

**IOWA 811**

**ONE CALL**

The Official Newsletter of Iowa One Call

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# Excavator

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# WHAT'S UP BELOW



## Expedite Locates With the NextGen Online Ticketing System

Locating delays can have a tremendous impact on construction projects, including deadline setbacks, squandered equipment/man-hours, and general budget constraints. A properly completed locate ticket can be an excavator's best resource for expediting the locating and marking process. In addition to having effectively completed a locate ticket, a direct line of communication between excavators and locators will increase the overall efficiency of the process.

Nearly 70-percent of the locate notices received by Iowa One Call are generated online via the ITIC and NextGen online ticketing systems. Increased online ticketing across the country is not merely a trend; it's the future. Submitting electronic notices allows an excavator to manage their ticket database more effectively, and provides a more efficient overall process - eliminating 'on-hold' times and the need to convey information via a telephone call. With the outdated ITIC system being phased out, it is more important than ever for excavators to embrace the NextGen online ticketing system.

Although, the NextGen system incorporates advanced software technologies integrated with a precision electronic mapping tool, the key to completing an effective locate ticket is in the way the user conveys ('communicates') the information, including the 'old-fashioned' method of writing a descriptive sentence (or two). The level of precision and detail provided by the computer software supersedes the ability of humans, yet it is a human locator who must discern what is being conveyed in the data - in other words, don't let the computer do all the 'talking' for you when completing an online ticket; providing some basic descriptive information in an intuitive manner will be greatly appreciated by your human counterparts, the locators.

### HERE'S HOW IT WORKS

When the NextGen user creates an "excavation entity" to depict an area of proposed excavation by using one of the electronic mapping tools to 'draw' an area on the electronic map, the software automatically populates a detailed description of the area based on the geo mapping data preloaded into the system (Sources: Google and TIGER mapping files and county parcel data). As one might expect, the computer software provides a very detailed description; in fact, many locators feel that the overly detailed description can be difficult to discern. The "marking instructions" as generated by the computer software provides a list



of polygon points, including point-to-point measurements in feet, compass points and boundary information. If an excavator “over-grids” the proposed excavation area by creating an excavation entity that is much larger than the actual intended scope of work, the software will automatically populate the polygon points and other boundary information contained within the parameters, or boundaries, of the excavation entity as created by the excavator. Over-gridding is often problematic for locators who need to identify the precise area of proposed excavation. This is why many locators rely on excavators to include additional descriptive information in the “type of work” and “other info” fields. A simple, yet succinct description of the project and proposed ‘dig-site’ including an address with general descriptive reference points is very useful to locators.

In the “type of work” field, excavators should provide some details - here is not the area to abbreviate or use generalities. Instead, briefly explain the scope of work - e.g.: “pouring a concrete slab below grade with footings,” “installing four-inch fiber main via directional drilling and trenching,” “building a deck with footings – hand digging and auguring,” etc. In the “other info” field, it is always important to verify the address and include clear detailed descriptive information - e.g.: “working in the backyard, on the west side of the house, aprox 15-feet from the back of the house and extending aprox 15-feet south towards the back (south) fence. Area is marked in white,” “installation will occur in the field west of the building between bldg and street (A Ave). Area is white-lined,” etc.

Using the proper mapping tools: The NextGen system provides users with multiple mapping tools for creating excavation entities. The objective is to define the area of proposed excavation as precisely as possible. Many excavator/users of the Nextgen system still routinely use, or default to, the “polygon tool,” when in fact, this is the last tool that should be used to create an excavation entity only when the other available mapping tools won’t suffice. The system provides other tools better suited for creating refined excavation entities. Here is a list of the different mapping tools and their intended functions:

### **CREATE A CIRCLE TOOL**

The Create Circle tool allows users to create circular excavation entities with a pre-determined radius. The Create Circle tool is an excellent choice for jobs involving pole installation, tree planting, or any other type of work where a circle best describes the work area. Users can create as many circle entities as needed. Using the Create Circle Tool allows the user to designate specific areas within a geographic area and establish the size/radius of the circle in order to provide a precision map, or virtual map.

