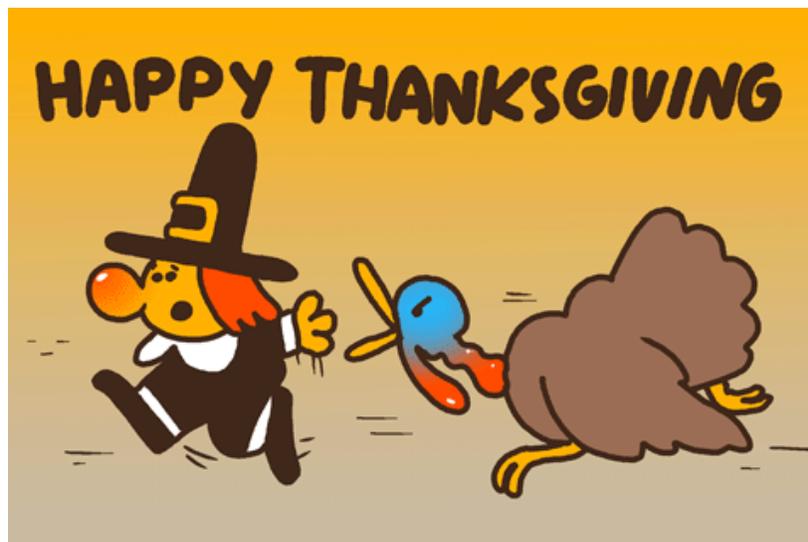

In The Trenches

Protecting Facilities, Families and the Future
November Newsletter 2020



Call to Action: Reducing Unnecessary Burdens

MISS DIG 811 and the locating community, both facility owner/operators and contract locating companies, have noticed an increase in excavators placing upwards of 100 consecutive locate requests, all due on the 72-hour clock. While there may be some instances when the work will all occur on or near that dig start date, the work often begins later within or beyond the 14-day window.

With so many tickets, generally in the same geographical area, an unnecessary burden is placed on facility owners. When the work does not begin within the 14-days, a second request is placed, and facility owners are required to go out and re-mark the

area.

In assessing the scope of the problem, many of the tickets “Done For” fields contained the names of facility owners. To reduce the locate burden on all members in the scope of these tickets, we are asking our members to remind and encourage contractors working for them, or on their behalf, that tickets can be placed up to 14 days in advance of the dig start date.



Excavators should be mindful of the “Dig Start” field on their tickets by making sure that their construction start date, rather than the default three business days, is reflected. If creating multiple tickets on the same day but not planning to start all the projects on the same day, excavators can stagger the start dates on tickets to better reflect when the project will actually begin. When placing a single-address service, e-Locate, make note of the actual dig start date in the “Additional Comments” field so it can be updated. Correcting the aforementioned issues will assist facility owners and their locators in planning ahead to be better prepared for increased locate volume.

For contractors who have projects that would require more than 100 locate requests or multiple project tickets, MISS DIG 811 offers pre-construction meetings. By asking MISS DIG 811 to coordinate a pre-construction meeting, we will invite all facility owners and contract locators located in the area of your project to work through timelines and locating processes to increase efficiency and foster open communication between the contractor, locators, and facility owners.

Remote Ticket Entry Training

If your excavating company placed a substantial amount of e-Locates this past year, consider taking Remote Ticket Entry (RTE) training during the slower winter months. The e-Locate program is a good option for placing an occasional single-address ticket. For companies who regularly place tickets, Remote Ticket Entry (RTE) is the preferred program because of the benefits and flexibility it provides.



Users of the RTE program may:

- include up to 10 addresses on one ticket
- submit a ticket for work at any location (not restricted to a single address)
- place emergency or project (180-day) requests
- access tickets placed within the past six years
- print a copy of your tickets
- add or view attachments to tickets
- post an excavator response
- easily check the status of a ticket
- see if someone is working near your jobsite

- retransmit tickets after three months of experience

To begin placing tickets using RTE, create an account

at https://newtin.missdig.org/newtinweb/rte_signup.html

Once the RTE account application has been received, an email will be sent to guide you through the online training process.

We look forward to hearing from you. Feel free to email one of MISS DIG 811s Web Ticket Specialists with questions.

Stephanie Boe sboe@missdig811.org

Sandy Gunville sgunville@missdig811.org

Patty Preston pattyp@missdig811.org

"Digging In" - MISS DIG 811 Podcast



MISS DIG 811 is excited to announce a new platform for information, education, and damage prevention! MISS DIG 811 released their first "Digging In" podcast episode on October 12. New episodes will follow weekly on Monday at 10am.

Tune in to each segment, hosted by Eric Urbain, MISS DIG 811 Education Specialist. The programs will center around a particular topic or feature interviews with industry professionals or various facility owners/operators regarding damage prevention.

