

In the Trenches

Know what's below.
Call **MISS DIG 811**
before you dig.



August 2022 Newsletter, Vol. 27



The MTM ... Class is finally in session!

MISS DIG 811 is excited to announce the Maintain the Marks first training class is slated to start on August 8, 2022, in Sterling Heights, MI. Steve Horner, Project Manager/Safety Officer, from Major Contracting Group, and a few of their employees have been selected to participate in this inaugural class. Their company has a solid safety record which is paramount in the world of excavation and damage prevention. We are confident that with this new skill being added to their arsenal, they will increase their already heightened focus on safety and damage prevention. Maintain the Marks, success depends on the dedication and commitment to safety and damage prevention by our participants. There are still openings for future classes so if you are interested in participating in this groundbreaking adventure, please contact me at hcarr@missdig811.org or you can reach me by phone @ (248) 370-6444.

MAJOR
CONTRACTING



Community Outreach

Common questions asked regarding posting to Positive Response:

1. Where does a ticket go when I post a response?

The responses go back to the excavators who can look at them in their OneCallAccess Dashboard. This is the ticket entry platform.

The tickets themselves remain in your DamagePreventionPortal where you can access them in Positive Response. If you want to access a previously responded to ticket so you can: see what was posted, revise the post because it was placed incorrectly, or update the post because the status changed, you must first find the ticket you want to update. There are several different ways to do this.

There are drop-down boxes located in Positive Response in the same location you went to initially respond to the ticket. They are to the right of the Station. To use the first drop-down box, Response Code, you must choose the Station, you can look at any or all of your Stations to find the ticket you are searching for.

The first drop-down, Response Code, is a good method to use if you want to know what you posted for a Station on a ticket.

It lists each [Positive Response Code](#):

For Dig Tickets

001- NO CONFLICT

002- MARKED

003- NOT COMPLETE – enter in Notes why marking was not complete

004- MARKED UTILITY REQUIRED ON SITE WHEN EXCAVATING

For Design Tickets

201- NO FACILITIES IN MAPPED POLYGON

202- TASK COMPLETED

203- MARKING REQUIRED

Choose which Response Code you want to view.

In the example below we are looking at the Sanitary Sewer Station for a member. In the Response Code drop down box we chose 001 – NO CONFLICT. You can see the list of all No Conflict posts that were placed for that Station with the ticket number.

Stations		Response code	Search by	Start date	End date
SANITARY SEWER		001 - NO CONFLICT	Due by date	Select a date	Select a date
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.		
<input type="checkbox"/> Jun 15, 2022, 08:00:00 AM	001-NO CONFLICT	Normal - 21 day	20220603		
<input type="checkbox"/> Apr 29, 2022, 12:02:00 PM	001-NO CONFLICT	Normal - 21 day	20220428		
<input type="checkbox"/> Apr 25, 2022, 02:59:00 PM	001-NO CONFLICT	Normal - 21 day	20220426		
<input type="checkbox"/> Apr 25, 2022, 08:00:00 AM	001-NO CONFLICT	Normal - 21 day	20220425		
<input type="checkbox"/> Apr 22, 2022, 08:09:00 AM	001-NO CONFLICT	Normal - 21 day	20220422		
<input type="checkbox"/> Apr 20, 2022, 07:00:00 AM	001-NO CONFLICT	Normal - 21 day	20220420		

Another way to search for a ticket is located to the right of the Response Code drop-down box, the Search By drop-down box. Here you can choose to search by Due by date, Individual ticket number, or Work Location. The boxes to the right of the Search by drop-down will change depending on what you choose.

There will either be a calendar to enter the Due by Date, a space to enter the ticket number or a space to enter the address of the work location. This will either bring up a list of all tickets with the same due date, the ticket that you entered the specific number for, or any ticket that had the same work location.

2. How can I change or update the response code that was entered?

If you want to change a mistakenly placed response code or update a response code, for example from 003- NOT COMPLETE to 0002- MARKED, first search for the ticket using one of the methods listed above. Once the ticket is found, click to open it. You will be at the same response screen you used to post the initial response. Assign the new response code here. Remember, if the response has changed for multiple station codes you must change it in each one. In the Notes that you are required to enter, put the reason for the update.

