



Commission
Providing data to the project and stakeholders for decision making is a key challenge. It requires a lot of data and a lot of time to process it.



Data is Key



Path Forward (AR360)



- Links to manifest inside ticketing system (iStock)
- Two-way communication (Operator/Locator & Excavator)
- Opt-in text message notification by code # or ticket #
- Excavator close out and feedback
- Allowing no-show and enforcement triggers inside response screens
- Consolidation of codes - Marked/Not Marked/No Conflict
- Address code violations from state to state
- Sub-codes/Alpha-numeric

SC811's Progress & Challenges



Key Considerations

As often as 50% of the time, the data is not accurate. This is due to a variety of factors, including human error, equipment malfunctions, and data integration issues.

Common Challenges

- What is the greatest challenge to the damage prevention industry?
- Surveys show that a lack of communication between stakeholders is the second biggest challenge, after late locates



Positive Response System
This system allows for real-time communication between the excavator and the locator, ensuring that any potential issues are addressed immediately.



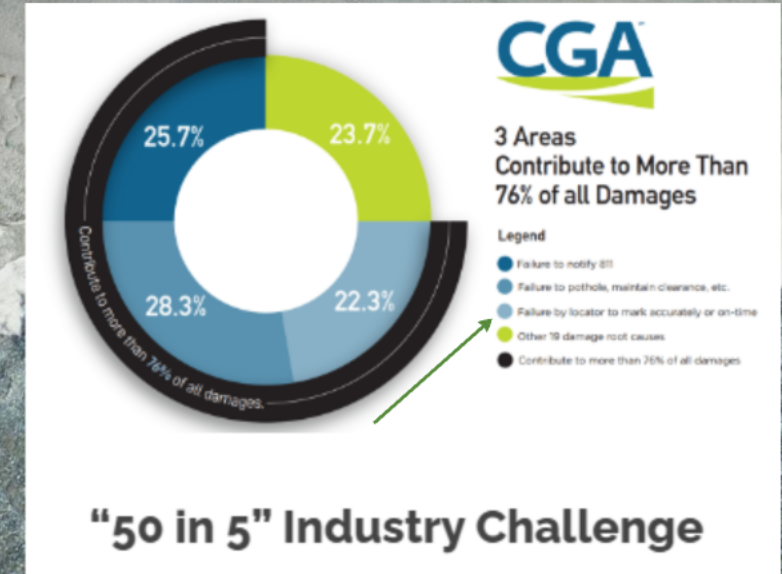
How Expanded Positive Response Will Reduce Damages

Presented by:

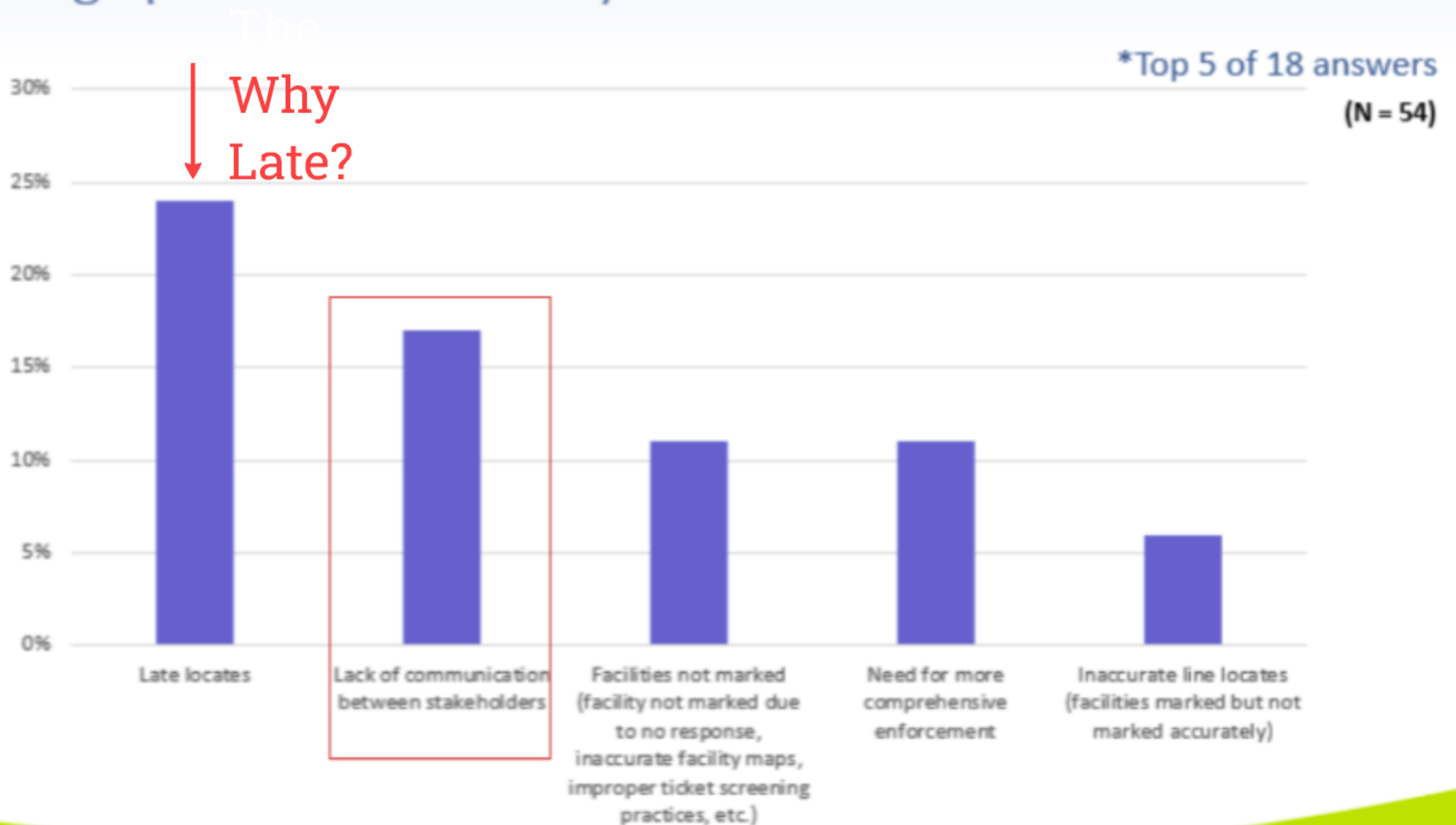
Misty Wise - Executive Director SC811
CJ Kowalke - VP of Sales Irth Solutions

Common Challenges

- What is greatest challenges to the damage prevention industry?
- Surveys show that a lack of communication between stakeholders is the second biggest challenge, after late locates.



In looking at the same list again, please select the top issue from the list below that you believe currently presents the greatest challenge to the damage prevention industry.*





Positive Response System

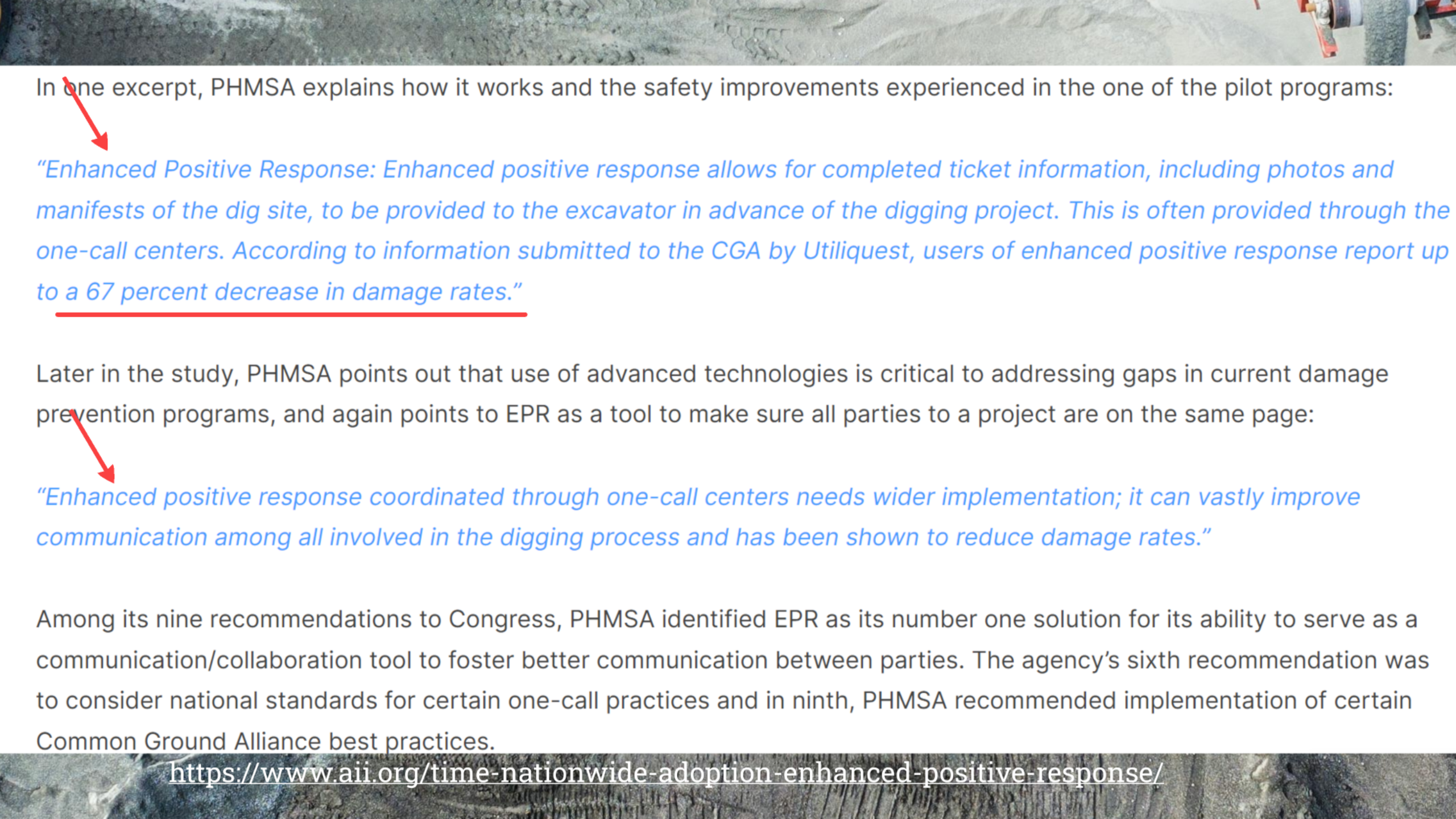
SC811 law defines 'Positive Response' as an automated information system that allows excavators, locators, operators, and other interested parties to determine the status of a locate request until excavation or demolition is **complete**.



