Eleanor Mundorf, Eric Urbain, Paul Roth, Will Eichelberger, Collin Potter, Marcus Vale, Jeff Talsma, Jeff Trumbower, Joe McGraw, Joe Carl, Joe Boals, Joe David, Kristen Kenyon, Rob Gregg, Samantha Raupp, Sarah McKenzie, Tony Bauman, Trevor Westbrook, Wendy Lemon, Shawna Drummond, Paul Trosper, Briant Thomas, Chad Miller, Paul Roth, and Troy Davenport

**Minutes**

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

1. Call to Order
  - a. **Agenda Review.** No one added anything to the agenda
2. MISS DIG 811 Updates
3. Previous Meeting(s) Action Items
  - a. PelicanCorp System Changes and Enhancements

Item	Proposed Release Date
Full Share Feature (Optional for OCA users)	March 1, 2022 April 1, 2022
Auto Retransmits for 999 and 003 responses & Station Code Selection on Retransmits	March 1, 2022 On hold for board review & approval
DPP Dashboards and Ticket Resend Feature for DPP Users	March 8, 2022 On track
PositiveResponse Ticket Data API (Optional for Excavators and Members)	March 15, 2022 April 5, 2022
Ticket Injection API (Optional for Excavators and Members)	April 5, 2022 On track

- Katie, the items listed above the dates have been pushed out to allow to build correctly vs pushing too soon and having a lot of issues to fix later.

- DPP Dashboards, are in the process of testing internally on our DPP but is on track to meet the deadlines of March 8<sup>th</sup> or a next week. Laura we will put this out in the messages of the day and email thru our contact list and it will not be the standard broadcast.
  - Katie when the DPP page is not loading and you see the background picture, for Windows hit Control + F5 on the Web page it will reload it and if you have a MAC hit Command -shift- R and we will force reload that page for you. We noticed if your browser had Cache a previous version and we release a new version it gets trapped.
  - APIs, MISS DIG met this week and working with the Australia team on the Positive Response API. Also met this week on the Full share feature.
  - Auto Retransmits for 999's, 003 and Station code selection retransmit, this was requested for the Board for approval. We are working on the Analysis document is being done which looks at the big picture and a bit more in depth of what the changes mean and the outcome they can have on the system as well as including external systems, and any changes that affects the TMS, this would go to the board for approval that is when we would have a begin date.
- a. For [OneCallAccess \(OCA\)](#) questions reach out to the Web Ticket Department by phone or email at (248) 370-6421 or [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org). Guides and notices for Excavators can be found at [reference.missdig811.org](http://reference.missdig811.org).
  - b. For [DamagePreventionPortal \(DPP\)](#) questions reach out to the Member Services Department by phone or email at (800) 482-7161 or [membersupport@missdig811.org](mailto:membersupport@missdig811.org). Guides and notices for Members can be found at [resources.missdig811.org](http://resources.missdig811.org).
  - c. MDPB Annual Meeting will be March 24, 2022. Officers will be elected at this meeting. After that is complete and a slate of Directors is established, and Officers elected committees can be proposed and established as the Officers and Directors see fit.
    - i. The last MISS DIG lead TIME meeting will be March 24, 2022.
    - ii. The last MISS DIG lead Sub-SETT meeting will be March 31, 2022.
    - iii. The MISS DIG lead Sub-TIME will no longer convene.
    - iv. MISS DIG 811 will continue to host Monday morning Status Update calls for 2022.
4. **NEW Action Items**
- None currently.
5. **Open Discussion**
- Joe Boals asked if remarks field will continue as improvements have been made. Katie currently there is not a plan to remove this currently and will continue thru the dig season, and we do have more people that have are trained users and in the system. The Web ticket department doubled in size to allow for more training. Joe are there any systems bug or issues MISS DIG is working on we should be aware of. Katie, yes that will be covered in LAC meeting next.
  - Katie stated the analysis document will be available to review for MISS DIG on March 8<sup>th</sup>, and once this review to make sure if follows, polices, procedures, PA 174 law, then will be presented to the board for approval. Bruce this would be voted on by the end of April and then Pelican will work on developing the process.



