



# Why we are here?

- "Fleeing blast. Two girls flee in horror after an explosion rocked the Hapeville Day Nursery May 29, killing nine persons. The blast, which heavily damaged the nursery building, was attributed to a bulldozer ripping a gas main while working on a construction project. The gas was believed to have accumulated in the basement before the blast." *AJC 1968*
- "1968 On May 29, a bulldozer ruptured a 1-inch gas service line at a children's nursery in Hapeville, Georgia. The bulldozer operator was unable to find the shutoff valve for the gas line, and shortly after there was an explosion and fire. Seven children and two adults were killed, and three children were seriously injured in the accident." *NTSB study 1970*





# Hapeville Day Nursery Memorial

- Permanent Memorial was installed at the site of the explosion – 724 S. Central Avenue, Hapeville, GA
- Honoring the sacrifice of Doris W. Gardner and Mildred Reeves
- Remembering those 7 young children who lost their life
- Shown is Meghan Rafinski, President & CEO of Georgia 811, Hapeville Mayor Alan Hallman and Survivor Tony Gantt



In loving memory of those who lost their lives in the Hapeville Day Nursery Explosion  
May 29, 1968  
Roger Buckley, Gail Cumby, Michael T. Kingston, Shelley Little, Sandra D. Umphress, Julie Whidby, and Ronnie Wilson.  
And for Doris W. Gardner and Mildred Reeves who heroically sacrificed their lives to save so many others.  
  
In 1968, the Georgia General Assembly responded to this incident by passing the Georgia Dig Law, prompting the creation of Georgia 811's contact center. Those digging in the state need to contact Georgia 811 to have public underground facilities located and marked prior to excavation. Georgia 811's mission is to safeguard underground and overhead facilities through quality education and notification services, promoting safety and preventing damage.  
Georgia 811  
Dedicated August 11, 2024

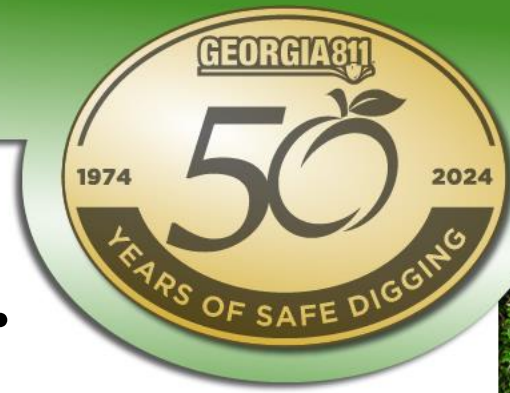
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Georgia 811  
Dedicated August 11, 2024



GEORGIA 811  
CELEBRATES  
50 Years  
OF KEEPING  
GEORGIA SAFE & CONNECTED

GEORGIA 811  
50 YEARS OF SAFE DIGGING  
1974 2024





# Who are we. Who we serve. What we do.

- Established in 1974
- Nonprofit Organization serving the entire state of Georgia
- Over 860+ Members
  - All are facility owner/operators in the state
  - New Members: Traffic Control and Traffic Management systems
    - This includes GDOT

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We provide a free service for professional and DIY excavators... anyone planning to dig. Every dig, every time.






For each notice of a digging project we notify, on average 7 members where the dig will take place.



# Mission

Georgia 811 will be an industry leader in promoting safety and preventing damage to underground and overhead facilities through high quality education and notification services.

## Strategic Priority Areas

				
<b>Stakeholder Engagement</b>	<b>Education</b>	<b>Legislation</b>	<b>Operations and Technology</b>	<b>Staff and Board Development</b>
Communication, relationship and enhance partnerships	Training content and build awareness of that content	Education, influence and compliance	Business Intelligence – Work force management, CRM Data and Analytics – Thoughtspot data, survey data, Employee Engagement, etc..	Continuing education, development and relationship building



## GEORGIA 811 FUNCTIONS



Provides the participating members an opportunity to identify and locate or otherwise protect their facilities



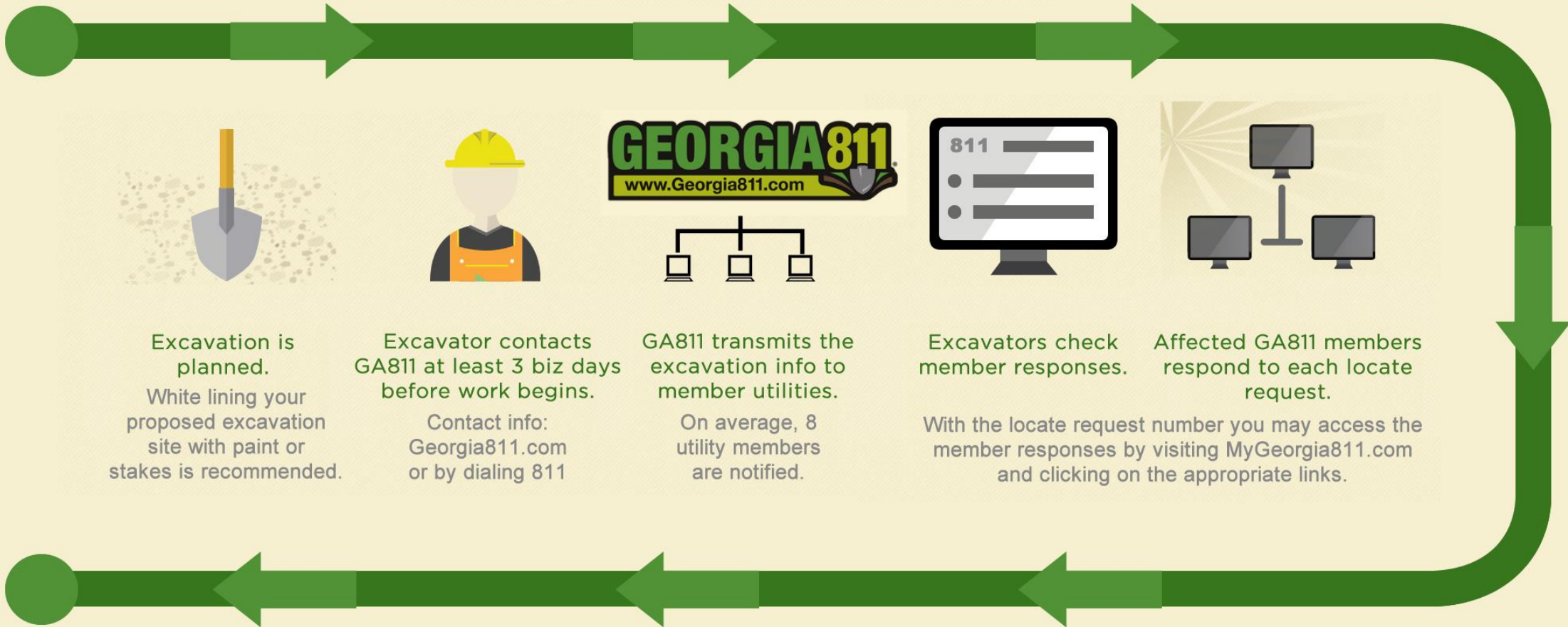
Provides excavators and the general public a single point of contact for notifying all affected Georgia811 member utility companies before excavating



Notify member facility owner/operators with overhead electric lines that someone/something will be working within 10 feet of the lines

**A few functions we don't do: Excavate, Operate Utilities and Locate Underground Lines or Enforce Georgia's Dig Law (GUFPA)**

# The Life of a Locate Request



Excavation is planned.  
White lining your proposed excavation site with paint or stakes is recommended.



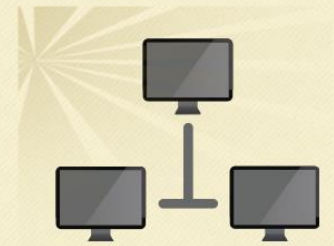
Excavator contacts GA811 at least 3 biz days before work begins.  
Contact info: Georgia811.com or by dialing 811



GA811 transmits the excavation info to member utilities.  
On average, 8 utility members are notified.



Excavators check member responses.  
With the locate request number you may access the member responses by visiting MyGeorgia811.com and clicking on the appropriate links.



Affected GA811 members respond to each locate request.



## PROTECTING HIGH VOLTAGE AREAS



The most common way the lines are protected is through paint & flags in response to an underground locate request.



High voltage means an electric line that has a voltage in excess of 750 volts between conductors or from a conductor to the ground.

The **High Voltage Safety Act** requires you to contact Georgia811 prior to working within 10 feet of high voltage electric lines. We notify the power company in your excavation area and they will contact you to discuss what protective measures need to take place. There can be a fee for this service from the power company.