For questions please reach out to the Community Outreach Department at externalaffairs@missdig811.org or 248-370-6422

Web Ticket Department

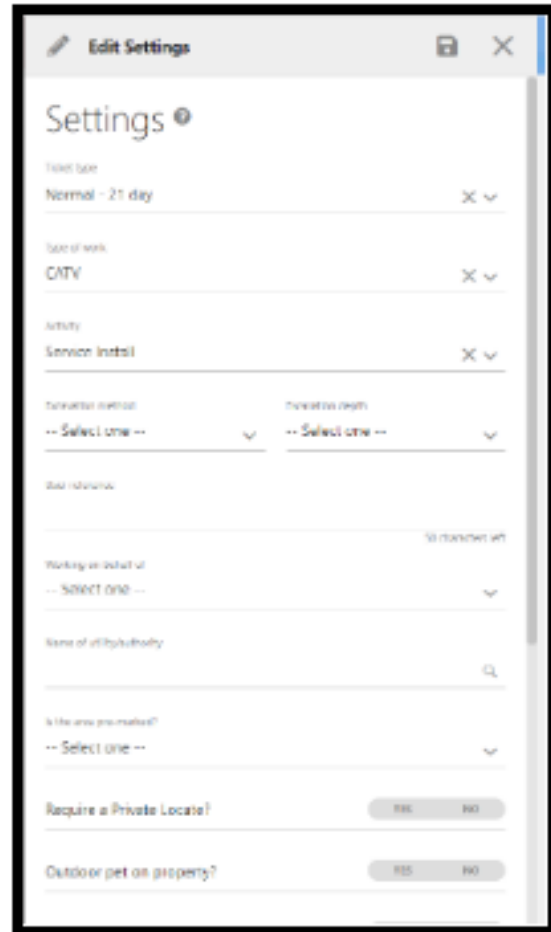
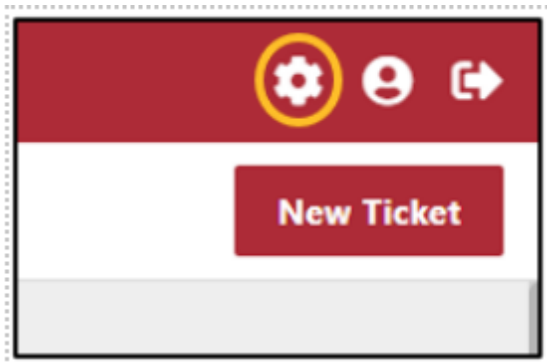


OneCall Access Features

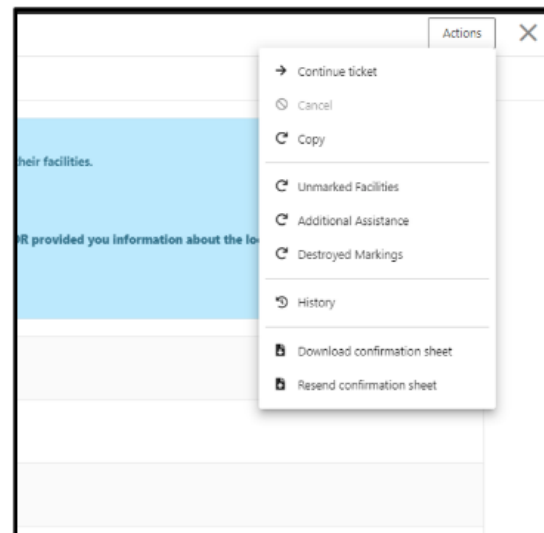
The switch was made to the OCA system seven months ago. It's a good time to make sure you're getting the most out of the program. Below are a few features that make managing tickets a little easier.

- **User Settings-**You can pre-populate answers for several of the ticket fields. This will save you time when placing tickets. To pre-populate answers, click the gear icon located in the upper right

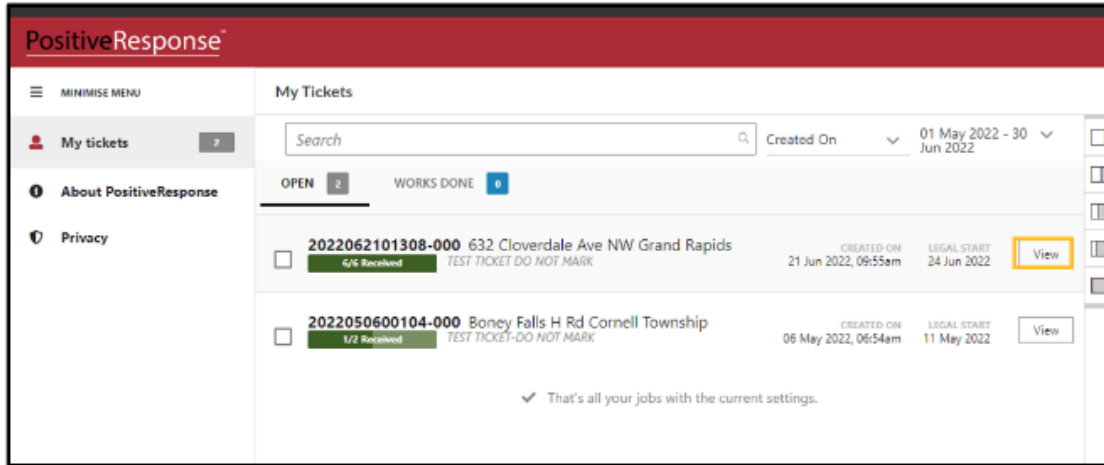
corner of the home page of your OCA account.



