

**IOWA** 

**ONE CALL** SM The Official Newsletter of Iowa One Call

**Vol. 26, No. 2.**

# Excavator

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# WHAT'S UP BELOW

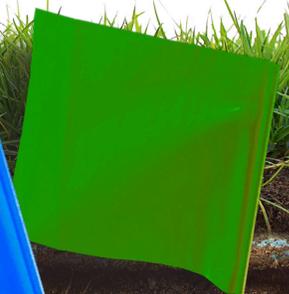


## Locate Ticket Status Protocols

*(Tickets Are Completed, Never Closed)*

Locating personnel who “close” a locate ticket instead of completing the ticket are not adequately following proper protocols. Underground facility operators – including any affiliated third-party contract locators – who receive locate tickets transmitted from the Iowa One Call center must respond to and complete said locate tickets; a requirement known as “positive response.” Reported incidents of locate tickets being closed out by locators due to unforeseen circumstances is an indication that some locators may not fully understand the proper ticket status protocols. Essentially, there are eight ways in which a locate ticket can be completed and then statused:

1. An underground facility operator may status a locate ticket as “clear” when the underground facility operator determines that no conflict exists between the underground facility operator’s underground facilities and the proposed excavation area.
2. Once a locator has effectively completed the locating and marking of their underground facilities contained within or near the proposed excavation area, the ticket should be statused as “marked.”
3. If in addition to completing the locating and marking of underground facilities, a locator also completes the locating and marking of any private facilities contained within or near the proposed excavation area, the ticket should be statused as “marked, including private.”
4. Locating personnel may contact an excavator to request alternative locating and marking arrangements – typically as a means to extend the time in which to complete the locating and marking process (i.e.: to complete the ticket). Any alternative locating and marking arrangements must be agreed to by both parties (the excavator must agree to the alternative arrangements presented by the locator). If an excavator agrees to a locator’s request for alternative locating and marking arrangements, the locator may status the ticket as “agreed to marking schedule.”



- When an underground facility operator or locating personnel determines that a meeting with the excavator at the proposed excavation area is necessary in order to complete the locating and marking process, the locate ticket may be statused as “standby required, not marked.” A standby is an important tool that allows a locator and an excavator to discuss any unforeseen circumstances and/or the specific details of the excavation prior to and even during the locating and marking process. The scheduling/coordination of the standby between a locator and an excavator should be expedited as not to prolong the original locating and marking timeline.
- Once the locating and marking has been completed by the locator during a standby (while the excavator is present) the ticket should be statused as “standby required, marked.”

**LOCATOR INFORMATION**

Past Work Start? N Ticket Locked? N Past Due Time: 04/15/16 16:00

Save, Return to Ticket List and Refresh View

Add Public Attachment

Save and Return to Ticket List

Public Attachments  
None

Save and Stay on This Ticket

Status  
Current Status: Not yet responded

Change Status: --

Save and Go To Next Ticket

Just Go To Next Ticket

- If the information presented by an excavator in a locate ticket is inadequate such that the locator cannot clearly and accurately determine the precise location of the proposed excavation area, the locator may status the ticket as “not marked, inadequate information.” Additionally, if the proposed excavation area has not been pre-marked using white paint, white flags, white stakes, or a combination thereof (“white-lined”), the locator may status the ticket as “not marked inadequate information.” It is the responsibility of the locator to then contact the excavator to coordinate any necessary actions required in order for the locator to complete the locating and marking process. Once the excavator has provided the necessary actions (e.g.: provided additional accurate descriptive information and/or white-lined the area) the locator will return to the proposed excavation area to complete the locating and marking.
- If a locator cannot gain access to the proposed excavation area, the locator may status the ticket as “not marked, no access” – e.g.: this may occur when the proposed excavation area is gated and locked. It is the responsibility of the locator to then contact the excavator to make the necessary arrangements to gain access to the proposed excavation area so that the locating and marking can be completed.