Penalties for violations of the **High Voltage Safety Act**

**1ST  
OFFENSE  
\$1,000**

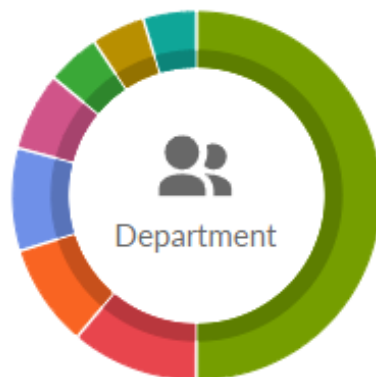
**SUBSEQUENT  
OFFENSE  
\$3,000**



# Employees – as of September 2024

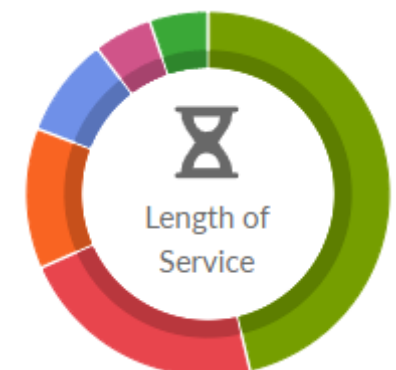
- 81 Total Employees

- Contact Center 51%
- Liaisons 11%
- Corporate Communications 9%
- Member Services Department 9%
- Technology 7%
- Enterprise Services 4%
- Executive 4%
- Accounting 4%

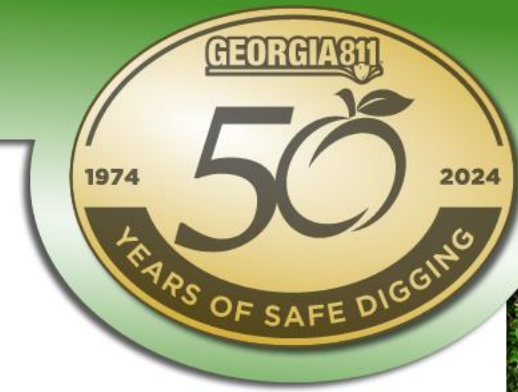


- Length of Service

23	<span style="color: #76923c;">■</span> 10+ years 47%	38
5	<span style="color: #e31a1c;">■</span> Less than 1 year 22%	18
4	<span style="color: #e67e22;">■</span> 6-9 years 12%	10
4	<span style="color: #3498db;">■</span> 4-5 years 9%	7
3	<span style="color: #e91e63;">■</span> 1 year 5%	4
2	<span style="color: #27ae60;">■</span> 2-3 years 5%	4
2		
2		
2		
Total		81







# Governance: Board of Directors

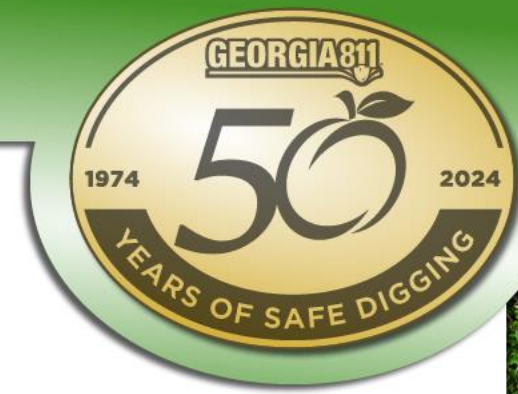
- **Chair, Jim Laplander,**  
*City of Savannah Water Resources*
- **Rick Slagle,**  
*Southern Company Gas*
- **Brandy Kitchel,**  
*Georgia Power Company*
- **Sarah Austin,**  
*AT&T*
- **Rob Holbrook,**  
*Cobb County*
- **Kirk King,**  
*Diverse Power*
- **Scotty Davis,**  
*Colonial Pipeline Company*
- **Eban Grasti,**  
*Southern Company Gas*
- **Rachel Jones Williams,**  
*Georgia Power Company*
- **Lisa Clark McKnight,**  
*City of Lawrenceville*
- **Frankie Rigdon,**  
*Ellijay Telephone Company (ETC Now)*
- **Rich Johnson,**  
*AT&T*





# Georgia 811 Departmental Updates





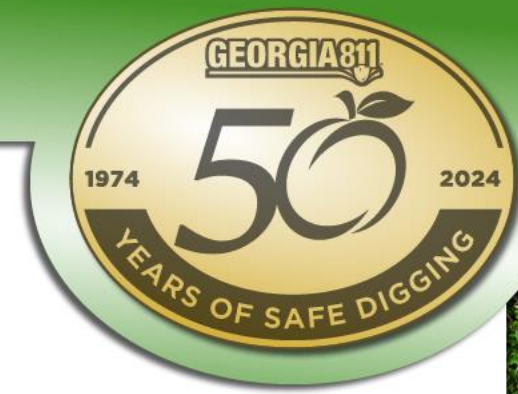
# Accounting Department

**Description:** Responsible for all financial aspects of the company through the management of GA811's assets and liabilities, income and expenses, budgeting, and payroll. Additionally, oversee administrative functions.

## **Employees:**

- Brandon Thornhill, Director
- Dawn Kelly, Accounting Assistant
- Meagan Dowdin, Accounting Assistant
- Jenny McIntyre, Administrative Assistant

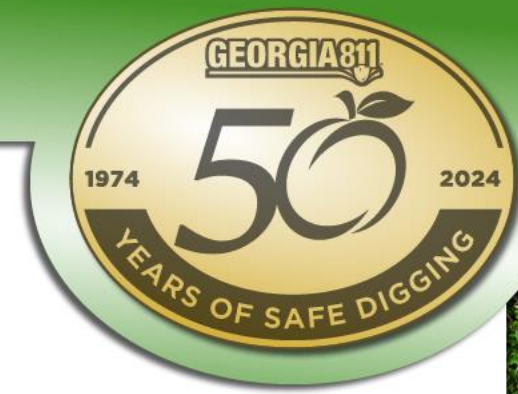




# Billing and Financials

- Financial package is provided to the board each month to review budget variances and assess GA811's management of member fees.
- Annual assurance audit completed each summer
- 2025 budget approved by Board in October
- Annual member billing distributed after budget approval





# Technology Department

**Description:** responsible for evaluating, purchasing, and maintaining all infrastructure equipment from laptops to firewall.

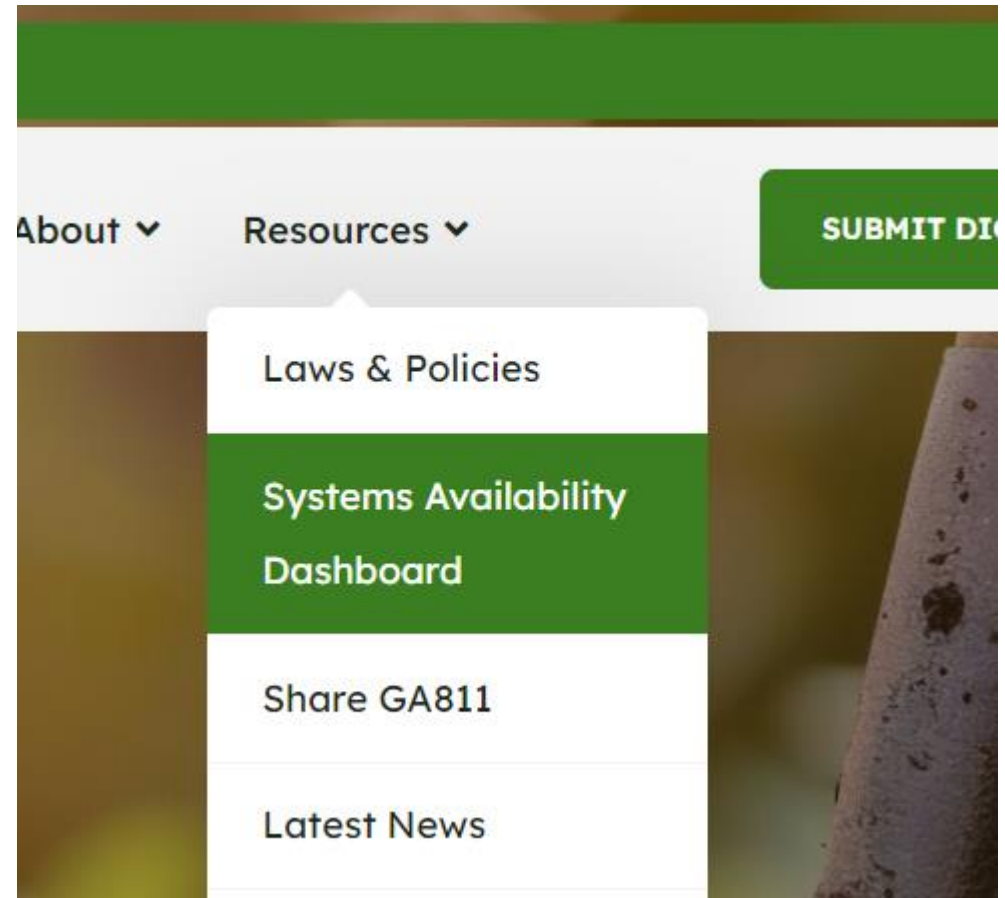
## **Employees:**

- Rick Bell, Director of Technology
- Jenna Stepp, Infrastructure & O365 Engineer
- Brad Marshall, Business Analyst
- April Uran, Business Systems Analyst
- Baldwin Pemberton, Technology Support Specialist





























































