

The Virginia 811 Dirt

WORKING AS ONE TO GET THE JOB DONE



va 811.com



Dig With **CARE**

th Anniversary



LETTER FROM THE CEO

B. Scott Crawford

As we reach the halfway mark of 2022 current ticket volume is over 2020 and 2019 levels, which were both very busy years, but we haven't quite matched the level of 2021 which was a record year. Overall ticket volume is only down by roughly 3% compared to the same time last year though. What is most noteworthy is that homeowner tickets are down 20%, meaning that overall, professional excavation is going strong. Of course, if you are with our members, a contract locator, or an excavator, I am simply stating the obvious!

With Internet Originated Tickets hovering at 71.5% of overall ticket volume, it would stand to reason that call volume would increasingly be easier to handle with fewer DPS. However, that has not been the case. For one, several DPS have been moved off of the phones to work in our newest department, the QA/QC Department, that focuses on auditing Web tickets. Second, while by no means has Virginia 811 been affected by the "Great Resignation," having only witnessed a total of three full time and one part time team members finding new opportunities outside of Virginia 811, the combined loss of these DPS allowed the Notification Center to welcome six new team members this year. Four of these six DPS have begun taking calls, and the remaining two are entering the last stages of training. These individuals have been wonderful additions to the team!

Of course, the primary means through which these new DPS have engaged the wider Virginia 811 team is through video conferencing platforms as we are still operating with nearly 100% of the team working remotely. It is hard to believe it has now been well over two years since we embraced a virtual operating environment as COVID began to fully rear its ugly head! What was thought would be a two week, maybe two-month, experiment

morphed into a more than two-year culture shift. Within this operating model Virginia 811 has been able to remain fully operational; has begun, and completed, new and significant projects; and has successfully passed ISO recertification and surveillance audits. Virginia 811 has found new ways to engage its team, and it has put in place new equipment, software, and procedures that have allowed it to increase resiliency and redundancy. We are excited about the future and how, as the Pandemic continues to wane, hopefully, fully explore the benefits of a hybrid work model.

This edition of The Dirt highlights so many of the exciting initiatives on which Virginia 811 has been focusing, as well as some of the fun things we have been doing with our team. Of course, be sure to meet some of our newest team members and our First Quarter Golden Shovel Award winner featured in the newsletter. However, you will also find a tribute to another one of Virginia 811's shining stars who just recently retired. We are so happy for him, but his departure is definitely going to be felt, and he will be missed!

I hope everyone continues to stay safe!

- B. Scott Crawford
President & CEO
Virginia 811

IN THIS ISSUE

- Letter from the CEO 2
- Board of Directors Spotlight 4
- Celebrating 20 Years 6
- Going the Distance 8
- The Data Detective 10
- Virginia 811 Fast Facts 11
- The Dream by WOMBO App 12
- Honoring Rick Marchenko 14
- Golden Shovel Award Winner 15
- Manager of IT Announcement 16
- Newest Team Members 16
- Work Anniversaries 17
- Public Awareness & Training 18
- Virginia 811 Scholarship Reminder..... 19

Virginia 811's Board of Directors consists of a group of committed stakeholders who are passionate about damage prevention and ensuring the Notification Center provides high levels of service and operates efficiently with a focus on quality and safety.

Directors are elected each June during the Annual meeting and serve three-year terms.

Board of Directors Spotlight



John Robertson, PE, is the outgoing Board Chair (serving the 2021-2022 term) and a Virginia 811 Board member since 2015. Mr. Robertson recently retired as Director of Subsurface Utility Engineering at Precision Measurements, Inc. He is a registered Professional Engineer in Virginia with over 40 years of extensive experience in highway engineering and over 30 years' experience in Subsurface Utility Engineering (SUE), and is considered to be one of the top experts and leaders in the field of SUE. In his continuing commitment to damage prevention, John often speaks on topics such as "SUE, what is it and why you need it" and "The Engineer's/Designer's role in damage prevention." He was an original member of the Common Ground Study and served as CGA's Director of Engineering/Design.



Jason Holland joined the Virginia 811 Board in 2021.

Mr. Holland is Director Electric Distribution Operation for Dominion Energy. He is responsible for managing and maintaining all aspects of the Emergency Preparedness Center along with the Regional Operation Centers for Virginia and North Carolina. Jason joined the company in 2006 as an Operations Analyst in the Central Regional Operations Center. He has held numerous positions within Electric Distribution and Information Technology in the Services Group. In 2014, he was promoted to Application Manager IT, responsible for the support and maintenance of the Outage Management and GIS systems utilized by Power Delivery. He was named Manager of Fleet Maintenance in 2017 and was responsible for an \$18 million-dollar budget focused on the operational excellence of 6,000 business critical pieces of equipment. He was named Director Customer Account Management in 2020 helping lead the group into the new Customer Experience focused initiatives and subsequently named Director of Operations in 2021.



