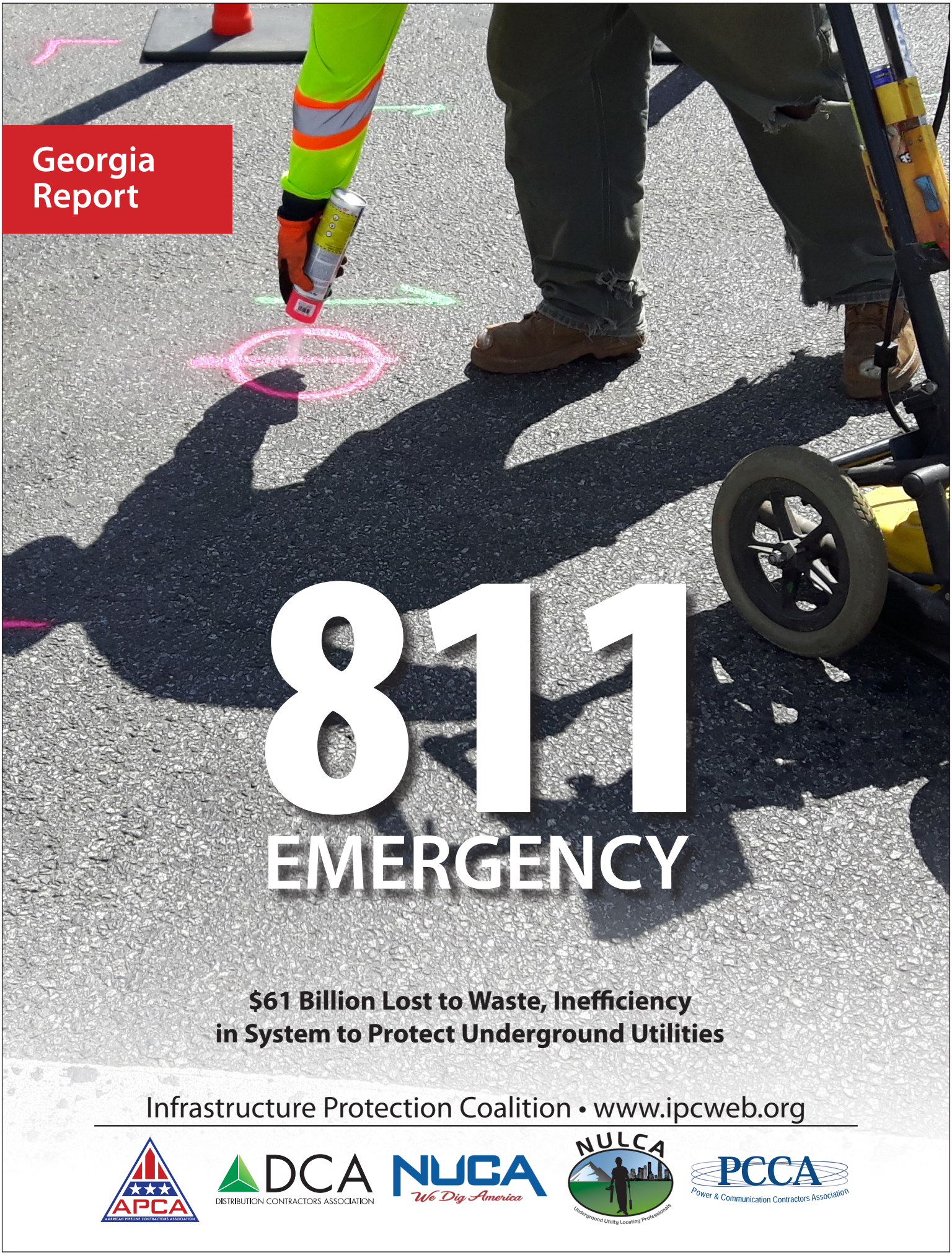

Georgia Report

811 EMERGENCY

$61 Billion Lost to Waste, Inefficiency in System to Protect Underground Utilities

Infrastructure Protection Coalition • www.ipcweb.org

APCA American Pipeline Contractors Association

DCA Distribution Contractors Association

NUCA We Dig America

NULCA Underground Utility Locating Professionals

PCCA Power & Communication Contractors Association

811 EMERGENCY

$61 Billion Lost to Waste, Inefficiency in System to Protect Underground Utilities

Infrastructure Protection Coalition

American Pipeline Contractors Association • www.americanpipeline.org
Distribution Contractors Association • www.dcaweb.org
National Utility Contractors Association • www.nuca.com
Nulca – representing utility locating professionals • www.nulca.org
Power & Communication Contractors Association • www.pccaweb.org

About the Infrastructure Protection Coalition

The Infrastructure Protection Coalition is a coalition of industry groups who represent regular users and stakeholders in the 811 system and who want to see it run safely and efficiently. Members include: the American Pipeline Contractors Association (APCA); Distribution Contractors Association (DCA); National Utility Contractors Association (NUCA); Nulca – representing utility locating professionals; and Power & Communications Contractors Association (PCCA).

Study Conducted By:

CONTINUUM Capital

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Georgia Executive Summary

Georgia is ranked in the 4th Quartile (Exhibit 1) and overall, the current structure and process is not efficient or effective compared to other states. A total of eight areas were used to rate and rank each state in order to place them into an overall quartile rank for performance. Georgia performed in the 4th Quartile for six characteristics, the 2nd Quartile for one characteristic, and the 1st Quartile for one characteristic (Exhibit 2).