## Ever question the status of Georgia 811 systems?

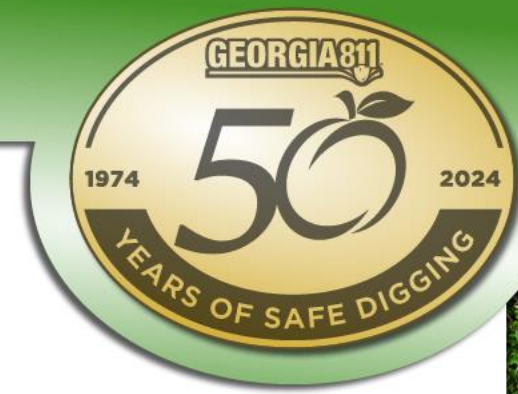
We got you covered with our Systems Availability Dashboard. This helpful tool can be found on the website under the Resources drop down menu. This is a quick way to check and see the real-time status of our critical systems.





Name	12:00 PM	11:00 AM	10:00 AM	9:00 AM	8:00 AM	7:00 AM
Call Center						
Call Center - After Hours						
eRequest						
Geocall - Mobile App						
GeoCall - Portal						
GeoCall - PRIS Responses						
GeoCall - Service Area Editor						
GeoCall - Ticket Creation						
Geocall - Ticket Delivery						
Georgia 811 Online Learning						



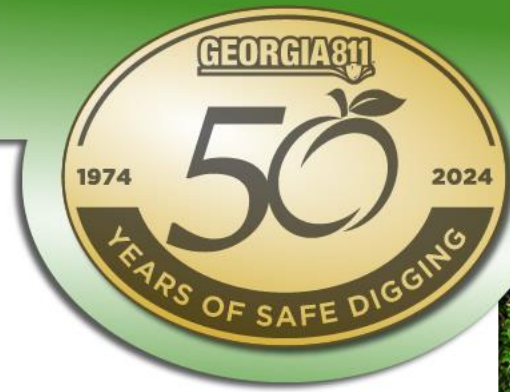


# Enterprise Services

**Description:** responsible for the technologies that support the core services of Georgia 811, such as ticketing with GeoCall and eRequest, and reporting with ThoughtSpot. Services include cloud engineering, GIS maintenance, automation, performance monitoring and alerting, as well as troubleshooting and problem management.

## Employees:

- Greg Abernathy, Senior Business Intelligence Analyst
- Matt Schorr, Senior GIS Application Architect
- Will Chesson, Software Engineer



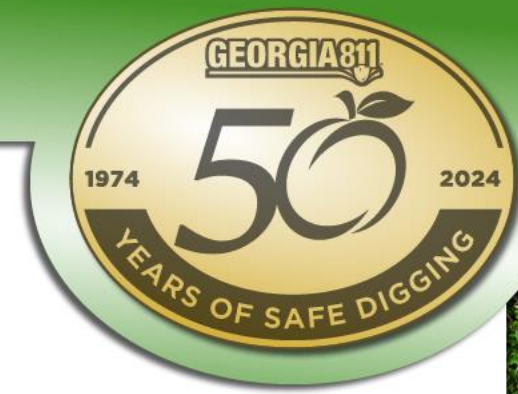
# Member Services

**Description:** Supports nearly all activities, offering high-quality care to both internal and external stakeholders. Despite its small size, the department prioritizes delivering excellent customer service at every opportunity.

## **Employees:**

- Michelle Madding, Supervisor
- Melissa Kimsey, Senior Member Services Coordinator
- Christina Hix, Member Services Coordinator
- Salie Johnson, Member Services Coordinator





# Essential Functions

- **Set up** new members in GeoCall.
- **Maintain member database** to ensure accurate contact information and ticket delivery destinations.
- **Create online accounts** for members to respond to tickets in PRIS and update service area maps.
- **Guide members** in using the Service Map Editor and assist with service area map updates.
- **Notify members** when they are missing on tickets and assist excavators with getting the facility located.

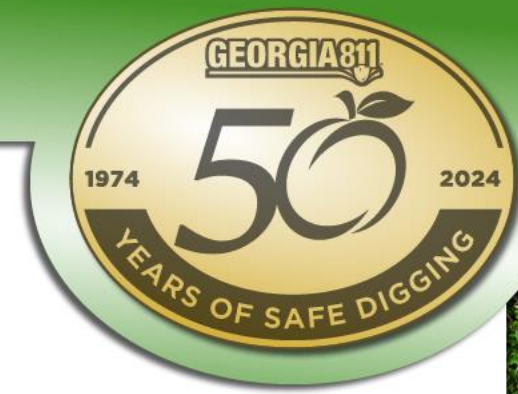
# Liaison Department

**Description:** responsible for being an educational resource for all stakeholders involved in damage prevention or excavation work in the state of Georgia. Responsible also for assisting with member outreach, damage prevention training and attending community and industry events.

## Employees:

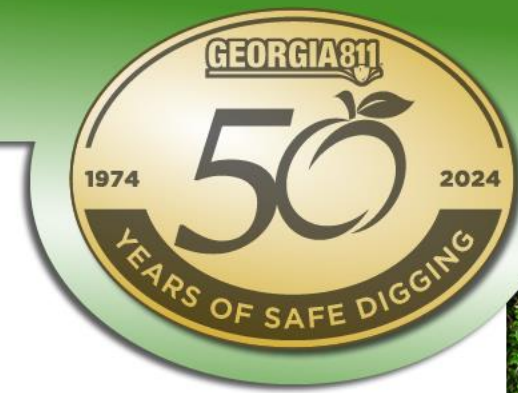
- Holly Files, Liaison Director
- Becky Kinsey, Senior Liaison Manager
- Terry McLaurin, Liaison Manager
- O'tania Jenkins, Liaison Manager
- Brenden Cote, Liaison Manager





# Current Training

- Member Outreach
- Thought Spot Training
- On-Site Damage Prevention Training
- On-Line Georgia 811 Competent Person Training  
(available in English & Spanish)



# Corporate Communications

**Description:** responsible for developing, cultivating and maintaining Georgia 811's identity and brand image. The team works to provide initiatives to mold company image, communicate with internal and external audiences, and sustain a long-term positive reputation.

## **Employees:**

- Megan Estes, Director
- Brian Crews, Content & Production Manager
- Fiona Bowen, Communications Specialist
- Maria Copeland, Education Administrator



# PLANNING TO GET DIRTY?



**CONTACT 811 BEFORE YOU DIG**

...to have your utility lines marked AND help protect yourself from injuries and expense. It's FREE and it's the LAW.



## New in 2024

- High Voltage Safety Act training
- Website Refresh: Share GA811, Annual Events
- Fix This, Build That
- Updated Homeowner Postcard
- Digital Campaigns
- 50th Anniversary Campaign

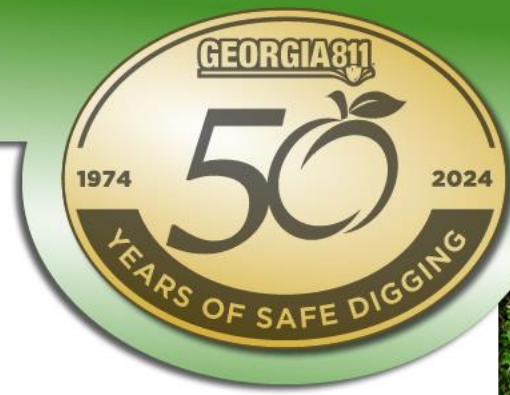


# Digger Dog

- School Shows: 69
- Community Events: 33
- Students: 7,262
- Total Outreach: 1,072,581







# Safe Digging Proclamations

## \$250 Winners

### **Barrow Co UCC (Region 1)**

Safe Digging Month  
Proclamations:

- City of Auburn
- City of Winder

### **Gwinnett Co UCC (Region 1)**

Safe Digging Month  
Proclamations:

- City of Lawrenceville
- City of Norcross
- City of Peachtree Corners

# Safe Digging Proclamations

## \$250 Winners

### **Hall Co UCC** (Region 1)

Safe Digging Month  
Proclamations:

- City of Gainesville
- Hall County

### **Jackson Co UCC** (Region 1)

Safe Digging Month  
Proclamations:

- City of Commerce
- Jackson County



# Safe Digging Proclamations

## \$250 Winners

### **Augusta/Columbia Co UCC** (Region 2)

Safe Digging Month  
Proclamations:

