

1993

- ▶ 22 YEARS AGO CALLS HAD TO BE MADE TO INDIVIDUAL UTILITIES BEFORE DIGGING
- ▶ TOOK A LOT LONGER THAN ONE 8 MINUTE PHONE CALL TO THE CENTER TODAY
- ▶ THE 8 MINUTE CALL TAKES A LOT LONGER THAN THE NEW PORTAL ELECTRONIC LOCATE REQUEST



HOW BUSY WAS 2014?

- ▶ 133,954 LOCATE REQUESTS
- ▶ 802,233 DISPATCHED LOCATE TICKETS
- ▶ 48% LOCATE REQUESTS WERE ELECTRONIC
- ▶ 23% OF ALL LOCATE REQUESTS REQUIRED NO INTERVENTION BY CENTER

COMPLAINTS IN 2014

- ▶ 33 COMPLAINTS FILED
- ▶ LEGAL PROCESS
- ▶ DAMAGE PREVENTION & SAFETY
- ▶ NOT ABOUT PENALTIES

WHO FILED ?

- ▶ COMMUNICATIONS = 8
- ▶ CITIES = 5
- ▶ EXCAVATORS = 2
- ▶ NATURAL GAS = 18

FILED AGAINST

- ▶ MUNICIPALITY -- 1
- ▶ GAS -- 1
- ▶ COMMUNICATIONS -- 1
- ▶ HOMEOWNER – 1
- ▶ EXCAVATOR -- 29

WHY?

- ▶ NO LOCATE REQUESTED/EXPIRED TKTS – 21
- ▶ DID NOT LOCATE WITHIN 48 HOURS
- ▶ DUG B4 START DATE & TIME
- ▶ DID NOT HAND DIG WITHIN 18”
- ▶ DAMAGED SERVICE & FAILURE TO NOTIFY

DISPOSITION OF COMPLAINTS

- ▶ 2 WITHDRAWN BY THE COMPLAINANT
- ▶ 1 DISMISSED – CAN'T LOCATE DEFENDANT
- ▶ 1 DISMISSED – NO VIOLATION
- ▶ 2 DISMISSED FOR FILING AFTER 90 DAYS OF DISCOVERY
- ▶ 27 ASSESSED \$250 TO \$5,000 IN PENALTIES

PENALTY AMOUNTS

- ▶ \$1,000 first violation, with \$5,000 for each subsequent violation within 12 months
- ▶ Up to \$5,000 for the first violation and up to \$10,000 for each subsequent violation within 12 months of the initial violation, if it's considered intentional.
- ▶ Each violation is a separate offense. Each day the violation continues constitutes a separate violation.



REPORTED DAMAGES

- ▶ 620 DAMAGES REPORTED IN 2011
- ▶ 732 DAMAGES REPORTED IN 2012
- ▶ 727 DAMAGES REPORTED IN 2013
- ▶ 792 DAMAGES REPORTED IN 2014

GAS AND PIPELINE DAMAGES

- ▶ 2011 -- 230
- ▶ 2012 -- 436
- ▶ 2013 -- 372
- ▶ 2014 -- 364

DRAIN TILE & IRRIGATION

- ▶ SHOULD BE REGISTERED IF IN ROW
- ▶ POTENTIAL FOR DAMAGE TO FACILITY
- ▶ POTENTIAL FOR INJURY TO WORKERS



TILING RESPONSIBILITIES

- ▶ TILING OFTEN DONE BY INEXPERIENCED WORKERS
- ▶ NOT AWARE OF ONE CALL LAWS
- ▶ UNAWARE OF REQUIREMENTS TO REGISTER
- ▶ RECIPE FOR INJURY AND FUTURE COST TO OWNERS



