



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

MISS DIG 811 Enhances Ticket Review Process with AI-Powered Quality Assurance

New technology helps identify potential safety concerns earlier, improve ticket accuracy, and support safer excavation across Michigan.

At MISS DIG 811, safety is our highest priority. As part of our ongoing commitment to reducing excavation damages and improving ticket quality, we are pleased to announce the implementation of an AI-powered ticket review platform, serving as part of our quality control process.

This technology allows us to review a significantly larger volume of locate requests than ever before. The AI platform analyzes submitted tickets and flags those that may pose a safety risk or fall outside established best practices — enabling our team to proactively address potential issues before excavation begins.

When a ticket is selected for further review, a member of our Quality Control Department will reach out by phone or email to work collaboratively with the submitter to resolve any concerns or needed corrections.

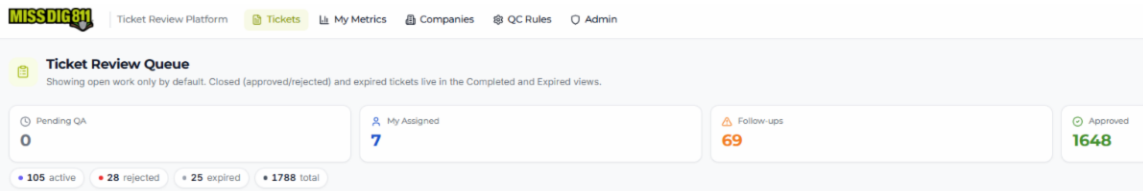


Image: Home screen for MISS DIG 811's new OneCallAccess Ticket Review platform.

This initiative is designed to support excavators, facility owners, and all stakeholders by promoting accurate, complete, and safe excavation requests. Our goal is to provide guidance and education while helping ensure compliance with industry best practices and contributing to safer excavation throughout Michigan.

Action Required: To ensure you receive any communications from our Quality Control team, please add noreply@missdig811.org to your email whitelist. If you're unsure how to do this, please reach out to your IT administrator for assistance.

***Note:** Sometimes emails are filtered into Spam or Junk folders. If you don't see our email in your inbox, please check those folders.

We appreciate your partnership and continued commitment to safe digging. Together, we can protect the critical infrastructure that serves our communities.

Have questions? Visit us at missdig811.org or call **811** to learn more about safe digging in Michigan.



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