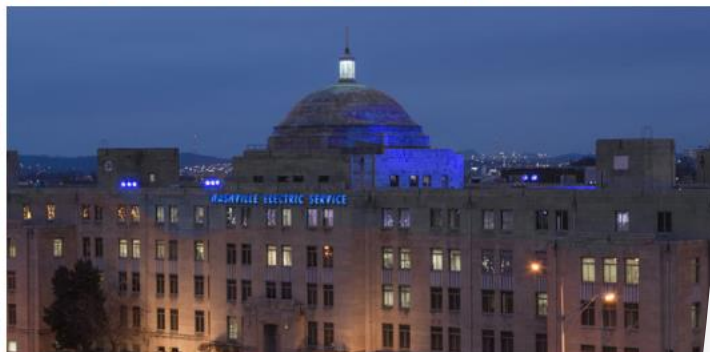


# Lighting up the state for 811 Day

+ 811 in the 731, Hand Digging, Electronic  
White Lining, and Project Tickets





## The Idea

- What can we do that we don't already do every day?
- What can we do without being there?
- What can we do to cover more than one community on the same day?
- What can we do that members can participate in?
- How can we promote sharing?



Nashville

BNA – International Airport



Nashville

Korean Veterans Bridge



Nashville

Adventure Science Center



Nashville

Nashville Electric Service



# Paris, TN

The original Eiffel Tower



Clarksville, TN

- Customs House Museum
- F&M Bank Arena
- RJ Corman Bridge





# Memphis

The Mighty Lights @ Big River Crossing and the Hernando Desoto Bridge

@sterling.davis  
on TikTok



# Ticket Volume

+ Contact Center Operations



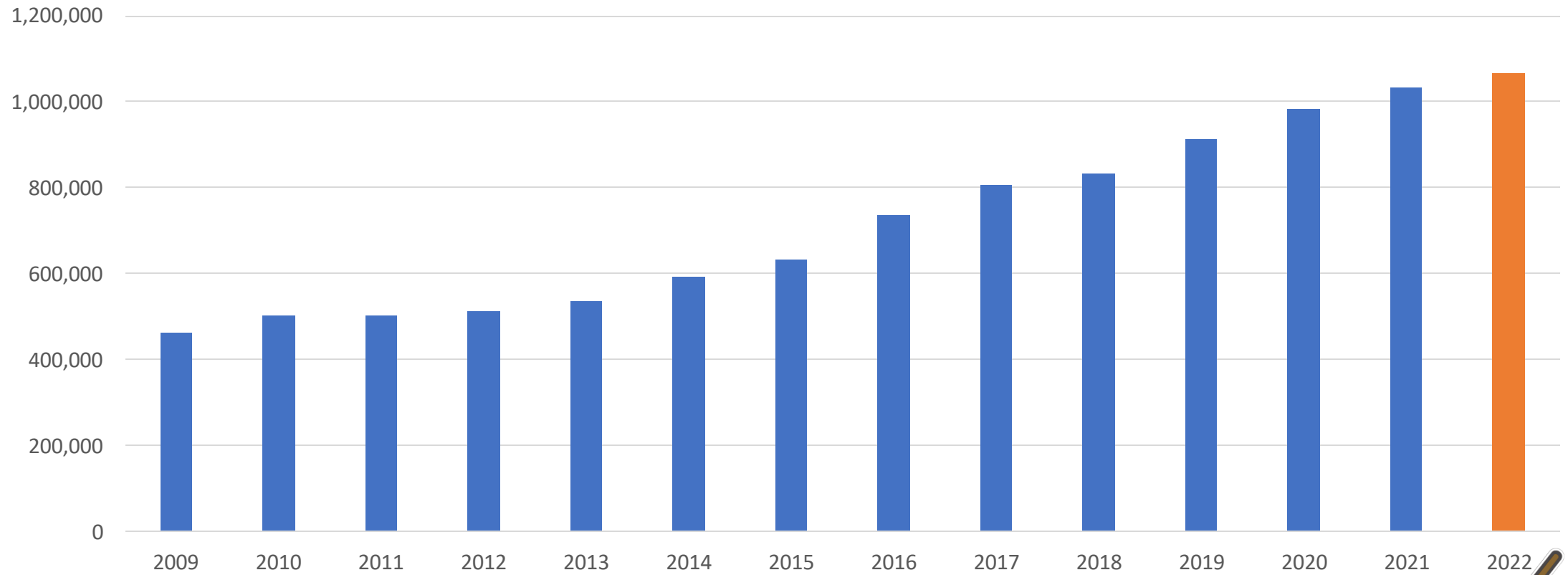
# Operation at a Glance

- Staff
  - 70 Locate Request Agents (LRAs)
  - 20 Management/Admin
- Ticket Volume (2022)
  - Incoming: 1,065,688 (up 3%)
  - Outgoing: 5,584,669
  - Avg/Day: 3,023
  - Avg Call Time: 6 mins, 27 secs
  - 47% via Online Ticket Entry



