

IOWA 811

ONE CALLSM The Official Newsletter of Iowa One Call

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Excavator

QUARTERLY

We're in this together.

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WHAT'S UP BELOW



COVID-19 PANDEMIC AND THE IOWA ONE CALL SYSTEM

We – the world – are living through extraordinary times. Inevitably, we will conquer the challenges that we now face. For now, there is no business as usual. Our professional and personal lifestyles have been drastically altered, and we must all learn to cope with these changes and work together in order to accomplish our necessary end goals.

During times of public crisis, there will always be – necessarily – mechanisms in place to maintain essential services: food and water distribution, healthcare, utility operations, police and emergency response services, etc. Unavoidably, maintaining essential services requires a workforce. Moving forward throughout this crisis, it will be everyone's responsibility to conduct reasonable practices in order to limit unnecessary workloads on, what will likely become, severely stressed workforces.

Utility operations are considered life sustaining, and at the time of this writing the State of Public Health Disaster Emergency proclamation issued by Governor Kim Reynolds does not alter the requirements of the Underground Facilities Information Act, Iowa Code chapter 480 – i.e. the requirements of Iowa Code chapter 480 have not changed. Iowa One Call remains fully operational through both our call center and online services, to receive underground facility locate notices and to transmit those notices to the utilities throughout Iowa. Underground facility operators will continue to provide locating and marking services as mandated in Iowa Code, unless new state emergency guidelines stipulate otherwise.

Due to the unprecedented challenges the underground facilities locating workforce now faces, all excavators are strongly encouraged to establish appropriate scheduling and worksite protocols that will limit unnecessary locating workloads during this critical time.

Excavators:

- If you have an active ticket and are delaying the work, please call to cancel the notice to prevent utility locators from unnecessary activities.
- Work with locators to establish reasonable, and mutually agreeable, locating schedule alternatives.



- Be precise in describing the proposed area of excavation in order to avoid unnecessary “over-mapping.”
- Be sure to comply with the white-lining requirements of the law by pre-marking the proposed area of excavation with white paint, white flags, white stakes, or a combination thereof.
- Maintain the original markings – as required by law – at all time throughout the excavation, and in case the original markings will be destroyed or altered, establish suitable reference points based on the original markings which will enable the excavator to avoid damaging the underground facilities.
- Refrain from calling in unnecessary “re-locate” notices (if the excavator is maintaining the original markings and establishing the required reference points relocates may not be necessary).
- Only submit locate requests for imminent excavations – i.e. excavations the will take place within the twenty-days that a locate notice is valid.

“ One thing that has not changed is the importance of working together to achieve common goals and to overcome obstacles through mutual collaboration. ”

One thing that has not changed is the importance of working together to achieve common goals and to overcome obstacles through mutual collaboration. That is what a safety and damage prevention partnership is all about, and the same principals hold true today during these challenging times.

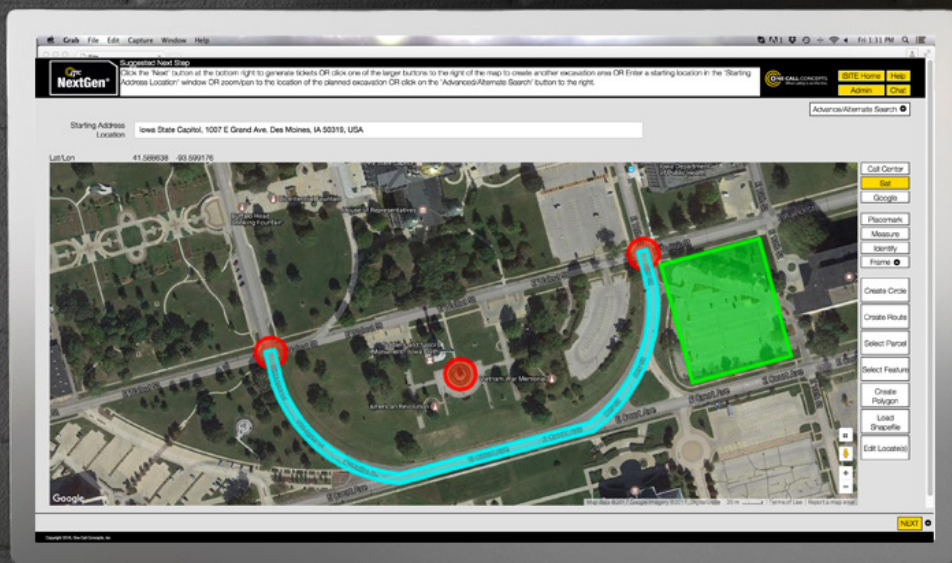
At the time of this writing, there have been just over 1,000 confirmed cases of the virus in Iowa. There will be more cases by the time readers receive this newsletter. Hopefully, everyone reading this is safe and well. Iowa One Call wishes a full and speedy recovery to anyone who may be suffering the effects from this illness.



