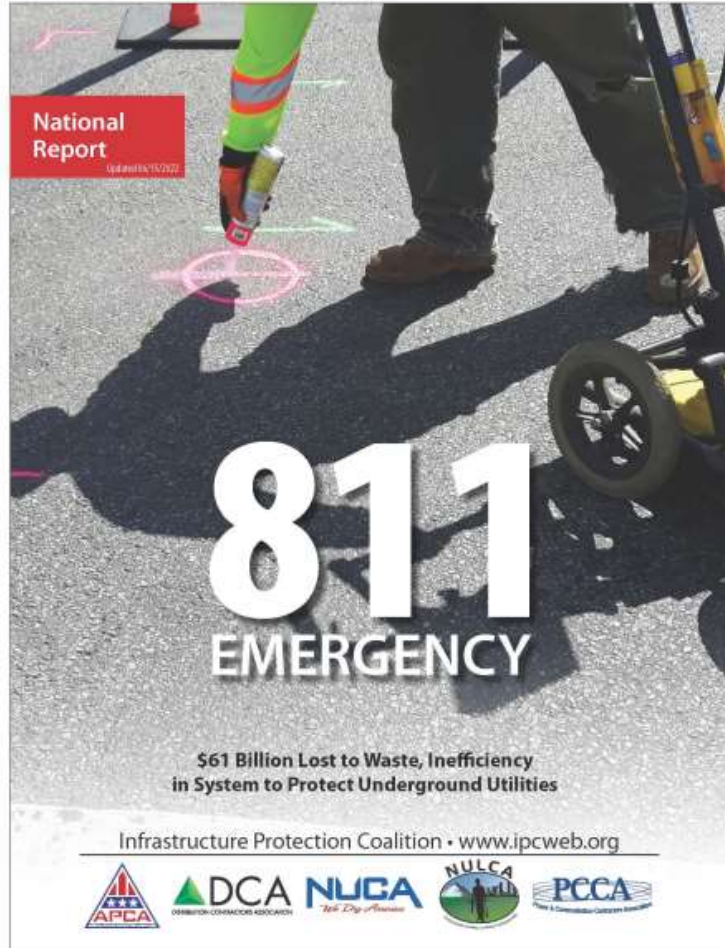


Western Regional Gas Conference

# 811 Emergency Report & CGA Update

Louis Panzer, NC 811



Western Regional Gas Conference

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Introduction

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What is the 811 Emergency Report?

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Who Created It?

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What Where the Findings?

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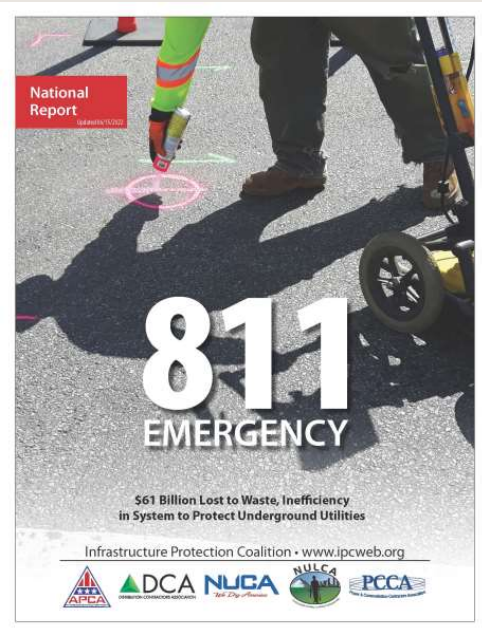
How Was It Received By One Calls?

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What Are the Next Steps?

