

# *In the Trenches*

Protecting Facilities, Families and the Future

January Newsletter 2021



Know what's below.  
Call **MISSDIG** at **811**  
before you dig.



## **2021 MISS DIG 811 Annual Meeting**

**Tuesday, January 19th, at 1:00 PM**

Unfortunately, due to COVID-19, MISS DIG 811 will not be having an in-person Annual Meeting this year. We will, however, have a virtual meeting for the business portion that will include information on the status of MISS DIG 811 as well as voting for the open seats on the MISS DIG 811 Board of Directors. The available Board seats are for the Long-Distance and Pipeline representatives. If you are interested, or know someone who would be interested in joining the MISS DIG 811 Board of Directors, please contact Bill Fisher at [bfisher@missdig811.org](mailto:bfisher@missdig811.org).



The meeting will be held on Tuesday, January 19th at 1:00 PM. Please keep an eye out for proxy ballots that will be distributed closer to the date of the meeting. The weblink for the meeting will be: <https://missdig.webex.com/meet/bfisher>.

## **Educational Opportunities from MISS DIG 811**

MISS DIG 811 offers a variety of training and certification programs. Under the mandate of

Public Act 174, MISS DIG 811 became responsible for the education of stakeholders in the excavation community. This included facility owner/operators, locators and excavators.

The MISS DIG 811 Certification Programs offer excavators training and information on safety and utility damage prevention topics and best practices, at no cost to your organization. It also covers requirements for underground facility owners as well as clarifying requirements for those excavators working near these underground lines.



It provides practical, up-to-date tools which help navigate the process and bring about the most efficient, safe outcome possible. MISS DIG 811 Certification is currently good for 1 year and you can take the courses online, attend a webinar, or inquire about a live workshop.

#### MISS DIG 811 Certifications:

- Safe Excavation Practices online course
- Safe Excavation Practices Webinar (instructor led)
- Safe Excavation Practices Live Workshop at your facility
- Abbreviated Field Basics online course

#### MISS DIG 811 also offers these educational programs:

- Damage and Safety Alliance Meetings (DSA's)
- Tool Box Talks
- RTE Training
- Collaborative Design Training
- Member Services Training
- RP 1162 Pipeline Training

For more information on these programs please find the articles below.

## MISS DIG 811 Certifications

### Safe Excavation Practices (SEP)



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

- Webinar (virtual instructor-led)
- Online (self-paced)
- Workshop (live instructor-led)

to request a LIVE workshop please contact the Education Department at:  
[educationdept@missdig811.org](mailto:educationdept@missdig811.org)

Education Dept. Schedules

## Webinar Registration Instructions

Login to Skillbuilder to select your SEP  
Online or Webinar

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 12:30 PM

Beginning in February instructor led SEP Webinars will be offered Tuesdays, Wednesdays and Thursdays from 9:00 AM - 12:30 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](mailto:lportelli@missdig811.org). Do not create a duplicate account.

Download Online Instructions to create an account

## Web Ticket Department

### Remote Ticket Entry (RTE) & Collaborative Design (DSG) Training



The Web Ticket Department trains and provides ongoing support to Remote Ticket Entry (RTE) and Collaborative Design (DSG) users. The Remote Ticket Entry program gives excavators access to place all their dig tickets online, avoiding fluctuating hold times in the Notification Center during a very busy dig season.

RTE users utilize the same ticket entry platform as MISS DIG 811 Notification Center Representatives (NSRs) but go through an abbreviated training to use the system. Initial RTE training is a two-part process. Upon completion of RTE training, excavators may place normal tickets at any location. Upon request, a new user may place emergency or project tickets.

In phase one of initial training, the new user will become familiar with the resources at their disposal when placing tickets, how to access and print existing tickets, check the status of the ticket, and even post an excavator response. This portion of training is completed online at the excavator's convenience.

Phase two is a webinar with a MISS DIG 811 Web Ticket Specialist. The focus of

phase two training is to teach the new user how to place quality tickets. There are classes for excavators who work at addresses, along roads, cross country, or a combination of all. Each class focuses on the needs of the excavator. An excavator who installs invisible fences at individual addresses would attend a different class than an excavator who performs only road work. Upon completion of phase two, the excavator's account is activated, and they may place tickets at their convenience.