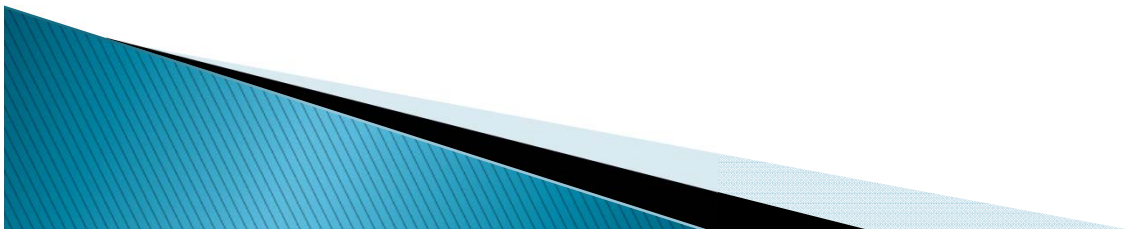
HOW TO BECOME A MEMBER OF SOUTH DAKOTA 811

- ▶ <http://onecall.sd.gov/> OR SD811.com
- ▶ FACILITY OPERATOR TAB
- ▶ Membership
Please [become a member](#) of South Dakota
One Call to register your underground
facilities.
- ▶ CLICK & EMAIL REQUEST TO



MEMBERSHIP COST

- ▶ SEND IN FACILITY MAPS
- ▶ \$35 ONE TIME SET-UP CHARGE
- ▶ \$1.05 FOR EACH LOCATE REQUEST



EXCAVATION TICKET TYPES

ADMINISTRATIVE RULES – ARTICLE 20:25

- ▶ NORMAL (ROUTINE) – 48 HOURS
(HIGH PROFILE)
- ▶ EMERGENCY – DEFINED IN LAW – 2/4 HOURS
- ▶ UPDATE – 48 HOURS
- ▶ RE-SPOT – 24 HOURS
- ▶ MODIFY – 48 HOURS
- ▶ APPOINTMENT – 48 HOURS AFTER MEET
- ▶ VERIFICATION – 2/4 HOURS
- ▶ PROJECT – REQUIRES CENTER SUPV APPROVAL

NON-EXCAVATION TICKET TYPES

- ▶ PLANNING
- ▶ INFORMATIONAL
- ▶ DAMAGE REPORTING – IT'S MANDATORY



WHAT'S NEW THIS YEAR?

- ▶ MOBILE APP – APPLE & ANDROID
- ▶ AMBER ALERTS
- ▶ ELECTRONIC TICKETING – OPENING UP ALL TICKET TYPES
- ▶ INCREASED MAPPING ON ALL ELECTRONIC TICKETS

WHERE DO I SIGN UP FOR ELECTRONIC TICKETS?

- ▶ SD811.com
- ▶ Click on Facility Operator tab
- ▶ Contact remoteapps@sd811.com to request a short demo and for other electronic ticketing assistance.



MOBILE APP

South Dakota 811

Android app now available
in Google Play



The South Dakota 811
Android and iPhone
apps allow you to:

- Submit a locate request
- Update an existing ticket

It's fast. It's easy.
It's free.

GET IT ON
Google play

It's your 24/7, wherever
you happen to be, access to
South Dakota 811.

Available on the
App Store



SOCIAL MEDIA



WHERE DID ALL THIS BEGIN?

- ▶ NEW LONDON, TEXAS 1937 -- STARTED GOVT ACTION – PHMSA EVENTUALLY





"I did nothing in my studies nor in my life to prepare me for a story of the magnitude of that New London tragedy, nor has any story since that awful day equaled it."

-Walter Cronkite-



PROPERLY SLOPE OR SHORE



DID YOU KNOW?