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CGA Update



## Introduction

- Louis Panzer, Executive Director, NC 811
- Proud Participant in WRGC for Almost 20 Years
- Long Time Member of the Common Ground Alliance
- Current Co-Chair of the Data and Reporting Committee (DIRT)
- Co-Author, "Underground Utilities for Construction Practitioners and Homeowners," ASCE Press

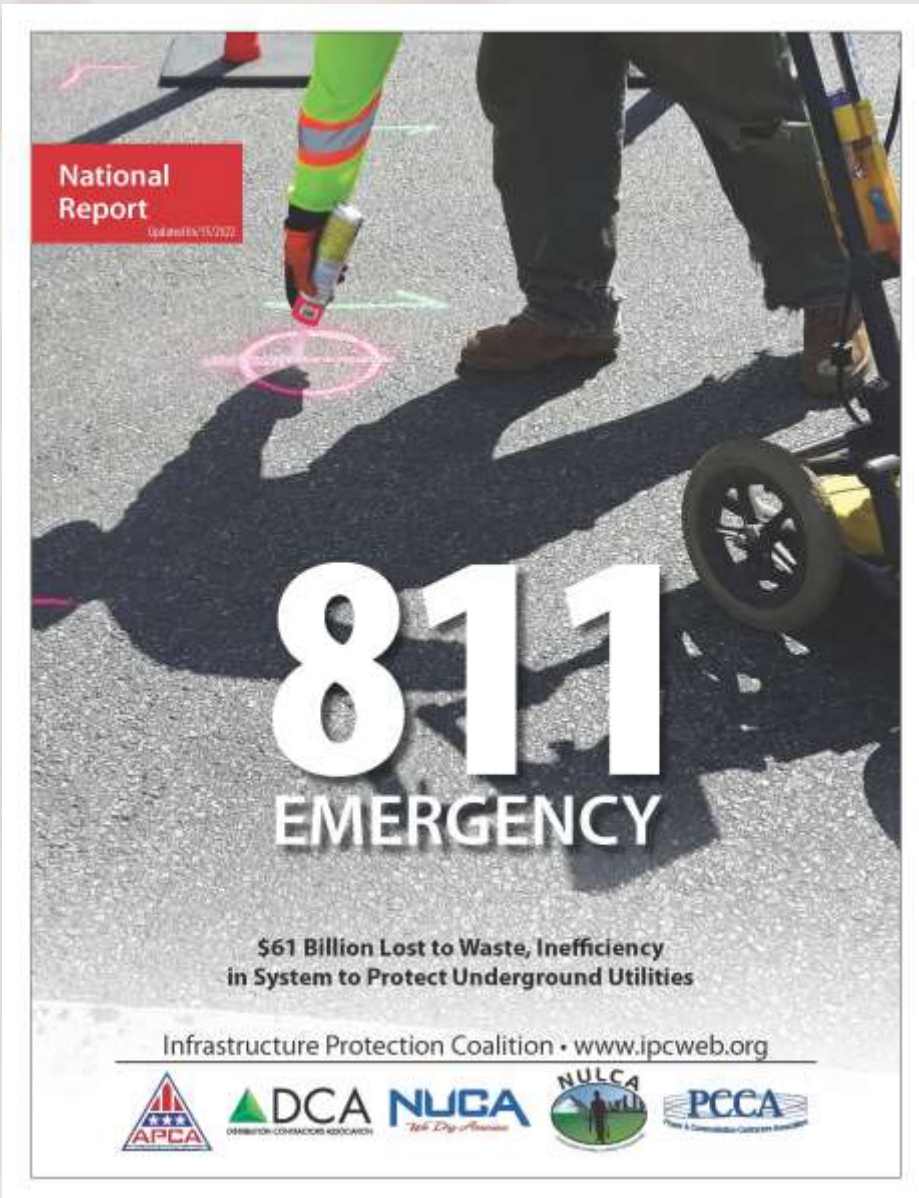
# What is the 811 Emergency Report?

A report that was designed to identify waste in states' One Call processes.

The waste was determined to be a result of laws, policies and procedures that create excess cost in the damage prevention process.

