Changing the Future of 811 Ticket Creation & Excavator Training in Arizona!

Sandra Holmes, Executive Director
ABOUT ARIZONA 811

- Arizona’s 811 Center since 1974
- Were known as “Arizona Blue Stake” until 2014
- Mission: Perform excavation notification services and stakeholder education that promote the safety and welfare of the community by protecting underground facilities from damage.
2019 volume is up by 17.2% through July 31

Tempe Mission Palms
August 20, 2019
2019 volume is up by 13.6% through July 31

Tempe Mission Palms
August 20, 2019
In 2019 usage is 76.9% through July 31 (July was 79%)
## BOARD STRUCTURE

### PRINCIPAL MEMBERS
- **SRP**
  - Kevin Nielsen
    - President
- **CenturyLink**
  - John Owens
    - Treasurer
- **SOUTHWEST GAS**
  - Rob McGee
    - Director
- **APS**
  - Ben Cluff
    - Director
- **COX**
  - Tommy Arthurs
    - Director

### ASSOCIATE MEMBERS
- **PIMA COUNTY**
  - Sandi Garrick
    - Director
- **City of Phoenix**
  - Chris Mitchell
    - Director
  - Kristy Rees
    - Director
  - Steve Nicholls
    - Vice-President

### TERMS EXPIRE
- **Municipal**
  - 2021
- **At-Large**
  - 2021
  - 2020
5-YEAR FINANCIAL PLAN

USED TO FORECAST UPCOMING EXPENSES, INCLUDING:

- Operations & Maintenance Expenses
- Capital Expenditures
  (building repairs / office equipment replacement)
- Continuation of Awareness & Education Programs
- Investments in technology to improve efficiency
5-YEAR FINANCIAL PLAN

MAINTAIN CASH RESERVE:

➢ 3-months’ Operations and Maintenance Expenses ($750k)
➢ Capital Improvements ($750k)
➢ Ultimate goal is to maintain year-to-year stability in assessments
➢ 2017 was year earmarked to review ticket creation system
Late 2017 – Review replacement of 811 Ticket Creation Software:

- IRTH Solutions - Redevelop and/or purchase existing software
- Other available one call center software:
  - Pelican Corp
  - Progressive Partnering
  - Norfield Development Partners
- New development company - 4iQ
  - Partnering with Dig Safely New York & Sunshine 811
System Development

- Identify Requirements
- Set Development Milestones
- Tracking Development
- Interactive Development Process
- Identified Server Environment Requirements
- Did not want to impact UtiliSphere ticket management
2018/2019

Exactix Development:

- Complete excavation request
- Add and manage subcontractors
- Create “Google-like” address entry
- Geo-code dig sites on map
- Queue tickets to members based on service area polygons
- Create and modify members
- Create and modify excavators

- Import/create/modify service area maps
- Create and modify destinations
- Create screens and filters
- Search tickets
- Create online ticket entry for excavators
- Create single address entry
SYSTEM DEVELOPMENT

2018/2019

Exactix Development Continued:

- Train internal users
- Meet ticket scheduling
- Electronic positive response
- Searching map for points of interest
- Political Sign interface
- Administrative audits
- QA Process
- Manual callouts
Ticket creation testing:

- Internal user testing - interactive and ongoing
- Excavator User Focus Group - completed on Aug 16
- System Load test - Sep 1
- Member testing - notification area revisions - Sep 1
Facility owner member testing:

- Transmission tests to members:
  - Arizona 811 will be communicating date to members
  - Will determine if test tickets should be sent to a test system
  - Members will need to confirm tickets received properly
  - Electronic positive responses will also be tested
SYSTEM DEVELOPMENT

Before going live on November 1:

- Map Update in existing system - completed Aug 15
- Train 2198 existing excavator web users - begins Sep 1
- Member Notification Area Verification - begins Oct 1
**EXCAVATOR TICKET CREATION**