✓ --

- Agreed to marking schedule
- Clear
- Marked
- Marked including private
- Not Marked (Inadequate Information)
- Not Marked (No Access)
- Stand by required/Marked
- Stand by required/Not Marked

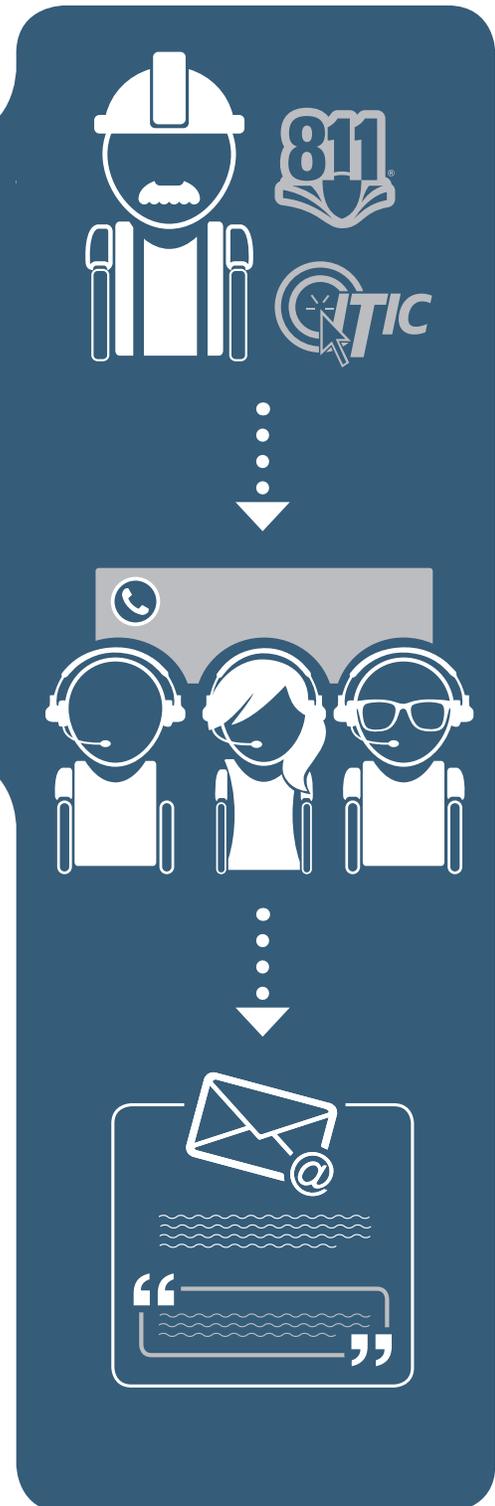
There is no ticket status option to “close” a ticket. It’s understandable why a locator may feel the need to close a ticket when the locator encounters difficulties resulting from unknown circumstances, or when an excavator fails to provide adequate information in the locate ticket. The proper course of action, as outlined above, is for the locator to select the appropriate option for completing a ticket and then communicate directly with the excavator to discuss and arrange any necessary actions or alternatives that will allow the locator to effectively complete the locating and marking process. Locators face challenging situations on a near daily basis, the most common of which are inadequately designed locate tickets, but also include a myriad of factors in the field, such as highly expansive construction projects, weather-related conditions, severe timeline limitations, available resources (limited locators in the field), and issues accessing proposed excavation areas that may be gated/locked, or inaccessible do to hazardous conditions. The fact that locators must complete each locate ticket does not alleviate excavators from their responsibilities. In fact, the actions of an excavator or lack thereof, are crucial to achieving effective ticket completion. Universally, damage prevention partnerships are never one-sided.