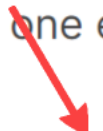
- BP 3.31 - Enhanced Positive Response is utilized, where available, to provide additional information to the excavator about a performed locate.

-

[illegible]




In one excerpt, PHMSA explains how it works and the safety improvements experienced in the one of the pilot programs:



“Enhanced Positive Response: Enhanced positive response allows for completed ticket information, including photos and manifests of the dig site, to be provided to the excavator in advance of the digging project. This is often provided through the one-call centers. According to information submitted to the CGA by Utilquest, users of enhanced positive response report up to a 67 percent decrease in damage rates.”

Later in the study, PHMSA points out that use of advanced technologies is critical to addressing gaps in current damage prevention programs, and again points to EPR as a tool to make sure all parties to a project are on the same page:



“Enhanced positive response coordinated through one-call centers needs wider implementation; it can vastly improve communication among all involved in the digging process and has been shown to reduce damage rates.”

Among its nine recommendations to Congress, PHMSA identified EPR as its number one solution for its ability to serve as a communication/collaboration tool to foster better communication between parties. The agency’s sixth recommendation was to consider national standards for certain one-call practices and in ninth, PHMSA recommended implementation of certain Common Ground Alliance best practices.

<https://www.aii.org/time-nationwide-adoption-enhanced-positive-response/>



Clicking on the link takes you inside the EPR

UtiliQuest EPR Notification

Ticket Information

Ticket Number/Type: 24092301 - 2 FULL BUSINESS DAYS

Caller: JEFF WATSON
Company: HOMEOWNER
Call Date: 4/8/2024 9:02:00 AM
Done For: HOMEOWNER

Street Address: 165 WOODHOUSE DR
Place: MYRTLE CREEK
County: DOUGLAS
State: OR

Nature of Work: CONCRETE SLAB AND TRENCHING

Ticket Image

Oregon Ticket No: 24092301 **2 FULL BUSINESS DAYS**
Send To: [REDACTED] **Seq No:** 8 **Map Ref:**

Transmit Date: 4/08/24 **Time:** 9:38 AM
Original Call Date: 4/08/24 **Time:** 9:02 AM **Type:** CALL
Work to Begin Date: 4/11/24 **Time:** 12:00 AM

Caller Information

Company : HOMEOWNER **Type :** HOMEOWNER
Type of Excavator: OCCUPANT (HOMEOWNER)
Contact Name: JEFF WATSON **Phone:** (541)430-7615
Alt. Contact: **Phone:**

The locate request for the following utilities ONLY have been updated by UtiliQuest

Company	Utility	Status	Notes
[REDACTED]	Electric	Marked	





Key Considerations

- Response system: No two-way communication; excavators can't track or provide feedback
- No validation or real time notification of utilized codes (60, 30)
- Response data shows operator/locator behavioral drivers impacting improper code usage
- Tough to validate specific misuse
- Complex list of codes from state-to-state
- Bulk responder updates and operational processes

AS OFTEN AS
56% **OF THE**
TIME,
excavators cannot
legally begin work
on their planned
start date

Path Forward (AR360)



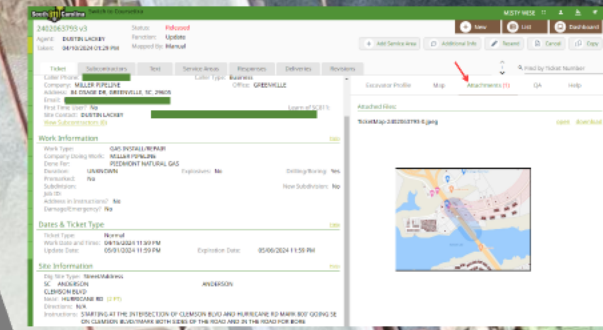
Exactix/
Irth

- Links to manifest inside ticketing system (UtiliQuest)
- Two-way communication (Operator/Locator & Excavator)
- Opt-in text message notification by code # or ticket #
- Excavator close out and feedback
- Allowing no-show and enforcement triggers inside response screens
- Consolidation of codes - **Marked/Not Marked/No Conflict**
- Address code variations from state to state
- Sub-codes/Alpha-numeric

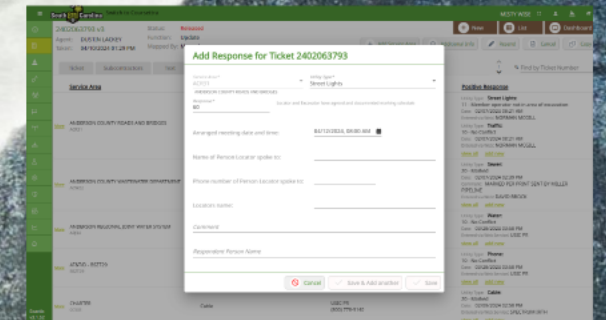
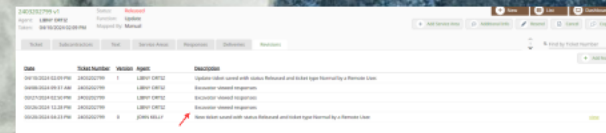
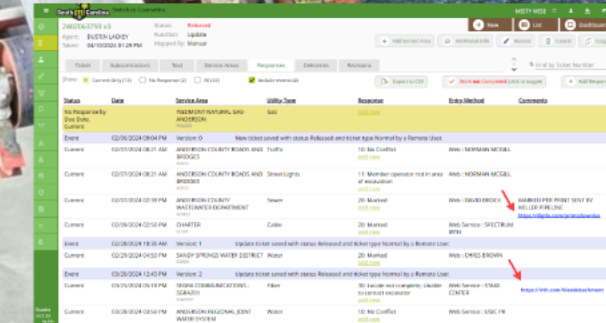
Exactix



- Excavator ability to add attachments
- Graphic of dig site box against basemap
- Manifest links in comments
- Excavators can also add comments to for locators & operators
- Revisions screen show actions who checked responses
- Code 60 additional context
- Twilio text messages



6404133223 EME - 0988
TAYLOR SWIFT RD TAMARACK BLVD IN ANDERSON (and) - TRAVIS KELCE - (864) 555-7729
View in Exactix: <https://exactix.sc811.com/viewticket/SC811/D-6404133223>
2404111223 EME - 1007
GEORGE SMITH MILL RD CLEMSON BLVD IN ANDERSON (and) - CHRIS BROWN - (864) 656-7729
View in Exactix: <https://exactix.sc811.com/viewticket/SC811/D-2404111223>



2402063793 v3

Status: Released

Agent: DUSTIN LACKEY

Function: Update

Taken: 04/10/2024 01:29 PM

Mapped By: Manual

Ticket

Subcontractors

Text

Service Areas

Responses

Deliveries

Revisions

Caller Phone:

Company: MILLER PIPELINE

Address: 84 OSAGE DR, GREENVILLE, SC, 29605

Email:

First Time User? No

Site Contact: DUSTIN LACKEY

View Subcontractors (0)

Caller Type: Business

Office: GREENVILLE

Learn of SC811:

Work Information

Help

Work Type: GAS INSTALL/REPAIR

Company Doing Work: MILLER PIPELINE

Done For: PIEDMONT NATURAL GAS

Duration: UNKNOWN

Explosives: No

Drilling/Boring: Yes

Premarked: No

Subdivision:

New Subdivision: No

Job ID:

Address in Instructions? No

Damage/Emergency? No

Dates & Ticket Type

Help

Ticket Type: Normal

Work Date and Time: 04/15/2024 11:59 PM

Update Date: 05/01/2024 11:59 PM

Expiration Date: 05/06/2024 11:59 PM

Site Information

Help

Dig Site Type: Street/Address

SC ANDERSON

CLEMSON BLVD

Near: HURRICANE RD (2 FT)

Directions: N/A

Instructions: STARTING AT THE INTERSECTION OF CLEMSON BLVD AND HURRICANE RD MARK 800' GOING SE ON CLEMSON BLVD//MARK BOTH SIDES OF THE ROAD AND IN THE ROAD FOR BORE

Excavator Profile

Map

Attachments (1)

