

Alabama 811 Update

Gas Pipeline Safety Conference

December 6, 2023



NATIONAL PERSPECTIVE



CGA

**2022 DIRT
Report –
released!**

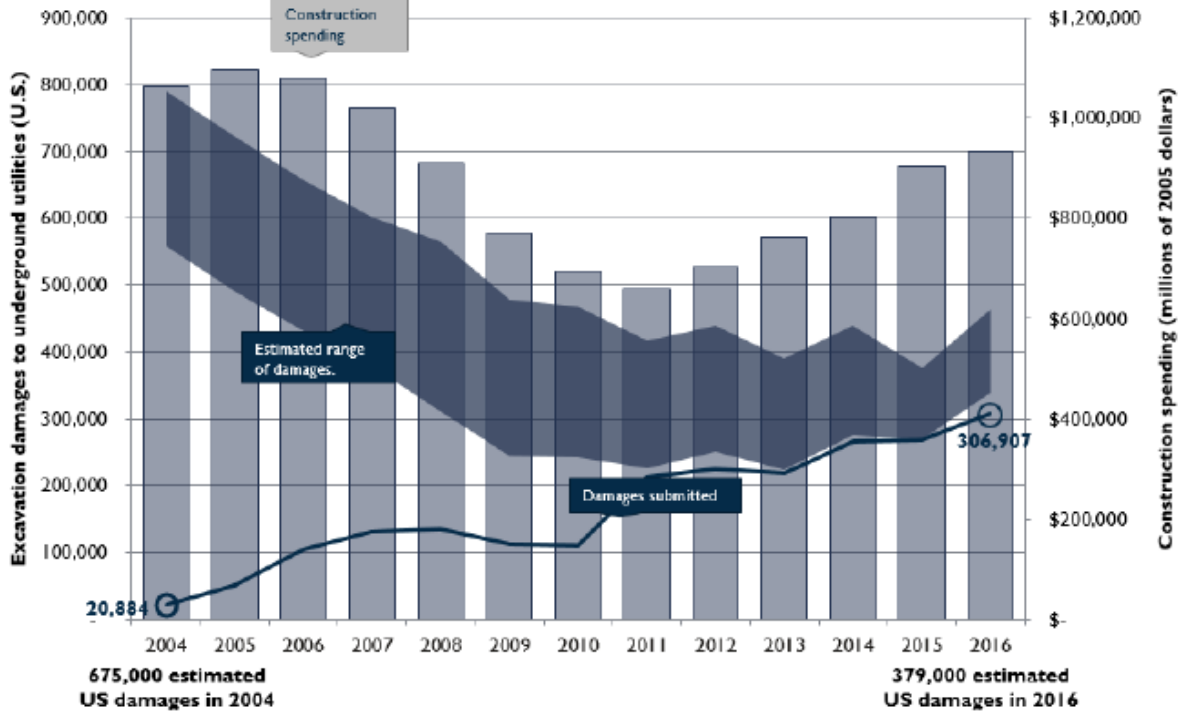
DIRT
Damage Information Reporting Tool

**2022 ANALYSIS AND
RECOMMENDATIONS**

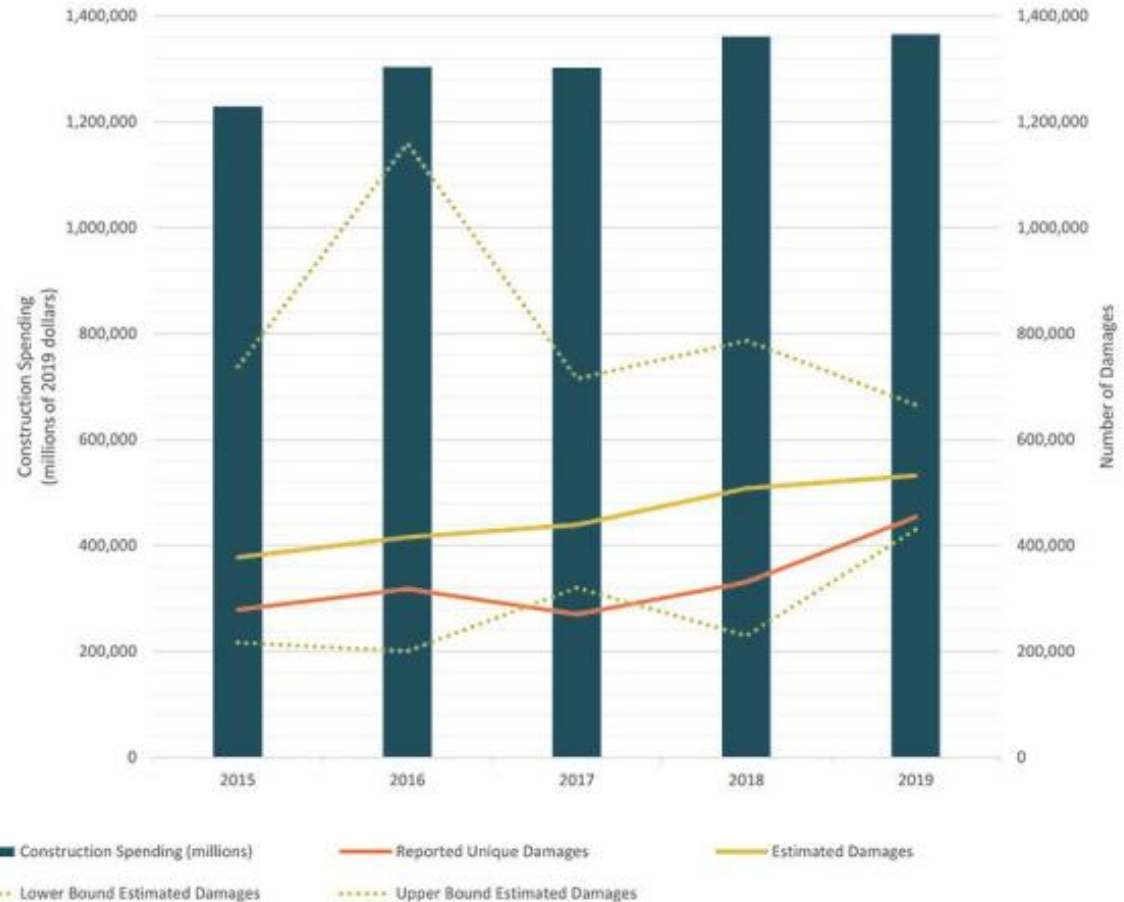
To download or to access additional analysis, please visit dirt.commongroundalliance.com.
Vol. 19 Released September 2023. This report may be referenced as the DIRT Annual Report for 2022. © 2023 Common Ground Alliance.

Samples of Chart Data Availability

Estimated Damages, Damages Submitted to DIRT, and Construction Spending



Comparison of Reported and Estimated Damages with Construction Spending
 Source for construction spending data: https://www.census.gov/construction/c30/historical_data.html



Evaluating Reported Damage Data Against Economical Criteria

Representing Trends Over Time

Trends in Damages and Key Metrics, Based on Total U.S. Damages

	2020	2021	2022
U.S. Damages (unique events from consistent reporting entities)	146,038	153,886	163,726
Total Transmissions (millions)	273.9	282	274.2
Value of Construction Spending (millions of 2022 USD)	\$1,852,381	\$1,911,498	\$1,798,926
Damages per Construction Spending	0.079	0.081	0.091
Change in Damages per Construction Spending	Baseline	+2.53%	+12.35%
Damages per 1000 Transmissions	0.533	0.546	0.597
Change in Damages per 1000 811 Center Transmissions	Baseline	+2.44%	+9.34%

**Ratios are estimated based on unique damages from consistently reporting entities over the three-year period of 2020 to 2022 and therefore are not directly comparable to previously estimated ratios.*

DIRT Report for 2022

- Updated format, figures, tools
- Top root cause analysis
- Trends & takeaways
- Industry outreach / feedback

2022 Report Highlights

- **Excavation/construction was the top reporting source for first time.**
- Telecom and natural gas remain the **most damaged facilities.**
- **Telecom work caused most damages.**
- **Top 6 damage root causes are persistent year-over-year** (no locate request, not marked/marked inaccurately, failure to maintain clearance, failure to pothole, improper excavation).
- **Damages are flat or increasing** based on statistical analysis.
- Reversing the upward damage trend is critical to **reach 50% reduction in 5 years.**

**Excavation/
Construction was
the top reporting
source for the first
time in 2022**



76%
of all damages
are due to just
SIX root causes

Damage Trends

↑ **9.34%**

Increase in
damages/811 center
transmissions

↑ **12.35%**

Increase in
damages/construction
spending

3-year trending using a comparable dataset showed increases in key metrics between 2021-2022.

U.S. damage counts from consistently reporting organizations have increased over the past 3 years

146,038

2020

153,886

2021

163,726

2022









Half a trillion+ dollars are being allocated to new infrastructure in the U.S. over 5 years

Root Cause Analysis

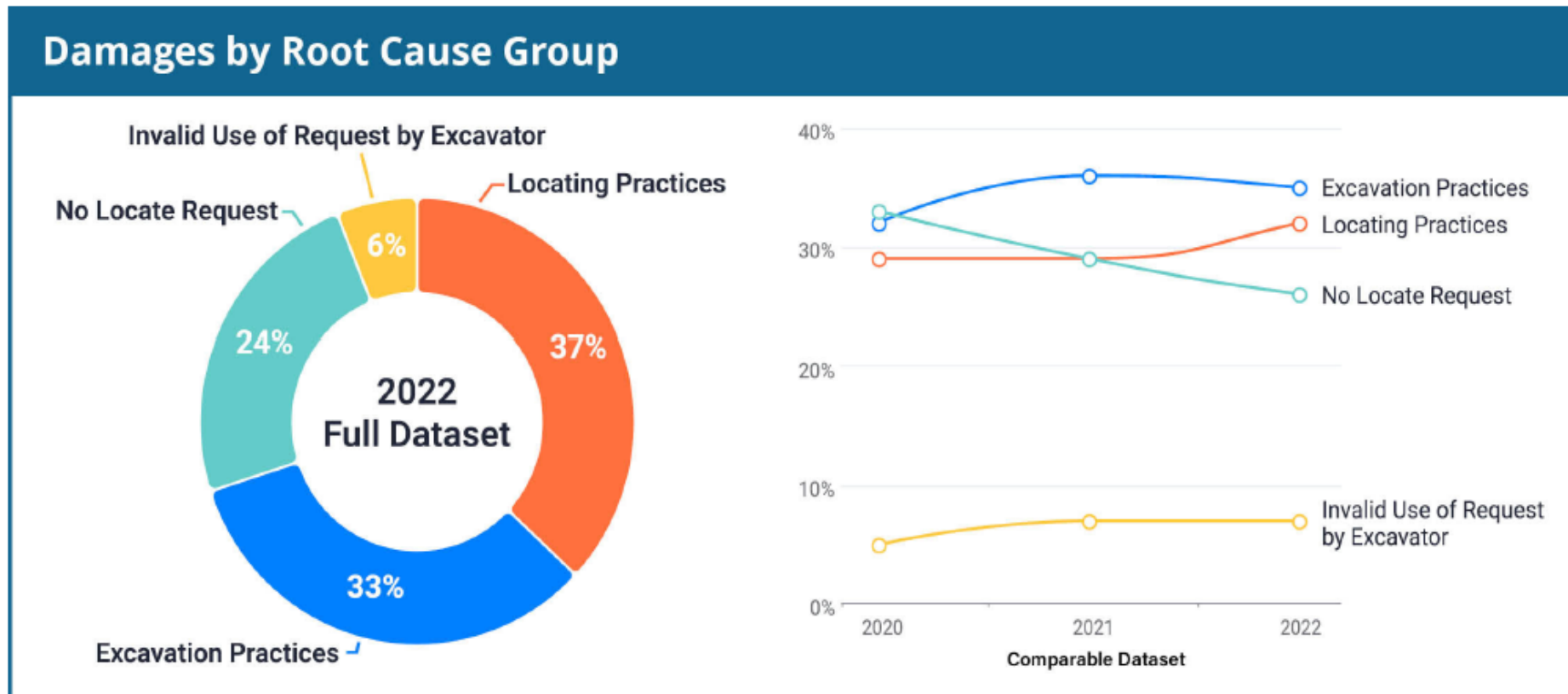
“Catch-all”
root causes
may mask
more complex
root causes.