Interviews conducted with stakeholders in all 50 states

Released in November, 2021





# Who Created it?

## Infrastructure Protection Coalition

American Pipeline Contractors Association • [www.americanpipeline.org](http://www.americanpipeline.org)

Distribution Contractors Association • [www.dcaweb.org](http://www.dcaweb.org)

National Utility Contractors Association • [www.nuca.com](http://www.nuca.com)

Nulca – representing utility locating professionals • [www.nulca.org](http://www.nulca.org)

Power & Communication Contractors Association • [www.pccaweb.org](http://www.pccaweb.org)

### About the Infrastructure Protection Coalition

The Infrastructure Protection Coalition is a coalition of industry groups who represent regular users and stakeholders in the 811 system and who want to see it run safely and efficiently. Members include: the American Pipeline Contractors Association (APCA); Distribution Contractors Association (DCA); National Utility Contractors Association (NUCA); Nulca – representing utility locating professionals; and Power & Communications Contractors Association (PCCA).

### Study Conducted By:



(913) 345-0403 • [www.continuumcapital.net](http://www.continuumcapital.net)



© 2021 Infrastructure Protection Coalition • [www.ipcweb.org](http://www.ipcweb.org)

Study was conducted by  
Continuum Capital.

Funded by the Infrastructure  
Protection Coalition

Cost = \$500,000 (roughly)

# National Executive Summary

## **811 Failure: \$61 Billion Lost to Waste, Inefficiency in System to Protect Underground Utilities**

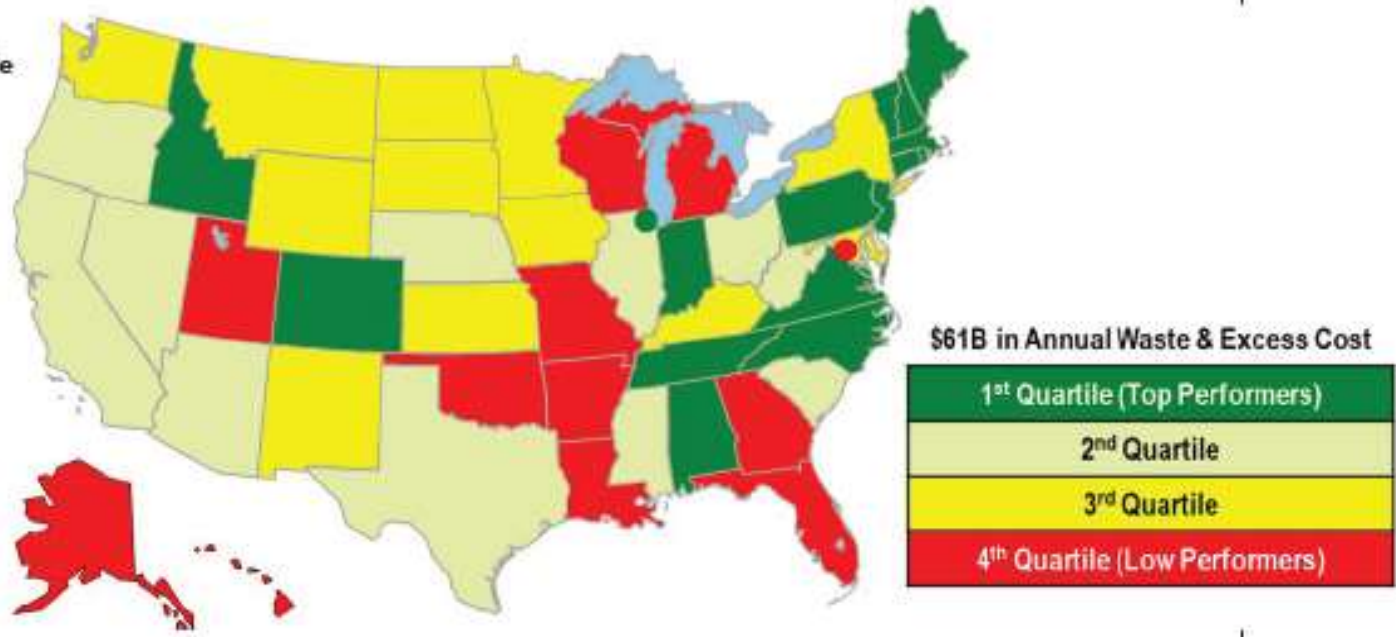
Failures in the nation's 811 system used to prevent damage to underground utility lines are costing \$61 billion a year in waste and excess costs and creating unnecessary hazards for public safety, particularly in states where the implementation and accountability are most lax (Exhibit 1).