### **SELECT PARCEL TOOL**

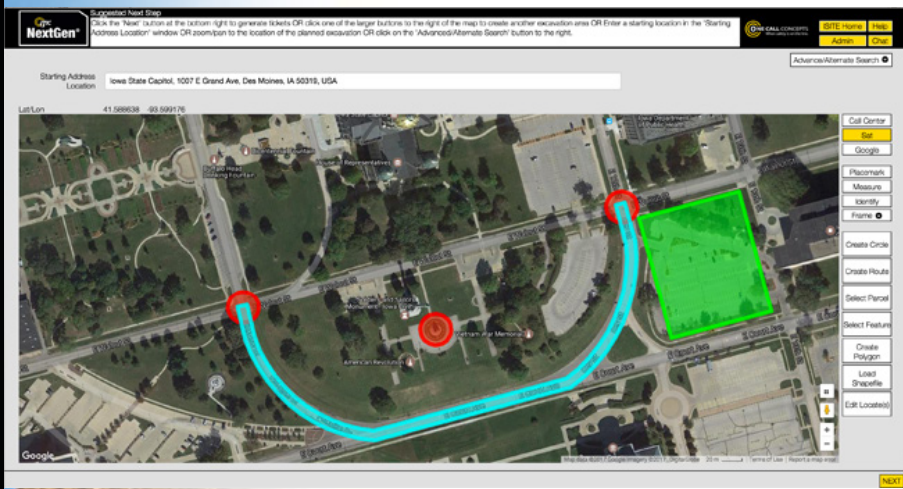
The Select Parcel tool allows users to create excavation entities based on available parcel data. This tool should be used when a planned excavation will occur at a specific address/parcel of land. Users can create as many parcel entities as needed. Upon selecting the Select Parcel Tool, the user simply clicks within area of the map where the excavation will occur. If parcel data is available a section of the parcel will be highlighted, and a red box will surround the property in question (the parcel can be divided into two halves or four quarters). If the excavation area will extend beyond the parcel boundaries the user can use the Extend Parcel feature. This tool helps prevent over-gridding by allowing the user to better define specific areas of proposed exaction within a given parcel without encompassing different parcels or areas that are well beyond where the proposed excavation will occur.

### **CREATE ROUTE TOOL**

The Create Route tool allows users to create long, narrow excavation entities; an excellent choice for defining an excavation area for projects that will entail trenching, performing road repair/replacement, installing utilities, or any other type of work involving a long, narrow excavation area. Users can create as many route entities as needed. Upon selecting the



Create Route Tool, users will be prompted to enter a width in feet. Once the width has been specified the user will click on the starting point of the proposed route and then navigate by moving the 'mouse.' If the route will have turning points, the user simple clicks at each turn. This is another mapping tool that allows the user to define a precision map without over-gridding.



## SELECT FEATURE TOOL

The Select Feature tool allows users to create excavation entities based on available map features, such as roads and highways. This tool is a good choice for excavations taking place along existing roadways. Users can create as many Feature entities as needed. Upon selecting the Select Feature Tool, users will be prompted to enter a width in feet, and then click on the road where the work will take place. If the feature is available a light blue border will appear along a section of the road.

## CREATE POLYGON TOOL

The Create Polygon tool should only be used when no other mapping options will adequately define the excavation area. The Create Polygon tool allows users to "free-hand" draw an excavation entity. When using the Create Polygon Tool users need to be aware of the excavation entity's boundaries to ensure they don't encompass areas well outside of the planned excavation. After clicking the Create Polygon button, users can begin by making a single click on the map to set the first point, and then continue setting points until the entire area of proposed excavation is

Users of the previous "ITIC" system were accustomed to identifying their proposed excavation areas by 'drawing' polygons, but when carried over to the NextGen system this practice can cause problems for both locators and excavators. Excavators need to understand that the best way to assure efficiency is to provide as much specific detail as possible when generating their electronic maps. If locators are not clear about precisely where an excavation is scheduled to occur, they may not be able to expedite the locating and marking process.

