

In the Trenches

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



January 2021 Vol. 20



27th Annual Meeting & Exposition

January 18-19th, 2022

at Soaring Eagle Casino in Mt. Pleasant, MI

Who should attend: Excavators, contractors, facility owners, locators, and municipalities can attend this two-day educational and networking event.

The event is being hosted in partnership with MITA. MISS DIG 811 will be offering 1.5 days of educational and informational sessions, which will include detailing the new OneCallAccess ticketing system and DamagePreventionPortal platform, as well as MISS DIG 811



Field Basics and other educational offerings. MITA events will also be held Wednesday and Thursday; a separate registration is required. Attendees can look forward to breakfast and lunch, in addition to a networking cocktail hour followed by a live band at the Ascend Night Club on Tuesday evening.

Registration Information

Learn more and register to attend this event at:



<https://www.missdig811.org/members/annualmeeting>

For information on MITA and their sessions offered:

<https://thinkmita.org/calendar/>

Events Schedule:

Tuesday, January 18, 2022

Time	Location	Session
7:00 AM-8:00 AM	Hallway	Registration
8:00AM-9:15 AM	Saginaw Room	Breakfast/Annual Meeting
9:30 AM-10:45 AM	Swan Creek	Exhibit
	Saginaw Room	Membership 101
	Ojibway	MISS DIG 811 Field Basics
11:00 AM-12:15 PM	Swan Creek	Exhibit
	Saginaw Room	Gold Shovel Standard
	Ojibway	OneCallAccess for Excavators
12:15 PM-1:15 PM	Saginaw Room	Lunch
1:30 PM-2:45 PM	Swan Creek	Exhibit
	Saginaw Room	OneCallAccess for Excavators
	Three Fires	Joint Project Locator + EEL
	Ojibway	Community Outreach
3:00 PM-4:15 PM	Swan Creek	Exhibit
	Saginaw Room	Facilities Talk
	Ojibway	Membership 101
5:00 PM-6:45 PM	Swan Creek	Networking Event
7:00 PM	Ascend Night Club	Live Music w/ After It All

Wednesday, January 19, 2022

Time	Location	Session
7:00 AM-8:00 AM	Hallway	Registration
8:00 AM-9:00 AM	Swan Creek	Breakfast
9:00 AM-10:00 AM	Swan Creek	Facility Damage info, MPSC
	Ojibway	Gold Shovel Standard
	Fox Room	Joint Project Locator + EEL
10:00 AM-11:00 AM	Swan Creek	Damage Prevention Portal
11:00 AM-12:00 PM	Swan Creek	OneCallAccess for Excavators

[Click for information on Session Descriptions](#)

Accommodations:

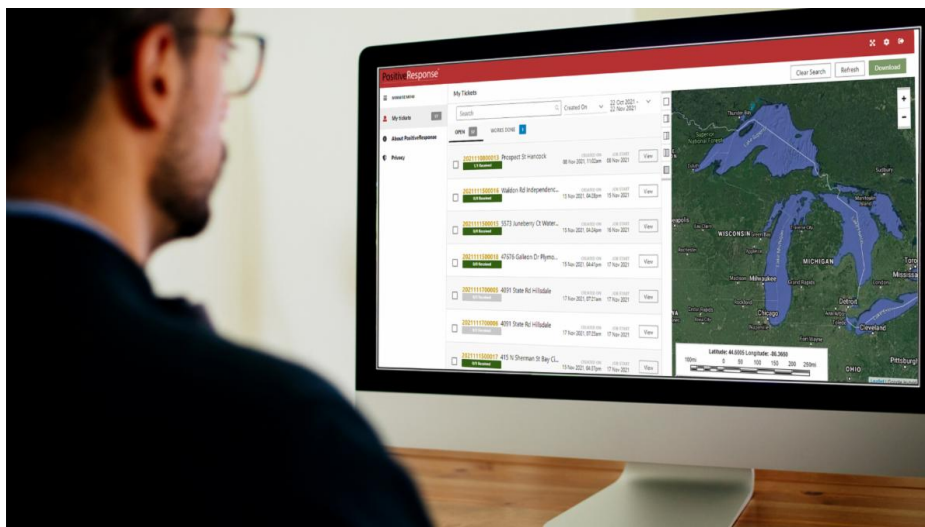
Rooms for the MISS DIG 811 Annual Meeting & Exposition for Monday and Tuesday nights can be secured by Contacting the Soaring Eagle Casino using the links below.