QA

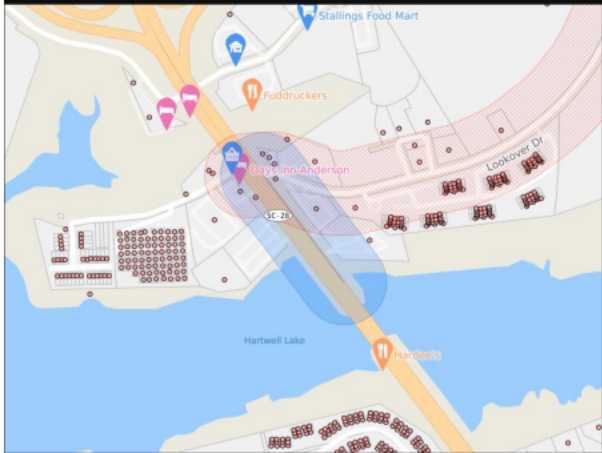
Help

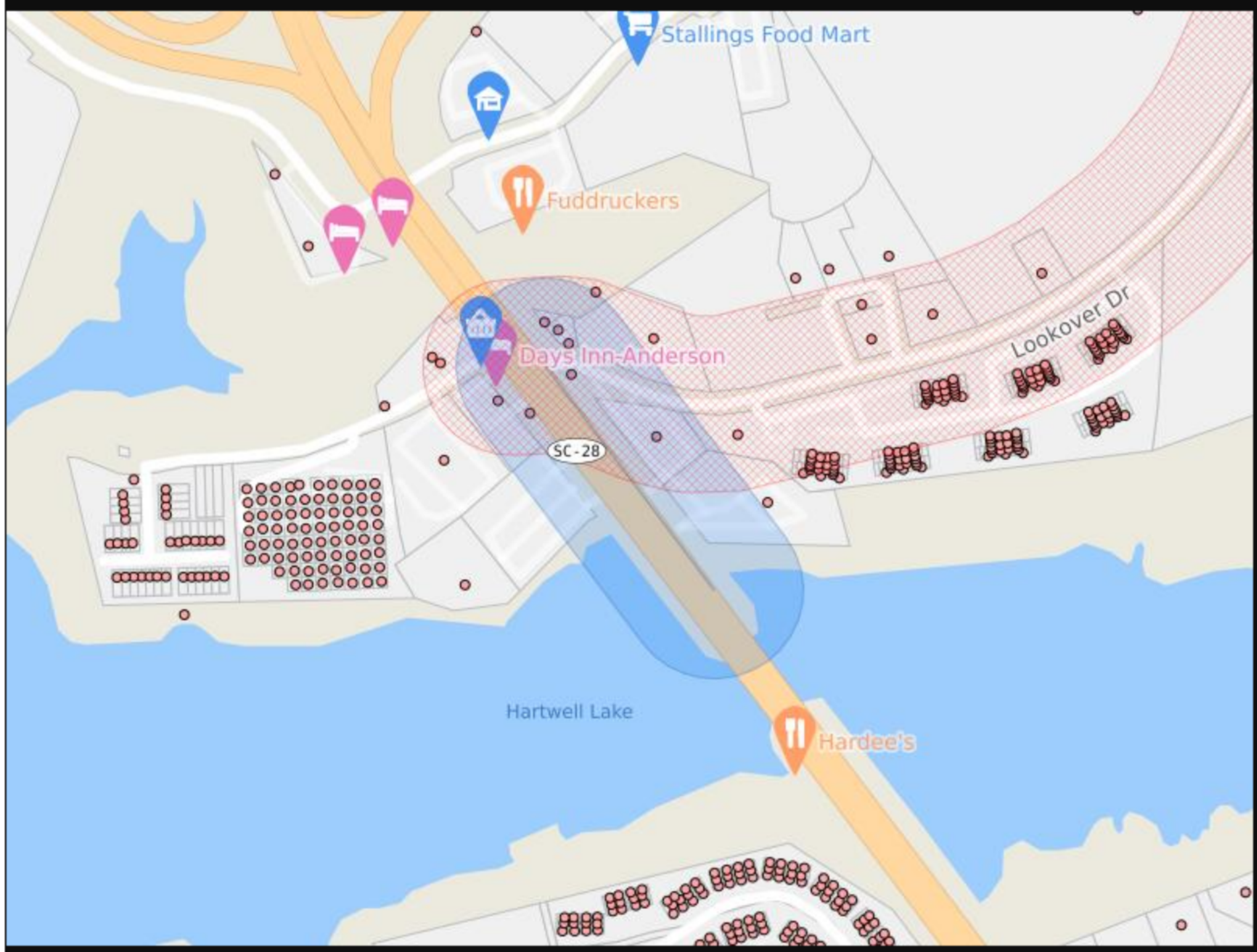
Attached Files:

TicketMap-2402063793-0.jpeg

open

download





South 811 Carolina

Switch to Coursettra

2402063793 v3

Status: Released

Agent: DUSTIN LACKEY

Function: Update

Taken: 04/10/2024 01:29 PM

Mapped By: Manual

+ New

List

Dashboard

+ Add Service Area

Additional Info

Resend

Cancel

Copy

Ticket

Subcontractors

Text

Service Areas

Responses

Deliveries

Revisions

Show: ☒ Current Only (13) ☐ No Response (2) ☐ All (33) ☒ Include events (4)

Export to CSV

Work not Completed (click to toggle)

+ Add Response

Status	Date	Service Area	Utility Type	Response	Entry Method	Comments
No Response by Due Date, Current		PIEDMONT NATURAL GAS-ANDERSON PNAZ80	Gas	add new		
Event	02/06/2024 09:04 PM	Version: 0	New ticket saved with status Released and ticket type Normal by a Remote User.			
Current	02/07/2024 08:21 AM	ANDERSON COUNTY ROADS AND BRIDGES ACR31	Traffic	10: No Conflict add new	Web : NORMAN MCGILL	
Current	02/07/2024 08:21 AM	ANDERSON COUNTY ROADS AND BRIDGES ACR31	Street Lights	11: Member operator not in area of excavation add new	Web : NORMAN MCGILL	
Current	02/07/2024 02:39 PM	ANDERSON COUNTY WASTEWATER DEPARTMENT ACW22	Sewer	20: Marked add new	Web : DAVID BROCK	MARKED PER PRINT SENT BY MILLER PIPELINE https://digitix.com/printsdownload
Current	02/09/2024 02:50 PM	CHARTER CCS01	Cable	20: Marked add new	Web Service : SPECTRUM IRTH	
Event	02/28/2024 10:30 AM	Version: 1	Update ticket saved with status Released and ticket type Normal by a Remote User.			
Current	02/29/2024 04:53 PM	SANDY SPRINGS WATER DISTRICT SSW01	Water	20: Marked add new	Web : CHRIS BROWN	
Event	03/20/2024 12:43 PM	Version: 2	Update ticket saved with status Released and ticket type Normal by a Remote User.			
Current	03/25/2024 05:18 PM	SEGRA COMMUNICATIONS - SGRAZ01 SGRAZ01	Fiber	30: Locate not complete; Unable to contact excavator add new	Web Service : STAKE CENTER	https://irth.com/ViewAttachment
Current	03/28/2024 03:50 PM	ANDERSON REGIONAL JOINT WATER SYSTEM	Water	10: No Conflict add new	Web Service : USIC PR	

Exactix v3.1.52 by IrtH

Exactix
v3.1.52
by Irth

Current	02/29/2024 04:53 PM	SANDY SPRINGS WATER DISTRICT SSW01	Water	20: Marked add new	Web : CHRIS BROWN
Event	03/20/2024 12:43 PM	Version: 2	Update ticket saved with status Released and ticket type Normal by a Remote User.		
Current	03/25/2024 05:18 PM	SEGRA COMMUNICATIONS - SGRAZ01	Fiber	30: Locate not complete; Unable to contact excavator add new	Web Service : STAKE CENTER https://irth.com/ViewAttachment
Current	03/28/2024 03:50 PM	ANDERSON REGIONAL JOINT WATER SYSTEM	Water	10: No Conflict add new	Web Service : USIC PR

2403202799 v1

Status: **Released**

Agent: LIBNY ORTIZ

Function: Update

Taken: 04/10/2024 02:09 PM

Mapped By: Manual

+ New

List

Dashboard

+ Add Service Area

Additional Info

Resend

Cancel

Copy

Ticket Subcontractors Text Service Areas Responses Deliveries Revisions

1

Find by Ticket Number

+ Add Notes

Date	Ticket Number	Version	Agent	Description
04/10/2024 02:09 PM	2403202799	1	LIBNY ORTIZ	Update ticket saved with status Released and ticket type Normal by a Remote User.
04/08/2024 09:37 AM	2403202799		LIBNY ORTIZ	Excavator viewed responses
03/27/2024 02:50 PM	2403202799		LIBNY ORTIZ	Excavator viewed responses
03/26/2024 12:28 PM	2403202799		LIBNY ORTIZ	Excavator viewed responses
03/20/2024 04:23 PM	2403202799	0	JOHN KELLY	New ticket saved with status Released and ticket type Normal by a Remote User. view



