



*Call Before You Dig*

**ADVISORY COMMITTEE MEETING**

**FEBRUARY 20, 2018**



# Advisory Committee

The Advisory Committee for Digline includes the manager and office supervisor of Digline and one representative from each Subscriber organization (utility member). The purpose of the Advisory Committee is to keep the Subscribers informed on the operations of Digline and to review and advise as to any problems the Subscribers are experiencing with the service. This committee is to function as an advisory group only and shall not have any direct control over the operation of the Digline service.



# **DAMAGE PREVENTION**

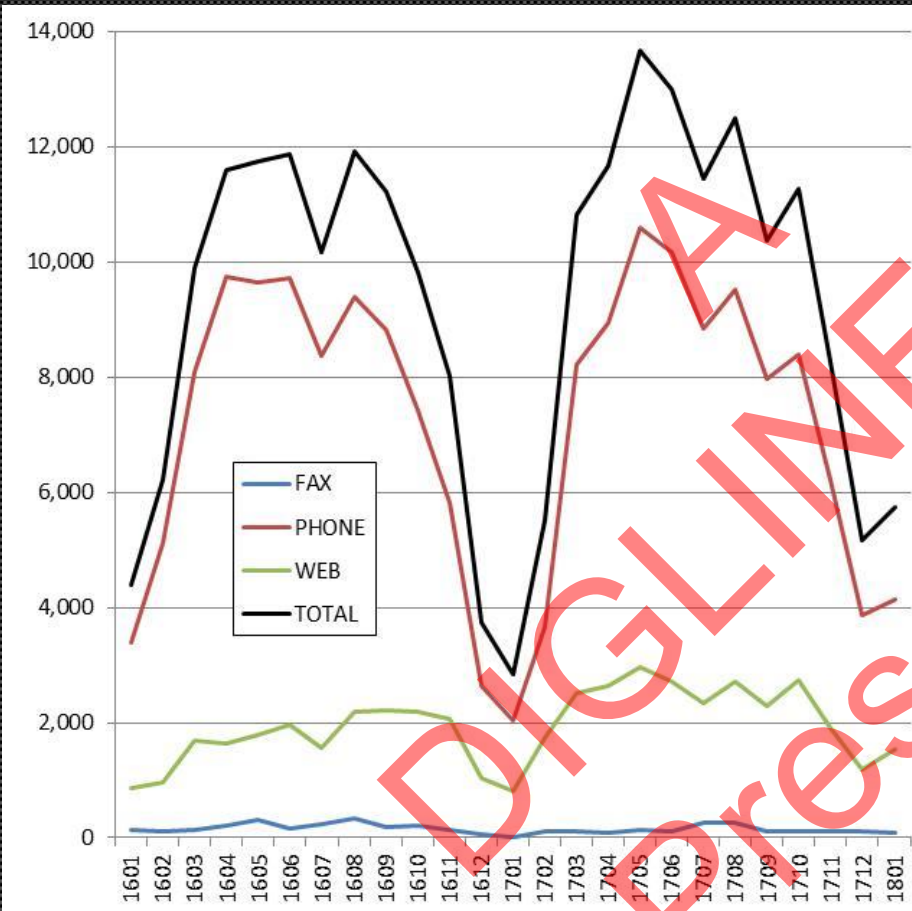
*Is a Shared Responsibility*



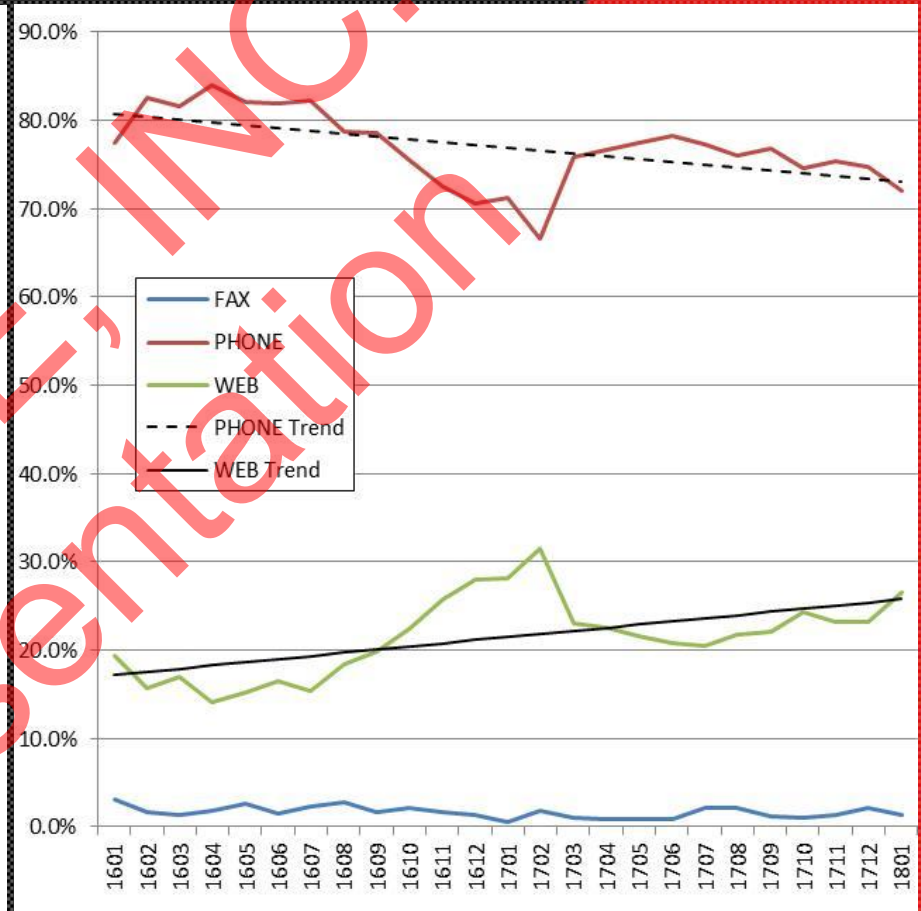


# Ticket Sources from Jan 2016 thru Jan 2018

## Volume by Month by Source



## Percent of Source by Month

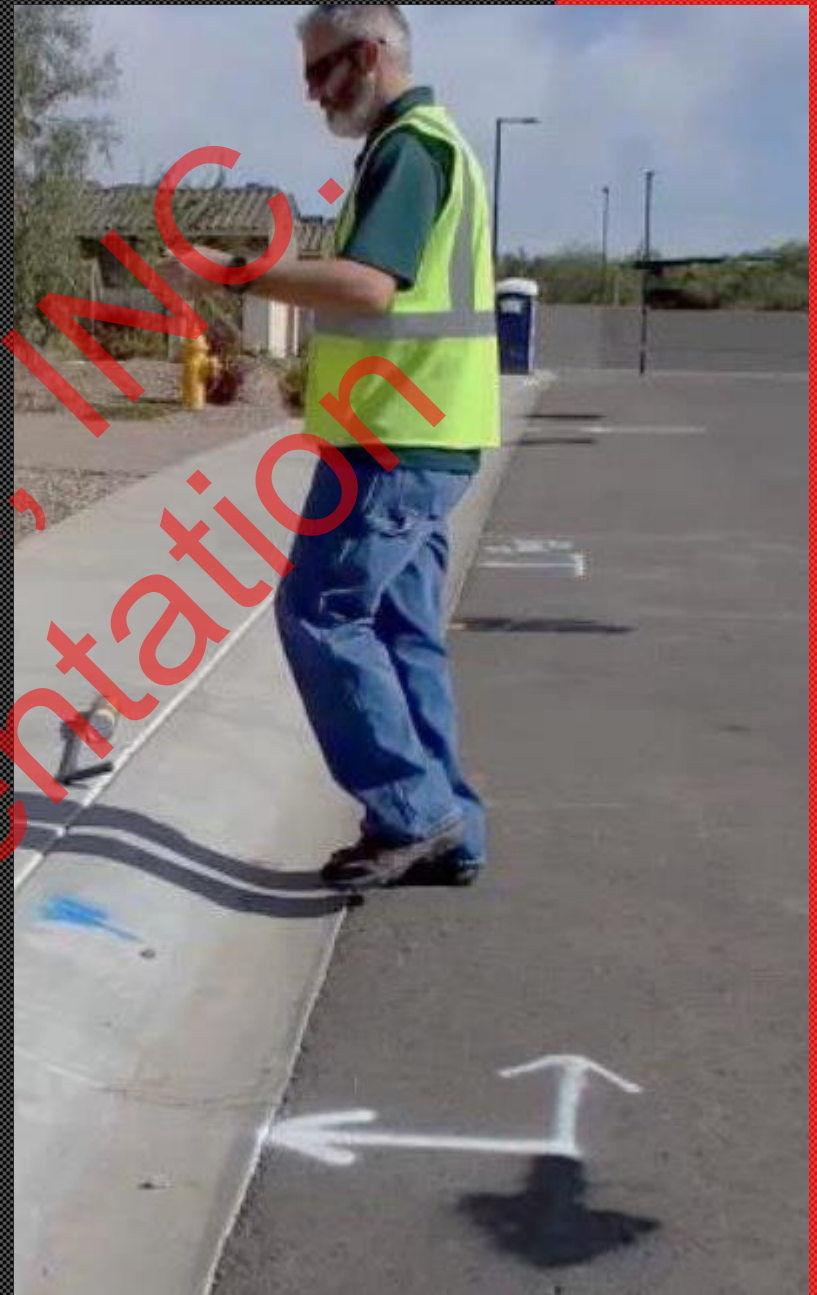


- Ticket volume, peak monthly volumes and peak season are increasing each year
- Percent of Calls are trending down and percent of Web tickets are trending up