- Columbia County
- City of Harlem

### **Fayette Co UCC** (Region 3)

Safe Digging Month  
Proclamations:

- Fayette Co Fire & Emergency
- Town of Tyrone



# Safe Digging Proclamations

## \$250 Winners

### **Cobb Co UCC (Region 7)**

Safe Digging Month  
Proclamations:

- Cobb EMC
- City of Powder Springs

### **North Fulton UCC (Region 7)**

Safe Digging Month  
Proclamations:

- City of Alpharetta
- City of Johns Creek



# Safe Digging Proclamations \$250 Winners

**Clayton Co UCC (Region 7)**

811 Day Proclamations:

- City of Jonesboro
- City of Riverdale



# Safe Digging Proclamations \$500 Winner

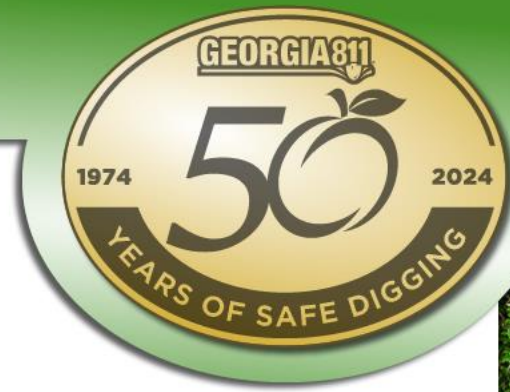
**Newton Co UCC (Region 2)**

Safe Digging Month  
Proclamations:

- City of Covington
- City of Mansfield
- City of Newborn
- Newton County







# Contact Center

**Description:** manages stakeholder interactions across multiple channels- self-service systems, voice, email, and chat.

## Employees:

- Shannon Palmiter, Director
- Jessica Baker, Supervisor
- Melinda Butler, Supervisor
- Scott Blair, Supervisor
- Tieahs Anderson, Supervisor
- 4 Senior Specialists
- 10 Specialists
- 31 Customer Service Representatives



### Excavators Login

Professionals with accounts have full access to submit, update and manage tickets. If you wish to have access, visit the Online Ticket Training page.

# How can YOU further prevent damages?

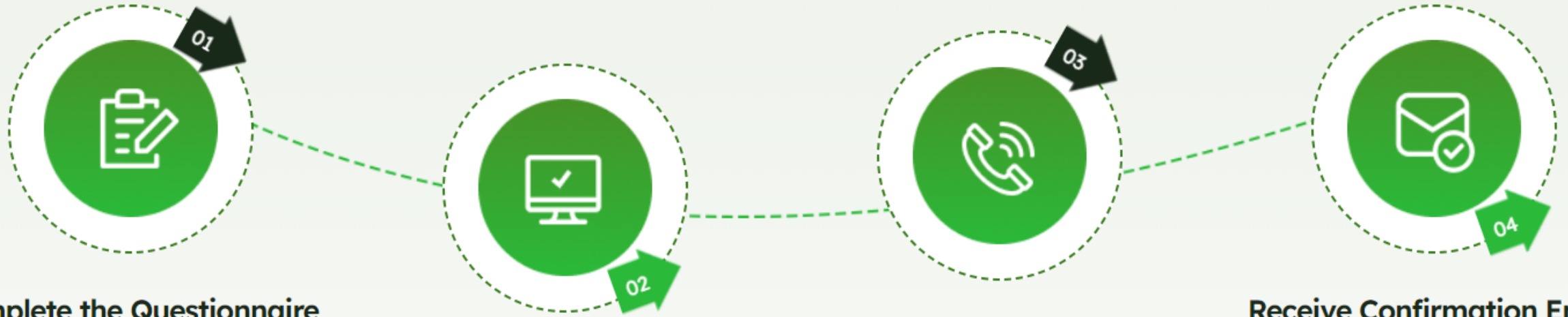






LARGE PROJECTS LOCATE ONLINE LOCATE

# Request Process



## Complete the Questionnaire

Fill out all the required fields in the questionnaire form.

## Submit Form

Your questionnaire will be sent to one of the Georgia 811 Large Project Customer Service Representatives for processing.

## Await Confirmation Call

The Large Project CSR will contact you by phone to verify the information you provided and issue your Large Project Meeting Notification. You will be contacted no later than 12 business hours (Mon - Fri) of receipt.

## Receive Confirmation Email

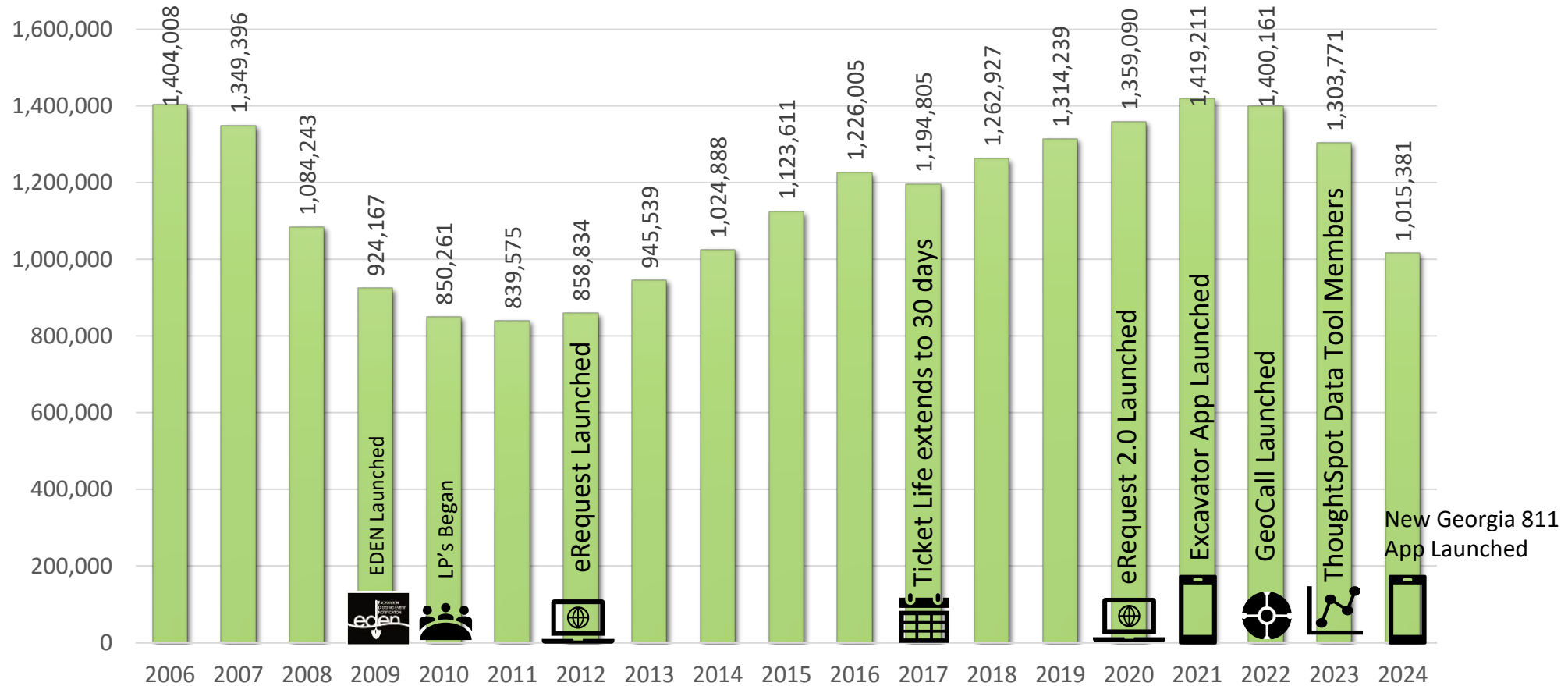
Once the Large Project CSR has processed your request and all information has been confirmed including the date, time, and location of your meeting, you will receive a copy of your request by email.



