

# In the Trenches

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



June 2022 Newsletter, Vol.25



## Community Outreach

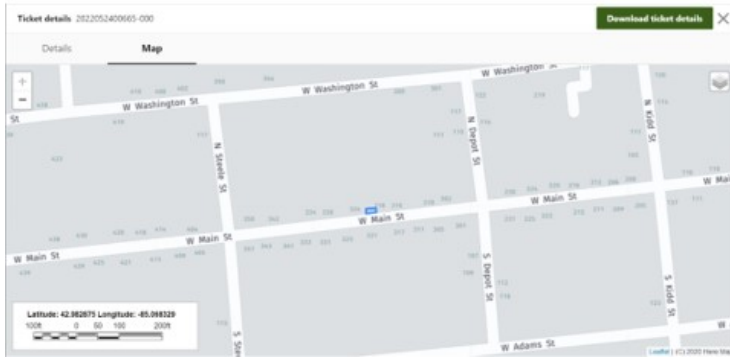
In our visits with MISS DIG 811 Members throughout the state, we have heard two frequent questions/requests:

1.) Can there be more information, including a map, in Positive Response when I am Assigning a Response Code to a Station Code without having to go back to my email or Explore Your Data?

Done! When you are assigning a response code, begin by clicking directly on the row for

the ticket you are responding to. The ticket will open and a green box that says Additional Information will be in the right-hand corner.

When you click on this box it will open a street map versus a satellite map of the dig site location.



Once you have accessed the street-map version of the ticket by following the above steps, go to the upper right corner of the street-map version & click “DOWNLOAD TICKET DETAILS.” You will see the same printable PDF version of the ticket that you receive via email!

**MISSDIG811** Ticket No: 2022052400665 Rev:000  
User Reference: TAC129.0

<b>Excavator Details</b>		Phone: 610-922-3804
Order ID: 2004005	Contact: CODY KANEY	Mobile: Not Supplied
Company: POLAR SERVICES DRAIN SERVICES		Email: codyk123@gmail.com
<b>Dig Site and Ticket Details</b>		
		Ticket Status: Original
		Previous Ticket No: Not Supplied
		Ticket Type: Emergency
		Ticket Date: 05/24/2022 08:34
		Work to Begin Date: 05/24/2022 08:29
		Work Loget Start Date: 05/24/2022 11:34
		Work Expiration Date: 06/14/2022 23:29
		Address: 120 W Main St 3000
		Nearest Cross Street: N STIRLER ST
		Lot Number/Subdivision: D117N.0
Type of Work: Water		
Activity: Service Repair		
Excavation Method: Mechanical Excavation		
Excavation Depth: 24in to 48in		
Working for: Other Business		
Digger Company: A SEASONS DRAIN SERVICES		
Digger Contact Name: Not Supplied		
Digger Contact Phone: Not Supplied		
Private Locate: No	Area Pre-marked: Yes/No	
Not on Property: No	Work in Water: No	

## 2.) What is a Design ticket and what do I do with it as a member?

Design is a ticket type used for the planning phase of a project. No digging will be done on a design ticket. These jobs are not marked by locators. Instead, records or drawings of facilities are emailed to the designer/engineer.

Please provide the designer/engineer blueprints, drawings, or records within 10 days. Marking is not required unless no blueprints, drawings, or records are available.

You can respond in Positive Response, but it is not required per the law. Positive Responses are done the same way as a Dig Ticket. The Positive Responses available for Dig and Design Tickets can be seen by clicking on the Positive Response tab below:

[https://www.missdig811.org/cm/dpl/downloads/content/1091/MISS\\_DIG\\_811\\_PelicanCorp\\_Positive\\_Response\\_Codes.pdf](https://www.missdig811.org/cm/dpl/downloads/content/1091/MISS_DIG_811_PelicanCorp_Positive_Response_Codes.pdf)

If you want to add a subscription for design only, fill out the form below and specify only design under ticket types but ALL stations:

<https://fs30.formsite.com/missdig/form27/index.html>

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



## OneCallAccess Ticket Issues?

Are you an excavator who needs assistance placing a ticket or a facility owner, operator, or locator who receives a ticket with incomplete or inaccurate location information or polygon? Fill out the ticket issue form below to have your issue or inquiry forwarded to the correct MISS DIG 811 department for assistance.