Exhibit 1
State Quartile Ranking

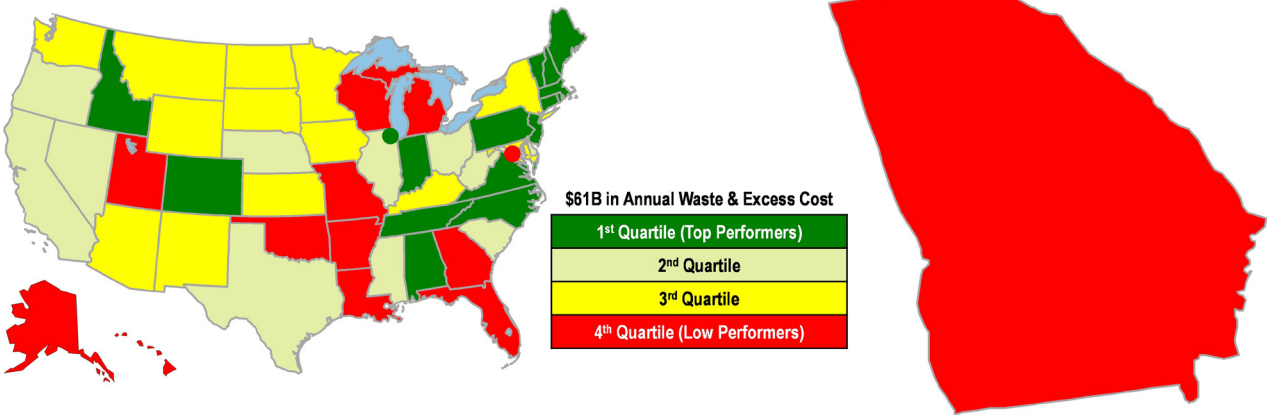


Exhibit 2
State Overall Performance

Continuum Rating	PHMSA DP Rate	Stakeholder Rating	Unneeded Loc.?
Very Dissatisfied	Adequate	Satisfied	Daily
Poor Instructions	**Destroyed Marks**	**Cont. Wait Time**	**Est. Damage Cost (Millions)**
Daily	Daily	Daily	$2,438.13

The 2019 Georgia estimated total damage cost is approximately $2.4 billion in annual and out-of-pocket cost to the system. In addition to this observable cost is an invisible cost originating from the following: 1) daily unneeded locate requests; 2) daily locator wasted time due to poor instructions; 3) an additional 10% in locator wasted time due to destroyed marks; and 4) daily contractor wasted time waiting for asset owner compliance with locate request or taking "safe excavation" practices at additional cost and lost productivity in an attempt to avoid unlocated facilities.

These costs amount to an additional $3 billion in waste, inefficiency, and excess cost that is embedded in the system and largely invisible. Regardless of where or from whom these costs originate, they migrate over a 3-5-year timeline toward the most professional contractors and locators, and by default to their utility customers who are primarily the highly regulated electric and gas utilities and ultimately their ratepayers.

Once known and visible, these costs can be eliminated and mitigated. The seven recommendations proposed, will eliminate $2.8 billion of these costs over a 3-5-year timeline and while there are implementation expenditures associated with these recommendations, the gain achieved outweighs the cost by a factor of 70x over the 3-5-year implementation timeline. These costs represent only the waste embedded in the system, where the achieved improvements to public safety and estimated damage costs will be on top of these figures.

Ultimately, it is possible to drive out waste, inefficiency, and excess cost from the damage prevention and utility locate process while improving public safety and lowering the total cost to ratepayers, asset owners, and operators (utilities, department of transportation, municipalities).

Exhibit 3
One Page Summary

Georgia

State Quartile	Continuum Rating	PHMSA DP Rate	Stakeholder Rating	Unneeded Loc.?	Poor Instructions	Destroyed Marks	Cont. Wait Time	Est. Damage Cost (Millions)
4th Quartile	Very Dissatisfied	Adequate	Satisfied	Daily	Daily	Daily	Daily	$2,438.13

State Demographic Information (nc = not calculated)

State Capital	State Population	Density per Mile	Largest MSA (metropolitan statistical area)		# MSA>250,000	St. Const. Spend; Growth Rate (millions)	
Atlanta	10,617,423	186.26	Atlanta-Sandy Springs-Alpharetta	6,020,364	4	$39,984	4.0%

St. Utility Spend; Growth Rate (millions)		Locator Spend; Growth Rate (millions)	
$26,680	5.4%	$256	-7.0%

811 System Characteristics

History	System Name	Law Adopted	Last Updated
The Georgia Utility Facility Protection Act was established in 1974 under Title 25, Chapter 9 - Blasting or Excavating Near Utility Facilities, Sections 35-9-1 to 35-9-13. The only revision came in 2016 that increased the locate ticket duration time period from 21 days to 30 days.	Utilities Protection Center, Inc.	1969 Limited; 1986 Comprehensive	2016

Inbound Tickgas	Outbound Tickgas	Out/In Ratio 2020	811 Exempt?	Total Locate Days	Call Day?	Notice Days	Notice Exempt?	Ticket Life (Days)
1,359,090	16,524,098	12.2	Yes	3	1	2	Yes	30

Whitelining?	Pos. Resp. Excv.	Pos. Resp. 811	Who 811 Exempt?	3rd Party Board	Mand. Report U?	Mand. Report C?	Who Exempt?	Enforce Auth.?
Yes	No	Yes	Resi	Yes	Yes	Yes	Road & Rail Maint	PUC

Continuum process mapping of state specific 811 and damage adjudication process. Assessment of process efficiency based on the 811 process duration (811 Process Days) and damage adjudication process duration (DA Process Days); Number of touches (# of Touches 811 & # of Touches DA) required to complete the process; number of steps (# of Steps 811 & # of Steps DA) in the process; and number of functions (# of Functions DA) necessary to complete the process.

