

THE DAMAGE PREVENTION JOURNAL

2024 Issue 1 • Ohio's Safe Digging Resource

Navigating Ohio's Underground
Technical Committee: Safeguarding
Safe Excavation Practices

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Defrost for Safe Digging



THE DAMAGE PREVENTION JOURNAL

Ohio's Safe Digging Resource | 2024 Issue 1

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OHIO811 is located at
12467 Mahoning Ave., P.O. Box 729
North Jackson, OH 44451.

Ohio's Damage Prevention & Utility Coordinating Councils

OHIO811 and our partners remain committed to providing the highest level of Damage Prevention education and training opportunities. Ohio's Damage Prevention and Utility Coordinating Councils are currently conducting their monthly or quarterly meetings using a hybrid model that provides for in-person attendance or participation through a video conferencing platform.

Ohio currently has six Damage Prevention Councils (DPCs) / Utility Safety Councils and five Utility Coordinating Councils (UCCs). Each council provides an open forum to share ideas, strategies and solutions to prevent damage to underground facilities during excavation. Council members include underground facility owners and operators, representatives from OHIO811, excavators, contractors, government agencies and other interested individuals.



Meeting Schedule

Central Ohio Damage Prevention Council

When: Third Wednesday of each month at 9:00 AM

Where: The Builders Exchange of Central Ohio,
1175 Dublin Rd, Columbus, OH 43215

Contact: Greg First, Chairperson,
conieconstructioncompany@gmail.com

Eastern Ohio Damage Prevention Council

When: Fourth Thursday of each month at 9:30 AM

Where: OHIO811, 12467 Mahoning Ave, North Jackson, OH 44451

Contact: Kyle Peyton, Chairperson, kylepeyton@usicllc.com

Miami Valley Utility Safety Council

When: Second Wednesday of each month at 9:00 AM

Where: Montgomery County Water Services, 1850 Spaulding Ave,
Kettering, OH 45432

Contact: Jim Wooten, Chairperson, jim.wooten@centerpointenergy.com

Northern Ohio Damage Prevention Council

When: First Wednesday of each month at 9:30 AM

Where: City of Independence Civic Center,
6363 Selig Blvd, Cleveland, OH 44131

Contact: Scott Templeton, Chairperson, stempleton@clevelandthermal.com

Northwest Ohio Damage Prevention Council

When: Second Thursday of each month at 11:00 AM

Where: Lucas County Sanitary Engineer,
1111 S McCord Rd., Holland, OH 43528

Contact: Jennifer Reams, Chairperson, jreams.icc@gmail.com

Southwest Ohio Utility Safety Council

When: First Tuesday of each month at 1:00 PM

Where: The Great Lakes Construction Co, 925 Laidlaw Ave,
Cincinnati, OH 45237

Contact: Jim Collins, Chairperson, jim.collins@duke.energy.com

Southeast Ohio Utility Coordinating Council

2024 Meeting Dates: February 6th, May 7th, August 6th, and November 5th

Time: 9:00 AM

Where: Washington Electric Cooperative, 440 Highland Marietta,
OH 45750

Contact: Matt Hennis – matth@oups.org

Northwest Quad Utility Coordinating Council

2024 Meeting Dates: January 17th, April 17th, July 17th, and October 16th

Time: 9:00 AM

Where: Bryan Municipal Building (2nd Fl - Mayor's Conference Rm) 1399
E High St, Bryan, OH 45242

Contact: Jack Bennet – jackb@oups.org

Mid-Ohio Utility Coordinating Council

2024 Meeting Dates: January 24th, April 24th, July 24th, and October 23rd

Time: 9:00 AM

Where: Columbia Gas, 1021 N Main St, Mansfield, OH 44903

Contact: Chuck Green – chuckg@oups.org

Stark County Utility Coordinating Council

2024 Meeting Dates: March 5th, June 4th, September 10th, and
December 3rd

Time: 9:00 AM

Where: Beaver Excavating, 2000 Beaver Place Ave SW, Canton, OH
45242

Contact: Matt Hennis – matth@oups.org

West Central Ohio Utility Coordinating Council

2024 Meeting Dates: February 6th, May 7th, August 6th, and November 5th

Time: 9:00 AM

Where: Marathon Pipeline, 575 Buckeye Rd, Lima, OH 45808

Contact: David Gilland – davidg@oups.org



From the Desk of

Roger Lipscomb



From our earliest days, OHIO811 was founded to protect underground utilities, protect the public, and protect the environment. During my tenure as Executive Director, I have endeavored to continue our commitment to these principles. While significant advancements in technology have been implemented and legislative supports have been applied, safety remains at the core. Through every enhancement made to underground damage prevention strategies, I can't help but reflect on a simple fact, "The more things change, the more they stay the same."