Click the button below for the Ticket Issue Form:

[Ticket Issue Form](#)

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## Ticket Actions

After a ticket is submitted, circumstances may require it to be canceled, updated, copied, or retransmitted. These are known as ticket actions. Below is a description of each ticket action.

[Ticket Actions](#)

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## Training for the OneCallAccess, Basic & External Plus:

MISS DIG 811 has developed training for the OneCallAccess platform. Click on the training information below:

[BASIC](#)

[EXTERNAL PLUS](#)

For June Webinar dates  
click the computer icon:



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

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

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## Quick Links

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

- [OCA.MISSDIG811.ORG](https://oqa.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
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For questions please reach out to the Web Ticket Department  
at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420

## Digging In!



## Directional Drilling ... Cross Bore



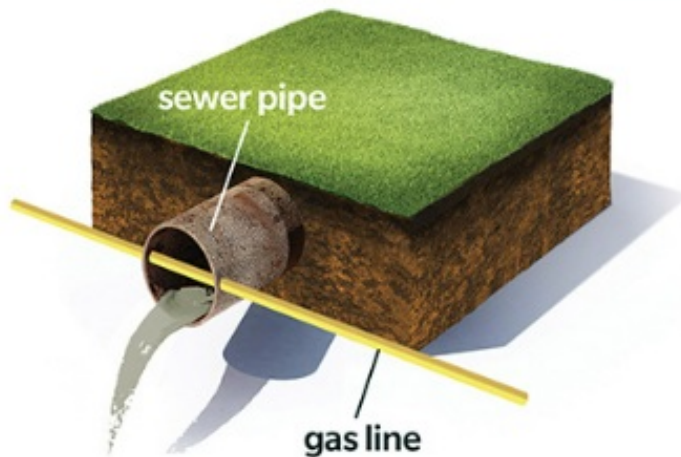
Directional drilling is a fast and efficient way to install underground pipes and conduits, but when a gas, electric, or other facility line is bored through a sewer lateral, disaster can ensue. This is known as a cross bore.

A cross bore that intersects a sewer line can obstruct the flow of sewage and go undetected for a long period of time until it

eventually leads to a sewer backup. It is common practice for plumbers to use mechanical rotary cutters to cut through the blockage. This could result in a hazardous gas leak or potential electric shock. Inline cameras may be used to assess the blockage before attempting to clear it. If the camera view is obstructed due to the clog, a vacuum may be used to clear it out or a hydro-jetter may be used to clear the line.

Facility owners rely on accurate locates to show the location of other existing underground facilities. There are factors that contribute to the incidence of cross bores through sewer lines. Older sewer lines may be difficult to locate due to their non-metallic material or sewer lines may fall under the ownership of the private property owner and not marked as part of the MISS DIG 811 process. If you suspect a blockage is caused by a cross bore, reach out to the facility owner that may be involved.

Please share the 2022 Cross Bore Brochure with anyone who would benefit from this information.



Cross Bore Brochure

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## Damage Prevention

On January 21<sup>st</sup>, 2022 a high-pressure DTE Gas pipeline was damaged in Mt. Pleasant by an excavation company digging near the facility.

DTE would like to take this opportunity to remind all excavation companies in Michigan to follow the safe digging legal requirements (Public Act 174) and guidelines detailed in the Excavator Education Program handbook, available on the Miss Dig website at [Excavator Education Program \(EEP\) Handbook - MISS DIG 811](#).

Thank you for your partnership in safe digging.

# The Education Department



# MISS DIG 811<sup>®</sup>

## ONLINE EDUCATION

If you have a SkillBuilder account, used for Online MISS DIG 811 Education, you may have noticed that some of the Learning Paths on your Learning Plan are no longer visible. We like to keep your Learning Plans up-to-date with the most current training available and make it less confusing for the learner.

Your completed training can still be accessed on your Dashboard:

- To access, log in to [missdig811.skillbuilder.co](https://missdig811.skillbuilder.co) and click Dashboard at the top of the left navigation pane under your name.
- Click on View under My Certificates to see documentation of training certificates you have earned. You can choose the year to view, and certificates earned will include the Completed and Expiration Dates. You can view or print your Certificate as well.
- You can also click on Learning Paths and Learning Items to view what you have completed, been assigned, or has expired.



