

TIME Committee Minutes

February 27, 2020 at 10:00 AM

In Person Meeting at MISS DIG 811 with Teleconference Option

In Attendance: Stephanie Boe, Briant Thomas, Mark, Ty Turner, Chris Jensen, Katie Gruzowski, Sandy DeMars, Chuck Muller, Samantha Williams, Gail Wyckhouse, Paul Harding, Linda Portelli, Samantha Raupp, Scott Faulkner, Kristyn Cormier, Eric Logan, Brian Dreesen, Bruce Campbell, Tony Bowman, Catherine Bauer, Bill Fisher, Sandy DeMars, Ty Turner, Noah Strnad, and Harry Carr.

1. CALL TO ORDER

a. Agenda Review

- i. No new items were added

2. MISS DIG 811 UPDATES

- a. First meeting of the year; Katie has included all TIME meetings for the year (no December 2020 meeting set); gearing up for dig season; finished up Notification Center ticket timers for tracking education vs. ticket taking calls.

3. ACTION ITEMS FROM PREVIOUS MEETING(S)

i. e-Web Suite – Now e-Suite

1. MD 811 Ticket MOD – Now Called e-Mod (Released 1/9/20; pulled down 1/31/20)

- a. Unforeseen issues on the test server and have discussed with Bruce and Laura; project took a long time to complete and, with employee changeover, we need should review the original concept and the changes made (why they made and how we use the program to make the system better for everyone); Positive Response checking was added.

2. Near Ticket Stand Alone App – Now called e-Nearby (Released 3/26/19)

3. Near Ticket in Ticket Entry (Completed 2017)

4. Tickets without borders (Released 4/17/18)

5. e-OHA (Released 4/17/18)

6. e-Plan (Released 4/17/18)

7. updated e-Locate (Released 4/17/18)

- ii. No Member on a ticket (Released 4/2/19): Going well

- iii. Restrict Some Positive Response Codes Use to Require Comment (Executive Team) (9/29/19):
Going well

1. 003 **NOT COMPLETE**

None or some of the facilities have been marked, more time needed, coordination or assistance required to complete locating of facility

2. 005 **ONGOING COORDINATION**

On-going mutual cooperation between facility owner operator and excavator

3. 006 **NOT MARKED- NO ACCESS TO WORK SITE**

Facility owner operator could not get access to work area, and requires coordination with excavator

4. 009 **ADDITIONAL LOCATING REQUIRED**

Facility owner discovered field conditions require additional locating and will communicate with excavator on resolution of additional locating issues

5. 011 **NOT MARKED- EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION**

Facility owner operator reached out to the excavator as noted on the locate request and requires additional information to properly complete locate request. Excavator required to contact facility owner/operator.

- b. Expedited locating for a fee (Locate Now)

- i. Have not yet made movement in Michigan, but other states are attempting to implement

- c. FTP Positive Response Posting to MISS DIG 811 Option Ends **(9/29/19)**

- i. Have API and TCP in addition to RMAP

- d. FTP Ticket Delivery option will be ending in 2020
 - i. More information to come
 - ii. Katie working w/ NDP and Member Services on getting remaining members off; looking at REST_API
- e. Private Locating Pilot Program (Tentative Release 3/19/20)
 - i. Information to come

