

In the Trenches

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



October 2022 Newsletter, Vol. 29

Mark YOUR CALENDAR

JANUARY

17



Continuing
Education
Credits

note: MISS DIG 811 Annual Meeting
2 days @ Soaring Eagle Casino

It's the year of the member!!

Facility owner/operator members and their use of the system will be the primary focus.

Safe Digging Advocate Award

**The nominations must be received by
December 31st**

The winner of the Safe Digging Advocate Award will
receive:

A trophy, MISS DIG 811 SWAG, and a trip to the annual
meeting for 2, including
hotel, meals, mileage

Place your vote at:

<https://www.missdig811.org/about/committees--best-practices/safe-digging-award.html>



Community Outreach



Responding to Station Codes

Throughout our travels, we have heard from several of our members that it is hard to understand the responses when checking one box, or multiple boxes, next to a Station Code to

respond to it. The box with possible responses that came up was too small to fit the entire verbiage from the law in it making it very hard to understand (figure one).

<input type="checkbox"/>	Oct 7, 2022, 10:44:00 AM	000-RESPONSE PENDING	Normal - 21 day
<input checked="" type="checkbox"/>	Oct 6, 2022, 08:00:00 AM	000-RESPONSE PENDING	Normal - 21 day
<input type="checkbox"/>	Oct 3, 2022, 09:17:00 AM	000-RESPONSE PENDING	Normal - 21 day

(figure one)

We have great news! There has been an update to the Damage Prevention Portal. When checking one box, or multiple boxes, next to a Station Code to respond to it, there are abbreviated response descriptions that are easier to understand (figure two).

We are working our way around the state to visit all our members. If you have not received an email to set up a meeting yet that means, we have not visited your county yet. If you would like a visit sooner due to problems you are having with the DamagePreventionPortal or OneCallAccess systems, please email the External Affairs Department at externalaffairs@missdig811.org

Assign response code

Tickets selected: 1

These tickets will all be assigned the response code selected below.

Response code

002 - MARKED

001 - NO CONFLICT

002 - MARKED

003 - NOT COMPLETE

004 - MARKED UTILITY REQUIRED ONSITE

Notes

Assign response code Cancel

(figure two)

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

Web Ticket Department



Retransmitting tickets

A ticket may be retransmitted when there is an issue regarding the markings. Markings may have been disturbed or removed, a facility owner may have failed to respond by the Work Legal Start Date of the ticket, or an excavator may have difficulties locating a marked line.

Retransmitted tickets are broken into three categories.

Destroyed Markings- When markings are removed, destroyed, or are no longer visible or reliable, a ticket may be retransmitted for destroyed markings. Facility owners are required to respond within 24 hours on business days.

Unmarked Facilities- When there is a lack of positive response, visible evidence of a facility with no visible marks, or incomplete markings. Facility Owners have a minimum of three working hours up to an agreed-upon time to respond.

Additional Assistance- The site was marked, and the contractor has hand dug as required by law, but no line was found within the approximate location of the marks. Facility owners have a minimum of three working hours up to an agreed-upon time to respond.


External Plus users of the OneCallAccess system can retransmit a ticket for any of the above categories. To upgrade an OCA account to external plus, users must complete the OneCallAccess Tutorial Webinar and the OneCallAccess External Plus Training in MISS DIG 811's Online Education Site aka SkillBuilder.

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

Positive Response

We often receive questions from excavators inquiring how long they must wait for a facility owner to respond to the ticket. Tickets should be responded to by the Work Legal Start Date. This date can be found on the PDF confirmation of the ticket you receive via email upon submitting the ticket.

Once the Work Legal Start Date has arrived, check Positive Response to ensure all facility owners have posted a response that it is safe to dig. It is important to open each response to review the Notes.

MISSDIG811		Ticket No: 2022092300015	Rev: 000
Excavator Details		User Reference: Not Supplied	
Caller Id: 2000443	Phone: 248-555-1212		
Contact: Stephanie Boe	Mobile: Not Supplied		
Company: 1750 PROPERTIES	Email: sboc@missdig811.org		
Dig Site and Ticket Details			
			
Ticket Status		Original	
Previous Ticket No.		2022092300004-000	
Ticket Type		Project - 21 day	
Ticket Date		09/23/2022 09:38	
Work to Begin Date		09/28/2022 09:34	
Work Legal Start Date		09/28/2022 09:34	
Work Expiration Date		10/19/2022 23:59	

The Web Ticket Department at MISS DIG 811 also receives inquiries from excavators asking how long after the Work Legal Start Date do they need to wait before retransmitting a ticket?

If a response isn't received by the Work Legal Start Date and the facility owner and excavator aren't coordinating, retransmit the ticket. Checking Positive Response prior to retransmitting a ticket is important. A ticket shouldn't be retransmitted because of a failure to check the status of the ticket in Positive Response.