# CECs for Drinking Water

A new version of MISS DIG 811 Certification was created to include the EGLE Drinking Water CEC Roster: NEW Safe Excavation Practices Certification 5-17-22. This is the most updated course and the one you should take if a previous version has expired.

If you are applying for Drinking Water CEC's, you must complete the EGLE Drinking Water Roster in your learning path. **DO NOT FILL OUT UNLESS YOU HAVE A DRINKING WATER LICENSE AND NEED CEC CREDITS!** Download the form, fill out with Name, Operator ID, and Employer, then upload the completed form.

If you are not applying for Drinking Water CEC's, ignore the EGLE Drinking Water Roster in your learning path. This is for Drinking Water only.

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## The Mobile Educational 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
6/25/2022	Bay-Rama Fishfly Festival 2022	New Baltimore	Noon to 2:00 PM
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	Big Dig Event for American Cancer Society	324 OE Training Center in Howell, MI.	11:00 AM - 3:00 PM
7/26/2022	Employee Safety Days	Cadillac Area	1:00 AM - 4:00 PM
8/4/2022	Employee Safety Days	Traverse City	1:00 AM - 4:00 PM
9/24/2022	Elkton Country Street Fair	Downtown Elkton	10am - 2pm
End of September	Hillsdale County Fair	115 S Broad St, Hillsdale, MI 49242	TBD

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

## The Member Services Department



## System Enhancements

Member Support is excited to share some much-anticipated enhancements to the DamagePreventionPortal. Impacting all members and third parties who post to PositiveResponse via the portal, additional ticket details will now be provided on the PositiveResponse posting page. Recognizing that not all information can be presented in the side panel, the new *Additional Details* button will bring up the ticket, map included, in ExploreYourData.

ExploreYourData has expanded access as well. For months our third-party users, including contract locators and damage claims investigators, have not had access to ExploreYourData. As of the update late last month, with membership paperwork and agent letters on file, these companies can now access their customers' tickets through ExploreYourData.

## Testing Call to Action

MISS DIG 811 is looking for a few members and contractors to test the new ticket injection API and the excavator Positive Response API and webhook. These new features allow users to create MISS DIG 811 tickets



from their work management system and receive or retrieve Positive Responses for tickets placed. The inclusion of these services will greatly benefit organizations with work management software that place tickets on the system. To ensure we are bringing the best version of these features to the stakeholders, testing by the users is crucial. Provided below is information on the two functions and steps for testing. We strongly encourage you to consider supporting this effort and dedicate a few hours to testing these features.

## Ticket Injection API

For those interested in the Ticket Injection API testing, the first step is to create a test user profile at [ocatest.missdig811.org](https://ocatest.missdig811.org). Once you have created your account, please email us at [membersupport@MISSDIG811.org](mailto:membersupport@MISSDIG811.org) with your username. Make sure to include the account is for testing Ticket Injection API. We will enable your account to use the API and alert you when complete.

For reference, the API Overview can be found at <https://usonecall.peluat.net/Mobile/OneCall.MI-B4-EN/API#overview> and here is the swagger for testing: <https://onecallpreprod2.missdig811.org/Mobile/OneCall.MI-B4-EN-DRT/swagger/ui/index>

## Excavator Positive Response API and Webhook

There are two functions for this feature. The first is an API that will allow your system to retrieve Positive Responses for tickets placed. The second is a set of subscriptions that will send Positive Response updates to the ticket holder's system via webhook.

If you also intend on testing the Excavator Positive Response API and/or webhook, a second test account needs to be established. Again, inform [membersupport@MISSDIG811.org](mailto:membersupport@MISSDIG811.org), including the feature you are testing and the username. We will grant the account POSR API access and turn on any requested webhook subscriptions.

If you are testing the webhook, please also provide the https URL, secret key, and, if needed, the optional heading. You will also need to inform us of the subscriptions you would like set up for the webhook. Below are the available subscription types. If you do not specify, all subscriptions will be turned on.

- Ticket Creation: Sends a notice that a ticket was created.
- Member Response: Sends a notice each time a member responds to the ticket.
- All Members Responded: Sends a notice once all members have responded.
- Legal Start Date: Sends a notice of all Positive Response as of the Legal Start Date.