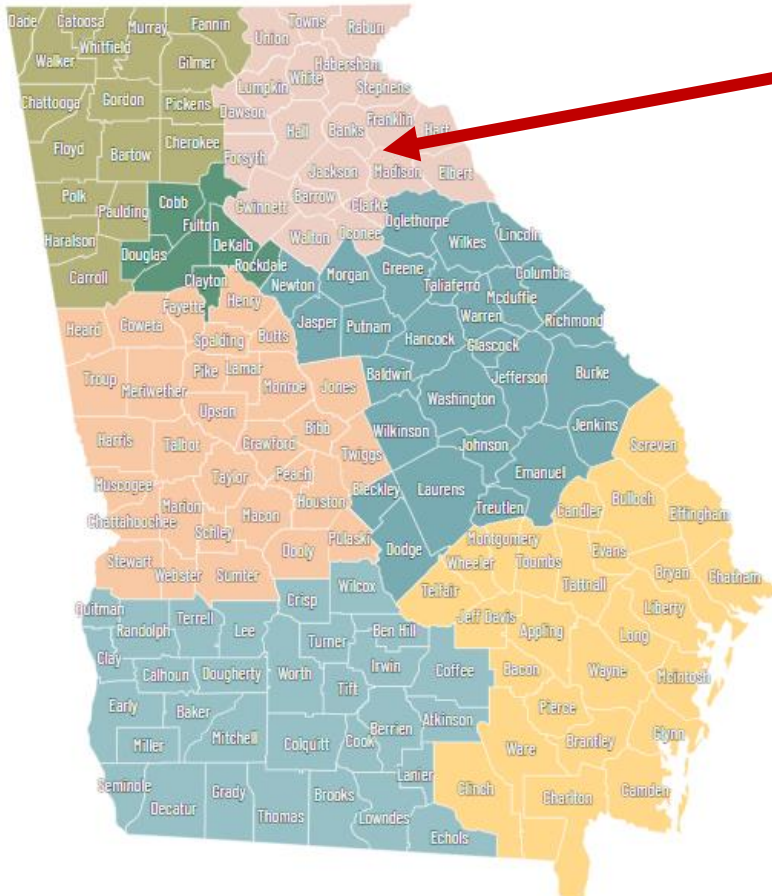


# Statewide Total Ticket Volumes

**0.8% Increase from YOY Jan – September 2023 to 2024**



# GUCC and GDOT Region 1

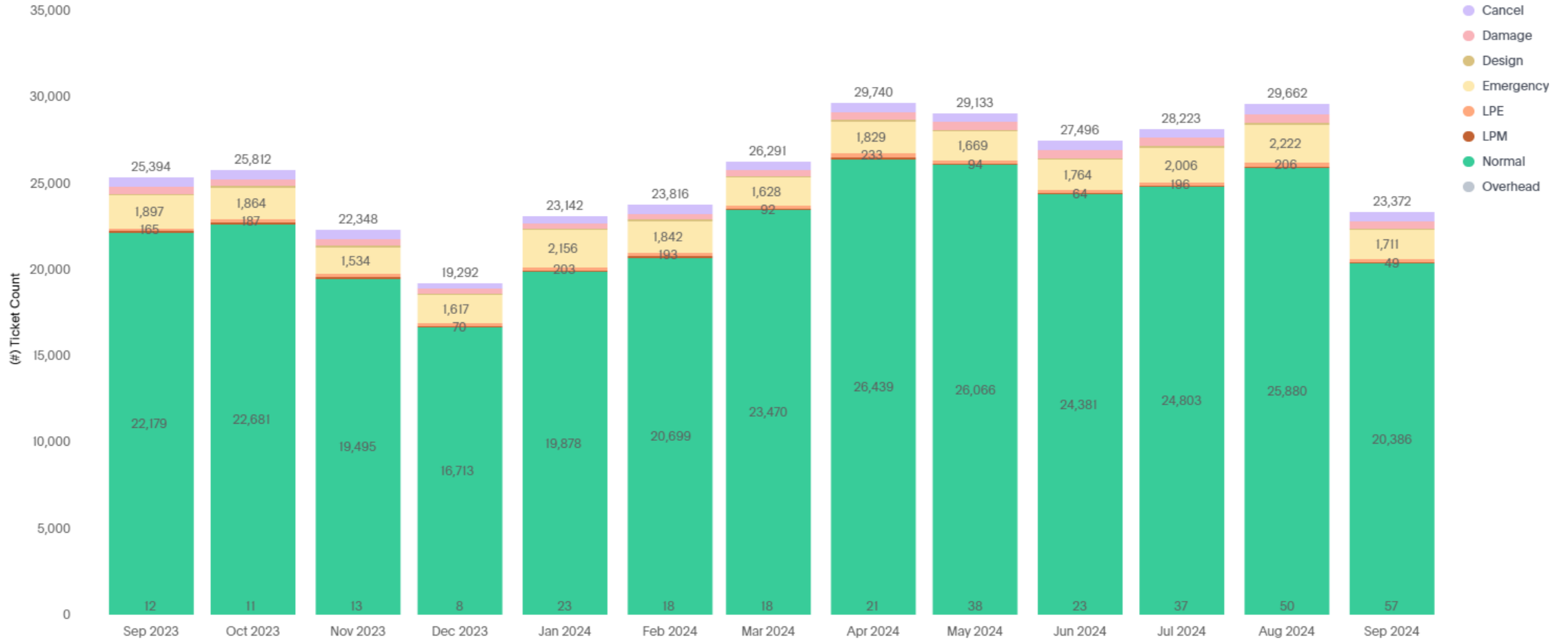


- Dawson, Forsyth, Gwinnett, Hall, Barrow, Clarke, Jackson, Oconee, Walton, Banks, Elbert, Franklin, Hart, Madison, Stephens, Habersham, Lumpkin, Rabun, Towns, Union, White
- Regions 1 Liaison: Becky Kinsey
  - [bk Kinsey@georgia811.com](mailto:bk Kinsey@georgia811.com)
  - 404-375-6209