- **The study concluded that there was \$61B lost to waste and/or inefficiencies in the "system" (quotes mine)**
- **Executive Summary and overall tone suggest that 811 systems, nationwide, are deficient**

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# What Were the Findings?

Exhibit 1  
State Quartile

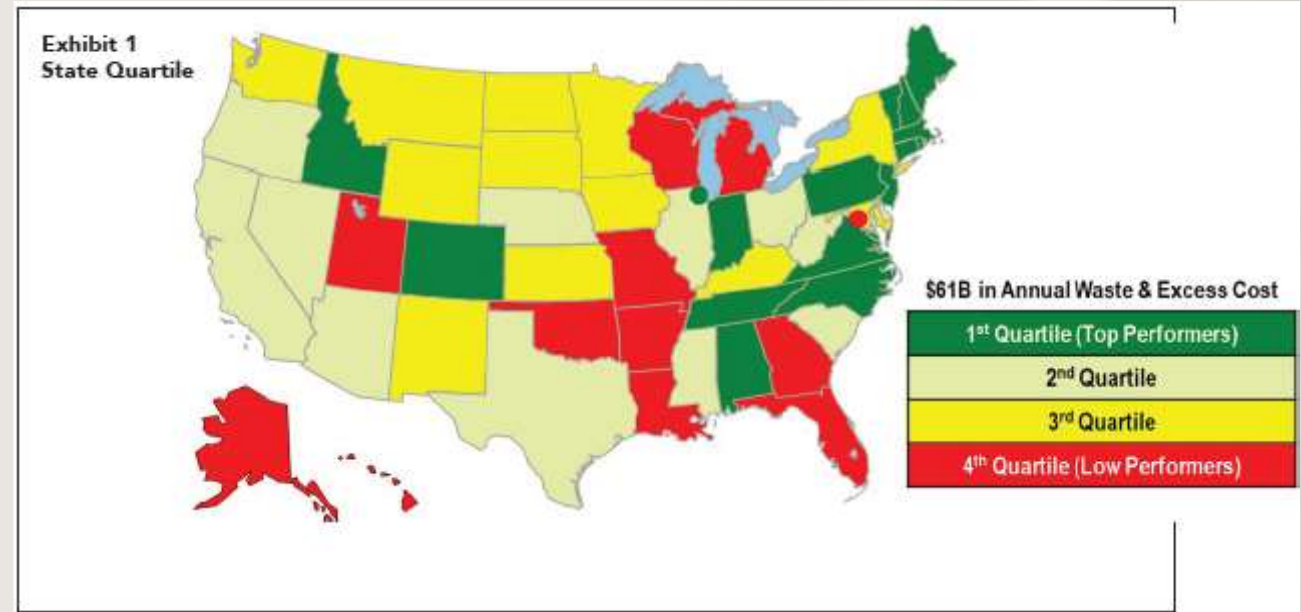


- States were ranked and placed into 4 quartiles based on the findings

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# What Were the Findings?

