

In the Trenches

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



November, 2021 vol. 17



OneCallAccess Launches December 15th

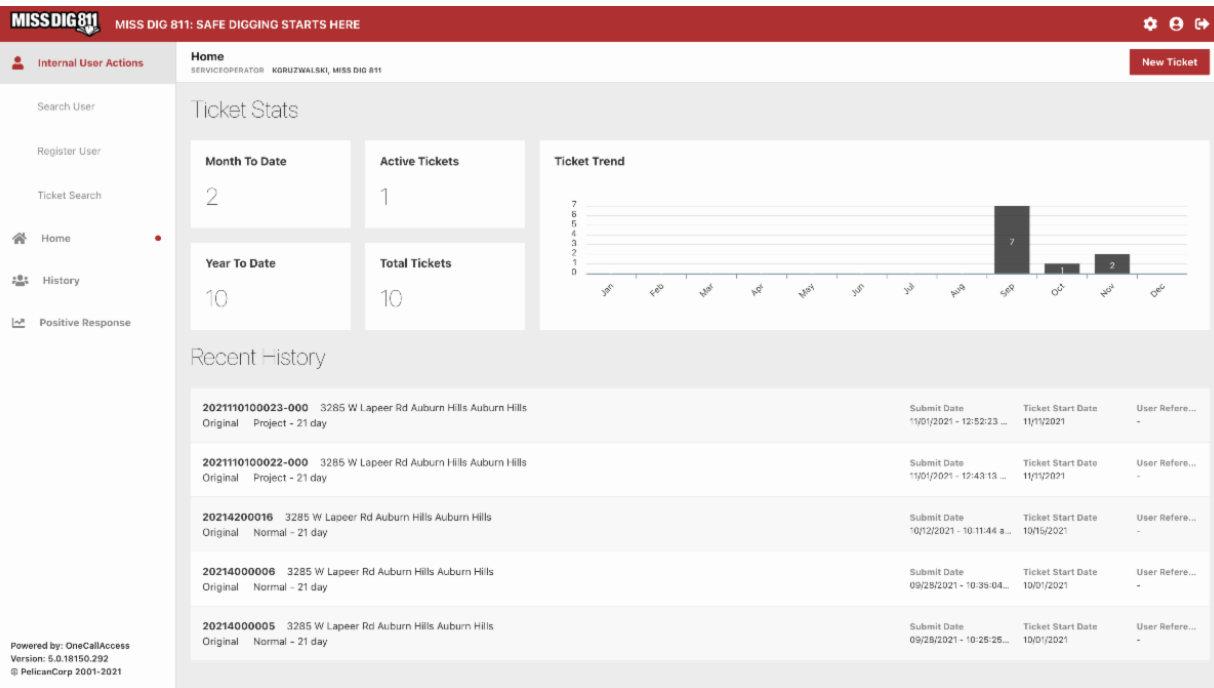
PelicanCorp OneCallAccess™



**PELICANCORP
AND MISS DIG
SYSTEM, INC.
PARTNER TO
STRENGTHEN
NOTIFICATION
SERVICES**

OneCallAccess is Almost Here!

MISS DIG 811 has some **BIG** changes coming on December 15th as we partner with PelicanCorp for our new [Ticketing System](#)! For more information on the change and training documentation please visit pelican.missdig811.org



Important Excavator Information

The new OneCallAccess ticket entry platform, coming December 15th, allows excavators to submit dig and design tickets, view ticket history, and check positive response from one location. OneCallAccess combines the current e-Locate and e-Plan programs for homeowners with the Remote Ticket Entry (RTE) and Collaborative Design programs for excavators and designers.

A video tour of the OneCallAccess program will be available at the end of November. The video will give a detailed explanation of the features the system offers and will show users how to get the most out of the program. Webinars will also be available in December for those who prefer a more hands-on experience to training.