# Marking Reminders

- Pre-marking is required by Law unless:
  - Locators can easily determine dig location from ticket address and instructions, or (1)(b)(i)
  - Excavator has met with Locators or Utilities regarding the project. (1)(b)(ii)
- Each Excavator must work off of their own locate request (ticket). (1)(c)
- Excavators are responsible for maintaining their marks. (2)

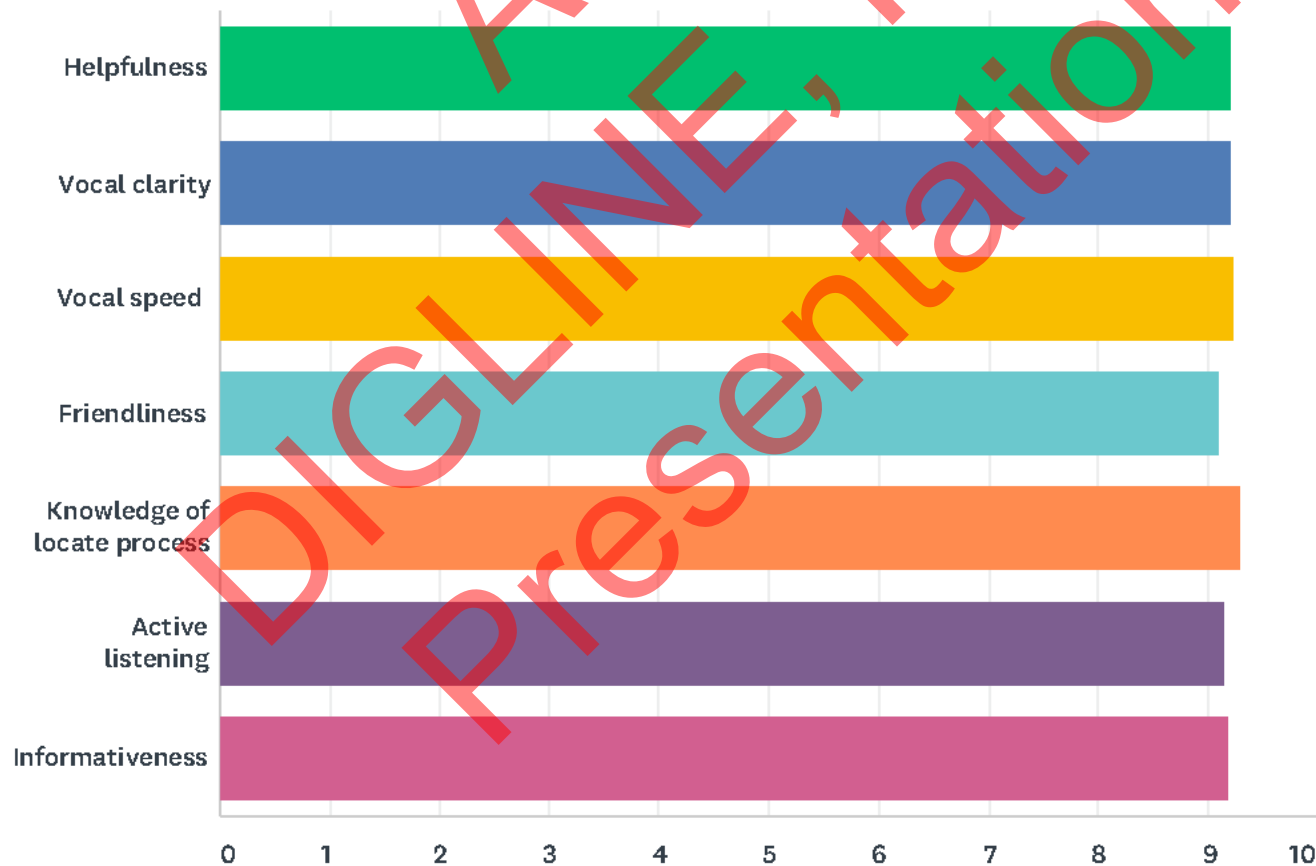


# Customer Service Week Survey

Frequency, Source, Wait Time, CSA Skills, CSA Understanding, Problems, Service & Support

Q5 How would you rate the customer service agent in the following skills?