- Immediately upon release, One Call Centers reviewed the “findings”, questioned the methods and found incorrect information in their individual states’ reports.
- For example: in NC the original report identified needs for:
  - Balanced enforcement
  - Balanced 811 Board
  - Mandatory Damage Reporting
  - Mandatory Positive Response
  - Need for Data Collection
  - Need to Report to CGA
  - Standard Ticket Size and Scope

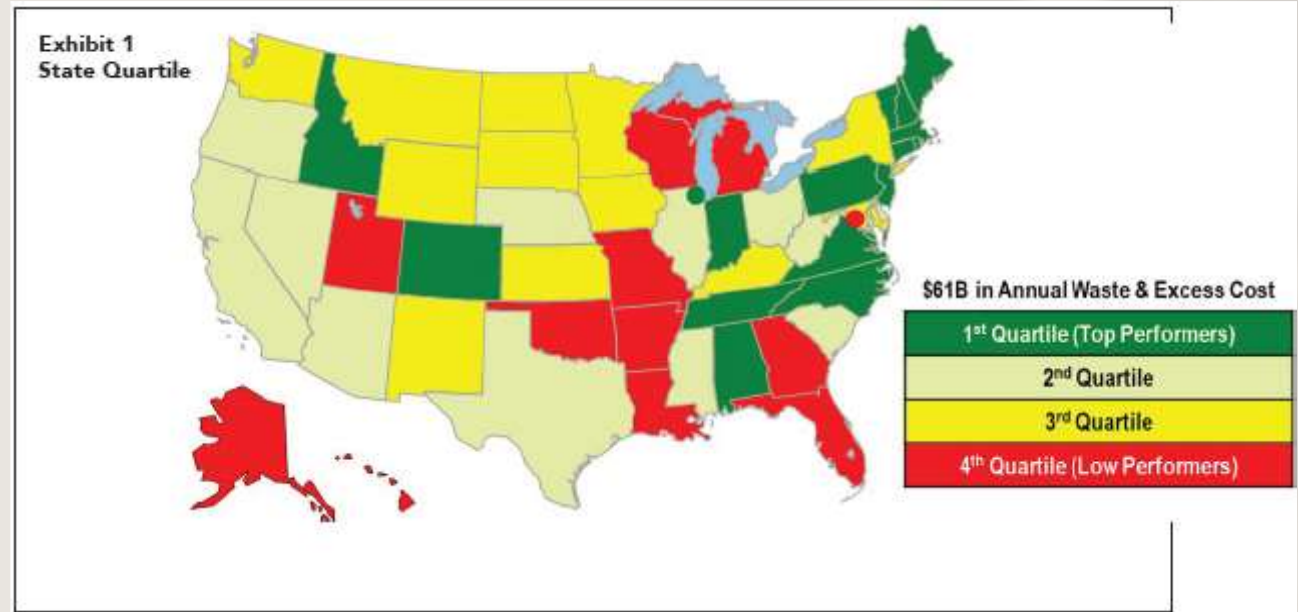



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# How Did One Calls Respond?



- **The title was specifically chosen to be provocative, even though the 811 systems themselves have very little control over the areas the report found fault with.**
- **Reactions varied from “concerned” to “outraged”**
- **Some wrote letters directly to NULCA, some to Continuum and many sought corrections to be made.**



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# How Did One Calls Respond?

# Current Website: ircweb.org

- The website currently brings you directly to a map of the US with links by state to their individual reports.
- The last update was in June of this year.
- Some corrections were made from the original.
- NC 811 responded in writing with our corrections, yet the report still includes incorrect information.



# Next Steps

- It is unlikely any additional updates to the incorrect input will be provided.
- It appears that the main goal of the IPC is to promote legislative changes within the states deemed to be insufficient.
- Letters were sent to Governors, Commissions and Legislators
- Reaction from One Call mixed at this point
  - 1 reaction would be extreme outrage, complaints delivered to Continuum
  - Another reaction is methodical responses to each inconsistency
  - A third response is radio silence, intending to not give the report oxygen or legitimacy

# Final Analysis

- The overall damage prevention process includes, but is not limited to, 811.
- There are always opportunities for improvement.
- My opinion is, the study would have been better received by 811 centers if:
  - Named differently
  - Accurate information for each state from the beginning
  - Some heads up about the overall intent of the study before release



# CGA Updates



DIRT



LOGIN

CONTACT



Membership & Engagement ▼

Publications & Media ▼

Tools & Resources ▼

Conferences & Events ▼



## Join Common Ground Alliance

The CGA provides today's optimal forum where stakeholders can share information and perspectives and work together on all aspects of damage prevention issues. This allows the

**290+**  
**Member**



## CGA Welcomes Sam Hall as Vice President of the Damage Prevention Institute

CGA is very excited to announce **Sam Hall** as Vice President of our newly established **Damage Prevention Institute (DPI)**.