To stay up to date on the latest information, go to pelican.missdig811.org

Email Attachment of Ticket


MISSDIG811 Ticket No: 20213900008

Excavator Details

Caller Id: 1102483
Contact: Katie Gruzewski
Company: Not Supplied

Phone: 123-123-1234
Mobile: Not Supplied
Email: kgruzewski@missdig811.org

Dig Site and Ticket Details



Google Maps U.S. Geological Survey, USDA Farm Service Agency

Open Map

Locate 20 ft radius of stakes with white flags

Ticket Medium: Email

Ticket Status: Original

Ticket Type: Normal - 21 day

Previous Ticket No.: 20213900007

User Reference: Not Supplied

Ticket Date: 2021/09/21 03:07 PM

Work Start Date: 2021/09/24 12:00 AM

Work Expire Date: 2021/10/05 12:00 AM

Address: 3285 W Lapeer Rd Auburn Hills

Nearest Cross Street: Lapeer

Type of work: Poles/Holes

Activity: Fencing

Excavation Method: Auguring

Excavation Depth: 24in to 48in

Public Property: Public Building

Private Property: Commercial

Onsite Contact: Bob Vila

Onsite Phone: 9995557890

Municipality: Not Supplied

Nearest Community: Not Supplied

Rural Subdivision: Not Supplied

Your Responsibilities

- Do not proceed with any excavation until all notified asset owners have responded by providing clearance, OR by identifying the location of their facilities with maps OR by placing locate marks on the ground.
- Pothole to establish the exact location of all underground assets using a hand shovel, before using heavy machinery.
- If you damage an underground asset you MUST advise the asset owner immediately.
- By using the OneCall of Wyoming service, you agree to our privacy policy and the terms and conditions set out at on our web site.
- For more information, visit www.missdig.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 |
|--------------|-----------------------------|-------------|-------------------|
| CORCOMFBR | Comrie Communications Fiber | 248370-6442 | Notification Sent |

END OF UTILITIES LIST

PositiveResponse

MINIMIZE MENU

My tickets

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Search

Created On

01 Sep 2021 - 31 Oct 2021

OPEN 4

WORKS DONE 0

| | | | | |
|--------------------------|---|-------------------------------------|--------------------------|------|
| <input type="checkbox"/> | 20214200016 3285 W Lapeer Rd Auburn Hills | CREATED ON 12 Oct 2021, 10:12am | JOB START 16 Oct 2021 | View |
| <input type="checkbox"/> | 20214000006 3285 W Lapeer Rd Auburn Hill... | CREATED ON 28 Sep 2021, 10:37... | JOB START 01 Oct 2021 | View |
| <input type="checkbox"/> | 20214000005 3285 W Lapeer Rd Auburn Hill... | CREATED ON 28 Sep 2021, 10:27... | JOB START 01 Oct 2021 | View |
| <input type="checkbox"/> | 20214000004 3285 W Lapeer Rd Auburn Hill... | CREATED ON 28 Sep 2021, 10:23... | JOB START 01 Oct 2021 | View |
| <input type="checkbox"/> | 20214000003 3285 W Lapeer Rd Auburn Hill... | CREATED ON 28 Sep 2021, 10:21... | JOB START 01 Oct 2021 | View |
| <input type="checkbox"/> | 20213900007 3285 W Lapeer Rd Auburn Hill... | CREATED ON 21 Sep 2021, 04:02... | JOB START 24 Sep 2021 | View |
| <input type="checkbox"/> | 20213900008 3285 W Lapeer Rd Auburn Hill... | CREATED ON 21 Sep 2021, 04:08... | JOB START 24 Sep 2021 | View |
| <input type="checkbox"/> | 20213900009 3285 W Lapeer Rd Auburn Hill... | CREATED ON 21 Sep 2021, 04:14... | JOB START 24 Sep 2021 | View |

0/0 Received

0/1 Received

0/1 Received

0/1 Received

0/0 Received

1/1 Received

1/1 Received

That's all your jobs with the current settings.

Clear Search

Refresh

Download

PelicanCorp

PelicanCorp is the Global Leader in Damage Prevention Solutions built specifically for the protection of essential infrastructure. PelicanCorp connects people, applications, and devices through a unified platform to help industry

professionals manage risk and build quality projects—safely, on time, and within budget. PelicanCorp has a diversified business model built on 40 years of experience protecting billions of dollars of global assets. PelicanCorp is headquartered in Melbourne, Australia, with offices and operations around the globe. Learn more at www.PelicanCorp.com or follow [PelicanCorp on LinkedIn](#).