Answered: 204 Skipped: 128





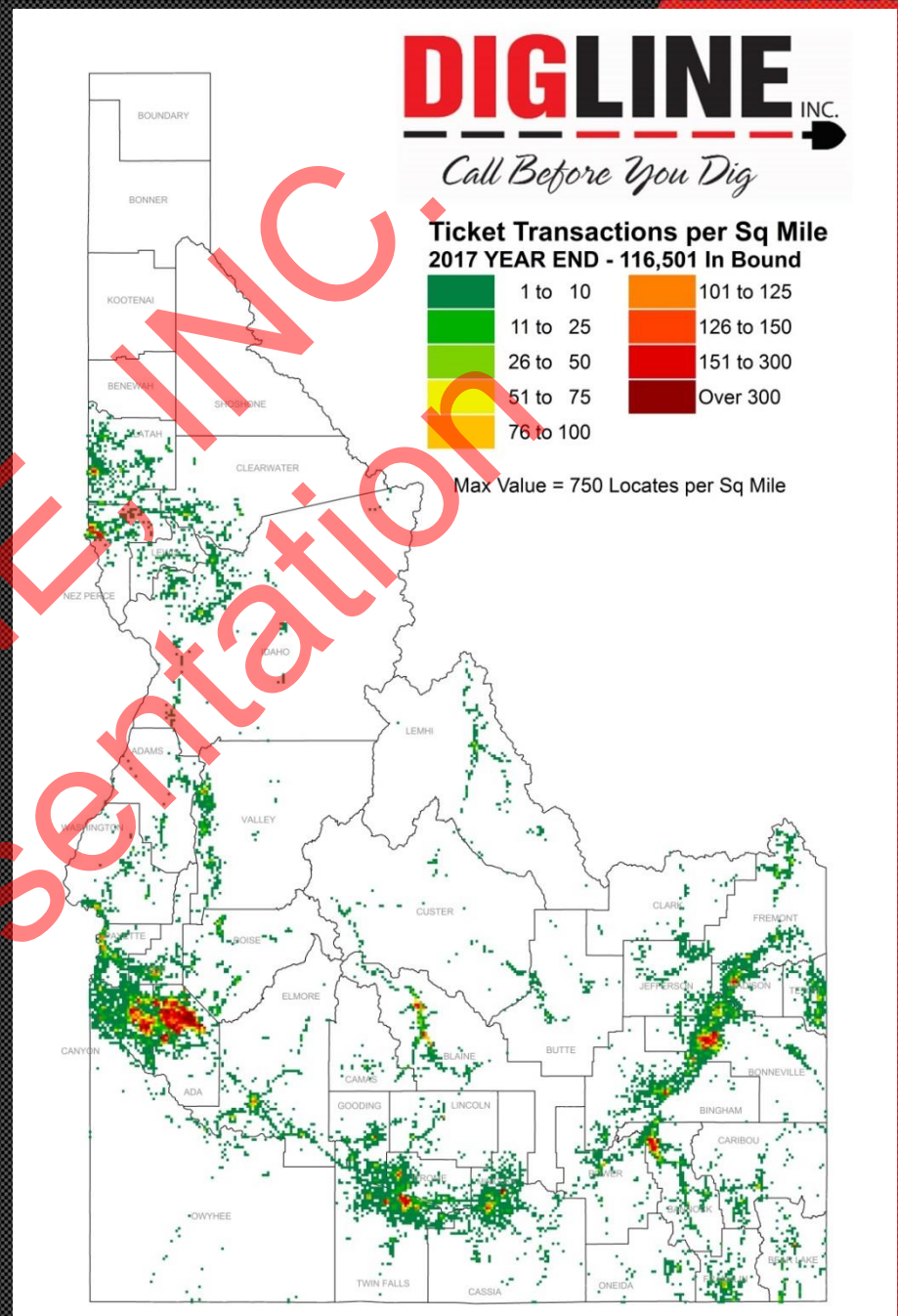
# **DIGLINE UPDATE & PROCESS IMPROVEMENT**

DIGLINE INC.  
Presentation



# DIGLINE by the Numbers - 2017

- Idaho's lower **39** counties
- **117,250** inbound requests (all-time record)
- **4.9%** increase over 2016
- **602,610** outbound tickets sent to our members
- **303** Members
- **9** full-time staff – we hire seasonal staff during the summer months





