Positive Response Monitor Report

Report summary

MISS DIG 811 offers several reports designed to present cross sections of ticket and Positive Response data, but sometimes a more complete of record of the data is needed. The Positive Response Monitor Dump is a method to export ticket and Positive Response data to a CSV for all tickets received from member codes associated with the user's account. Two reports generate a CSV of the member's ticket information. The first report, "Positive Response Monitor Dump Report", accesses the live server. The live server houses tickets that have not expired. The second report, "Positive Response Monitor Dump Report Longterm", accesses the same data on the long-term server. Once a ticket expires, it is moved to the long-term server and is available there for six years, in compliance with Public Act 174.

The reports include the Expires field, which provides the date and time the ticket expires. Each night expired tickets are moved to the long-term server. This field is helpful when running deltas on the data. In the Response field, the numeric response code is provided. If the response is not due at the time of the dump, see Response_Due field; the response returned for the dump in the Response field will be pending. When running the report, you will have the option to include pending tickets. Below are the listed fields returned:

Member Code	Remarks	Work_Type
Ticket Number	Response_required	Address
Revision	Response_Due	Street
Type	Response	Cross1
Priority	Responded	Cross2
Company	Response_by	Boring
Done_for	Expires (Ticket Life)	Meet
County	Completed	Four Points for the Best
Place	Response Comment	Fit Polygon
Street	Digstart	

When running either report, users will be able to provide a date range to return tickets based on the Completion field. The "completion" is the date and time the ticket was processed on the system. Be mindful of what information you are looking for when providing a date, especially on the live server.

With this data, members will be able to isolate tickets and responses, or summarize and show data in new ways.

Saving the .CSV

Some fields in the reports have data that is separated by a comma. As a result, when accessing the data in Excel it should be imported so that the commas do not separate the value into columns. Save the CSV to your computer, open an Excel Workbook, and then import the CSV. When opened directly, the formatting causes data to be pushed into subsequent columns. When imported, the formatting characters are stripped, and data is placed into the correct columns.

The import option in Excel is under the Data menu (shown here).
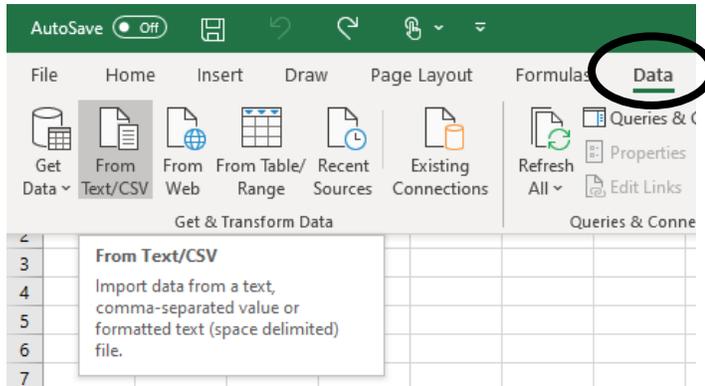
Upon creation, templates to manipulate this data will be made available on the Resources page of the Members section of the MISS DIG 811 website.