



**MISS DIG 811
COVID-19 Info Group
4/27/20 10:00 AM**

In Attendance:

Brian Clark, Chris Jensen, Bruce Campbell, David Neira, Debbie Ball, Derek Shupe, Shunta Hall, Laura Arnold, Vince Floyd, Gail Wyckhouse, Sandy DeMars, Brian Dreesen, Joe McGraw, Stephanie Boe, Kristy Rennick, Samantha Raupp, Elanor Mundorf, Katie Gruzowski, Joe McElroy, Briant Thomas, Jim Moskal, Bill Fisher, Scott Faulkner, Damion Frasier, Jim Cascio

Agenda:

1. MISS DIG 811 work products
 - a. Updated Return to work document
 - b. Damage Awareness MDPB Subcommittee-Joe McGraw CE
 - c. Open Items
 - i. Current Ticket Volume
 - ii. RXMT Locator Escalation Protocol-established
 - iii. Locator Demand Management
2. Round Table
3. Next Meeting 5/4 10 am

Meeting Minutes:

4. MISS DIG 811 work products
 - a. Updated Return to work document – Documents were updated with new dates, however with landscaping open to be done, there will still be an increase in tickets placed.
 - b. Damage Awareness MDPB Subcommittee-Joe McGraw CE - Bruce spoke about Joe McGraw's proposal for a damage prevention group. He said it would be best placed within MDPB. The next meeting is in June. Joe will send info to Laura to include in the agenda for the next meeting

- c. Open Items
 - i. Current Ticket Volume – Increase of volume, 57% increase in homeowner over the last week.
 - ii. RXMT Locator Escalation Protocol-established – rxmt rate is below 10%. A memo was distributed with points of contact for USIC, URG, and DTE Gas
 - iii. Locator Demand Management – Hope to have something by mid to late May.
- 5. Round Table – There were no new items to discuss.
- 6. Next Meeting 5/4 10 am – Joe suggested keeping meetings weekly, David agreed. David suggested a further breakdown of ticket data for specific zones, Bruce added that we can do that and even break down by user type.
Bruce- facility owners, DTE, CE any activity or anything you would like to share?
Sam -DTE we do not have the maintenance crews just the emergency Crews currently and maintenance will be back in the next few weeks.
Kristy- CE-we have maintenance crews and emergency crews out.

Action Items:

Bruce & Bill (Tickets by County) will provide a breakdown of for specific use and by user type.