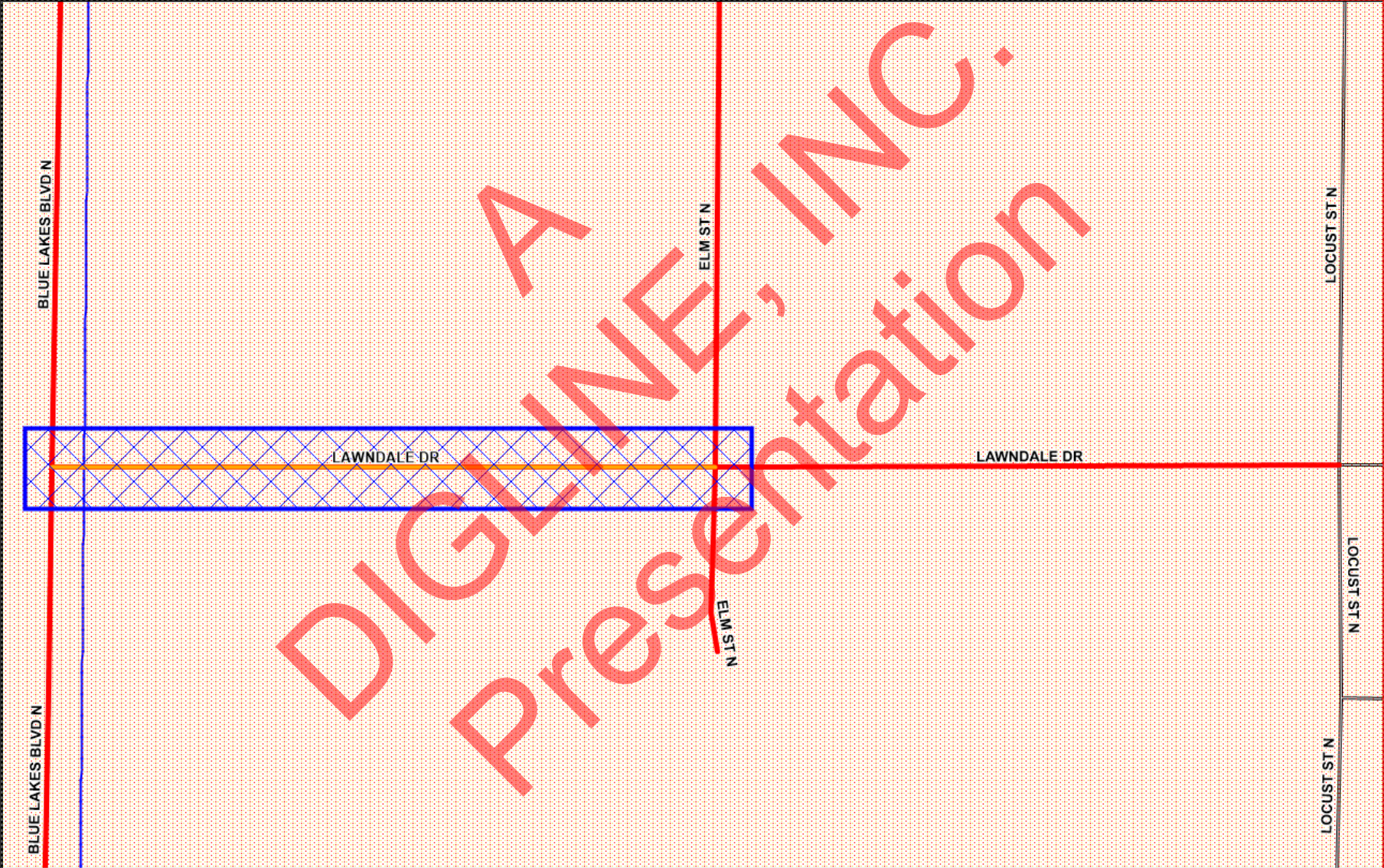
# DIGLINE by the Numbers - 2017

- 8 cities account for the first 50% + of all locate requests
- 33 cities account for 80% + of all locate requests
- The remaining 20% of locate requests are shared by 251 other cities
- Ada and Canyon counties account for 46.5% of all locate requests in the state
- The busiest place in the state is in downtown Boise between the Capitol building and St. Luke's Hospital with 750 locates per square mile.

