Training & Education Committee Minutes
Thursday, April 28, 2022, 10 a.m. | Zoom Meeting

Members: Mitch Burghelea, Micah Brown, Connor Toney, Kitty O'Keefe, & Josh Thomas.
Guests: none

1. Announcements and Introductions

    a. Mitch called the meeting to order at 10:02 a.m. and introductions were made.
    b. A motion from Micah was made to approve minutes from 1.18.22 and seconded by Connor.
    c. Kitty to post on website.
    d. Chair Statement: Mitch welcomed members.

2. New Business

    a. Review response 'statement or letter' drafted by ED
        i. See attachment 1
        ii. Members discussed how to use this letter.
        iii. Add a link to the locate ticket that takes you to a new landing page on OUNC website.
        iv. Kitty to work with Creative Team and will write up details in Wrike.
    b. Review OR811's Excavation Training
        i. See attachment 2
        ii. Josh showed members his ppt. He went slide by slide sharing content.
        iii. How long is this new training? 2 hours
        iv. Kitty will contact the CCB office and submit paperwork for CEU approval.
        v. Josh and Kitty to work on how to promote this new class.

3. Old Business -
    a. Review 2022 T&E Budget
        i. Mitch asked to go over current budget for T&E
        ii. Kitty has updated T&E Budget and current balance shows $55,000 remaining for 2022.
        iii. No funds will be transferred yet.

4. For the Good of the Order -
    a. Do we keep this committee as a AdHoc?
        i. Mitch has concerns moving this committee to an ad hoc.
        ii. Mitch reminded members during the 2018 Strategic Planning; it was to be left as is.
        iii. Mitch will share his concerns at the next board meeting. He is worried if it goes to an Ad hoc it will lose steam.
5. Next Meeting: tbd

Meeting adjourned at 11:06am. Minutes submitted by Kitty O'Keefe on May 4, 2022

Homeowners: What to expect after the call to 811

Scott indicated we could add a brief message on the response that homeowners receive with their ticket after calling or submitting their request. He said it would need to be attached as "link" since we cannot have any graphics on the response to homeowners. This is the message I suggested:

Congratulations for making the right call and contacting 811 about your dig project. Now what? Visit our website to learn more about what to expect before, during and after your dig site is marked. **[LINK TO NEW HOMEOWNER LANDING PAGE ON WEBSITE]**

The link should ideally be very simple so they can easily access it if they have to type it in themselves. Such as **digsafelyoregon.com/homeowner** or **digsafelyoregon.com/digtips**. This is where I mentioned we could also easily acquire a simple URL to make it simple like dig.tips or diydig.tips and forward it to the landing page on our site. Not necessary, but something to consider in the future. It would give people another front door to our information for easier access.

On the new landing page on our website, this is what I propose:

Common Sense Dig Tips for Homeowners

Welcome! If you have contacted 811 before digging more than 12 inches deep on your property, you've already taken the important first step towards keeping you, your family and your neighbors safe from unintentionally hitting an underground utility. Damaging underground utilities when you are digging can cause injuries, even deaths, environmental damage and loss of critical infrastructure and services. Having them clearly marked through this free public service is the next best thing to having x-ray vision so you'll know what's below!

SIDEBAR: This handy guide provides an overview of what you can expect.
[LINK to customized CGA guide]

There are four simple steps to follow when it comes to digging safely in your yard:

1. CONTACT 811 before you dig.

If you're reading this, chances are you have already taken this important step. Your request, whether submitted through calling 811 or sending it via the website or mobile app, will generate a "ticket." This is your request to have utilities located within the area where you plan to dig. It generates a notification to the utilities in your area to have their lines marked by a locator. Providing accurate information about your dig site is very important, and you should also then specify your project area by "white lining," which is simply circling the dig area with white spray paint.

2. ALLOW the required time for marking the utilities.

One your request is made, you'll need to wait two business days before you can begin digging. Keep in mind that holidays and weekends affect this waiting period, and if you make a request after 5 p.m., it counts as the next business day. Here's a helpful guide that shows exactly when you can begin digging after making your request. [INCLUDE GRAPHIC]

3. RESPECT and protect the marks.

Once your site is marked and the waiting period is complete, take a moment to confirm that all utility operators listed on your ticket have responded. Not sure what the lines mean, use this handy guide to determine what utilities the colors represent. [INCLUDE LINK OR GRAPHIC - https://digsafelyoregon.com/dig-safely/color-code/]

Remember to protect your marks while working on the project. Take a picture of the site before beginning work and consider using flags if your project is going to take days or weeks to complete. The marks need to be your guide for the duration of the project, and they should no longer be used after 45 days.