The top 6 root causes are the same as 2021.

ROOT CAUSE	Reports	2022 % of Total
 No notification made to 811 Center	35,860	24.81%
 Facility not marked due to locator error	21,951	15.19%
 Excavator failed to maintain clearance after verifying marks	19,448	13.46%
 Marked inaccurately due to locator error	12,048	8.34%
 Improper excavation practice not listed elsewhere	11,835	8.19%
 Excavator dug prior to verifying marks by potholing	7,965	5.51%

Root Cause Analysis

The consistency in damage drivers provides an opportunity to focus our efforts and measure progress.

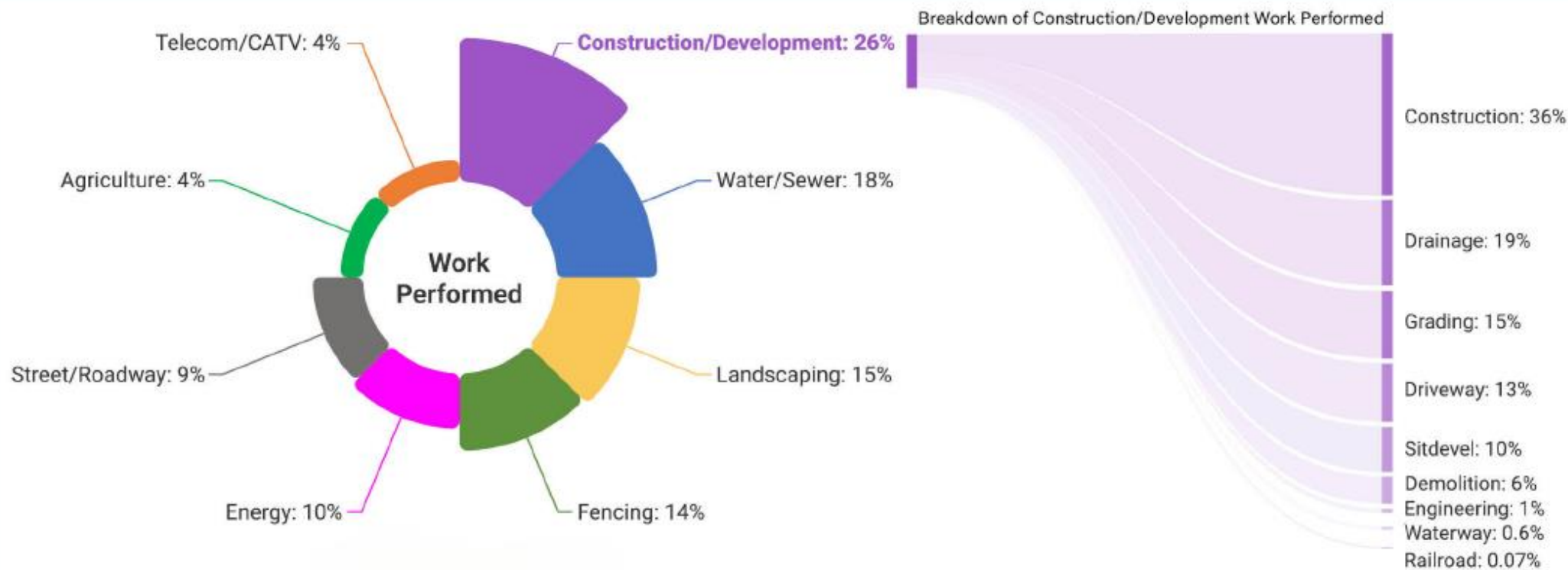


*Unknowns excluded.

No-Notification Root Cause

Construction work dominates when no-notification damages occur.

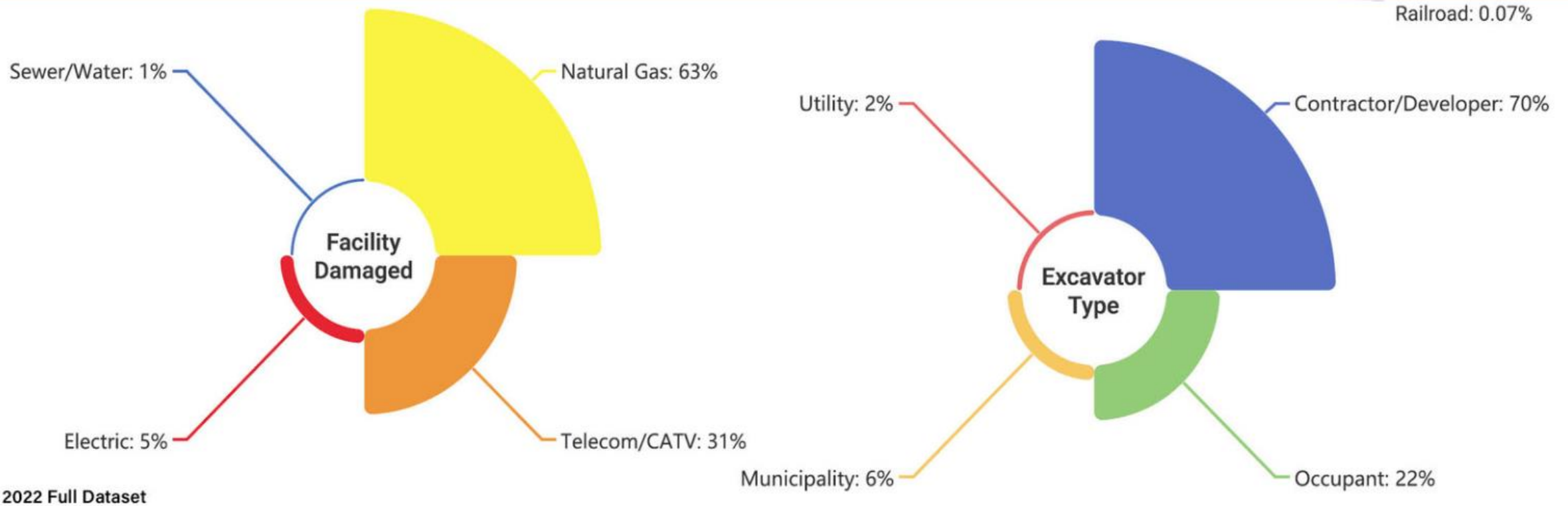
Failure to Notify Root Cause: A Detailed View



*Unknowns excluded.

No-Notification Root Cause


Failure to Notify Root Cause: A Detailed View



*Unknowns excluded.

Late Locates: A Current and Emerging Crisis

- **Data from 7 states** with mandatory positive response was analyzed.
- As many as 56% of tickets receive late or no positive response, **meaning work cannot legally start.**
- **Telecommunications and water/sewer operators have higher late response rates.**
- Telecommunications work is most impacted by late responses.
- Some operators/locators mark sites on time but **delay updating positive response systems.**
- Excavators report inaccurate status codes, including those **indicating sites are marked when they are not.**



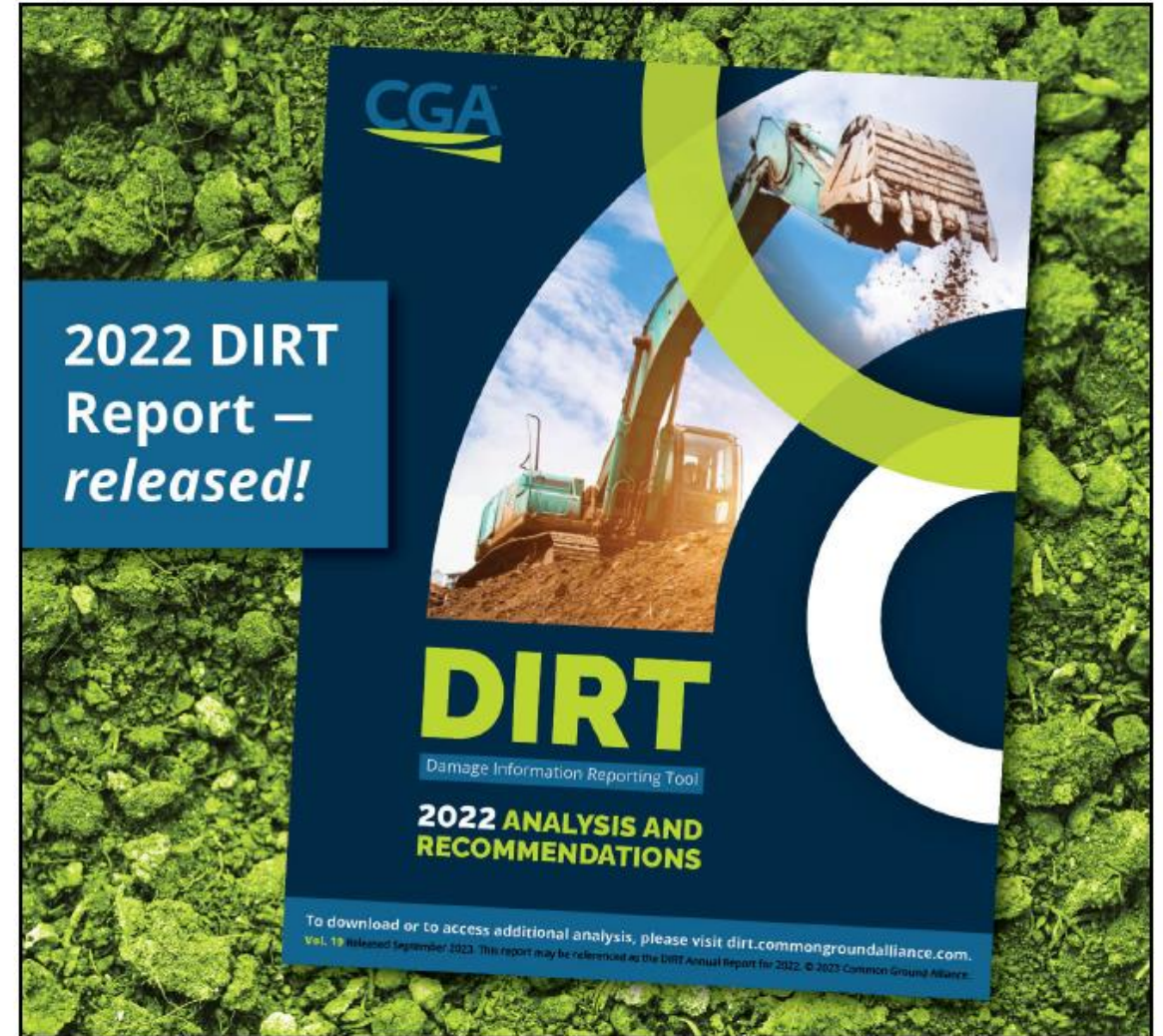
**AS OFTEN AS
OF THE
TIME,
excavators cannot
legally begin work
on their planned
start date**

