

# In the Trenches

Know what's below.  
Call **MISS DIG 811**  
before you dig.



July 2022 Newsletter, Vol. 26



## Community Outreach

### Area of Interest

In our travels throughout the state, we have noticed that many of our members receive a lot of dig notices that they respond No Conflict to. If this is the case, you may want to look at the Area of Interest that we have on file for that Station Code. Each of your Station Codes, Water, Sanitary Sewer, Storm Sewer, etc. has a separate Area of Interest listed in our system. The reason is, that you may have Potable Water in an area but no Electric, you can choose which Station Codes you want to be notified about in certain areas. This will reduce the time spent responding No Conflict to tickets that were not needed. You will also have fewer tickets emailed to you.

To view the Area of Interest we have on file for you go to your Damage Prevention Portal and follow the steps:

Click on One Call Access listed under the Settings heading (see left)

MINIMISE MENU

Dashboards

Operations

Settings

System

Delegation

OneCallAccess

Positive Response

Under Stations click on the Station Code you would like to view the Area of Interest for (see below)

Stations

Subscriptions

Lookup Tables

Status

Active

State

All

Station code

Station name

ELE

ELECTRIC

WTR

POTABLE WATER

WW

SANITARY SEWER

In the upper right-hand corner choose Area of Interest (see right). Note: If you only have the choice of History,

you do not have a Member User Role that supports Authority Viewer. You can ask to be upgraded to Authority Viewer by filling out the [Member Services Support Form](#).

History

Area of interest

This will open a window letting you know that you are about to open Authority Viewer (see right). Click on Go to Authority Viewer and a map will open in a new window with your chosen area of interest shown.

If you want to make any updates to an Area of Interest you can fill out the same [Member Services Support Form](#)

You're about to open Authority Viewer in a new window.

Authority Viewer allows you to manage your organisation's Area of Interest(AOI).

☐ Don't show again.

Go to Authority Viewer

Cancel

For questions please reach out to the Community Outreach Department at [externalaffairs@missdig811.org](mailto:externalaffairs@missdig811.org) or 248-370-6422



# Web Ticket Department



## Mapping

Mapping the work location is a vital element of every ticket. It relays to the facility owners and locators where the job is taking place AND it is used to determine which facility owners receive the ticket. An error in the polygon could mean a facility owner who should receive the ticket doesn't or it may direct locators to the wrong area.

Google maps is the base map layer in OneCallAccess, with parcel data as an added layer in some counties. It is important to know where the job site is located prior to creating a ticket. This information may come from a customer or another mapping source. Bing maps is a great resource. Many counties even provide GIS information free on their website.

There are two drawing tools for creating a work location polygon, the polygon and circle tools. The circle tool is best utilized when working around small or circular objects. It is perfect to show a radius of a pole, tree, stake, mailbox, or basketball hoop. The circle tool isn't ideal for larger areas or for objects of different shapes, like a house, building, or parcel as the polygon doesn't accurately depict the dig site and is oversized. The polygon tool may be used for most locations as it allows you to create any shape.

If you need assistance creating a ticket, contact the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org).

**Precisely Drawn for Work around Hoop**



**Oversized to Cover Entire Address**



**Precisely Drawn to Cover Back Yard**



**Precisely Drawn on North Side of Prop**



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

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

For July Webinar dates  
click the computer icon:



For questions please reach out to the Web Ticket Department  
at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420

**The Member Services**  
**Department**





## Call to Action

Over the past month, we have experienced an increase in the number of times we have reached out to a member who did not receive a ticket; the outcome of an out-of-date or inaccurate Area of Interest. Therefore, we are asking all members to review their Area of Interest.

From the AuthorityViewer screen, users with Full or AuthorityViewer access can view each stations' current Area of Interest and upload an updated file that more accurately reflects the location of the underground assets. When determining if your area needs to be updated, also consider the buffer you have around your assets.

The former system forced larger polygons and created an additional buffer of 250 feet on all polygons submitted. As a result, some members opted to provide a general map with little to no additional buffer, relying on the over mapping and buffer to receive tickets. With the precise mapped work area provided by contractors on the new ticket entry system, members who relied on the additional buffer and overstated workplace polygon miss tickets they need. If your facility maps do not include your services, please consider increasing your buffer to ensure tickets for work intersecting with your service drops are delivered.

## Digging In!



## Vacuum Excavation

Using vacuum  
excavation to safely

navigate buried infrastructure helps realize great results that go straight to the bottom line.

(click the image above for the full story)



Barton Malow sent this image to MISS DIG 811 from their FORD BOSK program. Thank you for your help in spreading the message of safe excavation practices!



## The Education Department



## Damage and Safety Alliance

Commitment from all stakeholders contributes to the success of MISS DIG 811's Damage Prevention Program and helps promote safe digging.

One aspect of the State's Damage Prevention Program is the local Damage and Safety Alliance (DSA's) supported by MISS DIG's Education Specialists. These local groups are typically comprised of excavators, utility operators/locators, municipalities, engineering firms, and other industry stakeholders. DSA's are regional groups throughout the state who meet on a regular basis. At these meetings, a forum is held where stakeholders can share information and perspectives, which provides an optimal environment to work together on damage prevention issues. In promoting a spirit of shared responsibility, regional DSA's welcome all stakeholders who would like to be part of the damage prevention solution.