# Total Ticket Volumes – Region 1

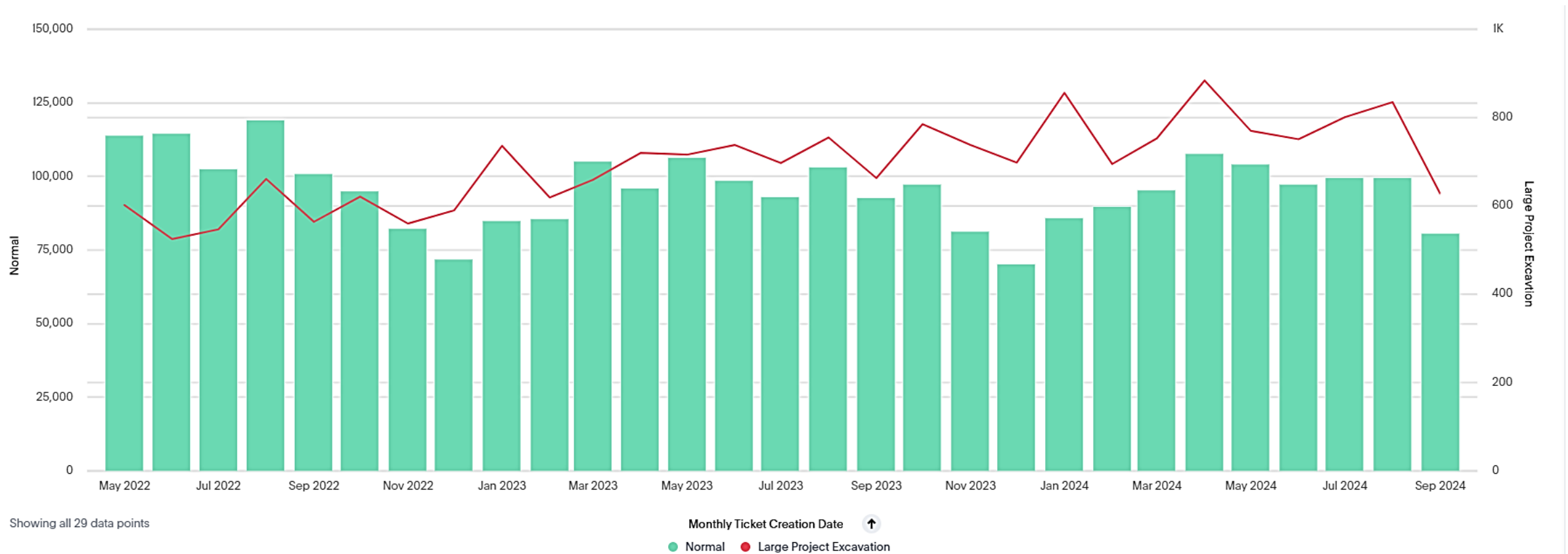
## 01/01/2023 – 09/27/2024



Showing all 104 data points

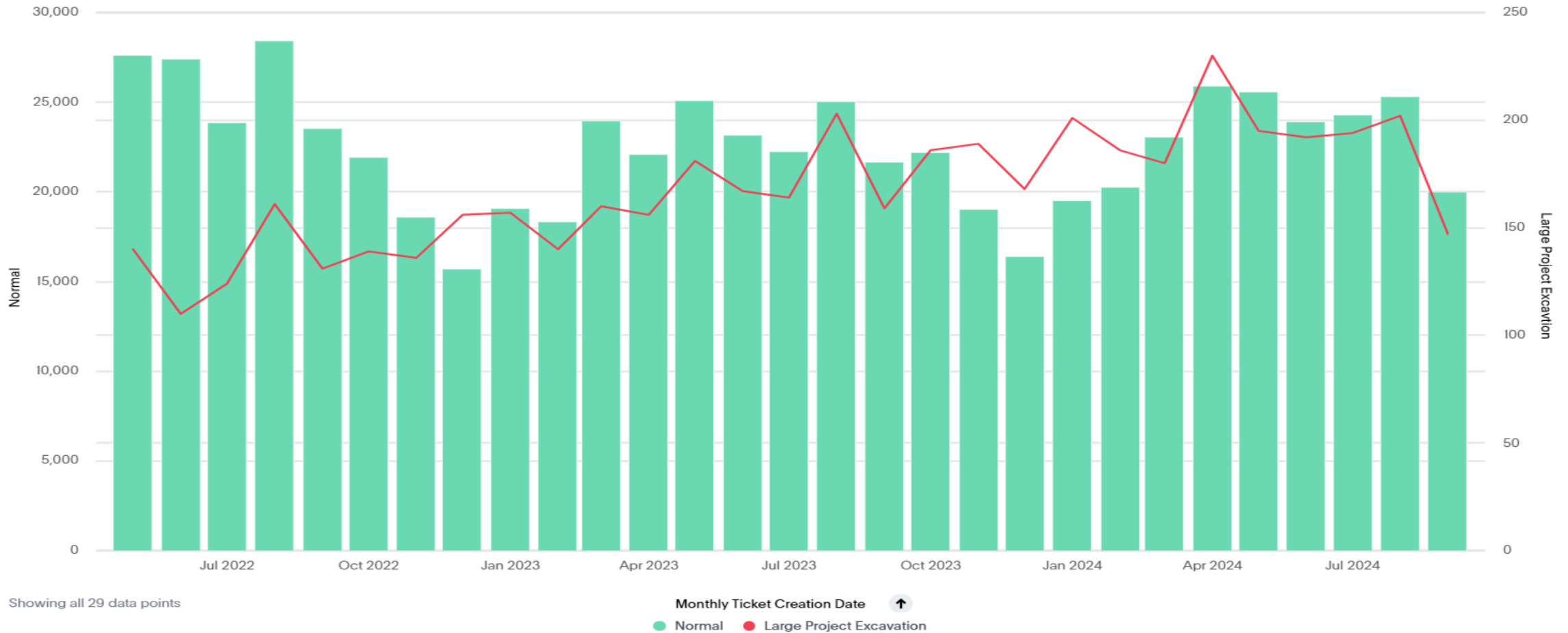
Monthly Ticket Creation Date

# Statewide Normal Tickets v. LP Excavation Tickets



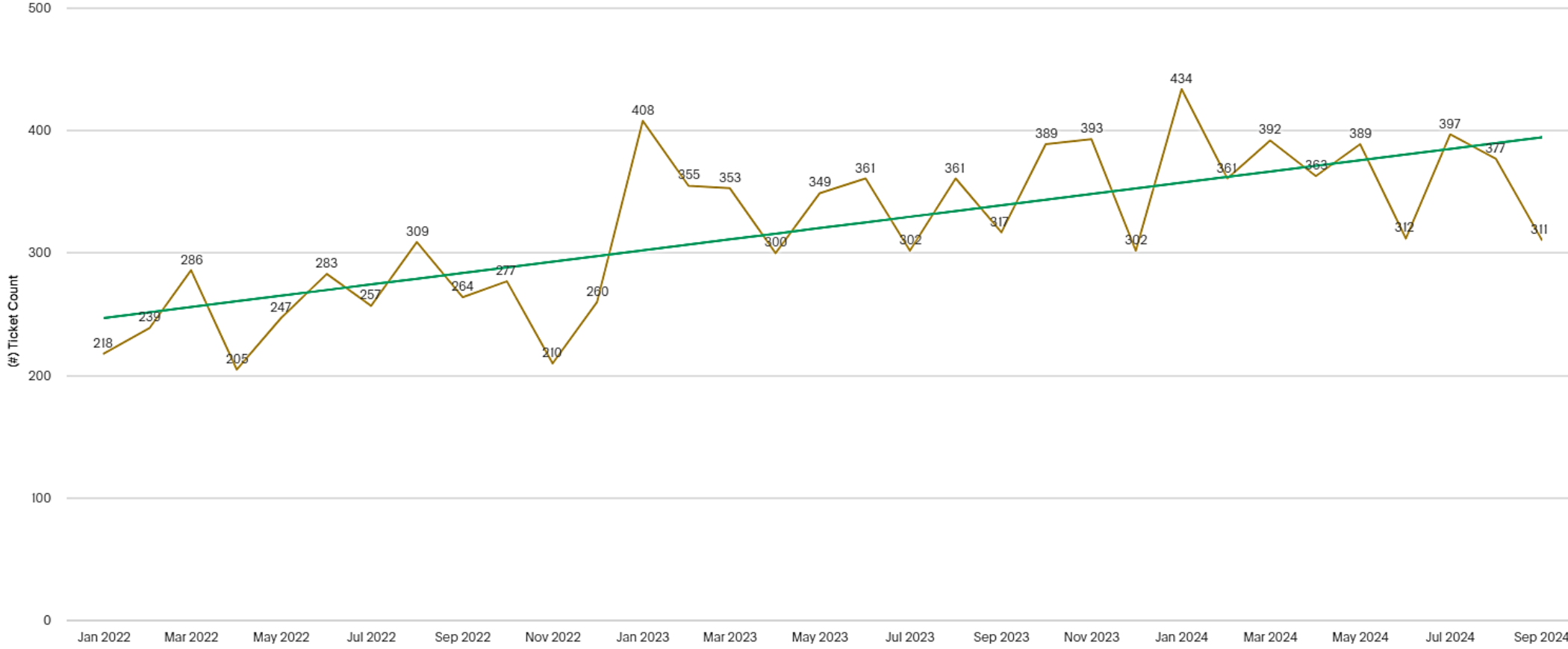


# Normal Tickets v. LP Excavation Tickets Region 1



# Statewide Large Project Meeting Volumes

01/01/2022 – 09/30/2024

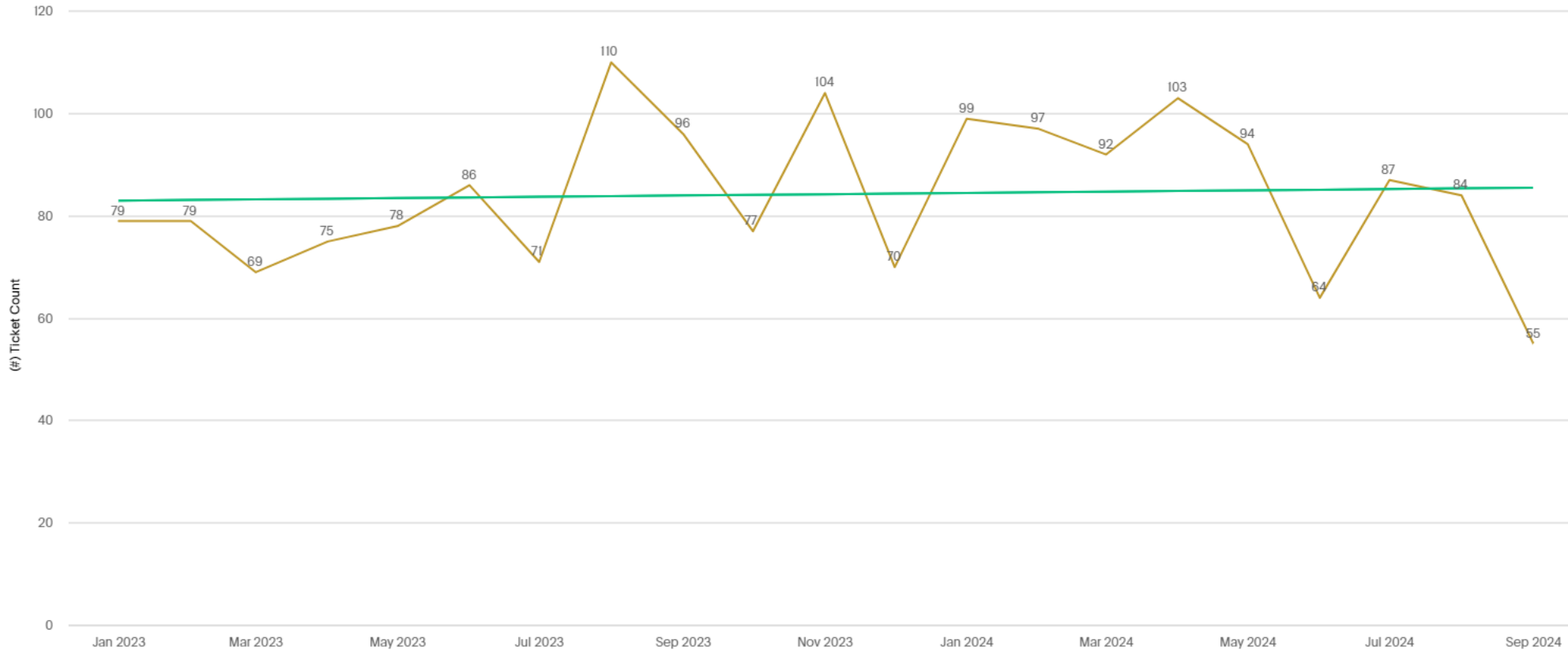


Showing all 33 data points

Monthly Ticket Creation Date



# Large Project Meeting Volumes Region 1 - 01/01/2023 – 09/30/2024

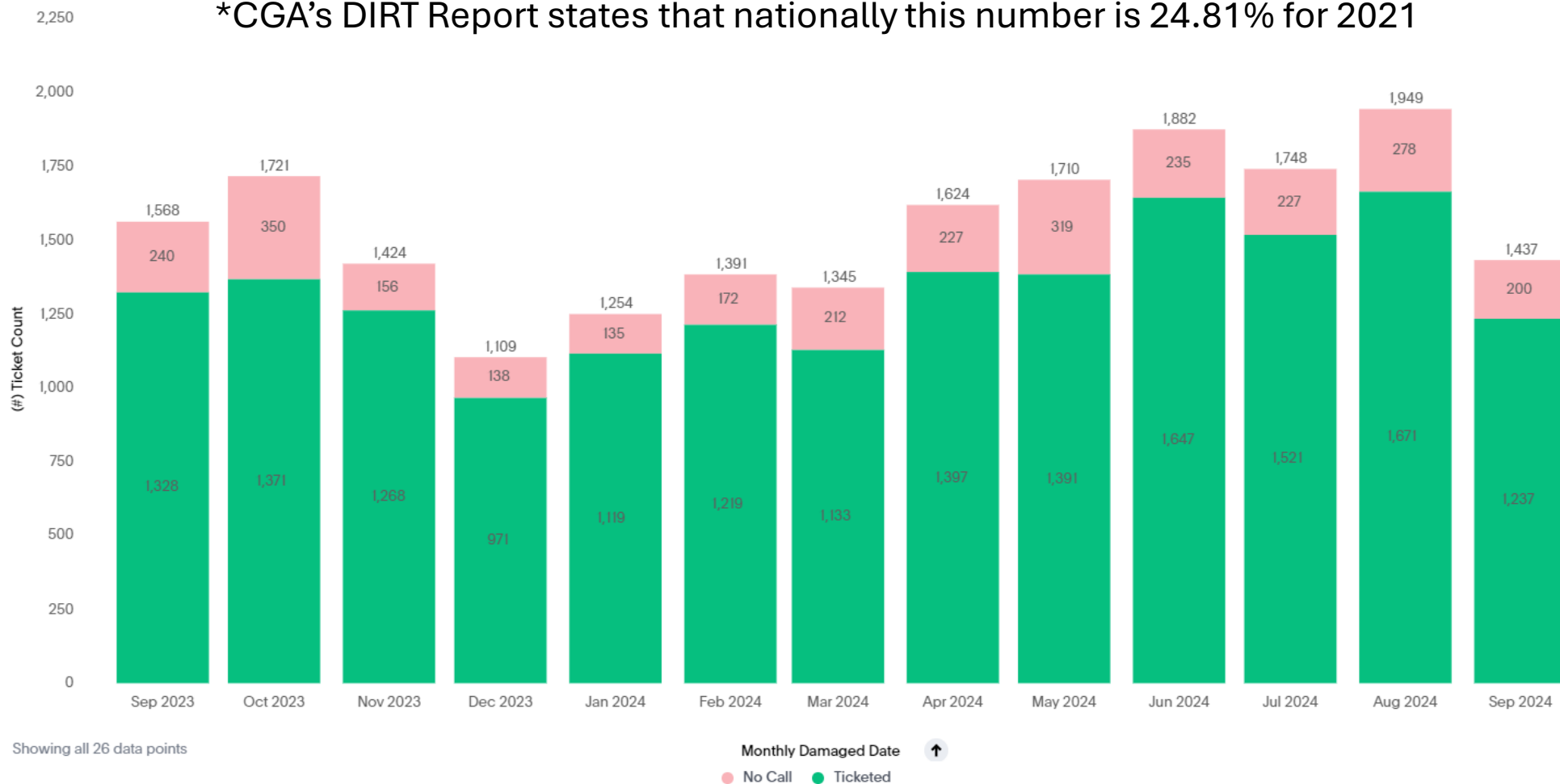


Showing all 21 data points

Monthly Ticket Creation Date

# Statewide No Ticket Damages vs. Damages with a Ticket

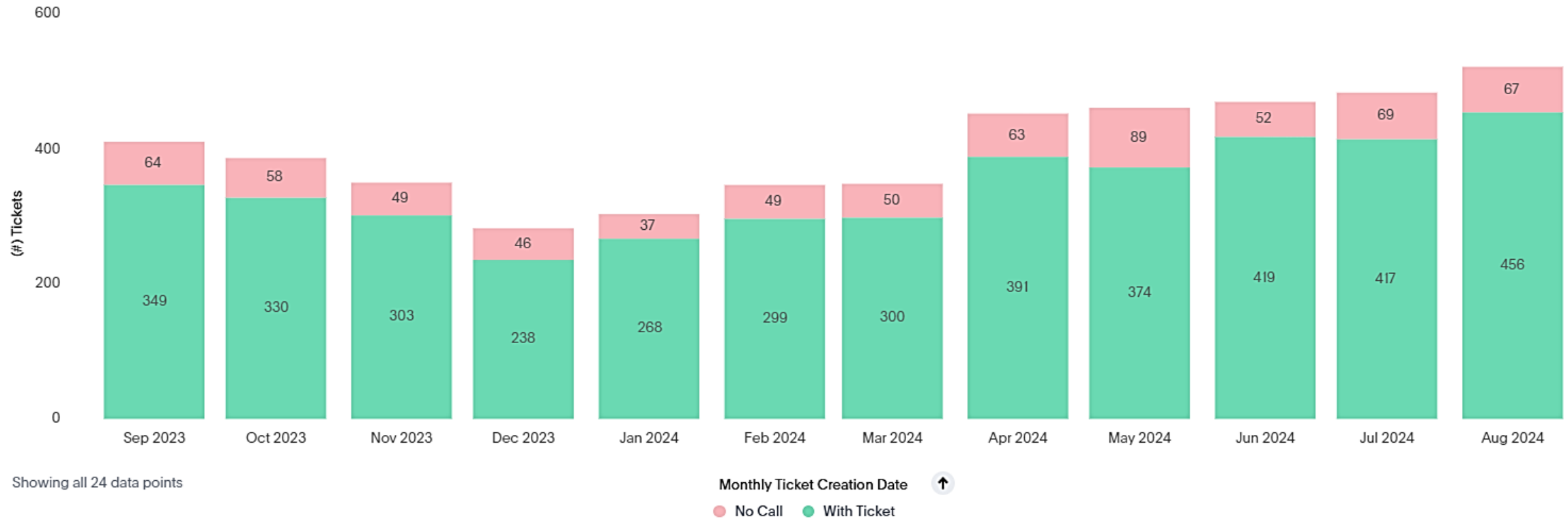
