





GEORGIA811

DAMAGE PREVENTION SUMMIT



### 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 1inch 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



### 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

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

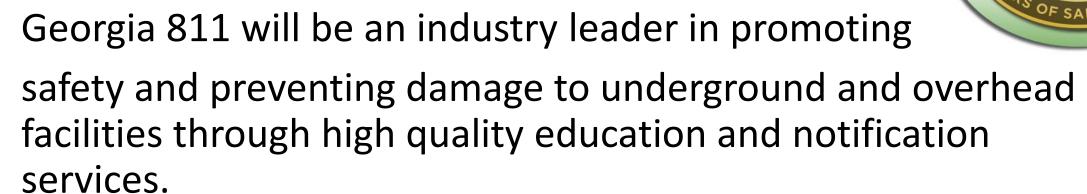
For each notice of a digging project we notify, on average 7 members where the dig will take place.







#### **Mission**







Stakeholder Engagement

Communication, relationship and enhance partnerships



Education

Training content and build awareness of that content



Legislation

Education, influence and compliance



Operations and Technology

Business Intelligence – Work force management, CRM

Data and Analytics – Thoughspot data, survey data, Employee Engagement, etc..



Staff and Board Development

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

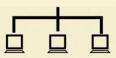
A few functions we don't do: Excavate, Operate Utilities and Locate Underground Lines or Enforce Georgia's Dig Law (GUFPA)

# The Life of a Locate Request

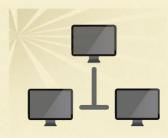












Excavation is planned.

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.

Affected GA811 members respond to each locate request.

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







#### 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

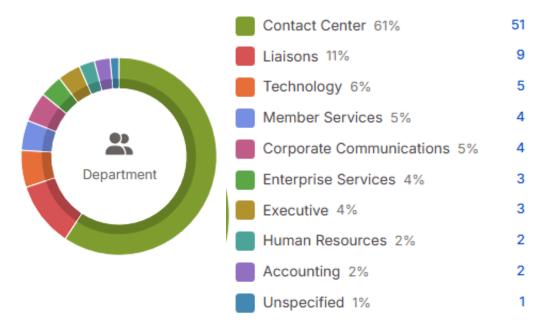
1ST OFFENSE \$1,000 SUBSEQUENT OFFENSE \$3,000



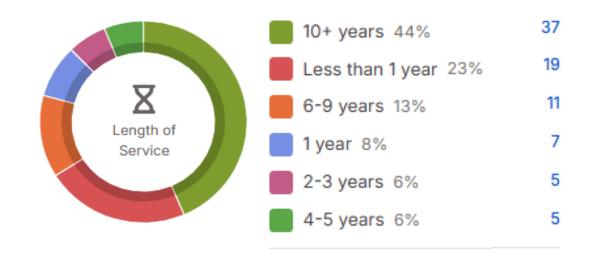


### Employees – as of April 2025

84 Total Employees



Length of Service





# 1974 2024 LEFARS OF SAFE DIGGING

### Governance: Board of Directors

- Chair Lisa McKnight,
   City of Lawrenceville
- Joe Caubo,
   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
- Nando Quiñones,
   Georgia Power Company
- Jim Laplander,
   City of Savannah Water Resources
- Frankie Rigdon,
   Ellijay Telephone Company (ETC Now)
- Rich Johnson,

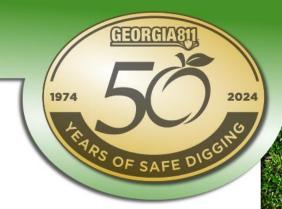
  AT&T





# 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





## 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
- Annual budget approved by Board each 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:**

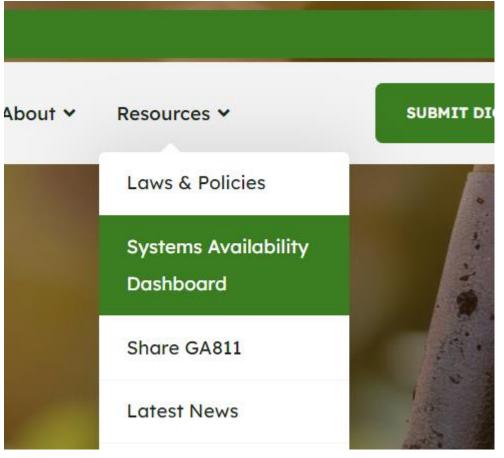
- Rick Bell, Director of Technology
- Jenna Stepp, Infrastructure & O365
   Engineer
- Brad Marshall, Business Analyst
- April Uran, Business Systems Analyst
- Baldwin Pemberton, Technology Support Specialist