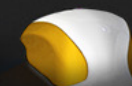
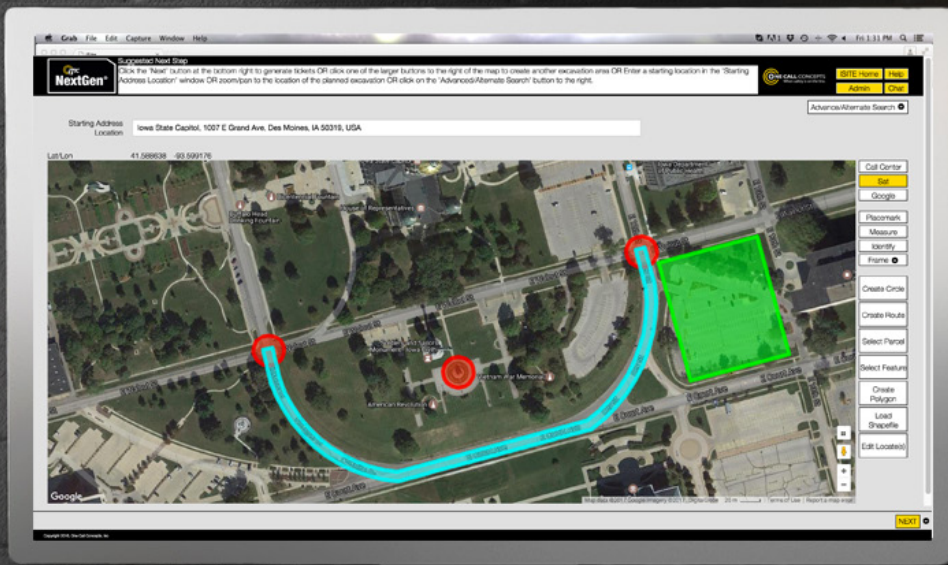
# WHITE LINING

Regardless of the mapping tools used to create an excavation entity, or the descriptive information provided, pre-marking the proposed excavation area in white (white-lining) will help to ensure that locators understand the locate request, which will help to ensure timely locates.





# ITIC NEXTGEN IS **NOW AVAILABLE!**



We think you'll like the new workflow and features built into NextGen. Find out for yourself! This product is still in development, and we welcome any feedback.

If you have any problems or questions, please email us at [iaload@occinc.com](mailto:iaload@occinc.com)

### Some of the New Features Include:

- Unlimited Tickets per Session
- Precision Mapping Tools
- Customized Group Ticketing
- Tutorial Videos
- Quickstart Manual
- Smart Auto-Fill Fields
- Live Chat Support





# 2018 EXCAVATION SAFETY AWARENESS PROGRAM MEETINGS

January 9th through March 17th

**Make plans now to attend one of the 2018 Iowa One Call Excavations Safety Awareness Program (ESAP) meetings to learn more about the rules, regulations and requirements of the "Iowa One Call law."** The 2018 program will cover current topics and issues that impact the way excavators and locators do their jobs, including issues related to locating delays, private facilities, utility demarcation points, proper utilization of the Iowa One Call NextGen online ticketing system, and the requirement to white-line.

Every year in Iowa, throughout the dig season, contractors and excavators encounter obstacles that often result in project delays and others setbacks, and more seriously, which may lead to hazardous situations. Digging into a high voltage electric cable or a natural gas line could be catastrophic. Iowa's essential underground facilities infrastructure provides services that are vital to communities and businesses throughout the state, but they also represent significant obstacles for excavators. Iowa's contractors and excavating community rely on the Iowa One Call system and on the locators who provide the locating and marking services. Paramount to entire process is the way excavators and locators communicate effectively and efficiently. The underlying focus of the 2018 program, as with previous ESAP programs, will be on communications protocols, including open lines of communications between excavators and locators, and on proper usage of NextGen online ticketing system, which is a vital communications link between excavators, locators, and the notification center.

