Data

Per Section 6 (4) of Public Act 174 of 2013, MISS DIG 811 maintains an archive of locate requests (tickets) for six years. If you or your organization is a member of MISS DIG 811, you can access most ticket and Positive Response data associated with your membership only at no additional cost. Please note that this excludes data requested through a legal subpoena, data from the Newtin system, and voice recordings.

There are currently no reports available in DamagePreventionPortal (DPP). Therefore, the MISS DIG 811 Member Services Department will use the resources at our disposal to retrieve and present data requested by members.

Limited ticket information can be pulled through DPP user accounts using *Explore Your Data* and then exported. We recommend reviewing the associated guide for more information on *Explore Your Data*. Some Positive Response information can also be found through DPP, though it cannot be exported.

General data is also available under *Dashboards:Overview*; however, it's important to keep in mind that this data is intended for a real-time general analysis of your data and not as a reporting tool. Data you see here may differ from data generated through our standard reports options and even *Explore Your Data* results, as the databases utilized pull at different frequencies (i.e., *Dashboards:Overview* is updated less frequently than other data.)

If you're looking for data that is not associated with your membership* or are requesting any data through a legal subpoena, data from the Newtin system, and/or voice recordings, you must complete a Research Request. Research Requests incur a fee and are not included as part of membership.

If you're uncertain whether the information needed is available free of charge, we're happy to help! Contact our Member Services Department at (800) 482-7161 or membersupport@missdig811.org.

Not sure if you're a member? Members have completed onboarding paperwork and receive an annual invoice for their membership fee.

Disclaimer

Please note that policies on data and reports are subject to change.

Standard Reports

The following reports can be provided to members upon request. This data is included with your MISS DIG 811 membership and will not incur any additional fees. To obtain this data, you must confirm which of the below standard reports you'd like to receive, as well as provide a timeframe for the data and applicable station code(s), user account name(s), or company name(s). Standard reports will only contain the output fields included below; the reports can contain less, if less information is desired, but no more.

- *Ticket Count*
  - **Available criteria:** Timeframe
  - **Description:** Total ticket count received per given period per membership and/or station code
- *Transmission Count*
  - **Available criteria:** Timeframe
  - **Description:** Total billable transmissions count per given period per membership
- *Email Delivery Log*
  - **Available criteria:** Timeframe, Ticket Number, Station Code, Email Address
  - **Description:** Delivery log for email transmissions from MISS DIG 811
  - **Output fields:** Sender, Recipients, Classification, Subject, Date/Time
- *IVR Delivery Log*
  - *Available Criteria:* Timeframe, Ticket Number, Station Code, Email Address
  - *Description:* Delivery log for IVR transmissions from MISS DIG 811
- *Positive Response Statistics*
  - **Available criteria:** Timeframe, Station Code, Ticket Created Date, Response Posted Date
  - **Description:** All Positive Response codes logged in the system per given period per ticket per station code
  - **Output fields provided:** Job Created Date, Response Due Date, Response Date, Work Expiry Date, Ticket Type, Station Code, Member Name, Ticket Number w/ Revision, Response Code, Response Remark/Comment, Polygon Centroid
- *General Ticket Details*
  - **Available criteria:** Timeframe, Station Code
  - **Description:** Limited details on tickets received by a station code(s) per given period
  - **Output fields provided:** Ticket Number, Created Date, Start Date, Medium, Status, Station Code, Station Code Name, Street, City
- *Tickets Placed Details*
  - **Available criteria:** Timeframe, OCA account username, OCA account user company name
  - **Description:** Details of tickets placed by a user or users within a specific company per given period
  - **Output fields provided:** Medium, Ticket Number, Ticket Type, Ticket Creation Method, Created By, Caller Username, Caller Company Name, Onsite Contact Company, Created Date, Work to Begin Date, Legal Start Date, Expiration Date, Work Type, Activity, User Reference, Work for/on Behalf Of, Authority Name, Urban/Rural, Location Street Address, Location Town, Location Nearest Cross Street, Location Secondary Nearest Cross Street, Additional Street, Onsite Contact Name, Onsite Contact Phone, Excavation Method, Excavation Depth, Area Marked, Private Locate, Pet On Property, In Body of Water

- *Transmission Details*
  - **Available criteria:** Timeframe, Member Company
  - **Description:** Billable transmissions for a given period
  - **Output fields provided:** Member Company Name, Member Company Billing ID, Subscription Name, Station Codes, Ticket Number, Revision Number, Created Date, Start Date, Medium, Ticket Type, Original/Resend, Transmission Value
- *User Accounts*
  - **Available criteria:** Member Company
  - **Description:** List of user accounts, active and inactive, per membership
  - **Output fields provided:** Date Created, Username, First Name, Last Name, Is Active, Postal Address, Postal Street Address, Postal Town/City, Postal State, Postal Zip Code, Phone, Mobile, Email, User Role, Company Name
    - Can either be limited to DPP user accounts only or also include "AdvanceOneCallExternalUser" accounts in OneCallAccess (OCA)
    - Can be limited to active only or also include inactive accounts
- *Subscriptions*
  - **Available criteria:** Member Company
  - **Description:** List of ticket delivery subscriptions, active and inactive, per membership
  - **Output fields provided:** Member Company, Subscription Name, Active, Created Date, Updated Date, Transmission Medium, Transmission Parameters, Days, Time Range, From Time (24hr.), To Time (24hr.), Station Code(s), Ticket Type(s)
- *Contact Information*
  - **Available criteria:** Member Company
  - **Description:** List of contact information associated with your membership and station code(s)
    - Does not include user account information
  - **Output fields provided:** Member Active Status, Authority Name, Billing ID, Email, Phone Number, Member Company Last Updated, Station Active Status, Station Code, Station Code Name, Facility Type(s), Station Contact Name, Station Email, Station Phone Number, Station IT Contact Name, Station IT Contact Email, Station Last Updated

Delivery log data for webhook transmissions is not available to the extent it is for email and IVR transmissions; however, the Member Services Department will provide as much information as possible upon request.

Custom Reports

If you are looking for data outside of the standard reporting options, there is a cost associated with the request, as this information takes time to pull from the system and compile.

Custom reports will incur an hourly rate of $60. Quotes will be provided before the work is completed and the member is expected to approve the quote and authorize the work before anything additional takes place. The base fee charged will be $15 (15 minutes). Please note that some data requested may be unavailable.

Request Data

Please contact the Member Services Department at membersupport@missdig811.org or https://missdig.co/MSSForm to provide a description of what you're looking for. If you do not provide enough information, we will follow up with you for additional information and to determine whether one of our standard report options fits your needs. If not, we are happy to review your request and provide a quote if it's data we can obtain. If you're unsure of what data the *Output Fields Provided* section of a report displays, please ask and we can provide additional explanation.