



**MISS DIG 811**  
**TIME and LAC Minute Meeting**  
**January 27, 2022, at 10:00 AM**

**Attendees**

Bruce Campbell, Bill Fisher, Debbie Ball, Andres Cruz, Jason Manning, Amber Selburg, Brandon Rosser, Chris Jensen, Briant Thomas, Breanna Anderson, Bryce Benedict, Jeff Trunnbower, Joe McGraw, Stephanie Boe, Colleen Goddard, Gail Wyckhouse, Chuck Muller, David Neria, Sandy DeMars, Paul Harding, Anupam Kumar, Eleanor Mundorf, Eric Urbain, Joe Carl, Joe Boals, Joe David, Kathy Affholder, Kristen Kenyon, Kurt Golding, Mark Erickson, Mike Cheal, Paul Roth, Rob Gregg, Samantha Raupp, Sarah McKenzie, Shawna Drummond, Steve Makowski, Todd King, Tony Bauman, Tony Riser, Trevor Westbrook, Linda Portelli, Chris Jensen, Chad Snyder, Paul Roth, Will Eichelberger, and Todd King

**Minutes**

**Agenda**

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

1. **Call to Order**
  - a. Agenda Review-
2. **MISS DIG 811 Updates**
3. **Previous Meeting(s) Action Items**
  - a. [Pelican Corp. MISS DIG 811 OneCallAccess Collaboration](#)
4. **NEW Action Items**
  - a. **PelicanCorp System Changes and Enhancements**

Item	Proposed Release Date
DPP Dashboards and Ticket Resend Feature for users	March 8, 2022
Full Share Feature	March 1, 2022
Auto Retransmits for 999 and 003 responses & Station Code Selection on Retransmits	March 1, 2022
PositiveResponse Ticket Data API	March 15, 2022
Ticket Injection API	April 5, 2022

- b. 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 committee meeting will be March 24, 2022
        - ii. The last MISS DIG lead Sub-SETT committee meeting will be March 31, 2022
        - iii. The MISS DIG lead Sub-TIME committee will no longer convene
        - iv. MISS DIG 811 will continue to host Monday morning Status Update calls for 2022.

- c. [reference.missdig811.org](https://reference.missdig811.org) has guides and notices for Excavators
- d. [resources.missdig811.org](https://resources.missdig811.org) has guides and notices for Members
- e. 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)
- f. 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)

## 5. Open Discussion

- Bruce read the above lines to all and briefly touched based on items in the chart. Bruce and Katie decided to extend the dates due to various reasons.  
Jason stated we have been continuing working with MISS DIG 811 and focused on the above dates to achieve these goals. Bruce due to staffing and testing the new upcoming items will be done with more testing. Chuck asked about the retransmit status. Bruce Auto transmits will be what we proposed for Dig Season but will review again after the season.
- Chris Jensen, what process does MISS DIG want and where do I direct questions too? Bruce OCA side that would go to Stephanie in the Web department, Member concerns will go to Member Services, functional issues will go to Katie in IT. Stephanie added the Web department will be sending out a survey to excavators, to collect information for OCA to see what questions/ concerns anyone has. Bruce stated there will be two meetings at MITA.  
Paul sent out emails to the municipalities to have a meeting on OCA and DPP prior to dig Season will be on February 9<sup>th</sup>. Also, there will be someone from the Education, and External Affairs to talk about Act 174.  
Jason added the rate of change going into the dig season will slow down and what people don't see that Pelican & MISS DIG, are continuing changing at a rapid pace and by dig season have this running and thru the dig season see how the system works and then reevaluate this after dig season.  
Bruce, we welcome the input, we will talk about this in the fall and see perhaps were the enhancements good and what needs to be changed for next did season.
- Joe Boals, stated the remarks field have been required field, is there is a change we can keep this and pushing the excavators to provide information. Bruce, we have remarks not matching the polygon. Bruce, we heard from several locators they prefer the polygons and if there is parcel data.  
Joe from hearing from the locators they need the remarks, and the lack of the location of the polygon. Bruce we can evaluate this going forward. Samantha stated looking to keep this longer, every utility company on this call want that.  
Bruce will propose this to IT and Pelican to keep this until the retransmits is available.  
Jason the experience we have seen elsewhere and transition for the polygon and there will always be an issue and once the members get better at receiving the information and excavators draw a better polygon. Excavators get better at drawing them and yes, the remarks are helping in the transition of the polygons. We understand all the comments, and the excavators are continued to get educated on how to draw the polygon and within 5-6 months people will get used to this and will see an improvement. We need to keep working thru this and history has shown this does work out.  
Bruce added when we scoped this out last year, what we had seen in the remarks field is too much information and over notification for the members. We will continue to monitor this, and the polygon would be the first rule and remarks are second and by the law this would be looked at that way.