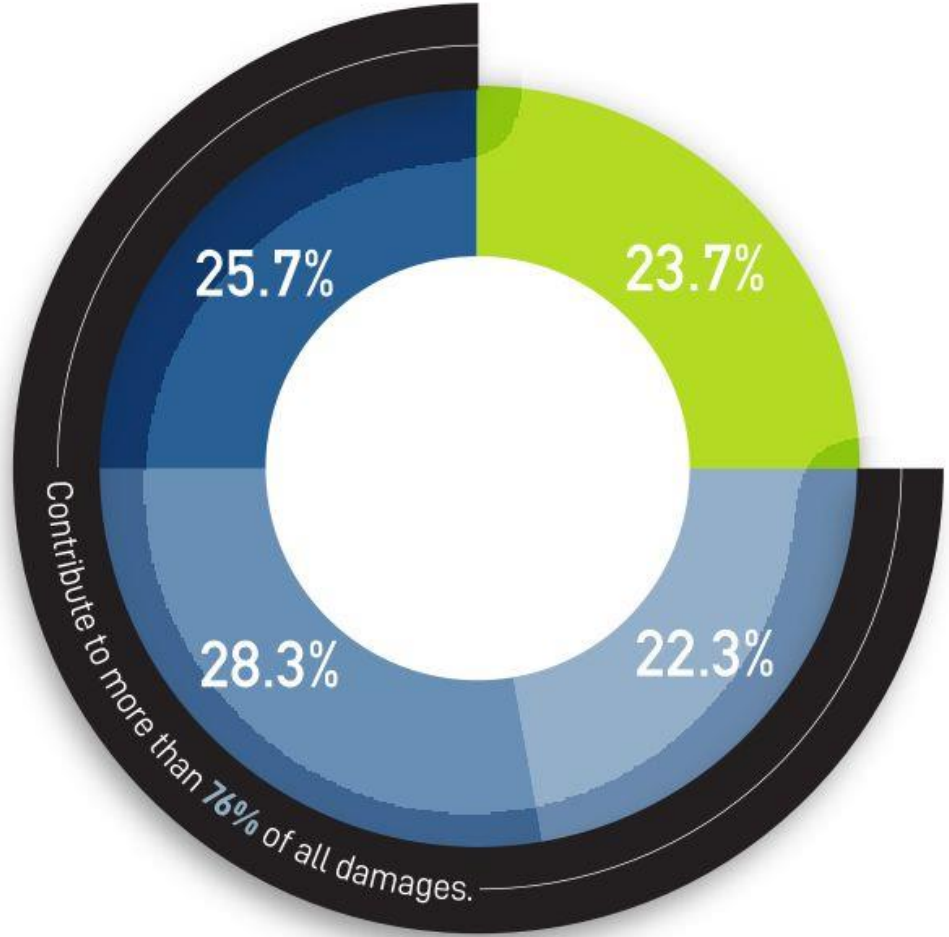
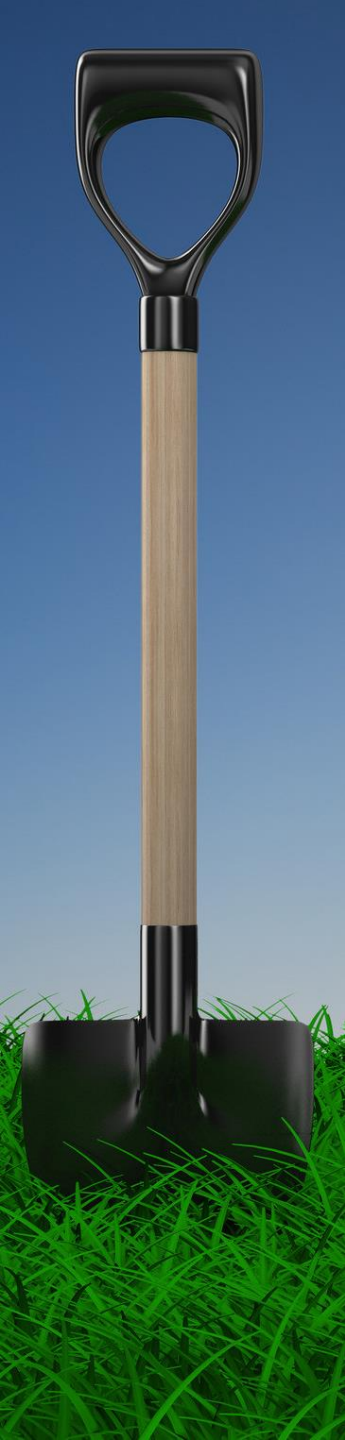
Achieving our Industry Goal

TARGETING TOP DAMAGE ROOT CAUSES

2022 DIRT Report Recommendations:

- Commit to unprecedented collaboration across stakeholder groups
- Restore confidence in the 811 system
- Prioritize tolerance zone safety
- Enhance facility maps to GIS grade
- Allocate sufficient locating and marking resources
- Utilize contract structures for better locating and excavating outcomes
- Ensure effective enforcement of damage prevention





3 Areas Contribute to More Than 76% of all Damages

Legend

- Failure to notify 811
- Failure to pothole, maintain clearance, etc.
- Failure by locator to mark accurately or on-time
- Other 19 damage root causes
- Contribute to more than 76% of all damages



**How does this feed
back into Alabama
specific data?**

ALABAMA

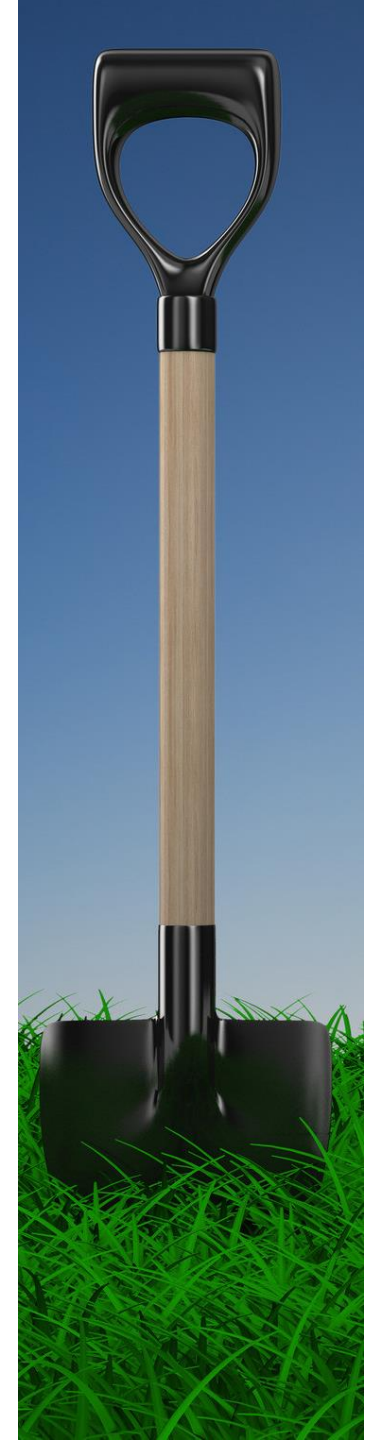


Failure to Notify 811

Education Problem?

Bad Decision Problem?

Attitude Problem?