811 Process Days	# of Touches 811	# of Steps 811	DA Process Days	# of Touches DA	# of Steps DA	# of Functions DA
30	15	6	Undefined	29	7	6

811 Board Composition

State Law Define?	Board Size	Board Composition	Balanced?	3rd Party Operator?	For Profit?
No	13	Asset Owners or Utilities: 11, 811: 2	Low	None	Nonprofit

811 Performance Data

DIRT (Damage Reporting Information Reporting Tool) represents the number of underground utility damages reported to the CGA in 2019 (DIRT 19 Damages) and 2018 (DIRT 18 Damages) for each state as a total, damages per 1000 outbound tickets (Per 1000 Tickets), damages per 100,000 of the state population (Per 100,000 Pop.), damages per square mile (Per sq. Mile), and estimated state damage cost (Est. Damage Cost) in millions based on the 2019 data.

DIRT 19 Damages	Per 1000 Tickets	Per 100,000 Pop.	Per sq. Mile	Est. Damage Cost	DIRT 18 Damages	Per 1000 Tickets	Per 100,000 Pop.	Per sq. Mile
43,538	2.5	410.1	241.7	$2,438.13	29,844	2.0	283.7	167.2

PHMSA 2014 Assessment

2014 PHMSA assessment of 9 characteristics of the utility locate & damage prevention process. Continuum converted PHMSA's color coded ratings to a numerical format where 10 represents the highest performance, 5 as average performance, and 1 and the lowest performance.

Communication	Partnering	Perf. Measures	Training	Public Ed.	Issue Resolution	Fair Enforcement	Tech Use	Cont. Improve
10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0

Rated Question & Survey Feedback

Over 4000 responses and 400 interviews rated on a 1 to 10 scale, with 1 representing "Very Dissatisfied" and 10 representing "Very Satisfied", from every state for all questions combined (Stakeholder Rating), enforcement effectiveness (Enforcement) only, regulatory and law alignment and effectiveness (Regulation & Law) only, application and use of performance metrics (Metrics) only, 811 and damage adjudication process efficiency only; followed by segregations for contractor, locator, utility, and Continuum only responses.

Stakeholder Rating	Enforcement	Regulation & Law	Metrics	Process Structure	Contractor Only	Locator Only	Utility Only	Continuum Rating
Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Very Satisfied	Very Dissatisfied

Measures agreement that locate (UL Challenging?), damage prevention (DP Challenging?), and a lack of nationwide damage prevention metrics (DP Metric Need?) are the most challenging issues faced; Workforce growth rate (Workforce Need?) needed to meet demand for utility construction as a challenge; Frequency of unnecessary locate requests (Unneeded Loc.?); and a calculation of frequency of wasted time incurred by locators and excavators due to infrequent compliance or inefficient locate process.

UL Challenging?	DP Challenging?	DP Metric Need?	Workforce Need?	Unneeded Loc.?	Poor Instructions	Destroyed Marks	Cont. Wait Time
Agree	Agree	Strongly Agree	3.6%	Daily	Daily	Daily	Daily

Legend

No Quartile Rank	1st Quartile	2nd Quartile	3rd Quartile	4th Quartile

Georgia Recommendations

Recommendation Summary

Overall, Georgia achieves less than adequate performance as measured by CGA's DIRT Report, Continuum, and stakeholders. There are weaknesses or gaps in the Georgia dig law that are directly related to its low performance. Opportunities for further improvement include the following:

1. **Mandatory Damage Reporting**: Refine the dig law to require reporting of all damages (not necessarily investigation into all damages) to all underground utility types to support more effective data collection, process improvement, damage adjudication, and enforcement.
2. **Third-Party Enforcement Board:** Develop or enhance 3rd party investigation and enforcement board, with a balanced number of representatives from each stakeholder group, imbued with both responsibility and authority to manage the entire damage adjudication process
3. **Effective Metrics:** Identify, develop, collect, and track metrics that effectively support trending and continuous improvement of the state damage prevention performance. Mandatory reporting is necessary to accomplish this effort. Develop and track metrics that support behavioral change in addition to metrics designed to track violations of the law.
4. **Positive Response Requirement:** A web-based electronic positive response requirement by all asset owners/locators through the 811 system. Ticket holders can choose how to receive a positive response from this electronic system.
5. **Annual Reporting to CGA and DIRT:** Require state entity(s) responsible for the oversite of the 811 system and collection and adjudication of compliance or damage reports, ticket volumes, etc. to submit data to the Common Ground Alliance (CGA) to support the preparation of the annual DIRT report.
6. **Excavation Site Accurate Description:**
   a. **Premark / White-line Requirement:** Require pre-mark or white-lining of any proposed excavation area that includes traditional reference to intersecting streets/roadways paired with one or more of the following options: GPS coordinates, electronic white-line using aerial image(s), or physical white-lining.
   b. **GIS System Adoption by Asset Owners:** By 2030, cause all asset owners to adopt a GIS system for asset mapping and require notification through 811 using GPS coordinates.
7. **Standardize Ticket Size - Distance, Duration, and Life:** Standardize the ticket size, distance, duration, and life to the described characteristics.

As previously noted, the 2019 Georgia estimated total damage cost is approximately $2.4 billion in annual and out-of-pocket cost to the system with an additional largely invisible $3 billion in waste, inefficiency, and excess cost imbedded in the system. The seven recommendations proposed, will eliminate $2.8 billion of these damage and waste costs over a 3-5-year timeline and these benefits exceed the implementation cost of $36 million by a factor of 70x over the 3-5-year implementation timeline (Exhibit 4 – State Utility Locate Systems Cost Impacts).