# 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
- Dawn Askey, Member Services Representative





### **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
- Salie Johnson, Liaison Manager





## **Current Training**

- Member Outreach
- User Portal Training
- Thoughtspot Training
- On-Site Damage Prevention Training
- On-Line Georgia 811 Competent Person Training (available in English & Spanish)
- Portal User Training Webinar (available in English & Spanish) & Self-Paced





## **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, Corporate Communications Director
- Brian Crews, Content and Production Manager
- Fiona Bowen,
   Communications Specialist
- Maria Copeland, Education Administrator









### New in 2025

- Excavator Manuals
   Available in Print and
   Online
- New PSA Campaign
- Digital Campaigns
- Damage-Focused Email Campaigns
- Summits: Savannah, Augusta, Norcross





# The Digger Dog Utility Safety Show

- 45-minutes
- Free
- 2nd & 3rd grade
- Savannah area:
   December, week of St.
   Patrick's Day
- DiggerDog811.com







# Safe Digging Proclamations

### **County/City Proclamations:**

- Toolkit About/Annual Events
- Safe Digging Month & 811
   Day
- Free UCC Lunch











### **Contact Center**

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

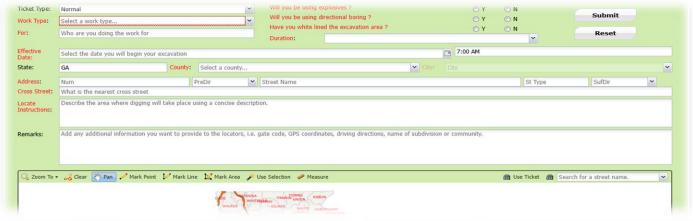
### **Employees:**

- Jessica Baker, Director
- Melinda Butler, Supervisor
- Piper Harvey, Supervisor
- Scott Blair, Supervisor
- Tieahs Anderson, Supervisor
- 4 Senior Specialists
- 2 Liaison Supports/Specialists
- 11 Specialists
- 31 Customer Service Representatives





# www.mygeorgia811.com





	<b>€</b> Request-
	w eRequest requirements on the Online Ticket Options page. It's important to remember that eRequests are not s and are first reviewed by Georgia 811 Contact Center Agents.
Browser Recommendation - eRequest sup	ports the following browsers and <i>may not</i> work properly with those not listed:
Chrome, Edge, Firefox, Safari	



# Mobile App



MOBILE APP

### **Download Instructions**

Search for "**Georgia 811**" in the Apple App Store or in Google Play to download the free app.

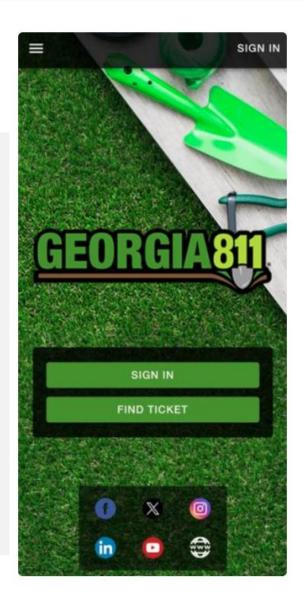
**Mobile App Minimum OS Versions:** 

iOS - 10.3

Android - 8.0











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.

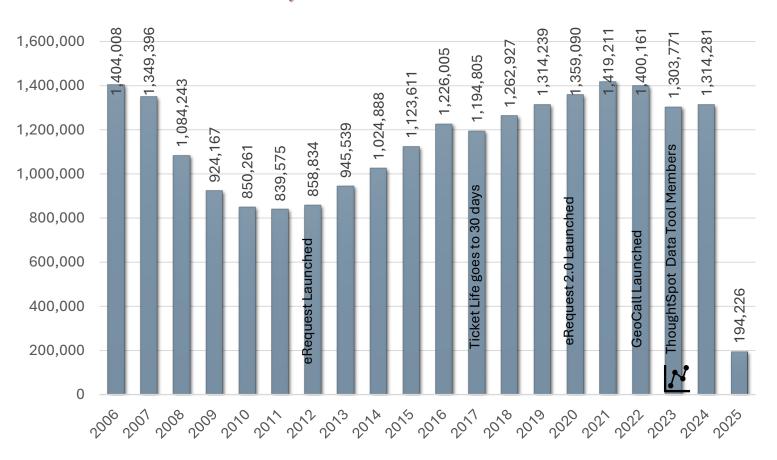


Once the Large Project CSR has processed your request and all information has been confirmed including the date, time, and location of your meeting, you will receive a copy of your request by email.