REGISTRATION: 11:30 | LUNCH: 12:00 - 12:45 | PRESENTATION: 12:45 - 1:45

**EXCAVATION SAFETY AWARENESS PROGRAM**

DAMAGE PREVENTION ... IT'S YOUR CALL

**DATES & LOCATIONS**

**JANUARY**  
9: Johnston  
11: Marshalltown  
16: Carroll  
18: Osceola  
23: Cedar Falls  
25: Fort Dodge  
30: Moravia

**FEBRUARY**  
1: Cedar Rapids  
6: Council Bluffs  
8: Red Oak  
15: Spencer

**MARCH**  
13: Sioux City  
15: Mason City  
21: West Union  
22: Dubuque  
28: Bettendorf  
29: Burlington

**Excavation Safety Awareness Program (ESAP)**

by Iowa One Call

Free

**REGISTER**

**DESCRIPTION**

**Excavation Safety Awareness Program (ESAP) presented by Iowa One Call**

Location: Various locations and dates throughout Iowa. \*Please register for the proper location.

Time: Registration begins at 11:30 AM. Lunch is served at 12:00 (noon). Presentation/Q&A from 12:45 - 1:45 PM.

Details: Each year Iowa One Call travels the state to update excavators, locators and facility operators on one call requirements. The ESAP meetings are free of charge and lunch





The 2018 meetings are open to contractors, excavators and other industry stakeholders who have a direct role in underground damage prevention. Those planning to attend are asked to Register Online at [www.iowaonecall.com](http://www.iowaonecall.com) Online registration is the proffered method, but for those who may not have online access, the physical mailer/invitation form may be completed and then mailed in to the Administrative Office at 9001 Hickman Rd, Suite 220, Des Moines, IA 50322. Please be sure to provide the first and last names, and the company represented, for all pre-registrants. Additionally, it is highly advised to include an email address for all attendees so the Iowa One Call can effectively distribute important information about the law and damage prevention trends. Electronic distribution is the primary method of distribution utilized by Iowa One Call for most industry updates, newsletters and notices.

Iowa One Call has always provided attendees of the ESAP meetings with a free lunch. In order to continue providing free meals, it is important for all preregistered persons to provide Iowa One Call with notice of cancellation when it is known that any preregistrants will not be able to attend a meeting (by calling or emailing the admin office at 151-278-8700 / [sethale@netins.net](mailto:sethale@netins.net) **at least one full week in advance**). The reason this is important, is because meals must be preordered in advance based on the preregistration count, and Iowa One Call is charged for the total regardless of how many actual meals are served. In some years, the number of “no-shows” has been as high as 20-percent.



Attn: Seth Hale  
9001 Hickman Rd, Ste 220  
Urbandale, IA 50322

PRSR1 STD  
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PAID  
Des Moines, IA  
Permit No. 121

## 2018 REGISTRATION EXCAVATION SAFETY AWARENESS PROGRAM

**DUE TO LIMITED SEATING, ADVANCED REGISTRATION IS REQUIRED**

### REGISTRATION:

Registration questions?  
Call Seth at 515-278-8700

- ⇒ REGISTER ONLINE at [www.iowaonecall.com](http://www.iowaonecall.com) (**Preferred Method**)  
Look for the registration link prominently displayed on the Homepage
- ⇒ Mail completed form to: Iowa One Call, 9001 Hickman Rd, Ste 220, Urbandale, IA 50322.  
Attention: Seth Hale (use this method **only** if you are unable to register online)

Date: \_\_\_\_\_ City: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Please PRINT the full name of each person attending. This is essential to complete your registration.

