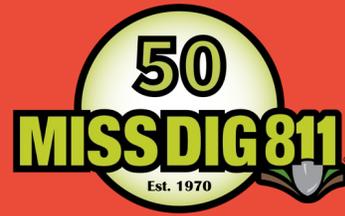


In The Trenches

Protecting Facilities, Families and
the Future

September Newsletter 2020



Updating Member Contacts

Call Me Maybe?

by Laura Arnold, Member Services Director

MISS DIG 811 maintains a database of contacts for

our members. The contact information is used by our Member Support team, the Notification Center Management team, and is even provided to callers by our Notification System Representatives. Annually, the Member Support team requests our members log into their Remote Member Access accounts and verify the contact information associated with each of their Member Codes is accurate; however, members can update their contacts at any time through a qualified Remote Member Access account. MISS DIG 811 offers six types of Remote Member Access accounts; the Full, Administrator and Limited accounts allow for contact updates.



Why Is It Important To Maintain Accurate Contact Information With MISS DIG 811?

The Receiving Location contact associated with each member code is the most crucial of all the contact types. When MISS DIG 811 receives an error in response to sending a ticket, the receiver contact is who we reach out to in order to resolve the error. The receiving contact information is also available to our Notification System Representatives and when there are issues on a ticket, this is the contact provided to the caller. Most often the issue is a Positive Response that requires a comment:

- 003 NOT COMPLETE
- 005 ON-GOING COORDINATION
- 006 NOT MARKED: NO ACCESS TO WORK AREA
- 009 ADDITIONAL LOCATING REQUIRED
- 011 NOT MARKED: EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION

When the comment does not contain complete or accurate contact information for the excavator to get in touch with the locator, the excavator may reach out to MISS DIG 811 to be put in contact with the person responsible for locating the lines.

What Types Of Contacts Does MISS DIG 811 Collect?

In addition to the Receiving Location contact, MISS DIG 811 has five contact types; After-Hours, Alternate, Damage, Database and Engineering.

Receiving Location: Includes company name, mailing address, and phone numbers of a daytime contact person for ticket receipt or staking issues. A design code requires only a single contact. Use the Receiving Location field, as no other information is needed.

After-Hours: For notice of emergency tickets between 4:00pm—8:00am the following workday, M-F, and all-day weekends and holidays. MISS DIG 811 allows for 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) per code. The IVR phone number must be attended during off-hours with the ability to respond to prompts from our IVR system for emergency tickets.

Alternate: Alternate daytime contact information, should the Receiving Location

contact be unavailable.

Damage: Information used when MISS DIG 811 is contacted by someone who has damaged a line. MISS DIG 811 will keep access to this number limited to MISS DIG 811 personnel and will provide to the caller only.

Database: Information for the person authorized for mapping the database and making place updates.

Engineering: This is ideally design ticket contact information.

How do I Review And Update My Company's Contacts ?

Log into your Remote Member Access account either by going to newtin.missdig.org or go to our website at www.missdig811.org and select *Member Login*. Once you are logged in, click the *Maintenance* button on the menu bar. This brings you to the Maintenance page where you can make *Contact Requests*. It is very important that you review the contact information for all of your codes so that nothing is missed. You can select each code from the Member code drop-down menu. Click "Add" when available if you wish to add information to a blank category. Then click "Add" at the bottom of the page to complete the addition.

ALTERNATE	Add
No data for this contact type	
DATABASE	Add
No data for this contact type	
ENGINEERING	Add
No data for this contact type	

Edit RCVR contact for CATHY		
	Current	Change
Contact	CATHY	CATHY
Phone	248-000-0000	248-000-0000 <input type="checkbox"/>
Name	MISS DIG SYSTEM INC	MISS DIG SYSTEM INC
Address1	3285 LAPEER ROAD WEST	3285 LAPEER ROAD WEST
Address2		
City	AUBURN HILLS	AUBURN HILLS
State	MI	MI <input type="checkbox"/>
Zip	48326	48326
Title	TEST	TEST
Fax		<input type="checkbox"/>
Pager		<input type="checkbox"/>
Cell		<input type="checkbox"/>
Email	CMDENDEL@MISSDIG.ORG	CMDENDEL@MISSDIG.ORG
<input type="button" value="Request changes"/> <input type="button" value="Cancel"/>		

If contact information has already been provided and needs to be updated, click "Edit" located under the Pending column to make a change or delete existing information. A new split-screen will appear: *Current vs. Change*. Make changes or deletions under the Change column.