\*CGA's DIRT Report states that nationally this number is 24.81% for 2021





# No Ticket Damage vs. Damages with a Ticket | Region 1

\*CGA's DIRT Report states that nationally this number is 24.81% for 2021





## Georgia Utility Coordinating Council

### 16 Stakeholder Groups Represented

- Georgia 811 is one Stakeholder

### 40+ local meetings (UCC) across 7 regions – monthly/bimonthly

- Total of 430 meetings annually

### 1 Annual Statewide Conference

### 15 Statewide Active Committees

[www.Gucc.com](http://www.Gucc.com)



Locate Rodeo Scholarship

Clear Roadside

Marketing/Education/Communications

Corrosion

Cross Bore

Directory

DOT Liaison

Legislative

Life Member

Oversized Load

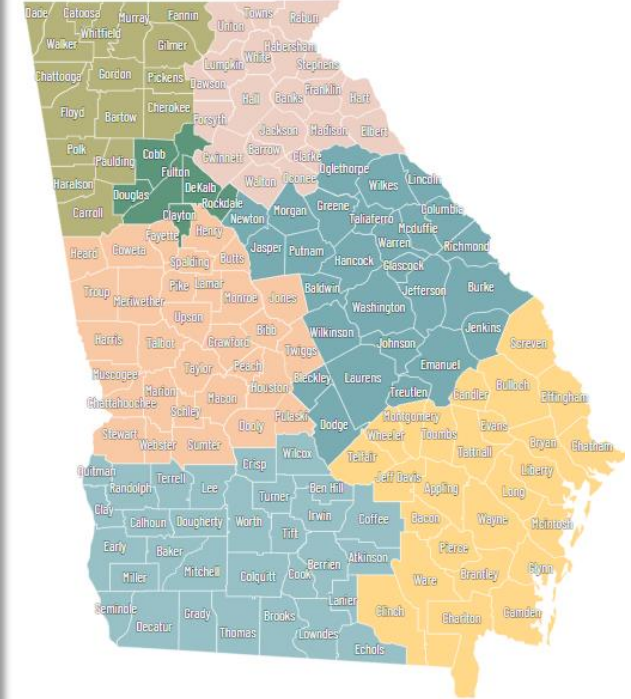
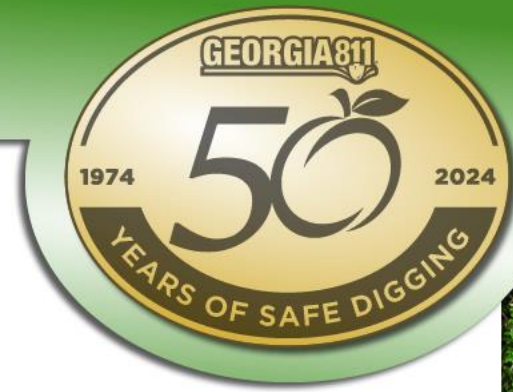
Placement Standards

