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## Damage Prevention Update

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January 2017

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# STRATEGIC GOAL 2 UPDATE

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## Provide quality customer service to our internal and external stakeholders

### 2.1 Develop an action plan based on 2016 member survey by December.

A plan was presented at the November meeting. Tactic 1 involved developing information for discussion at meetings to make recommendations for policy changes, new policies or no action. Based on further examination of the member survey, we have eliminated short-notice tickets (50% agreed or strongly agreed with the practice), ticket policy for white lining (new positive response code handles this), mandatory damage reporting (being dealt with in proposed legislation). That leaves the following two issues identified in the member survey that need further discussion:

- Uniform marking guidelines: 87% of members who responded would like to see some form of uniform marking guidelines beyond the APWA color codes. *We are currently not providing any education on what locate marks mean other than defining the colors.*
- Emergency tickets and response: 30% disagreed/strongly disagreed, 25% neutral, 45% agreed/strongly agreed that there was no requirement to respond in a timeframe less than two full business days to an emergency ticket. Yet, some members require their locators to be at a jobsite within two hours. This inconsistency causes misunderstanding and leads others to want a solution to an issue that is actually allowable per Chapter 556, F.S. *Please see the following two pages to see how we educate.*

### 2.2 Carry over from 2016 – extend to May 2017: Develop a communication plan that maximizes touch point opportunities with stakeholders by December 2016.

Complete. The plan was presented at the November meeting. Staff is taking steps to plan and implement tactics 1 through 6.

### 2.3 Carry over from 2016, extended to May 2017: Develop standard training and education packages for our stakeholders by December 2016.

We have further refined these packages to be tailgate toolkits. A key element to the package is the Excavator Quick Reference Card. Supplemental pieces will be developed to explain things that are misunderstood in the field such as positive response and tolerance zone.

### 2.4 Develop a plan to improve the quality of internet tickets by (% and date TBD after review of data).

We are working on testing four products to see which one best meets our training needs, script writing, graphics and gathering stats. More information from our members is necessary to determine what they consider to be qualities of a good ticket.

# Emergency Education – for Damage Prevention Committee Discussion

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## Current Web Copy

The provisions in Chapter 556, F.S. do not apply to making an excavation or demolition during emergency situations where there is:

- A clear and present danger to life or property
- A leaking substance
- An interruption in vital public or communication services
- Dangerous roadways (i.e. no traffic light at a busy intersection)

During emergencies, the utility owner or its agent can do one of two things:

1. Immediately begin repairing the damaged utility and request an after-the-fact emergency ticket at your earliest convenience. When requesting after-the-fact emergency tickets, note in the Remarks section that work is completed.
2. Request an emergency ticket before digging. If you choose this option, note in the Remarks section that a crew is onsite or the expected time of arrival. But, be aware that there are no legal requirements to locate and mark within anything less than two full business days.

NOTE: If your company requires a crew to locate emergency tickets within two hours or any other time frame less than two days, check the Remarks section so that you aren't sending a locator out to mark an emergency that is already repaired.

## Copy from a Monthly Report

Excavation or demolition during an emergency does not require an emergency ticket if the system (Sunshine 811) or member operator (facility owner) was notified at the earliest opportunity and all reasonable precautions were taken to protect the underground facility. What does this mean for facility owners and excavators?

- Emergency repairs take precedence over requesting an emergency ticket. But, the system or facility owner must be contacted at the earliest opportunity. Sometimes, the earliest opportunity is AFTER the facility has been repaired and digging is complete.
- Facility owners that require their crews to respond to emergency tickets within a short amount of time may arrive at the site to find that digging is complete. This is not a false emergency ticket for the reason stated in the first bullet. However, facility owners should instruct their locate crews to read the Remarks section on the emergency ticket. It may clarify if the ticket is an “After the fact” ticket and that digging is already complete. At this point in the process, the ticket serves to notify facility owners with facilities in the area that an emergency repair involving digging occurred.

