

In the Trenches

July 2023, Vol. 38

System Holiday Announcement

In observation of the holiday, the MISS DIG 811 offices will be closed on Tuesday, July 4.

The Notification Center will remain open to process tickets. As a reminder, for tickets being placed on a non-business day, the 72-hour period begins at 7:00am the next business day.

Emergency ticket rules and procedures apply.

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

How to Know When It's Safe to Dig

The submission of a dig ticket is just the first step in creating a safe work environment. What happens after a ticket is placed is just as important as generating a ticket number.

An email confirmation is sent to the ticket originator upon submitting a request. Be sure you receive confirmation of every request. If you don't see it in your inbox, check your spam or junk folders.

The best way to ensure a ticket is good is to review the details on the confirmation sheet. Verify the polygon covers the work location and that the location information and start dates are accurate. The Work Legal Start Date is the date that member facility owners are required to respond to the request. It is also the date the ticket becomes active. Do not dig prior to the Work Legal Start Date even if all members have indicated it is safe to dig.

Ticket No: 000000000000
Rev: 000

Excavator Details

Caller Id: 0000
Contact: John Doe
Company: ACME, Inc.

Phone: 000-00-0000
Mobile: 000-000-0000
Email: johndoe@usmail.com

User Reference: North Cass Street Bridge

Dig Site and Ticket Details

Project for the Design of the North Cass Street Bridge over the Boardman River. Will need all utility information in the area shown as well as any located subsurface in the Boardman River.

Ticket Status	Original
Previous Ticket No.	Not Supplied
Ticket Type	
Ticket Date	03/01/2022 13:36
Work to Begin Date	03/15/2022 13:29
Work Legal Start Date	03/15/2022 13:36
Work Expiration Date	03/01/2022 23:59
Address	N Cass St Traverse City
Nearest Cross Street	East Front ST
Lot Number/Subdivision	North Cass St Bridge over Boardman Riv
Type of Work	Road Work
Activity	Bridge Construction
Excavation Method	Mechanical Excavation
Excavation Depth	24in to 48in
Working for	TRAVERSE CITY
Onsite Company	ACME, Inc
Onsite Contact Name	John Doe
Onsite Contact Phone	
Private Locate	No Area Pre-marked No
Pot on Property	No Work in Water Yes

Your Responsibilities

- Be sure the work location is accessible to facility owners/operators and their contact locations.
- Do not proceed with your works until the legal start date/response due date has arrived and ALL facility owners/operators have responded that it is safe to dig.
- When working within 48" of any facility marking, hand dig to expose the line prior to using power equipment.
- If you make contact with a line, you are required to contact the facility owner immediately.
- If you need assistance, please contact Web Ticket Support at webticketdept@missdig811.org

Utility Owner Details

The public utility owners listed below with a Status of "Notification Sent" have been requested to respond to your request. They may contact you directly for clarification of your request details.

Station Code	Authority Name	Phone	Status
ATTD	AT&T TELEPHONE	0000000000	Notification Sent
CHARCTV	CHARTER COMMUNICATIONS CABLE TV	0000000000	Notification Sent
CHARFBR	CHARTER COMMUNICATIONS FIBER OPTICS	0000000000	Notification Sent
CEEDIS	CONSUMERS ENERGY ELECTRIC	0000000000	Notification Sent
MCCG11	DTE ENERGY (GAS) GAS	0000000000	Notification Sent
TRCYLPELE	TRAVERSE CITY ELECTRIC	0000000000	Notification Sent
TRCYLFPBR	TRAVERSE CITY FIBER OPTICS	0000000000	Notification Sent
TRCYWSWTR	TRAVERSE CITY POTABLE WATER	0000000000	Notification Sent
TRCYWSSANI	TRAVERSE CITY SANITARY SEWER	0000000000	Notification Sent

Request Utility Locates Online at www.missdig811.org - 24 hours a day, 7 days a week



Once the Work Legal Start Date has arrived, it doesn't mean it is safe to dig. Be sure to check the status of the ticket in Positive Response. Member facility owners are required to post their findings. Open each response to review the comments. If a member indicated it is NOT safe to dig or has not responded to the request by the

Work Legal Start Date, retransmit the ticket. If you do not have an advanced External Plus account, contact the MISS DIG 811 Notification Center for assistance.

