

# In the Trenches

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



September 2022 Newsletter, Vol. 28



## Community Outreach

Community Outreach has been traveling the State of Michigan, speaking to our members about how our new Pelican system is working for them, as well as any other MISS DIG 811-related questions, concerns, issues, etc. We are continuing with more counties we will be visiting. If you have a pressing issue and can't wait until we contact you for a visit, please contact us at [externalaffairs@missdig811.org](mailto:externalaffairs@missdig811.org) or 248-370-6422. We will make it happen!

Please, listen to an interview with the Community Outreach Team on Digging-In, Volume 35, a podcast series made by MISS DIG 811's, Eric Urbain. Look for it wherever you get your podcasts starting September 6th.

<https://vimeo.com/showcase/8900492?page=3>

For questions please reach out to the Community Outreach Department  
at [externalaffairs@missdig811.org](mailto:externalaffairs@missdig811.org) or 248-370-6422

## Web Ticket

# Department



The *Remarks-Additional Details* field in OneCallAccess is where excavators can add information to a ticket that wasn't previously included by any other section. This information may aid the

## An Example of a Ticket Retransmitted Twice

Remarks - Additional Details\*

002-GRUZFBR  
001-GRUZFBR & ATTD  
SEE POLYGON

358 characters left

locators in finding and marking the site. Retransmit information is also added to the *Remarks-Additional Details* field. There is a limit of 400 characters, so it is recommended not to exceed 300 characters on the original request.

When the work location polygon accurately reflects the dig site, written instructions of the dig site are not necessary. On most tickets, the *Remarks-Additional Details* field contains less than 50 characters. This leaves plenty of room for retransmit information.

A list of MISS DIG 811 approved abbreviations has been added to the Excavator Pros Reference Material page on the MISS DIG 811 website which will help in reducing the numbers of characters in the *Remarks-Additional Details* field.

## OneCallAccess Forums

Join us each month to discuss a chosen topic related to the OneCallAccess ticket entry platform. The Forums will include a Q & A session for any MISS DIG 811-related topics. Feel free to bring ticket examples.

September Topic: Best Practice for Retransmitting a Ticket

Date: September 20th, at 9 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](mailto:webticketdept@missdig811.org) with questions.

## OneCallAccess Tip of the Month:

OneCallAccess Tip: While there is only a "Next" button and a "Cancel" button, the "Cancel" button functions as a "Back" button. If you tap on "Cancel", you will be redirected to the previous page of the ticket. It won't cancel out the entire process.



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

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

**Webinar dates for September:**

September 8th, 9:00 AM - 11:00 AM  
September 13th, 9:00 AM - 11:00 AM  
September 21st, 1:00 PM - 3:00 PM  
September 29th, 9:00 AM - 11:00 AM

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For questions please reach out to the Web Ticket Department  
at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420

## **The Member Services Department**



## **Why did you get this ticket?**

A facility owner's area of interest (AOI) intersects with the work area on tickets to determine if the facility owner should receive a copy. Stations with large, general Areas of Interest will most likely receive more "No Conflict" tickets. To hedge against small variances, the system assigns a 75-foot buffer to work area polygons when determining the list of stations that will receive the ticket. To ensure all the correct facility owners receive the ticket and no more than are necessary, accurate and precise Areas of Interest from facility owner/operator members and the contractors placing the ticket are more important than ever. We do not want members to be over-notified, but we also don't want members to miss any necessary tickets.

MISS DIG 811 continues to come across stations with large Areas of Interest, often times political boundaries are used to define the facility owners' polygons. We know that the use of political boundaries to define a member's area of notification often results in over-notification. The inefficiency can be demonstrated to a member by examining Positive Responses. A high "no conflict" to transmission ratio indicates over-notification.

## **Ready to Make a Change?**

Members manage, view, and edit their Area of Interest through the Pelican program, AuthorityViewer. Unlike the Newtin Member Polygon Maintenance program, AuthorityViewer is not an executable (downloadable) software and does not allow in-program editing. Members who do not have GIS software are highly encouraged to use Google Maps to create AOI files; it is a very user-friendly option. Guides for using Authority Viewer and Google Maps can be found at <https://www.missdig811.org/members/resources.html>. For additional assistance with creating AOI files through Google Maps, users can contact the Member Services Department at [membersupport@missdig811.org](mailto:membersupport@missdig811.org)

For questions please reach out to the Member Services Department  
at [membersupport@missdig811.org](mailto:membersupport@missdig811.org) or 1-800-482-7161

## The Education Department



## The Inaugural MtM Class

MISS DIG 811 is proud to report that the Inaugural Maintain the Marks training class was successfully completed on August 19, 2022. A huge thanks to the Rochester Hills DPW for allowing us to use their facility at 511 E. Auburn Rd, Rochester Hills to hold our training class. Both participants, Steve Horner from Major Construction Group and Takeria Lawery, a student from Oakland Community College, passed with flying APWA colors. Gail Wyckhouse, Jef Johnson, and Dave Bowen from the MISS DIG 811 Education Department also sat through a majority of the training as well.

A welcomed duo from the Rochester Hill DPW, Jeff Fox and Chris Shepard, stopped in occasionally to listen, learn and offer a different perspective on the underground excavation world. So, thanks to all that participated in the MtM success!

MISS DIG 811 is also excited to announce that we plan on having two additional classes prior to the end of the year, one in October and the other in November. If you would like to participate in either of those classes, please reach out to Harry Carr at: [hcarr@missdig811.org](mailto:hcarr@missdig811.org) or 248-370-6444 so we can work out the details.