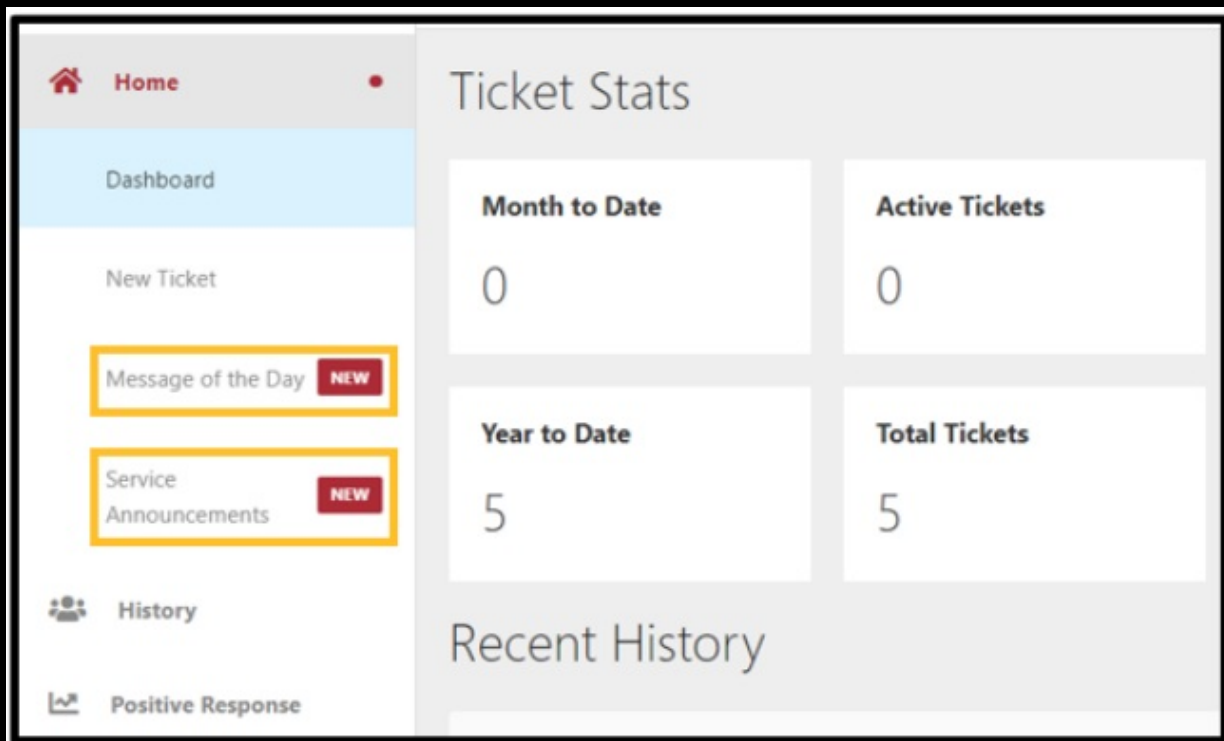
- **Ticket Actions-** After a ticket has been placed, you may need to cancel, retransmit, or resend the confirmation sheet to yourself or someone else. Simply click on the ticket in your Recent History located on the home page of your OCA account or click History on the left side of the page to find and select the ticket. Once a ticket is pulled up, click Actions on the upper right side of the page to see the list of available actions.



- **Positive Response-** Checking the status of a ticket can be done by logging into Positive Response directly or by clicking Positive Response from the home page of your OCA account. Click view to open the results page and view each posting and its associated comments. To view the status of tickets placed by others, go to posr.missdig811.org and enter the ticket number.



- Messages- MISS DIG 811 will send messages to notify you of a system change. Be sure to click Message of the Day and/or Service Announcements anytime you see “NEW”.