How is Alabama 811 Accessible

Calling 811 or 800 number

24 Hours a Day / 7 Days a Week

Web Portal - Completely Web Based Application

Automatic Updates

Ticket Search

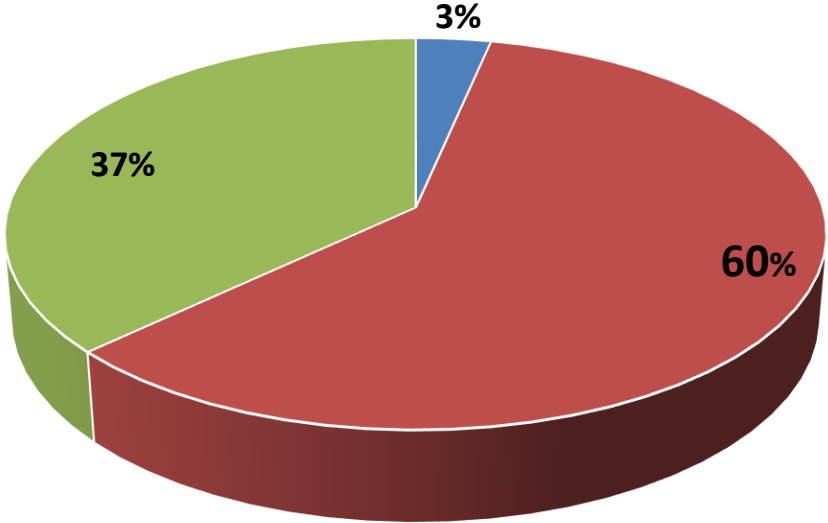
Available 24/7

Mobile Application – Available on Android or IOS

Available 24/7

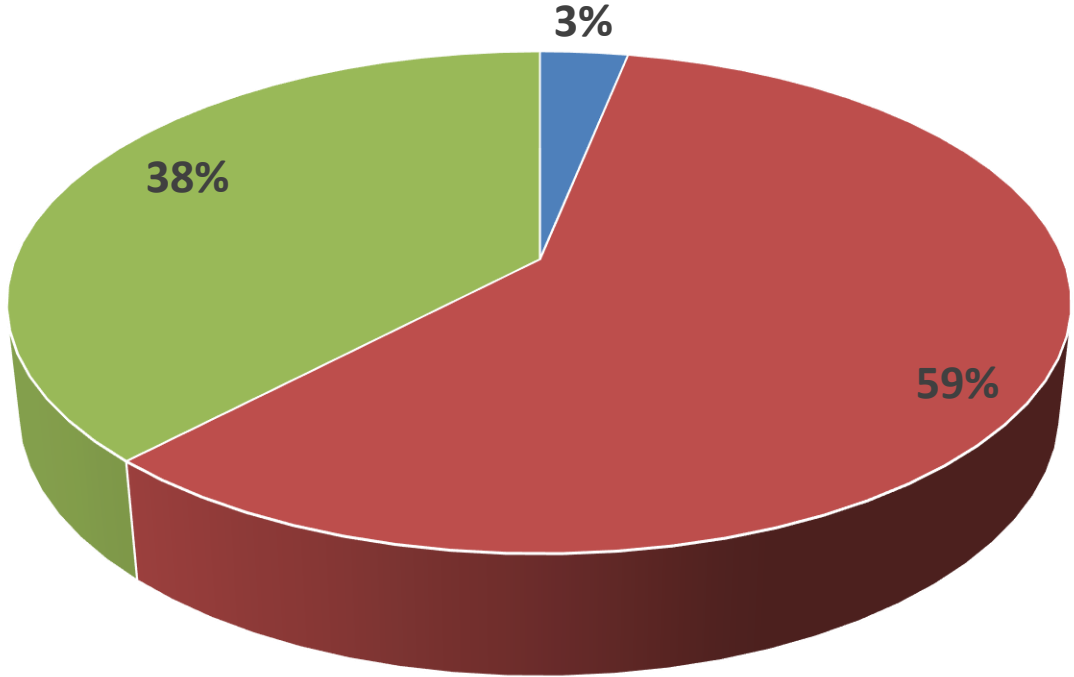
Ticket Entry Option Usage

2022



■ AppTicket ■ PortalTicket ■ Voice

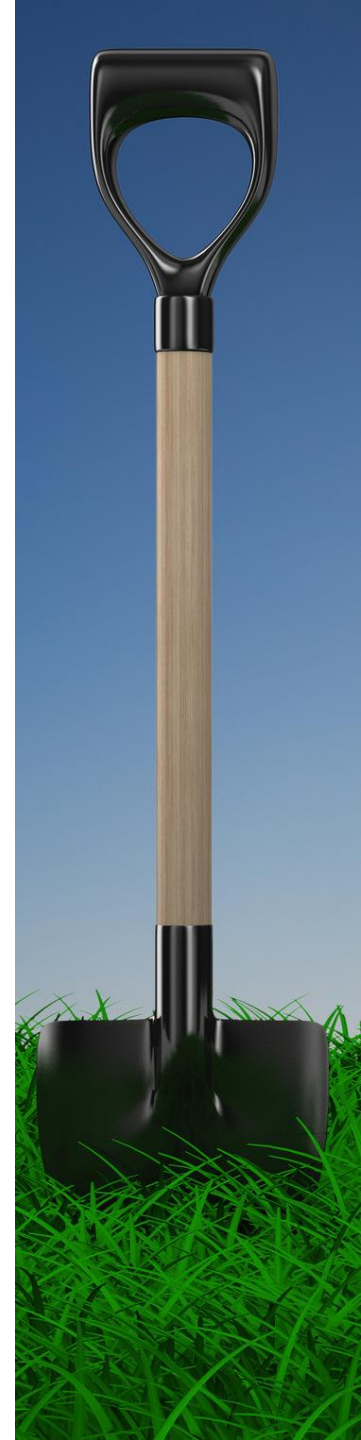
2023



■ App Tickets ■ Portal Tickets ■ Voice

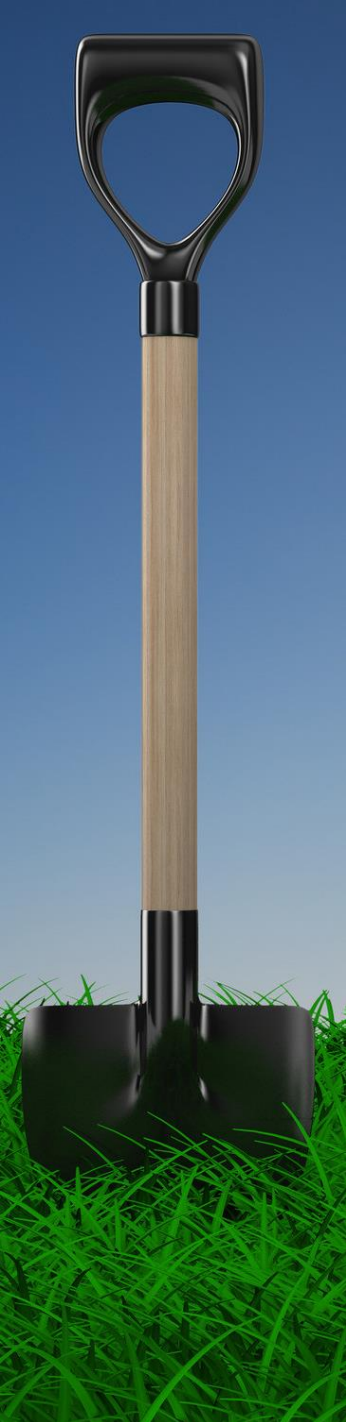
Locate Volume - Historical

Year	Request Volume	Percentage Change
2019	629,957	8%
2020	580,197	-8%
2021	612,871	6%
2022	644,071	5%
10/2023	519,378	-7%



Addressing Diverse Excavator Community

	2022	YTD 10/2023
Spanish Queue Calls Handled	416	354
Average Handle Time Spanish Queue	8:30	9:04
Average Handle Time Main Queue	4:49	4:48



Spanish Interface with www.al811.com



Verifique el estado del boleto Informes de Daño de derecho criminal Aplicación

Informes de operaciones Inicio de Sesión en el Portal

Buscar ... Spanish

ALABAMA
811

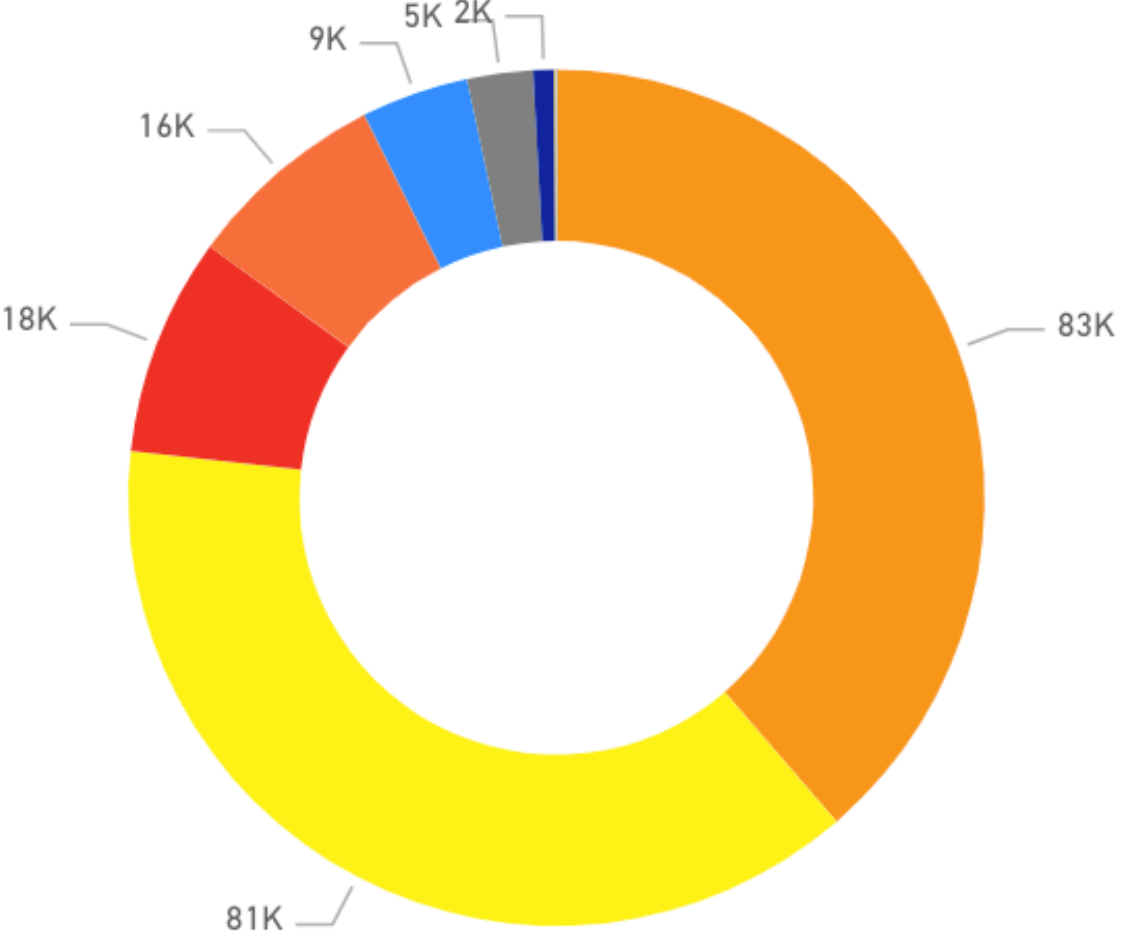
ANTES DE EXCAVAR MIEMBROS NOSOTROS RECURSOS

SOLICITUD DE LOCALIZACIÓN

Know what's below.
Contact **811** before you dig.

¿LISTO PARA COMENZAR A EXCAVAR?

Alabama Dirt Data



- Telecommunications
- Natural Gas
- Electric
- Cable TV
- Water
- Unknown
- Sewer
- Liquid Pipeline
- Steam