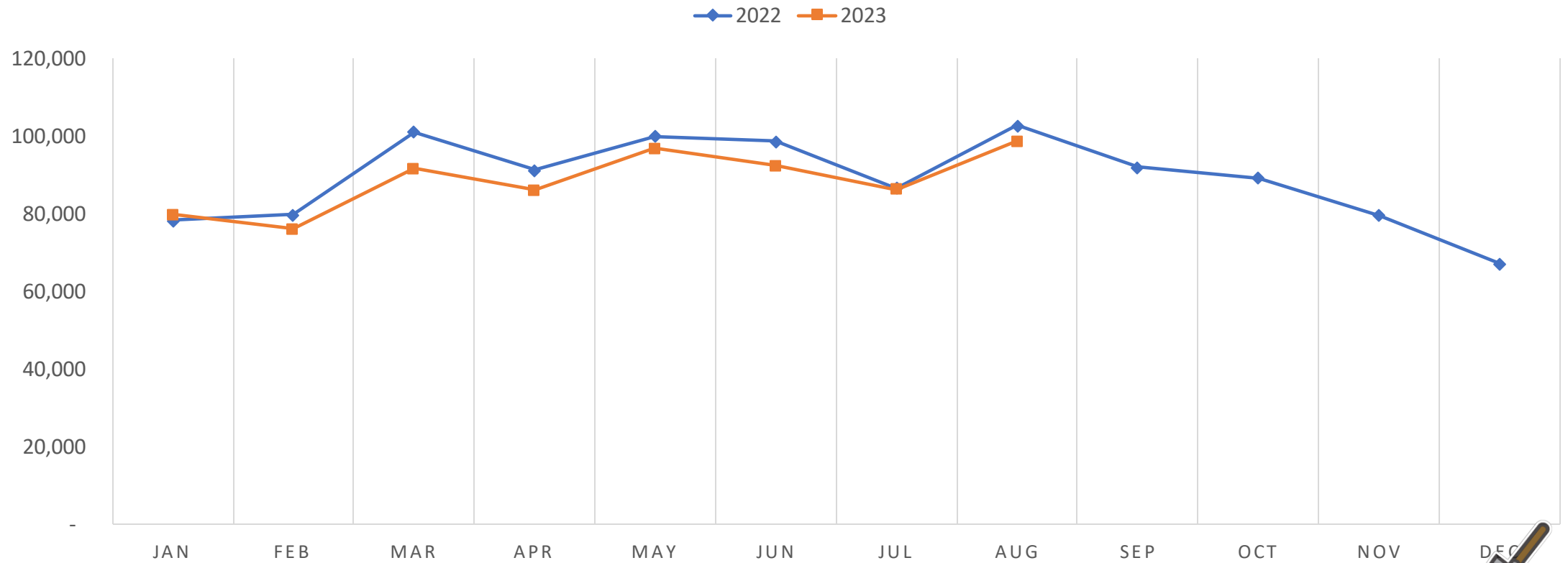
# Ticket Volume

## Incoming Tickets



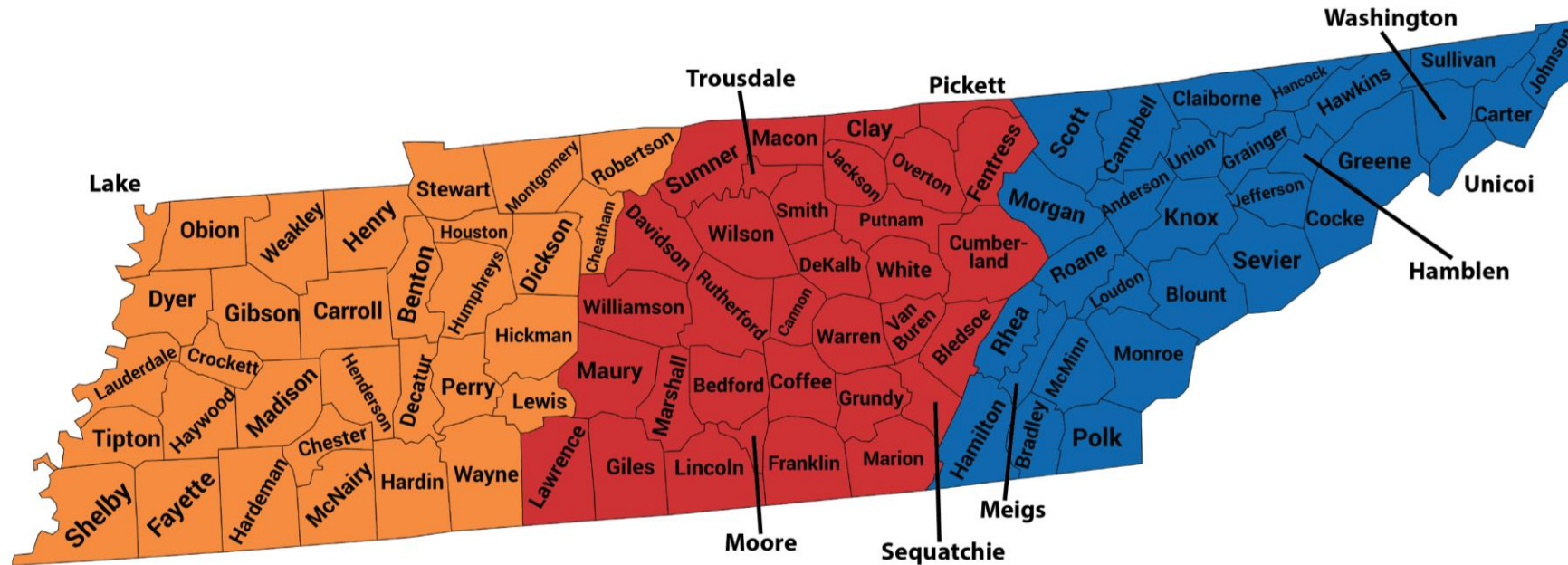
# 2022 v 2023 YTD

## INCOMING TICKETS



# Liaison Team

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 Dylan Cassady  
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Additional Support: Kathy Quartermaine | (615) 604-8277 | kathy.quartermaine@tennessee811.com



@usanorth811  
on TikTok





# 811 in the 731

*Leveraging stakeholders to better engage  
their community*





## Origins of 811 in the 731

- 2017 Mock Line Strike
- Interest from excavators and members





## 3 Years of Partnership

- Formation of the GCUA
- Demo-based event pitched
- Participant support and ownership
- Commitment to keeping up the momentum
- Willingness to take on the mantle