Policies, Procedures & Guidelines

Conference/Programs

Safety

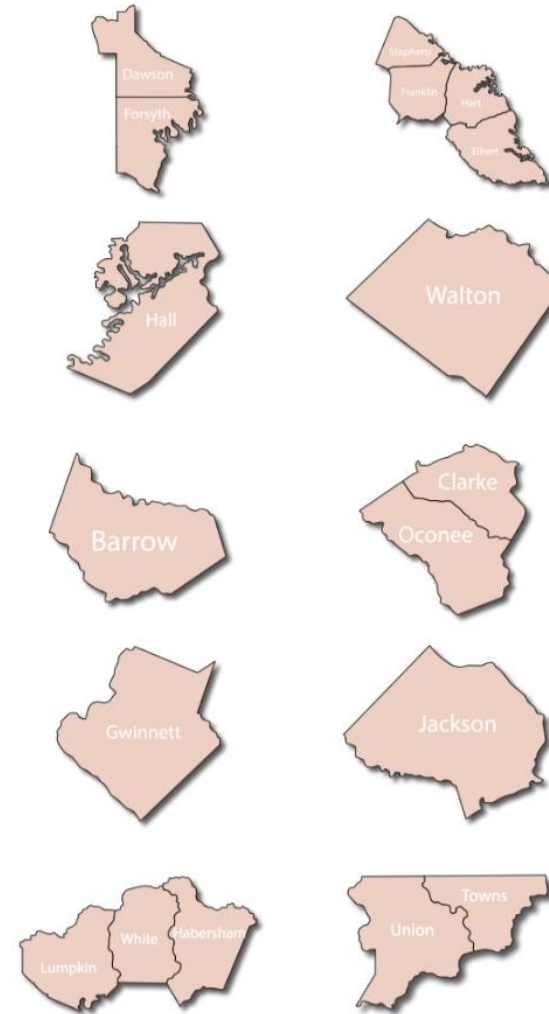
Traffic Control

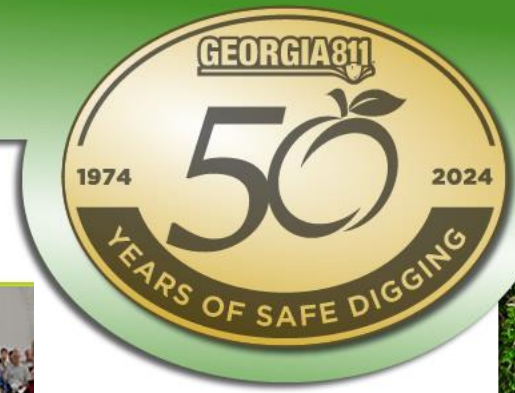




## Local UCCs in Region 1

- Barrow County
- Clarke/Oconee
- Dawson/Forsyth
- Stephens/Franklin/Hart/Elbert
- Gwinnett
- Jackson
- Hall
- Walton
- Lumpkin/White/Habersham
- Union/Towns





## What We Do



## About CGA

Established in 2000, CGA is committed to saving lives and preventing damage to North American underground infrastructure by promoting effective damage prevention practices of today and tomorrow. CGA is a member-driven association of more than 3,200 damage prevention professionals in every facet of the underground utility industry. Membership in the CGA is open to all stakeholders with a genuine interest in reducing damages to the underground infrastructure. CGA's top-tier members represent some of the largest companies and organizations in North America.

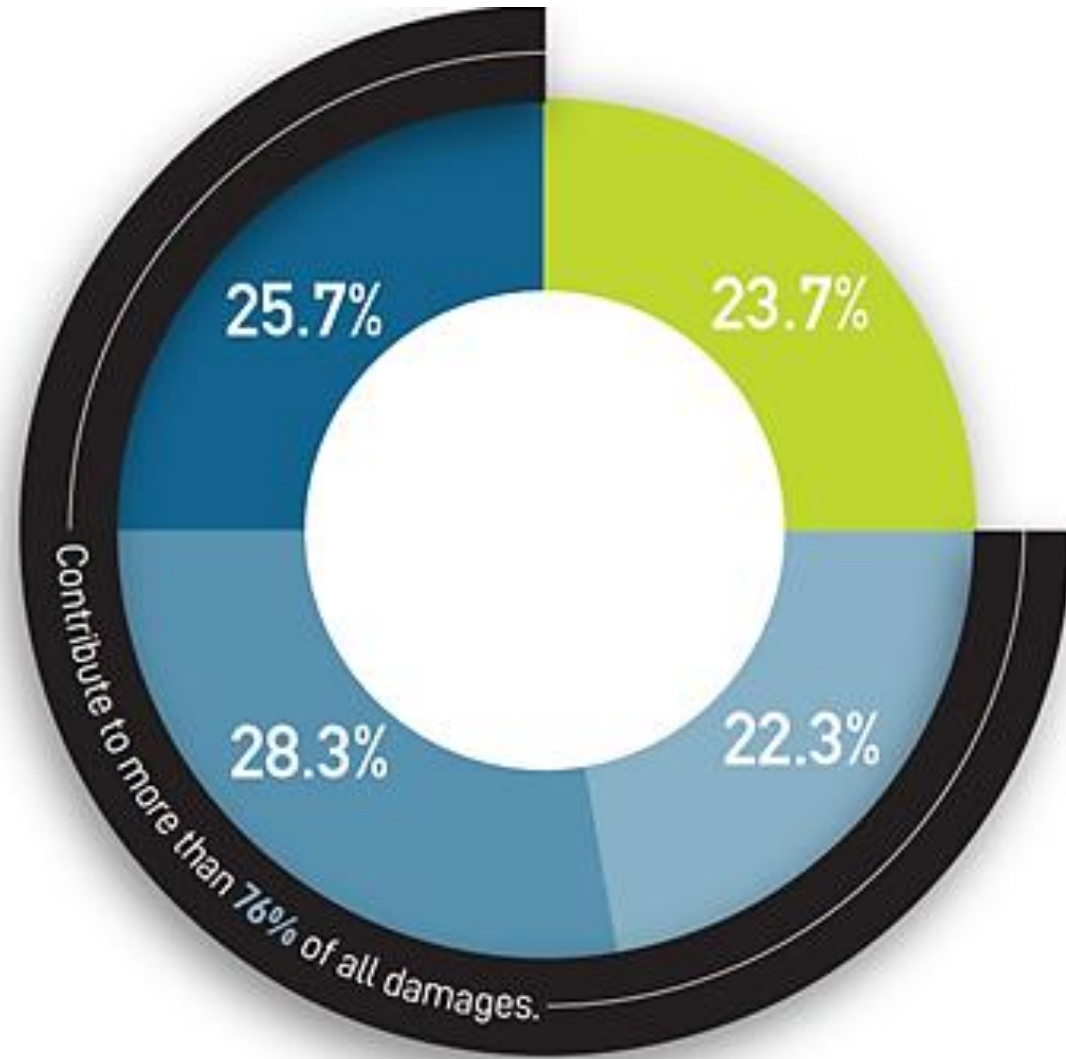
CGA is managed by the association's Board of Directors, and its staff is led by President and CEO Sarah Magruder Lyle. In promoting a spirit of shared responsibility, the CGA welcomes all stakeholders who would like to be a part of finding solutions to our damage prevention challenges. Any best practice or program endorsed by the CGA comes with consensus support from experts representing the following stakeholder groups: Excavators, Locators, Road Builders, Electric, Telecommunications, Oil, Gas Distribution, Gas Transmission, Railroad, One Call, Public Works, Equipment Manufacturing, State Regulators, Insurance, Emergency Services and Engineering/Design.

**CGA**  
**Mission**  
The Common Ground Alliance is dedicated to preventing damage to underground utility infrastructure and protecting those who live and work near these important assets through the shared responsibility of our stakeholders.





### 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