To learn more about OneCallAccess, visit PelicanCorp.com.

MISS DIG System, Inc. is a Michigan Non-Profit Corporation that operates as the Underground Utility Safety Notification System for the entire state. MISS DIG 811 has received over 26 million locate requests resulting in nearly 277 million transmissions since 1970. This free service is provided to homeowners, excavators, municipalities, and utility companies. The mission of MISS DIG 811 is to safeguard the public, environment, property, and utility infrastructures and promote utility damage prevention through quality, cost-effective processes for our customers. Learn more at missdig811.org



MISS DIG 811 In the Classroom

MISS DIG 811 is looking to partner with Trade Schools and Colleges

MISS DIG 811 has been promoting damage prevention for over 50 years. We are not only concerned with underground infrastructure but also concerned with the well-being of workers out in the field with boots on the ground.



The MICHIGAN PUBLIC ACT 174 also known as the MISS

DIG law has been in existence since 2013 and has established safe practices to safeguard the public, protect the environment, and prevent the disruption of vital public services by reducing the incidences of damage to underground facilities caused by excavation or blasting activity.

MISS DIG 811 has a staff of individuals that provide education throughout the state on PA 174 and the procedures of placing a dig request. The MISS DIG 811 session will be centered around Michigan's Public Act 174, or the MISS DIG Underground Facility Damage Prevention and Safety Act. Information covered will include details pertaining to the legal responsibilities placed upon excavators when working near buried facilities, the responsibilities of buried facility owners in relation to utility damage prevention, as well as the Act's enforcement.

We provide short toolbox talks for 20 minutes to a 3-hour presentation of how to navigate the MISS DIG system.

Students will learn about topics including, but limited to:

- Contacting MISS DIG 811
- How to place a Dig-Notice
- Positive Response
- How to identify buried facilities on a job site
- The difference between public and private infrastructure
- Utility locating
- State-approved 'Soft-Excavation' techniques
- The Michigan Public Service Commission

For more information please contact Education and Marketing Manager Gail Wyckhouse at gwyckhouse@missdig811.org or 248-370-6424





Community Outreach

USING MISS DIG 811 TO YOUR ADVANTAGE

PART 2

By: Colleen Goddard

In our travels throughout the State of Michigan as Community Outreach Specialists, Paul Harding and I, have also heard similar stories from the other side of the coin. Last month, in Part 1, we talked about problems that municipalities are having. This month will be focused on excavator issues.

Our goal is to contact every city, township, and village in the State of Michigan. Even though we are talking to municipalities, most of them play several roles, some of them are members of MISS DIG 811, some aren't. Just about every single one is also an excavator. They do their own work around their community, so know the issues that excavators are having.



The most common issue that has been presented to us is the same few members that do not post to positive response in a certain area. Per Public Act 174 you are not supposed to proceed with excavating for your project if all members have not responded. This poses a challenge when there are a few who never respond. The protocol would be to place a second request for Unmarked Facilities as soon as the Positive Response due date is past, wait the required three hours, and then place a third request for Unmarked Facilities.

Any additional requests on your ticket through MISS DIG 811 are documented. It is also recommended that you reach out to the facility owner yourself if there is not a response. Make sure to document any steps taken to use if needed in the future. If you have done all of this and still have not received a response in Positive Response, please reach out to either Paul or me in Community Outreach. See our contact information and areas below. We will also reach out to the facility owner and educate them about their responsibility with Positive Response. We will let them know how it affects everyone else when they don't use the system correctly.

To reach the Community Outreach team contact:

Colleen Goddard at cgoddard@missdig811.org or 906-789-3083

Paul Harding at pharding@missdig811.org or 248-370-6426



Safe Excavation Practices Certification Under Construction



MISS DIG 811's Safe Excavation Practices Certification course is going to be Under Construction due to the transition to PelicanCorp's ticket platform. Although the course is still available online in SkillBuilder, we encourage everyone to wait until after December 15 to take the course. With the changes taking place, we want everyone to benefit from the updated training.