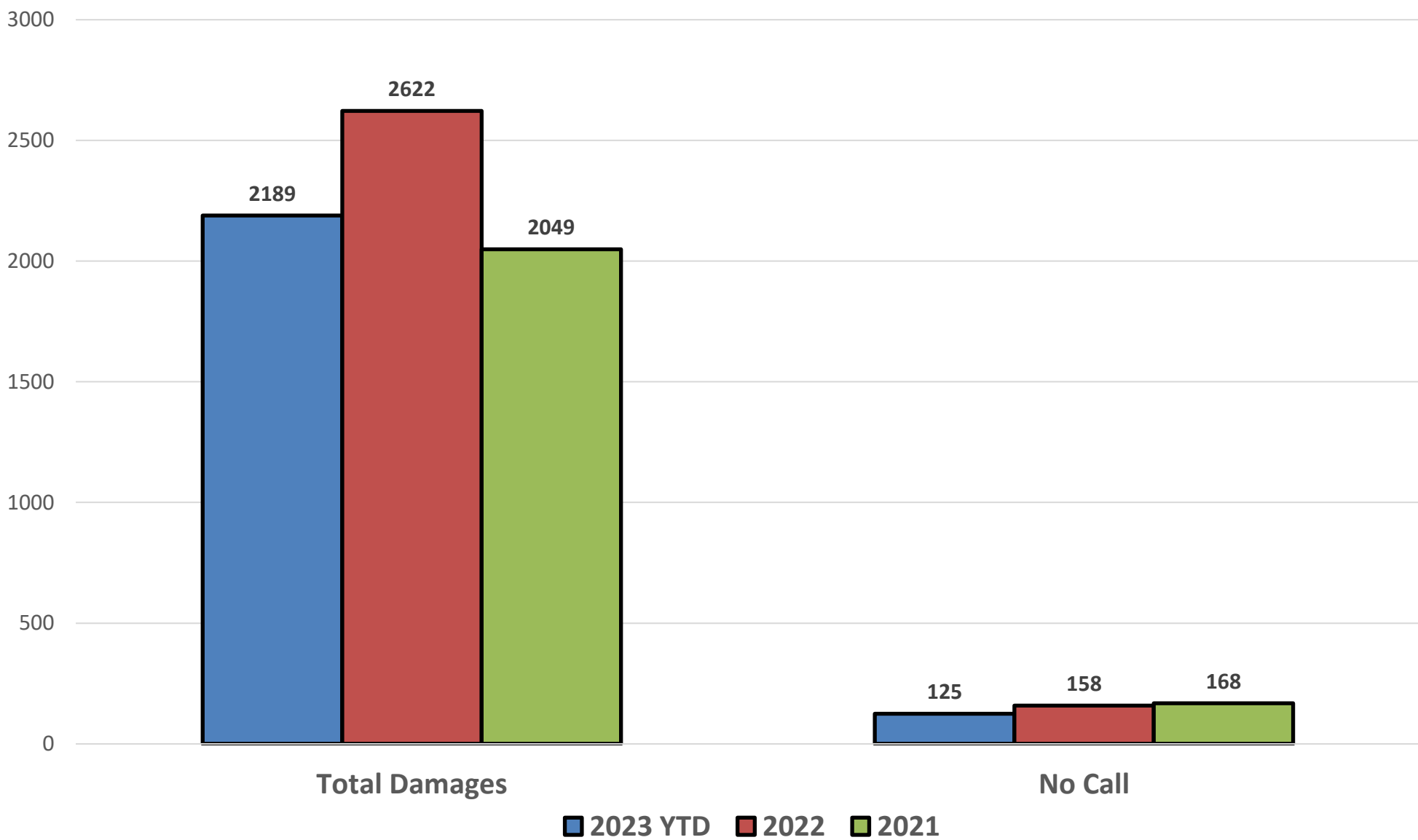
2022 Damages
4,920

2021 Damages
4,419

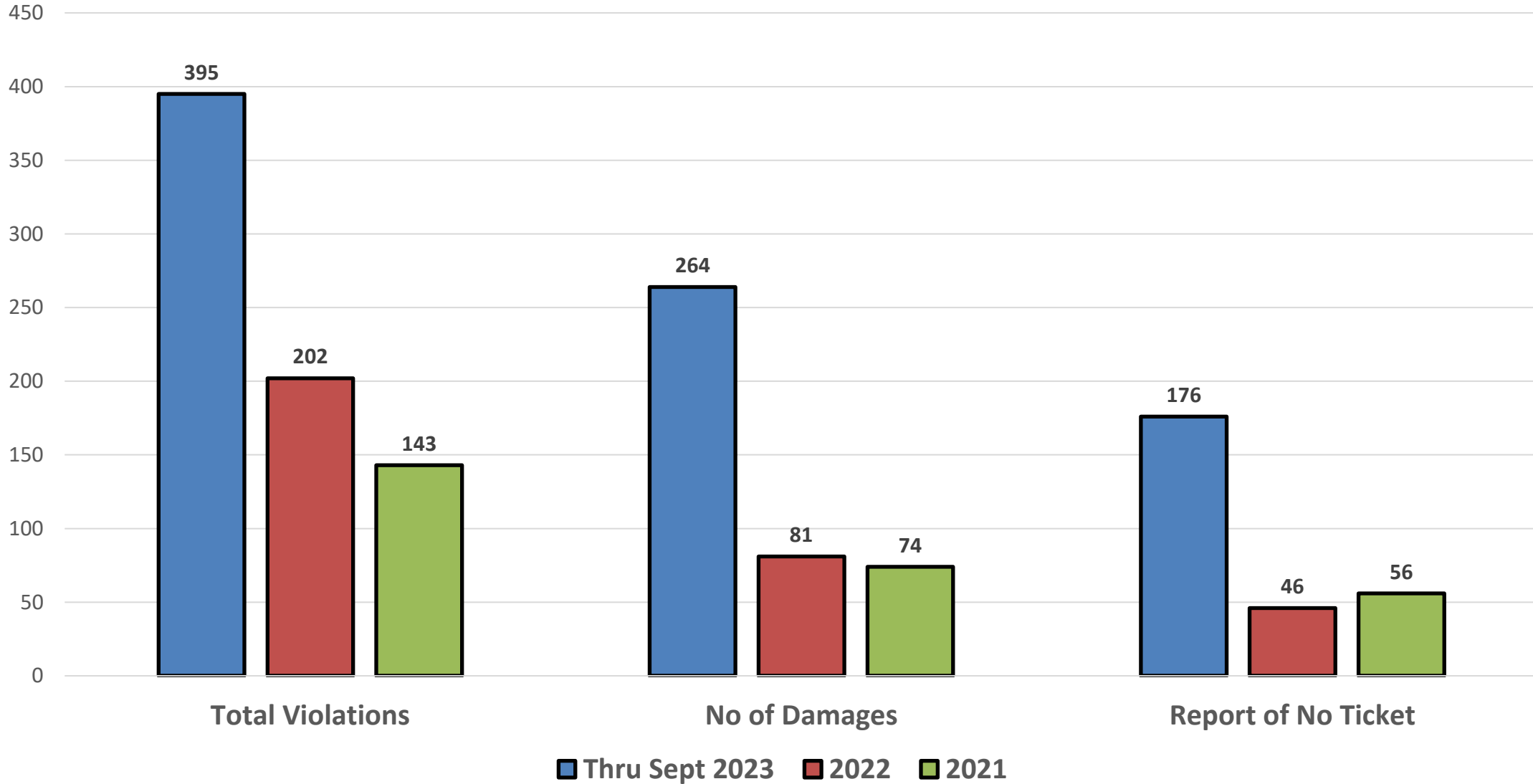
2020 Damages
8,375

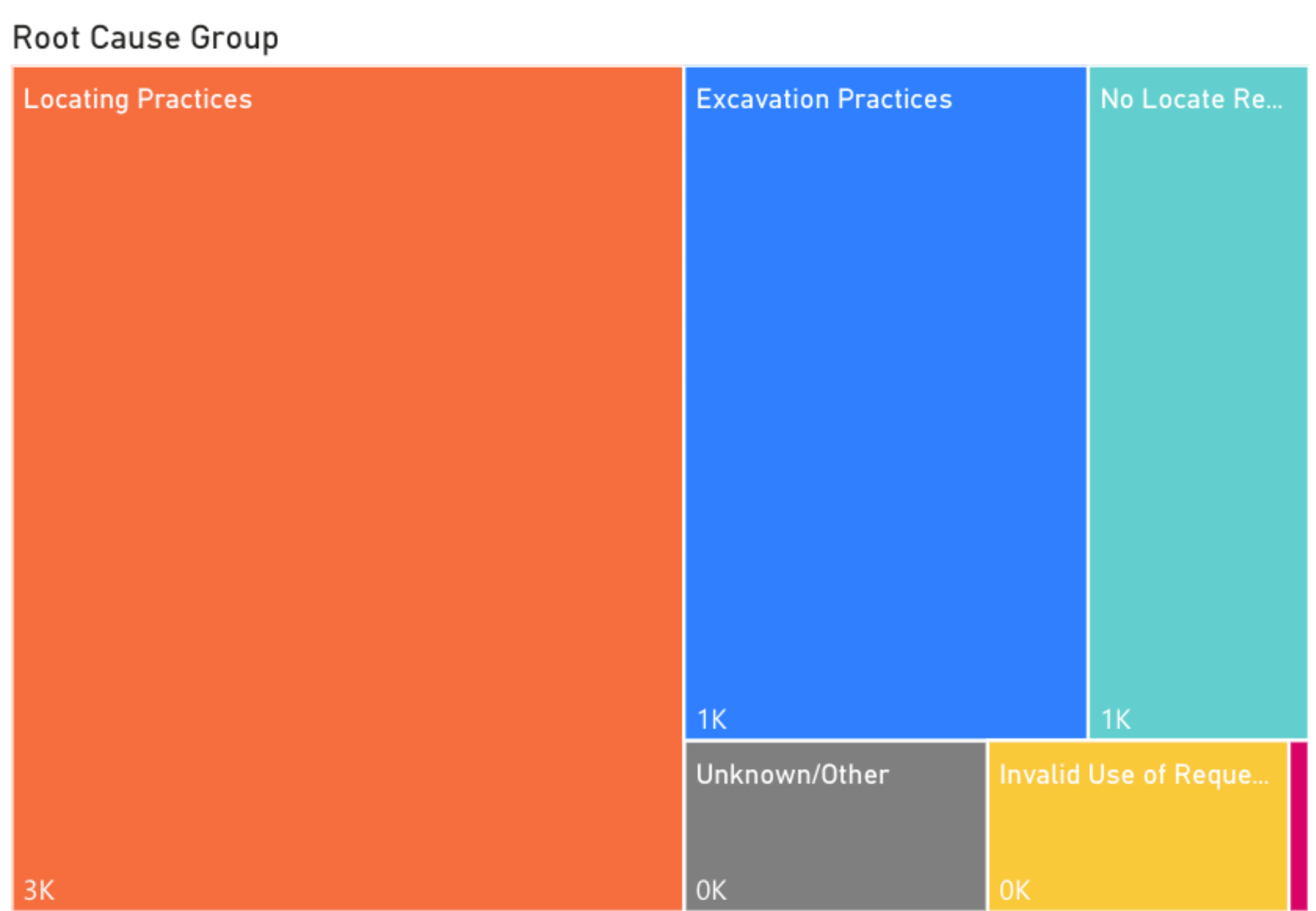
2019 Damages
11,447

No Call Damages Reported To AL811



ENFORCEMENT VIOLATIONS

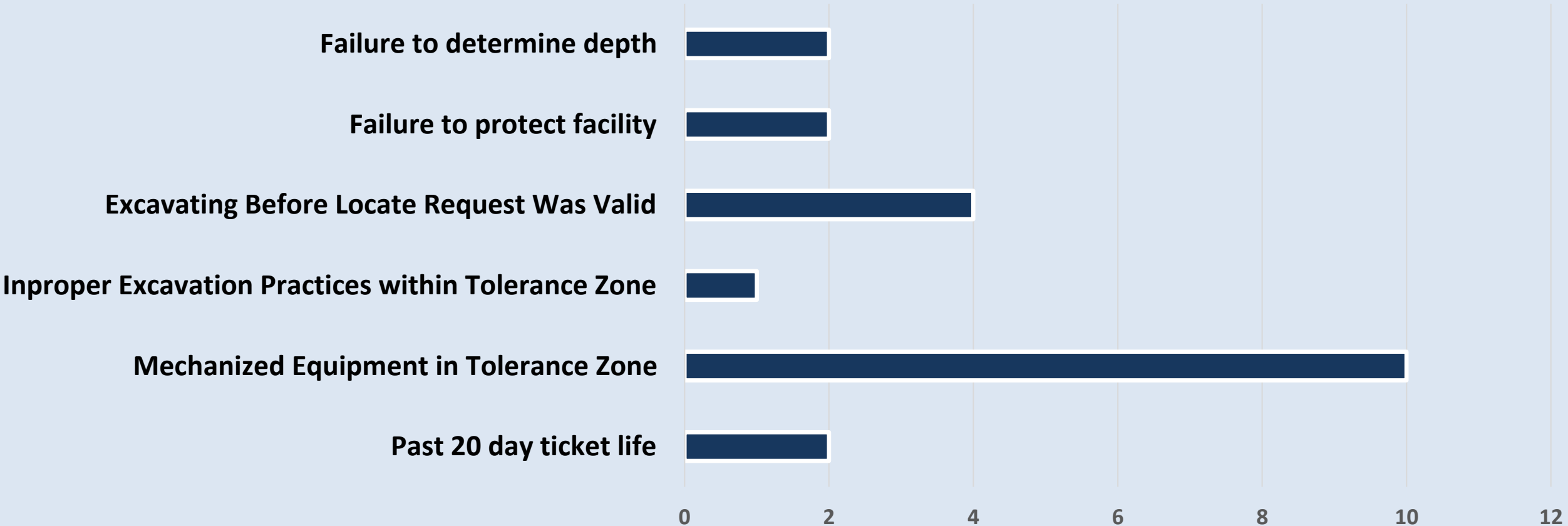




Failure To Utilize Safe Digging Precautions in the Field

CGA DIRT

Failure To Utilize Safe Digging Precautions in the field Enforcement Info 2022



Failure To Locate On Time or Mismarked

SOURCE	TOTALS	PERCENTAGE
Enforcement Complaints 2022	86 complaints	58%
Reported Damages 2022		
Not Marked	1517 reported	54%
Mismarked	357 reported	14%
CGA DIRT 2022	2549 reported	52%