Exhibit 4
State Utility Locate System Cost Impacts

System Cost Category	Current Conditions	Recommendation Cost (Millions)	Damage & Waste Reduction %	Damage & Waste Reduction % (Millions)
2019 Damage Frequency	43,538	$36.00	50%	($1,300.00)
Damage Severity	nc		nc	nc
Unneeded Locates	Daily		55%	($14.00)
Poor Instruction to Locator	Daily		55%	($31.00)
Destroyed Marks	Daily		55%	($16.00)
Contractor Wait Time	Daily		50%	($1,500.00)
			Total Reduction	($2,861.00)

Source: Proprietary Continuum analysis.

Recommendation Detail

To support investigation and potential implementation of the identified recommendation, the following additional information is provided for research and discussion purposes and includes the following:

- Tactical / Process Issue Addressed: A description of the tactical activity or process breakdown and inefficiency identified.
- Recommendation: Summary description of the proposed recommendation.
- Solution Summary: A description of the condition, characteristic, practice, process, or law that was identified as high functioning in another state and is a starting point for research and discussion purposes.
- Solution Reference: A description of where or how to access additional information about the condition, characteristic, practice, process, or law that was identified as high functioning in another state.

1. Mandatory Damage Reporting

Tactical / Process Issue Addressed – Process: Hold responsible parties accountable for damages and cause them to change future behavior. Structure system to support continuous improvement efforts through the collection of data to identify trends, conduct root cause analysis, and ultimately support building a culture that embraces damage prevention.

Recommendation – Mandatory Damage Reporting: Refine the dig law to require reporting of all damages (not necessarily investigation into all damages) to support more effective damage adjudication and enforcement.

Solution Summary – New Hampshire law states…each operator shall file monthly, with the commission, on or before the 15th day of the following month, probable violations of Puce 800, damages to underground facilities, or both. Excavators are required to notify 811 of any damage as well as...report the damage within 72 hours, excluding weekends and holidays, to the commission.

Solution Reference – New Hampshire Code of Administrative Rules, Chapter PUC 800 - Underground Utility Damage Prevention Program, parts 802, 804 & 805

2. Third-Party Enforcement Board

Tactical / Process Issue Addressed – Tactical: Ineffective or lack of enforcement. Cause a behavior change in responsible parties to support effective damage prevention. Structure system to support continuous improvement efforts through the collection of data to identify trends, conduct root cause analysis, and ultimately support building a culture that embraces damage prevention.

Recommendation – Third-Party Enforcement Board: Develop or enhance 3rd party investigation and enforcement board, with a balanced number of representatives from each stakeholder group, imbued with both responsibility and authority to manage the entire damage adjudication process.

Solution Summary – The principal purpose of the Idaho Damage Prevention Board...is to reduce damages to underground facilities and to promote safe excavation practices through education directed toward excavators, underground facility owners, and the public at large. The board also shall review complaints of alleged violations. It shall be the responsibility and duty of the administrator to administer the requirements of the law, and the administrator shall exercise such powers and duties as are reasonably necessary to enforce the provisions of the law.

Solution Reference – State of Idaho Title 55 - Property in General, Chapter 22 - Underground Facilities Damage Prevention, Parts 2201 & 2203. (see also Tennessee Code Title 65, Chapter 31, Part 114, 115, 116 & 117) (see also North Carolina Code §87.129)

3. Effective Metrics

Tactical / Process Issue Addressed – Tactical: Lack of consistent and critical data for the development of continuous improvement efforts designed to change future behaviors and build a culture that embraces damage prevention.

Recommendation – Effective Metrics: Identify, develop, collect, and track metrics that effectively support trending and continuous improvement of the state damage prevention performance.

Solution Summary – The most widely recognized metric is the total number of damages per 1000 tickets. This should be further refined to - total number of damages per 1000 transmissions, or outgoing tickets. It should be noted that there are several factors in the locate notification process that vary from state to state that make this metric unpredictable. National standardization of the notification process would potentially transform the industry through the direct result of stable data (see Standardize Minimum Notification Time recommendation). States that choose not to standardize would require substantial additional analysis in order to develop normalized metrics to support state-to-state and year-to-year analysis. Additional metrics include, but are not limited to:

- # of damages per construction spend or more specifically utility construction spend (normalization)
- # of damages per customer served (normalization)
- # of damages per state population (normalization)
- the trending of damages against GDP growth
- the trending of damages against urban density or state average density

Solution Reference - North Carolina approach to data requirements, tracking, and analysis.

4. Annual Reporting to CGA and DIRT

Tactical / Process Issue Addressed – Tactical: Lack of formal requirement to consistently report state performance data to Common Ground Alliance. Structure a system to support continuous improvement efforts through the collection of data to identify trends, conduct root cause analysis, and ultimately support building a culture that embraces damage prevention.

Recommendation – Annual Reporting to CGA and DIRT: Require state entity(s) responsible for the oversite of the 811 system and collection and adjudication of compliance or damage reports, ticket volumes, etc. to submit data to the Common Ground Alliance (CGA) in support of the annual DIRT report.

Solution Summary – The Common Ground Alliance (CGA) is established and nationally recognized as the industry standard for continuous improvement and industry best practices specific to damage prevention. CGA's focus is solely on damage prevention and the update or development of best management practices along with the publication of the annual DIRT report highlighting state-by-state damage prevention performance.

Solution Reference – www.commongroundalliance.com

5. Positive Response Requirement

Tactical / Process Issue Addressed – Tactical: Increased potential for asset damage due to excavation beginning before all potentially affected utilities have acknowledged an "all clear" or "locate complete."