Paul Hunter joined the Virginia 811 Board in 2021. Mr. Hunter is the Vice President of gas operations for Columbia Gas of Virginia. Mr. Hunter leads teams of highly skilled technicians responsible for delivering natural gas to nearly 300,000 customers safely and reliably every day. The Columbia Gas of Virginia footprint spans almost 65% of the state providing natural gas service to residential, commercial, and industrial customers in ninety-one communities. Prior to joining Columbia Gas of Virginia, Mr. Hunter spent twenty-three years with Williams and held various roles leading teams in environmental health and safety, operations and commercial. His most recent role with Williams was as vice president of their Ohio River Supply Hub based in Pittsburgh, Pennsylvania. In that role, Mr. Hunter was accountable for a suite of midstream assets including natural gas pipeline gathering systems, gas processing and fractionation services and natural gas liquids pipelines. Mr. Hunter also has international experience leading Williams Canada operations and commercial teams based in Calgary, Alberta. Before his career at Williams, Mr. Hunter held corporate leadership roles in safety and risk management for The Home Depot and Wal-Mart corporations.



Paul Nester joined the Virginia 811 Board in 2022. Mr. Nester has served as President & CEO of RGC Resources, Inc. since February 2020. He has been with the company since May 2012, serving in multiple roles including Vice President, Secretary, Treasurer, and CFO. He also serves as President of Roanoke Gas Company (a subsidiary of RGC Resources.) In his past career Mr. Nester held the position of Chief Financial Officer at UXB International, Inc., a privately held, multi-national company where he oversaw and directed treasury, budgeting, audit, tax, accounting, purchasing, long-range forecasting, and insurance for the \$50 million defense contractor. From June 2007 through March 2010, he served as Finance Manager for ITT Night Vision in Roanoke, Virginia where he managed budget and strategic plan development, prepared

financial statements and information, and managed other finance activities. Mr. Nester is a board member of Total Action for Progress (TAP), serves on the Board of directors for both the Virginia Chamber of Commerce and Roanoke Regional Chamber of Commerce, and is a Board member of the American Gas Association. He received an undergraduate degree from Radford University and an MBA from the University of Richmond.

Tracy Townsend of Washington Gas has been a Virginia 811 Board member since 2015. Ms. Townsend is Vice President - Construction, Compliance and Safety. She and her team are responsible for the safety of the company's 1,400 employees and 180 contractor crews as well as for compliance oversight of all construction, operations and maintenance functions involved in providing safe and reliable natural gas service to over 1.1 million residential, commercial, and industrial customers in the Washington, D.C., region. Her career at Washington Gas began in 2001. Prior to her current position, she has held Division Head, Department Head and Director positions in alliance contracting, damage prevention, meter and regulator services, and new business construction. Ms. Townsend launched the company's first construction alliance in 2002. In 2006, she was named Division Head assuming additional areas of responsibility to include replacement construction, marketing and business development, construction and operations support, dispatch, field services and field operations. In 2010, she began a rotational assignment assuming responsibility for the company's focus on worker and pipeline safety including Integrity Management programs and compliance programs, namely damage prevention, corrosion control and leak survey. Most recently, she has served as the Washington Gas witness in legislative and regulatory proceedings in the District of Columbia, Maryland, and Virginia regarding the company's accelerated pipe replacement plans. Ms. Townsend holds a Bachelor of Science Degree in Business from Virginia Tech with a major in Management and minor in German. She holds a Graduate Certificate in Creating Successful Alliances and Partnerships and has completed several leadership programs, including the 2011 LEAD Virginia program. She holds federal, state, and local industry certifications and is a Registered Gas Distribution Professional.



20th Anniversary

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Dig With CARE

Celebrating 20 Years of Service

As we look back over the last 20 years, it's interesting to remember the energy and enthusiasm of being part of the startup company in 2002. The original line up of executive team members, managers, and supervisors originally came from varied business backgrounds including gas companies, phone companies, 811 centers, airlines, banks, prescription drug fulfillment centers, and railroads. It was a diverse group of individuals whose talents merged to build the organization that it is today.

To say that July 1, 2002 was an interesting day would be an understatement. Virginia Utility Protection Service (VUPS) started with 48 Damage Prevention Specialist (DPS) team members fielding calls from around the entire state (with the exception of Northern Virginia) on opening day. It was a monumental task to go live and receive the first customer's call. The training technology had limitations compared to today's standards and much of the training was done with hands-on mock phone call scenarios.

But the vision, dedication, team, and leadership during the planning stages leading up to that day ensured a triumphant launch and the success of VUPS.

Throughout the years, the VUPS name and logo has evolved with numerous changes, from Miss Utility of Virginia, Virginia Utility Protection Service Inc., and now Virginia 811.