Many CGA members are familiar with Sam from his 15 years at PHMSA, where he actively engaged with damage prevention stakeholders from the local level to internationally. Sam also brings years of experience with data management and analytics in the private sector, as well as in local and federal government, including the development and implementation of metrics and evaluation mechanisms for grant programs, public awareness programs, emergency management systems and state excavation damage prevention law enforcement programs.

Sam's deep damage prevention and analytics expertise, and established relationships with stakeholders will be powerful tools as he supports CGA's DPI. **As we announced earlier this year**, the Gold Shovel Association has become part of the Common Ground Alliance through the creation of CGA's new arm, the Damage Prevention Institute.

The DPI's mission is to take the industry to the next level by consolidating the rich data and resources of CGA and Gold Shovel to generate powerful insights and efficiencies that will reduce the rate of damages to buried infrastructure. Building on CGA's Best Practices and foundational DIRT data, as well as Gold Shovel's metrics development, the DPI will be structured around a metrics-focused, peer review-based model of shared responsibility.

Please join us in welcoming Sam to the CGA team! You can reach him on [Engage](#) or via email ([shall@commongroundalliance.com](mailto:shall@commongroundalliance.com)). We look forward to sharing more information with you about the DPI in the coming months.

Thank you,  
CGA

# CGA Updates

- Gold Shovel absorbed by the CGA
- Sam Hall, VP of the Damage Prevention Institute
- What is the Damage Prevention Institute you might ask?



# Common Ground Alliance and Gold Shovel Association to Establish New Arm of CGA, the Damage Prevention Institute

**WASHINGTON (April 6, 2022)** – Common Ground Alliance (CGA), the national nonprofit trade association dedicated to protecting underground utility lines, people who dig near them and their communities, and the Gold Shovel Association (GSA), a nonprofit association focused on continuously improving safety by providing meaningful damage prevention certifications and standardized performance metrics, today announced that the GSA organization will become part of the Common Ground Alliance. This new arm of CGA will be called the [Damage Prevention Institute](#).

The [Damage Prevention Institute's](#) mission is to take the industry to the next level by consolidating the rich data and resources of CGA and GSA to generate powerful insights and efficiencies that will reduce the rate of damages to buried infrastructure. Building on CGA's Best Practices and foundational DIRT (Damage Information Reporting Tool) data, as well as GSA's metrics development, the Damage Prevention Institute will be structured around a metrics-focused, peer review-based model of shared responsibility.

"We believe CGA's new Damage Prevention Institute is a gamechanger for the industry, and we are pleased that the Gold Shovel Association shares our vision in this effort," said Sarah K. Magruder Lyle, CGA president and CEO. "By focusing on shared responsibility through a peer review process, and consolidating data and metrics to establish industry-wide benchmarks, the Damage Prevention Institute will increase engagement from all stakeholders and help us get a much clearer picture of the system's inefficiencies and how we can address them."

"The Damage Prevention Institute's focus on data-gathering across the industry is a natural extension of the GSA's work establishing excavation and pre-excavation metrics," said Cheryl Campbell, vice chair of the Gold Shovel Association board of directors. "We are very excited to integrate these metrics with CGA's decades of research, consensus-based Best Practices and industry-leading DIRT program. The Damage Prevention Institute will have the insights to truly move the needle on reducing damages across the U.S."

