

# New York 811

A Damage Prevention Center

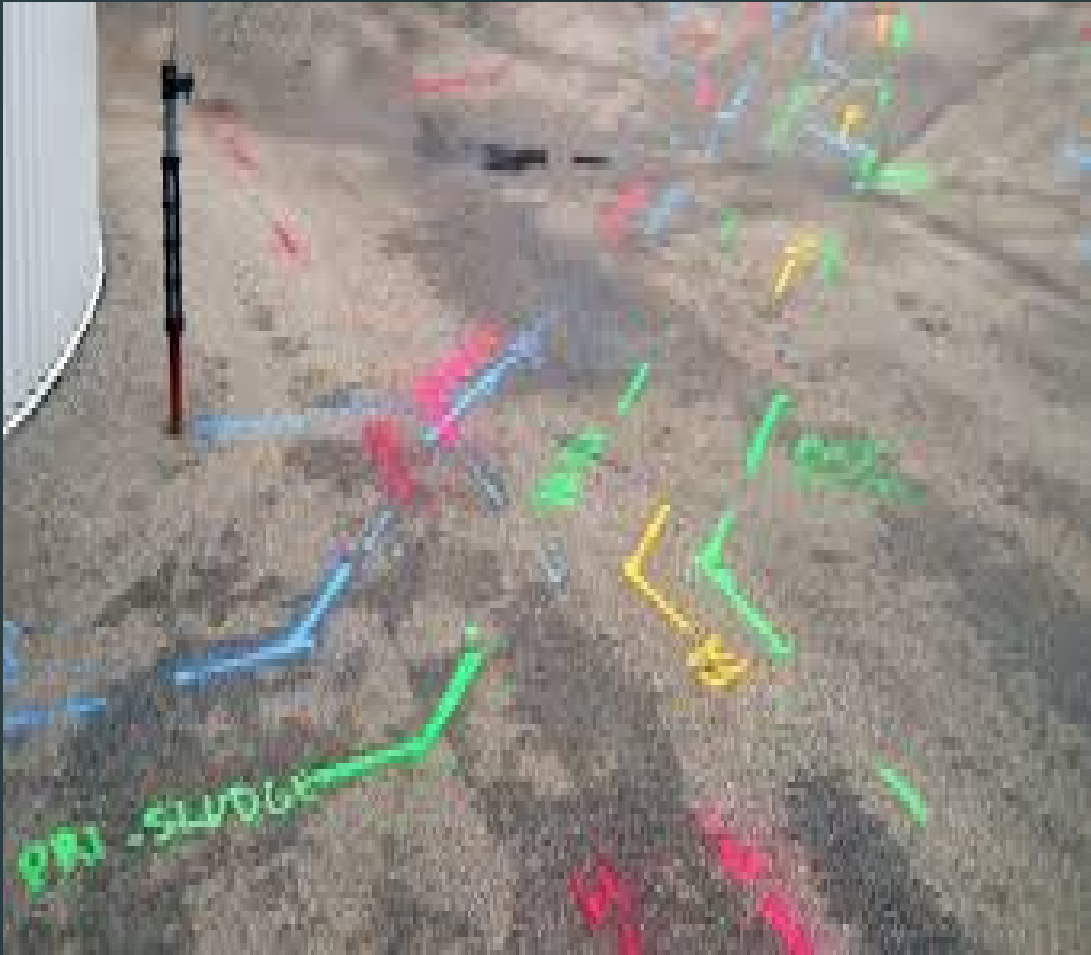
There are more than 20 million miles of underground utilities in the United States



An Underground utility line or pipe is damaged once every 6 minutes nationwide  
Because of failure to call 811



According to the Common Ground Alliance  
when you call 811 there is a 99% Chance of  
NOT causing damage



# The Cost of Damage Far Exceeds the Cost of Prevention



# How Does NY811 Help Protect Underground Utilities

- ▶ Transform the traditional “Call Center” into a resource as a Damage Prevention Center
- ▶ Assist member Utilities in enhancing their Internal Damage Prevention Programs
- ▶ Provide Training and Education
- ▶ Increase 811 Awareness and Safe Digging Practices through advertising and marketing
- ▶ Engage all Stakeholders in the Damage Prevention Process

# Proactive Approach

- ▶ New York 811 employs 3 full time Damage Prevention Field Liaisons and 1 Full Time Member Liaison
- ▶ New York 811 Damage Prevention Liaisons visited 3890 excavation and contractor locations in 2016
- ▶ New York 811 conducted over 130 presentations last year with over 2590 people trained on Code 753 and safe excavating practices
- ▶ Collect all visited data to utilize effectiveness of outreach