Leading the way with the implementation of emerging technologies has been instrumental in our role to protect those who live and work in Ohio. Going back to the 1990s, OHIO811 was the first notification center to have a website and we have continued to broaden our digital landscape with the introduction of Ticket Updater, WebTMS, Remote Ticket Entry, and the OHIO811 Mobile App. Our mapping has also evolved as technology resources have grown. From our early days of driving the state to manually map out new address points, today locate requests are even more efficient and effective with our precise mapping capabilities.

Necessary updates to existing underground damage prevention laws have also been experienced through the years. Dating back to 2012, when universal marking standards and positive response were established in Ohio, and to 2014, when accountability was signed into law, the priority focus on safe excavation has remained. Then and now, the pivotal role of OHIO811 provides an intricate understanding of the industry and helps shape the safe excavation conversation with a comprehensive lens.

OHIO811's position as a public safety leader is more vital than ever. The substantial growth in infrastructure and the rising number of buried facilities across the state is reflected in the record volumes seen in our Notification Center in North Jackson, Ohio. Although the world is always changing, I am confident that the dedication to public safety through underground damage prevention exhibited by the industry throughout Ohio will remain unwavering. On behalf of the OHIO811 team, I want to thank all of you for your continued commitment to making Ohio a safer place to live and work.

Roger Lipscomb
President/Executive Director

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www.OHIO811.org

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prevention solutions
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the industry



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Navigating Ohio's Underground Technical Committee:

Safeguarding Safe Excavation Practices

The passage of Senate Bill 378 in 2014 directed the Public Utilities Commission of Ohio (PUCO) with the duties of enforcing damage prevention law. To aid in this mission, the Underground Technical Committee (UTC) was formed, comprised of industry professionals dedicated to upholding safety and compliance. This article provides an overview of the UTC, its formation, the complaint process, and the associated penalties.

Understanding the UTC and Its Formation

The Underground Technical Committee (UTC) is a specialized body established to bring together experts from various stakeholder groups associated with excavation and utility protection. Under Ohio Revised Code (ORC) Section 4913, the UTC includes representatives from the commercial excavator industry, natural gas and electric utilities, oil and gas producers, telecommunications, and more. Each member of the 17-member panel contributes to the committee's overarching goal of ensuring safe and compliant excavation practices.

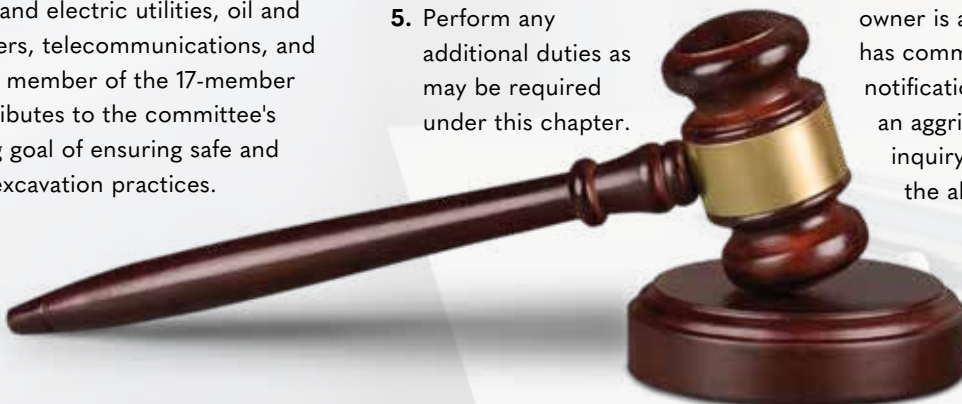
Duties of the UTC: Industry Professionals at Work

The UTC's responsibilities encompass roles such as:

1. Coordinate with the Public Utilities Commission of Ohio in carrying out its duties under Chapter 4913. of the Revised Code.
2. Provide subject matter expertise when requested during inquiries conducted under section 4913.09 of the Revised Code.
3. Review reports in accordance with Section 4913.15 of the Revised Code.
4. Make recommendations under Sections 4913.15 and 4913.16 of the Revised Code.
5. Perform any additional duties as may be required under this chapter.