### My Tickets

- **Tickets**
- **Expiring Tickets**
- **Tickets Near Me**
- **Response Status**

<table>
<thead>
<tr>
<th>Street</th>
<th>Place</th>
<th>Work Type</th>
<th>Job Number</th>
<th>Work Start Date</th>
<th>Company Name</th>
<th>Ticket Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>519 N. 19 AVE. W.</td>
<td>WEST EL</td>
<td>TEST</td>
<td>Y</td>
<td>08/11/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>2019081600033</td>
</tr>
<tr>
<td>591 W AUTO DR</td>
<td>AUTO DR</td>
<td>FISH - APS CABLE REPAIR/PLACE</td>
<td>WA0374590</td>
<td>08/23/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190820000008</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/18/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190715000324</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/19/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190716000001</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/19/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190716000001</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/19/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190716000001</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/19/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190716000001</td>
</tr>
<tr>
<td>1405 W AUTO DR</td>
<td>TEMPE</td>
<td>THIS IS A TEST FOR A WORK TYPE</td>
<td>THIS IS A TEST JOB #</td>
<td>07/19/2019 08:00 AM</td>
<td>FISHEL COMPANY: PHOENIX NORTH</td>
<td>20190716000001</td>
</tr>
</tbody>
</table>
EXCAVATOR TICKET CREATION
EXCAVATOR TICKET CREATION
# EXCAVATOR TICKET CREATION

## Subcontractor

<table>
<thead>
<tr>
<th>Action</th>
<th>Company Name</th>
<th>First Name</th>
<th>Last Name</th>
<th>Phone</th>
<th>Email</th>
<th>Send Response</th>
<th>Date Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Five</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>B-LINE DIRECTIONAL DRILLING</td>
<td>TRAVIS</td>
<td>WASDEN</td>
<td>(602) 574-3706</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>B-Line Directional Drilling</td>
<td>CRIS</td>
<td>STADELLI</td>
<td>(602) 725-5478</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>NCS</td>
<td>BILL</td>
<td>TIPPETT</td>
<td>(602) 699-8512</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>NCS INC</td>
<td>BILL</td>
<td>TIPPETT</td>
<td>(602) 699-8512</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>NCS INC</td>
<td>BILL</td>
<td>TIPPETT</td>
<td>(602) 699-8512</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>B-Line Directional Drilling</td>
<td>KIRI</td>
<td>STADELLI</td>
<td>(602) 725-5478</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>B-Line Directional Drilling</td>
<td>TRAVIS</td>
<td>WASDEN</td>
<td>(602) 574-3706</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>More</td>
<td>BEELINE DIRECTIONAL DRILLING</td>
<td>KIRI</td>
<td>(missing)</td>
<td></td>
<td></td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
**EXCAVATOR TICKET CREATION**

![Screen Shot of Subcontractor Ticket Creation](image)

<table>
<thead>
<tr>
<th>Action</th>
<th>Company Name</th>
<th>First Name</th>
<th>Last Name</th>
<th>Phone</th>
<th>Email</th>
<th>Send Response</th>
<th>Date Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td>D-LINE DIRECTIONAL DRILLING</td>
<td>TRAVIS</td>
<td>WASDEN</td>
<td>(602) 574-3706</td>
<td>No</td>
<td>8/20/19 11:31 AM</td>
<td></td>
</tr>
</tbody>
</table>

**Site Information**

Locate Instructions: LOCATE BOTH SIDES OF STREET BETWEEN INTERSECTIONS

Org Site Type: Between Intersections

Tempe Mission Palms August 20, 2019
EXCAVATOR TICKET CREATION
EXCAVATOR TICKET CREATION

Ticket Function: New
Notify By:

Excavator Information
Company ID: 7970
Excavator ID: Phone: (480) 229-9413
Caller Type: CONTRACTOR
Company Name: PSFHEL COMPANY- PHOENIX NORTH - PSFHEL COMPANY- PHOENIX NORTH
Contact Name: PATRICK HOLMES
Address: 1819 S 27TH AVE, 0771, PHOENIX, AZ, 85009, MARICOPA
Alt Phone: (602) 229-2904
Fax:
Email: PHOLMES@TEAMFISHEL.COM
Doing Work Yourself:
Alt Contact: JD WEGANDT
Phone: (480) 257-7447

Time Taken:

Ticket no: 1100-1699 W AUTO DR, TEMPE
1400-1499 S AUTO WAY, MESA
3100-3299 S AUTO WAY, GILBERT
1300-1399 W AUTO DR, GILBERT
6100 4199 E AUTO LOOP AVE, MESA
6100-6399 E AUTO PARK DR, MESA
4,000-9,999 W AUTO MALL DR, TUCSON
8-799 E AUTO CENTER DR, MESA
4900-4999 N AUTO SPRINT RD, TUCSON
1200-1399 N AUTO MALL DR, CHANDLER

NA PUBLIC SERVICE
Expires: 09/13/2019
Update: 09/11/2019

SIDE STREETS

Intersection:

Place

Side of Street

Corner

Cross Street

Sale

Motor

Footprint: Amount, Units

Street Address

Place

Side of Street

Corner

Cross Street

Map

Help
**EXCAVATOR TICKET CREATION**

![Image of excavator ticket creation tool]

**Ticket Information**
- Company ID: 7970
- Contact: PATRICK HOLMES
- Phone: (480) 220-9413
- Address: 1819 S 22ND AVE, 07/19, PHOENIX, AZ 85009, MARICOPA
- Email: PSHOLMES@TEAMEFSHELL.COM
- Doing Work For: ARIZONA PUBLIC SERVICE

**Ticket Details**
- Ticket Type: Routine - Routine excavation request
- Work Type: PSH - APS CABLE REPLACE
- Start Date: 08/23/2019 08:00 AM
- Update: 09/11/2019

**Site Information**
- Location: S AUTOPLEX LOOP, TEMPE
- Requesting Party: S AUTOPLEX LOOP

**Map**
- Map showing the location of the request.

---

Tempe Mission Palms
August 20, 2019
EXCAVATOR TICKET CREATION

Ticket Function: New
Notify By: Street

City/State Type:
Between Intersections

Street Address:
W AUTO DR
S PRIEST DR

City:
TEMPE

County:
MARICOPA

Footprint:

Mandatory Questions:
Is access to the excavation site available?
Is the address posted?
Are you using explosives?
Do you have a permit number?
Will you accept offset markings?
Is the excavation site marked with white lines?
Do you have a job number that you would like to document?
Will you be doing any boring?
EXCAVATOR TICKET CREATION
## EXCAVATOR TICKET CREATION

**Ticket Function:** New

**Notify By:** Between In...

**Dig Site Type:** Between Intersections

**Street/Address:**
- **W AUTO DR**
- **S PRIEST DR**

**City:** TEMPE

**Cantoni:**
- **AZ**
  - **MARICOPA**

**Footprint:**
- **Amount:**
- **Units:**

**Remarks:**

### Mandatory Questions:

- Is access to the excavation site available? **Yes**
- Is the address posted? **Yes**
- Are you using explosives? **No**
- Do you have a permit number? **Yes**
- Will you accept offset markings? **Yes**
- Is the excavation site marked with white lines? **Yes**
- Do you have a job number that you would like to document? **WA09275890**
- Will you be doing any boring? **Yes**

---

**Tempe Mission Palms**

**August 20, 2019**
EXCAVATOR TICKET CREATION

Verify Location

Contact Information:
Name: PATRICK HOLMES
Mailing Address: FISHEL COMPANY- PHOENIX NORTH
1819 S 27TH AVE
07/19
PHOENIX, AZ, 85009
Phone: (602)220-9313
Alt. Phone: (602)228-2904

Work Site Information:
Type of work: PSH - APS CABLE REPAIR/REPLACE
Who are you doing the work for? ARIZONA PUBLIC SERVICE
Location of work: W AUTO DR FR S PRIEST DR TO W DRIVERS WAY LOCATE BOTH SIDES OF STREET BETWEEN INTERSECTIONS
State: AZ  County: MARICOPA  City/Place: TEMPE
Work Start Date: 08/23/2019 8:00 AM
Remarks:
Marking Response Due Date: 08/22/2019 5:00 PM

Additional Information:
ACCESS TO DIG SITE IS OPEN
ADDRESS IS POSTED
PERMIT NUMBER: T1927017
JOB NUMBER: WA20279599
I HAVE WHITE LINED THE AREA WHERE WORK WILL OCCUR
I AM USING BORING EQUIPMENT
I AM NOT USING ANY EXPLOSIVES