# Proactive Approach

811 New Record

**VISIT INFORMATION**

**Field Visit**

Is this Field Visit

**Company**  
ABC Contracting

**Address**  
123 Main St

**Town**  
Bayside

**County**  
Queens

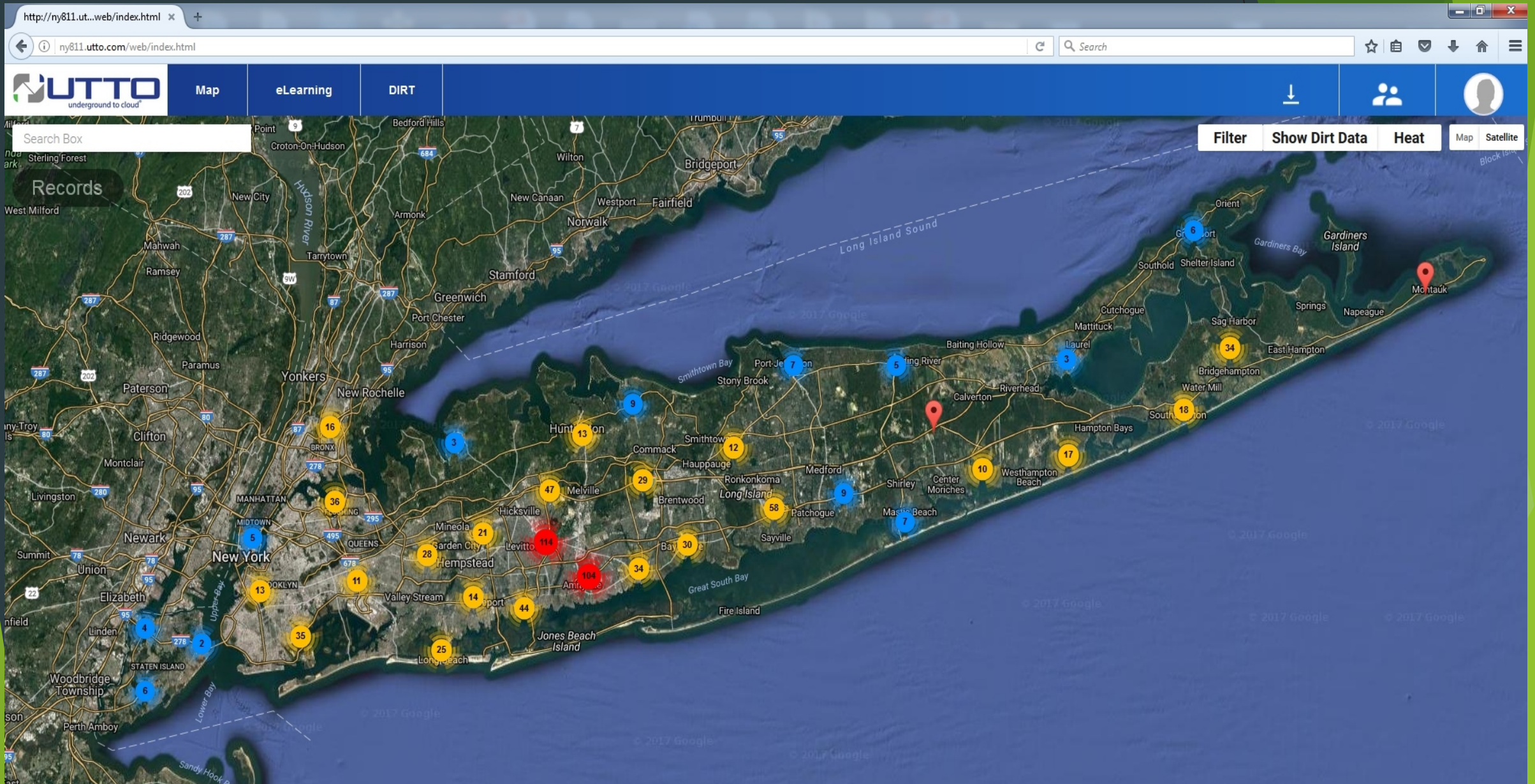
**Type of Visit**  
Field Excavation Site

**Promo Items**  
Specify which promo items were given

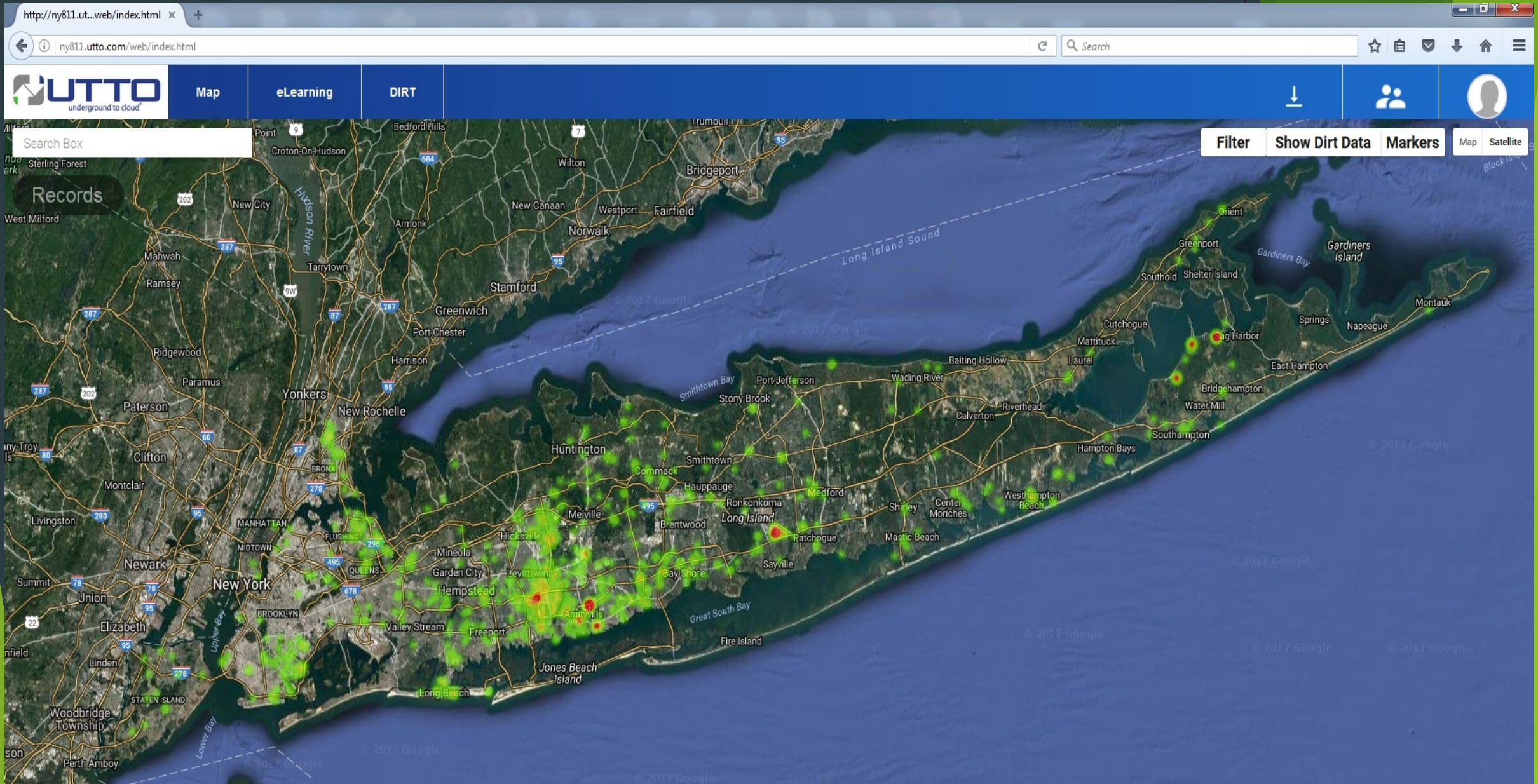
**Ticket**  
1234567



# Proactive Approach



# Proactive Approach



# NY 811 Damage Prevention Programs

- ▶ No Call Damage Program
- ▶ Non Compliance Program
- ▶ PSC Enforcement
- ▶ APR Compliance
- ▶ Predictive Analysis
- ▶ NY811 Wrapped Vehicles

# Results

- ▶ From 2009-2015 Damages were reduced from 5.73 DPK to 1.61 DPK
- ▶ NY811 is 5<sup>th</sup> in the Nation in Damages Per 1000
- ▶ No Call Damage Program saw a reduction in No Call Damages by 46% in 2016
- ▶ Call Volume has increased while damages have decreased