Work together. Establish good communication. Dig safely.



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.



2020 REPORT EXCAVATION SAFETY AWARENESS PROGRAM

Summary, Trends, Issues and Best Practices

Summary

Our Excavator Safety Awareness Program was in full swing in 2020, despite an abrupt halt to the program due to the coronavirus (COVID-19) outbreak. This year we opted out of conducting our presentations in the month of February, to try and avoid extreme winter weather conditions. We picked the ESAP program back up on March 10th in Mason City, followed by our Decorah event March 11th. Before the next week of our safety meetings commenced, we at Iowa One Call made the decision to cancel the remainder of our safety meetings, due to the vicious outbreak of the coronavirus. The decision to cancel the remainder of our ESAP events was made largely in part due to ongoing discussions by legislators, prohibiting gatherings with over 10 people.

JAN 2020

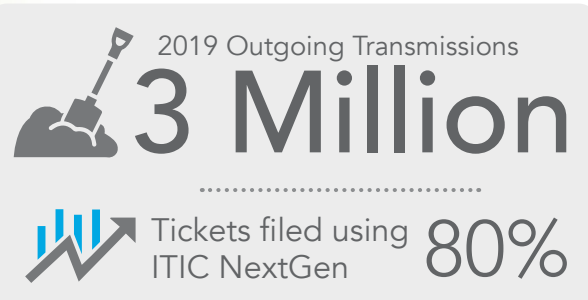
Guests who
attended ESAP

1,217

Averaging 152 guests per event

Looking back at January 2020, we had a total of 1,217 guests in attendance at our Excavation Safety Awareness Program, with an average of 152 guests per event. In 2019, we had a total average of 135 guests per event, so attendance is trended well for another successful year.

We were fortunate to have somewhat moderate weather during the entire month of January, compared to years past. There were a couple of days that we experienced extremely cold temperatures during our events, but overall didn't have much snow or other winter weather conditions typical for Iowa.



Trends

2019 was a milestone year for Iowa One Call, as we reached 3 million outgoing transmissions from our notification center. Outgoing transmissions can be defined as the number of times each of the utility lines are pinged to be located, not to be confused with the number of total locate requests. There may be one locate request, with a total of nine utilities that are to be located within that one ticket.

Another positive trend experienced in 2019 is related to online ticket traffic. Just under 80% of all ticket requests are now being filed using our online ticketing system NextGen. Over time, we expect the number of online traffic users to increase consistently.

Issues

As 2019 was a milestone year in outgoing transmissions, the record high number is two-fold: it shows the economic growth and booming nature of the construction industry, yet contributes to the fact that locators are continuously inundated with work.

The solution: Effective planning and communication between all parties. As stated by Iowa Code Chapter 480, if excavators are able to utilize our online system to request locates, it can eliminate the need to pre-mark or "white-line" the proposed excavation area. In addition, it

allows the excavator to map out precisely where their proposed excavation will occur, which helps locators understand the scope of the project more thoroughly.

Best Practices

Effective Communication

Mitigating locating delays begins with effective planning and communication. When an excavator is able to use clear and precise descriptive information, it can alleviate any confusion between the excavator and locator. Similarly, if the contractor is able to establish open communication with the locator, it will minimize and promote efficiency in the overall process. Having open communication between the two parties is an invaluable tool that will never be replaced.