Typically, when a locator arrives at a proposed excavation site, the locator must determine the scope of intended work based on the instructions provided in the locate ticket. If the locator arrives at a site that has not been white-lined, and if there isn't anyone from the excavation crew onsite to assist, the locator must rely solely on the locate ticket. If that locate ticket is inadequate in defining the precise area where the excavation is to occur, there begins a significant problem for both the locator and the excavator. The locator must then acquire additional information from the excavator in order to complete the locating and marking process. The most common option is for the locator to status the ticket as "not marked, inadequate information." This will cost both the excavator and the locator time and resources. The locator will need to contact the excavator, who must then provide additional information and likely need to physically white-line the proposed excavation area. Once the excavator has provided the necessary actions, the locator will then need to return to the site and complete the locating and marking.

Excavators have the ability to create highly detailed locate tickets by using Iowa One Call's NextGen online ticketing system, or by calling directly into the Iowa One Call notification center. In either instance, excavators do need to be prepared to provide detailed and accurate descriptive information. Prior to calling the center, an excavator needs to have precise information on hand in order to adequately describe the proposed excavation area, including address, street, nearest intersection, accurate cardinal directions, geographic descriptions of the property and the type and extent of the proposed excavation. Excavators have even greater control over how accurate their locate tickets are when they use the NextGen online ticketing system, which provides numerous mapping tools designed to precisely detail a specific point on the map. Excavators do, however, need to take the time to learn the NextGen mapping system so that they can effectively utilize the tools that are available.

By creating highly detailed locate requests, an excavator may effectively avoid the need to physically white-line the proposed excavation area. The key here is to narrow in on the specific area where the excavation is scheduled to occur. One of the biggest issues locators face is when locate tickets are created too broadly (i.e.: when they encompass an area much greater than the actual planned excavation) – an issue referred to as "over-gridding the proposed excavation area." Over-gridded tickets are likely to be statused as "not marked, inaccurate information." Locators aren't looking for broad descriptions; what they need are specific and precise details that provide accurate uncomplicated directions.

The Iowa One Call system is based on damage prevention and, in essence, is a system designed to protect underground facilities and the citizens of Iowa. The system was never intended to impede the progress of excavators, underground facility operators or locating personnel. If used improperly, the resulting processes may indeed cause delays and even impede progress. When used as intended, the system is a vital tool that benefits all stakeholders. Not only is it important for excavators and locators to learn the system and to apply the proper protocols, it is a requirement of the law.





Common Ground Iowa  
ONE VOICE. ONE VIS. DN. ONE IOWA.

# BEST PRACTICES

# IOWA 811 ONE CALL

## CGA Best Practice 5-2

### White Lining

Practice Statement: When the excavation site cannot be clearly and adequately identified on the locate ticket, the excavator designates the route and/or area to be excavated using white premarking, either onsite or electronically (when available through the one call center), prior to or during the request for the locate ticket.

## CGA Best Practice 5-11

### Documentation of Marks

An excavator uses dated pictures, videos, or sketches with distance from markings to fixed objects recorded, to document the actual placement of markings.

## CGA Best Practice 5-17

### Marking Preservation

The excavator protects and preserves the staking, marking, or other designation of underground facilities until no longer required for proper and safe excavation. The excavator stops excavating and notifies the one call center for re-marks if any facility mark is removed or is no longer visible.

**Download**  
the CGA Best Practices Guide

#### ▶ PLAN FOR YOUR EXCAVATION

You are required to use white markings to define the entire area where excavation will occur, unless it can be shown it is not practical.

#### ▶ NOTIFY IOWA ONE CALL

All Iowa excavators, including homeowners and farmers, are responsible for notifying Iowa One Call of their proposed excavations so facility operators with underground facilities near the excavation site can be informed of pending excavation.