The Complaint Process: A Step-by-Step Guide

1. Identifying an Aggrieved Party:
According to the Ohio Revised code Section 4913.01, an aggrieved party means "a person with duties and obligations under sections 153.64 , 3781.27 , and 3781.28 to 3781.32 of the Revised Code and divisions (A) and (B) of section 3781.26 of the Revised Code and who is directly involved with or impacted by the alleged compliance failure, as identified in the request for inquiry, of another person with duties and obligations under sections 153.64 , 3781.27 , and 3781.28 to 3781.32 of the Revised Code and divisions (A) and (B) of section 3781.26 of the Revised Code." This means that to be an aggrieved party, you must be directly impacted by the alleged compliance failure. An example of this would be a failure to notify OHIO811 before digging. In this example, if a utility owner is aware of an excavation that has commenced without an excavation notification, the utility owner would be an aggrieved party and may request an inquiry with the staff of the PUCO for the alleged compliance failure.





2. Submitting a Claim:

A detailed request can be filed and should include the responsible party's name, date, and nature of the alleged compliance failure, and other relevant information utilizing PUCO's web entry form at <https://puco.ohio.gov/help-center/utc-complaint-form>. To allow the UTC members to fully grasp exactly what happened, as much detail as possible is suggested. One important factor is photos. James Jewell, Prairie Township Administrator and UTC panel member mentions, "We are only allowed to work off the information we are provided to deliberate each case. The more context and photo evidence we receive allows us to make the best decision possible."

3. Notification and Response:

Before the case is brought before the UTC members, there is a 30-day time period for alleged violators to respond to the complaint lodged against them and provide further information, documentation, or to potentially admit to the compliance failure.

4. UTC Review and Decision:

After all the information has been presented to the UTC members by the PUCO, the committee discusses each case. First, the UTC determines if there is a non-compliance failure that is provable using the Ohio Revised Code and their expert industry knowledge as guides. If non-compliance is determined, the UTC members discuss and decide on what the penalty is. This can include required training, financial penalties, or both. The aim of the UTC is not to

assign heavy fines in all cases of non-compliance, but rather to encourage people and companies to make safe decisions, through education and training, when it comes to underground damage prevention and safe excavation. Because of this, many first offenders receive smaller fines that are waivable with proper training. However, when a party continues to be found in non-compliance, they can be deemed as a persistent non-complier by the PUCO. This status opens the door to heavier fines to get the message across that it does not pay to not take damage prevention seriously.

5. Appeals Process:

Once the penalty is discussed and agreed upon by the UTC, the PUCO sends the proper notice to the involved parties. Either party can appeal to the Commission, followed by potential appeals all the way up to the Ohio Supreme Court, if they would like.

The Fines Process: Balancing Safety and Compliance

While the UTC's primary focus is to guide and educate, compliance failures may result in fines. The UTC emphasizes its commitment to fostering a culture of safety, encouraging all stakeholders to operate within the law and avoid compliance issues.

In essence, the UTC stands as a group of subject matter experts in their respective fields who, using expertise and cooperation, are dedicated to helping individuals and organizations navigate the landscape of safe excavation practices. By prioritizing safety and compliance, the UTC not only encourages that Ohio's damage prevention laws are enforced, but are fully understood.

Want to learn more? Visit <https://puco.ohio.gov/utilities/gas/resources/underground-technical-committee>



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Visit <https://puco.ohio.gov/utilities/gas/resources/underground-technical-committee>

In December of 2014, the state of Ohio passed legislation directing the duties of enforcing damage prevention laws to the Public Utilities Commission of Ohio (PUCO).