If you have any questions, please contact Linda Portelli at lportelli@missdig811.org

To learn more about OneCallAccess, visit: pelican.missdig811.org

Safe Digging Advocate Award

MISS DIG 811 has begun preparing for the Annual Meeting. We are looking for nominations for the Safe Digging Advocate Award. If you have a company that you would like to nominate, fill out the form online: <https://www.missdig811.org/about/committees--best-practices/mdpb-committee.html>



[MDPB Committee - MISS DIG 811](https://www.missdig811.org/about/committees--best-practices/mdpb-committee.html)

MDPB is in place to review any comments or concerns from the Damage Prevention Associations. These meetings are open to all Stakeholders and are held quarterly at the Michigan Infrastructure & Transportation Association, located at 2937 Atrium Dr. #100, Okemos, MI 48864 at 9 AM.

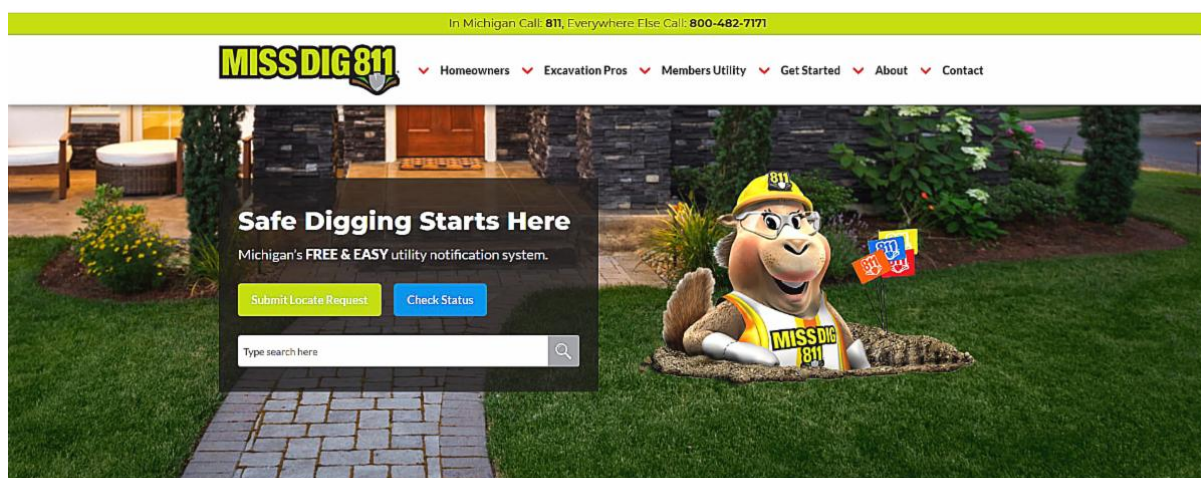
www.missdig811.org

The winner of the Safe Digging Advocate Award will receive:

- Trophy
- MISS DIG 811 SWAG
- A trip to the annual meeting for 2, including
 - Hotel
 - Meals
 - Mileage



MISSDIG811.org



Planting a Tree? Installing a Fence, Deck or Pool?

MISS DIG 811 is an innovator and leader in the One Call Industry in advancements and technologies. The newest addition in MISS DIG 811's technology stack comes with the launch of the upgraded MISS DIG 811 website at: missdig811.org

The new website contains more information for our stakeholders on MISS DIG 811's growing programs and services. It features information about the upcoming Pelican Transition and is easier to navigate to the information you are looking for. So please visit us at: missdig811.org to see all of the new changes.

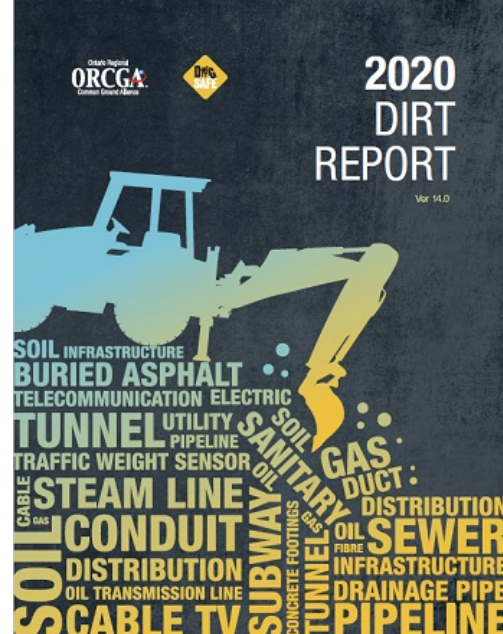


Download and Read the 2020 DIRT Report

CGA's Data Reporting and Evaluation Committee is pleased to announce the publication of the **2020 DIRT Report and accompanying DIRT Interactive Dashboard**,

the only comprehensive accounting and analysis of damages to buried infrastructure in North America.