Above Information is Correct

Back to Ticket
**EXCAVATOR TICKET CREATION**

**Affected Service Areas**

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Service Areas</th>
<th>Utility Type(s)</th>
<th>Marking Colors</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lay</td>
<td>City of Tempe</td>
<td>SEWER, TRAFFIC SIGNALS, WATER</td>
<td>Green, Red, Blue</td>
<td>CMWS Group</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(480) 350-2837</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Alternate Contact:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(480) 350-4526</td>
</tr>
<tr>
<td>Lay</td>
<td>Cox Communications - Maricopa</td>
<td>CATV, FIBER</td>
<td>Orange, Orange w/f</td>
<td>USIC DISPATCH CENTER</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(operates 24x7)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(800) 778-9140</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Alternate Contact:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Tommy Arthurs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(623) 308-2387</td>
</tr>
<tr>
<td>Lay</td>
<td>CTLQI - CenturyLink</td>
<td>COAXIAL, FIBER</td>
<td>ORANGE, ORANGE w/f</td>
<td>USIC DISPATCH CENTER</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(operates 24x7)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(800) 778-9140</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Alternate Contact:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>W. Pedersen - USIC Spur/NE</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Phx E of I-17, Scottsdale,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Paradise Wy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(480) 779-6322</td>
</tr>
<tr>
<td>Max</td>
<td>MCI - Verizon Business</td>
<td>FIBER</td>
<td>Orange w/f</td>
<td>Supervisor on duty</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(800) 624-9675</td>
</tr>
<tr>
<td>Max</td>
<td>Salt River Project - Maricopa County</td>
<td>COMMUNICATION, ELECTRIC, FIBER, IRRIGATION</td>
<td>Blue, Orange, Orange w/f, Red</td>
<td>SRP Blue Stake</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(602) 386-8265</td>
</tr>
<tr>
<td>Max</td>
<td>Southwest Gas Contract Locator SE</td>
<td>GAS</td>
<td>YELLOW</td>
<td>ELM Locating Dispatch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(629) 778-3250</td>
</tr>
<tr>
<td>Max</td>
<td>Southwest Gas High Pressure SE</td>
<td>HIGH PRESSURE GAS</td>
<td>YELLOW</td>
<td>TROY GUNGL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(480) 730-3675</td>
</tr>
<tr>
<td>Max</td>
<td>Sprint Communications Company</td>
<td>FIBER</td>
<td>Orange w/f</td>
<td>Sprint Dispatch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(800) 521-0579</td>
</tr>
</tbody>
</table>

Start Time: 08/23/2019 08:00 AM
Due: 08/22/2019 05:00 PM
Expires: 09/13/2019 05:00 PM
Remarks:
EXCAVATOR TICKET CREATION

Ticket Saved

Your ticket number is:
20190820000008
Version: 0

Important Information:

***Arizona 811 cannot guarantee response. It is your responsibility to visually check the job site and make sure all utilities have been marked or have otherwise responded prior to digging. If a response has not been received from every tacky owner listed on the ticket, you must contact Arizona 811 to process a priority notice. The marks are valid for 15 working days, excluding weekends and state-recognized holidays. Should your work continue beyond the 15-working-day time period, contact Arizona 811 three weeks from today to process an Update.***

Due: 08/22/2019 05:00 PM

Send a copy of the ticket to the caller:
By email: PS-HOLMES@TEAMFISHEL.COM
Ticket Dashboard

Company Types

<table>
<thead>
<tr>
<th>Name</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRACTOR</td>
<td>63833</td>
</tr>
<tr>
<td>UTILITY</td>
<td>9279</td>
</tr>
<tr>
<td>HOMEOWNER</td>
<td>5323</td>
</tr>
<tr>
<td>MUNICIPALITY</td>
<td>2054</td>
</tr>
<tr>
<td>OTHER</td>
<td>1299</td>
</tr>
<tr>
<td>GOVERNMENT</td>
<td>130</td>
</tr>
<tr>
<td>RESIDENT</td>
<td>8</td>
</tr>
</tbody>
</table>