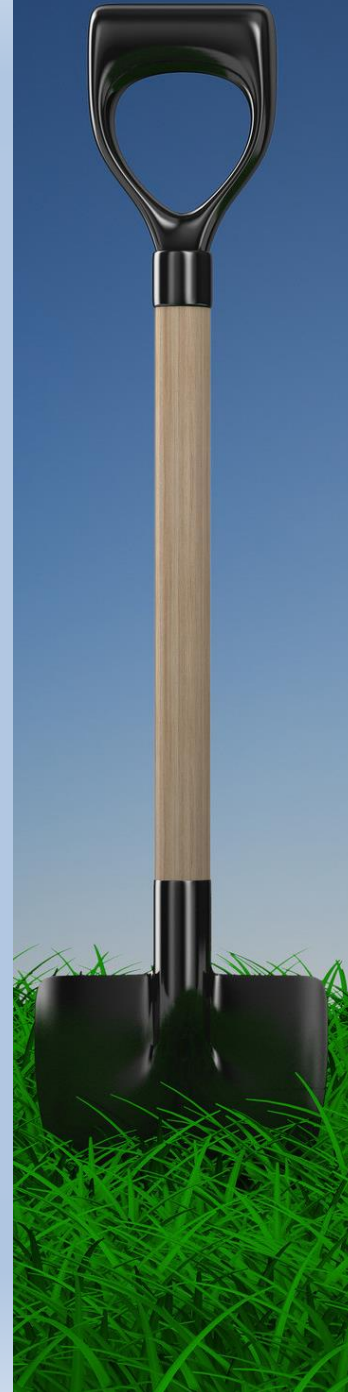


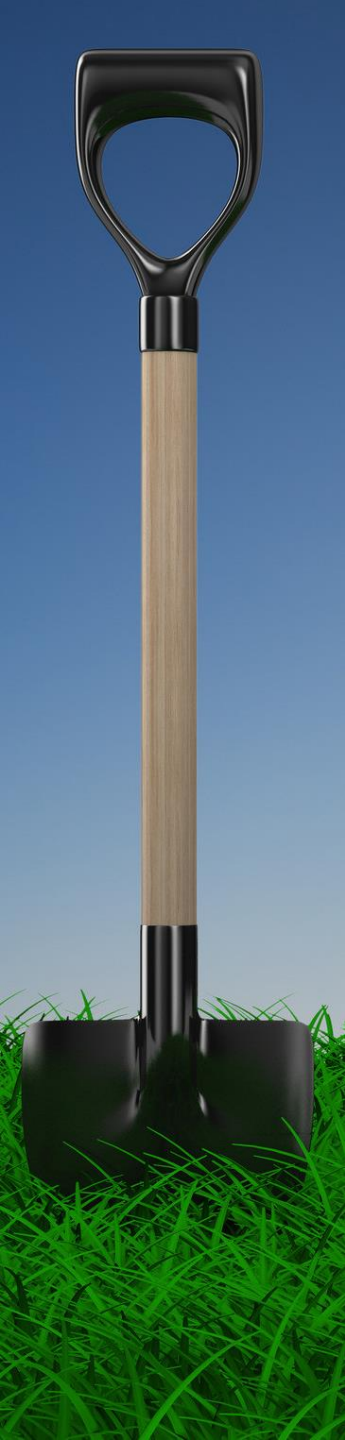
CGA Reported Damage Detail

Root Cause Detail	Reported Unique Damages	% of total
Not marked due to Locator error	1,033	21.00%
Excavator failed to maintain clearance after verifying marks	730	14.84%
No response from operator/contract locator	691	14.05%
No notification made to One-Call Center / 811	668	13.57%
Marked inaccurately due to Locator error	247	5.02%
Root Cause not listed	234	4.75%
Improper excavation practice not listed above	224	4.55%
Site marked but incomplete at damage location	219	4.44%
Not marked due to Incorrect facility records/maps	169	3.43%
Excavator dug prior to verifying marks by test-hole (pot-hole)	155	3.14%
Excavator dug after valid ticket expired	105	2.13%
Excavator dug prior to valid start date/time	97	1.98%
Marks faded, lost or not maintained	69	1.41%
Unlocatable facility	58	1.18%

Alabama Underground Damage Prevention Enforcement

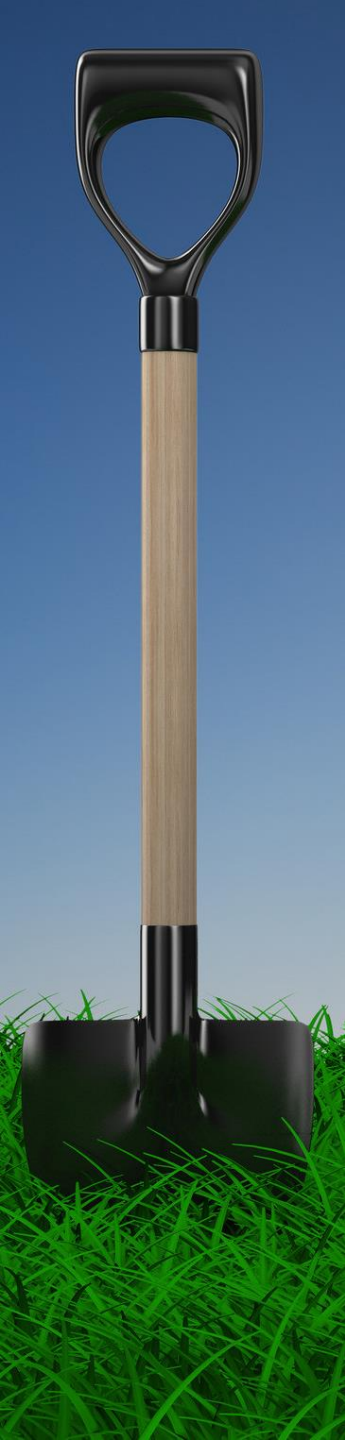
	2022	YTD 8/2023
Complaints Filed	202	312
Included Damage	81	234
Complaints Heard By Executive Committee	162	251
Filed by Facility Owners	86	281
Filed by Excavator	85	10
Filed by Locators	0	5
Filed by Home/Property Owner	3	4



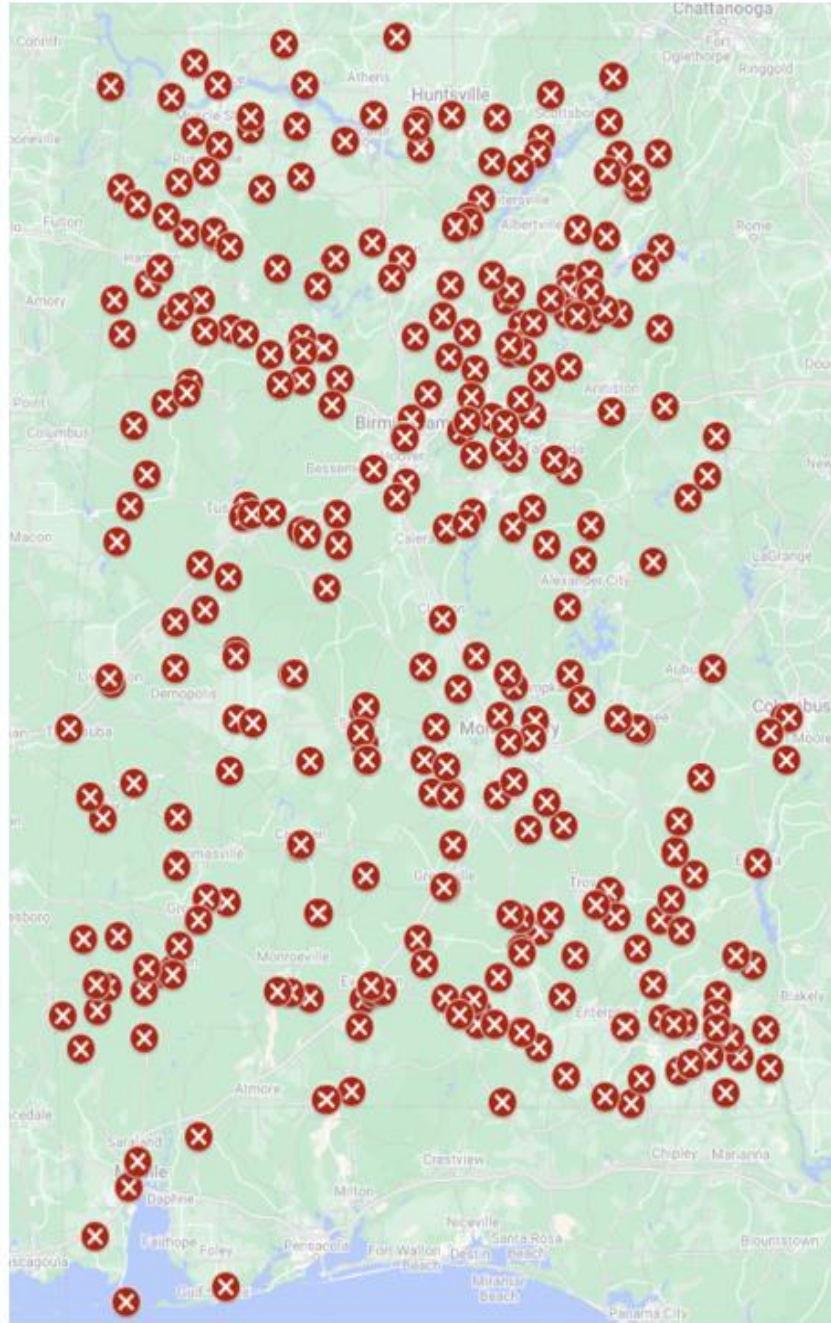


Membership Breakdown

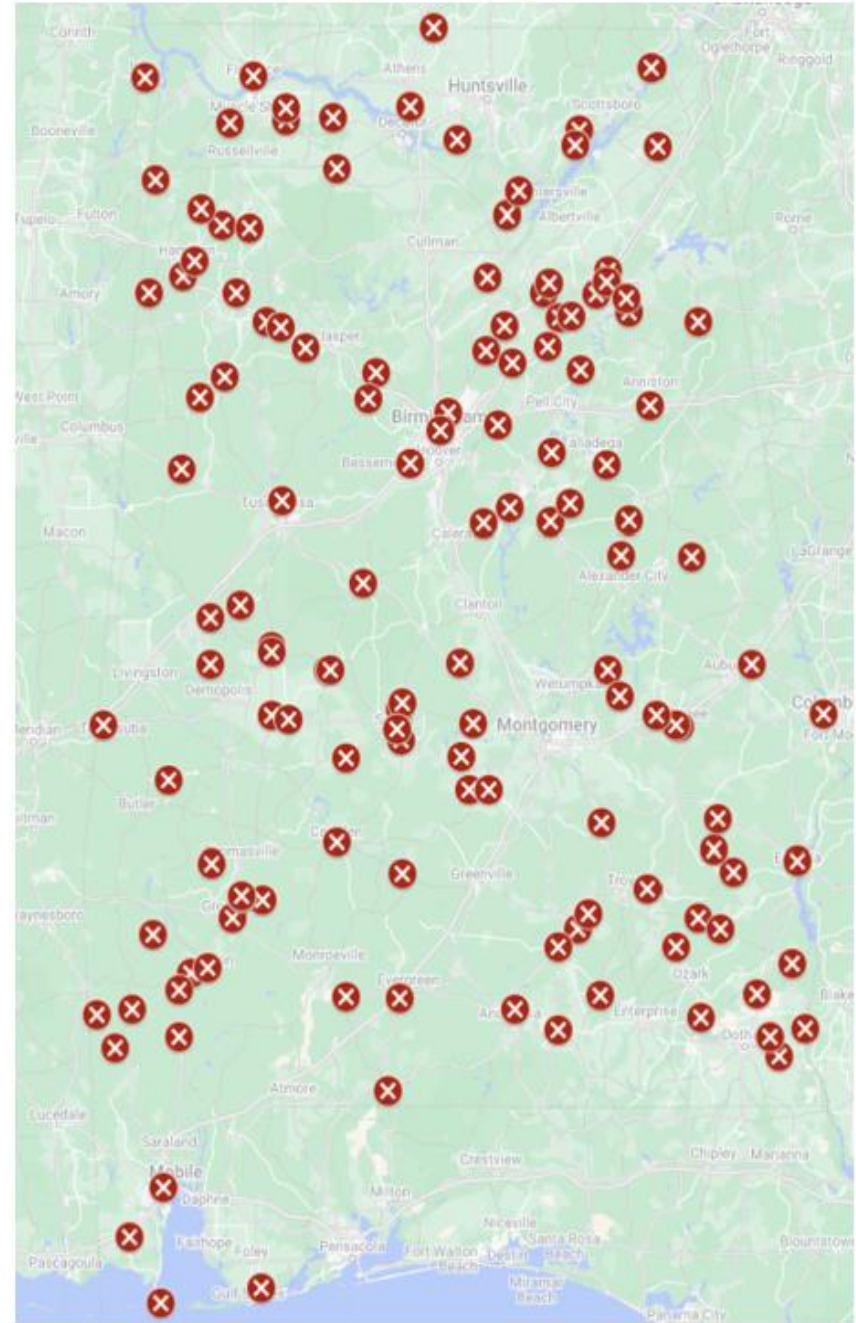
Facility Type	Totals
Communications	89
Electric	29
Gas	98
Multi-Facility	215
Reclaimed Water	1
Sewer	27
Water	194
	653



Non-Members 6/15/21



Non-Members 9/15/23



MEMBER ENGAGEMENT



***General Check in**

***Ticket Management**

***Positive Response**

***Member Service Area Editor**

***Web Portal**

***Damage Reporting**

***Education Programs**

***Enforcement Program**

7/28/23 AL 811 Member/Non Me...

