

IOWA 811

ONE CALLSM

The Official Newsletter of Iowa One Call

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Excavator

QUARTERLY



01 What's Up Below

06 ESAP Will Include In-Person Meetings in 2022!

- 2022 Program Topics
- Leveraging Zoom
- In-Person Meetings

11 In the News

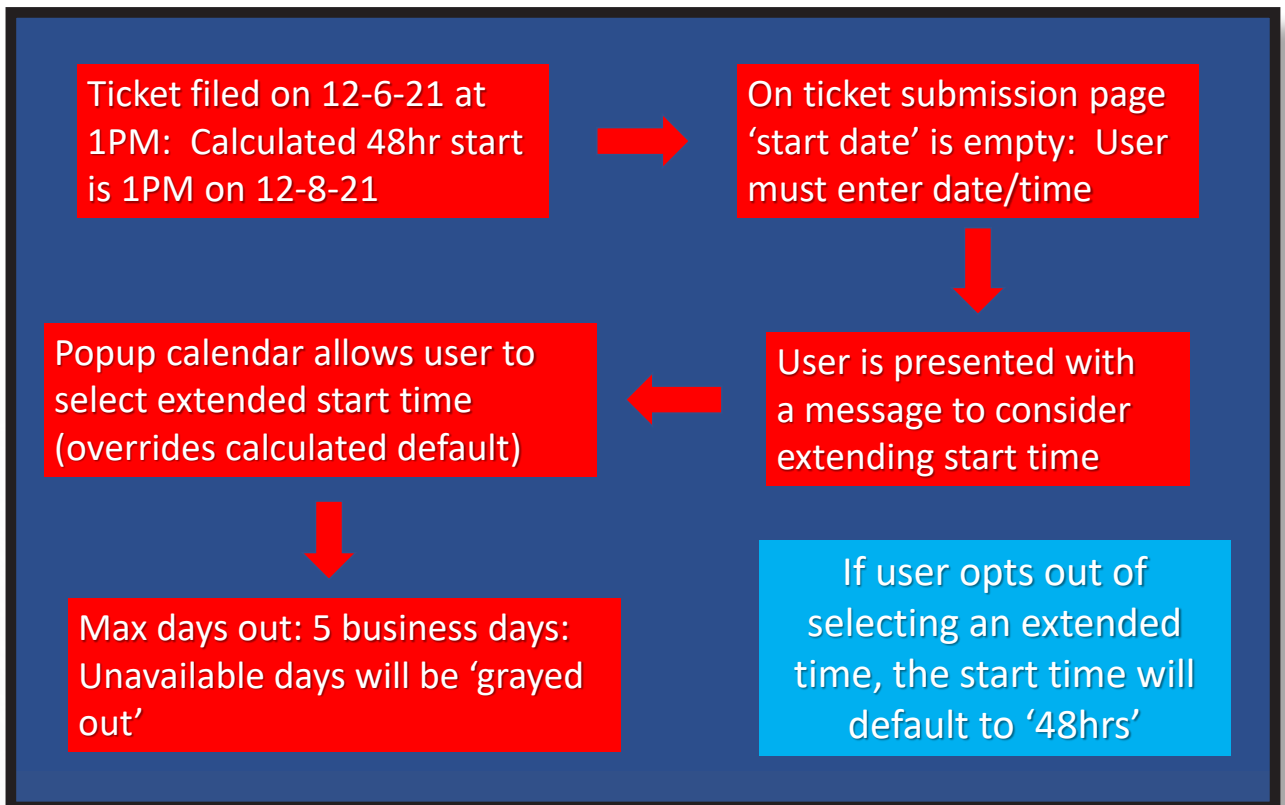
WHAT'S UP BELOW



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NEW PILOT PROGRAM AIMED AT MITIGATING LOCATING DELAYS

Iowa One Call (IOC) has developed a new system/process designed to help reduce locating delays by providing excavators an option at the time of notice to delay excavation start times. The new process, based on a similar system currently implemented in Minnesota, will be introduced in Iowa as a pilot program in January 2022. The IOC board of directors has been monitoring the success of Minnesota's system since it was first implemented in May 2021. Tracking data provided by Minnesota's one call system shows their Dynamic High-Volume Alert Notice System to be a viable approach to addressing the issue of locating delays. Upon its rollout, Iowa One Call's new pilot program, the Dynamic Start Time System, will be closely monitored and analyzed by the IOC board to determine overall effectiveness. If the new process is shown to be effective in mitigating locating delay issues, the process is likely to be implemented on a full-time basis.

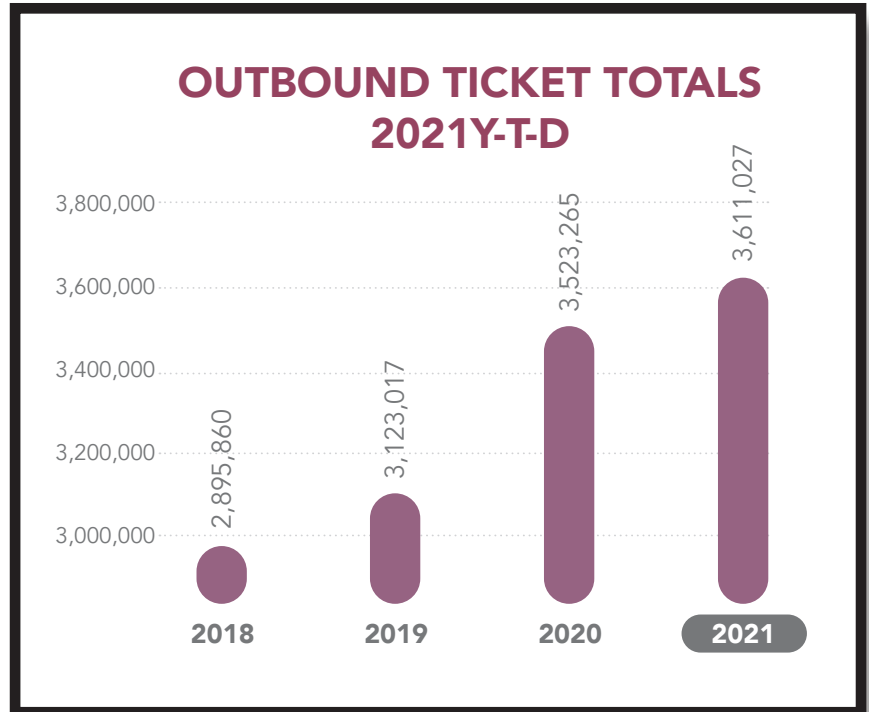


The industry-wide impact from delayed underground facility locating and marking services, and other associated issues stemming from the ever-increasing demand for underground facility locates, has reached heightened levels leading to significant concern among the various stakeholder communities, especially the excavating and utility locating services industries. Iowa has not been spared the problems caused by the inability of underground facility operators to keep up with an ever-

increasing demand for locating and marking services. In 2021 the failure of underground facility operators to timely locate underground facilities was the No. 1 reported concern to Iowa One Call, and the No. 1 complaint received by the Iowa Attorney General's Office relating to one call matters. Excavators across the state experienced significant project delays while waiting on locators to complete their locates. The overwhelming influx of complaints fielded at the IOC call center by disgruntled excavators frustrated by locating delays negatively impacted the center's ability to expedite calls. Additional staff had to be brought in to handle the daily complaints.



The demand for underground facility locates in Iowa has been trending upward for more than a decade with significant annual increases. In 2020, Iowa One Call processed and transmitted more than 3.5 million locate tickets. Historically, this represents the most annual tickets transmitted since the inception of the organization in 1985; more than 400,000 tickets over 2019. Ticket transmissions in 2021 account for a new Iowa One Call milestone, surpassing 2020 ticket transmissions by over 85,000.



A major contributing factor to the increasing demand for underground facility locates is the exponential expansion of the underground fiber/

broadband infrastructure. The primary solution to meeting the ever-increasing demand for greater broadband capabilities is fiber optics, and the race to build and expand the fiber infrastructure is on. Communication companies that get their fiber overbuilds completed first in a consumer market have an advantage over their competitors. Hundreds of millions of dollars in government grants have been made available for state fiber/broadband expansion, including \$300 million approved for expanding Iowa's broadband infrastructure by Governor Reynolds in 2021. A typical fiber optic overbuild involves multiple excavating crews hired by a communications company to install their fiber. Using the latest excavating technologies, primarily horizontal directional boring, these crews can complete increasingly expansive areas of installation in relatively short periods of time. In many cases multiple excavating companies are hired from out of state to bring in full crews and numerous boring rigs to expedite the installation process. Due to the competitive nature within the communications industry—especially the race to provide superior broadband capabilities—there is often very little advance notice, if any at all, about

“ The latest program developed to mitigate locating delays is the Dynamic Start Time System, to be implemented this January as a pilot program. This new process will provide excavators with a voluntary option to push out their excavation start times whenever practical. ”

when and where extensive fiber overbuilds will take place. This makes it extremely difficult for the utilities and third-party locating contractors to accurately assess and predict workforce needs, including personnel, equipment and budgetary demands. Further compounding the situation is the increasing demand for locates from other commercial, residential and private construction sectors, especially during a prolonged period when a readily available workforce is in decline, or non-existing. Add to this the time needed to train new locators when they are available for hire.



To maximize safety and damage prevention and to address the issues that negatively impact the one call process (of which locating delays are a significant concern), Iowa One Call has developed several sophisticated programs designed to help mitigate the underlying causes. The NextGen electronic mapping and ticketing system, rolled out in 2018, has been a game changer as it allows excavators to provide highly detailed, precision mapping information that significantly reduces miscommunication and confusion between excavators and locators. The new electronic joint meet process rolled out in April 2021, replacing the outdated dial-in process, providing excavators and locators with a superior communications and ticket management process that helps to reduce unnecessary locating and “re-locating” procedures.

At the time of preparing a locate notice, online or via the call center, excavators will be prompted to consider extending the start time of their proposed excavation. Options to extend the start time of an excavation will range between half a day to five business days. If an excavator chooses not to extend the excavation start time, their notice will be processed using the regular 48-hour default. Since being mandated in 1993, Iowa’s one call law, Iowa Code Chapter 480, has provided a statutory exception to the required 48-hour advance notice whenever a mutual agreement has been established and agreed upon between an excavator and an operator/locator. When properly used, these mutually “agreed-to marking schedules” have been shown to help mitigate locating delays by lessening the daily workloads locators are constantly faced with. The process of establishing a documented agreement with excavators at the time of notice will help reduce potential miscommunication between excavators and locators.



The new process will not eliminate the option for locators to seek/coordinate additional alternative marking arrangements with excavators, but any alternative to the required 48-hour timeline is subject to an excavator's approval (agreement). Any agreed-to marking schedule coordinated by locators apart from the Dynamic Start Time System requires specific documentation from the locator/operator as verification that an agreement has been made with the excavator. The Iowa Attorney General's Office recently confirmed that any misuse or abuse of Iowa One Call's "agreed-to marking schedule" positive response system will be subject to enforcement proceedings and civil penalties.

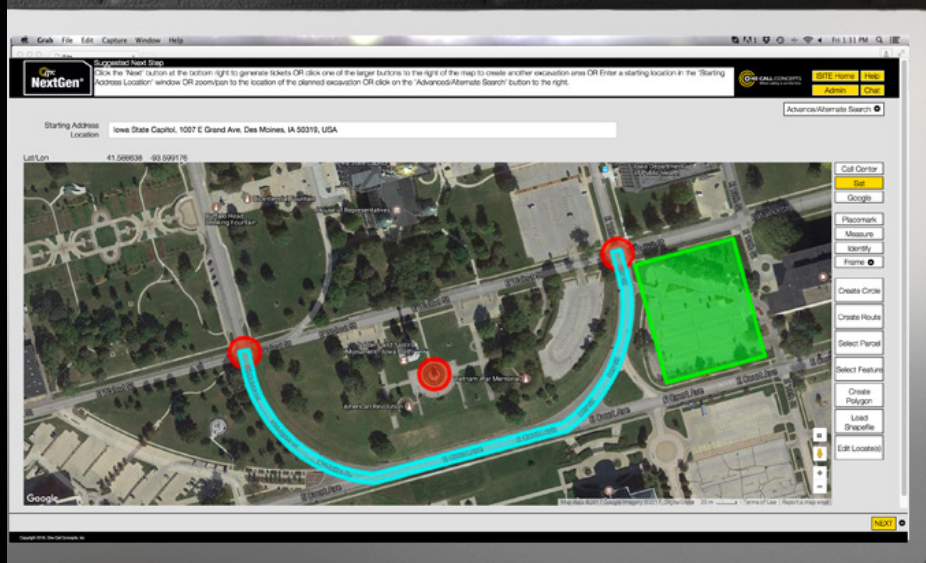
Iowa One Call highly encourages excavators to consider utilizing the Dynamic Start Time System to extend excavation start times whenever possible. It's understood that deadlines and other commitments will at times make it impractical for excavators to embrace this process. When practical, however, extending excavation start times can help to ease the number of locates due on a daily, even hourly, basis, which can in turn help to mitigate locating delays. Additionally, excavators can reduce the likelihood of experiencing locating delays by using the NextGen online mapping/ticketing system to prepare precisely detailed locate notices to eliminate confusing and/or inaccurate locate requests. For large-scale projects that are hard to define in a typical locate notice, excavators are encouraged to utilize the online "electronic joint meet process," which provides for onsite preconstruction meetings between excavators and locators. For more information on these, and other system tools, please go to the [IOC website resources page](#).



Iowa One Call wishes everyone a safe and productive 2022. Dig safe!



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.



THE EXCAVATION SAFETY AWARENESS PROGRAM (ESAP) WILL INCLUDE IN-PERSON MEETINGS IN 2022!

There will be 10 in-person meetings hosted throughout the state of Iowa in January. To the guests who don't feel comfortable attending the in-person meetings, Iowa One Call is offering six meetings in February via the Zoom platform—similar to the 2021 program.

Lunch will be provided at the in-person meetings and prizes will be awarded at the conclusion of every in-person and Zoom meeting.

2022 PROGRAM TOPICS

- Mitigating locating delays
- IOC system updates and new programs
- Industry updates
- Utilizing the ITIC NextGen system tools
- Communication and teamwork by all parties

LEVERAGING ZOOM VIDEO CONFERENCING

As many stakeholders remember, the in-person meetings came to a screeching halt in 2020 with seven meetings remaining on the schedule, due to the onset of the COVID-19 pandemic and safety precautions taken. While the pandemic was still in full force, Iowa One Call opted to host the 2021 ESAP meetings via the Zoom platform.

The 2021 virtual ESAP meetings via Zoom garnered an average attendance of around 67 attendees per meeting, with an average “pre-registered” total of 92 people per meeting. In total, there were just over 800 participants in attendance over the course of 12 webinars. Using the Zoom webinar platform served as an adequate “back-up” plan to the typical in-person meetings, and offered some surprisingly unique benefits, including the following:

Q&A FEATURE

At the end of each presentation, a Q&A session was opened and attendees were given the opportunity to type in questions for the host using the Zoom Q&A function. The questions were read aloud, followed by a descriptive answer. If an attendee's question was not answered live, an email was sent to them with their question and an answer. Notably, the participation during the Q&A sessions was extremely high, with as many as 16 questions asked in a single webinar session, and an average of around nine questions asked per webinar—which is more than typically received at the in-person ESAP meetings. Following each webinar, the questions and answers were posted directly to the Iowa One Call website for the public's viewing.

ZOOM RECORDING

Another advantage to using the Zoom platform was the ability to record the entire presentation. This allowed any interested parties to obtain a YouTube link to the presentation if they could not attend one of the webinars and/or plan to use the video presentation as a training resource for their own employees.

IN-PERSON MEETINGS

Although the Zoom platform has been an extremely helpful tool to the Iowa One Call team, the virtual meetings cannot fully replace the element of meeting guests face-to-face and breaking bread with the stakeholders. In fact, according to a study by Forbes Insight, **85% of people say they build stronger, more meaningful business relationships** during in-person meetings and conferences. While video and conference calls can certainly be convenient and are tools that Iowa One Call plans to add to its communication outreach, there's no denying the effectiveness of meeting in person. It focuses on human connection, requires all participants to be fully present and is free from distractions. All in all, there's no true substitute for being in the same room during face-to-face meetings.

Iowa One Call looks forward to meeting new faces, reconnecting with contractors/excavators and educating Iowans on the importance of damage prevention while emphasizing the significance of working together throughout the entire excavation process.

Iowa One Call strongly encourages you and your coworkers to attend the meetings in 2022. All events are free and the in-person meetings come with a **hot lunch!**



ESAP 2022

January 4th - February 17th
In-Person AND Zoom Meetings

Register now at iowaonecall.com

JANUARY	FEBRUARY
4 Council Bluffs	1 via Zoom
5 Sioux City	3 via Zoom
6 Spencer	8 via Zoom
10 Dubuque	9 via Zoom
11 Bettendorf	15 via Zoom
12 Burlington	17 via Zoom
18 Cedar Rapids	
20 Waterloo	
25 Mason City	
27 Johnston	

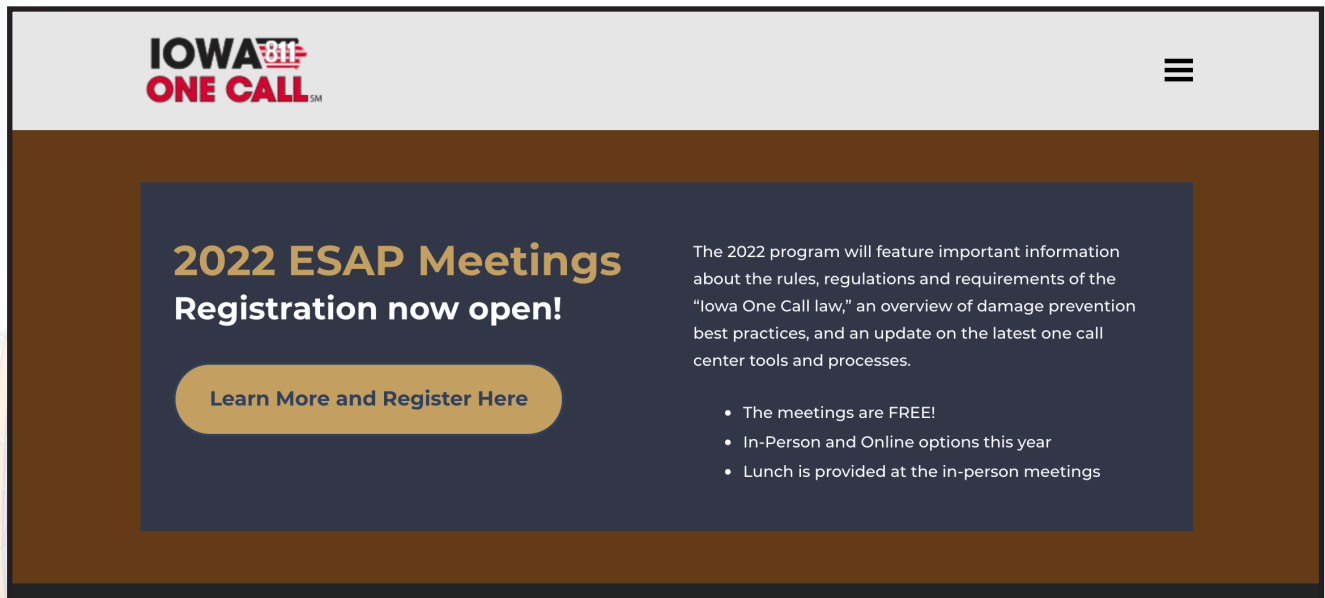


“ According to a study by Forbes Insight, **85% of people say they build stronger, more meaningful business relationships during in-person meetings and conferences.** ”

TO REGISTER FOR THE 2022 EXCAVATION SAFETY AWARENESS PROGRAM VISIT

IOWAONECALL.COM

For any questions related to the ESAP 2022 meetings, you may contact Tyler Jass at tylerjass@netins.net or 515-577-2368.



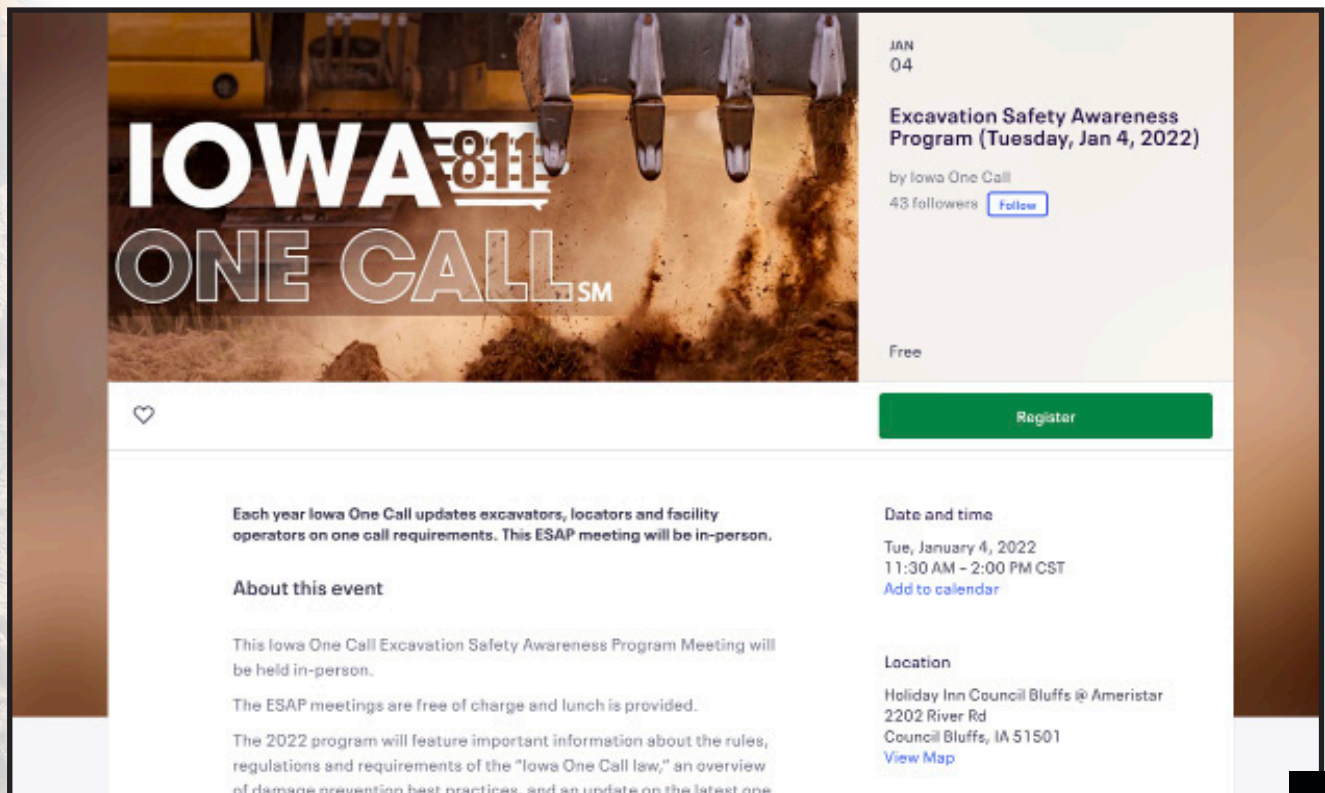
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2022 ESAP Meetings Registration now open!

[Learn More and Register Here](#)

The 2022 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.

- The meetings are FREE!
- In-Person and Online options this year
- Lunch is provided at the in-person meetings



JAN 04

Excavation Safety Awareness Program (Tuesday, Jan 4, 2022)

by Iowa One Call
43 followers [Follow](#)

Free

[Register](#)

Each year Iowa One Call updates excavators, locators and facility operators on one call requirements. This ESAP meeting will be in-person.

About this event

This Iowa One Call Excavation Safety Awareness Program Meeting will be held in-person.

The ESAP meetings are free of charge and lunch is provided.

The 2022 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

Date and time
Tue, January 4, 2022
11:30 AM - 2:00 PM CST
[Add to calendar](#)

Location
Holiday Inn Council Bluffs @ Ameristar
2202 River Rd
Council Bluffs, IA 51501
[View Map](#)

ZOOM

In conjunction with the in-person meetings, Iowa One Call will host six virtual meetings via the Zoom platform. Below is some helpful information on setting up and using the Zoom program:



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 2022 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 2022 page after the meeting.

Welcome
Feel free to ask the host and panelists questions

Type your Questions here and click “Send”

Example Question 1

Send anonymously

Cancel 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

IN THE NEWS



Local Excavation and Safety News From Around the Web



ESAP In-Person Meetings Have Returned!

iowaonecall.com/esap2022/

Registration Now Open: Iowa One Call Excavation Safety Awareness Program, January 4 – February 17, 2022.

The 2022 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... [\[Register Today\]](#)

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