First & Last Name	First & Last Name

**EXCAVATION SAFETY AWARENESS PROGRAM**  
**2018**  
**DAMAGE PREVENTION...**

**IT'S YOUR CALL**

**IOWA 811**  
**ONE CALL**<sup>SM</sup>  
[IowaOneCall.com](http://IowaOneCall.com)

Find us on



2016 vs 2017

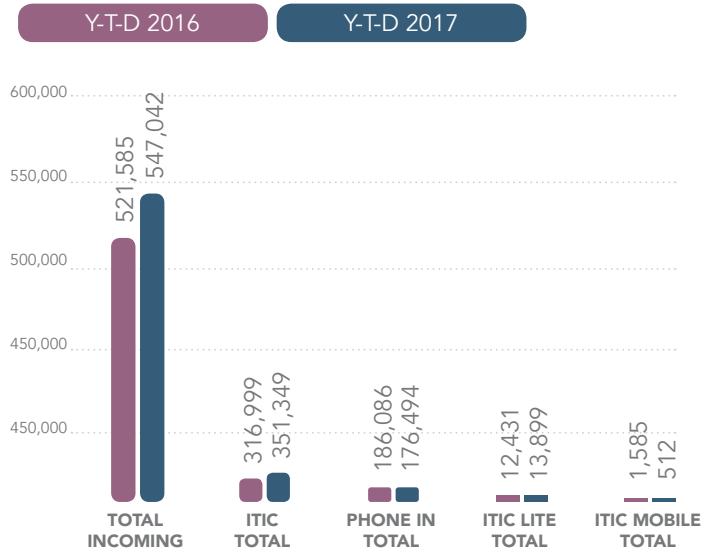
# BY THE NUMBERS



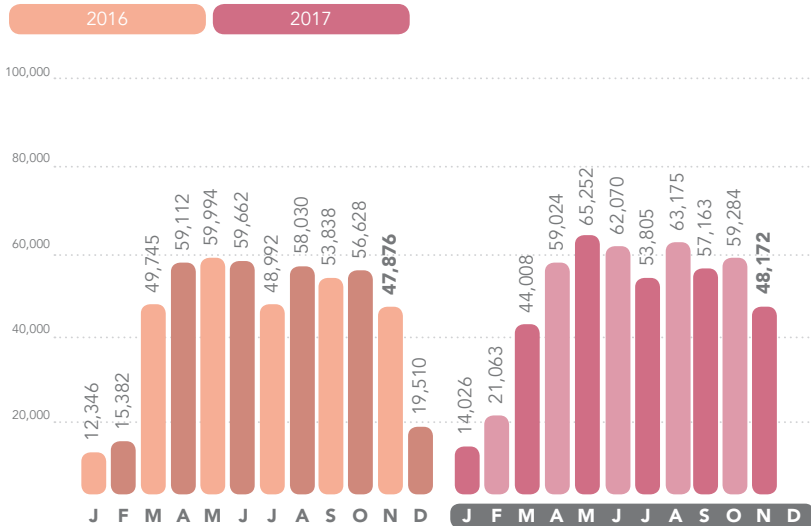
Another year has come and gone and excavations across the state of Iowa are on the rise. Let's take a look at key figures from the past two years. (The following numbers are a comparison of data from 2016 and 2017 through the month of November.)

The total volume of tickets generated through November in 2017 was 547,042 which led to 2,656,980 locates being coordinated. These numbers are up from 521,585 tickets in 2016, translating to 2,606,531 locates. In 2014, there were 460,536 tickets created through November – an increase of 86,506 tickets!

## ITIC ACTIVITY Y-T-D



## INCOMING TICKET TOTALS



May was the busiest month for 2016 and 2017, seeing 59,994 and 65,252 notices, respectively.

Dig-in and Emergency notices saw a slight bump from 2016 to 2017. The dig-in volume went from 4,503 to 4,893 while emergency notices jumped from 13,555 to 14,625.

Excavators are given the option to call or click before they dig. Through November of 2017, 67% of dig notices have been completed online using the ITIC or NextGen program. This is available at [iowaonecall.com](http://iowaonecall.com). The remaining tickets are phoned in. The average phone call lasts around 7 minutes and is completed with a live Customer Service Representative.

As you gear up for 2018, please remember the first step to a safe excavation is to **know what's below**. After calling or clicking to generate a dig notice, proceed with caution for the duration of your project. Your life depends on it.