But what has persisted throughout is a constant commitment and dedication to the enhancement of underground damage prevention and public safety.

Now, and always, Virginia 811's mission will remain the same: Passion to Serve and a Dedication to Safety.

1976
The toll free number 800-552-7001 is established and still continues to serve as a working phone number today

1979
The original Underground Utility Damage Prevention Act is passed by the Virginia General Assembly

2001
Founder and former CEO Rick Pevarski creates VUPS as a one-call notification services startup organization for the Commonwealth of Virginia

2002
July 1st, VUPS Damage Prevention Specialists begin fielding calls statewide, with the exception of NOVA.

2003
VUPS expands to include Northern Virginia to service the entire state of Virginia

2005
In March, **8-1-1** becomes the universal Call Before You Dig number to make location of underground public utilities more convenient nationwide to plan excavation

2006
VUPS logo update that includes the web address and highlights more public awareness of the organization as an industry resource

2007
CGA and its member community launch a nationwide campaign to promote 811 as a universal number to call before you dig

2009
VUPS releases Newtin ticket entry that provides more dynamic ticket entry and advanced mapping software.

2009
New VUPS logo is introduced that incorporates the official VA811.com website address

2011
VA811 premieres their current VA811.com logo combining name, website and Dig with CARE messaging for improved brand awareness

2015
Release of the H5 Ticket entry software allowing users to view maps, locations, and excavation descriptions simultaneously for improved ticket accuracy.

2020
August dedication and ribbon-cutting ceremony for the new Communications Center housing Roanoke's VA811 Contact and E-911 Center

2020
B. Scott Crawford is named President and CEO of VA811 in July

2021
The Virginia 811 Academy is launched offering a variety of online training courses giving partners the ability to train

Going the Distance

The Nineteen Charter Team Members Who Continue to Play an Integral Part of Virginia 811's Incredible Journey 20 Years On

The story of Virginia 811 cannot be told without recognizing a few individuals who made history by answering the first calls to Virginia Utility Protection Service (VUPS) on July 1, 2002. These Team Members helped shape Virginia 811's foundation and continue to influence its future today. Much like the company name has evolved to Virginia 811, so have the careers of these nineteen Charter Team Members over the past 20 years.

Marcy Carroll holds the title of the first Damage Preventions Specialist (DPS) as she began her career during the first training class held on April 8, 2002. Subsequent training classes for DPS included **Christy Hale, Dina Kimball, Diana Stokes, Cookie Rader, Vicki Settle, Heather Minnix, Alice Miller, Kari Harris, Brenda Matheny, Lori Saunders, and Marcia Hill** who were all on deck to take the first phone calls when Virginia 811 went "live" on July 1st, 2002.

Additionally, **Rob Hogan, Dorothy Smith, and Cathy Waldron** were behind the scenes making sure that our systems were operating efficiently and that the mapping for our member utilities were accurate. The ever-present **Steve Duncan** was onboarded as Facilities Specialist to ensure that the facility was well maintained and promote the safety of all team members.

Jackie Stern began as the Manager of Operations in February of 2002. She is credited with the interviewing and hiring of all DPS Team Members as well as identifying talent for positions within Virginia 811. She hired a unique group of individuals who were among the first training classes in April 2002.

Marty Mitchem became an honorary member of the Charter Team when she started on July 13th, 2002, to help support with the unprecedented number of calls being received. She brought with her the exceptional talent of being a phenomenally adaptive learner that has served her well during several transitions.

Susan Painter joined the VUPS Team as a supervisor in April of 2002 bringing 20 years of experience in customer service as well as a background in quality assurance.



