

In the Trenches

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



March 2022 Vol. 22



Ready for the Dig Season?

Community Outreach Hosting MISS DIG 811/PelicanCorp Workshops

**NOW IS THE TIME TO GET YOUR EXTERNAL PLUS
TRAINING IN!!**

Dig season is approaching like a freight train rolling in. MDOT Spring Weight Restrictions are starting to be imposed and enforced effective Friday March 4th at 6 am. Once these weight restrictions are lifted the business at MISS DIG 811 starts to BOOM!! The benefits of having an External Plus account vs using the Basic account online or calling your ticket in to 811 are huge!

- External Plus - you can place all types of tickets yourself including Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Retransmits, Emergency, Short Notice, and Design. You also have access to the Share Feature. Where you can retransmit / view co-workers' tickets. Positive response access coming soon!



· Basic – there is no training, but you can only place Normal 21-Day and Design tickets. (a Normal sized ticket Urban Limit is up to 20,000 sq ft and Rural Limit is up to 50,000 sq. ft)

· Dialing 811 – you must wait on hold to reach an NSR, during busy season hold times can be long, the NSR enters your personal account information in for you.

To get your External Plus training rolling, follow the steps below:

1. If you don't already have a OneCallAccess account, sign up at oca.missdig811.org, or go to www.missdig811.org and click on Submit Locate Request, click on Sign Up Here at the bottom of the Log In page
2. Log in to your SkillBuilder account at <https://missdig811.skillbuilder.co/sign-in> , or click Create Account at the bottom of the Log In page
3. In SkillBuilder under MISS DIG 811 Tools & Programs, complete the OneCallAccess External Plus Training dated 1-13-22. Enroll in and attend a OneCallAccess Webinar
4. Once the three steps above are completed, fill out the [External Plus Application](#), the OneCallAccess account you signed up for will be upgraded to External Plus within 24-hours

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.

We have added a Webinar along with our LIVE Workshops with more to come. Make sure to read your weekly emails regarding the workshop schedule! We'd like to invite any MISS DIG 811 member or contractor/sub-contractor to attend any of these workshops or webinars.

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 would like to contact us our email is: externalaffairs@missdig811.org

The MISS DIG 811 **Web Ticket Department**

Polygon:

One of the most significant changes to users' experience is the map. The purpose of the map in Newton, the previous ticket entry system, was to determine which facility owners should receive the ticket. In OCA, the map serves the same purpose but also can be used to



describe the dig site to the facility owners. This is known as electronic white lining or virtual white lining.

In Newton, the polygon was overdrawn and didn't accurately reflect the dig site. A written description of the work location was required on every ticket. If an excavator was installing a gas service, they may have entered the following description: LOCATE FRONT YARD BETWEEN ROAD AND THE GAS METER ON THE HOUSE.

Drawing a polygon that is precise and accurately reflects the dig site in OCA is encouraged. This eliminates the need for a written description on the ticket. In these instances, SEE POLYGON is written in the Remarks field so facility owners and their locators know that the polygon is a good description of where the work is taking place.

There are instances when the polygon cannot be precisely drawn and covers a larger area than the actual dig site. This means the polygon is not an accurate depiction of the dig site. In these instances, a written description of the dig site is required in the Remarks field. If you need assistance mapping a dig site, please reach out to the Web Ticket Department at webticketdept@missdig811.org or 248-370-6420 .

MAP SOURCES:

The OCA system uses Google Hybrid as its primary mapping resource. Parcel data may be viewed by

	NEWTIN	OneCallAccess
Primary Mapping Source	Tiger Data	Google Hybrid
Address Details	Address Ranges/Some parcel data	Individual Addresses/Parcels
Purpose	Determines Members	Determines Members/Replaces written description of worksite

clicking the map layers icon on the right side of the map. We hope to add to our suite of mapping tools in the future. We currently recommend using BING maps as a backup to Google maps to verify you have mapped the correct address or work location.

MAP SEARCHES-TIPS

There are three search types on the map: STREET, INTERSECTION, and XY. Use STREET when you are searching for an address. The more information you provide the better. Always include the city or township when performing a dig site search. It's not a bad idea to include the state either.

If your search for an intersection doesn't yield any result, try reversing the street names in the 1st and 2nd x-street fields. For example, if Main Street was entered in the 1st X-street field and Park Street was entered in the 2nd X-street field for the original search but the map didn't recognize the intersection, reverse the order of the two streets; enter Park Street in the 1st X-street field and Main Street in the 2nd X-street field.

WEBINARS

The Web Ticket Department hosts a few webinars each week to provide users with a comprehensive tour of the OCA system. This is a great platform to get your ticket

questions answered. If you have ticket examples you'd like to discuss, bring them up in the meeting.

To sign up for a webinar, log into SkillBuilder, scroll down to the OneCallAccess section, and click **OneCallAccess Tutorial Webinar**. If you don't have a SkillBuilder account, you can sign up on the log-in page. <https://missdig811.skillbuilder.co/sign-in>

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.

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://missdig811.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.
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To register for a webinar, click on the SkillBuilder link below:



Webinars:

Tuesday, March 1st, 1:00 pm to 3:00 pm
Friday, March 4th, 9:00 am to 11:00 am
Monday, March 7th, 1:00 pm to 3:00 pm
Tuesday, March 8th, 9:00 am to 11:00 am
Friday, March 11th, 9:00 am to 11:00 am
Wednesday, March 16th, 9:00 am to 11:00 am
Thursday, March 17th, 1:00 am to 3:00 pm
Friday, March 25th, 1:00 pm to 3:00 pm
Monday, March 28th, 1:00 pm to 3:00 pm

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>

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@missdig811.org

The Education Department

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 are looking to update your MISS DIG 811 Certification or become MISS DIG 811 Certified for the first time, please take the most updated course and follow these instructions:

Login or create an account at missdig811.skillbuilder.co. If you have an account and are having trouble logging in, please do NOT create a new account. Contact lportelli@missdig811.org or bkirby@missdig811.org for assistance.

Under the category All, click on the NEW Safe Excavation Practices Certification Online 1-26-22 to get started. The course is approximately two hours. CEC's are available for the course equaling .2 for Drinking Water and 2 for other related professions. Live workshops can also be requested.

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

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.