4. EXCAVATE carefully

Use the marks as a guide, but remember they are not 100% perfect. If you can't avoid digging near the marks, consider adjusting or moving your project. If that is not an option, be especially careful within the "tolerance zone," which is 24 inches from the marks in every direction. Don't use power equipment in this area, and proceed with caution. If you encounter utilities that were not marked, stop digging and contact 811.

Keep in mind that most utility operators will locate to their meter, meter base or to the connection point of your private service for no charge. This includes Gas, Electric, Water, Telephone, fiber and cable. If you have in-ground irrigation, drainage or outbuildings with utilities, you should exercise special caution and in some cases, you may even want to hire a private locator.

"Oops" is never a word you want to hear when digging, but it can happen. If you do hit a utility when digging, get yourself and anyone else in the area away from the site. If there is a potential threat to safety, contact 911 immediately. Do not attempt to repair, cover, or bury the damage. Do not resume digging until the emergency is addressed and repairs are made.

By following these four steps, you'll minimize the risk of coming into contact with underground utilities. Good luck with your project and be sure to help spread the word about this free public service to your friends, family and neighbors to help protect them as well. For more information, refer to this handy guide from our friends at the Common Ground Alliance [LINK to customized CGA guide - intentionally including it at the top and bottom of the page]

In the future, we may consider adding a project-based DIY section. We know from national research that these are the top projects where diggers could get themselves into trouble:

- Planting trees/shrubs (68%)
- Putting in a garden (49%)
- Installing a fence (35%)
- Building a deck or outdoor structure (27%)
- Installing a mailbox (22%)

Other projects included walkways, pools and basketball hoops. Shallow digging is one of the biggest problem areas we need to address, as it was the leading reason (40%) that active diggers claimed they didn't feel they needed to call 811 in the active digger survey.

If we add the project information with short 1–3-minute how-to videos, we can add that to our "always on" Google campaign efforts.

Oregon 811 Safe Excavation Training (2 hours)
UPDATED: May 1, 2022

Josh Thomas, Executive Director
Oregon Utility Notification Center

SLIDE 1 - INTRO

INTRODUCTION (5-10 minutes)

Please sign in

Introduce yourselves – name, organization, job, how long in that position

About me

Background

Position

SLIDE 2 – LINEAR NUMBERED OUTLINE

About training

Thank you for commitment to safe excavation practices and damage prevention

You have an important role in preventing damage to underground utilities

About you getting home safe without injury

Walk through overview – 2-hour class with time for a break and Q&A

SLIDE 3 - TAKEAWAYS

What you will leave with here today

Completion of training hours – CCB form? Training certificate for files

Understand OUNC, Oregon dig laws, knowledge of what to do before, during and after

Tips and tricks to prevent problems before they occur

Questions answered

Point of contact, business card, resources, parting gifts

Disclaimer – this is a two-hour class and is not intended to cover all aspects of safe excavation – additional training is available through OSHA, NUCA and other agencies and trade organizations

SLIDE 4 – PORTLAND INCIDENT

Let's dive right in with a CASE STUDY (10 minutes)

Portland incident – GIVE THE BASICS, SHOW VIDEO

Please pay special attention to the impacts resulting from this incident

VIDEO - KGW

VIDEO LINK: https://www.nbcnews.com/nightly-news/video/portland-gas-explosion-injures-at-least-8-destroys-buildings-789462595641

[NOTES ONLY - 5 years later - https://www.kgw.com/article/news/local/explosion-northwest-portland-5-years-ago/283-81b8e5ac-80dc-4f8e-b041-127d5c6a37a7]

RETURN TO SLIDE 4

Tell rest of the story of how it happened – according to the incident report:

While installing a junction box in a sidewalk, an excavator dug into an unmarked natural gas service line with a backhoe excavator. The service line did not leak where the excavator damaged the pipeline; however, the line was pulled. That action severed a pipe connection to a valve. The broken connection resulted in a release of natural gas that migrated under the sidewalk, through a vault and began to accumulate in the basement of the building.

Rather than getting into the details of how it happened, however, I started with this case study for two reasons: 1) It is the most well-known, high-profile incident we've had here locally in recent history; AND 2) It provides good examples of the many potential impacts that occur when things go wrong – it underscores the vital importance of safety and damage prevention. So let's talk about that for a moment …

SLIDE 5 – Impacts?