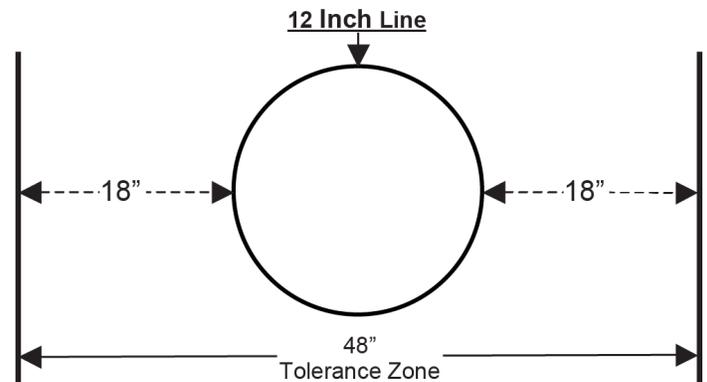
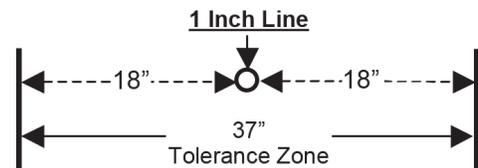
WHITE	Area of Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric
YELLOW	Gas, Oil, Steam, Propane
ORANGE	Communication, CATV, Fiber
BLUE	Water
PURPLE	Reclaimed Water, Irrigation
GREEN	Sewer

▶ Always use the correct work type on your ticket.

▶ Check for accuracy of the information on your ticket.

▶ Always check the status of your ticket before you excavate.

▶ Hand dig within the Tolerance Zone.





# NEW CREATIVE CAMPAIGN AND UPCOMING EVENTS

Iowa One Call is dedicated to promoting the “call before you dig” message across the state of Iowa. Each year this effort includes TV, radio, outdoor and print media as the vehicle for delivering the message to the general public. During the past three years, you’ve likely seen or heard “Cliff” from the hit show “Cheers” reminding you to call before you dig. While we had a great run with Cliff, it’s time we introduce a new creative campaign.



The Iowa One Call Guy is a quirky character informing the public about the need to call or click before digging. While schedules are busy and important details can slip our human minds, it’s still your responsibility to contact Iowa One Call at least 48-hours before digging. The Iowa One Call Guy won’t be there to remind you to make this notice in the midst of the chaos of life. His best attempt is to drop in on your favorite TV show or as you listen to the radio. While we do our best to remind you and your neighbors to call before digging, we won’t be there in the moment. Help the Iowa One Call Guy make some noise this year about knowing what’s below and preventing excavation-related damages.



## COME TO SEE US!

We find significant value in meeting homeowners and professional contractors face-to-face to hear success stories and address concerns with the Iowa One Call system. In the spring we spent an afternoon at a HyVee garden center for Arbor Day and advertised at the Principal Charity Classic. This summer, you’ll find us at the **Iowa Speedway**, the **National Balloon Classic**, the **Iowa State Fair**, and the **Farm Progress Show**.

# EVENTS

**JUL 27 - AUG 4**  
**National Balloon Classic** | Memorial Balloon Field  
 Indianola

**AUG 9 - 19**  
**Iowa State Fair** | Varied Industries Building  
 (booth #306)

**AUG 28 - 30**  
**Farm Progress Show** | Boone, Iowa



**NATIONAL BALLOON CLASSIC**  
**INDIANOLA, IA**  
**JULY 27 - AUGUST 4**

The hot air balloon features “Shovel Man” and a message to contact 811 before digging. Pilot DJ Stukas travels the country to fly in competitions and promote 811. This will be the first time the 811 Balloon is in Iowa.