Updated 7/28/23 4:20 PM
2,782 views
Last edit was yesterday at 4:24 PM

Add layer Share Preview

Members 7/28/23

Member Visit History 7/28/23

Styled by Visit Status/Rep

113 rows couldn't be shown on the map. Fix errors highlighted red in the data table. [Open data table](#) [Dismiss](#)

- No Visit (459)
- Jeff Bice (110)
- Unable (109)
- Kim Covan (97)
- Attempted Visit (9)

Non-Members 7/28/23

Non-Member Visit Status 7/28/23

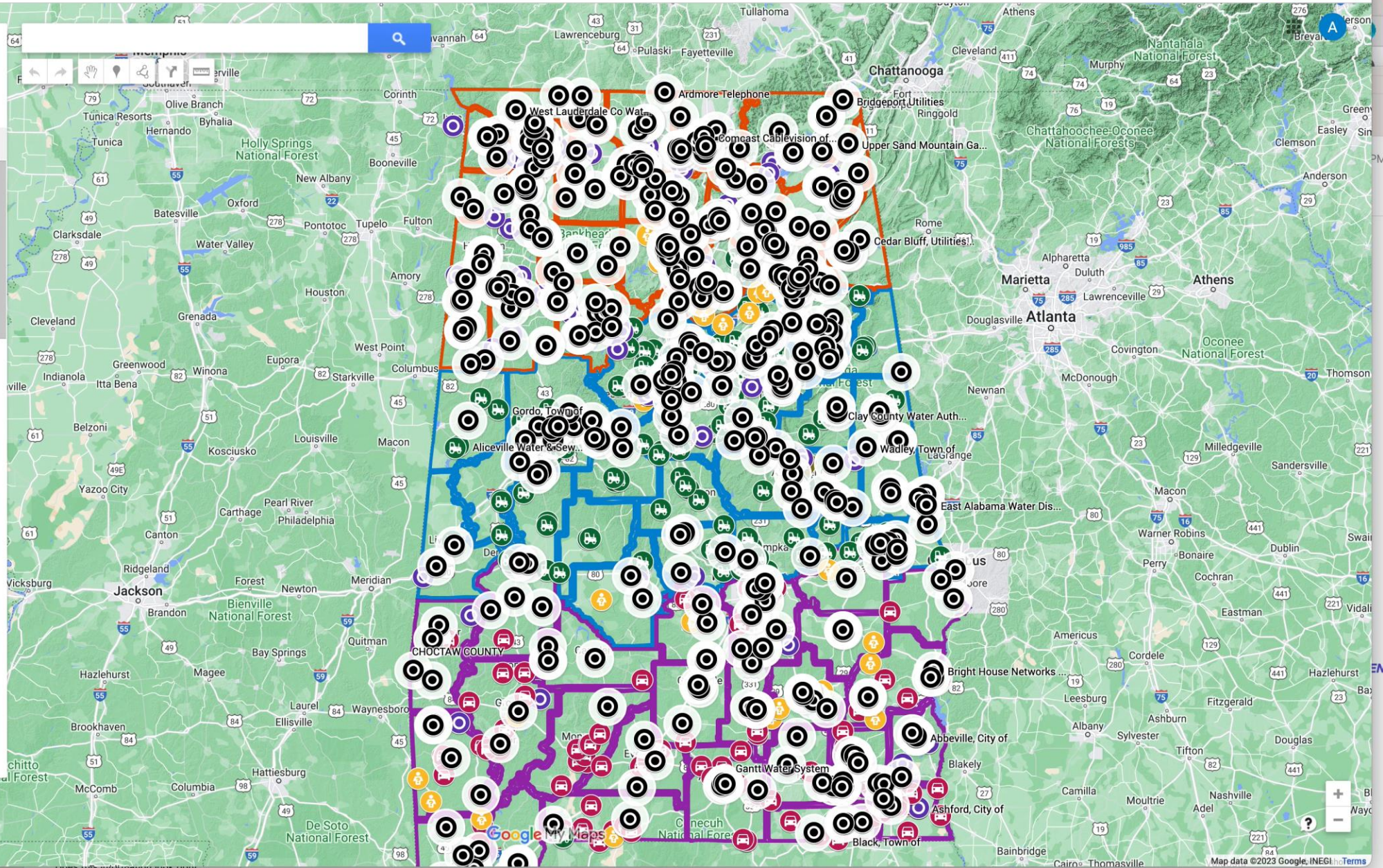
Styled by Visit Status/Rep

9 rows couldn't be shown on the map. Fix errors highlighted red in the data table. [Open data table](#) [Dismiss](#)

- No Visit (61)
- Jeff Bice (31)
- Kim Covan (26)
- Attempted Visit (25)
- Unable (6)

AL Counties

Individual styles



Member Services Data

← Millerville Water Authority

Utility Name
Millerville Water Authority

Member?
No

Facility
Water

Notes
Membership agreement sent 10/18 -ER Follow up email sent 11/30-ER, Follow up 12/14 -ER, Left VM 12/21. Due Date Email Sent 12/22. Followed up with phone call left VM 4.26. Sent membership agreement again on 8/9/22.

Contact
Sandra or Alma Sartwell

Phone
(256) 354-2359

Email
millervillewaterauthority@yahoo.com

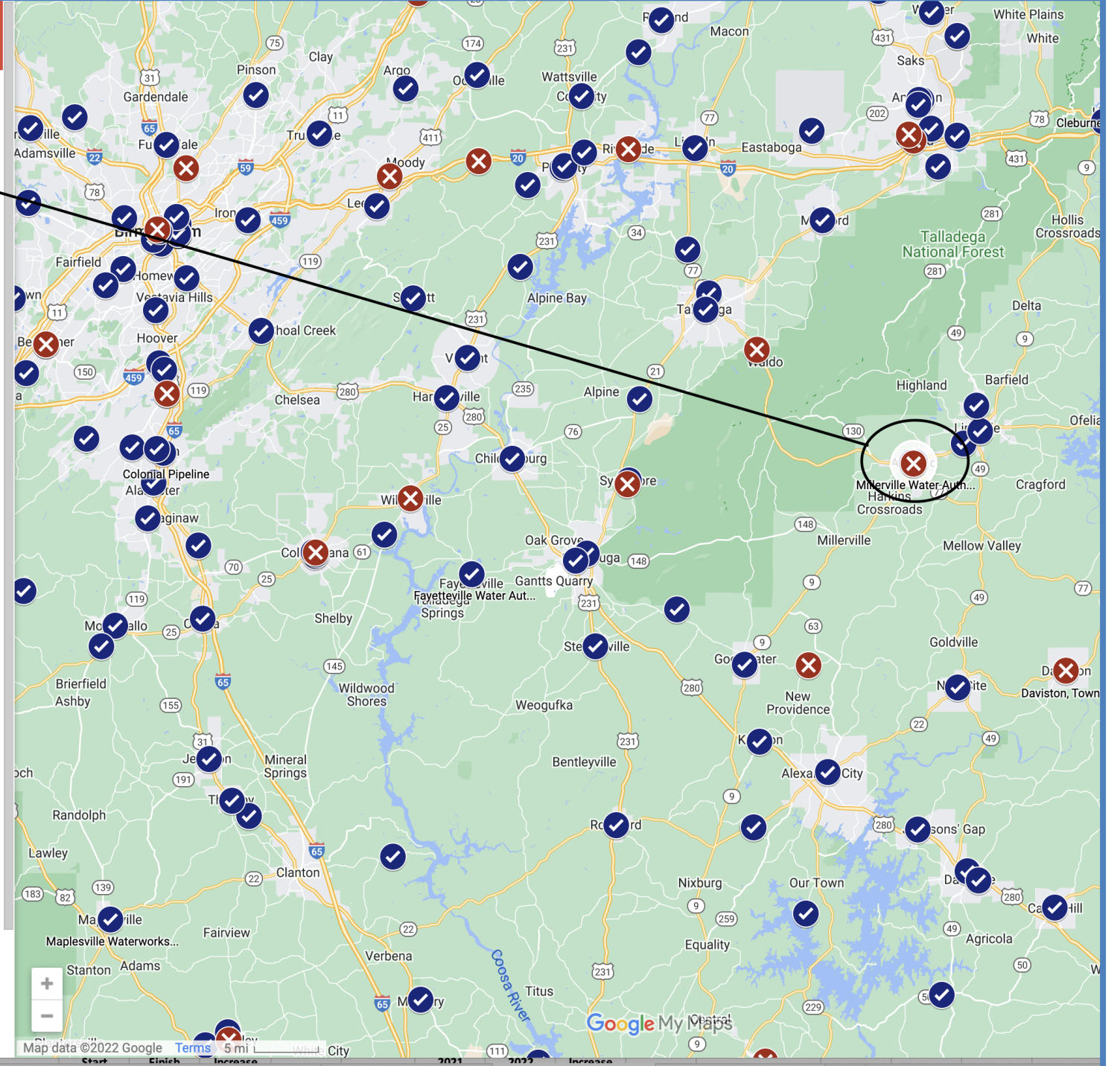
Physical Address
75070 AL-9

City
Ashland

State Zip
AL 36251

Mailing Address
75070 AL-9

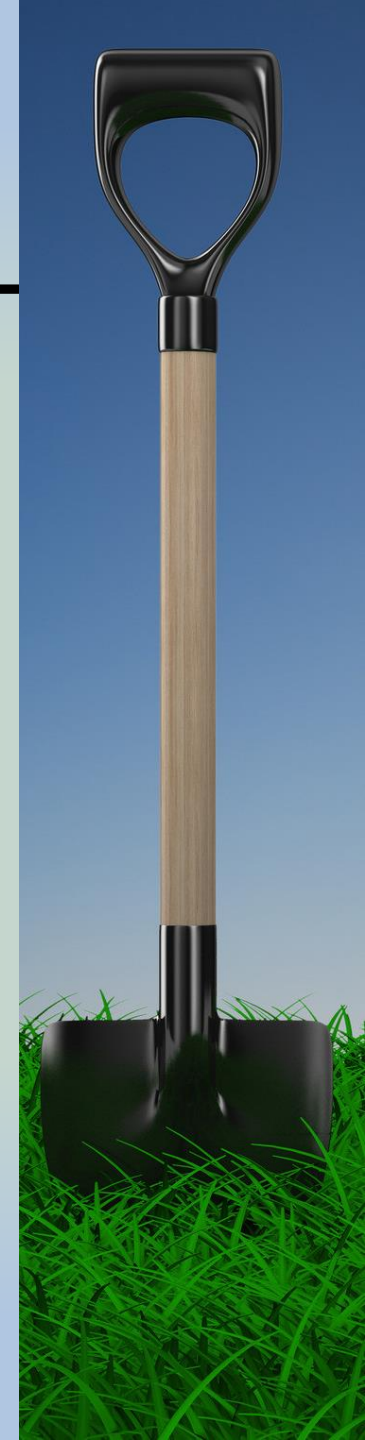
City State Zip
Ashland, AL 36251



Data Analysis Tool

BlueNet Thoughtspot Application

- Allow for basic operational reports
- Drill down data based on allocated member codes
- Ability to share data with other uses
- Ability to share directly into presentation mode
- Ability to allocate as raw data or graphical format
- Customizable reports based on individual member needs



