



IN THE TRENCHES

Protecting Facilities, Families and the Future

February Newsletter 2021



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

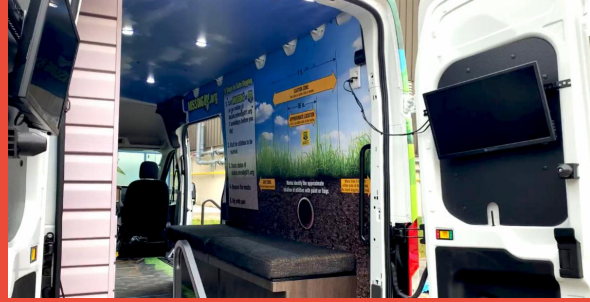


The Educational Mobile Unit (E.M.U.)



Last year MISS Dig 811 contracted to have the Educational Mobile Unit (E.M.U.) created. The E.M.U. was made

for the purpose of educating the public on underground safety. However, in the process we were able to create some educational fun too. The Educational Mobile Unit will be performing in public for the first time in 2021.



One of the most influential members of our communities are children, and we wanted to engage these young ones in the fun of learning about becoming Underground Superheroes.

The E.M.U. has many learning activities to engage every one, young and old, using videos, hands on activities, virtual reality, corn hole and plinko games. We created a coloring book and a passport to move the learner through a variety of activities to finally be awarded the prestigious title of Underground Superhero.

The Education Mobile Unit was created to travel throughout the state to bring awareness to buried underground utilities and how each and every one of us can be a superhero in our own neighborhoods.

We travel upon request to schools, annual meetings, home improvement stores, local neighborhoods and much, much more. Look for us in a neighborhood near you or contact us for a visit from the E.M.U. at educationdept@missdig.org.



ADVOCATES FOR SAFE DIGGING!

Become an advocate of MISS DIG 811 to spread the safe digging message. Show support by sharing, following, liking, or commenting on social media platforms: Facebook, Twitter, and LinkedIn.



5 STEPS TO SAFE DIGGING

1. Call MISS DIG 811 or go online at e-Locate.missdig811.org
2. Wait for utilities to be marked
3. Check Positive Response
4. Respect the marks
5. Dig with care



**KNOW WHAT'S BELOW
BEFORE YOU DIG !**

- Many people do not know who MISS DIG 811 is or the services they provide. Spread the word.
- Make an impact in your community by sharing information to keep workers safe on the job and your family and neighborhood out of harm's way.
- Share our public service messages on your business site to help educate the public on safe excavation practices. Incorporate MISS DIG 811 messaging into your existing campaigns.

MISS DIG 811 social media has been revamped and hopes you'll join in the fun. New features include Restaurant Reviews by MISS DIG 811 employees, Mystic Travels tracks interesting places MISS DIGGY has traveled to, Stakeholder Spotlight highlights a company familiar to MISS DIG 811 , and Michigan Moments includes Michigan history, festivals, and fun locations.



2021 Dig Season Regional Pre-Construction Meetings

In preparation for the 2021 dig season, MISS DIG 811 will be hosting regional virtual pre-construction meetings. A pre-construction meeting is your best chance to manage

expectations and clarify project goals. Involved parties can identify potential conflicts and overly vague specifications to get issues resolved before work begins. If you are responsible for facilities, facility locating, or a large construction project in a region, we encourage you to join the pre-season pre-construction meetings.



(Click on the Excavator to Register Now)

During the virtual meetings, expect open dialog between contractors, facility owners, and locators to establish processes and expectations. MISS DIG 811 staff from the Member Services and Education departments will be present in each meeting to educate and make known the solutions and resources available through the System. Staff members will also bring user and member concerns back to MISS DIG 811 as we continue adapting to the changing needs of the damage prevention community.

When you register for a regional meeting, you will be given the opportunity to provide contact information to be shared with the group and to upload documents, including contact lists, project lists, and project details. We will do our best to pull the provided data together as consistently as possible and will share with attendees. If you would like to present or discuss a project, please let us know. This is an open dialog meeting; however, by letting us know ahead of time we can include project information as part of the meeting's presentation and schedule time for you to discuss your projects or concerns. Three webinars will be hosted, one for each region of the state.

- West Region will meet Monday, February 22, 2021 from 9:30 AM to 11:00AM.
- Northern Region will meet Wednesday, February 24, 2021 from 9:30 AM to 11:00AM.
- Eastern Region will meet Monday, March 1, 2021 from 9:30 AM to 11:00AM.

[Click here to check your county for region](#)

The meetings will be held Via WebEx. Once you register, you will receive an invitation with WebEx meeting and call-in information.

URGENT... MEMBERS: Are You Getting Your Emergency Ticket Notification ?

*Do you Receive Tickets Via
Text? If so, you may have*

recently noticed that you've missed a text or two. Over the last couple of months, some cell phones have employed known and unknown sender polices. Similar to how some email accounts block IP addresses, these policies could prevent users from seeing certain texts, even though both your carrier and MISS DIG 811 are delivering the messages. This policy could affect the text while allowing the notifications to continue to come through as an automated phone call.