Check out our 2020 ESAP Video >



We will get through the current health crisis. We will remain focused and resilient during the worst of times. Together, we will overcome all setbacks, and through lessons learned, develop stronger emergency action contingencies that will significantly advance our preparedness for dealing with, and mitigating future crises.

The ability to work together in order to achieve common goals is fundamental to human existence. In today's competitive business world, however, the "working together in collaboration and partnership" adages may appear, to many, as cliché. There are many reasons for these complacent attitudes. Still, the pressures of meeting deadlines and budgets while dealing with time constraints and staffing/workforce needs often gives rise to aggressive competitiveness and individualistic practices. This independent attitude is even observed within the damage prevention industry, an industry in which there is no place for such attitudes or practices. Safety and damage prevention demands the mutual collaborations and partnerships of all stakeholders, especially between excavators and locators. This is no truer in times of crisis than during normal circumstances.

Moving forward during this fluid and unpredictable health crisis, the excavation and utility industries will be faced with challenges, which may include shortages in workforce personnel and resources and job delays. Excavators and locators will have to work in close collaboration in order to mitigate any negative impacts brought on by these challenges. Due to the essential nature of both industries – utilities provide services that are life-sustaining, and excavators provide numerous important services, many of which are essential – excavators and locators should establish mutually agreeable scheduling alternatives so that each entity can conduct their work with the least amount of disruptions as possible.

At the time of this writing, the COVID-19 emergency remains very fluid, and the procedures and protocols of all industries are subject to change without notice. Please continue to monitor the situation and follow the current requirements and recommended guidelines. Iowa One Call will continue to provide notification operations throughout the crisis. In the event state emergency contingencies alter the state one call requirements and processes, the appropriate updates will be made on the Iowa One Call website.

Stay safe. Stay informed.

INTRODUCING THE Safe Excavator App



State laws pertaining to excavation (or digging) vary – and finding the specific information you’re looking for quickly can be a challenge.

The **Safe Excavator App** makes it easy to find state-specific excavation information including the following requirements or events:

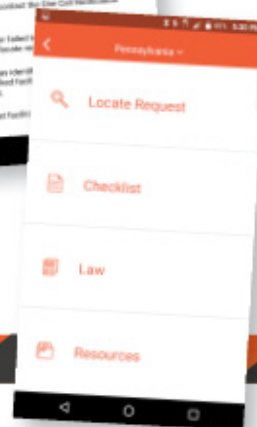
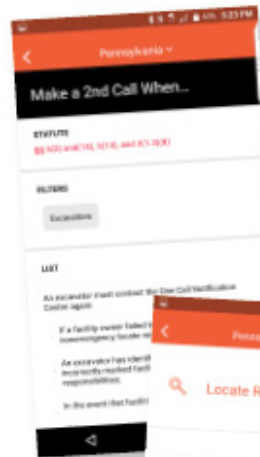
- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelining')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

PLEASE CONTACT
Lindsay Sander
713.208.0273
LNS@SanderResources.com
WITH ANY QUESTIONS.



FREE to download in the App store (Apple) and Google Play (Android)

Search "safe excavator" or "safeexcavator" and look for the orange shovel



As simple as...
1...2...3!

- 1 Select a state
- 2 Pick an activity
- 3 Research your topic

www.safeexcavator.com



Know what's below.
811 before you dig.

The National Excavator Initiative is an effort to raise the awareness of a critically important program: 811.

Contacting 811 before digging is the single most critical action an excavator can take to help ensure their health and safety are protected, while at the same time preventing financial harm and environmental impact.



COVID-19 UPDATE AND THE GOVERNOR'S EXECUTIVE ORDER

MARCH 2020

On March 17, 2020 Iowa Governor Kim Reynolds issued a State of Public Health Disaster Emergency. Whereas this act does activate the public health response and recovery aspects of the State Disaster Emergency Plan, it does not alter the requirements of the Underground Facilities Information Act – Iowa Code chapter 480.

Utility Services are considered life sustaining operations and do not fall under the current Iowa Governor's executive order.