Recommendation – Positive Response Requirement: A web-based electronic positive response requirement by all asset owners/locators through the 811 system. Ticket holders can choose how to receive a positive response from this electronic system.

Solution Summary – Tennessee law states...Each operator participating in a one-call service that has been notified...shall notify the one-call service that the operator has marked the approximate location of all of its underground utilities as required...or that the operator has no underground utilities in the proposed area of excavation. This notice shall fulfill the operator's obligation. When each operator notified...has notified the one-call service that its underground utilities in the proposed area of excavation have been marked or that the operator has no underground utilities in the proposed area of excavation, the person responsible for the excavation or demolition may immediately proceed with the excavation or demolition, notwithstanding the minimum three-working-day notice requirement...

Solution Reference – Tennessee Code Title 65, Chapter 31, Part 108.3.b

6. Excavation Site Accurate Description

Tactical / Process Issue Addressed – Process: Reduce or eliminate confusion describing where excavation will occur from ticket marking instructions.

Recommendation

1. Premark / White-line Requirement*: Require pre-mark or white-lining of any proposed excavation area that includes traditional reference to intersecting streets/roadways paired with one or more of the following options:
   a. GPS coordinates
   b. Electronic white-line using aerial image(s)
   c. Physical white-lining using white paint or flags
2. GIS System Adoption by Asset Owners: By 2030, cause all asset owners to adopt a GIS system for asset mapping and require notification through 811 using GPS coordinates.

*This requirement applies regardless of excavation length.

Solution Summary – §18.7(a), Prior to giving notice…an excavator shall mark, if applicable according to the specific excavation area using white paint flags, or stakes. §18.3(c), When an excavation site cannot be clearly identified and described on a line locate ticket, the excavator shall use white-lining to mark the excavation area prior to giving notice to the notification center and before the locator arrives on the excavation site.

Solution Reference - Texas Economic Regulation, Title 16, Chapter 18, Rules 18.3 and 18.7

7. Standardize Ticket Size, Distance, Duration, and Life

Tactical / Process Issue Addressed – Tactical: Lack of consistent and ongoing improvements to various processes that support a high-functioning damage prevention program.

Recommendation – Standardize Ticket Size, Distance, Duration, and Life: Standardize the ticket size, distance, duration, and life to the described characteristics.

A national standard supports and vastly improves efficiency throughout the utility locate and damage prevention process. Standardizing four basic elements of a notification request opens the possibility to complete robust analysis, build continuous improvement into the system, and simplify training and education programs. The four elements of notification and ticket standardization:

1. 3 working day notification time (addressed in Standardize Minimum Notification Time recommendation above)
2. 30 calendar day ticket duration
3. Ticket type:
   a. Standard*
   b. Complex*
   c. Design
4. Ticket size limit:
   a. Standard urban = 1,000 LF
   b. Standard rural = 2,500 LF
   c. Complex = joint meet, 5 working day clear
   d. Design = joint meet, 10 working day clear

* Standard and Complex tickets are limited to one (1) refresh before a new notification would be required.

Solution Reference – Brings consistency to the notification process and ticket elements; balancing reasonable notification time for locators with ticket size and ticket life preferences. Creates an opportunity for locators to plan and resource level effectively, raising the likelihood of successful damage prevention and profit generation. In addition, the standardization streamlines locator, excavator, and stakeholder education and training.

Georgia Summary Conclusions

Overall, Georgia is ranked in the 4th Quartile of states in the design and implementation of its utility locate and damage prevention process and achieves less than adequate performance as measured by CGA's DIRT Report, Continuum, and stakeholders' frequency in experiencing wasted time. Areas highlighted and contributing to this low performance include:

1. Lack of Compliance & Consistency:
   a. Telecom companies in Georgia have adopted the approach of making the repair instead of spending the time and dollars to locate their facilities, making them non-compliant with the law.
   b. Different parts of the state of Georgia have different enforcement approaches, creating a subjective process in GA where some, perhaps many, damages are not reported or penalized.
2. Inconsistent & Inefficient 811 Process:
   a. The GA locate process overall rating is approximately 0.2 points below the average across all other states and ranks 28th among them, indicating that it is an average performing state compared to others.
   b. The GA damage adjudication process does not balance stakeholder perspectives with effectiveness and pace supporting the overall impact and behavior change objectives, as it is largely a reactive complaint-driven process.
3. Mixed Performance Perspective from All Stakeholders:
   a. Georgia achieves satisfactory performance in the eyes of all stakeholders in enforcement application and approach, regulation and law structure and application, the 811-notification process and structure, and infrequency of destroyed marks.
   b. There are multiple areas for improvement that revolve around frequent unneeded locate requests, poor instructions, destroyed marks, and contractor wait time associated with asset owner or locator's non-compliance with the locate request or locates not completed during the notice period.
4. 811 Board Composition Unbalanced:
   a. The Georgia 811 Board, which is not specifically addressed in the dig law, does not have balanced stakeholder representation but is of reasonable size.
5. 2014, 2017-2019, and 2019/2020 PHMSA Assessments:
   a. 2014 PHMSA Statewide Damage Prevention Programs Assessment – no major areas of improvement noted.
   b. 2019 PHMSA Gas State Program Evaluation – rating of 93.6 out of 100.0 possible points.
   c. 2020 PHMSA State Damage Prevention Enforcement Program Assessment - rating of "adequate" with no qualifications.
6. Weak Legislation:
   a. The Georgia dig law and regulatory structure do not require or enforce positive response, white lining, or the reporting of damages to underground facilities to a regulatory entity.
   b. Exemptions exist in the dig law so that many municipalities are not required to participate in 811 membership and will not locate or accurately locate their facilities.

