

In the Trenches

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



February 2022 Vol. 21



Community Outreach Hosting MISS DIG 811/PelicanCorp Workshops

Community Outreach will be hosting several multi-department MISS DIG 811 / PelicanCorp workshops featuring members from our Education, Member Service, Web Ticket, and Community Outreach Teams. These workshops will focus on the new PelicanCorp platform. We will cover our new OneCallAccess Ticket Entry, the new Damage Prevention Portal, briefly cover PA174, and go over some new changes that we're implementing in the OneCallAccess ticket delivery for the 2022 dig season.



The first 6 workshops are scheduled with more to come! We'd like to invite any MISS DIG 811 member or contractor/sub-contractor in the area to attend one of these workshops:

Please click the button below to find a workshop in your area:

**MISS DIG 811/Pelican
Workshops**

Be watching your email for updates on more workshops coming to different areas of the state!

Community Outreach is now part of the External Affairs Department. If you would like to contact us our email is: externalaffairs@missdig811.org

What's the Dirt?

MISS DIG 811 is proud to announce TWO NEW PILOT PROGRAMS to benefit the excavating community and to reduce damages.

MISS DIG 811 recognizes the challenges that Facility Owner/Operators', Excavators, and Locators face every day in meeting the increase demands for locates. MISS DIG 811's offers two new pilot programs to address these concerns...

JOINT PROJECT LOCATOR and MAINTAIN THE MARKS

Both programs work hand in hand with the Gold Shovel Standard and MISS DIG 811 to ensure public safety, timely and accurate locates, and proper use of Public Act 174.

-The goal is to minimize damages-

(GSS is not required but preferred/encouraged, to the point MISS DIG 811 is willing to pick up the monthly fees from GSS for 12-18 months)



Joint Project Locator



Maintain the Marks

Joint Project Locator (JPL)



MISS DIG 811 acknowledges that there are concerns when it comes to locating utilities, especially on larger jobs or projects. Timeliness, quality staking, and accurate communication seem to be the cause of these concerns. MISS DIG 811's solution to these concerns is quite simple, the Joint Project Locator (JPL).

The benefits of the JPL are:

- Minimize damages
- Locator familiar with the project
- Effective use of Project Tickets
- Reduce downtime

The participating contractor(s) will receive many benefits from the Joint Project Locate Program and as with any journey, it always starts with someone taking the first step. Will that someone be you?

Maintain the Marks (MTM)

MTM program arose from today's fast-paced world of excavation and utility locating causing damages and downtime claims by:

- Mismarked or unmarked utilities
- No hand exposing of utilities
- Improper use of the MISS DIG 811 system when submitting dig notices
- Improper coding and documentation on tickets



The Maintain the Marks program is a two-week training for contractors to become MEA OQ certified locators. Enabling the project to continue without delays and without danger. The MTM program will not change liabilities. It still falls on the party responsible for causing the damage. However, by joining this program the contractor will still receive benefits such as:

- Minimize damages
- MEA OQ certified locator on staff
- No more waiting for locates
- Reduce downtime

These programs can work in unison or independently.

Contact Harry Carr at hcarr@missdig811.org or the Education Department at education@missdig811.org for more information.

The MISS DIG 811

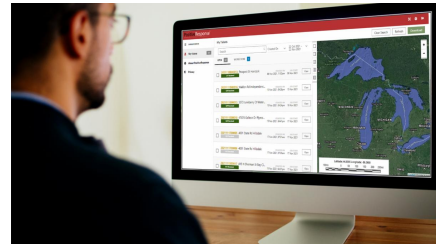
Web Ticket Department

OneCallAccess:

The OneCallAccess ticket entry platform will be experiencing some updates as we move toward the dig season. The Web Ticket Department will send weekly updates regarding changes you can expect to see.

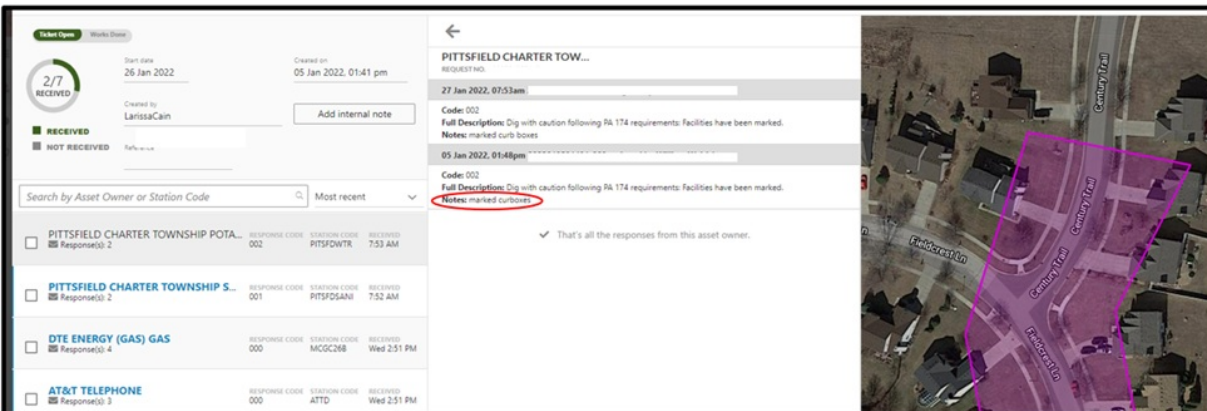
Positive Response:

Positive Response has undergone some recent changes and will see more in the coming months. Stay tuned for a mid-month newsletter with content to inform you of improved Positive Response updates. The number of response codes has been reduced. Please view the attached document below for a list and definition of the current codes.



Positive Response Codes

The Positive Response system no longer uses the green, yellow, red color-coding system to indicate whether it is safe to dig. A definition of the response codes can be found in the attached document above. You may also view response definitions by clicking on the station code information box in Positive Response. It is important to view the notes (comments) on each positive response posting. There may be important information from the locators regarding the status of the ticket.



The screenshot displays the Positive Response system interface. On the left, there's a sidebar with a 'Ticket Open' status and a '2/7 RECEIVED' indicator. Below this is a table listing tickets with columns for 'Asset Owner or Station Code', 'Response Code', 'Station Code', and 'Received'. The table includes entries for 'PITTSFIELD CHARTER TOWNSHIP POT...', 'PITTSFIELD CHARTER TOWNSHIP S...', 'DTE ENERGY (GAS) GAS', and 'AT&T TELEPHONE'. The main area shows a detailed view of a ticket for 'PITTSFIELD CHARTER TOW...' with a 'Full Description' and 'Notes' section. The 'Notes' section contains the text 'Notes: marked curb boxes'. On the right, there's a map view showing the location of the ticket, with a purple outline indicating the marked curb boxes.

A green indicator in Positive Response displays the number of responses received on the ticket. When responses have been posted for all station codes, the indicator is fully green. The green indicator does not mean it is safe to dig. It is an indicator that all station codes have posted a response. Please review each response and the Notes



(comments). Notes may be viewed by clicking on station code box.

External Plus Accounts:

External plus users can place Normal 21-day, Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, and Design. Attending a OneCallAccess Tutorial Webinar is now a requirement. Webinar information can be found in SkillBuilder, MISS Dig 811's learning management system. Click OneCallAccess Tutorial Webinar to view and sign up for a webinar. <https://missdig811.skillbuilder.co/sign-in> After attending a webinar, the OneCallAccess External Plus module must be completed in SkillBuilder. Click OneCallAccess External Plus 1-13-22 to complete the training. Upon completion of training, fill out the External Plus application found at the end of the external plus training module.

Type	Description	Urban Limits	Rural Limits
Normal 21-Day	21 days or less to complete; most single address tickets will be classified as Normal 21-Day tickets. May be placed by all users. This is the most common ticket type.	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.
Project 21-Day	Larger jobs taking 21 days or less to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 – 6,969,600 sq. ft. (1/4 sq. mile)	50,001 – 6,969,600 sq. ft. (1/4 sq. mile)
Normal 180-Day	Jobs taking over 21 days of digging to complete; may be placed by MISS DIG 811 operators or external plus users.	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.
Project 180-Day	Larger jobs taking over 21 days of digging to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 - 6,969,600 sq. ft. (1/4 sq. mile)	50,001 – 6,969,600 sq. ft. (1/4 sq. mile)
Emergency	Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.	Up to 6,969,600 sq. ft. (1/4 sq. mile)	Up to 6,969,600 sq. ft. (1/4 sq. mile)
Short Notice	Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the work legal start date on the ticket. May be placed by MISS DIG 811 operators or external plus users.	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.

OneCallAccess & the Polygon

The Polygon:

The work polygon created by the excavator is used to describe the work location. When the polygon accurately depicts the dig site and a further explanation of the dig site is



not necessary, enter SEE POLYGON in the Remarks field. If the polygon is oversized and requires further explanation, enter a description of the precise dig site in the Remarks field.

Please do not place a ticket if you are unable to map the correct location of the dig

site. The map is used to notify the correct facility owners and is to describe the work site. If the polygon is inaccurate, the facility owners who should receive the ticket may not.

New subdivisions are especially difficult to locate when they do not show up on the map. GPS coordinates and distances from the nearest roads may be helpful. Please gather this information prior to submitting your ticket to ensure the accuracy of the information on the ticket.

Quick Links & Training

- Three quick links are now 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.
- A survey will be sent within the next two weeks to all OCA users for feedback on how the OneCallAccess system can be improved.