For more information about OneCallAccess, go to the Excavator Pros pages on the MISS DIG 811 websites at www.missdig811.org. The Web Ticket Department is also available Monday through Friday 7 am to 5 pm to assist with ticket and account issues at webticketdept@missdig811.org.

To register for a webinar,
click the SkillBuilder link below:

<https://missdig811.skillbuilder.co/sign-in>



For August Webinar dates
click the computer icon above:

The Member Services Department



New to DPP

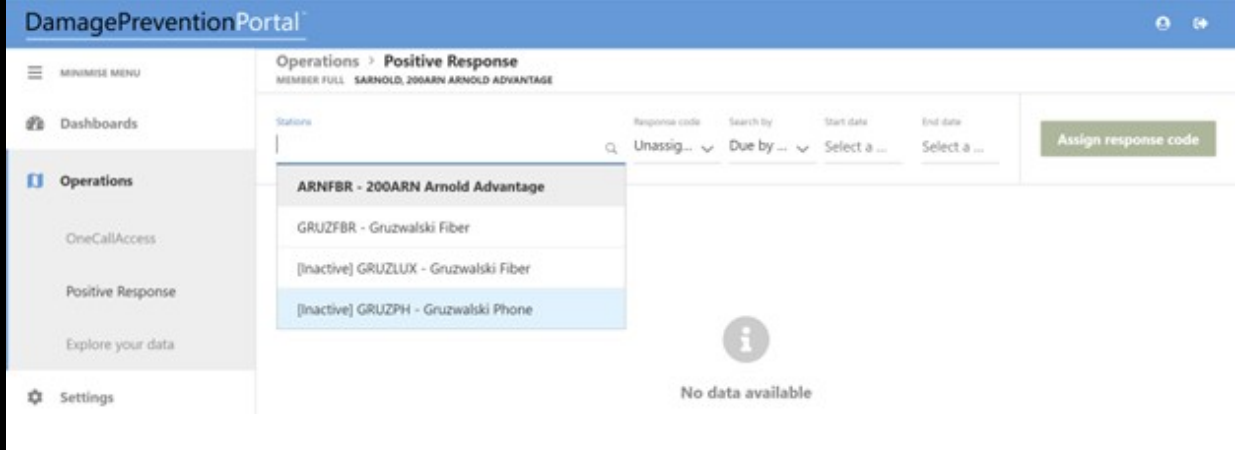
Explore Your Data:

The “Type of work,” “Activity,” and “Working on behalf of” ticket fields have been added to Explore Your Data results filtering.

Under “Search,” users will first select the ticket type and then can further filter by activity.

Filtering of Stations:

Station dropdown lists, including those within PositiveResponse, now prioritize active stations over inactive. This change will have the most impact on the former Newtin design codes, which were inactivated as part of the Pelican changeover. Since the former design codes started with “DSG,” it was the default station view within PositiveResponse. Now upon opening PositiveResponse, an active station code will appear first.



Digging In!



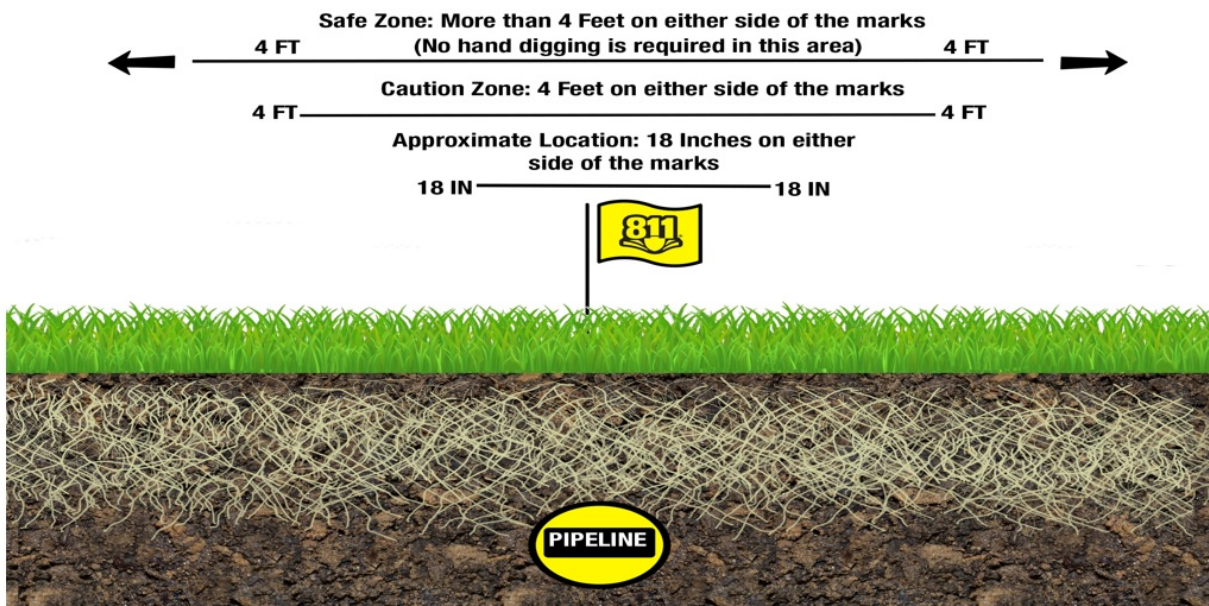
Town Hall: Late Locates, CAN IMPROVED COMMUNICATION BE A “SILVER BULLET?”