Finally, congratulations and kudos to both Steve and Takeria for working so diligently to make the MtM Training a complete success! MISS DIG 811 believes the MtM is a groundbreaking adventure that will have a positive impact and bring change to the underground utility safety landscape in the near future. See you in October!

## 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](mailto: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](mailto:education@missdig811.org)

For questions please reach out to the Education Department at [education@missdig811.org](mailto:education@missdig811.org) or 248-724-5851



## Notification Center

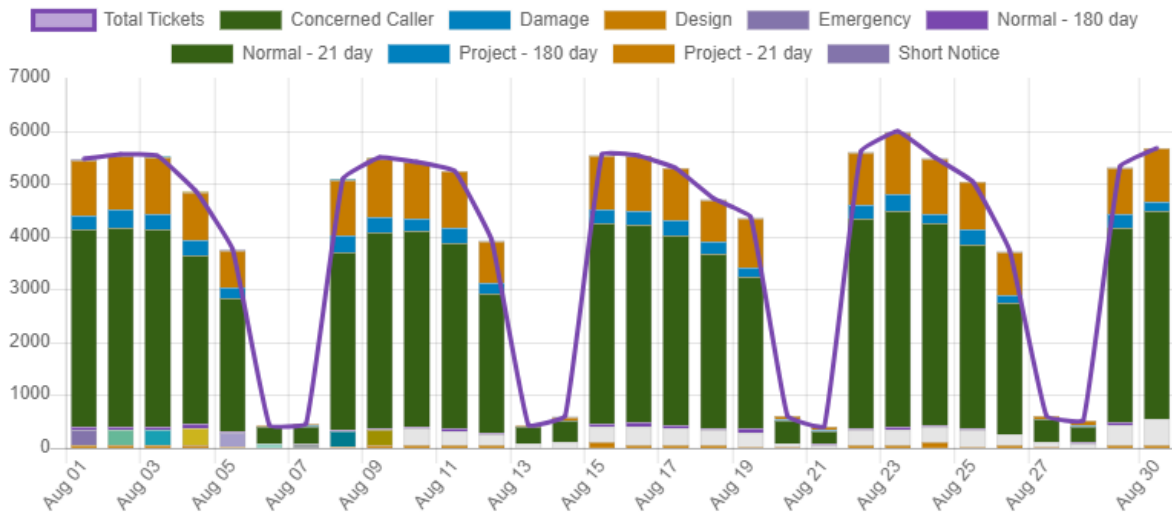
### By the numbers:

122,023 tickets placed as of August 31st, at 5:00 PM  
Year to date: 743,513 tickets have been placed

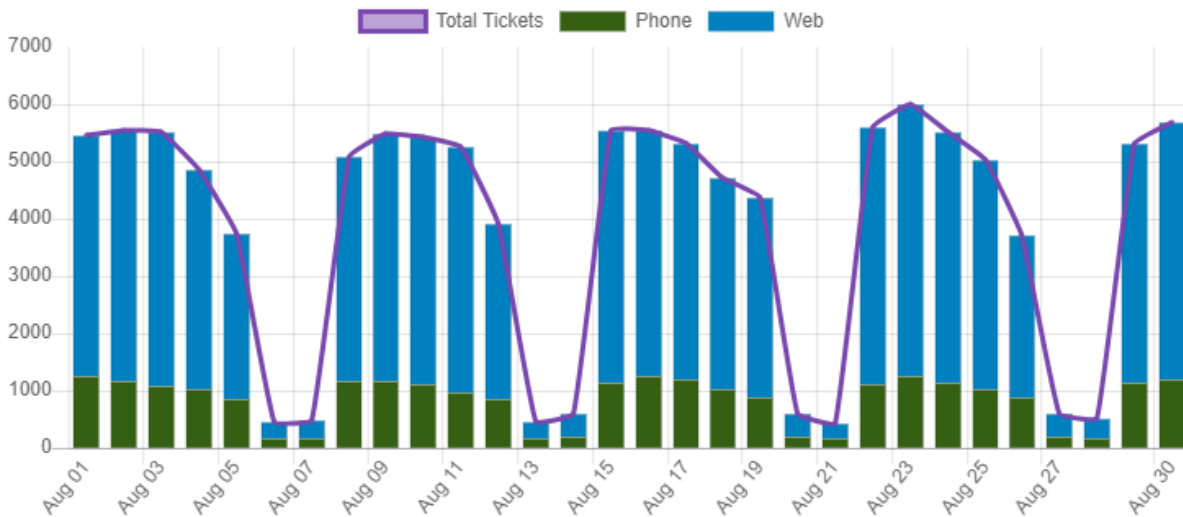
#### Ticket Types MTD

Concerned Caller	24
Damage	36
Design	1233
Emergency	7516
Normal - 180 day	1192
Normal - 21 day	82950
Project - 180 day	5834
Project - 21 day	22771
Short Notice	467

**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

It's class picture time!  
September's Facebook  
Contest is for people to  
submit their senior picture  
with the caption "Most  
likely to \_\_\_\_\_." The  
winner (or winners) will



receive a backpack of back-to-school supplies and MISS DIG 811 SWAG.



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!



## Quick Links

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

- [OCA.MISSDIG811.ORG](https://OCA.MISSDIG811.ORG) -Log-in page for OneCallAccess
- [DPP.MISSDIG811.ORG](https://DPP.MISSDIG811.ORG) - Log-in page for the Damage Prevention Portal for members.
- [REFERENCE.MISSDIG811.ORG](https://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](https://RESOURCES.MISSDIG811.ORG) -Resource page for members that includes manuals, guides, and forms.
- [POSR.MISSDIG811.ORG](https://POSR.MISSDIG811.ORG) - Shows the Positive Response posting to the most recent version of a ticket