Active Subcommittees

UTILITY COORDINATION

- 30 day ticket life as opposed (currently: no set expiration date)
- Size/Scope of a ticket
- Exemptions regarding locating and surveying activities, placement of temporary markings, grounding of locating equipment, and the addition or removal of roadside berm material

ABANDONED LINES DISCUSSION

- Subcommittee discussing language proposals that would address the public safety risk of current abandoned lines and prevention of potential abandoned lines in the future.

Proposed Language

The "Two Working Days Not Including Day of Notification" and the "Utility Coordination" subcommittees have been in discussion of proposed language to Ohio's underground damage prevention laws. Following the 45-day review period, the following language was presented at the Coalition level for a consensus vote on December 14, 2023. The vote passed and this language will now be presented to the state for introduction as a Bill.

Proposed language summarized below is posted in full on the OHIO811 website:

- 3781.25 "Excavation" excludes activities listed below when performed in the public right of way and providing that the activity does not penetrate the earth to a depth of more than twelve inches, unless otherwise stated:
 - Milling and grinding of asphalt road surfaces no greater than 4 inches, excluding pulverizing activities and activities at signalized intersections and where signal and/or environmental sensors may be present.
 - Utility wood pole inspection utilizing hand tools to excavate and working on the clear side of poles, greater than 90 degrees from any risers.
 - Tilling for sowing of grass and wildflower coverings no more than four inches deep for erosion control or beautification purposes.
 - Placement of temporary signage, not to exceed four inches deep.
- 3781.28(A) Except as otherwise provided in divisions (C), (D), (E), and (F) of this section, at least forty-eight hours but not more than ten working days before commencing excavation, the excavator shall notify a protection service of the location of the excavation site and the date on which excavation is planned to commence."
- Remove Limited Basis Participant (LBP) Language from O.R.C.

The OUDPC collectively meets quarterly, with subcommittees meeting as needed. As proposed language is agreed upon at the subcommittee level, legislative proposals are publicly posted for a 45-day review period, after which a vote is held at the Coalition level that requires consensus from the designated industry representatives for introduction as a Bill at the state level. To learn more about the OUDPC, visit: OHIO811.org/legislative-coalition-oudpc/

STAY SAFE THIS WINTER

with OHIO811

1



Notify OHIO811 when markings are damaged or destroyed with your locate request number so that the dig location can be remarked.

2



Slips, trips, and falls tend to increase in inclement weather due to slipperier than normal conditions. Always be cautious when working on and around equipment, trailers, and uneven or slick surfaces.

3



Dress in layers to adjust to temperature swings throughout the day.

4



Use pink paint when premarking your dig location in snow conditions. Another option would be to use white flags or stakes. Be sure to mention how your dig location has been premarked when notifying OHIO811.

5



Be aware of potential areas of snow drift. Falling through snow can lead to injuries such as sprains and strains to a person's back or extremities.

Overhead awareness is also important.

6



Store paint properly. Putting paint cans on the dash to thaw them could cause them to explode from the increased pressure.

Evolution of Ohio Utilities Protection Service:

A Journey Through Workforce and Innovation



Growth, transformation, and evolution are embedded throughout OHIO811's commitment to public safety. Leading the way with innovations in technology and the foresight of a seasoned workforce, OHIO811 has a unique and comprehensive understanding of Ohio's underground damage prevention process. The commitment to making Ohio the safest place to live and work is evident throughout each development and milestone achieved over the past fifty-two years.

Workforce Growth

Founded as Ohio Utilities Protection Service, OHIO811 embarked on its journey in 1972 with a team of three full-time and three part-time employees. Operations were conducted in the basement of the City Centre One building in downtown Youngstown, Ohio, where Customer Service Representatives (CSRs) took excavation notification calls holding the phone on their shoulder while writing the information by hand. As volume steadily increased from 13,678 tickets in 1973 to an impressive 1,561,669 tickets in 2023,

the CSR team grew to a total of 51 team members serving today. Along with the growth of the Operations team, the overall workforce at OHIO811 developed over the years to foster new technology and expand upon public safety messaging. Today's team of 83 includes CSRs, IT, Public Education, Member Services, Human Resources, Accounting, and other administrative roles.