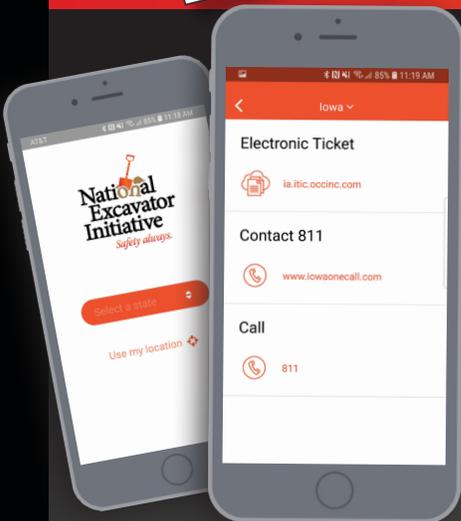
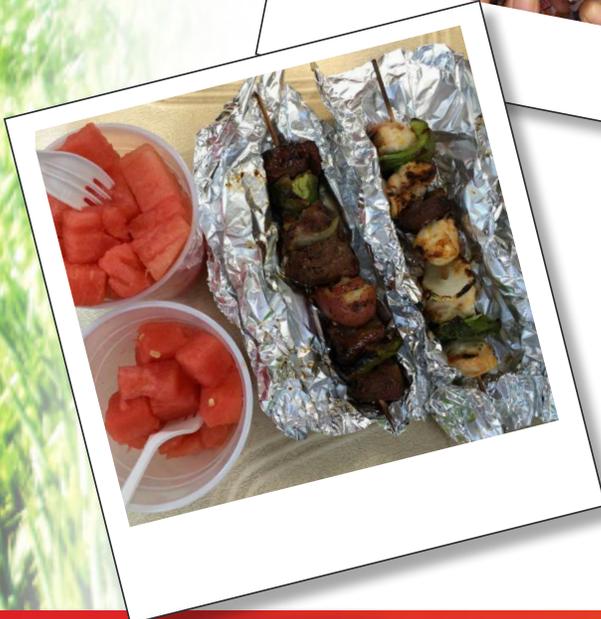


## Safety is in the Air!

The 811 Balloon was introduced in 2017 by Cox Utility Services and the Common Ground Alliance. Iowa One Call and MidAmerican Energy Company have partnered to bring the balloon to the National Balloon Classic in Indianola from July 27 – August 4.

Iowa One Call will be back at the Iowa State Fair in the Varied Industries Building (booth #306). Last year, we introduced the 811 photo contest, asking fair-goers to arrange their guilty food pleasures to spell "811", snap a photo, and post it to social media using #iowaonecall. By doing so, you are entered into the daily prize drawing for Bluetooth speakers, coolers, Iowa One Call mugs, and more!

**Come see us from August 9 – 19 at the Iowa State Fair.**



In February, Sander Resources released the **Safe Excavator mobile application**. Excavators can use the app to identify statutes and regulations related to preventing damages to underground facilities in all 50 states. Users are able to find important elements of each state's one call requirements and navigate by topic. A checklist has been built to assure a safe, compliant excavation is completed. Additionally, learn how to recognize gas leaks, when to file an emergency notice and the proper steps to reporting a damage. Emergency contact information is available for Alliant Energy, Buckeye Pipeline, Magellan and Northern Natural gas.

**Download the app for free in the Apple App Store or in the Google Play Store.**





# COUNTY PARCEL DATA IS A SIGNIFICANT RESOURCE FOR IOWA ONE CALL

Iowa One Call (IOC) has effectively obtained updated parcel data from all 99 counties in Iowa, a significant milestone for IOC, and an achievement not attained by many state one call systems. Obtaining county parcel data isn't always an easy endeavor, and IOC has worked long and very closely with many counties in order to obtain and incorporate this important data into the NextGen electronic mapping system. The state's largest counties, from which geodata is regularly maintained, have been very expedient in providing their parcel data, but it has been more difficult to acquire parcel data from other counties for various reasons. As of May (2018) IOC has effectively incorporated the parcel data of all 99 counties with the NextGen system.

Parcel data is a significant resource because it adds an additional layer of information to IOC's base maps – typically derived from TIGER and Google mapping files. TIGER files or "Topologically Integrated Geographic Encoding Referencing" files are derived from the United States Census Bureau, and the Google Maps platform is derived from the resources made available through the Internet giant's vast and extensive mapping efforts. In combination, these multiple 'layers' of geographic mapping data make up the precision mapping system, which is part of the NextGen system and provides users the ability to create precisely detailed mapping entities.

**Why is this important?** Because users who utilize the NextGen system to create their online locate tickets have access to a highly powerful precision mapping system capable of detailing a proposed excavation area with extremely accurate results. This type of mapping technology, when used properly by excavators, can expedite the overall locating process by providing locators with precise and detailed geographic information.

