



MAY LIVE! OPEN MIC WITH MISS DIG 811 NOTES

The topic of discussion for MAY was RTE REFRESHER

- The record season has put locators behind. When placing tickets excavators can help by:
 - Not placing tickets that they won't get to within 14 days
 - Stagger dig start dates when placing multiple tickets, they can be placed up to 14 days in advance
 - When retransmitting a ticket, specify which utilities are needed. Do not request all utilities unnecessarily.
 - Keep documentation of any interaction with locators.
 - Retransmit problem tickets don't just talk directly with the locator, this will create documentation of what went on.
 - Learn and understand Positive Response Codes

- What action do I take when a ticket doesn't get responded to?
 - Make sure you are retransmitting the tickets for the utilities that are not responding, that way it is documented
 - After retransmitting your ticket through MISS DIG 811 you can contact the facility or contract locator yourself
 - Once you are on your 3rd request you can speak with a Manager at MISS DIG 811 and they will attempt to contact the correct person to see what the problem is.
 - You can upload attachments and use excavator response to document what is going on
 - You can access both capabilities in Ticket Search Lite, which is in the HELP menu under Tickets, then click on Ticket Search Lite
 - Once you either enter a ticket number, or find the number by searching for it, you will see a menu on the top of the ticket with Attachments and Excavator Response.

- Ticket Entry & Mapping skills were refreshed
 - **Entering Street Fields appropriately** – The street you are working on goes in the Street field, any street you are referencing in the Locate Info field should go in 1st x-st and 2nd x-st fields, any more streets you want to reference can go in the Locate Info
 - **How to map addresses that fall into more than one address range** – Make sure all the address ranges that your address falls in are included in your polygon
 - **How to correctly enter addresses and find addresses in the map** - Enter the address number and the street name in the Street field, when you click on Map Lookup above the Locate Info, or Street in the map to bring up an address in the map



- **The street is too new and isn't on the map** - Use the closest cross streets to determine the area where the work is being done, the street name still goes in the Street field, the cross streets used to find the location go in 1st x-st and 2nd x-st fields
- **GPS tools** - You can use GPS coordinates to put points on the map to draw your polygon or you can put points on the map to add GPS coordinates to the ticket. You still must describe the location in the Locate Info field
- **NEAR tool** - This is in the middle of the ticket under Near Ticket, you can use this to search for tickets placed for work being done in the last 21 days near your work location
- **Correct way to retransmit tickets** – Unmarked Facilities is to be used only when the facility has not been marked or marked completely, Destroyed Markings is to be used only when the markings were there but have been removed, None is to be used when you are retransmitting a ticket just to add a comment