Mapping Evolution

In the 1980s, OHIO811 took a significant step by establishing an in-house mapping

1972



2000



2002



team. Initially relying on USGS maps with latitude/longitude grids, the team employed a digitizing system to record geopolitical county, city, township boundaries, and street data. The evolution continued, moving from paper maps and physically walking routes, to embracing a range of digital files with precise address points and parcel data. Accurate and wide-ranging mapping proves to be a significant component of locate requests and is instrumental in the OHIO811 mission to prevent damage to member facilities.

Notification Transformation

Undergoing a remarkable transformation over the years, the excavation notification process has become more accessible than ever before. The evolution from manual and handwritten data entry, to the instant delivery accessible at the click of a mouse, is simply incredible. Remote Ticket Entry programs have made these resources not only valuable to CSRs but to anyone digging in the state of Ohio. These programs include

i-dig for professional excavators, e-dig for homeowners, and Ticket Updater for requesting re-markings. (See page (15) to meet Lee Meadors from the i-dig Team)

The Evolution of Public Education and Outreach

As OHIO811's role as a public safety leader grew, the Public Education and Outreach team was developed. The team began in the 1990s with three liaisons that would serve the state to provide underground damage prevention education to industry stakeholders. Today, the PEOT team serves a multitude of essential outreach functions including member visits, the development and delivery of training and educational materials, social media, and public relations. (See page (12) to see what this team has been up to).

OHIO811 stands as a testament to adaptability and innovation. From humble beginnings, the organization has grown in workforce, transformed through technological advancements, and evolved in education and outreach to help create a safer and more efficient excavation landscape in Ohio.



2006



2011



2018 - Present Day



2012



2017



2022



OUT & ABOUT

The OHIO811 team travels far and wide to ensure they are educating as many people on safe digging practices as possible.

1-2 Columbia Gas hosted the Central Ohio Damage Prevention Council where they were able to tour their training facilities and resources.

3-4 The Southwest Ohio Utility Safety Council held their boots on the ground event in Cincinnati, Ohio.

5 OHIO811 set up shop at the Ohio Contractors Association Winter Conference.

6-7 In their 4th quarter meeting, the Ohio Underground Damage Prevention Coalition decided on moving forward with proposed language updates being sent to the State House.

8 Damage Prevention Councils throughout the state held their December meetings which included holiday celebrations.

9 Frank Riegler, OHIO811 Liaison, met Ohio State's Brutus at the Ohio Turfgrass Association show.

10-14 Fall Excavator Seminars were held throughout the state and included interactive stations to increase understanding and engagement amongst attendees.



15-16 Hard hats and candy were passed out to kids at the Toledo Zoo's Boo at the Zoo and Pumpkin Path events by OHIO811 and Columbia Gas team members.

17-18 Franklin County Engineers Touch a Truck event included OHIO811's interactive Educational Trailer.

19-21 Over 140 participants helped raise over \$10,000 for Children's Charities of Ohio at the ICWHY Clay Sporting event.





 twitter.com/OHI0811
 www.linkedin.com/company/ohio811/
 www.facebook.com/Ohio811
 www.instagram.com/ohioutilitiesprotectionservice/

Early Childhood Education at OHIO811

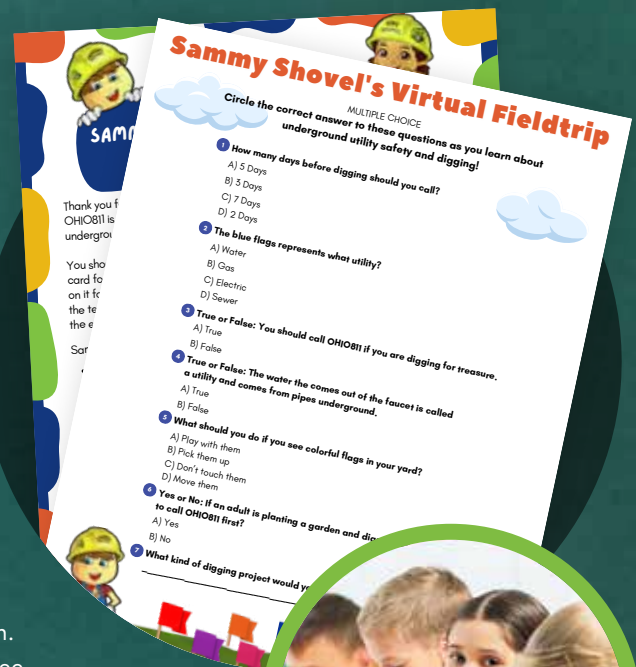
How do we know what utility lines are underground if we can't see them? What do the colored flags mean that we sometimes see outside and why can't we play with them? What is OHIO811?

