

TIME Committee MINUTES

June 27, 2019 at 10:00 AM

In Person Meeting at MISS DIG with Teleconference Option

In attendance: Chris Jensen, Gwen Knowles, Jeff Quirante, Sandy Demars, Laura Arnold, Bruce Campbell, Jim Cascio, Tim Shinn, Gail Wyckhouse, Katie Gruzowski, Bill Fisher, Colleen Goddard, Samantha Williams

1. CALL TO ORDER
  - a. Agenda Review – Added agenda item regarding removal of 21-day ticket (180 day project ticket) question from the NSR script. Katie added it to new business.
2. MISS DIG 811 UPDATES – Katie reminded that it is a busy time of year, locates requests are at an all-time high. There have been over 100,000 tickets occurring in each of the last three months. Tuesday remains our busiest day although ticket requests remain steady throughout the week. Educating people to call 811 appears to be working very well.
3. ACTION ITEMS FROM PREVIOUS MEETING(S)
  - i. e-Web Suite – Now e-Suite
    1. MD 811 Ticket MOD – Now Called e-Mod (Fall 2019) – This will to be available after the busy dig season in order to avoid any confusion. This will allow for more testing as well. All the other parts of the e-Suite have been completed and released.
    2. Near Ticket Stand Alone App – Now called e-Nearby (Released 3/26/19)
    3. Near Ticket in Ticket Entry (Complete '17)
    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)
  - b. New Overhead Positive Response Code & Auto Positive Response (Available 2/18/19) – If anyone would like an auto positive response code, please contact Member Services.
  - c. 2018 Grants
    - i. SDP
      1. PermitAccess – Two entities are interested, one gas and one municipality. Any others interested would be welcome. This is an already built program, so working out the little kinks is the goal. Please contact Member Services if interested in joining.
    - ii. TAG (Technical Assistance Grant)
      1. Parcel Data (8/31/19) – Is on the test server. May be ready for a demo at the next TIME meeting.
      2. Near Ticket Standalone and Public Facing App (Released 3/26/19) – Has been released and appears to be used well and has helped relieve some of the calls questioning about marks.
      3. Marine Ticket – This will be a joint meet. It is still treated as a normal ticket. Bruce added that a request to the MPSC was sent in regard to marking requirements. There will be a meeting before the TIME to work out any additional details. This is due to be out by August. There will be an education piece in addition to the ticket.
        - a. locate & design request
          - i. For locate requests a Maine Request can only be request M-F from 9:00 AM to 3:00 PM.
        - b. NEW CATEGORY: MRNE- MARINE REQUEST
        - c. PROPOSED TICKET HEADING:

\*\*\*THIS IS A LOCATE TICKET. THE CALLER ALSO REQUESTED A MARINE JOINT MEET AT **NE COR OF MAPLE CREEK BLVD & TRAILVIEW DR** THE HEADER ON THIS TICKET IS FOR YOUR CONVENIENCE ONLY TO LET YOU KNOW THAT A MARINE JOINT MEET WAS REQUESTED. IT DOES NOT ALTER THE FACT THAT THIS IS A LOCATE TICKET\*\*
  - d. GROUP RESTRICTIONS: NSRs, Administrators, and WEBF

- e. What criteria has to be met for placing a locate request?
          - i. RTE users should know if they do or do not need a marine request. NSRs will ask if caller wants a marine ticket if the drawn polygon intersects or crosses any waterway
        - 4. VR System and software to promote “Call before you Dig” (Ready for 8/11 Day 2019) – First deliverable view of the software should be made ready 6/28/19.
        - 5. CorridorAccess - Same update as PermitAccess.
      - d. Restrict Some Positive Response Codes Use to Require Comment: (Executive Team) (9/29/19) – The 90 days’ notice will go out before 7/2. 9/29/19 will be the drop dead date for implementation. Users will have to provide additional comments or URL in order to use the codes below. Samantha requested a meeting to review the changes.
        - i. 003 **NOT COMPLETE**
          - 1. None or some of the facilities have been marked, more time needed, coordination or assistance required to complete locating of facility
        - ii. 005 **ONGOING COORDINATION**
          - 1. Suggested change: This response can only be used if the respondent provides the name and number of the person they are coordinating with.
        - iii. 006 **NOT MARKED- NO ACCESS TO WORK SITE**
          - 1. Suggested change: Locator must provide name and number of who they contacted about access and what is limiting their access to the site.
        - iv. 009 **ADDITIONAL LOCATING REQUIRED**
          - 1. Facility owner discovered field conditions require additional locating and will communicate with excavator on resolution of additional locating issues
        - v. 011 **NOT MARKED- EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION**
          - 1. 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.
4. **NEW ACTION ITEMS**
  - a. FTP Positive Response Posting to MISS DIG 811 Option Ends (9/29/19) – Very few users still use FTP which is not as secure. Therefore, FTP will be no longer available. Notice will go out by 7/2/19.
  - b. FTP Ticket Delivery Option will be ending in 2020, more information to come – Goal is to have it gone by June of 2020.
  - c. Removing question about project tickets – Bruce requested that we remove this question because it is slowing down call times due to it bringing confusion to homeowners. Contractors know to request a project ticket. Once told when the ticket expires by the NSR, if caller needs additional time, they can then request a project ticket. Jeff asked if we looked at how many project tickets are requested by phone. Bruce answered that 3% of our tickets are project, but he wasn’t sure if they were call-ins or RTE. We will double check later on.
5. **MEETING SCHEDULE**
  - a. Upcoming Meetings – These dates will also coincide with Locator Action Committee meetings.
    - i. Thursday, July 25, 2019 **Meeting at MISS DIG 811** (Will be ran by Bill and Laura) – Bruce and Katie will not be present.
    - ii. Thursday, August 22, 2019 **Meeting at MISS DIG 811**
    - iii. Thursday, September 26, 2019 **Meeting at MITA**
    - iv. Thursday, October 24, 2019 **Meeting at MISS DIG 811** (Will be ran by Bill and Bruce) - Katie and Laura will not be present.
    - v. Thursday, November 28, 2019 **NO MEETING, HAPPY THANKSGIVING**
    - vi. Thursday, December 5, 2019 **Meeting at MITA**
6. **ADJOURNMENT – Meeting ended at 10:27**