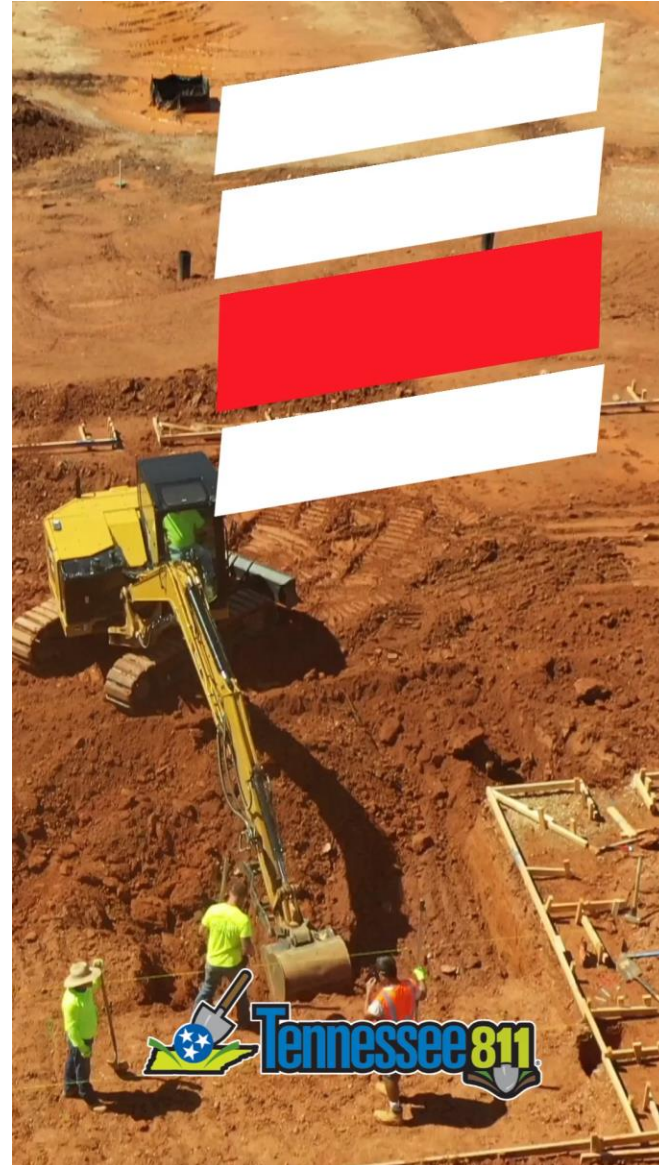




## 2023 811 in the 731

- Ongoing partnership with the fair
- Door prizes and limited-run event shirts
- Water-themed demonstration and competition