Casino and Resort: (877) 232-4532

<https://www.soaringeaglecasino.com/>



OneCallAccess: **Positive Response & Share**



Thank you for your patience during the transition to the OneCallAccess ticket entry platform. Over the next several months, you can expect changes to the system that will improve your experience placing and managing tickets. Updates regarding system changes will be sent via email and with announcements in the “Message of the Day” in OCA.

This week, two new features were added:

- Positive Response may be viewed by anyone with a ticket number at [POSR.MISSDIG811.ORG](https://posr.missdig811.org). This program displays the positive response postings to the most recent version of the ticket.
- Sharing Feature: Accounts from the same company may be connected. This feature allows users to see other users' tickets when searching in their HISTORY. Users may copy, cancel, continue, or retransmit tickets that show up in their History. This share feature does not include positive response. If you place a ticket with your OCA account, others may check the ticket status by going to [POSR.MISSDIG811.ORG](https://posr.missdig811.org). POSR.MISSDIG811.ORG displays the responses to the most recent version of the ticket.
- The share feature is offered to External Plus users once they have completed training. See below for External Plus training information. The share feature will

be rolled out in two phases. Currently, the share feature provides external plus users access to all tickets placed by other External Plus users of their company. If you work for a large company, we are currently not creating separate accounts based on offices or locations. Enhancements to the shared feature can be expected mid-year 2022. Users may choose to opt-out of the share feature. If you are a current external plus user who wants the share feature removed from your account, please complete the [Opt-Out form](#).

Training and Resources

All new users are provided basic access to ticket entry. This includes normal 21-day and design tickets. A OneCallAccess tutorial is available online or via webinar to help users get familiar with the new system. To complete the tutorial online or to sign up for a webinar, log into SkillBuilder and scroll down to the OneCallAccess section of training. If you do not have a SkillBuilder account, you may create one by clicking Create Account on the sign-in page. <https://missdig811.skillbuilder.co/sign-in>

For users who need access to place emergency, 180-day, short notice and retransmit tickets, training is available for an External Plus account in SkillBuilder. Once training is complete, fill out the [External Plus Application](#). Accounts will be updated within 48 hours of completing the application. Only External Plus users have access to the share feature.

The Excavator Pro's pages of the MISS DIG 811 website includes resources and information to aid you in creating dig and design tickets. It is recommended all OneCallAccess users review the content on the Excavator Pros' Reference Materials page. Resources will be updated as changes are made to the system. MISSDIG811.ORG

The Web Ticket Department is available Monday through Friday from 7 am to 5 pm. If you need assistance creating an account, training, or placing a ticket, please contact us at webticketdept@missdig811.org or at 248-370-6420.

OneCallAccess Training

The OneCallAccess video series is available in SkillBuilder. Log into your SkillBuilder account and click the **OneCallAccess Tutorial (Plan/Ticket Entry/Positive Response)** tile. The videos cover creating an account, logging in, ticket types, accessing ticket history, placing tickets, taking an action on a ticket, and checking Positive Response.



OneCallAccess Tutorials for External Plus Users in SkillBuilder

Current RTE users who wish to place Normal 21-day, Design, Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, and retransmit tickets, log into SkillBuilder and complete the **OneCallAccess External Plus** training. Once training has been completed and you have created a OneCallAccess account, fill out the application below so your account can be updated to an External Plus account. [External Plus Application](#) To access the OneCallAccess tutorials in SkillBuilder please follow the link: <https://missdig811.skillbuilder.co/sign-in>

External Plus, Introduction:

The External Plus account Introduction explains the types of tickets the user can place with an External Plus account. The ticket types the user can place with an External Plus account are project, emergency, short notices, retransmits, and 180-day tickets.



Retransmits:

Retransmits: For 2nd and 3rd requests for facilities that have not responded to the original request or for additional assistance.



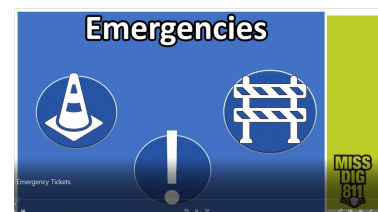
Short Notices:

Short Notice Tickets: If you are beginning the work before the three working days allowed per the law, these tickets are considered a "Short-Notice Ticket".



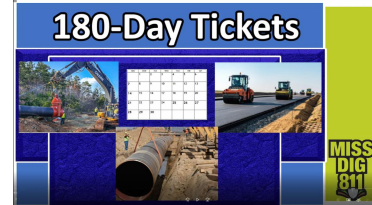
Emergencies:

Emergency Tickets: Learn the criteria for placing an emergency ticket if your ticket poses a threat to health, life, or property and needs to be done before three working days.



