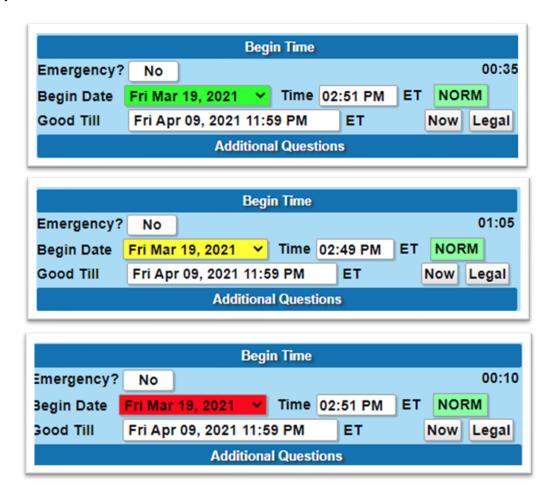# Locate Demand Management

Locate Demand Management is a color-coded feature displayed on the Begin Date field that indicates the ticket volume of the chosen day based on historical data for tickets placed in the county where the jobsite is located.
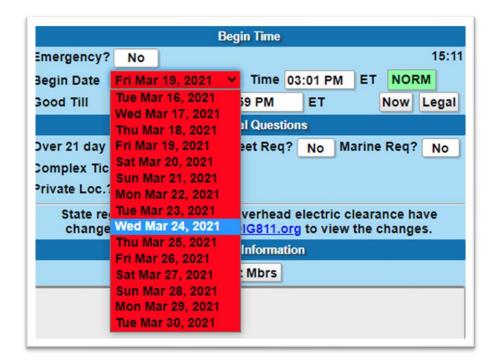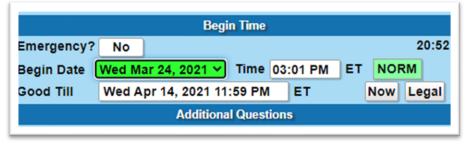

The indicator remains green until ticket volume is up to 70% of the historical average for that day of the month in the chosen county. When yellow appears, the ticket volume is between 71% and 88% of the historical average, and red appears when ticket volume is above 88%. At these higher ticket volumes, an increase in the 999 Positive Response code is historically seen. The Positive Response code 999 is a system-generated response indicating the facility owner/operator has not responded to the request by the response due date.

Understanding ticket volumes may be helpful in planning a project. If the excavator is aware of heavy ticket volumes, they may want to seek other dates to begin their work. Yellow and red indicators do not prevent a ticket from being placed, nor do they impact the facility owners' responsibility to respond to the ticket by the response due date. This information is made available to excavators, so they are aware of ticket volumes throughout the dig season and can use the information to plan accordingly.

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Excavators may choose a begin date within 14 calendar days by choosing from the drop-down menu. When looking for an alternate date because of a yellow or red indicator, a new date must be selected before the appropriate color indicator for the new date is displayed.

Placing Tickets via the MISS DIG 811 Notification Center

When a ticket is placed via the MISS DIG 811 Notification Center, Notification System Representatives will ask the following questions when ticket volumes reach yellow or red status.

YELLOW- Are you willing to change your start date as the system is indicating increasing locating volume on this day?

RED- Are you willing to change your start date as the system is indicating high locating volume on this day?

If the caller indicates they are unwilling to adjust their begin date, the ticket is still placed.

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Background

In August of 2019, the CEO of MISS DIG 811, Bruce Campbell, envisioned a workflow API between contract locators and the MISS DIG 811 Ticket Entry System and challenged his senior staff to propose a feasible solution. This vision's precipitating event was the large number of '999' responses by major facility owners/operators and their contract locators that had brought about regulator action, particularly the Consumers Energy and USIC's non-responses to 20,000 tickets in both April and May 2019. The solution's sole intent was to educate and inform Michigan excavators of the probability of an efficient locate and provide them the opportunity to adjust their dig start if they were willing based on a color-coded system.

The first approach was initially proposing a way to integrate the Locator Workflow Management Systems for the major facility owners/operators in three stages:
green, yellow, and red for the dig start date in Newtin Ticket Entry through an API. However, during this process, it was discovered no such workflow system existed, and most contract locators and facility owners/operators did not have data to indicate how many locate requests they could handle in one day. Thus, this turned out to be an unsuccessful approach.

In the second approach, MISS DIG 811 took it upon themselves to calculate the green, yellow and red states from the data they already have. Due to the implementation of Public Act 174 in 2014, Norfield Development Partners (NDP) built a report that looks
for all positive responses on tickets entered through the MISS DIG 811 System by Member Code for a date range not to exceed 31 consecutive days. In 2020 MISS DIG 811 requested that the original report be rebuilt to count the county's total positive responses instead of by Member Code. The data was collected in a **Five-Phase** approach:

Phase One: The data was pulled from the Response Stats By County Report for all tickets taken by the day, by month, and by year for the six years in CSV format and entered into an Excel sheet, which included all the available Positive Responses going back six years which coincided with the enactment date of Public Act 174 of April 1, 2014, when facility owners/ operators Posting Positive Response became required by law.

Phase Two: Calculated the percentages of 999's, the actual number of 999 responses, and the actual total ticket amounts by count and day for six years. The conversion of date to day of the month (e.g., April 1, 2014, to 1st Tuesday 2014) was completed in this phase as well.

Phase Three: This phase calculated the average and weighted average of 999 percentages, 999 responses, and total ticket amounts for each county, every day, and every month for the last six years.

Phase Four: The conversion of each month's data was entered into a single document with all necessary weighted average 999 percentages, 999 responses, and total tickets for each county for every day of each month.

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Phase Five: The final phase calculated the start and end data amount for the three states: green, yellow, and red. This was done by taking the 999 total weighted average and subtracting the 999 weighted average to calculate the base data, indicating how many tickets each county could handle.

1. The **green** state starts at zero tickets and ends at seventy percent of the base data calculation. (e.g., Green Start 0 and Green End 7)
2. The **yellow** state starts at one over the **green** state end number and ends at eighty-eight percent of the database. (e.g., Yellow Start 8 and Yellow End 9)
3. The **red** state starts at one over the **yellow** state end number and continues until all the tickets have been taken for the county for that day. (e.g., Red Start 10)

The color change for the varying states will be indicated to the excavator through the begin date box in the ticket entry screen. This update has been tested on the MISS DIG 811 test server and is now on the live servers of ticket entry as of February 18, 2021.

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