Training for the OneCallAccess

- **BASIC TRAINING**- It is recommended all new users complete the **OneCallAccess Tutorial** in Skillbuilder or the **OneCallAccess Tutorial Webinar** before placing tickets. The webinar is recommended as it provides a more thorough tour of the system. All MISS DIG 811 online training is completed in SkillBuilder. Log into your account or sign up here <https://missdig811.skillbuilder.co/>
- Once you are logged into SkillBuilder, scroll down to the ONECALLACCESS section to view the available training. The OneCallAccess Tutorial (Plan/Ticket Entry/Positive Response) 12-13-21 is the online program. It will provide an overview of the system. The **OneCallAccess Tutorial Webinar** is held a few times each week. Click the OneCallAccess Tutorial Webinar tile to sign up for a session.
- Users who want to place all ticket types including Normal 21-day, Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, and retransmit

tickets may complete the necessary training to become an external plus user. The training is in SkillBuilder and the name of the module is **OneCallAccess External Plus Training 1-13-22**. Log into your SkillBuilder account to complete the training or sign up for an account here <https://misstdig811.skillbuilder.co/>

- Beginning January 24th, all External Plus applicants must attend a OneCallAccess Tutorial Webinar. The webinar provides valuable information regarding the features of the program.

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

<https://misstdig811.skillbuilder.co/sign-in>



Webinars:

Wednesday, February 2nd, 9:00 am to 11:00 am

Thursday, February 3rd, 1:00 pm to 3:00 pm

Monday, February 7th, 9:00 am to 11:00 am

Wednesday, February 9th, 9:00 am to 11:00 am

Please reach out to our Web Ticket department at webticketdept@misstdig811.org with questions or clarification.

Those individuals who complete the OneCallAccess Tutorial in SkillBuilder and those who attend a OneCallAccess webinar will have access to a test server upon completion of training

If you have an account and are having trouble logging in to SkillBuilder, please contact lportelli@misstdig811.org. Do not create a new account. If you would like to view the videos but do not have a SkillBuilder account, click the link below, then click Create Account. <https://misstdig811.skillbuilder.co/sign-in>

Assistance from the Web Ticket Department:

We will continue to keep you up to date on the latest changes to the system. Thanks for your patience as we navigate these changes. The Web Ticket Department is available for ticket assistance Monday through Friday from 7:00 am to 5:00 pm. Please don't hesitate to contact us with ticket questions at: webticketdept@misstdig811.org

The Member Services Department

The Member Services Department continues to work daily with members adjusting to the platform change. There have been some bumps along the road, but we are confident the system will become easier to use with time. We have once again begun onboarding new members and are anticipating adding additional training and webinars in the upcoming months. We genuinely appreciate members' patience as we learn the nuances of the DamagePreventionPortal together! We're here to assist everyone with contact information updates, subscriptions, user accounts, and mapping.



Logging into the Damage Prevention Portal:

To log into the Damage Prevention Portal (member user account), use the credentials that were previously provided via email. If you have any issues logging in, please select "forgot password" to have a reset link sent to your email address. If issues persist, please email membersupport@missdig811.org with subject line Log-In Error.

Need Help?

Please contact the Member Services Department. With the increase in traffic to the department we are encouraging emails to membersupport@missdig811.org and kindly ask that you use the below subject lines so team members can prioritize needs and efficiently divide the workload for the quickest resolution for each member. Anticipated issues or areas of concern:

Issue/Concern	Subject Line
Not Receiving Tickets	Delivery Issue
Noticed IVR subscription is outdated	Use Member Services Support Form to provide updated delivery information.
Cannot Log-In (after password reset)	Log-In Error
Cannot Post to Positive Response	Positive Response Issue
Receiving Errors on PosR API	PosR API Issue
Not Receiving Summary Report	Summary Report

The Education Department

EDUCATIONAL TRAINING:

The NEW MISS DIG 811 Safe Excavation Practices Certification Online 1-26-22 course has been updated and is ready and waiting

in SkillBuilder! Take the 2-hour course online at missdig811.skillbuilder.co. If you have an account and have trouble logging in, please do NOT create a new one.



Contact lportelli@missdig811.org for assistance.

Field Basics has also been brought up to date. If you would like to take the 30-minute condensed course before yours has expired, contact lportelli@missdig811.org.

Live workshops can also be requested at your facility.

Contact education@missdig811.org for more information.

We also have OneCallAccess online training available at missdig811.skillbuilder.co to help you navigate the new system. For inquiries email webticketdept@missdig811.org

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

PelicanCorp OneCallAccess™

MISS DIG 811

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



Call 811

before you dig.
It's Free and it's the law!

Logos for various utility companies: AT&T, DTE, Consumers Energy, and others.