South 811 Carolina

Switch to Coursettra



2402063793 v3

Status: **Released**

Function: Update

Agent: DUSTIN LACKEY

Taken: 04/10/2024 01:29 PM

Mapped By: M



+ New

List

Dashboard

+ Add Service Area

Additional Info

Resend

Cancel

Copy

Add Response for Ticket 2402063793

Ticket Subcontractors Text

Find by Ticket Number

South Carolina

Switch to Coursettra

2402063793 v3

Status: Released

Agent: DUSTIN LACKEY

Function: Update

Taken: 04/10/2024 01:29 PM

Mapped By: M

+ New

List

Dashboard

+ Add Service Area

Additional Info

Resend

Cancel

Copy

Ticket

Subcontractors

Text

Service Area

ANDERSON COUNTY ROADS AND BRIDGES

ANDERSON COUNTY ROADS AND BRIDGES

ANDERSON COUNTY WASTEWATER DEPARTMENT

ANDERSON REGIONAL JOINT WATER SYSTEM

AT&T/D - BSZT29

CHARTER

Service Area*

ACR31

ANDERSON COUNTY ROADS AND BRIDGES

Utility Type*

Street Lights

Street Lights

Response*

60

Locator and Excavator have agreed and documented marking schedule

Arranged meeting date and time:

04/12/2024, 08:00 AM

Name of Person Locator spoke to:

Phone number of Person Locator spoke to:

Locators name:

Comment

Respondent Person Name

Cancel

Save & Add another

Save

MISTY WISE

Find by Ticket Number

Positive Response

Utility Type: Street Lights:

11 - Member operator not in area of excavation

Date: 02/07/2024 08:21 AM

Entered via Web: NORMAN MCGILL

Utility Type: Traffic:

10 - No Conflict

Date: 02/07/2024 08:21 AM

Entered via Web: NORMAN MCGILL

view all add new

Utility Type: Sewer:

20 - Marked

Date: 02/07/2024 02:39 PM

Comment: MARKED PER PRINT SENT BY MILLER PIPELINE

Entered via Web: DAVID BROCK

view all add new

Utility Type: Water:

10 - No Conflict

Date: 03/28/2024 03:50 PM

Entered via Web Service: USIC PR

view all add new

Utility Type: Phone:

10 - No Conflict

Date: 03/28/2024 03:50 PM

Entered via Web Service: USIC PR

view all add new

Utility Type: Cable:

20 - Marked

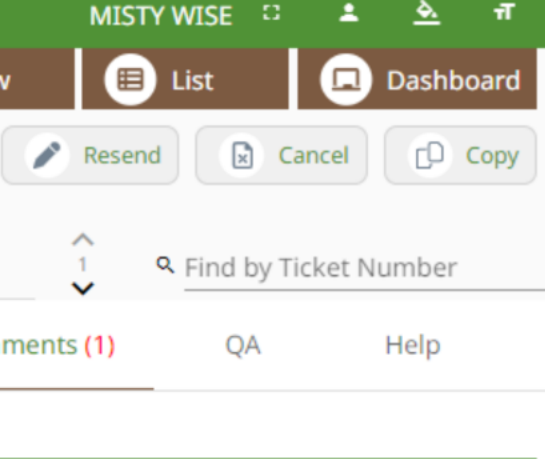
Date: 02/09/2024 02:50 PM

Entered via Web Service: SPECTRUM IRTH

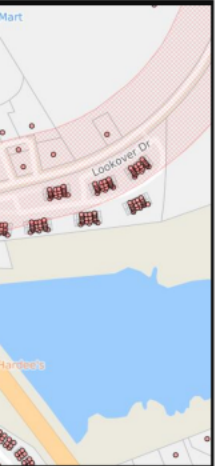
view all add new

Exactix

v3.1.52



[open](#) [download](#)



6404133223 EME - 0988

TAYLOR SWIFT RD TAMARACK BLVD in
ANDERSON (and) - TRAVIS KELCE -
(864) 555-7729

View in Exactix: [https://
exactix.sc811.com/viewticket/SC811/D-
H74Rohxf47hGgKi64w](https://exactix.sc811.com/viewticket/SC811/D-H74Rohxf47hGgKi64w)

2404111223 EME - 1007

GEORGE SMITH MILL RD CLEMSON
BLVD in ANDERSON (and) - CHRIS
BROWN - (864) 656-7729

View in Exactix: [https://
exactix.sc811.com/viewticket/SC811/D-
FzHxf47hGlhr9YgKi64w](https://exactix.sc811.com/viewticket/SC811/D-FzHxf47hGlhr9YgKi64w)



How Expanded Positive Response Will Reduce Damages

Presented by:

Misty Wise - Executive Director SC811
CJ Kowalke - VP of Sales Irth Solutions

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CJ Kowalke - VP of Sales Irth Solutions

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■ SC811's Progress & Challenges

Progress in safe excavation practices and expanding communication is essential for the protection of workers and infrastructure, leading to successful project outcomes.

Code
Review &
Update

Challenges

House of Cards

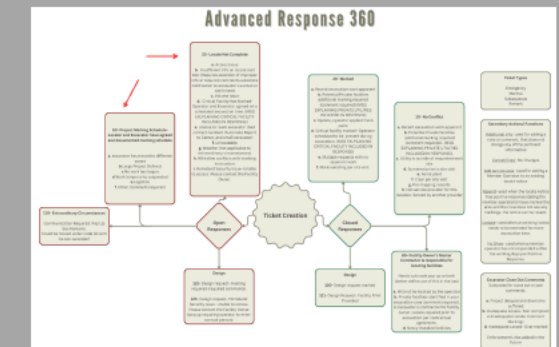


Behind the scenes, there are numerous interrelated factors at work. It's essential to acknowledge internal policies and processes could be affected. Consider all variables carefully."

What behavioral issues are you trying to mitigate?

- Coding with no comments
- Screening issues or misuse of codes
- Forcing feedback and data
- Consolidating open/closed versus marked or not marked

List of Codes Positive Response Codes	
Open Codes	Closed Codes
<p>30 - Locate not complete - Unable to contact excavator</p> <p>35 - Insufficient information - Please call 908.611 and provide additional or correct information</p> <p>40 - Locate not complete - Could not gain access to property</p> <p>50 - Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation</p> <p>60 - Locator and Excavator have agreed and documented marking schedule</p> <p>90 - Subsequent Facilities, 30 days to locate or communication required</p> <p>110 - Extraordinary Circumstances, Communication Required</p> <p>120 - Design request - meeting required</p>	<p>100 - No Conflict</p> <p>11 - Member operator not in area of excavation</p> <p>20 - Marked</p> <p>25 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the marked facility and/or monitor the excavation</p> <p>60 - Facility Owner's Master Contractor is responsible for locating facilities</p> <p>100 - Homeland Security Issue, Request Denied. Facility Owner shall contact excavator</p> <p>120 - Design request - marked</p> <p>125 - Design request - facility printed provided</p> <p>120 - Design request - Homeland Security Issue, Request denied. Facility Owner shall contact excavator</p>



CODE 30 (OPEN CODE)
DEFINITION: LOCATOR NOT COMPLETE
SUB-CODE E: INSUFFICIENT INFO OR LOCATOR CALL INFO

• Locator Report is Generated by the User (Facility Owner)

• All Add to Facility to Create Multiple Options from Drop-Down

How Does Facility Owner Indicate?

1. Facility Information
2. Gate Information
3. Site Type Information
4. Details of Code Facilities
5. Incident Details Information

Code 30 Response for Ticket 240213001

Sub-code (optional):

Comments:

CODE 30 (OPEN CODE)
DEFINITION: LOCATOR NOT COMPLETE
SUB-CODE E: UNABLE TO REACH EXCAVATOR

• Locator Must Enter the Number of Times They First Contact the Excavator

Drop-Down Options for Why Was Contacted?

1. Site Contact Name / Phone Number
2. Caller Name / Phone Number

Code 30 Response for Ticket 240213001

Sub-code (optional):

Comments:

CODE 60 (OPEN CODE)
DEFINITION: LOCATOR NOT COMPLETE
SUB-CODE E: UNABLE TO REACH EXCAVATOR

• Locator Must Enter the Number of Times They First Contact the Excavator

Drop-Down Options for Why Was Contacted?

1. Site Contact Name / Phone Number
2. Caller Name / Phone Number

Code 60 Response for Ticket 240213001

Sub-code (optional):

Comments:

EXCAVATOR ACKNOWLEDGMENT FOR CODE 40 (OPEN)
IF NOT SELECTED BY EXCAVATOR FOR ACKNOWLEDGMENT, A DROP-DOWN APPEARS WITH OPTIONS

Excavator Acknowledgment for Ticket 40
Ticket: 240213001

Sub-code (optional):

Comments:

EXCAVATOR CASE NOT COMMENT BUT PURPOSE EXCAVATOR IS MONITORING COMPLETION * EXCAVATOR IS NOT MONITORING EXCAVATION PROGRESS**

Excavator Case Not Commented Response for Ticket 240213001

Sub-code (optional):

Comments:

