



**MISS DIG 811  
COVID Info Group  
4/20/20 10 AM**

**In Attendance:**

**Chris Jensen, Stephanie Boe, David Neira, Sandy Demars, Vince Floyd, Derek Shupe, Jim Cascio, Elenor Mundorf, Gerrad Godley, Debbie Ball, Brian Dreesen, Mark Ritter, Katie Gruzowski, Kristyn Cormier, Amanda Horn, Joe McGraw, Andy Leavitt, Rob Coppersmith, Gail Wyckhouse, Samantha Raupp, Jim Moskal, Shunta Hall, Laura Arnold, Briant Thomas, Bruce Campbell, Brian Clark, Kristy Rennick, Scott Faulkner, Scot Runke, Damion Frasier, Bill Fisher**

**Agenda:**

1. Roll Call & Introductions
2. MISS DIG 811 work product
  - a. Return to work document and associated training video sent out last week
  - b. Damage Awareness
  - c. Open Items
    - i. Current Ticket Volume
    - ii. RXMT Locator Escalation Protocol
    - iii. Locator Demand Management
3. Round Table
4. Next Meeting 4/27 10 am

**Meeting Minutes:**

1. Roll Call & Introductions
2. MISS DIG 811 work product
  - a. Return to work document and associated training video sent out last week – They seem to be working. Rob will be sending out the message again to his members.
  - b. Damage Awareness- distributed by MISS DIG education.

- c. Open Items
  - i. Current Ticket Volume – Bruce mentioned that 20% of tickets that are being placed are for dig starts beginning later than 4 days. This Monday is also 43% above last week.
  - ii. RXMT Locator Escalation Protocol – We have received info from URG, waiting on USIC and DTE. Samantha said they will have the info to us tomorrow.
  - iii. Locator Demand Management – We are looking into the data and trying to best use the data. We will share with the group when we move farther along.
- 3. Round Table – Joe asked about a damage prevention effort as an extension to this group. Bruce said we've sent out a message already, if he wants to move further, he can contact Gail and they can set up a group to apply damage prevention tactics. Bruce asked Joe to draft an outline on what he's looking to do and with who. We can then share with the group to see who is interested in participating.

Vince asked about the tickets being placed with a farther out dig start. He just wanted clarification on essential v. nonessential. Bruce reiterated that MISS DIG does not decide what is essential. We currently have around 7-10% of tickets being placed by homeowners. Brian asked if we can run last year's April or May tickets that were placed over 4 days out compared to this year. Bruce said we can do that.

Bruce added that we've seen a large dropoff of those who receive COVID related messages through Constant Contact.
- 4. Next Meeting 4/27 10 am