

IOWA 811

ONE CALL SM The Official Newsletter of Iowa One Call

Vol. 31, No. 4.

Excavator

QUARTERLY

01 What's Up Below

05 Iowa Excavation Safety Summit

06 • Keynote Speaker:
Eric Giguere

06 • Moderator Confirmed:
Kris Covi

07 ESAP 2024 – VIRTUAL ONLY

11 In the News

WHAT'S UP BELOW



DOCUMENTATION AND COMMUNICATION: AN APPROACH TO MITIGATING LIABILITY

In the dynamic world of construction and excavation, proper documentation and effective communication are paramount, especially when it comes to activities involving underground facilities. Inaccurate, missing, or questionable locating and marking procedures can lead to disputes when incidents occur, making it crucial for contractors and excavators to establish sound methods and protocols. This article provides insights into the importance of documentation and communication, along with practical tips to streamline these processes.

Documenting Activities in the Field: A Comprehensive Guide



Site planning and preformatted project forms – Take the necessary time to plan and document the activities of every project. Develop preformatted project forms that provide site information and details, including sections for the project timeline, equipment/personnel used, and any discussions or conversations with locators and other stakeholder representatives involved at or on the project.

Project lifecycle documentation – Extend your documentation process to cover the entire project lifecycle. From initial planning to project completion, ensure that each phase is thoroughly documented. This includes any modifications to the original plan and unexpected challenges encountered (e.g., incidents involving damaged underground facilities, mismarked facilities, locate delays, etc.), as well as the root cause of such incidents.

Capturing and maintaining documentation – Capturing and maintaining documentation of every project involving underground facilities is the first step towards a secure and efficient process. Take a series of photos of the site before, during, and after any excavation. Videos can provide a comprehensive overview of the site. Photos and videos of the project – including unexpected incidents – should be accompanied with robust written descriptive information. The more information provided, the stronger the documentation.

Locate ticket number – Always include the pertinent locate ticket number in your records for easy reference.

Stakeholder collaboration – Encourage collaboration among stakeholders by documenting all interactions and discussions. Maintain records of meetings, feedback, and any changes to the project scope or requirements. This collaborative approach fosters transparency and can prove invaluable in case of disputes or discrepancies.

Establishing Communication Channels: Building Strong Connections



Networking efforts – Building effective communication channels with underground facility operators involves persistent networking efforts. Attend industry events, seminars, and workshops to connect with key personnel from these organizations. Establishing relationships beforehand can facilitate smoother communication during critical project phases.

Continuous training – Consider providing continuous training for your team on effective communication strategies. Equip them with the skills to navigate complex conversations with underground facility operators, ensuring that information is accurately conveyed and received.

Technology integration – Explore the integration of technology for seamless communication. Utilize project management tools, collaboration platforms, and even dedicated apps that can streamline information sharing and enhance the overall communication process.



Handling Incidents: Revisiting a Systematic Approach



Prompt communication – Don't wait to be contacted in case of incidents. Initiate communication promptly in the event of any dispute (e.g., submit documentation and incident reports to claims department personnel early on to clearly establish your company's position). Clearly express your opinion, backed by documented information, regarding liability for damages. In addition, always copy prevalent contacts on all communications, such as management within your company, regulatory/enforcement agencies (when relevant), Iowa One Call administration, management within the affected utility/operator, your legal counsel, etc.

Dispute resolution procedures – Develop clear dispute resolution procedures within your organization. These procedures should outline the steps to be taken in case of disputes, emphasizing the importance of communication, documentation, and collaboration to reach a swift resolution.

Industry advocacy – Consider joining or actively participating in industry advocacy groups that work towards standardizing procedures and best practices. This not only enhances your industry knowledge but also provides a platform for sharing experiences and learning from others.

Legal counsel involvement – In the event of a dispute, involving legal counsel early in the process can be beneficial. Legal representatives can provide guidance on the best course of action, review documentation for legal soundness, and advise on potential liabilities.