List of Codes

Positive Response Codes

Open Codes

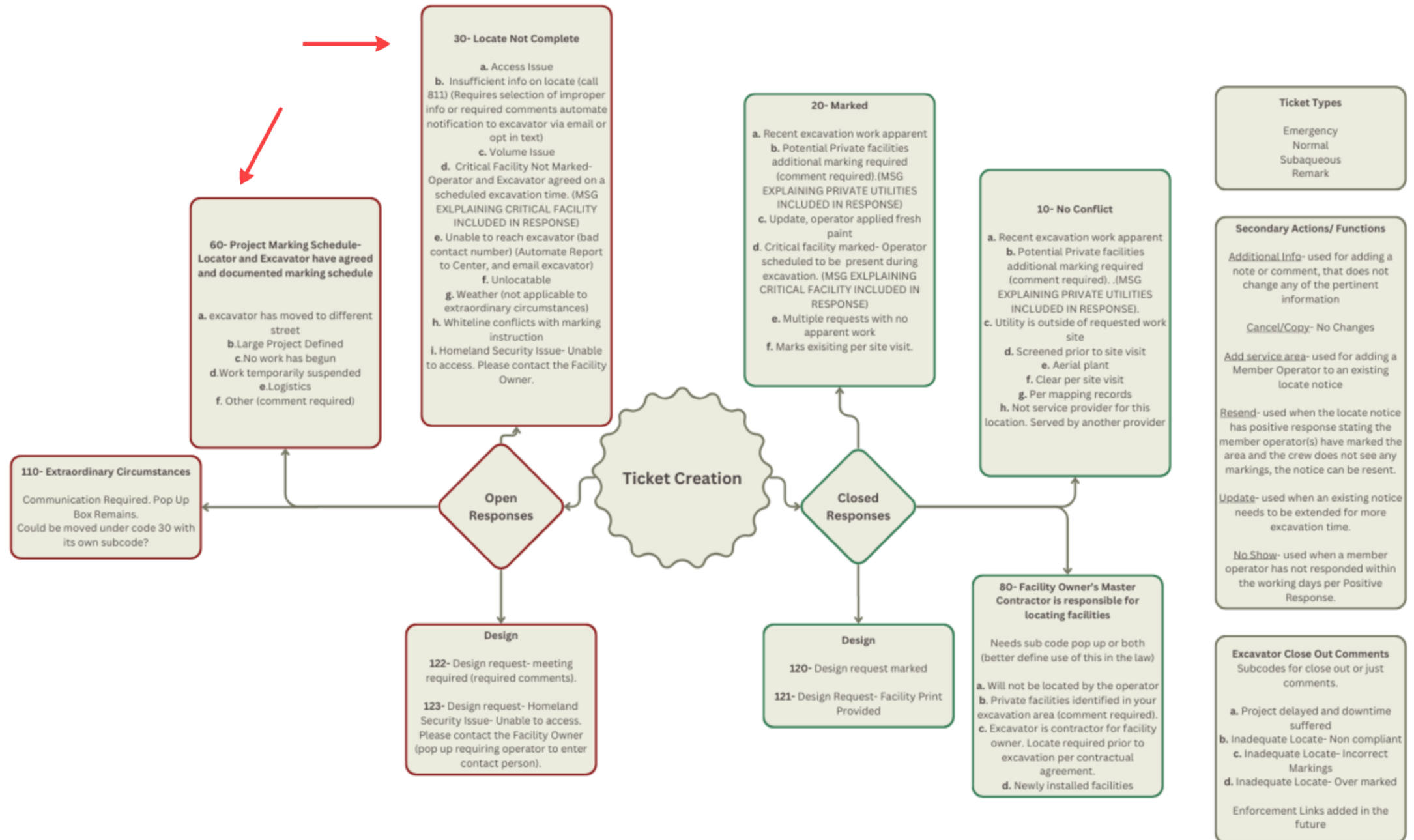
- 30 - Locate not complete - Unable to contact excavator
- 31 - Insufficient information - Please call SC811 and provide additional or correct information
- 40 - Locate not complete - Could not gain access to property
- 50 - Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation
- 60 - Locator and Excavator have agreed and documented marking schedule
- 90 - Subaqueous Facilities. 10 days to locate or communication required
- 110 - Extraordinary Circumstances. Communication Required
- 122 - Design request - meeting required

An **Open Code** indicates that the member has not yet completed the locate. A **Closed Code** indicates that the member has completed the locate. Once all members have completed their locates, the excavator can begin working.

Closed Codes

- 10 - No Conflict
- 11 - Member operator not in area of excavation
- 20 - Marked
- 55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the marked facility and/or monitor the excavation.
- 80 - Facility Owner's Master Contractor is responsible for locating facilities.
- 100 - Homeland Security Issue. Request Denied. Facility Owner shall contact excavator
- 120 - Design request - marked
- 121 - Design request - facility printed provided
- 123 - Design request - Homeland Security Issue. Request denied. Facility Owner shall contact excavator

Advanced Response 360



**60- Project Marking Schedule-
Locator and Excavator have agreed
and documented marking schedule**

- a. excavator has moved to different street
- b. Large Project Defined
- c. No work has begun
- d. Work temporarily suspended
- e. Logistics
- f. Other (comment required)

30- Locate Not Complete

- a. Access Issue
- b. Insufficient info on locate (call 811) (Requires selection of improper info or required comments automate notification to excavator via email or opt in text)
- c. Volume Issue
- d. Critical Facility Not Marked- Operator and Excavator agreed on a scheduled excavation time. (MSG EXPLAINING CRITICAL FACILITY INCLUDED IN RESPONSE)
- e. Unable to reach excavator (bad contact number) (Automate Report to Center, and email excavator)
- f. Unlocatable
- g. Weather (not applicable to extraordinary circumstances)
- h. Whiteline conflicts with marking instruction
- i. Homeland Security Issue- Unable to access. Please contact the Facility Owner.

- 2
- a. Recent excav
 - b. Potent additional (comme
 - EXPLAINING
 - INCLUDED
 - c. Update, c
 - d. Critical fac scheduled excavation CRITICAL F
 - e. Multip ap
 - f. Marks ex


CODE 30 (OPEN CODE)

DEFINITION: LOCATE NOT COMPLETE

SUB-CODE B: INSUFFICIENT INFO ON LOCATE (CALL 811)

- Locators Required to Comment Why They Chose Insufficient Info
 - Will Ask for Ability to Choose Multiple Options from Drop-Down
- Drop Down Options for Insufficient Info

1. Excavator Information
2. Contact Information
3. Ticket Type Information
4. Outside of Locate Guidelines
5. Incorrect Address Information



Code 30 Response for Ticket 240213001

Service Area*	Utility Type*
BSZT29	Phone

Response*	Response Type*
30 Locate Not Complete	OPEN
b. Insufficient info on locate (call 811)	

Section with insufficient info:

Excavator information, Contact information, Date & Time or Site/ Marking instructions outside of locate guidelines / Incorrect address information

Comments on Insufficiencies Required

CODE 30 (OPEN CODE)

DEFINITION: LOCATE NOT COMPLETE

SUB-CODE E: UNABLE TO REACH EXCAVATOR

- Locator Must Enter the Number of Times They Tried Contact the Excavator

Drop Down Options for Who Was Contacted

- Site Contact Name / Phone Number
- Caller Name / Phone Number

Code 30 Response for Ticket 240213001

Service Area*

BSZT29

Utility Type*

Phone

Response*

30

Locate Not Complete

e

Unable to reach excavator

Response Type*

Open

Date and time of contact attempt:



Excavator info of contact attempt:

Site Contact Name/Site Contact Phone Number
Caller Name/Caller Phone Number



Count of contact attempts:

Locator name:

Comments

CODE 60 (OPEN CODE)

DEFINITION: LOCATOR AND EXCAVATOR HAVE AGREED TO DOCUMENTED MARKING SCHEDULE

REQUIRED TO ENTER DATE AND TIME THEY WILL LOCATE, WHO THEY SPOKE WITH, AND WHEN.

Drop Down Options

1. Excavator Has Moved to a Different Street
2. Large Project Defined
3. Immediate Work Not Planned
4. Work Temporarily Suspended
5. Logistics
6. Other (Comment Required)

Code 60 Response for Ticket 240213001

Service Area*

BSZT29

Utility Type*

Phone

Response*

60 Locator and excavator have agreed and documented marking scheduled

Response Type*

Open

Date and time of Contact: _____



Date and Time of Scheduled Marking _____



Person Contacted Name _____

Person Contacted Phone Number _____

Locator name: _____

Reason:

Excavator has moved to a different street / Large project defined / Immediate work not planned / Work temporarily suspended / Other




Comments

EXCAVATOR ACKNOWLEDGMENT FOR CODE 60 CONT.

IF NO IS SELECTED BY EXCAVATOR FOR ACKNOWLEDGEMENT, A DROP DOWN APPEARS WITH OPTIONS.

Drop Down Options

1. No communication established with locator
2. The arranged meeting date & time listed is incorrect
3. The name of the person the locator spoke to is incorrect
4. Other (comment required)



Excavator Acknowledgement for Code 60
Ticket 2402130001

Service Area*

BSZT29

Utility Type*

Phone

Response:

60

Locator and Excavator have agreed to a documented marking schedule

Agreed Marking Schedule:

2/12/2024 10:00 am

Is the agreed marking schedule accurate?

No

▼

Select Reason for inaccurate agreed marking schedule:

No communication established / The arranged meeting date & time listed incorrect / The name of the person the locator spoke to is incorrect / Other

▼

Respondent Name:

Respondent Phone Number:


EXCAVATOR CLOSE OUT COMMENT BOX

PURPOSE: EXCAVATOR IS PROVIDING COMMENTARY ON
EXPERIENCE DURING EXCAVATION PERIOD

- Not Mandatory
- Hoping to add Enforcement Link in the Future

Drop Down Options for Comments

1. Project Delayed Downtime Suffered
2. Inadequate Locate-Non-Compliant
3. Inadequate Locate-Over Marked
4. Locator's Work was Excellent
5. Great Communication from Locator
6. Other (Comment Required)




**Excavator Close Out Comment Response
for Ticket 240213001**

<i>Service Area*</i>	<i>Utility Type*</i>
BSZT29	Phone
<i>Response*</i>	<i>Response Type*</i>
20 Marked	CLOSED

Any comments about the completed project's ticket response?