- Audience engagement

# 2023 Recap Video



# Hand Digging

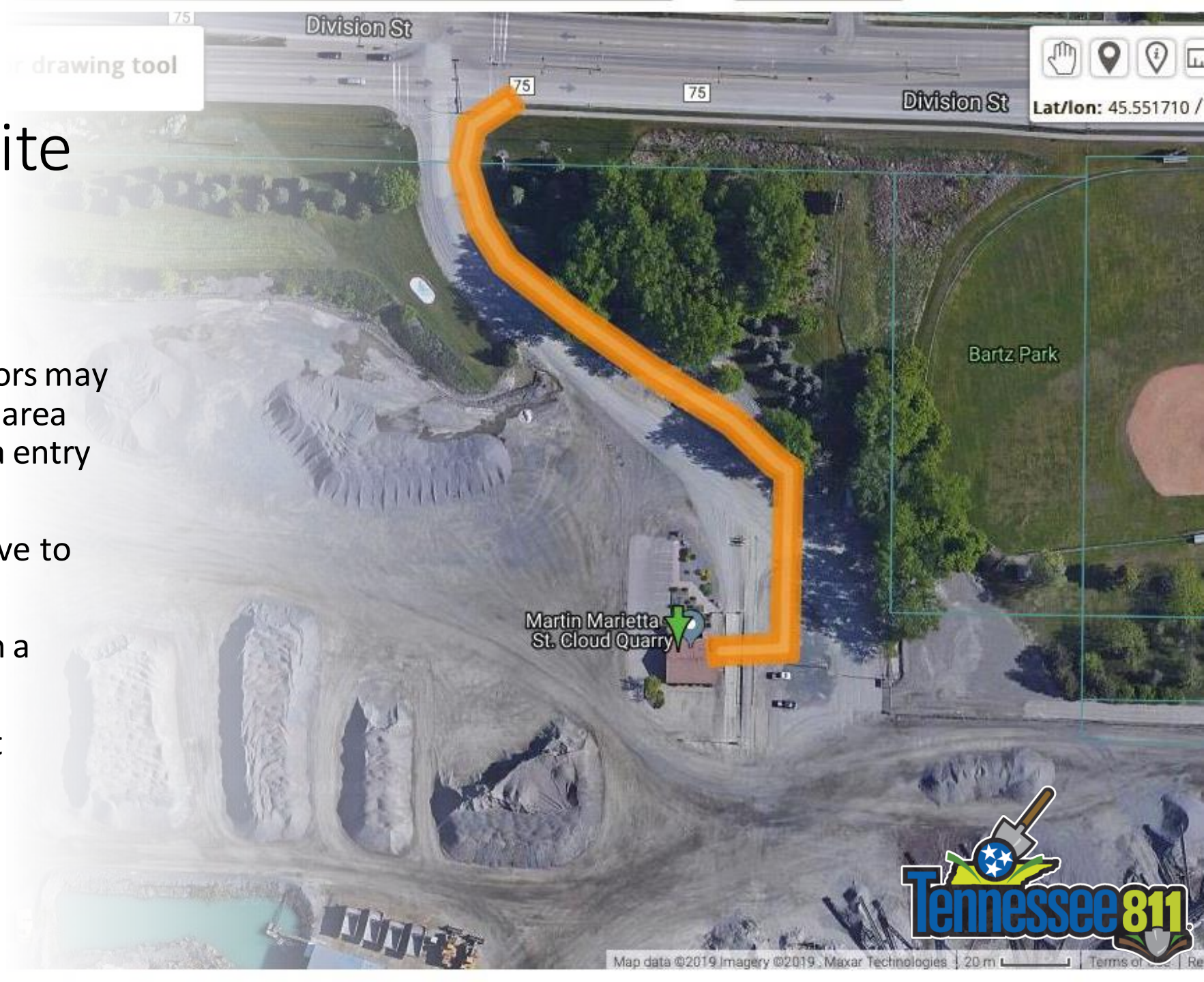
+ Electronic White Lining and Project Tickets