Marcy Carroll



Christy Hale



Dina Kimball



Diana Stokes



Cookie Rader



Vicki Settle



Heather Minnix



Alice Miller



Kari Harris



Brenda Matheny



Lori Saunders



Marcia Hill



Rob Hogan



Dorothy Smith



Cathy Waldron



Steve Duncan



Susan Painter



Jackie Stern

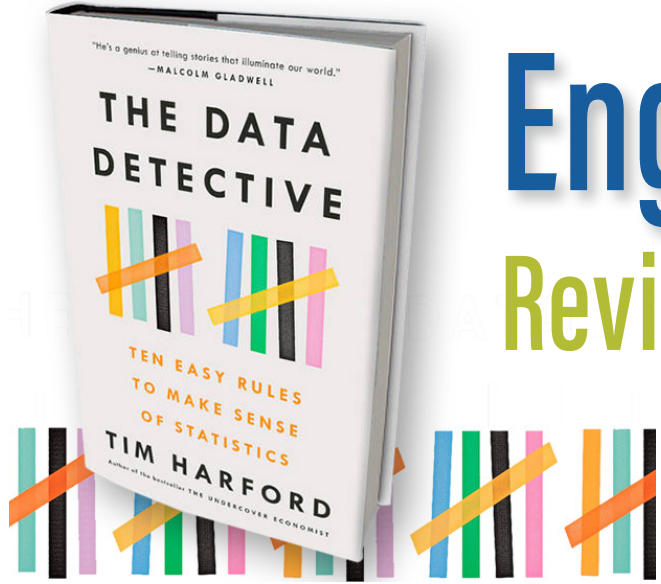


Marty Mitchem

Engaging Data and Statistics Responsibly

Review of *The Data Detective*: 10 Easy Rules to Make Sense of Statistics

- B. Scott Crawford



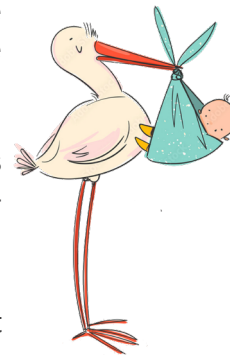
Businesses often boast that they are “data driven.” I have always felt this is somewhat dangerous rhetoric as it implies data is Truth. It suggests that data is the primary, if not the only, light to guide a business as the business makes decisions. In an age of “Big Data,” with algorithms in play that can now gather and analyze data in ways that are beyond remarkable, a faith in data has only strengthened. Businesses must be “data driven” - why wouldn’t they?

But what if data is not *Truth*? What if data is simply... data. And it means, by itself, absolutely nothing? What makes data have value? From where does this value originate and begin to emerge?

One possible answer is that data only begins to have value and meaning when individuals examine the data and interpret its meaning. That necessary step, interpretation, changes the “rock solid” foundation upon which so many trust. Data rests on a foundation of sand as data shifts in meaning and understanding - and one wrong interpretive step may actually reveal that

foundation to be not sand but quicksand!

While not articulated in this manner, this is ultimately what Tim Harford addresses in his work *The Data Detective*. Harford introduces his book with an engaging reflection on how data and statistics can be easily manipulated to advance flawed reflections of the world around us. For example, referencing Darrell Huff’s 1954 work *How to Lie with Statistics*, Harford convincingly argues that the data clearly reflects that, contrary to popular belief, storks do indeed actually deliver babies! The data on this is irrefutable: countries with more babies have more storks while countries with fewer storks have fewer babies!



Yet, juxtaposed with this clear case of correlation not being causation, Harford dives into the painstaking work of Richard Doll and Bradford Hill, occurring at the same time Huff was writing and then publishing his work reflecting the weaknesses of data and statistics. Doll and Hill were responsible for demonstrating, with strong data, that smoking does indeed contribute to lung cancer and other health issues; correlation, in this case, does suggest causation. Harford points out how between these two uses of

statistics, we recognize that statistics can both mislead and help us. And if statistics can help us at any level, then we need to better understand it and identify ways to ensure we are not misled but are able to glean important insight for stronger decision making.

Harford examines ten rules we should all embrace as we are confronted with data and statistics. He provides the reader with valuable insights into how business leaders can better leverage data. These range from recognizing that emotion and bias directly impact how we understand data to challenges presented by Big Data and algorithms used in incredibly complex decision-making models tied to Artificial Intelligence. Data and statistics have value, but that value is found in understanding how data is gathered, visualized, and ultimately interpreted. Those in business examining data and statistics must reflect on emotions and bias while aggressively questioning the data, from its source to how it is visualized, in order to ensure the data and statistics are not blindly embraced but are engaged in a skeptical manner that is healthy.



In this light, the reader may recognize that data should not drive business, but rather it should inspire business. A business that is “data-inspired,” not addressed by Harford, but the sentiment is found within his work, is a business that recognizes data’s limitations and weaknesses. It recognizes data is but one part of a very large and complex part of the decision-making process. It recognizes the value of data is that it provides an opportunity to fuel debate and discussion, and out of that debate and discussion, and embracing a spirit of “healthy skepticism,” stronger insight into possible solutions will emerge. Being data-inspired, not data-driven, will help companies find a healthy relationship with data that will reinforce a culture of questioning and a recognition that with data, as Harford suggests, ultimately, the world is ruled by both figures and emotion.

In the shadow of Big Data and social media pundits pontificating platitudes polished plentifully painfully with data, this work is timely. Written in an engaging manner, with plenty of examples based on interesting studies and uses of data, without encumbering the reader with technical verbiage and complex statistical formulas, *The Data Detective* is accessible and practical. This is definitely a work anyone in business should read and reflect upon.