There are two IP addresses for MISS DIG 811, the addresses are the same for testing and production:

- IP: 34.225.89.16
- IP: 3.227.144.123

We will follow up with you once the webhook subscription(s) have been added and/or the API activation is complete. If you are not also testing the ticket injection API, you will need to place tickets at [ocatest.missdig811.org](http://ocatest.missdig811.org) with the login credentials created during set-up. Members of the Web Ticket Support and Member Services Departments are monitoring and positively responding to tickets received. Two dummy organizations have been created on the test site with areas of interest covering the entire state; therefore, each ticket you place will receive Positive Responses back from the system.

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For questions please reach out to the Member Services Department at [membersupport@missdig811.org](mailto:membersupport@missdig811.org) or 1-800-482-7161



## Notification Center

### Utilizing the MISS DIG 811website

Use of [missdig811.org](http://missdig811.org) to place a locate request is not a process to eliminate a Notification System Representative's (NSR) job. This will free up our NSR's time to assist our first-time users or those who are struggling with placing a locate request. If a phone call is necessary to the Notification Center, please [sign up for an account online](#) prior to doing so, this will aid the NSR in helping you.

All new users will have access to place normal 21-day dig tickets and design tickets online. To place all ticket types including Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, Retransmits, and Emergencies you must be an External Plus user. For details contact the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420. This will eliminate a phone call to the Notification Center and waiting on hold, especially during our busy season.

MISS DIG 811 is currently hiring many positions including NSRs as the Notification Center transitions to a "Help Desk" environment. Click to



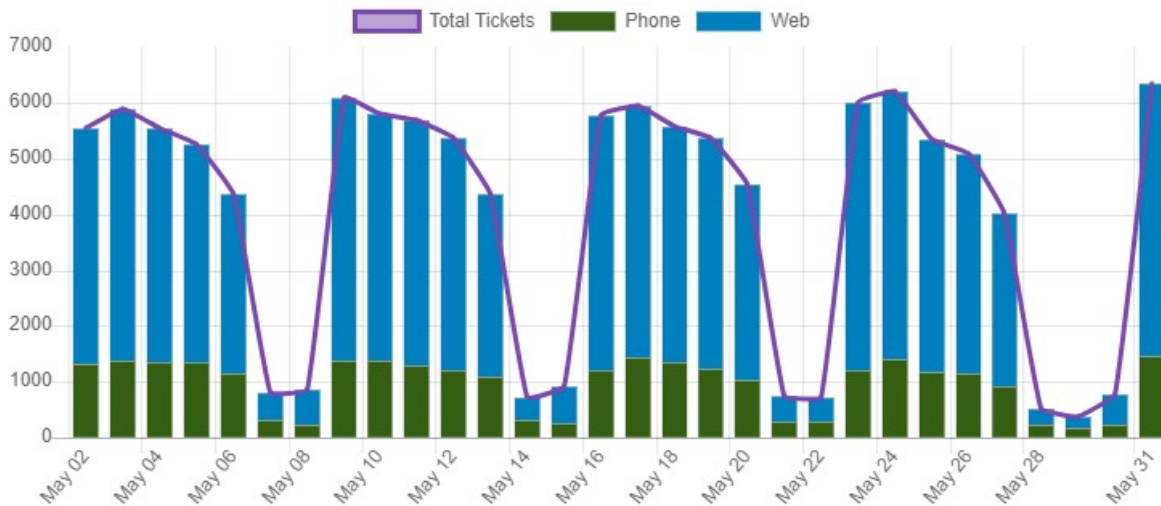
# By the numbers:

121,387 tickets placed in May

Tickets by Type (30 days)



Tickets by Medium (30 days)



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

## Safe Digging Month Winner!

Congratulations to the  
**Toivola Volunteer Fire  
Department** for winning

the 65-inch Flat Screen TV in this year's April's Safe Digging Month Contest sponsored by MISS DIG 811 Social Media Department.

Pictured is Gary Hoekstra of the Toivola V.F.D. with the grand prize. Gary says the TV will be hung at the fire department and used for training and educational purposes. Thank you to everyone who participated! Safe Digging Month may be over, but it's important to spend the entire year digging safely.

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!