# IOWA ONE CALL, PROGRAMMING AND ADVERTISING 2017

Iowa One Call is committed to bringing awareness to safe digging and damage prevention. This effort is carried out by diverse and strategic advertising and programming.

Radio, television, and billboards are reliable vehicles to inform the general public of the need to call or click before any digging project. Each platform offers a statewide reach through a variety of channels. The television commercials feature John Ratzenberger, perhaps better known as “Cliff” from the hit 80’s sitcom “Cheers.”

You might remember Cliff as the know-it-all mailman. When it comes to digging projects, John/Cliff knows the importance of calling (or clicking) before you dig. The television spots air on local news programs, college and professional sporting events, cable TV channels, and streaming services such as Hulu, Apple TV, Amazon Fire TV, and Roku.

In addition to traditional media services, Iowa One Call does a handful of promotional events each year. In 2017, we visited the Iowa Home and Garden Show, the Iowa State Fair, the Iowa Speedway, and the first ever Mock Line Strike in the state.

The Iowa State Fair is the largest event in the state year-after-year. We set up a booth in Varied Industries Building for the entirety of the fair. It is not uncommon for the Fair to be up and running by August 11, providing a natural opportunity to promote the 8-1-1 number and safe digging message.

YouTube



Mark your calendars for the 2018 state fair and plan to visit us to snag a yardstick!

Creating a dig ticket is a quick process, but have you ever seen an IndyCar zip around a short track? We watched some high-end racing at the Iowa Corn 300 in 2017. The 811 Car and 811 Bike were on display for racing fans to enjoy at the Iowa Speedway. Hundreds of t-shirts, water bottles, and sets of earplugs with the Iowa One Call logo were handed out.

A Mock Line Strike came to Iowa for the first time during the summer of 2017. The event





was put on by the Iowa Pipeline Association and Enertech. Ben Booth of Iowa One Call was invited to narrate and outline the right and wrong way to excavate near a natural gas transmission line. Those in attendance experienced a scenario in which a natural gas transmission line was damaged with a backhoe, causing the gas to be released. The purpose of these events is to educate contractors, farmers, and emergency response crews on how to properly respond to what could be a catastrophic event. Hundreds of gas pipelines

are damaged each year, and could be avoided with a one-call notice and safe digging practices. It is important to follow all protocols before and during the excavation. Your life might be on the line. Iowa One Call

To watch a recap of the mock line strike event visit the [Iowa One Call YouTube](#) channel.

produced a video to be used for educational purposes from the event. View that video here and be sure to watch our other educational video content on YouTube.

Our efforts extend to providing presentations for various groups and businesses throughout the state. These presentations provide an overview of the Iowa One Call requirements for new employees and those new to the process. We take an in-depth look at the best practices, updating the veteran users of the Iowa One Call system. These speaking engagements allow us to connect with all stakeholders (contractors, locators, farmers, homeowners, and facility owner-operators). Having consistent communication and educational opportunities is vital to preventing damages to underground infrastructure. Each year we write press releases, which garner several interviews from radio, print and television organizations throughout the state.

The greatest form of spreading any message is by word of mouth. In a recent survey conducted by Iowa One Call, 14% of participants said they heard of Iowa One Call from a friend, neighbor or colleague. Over 50% of participants have known about Iowa One Call for a while, and 35% of respondents have used the one-call system in relation to their job. If you have a friend, family member or neighbor who mentions any project that may involve digging, please encourage them to call or click (at least 48 hours before beginning the project). Your voice is our strongest resource and can prevent damages and save lives.





# PIPELINE EXPLOSION KILLS TWO IN ILLINOIS

**A one call notice was not made. The cost? Two lives.**

If you're a professional contractor, it's likely you hear about safety multiple times each week. While the message can seem like redundant white noise at times, it's critical to going home unharmed to your family and friends.

