

In the Trenches



New Features to DamagePreventionPortal

Pelican released updates on November 16 that included a number of bug fixes for start date calculations along with some much-awaited changes.

The 10-day restriction on posting to past-due tickets was lifted. A member can now post on a ticket until the ticket is expired or work is completed. We anticipate the next release to include the ability to post up to the ticket expiration even if the work has been completed. In addition to being able to close out tickets all the way to expiration, old/expired tickets have been removed from the unassigned category of Positive Response. In fact, you will find a few additions to the Response Code Categories in Positive Response. See what's new in the short video below:

A screenshot of the DamagePreventionPortal web application. The interface shows a sidebar with 'Operations' selected, and a main area displaying a list of tickets. A play button overlay is centered on the screen. The table has columns for 'Due by', 'Response code', 'Ticket no.', and 'Work location'. The 'Response code' column shows various codes like '000-RESPONSE PENDING', '001 - NO CONFL...', '003 - NO...', '004 - MARKED U...', and '201 - NO FACILI...'. The 'Ticket no.' column shows numbers like '202211100064-000', '2022111000017-000', '2022111000068-000', '2022110900087-000', '2022111000026-000', '2022111400001-000', '2022111000044-000', '2022111400008-000', '2022111400023-000', '2022111500093-000', and '2022111500099-000'. The 'Work location' column shows addresses like '290 Hillcrest Ave Grosse Pointe Farms 48236', '10914 Le Grande Ct Ira Township 48023', '2100 M-35 Gladstone 49837', '415 Ormsby St Adrian 49221', '15238 Peacock Rd Bath Twp 48840', '39104 Zofia Ave Sterling Heights 48313', '310 Ludington St Escanaba 49829', 'EASTMAN AVE Midland 48640', '3939 Kearney Dr NE Grand Rapids 49525', '3039 Raywood St Flint 48504', 'GREENFIELD RD Detroit 48228', and 'CRAWFORD DR New Baltimore 48051'.

Due by	Response code	Ticket no.	Work location
Nov 23, 2022, 03:30:00 PM	000-RESPONSE PENDING	202211100064-000	290 Hillcrest Ave Grosse Pointe Farms 48236
Nov 23, 2022, 09:11:00 AM	000-RESPONSE PENDING	2022111000017-000	10914 Le Grande Ct Ira Township 48023
Nov 23, 2022, 09:00:00 AM	000-RESPONSE PENDING	2022111000068-000	2100 M-35 Gladstone 49837
Nov 23, 2022, 07:00:00 AM	000-RESPONSE PENDING	2022110900087-000	415 Ormsby St Adrian 49221
Nov 22, 2022, 10:21:00 AM	000-RESPONSE PENDING	2022111000026-000	15238 Peacock Rd Bath Twp 48840
Nov 22, 2022, 07:00:00 AM	000-RESPONSE PENDING	2022111400001-000	39104 Zofia Ave Sterling Heights 48313
Nov 21, 2022, 11:33:00 PM	000-RESPONSE PENDING	2022111000044-000	310 Ludington St Escanaba 49829
Nov 21, 2022, 02:30:00 PM	000-RESPONSE PENDING	2022111400008-000	EASTMAN AVE Midland 48640
Nov 21, 2022, 08:00:00 AM	000-RESPONSE PENDING	2022111400023-000	3939 Kearney Dr NE Grand Rapids 49525
Nov 21, 2022, 08:00:00 AM	000-RESPONSE PENDING	2022111500093-000	3039 Raywood St Flint 48504
Nov 21, 2022, 08:00:00 AM	000-RESPONSE PENDING	2022111500099-000	GREENFIELD RD Detroit 48228
Nov 21, 2022, 07:00:00 AM	000-RESPONSE PENDING	2022111500069-000	CRAWFORD DR New Baltimore 48051

Unassigned will continue to be the default filter. These are dig tickets that still require a response.

MISS DIG 811 Annual Meeting 2023

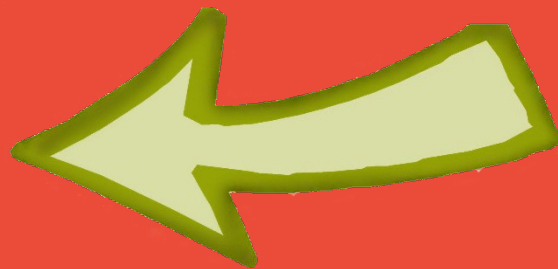
MISS DIG 811 will once again host a two-day Annual Meeting filled with extraordinary sessions including training and collaborative opportunities at the Soaring Eagle Casino. The event will be held Tuesday, January 17th and Wednesday, January 18th.



Take a few moments and check out all of the sessions available including the numerous sessions offering Continuing Educational Credits. Many sessions offer attendees 2 / .2 continuing education units (CEUs) up to 16 / .16 (CEU) for wastewater, drinking water, and residential builder. A complete list of sessions and schedules can be found in this Annual Meeting Program.