# Emergency Education – for Damage Prevention Committee Discussion

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## **Emergency procedures vary, Chapter 556 has clear instructions**

Handling emergency situations varies among utility companies and their locators, but the Underground Facility Damage Prevention and Safety Act, Chapter 556, F.S. is clear. The following are some tips to help guide you through an emergency whether you're an excavator or member operator.

By definition, an emergency situation is when a damage occurs to an underground facility that results in clear and present danger to life or property. This can happen when the underground facility damage causes a substance to leak, there is an interruption in vital public or communication services, or when street or road traffic becomes dangerous (i.e. no traffic light at a busy intersection). Forgetting to request a locate ticket two days ago does not constitute an emergency.

When an excavator damages an underground facility, he must notify the facility owner of the damage. Contact information can be found on the locate ticket. ITE users have an online copy of the ticket and others can receive it by email or by calling 811. An emergency ticket does not need to be requested.

The utility that needs to make the repairs should request the emergency ticket. Excavators must stop any digging that will further damage the facility until the owner has taken appropriate actions to repair the damaged facility. It is extremely important to note that a simple nick should not be covered up. Even the tiniest hole in an outer covering can cause a future outage.

After being notified of a damage, members have some options for responding. If the damage is severe, causing immediate danger to the surrounding area, they can begin repairs immediately and request an emergency ticket after the repair is made. In this case, the ticket serves to notify other members with underground facilities in the area that a repair involving digging occurred.

In some cases, repair will be delayed when there are no crews available or there is another more critical emergency. In such a case, a member could request an emergency ticket which specifies when a work crew will be at the site.

Some companies require locates to be done within a short amount of time after receiving an emergency ticket; however, there is no mandate in Chapter 556, F.S. to provide these locates other than within two full business days.

# PEOPLE REACHED

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**People Reached**  
2016-17 Fiscal Year

Department Total Meetings	285
Department Total Attendees (Includes presentations, meetings & presentations)	7,664
Attendance at trade shows	23,119
Noncompliance follow-up	
• Site visit	63
• Phone/email contact	245
Landscape/Nursery Program	
• Total Visits	22
• Banners Placed	16

**WE COUNT PEOPLE BECAUSE PEOPLE COUNT!**

# Department Activity

- Communications:** The February newsletter was sent out January 27. In case you missed it, you can access it here: <http://us11.campaign-archive1.com/?u=9cdc584d2d5e37c9995830b8c&id=c7faf2c26b&e=8a725e5e80>
- A new Miami-Dade Damage Prevention Task Force was developed and spearheaded by Pedro Vigil and John Segovia, Liaison. Pedro offered free parking and meeting space for the quarterly meetings. This group comes after a few years of no established UCC groups in the South Florida area. The task force's inaugural meeting is Feb. 8, 2017. Interested in attending the Miami meeting? Visit this link: [http://us11.campaign-archive1.com/?u=9cdc584d2d5e37c9995830b8c&id=ca382a5de1&e=\[UNIQUID\]](http://us11.campaign-archive1.com/?u=9cdc584d2d5e37c9995830b8c&id=ca382a5de1&e=[UNIQUID])
- The Annual Report, which included the city/country and enforcement reports as required per s. 556.103(4) and (5), was sent to Governor Rick Scott, Speaker of the House Richard Corcoran and Senate President Joe Negron on Jan. 5, 2017.   
<https://static1.squarespace.com/static/533db0bde4b0d9f7ba7f1ee7/t/586ebf96bf629a58a34e2961/1483653019050/2015-16+annual+report+fnl.pdf>



Dear Members and Stakeholders,

Recent change presentation timeline. Thank the sponsor of each offer. Ask what you can do for the better than the present.

Final year 2015-16 was another successful year for Sunshine 811. Let's get long-term vision ideas from the public about 811, its implementation and delivery. Stakeholder input programs are key to the long-term success of our program. We submitted results and gained new insights.