We know that kids are both curious and observant, that's why it's important to educate early. Our Sammy Shovel Program started as an assembly style program that traveled the state. Now Sammy travels with his sister Suzy Shovel to any classroom, any day, any time through their virtual fieldtrip. Students explore what underground utilities are, the OHIO811 process, dance a little, learn about what colored flags mean at located facilities, and play some games.

In January, schools across the state started participating in Sammy Shovel's Virtual Fieldtrip. This program was designed for students

in early childhood education and is mostly geared towards grades first through fourth. The program is hosted on OHIO811's learning management platform and is teacher led; allowing for flexibility in the classroom.

Each student also receives free school supplies to use at home or in the classroom, with some information to take home to their guardians. Over five thousand students have been reached and counting. The program has received positive feedback from both parents and teachers. One lucky teacher will win a \$500 gift card for school supplies at the end of the school year!



Grades 1-4

One parent stated "Our child said he had a project for us. It was to notify 811 before we dig – he was super stoked to tell us all about what he learned! Great information for children that are always listening!" – and of course, we feel the same!

For more information on the Sammy Shovel Program, contact OHIO811's Education and Outreach Coordinator, Caitlin Kacsandi, at caitlink@oups.org

From the Center: Employee Spotlight



Lee Meadors

If you contact the i-dig team, there's a chance you'll get to talk with Lee Meadors, i-dig Quality Assurance Technician. Lee and the i-dig team help to train, monitor, assist, and quality check Remote Ticket Entry notifications.

A valued member of the OHIO811 team for twenty-four years, Lee launched her career as a Customer Service Representative, processing locate requests by phone for twenty years, eighteen of which were remote. Her great attention to detail and leadership qualities helped Lee to excel as one of the highest locate request processors. Starting in 2020, Lee transitioned to the i-dig team and enjoys interactions with callers and teammates in Operations, stating, "I've met some wonderful people in my last 23 years. From the people that I work with every day to the people that I have talked to on the phone. Friendships that will last a lifetime."

As the total number of locate requests continues to rise, the use of Remote Ticket Entry is also increasing. Online notifications make up over sixty-five percent of OHIO811's locate requests, with the i-dig program alone being utilized for fifty-four percent of OHIO811's total number of locate requests in 2023. i-dig is a real-time, web-based ticket entry program for professional excavators, contractors,

and utility facility owners with additional features to allow access to the ticket search program, repeating, updating and managing dig notifications/reference numbers from the convenience of a computer or mobile device.

Part of the everyday role of an i-dig Quality Assurance Technician is to do periodic quality checks on notifications submitted through the program. This includes finding any improprieties that could potentially cause harm to underground utility facilities or excavators.

This team also aids with the i-dig Remote Ticket Entry training and is available by phone Monday through Friday from 8:00am-4:30pm to assist with questions.

The team sets up new i-dig account holders and guides them through using Newtin (powered by Norfield) system. When asked about her role in public safety, Lee said "I take my role here very seriously. Being an i-dig Quality Assurance Technician brings a big responsibility. My team and I work hard to ensure that i-dig tickets are going out correctly and with the required