180-Day Ticket:

180-Day Tickets: If the digging portion of your project will take over 21 days.



Reviewing a Ticket for

Facility Owners & Locators:

180-Day Tickets: If the digging portion of your project will take over 21 days.



Those who prefer an interactive approach to training may attend a webinar. To register for a webinar, click on the SkillBuilder link below:



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

Webinars:

Friday, January 7th, 1:00 pm to 3:00 pm

Wednesday, January 12th, 1:00 pm to 3:00 pm

Thursday, January 13th, 9:00 am to 11:00 am

Please reach out to our Web Ticket department at webticketdept@missdig811.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@missdig811.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://missdig811.skillbuilder.co/sign-in>

Ticket Types

There will be two types of OneCallAccess users



The **EXTERNAL** user will be able to place:

- Design
- Normal 21 Day



The **EXTERNAL PLUS** user can place:

- Normal 21 Day
- Project 21 Day
- Normal 180 Day
- Project 180 Day
- Emergency
- Short Notice
- Design

Ticket types are based on multiple factors including the size, urgency, and duration of the project being performed. Below is a description and scope of work guidelines for each ticket type.

Design Ticket

For the planning phase of a project: Digging may not occur because of a design ticket. Facility owner/operators must respond within 10 working days.

The response to a design ticket is not to

mark any facilities but to provide general information regarding the location of underground facilities. However, if a facility owner/operator does not have drawings or records that show the location of a facility, the facility owner/operator shall mark that facility under the procedures described in Section 7 of PA 174.

Type	Description	Urban Limits	Rural Limits
Design	For planning purposes only. Facility information is emailed to requestor; site is not typically marked.	Up to 528,000 sq. ft.	Up to 528,000 sq. ft.

For digging that will begin between three working days and 14 calendar days: Facility owner/operators must respond by the work legal start date on the ticket, that is also the date Positive Response postings are due.

Dig Tickets

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.

Scope of Work Guidelines for Project Tickets

One Street per ticket

Divided Roads: traffic-bound in each direction on a separate ticket

Up to one mile route (road or off-road) when encountering intersections along route

Up to two miles along a route (road or off-road) with no intersections

Up to 200-ft. radius of intersections

Up to 10 addresses or lots on same street with a total distance of no more than one mile

Specialty Tickets

Specialty tickets are placed by calling the MISS DIG 811 Notification Center.

Type	Description
Concerned Caller	Placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.
Damage	For informational purposes only, affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.

OneCallAccess & the Polygon

The polygon(s) transmitted on a MISS DIG 811 ticket represents Public Act 174 of 2013 Section 5. (2) (b) "A description of the proposed area of blasting or excavation, including the street address and a property description".

Excavators providing a dig notice to MISS DIG 811 communicate their area of excavation by either creating a polygon of the dig site location or communicating the area to a MISS DIG 811 representative who in turn completes a polygon. The



The polygon is transmitted on the MISS DIG 811 ticket to the facility owners. The polygon reflects the area the excavator has designated to MISS DIG 811 as the excavation/blasting area to be located and marked. Positive Responses provided are for the entire area covered under the polygon associated with the ticket.

Address information is also collected and provided in the dig ticket. Facility Owners and/or Operators are responsible for determining the precise area to mark their facilities in response to the dig ticket, whether by locating either the entire property of the address of the dig ticket, or only the polygon area determined by the excavator.

Additional information provided on a ticket such as remarks, Latitude, and Longitude are there to assist locators in understanding the polygon, they do not replace or alter the area represented by the address and polygon.

Excavators and OneCallAccess

Changes with OneCallAccess Ticket Entry Platform

MISS DIG 811 has implemented a new ticketing system. This will change the experience for excavators when placing tickets, checking ticket history and positive response. The new ticket entry platform is referred to as OneCallAccess. This guide summarizes some of the changes excavator can expect with OneCallAccess.



Ticket Changes:

New Ticket Types: Normal 21-day, Project 21-day, Normal 180-day, Project 180-day, Emergency, Short Notice, Design (Concerned Caller and Damage tickets via the Notification Center only).

External Accounts: There will be two External user accounts. A Basic External account can be used by all. Users who want access to Project 21-day, Normal 180-day, Project 180-day, Emergency, Short Notice, Design and to retransmit tickets can take online training in SkillBuilder and become External Plus users. No wait time is necessary to

apply for an External Plus account. RTE users will receive an email about this training. A form will be available on the Excavator Pros page on the MISS DIG 811 website for all others after December 14th.

