

# In the Trenches

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



May 2022 Newsletter, vol. 24



## Community Outreach

by Colleen Goddard  
Community Outreach Specialist

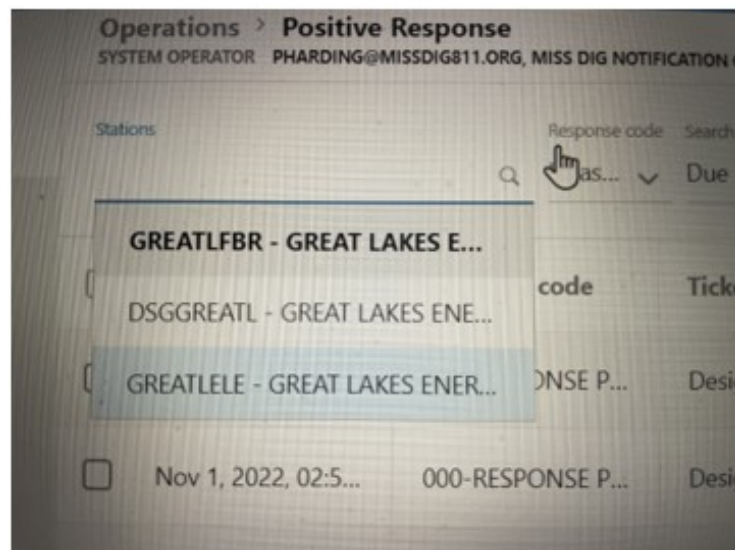


As Community Outreach travels around the state talking with our municipal members, we are noticing that some facility owners are only posting for one of their multiple facilities. The reason for that is that these facility owners are only responding to the default code listed under STATION CODE when posting.

To see all the Station Codes for your facilities, simply click on the default station code & a drop-down menu will appear (as shown below), from which you can pick the appropriate Station Code to post to!

In some cases, not every station code for a member will be on every ticket they receive, but each station code that receives a ticket needs to be responded to.

No tickets will be listed under the DSG station code that shows up on the



dropdown, see DSGGREATL above because all design codes have been inactivated. They are a ticket type in Pelican, not a station code. Check the ticket type on tickets and look for Design.  
Looking forward to visiting you soon!

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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 Entry Platform

The Web Ticket Department is available to assist in setting up OneCallAccess (OCA) accounts, navigating through the OCA system, and placing tickets. Our hours are Monday through Friday between 7 am and 5 pm eastern time. Feel free to contact us at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420.

Click the button below for the full article:

[For the rest of Web Ticket article](#)

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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](#)

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For May Webinar dates  
click the computer icon:



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

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

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## Quick Links & Training

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

- [OCA.MISSDIG811.ORG](https://ocean.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

## The Education Department





# MISS DIG 811<sup>®</sup>

## ONLINE EDUCATION


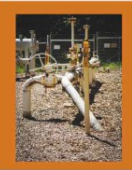
The MISS DIG 811 Education Department offers a variety of online training through our learning management system, SkillBuilder. From Field Basics, Safe Excavation Practices to tutorials on the new PelicanCorp platform, the Education Department has online training for you. To get started just click on the icon above.

### Excavator Education Program Handbook



Before you dig, contact MISS DIG 811. Member utilities will mark the approximate location of their underground public facilities free of charge.



**Excavator Education Program (EEP) Handbook**



**Gas & Liquid Pipeline With Public Act 174**



Michigan's natural gas utilities, transmission pipeline operators, and MISS DIG 811 are providing this Excavator Education Program (EEP) Handbook to excavation contractors as part of the Pipeline Public Awareness Program.

The information provided within the EEP handbook, including Public Act 174, can help reduce or eliminate your chances of a strike occurring during your excavation project.

Click the link below to access the EEP handbook.

**Excavator Education Program w/  
Public Act 174**

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

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





## Need Help?

Please contact the Member Services Department. With the increase in traffic to the department we are encouraging emails to [membersupport@missdig811.org](mailto: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 <a href="#">Member Services Support Form</a> 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

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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

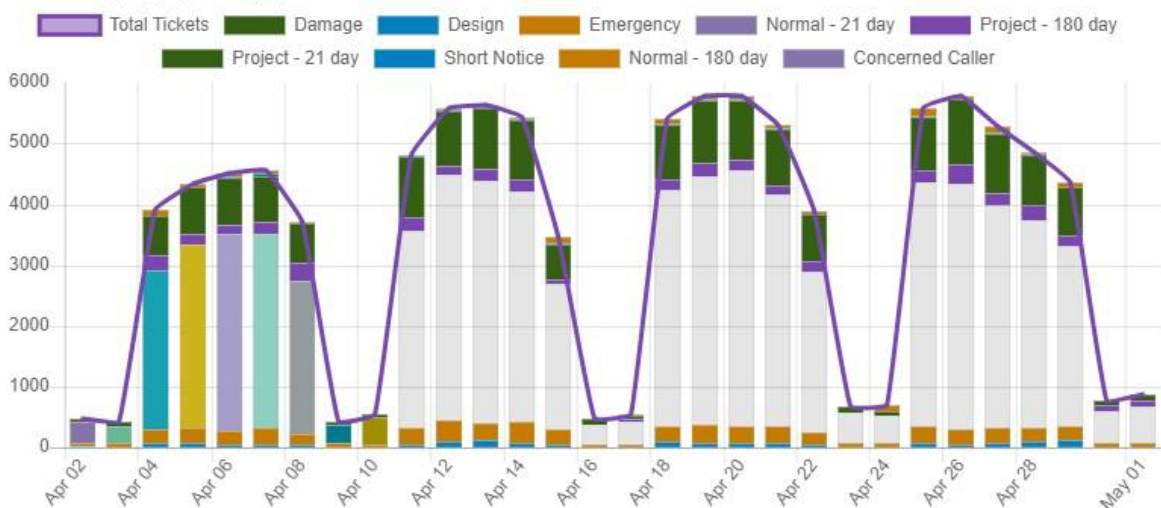


## Notification Center

With the digging season underway the notification centers are busy taking calls, so far this month (as of Monday, April 25th) call volume has been 24,283 for the month of April. Mondays and Tuesdays have the highest call volume for the week with a trend in an increase from homeowners.

**By the numbers:**

**Tickets by Type (30 Days)**



**Tickets by Medium (30 Days)**



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

# JOINT PROJECT LOCATOR and MAINTAIN THE MARKS

MISS DIG 811 is proud to announce TWO NEW 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...

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)



[click: Joint Project Locator](#)



[click: Maintain the Marks](#)

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For questions please reach out to Harry Carr, Education Specialist, at [hcarr@missdig811.org](mailto:hcarr@missdig811.org) or 248-370-6444

## **'Spread the Awareness Campaign' Winner!**

Every April is Safe Digging Month and MISS DIG 811 promoted a 'Spread the Awareness' contest for Michigan fire departments. The 'Spread the Awareness' campaign's goal was to lessen the emergency responses by fire departments to utility strikes, while at the same time providing an opportunity to enhance participants' fire stations.

The 811 message was promoted by Fire Departments throughout the state on station marquees or with banners during the month of April, Safe Digging Month. The winner received a 65-inch 4K TV that was drawn on May 1.

This year's winner of 'Spread the Awareness' is:

**Toivola Vol.  
Fire Department**



# **Congratulations !**