FAST FACTS

CHANNEL	COUNT	PERCENTAGE
PHONE	186,173	28.48%
WTE	265,208	40.56%
SAT	112,102	17.15%
TRE	90,326	13.82%
Total	653,809	

Total Internet Originated Tickets YTD 2022

467,636

(71.5% of all tickets)



Safety, Artificial Intelligence and Art: Damage Prevention Meets the Dream by WOMBO App

- B. Scott Crawford

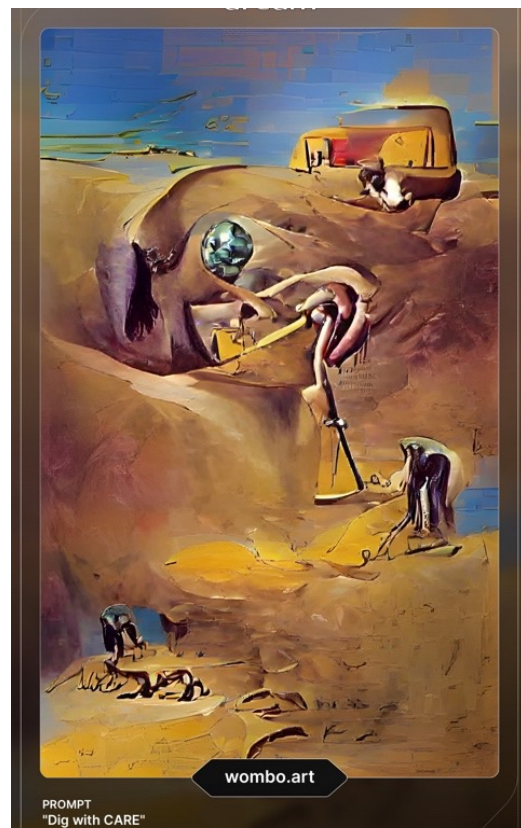
Artificial Intelligence is a powerful tool. Virginia 811 has been working with Virginia Tech on using AI to support auditing efforts related to Web Ticket Entry (WTE) tickets. This project is moving in a positive direction, with early assessments suggesting that the algorithm will identify more than twice as many WTE tickets with possible errors than human-based auditing efforts. The Virginia Tech team is currently working towards allowing machine learning to be programmed into the auditing algorithm. What this means is that as humans review the tickets that the algorithm identifies as containing risk, human feedback to the algorithm can be used to allow the algorithm to “learn” from false positives and successful identifications of risky tickets in order to become more accurate over time!

While this project reflects a direct way that AI can help prevent damages to underground utilities and possible injury, or even death, to excavators, it also highlights how AI can be leveraged to support damage prevention efforts across Virginia. One specific use of AI has come to light through the Dream application available for IOS and Android. This application demonstrates how AI can take text and convert the text into an image, or even work of art, that reflects a host of artistic genres. Once the application is downloaded to a smartphone, the user can enter any text and then choose an artistic style, such as “Vibrant,” “Mystical,” “Fantasy Art,” or even the style of Salvador Dali. The AI then takes the text and artistic style and creates for the user a “work of art” that depicts the chosen text.

How might this help with damage prevention? Could utilities possibly use the application to enhance public awareness campaigns? Or, as Virginia 811 is exploring, could this be a social media contest where individuals are encouraged to create their own works of art through the application using text that captures the importance of safe digging? Users would post their AI generated works of art and text on social media channels using a host of hashtags, such as #contactvirginia811 or #safedigginginvirginia, to draw attention to safe digging efforts and damage prevention.

Stay tuned as Virginia 811 uses this application in the coming weeks and months. In the meantime, check out these works of art the AI created based on various text related to safe digging!

Dig with CARE
“S. Dali” Artistic Style



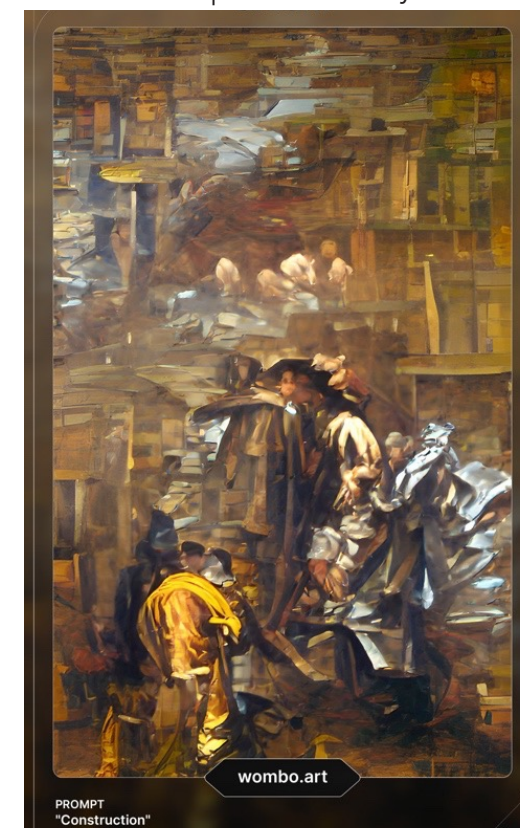
Passion to Serve, Dedication to Safety
“Fantasy Art” Artistic Style