Project delayed and downtime suffered / Inadequate Locate-Non
Compliant / Inadequate Locate-Incorrect Marking /Inadequate Locate-
Over Marked / Locator's Work Was Excellent / Great Communication
from Locator / Other



Comments



Commission
Providing data to the project and stakeholders for decision making is a key challenge. The project team must ensure that the data is accurate, timely, and accessible to all stakeholders.



Data is Key



Path Forward (AR360)

- Links to manifest inside ticketing system (iRthQuest)
- Two-way communication (Operator/Locator & Excavator)
- Opt-in text message notification by code # or ticket #
- Excavator close out and feedback
- Allowing no-show and enforcement triggers inside response screens
- Consolidation of codes - Marked/Not Marked/No Conflict
- Address code violations from state to state
- Sub-codes/Alpha-numeric

SC811's Progress & Challenges



Key Considerations

Implementing SC811 is a complex process that requires a lot of planning and coordination. The project team must ensure that the data is accurate, timely, and accessible to all stakeholders. The project team must also ensure that the system is easy to use and that it integrates well with existing systems.

AS OFTEN AS
50% OF THE
TIME,
THE
PROJECT
TEAM
HAS
TO
RE-
WORK
THE
SYSTEM
TO
FIX
THE
PROBLEMS.

Common Challenges

- What is the greatest challenge to the damage prevention industry?
- Surveys show that a lack of communication between stakeholders is the second biggest challenge, after late locates.



Positive Response System
The Positive Response System is a new way of thinking about damage prevention. It is a system that allows operators to communicate with excavators in real-time, providing them with the information they need to avoid damage. This system is a key component of the SC811 project and is expected to significantly reduce the number of damage incidents.



How Expanded Positive Response Will Reduce Damages

Presented by:

Misty Wise - Executive Director SC811
CJ Kowalke - VP of Sales Irth Solutions

Challenges



- Do you have enough data to rationalize your issues
- 811 Centers technology capabilities (Exactix)
- Ensure comparable data across the nation (consider consistency with other state's codes)
- System logic and automation on no shows and secondary actions based on updates
- Bulk responders and ticket management system time to update
- Text messaging opt-in options (Twilio)
- Large projects - Second iteration with a focus on improved ticket functionality





Commission
Providing data to the industry to prevent and reduce damage to the environment requires a commitment to transparency, accountability and continuous improvement.



Data is Key



Path Forward (AR360)

- Links to manifest inside ticketing system (iSiteQuest)
- Two-way communication (Operator/Locator & Excavator)
- Opt-in text message notification by code # or ticket #
- Excavator close out and feedback
- Allowing no-show and enforcement triggers inside response screens
- Consolidation of codes - **Marked/Not Marked/No Conflict**
- Address code violations from state to state
- Sub-codes/Alpha-numeric

SC811's Progress & Challenges

- Code Review & Update
- Challenges



Key Considerations

Expanded positive response system is a critical tool for the industry to prevent and reduce damage to the environment. It is a key component of the industry's commitment to transparency, accountability and continuous improvement.

AS OFTEN AS
50% OF THE
TIME,
the industry
has not
been able to
prevent and
reduce damage
to the environment.

Common Challenges

- What is the greatest challenge to the damage prevention industry?
- Surveys show that a lack of communication between stakeholders is the second biggest challenge, after late locates



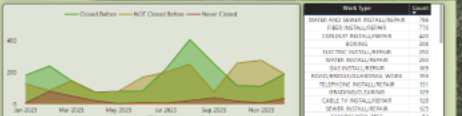
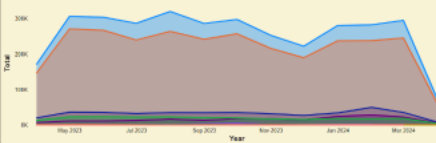
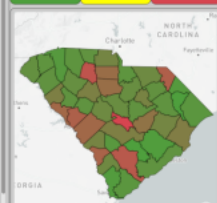
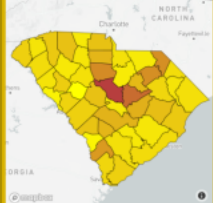
Positive Response System
The industry is committed to transparency, accountability and continuous improvement. The industry is committed to transparency, accountability and continuous improvement.



How Expanded Positive Response Will Reduce Damages

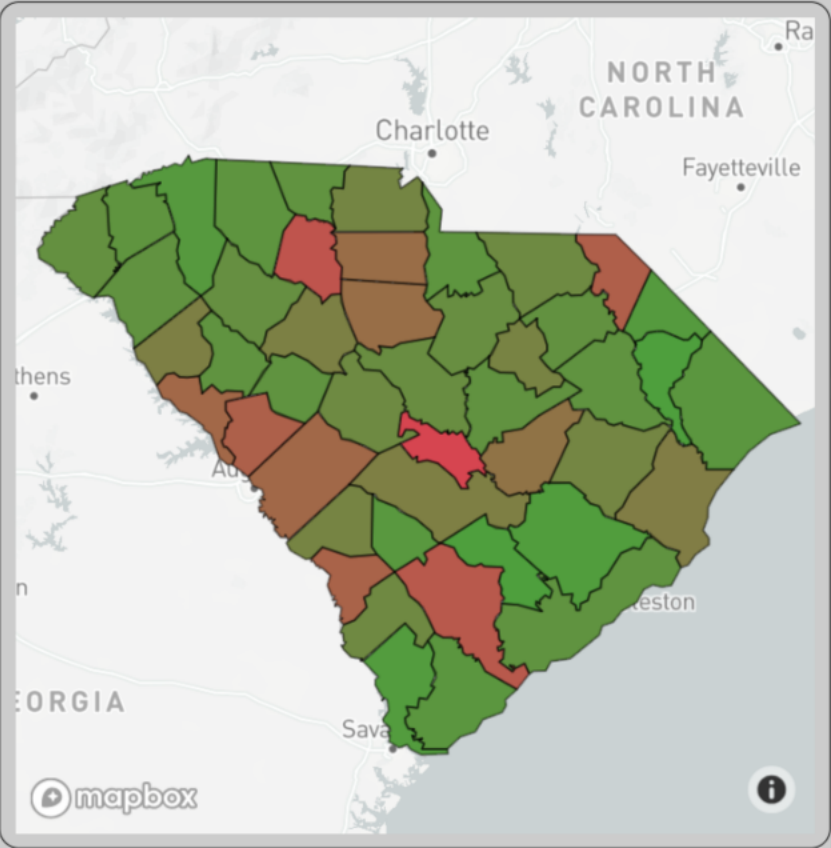
Presented by:

Misty Wise - Executive Director SC811
CJ Kowalke - VP of Sales Irth Solutions

[illegible]

Work Type	Total	On Time %	L	On Time %
TRAFFIC SIGNAL INSTALL/REPAIR	653	40.58%	49.16%	10.26%
SIDEWALK INSTALL/REPAIR	903	46.84%	43.74%	9.41%
BORING	15,544	48.04%	39.04%	12.92%
CONDUIT INSTALL/REPAIR	7,571	46.81%	36.77%	16.42%
STAKING/SURVEY/SOIL TEST	352	46.31%	36.65%	17.05%
ALTERNATIVE ENERGY INSTALL/REPAIR	859	57.86%	34.23%	7.92%
PLAYGROUND EQUIPMENT INSTALL/REPAIR	264	57.95%	34.09%	7.95%
DITCH INSTALL/REPAIR	1,791	59.63%	32.72%	7.65%
DEMOLITION	1,470	57.21%	32.59%	10.20%
ROAD/BRIDGE/GUARDRAIL WORK	8,678	55.65%	32.14%	12.21%
FIBER-FEDERAL GRANT INSTALL/REPAIR	192	64.58%	31.25%	4.17%
STAKING/SOIL TEST	2,898	52.07%	31.02%	16.91%
GRADING/CLEARING	13,229	59.63%	30.94%	9.43%
DRAIN INSTALL/REPAIR	8,422	60.15%	30.81%	9.04%
SIGN INSTALL/REPAIR	12,248	58.80%	30.44%	10.76%
SINK HOLE REPAIR	284	64.79%	29.93%	5.28%
GARDENING/FARMING	1,399	65.33%	29.66%	5.00%
TRENCHING/MISC DIGGING	4,421	59.29%	29.50%	11.22%
OTHER, SEE INSTRUCTIONS	8,824	61.96%	28.35%	9.69%
FOUNDATION/FOOTINGS	4,207	63.80%	28.19%	8.01%
SEWER INSTALL/REPAIR	14,435	59.33%	27.99%	12.67%
POLE INSTALL/REPAIR	176	55.11%	27.84%	17.05%
MAILBOX INSTALL/REPAIR	1,374	65.14%	27.29%	7.57%
LANDSCAPING & IRRIGATION INSTALL/REPAIR	8,835	65.46%	26.96%	7.58%
CONCRETE PADS INSTALL/REPAIR	579	64.77%	26.94%	8.29%
TREE/STUMP REMOVAL	9,760	66.64%	26.86%	6.50%
BUILDING INSTALL/REPAIR	2,509	66.96%	26.50%	6.54%
LANDSCAPING INSTALL/REPAIR	22,260	68.27%	25.97%	5.75%
GENERAL CONSTRUCTION/COMMERCIAL/RESIDENTIAL/SITE WORK	9,020	57.11%	25.86%	17.03%
TELEPHONE INSTALL/REPAIR	52,499	67.72%	25.78%	6.50%
DRIVEWAY INSTALL/REPAIR	4,058	66.78%	25.65%	7.57%
FIBER INSTALL/REPAIR	77,148	59.67%	25.50%	14.83%
IRRIGATION INSTALL/REPAIR	6,974	68.30%	25.32%	6.38%
GAS INSTALL/REPAIR	36,411	61.35%	24.90%	13.75%
WATER AND SEWER INSTALL/REPAIR	30,486	66.28%	24.87%	8.85%
DECK INSTALL/REPAIR	1,335	69.36%	24.49%	6.14%
WATER INSTALL/REPAIR	29,497	58.82%	24.43%	16.75%
PLAYGROUND EQUIPMENT INSTALL/REPAIR	168	69.05%	24.40%	6.55%
ABANDON/RETIRE FACILITY	21	47.62%	23.81%	28.57%
PATIO INSTALL/REPAIR	1,028	71.98%	23.25%	4.77%