On April 14, Infrastructure Resources held our first Excavation Safety Alliance (ESA) virtual Town Hall titled [Late Locates: Partnering with Notification Centers](#). The goal of our ESA Town Halls is to give everyone in the industry a voice and to provide a forum to work together towards solutions to common problems. The beauty of the ESA virtual Town Halls is that they allow people from all around the world to participate. There are tens of thousands of stakeholders in the damage prevention and excavation safety industry, but only a small percentage are regularly active in industry groups, and even fewer get to attend industry conferences where they get to exchange ideas and learn.



[Click for the rest of the article](#)

With the excavation season in full swing, MISS DIG 811 would like to remind everyone if you are digging in the backyard or at the job site, be safe, be smart and follow the rules of the CAUTION ZONES.



The Education Department



Follow MISS DIG 811 on Social Media to catch weekly episodes of our new series 'What's The 811?' and 'Dig It'. Also, catch remastered episodes of the MISS DIG 811 podcast 'Digging In'



'Dig It' is a MISS DIG 811 video series that features all aspects of the excavation industry. From placing a Dig Notice with MISS DIG 811 to the locating of facilities, and all the way



Introducing "What's The 811?", a MISS DIG 811 original video

through the excavation process. 'Dig It' will feature all steps in safe excavation practices. Each episode is set to run 10 to 20 minutes in length and will be available through social media. So, when you get those boots off after the work day, tune in to an episode of 'Dig It'.



series that will be featured on our social media pages. Follow us on Twitter, Facebook, or LinkedIn to see more, and keep up with the Man on the Street to know where he'll be next. Enjoy the video and if you ever see the Man on the Street, go ahead and test out your MISS DIG 811 knowledge on "What's The 811?".



MISS DIG 811 is going through the archives and re-mastering episodes of the podcast 'Digging-In'. Look for your favorite episode and check it out on social media.

The Mobile Educational Unit



The EMU can travel to your event when it is not currently scheduled. If your event has 100 - 200+ children attending and is an appropriate event for the EMU, we will add you to our calendar. To schedule the EMU for your event, please email education@missdig811.org.

Date	Name of Event	Location of Event	Time of event
9/24/2022	Elkton Country Street Fair	Downtown Elkton	10:00am – 2:00pm
9/26/2022	Hillsdale County Fair	115 S Broad St, Hillsdale, MI 49242	12:00pm – 5:00pm

For volunteering opportunities with the Educational Mobile Unit (EMU) contact the Education Department at: education@missdig811.org

For questions please reach out to the Education Department at education@missdig811.org or 248-724-5851