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MISS DIG 811 has secured a room block at the casino. By booking your hotel reservation with group code **MD011623**, you will receive a discounted rate of \$139.00 per night. Reservations can be made by clicking the link below:

Visit missdig811.org to register for the 2023 Annual Meeting and book hotel rooms

Reflecting this past holiday weekend on all the things I am thankful for; it is no shock that the members of MISS DIG 811 come to mind. I started my career at MISS DIG 811 in November of 2009. Each year my workaversay is a prelude to the



Member Services

Thanksgiving celebrations. This year is lucky 13 and I count myself lucky to be able to work with such a wonderful group of members. For those of you coming out to the 2023 MISS DIG 811 Annual meeting next month, I look forward to seeing you there and hope we have an opportunity to touch base. If you don't regularly attend, I strongly encourage you to join us. I could tell you about the Annual Meeting, the break-out sessions, and the CECs, but there's a whole section of this newsletter dedicated to the meeting; so, let me tell you the real reason I encourage you to attend, because placing a face with a name and working directly with you is such an awesome opportunity. I look forward to seeing you all in Mt. Pleasant next month.

- Laura Arnold, Member Services Director

For questions please reach out to the Member Services Department at membersupport@missdig811.org or 1-800-482-7161

Why Your Area of Interest (AOI) Is Important

One subject I always discuss when I'm visiting a MISS DIG 811 municipal member, or for that matter, any facility owner/operator, is their AOI, or Area of Interest. I typically will show a member (if they're not already aware) how to access their AOI, and then discuss various philosophies that different members have regarding their AOI.

Community Outreach



A member's Area of Interest isn't a listing of their favorite hobbies on a dating profile. Instead, it's where they've requested to be notified when a MISS DIG 811 ticket is placed, via the use of "shape" files. A member shares with MISS DIG 811's Member Support department where they want to be notified on the MISS DIG 811 map, and when an excavator's drawn polygon or shape overlaps the member's shape, that member receives the dig notice or ticket. It's as simple as that.

AOI Continued:

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

Enhancements to OneCallAccess Ticket Sharing are currently being tested. The new Ticket Sharing feature allows users to share their tickets with designated users. Tickets that are shared can be viewed in the recipient's OneCallAccess History and Positive Response. Basic

and External Plus users of the OneCallAccess ticket entry platform may share their tickets or be the recipient of shared tickets.

Users who want to share their tickets will initiate sharing by creating a share link request that is sent to selected users. Invitations must be accepted for Ticket Sharing to become active. Upon acceptance of share request, a share link is created.



Web Ticket

The requester determines what level of access to provide the recipient(s), READ, or READ/WRITE. Recipients with READ/WRITE access can view and perform actions on shared tickets. The originator also determines the beginning and ending dates for sharing, and if the recipients should have access to all tickets or those created after sharing begins.

This update does NOT allow users to choose which tickets to share. Tickets are shared based on a chosen time frame. This phase of Ticket Sharing is ideal for coworkers from the same company, including field crews who check Positive Response prior to digging.

Users of the OneCallAccess ticket entry platform and Members will be notified when the Ticket Sharing enhancement is available. Additional Ticket Sharing forums will be held in January.

OneCallAccess Forum

The OCA Forum topic for December is:
The Ticket Sharing Enhancement
Thursday, December 15th at 9:00 AM

Registration: In MISS DIG 811's Online Education Site (aka SkillBuilder) Under MISS DIG 811 Tools and Programs, OneCallAccess in your learning plan.

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

Contact the Web Ticket Department at webticketdept@missdig811.org with questions.

To register for an OCA tutorial webinar,
click the SkillBuilder link below:

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

Webinar dates for December:

Wednesday 7th, 1:00 PM - 3:00 PM

Wednesday 14th, 9:00 AM - 11:00 AM

Tuesday 20th, 9:00 AM - 11:00 AM

For questions please reach out to the Web Ticket Department
at webticketdept@missdig811.org or 248-370-6420



Education



Looking for Training?

The MISS DIG 811 Education Team can help!