Please contact the MISS DIG 811 Education Department for more information: [education@missdig811.org](mailto:education@missdig811.org)



## The Bay-Rama Fishfly Festival

The MISS DIG 811 Education Department, the EMU, and SEMCO participated in the world's only Fishfly Festival held in New Baltimore, Mi.



More than 300 children were in attendance with free carnival rides, fun houses, and games. MISS DIG 811 and SEMCO Energy supported the event by bringing the Educational Mobile Unit, SWAG bags, and other handy prizes. As the event suggests, there were an insurmountable number of fishflies joining in the fun. They covered everything in sight, providing many a souvenir of the day to take home and discover for weeks to come.



## The Mobile Educational Unit

### The Educational Mobile Unit



The EMU can travel to your event when it is not currently scheduled. If your event has 100 - 200+ children attending and is an appropriate event



for the EMU, we will add you to our calendar. To schedule the EMU for your event, please email [education@missdig811.org](mailto:education@missdig811.org).

Date	Name of Event	Location of Event	Time of event
7/9/2022	Camp 911	Goodar Township 4471 E. County Line Rd South Branch, MI 48761	9:00 AM - 4:00 PM
7/16/2022	Barton Malow Company Big Dig Event for American Cancer Society	324 OE Training Center in Howell, MI.	11:00 AM - 3:00 PM
9/24/2022	Elkton Country Street Fair	Downtown Elkton	10:00 AM – 2:00 PM
End of September	Hillsdale County Fair	115 S Broad St, Hillsdale, MI 49242	TBA

For questions please reach out to the Education Department at [education@missdig811.org](mailto:education@missdig811.org) or 248-724-5851

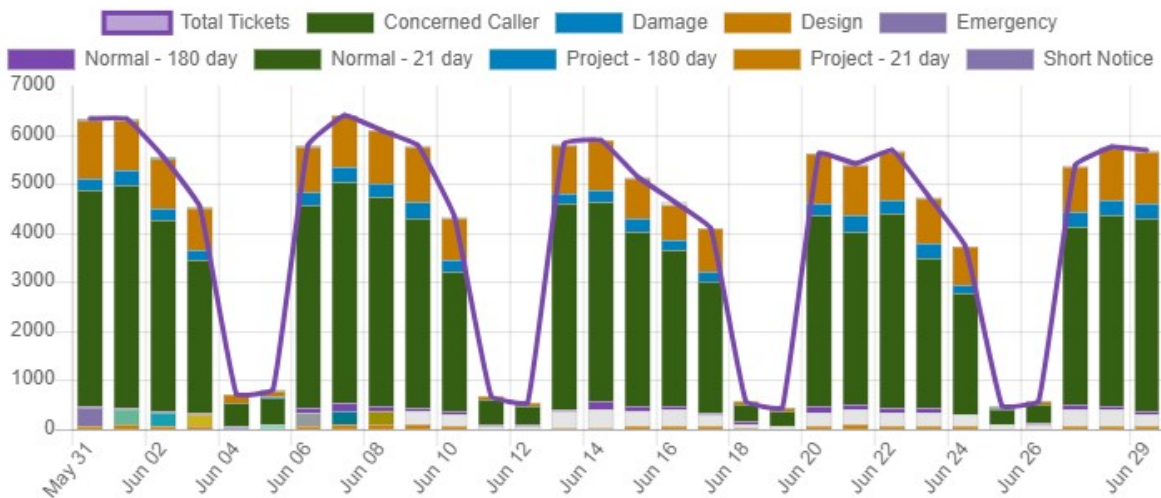


## Notification Center

### By the numbers:

120,048 tickets placed in June as of the 29th at 2:00 PM

Tickets by Type (30 days)





## Tickets by Medium (30 days)



For questions please reach out to the Notification Center at  
**1-800-482-7171**



## Social Media

**It's that time of the year again!**

**Our Weekly Baseball Trivia Giveaways are continuing through July on Facebook! Who's ready to play ball and be in the running to win 4 tickets to Home Plate Club Seating for the Battle Creek Battle Jacks (Formerly Battle Creek Bombers)? Home Plate Club Seating is an all-inclusive, premium area right behind home plate with friendly waiter/waitress service. To enter the contest, all you have to do is message MISS DIG 811 the correct answer to enter in the drawing for the prize. Click on the Battle Jacks logo and play the contest on the MISS DIG 811 Facebook page. Please note that any answers posted in the comments will be deleted. The correct answer will be revealed each Friday along with the winner.**



**50 Ticket Company Giveaway!**



For our Monthly Contest on Facebook, we are giving away a picnic basket to whoever submits the best BBQ recipe!

Please follow MISS DIG 811 on social media by clicking on the links below. Every month the MISS DIG 811 Social Media Team is giving away great prizes, so please participate and you can win too!



## Quick Links

Some quick links are available to access the ticket entry platform and to view resources:

- [OCA.MISSDIG811.ORG](https://OCA.MISSDIG811.ORG) -Log-in page for OneCallAccess
- [DPP.MISSDIG811.ORG](https://DPP.MISSDIG811.ORG) - Log-in page for the Damage Prevention Portal for members.
- [REFERENCE.MISSDIG811.ORG](https://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](https://RESOURCES.MISSDIG811.ORG) -Resource page for members that includes manuals, guides, and forms.
- [POSR.MISSDIG811.ORG](https://POSR.MISSDIG811.ORG) - Shows the Positive Response posting to the most recent version of a ticket