Georgia Interview Rated Question Analysis

Conclusions

Overall, Georgia is ranked in the 4th Quartile despite the "satisfied" ratings from the stakeholders in the areas of enforcement, regulation and law structure and application, process structure, and metrics: all of which fall into the 2nd Quartile. There are multiple areas for improvement that revolve around frequent unneeded locate requests, poor instructions, destroyed marks, and contractor wait time associated with asset owner or locator's non-compliance with the locate request or locates not completed during the notice period. (Exhibit 5 - Stakeholder Rated Question Feedback)

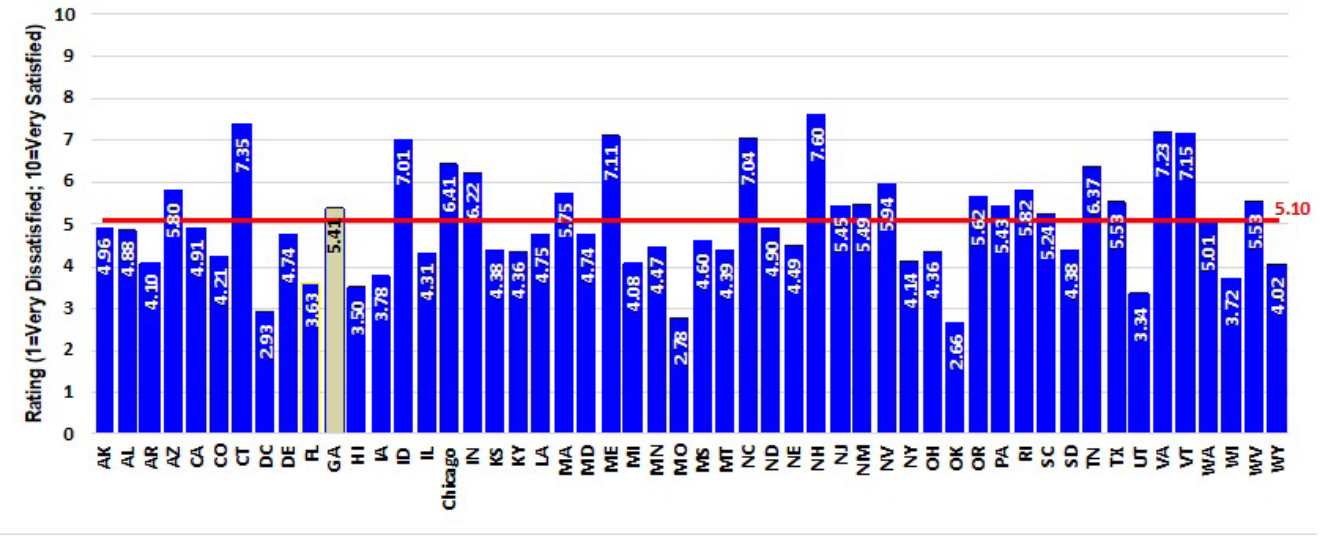
Exhibit 5
Stakeholder Ratings & Feedback

Rated Question & Survey Feedback								
Over 4000 responses and 400 interviews rated on a 1 to 10 scale, with 1 representing "Very Dissatisfied" and 10 representing "Very Satisfied", from every state for all questions combined (Stakeholder Rating), enforcement effectiveness (Enforcement) only, regulatory and law alignment and effectiveness (Regulation & Law) only, application and use of performance metrics (Metrics) only, 811 and damage adjudication process efficiency only; followed by segregations for contractor, locator, utility, and Continuum only responses.								
Stakeholder Rating	**Enforcement**	**Regulation & Law**	**Metrics**	**Process Structure**	**Contractor Only**	**Locator Only**	**Utility Only**	**Continuum Rating**
Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Very Satisfied	Very Dissatisfied
Measures agreement that locate (UL Challenging?), damage prevention (DP Challenging?), and a lack of nationwide damage prevention metrics (DP Metric Need?) are the most challenging issues faced; Workforce growth rate (Workforce Need?) needed to meet demand for utility construction as a challenge; Frequency of unnecessary locate requests (Unneeded Loc.?); and a calculation of frequency of wasted time incurred by locators and excavators due to infrequent compliance or inefficient locate process.								
UL Challenging?	**DP Challenging?**	**DP Metric Need?**	**Workforce Need?**	**Unneeded Loc.?**	**Poor Instructions**	**Destroyed Marks**	**Cont. Wait Time**	
Agree	Agree	Strongly Agree	3.6%	Daily	Daily	Daily	Daily	

Findings & Observations

Georgia stakeholders rate all aspects of the 811 process as slightly above average yielding a total score of 5.41 on a 1 to 10 scale (Exhibit 6 – All Questions Rating & Rank). The standard deviation or variance in response is very low indicating consistent opinions. Multiple areas fell into the 4th Quartile, including the frequency of unneeded locate requests, poor instructions, and contractor wait time associated with asset owner or locator's non-compliance with the locate request or locate completion during the notice period.