Incident Forms and Hit Kits: Expanding Tools for Accuracy



Technology-driven documentation – Explore the use of technology-driven documentation tools, such as mobile apps for incident reporting. These apps can streamline the process, ensuring that incident forms are completed accurately and promptly on site.

Periodic training – Conduct periodic training sessions for your team on incident documentation. Ensure that everyone is well-versed in using incident forms and hit kits to maximize the effectiveness of these tools in capturing accurate information. Photo-ready hit kits typically feature large measuring rulers that can be placed in the field when incidents occur that to be used as a visual reference to show where locate markings were applied in relation to where any damaged to facilities occurred.

Data analysis for continuous improvement – Leverage the data collected through incident forms for continuous improvement. Analyze trends, identify recurring issues, and implement proactive measures to prevent future incidents. This data-driven approach enhances overall project efficiency and safety.



Effective Communication Chain: Ongoing



Regular updates – Establish a practice of providing regular updates within the communication chain, even in the absence of incidents. This proactive approach reinforces a culture of transparency and accountability to build stronger relationships with all stakeholders.

Periodic review meetings – Organize periodic review meetings with key contacts within underground facility operator organizations. These meetings provide an opportunity to discuss ongoing projects, address concerns, and foster a collaborative atmosphere that transcends day-to-day operations.



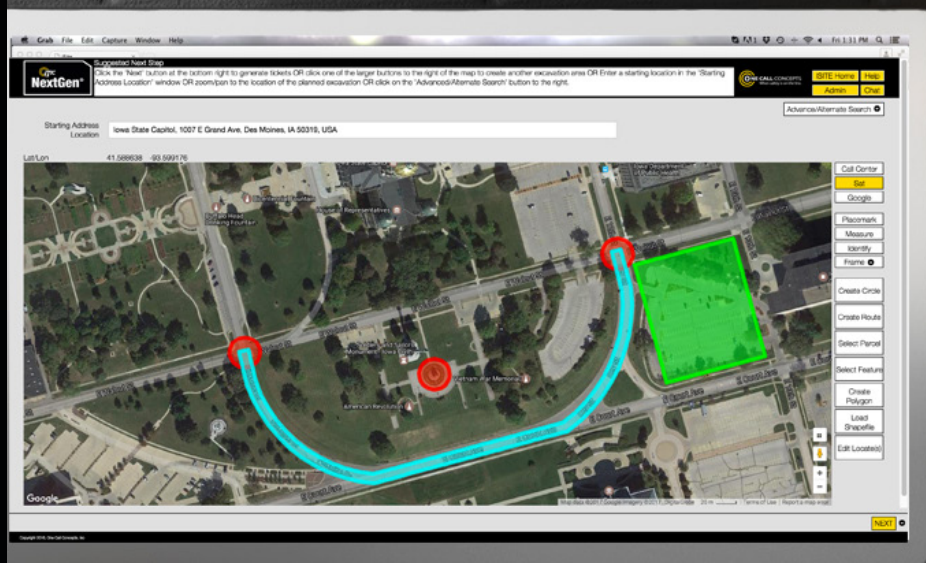
Elevating Your Documentation and Communication Strategies



In conclusion, elevating your documentation and communication strategies is not just a necessity – it's a pathway to excellence in the construction and excavation industry. By implementing these extended practices, you not only mitigate risks but also contribute to the continual improvement of industry standards.

Remember, your commitment to precision and responsibility lays the foundation for a safer and more efficient future in our dynamic field.

TIPS FOR MAPPING PRECISELY AND ACCURATELY



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

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.



MARK YOUR CALENDARS – IOWA EXCAVATION SAFETY SUMMIT

Iowa One Call is hosting its inaugural Excavation Safety Summit in Des Moines, Iowa, on Thursday, November 7, 2024!