- ▶ **ZERO DAMAGES IN 99%
OF SITUATIONS WHERE A
LOCATE WAS REQUESTED.**



DELL RAPIDS, SD 6/10/2014

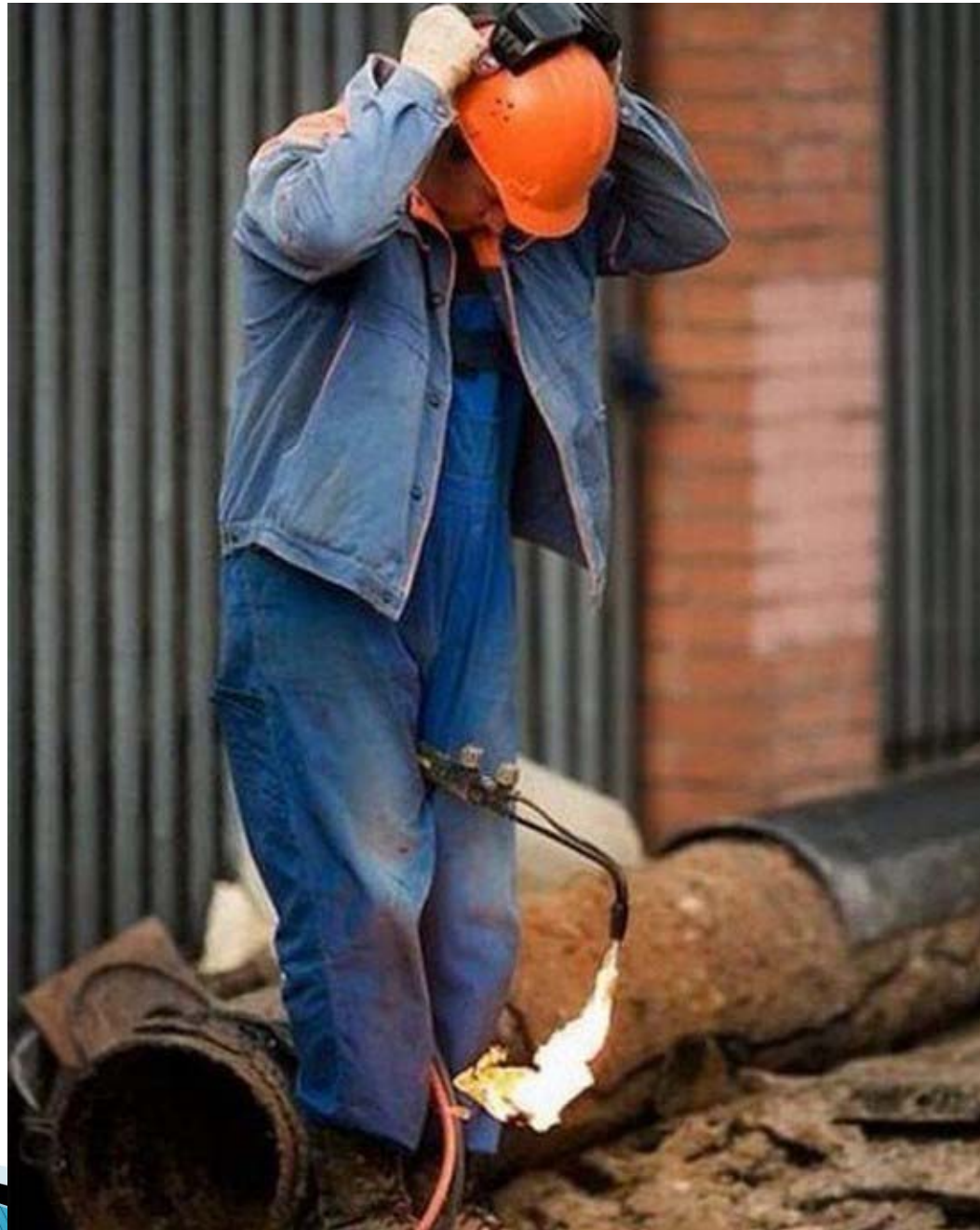


DELL RAPIDS, SD



ALWAYS WEAR EYE PROTECTION





HARD HAT AREA



SAFETY FIRST

Personal Motto



DON'T GET CAUGHT BEING UNSAFE



SAFETY FIRST



CALL 811, SO YOU DON'T HAVE TO CALL 911

- ▶ LET'S ALL DO OUR PART TO “KEEP OUR COMMUNITIES AND STATE A SAFE PLACE TO LIVE AND WORK”.



South Dakota 811

SD One Call Website: sdonecall.com OR
SD811.com

- ▶ **CALL BEFORE YOU DIG**
1-800-781-7474
811 (Instate)
- ▶ Email address: exedir@sdonecall.com
- ▶ Tel # 605-339-0529