The 2020 DIRT Report's analysis found that in an unprecedented year, damage trends remained remarkably consistent: Year over year, a handful of damage root causes persist in driving the vast majority of damages. **In 2020, the top five damage root causes accounted for almost 70% of total damages.** The 2020 Report also recommends that damage prevention stakeholders examine how they are addressing these specific root causes: failure to notify 811, failure to pothole and/or maintain clearance, and facilities not marked or marked inaccurately due to locator error or the presence of an abandoned facility.



To help the industry better understand damage prevention in 2020, several one call centers submitted data on ticket volume and late locates for the 2020 DIRT Report. CGA and the Data Committee would like to thank participating call centers, whose data illuminated another 2020 trend: a significant increase in homeowner tickets.

[Download the 2020 DIRT Report today](#) for a complete analysis of the impact of the pandemic on damage prevention, including key findings and specific recommendations for how the industry can efficiently address persistent damage root causes. In addition to reading the 2020 DIRT Report, you can drill down into the data most applicable or actionable for your organization via the [DIRT Interactive Dashboard](#).

CGA members can download key graphs from the 2020 DIRT Report in the [DIRT Toolkit](#), which will also feature template articles, presentations and additional content in the coming weeks.

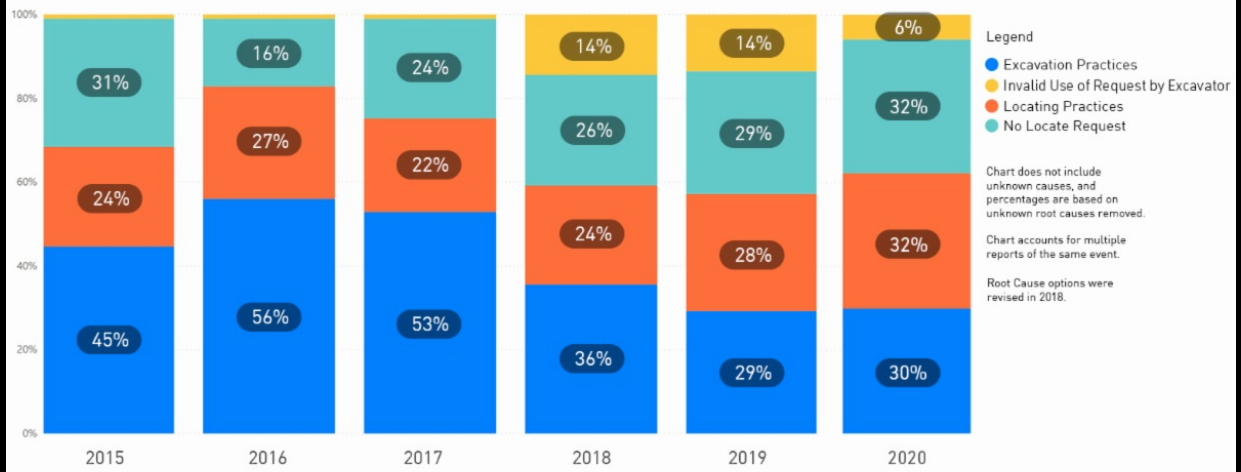
Please be sure to stay tuned for an upcoming 2020 DIRT Report member webinar presented by CGA DIRT Program Manager Steve Blaney and Data Committee Co-Chairs Deanna Centurion and Andrea Stainback.

Finally, thank you to everyone who submits damage and near miss data into DIRT each year. Our ability to achieve the next dramatic reduction in damages to buried utilities relies on your contributions.

Download the [2020 DIRT Report](#) today!

Damage Root Cause Groups

% of Total by Year



DIRT Report for 2020 | Common Ground Alliance