After carefully observing the successful transition of other state one call organizations – including Kansas, Missouri, and Nebraska – from individual safety meetings to a consolidated safety summit, the Iowa One Call Board has chosen to move forward with hosting a safety summit event.

Transitioning from smaller individual meetings to a singular, comprehensive, and significantly larger summit-style event has enabled other states to effectively present their initiatives in damage prevention education and promotion. States like Missouri and Nebraska have achieved success by organizing both single-day and multi-day events that garnered substantial participation from the local excavating communities. Recognizing the potential benefits, Iowa One Call acknowledges that a safety summit would offer opportunities for utilizing keynote speakers, equipment demonstrations, and vendor displays to create a full-day event dedicated to excavation safety and damage prevention.

The traditional in-person Excavation Safety Awareness Program (ESAP) meetings that are typically hosted across the state will be replaced by the Iowa Excavation Safety Summit in Des Moines scheduled for November 7, 2024. However, recognizing the diverse needs of our stakeholders, a few ESAP meetings will continue to be offered virtually via Zoom webinars in March 2024. This alternative option ensures accessibility for those unable to attend the summit in person and allows flexibility for excavators statewide to stay connected and informed. We look forward to the learning experiences and collaborative opportunities that both the Excavation Safety Summit and virtual ESAP meetings will offer in reinforcing our commitment to promoting a culture of safety within the excavation community.

SUMMIT EVENT HIGHLIGHTS:

At this FREE event, attendees can expect to:

- Attend engaging sessions – led by industry experts – that focus on topics including best practices, state laws and regulations, and safety measures
- Show off your equipment skills and win exciting prizes in locator and excavator rodeo competitions
- Explore exhibitor and sponsor booths to demo the latest technology, view innovative tools, and create new connections
- Network with other industry professionals from across the state
- Be entered to win fantastic door prizes and industry awards
- Enjoy free breakfast AND lunch – we can't learn on an empty stomach!

What: Iowa Excavation Safety Summit
When: Thursday, November 7, 2024
Richard O. Jacobson
Where: Exhibition Center
Iowa State Fairgrounds
3000 East Grand Avenue
Des Moines, IA 50317
Why: Network with peers, acquire insights from industry experts, and partake in two complimentary meals at the Iowa Excavation Safety Summit.

For more information, visit
IowaSafetySummit.com.





KEYNOTE SPEAKER CONFIRMED: **ERIC GIGUERE**

We are thrilled to announce that Eric Giguere will be the keynote speaker at the inaugural Iowa Excavation Safety Summit. Eric brings a unique perspective to the event as he shares his powerful and inspirational story of survival after a harrowing trench accident in which he was buried alive. His firsthand account will serve as a compelling reminder of the importance of safety on excavation job sites, motivating and inspiring all attendees to prioritize and enhance safety measures in their work environments. Don't miss this extraordinary opportunity to learn from Eric's experience and contribute to a safer excavation community.

ERIC GIGUERE'S STORY:

On October 4, 2002, Eric, a 27-year-old laborer, found himself buried alive in a collapsed trench while working on a water line installation. As panic set in, he experienced a sense of warmth and wellbeing, which led him to believe he was dying. The five-man crew on site faced difficult decisions in rescuing him, ultimately using a combination of machinery and hand-digging. After a dramatic rescue, Eric's life hung in the balance and doctors warned his family of potential severe brain damage. The incident prompted changes in safety measures – a trench box for worker safety arrived at the job site at the very time of the accident, which coincidentally happened when Eric was supposed to leave for his honeymoon.

For more information on Eric Giguere's story and a video interview, visit SafetyAwarenessSolutions.com/About-Eric.



MODERATOR CONFIRMED: **KRIS COVI**



We are thrilled to announce Kris Covi as the moderator for the Iowa Excavation Safety Summit. Leveraging his extensive experience as the moderator for the Nebraska Safety Summit, Kris brings a wealth of expertise to our event. With a professional background as an industry attorney and a knack for comedy, Kris is sure to captivate our audience and create an engaging and lively summit experience. Attendees can look forward not only to insightful discussions, but also a special comedy sketch that will add some humor to the event. We are confident that Kris's unique blend of skills will contribute to making our summit both informative and entertaining.





EXCAVATION SAFETY AWARENESS PROGRAM (ESAP) 2024 – VIRTUAL ONLY

The Iowa Excavation Safety Summit will be replacing our usual in-person ESAP meetings in 2024. However, three ESAP virtual meetings will be hosted via Zoom in March.

Click a date below to register for a virtual (Zoom) ESAP meeting:

Tuesday, March 19 at 8 a.m.	Register
Thursday, March 21 at 10 a.m.	Register
Wednesday, March 27 at 9 a.m.	Register

ABOUT ESAP

Iowa One Call's virtual ESAP meetings are free to attend. The 2024 program will feature important information about the rules; regulations and requirements of the Iowa One Call law; an overview of damage prevention best practices; and an update on the latest one call center tools and processes.

Please be sure to register! The presentation will last approximately an hour and be followed by a Q&A and raffle drawing.

USING Q&A IN ZOOM

At the end of each presentation, a Q&A session will be opened so that attendees can type in questions for the host using Zoom's Q&A function. The questions will be read aloud and followed by a descriptive answer. If an attendee's question is not answered live, an email will be sent to them with their question and an answer. Following each webinar, the questions and answers are posted directly to the Iowa One Call website for everyone to read.

RECORDING VIA ZOOM

Zoom's ability to record the entire presentation offers another advantage to using the platform. This will allow any interested parties to obtain a YouTube link to the presentation if they cannot attend one of the webinars and/or plan to use the video presentation as a training resource for their own employees.

How to Download Zoom

If you have not used Zoom before, you will need to download the Zoom application onto your device. The Zoom application can be used on any computer, mobile device or tablet. To see a step-by-step guide on how to download Zoom onto your device, check out this video tutorial:



Visit <https://youtu.be/EcpSMI5tu3Y> or click the image above to view the video on YouTube.

How to Join Your ESAP Zoom Webinar

Once you have downloaded the Zoom application, you will be able to join your selected Zoom webinar. On the day of your scheduled Zoom webinar, click on the Zoom link that was sent to you via email. The Zoom application will open and you will be prompted to enter your name and email address to join.



Important Note Before Joining the Zoom Webinar

Unless you have a strong wireless broadband connection, Iowa One Call recommends using a physical internet connection via Ethernet connectivity, as this will allow for higher quality viewing of the Zoom presentations.

Zoom Attendee Functions

As an attendee, there are three functions that will be displayed at the bottom of your Zoom window. Attendees can submit questions in Q&A, virtually raise their hand and send messages using the chat function. The two functions that attendees will use on our ESAP 2024 Zoom webinar will be typing questions in the Q&A message box and using the "raise hand" function if your name is called as a prize winner.

Q&A:

The Q&A feature in a Zoom webinar allows attendees to ask questions during the webinar and for the host to answer questions live. During the Q&A segment of the presentation, click on the “Q&A” button to enter in your question, then click “send.”

Zoom Webinar “Attendee” Controls:

During the Q&A session, type in your questions and submit using the “Q&A” function

Chat Raise Hand Q&A

Q&A Segment

Following the presentation, we will host a Q&A segment, allowing attendees to bring up any pressing questions or concerns they may have. We plan to answer as many questions as possible, and if we’re unable to answer some of the questions, attendees can email questions to benbooth@netins.net or tylerjass@netins.net. ALL questions will be posted on the Iowa One Call website on the ESAP 2024 page after the meeting.

Question and Answer

Welcome
Feel free to ask the host and panelists questions

Example Question 1

Send anonymously

Cancel Send

Type your Questions here and click “Send”

Zoom Webinar “Attendee” Controls:

The “Raise Hand” function

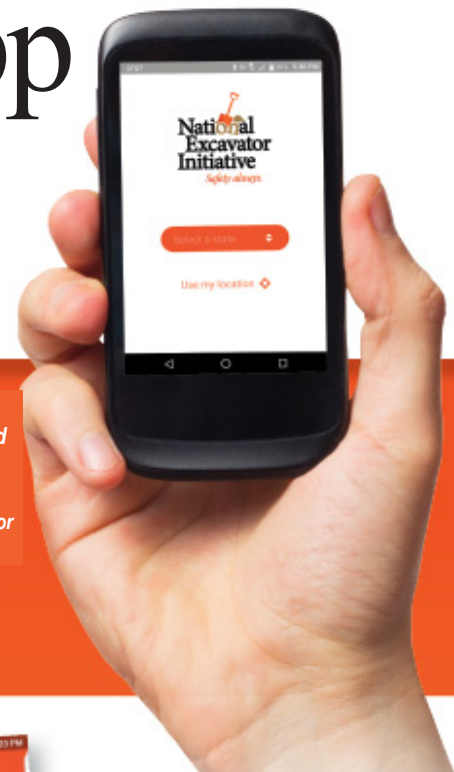
Chat Raise Hand Q&A

Zoom Webinar “Attendee” Controls:

Hand is “Raised”

Chat Lower Hand Q&A

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:

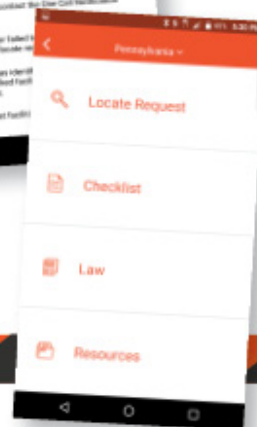
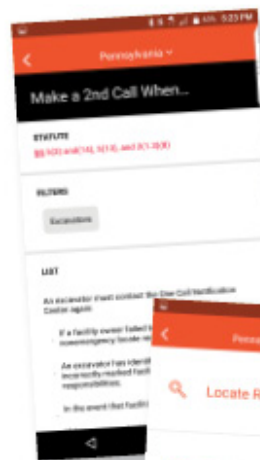
- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelining')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

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.

IN THE NEWS



Local Excavation and Safety News From Around the Web



Happy New Year from Iowa One Call!

Iowa One Call wishes everyone a year filled with joy and success. Remember to dig safely — call 811 before you dig to make sure every project is a safe and successful one. Cheers to a prosperous 2024!

What to Do During a Gas Leak: Ameren’s “Smell Gas, Act Fast” Campaign Hopes to Save Lives

www.riverbender.com

Ameren journeyman Jake Dukett recently spoke to a homeowner who had been living with a gas leak for over two weeks.

Believe it or not, this story is not uncommon. The homeowner had smelled that signature rotten egg stench, but they didn’t call 911 or Ameren because they didn’t want to inconvenience anyone or get stuck with a huge service bill. To prevent this from happening again, Ameren Illinois has launched a “Smell Gas, Act Fast” campaign to spread awareness about gas leaks and how Ameren will fix a gas leak immediately, completely free of charge... [\[Learn More\]](#)



IOWA 811 ONE CALL



www.IOWAONECALL.com

This newsletter is published by Iowa One Call, Administrative Office, 9001 Hickman Road, Suite 220, Des Moines, Iowa 50322. Copyright © 2024 Iowa One Call. All rights reserved. These materials may not be reproduced without permission of Iowa One Call. Disclaimer: This publication is designed to provide general information in regard to the subject matter covered and should not be used as a substitute for professional service, advice or actual wording of regulations or standards in specific situations. The reader is cautioned that the publisher does not endorse or recommend specific Manufacturers, industry standards or practices and reliance should not be placed upon the information within this publication without confirming independent research.