

March Meetings

Michigan Damage Prevention Board, Ticket Initiation
Management Execution, Locator Action Committee

March 17, 2020

Michigan Damage Prevention Board (MDPB)

1. Call to Order 9:04 AM

The meeting was held via join.me. On the call was Bruce Campbell, MISS DIG 811; Laura Arnold, MISS DIG 811; Katie Gruzowski, MISS DIG 811; Bill Fisher, MISS DIG 811; Kristyn Cormier, MISS DIG 811; Eric Urbain, MISS DIG 811; Dave Neira, XX; Derek Shupe, URG; Chuck Muller, MetroNet; Stephanie Boe; Briant Thomas, AT&T; Gail Wyckhouse, MISS DIG 811; Eric Logan, DTE; Eleanor Mundorf, MPSC; Paul Roth; Sherri Lyman, DTE Energy; Ron Rybarczyk, BP; Scott Faulkner, Consumers Energy; Samantha Raup, DTE Gas; David Chislea, MPSC; Paul Harding, MISS DIG 811; Sam Williams, DTE Gas; Nathan Lee, MGU; Caleb Weisbarth; Briant Thomas AT&T; Catherine Bauer, Consumers; Linda Portelli, MISS DIG 811; Rita Reed; Tony Bauman, USIC; Dennis D'Antonio, MPSC; David DeLind, DTE Energy; Bryce Brown, Winn Tel; Jim Cascio, MISS DIG 811; Valerie Wohlscheid, Tri-Co Electric; Nick Leke, MDOT; Joseph McGraw, Consumers Energy.

- a. Approval of Agenda
- b. February Meeting Minute Approval

Bruce Campbell made a motion to approve the minutes as presented. Briant Thomas supported. Motion passed.

2. MISS DIG 811 Update on COVID-19 Business Continuity

Bruce Campbell reported MISS DIG 811 maintains a business continuity plan, updated every six months. The plan was reviewed and updated in response to the current situation. We are equipped to continue with service as usual, but also encouraging those that can place tickets on the web to use RTE and elocate.

- a. Multi Center Redundancy
 - i. Locations: Of the three MISS DIG 811, Auburn Hills office is the only one that has experienced a confirmed case in the county. We are practicing social distance, especially at this location with employees rotating a work from home schedule.
 - ii. Technology: Katie Gruzowski provided the group information on the MISS DIG 811 technology that prepares us to rapidly respond to the situation and move employees home for work. This technology includes softphones, micro towers, and laptops. Training has been created on how to properly set-up an NSR workstation with the micro towers. Employees are encouraged to complete the training early, so they are prepared to adjust work location quickly.
- b. Postponing of public events and trainings. Gail Wyckhouse reported that all major events have been postponed, including the MISS DIG 811 50th Birthday bash. On site trainings are also being rescheduled, but online trainings are still available through skill builder and the team is focusing on RTE training. In fact, the Education Specialists now

working from home, are reviewing caller tables and eLocate tickets for use patterns. Frequent callers and eLocate users are being contacted regarding the use of RTE.

- c. WFH options for Staff, including Notification Center. MISS DIG 811 is prepared to send employees home, including notification center staff.
3. Additional Delivery Options
- Laura Arnold reported on the tools offered by MISS DIG 811 that can assist our members who are working remotely.
- a. Temporarily waiving fee for Additional Locator Codes.
These codes would be used by members to increase the number of locations to which a ticket is delivered. Ticket delivery formats include both email and text message. The use of these codes is beneficial for organizations that choose to shut down office operations. As always, each code can contain one ticket delivery destination; ticket delivery can go directly to an employee's personal email or cell phone. Members can also use their Remote Member Access (RMA) account to monitor and respond to tickets.
 - b. Options include TXT and Email
 - i. Collects additional/ verifies contact information

4. Additional Positive Response

Katie Gruzwalski informed the group that MISS DIG 811 is working on establishing a temporary Positive Response for use of Facility Owners that can no longer locate due to closures. While no members have reached out stating they do not intend on locating, some members have asked what they can do if their offices shut down.