**Delivered Results**

Under new leadership, the call center saw a dramatic decrease in hold time with a 50% decrease average answer speed. That is a significant milestone in answer speed from last fiscal year. Next we experienced a 14 percent increase in phone calls. In addition, a much higher level of customer service than the historical standard recommended by the Common Ground Alliance (Customer Care for underground utility safety and outage prevention). Answer 100%.

The online services account and used by our members, contractors and other stakeholders (24x7) includes: Request Service, 24x7 Problem Response Line, Service, Member Services, 24x7 Call Center, Request Response, Sunshine 811 Web Site, Social Media, Technical Support, Request Information at the person average call time. Thanks to a System Performance page, you can now get up-to-date service updates (811 System Status) and have timely delivery to your inbox with the latest feed.

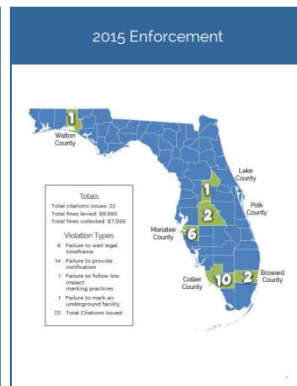
We launched the new mobile-ready website project (7/2015), which design design related to the current year's call center and launching the website.

March saw an unprecedented number of live time calls - 1,627 - the result of 811, 811 and 811 calls. Long-term 811 program and implementation.

The legal campaign brought in nearly 10,000 new banner 811s (27 percent increase) and over 100,000 new 811s (27 percent increase) and 100,000 new 811s (27 percent increase) and 100,000 new 811s (27 percent increase) and 100,000 new 811s (27 percent increase).

March/April 2015, under delivery (70) up 10 percent vs March/April 2014.

2015-16  
**\$7.2 million**  
 REVENUES  
**\$6.6 million**  
 EXPENSES  
**1.5 million**  
 TICKETS  
**9.9 million**  
 TRANSMISSIONS  
**71%**  
 ITE TICKETS



2016 City & County Report

**History**

January 1, 2003

- All municipalities that sponsor underground facilities were required to be members.
- Small city membership exemption rules.

January 1, 2008

- Mandatory membership requirement for municipalities with population greater than 10,000 was included in the underground facility safety program (Chapter 486, Chapter 486, Florida Statutes).
- Double for municipalities with population less than 10,000 or newly Sunshined 811 in setting of their non-participation in Sunshine 811.

**Membership**

The Florida League of Cities represents 410 municipalities in the State. A total of 318 municipalities (or entities thereof) are actively participating as members of Sunshine 811. These municipalities in the system in compliance with an underground facility operator has completed all membership application requirements, develops and registers a service and operating program for all of its underground facilities, and is capable of receiving technical assistance from Sunshine 811.

**New Municipalities**

New municipalities joined Sunshine 811 during 2016 year include: The new municipal members and the dates they began active participation in Sunshine 811 are:

- City of Westler - 01/01/2016
- Town of Perryville - 02/01/2016

**Not Counties**

There are 67 counties in Florida. The total number of counties that are active members is 65.

- 2. Not included county government.
- 2. No counties submit a membership application.

**Future Outlook**

Sunshine 811 will continue to make it a top priority to increase awareness of the mandatory membership requirements of Chapter 486, F.S. We will make any underground facility operators that do not fully participate in the system with the timely processing of their membership applications and the registration of their service area.

For all active members, we will continue to invest in and implement the best damage prevention technology available and to include and follow the highest quality design and construction standards in the best possible way.

**Paradigm meetings:** We will provide education during the Paradigm pipeline meetings being held September and October this year.