**Suggested Next Step**  
Click on the map to select a parcel. The parcel boundary will be shown in red. Select as many pieces of the parcel as desired. Selected pieces appear in green. Clicking on a piece a second time will de-select that piece. To extend the excavation area beyond the parcel boundary, click the 'Extend' button inside the 'End Parcel'

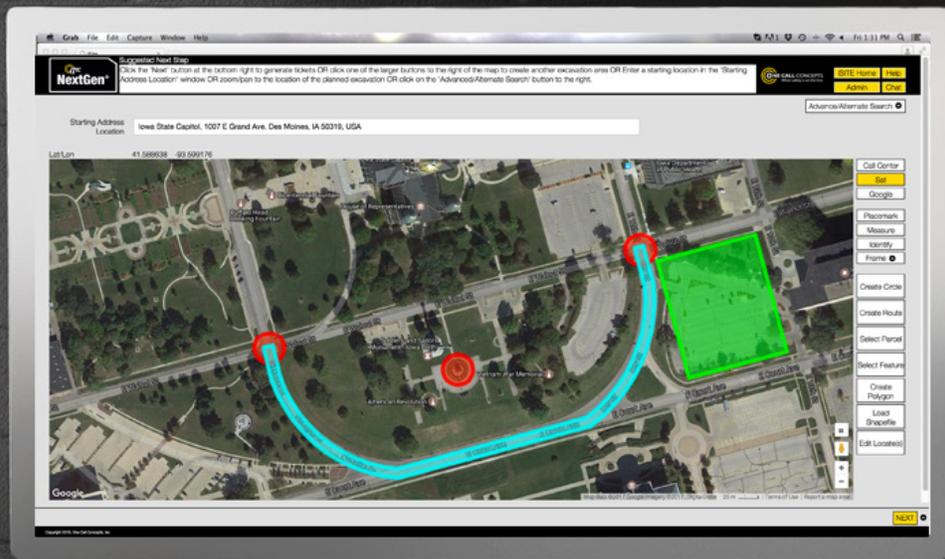
Starting Address Location: 1 Line Dr, Des Moines, IA 50309, USA  
Lat/Lon: 41.579350 -93.618125

Map data ©2018 Google Imagery ©2018, DigitalGlobe | 20 m | Terms of Use | Report a map error

*Iowa One Call is very much appreciative for the parcel data provided by each of Iowa's 99 counties, and views each county as a true and significant damage prevention partner.*



# TIPS FOR MAPPING PRECISELY AND ACCURATELY



**CHECK OUT THE NEXTGEN ONLINE TICKETING TUTORIAL [HERE!](#)**

1. Use the right tool for the job – ITIC NextGen offers a diverse array of mapping options to fit every scenario.
2. Don't over-map – ITIC NextGen builds the locate request from the mapping. Over-mapping a work area can result in wasted time and resources.
3. Double-Check your work – use the different map views and/or google street view to help ensure you've mapped accurately and completely.



## CGA RECEIVES NATIONAL SAFETY COUNCIL GREEN CROSS FOR SAFETY ADVOCATE AWARD

The Common Ground Alliance received the Green Cross for Safety Advocate Award in May. The National Safety Council is committed to eliminating preventable deaths at work, in homes and communities, and on the road. The National Safety Council selects a single individual or organization for the award each year. The recipient must show a significant contribution to advancing safety in the workplace, at home, in the community, or on the road. The Common Ground Alliance was established in 2000 and the national 811 phone number began in 2007. Roughly 20 percent of the general public was aware of the 811 message in 2008. In 2017, CGA reports this number is at nearly 50 percent. During the same time span, damages and near-miss events were reduced by over 50 percent.