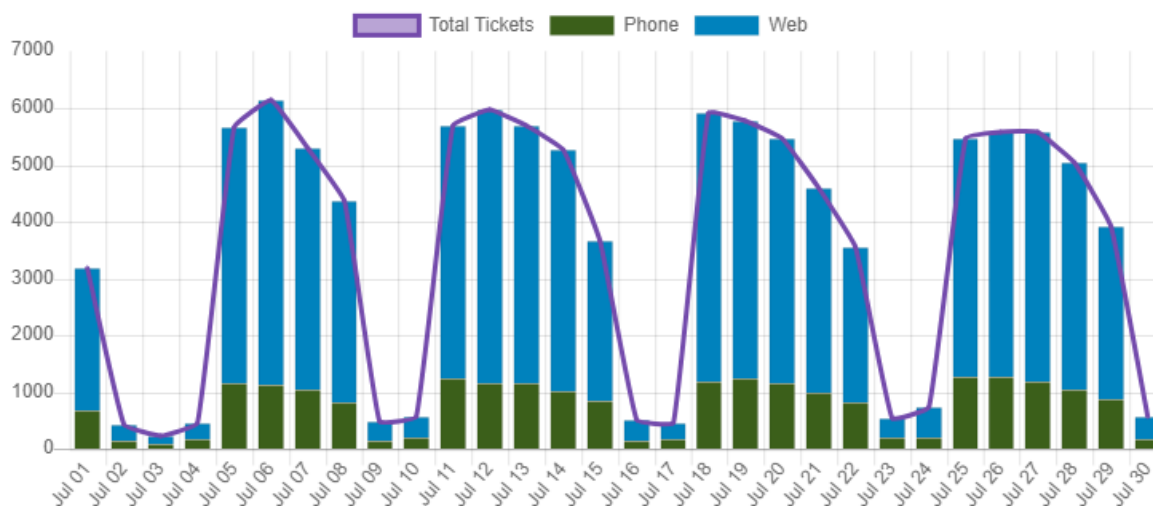
Notification Center

By the numbers:

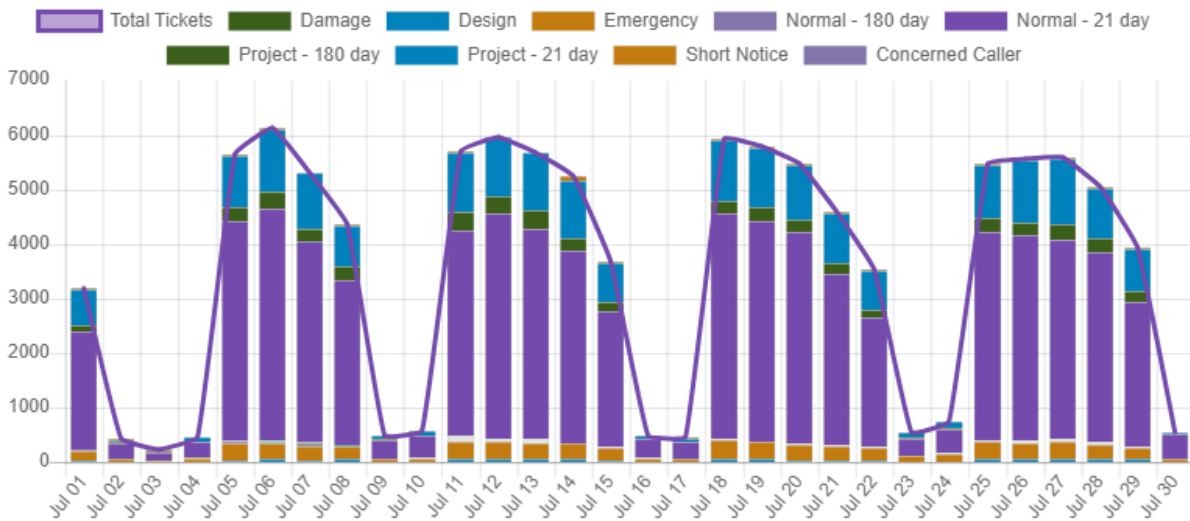
107,124 tickets placed as of July 31st, at 5:00 PM

Year to date: 621,296 tickets have been placed

Tickets by Medium (30 days)



Tickets by Type (30 days)



**For questions please reach out to the Notification Center at
1-800-482-7171**



Social Media

In celebration of 811 Day, We are giving away a \$100 gift card to Home Depot. In order to qualify, please place in the comments: the year that the MISS DIG law went into effect, a photo of your favorite project where you had to call MISS DIG 811, and the story behind your project. The winner will be selected by the end of the month.



Please follow MISS DIG 811 on social media by clicking on the links below. Every month the MISS DIG 811 Social Media Team is giving away great prizes, so please participate and you can win too!





Quick Links

Some quick links are available to access the ticket entry platform and to view resources:

- OCA.MISSDIG811.ORG -Log-in page for OneCallAccess
- DPP.MISSDIG811.ORG - Log-in page for the Damage Prevention Portal for members.
- REFERENCE.MISSDIG811.ORG -Resource page for excavators. Here users can find user guides, best practices, ticket types, scope of work guidelines, announcements, and more.
- RESOURCES.MISSDIG811.ORG -Resource page for members that includes manuals, guides, and forms.
- POSR.MISSDIG811.ORG - Shows the Positive Response posting to the most recent version of a ticket