Safe Digging
“Etching” Artistic Style

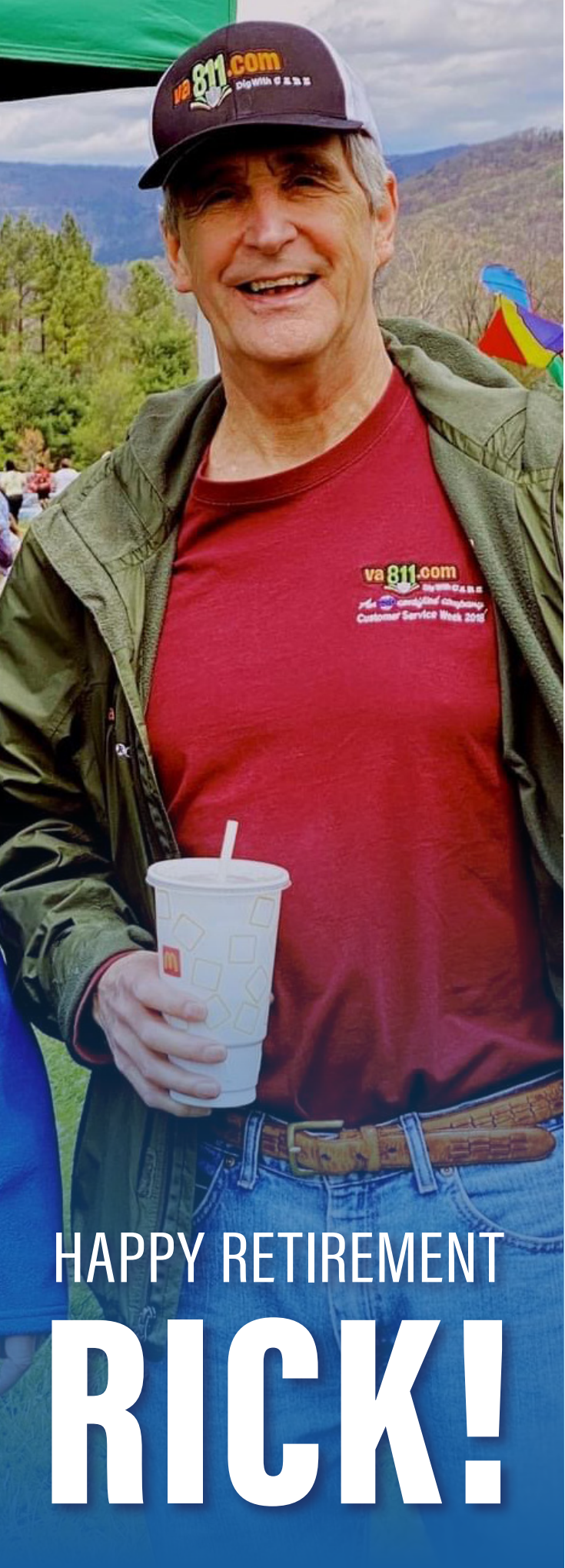


Construction
“Baroque” Artistic Style



Yard Work
“Wuhtercuhler” Artistic Style





HAPPY RETIREMENT
RICK!

Honoring Rick Marchenko's 20 years of service and his legacy of hard work, commitment and good humor.



At any company, there are individuals who stand out and, in many ways, reflect much of what that company is about. These individuals may have a skill set that shapes the products and services the company offers, or maybe they have a bigger than life personality that sends positive ripples across the organization. And in the case of Rick Marchenko, both of these statements are true. It's for this reason that Rick's decision to retire as Manager of IT at Virginia 811 will bring about a noticeable void.

Rick served with Virginia 811 for over 20 years. He was the driving force in helping to build the IT department in order to provide redundancy and resiliency, to ensure the Notification Center remains operational 24/7/365. Rick's unique way of thinking led to the implementation of numerous systems that improved services and enhanced Ticket Entry software, as well as other applications. But it was out of these ideas that his most unique talent was revealed: finding new and quirky acronyms to name these applications! From PUP to MUTT, (and so many others) to even one that can't be mentioned here (we have to maintain a G rating), Rick Marchenko is truly the king of acronyms!

Most of all, though, Rick will be missed because he's simply a good person. At times, he can emote a seemingly gruff facade. But anyone who knows Rick knows that it's all smoke and mirrors. What lies beneath is a person who is genuinely sincere, caring, and driven to support others. But he's also a very funny guy. At the core of his complex, and almost seemingly contradictory persona, is a sense of humor that makes every encounter with him one that's highly engaging and usually provides a dose of "Marchenko dry wit". Combine his personality with his seasoned IT skills, his love for Virginia 811 (he would always remind us: "I love my job!") and commitment to damage prevention, Rick in many ways helped define the Notification Center.