Location	Date 7:30 & 11:30
Pensacola	9/12
Chipley	9/13
Panama City	9/14
Tallahassee	9/18
Lake City	9/19
Jacksonville	9/20
Ocala	9/21
DeLand	9/25
Spring Hill	9/26
Kissimmee	9/27
Tampa	9/28
Bartow	10/3
Bradenton	10/4
Fort Myers	10/5
Hollywood	10/10
West Pam Beach	10/11
St. Lucie	10/12



# Safe Digging Month

Safe Digging Month runs April 1 through April 30. There's radio, outdoor billboards and online campaigns! But you can make the most of the month too. And you'll be helping us get a life-saving message out: 811 before you dig. We've made it kinda simple with a downloadable toolkit, banners and an online game.

## Hang Out Around Town

2' x 4' and 4' x 8' Banners

## Download and Share

<http://sunshine811.com/safe-digging-month-1/>

- Social media messages.
- 811 steps infographic
- SDM button HTML code (So you can put it on your website!)
- SDM proclamation template (So cities and counties can officially make the proclamation! Or, reach out to your mayors and county commissioners.)
- Op-ed story (To keep your citizens informed!)
- Generic news release
- "Can You Dig It?" game graphics (Opens each year on April 1 at safedigging.me. It's daily digging for fabulous prizes, but hit a buried utility and you're digging is done for the day. But check it out for other chances to win.)

## FOR DIRECTORS ONLY

Outfit your employees with T-shirts & Hats

Order: <http://www.sunshine811.com/sdm-order>

Password: sdm2017d1rect0r



# Locator Excellence Award



*It's your chance to recognize locators who have done an excellent job for you. Perhaps a locator went above and beyond to get your site located, made special arrangements to be available during long projects, or was meticulous at the job. When working for a utility, maybe the locator contacted you because another utility's marks seemed to shadow yours and he/she wanted to ensure that your lines were protected properly. Or perhaps a locator found a safety hazard involving your line and wanted to alert you.*

We're accepting nominations from utilities and excavators for locators who meet qualifications for the Locator Excellence Award! Deadline is Feb. 10.

- Information: <http://www.sunshine811.com/events/locate-excellence123456789>
- Nominate: <http://www.sunshine811.com/locate-excellence-nomination>

**Promotions:** Social media campaign using shareable social media graphics (see right) and text posts, Newsletter, Website, Liaison meetings, Industry publications



Thank you to FEPA for sponsoring \$1,000 toward this program, \$1,000 toward the Staking University training.



**1**

**WHY NOMINATE A LOCATOR FOR Sunshine 811 EXCELLENCE AWARD?**

He was meticulous at the job site and followed up with you to ensure you understood everything. #811LocatorAward

Deadline to nominate: Feb 10

[sunshine811.com/events](http://sunshine811.com/events) **Sunshine 811**

**2**

**WHY NOMINATE A LOCATOR FOR Sunshine 811 EXCELLENCE AWARD?**

When locates are difficult to complete, the locator makes every effort to find them and calls us to get better information. #811LocatorAward

Deadline to nominate: Feb 10

[sunshine811.com/events](http://sunshine811.com/events) **Sunshine 811**

**3**

**WHY NOMINATE A LOCATOR FOR Sunshine 811 EXCELLENCE AWARD?**

She makes time - even while completing her regular locates - to meet with excavators who need clarification on utility locates. #811LocatorAward

Deadline to nominate: Feb 10

[sunshine811.com/events](http://sunshine811.com/events) **Sunshine 811**

**4**

**WHY NOMINATE A LOCATOR FOR Sunshine 811 EXCELLENCE AWARD?**

He is always in contact to make sure the paint markings are fresh. He has no problem coming by to refresh the paint for my crews.

Deadline to nominate: Feb 10

[sunshine811.com/events](http://sunshine811.com/events) **Sunshine 811**

**5**

**WHY NOMINATE A LOCATOR FOR Sunshine 811 EXCELLENCE AWARD?**

He found a safety hazard involving your line. So, he called to alert you and you were able to inspect and fix the issue before it became a larger problem.