The Damage Prevention Institute will be governed by an Advisory Committee that will include members of both CGA's and GSA's boards of directors. The Institute's focus will be on metrics development – including excavation and pre-excavation metrics – and establishing a multi-stakeholder, peer-reviewed accreditation process. The peer review component will facilitate all stakeholders increasing engagement and embracing their critical roles in the damage prevention process.

For more information, visit [www.CommonGroundAlliance.com](http://www.CommonGroundAlliance.com).

## Best Practices Update

## DIRT Report Update

- 2021 Report being developed today
- Challenge with data in flux
- Impact

## Technology Report

## Next Practices

## Conference

### CGA Best Practices



The Definitive Guide for Underground Safety and Damage Prevention

[VIEW BEST PRACTICES](#)

### DIRT Report



Damage Information Reporting Tool Report tracks underground damage and near-miss reports.

[VIEW DIRT REPORT](#)

### Technology Report



The report features existing damage prevention technologies, gaps in damage prevention and industry case studies.

[VIEW TECHNOLOGY REPORT](#)



### Technology Report 2022

Read the 5th Annual Technology Report - Now Online

[VIEW REPORT](#)



### CGA Conference & Expo 2023

April 17-21, 2023

Caribe Royale | Orlando, FL

[MORE INFO](#)



### Next Practices Initiative Report to the Industry

[VIEW REPORT](#)

Pathways to Improving U.S. Damage Prevention

[STATUS REPORT](#)



# Technology Report

In addition to the five Annual Technology Reports and 17 Annual DIRT Reports, CGA has issued several additional white papers and reports in recent years:

- April 2019, Excavator White Paper: [Data-Informed Insights and Recommendations for More Effective Excavator Outreach](#)
- October 2020, Locator White Paper: [Insights into Improving the Delivery of Accurate, On-Time Locates](#)
- February 2021, Next Practices Report: [Next Practices Initiative: Report to the Industry](#)
- October 2021, Next Practices Report: [Pathways to Improving U.S. Damage Prevention](#)

Technology is an area where these damage prevention initiatives and data-driven reports intersect. While still delivering on our original vision and goals, with this fifth annual CGA Technology Report we hope to **connect the dots between technology and the other aspects of the damage prevention industry** – whether it be locating, excavating, one call center operations, etc. – and the role of technology in the quest for zero damages.

# Next Practices

## Key Findings

### Critical Issues

1. Facilities not marked accurately and on time
2. Excavator errors in the field
3. Effective and consistent use of 811

### Opportunities for Systemic Improvement with Greatest ROI Potential

- Increase implementation of electronic white-lining.
- Pursue a GIS-based mapping system/database.
- Utilize technology/software to account for variability in demand (*for locates and across the damage prevention process*).
- Contractually incentivize adherence to Best Practices and address incidents via effective enforcement mechanisms.

## Next Practices Advisory Committee

Larry Bekkedahl, *Portland General Electric*  
Eric DeBonis, *Southwest Gas Corporation*  
Randy Douglas, *Tierra Contracting*  
John Fluharty, *Quanta Services*  
Terry L. Fordham, *UtiliQuest*  
Jerrod Henschel, *Equix, Inc.*  
Josh Hinrichs, *ELM Companies*  
James Holland, *Kinder Morgan*  
Craig R. Hoferlin, *Spire*

Brent Hunziker, *Whitaker Construction Company*  
Roger Sampson, *New York 811, Inc.*  
Kevin Service, *Verizon*  
John R. Somers, *Association of Equipment Manufacturers*  
Jesse Stanley, *Shell Pipeline Company LP*  
Chris Stovall, *Texas 811*  
Theresa Watley, *City of Charlotte*  
James Wingate, *USA North 811*  
Monty Zimmerman, *City of Lenexa*

# Conclusions

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Important to understand the role of 811

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Imagine a relay race with one baton passed and 5 duplicates passed to individual runners.

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Butterfly Effect

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All starts with Shared Responsibility

# Questions?



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# Thank You!

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