- Sub-Supplemental meeting was canceled for March 3rd, due to the FNCA conference.

### Meeting Schedule

1. Quarterly meetings will be held following the MDPB meetings.
  - a. Upcoming Meetings:
    - i. TIME
      1. March 24 (WITH MDPB)
    - ii. Sub-SETT
      1. March 10, March 17, March 31

**Adjourned: 10:15 AM**

### Locator Action Committee (LAC)

- **Top Locating Issues**
  - **Retransmits calculations bug**
  - Bruce, Pelican is working on this. We are seeing issues with legal dig start date and time for retransmits on destroyed marks, additional assistance, and unmarked facilities on regular tickets but looking to have the timing issue completed this week. Katie and Martine are working on this and scenarios due to there are exceptions to the rule and should be available this week.
- **Locator Staffing**
  - Tony (USIC) we are still in the process of bringing the URG employees over for training and we have additional people being hired and higher than it's been. Bruce added if they need MISS DIG to assist in training let us know.
  - Bruce, we are working on the pilot project which Harry Carr is leading and maintain the marks t and we have several companies interested in this and what it will look like, discuss with members on a high level and what that means to liability wise and coordination wise and hoping this will do to support our members and their locators with retransmits, not initially marking but maintaining them after they are marked. If you to the MDBP page under Best Practices for project tickets and large project that is part of Best Practice helping the locators maintaining their marks and have been established and build from and review with MDBP as we continue.
- **Conflict Resolution**
  - If there are any conflicts, please reach out and we will notify the MDBP.

### Open Discussion

- Paul Harding brought up to everyone the questions he receives by the locator, which takes presidents the remarks or polygon. It is the polygon, and I am informing the locators if you see a ticket that a polygon or remarks say located the entire lot and front and back, then a call needs to be made to the person who placed the ticket so the ticket can be resubmitted correctly.
- Katie this is not something new and seen 2016 the drawn polygon takes presidents over remarks.

Bruce added with the new system it provides the excavators the proper tools to draw the polygon or at the excavators' direction. Jason the remarks should complement the polygon vs overriding the polygon.

- Pau Trosper, asked in the remark field can there be a pop up that states the polygon and remarks must match. Katie there is not a pop up but verbiage that states that, but we can change the verbiage to make it clearer. We can also expand this in the message of the day.
- Bruce, the goal is to be more efficient with limited assesses we all have, and we are not trying to eliminate any safety, but be efficient with the ability of the people that are out there. Therefore, we doubled our web ticket department training the excavators to have better polygons. The multiple polygons are on the list and will be available soon and allowing for testing prior to it becoming available. This will not be available for this dig season but by July.
- Will E. stated he noticed in the past years it would take 30 minutes to an hour a day to go thru tickets and now with the system this has cut down. The IVR call outs what is the status. Katie, it depends on what your issue is, the date was fixed. Will was not receiving any of the IVR call outs. Laura is aware and put in an IT request for this. Will E. we'll be putting in a new TMS and found a work around for this.
- Paul Trosper was the bug fixed for receiving notification an hour or so after the that. Katie, there is a bug fix ticket for this but has not been deployed. Jason this was in pre-prod and the coating was done and waiting for a release. Katie currently it is on QA. Jason due to the complexity of it and will investigate this and provide the information to the MISS DIG team.
- Jeff Trumbower, sent an email to member services for the delegate stations and when will this be implemented to the system. Laura this is on the wish list but on a bug fix. If you let us know which ones, we can assist you. We are having the forms being displayed differently and we are working on this.
- Paul Trosper, with emergency call outs and if there could be a separate drop down from the subscriptions change would be easier and prevent from someone doing this wrong. Laura and Paul will meet after this meeting on this.
- Bruce added if anyone would like training for their company reach out to External Affairs at MISS DIG or Paul Harding so this can be set up.

**Adjourned: 10:45 AM**

**Meeting Minutes By: Debbie Ball**