*2023 amendment to the UUDPA (TCA 65-31-101 et seq.)*



# Electronic White Lining

- A method where excavators may indicate their defined dig area visually by electronic data entry (lines or polygons).
- Is considered an alternative to physical white lining.
- Will be rolled out through a phased approach.
- Begins with sharing agent mapping.





# Project Tickets

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- Placeholder for future language.
- Authorized data collection is underway.
- Early data suggests an increase in mileage and acreage locates.
- Parameters of the project ticket are currently 2,000ft or 90 days.
- Learning from existing approaches like those in AL, GA, and NM.





# Hand Digging

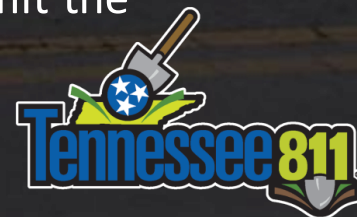
- Definition of excavation expanded to include hand digging.
- Any movement, placement, or removal of earth, rock, or other materials in or on the ground by use of non-mechanized tools or equipment, including, but not limited to, shovels, picks, post hole diggers, vacuum excavation, or soft digging.
- Exemptions
  - Property owners hand digging on their own property.
  - Utilities or their contractors hand digging 12 inches or less in depth for locating, repairing, connecting, protecting, or routine maintenance of the member operator's underground facilities.



# Exercise of Reasonable Care in Excavation Practices

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- An excavator shall exercise reasonable care to avoid damage caused by an excavation or demolition within the safety zone.
- In the exercise of reasonable care, an excavator shall take actions, which shall include, but are not limited to:
  - Planning excavation or demolition to avoid damage to and minimize interference with underground utilities in and near the excavation area;
  - Maintaining a clearance between the underground utility and the cutting edge or point of any mechanized equipment, taking into account the known limit of control of such cutting edge or point, as may be reasonably necessary to avoid damage to such utility;
  - Providing such support and protection for underground utilities in and near the construction area, including during backfill operations, as may be reasonably necessary for the protection of such utilities; and
  - Installing each utility, regardless of the use or material, with sufficient clearance to permit the maintenance of existing utilities and to protect against damage to existing utilities.



# Exercise of Reasonable Care in Excavation Practices

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- In performing trenchless excavation or boring, reasonable care shall include, but is not limited to:
  - Visually inspecting the planned excavation path for structures indicating the presence of underground utilities;
  - When possible, contacting utility company directly and review maps or drawings to verify underground utility locations;
  - Reviewing surface markings and compare to other information to identify any unmarked or mis-marked utility;
  - Hand digging test holes or “pothole” and use other safety precautions to identify the location and depth of utilities in the drill path; and
  - Drilling at a pace that is slow enough to permit tracking device(s) to detect drill line deflections or large obstructions.
- The Board further adopts the best practices for excavation as stated in Common Ground Alliance, Best Practices: The Definitive Guide for Underground Safety and Damage Prevention, Ch. 5, Excavation, and Appx. D (Ver. 17.0, March 2020), as may be amended from time to time, and incorporates such standards as if stated herein verbatim; provided, however, that the Common Ground Alliance Best Practices shall be read in conjunction with Tennessee law and United States law. Where the Common Ground Alliance Best Practices conflicts with state or federal law, the state or federal law shall serve as the controlling authority.



@the\_ineffable\_Jason  
on TikTok



# Questions?



We're your Safe Digging Partner.



Craig Ingram



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