Ticket Types

- Residential (PSR) 1%
- Utility (PSR) 2%
- Utility (PSR) 2%
- Utility (PSR) 3%
- Utility (PSR) 3%
- Utility (PSR) 3%
- Unknown Line / Stop Three 13%
- Storm (Rain) 30%
- Storm (Rain) 57%
- Storm (Rain) 57%
- Unknown Line / Stop Two 51%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
- Erosion (LOC) 1%
811 CENTER TICKET DASHBOARD

Ticket Dashboard

- **Total Tickets Created**: 103,176
- **Well Tickets**: 51,999
- **% Well**: 50.50%

Company Types:
- CONTRACTOR: 83,033
- UTILITY: 9,279
- HOMEOWNER: 53,237
- MUNICIPALITY: 3,054
- OTHER: 1,259
- GOVERNMENT: 130
- RESIDENT: 5

Ticket Types:

Top Excavator Companies:
- VN CORRECT: 112,733 4,803
- NORTHERN PIPELINE CONSTRUCTION: 113,056 2,841
- NORTHERN PIPELINE - TUCSON: 271,383 3,198
- CITY OF PHOENIX - MASTER ACCOUNT: 43,675 3,192
- ARIZONA PIPELINE - PHOENIX: 34,283 2,069
- FISHEL COMPANY - PHOENIX NORTH: 113,274 1,439
- DOOOG LANDSCAPE INC: 26,030 1,407
- MILLER FLEX & SEW CO: 27,092 1,339
ON-LINE TRAINING

4iQ

Courssettra
ON-LINE TRAINING

Web Based Education/Curriculum:

- On-Line Learning Management System available at Arizona811.com
- Recreate “Caution Facilities Below” DVD originally developed in partnership with Arizona Corporation Commission for enforcement
- Training and ongoing education for E-Stake users
- Education for new and existing employees
- Partner with other 811 Centers to share curriculum and content
ON-LINE TRAINING

New User?
Create an account!
If you are here for the first time and do not have an existing login, create a new account here!

Existing User?
Login Here!

Username

Password

Login Here!

Forgotten Password?
ON-LINE TRAINING

Excavator Training Program

1) Introduction
2) Planning the Job
3) Locating Utilities
4) Jobsite Inspection
5) Digging Safely
6) Jobsite Surprises
7) Enforcement

In Progress
Knowledge Check - Arizona 811: Introduction and Overview

Score: 100%, Passed

Q1. Arizona 811 is a for-profit organization. (T/F)
   - True
   - False

Q2. Arizona 811 performs which of the following services? (check all that apply)
   - Receive notices of excavation from contractors
   - Receive notices of excavation from the general public
   - Provide marking services to identify underground facilities

Q3. Arizona 811 receives notice of excavation from contractors and the general public, and transmits those notifications to member owners and operators. (T/F)
   - True
   - False

Q4. It is a requirement of the law that all excavators must contact Arizona 811 to determine the location of all underground facilities before beginning an excavation. (T/F)
   - True
   - False
Certificate of Completion

This Certificate is awarded to:

Sandra Holmes

For successfully completing the certificate requirements as defined by Arizona 811 on the topic of:

Caution! Facilities Below: Certificate Program

Date issued: Jun 25, 2019
Continuing Ed Req'd: N/A
2019 DAMAGE PREVENTION & SAFETY SEMINARS | Metro Phoenix

Register now for a seminar near you:

- September 10 - 7 a.m. - Mesa, AZ - Sheraton Mesa - 860 N Riverview
- September 10 - 11 a.m. - Mesa, AZ - Sheraton Mesa - 860 N Riverview
- September 11 - 7 a.m. - Mesa, AZ - Sheraton Mesa - 860 N Riverview
- September 12 - 7 a.m. - Phoenix, AZ - Radisson Airport - 427 N 44th St
- September 17 - 7 a.m. - Avondale, AZ - Hilton Garden Inn, 11460 W Hilton Way
- September 17 - 11 a.m. - Avondale, AZ - Hilton Garden Inn, 11460 W Hilton Way
- September 18 - 7 a.m. - Phoenix, AZ - Cambria Hotel Desert Ridge, 4425 E Irma Ln

Click HERE to register
(Use registration code: ABS-ME19)

* Each seminar is 2.5 to 3 hours
* Check-in: Half hour before seminar start time

There is no cost to attend, but seats are limited so don’t delay!