Polygon Purpose: The work polygon will serve two purposes. To notify facility owners of your job and to describe the work location. This is known as virtual white lining.

Description of Work Location: If the polygon depicts the dig site, a written description of the work location is not necessary.

Ticket Actions: There will be additional ticket actions. These are functions that are performed on a ticket, including Retransmits, cancel, copy, continue ticket. More features are coming.

Ticket Entry Fields: Most fields will be drop-down choices. New ticket fields have been added to include the excavation method and depth.

Meeting tickets: Joint-Meet and Marine Meet tickets will no longer be an option. Meetings will be coordinated outside of the MISS DIG 811 process.

Settings: Excavators may pre-set answers to certain ticket entry fields to save time.

Email Confirmation of Ticket: An email will be sent upon submission of a ticket with a PDF attachment of the ticket.

Sharing of Accounts: A share feature will allow users from the same company access to each other's tickets. An excavator API will also allow companies to share ticket and positive response details. These features will not be available at GO LIVE but are a top priority.

Multiple Polygon: This is a "coming soon" feature. Excavators can place multiple polygons when the job includes multiple dig sites.

Log-In Credentials: You may use the same log-in credentials in OneCallAccess and Damage Prevention Portal if you are a member. You may update your contact details without putting a request into MISS DIG 811.

Positive Response: Positive Response is checked by logging into your OneCallAccess account.

Attachments: Adding attachments is not a current feature but will be worked on in the future.

Who to Contact with Questions: Reach out to the Web Ticket department at webticketdept@missdig811.org

Positive Response Code: There is a reduction in Positive Response codes. The color-coding system (red, yellow, green) will no longer be used.

Ticket Number Format

The new ticket number will be yyyyymmdd00000-000. Year, month, day, ticket number (5-digit).

Overhead Assistance: Overhead assistance requests are no longer available via MISS DIG 811

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.

Changes in Positive Response:

Tickets placed and transmitted by Newtin are no longer accessible.

Tickets placed on Pelican will be responded to on Pelican.

When logging into the Damage Prevention Portal to post or via the API the below tips will make sure your posting is successful:

- You must still post for each station code.
 - You cannot post a response to a ticket that is past due.
 - You must wait for the retransmit.
 - You must post to the most recent version of the ticket.
 - You must post a remark for each Positive Response posted.
-

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



MISS DIG 811 would like to thank all Excavators, Locators, and Facility Owner/Operators for their patience during this time of transition. As in any new process growing pains will occur. The goal is to keep everybody safe so that everyone can go home at the end of the shift. Thank

you.



Privacy Policy:

MISS DIG 811 recognizes the importance of protecting the privacy of all information provided by users of our websites, subscribers to our services, registrants for our events, and all other customers of our products and services. We created this policy with a fundamental respect for our customers' right to privacy and to guide our relationships with our customers. This Privacy Statement discloses the privacy practices for all products and services owned by MISS DIG 811.

For more information follow the link: <https://www.missdig811.org/privacy.html>

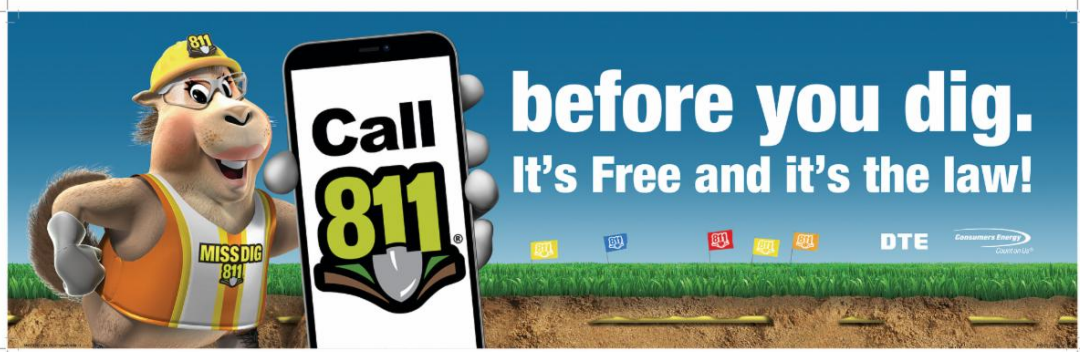
To stay up to date on the latest information, go to
pelican.missdig811.org

PelicanCorp OneCallAccess™

MISS DIG 811

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





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



DTE

Consumers Energy
Power to live.