### Statewide Total Ticket Volumes

-7.1% Decrease from YOY Jan - Feb 2024 to 2025 194,226 Total Tickets



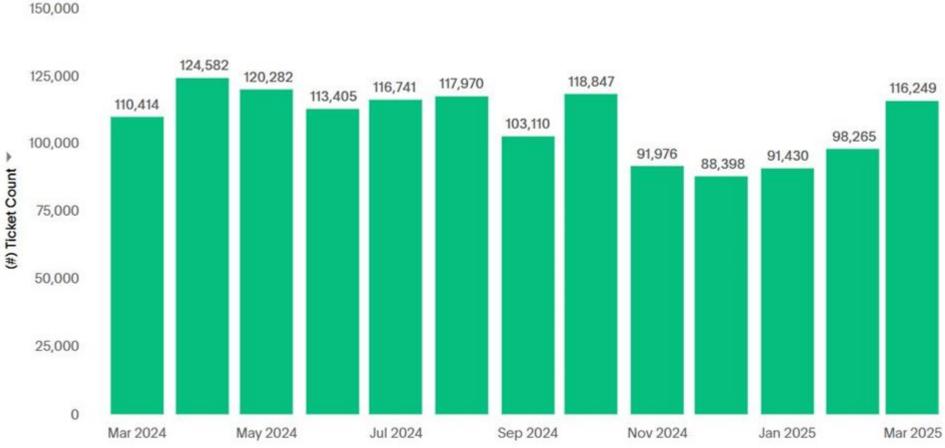






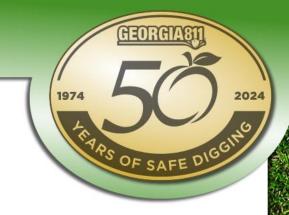
### Statewide Total Ticket Volumes

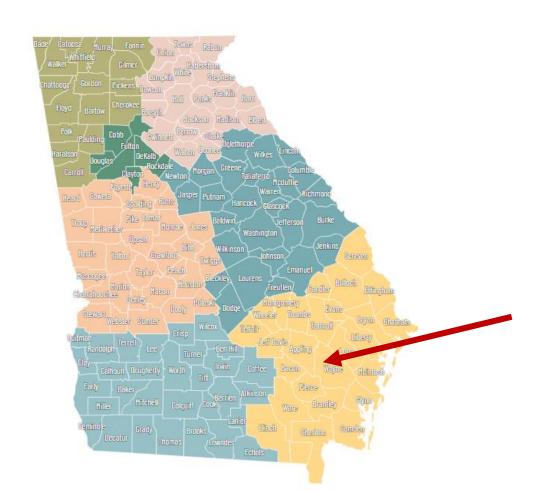
March 2024 – March 2025





# GUCC and GDOT Region 5





- Bryan, Bulloch, Chatham, Glynn, Wayne
- Region 5 Liaison: Brendan Cote
  - Bcote@Georgia811.com
  - 404-644-5447