Get details about the upcoming 2020 Damage Prevention & Safety Seminars in Southern and Northern Arizona, and Metro Phoenix region at www.Arizona811.com/education-and-training/ or you can email Damage.Prevention@Arizona811.com to be added to our educational program notification list.
Arizona 811 Training Opportunities and Seminar Highlights

**THE PROCESS**

1. Contact Arizona 811 at least 2 full working days before you plan to dig.

   - Arizona 811 maps out dig site and identifies affected facility owners/operators who need to be notified of your plans to dig near their buried facilities.

2. Facility owner/operator personnel marks location of their buried lines, pipes, cables or informs excavator of “No Conflict”.

3. Excavator waits 2 full working days; verifies all facility owners/operators on ticket have responded.

4. Excavator works safely and legally around underground facilities, observing the “Two Foot Rule”.

**AGENDA**

I. **Arizona 811**
   - Who We Are | Our Role in Damage Prevention & Safety
   - Process of using the 811 System

II. **Facility Owners/Operators**
   - Locations and What to Look For at Your Job Site
   - How NOT to Hit a Facility (And Steps You Must Take If You Do)

III. **Arizona Corporation Commission** (enforcement agency)
   - Arizona’s Underground Facility Protection Law

IV. Wrap Up
   - Q & A
   - Door Prizes!

**WHAT NEXT?**

Wait 2 full working days *allowed by law* for locators to respond:

1. Mark location of facilities on site
2. Inform you of “No Conflict”
3. Give timely notice they can’t respond by due date

**Need to get started?**

Request a facility owner representative to meet you at dig site
**WHAT IF ...**

- No response in 2 working days or
- Receive response you don’t agree with or understand?

1. Contact Arizona 811
2. Process a secondary transaction for the facility
   
   *Do this in addition to all other written/verbal communication*

   - Priority Status
   - Documents your situation as well as helps to identify trends in the local industry

---

**UNKNOWN LINES:**

100% Responses received from all facility operators listed on ticket, but unmarked facility is uncovered.

- Excavator must stop work where facility was found
- Excavator must keep site open and secure
- **CALL 811**
- Arizona will confirm how 100% responses were received
- **Area Manager** coordinates sending qualified personnel to job site
- Qualified personnel determines if facility is active or abandoned
- 3 steps possible; highest priority; each can take 2 hours
- >95% are identified during Step 1 - usually in less than 2 hours

**Don’t attempt to determine if line is active or abandoned yourself.**
Arizona 811 Training Opportunities and Seminar Highlights

KINDER MORGAN
PRODUCT PIPELINES

WHY IT'S IMPORTANT TO WORK SAFELY AROUND PIPELINE

- Very high pressure (1440 PSI)
- Pipes are located under streets, in neighborhoods and railroad ROW
- Product can spray a great distance
- Unlike natural gas, liquids do not dissipate. They leech out into soil. Soil remediation is very expensive.
- Fire/explosion
- Inhalation of vapors
- Dermal contact with product

OVERHEAD ELECTRICAL SAFETY

STEP POTENTIAL HAZARD!

When an energized line makes contact with ground, the earth becomes energized, and the voltage dissipates in concentric circles away from the initial contact point.

Never walk or run from a downed power line HOP or SHUFFLE to safety
Arizona Corporation Commission Pipeline Safety Section

Underground Facility Law Enforcement
602-262-5601

Leading Causes of Underground Facility Damages
- Directional boring without potholes
- Mismarks or no marks
- Assumption of facility depths
  - Depth is not covered in underground facilities law
- Excavating without a locate request; excavator did not contact 811
  - Landscaping, sidewalk and driveway replacement, fencing, planting trees
- Potholing with non-hand tools
DAMAGE PREVENTION & SAFETY PARTNERS
DAMAGE PREVENTION & SAFETY PARTNERS

WARNING
Not insulated, grips do not protect against electrical shock.

CALL BEFORE YOU DIG!
Do not use in high-risk areas: underground electric lines, gas pipes or other utilities may be present.

Know what's below
Call before you dig.

Lowe's®
ANY QUESTIONS?

Sandra.Holmes@Arizona811.com
602-659-7503