Deadline to nominate: Feb 10

[sunshine811.com/events](http://sunshine811.com/events) **Sunshine 811**



# 811 Safety Day

Registration for 811 Safety Day opens soon at [www.811safetyday.com](http://www.811safetyday.com) *This is a separate registration from the CGA Conference and Expo.*

**811 SAFETY DAY**  
**ALWAYS FREE**

7:30a - 2p  
Rosen Shingle Creek  
9939 Universal Blvd,  
Orlando, Florida 32819

**March 16  
2017**

Free parking  
Free breakfast  
Free lunch  
7 sessions  
100+ exhibits  
Outdoor demos

[sunshine811.com](http://sunshine811.com) for more registration info

Thank you to our \$2,000 lunch sponsors:



AN EMERA COMPANY



## 811 Safety Day Agenda

- 7 Continental Breakfast
- 7:30 Visit Exhibit Hall
- 8 Welcome by Mark Sweet, Sunshine 811 Executive Director
  - Proposed 2017 Legislation & Mandatory Damage Reporting
- 8:15 PHMSA State One Call Law Enforcement Evaluation Process, Sam Hall, PHMSA
- 8:40 Sunshine 811 Positive Response System & High Priority Subsurface Installation Code 2C, Brian Dean and Brad Martin, Sunshine 811 Damage Prevention Liaisons
- 8:50 811 Has Never Been More Important When Digging Near Gas Lines
  - Rick Barrett, Florida Gas Transmission
  - Sandra Panos, TECO Peoples Gas an Emera Company
  - Shawn Deutscher, Williams
- 9:20 Visit Exhibit Hall
- 10:15 DigCheck, Amit Shankar, USIC
- 10:25 Contractor's Perspective
  - Best Practices for Damage Prevention, Smithy Murphy, Team Fishel
  - Dig Permit Best Practices, Chris Diaz, Balfour Beatty
- 10:55 Safety Culture within the Fence Industry - Nick Rike, Jamieson Fence Supply
- 11:15 Locate Excellence Awards Presentation, Cheryl Ritter, Sunshine 811
- 11:30 Outdoor Demonstrations
- 11:45 Locate Training and Demonstration (both outdoors), Paul Larkin, Staking University
- 1:30 Safe Digging Spanish Educational Session, John Segovia, Sunshine 811 Liaison
- 2 "Thanks for Attending" Networking with Contractors and Sunshine 811 Staff

# Ad Placement

**SAVE THE DATE**

**2017 SAFETY DAY**

March 16  
7:30a - 3p

Free Parking  
Free Breakfast & Lunch  
Education  
Outdoor Demos  
300+ Exhibitors  
Great Door Prizes

Rosen Shingle Creek  
9939 Universal Blvd  
Orlando, FL

[sunshine811.com](http://sunshine811.com) for more info

### Feds Scrutinize State Enforcement Programs

Excavators could pay \$200,000 plus fines for pipeline damage

The U.S. Dept. of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) wants states to enforce their damage prevention laws. To do this, it has established criteria for an adequate state enforcement program and developed a Federal Standard for Enforcement.

Throughout 2016, PHMSA sent out all states to determine whether they meet the criteria of an adequate enforcement program. Florida's program was evaluated in December, and a decision is pending. If PHMSA approves a state enforcement program to investigate, it might allow the way for PHMSA to take targeted federal enforcement action against an excavator that repeatedly causes damage to a pipeline regulated by PHMSA in the state. An action can include daily fines of \$300,000 to \$2 million per incident.

If a case does meet criteria to prosecute, Sunshine 811 has a system in place to help you know what you're digging near high priority underground facilities (HPF) or highly volatile substances. There are two main components:



1. Learn and follow Sunshine 811's procedures for working near HPF's.
  2. Check for "Positive Response Code 3C" - Marked with Excavation - HPF or Critical? It means your excavation site is within 15 ft of an HPF pipeline. Before beginning excavation, notify the pipeline operator of the excavation start date and time so the pipeline operator can be onsite during excavation.
- Stay informed! Visit [www.sunshine811.com](http://www.sunshine811.com) and follow us on the blog, under 811 Tools, on our email list, and follow us on LinkedIn, Twitter and Facebook pages. ■