Exhibit 6
Stakeholder Satisfaction



Georgia 811 Process Mapping

Conclusions

Overall, Georgia is ranked in the 4th Quartile, however, the 811-notification process is well defined and relatively efficient in terms of having the majority of components in place that lend themselves to high performance. The damage adjudication process, however, does not balance stakeholder perspectives with effectiveness and pace. (Exhibit 7 - 811 & Damage Adjudication Process Comparison)

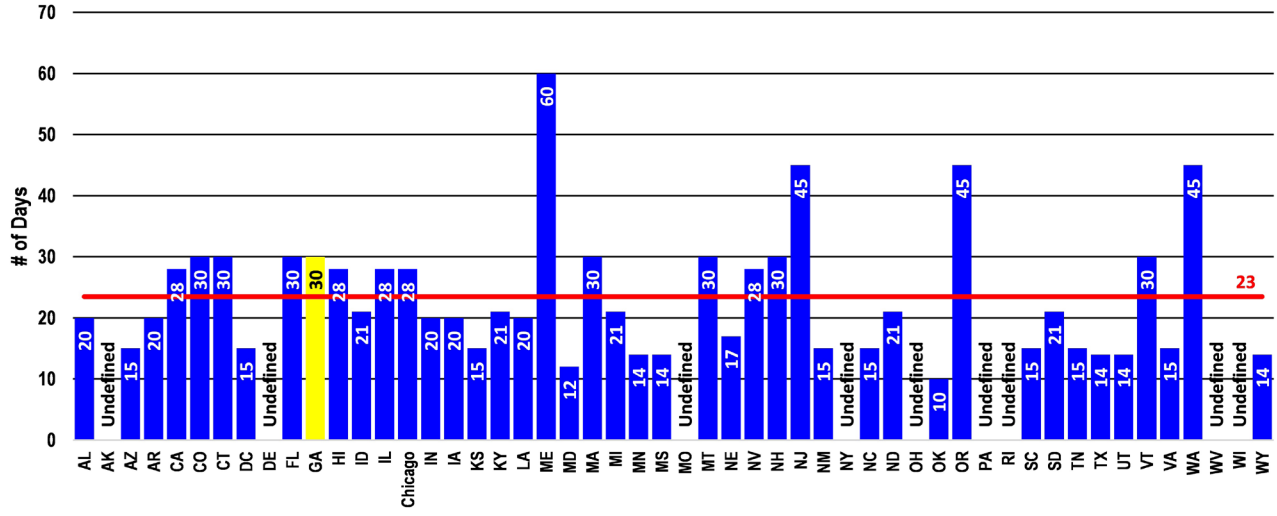
Exhibit 7
811 & Damage Adjudication Process Comparison

811 System Characteristics								
Inbound Tickgas	Outbound Tickgas	Out/In Ratio 2020	811 Exempt?	Total Locate Days	Call Day?	Notice Days	Notice Exempt?	Ticket Life (Days)
1,359,090	16,524,098	12.2	Yes	3	1	2	Yes	30
Whitelining?	Pos. Resp. Excv.	Pos. Resp. 811	Who 811 Exempt?	3rd Party Board	Mand. Report U?	Mand. Report C?	Who Exempt?	Enforce Auth.?
Yes	No	Yes	Resi	Yes	Yes	Yes	Road & Rail Maint	PUC
Continuum process mapping of state specific 811 and damage adjudication process. Assessment of process efficiency based on the 811 process duration (811 Process Days) and damage adjudication process duration (DA Process Days); Number of touches (# of Touches 811 & # of Touches DA) required to complete the process; number of steps (# of Steps 811 & # of Steps DA) in the process; and number of functions (# of Functions DA) necessary to complete the process.								
811 Process Days	# of Touches 811	# of Steps 811			DA Process Days	# of Touches DA	# of Steps DA	# of Functions DA
30	15	6			Undefined	29	7	6

Findings & Observations

Georgia's ticket life of 30 days falls within the preferred range of 15-30 days; however, this 30-day timeline does not yield an efficient 811 notification process that balances the needs of all the stakeholders involved. The number of 811 process touches and steps fall below the national average, making Georgia's process more efficient in comparison to other states. (Exhibit 8 – 811 Process Duration and Exhibit 9 - Georgia 811 Process Map)

Exhibit 8
811 Process Duration



The Damage Adjudication process in Georgia includes a separate board tasked with the investigation & adjudication of damages; however, this board is a volunteer group that still falls under the PUC umbrella and can only recommend penalties and other actions that will ultimately be accepted or rejected by the PUC.