We encourage members who receive tickets via text message to add the four cell modem numbers as contacts in all phones that receive after hour text messages. Even if you have not experienced an issue yet, please take this preventive measure. Future phone updates or carrier or phone policy changes may affect your text message delivery.

The four numbers MISS DIG 811 uses to send text messages from are listed below.

CELL MODEM 1: 248-600-3129

CELL MODEM 2: 248-600-3145

CELL MODEM 3: 248-600-3159

CELL MODEM 4: 248-600-3149

If you have any questions regarding your ticket deliveries and delivery options, please contact Member Services at membersupport@MISSDIG811.org or call us at 800-482-7161.



RTE Forums

- Refresh your skills
 - Join an RTE Forum Webinar
 - Two RTE Forums held each month
 - February topic: Working at or around Utility Poles
- RTE Forums- Monday, February 22nd at 1:00 PM and Thursday, February 25th at 9:00 AM

For more information or to register, contact:

Web Ticket Department at webticketdept@missdig811.org

Community Outreach

In 2019 & early 2020, MISS DIG 811 Community Outreach visited the building permit division of municipalities and facility owner/operators around the State of Michigan. We supplied them with informational items regarding safe excavation around underground infrastructure. We provided posters, brochures and even a Miss Diggy bobblehead to encourage local excavators to follow the law & contact MISS DIG 811 prior to any digging projects.

When Covid-19 restrictions were put in place in late March of 2020, our Community Outreach team had already visited over 1200 municipalities! Now, MISS DIG 811 employees are working from home, so we are unable to do onsite or in-person meetings. However, we would like to invite you and any employees you think would benefit to join us for a virtual meeting/conversation that would be personalized to your municipality or region. Any MISS DIG 811 related subjects/questions that you need more information about could be discussed! We want to find out what is & what isn't working for you when it comes to the entire MISS DIG 811 process. We want to hear your ideas about how we could make MISS DIG 811 more effective & user-friendly. As always, our goal is to help dramatically reduce the number of damages to underground facilities to keep our citizens & infrastructure safe!

Here are a few topic ideas:

- Receiving & responding to tickets
- Emergency tickets
- Contact names/off-hours capabilities
- Positive response & locators
- Remote Member Access (RMA) accounts/full access account
- Placing tickets online - e-Locate vs Remote Ticket Entry (RTE)
- Issues regarding excavators and/or other facility owner/operators
- Gold Shovel Standard - what it is and how it can help your municipality
- Online training available for your team
- Public Act 174
- Your annual membership billing details



Feel free to choose any combination of the above topics or come up with a topic of your own!

What's in a Name?

The name is the face of the membership and our collective damage prevention efforts. It performs a significant role in how we as a

membership develop and are perceived. MISS DIG 811 and many of our members have spent a great deal of effort and funding to secure and promote the company. As a result, MISS DIG 811 has strong brand awareness, not just in Michigan but throughout the country. For some contractors, MISS DIG 811 is synonymous for placing a dig request with the local 811 Notification Center.



More often than we like, we see MISS DIG 811 spelled some cringe worthy ways. As a member of the damage prevention industry, we ask that you help in the growth of our brand awareness by correctly spelling MISS DIG 811. "MISS DIG" is two words, all capitalized, followed by the numeric "811". If referencing the non-profit corporation in an agreement, invoice, or legal document "MISS DIG System, Inc." is also acceptable. However, for marketing and general communications we are MISS DIG 811.

Learning Path Expiring ?

If you receive a notification from SkillBuilder saying an Online Learning Path is expiring or expired, follow the instructions below to retake the course. You will have 60 days before the certification expires but you can still Requalify to update your certification after that date. You are encouraged but not required to take the course by every method (online, workshop, webinar). Note: The most current **Safe Excavation Practices Certification** course is the tile dated **10-7-20**. To become MISS DIG 811 Certified, that is the Learning Path you should complete.



If a Learning Path does not allow you to Requalify, contact lportelli@missdig811.org for assistance.

Learning Path is expiring

Linda Portelli,

Your completion of the following Learning Path will expire in 59 days.

Path: **Field Basics Online**

Expiry Date: **Mar 23, 2021 05:55 PM (Eastern Standard Time)**

In order to maintain your certification, you must complete the Learning Path prior to the expiry date.

[View Learning Path](#)

Thank you,

MISS DIG 811

<https://missdig811.skillbuilder.co>

1. Click on **View Learning Path** from the notification.
2. Click on the green tile for the **Online Learning Path** that is going to expire or the red tile that has expired.
3. Click on the **Requalify** button to be able to retake the course.
4. Click on the first item in the Learning Path to begin the course.
5. Once the entire **Learning Path** has been successfully completed, your **Certification** or **Learning Path** will be up-to-date.

OR:

1. Type **missdig811.skillbuilder.co** into your browser. The MISS DIG 811 login page displays.
2. Enter your **Username** and **Password**. Click the **Sign In** button. **My Learning Plan** page displays.
3. Click on the green tile for the **Online Learning Path** that is going to expire or the red tile that has expired.
4. Click on the **Requalify** button.
5. Once the entire **Learning Path** has been successfully completed, your **Certification** or **Learning Path** will be up-to-date.

