

# June Meetings

Michigan Damage Prevention Board

June 25, 2020

## Michigan Damage Prevention Board (MDPB)

### 1. Call to Order

Laura Arnold called the meeting to order at 9:03 AM. Participants in the meeting include Laura Arnold, MISS DIG 811; Curtis Cusack, Henkels and McCoy; Lefke, Nick, MDOT; Chris Jensen, Michigan Gas Utilities; Samantha R Raupp, DTE Gas; Kristen Lawless, MPSC; Rob Gregg, MPSC; Rita Reed, Michigan Gas Utilities; Anthony Bauman, USIC; Gail Wyckhouse, MISS DIG 811; Eleanor Mundorf, MPSC; Sandy DeMars, MISS DIG 811; Scott Faulkner, Consumers Energy; Chuck Muller, Metro FiberNet; Morgan Gere, Henkels and McCoy; Bill Fisher, MISS DIG 811; David Chislea, MPSC; Joseph L. McGraw Jr, Consumers Energy; David Neira, URG; Derek Shupe, URG; Bruce Campbell, MISS DIG 811; Debbie Ball, MISS DIG 811; Tracy Pursell, Bloodhound; Katie Gruzowski, MISS DIG 811; Jim Cascio, MISS DIG 811; Stephanie Boe, MISS DIG 811; Catherine Wilson, Consumers Energy; Steve Makowski, SEMCO; Dennis Dantonio, MPSC; Eric Urbain, MISS DIG 811; Rob Coppersmith, MITA; James Moskal, Corby Energy; Scot A Runke, DTE Energy; Tanya Paslawski, MEGA Utilities; Marcus A Vale, DTE Gas; Hasan F Alameh, DTE Energy.

No additions were made to the agenda.

March 17 Meeting Minute Approval Bruce Campbell, MISS DIG 811 made a motion to approve the March 17, 2020 meeting minutes. Chris Jensen supported. Motion passed.

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

MISS DIG 811 has Multi Center Redundancy and was prepared to remain operational 24/7. MISS DIG 811 now has 63 locations as we are all working from home. Our motto is no rush to return. Our education meetings have moved to a web conference. WFH options for Staff, including Notification Center

### 3. Additional Positive Response

Laura Arnold provided an update on the two Positive Response Codes that were created to assist with communication during the pandemic. 018 is no longer available. 019 the auto response for temporary medical sites is still available but can only be applied to member codes with a temporary medical site facility type. After the TCF center moved its last patient, the shut down their associated member code. Currently there are no member codes with a Temporary Medical Site facility type; therefore, the response is not being used by any members.

### 4. Online Training

Gail Wyckhouse stated the MISS DIG 811 Certification is offered online and via a webinar with greater interaction similar to the in person trainings previously offered. The education department also trains for the Remote Ticket Entry is a program for Contractors to place MISS DIG 81 tickets directly on the system. Training for this program is two parts the first half is a self

lead web training. The second a webinar with training on how to place tickets specifically for the type of work you perform.

Laura Arnold added that MISS DIG 811 offers web training for Members to better use the features available to them through their Remote Member Access Account. All existing account holders were provided with links to the training and invited to create a training profile if they did not already have one. All new Remote Member Access Users get signed up for the training as part of activating their RMA Account.

#### 5. Damage Contact

Laura Arnold reminded the group that Damage Contact information was requested by all members in late 2019. Currently, only Receiver Contact is available to NSRs. Laura invited the group to discuss how and to whom this information should be made available. Hoping to make this information available to trained users and NSRS while also aiming to make it easy to inform the right teams of damages, discussion of a damage ticket surfaced. Concerns of liability, timeliness of notice, and need to notify 911 were all discussed. As were the benefits of contractors and homeowners having a single point of contact, saving time by not having to track down the right department within a large organization, ability to track. An ad hoc subcommittee was formed for the damage ticket including Samantha Raupp, Chuck Muller, Chris Jensen, Bruce Campbell and Kristen Lawless.

In the meantime, MISS DIG 811 will work on including the damage contact information provided as part of the Help tab for NRs and RTE users. When and how do we make this available to contractors.

#### 6. Damage Prevention and Public Safety Focus Team (Joe McGraw)

Joe McGraw would like to form a committee with the common goal to reduce dig in damages. David Neira agrees that there have been major changes in the locating and excavating industry. TO make this work buy in is needed by both sides. Bruce Campbell highlighted the damage claims department as a group that should participate in these discussions. Without their buy in or consent many of the efforts made are overturned by damage claims once a damage occurs. In addition to the damage claims departments of the facility owners, MITA's damage claims team should be involved. The group would aim to understand what issues cause damages what tools are needed to change behavior. This would refocus the Best Practices Committee and would be data driven. Current interested parties are Joe McGraw, Chris Jensen, Chuck Muller, Rob Coppersmith, Scot Runke, Derek Shupe, Kristen Lawless, Gail Wyckhouse, and Eric Urbain. IT will be expected that participating organizations have damage claims representatives present and provide relevant data to drive discussion.

**CURRENT:** MDPB is in place to review any comments or concerns from the Damage Prevention Associations. These meetings are open to all Stakeholders, and are held quarterly.

**CONSIDER:** Cross functional statewide alignment, planning, and goal alignment focused on Damage Prevention and associated Public Safety for the state of Michigan

7. New Business Roundtable

Bruce Campbell reminded the group of the weekly Monday recap calls, and highlighted the damage flyer that was distributed after blessings from DTE, CE and MITA.

8. Next Meeting

a. Schedule 2020 Meeting

i. September 24, 2020

ii. December 22, 2020 Is being rescheduled for one week earlier.

9. Adjourn

Chris Jensen made a motion to adjourn the meeting at 9:56 AM. Chuck supported. Motion passed.

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