



**MISS DIG 811
TIME and LAC Meeting Minutes
March 25, 2021, at 9:00AM**

In Attendance

Laura Arnold MISS DIG 811, Bruce Campbell MISS DIG 811, Katie Gruzowski MISS DIG 811, Bill Fisher MISS DIG 811, Mikael Kalat, Colleen Goddard MISS DIG 811, Gail Wyckhouse MISS DIG 811, Suzy Westmoreland MEGA, Jim Cascio MISS DIG 811, Noah Strnad MISS DIG 811, Paul Harding MISS DIG 811, Stephanie Boe MISS DIG 811, Joe Boals, David Neira URG, Eleanor Mundorf MPSC, Will Eichelberger City Kalamazoo, Debbie Ball MISS DIG 811, Joe McGraw Consumer Energy, Jim Moskal Corby Energy, Samantha Raupp DTE Energy, David Chislea MPSC, Jim Cripps Cripps Fontaine, Tony Bauman USIC, Ahmed Al-Bayati Lawrence Tech, Rita Reed, Joel Walczyk, Sandy DeMars MISS DIG 811

Minutes

Ticket Initiation Management and Execution (TIME)

1. Call to Order

a. Agenda Review

2. MISS DIG 811 Updates -

3. ACTION ITEMS FROM PREVIOUS MEETING(S)

a. e-Suite

i. e-Mod (Released 1/9/20, pulled down 1/31/20)

- Katie stated this will be pushed in early fall late winter.

b. FTP Ticket Delivery Option will be ending, working with Norfield on delivery through an API

- Katie stated this will come out in Newtin 2.0

c. Email and/or text reminder that a dig notice is going to expire.

- Katie stated this will come out in Newtin 2.0

d. Complex Ticket Additional Question

- Katie stated we are working on with Norfield and waiting for the update. When complete we will implement the 90-day notice to members. The other additional question we are adding "is there an outdoor pet".

e. LDM- Locate Demand Management update(s)

- Katie stated this went live in February and no issues at this time. Bruce added the NSR's are mentioning this to the caller and callers have no problem with adjusting if necessary.

f. 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

- i. If you would like to be on this subcommittee please email Katie, kgruzowski@missdig811.org. The first meeting will tentatively be June 4 at 10AM.

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

4. New Action Items

a. IT Issues

- Katie stated the only issue so far is the phone conversion and placing the ticket has changed when calling in the menu option has changed.

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: Schedule 2021

6. TIME Adjournment: 9:35AM

Locator Action Committee (LAC)

1. Top Locating Issues

a. Retransmits and lack of response.

- Bruce stated on the Monday meetings we discuss the 999's is declining. The facility owners and locators are staffing well and stating on top on this.

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

2. MISS DIG 811 Alternate Methods for Locate Volume Control

a. Locator Training for Excavators

- Bruce stated MITA and the training center did decline this, and MISS DIG will pursue, and different avenue and we are trying to provide proper training and certifications.

b. Locate Demand Management

- Bruce stated this was mentioned in the TIME meeting and added he has not heard anything on a negative note.

3. Private Locate Pilot

a. Private Locate Report

- Bruce stated this is live and we will be adding more, and we have the entire state covered.

4. Locator Staffing

- Bruce mentioned USIC and URG are building up their staffing. Tony (USIC) added they are adding more people for another month and the staffing is higher than they ever had before. Harry (URG) stated they have accelerated the training. Samantha (DTE) we have also increased the training.

5. Conflict Resolution

- Bruce informed everyone if they are having any issues and we can assist in anyway please reach out to us. Bruce added keep in mind the 14-day window when placing a ticket.

6. Adjourned: 9:45AM

Meeting Minutes by: Debbie Ball