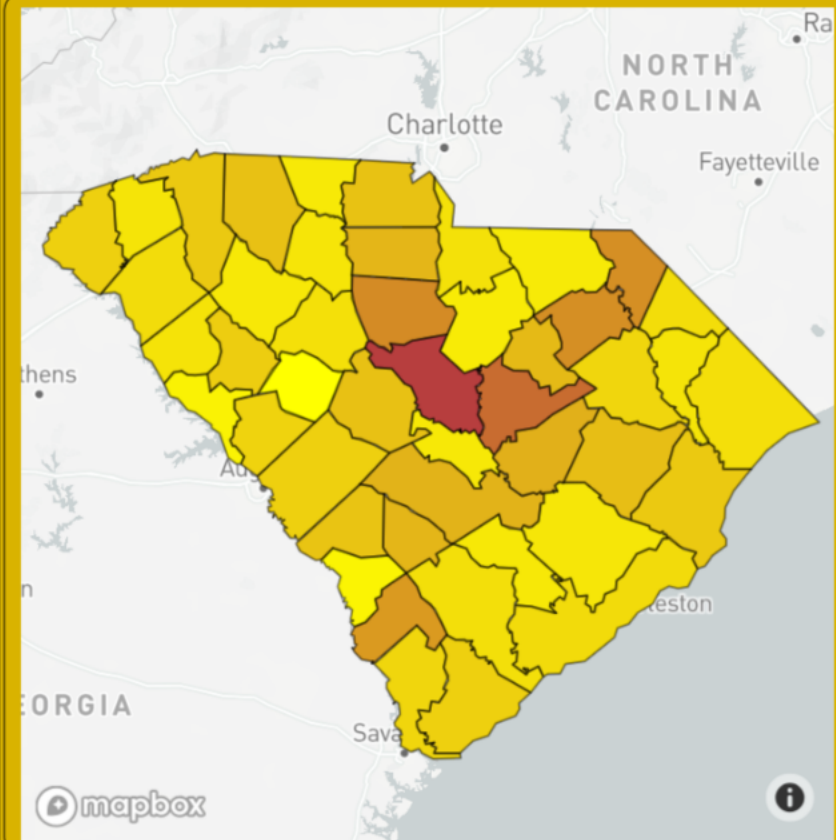
On Time	Late	Never
65.55%	24.99%	9.46%
428,829	163,473	61,871



Ticket Type	Total	On Time %	Late %	Never %
Remark	34,253	55.39%	28.36%	16.24%
Normal	618,242	66.15%	24.83%	9.01%
Design	1,500	48.60%	14.13%	37.27%
Subaqueous	178	76.40%	8.99%	14.61%

<div> <div>←</div> <div>Work Type</div> <div>Late Total</div> <div>1 to 3 Days Late</div> <div>4 to 15 Days Late</div> <div>More Than 15 Days Late</div> </div>				
OTHER, SEE REMARKS (DAMAGE REPORT)	8	75.00%	25.00%	0.00%
PLAYGROUND EQUIPMENT INSTALL/REPAIR	41	70.73%	24.39%	4.88%
FIBER-STATE GRANT INSTALL/REPAIR	64	70.31%	26.56%	3.13%
PEST CONTROL INSTALL/REPAIR	449	67.48%	25.61%	6.90%
FIBER-FEDERAL GRANT INSTALL/REPAIR	60	65.00%	30.00%	5.00%
SATELLITE DISH INSTALL/REPAIR	144	64.58%	30.56%	4.86%
SEPTIC SYSTEM INSTALL/REPAIR	838	63.84%	28.64%	7.52%
CAMERA INSTALL/REPAIR	219	63.47%	21.46%	15.07%
UTILITY ANCHOR AND/OR POLE INSTALL/REPAIR	73	63.01%	30.14%	6.85%
SINK HOLE REPAIR	85	62.35%	27.06%	10.59%
POOL INSTALL/REPAIR	1,086	61.60%	29.93%	8.47%
ALTERNATIVE ENERGY INSTALL/REPAIR	294	61.22%	29.25%	9.52%
FENCE INSTALL/REPAIR	7,309	60.09%	30.43%	9.48%
TREE/STUMP REMOVAL	2,622	59.27%	30.59%	10.14%
CABLE TV INSTALL/REPAIR	19,862	59.03%	31.23%	9.74%
IRRIGATION INSTALL/REPAIR	1,766	59.00%	30.12%	10.87%
CARPORT INSTALL/REPAIR	73	58.90%	34.25%	6.85%
PATIO INSTALL/REPAIR	239	57.74%	32.64%	9.62%
GAS INSTALL/REPAIR	9,066	57.68%	29.59%	12.73%
ELECTRIC INSTALL/REPAIR	20,559	57.60%	31.76%	10.64%
BUILDING INSTALL/REPAIR	665	57.59%	27.97%	14.44%
GRADING/CLEARING	4,093	57.42%	32.30%	10.29%
LANDSCAPING INSTALL/REPAIR	5,782	56.88%	33.24%	9.88%
MAILBOX INSTALL/REPAIR	375	56.80%	34.40%	8.80%
PLAYGROUND EQUIPMENT INSTALL/REPAIR	90	56.67%	24.44%	18.89%
DRIVEWAY INSTALL/REPAIR	1,041	56.39%	29.11%	14.51%
LANDSCAPING & IRRIGATION INSTALL/REPAIR	2,382	56.30%	32.75%	10.96%
FOUNDATION/FOOTINGS	1,186	56.24%	32.80%	10.96%
DECK INSTALL/REPAIR	327	55.96%	35.17%	8.87%
OTHER, SEE INSTRUCTIONS	2,502	55.48%	27.34%	17.19%
TELEPHONE INSTALL/REPAIR	13,536	54.71%	33.72%	11.57%
GARDENING/FARMING	415	53.98%	32.29%	13.73%
FIBER INSTALL/REPAIR	19,676	53.46%	35.76%	10.78%
POLE INSTALL/REPAIR	49	53.06%	40.82%	6.12%
WATER INSTALL/REPAIR	7,206	52.43%	34.61%	12.96%
DRAIN INSTALL/REPAIR	2,595	52.22%	30.02%	17.76%
GENERAL CONSTRUCTION/COMMERCIAL/RESIDENTIAL/SITE WORK	2,333	51.35%	33.78%	14.87%
CONDUIT INSTALL/REPAIR	2,784	50.79%	38.65%	10.56%

1-3 Days Late	4-15 Days Late	Over 15 Days Late
54.81%	32.75%	12.44%
89,603	53,540	20,330



Ticket Type	Late Total	1 to 3 Days	4 to 15 Days	15+ Days Late
Subaqueous	16	68.75%	31.25%	0.00%
Normal	153,530	55.06%	32.79%	12.16%
Remark	9,715	51.07%	32.17%	16.77%
Design	212	49.06%	33.49%	17.45%