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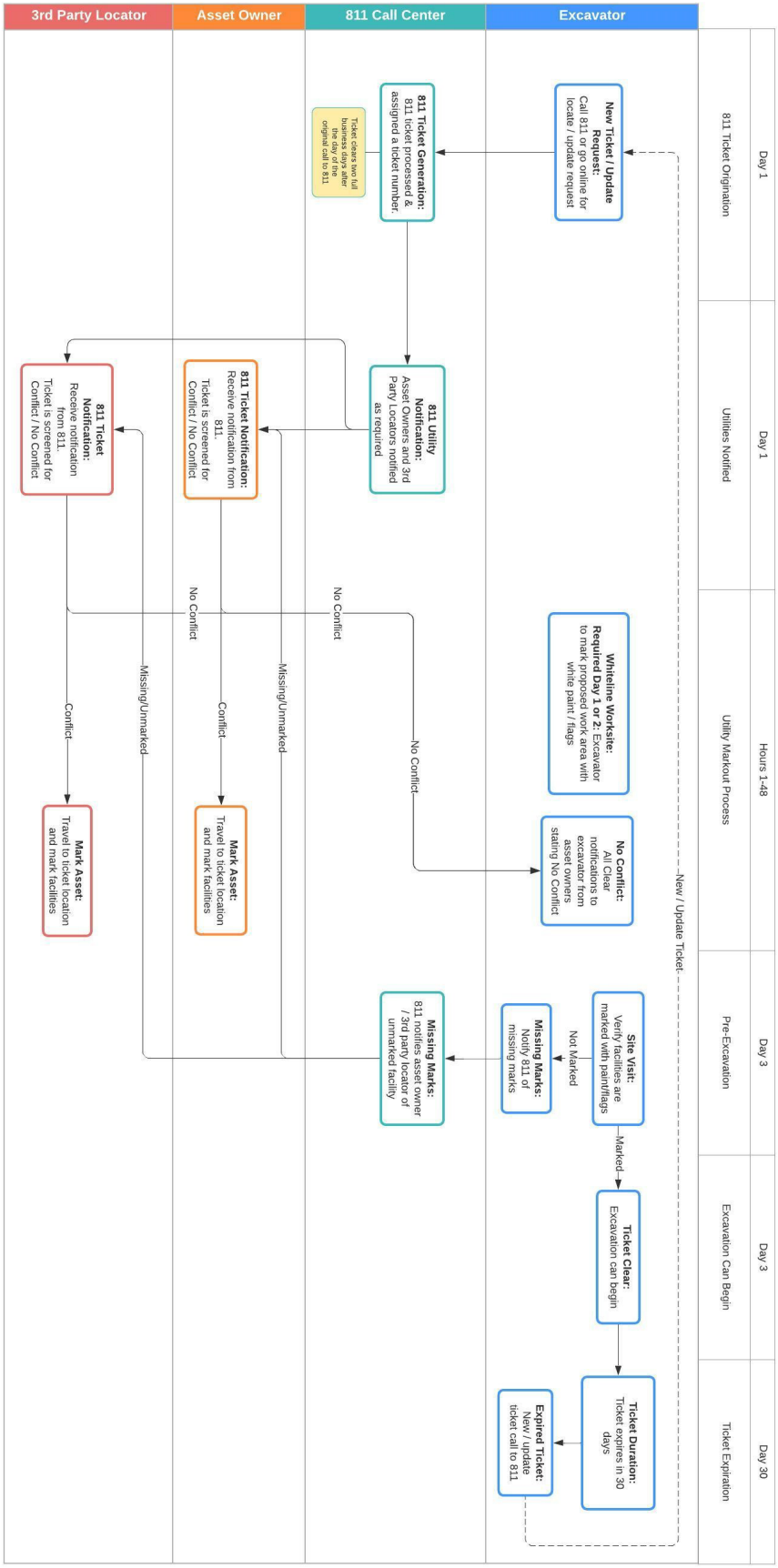
Exhibit 9
811 Process Map



Georgia 811 Board Structure

Conclusions

Overall, Georgia is ranked in the 4th Quartile. An additional factor contributing to this performance is the nature and characteristics of the 811 Board. Specifically, the Georgia 811 Board, which is not addressed in the dig law, does not have well-balanced stakeholder representation but is of reasonable size. (Exhibit 10 – 811 Board Composition)

Exhibit 10
811 Board Composition

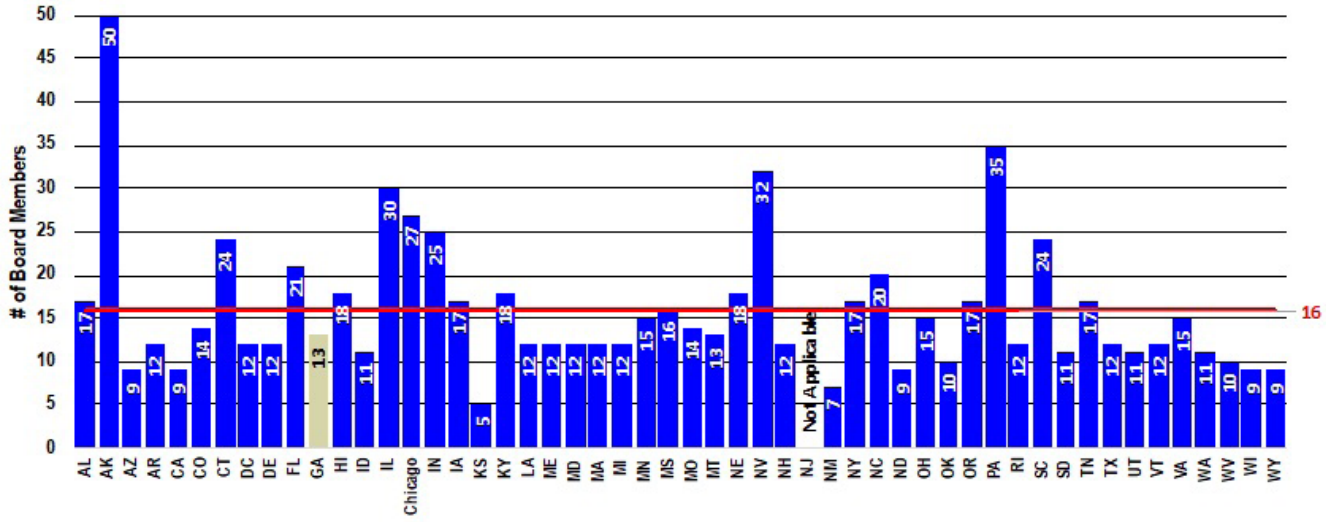
811 Board Composition						
State Law Define?	Board Size	Board Composition	Balanced?	3rd Party Operator?	For Profit?	
No	13	Asset Owners or Utilities: 11, 811: 2	Low	None	Nonprofit	

Findings & Observations

The composition of the 811 Board is not specifically addressed in the Georgia dig law. Because it is not addressed, there are no requirements put in place to ensure equal stakeholder representation, resulting in an unbalanced board that is only made up of 11 asset owners or utilities and 2 - 811 representatives, effectively excluding excavator and locator representation.

Across the US, the Board size is slightly below average. (Exhibit 11 – 811 Board Size)

Exhibit 11
811 Board Size



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