[enr.dan@earthresourcespecialist.com](mailto:enr.dan@earthresourcespecialist.com)

January 23, 2017 | FT

ENR Jan. 23 2017 online  
*PHMSA advertorial*

**SAVE the DATE**

**811 SAFETY DAY**

7:30a - 2p  
Rosen Shingle Creek  
9939 Universal Blvd  
Orlando, Florida 32819

March 16  
**2017**

Free Parking,  
breakfast & lunch  
Education  
Outdoor Demos  
100+ Exhibitors  
Great Door Prizes

FTBA Winter 2017

**SAVE THE DATE**

**811 SAFETY DAY**

March 16  
**2017**

7:30a - 2p  
Rosen Shingle Creek  
9939 Universal Blvd  
Orlando, Florida 32819

[sunshine811.com](http://sunshine811.com) for more info

ENR Winter 2017 print

**811 SAFETY DAY**

**ALWAYS FREE**

7:30a - 2p  
Rosen Shingle Creek  
9939 Universal Blvd,  
Orlando, Florida 32819

March 16  
**2017**

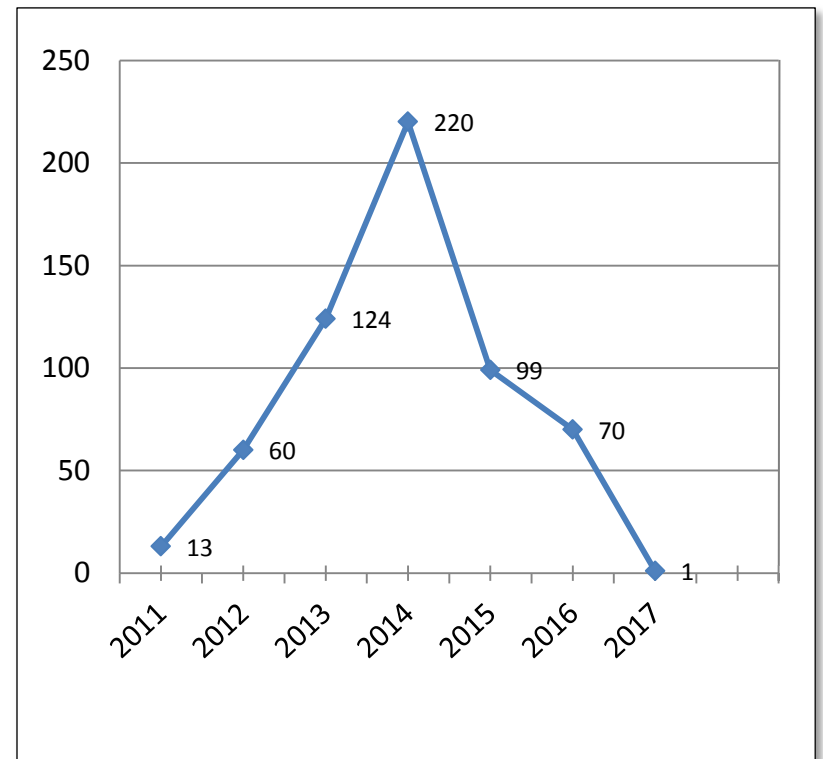
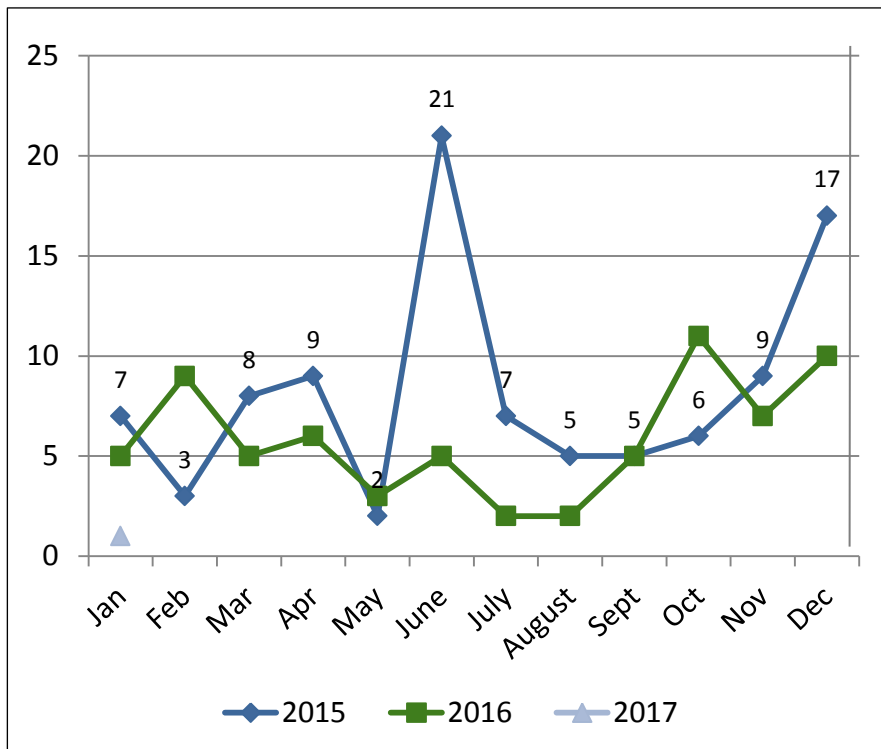
[sunshine811.com](http://sunshine811.com) for more registration info