On December 6, 2017, a father and son lost their lives while installing drainage tile in Dixon, Illinois. One of the tractors being used became stuck. While using a second tractor to pull the first tractor free a 20" natural gas pipeline was breached. A fireball erupted, presumably killing the farmers in an instant. Two others assisting in the project were injured and taken to the hospital. At the time of the accident, one was listed as being in stable condition, the other in critical condition. The fire raged from 9:00 AM to 1:15 PM. Traffic was shut down in the area until 3:30 PM.

## **DOMINO EFFECT**

The first step to any excavation is to make a notice to the one call system of that state. The task is simple: Dial 8-1-1 or create a ticket online. The service is free to the excavator and required by law. The locates, by law, are required to be completed within 48 hours (excluding Saturdays, Sundays and legal holidays).

The tragedy in Illinois is the result of neglecting the first step, initiating a domino effect of chaos. Without a one call notice, underground facilities in the area go unmarked. This exposes the excavator to a high level of risk, including serious personal injury and financial liability from any damage or disruption of essential underground infrastructure. In this case, the potential explosive nature of a gas pipeline was proven. Coming in contact with other types of underground facilities pose a serious threat as well. Making contact with a high-voltage underground electric facility could energize your machine and the surrounding area. Something called "step-potential" is introduced. Imagine a rock being thrown into a pond, creating a ripple effect. This is similar to the drop off of voltage at each ripple. Stepping away to another wave of voltage is a major threat to your safety and life.

If we are to zoom out from the isolated incident of damaging an underground facility, we will see other dominos start to fall. The surrounding property and communities are directly affected by the damages. A pipeline explosion can produce a widespread fire, putting local businesses and





surrounding residences at jeopardy. While fire creates the highest threat to injury and life, any damage is a threat. A water main break can flood properties. A communication line cuts off telephone service, including 911. A power outage shuts down business operations. Any of these damages could impede traffic flow, causing inconvenience for those in the community. Facility owner operators can pass the cost of repairs/damages on to the contractor and the Attorney General can hand down civil penalties.

### **HINTON, IOWA, 2012**

In 2012, a similar incident happened in Hinton, IA. Two men were installing field tile without a required one call notice in place. A 24" natural gas line was hit, setting off an explosion. Both excavators were able to escape the flame with only minor injury. Northern Natural Gas replaced 102 feet of pipeline. The Iowa Attorney General handed down a \$20,000 fine while Northern Natural Gas sought \$439,273 in a settlement.



### **BOTTOM LINE**

These incidents provide an unfortunate reminder of the importance of making a one call notice. Please remember, this is free service that takes roughly 5 minutes to complete. Be sure to plan ahead when you excavate, allowing the locators 48 hours to respond to the ticket (excluding Saturdays, Sundays and legal holidays). Knowing what's below will save your life.

# IN THE NEWS



*Local Excavation and Safety News From Around the Web*



## **Alliant Energy to buy 170MW English Farms wind project in Iowa, US**

[www.power-technology.com](http://www.power-technology.com)

Alliant Energy's Iowa power company has finalised an agreement with Tradewind Energy to acquire the 170MW English Farms windfarm in the US. Under the deal, Alliant Energy will develop and own the project, which is located in Poweshiek County, Iowa ... [\[more\]](#)

## **Two dead, two injured in pipeline explosion**

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

Two farmers are dead and two injured, one critically, after they ruptured a natural gas pipeline while laying field tile northeast of Dixon around 9 this morning. The pipe was hit when the tractor pulling the tiling plow became stuck, and a second tractor, attempting to free the first, lost traction and hit the 20-inch pipeline, causing the explosion and the resulting fireball. ... [\[more\]](#)

### **UPDATE**

## **Father, son killed in Dixon area pipeline explosion**

[wqad.com](http://wqad.com)

Authorities in northern Illinois say a father and son were killed in a natural gas pipeline explosion while working on a farm field. According to the Lee County Sheriff's Department farm workers had been installing field tile when a tractor pulling a tiling plow got stuck. A second tractor was then used to try and free the first tractor, but when it lost traction it hit the pipeline "resulting in fire engulfing the scene." ... [\[more\]](#)

# IOWA 811

## ONE CALL



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

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