David stated every mark that are not needed is wasted time, the oversizing of the polygon is another issue without having remarks to specify this. Bruce the white lining for CGA is best practice want white lining and that is what we provided. Jason having multiple polygons on a ticket is for March 1, 2022.

David added to expand the data beyond 6 months vs March 1, 2022. We all want to be covered as locators and what this committee is asking to keep the remarks thru the dig season.

Jason added we should not underestimate the benefit of feedback. Jason opened the floor at the Annual Meeting and what we found out is that people really didn't understand the polygon properly in a specific area vs the whole parcel. If a locator informs an excavator if you just have the polygon this would benefit both of us, and the excavator would appreciate this.

Bruce added when we must QAQC the tickets being placed and if the remark field is required and if the polygon is right, this puts additional work on MISS DIG side. The polygon provides the most efficiency in the field.

Chuck stated we are going to do a lot of educating on this and now we are moving to white lining and keep the remarks field and multiple polygons until we feel comfortable with this.

Stephanie added education and continuous. If you have an issue with people not properly drawing the polygon or remarks field is not right, please send to Web ticket so we can educate one-on-one.

Tony asked has there been talk on the tickets due at 1 or 2 in the morning and not properly getting the 72-hour notifications. Laura opened a request for this, and we thought this has been resolved, but we will continue to look at this.

Jason, we did see this; we are troubleshooting it

Samantha stated there is an issue with Positive Response. Laura added Pelican is monitoring the tickets stuck in OCA and trying to figure out why this is happening. Jason some of the cases are unable to update tickets in PosR which this is due to the ticket were cancelled. We made major revisions the way PosR works, to be able to escalate this and is the highest priority.

- Bruce will have future conversations about the remarks required field open thru dig season. The old system had too many work types in the old system, and we are cleaning that up. As far as the law is concerned, if an excavator says they are excavating it really doesn't matter what they are doing but if they are breaking the ground, then they are placing a ticket. We are monitoring excavation type will the Web Ticket dept. Jason this has been split in two fields and with if your TMS only grabs one field vs both. Getting the original copy of the excavation ticket to see the entire ticket if you feel you are missing information due to the TMS is dropping this. Laura added members support can assist in this, we don't recommend having the TMS contact Pelican as they have multiple centers and if it is an IT concern then we have the support from Pelican.

Bruce, with conversation from the Board and MISS DIG conversation the members should run thru the Board of Directors to start a committee.

MDBP it is own organization, under that there is a charter, bylaws, articles incorporation, some of the committees started there and with lack of interest, or leadership so MISS DIG took them over to assist with conversation we are going to collapse all our committees back into MDBP or MISS DIG.

The last MISS DIG lead TIME committee will be March 24, 2022, which is the annual meeting for MDBP. The last MISS DIG lead Sub-SETT committee will end on March 31, 2022.



The MISS DIG leas Sub-TIME committee will no longer convene unless the MDPB TIME committee decides they want one.

MISS DIG staff will continue to attend and support the committees and return this back to the stakeholders and return this over to the MDPB.

If anyone needs the bylaws, please contact Bruce. We developed additional committees to assist in keeping everyone in the loop about what is going on vs the MDPB quarterly meeting.

Joe Carl, with the multi polygons that will roll out, is that a testing item. Jason, we do all testing first thru MISS DIG and then they can decide from there how they would like the external people test this.

Brandon Rosser, with the understanding the PosR link is there, but the timeline is tight to get the process together for our team. Stated they will come to a halt if we don't have access to the PosR which need to view quickly. Jason the open PosR search was limited by design due to the compromise security and the information exposed and publicly accessible, but the members have access to the PosR. We are making sure the critical things are done first, but the open search was limited by design due to privacy issues. Bruce we can keep the stop gap measure up until people can see how this work and once you incorporate this in your system then we will close it. Brandon asked if there are samples to see of the API. Jason we can push to prioritize making it a swagger and once we have anything useful, we will share this.

### 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. February 24, March 24
  - b. Sub-SETT
    - i. February 3, February 10, February 17, March 3, March 10, March 17, March 31

**Adjourned:** 10:54 am

### Locator Action Committee (LAC)

- Top Locating Issues
  - Retransmits and Lack of Response
- Private Locating Update
- Locator Staffing
- Conflict Resolution

### Open Discussion

- Due to the length of the TIME meeting we were not able to continue with the LAC meeting.

**Meeting Minutes By:** Debbie Ball