*Earning this Safety Advocate Award from the National Safety Council is additional validation that the work our 1,700 members perform each day to prevent damage to underground infrastructure is critically important,” said Sarah K. Magruder Lyle, President and CEO of CGA. “This award highlights a very crucial piece of our safety message – while our stakeholders work diligently to prevent damages to underground infrastructure, we want to ensure that every professional excavator goes home safe to their families each night. Additionally, this award recognizes that 811 has played a critical role in raising awareness among homeowners of the call before you dig process and helping to keep communities safe and connected. CGA and its members will continue to work diligently to reduce the number of these events in the years to come.*



## NEW BOARD MEMBER BIOS

Dave graduated from the University of Northern Iowa in 2004 be a teacher. He moved to Des Moines and took a job with Iowa Network Services in technical support. Two years later he began traveling the state for INS teaching the ITC end-users the value of the internet and how to use the emerging & popular technology. In 2011 he took a job with Interstate 35 Telephone Company as the Marketing, Customer Service & Community Relations Manager. Having since been acquired by OmniTel Communications, he remains the billing & CSR manager.

However, those are only the formal responsibilities. Dave takes pleasure in helping technicians troubleshoot the fiber to the home network, IPTV issues, and other industry-related issues.

**Dave Sherlock**  
*OmniTel*

**Mark Woofter**  
*MidAmerican Energy  
Company*

Mark Woofter is Vice President, Gas Delivery for MidAmerican Energy Company. He oversees the planning, construction, operation, maintenance and control of MEC's natural gas distribution and transmission system. Mark oversees the procurement and management of gas supplies for MEC's natural gas customers. In 1998, Mark joined MEC as Director of Trading and has managed energy trading, engineering, generation fuels, gas supply, gas and electric operations, key customer management, community relations and customer service activities for MEC. Mark has a bachelor's degree in civil engineering from Iowa State University and is a licensed engineer in Iowa and Nebraska. He is a former member of the board of directors for the Science Center of Iowa.

Jenny Puffer is an engineer with Des Moines Water Works. She has held several positions at DMWW and is currently the Director of Water Distribution. Her responsibilities include overseeing the operation and maintenance of hydrants and valves, leak detection, underground utility locates, cross connection control, and dispatch operations. She earned her bachelor of science degree in civil and environmental engineering from the University of Iowa and received her master of business administration degree from Drake University. Jenny is an active member of the Iowa Section of the American Water Works Association, currently serving as Trustee on the Board of Directors.

**Jenny Puffer**  
*Des Moines  
Water Works***Scott Johnson**  
*Aureon*

Scott Johnson brings 29 years of telecom experience to the board of directors. He has held positions in technical management and leadership roles in operations and engineering. Scott has been on the Telecommunications Advisory Board for Mitchell Technical College since 2001. He has a degree in electronic communications.

Randy has been in the telecommunications industry for 39 years and has worked in field operations and management. He currently oversees 200 installation and service technicians for the Capital Region of Mediacom which covers Iowa and Missouri. Along with these duties, Randy directs warehousing and equipment fulfillment for our field operations team and the fleet operations in Capital Region. Randy serves on the board of directors for the Heartland Chapter of the Society of Cable Television Engineers.

**Randy Brown**  
*Mediacom***Scott Long**  
*T.I.P Rural  
Cooperative*

Scott Long is the Sigourney District Manager at T.I.P Rural Electric Cooperative. Prior to his current position, Scott held the position of Member Service Representative for 3 years and was a lineman for 15 years. To date, Scott has been providing his services to T.I.P REC for 20 years. He and his wife, Nicole, reside in Sigourney. In his spare time, Scott enjoys playing golf, hunting, and fishing.

