



DPA NAME: SW Michigan

Date, Time: November 7, 2018 10-11:30am

Location: Kalamazoo Community Foundation Bldg

ATTENDEES: Jane McDonagh, Kzoo
Renee Rimkus, MDOT
Shawn Mathis, Kent Power
Pat Beal, Kzoo
Will Eichelberger, Kzoo
Dirk Dunham, Consumers
Jack Hindes, USIC
Michelle Batten, Subsurface Reflections
TJ Gay, CTS
Trevor Ferguson, Kzoo
Linda Portelli, MISS DIG 811

ABSENCES:

PRESENTATION: Open Forum, Roundtable

DISCUSSION: Since this DPA did not meet since last February (meetings in spring & summer were cancelled due to heavy workloads), we did a roundtable discussion to move this DPA forward in a positive manner. We went around the room and everyone had a chance to talk about issues, concerns, or give positive feedback. I thought this was a step in the right direction and everyone was on board. It was decided to start meeting every other month, with the next meeting being January 9, 2019 from 10:15 -11:45am and everyone was in favor of this choice. Jane suggested that each meeting, a leader from each company should lead it instead of it simply being MISS DIG 811 or Kzoo. We'll see how that plays out. All in all a very good meeting.

ISSUES: What happens to tickets that were responded to with 007 stated scope of work complete? Kzoo thought they should be red flagged or possibly sent to an authority (MPSC) for fines, consequences.

Adding attachments to tickets was brought up again and is a huge asset and many are not aware. Asking Stephanie to do some sort of pop up message/email blast when RTE users log in to spread the word.



Good communication is key on tickets and everyone should be working together. Providing good contact info is vital. Field Contact can be changed on ticket with a retransmit and you can provide an alternate in the locate info field.

Google maps is not correct. Do not give bad addresses. It was suggested to Kzoo that they have a ticket screener if bad addresses are an issue but they said it often falls to the field people. They do not have a ticket screener position. Include GPS coordinates in locate info field.

I told everyone to supply ticket numbers to me for issues regarding problems with tickets so that we can educate accordingly.

Dirk was wondering if there was another option to being able to see attachments on tickets for their locators. USIC and URG (I believe they use Coreweb TMS) cannot see and it would be a costly change. Consumers or USIC would have to share their RMAP credentials; will get back with Dirt to suggest.

Promoted certification, gold shovel, CEC's and asked everyone to submit ideas for future topics.

NEXT MEETING

Topic: tbd

Date:

Time:

Location: