

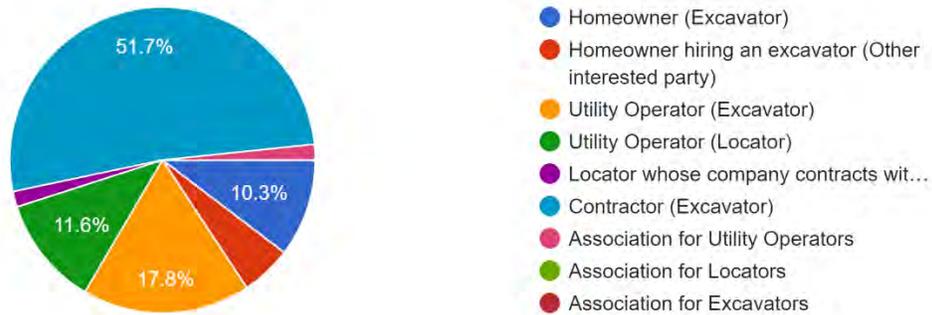
Iowa's One Call Process Assessment and Learning Aid

This survey is requested to improve Damage Prevention activities for the Iowa Utilities Board. No names or identifying information will be requested in the survey and all the information will be used by the IUB.

A summary of the results of this survey will be published on the Iowa Utilities Board website.

1. Please identify the stakeholder group you represent:

242 responses



2. Here are the examples of three stakeholders for the One Call Process. Which applies to you today?

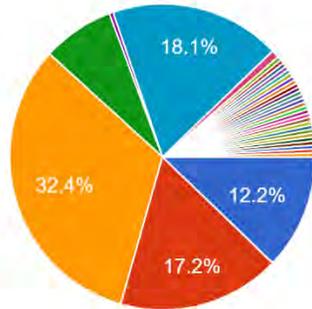
231 responses



Iowa's One Call Process Assessment and Learning Aid

3. Which best applies to you today?

238 responses



- Excavator: Homeowner excavating th...
- Excavator: Contractor working for a h...
- Excavator: Commercial contractor wo...
- Locator: Working for a utility operator t...
- Locator: Contracting with a utility oper...
- Operator: Organization that operates...
- General Contractor
- design survey

▲ 1/5 ▼

- School District - Owner/Excavator
- Farmer
- Geotechnical driller working for comm...
- Project Manager at Industrial Facility
- Farm owner and operator
- Contractor working for a Utility
- excavator providing a service to home...
- Mostly rural agriculture

▲ 2/5 ▼

- Archaeologist
- O[perator, Locator & Excavator
- County Highway Department where ut...
- Govt. agency that has utilities in ROW...
- Transit Agency Sign installer
- company doing the digging or hiring c...
- Designer working with an Excavator a...
- roads department

▲ 3/5 ▼

- Business owner
- carpenter and General contractor
- facilities mgr involved with occasional...
- Excavator: County Road Crew condu...
- Facility engaging in internal and third...
- City Engineering Department working...
- bridges
- county address signs

▲ 4/5 ▼

- Contract Engineer
- Excavator: Contractor working for operators that own the utilities being installed

▲ 5/5 ▼

Iowa's One Call Process Assessment and Learning Aid

4. Are you aware that calling 811 or entering a ticket on the Iowa One Call website before you dig is the law?

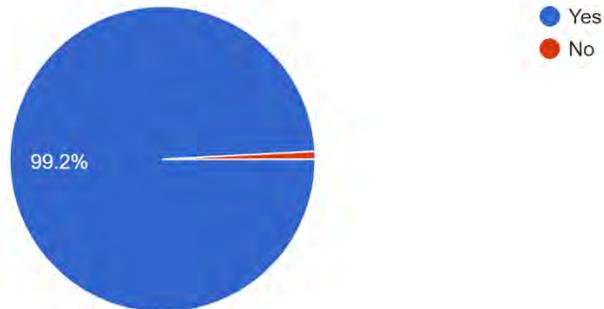
241 responses



One Call ticket information

5. Have you ever had a One Call ticket?

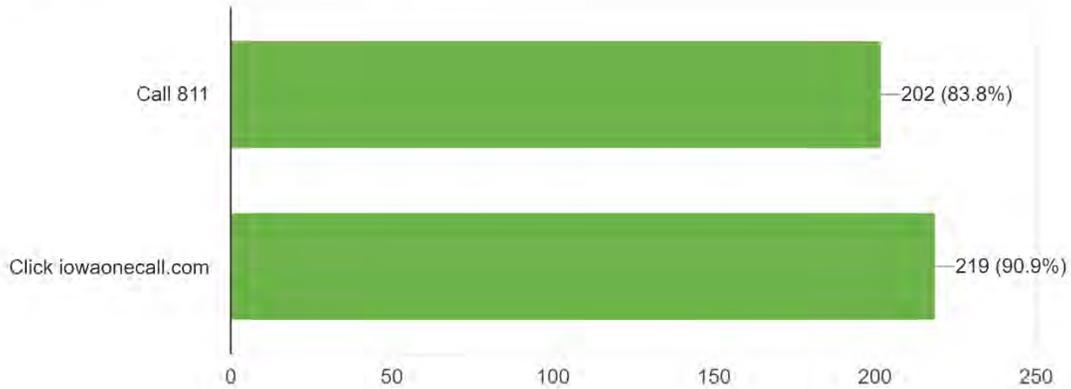
241 responses



Iowa's One Call Process Assessment and Learning Aid

6. A One Call ticket can be created either by calling 811 or clicking iowaonecall.com. Please check the boxes for the methods you knew about.

241 responses



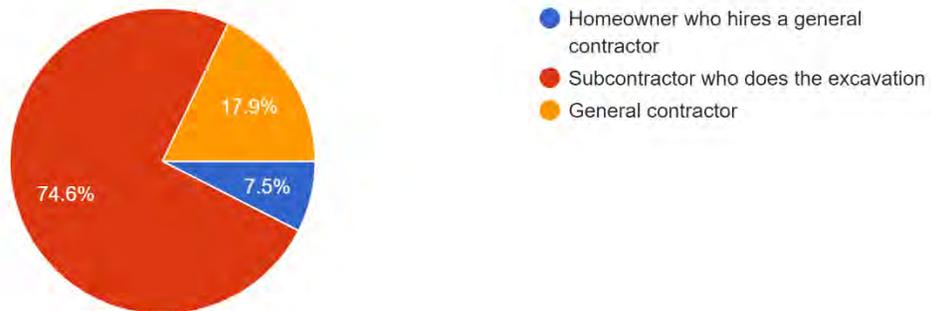
...

7. What is the title of the person who called in the most recent One Call ticket?

See attachment A (*please note some identifiable information was removed*)

8. Who is the party responsible for opening the One Call ticket?

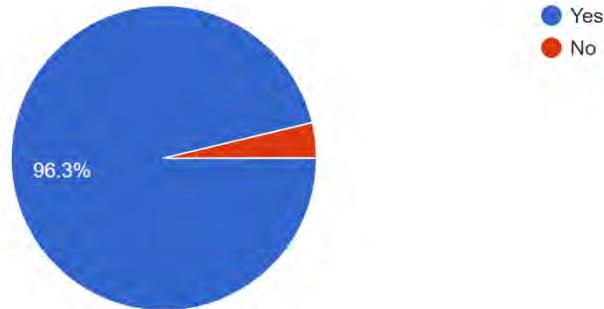
240 responses



Iowa's One Call Process Assessment and Learning Aid

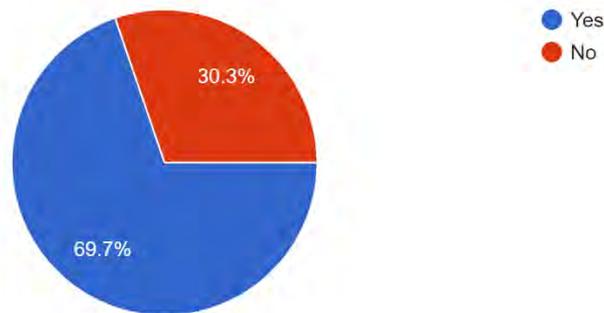
9. Did you know the person/company conducting the excavation is the person/company responsible for submitting the One Call ticket?

240 responses



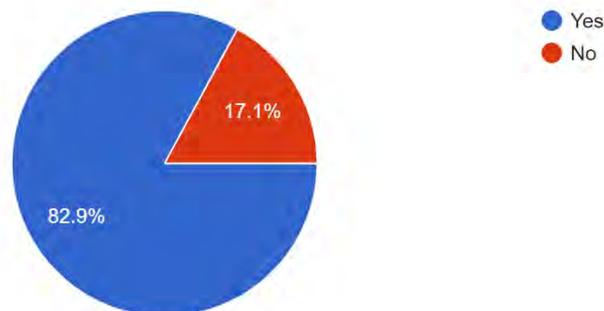
10. Reflecting on your locate tickets, did the locator(s) complete their locates on time?

238 responses



11. Did you know not completing a locate on time could be a violation of Iowa's One Call law?

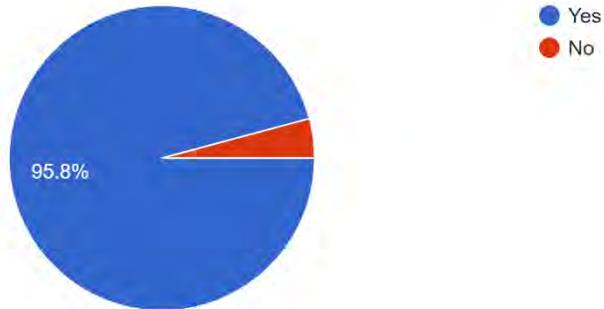
240 responses



Iowa's One Call Process Assessment and Learning Aid

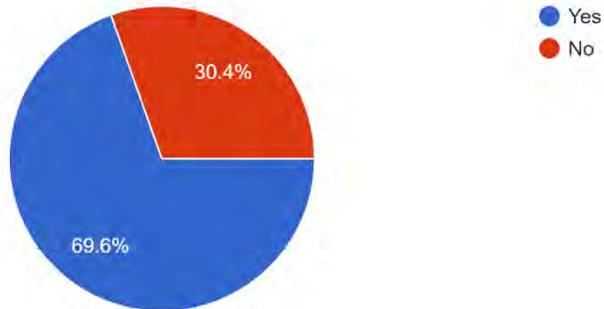
12. Reflecting on your locate tickets, did you verify all the locates were "All Clear" or located before you started excavation?

239 responses



13. Have you ever had the utility (or the utility's locators) ask for additional information for your One Call ticket?

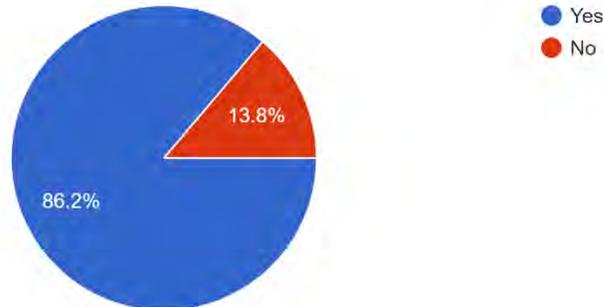
240 responses



Iowa's One Call Process Assessment and Learning Aid

14. Are you aware that if the utility (or the utility's locators) requests additional information and you begin the excavation before the locator receives th...you might be in violation of Iowa's One Call laws?

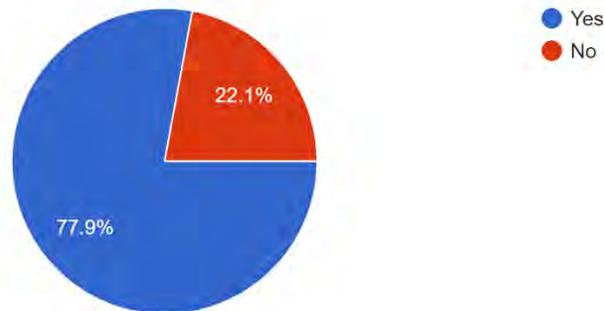
239 responses



Locating information

15. Reflecting on your previous One Call tickets did the locator(s) make accurate locates?

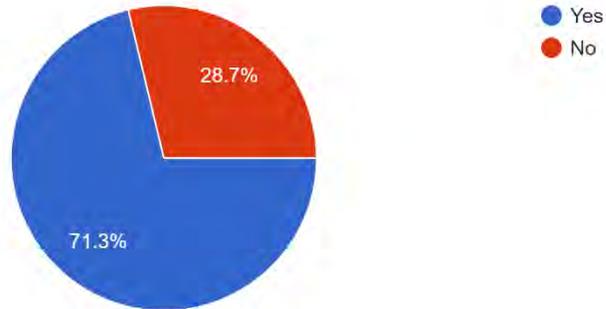
240 responses



Iowa's One Call Process Assessment and Learning Aid

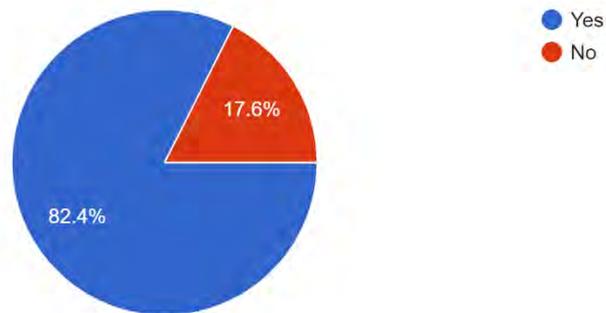
16. Did you know that if a locator makes inaccurate locates, that is a potential violation of Iowa's One Call laws?

240 responses



17. Have you had to hand dig to locate any utilities?

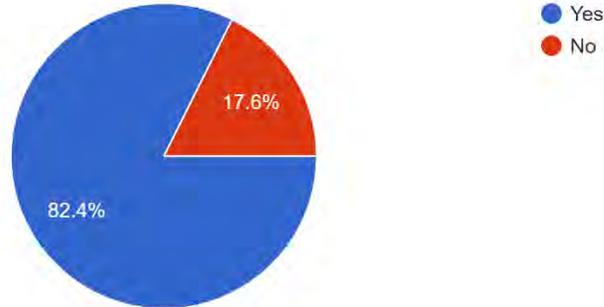
239 responses



Iowa's One Call Process Assessment and Learning Aid

18. Are you aware that if the locator thinks the exact location of the underground facility needs to be determined, the excavator must hand dig test holes to find the location of the underground facility?

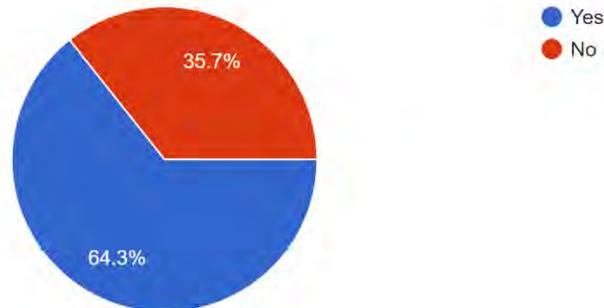
238 responses



Reporting Potential Violations of One Call laws

19. Did you know you can report potential violations of Iowa One Call laws to the Iowa Utilities Board or the Iowa Attorney General's office?

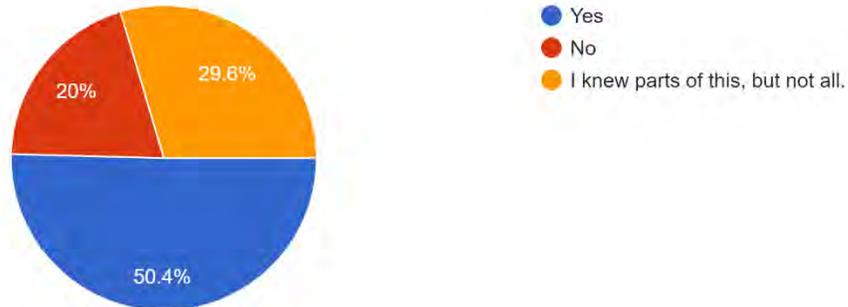
241 responses



Iowa's One Call Process Assessment and Learning Aid

20. Did you know Excavators (Homeowners, Contractors, and Utility Operators) can file complaints about potential violations of One Call law's locating requirements?

240 responses

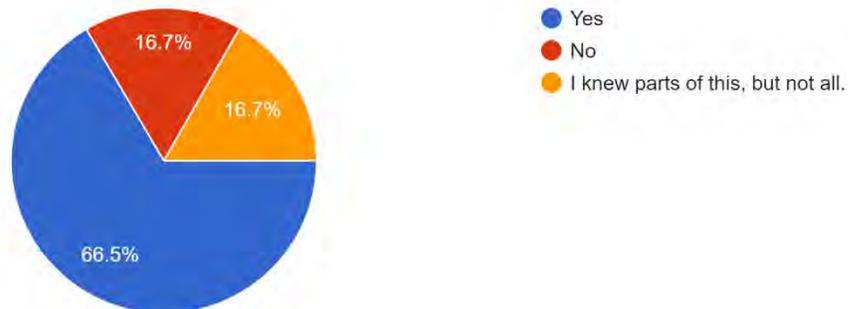


21. When is it OK not to make a One Call ticket?

See attachment B (*please note some identifiable information was removed*)

22. Did you know One Call ticket requests ARE NOT REQUIRED for normal farming operations, which includes plowing, cultivation, planting, harv...ting, and similar operations routine to most farms?

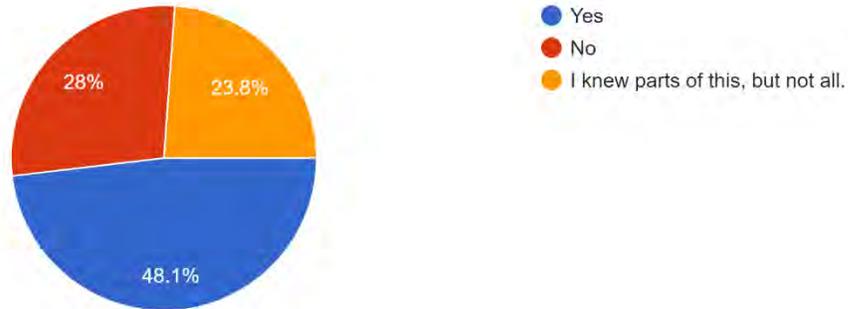
239 responses



Iowa's One Call Process Assessment and Learning Aid

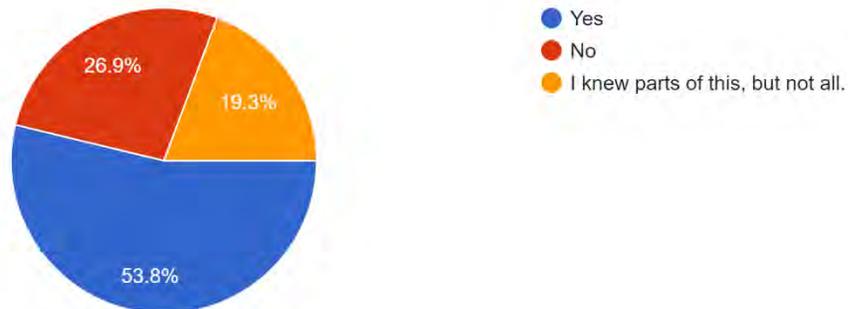
23. Did you know One Call ticket requests ARE REQUIRED for chisel plowing, sub-soiling, or ripping more than 15 inches in depth, drain tile excavating,...g a post in a new location, and similar operations?

239 responses



24. Did you know One Call ticket requests ARE NOT REQUIRED for gardening, or the opening of a gravesite in a cemetery?

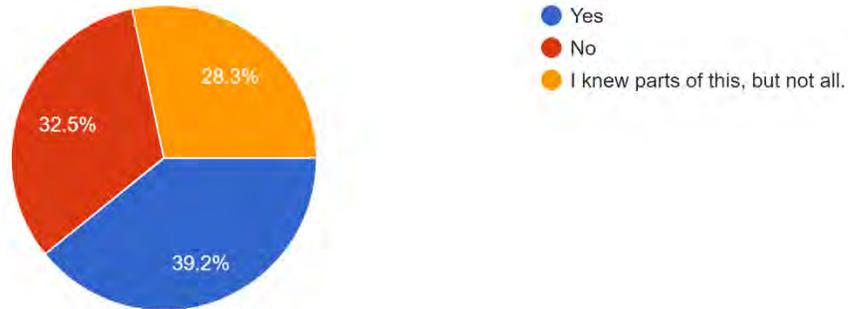
238 responses



Iowa's One Call Process Assessment and Learning Aid

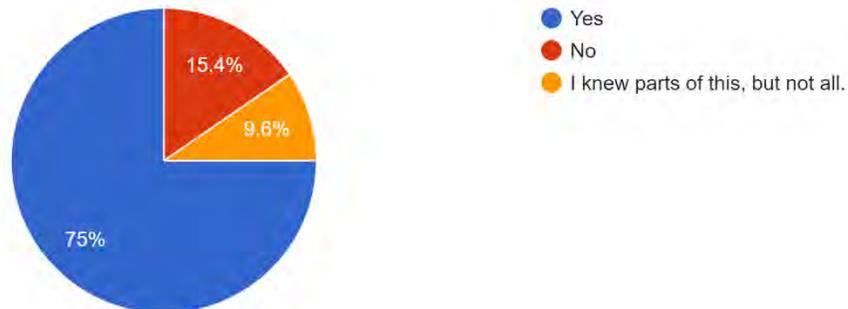
25. Did you know One Call ticket requests ARE NOT REQUIRED for normal activities involved in land surveying, according to Iowa Code to chapter 542B...ange the original grade of the roadway or ditch?

240 responses



26. Did you know that in some circumstances, utilities found on (or under) a person's private property, such as underground sewer, water, or el...d must be located by the private property owner?

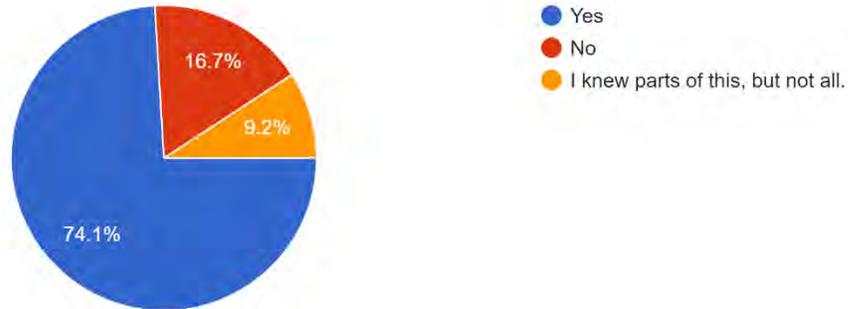
240 responses



Iowa's One Call Process Assessment and Learning Aid

27. Did you know Iowa's One Call tickets last at most 20 days, if not renewed through the One Call Statewide Notification Center?

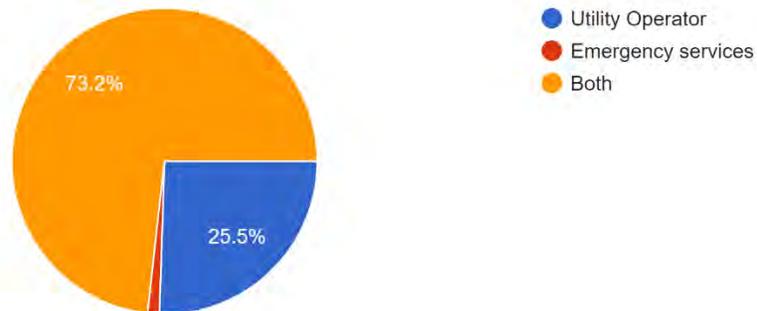
239 responses



Damaging utilities (underground facilities)

28. Who do you contact if you damage underground facilities?

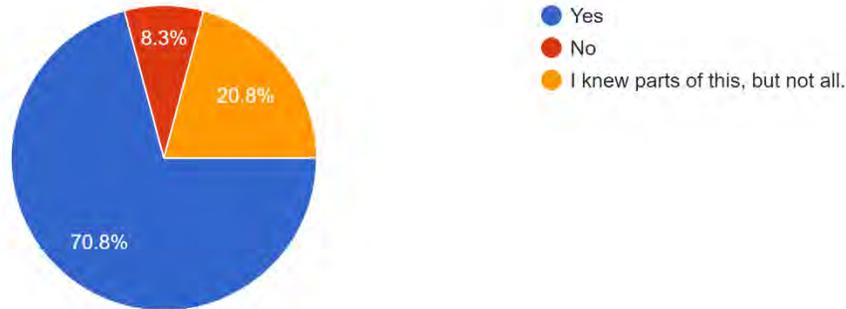
239 responses



Iowa's One Call Process Assessment and Learning Aid

29. Did you know that if you damage underground facilities, you must take all reasonable actions to alleviate the emergency and to leave your excava... it was situated when the emergency was created?

240 responses



Improvements to the One Call system or One Call Investigations

30. What methods do you suggest to increase awareness of Iowa's One Call law?

See attachment C *(please note some identifiable information was removed)*

31. What improvements do you suggest to the One Call investigation process?

See attachment D *(please note some identifiable information was removed)*

32. What else do you think the Iowa Utilities Board should know?

See attachment E *(please note some identifiable information was removed)*

Iowa's One Call Process Assessment and Learning Aid
Attachment A

7. What is the title of the person who called in the most recent One Call ticket?

(please note some identifiable information was removed)

coordinator
My self
Manager
Contracted Landscaper
Test
Self
Operator
locate supervisor Receptionist
Project Management Assistant Secretary
Safety-Director

Project Manager
Project Manager
Project Manager
Project Manager
Project Manager
Office Manager
Project Foreman
PROJECT MANAGER
Project Coordinator
Project Manager
Department Manager
Homeowner
Excavator
owner
Supervisor
Owner
PLS
Geotechnical Engineer
Owner
Owner
GIS ANALYST/LOCATOR
Owner
administrative assistant Water
superintendent Superintendent
Division Manager
Business director/manager
office clerk
land surveyor
Safety & Abatement Specialist
Distribution Supervisor Office
Manager
Water Superintendent
CAD Manager
Contractor
Division Manager
Assistant MGR
Land Owner

**Iowa's One Call Process Assessment and Learning Aid
Attachment A**

7. What is the title of the person who called in the most recent One Call ticket?

Maintenance Technician
Office Manager
HR Manager
Owner
Utility Superintendent
Owner
Owner/sub-contractor
ADMINISTRATIVE ASSISTANT
Technician
project engineer
CEO
office manager
Vice President
Project Engineer
Owner
Owner
Operation
Foreman
Street Superintendent
Director of Operations
engineering design tech
john hughes
ADMINISTRATIVE ASSISTANT
Field Technician
Project Manager
operator
Homeowner
Technician
Staking tech.
excavator
Office / Board Secretary
Project Manager
Project Manager
OPERATION MANAGER
Maintenance man
director of public works
Project manager
Collections System Superintendent
Gas superintendent
Homeowner
Contractor
Assistant Engineer
Foreman
City Clerk
Collection System Superintendent
Foreman
Director of Public Works
Homeowner
Office Administrator
Designer
MANAGER

**Iowa's One Call Process Assessment and Learning Aid
Attachment A**

7. What is the title of the person who called in the most recent One Call ticket?

Project Manager
Homeowner
Owner
General Foreman
owner
Utility Locate Coordinator
Homeowner
Public Works Director
Maintenance Tech
Construction Manager
General Manager
General Foreman
Owner
Bussiness owener
Self
Landscape Designer
Owner
Coordinator of service
Vice-President
Member Manager of rental property LLC
Excavator / general Contractor
Home owner
Owner
Owner
Owner
homeowner
owner
Me
Owner-Mgr
Archaeologist
Owner/operator
Excavator
owner
Sir
self
Owner
owner
City Clerk
owner
Owner(myself)
Distribution Operator
General Manager
Supervisor
Project Manger and PLS
Project Superintendent
Distribution Supervisor

**Iowa's One Call Process Assessment and Learning Aid
Attachment A**

7. What is the title of the person who called in the most recent One Call ticket?

Field Engineering Specialist
/worker
Water Distribution Operator
Home Owner
Operator
distribution manger
Field Supervisor
Billing Clerk
Operations Manager
Contractor
sub forman
owner
Owner
V.p.
Home owner
president
owner
foreman
owner
Supervisor
Owner
homeowner
Owner
Estimator
Owner
Owner
Municipal Electric Department
Project coordinator
Public Works Director
Manager
Operator
Maintenance Supervisor
Operations Coordinator
General Manager
Manager
Supt.
Director of Facilities Manager
Office Person
Line Superintendent
Superintendent
Utility Dispatcher
excavator
Owner
water operator
Owner
City Engineer
City maintenance
Owner
911 Coordinator
Manager

**Iowa's One Call Process Assessment and Learning Aid
Attachment A**

7. What is the title of the person who called in the most recent One Call ticket?

Supervisor
Field Engineer
Project Manager
Project Manager
Staking Technician
Project manager/estimator
Office Manager
Street Foreman
Project Manager
owner
Crew foreman
Project Coordinator
Operator
Operations Supervisor
Co-owner
water operator
Plant manager
Project Manager
Office manager
Engineer
Owner
Partner
Owner/ operator

Iowa's One Call Process Assessment and Learning Aid
Attachment B

21. When is it OK not to make a One Call ticket?

I buy the flowers the same day as I plant them.
Emergency situations
Burial at a cemetery
None
Planting flowers
It is always ok.
never
if current ticket is still valid
normal farming operations, gardening
farming
When you aren't excavating
Farming
Never
Never when breaking ground
If your not digging.
never
No
When youre not doing any digging.
NEVER
emergency situations
Never
gardening
never
when excavating
farming
If you are sure of all utilities locations
private property no utilities
Survey
Never for us, we drill borings.
When you are not digging
never
Farm operations
NEVER
I believe it is required when excavation occurs. In situations where a homeowner is deciding whether to rent equipment and do it themselves, or hire out someone, this is where it becomes less clear to me.
Excavation does meet the threshold requiring a locate; e.g. planting
when you are not digging
when no digging is done on the job
When not disturbing the ground
any time you are digging
project is a shallow depth
must have ticket to dig
when you are not going to dig
Emergency Situation
Any time excavation is under 12" deep
farming operations
farming
any
unaware of an example
Any time
When earth will not be removed or dug into.
If no dirt is being disturbed
Never

Iowa's One Call Process Assessment and Learning Aid
Attachment B

21. When is it OK not to make a One Call ticket?

Never.
Never
certain farming operations
Never
WHEN HAND DIGGING
Only if you farm
if excavation is less than 12" deep
Farm tillage
never, better safe than sorry
Not sure, but maybe on a federal government facility?
Farming
Emergency dig
farming
Never
Farming/gardening
planting grass
not sure
never
never
NORMAL FARMING OR GARDENING DIGGING
We always do if excavation is required
not excavating
When digging less than 3"
Normal farm field work, gardening. All other work requires a One Call
never
never
No idea
when you are not digging
It's never ok
When the work activity does not require any form of digging, trenching, boring, etc.
never
Farming
NEVER
Never
never
never
There are some farm exemptions
Never
never
When you are not digging
It's not
Topsoil and pavement work
When you're not digging.
never
never
normal farming activities
never
Never not OK if you are breaking ground
any time
WHEN EXCAVATION WILL NOT TAKE PLACE IN THE TIME FRAME
Never
Gardening
Emergency
when/if you already have a valid ticket

Iowa's One Call Process Assessment and Learning Aid
Attachment B

21. When is it OK not to make a One Call ticket?

for normal farming operations
Farmers tilling the ground
Gardening or yard maintenance
dont know
I Cultivation of farmland
normal farming operations
for farming
Never if you are digging.
Always call
in the cases listed below
unknown
Never
Never
do not consider it ever okay to not do locates
never
I know of none
Never
Never
When?
Farming
Never
Never
not digging
Never
On my property where I am sure there are no public utilities
Never
Never
If your not digging
when not digging
Farmers
When your a homeowner doing your own project on your property
They are required for all digging.
Never
when not excavating more than 15" in depth
normal farming
unsure
when working in your owner farm field for farming activities
when putting a sign post in the same hole one just came out of.
I don't know
no idea
never
Never if you are planning on excavating
when you are not digging
never
when replacing an existing sign at same location
Farm operations
don't know
If you are doing any digging it is never OK to not call One Call Ticket
Never
you don't dig
Digging less than 8"
When the is no excavation work.
Never if digging is being performed
never

Iowa's One Call Process Assessment and Learning Aid
Attachment B

21. When is it OK not to make a One Call ticket?

Farming

If you are digging above ground, or farming.

Before you start digging

never

Anytime

When cutting through Mediacom line that were never buried

Normal farming

never

never

when not diggine

Never

Farming

don't know, thought you always need to call before digging.

never

Never

farming

Farming

Never

Normal farming operations.

inside a cemetery, sign post same size and depth, farming less than 15" of tillage depth

Never

never

Farming

You should ALWAYS request a ticket.

Some farming operations and surveyors are exempt.

Never OK not to call when you are excavating

Never?

Never

never

Farming operations

Na

routine farming

In situations that do not fit the definition of "Excavation" activities, as outlined within Section 480.1

Definitions. This includes normal farming operations, gardening, signage in the same location,

roadway work in its current depth, etc.

when you are digging in the ground or never

Never

should always call in a a locate

When your not digging

If you are resurfacing a road and not doing any excavating.

after you started digging

never

never

Never

If you are going to be disturbing the ground you must allows do a One Call Ticket. Unless you are a farmer and are preparing your fields for planting.

Before digging

With standard agricultural tilling soil.

Never

never

normal farming operations

Never if your going to be excavating

If no digging is occurring.

cemetery graves

Iowa's One Call Process Assessment and Learning Aid
Attachment B

21. When is it OK not to make a One Call ticket?

- Never
- if you are not digging
- For us it's not
- Farming
- When not digging
- Only when not excavating or moving any earth
- Never
- Commercial Agriculture outside of any easement or right of way
- excavating 2 inches or less
- Routine farming operations; gardening
- Farming
- I do not know.
- Never. All excavations require a one call ticket
- Never

Iowa's One Call Process Assessment and Learning Aid
Attachment C

30. What methods do you suggest to increase awareness of Iowa's One Call law?

More pamphlets

more tv

None

Have the IUB assist the AG's Office and Iowa One Call in educating the public, excavators and locaters.

NA

Potentially make "Utility Locates" a bid item for publicly bid jobs

Better attendance at joint meets

More excavator participation on the utilities board.

Seems like it is already promoted pretty heavily. I see bill boards, I've seen commercials, we get emails and there is in person training on occasion. I do feel like many homeowners don't necessarily know the law. Maybe require with the purchasing of a home or land that the 811 information is provided as part of the closing documents.

Round table discussions

None

Advertising

mailings

SOCIAL MEDIA OUTREACH FOR THE HOMEOWNER EXCAVATOR

Involving Contractors conducting excavations to get the difficulties they experience

Current methods sufficient

Make people actually do it and if they are not then they need to be fined.

advertising

social media

Promote

Keep advertising

Advertising, TV Print media

Make your locaters actually locate and locate on time

I don't know how common it is for homeowners to be 'deciding' between actively managing a project themselves, and renting equipment themselves, or hiring someone else - but when this situation is fluid that I think perhaps creates confusion in some cases. Also, I have encountered a couple instances where a business specifically requests that the homeowner call in the locates - which I'm not sure the reasons for that. Perhaps for them to get out of any liability (they believe). I think the nuances of these situations are closer to the reality of decision making, or at least I wonder how common this is. That's been my reality although that is changing here soon. Short on-demand webinars covering specific topics like exempt activities

advertising

Issue an SOP

Training on database

None

ads

continued advertising

The use of signs and ads

I don't know.

Education

Keep advertising

I believe that it is fairly well known, especially among professionals working in the field. A simplified handout with a tree diagram (if this, then this party is responsible to do this...) This should be provided as .pdf that contractors can send to their clients, or that homeowner excavators must review before the one call is placed.

Internet google

NA

mandatory training, newsletters/summary to contractors

Wiki's or FAQs right in the 811 site during the ticketing process.

advertising

continued mailing, email, advertisement and signs

Iowa's One Call Process Assessment and Learning Aid
Attachment C

30. What methods do you suggest to increase awareness of Iowa's One Call law?

Email

News letters mailers advertisements

social media

Advertising

Public Media and Social Media

tv adds

More PSA's

radio

tv/radio adds

Keep doing this questionnaire

None

Targeted marketing based upon the "like" types of sub-soil work to be performed.

billboards

Not sure. I am aware of the rules that apply to the work I do.

Continue advertisements on the radio internet ect.

Ads meetings

more mailings to contractors and stiffer fines

more informational ads

Jobsite posters and signs. For homeowners you could print flyers on lawn-trimming waste bags (same time of year most start digging projects).

education

Have news segments discuss One Call Law and possible penalties for not following

webinars or lunch and learns, formal training sessions, educational resources that are easier to use for all parties

public messages

none

TRAIN NEW PEOPLE ON THE REG OF ONE CALLS

email

Post card public notice

Hold Locators more accountable for locates not on time. We have wasted many hours tracking locate ticket and men without a job to go to.

I believe the existing system is working fine.

I would say you do enough as I see PSA on TV and bill boards.

More Media involvement

All Advertsie on social media

Additional communications with city municipal

Your doing as good as you can .

Media

not needed

none

no suggestion

Webinars

advertise radio/TV/social media

Keep doing what you are doing...

Roadside signs, TV ads, radio ads

TV ads, radio ads

Advertising and mailers

NA

NA

continue advertisements

None

I inform ALL my customers of this

pamphlet with quick facts

educate posters in home improvement stores next to digging tools

**Iowa's One Call Process Assessment and Learning Aid
Attachment C**

30. What methods do you suggest to increase awareness of Iowa's One Call law?

Awareness is good

I do not have any suggestions

You do a great job and I have no idea how to improve this law

Media involvement, physical mailings to previous ticket holders/system users that outline details

Online training

commercials

Public notification

One call does a great job with the excavator training, so I am not sure what else could be done.

don't know

Following up with Companies who have hit utilities or don't call tickets in

None

I think you are doing a good job .

N/A

Communication such as this is good

mailings

Sending out a brief video every year with the basic rules as well as any new rules via email.

Advertisements

Not allow Mediacom to do business on planet earth

mailings, electronic and snail mail

for me none

Meetings/Training seminars

Email

info packets given when you pay property taxes, also when you have home inspection.

Commercials

General contractors are a "pita" and should be required to test on one call laws.

Pamphlet, training

more enforcement, or local enforcement

TV and social media advertising

written information check lists take are easily given to people

putting out information or illustrations of how varied different utilities can be found , especially cable TV, fiber optics, phone lines , and showing examples of what private utilities people have such as gas lines to garage heaters , natural gas grills, wiring to yard lights, water lines to sprinklers, etc.

town hall meetings in the counties

None

Continue your current efforts. Reach out to high schools* to increase awareness (kids know how to call 911)

*high school level kids (junior/senior) should know to call 811. Campaign on Facebook or other social media platforms. Post signs at hardware stores/stores that sell/rent digging equipment. Suggest equipment rental companies have the renter sign a waiver about locating before digging.

TV, radio, internet "ads". Placards on power poles/phone pedestals/ground mounted transformers/propane tanks/well heads/household electric meter mounts/electric breaker boxes, and etc.

No idea. It seems you get the message out pretty well. I've seen billboards, ads on TV, and heard it on the radio...I think. I supposed you could put a note on every shovel, spade, and post hole digger sold in stores...

?

Continued advertisements and use of social media

Na

Distribution of One Call materials and updates, in both electronic and hard copy form, directly to excavators in each county within the state.

put a different law on each one call ticket you send out/ have a new one every day on the isite.

Need to have the right contact information (phone number) of person on the job. NOT AN OFFICE NUMBER target homeowners, contractors should just know to call before they dig

**Iowa's One Call Process Assessment and Learning Aid
Attachment C**

30. What methods do you suggest to increase awareness of Iowa's One Call law?

Working with the locating companies and agencies to increase awareness of the need to have everything located within 48 hours of receiving the ticket.

think you do a good job of publication

It seems well known to me.

More advertising.

Do your job as a locator

Commercials showing the damage w/Videos (could be from other states to remain anonymous) explaining what happened. Show the shock of what has happened if the One Call laws are not followed.

More Television advertising

none

Educational classes for contractors required

None

quarterly did you know email covering different aspects of the Iowa One Call laws

General and subcontractor reminder emails or flyers

social media, radio,

Continue with all existing communications and expand if reasonable. Update web site and other communications with more information regarding requirements for private facilities. Increase focus on those installing drainage tile (both professional and especially private).

Keep advertising

A few advertising 'spots' on social media

Public service announcements on where to find information on one call law.

I think that current programs are addressing awareness sufficiently

I mean, common sense goes a long way but escapes some people. One Call does so so much and makes it so easy. Always timely and dedicated, much appreciated!

**Iowa's One Call Process Assessment and Learning Aid
Attachment D**

31. What improvements do you suggest to the One Call investigation process?

It's great!

More timely turnaround.

NA

Accountability for the locators that do not show up within the given time, backcharges should be assessed at the contractors operating rates.

More accountability for locating companies to feel a need to locate all tickets accurately.

investigation into locators not locating tickets

Companies to allow overtime to get one-calls done.

Need to investigate and have agreement before re-marking utilities

More than the attorney gen

None

none

Communicate with contractors

Advise the excavator when the investigation is happening so they can be present

I can't think of any.

Be more thorough

I do believe that there should be liability exclusions for utilities that were not buried to the appropriate code depths in the first place, or possibly a look-back liability, where a homeowner could get an automatic cash reward if it was discovered that a prior utility or trade did not do their work appropriately. Obviously proof of who installed would be required - most issues happen when the initial installation is far outside the proper installation parameters.

Locators showing up on time! I think onecall call needs to re-evaluate. You get--- what you pay for!! I think also that if a locator does not contact the contractor personally he should NOT be able to write, not enough information to locate. That buys them more time without you realizing it.

send reminder when the ticket is close to expire

New letter/email of investigations resulting in action.

contractor awareness

Create separate Damage Enforcement Board comprised of all key stakeholders (Operators, Excavators, IUB) to investigate and levy small fines for violations. Larger more serious violations should also be sent to AG's Office.

Making sure Locating company gets locates done on time. They never get a ticket complete on time and a non response rarely helps. I was told to call in locates earlier to give the more time. I'm not sure how this will help anything it will only create more refresher locates due to other locates getting wiped out and less time to do the job.

No comment

Make the City of Des Moines comply with the State law and stop falsely charging contractors when they do not show up for locates and when one of their unmarked lines is damaged. They feel they are above the law and this is simply wrong.

Get phone numbers of decision maker on plans

Fix the profile setup for new profiles.

How about actually being able to talk to someone about how poorly the service is run

show up within the time limits required by law

no suggestion

Don't have any at the moment

Hold Locate companies responsible when they don't do their job, when they don't explain why they are 2 days late, Penalize them for not doing there job and delaying scheduled work.....

Don't know what you do now.

A better phone app. Computers Re to slowdue to slow internet in rural locations. Phone app is complicated.

None

Timeliness

Stop being so pompous and arrogant/gather ALL EVIDENCE BEFORE ASSUMING GUILT.

I take pictures too.

NA

**Iowa's One Call Process Assessment and Learning Aid
Attachment D**

31. What improvements do you suggest to the One Call investigation process?

Make complaints against locators easier to report.

Remind all when they call to take pics of locates in their work area.

n/a

I have no idea for improvements

follow up calls to ticket users

none

just get the locates done in the time they should be

don't know

More follow up on hits by the same contractors

none

N/A

some way for contractors to call locator service for question if the did not have something located properly

ability to file online complaint form with Ia One Call

improve the online system for submitting tickets, it is cumbersome

Get all parties affected involved in the process

don't have any at this time

Make complaint access simple and online.

Contact information shared for anybody involved for good communication between parties.

local or regional investigation

not sure

none , requirements seem reasonable

better oversight on contract locators (or at a minimum a way to log missed locates or negligence on their behalf)

None

Unknown-I've not been involved in this process.

Mandated training, better pay for locators. Turnover rate on locators is much too high.

I like the online mapping. The ability to visualize and mark the excavation area is really nice.

?

Even more streamlined website input process. Drawing work area on the aerial map should autopopulate the one call ticket information.

Na

Clarify or add provisions within the Iowa One Call Rules that allow the ticket to be cleared verbally on site during emergency / after-hour situations when a crew is waiting to excavate for repairs. Currently there is a requirement that the ticket be cleared thru the IOC notification center prior to digging. In many cases, the crew that is on site during emergency repair operations, do not have easy access to the IOC system.

Need to have the right contact information (phone number) of person on the job. NOT AN OFFICE NUMBER

I don't know

none

None that I can think of.

Don't put down marks before investigating

Make sure you get all the details from the contractor

none

To have the Locator's do their job and locate what the tickets describe instead of asking the on-site foreman where they plan on excavating.

Have utilities show up within 1 hours of damage, if not sooner, to assess area.

Let utility's call in more than a mile at a time under 1 ticket when changing poles out

Investigate instead of showing up and just repainting marks first to cover themselves.

n/a

None

**Iowa's One Call Process Assessment and Learning Aid
Attachment D**

31. What improvements do you suggest to the One Call investigation process?

Do have any at current time

None at this time.

Increase enforcement against rogue excavators.

Make web site easier to use with a 911 address we should not need township information.

I think the online form could be improved.

I don't know that there actually is any investigation process. I have called many no response tickets in and nothing happens. I have reported mismarks, and nothing happens. I have reported improper marking and nothing happens. It was suggested that I file a complaint with the state IG office, which I did, but after a long investigation and a finding that the utility locators did wrong, nothing happened other than a strongly worded letter of findings.

Can't think of any. The website is easy to use(once you've done it a few times)

Iowa's One Call Process Assessment and Learning Aid
Attachment E

32. What else do you think the Iowa Utilities Board should know?

No

Tested on Microsoft edge

Tested on safari from an iPhone

Not at this time

No

N/A

The expense incurred by excavators when utilities are not marked or incorrectly marked

That there is very little responsibility held to the Utility Owner/Locator for missed marked, unmarked utilities and the installation of said utilities. There also seems to be zero accountability for having utilities moved/relocated in a timely manner on projects. The only one held responsible is the excavator.

Locating companies have gone out on-site and relocated, moved flags and taken pictures after when coming to a dig-in call.

There needs to be responsibility reciprocated both ways on these laws.

Locators routinely mismark ticket responses to their advantage with no investigation or recourse.

Construction delays due to utility relocates are becoming more common and lengthy. It seems utility owners have no consequences for extremely late reactions causing weeks if not months of delays.

Even when potholing or hand-digging, it makes linear excavations (grading shoulders) impossible to know a constant depth of utilities. Utility operators are slow to re-locate their lines that are in conflict with new grade, causing huge delays in projects

Many utilities are not installed per PHMSA

N/A

n/a

They do a great job keeping everyone on the same page

Take care of your good locators. They are doing a good job. I know the workforce right now is terrible but make sure you take care of the good ones

Nothing comes to mind at the moment.

N/A

n/a

Put Utility Operators/locators' phone number on the complete one call ticket

Basement excavators abuse the one-call locates the most

Utility companys(ie mediacomm, century link, etc) are charging contractors for broken line repairs even when hand digging since 2020. We do not remember this happening in years past.

Stop politicians from proposing a dumb CO2 pipeline

I got nothing/

This survey was kind of dumb and useless.

I believe that the one-call process should include a voluntary option for each utility to locate its' type of lines that are privately owned by the homeowner (must be chosen at time of locate request submission) -

IE - as an excavating contractor, I would happily pay \$25-50 to know that either the utility owner or their subcontracted locator had also been required to locate the private portions of said utility - Electrical utility should also locate buried cables between service located on a pole and the main panel or structure - this could be a tiered fee based on the number of structures on a premises. In my experience, utilities locate their lines, and a technician is already onsite, but the private portion seldom gets marked because the homeowner doesn't know who to call (or understand that they own those portions of the lines), and/or the fees are very high (compared to the rate the utility is paying) because of an additional trip charge and the fact that the individual homeowner is a one-time client. If excavation contractors/homeowners had access to the same rates that utilities have, the whole process would be much better informed.

NA

?

Most locating services NEED more training

no comment

Nothing from us

mark with white, always

Iowa's One Call Process Assessment and Learning Aid Attachment E

32. What else do you think the Iowa Utilities Board should know?

that there are locators that do not communicate that they will not get the facility marked on time and just put agreed to marking schedule without calling the excavator that requested the locate!!!

companies call in to many locates at once and cant get them done and have to recall them in.

N/A

We have encountered utilities that have been cleared but are really not "clear" and get hit!!! Some utilities are automatically responding with inadequate information when addressed with a non response ticket when all the info is complete.

We are having issues with locators showing up especially for joint meets. We have had several un-marked utilities (mainly fiber and telcom) that we have hit even though we have had several locates and joint meet at the site.

Make it more clear that the locates expire after 20 days

A lot of the time, the utilities are not marked within 48 hours and we not are provided an explanation or notice. The clarification calls I get are generally complaining that the property to be cleared is too large, even though that is the size of the property and what needs to be cleared.

Utilities should not be charged for repeat locates and refresh locates.

If some does not call in a locate, it needs to be documented and repeat offenders should be charged or they will not learn to do it correctly.

Our utility has gone to taking photos, documenting all locates with a online report, and using a GPS unit to make the locates. We have had property owners on four different occasions move flags, rub out paint on the ground and other items and then start digging our building over our facilities. We have taken these additional steps to protect our utility from harm. It should also be illegal to removed any markings for up to a specific time.

More needs to be done to insure training of locators and hold utilities accountable for completing tickets on time.

There are some contractors who dont care and they say I will fix what i hit and dont have time to pothole
On one of my projects I had a utility locator tell me that there is a communications company that doesn't provide them w/ accurate asbuilt drawings so they don't mark their utilities, they just mark it as clear on the ticket. We ended up hitting an unmarked communication line which was identified as "clear" on our ticket. They might be able to pull this off with communication utilities, however, gas or electric would get someone killed.

I am hearing reports from a contractor on one of the City's street projects that locates are being delayed significantly because of MetroNet.

locate companies never show up on time

IT IS WORKING WELL NOW

no comment

The shortage of locators is the biggest problem on getting locates done in a timely manner.

Most offenders of 811 know they need to make the call but " Know where the utilities are located."

The 48 hour rule is completely out the window, they never get there on time now

cannot think of anything pertinent

Nothing at the moment

I know most people today are tech savvy. But there are still a fair number of us who are not. When those of us who Call in instead of doing this online please do not make us feel like 2nd class people.

Thanks.

Mailings

That contract locaters suck at there job

If the one call wouldn't have been expanded to ag related processes they maybe could cut down the wait time, 2 days is a long time to sit still.

No suggestions

incomplete tickets are dangers and locators should have to compensate contractors for losses do to lazy and incompetent locates.

The one call web site is a fucking mess it just doesn't work

Alliant Energy is a terrible company to deal with and gouge their customers who have to option for these services anyplace else.

Iowa's One Call Process Assessment and Learning Aid
Attachment E

32. What else do you think the Iowa Utilities Board should know?

The resulting locates are often not complete and or accurate within a 36" window. The amount of wasted potholing in incorrectly marked areas is staggering and ultimately results in the contractor proceeding with excavation after meeting the legal requirements of 18" either side of the locate. Damages and investigations could be avoided with even somewhat accurate or complete locates. The time invested to pothole multiple locates per property, and multiple properties a day, just to come up empty handed will cripple a company to call in relocates. Putting the days work on hold to wait for the same individual who didn't locate properly the first time to return and without taking the locator out of the vehicle, repaint their original lines is preposterous to a business owner. In the field the general consensus is after meeting the legal obligations is well frankly "grip it and rip it". This is horrible for all parties involved, but to continue as a successful business owner one must move forward Put the Gas,Electric,Fiber in the Back or side yards or in between water service and curb to Drastically improve the odds of NOT BEING DAMAGED.

NA

Centurylink is the worst at not locating there utilities on time. I've had several jobs that were held up because they marked wrong or not at all.

shit happens

None

N/A

Locators should have a field added(must pothole or hand dig) to verify utility location. Currently is done verbally by Locator to Contractor. Contractor doesn't see Locators comment section for issues or concerns.

Local utilities are generally very good, many regional utilities are poor.

The guidance for emergency excavations does not provide a clear time requirement for locates. We have had several water leaks and waited up to 4 hours for a locate with our excavator and crew sitting and waiting. We have called in complaints about this and received no feedback. It is normal to wait 2 to 2 1/2 hours. The delay is consistently with phone and fiber locates, performed by a company with whom our phone and cable providers contract. This has fortunately not resulted in a more severe leak or line blow-out, but has cost us thousands of dollars in standby fees. I would like to see a clear time requirement for emergency locates, and would love to see a 1 hour requirement. We perform locates ourselves and accept this responsibility when an emergency is called in.

You are doing a good job

You take a lot of gruff from people and the media, but you are doing a great job. Thank you for your service to our state!

Locators need to be more prompt

Just tracking repeat offenders of numerous hits

No answer

I have no answer

Current Law requires locates to be within 18" of utility, for some older utilities, such as our Rural Water Lines, this is impossible in many areas. Lines put in nearly 50 years ago were often not put in with tracerwire, and we often work off of hand drawn maps with very few details. We ran into some difficulties with a Windfarm project in our area as they were only required by law to pothole for our lines within 18" of flags. We were able to work it out eventually but there cannot be the same expectation on accuracy in all utilities as some cannot be located accurately

hard to get cable tv to locate on time

Some investor owned communications utilities are not locating all of there facilities. They would rather come back after the line has been hit to repair it than pay to have a locating company mark it. This rational is problematic for other utilities who are trying to follow the laws. I'm sure this isn't the first time this has been brought up.

the wind tower locators do not do a good job

MEDIACOM IS A HORRIBLE COMPANY TO HAVE ON YOUR PROPERTY

Utilities have been late marking and mis marking utilities. This is unacceptable.

nothing

Iowa's One Call Process Assessment and Learning Aid Attachment E

32. What else do you think the Iowa Utilities Board should know?

Iowa One Call in my 2021 experience has been poor work and only about 20% of my tickets were done on time this year. Marion, Iowa area

I've used Iowa one call many times and I think your fast on the locate, good job.

NA

TWO DAYS IS NOT ENOUGH TIME TO ALLOW FOR LOCATING COMPLETION! There should be four (4) working days given to finish locates (2 days is REDICULOUS). There are many circumstances that easily validate this opinion - Lack of sufficient available man hours, other departmental critical responsibilities; poor weather conditions; 2 day window hinders the ability to plan and coordinate jobs. Four days would give departments the flexibility to plan for jobs while fitting in locating calls.

Locators are trying but are overwhelmed with tickets and are not getting jobs located in a timely manner. The violators know there is little, no enforcement issue that arise from delays and miss marked lines is a regular problem

I have more to add from a previous survey. As I stated before 2 days is a ridiculous amount of time to have to complete locating (this should be four 4 days). What have these laws done to educate contractors as to how digging around utilities should be done? I have had to tell excavators on multiple occasions to be careful when digging around my high voltage lines, they are oblivious to the damage that can be done and the danger that is present! I have also had to educate contractors on the laws and explain to them about the danger of (overly) high pressure water when digging. It really makes me wonder how much damage is being done, not necessarily immediate faulting of electric cable, but shortening of the life of these cables by improper "overly zealous" hand digging and setting too high of pressures when using pot hole/vacuum style machines. When I said contractors were a PITA, in my previous survey, I wasn't exaggerating. Some of these guys show little regard for laws or think it is MY responsibility to expose my wires. Some of them routinely have started digging before the second day arrives.

The 2 day time frame is a major obstacle for emergency generator operation, scheduled inspections, scheduled meter reading, power outages, scheduled distribution repairs/improvements, and many other required job duties. It is ridiculous that we have to drop what we are doing in order to complete these in such short notice. We need more time to fit these in to our day to day responsibilities.

In summary, from my perspective as a utility operator, a locator, and an excavator, these are the two areas where Iowa One Call falls short...1. Time to complete is setup more like an emergency situation than a realistic and reasonable time frame.

2. Uneducated contractors who do not take the laws seriously.

Thank you.

This questionnaire/ survey is confusing. I am a maintenance supervisor ,for a large church , who occasionally digs holes for trees, fence posts, and other landscaping projects , but found no clear understanding of how I fit into the listings of people filling out this request. I have done most of the digging myself.

N/A

No comments at this time.

48 hours is almost never long enough to get locates done. Consider increasing length of time.

We have had a severe problem with locates being done on time in general with a locating company. Our current locator has done a much better job but it has been a real issue for a long time. We would see tickets marked no access on a public roadway and or agreed to marking schedule without any actual conversations being held with us. I filed non response tickets in the past and was told "that doesn't really mean anything to us" when we discussed it. We feel we work really well with all locators but they simply are too big and too understaffed to be handling the number of locates that they do in my opinion.

Na

Iowa's One Call Process Assessment and Learning Aid Attachment E

32. What else do you think the Iowa Utilities Board should know?

Overall the Iowa One-Call Process is very good and provides an excellent mechanism for excavators to conduct safe / efficient work within Iowa.

Need to have the right contact information (phone number) of person on the job. NOT AN OFFICE NUMBER

I don't know

Utility locate companies are giving their employees instructions that they only have a set amount of time (for example 1 hour) to locate everything on a ticket and then to move on, even if they do not have everything located. I've heard this second hand, so I would need to refer you to the person that told me this.

nothing

Professionalism with subs is on a downward path.

They could make money if they compiled damage videos and posted on YouTube?

Also, if known share what the fines would be in Iowa and what people could be liable for breaking the One Call law in Iowa.

Locators of utilities do make mistakes

none

When the Locator's only locate the area that the foreman tells them where they are digging it causes a huge problem. A lot of times we have to move locations within the original ticket description. When this happens and only part of the job was located then we have no locates where we plan on moving to excavate .

75% of my tickets are delayed 1-4 days.

Some contractors use emergency locates when it is obviously not an emergency and they just want to get the job done quicker. I believe rules need to be looked at governing the emergency aspect of One Call.

Locators need to be more understanding that people working are not always from the area

The One Call system is largely effective, however, some contractors abuse the "emergency" locate provision. Sometimes they use that as a way to get their locates done quickly so they can mobilize faster.

Also, on large projects contractors tend to send us huge locate requests (geographically speaking) knowing that they won't be actually performing work in the area until a later date. It is more manageable if the contractor sends us smaller areas where they will actually be working or managing this through joint meets.

Consider requirement for fiber installation companies to proactively notify operators or the Iowa One Call Board of future plans to allow for improved planning of locating resources.

Not sure

None at this time.

The online one call form seem difficult to complete.

I have been a contractor for over 20 years. In that time the private locating companies have ruined the ability to rely on locates. There are very few tickets that I call in that don't have a problem. My company spends an exorbitant amount of time correcting the deficiency of the contract locating companies. We are not reimbursed for this time, nor are we rewarded for doing someone else's job correctly for them. As a matter of fact, no one even notices that we locate and find the correct locates for utilities, unless we point it out, which we have quit doing because it doesn't seem as if anyone cares. If I fail to comply with the law, I can be fined. If I negligently hit an underground facility, I have to pay the repair bill. If the contract locators do a bad job, or don't do their job at all, there seems to be no repercussions for them, and after almost a decade of this being a problem and trying to fix it through the channels available, most of us have given up on it getting any better. I believe that the utility board should hold the owners that hire these contract locators liable for damages and lost time do to the poor quality of the work done by their contractors. It would also be nice if there was an easier process to report problems.

Tabulated 12.2021