# Total Ticket Volumes – Region 5 March 2024 – March 2025



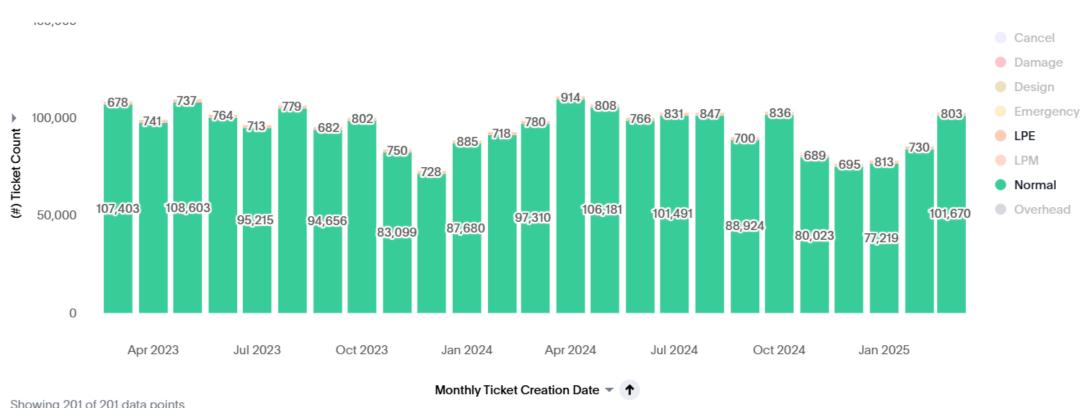


Monthly Ticket Creation Date ▼ ↑



### Statewide Normal Tickets v. LP Excavation Tickets

March 2023 – March 2025

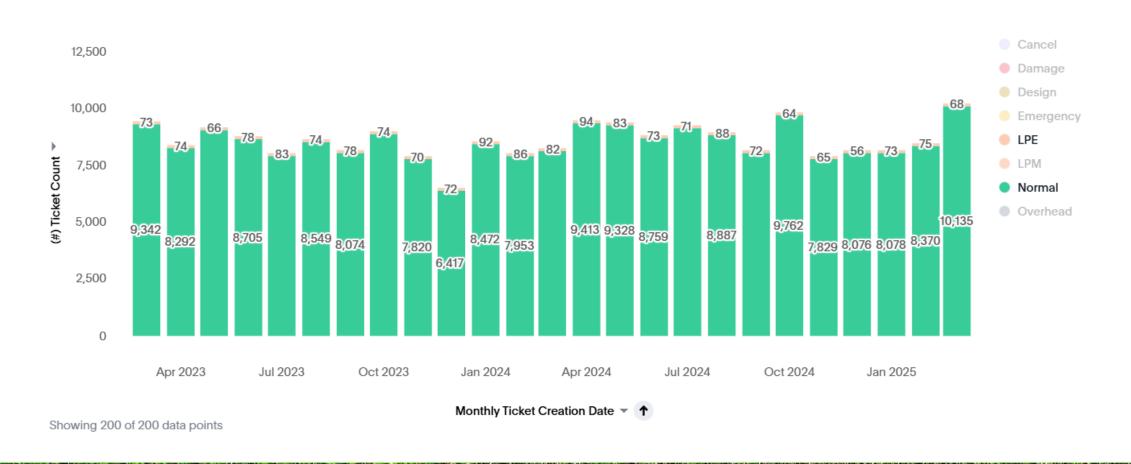




### Normal Tickets v. LP Excavation Tickets - Region 5

March 2023 - March 2025

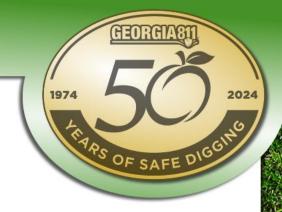






### Statewide Large Project Meeting Volumes

March 2023 - March 2025



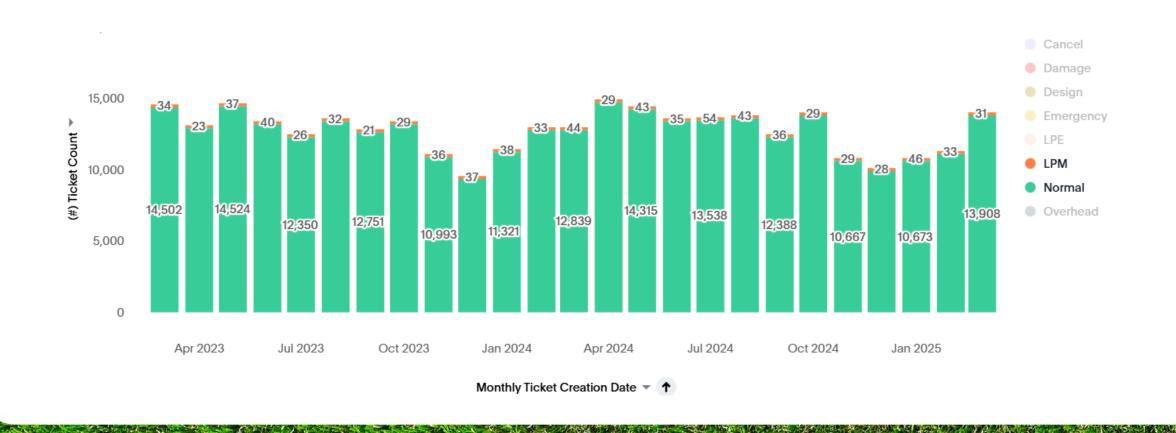




# Large Project Meeting Volumes - Region 5

March 2023 – March 2025







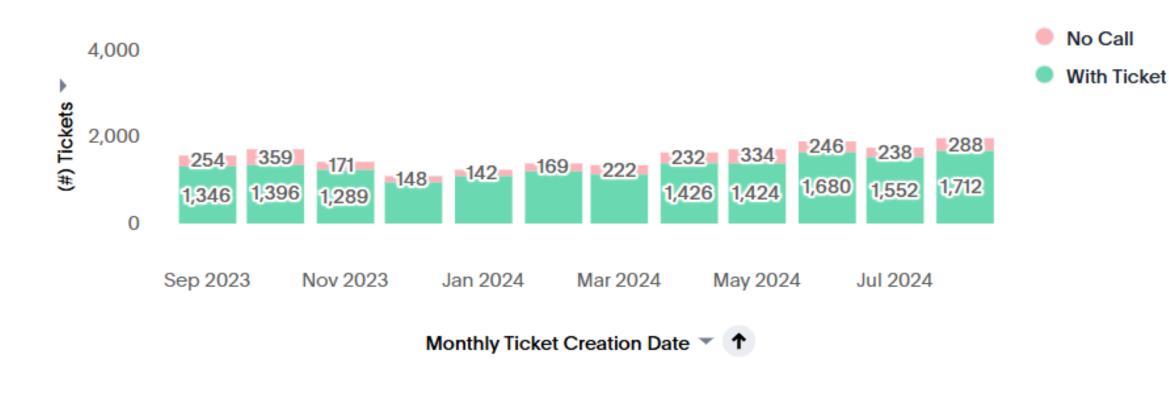
# Statewide No Ticket Damages vs. Damages with a Ticket

GEORGIASII

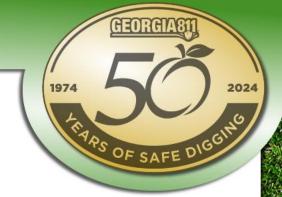
2024

LEPARS OF SAFE DIGGING