While the host of skill sets we uniquely possess are not unique within the larger work population, our nuances and personalities allow all of us to become unique enough that our presence creates a distinctive, and irreplaceable, dynamic within a team. It is this dynamic that can never be replaced. With Rick retiring, it is this dynamic that everyone at Virginia 811 will sorely miss. We all wish you the best Rick – thank you for all you have done for not only Virginia 811, but for Virginia and damage prevention.

- B. Scott Crawford
President & CEO | Virginia 811

GOLDEN SHOVEL AWARD WINNER

Steve Duncan

GOLDEN SHOVEL AWARD - FIRST QUARTER



Steve Duncan is one of Virginia 811's charter team members. Hired in March of 2002 as a Facilities Specialist, he has since been promoted to Communications and Facilities Specialist.

Steve has long been known as the "MacGyver" of Virginia 811. His talents for maintenance and inventive repairs are notorious, with very little he can't troubleshoot or repair. As a bonus to his teammates, it's not uncommon for him to help out with mechanical problems related to vehicles or household appliances by offering up sound advice for anyone who asks.

In addition to facilities management, he is also responsible for driving and maintaining Virginia 811's LED display truck and representing the organization throughout the state. Many times, this task requires clocking long hours throughout the week and on weekends setting up the truck at industry and community events.

Being somewhat of a "mechanical artist", Steve lent his skills and represented Virginia 811 as one of the creative designers and stage assemblers for the Virginia 811's Fashion for Evergreens displays at Hotel Roanoke from 2010 through 2018.

Forever the office prankster, Steve always looks for ways to make people smile with his unique inventions and sense of humor.

Congratulations on your Golden Shovel Award win Steve!

“ Steve manages to take everything in stride. He quickly moves from one project to the next, often without warning, to accommodate the schedule of others. ”

TEAM MEMBER SPOTLIGHT

ROB HOGAN

New Role as Manager of IT



Virginia 811 is happy to announce that former Senior Systems Administrator, Rob Hogan has been promoted to a new position as **Manager of IT**.

Rob has served Virginia 811 for over 20 years, helping the team find IT solutions and innovations throughout the history of the Notification Center.

With team members working remotely now, the IT department is more important than ever. Rob has quickly become the organization's go-to person for any issues relating to IT and a silent warrior in making sure that everything runs smoothly within the organization.

Through his positive attitude and genuine passion for all he does, he has clearly risen as a leader. Virginia 811 is grateful that he keeps our systems up and running and meets our individual needs whenever obstacles come along.

Congratulations on your new role Rob!

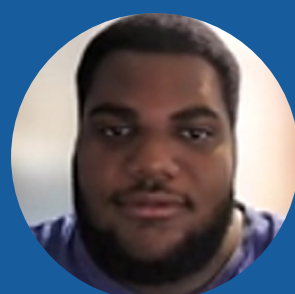
Virginia 811's Newest Team Members



Matthew Ferguson



Alexis Powell



Joseph Sparrow



Neva Zeedyk



Daniel Hobbes



Meredith LaBlanc

HAPPY ANNIVERSARY

Team Members Celebrating Their Service to Virginia 811 This Quarter

Marcy Carroll

4/8/2002 | 20 Years of Service

Susan Painter

4/8/2002 | 20 Years of Service

Dina Kimball

4/15/2002 | 20 Years of Service

Christy Penn-Hale

4/15/2002 | 20 Years of Service

Dorothy Smith

4/15/2002 | 20 Years of Service

Cookie Rader

4/22/2002 | 20 Years of Service

Vicki Settle

4/22/2002 | 20 Years of Service

Diana Stokes

4/22/2002 | 20 Years of Service

Heather Minnix

5/13/2002 | 20 Years of Service

Kari Harris

5/20/2002 | 20 Years of Service

Alice Miller

5/20/2002 | 20 Years of Service

Brenda Matheny

6/3/2002 | 20 Years of Service

Lori Saunders

6/3/2002 | 20 Years of Service

Marcia Hill

6/10/2002 | 20 Years of Service

Missy Montaigne

5/27/2003 | 15 Years of Service

Lisa Davis

6/26/2015 | 7 Years of Service

Maya Lane

6/29/2015 | 7 Years of Service

Kelly Cooper

4/26/2021 | 1 Year of Service

Nicole Hodges

4/26/2021 | 1 Year of Service

Kaitlyn Lumpkin

4/26/2021 | 1 Year of Service

Michelle Jones

5/10/2021 | 1 Year of Service

Rana Outlaw

5/10/2021 | 1 Year of Service

Together they bring a combined **318** years of experience to the Virginia 811 team!