City County	Tickets	Pct of Tickets	Total Percent
BOISE-ADA	21,042	18.1%	18.1%
MERIDIAN-ADA	9,672	8.3%	26.4%
IDAHO FALLS-BONNEVILLE	7,384	6.3%	32.7%
NAMPA-CANYON	7,260	6.2%	38.9%
CALDWELL-CANYON	4,696	4.0%	43.0%
EAGLE-ADA	4,146	3.6%	46.5%
POCATELLO-BANNOCK	3,973	3.4%	49.9%
TWIN FALLS-TWIN FALLS	3,953	3.4%	53.3%
LEWISTON-NEZ PERCE	2,867	2.5%	55.8%
KUNA-ADA	2,445	2.1%	57.9%
REXBURG-MADISON	2,098	1.8%	59.7%
RUPERT-MINIDOKA	1,576	1.4%	61.0%
STAR-ADA	1,573	1.4%	62.4%
MOSCOW-LATAH	1,493	1.3%	63.7%
RIGBY-JEFFERSON	1,336	1.1%	64.8%
JEROME-JEROME	1,301	1.1%	65.9%
HAILEY-BLAINE	1,293	1.1%	67.0%
EMMETT-GEM	1,229	1.1%	68.1%
CHUBBUCK-BANNOCK	1,214	1.0%	69.1%
KETCHUM-BLAINE	1,190	1.0%	70.2%
MIDDLETON-CANYON	1,161	1.0%	71.2%
AMMON-BONNEVILLE	1,147	1.0%	72.1%
MOUNTAIN HOME-ELMORE	1,102	0.9%	73.1%
BURLEY-CASSIA	1,084	0.9%	74.0%
GARDEN CITY-ADA	1,063	0.9%	74.9%
BLACKFOOT-BINGHAM	1,062	0.9%	75.8%
FILER-TWIN FALLS	979	0.8%	76.7%
FRUITLAND-PAYETTE	769	0.7%	77.3%
MCCALL-VALLEY	706	0.6%	78.0%
PAYETTE-PAYETTE	662	0.6%	78.5%
ISLAND PARK-FREMONT	650	0.6%	79.1%
SHELLEY-BINGHAM	647	0.6%	79.6%
SUN VALLEY-BLAINE	634	0.5%	80.2%



# DIGLINE – From Street Segment To Parcels



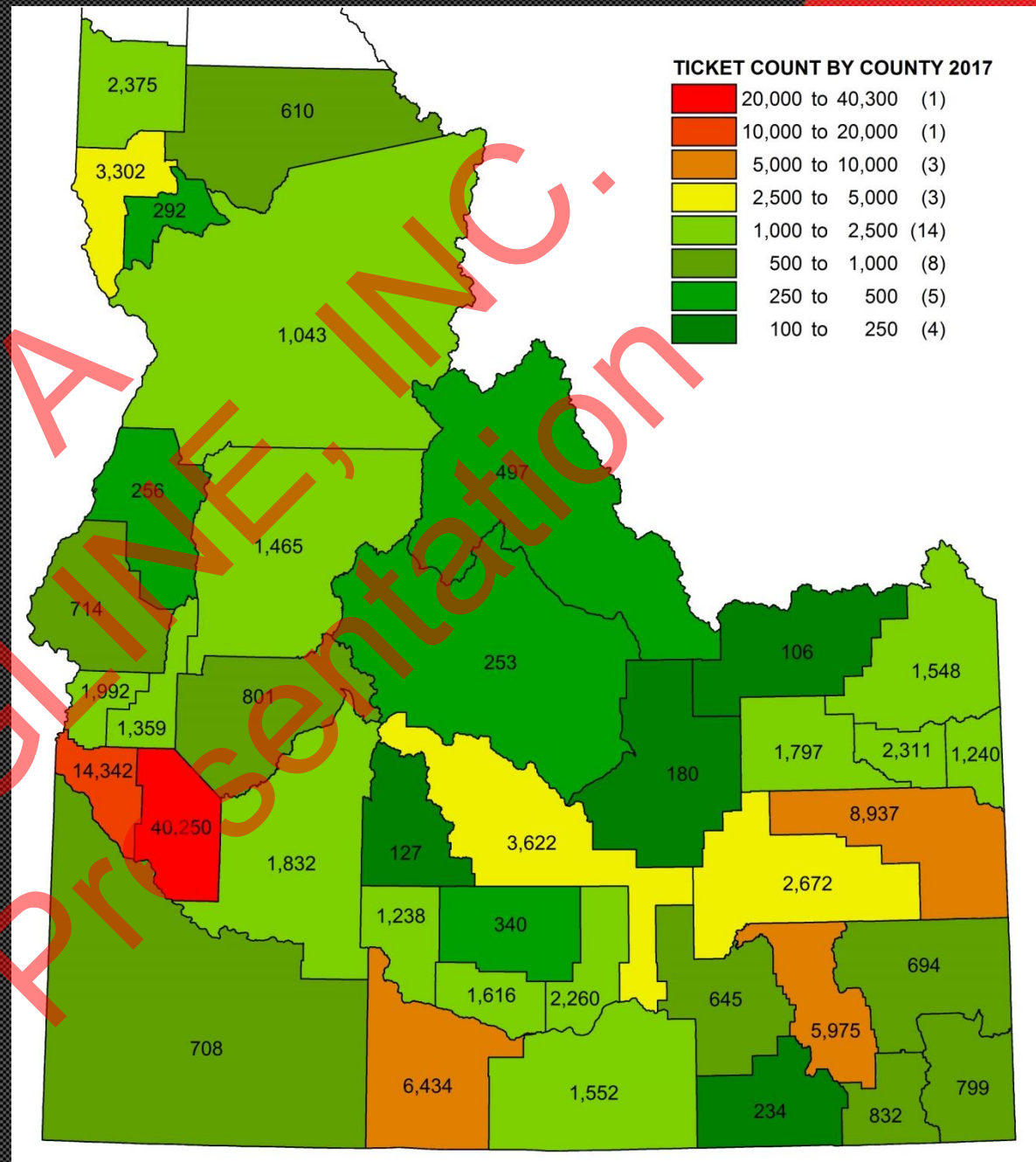
**What Difference Does It Make? 9 vs. 6 Utility Notifications**