The requirements of the Iowa Code chapter 480 have not changed.

Iowa One Call remains fully operational through both our call center and online services, to receive underground facility locate notices and to transmit those notices to the utilities throughout Iowa.

Excavators:

If you have an active ticket and are delaying the work, please call to cancel the notice to prevent utility locators from unnecessary activities.

Please know that the utilities may reach out to you in an effort to negotiate mutually agreeable locating timelines in order to mitigate time constraints due to potential decreases in the utility's locating workforce. Whenever possible, please work with the utilities to establish reasonable, and mutually agreeable scheduling alternatives.

Underground Facility Operators:

Iowa Code chapter 480 permits an underground facility operator to reach out to an excavator in order to negotiate a mutually agreeable locate date/time.

Once a mutual agreement has been reached between the operator/locator and the excavator, the operator/locator must use the Ticket Check response code, "Agreed To Marking Schedule." It is important to note that agreements must be mutual, and will therefore require direct contact between the operator/locator and the excavator – which must be initiated by the operator/locator.

We wish everyone continued health and safety!



5G TECHNOLOGY

As the era of 5G arrives, the field of telecommunications is about to get much more advanced and complicated. From a technological standpoint, 5G will offer faster download speeds, smoother streaming of online content, and more reliable mobile connections, to name a few. The potential of 5G seems to be limitless, which alludes to the excitement and optimism centered on the technology. For those who understand the realm of 5G technology, it will not be a mere flipping of a switch to implement this technology. Rather, it will be a continuously evolving network based on the mechanics our society is willing and able to deploy to enhance it. The main point being the technology behind the 5G network allows for extremely advanced connectivity within our ecosystem. Once 5G is fully implemented in our everyday lives, businesses and companies will likely have more opportunities to utilize the technological advancements for a maximized insight on consumer data, and a revolutionized connectivity to their customer base.



Obstacles:

Although the technological advances should outweigh the negatives, there are some major obstacles that the construction and underground facility industry will face in years to come. First, 5G cabling has a larger outside diameter than 4G and is also less flexible, making installation much more difficult. Additionally, the duct through which the fiber must run is often installed in highly congested underground areas of utility infrastructure. This is where communications, electricity, gas and water all compete for space underground.

As a result of these ongoing challenges, contractors will be forced to maneuver the ductwork to avoid existing barriers. This could result in unexpected cable maneuvering, which can cause fiber to break and fail during installation. Additionally, these maneuvers with the path of cable ductwork can leave utilities that are not properly mapped more vulnerable to accidental damage. In our world of underground infrastructure, puncturing a fiber line can be considered a contractor's worst nightmare, as fiber technology is remarkably expensive to develop and repair.

The Technology:

As autonomous (driver-less) cars are several years away from becoming the norm in our society, the core technology behind the concept actually stems from 5G connectivity. Once 5G is completely developed and implemented throughout our entire ecosystem, the idea is that 5G will essentially connect cars to each other for sharing data about routes and speed. This will in turn allow the vehicles to know what is in their surrounding areas, allowing for an "auto-pilot" driving mechanism. Talk about futuristic!

The problem that will cause many years of delays, however, is that there needs to be a nationwide deployment of 5G technology. 4G is still a prevalent and viable technology for many users, so it will be a rather slow mass transition to 5G. Similarly, all car manufactures would need to develop the technology to be compatible with 5G – creating a bit of a chicken-and-egg problem.

Conclusion:

Although 5G technology is on the rise and will continue to advance over time, there are challenges to be expected in the process of fully implementing this tech into our society. The upside of 5G itself is where the majority of the excitement lays, as the technology seems to have unprecedented heights of capabilities for generations to come.





MIKE ROWE DIGITAL CAMPAIGN

This year, we at Iowa One Call are excited to be integrating our advertising campaign with American TV host and narrator, Mike Rowe. You may know Mike Rowe from his work on Discover Channel's "Dirty Jobs" and the CNN series "Somebody's Gotta Do it." He is also known for being the narrator of the television show "Deadliest Catch."