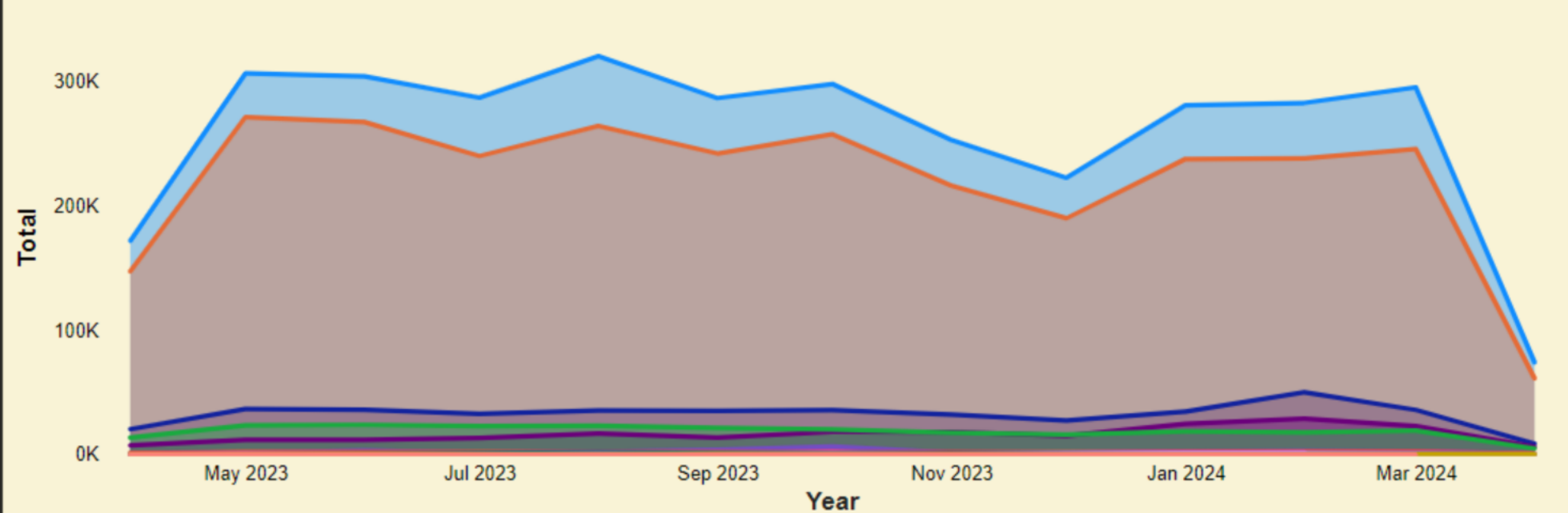
All Responses Entered

Member Name	Total	Member Name %
Dominion Energy	1,154,793	15.956%
ATT/D	814,294	11.252%
Charter	487,980	6.743%
Duke Energy	323,083	4.464%
Greer CPW	199,631	2.758%
City of Columbia	183,248	2.532%
Charleston Water System	134,032	1.852%
Segra	115,529	1.596%
Greenville Water System	108,518	1.499%
Grand Strand Water & Sewer	102,636	1.418%
Piedmont Natural Gas-Greenville	89,231	1.233%
Horry Telephone	87,939	1.215%
MCI	87,789	1.213%
Farmers Telephone	84,471	1.167%
Comcast Cablevision-Low Country	82,827	1.144%
Berkeley County Water and Sanitation Authority	73,342	1.013%
Wide Open West	72,249	0.998%
Total	7,237,154	100.000%

Entered By	Total	Entered By %
USICMemberPR	1,714,954	23.697%
Korweb_SCPR	1,408,158	19.457%
UTIL-PAL	679,803	9.393%
norfield_scpr	568,232	7.852%
spectrum-irth	476,684	6.587%
ATTSCPR	204,887	2.831%
GreerCPW-Irth	199,631	2.758%
SCL-SCPR	180,835	2.499%
Procomm_Irth	125,604	1.736%
Comcast-Irth	104,222	1.440%
Comporium_Irth	100,011	1.382%
DigTix-SCPR	94,977	1.312%
piedmont_irth	93,675	1.294%
LC393_PR	42,904	0.593%
brightspeed-irth	42,335	0.585%
MCI-SCPR	40,157	0.555%
bkt_scpr	37,626	0.520%
ATTT-SCPR	36,632	0.506%
Total	7,237,154	100.000%

Response Code	Total	Response Code %
10	3,375,167	46.637%
20	2,872,221	39.687%
11	419,670	5.799%
80	242,499	3.351%
30	208,294	2.878%
40	30,670	0.424%
55	24,991	0.345%
31	18,460	0.255%
50	16,845	0.233%
60	11,098	0.153%
121	4,938	0.068%
120	3,935	0.054%
110	3,441	0.048%
122	2,850	0.039%
100	1,391	0.019%
85	386	0.005%
123	254	0.004%
Total	7,237,154	100.000%

Member Code	Total	Member Code %
BSZT29	812,698	11.230%
CCS02	262,215	3.623%
CCS01	204,515	2.826%
GRR01	199,631	2.758%
COC82	183,248	2.532%
CPWZ69	134,032	1.852%
SCGZ90	123,219	1.703%
SGRAZ01	115,529	1.596%
GVW60	108,518	1.499%
SCGZ05	105,051	1.452%
DPCZ02	103,665	1.432%
GWS93	98,707	1.364%
SCGZ02	97,209	1.343%
PNGZ81	89,231	1.233%
HTCZ47	87,939	1.215%
MCI18	87,789	1.213%
SCGZ87	75,381	1.042%
Total	7,237,154	100.000%



Avg Days Pushed
Out From Work Date

7.0



Closed Before Meeting Date %

48.48%

Total Tickets With Code 60

4,344

Closed Before Meeting Date

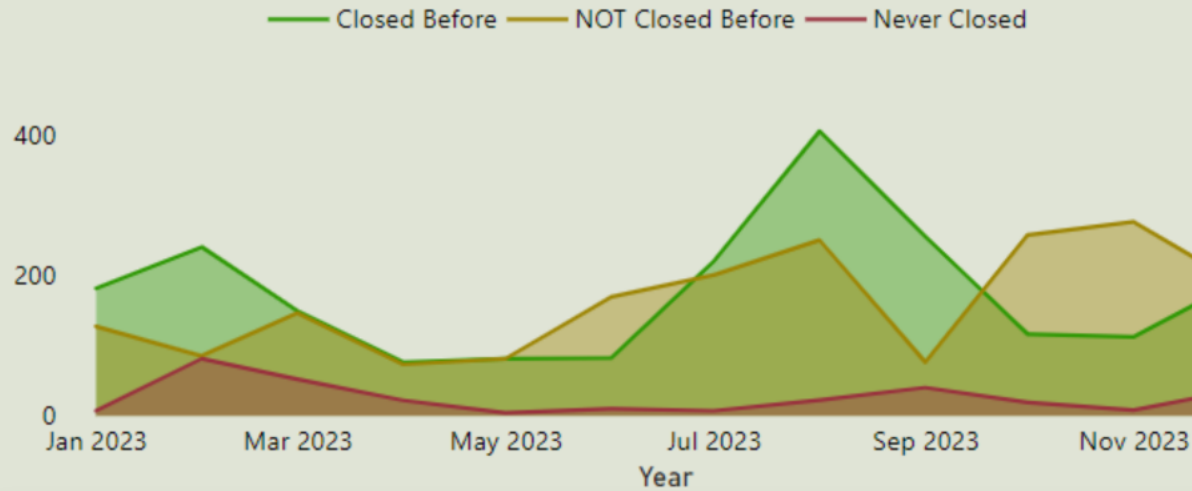
2,106

DID'T Close Before Meeting Date

1,930

Never Closed After Code 60

308



Work Type	Count
WATER AND SEWER INSTALL/REPAIR	786
FIBER INSTALL/REPAIR	770
CONDUIT INSTALL/REPAIR	420
BORING	398
ELECTRIC INSTALL/REPAIR	250
WATER INSTALL/REPAIR	250
GAS INSTALL/REPAIR	169
ROAD/BRIDGE/GUARDRAIL WORK	159
TELEPHONE INSTALL/REPAIR	131
GRADING/CLEARING	129
CABLE TV INSTALL/REPAIR	128
SEWER INSTALL/REPAIR	125
STAKING/SOIL TEST	82
Total	4,344

Member	Code	Utility	Total 60's	Avg Days Pushed Out	Closed Before %	Closed Before	Not Closed Before
CHARLESTON WATER SYSTEM	CPWZ69	Water	721	5.2	45.35%	327	394
CHARLESTON WATER SYSTEM	CPWZ69	Sewer	708	6.3	61.02%	432	276
DOMINION ENERGY ELECTRIC - SCEKZ42	SCEKZ42	Electric	554	9.0	62.45%	346	189
DOMINION ENERGY GAS - SCGZ35	SCGZ35	Gas	202	20.1	81.68%	165	30
LANCASTER TELEPHONE (COMPORIUM)	LTC28	Telecommunications	171	0.1	0.00%	0	163
DOMINION ENERGY GAS - SCGZ05	SCGZ05	Gas	159	13.9	77.99%	124	29
DOMINION ENERGY ELECTRIC - SCEDZ36	SCEDZ36	Electric	158	14.4	56.33%	89	62
HOME TELEPHONE	HOT21	Telecommunications	139	0.7	9.35%	13	122
FARMERS TELEPHONE - FTCZ81	FTCZ81	Phone	121	0.2	4.96%	6	113
FARMERS TELEPHONE - FTCZ80	FTCZ80	Fiber	86	2.8	5.81%	5	81
DOMINION ENERGY GAS - SCGZ02	SCGZ02	Gas	82	9.7	71.95%	59	18
BEAUFORT JASPER WATER AND SEWER - BJW50	BJW50	Sewer	73	5.3	2.74%	2	33
FARMERS TELEPHONE - FTCZ80	FTCZ80	Phone	66	0.1	0.00%	0	66
PIEDMONT NATURAL GAS-GREENVILLE	PNGZ81	Gas	65	1.3	72.31%	47	18
SOUTH CAROLINA DOT - SCTD01	SCTD01	Traffic	64	15.5	23.44%	15	1
DOMINION ENERGY GAS - SCGZ90	SCGZ90	Gas	60	3.5	38.33%	23	29
DOMINION ENERGY ELECTRIC - SCEJZ40	SCEJZ40	Electric	57	12.3	96.49%	55	2
DOMINION ENERGY ELECTRIC - SCEDZ08	SCEDZ08	Electric	56	19.0	100.00%	56	0
COUNTY OF SUMTER	CSU02	Water	55	4.4	0.00%	0	4
DOMINION ENERGY ELECTRIC - SCEDZ65	SCEDZ65	Electric	50	5.0	100.00%	50	0
Total			4,344	7.0	48.48%	2,106	1,930

Conclusion

- Prioritizing safe excavation practices and embracing enhanced positive response is imperative for successful project communication, execution, and excavator safety.



How Expanded Positive Response Will Reduce Damages

Presented by:

Misty Wise - Executive Director SC811
CJ Kowalke - VP of Sales Irth Solutions

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Additional Insight

Embracing safe excavation practices through enhanced positive response ensures a secure and efficient groundwork for construction projects.

