

Locate Resolution Partnerships

It was brought up in the Mecklenburg Locate Resolution Partnership group that a clear sense of direction for the group needed to be formed. There have been some excellent deliverables in response to issues identified in the field (specifically the white-lining video) and there are other issues that have been identified, such as boring and horizontal drilling, that have been identified as opportunities to educate about best practices.

Perhaps what is needed in these groups is a clear path on how the Wake and Mecklenburg LRPs can best address issues?

First and foremost, a decision must be made about the types of issues the LRPs should address. By the name itself it would imply that issues directly related to the 811 ticket process should be the focus. White-lining fits that category as it directly impacts the process.

Some of the other issues that have been raised include:

- 1) Emergency Tickets
- 2) Update Tickets
- 3) 3 hour notices
- 4) Scope of tickets
- 5) Excavating before the 3 full days

The question is, what should be done in response to issues by the LRPs?

I would suggest a consistent strategy that looks like this:

- 1) A problem is identified
- 2) The scope of the problem is determined statistically
- 3) The actors who are creating the majority of the problem are identified
- 4) A solution is determined for addressing (i.e. education, video, other method) and is developed
- 5) The actors are contacted via a letter from the LRP explaining the issue and solution
- 6) Problem is continually monitored to see if it improves and damages are reduced.