4. NEW ACTION ITEMS

- a. IT issues
 - i. Delivery issue in beginning of January; spam filtering system was blocking email deliveries to some Office 365 users; fix in place; internal phishing and spoofing scams at all-time high
- b. Email and/or text reminder that a dig notice is going to expire
 - i. MISS DIG 811 interested rolling out for some part of upcoming dig season; send reminder to email or text on file; also discussed sending 14-day reminder and check Positive Response reminder; do not want to add these reminders to existing IVR call-outs
- c. Joint Meet Practices (three attachments)
 - i. Review attachments regarding overview and training; Joint Meets are an optional request for anyone who places a ticket and thinks they need to meet with locators regarding locate info; members are encouraged to participate but are not required. Excavator must wait full three work days for a Joint Meet, and meetings can only be scheduled between specific hours; Positive Response is due at the time of meeting, so locators can post "005" to meet posting requirements (recommended); tickets still have to follow scope of work requirements; multiple tickets can be connected to the same Joint Meet request; expectation is that markings also take place at time of meeting if not completed prior to
 - ii. Open discussion: More education needed for both utilities and contractors; Katie will work with Education on sending info to those who received and placed Joint Meet tickets to explain purpose, expectation of 005, etc.
 - 1. If someone is unable to attend a Joint Meet, we can include that they can reach out via email or phone; add associated information to ticket if they cannot make the meeting (as attachments)
 - 2. Per Bruce, do not add additional information to certification
- d. Scope of Work on a Ticket (two attachments; one [video](#))
 - i. Video is basic RTE training
 - ii. Docs review Scope of Work guidelines (NSRs and RTE users receive same info); e-Locates do not apply to Scope of Work guidelines (single address only); specifics on attachments
 - iii. If ticket is R-O-W, not a requirement to locate beyond; however, all DTE services are connected to mains so they have to mark the service within the R-O-W which means they are marking all addresses; want something to help better plan workflow, etc.
 - 1. Potential consideration for Scope of Work with road work in metropolitan areas vs. rural
 - a. Block by block will increase transmissions, therefore increasing annual membership fee
 - b. Purpose of Scope of Work is to define what can be located manageably within a three-day time period; Have discussion with Board and MDPB, but avoid subcommittee as this will cut out input from smaller members (municipalities)
 - c. Consumers Energy idea: Identify on Ticket Entry screen which jobs will take more time, etc.; create identifier of which types of jobs are causing the additional work from locators
 - i. Potentially create tiered system for when a polygon is larger than x-amount, the ticket is qualified as "complex" (this could leave a lot of room for error with new subs, etc.).
 - ii. Use Consumers Energy Project Criteria doc and Large Project Button Consumers Energy PowerPoint as starting point for "complex ticket" (change to ten or more addresses rather than five); leave scope of work

as is; want indication to FOOs that ticket will require more work than usual

1. Use parcel data to generate estimated address count for work polygons made
- d. Complex ticket and address count will be changes to the ticket form, which means that members' systems will need to be able to accept them to view them; members must make the changes on their side so they can utilize the information
 - i. Complex ticket info in additional questions on ticket search lite (yes or no; default no); could also be set with predetermined fields (RR) to force an answer
 - ii. Address count similar to number of attachments in columns as extra column; not sure
 - iii. Information will be available through Newtin on Ticket Search lite
- e. Consumers Energy Project Criteria & MDPB Best Practice 2016-02 *Large Project Staking* (four attachments)
 - i. Assuming we make aforementioned changes, MDPB will need to reopen Best Practice to include; make sure Laura is aware
 - ii. All changes would be a 90-day notice to members after testing, etc. for members to get their system set up
 - iii. Next steps: Katie will work on compiling data and checking with NDP on options presented today/timeline; next TIME meeting on 3/17 so Katie will present information at that time; Katie will send out email with what was discussed today so definition can be agreed upon on 3/17

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 at the Michigan Infrastructure & Transportation Association (MITA), located at 2937 Atrium Dr. #100, Okemos, MI 48864 following the MDPB meetings.**
 - i. 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 March 17 at MITA, April 23, May 28, June 25 at MITA, July 23, August 27, September 24, October 29.

6. TIME ADJOURNMENT

- a. Meeting adjourned; reconvene at 11:23am for LAC

5 Minute Break Option

Locator Action Committee (LAC)

- Top Issues
 - Retransmits and lack of response: Looking at daily suspend assist numbers and retransmit numbers running under 10%; spikes tied to weather in slow season
 - Positive response issues with accuracy/truth on Ongoing Coordination from locators; have locators had issues with accuracy of Excavators contact info?
 - Issues with truth when using on-going coordination comments, etc.; spoke with Katie about creating forms on website for excavators and locators to provide information for tracking and improvement of communication system
- MISS DIG 811 alternate methods for locate volume control
 - Locator training for excavators: Still pulling info together (1-2 year process)
 - Workflow management: Spoke with Laura, has info from locators and worked some of those numbers into process she's putting together; in-house taking MISS DIG 811 "999" data and see what locator demand should be by county; Katie made request to NDP to reuse report to by county rather than by code (2/26) and expecting to hear back soon; taking our stats and coming back to group on workflow process: what do we want to do? Hoping to have something in place for testing in upcoming dig season
 - 48486 January 2020 / 41290 January 2019 (18% increase)
 - Projecting 42000 tickets for February 2020
- Private locating pilot: Working on internal things to get this going; limited to RTE users in Macomb and Oakland counties.
- Locator Staffing: URG and USIC on track
- Conflict Resolution: Try to set something up for streamlined process online; as always get ahold of staff members with serious issues; for larger projects MISS DIG 811 will coordinate a job start-up meeting where all affected FOOs can discuss project and expectations
- Meeting adjourned at 11:35am.