The last step in ensuring the site is ready for digging is to verify job site conditions match positive response postings. The ticket should be retransmitted for unmarked facilities if there is visible evidence of a facility with no markings, a facility owner failed to provide a positive response, or a positive response posting indicating the presence of a facility but there are no visible marks on site.



For a video on checking the status of a ticket and knowing when it is safe to dig, click [here](#) or on the icon to the right.



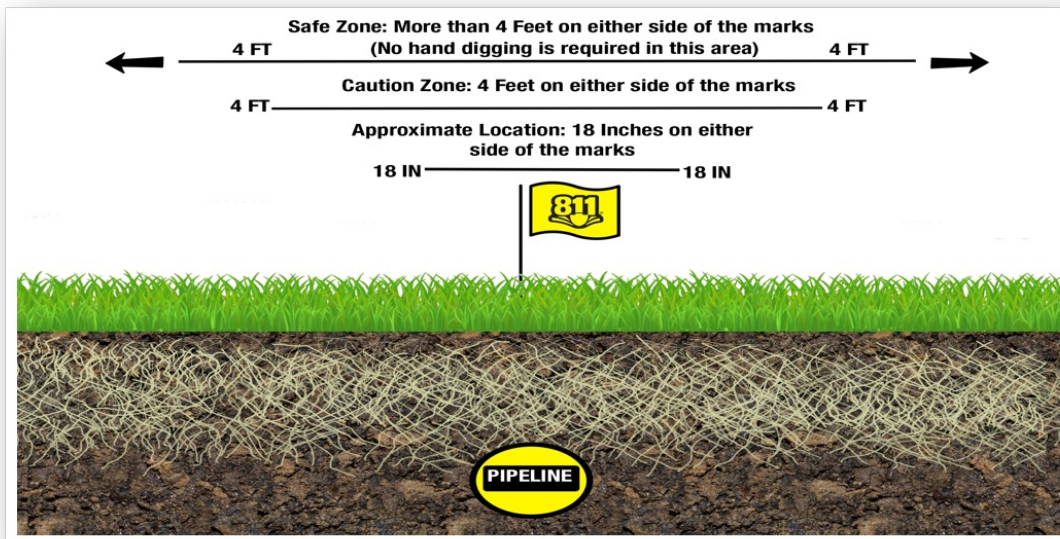
Safety is the number one priority. Keep this information handy and share it with others who would benefit from it.

Online assistance is available from the Web Ticket Department Monday thru Friday from 7 am to 5 pm at:

webticketdept@missdig811.org or 248-370-6420

The "Dig Zones"

The excavator must determine the precise location of marked underground facilities before using power equipment within 48 inches of the marks. The facility must be physically exposed across the entire width of the proposed excavation. If power equipment will be used within the "Caution Zone", sufficient hand exposing must be done to ensure that the facility will not be damaged. Hand exposing must be done in advance of the use of power equipment.



Small Scopes = Safe Sites

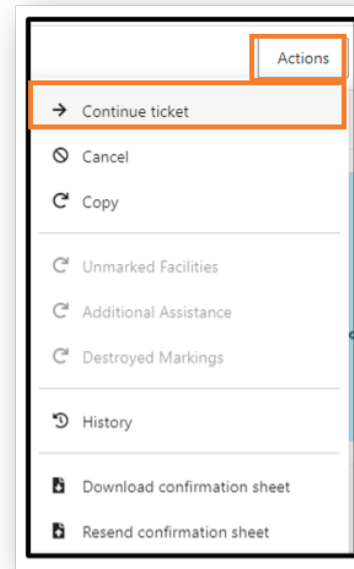
There are many reasons to place small and precise locate requests, and tools to make it easier for the excavators and locators. Here are the top five reasons to place small scope locate requests:

1. Small tickets are easier and quicker to process, allowing locators to complete more tickets in less time. Precise tickets can help expedite the excavation process by minimizing delays due to unexpected underground obstacles.
2. Small tickets reduce the likelihood of errors or miscommunication, as they contain fewer details to interpret. They are easier and quicker to read for the excavator's field crews too, allowing excavators to begin work sooner with greater confidence in the protected work area.
3. Small tickets can help locators prioritize their work more effectively, as they can quickly identify which tickets require urgent attention. Accidentally damaging underground utilities can lead to environmental hazards, such as gas leaks or water contamination. Precise tickets can help prevent these types of incidents.
4. Small tickets are less overwhelming for locators who may have a high volume of tickets to process, making it easier to stay focused and organized. Accurately marking underground utility lines can help prevent accidents and injuries during excavation. This is especially true when a ticket is retransmitted. Excavators can communicate which area of the job needs additional assistance without requiring the entire worksite to be re-marked.
5. Small tickets can result in cost savings for the organizations. They require less time and resources to process compared to larger tickets for facility owners. Parts of a job can be completed, allowing the

excavator to get to work sooner while more complicated aspects of the ticket are being done. This reduces downtime.

MISS DIG 811 offers tools to make placing small, precise locates easier on the excavators with additional enhancements on the way.

When multiple tickets are needed for a job, the excavator can connect them with the Continue Action. Using the tickets information, a new ticket is created, and the previous polygon is visible to make the next polygon easy to draw. Excavators can continue with tickets until the entire scope of the project is complete. Added benefits of this tool include the previous ticket number being included on the new ticket for locators to reference all related tickets and the ability to change the dig start date on the subsequent tickets. If you are completing the job in phases or over a period, MISS DIG 811 encourages users to push out the dig start date to accurately reflect when work will begin on that section of the project. Even when all the work is beginning at once, creating multiple smaller tickets will result in the benefits previously highlighted, especially when it comes to retransmits



MISS DIG 811 team members are actively testing a new feature for multiple polygons on a single ticket. Users already have access to the drop pin feature created as part of this enhancement. Once deployed, users can better map each location they may be working on a site. This feature will be especially beneficial for pole and sign work. Users will be able to map each pole separately,

all under one ticket without being limited to drawing a large polygon and relying on the remarks field to communicate the location. This is a form of virtual white-lining and is best done by someone familiar with the job site. The use of white paint and flags on the job site will further improve locate accuracy.

MISS DIG 811 is proud to be a part of the damage prevention community by providing tools and communication to help protect underground facilities and those working near them. Each stakeholder plays a vital part in this process. Excavators who know where they are working place accurate and precise tickets. Facility owners ensure their areas of interest on the MISS DIG 811 system are current. Locators accurately mark underground facilities in a timely manner. The Common Ground Alliance

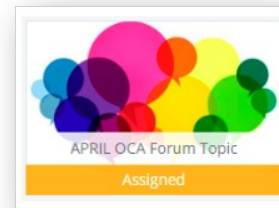
(CGE) is working on a series of videos sharing each stakeholder's role in the process. The first video released is geared toward excavators and can be viewed by clicking the link below:



No matter the role you play, know your actions have a large impact on keeping Michigan safe!

OneCallAccess Forum

July topic: The Continue Ticket Action
Tuesday, July 18th at 1:00 PM
Thursday, July 20th at 9:00 AM



Register in MISS DIG 811's Online Education Site (aka SkillBuilder) under MISS DIG 811 Tools and Programs, OneCallAccess in your learning plan.

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

If you have any issues and you are a member call or email:
Web Ticket Dept: webticketdept@missdig811.org or 1-248-370-6420



MISS DIG 811 | 3212 Sjoquist Drive, Gladstone, MI 49837

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