With the digging season winding down, now is a good time to schedule off-season training or plan ahead to early spring for onboarding crews for the 2023 excavating season. An Education Specialist can cover Public Act 174 and Safe Digging Practices with your team and prepare them for a safe digging season. We offer all types of safety courses to educate and keep your crews and facilities safe. Contact the Education Department to schedule training: education@missdig811.org

- Safe Education Practices
- Public Act 174
- Tool Box Talks
- Field Basics
- Damage Safety Alliances
- Maintain the Marks
- Michigan Marine Safety
- Education Mobile Unit for events



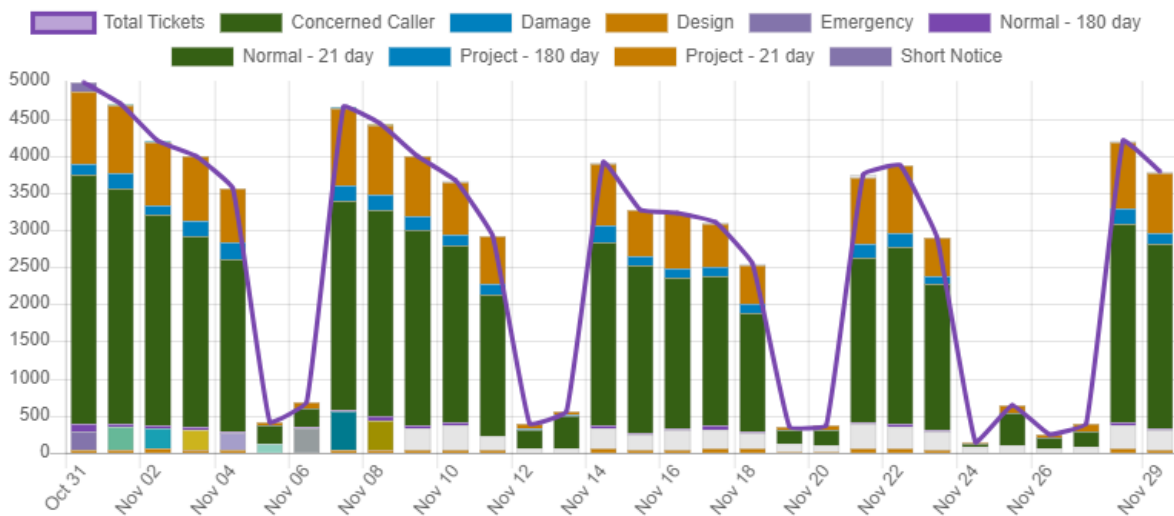
For questions please reach out to the Education Department at education@missdig811.org or 248-724-5851

By the numbers:

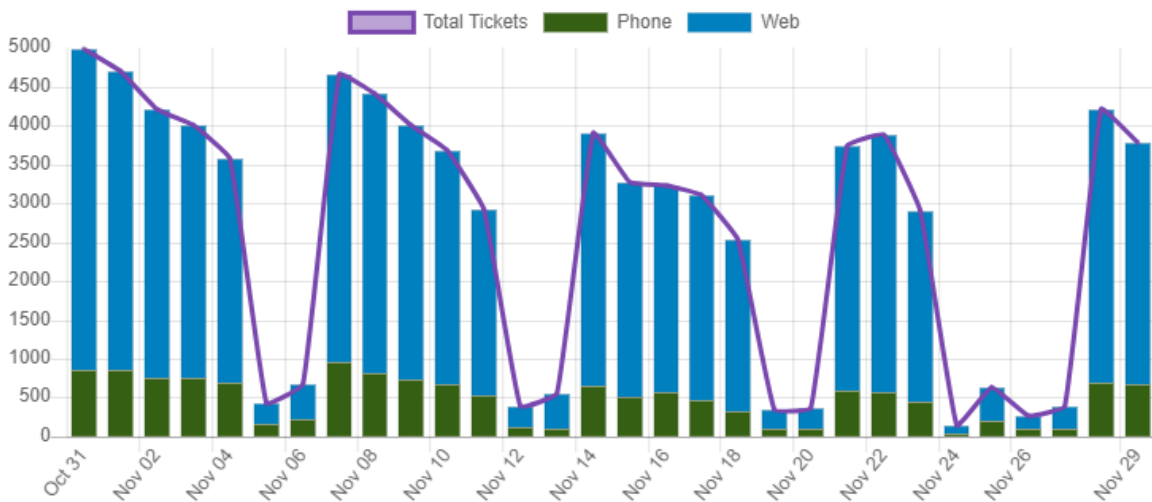
Month to date: 78,392 tickets placed as of
November 30th, at 5:00 PM
Year to date: 1,039,853 tickets have been placed



Tickets by Type (30 days)



Tickets by Medium (30 days)



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

Social Media



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!



It's that time of year! It's the

season of giving and there are so many memories. What's the best gift you ever received? The winner will receive a \$50 Amazon gift card.



The MISS DIG 811 Network



Be sure to check out 'What's The 811?' and 'Dig It' two MISS DIG 811 original video series and the podcast 'Diggin In' all featured on our social media pages. Follow us on Twitter, Facebook, or LinkedIn to see more. Click on the icons below. Enjoy and share the latest videos on the social media platforms. New episodes of 'What's the 811?' are posted every Wednesday.

If you see the Man On The Street, go ahead and test out your MISS DIG 811 knowledge on "What's The 811?" and when you get your boots off after the work day, tune into an episode of 'Dig It'.



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