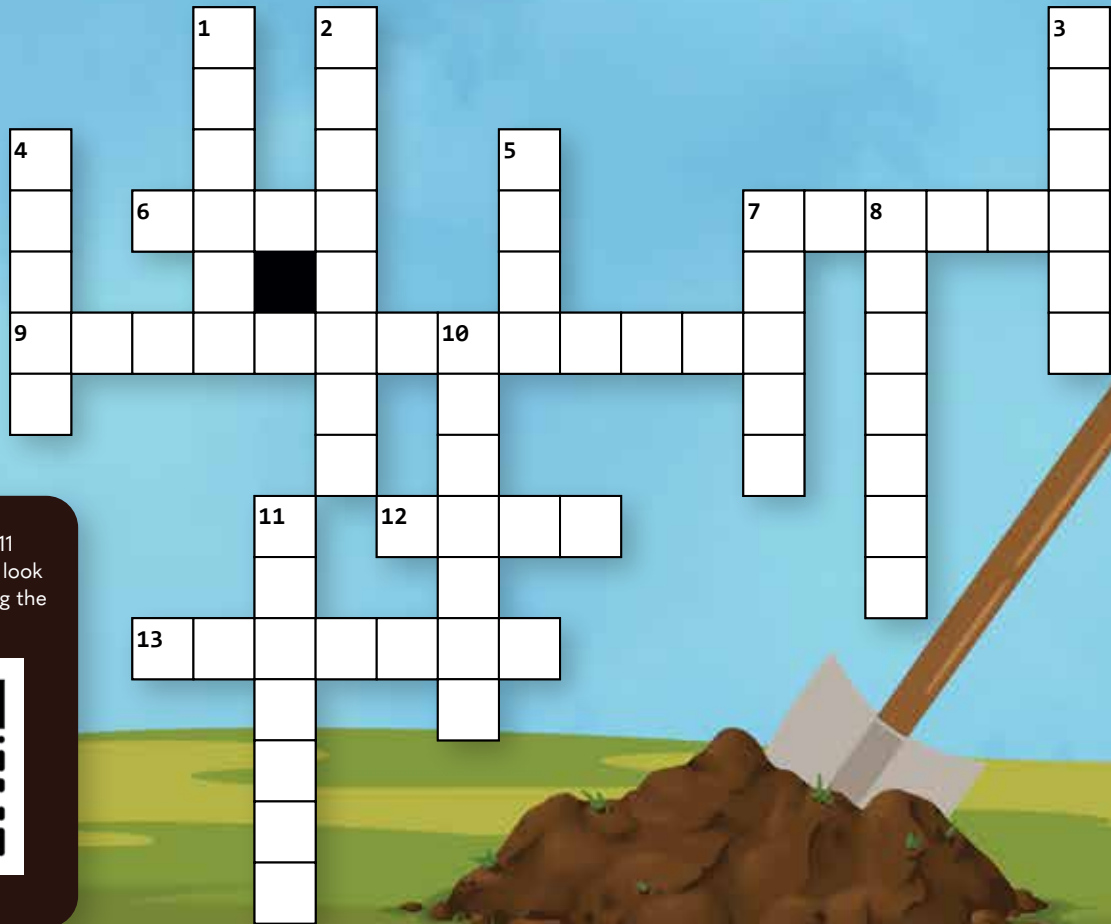
information to make the locating process as smooth and efficient as possible. We not only want to protect underground facilities, but we also want to protect the people that will be digging out there."

When not at work, Lee enjoys family time which includes her husband of twenty-eight years, two daughters, two dogs, and four grand-cats. Lee is also a Pittsburgh Penguins fan and a Pittsburgh Steelers fan (a controversy at the office). Lee's workspace is also one of the coziest and most beautifully decorated areas of our building. We thank Lee for her dedication to OHIO811 and underground damage prevention. She is a loyal employee with a contagious laugh and is a blessing to work with!

For more information about i-dig, our Remote Ticket Entry platform, visit OHIO811.org/idig or contact the i-dig Team at 800-240-7190 or idig@oups.org.



Safety Across The Line



Access the OHIO811
Excavator Manual and look
for answers by scanning the
QR code below.



Across

6. What you need to do for 48 hours after contacting OHIO811 about your excavation
7. A common hand tool used to dig
9. The site of the underground utility facility including the width of the underground utility facility plus 18the width of the underground utility facility plus 18 inches on each side of the facility (2 words)
12. OHIO811's Remote Ticket Entry program for professional excavators and facility owners
13. Material type PL

Down

1. Part of OHIO811's mission is to eliminate _____
2. A structure containing two or more conduits (2 words)
3. The color of flags or paint used to identify gas, oil, steam, petroleum, or gaseous materials
4. The color you would use for flags, stakes, or paint to pre-mark a dig area
5. How much is the fee to notify OHIO811 of your excavation
7. Material type STL
8. Who you contact before digging in Ohio
10. A single enclosure including one or more facilities
11. Who you would contact at OHIO811 to schedule a safety talk for your organization