Multiple Tickets for a Single Job

We receive complaints that excavators sometimes submit 3, 4, 5 or even more tickets without beginning the work. Submitting unnecessary tickets overwhelms the system and distracts the locators from responding to valid tickets. Tickets should be submitted only when there is a known start date.

The Web Ticket Department is available to assist OCA users with ticket or Positive Response questions at WEBTICKETDEPT@MISSDIG811.ORG.

OneCallAccess Forum

The OCA Forum topic for October is:

Searching for & Mapping Difficult to Find Locations/Addresses

Wednesday, October 19th 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 September:

October 6th, 1:00 PM - 3:00 PM
October 11th, 9:00 AM - 11:00 AM
October 14th, 9:00 AM - 11:00 AM
October 20th, 1:00 PM - 3:00 PM
October 24th, 1:00 PM - 3:00 PM
October 26th, 9:00 AM - 11:00 AM

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

The Member Services Department



10-Day Restriction

A couple of months ago the 10-day restriction for Positive Response on tickets was lifted. This change allowed members to post responses on tickets after the ticket had expired and well after the 14-day window had closed. However, following a system update, the 10-day restriction is back in place. We are hopeful that the glitch is corrected soon so facility owners will again be able to post to an old ticket.

Once the restriction is lifted, members will be notified.



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

The Education Department



MISS DIG 811 Training Opportunities



Education Mobile Unit

Looking for training?
The MISS DIG 811 Education
Team can help! We offer all
types of safety courses to
educate and keep you and your
crews safe.

Safe Excavation Practices
Tool Box Talks
Field Basics
Damage Safety Alliance
Maintain the Marks
Michigan Marine Safety

Contact the Education Team at: education@missdig811.org or by phone at 248-724-5851

Be Smart! - Be Safe!



(click on the banner above to visit the International Locate Rodeo website)

Where's Your Bobblehead?

Thousands of MISS DIG 811

bobbleheads have been handed out by our Community Outreach Specialist Team and are hanging out in municipal offices, facility owner headquarters, and excavating companies around the state of Michigan. If you have one, take a picture of your MISS DIG 811

bobblehead wherever you have it. If you

want to be creative, set your bobblehead in front of a city landmark, in a meeting, by your company sign, having lunch, or in your work vehicle; well, you get the picture. Actually, we want YOU to send US the picture anytime between October 1st and January 31st, which we'll share in upcoming newsletters and on our social media pages. With the holidays coming up, there are plenty of fun photo ops ahead as we begin this state-wide bobblehead hunt! Include the location details like company name or city office and email to education@missdig811.org. The best picture location that gets submitted will win a \$50 Amazon gift card, courtesy of MISS DIG 811. Join in the fun and let us know every place in the state of Michigan that MISS DIG 811 is getting your support.



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



Notification Center

By the numbers:

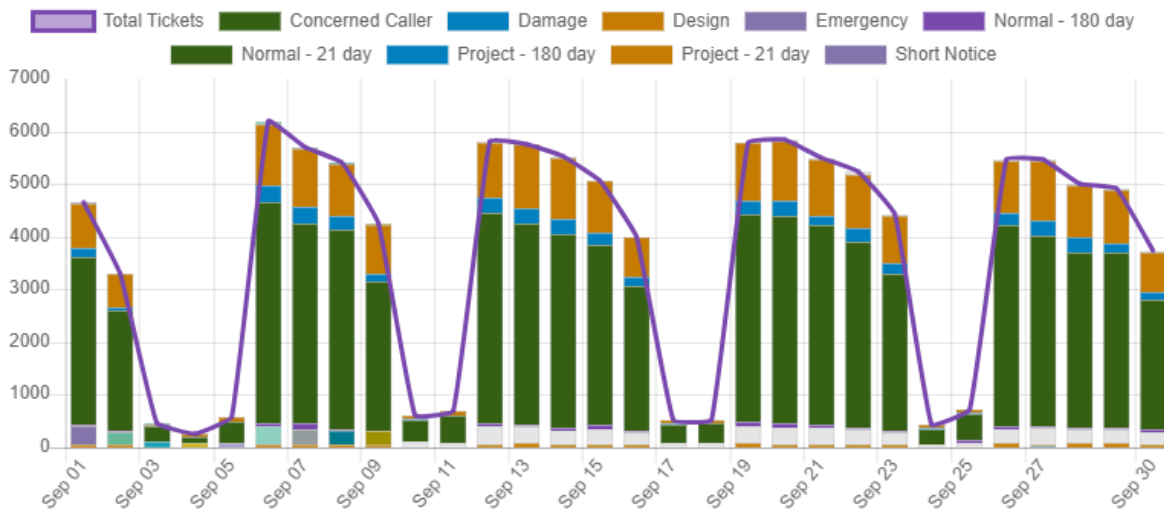
**112,436 tickets placed as of September 30th,
at 5:00 PM**