Damages – who/what was impacted? DISCUSSION

SLIDE 6 - Impacts

8 injured, 4 hospitalized, 2 firefighters with broken legs

Businesses destroyed or closed

Residents displaced, loss of property

Massive cleanup and repairs - $17 million

Streets and utilities impacted

Lawsuits, liability

This was just one example of a high profile case study

Lessons - could have been much worse (thanks to quick thinking and decisive action, nobody died), opportunities for continual improvement

Stakes can be high – the kind of damage you encounter may not involve a gas line or devastation of this magnitude, but if safety practices don't safe your life, they could save you from injury to yourself, others, or damages to property and your pocketbook

It all starts with ensuring safety – at a conference, I heard an excavator say "there always seems to be time to do it twice but never the time to do it right"

As I like to say, the best way to address a problem is to prevent it, and that's why we're here today, and why OUNC's services are offered for free. Not to sound too much like the Shane Company commercials, but we're your partners in damage prevention.

SLIDE 7 - OUNC

WHAT IS OUNC? (5 minutes)

Speaking of OUNC

Oregon Utility Notification Center (aka Oregon 811) is the state agency focused on damage prevention and public safety relating to underground utilities.

21 member Board, Board member intro (if applicable)

Mission
To operate and maintain a state-of-the-art one-call system for the State of Oregon to reduce damages to underground facilities and to promote public safety related to excavation issues.

History

The 1995 legislature created the Oregon Utility Notification Center (OUNC) as a state agency with the mandate to recruit a board, handle OARs, implement a one-call system, statewide inventory and participation, rate structure.

Sidebar!

VIDEO – (hyperlinked from logo, MUST LOGIN)
https://course.digsafelyoregon.com/mod/lesson/view.php?id=38

SLIDE 7 - OUNC

You just heard about our public facing work and program areas including our training here today

Dig Law, Administrative Rules – Standards Manual, which we have also provided you with today

SLIDE 8 – OUNC/call center

Call Center – high level introduction and how it works, we'll get back to this in more detail later

OUNC Contracts with OCC, center takes calls or online/mobile requests, notifies utility operators, they have in-house or contract locators mark their underground facilities

SLIDE 9 - Doc

WHY DOES DAMAGE OCCUR? (15 Minutes)

Like a doctor— before you can propose treatment, you need an informed diagnosis. We know that approximately 80% of damage is caused by professional excavators and contractors compared to 20% of homeowners. Focusing on excavators, here are some vital statistics to help tell the story.

SLIDE 10 – Calling

Overall awareness, understanding and support for 811 is generally good among excavators. In most cases, they are contacting 811 before digging. In instances when they are not, this explains why. GO OVER CHART

SLIDE 11 – Practices

While our message often revolves around call or click before you dig, increasingly finding that the problem is not with excavators not contacting 811. Much of the damage is occurring after the call, and involves insufficient practices by excavators and locators.

SLIDE 12 – Specific Practices

Areas noted for improvement

Not always one root cause, can be a combination of factors, which is why damage prevention is such a team sport. Look at the Portland example from 2016 – involved numerous parties and contributing factors. Even relatively simple projects can have opportunities for complex system failures. GO OVER SIDEBAR

SLIDE 13 – Tracking statewide damages

We're focusing our efforts in areas where we know there are increased incidence of damages occurring. Utilize publicity, training and education to address issues and areas needing attention. REFER TO HEAT MAP

SLIDE 14 - Acronym

Like the picture, excavation can be complicated. To simplify the process, I'd like you to remember this simple acronym to follow when excavating for any project – C.A.R.E.:

- **C**ONTACT 811 ***before*** you dig.
- **A**LLOW the required time for marking the utilities.
- **R**ESPECT and protect the marks.
- **E**XCAVATE carefully.

We're going to go over each one of these steps in detail over the course of the next hour or so with a break in-between.

SLIDE 15 – Contact

CONTACT 811 before you dig. (10 minutes)

Digging 12" or deeper? Better safe than sorry

Plan ahead, but not too far ahead – two full business days but not more than 10 business days prior to excavation (unless it is an emergency

How many request your own locate tickets?

SLIDE 16 – ITICnxt

ITICnxt system overview REFER TO SLIDE, SHOW VIDEO

VIDEO

SANDBOX SAMPLE TICKET – DEPENDS ON AUDIENCE

SLIDE 16 – ITICnxt

SLIDE 17 – ITICnxt

Provide detail on ticket – think about how it will be interpreted, make it easy for them to get it right

Training, tutorial videos and resources available at no cost to help make the tools work for you, make your life easier

SLIDE 18 – White lining

Use white lining to clarify area of proposed excavation, limit the size to what is needed

SLIDE 19 – White lining methods

SLIDE 20 – On site meetings

If work takes place at multiple sites or over a large area.

Take reasonable steps to work with facility operators.

Meet prior to beginning of proposed project.