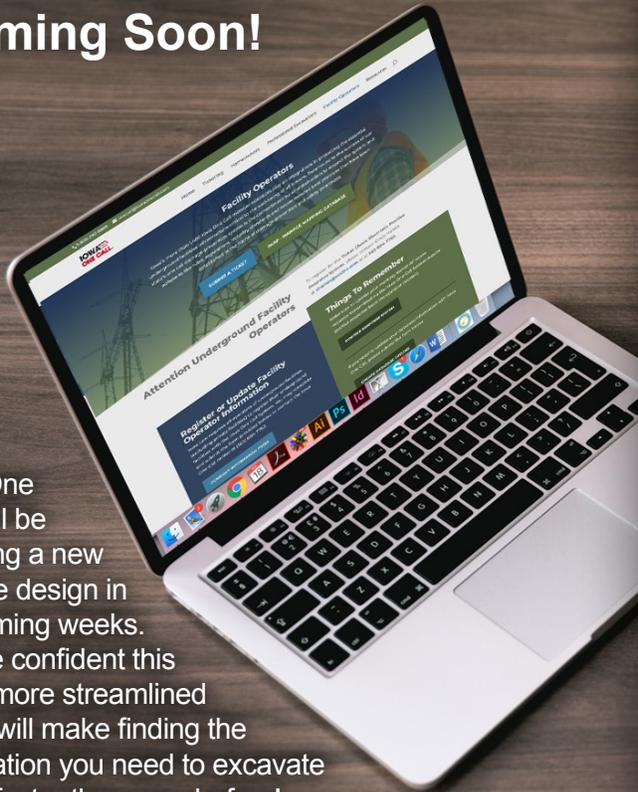
# IN THE NEWS



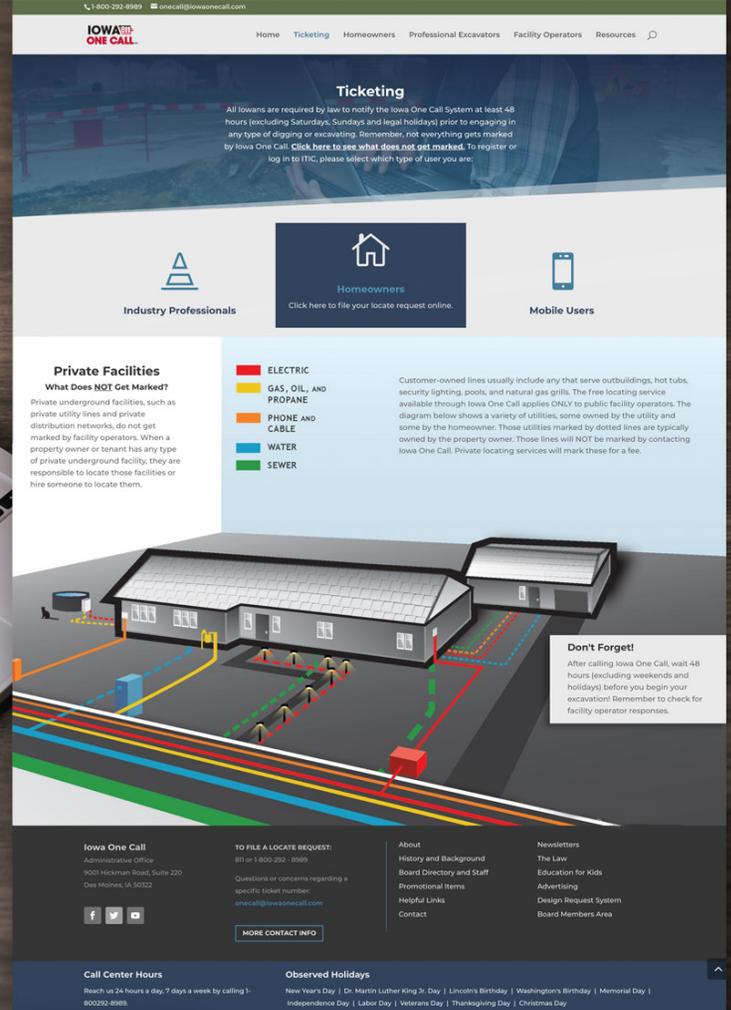
## Local Excavation and Safety News From Around the Web



### New Website Coming Soon!



Iowa One Call will be debuting a new website design in the coming weeks. We are confident this fresh, more streamlined layout will make finding the information you need to excavate safely faster than ever before!



# IOWA 811 ONE CALL



www.IOWAONECALL.com

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