WELCOME

New Members

OHIO811.org

OHIO811 welcomes the following groups and companies as new members:

Non-Governmental Members

Northern Industrial Energy
9010 Tyler Blvd
Mentor, OH 44060

DTM Utica
500 Woodward Ave Ste 2900
Detroit, MI 48226

Windstream Enterprises/Wholesale
4005 N Rodney Parham Rd
Little Rock, AR 72212

AEP Onsite Partners LLC
1 Riverside Plaza 20th Floor
Columbus, OH 43215

JB Nets LLC
102 SR 850
Gallipolis, OH 45631

Associate Members

Northern Lights Locating and Inspection
8109 Network Dr
Plainfield, IN 46168

Ewers Utility
301 Columbus Rd
Mt. Vernon, OH 43050

Integrated Network Concepts
33699 Lear Industrial Pkwy
Avon, OH 44011

Korterra Inc
1851 Lake Dr W
Chanhassen, MN 55317

Governmental Members

Pickerington Local School District
90 N East St
Pickerington, OH 45385
43147

Visit www.OHIO811.org
and click or tap on "Membership" to learn
about the benefits of becoming a member.



APRIL 2024

SAFE DIG MONTH



Get Involved!

SCAN ME



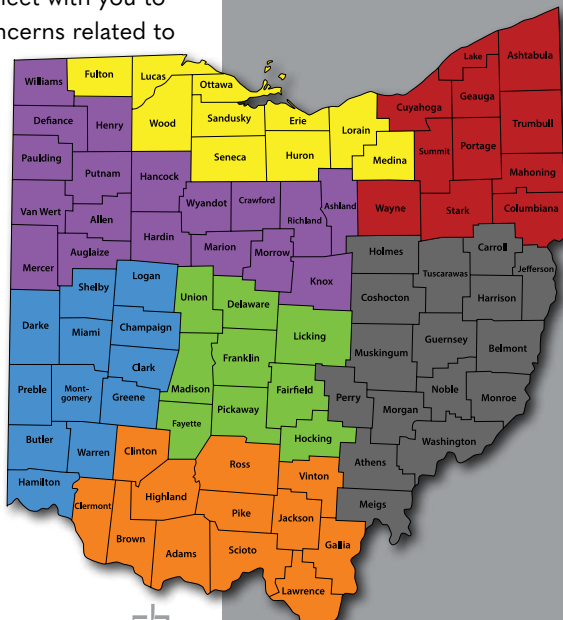
Get updates on social media

OHIO811 Liaisons

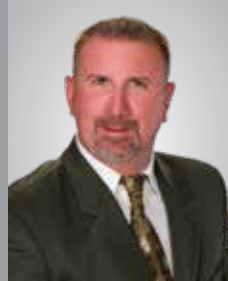
OHIO811's Education & Safety Liaisons are part of our Public Education & Outreach Team. They play a crucial role in our mission to promote safe digging. Working closely with contractors, excavators, contract locators and our member network of facility owners; OHIO811 Liaisons work to facilitate understanding to foster cooperation amongst industry stakeholders. The Liaisons travel the state and are available to conduct FREE safety talks to nearly any audience, including businesses, homeowners' associations, community groups, schools and government offices.

For OHIO811 members, the Liaisons serve another important function; they are the representative of the OHIO811 management team and staff. They are your advocates, sharing comments and insights within member meetings and making sure your voice is being heard. Your Liaisons are available to meet with you to discuss questions and concerns related to membership, OHIO811 programs, policies and services and damage prevention.

Visit OHIO811.org/liaisons/ for more information about how our Liaisons can assist you or to schedule a free Safety Talk for your company.



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Markerboard Report

Call Center Operations
(January 2023 vs January 2024)

TICKET VOLUME YEAR OVER YEAR YTD  **INCREASED 0.34%**

January 2023

97,552 -Total Excavation
Notifications
55,500 -i-dig
2,681 -e-dig

January 2024

97,882 -Total Excavation
Notifications
58,843 -i-dig
2,044 -e-dig

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