# DIGLINE

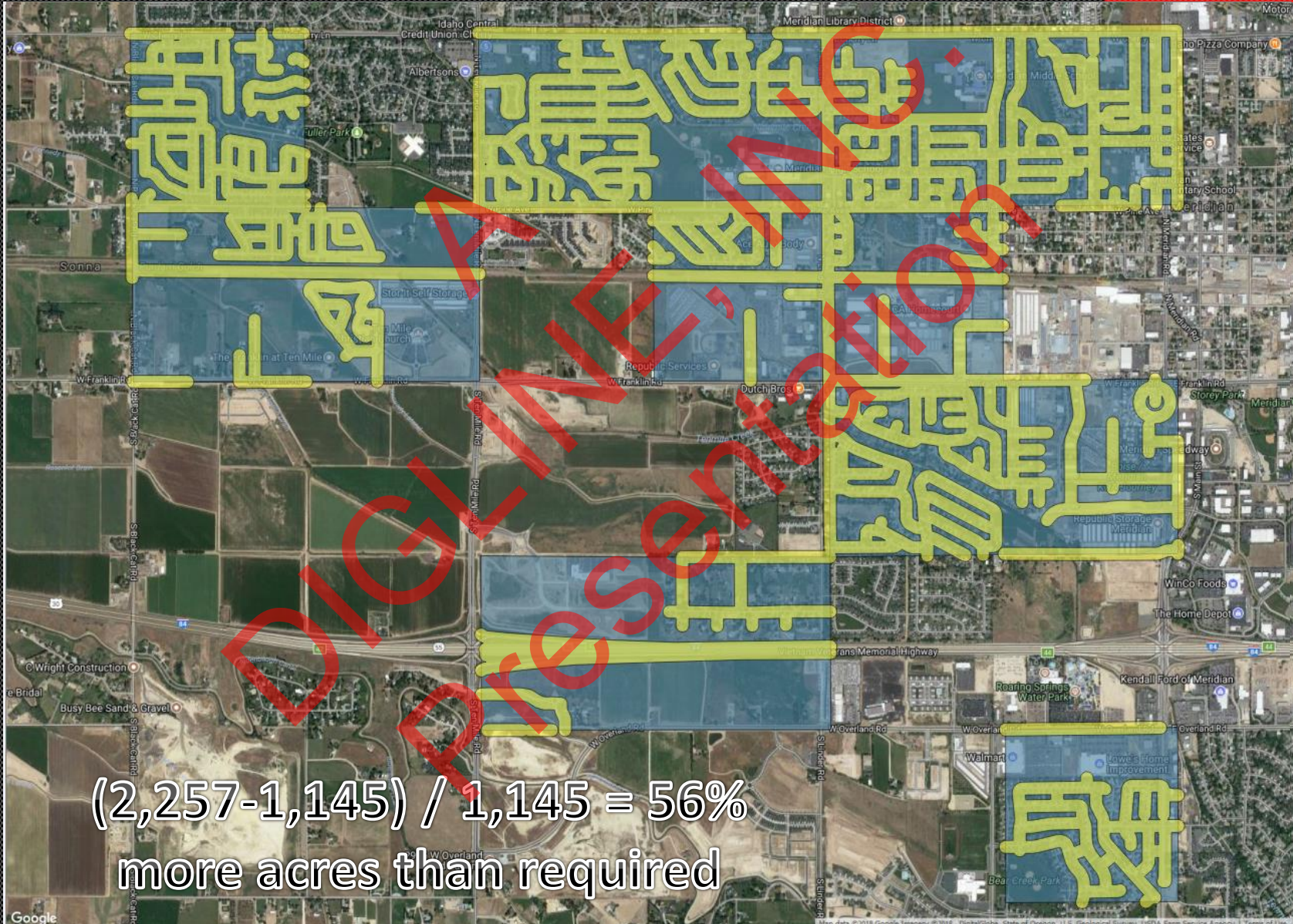
## Dig Locations & Parcels

- Reduce delays & their independent count to 20th in 10 years 12% of all locate requests
- 23 counties have data sharing & service agreements
- 95% of all tickets were in counties with parcel layers





# DIGLINE – Moving to Buffered Territories

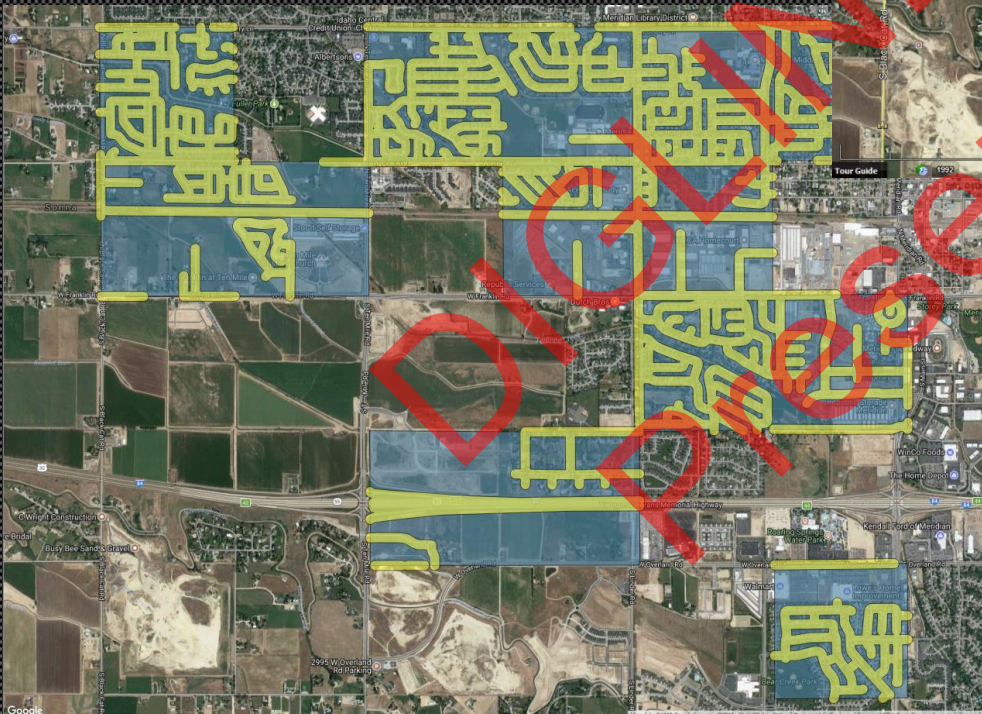




# DIGLINE – GIS for Everyone (Free)

## QGIS

- Read/Write ArcGIS & MapInfo Data and many other formats
- All Basic and some Advanced ArcGIS features
- Open Source & Python Script
- Google, Bing & Open Street Maps



## Google Earth Pro

- Read/Write KML, KMZ formats
- Basic polygons, lines and points
- JavaScript API and Code Editor
- Python & JavaScript
- Measurements
- Fly through, Time Lapse and 3D Terrain, Street View



# DIGLINE – GIS for Everyone (Free)

## Maps On The Web (MOTW)

Zoom level: 1.27 miles City name: IDAHO FALLS, BONNEVILLE

List of territory coverage statuses

ID	Station code	Request date	User	Status	Member	Territory type	Last saved date	Last user	Last comment	Visible
160727	DIGTEST			Live	DIG LINE, INC TEST MEMBER	Normal				<input type="checkbox"/>
160857	DIGTEST01			Live	DIG LINE, INC TEST MEMBER	Normal				<input type="checkbox"/>
160728	DIGTEST11			Live	DIG LINE, INC TEST MEMBER	Normal				<input checked="" type="checkbox"/>



# DIGLINE<sup>INC.</sup>

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## THANK YOU





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