

Relo-No-Show-Prints

fthousand@charter.net <fthousand@charter.net>

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To: fthousand@charter.net <fthousand@charter.net>

WLSL Members

The Relo-No-Show-Prints **ticket** was implemented yesterday morning at Diggers Hotline.

If you submit a Planning-Prints ticket and have member utility companies not respond to that request by the start date and time, planners can now file a Relo-No-Show-Prints ticket. The Relo-No-Show-Prints will default the start date and time to 1 hour from the current date and time, within working hours (6am-6pm, M-F, excluding legal holidays). If filed after normal working hours, the start date and time will be 1 hour from the beginning of the next working day. The 1 hour start date and time is the time member companies have to either provide the prints or contact the ticket filer to let them know when the prints will be provided. They will need to provide those prints as soon as practical, generally no later than 3-4 hours.

One key aspect of the Relo-No-Show-Prints is the ticket filer needs to identify which members have not responded. The Relo-No-Show-Prints ticket should only go to members who have NOT responded by the start date and time.

Diggers Hotline hope is that receiving a Relo-No-Show-Prints ticket will spur the member to respond. There is no guarantee they will respond, but if they do not, those tickets will appear on the reports that are run bi-monthly and reviewed at Diggers Hotline. The Advisory Board, tracks No-Show tickets and that data also goes to the Board of Directors. Hopefully, this will help reduce the amount of Prints tickets which are not responded to.

Relo-no-show is still available for planning tickets (marks on the ground) and dig tickets.

Thank you.

Kevin C. Boyer | PLS-2675
Survey and Platting Manager | EMCS, Inc.
Professional Land Surveyor | sUAS Pilot
Direct: 715-318-9016 | Office: [715-845-1081]715-845-1081
<http://www.emcsinc.com> | kboyer@emcsinc.com

Wisconsin Society of Land Surveyors

Francis Thousand, Executive Director
5113 Spaanem Ave
Madison, WI 53716
fthousand@charter.net
(608)770-9759

www.wsls.org