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

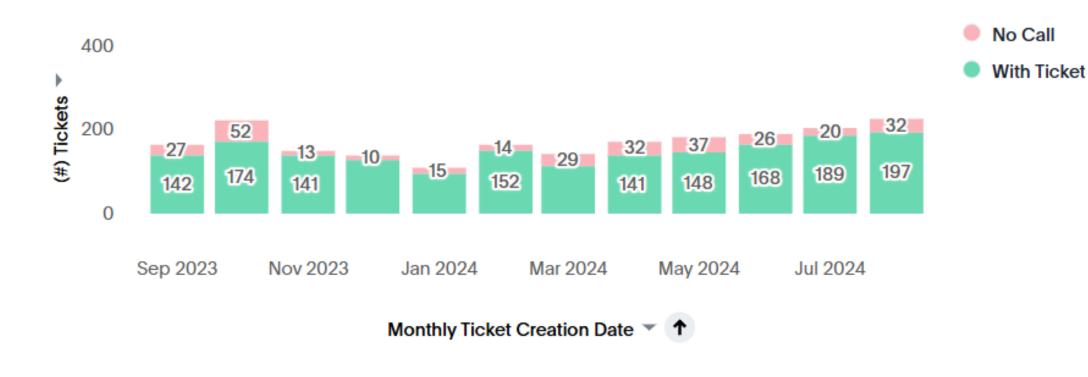






# No Ticket Damage vs. Damages with a Ticket | Region 5

\*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

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











#### **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.

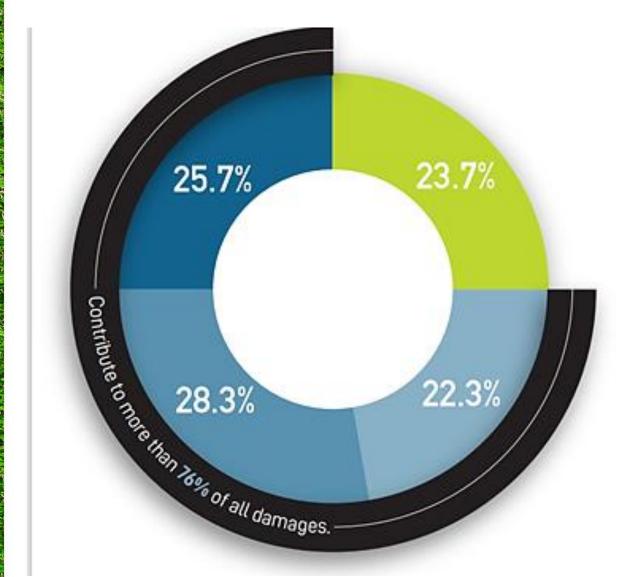
CGA is managed by the association's Board of Directors, and its staff is led by President and CEO Sarah Magruder Lyle. In promoting a spirit of shared responsibility, the CGA welcomes all stakeholders who would like to be a part of finding solutions to our damage prevention challenges. Any best practice 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