Year to date: 855,949 tickets have been placed

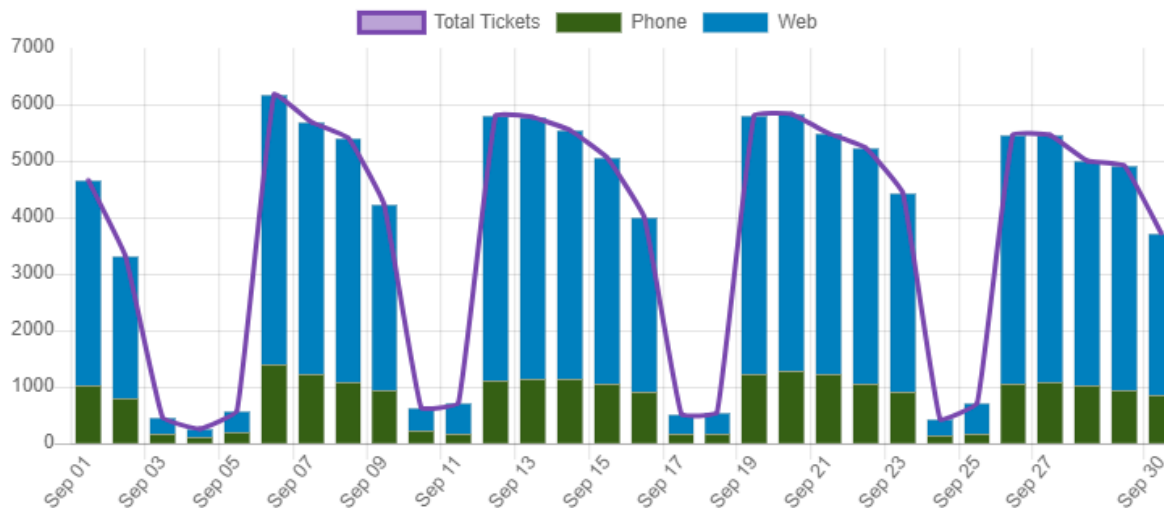
Ticket Types MTD

Project - 21 day	27
Normal - 21 day	190
Damage	1
Project - 180 day	4
Emergency	26
Short Notice	1
Design	2

Tickets by Type (30 days)

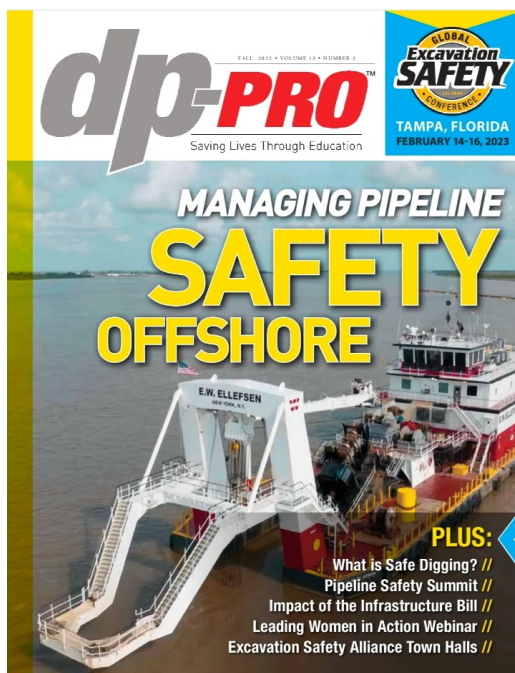


Tickets by Medium (30 days)



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

The Digging World



Pipeline Task Force

by Karin Strub

(click on the dp-Pro cover to the left for the full story)

... The Pipeline Task Force (PTF), is a joint inter-agency, public-private initiative focused on ensuring safe operations in waterways with submerged oil and natural gas pipelines through enhanced communications, collaboration, and exchange of best practices among stakeholders. Preventing loss of life, injury, environmental pollution, and destruction of assets is their mandate and focus.

...The goal of the Pipeline Task Force is to expand each of the topics and spur action through enhanced best practices, education, and training with the hope of being recognized as consistent national practices across the Dredge, Marine Construction, Pipeline, Regulations, 811, and Agency Stakeholders.

Key Topics:

- Enhanced Training and Education
- Modify Marine Tolerance Zone
- Mapping, Survey and Marking
- One Call, Damage Prevention for underwater excavation, communications and planning
- Communications, project design and planning

Social Media



SCARY STORY CONTEST

It's spooky season and MISS DIG 811 wants to hear your scary stories! The scariest story wins a \$50 Barnes and Noble Gift Card because it's all treats and no tricks on our Facebook page!



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



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