The podcast will be available on the platforms below for your educational and listening enjoyment.

<https://digging-in.simplecast.com/episodes/episode-1-miss-dig-811-50-years-of-damage-prevention>

The podcast can be embedded into Medium, WordPress, and Twitter and played from there.



Are You MISS DIG 811 Certified?

Or, has your certification expired and you need to update it?



MISS DIG 811 has several options available for you and/or your employees to get certified:

- Webinar (virtual instructor-led)
- Online
- Workshops/Seminar (live instructor-led)

[Download Webinar Registration Instructions](#)

[Login to Skillbuilder](#)

MISS DIG 811 offers weekly Safe Excavation Practices Certification Webinars for your convenience virtually featuring a live instructor. The webinars take place:

- Every Wednesday
- From 9:00 AM to 1:00 PM

If you are new to MISS DIG 811 training, please create an account in SkillBuilder, MISS DIG 811's learning management system. If you already have an account, simply log in and go to Your Learning Plan. Click on the appropriate orange tile to get started.

If you do not remember your account login credentials, please contact Linda Portelli at 248-370-6441 or by email at lportelli@missdig811.org. Do not create a duplicate account.

[Download Online Instructions](#)

RTE Forums

- Refresh your skills
- Join an RTE Forum Webinar
- Two RTE Forums held each month
- November topic: How to map new streets
- RTE Forums- Monday, November 9th at 1:00 PM and Friday, November 13th at 9:00 AM



For more information or to register contact Sandy Gunville at sgunville@missdig811.org or Patty Preston at pattyp@missdig811.org

Community Outreach

The Education Department has two Community Outreach Specialists available to support your municipality or association. If you are interested in setting up educational opportunities like a Toolbox Talk (social distancing restrictions) or webinar, need educational supplies such as homeowner pamphlets, or request information to update your website, please contact:



Paul Harding parding@missdig811.org
Colleen Goddard cgoddard@missdig811.org

Damage and Safety Alliance (DSA's)

Staying connected is always important and even more so now during COVID-19 restrictions. Attending a Damage and Safety Alliance (DSA) meeting is a great way to do so.

MISS DIG 811 will share updates to programs, procedures, and answer any questions or concerns you may have. This is also a great opportunity to speak with other industry professionals in the area to discuss projects, trends, issues, etc...

If you are interested in signing up for a regional DSA to be notified of upcoming meetings and receive email reminders, please click the following links. To email the MISS DIG 811 Education Specialist:

Tri-County DSA

Dave Bowen dbowen@missdig811.org

SW Michigan DSA

Eric Urbain urbain@missdig811.org

W Michigan DSA

Eric Urbain urbain@missdig811.org

Northern Lower Michigan

Patrick Goddard pgoddard@missdig811.org

Upper Peninsula

Patrick Goddard pgoddard@missdig811.org

If you are interested in establishing a **DSA** meeting in your local area, please feel free to contact the Education Department at education@missdig811.org for suggestions. A member of the Education Team will participate in several of your DSA meetings throughout the year to provide educational information, updates, and helpful material. We will also promote your efforts on our website, through emails and in our newsletters.



Who do you Call?

. . . and no it's not the ghost busters!

As the year begins to wrap up, we encourage everyone to log into your Remote Member Access (RMA) account(s) and verify that the contact information on all of your member codes is accurate. Having the most up-to-date information helps us in providing our members with the best possible service we can by ensuring that we are working with the correct people within your organization.

This year, we added a DAMG (Damages) contact field to the codes. The information here is not public-facing at this time, but will be provided to an excavator upon request

to contact a facility owner/operator regarding a damaged line.

Additionally, it is important to know your after-hours emergency contact options. Our systemwide after-hours timeframe is 4:00 pm - 8:00 am the following workday, Monday through Friday, and all-day weekends and holidays. Up to two phone numbers for after-hours emergency phone calls (IVR) and up to five cell phone numbers for after-hours emergency text messages (SMS) can be used per code. The IVR phone number must be attended during after-hours with the ability to respond to prompts from our IVR system for emergency tickets. Please provide the name of the contact, if available. If the phone number rotates between on-call employees, please make the contact name "On Call Phone." All after-hours phone numbers provided will be called and/or texted simultaneously. Click the "Test" button after adding an SMS contact and phone number to send a test text message to the contact. If you have a locator code and multiple facility codes, we suggest inputting the after-hours contact information into the locator code only as to avoid repeated notifications for the same ticket number.

RMA access account types that provide the ability to update contact information are the RMAA, RMAL, and RMAF accounts. A "Contact Updates User Guide" can be found in the menu of your RMA account or online at <https://www.missdig.org/members/resources.html>. Please note that ticket delivery updates cannot be made through RMA accounts of any kind.