Data Analysis Tool

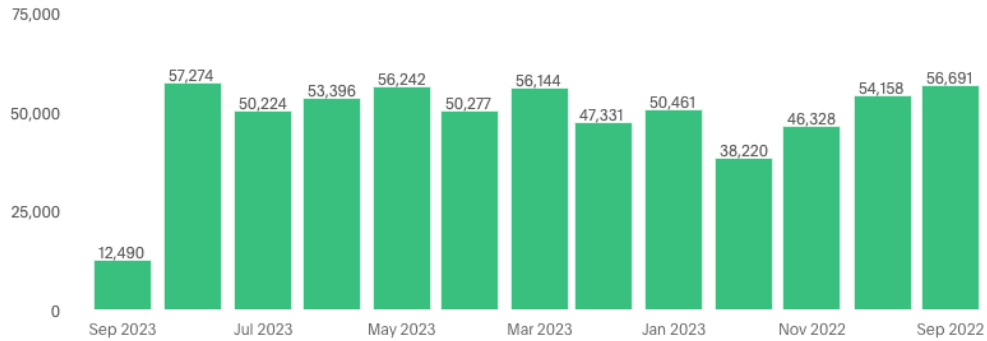


AL811 Pinboard

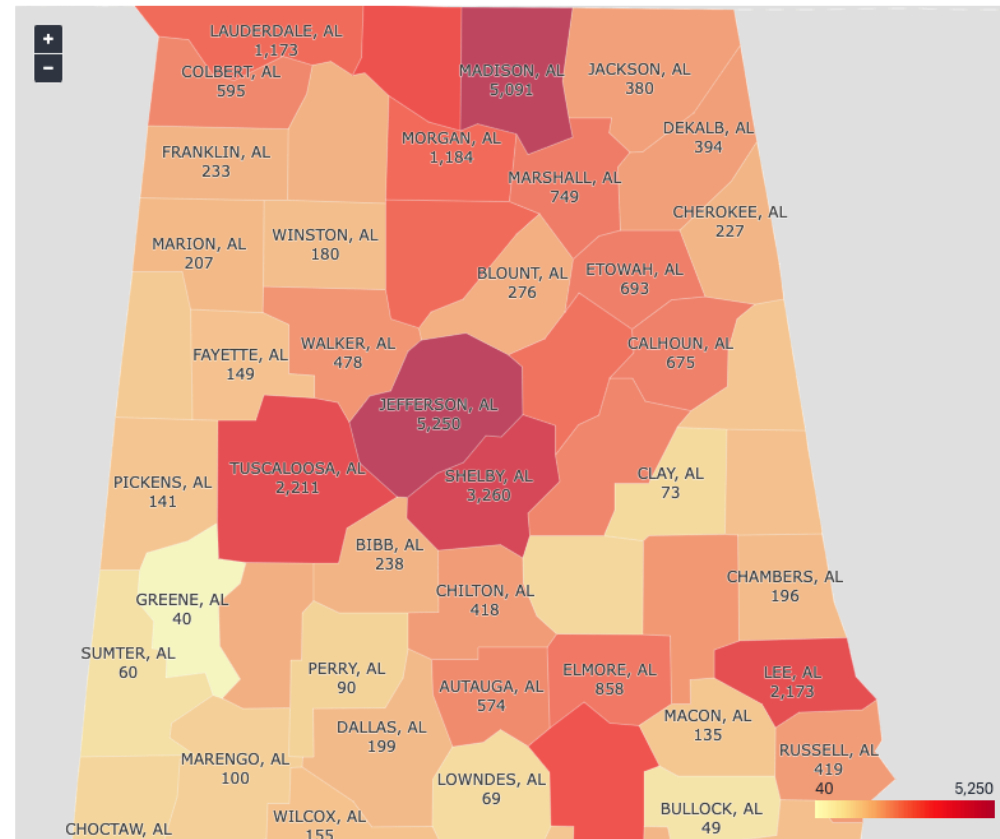


E A M Elsa De Crane +4

Ticket Totals - Last 12 Months



(#) Ticket Count by County - Last 30 Days



Total Tickets - Last 30 Days

48.03K

Total Tickets - Last 7 Days

10.75K

Emergency Tickets - Last 30 Days

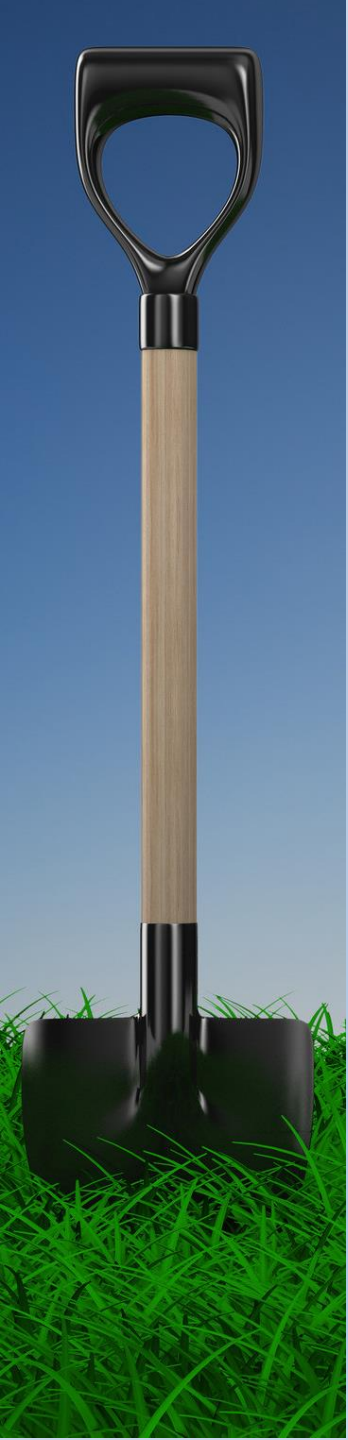
18.84K

Damaged Tickets - Last 30 Days

1.6K

Alabama Underground Damage Prevention Educational Programs

	Through October 2023
Social Media Posts	207
Social Media Growth	45% grown in followers
Educational Meetings/Tradeshows/Presentations	63
Educational Materials	New Excavator Manual Website Blog Posts Handout Materials



Areas of Focus

LARGE PROJECTS / BROADBAND EXPANSION/INFRASTRUCTURE FUNDING

Finalizing process

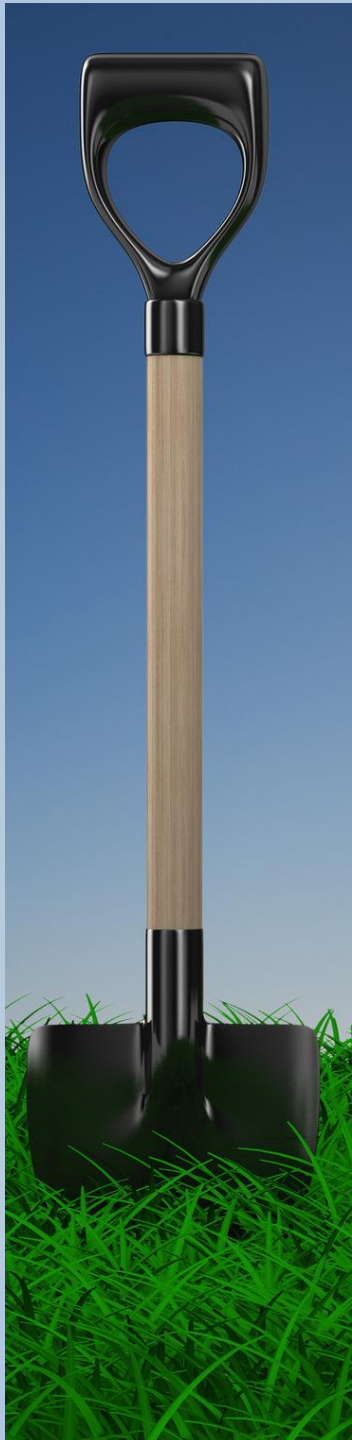
How to educate to promote use of program

TICKET MANAGEMENT SYSTEM

ABILITY TO HOLD LOCATE REQUESTS IN QUEUE

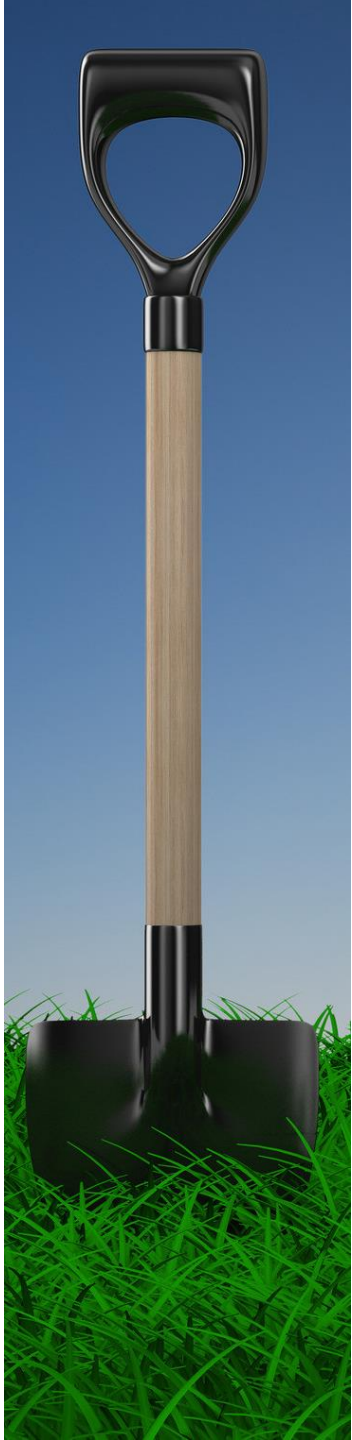
SOFTWARE INTERFACE UPGRADE

AFTER HOUR CALL HANDLING



Questions and
Discussion





Public Education

- McKay Lyvers mlyvers@al811.com 205.731.3207
- Jeff Bice jbice@al811.com 205.731.3218
- Kim Covan kcovan@al811.com 205.731.3217

Media and Marketing

- Grayson Cain gcain@al811.com 205.731.3206

Member Services

- Emily Roberts eroberts@al811.com 205.731.7212

Service Area Database/GIS

- Andrew Maxwell amaxwell@al811.com 205.731.7213

Technology

- Adam Berendt aberendt@al811.com 205.731.3202

Contact Center Operations

- Jennifer Pickle jpickle@al811.com 205.731.3210

Accounting/Billing

- Kim Jenkins kjenkins@al811.com 205.731.3205

When All Else Fails

- Annette Bowman abowman@al811.com 205.731.3209