After an RTE user has at least three months of experience placing quality tickets, they may attend webinar training to become a Full Access user. RTE Full Access users can place emergencies, projects, joint-meets, marine requests and retransmits.

The Web Ticket Department provides ongoing support to RTE and DSG users. To keep RTE users up to date on the latest information, two RTE Forums are held each month so excavators can discuss problems or issues they may have encountered. A different topic is discussed each month then the floor is open to any MISS DIG 811 related items. The RTE Forums are a great way to keep in touch with the RTE community.

For more information about placing tickets via Remote Ticket Entry or Collaborative Design, contact the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org).

## RTE Forums

- Refresh your skills
- Join an RTE Forum Webinar
- Two RTE Forums held each month
- January topic: The New Other Contact Report- When and how to use it.
- RTE Forums- Tuesday, January 26th at 9:00 AM and Wednesday, January 27th at 1:00 PM



For more information or to register contact:

Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org)

## Field Basics

**Informative for field workers and on-boarding new employees**

This MISS DIG 811 GSS Field Basics course presents instruction to the professional excavator in a 20-minute video on:

- MISS DIG 811 Orientation
- Public Act 174
- How the law affects Excavators
- Soft excavation/hand dig

- methods
- Rules for utility owner/operators
- Rules for excavators
- Certification good for one year
- Approved by Gold Shovel Standard for the training portion of your safety management plan.



Field Basics Online

## 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 an 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](mailto:dbowen@missdig811.org)

### SW Michigan DSA

Eric Urbain [urbain@missdig811.org](mailto:urbain@missdig811.org)

### W Michigan DSA

Eric Urbain [urbain@missdig811.org](mailto:urbain@missdig811.org)

### Northern Lower Michigan

Patrick Goddard [pgoddard@missdig811.org](mailto:pgoddard@missdig811.org)

### Upper Peninsula

Patrick Goddard [pgoddard@missdig811.org](mailto: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](mailto: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.

# Tool Box Talks

MISS DIG 811 Education Specialists are available to meet with you at your office or job site to discuss safety and damage prevention topics of your choosing at no cost to you. Our presentations and toolbox talks can be tailored to your company's interests and needs. They can last from 15 to 60 minutes based on your availability. To request a toolbox talk from one of MISS DIG 811's Education Specialists click the button below:



[Tool Box Talk Request](#)

## Member Service Training

The Member Services Department provides support to the MISS DIG 811 Membership. The department handles paperwork and set-up for all membership, but primarily works with facility owner/operator contract locator members.

These members access the system through their Remote Member Access (RMA) accounts. Each user is encouraged to complete the RMA training available on our Learning Management System, which is intended to assist in the navigation of account menus and tools; user guides have also been developed for this purpose. The guides are located within each user account, as well as on the Learning Management System and the MISS DIG 811 website.

While RMA training is available and strongly recommended, we believe in fostering relationships and recognize that the needs of our members vary amongst industry and size; therefore, we welcome all calls and emails. Working directly with our members gives the Member Services' team opportunities to devise solutions, make recommendations, and learn about the priorities of our membership for future system enhancements. Give us a call at 800-482-7161 or email us at [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

## RP 1162 - Pipeline Emergency Response

RP 1162 is a Recommended Practice (RP) for pipeline operators to use in development and management of Public Awareness Programs.

The Recommended Practice lays out a clear

framework for developing a public awareness program, but each operator must develop a distinctive program customized for its pipeline infrastructure and targeting its local communities.

This RP1162 module will cover the following objectives:

- Describe the four different types of pipelines and their purpose
- Identify how to recognize a pipeline right-of-way
- List the information that is located on pipeline markers
- List common products that may be transported through the pipeline systems
- Share knowledge and understanding of how pipelines operate
- List some prevention methods that pipelines are doing to keep the public safe
- Explain how to recognize a Pipeline Incident (leak) and Emergency
- Explain the actions to take that will facilitate a safe and effective response to a pipeline incident
- Identify additional resources that are available for a pipeline emergency



RP 1162 module is available through Skillbuilder:

RP 1162 - Skillbuilder

## "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->