Click "Request Changes" at the bottom of the page to complete the request for change. Except for changes to after-hours information, requested changes

are pending until accepted by MISS DIG 811. You may receive an email confirming acceptance of the changes. The after-hours changes are implemented automatically.

How Often Should We Review and Update Our Contact Information?

Members should review and update contact information when their personnel and/or their contact information, i.e. name, phone, email, etc. has changed. Members also need to update contact information when an AFTER-HOURS contact name or number has changed either permanently or temporarily, i.e. vacation. Even when no changes have occurred for a member, it is still best practice to log in once a year and confirm.

I Have Updated Our Contact Information, Does That Affect Where Our Tickets Are Sent?

No, updates to contact information do not affect ticket delivery. For ticket delivery changes, please email membersupport@missdig811.org.

Why the Marine Ticket is so Important to Michigan and The Great Lakes

"This is what an incident would look like in your area..."
- Ed Landgraf, Coastal And Marine Operators Chairman



Corpus Christi pipeline explodes, USCG searching for missing crew members

Alexandria Rodriguez
Corpus Christi Caller Time



A barge that struck a pipeline prompting an explosion Friday, August 21st in Corpus Christi left several people with burns and prompted first responders to close nearby roads as they battled the blaze.

Emergency crews blocked several roads near Lantana Street and Up River Road after being called to the scene that sent six people to hospitals. Friday afternoon, the

Coast Guard was still searching for four missing people. Eighteen people were working in the area.

For the entire article please click on the link below:

<https://www.caller.com/story/news/local/2020/08/21/corpus-christi-explosion-crews-respond-grain-bin-near-lantana-st-and-up-river-road/3406755001/>



For more information on the Marine Ticket please contact:

Pat Goddard, Education Specialist (906) 553-0033 or at pgoddard@missdig811.org

The Private Locate Program

by Bill Fisher, Executive Assistant / Building & Grounds Manager

The Private Locate Program has continued to gain more traction as it progresses. Macomb and Oakland counties were the initial focal point of the pilot. After four months, it was decided to expand to other counties. As of July 17th, MISS DIG 811 has added the following counties to the pilot:



Bay
Clinton
Genesee
Huron
Ingham
Jackson
Lapeer
Lenawee

Monroe
Saginaw
Sanilac
Shiawassee
St. Clair
Tuscola
Washtenaw
Wayne

Since adding these counties, there has been an uptick in the requests for private locating services. Blood Hound Private Locating has been receiving the locate requests and following up on the leads. MISS DIG 811 has been compiling the positive responses with the following labels:

- 401 – Unable to contact user
- 402 – User declined private locate
- 403 – Private locate performed

To date, only codes 401 and 402 have been used, although Blood Hound states that much education about the private locating program is being provided to the users.

MISS DIG 811 has also been sending out survey requests about the experience to the users that place private locate requests. This is still in the survey gathering phase. The results will be shared when an appropriate sample size has been reached.

RTE Forums

- Refresh your skills
- Join an RTE Forum Webinar
- Two RTE Forums held each month
- September topic: **Mapping an Address with Parcel Data & Identifying the "Place"**
- RTE Forums- Tuesday, September 29th at 9:00 AM and Wednesday, September 30th at 1:00 PM



For more information or to register contact Sandy Gunville at sgunville@missdig811.org or Stephanie Boe at sboe@missdig811.org



Safe Excavation Practices Webinar

The Safe Excavation Practices Certification will continue to be offered through Webinars. The instructor lead course can be taken every Wednesday from 9:00 AM to 1:00 PM. To sign up click on the link below.

<https://www.missdig.org/education/missdig-workshops-training-certification.html>