Free parking  
Free breakfast  
Free lunch  
7 sessions  
100+ exhibits  
Outdoor demos

Ditchmen January 2017

# SAFETY MATTERS

## Completions



# First Time Caller Survey Results

November 2016 – December 2016

## How people learned of 811 Top 5 answered reflected

### November 2016

Landscape/fence contractor	49
General contractor	48
Friend, neighbor, relative	46
Utility website	34
Television	26

Total: 4,501  
Responses: 362

### December 2016

Landscape/fence contractor	40
Friend, neighbor, relative	38
Utility website	33
General contractor	25
Television	18

Total: 3,818  
Responses: 306

## Analysis of Responders Top 5 answered reflected

### November 2016

Homeowner	136
Landscape install	96
Fence install	39
Home construction	20
Irrigation install	19

### December 2016

Homeowner	111
Landscape install	74
Fence install	26
Home construction	24
Underground utility construction	17

Bringing together nearly  
**2,000** industry stakeholders  
from around the world!



**SAVE THE DATE**



Hosted by:  
**Sunshine 811**



JOIN US NEXT YEAR AT THE  
ROSEN SHINGLE CREEK  
ORLANDO, FL

**MARCH 14-16,  
2017**

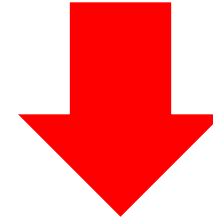
**98.1%**  
of surveyed attendees  
said they will be able to  
**implement change**  
based on what  
they learned.

"Topics covered everything from cross bores and first responders to utility locating and overall damage prevention programs. These programs gave us the insight to make the necessary changes our company needs to keep our system, our employees, and our community safe.

**This conference makes a difference!"**

*-Joseph Martin, Clayton County Water Authority*

**CGAConference.com | 866.279.7755**



## **10<sup>th</sup> Anniversary Reception**

**Wednesday, March 15, 2017**

We are a sponsor for the 10<sup>th</sup> Anniversary Reception open to all registered attendees.

## **Annual Meeting Breakfast**

**Wednesday, March 15, 2017**

The breakfast is open to all fully-registered attendees.

## **Safety Day**

**Thursday, March 16, 2017**

We're looking for sponsors to help pay for lunch. Contact Cheryl Ritter, [cheryl.ritter@sunshine811.com](mailto:cheryl.ritter@sunshine811.com) for more information.