WELCOME

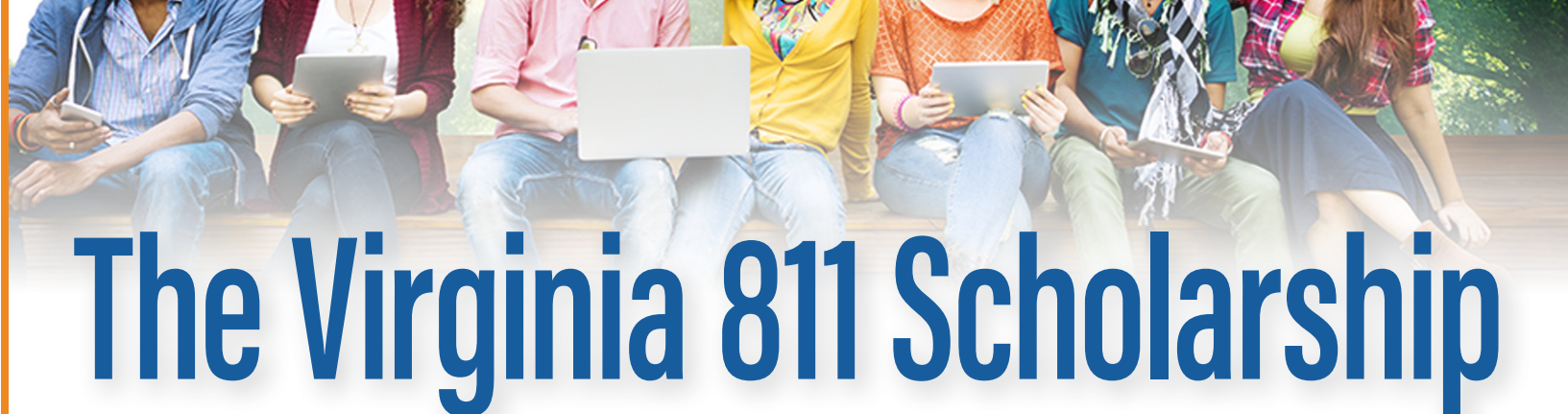
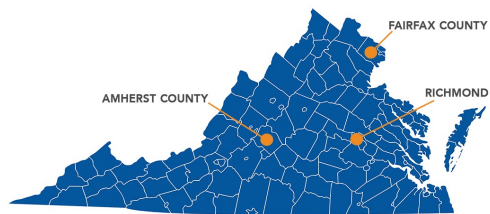
Virginia 811 Launches Boot Camp Education Training



In February and March of 2022, Virginia 811 conducted a new one-day intensive training platform across the state called Virginia 811 Boot Camp.

Boot Camp trainings allow for a flexible day of training where individuals can customize their training experience. The training covers topics such as the Damage Prevention Act (Law training), Web Ticket Entry training, and Member Service training. The first session was conducted in Chester, Virginia on February 16 and had a total of 84 attendees. Second sessions were held in Amherst County and Fairfax as well as a virtual component on

March 22, 2022, with a combined total of 123 participants. The new training format received an overwhelmingly positive response and there are plans to schedule more bootcamps in the future.



The Virginia 811 Scholarship

CLOSING SOON

The Virginia 811 Scholarship Program awards two (2), one-year, \$1,500 college scholarships for use during the successful applicants' freshman college year. Scholarships will be awarded to Virginia high school seniors who meet the following criteria:

To apply for the scholarship, applicants must:

- Have at least one parent or legal guardian who works full or part-time at a Virginia 811 Member Utility, works as a Utility Locator locating utilities in Virginia, or is a Professional Excavator who works in Virginia and whose company has successfully set up a Web Ticket Entry Account with Virginia 811;
- Be a Virginia resident and attend an accredited Virginia high school, public or private;
- Be a senior at their respective high school;
- Have a current GPA of 3.0 or higher;
- Be planning to attend either community college, an accredited trade school, or a four-year, accredited college or university by the following fall after graduation;
- Successfully complete the Basic C.A.R.E. Module (Training Only) as a "Homeowner" prior to applying for this scholarship.

For application submittal or questions, please reach out to Virginia 811's Education & Marketing Supervisor, Nikki Turpin at NTurpin@VA811.com.

Apply Now in Time for the June Application Deadline

Virginia 811 Partners to Sponsor NASCAR Event



Virginia 811 partnered with 11 other 811's at Martinsville Speedway on Friday, April 8, 2022 to sponsor the "Call 811 Before You Dig 250 Powered by Call811.com" title race. Scott Crawford, President/CEO of Virginia 811 and Louis Panzer, Executive Director of North Carolina acted as Grand Marshalls for the event.



Grand Marshalls
Scott Crawford & Louis Panzer
Kick Off the Race



Virginia Roadways Get a New Addition for April Safe Digging Month



Virginia 811 launched a new billboard campaign in April for National Safe Digging Month. "Know What's Below" billboards were placed in various counties throughout the state to promote better awareness of the safe digging message. Among the counties and cities included in the campaign were:

- Colonial Heights
- Petersburg
- Richmond
- Hopewell
- Roanoke
- Lynchburg
- Alleghany
- Henry