- a. Not automated. The proposed Positive Response would not be automatic the member would have to elect the response and provide a comment. The Positive Response is to be used by Facility Owners that have reached out to contractors and found alternative methods to provide the information.
- b. The response will be 018: NOT MARKED- FACILITY OWNER OPERATOR CLOSED DUE TO STATE EXECUTIVE ORDER 2020-5 - Facility owner operator is closed due to Executive Order 2020-5. Facility owner operator reached out to the excavator as noted on the locate request about being unable to complete locate request.
 - i. This positive response will require a comment.

Bruce Campbell reported that he has provided the Positive Response to the MPSC and will be reviewing with the MISS DIG 811 Board on Thursday. Members will be notified when it is adopted.

5. Ensuring MISS DIG 811 has accurate contact information.

Laura Arnold reminded the group that all facility owners should verify that their member codes contain accurate contact information. Annually, the members are asked review their member codes and contact information.

- a. Annual review of databases occurred in December/January.
 - i. Included Damage Prevention Contact
- b. MISS DIG 811 has multiple contacts in each member code.

- i. Member Support approval is required to make contact updates.
 - ii. After hour emergency contacts can be updated by member without approval from Member Support, but they cannot be deleted.
 - iii. Each member is required to have at least one Remote Member Access
6. Online Training Gail Wyckhouse and Laura Arnold reminded the group that training is still available online.
 - a. MISS DIG 811 Certification
 - b. Remote Member Access
7. New Business Roundtable
 - a. Response Code After MPSC approves, we cannot require maps but will require a contact be shared. Katie noted that the intent is to reduce the number of retransmits received when the facility owner will not be locating, thereby reducing stress on the system and the members who are locating.
 - b. Bruce reported that MISS DIG 811 has not experienced a slow down in ticket volume. We are up 17%.
 - c. Major locators have reached out to understand what options are available in each state. We are working with our law and our members
 - d. Discussed the value to a weekly call specific to COVID-19. Timely electronic communications will be used. If a call is needed, an invite will be sent out.
 - e. Bruce reported that MISS DIG 811 has put in a request to Governor's Office and Emergency Command for a Infrastructure Team to be assembled to address impact on PA 174.
8. Next Meeting
 - a. Schedule 2020 Meeting
 - i. March 17, 2020
 - ii. June 25, 2020
 - iii. September 24, 2020
 - iv. December 22, 2020 (Consider Rescheduling)
9. Adjourn The meeting adjourned at 9:37 AM

Ticket Initiation Management and Execution (TIME)

1. Call to Order
 - a. Agenda Review
2. MISS DIG 811 Updates
 - a. Efforts to prepare for COVID-19
 - b. Project Discussion Katie Gruzowski reported that the Project Discussion will be postponed to next month's TIME meeting.
3. New Action Items
 - a. IT Issues: None in the last few weeks. Time change required the servers had to be updated.
4. 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 at the Michigan Infrastructure & Transportation Association (MITA), located at 2937 Atrium Dr. #100, Okemos, MI 48864 following the MDPB meetings.**
 - You have been invited to a join.me meeting
 - Join the meeting: join.me/missdig811
 - The fourth Thursday of the Month at 10:00 AM EDT
 - b. Upcoming Meetings
5. TIME Adjournment 9:40 AM

Locator Action Committee (LAC)

1. Top Locating Issues
 - a. We are working with locators to understand what the challenges are with COVID-19 and even just with the increased ticket volume.
2. MISS DIG 811 Alternate Methods for Locate Volume Control
 - a. Workflow Management
 - Bruce reported that feedback from the participants was limited and MISS DIG 811 is evaluating using in-house data at a County Level
3. Adjourn The LAC meeting adjourned at 9:46 AM

Bill Fisher, Eric Logan DTE, Eric Urbain, Eleanor Mundorf, Gail Wyckhouse, , Paul Roth, Sherri Lyman, Ron Rybarczyk, , , , Scott Faulkner Consumers Energ, , Samantha Raupp, , David Chislea, Paul Harding, , Sam Williams, Derek Shupe, Paul Roth, Nathan Lee, Caleb Weisbarth, Briant Thomas, Catherine Bauer - Consumers, , Linda Portelli, Stephanie Boe, Katie Gruzwalwski, Rita Reed, David Neira, Tony Bauman USIC, Dennis D'Antonio, David DeLind, Kristyn Cormier, Bryce Brown, , Jim Cascio, Bruce Campbell, , Valerie Wohlscheid, Tri-Co Ele, , Nick Leke, , Chuck Muller, , Joseph McGraw, Bill Fisher