Mike Rowe has joined the National Excavator Initiative to increase recognition and use of the National 811 "Call before you dig" number. Using Mike Rowe's likeness, our team at Iowa One Call believes we can effectively leverage our message of safe digging to the residents of Iowa, encouraging them to contact Iowa One Call before any digging projects.



In addition to deploying our Mike Rowe campaign rigorously across traditional channels such as TV and radio, we will also be pushing our message heavily across all digital channels. The primary digital channels that we will focus on most will be Facebook, Twitter, Google Ads and OTT. We will also be deploying a monthly email distribution with fresh Mike Rowe related content.

Additionally, we have a National Safe Excavator website specific to Iowa One Call, which will house a plethora of Mike Rowe content for viewers to explore. To find Mike Rowe and industry expert videos, stories and more, visit our website at <https://www.safeexcavator.com/iowa>.

In year's past, Mike Rowe has become an extremely popular figure across social media and digital channels, most prominently on Facebook. He has become a brilliant content creator for his massive following of fans across the world, and has even produced a successful web television series called "Returning the Favor" on the Facebook Watch platform. Needless to say, incorporating Mike Rowe's online media popularity will allow us to bolster our digital reach throughout the state of Iowa.





APRIL IS SAFE DIGGING MONTH

Each year, state damage prevention representatives work in conjunction with their state's governors to officially declare the month of April as "National Safe Digging Month." Representatives from Iowa One Call and Common Ground Iowa (CGI) meet with Iowa Governor Kim Reynolds to sign an official proclamation designating April as National Safe Digging Month in the state of Iowa. The signing of the proclamation by the Governor typically kicks off our "dig season" each year, and we promote this across the state of Iowa.

“ With the workforce around the country shifting gears and working from home, utilities are now more essential than ever.

This year, we are faced with an unprecedented situation. Extreme protocols have been in effect across the globe in order to combat the coronavirus pandemic (COVID-19). To ensure that extreme safety precautions are taken, we will likely be forced to forgo the annual proclamation signing in April with the Governor. Albeit this may be unfortunate, we at Iowa One Call are proud to play our part in containing this virus in the short-term, so that we may resume to normalcy sooner rather than

later. The Iowa One Call team still intends to engage with our communities, and effectively communicate the importance of safe digging and damage prevention practices. We have every intention of hosting our promotional events throughout 2020, yet at this time we are at a standstill, following the proper COVID-19 protocols and direction given by Governor Reynolds.

Although many businesses remain closed across the state, and even the world, the number of excavations in Iowa remain steady. Our biggest challenge that we are experiencing is in relation to the staff of locating companies being unavailable and/or short-handed.

We are communicating to excavators that utilities may reach out to negotiate mutually agreeable locating timelines, in order to mitigate time constraints due to potential decreases in the utility's locating workforce. We are also encouraging excavators to, whenever possible, work with the utilities to establish reasonable and mutually agreeable scheduling alternatives.

Our PR and Communications team has played a vital role in communicating the proper protocols to take for excavators and underground utility operators alike. It is our goal to adapt to the current healthcare crisis at hand and respond to the effects this pandemic has on our surrounding businesses.

With the workforce around the country shifting gears and working from home, utilities are now more essential than ever. Companies are still conducting business on a daily basis, but relying solely on the connectivity of fiber telecommunications. At an unrepresented time like this, the role of Iowa One Call is crucial in protecting our underground infrastructure. Be safe.



IN THE NEWS



Local Excavation and Safety News From Around the Web



Gov. Reynolds issues a State of Public Health Disaster Emergency

Gov. Reynolds issued a State of Public Health Disaster Emergency activating the public health response and recovery aspects of the State Disaster Emergency Plan.

Read the full text of the proclamation... [\[Learn More\]](#)

Construction Firms Respond to Mask Donation Need

Construction firms have begun responding to Vice President Mike Pence's March 17 call for facemask donations to health care facilities.

Suffolk Construction announced it is donating more than 1,250 N95 masks to Boston hospital network Mass General Brigham, "so they can be used to protect patients and medical personnel during this time of great need."... [\[Learn More\]](#)

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