Preconstruction meetings.

Operators locate their facilities before actual start of excavation in each phase of work.

Written agreement.

SLIDE 21 – How 2 business days plays out with weekends and holidays

Shifting from CONTACTING 811 to ALLOWING the required time for marking the utilities. (5 minutes)

2 full business days, remember holidays **REFER TO SLIDE**

SLIDE 22 – Checking status

Search and status or managetickets

Oregon is not a mandatory positive response state

Update, marked, call number on ticket for status or concerns

SLIDE 23 – Emergencies

What constitutes an emergency?

Immediate danger, demanding prompt action to prevent loss of life

Mitigate damage to property

Prevent interruption of essential public service

SLIDE 24 – Emergencies

When can you proceed with the work?

Notify Oregon Utility Notification Center (OUNC).

Take reasonable care to protect underground facilities.

Marks are provided.

An Assessment or Determination

If work be performed by operated tools in a manner that reflects reasonable care.

(if excavation escalates beyond an assessment, the excavator shall notify the OUNC immediately and request an emergency locate.)

QUESTIONS SO FAR BEFORE WE TAKE A 10 MINUTE BREAK?

SLIDE 25 – BREAK

SLIDE 26 – Progress check

Any other QUESTIONS SO FAR?

Reminder to sign in if you haven't already

SLIDE 27 – Respect the marks

Using our C.A.R.E. acronym, we have covered Contact 811 and Allowing time for marks, now shifting to Respecting the marks.

Trivia time, who can tell me what each of these colors mean? **GO THROUGH EACH ONE**

SLIDE 28 – Respect the marks, colors

REFER TO SLIDE

Uniform colors and symbols (American Public Works Association)

Operator name/logo

Offsets/obstructions

No digging is to take place until all markings are completed.

Do not use others' marks

SLIDE 29 – Common paint marks

Abandoned - Marked with an "A" inside a circle.

[NOTE: Is there a master key/guide?]

SLIDE 30 – Circle of safety, understanding splices

SLIDE 31 – Understanding splices, Unpredictability

Example

SLIDE 32 – QUESTION FOR GROUP

Are <u>all</u> underground facilities located through 811?

SLIDE 33 – Answer: NO, not all facilities are marked

Most operators will locate to: Meter, or Meter base, or Connection point of the private service.

Sewer laterals will be marked within <u>public right of way</u> and easements.

Others can be located for a fee/by a private locator

Drainage, irrigation not marked, outbuildings, etc.

Pay special attention to context clues, above ground indicators – meters, vaults, pedestals, conduits, hydrants, meters, poles - *Previously disturbed ground, cuts or trench lines in hard surface* can also be signs that something has happened underground.

SLIDE 34 – Protecting marks

Huge part of RESPECTing the marks is PROTECTing the marks

Responsibility to maintain accuracy of marks for 45 day ticket life or completion of the project

Use offsets, plan ahead, avoid relocates – stakes, flags, whiskers, bracketing with white paint

Can't use others/paint over

SLIDE 35 – Excavating carefully (10 minutes)

Home stretch, most important letter of the acronym, why we're here – excavation

Following best practices:

Do you have a copy of the locate ticket for verification?

Look at the excavation area – do the locates make sense?

- *The location of locate marks*, ensuring every involved worker sees them and that they align with available as-builts, plans and the marking instructions on the locate ticket.

Pre-job walk – do you understand the extent of work, plan, potential hazards, safety precautions?

- Walk the site each day, review - in areas of ongoing or recent construction, changes to the conditions of the jobsite can happen daily. Whether it's the installation of new underground utilities, removal of hard surface, or marks being covered, maintaining awareness of the changes and communicating with the appropriate personnel will help mitigate potential damages and conflicts.

- Check the condition of the locate marks and that they are being maintained. Good examples of ways to maintain locate marks include flags and whiskers, offset marks and circling with white paint.
- Is there *equipment or materials covering the marks*? If so, move the materials or make alternate or offset marks that clearly dictate the location of existing marks.

Does your crew know what safe excavation techniques are? Newbies?

Does your crew have the appropriate PPE/tools, traffic controls to excavate safely?

Inspect tools and equipment – are they in proper working order?

Do you have a spotter/shovel person (excavation observer)? Do they know their role?

Do you have an emergency plan?

SLIDE 36 – Start with your ticket

Double check that the locates make sense

SLIDE 37 – Tolerance Zones

Know the Tolerance Zones – buffer of 24 inches surrounding all sides of the underground facility

pothole to check depth with hand tools or non-invasive methods in tolerance zones – depth of excavation plus two feet – ensure depth and remember utilities don't always run in straight lines, careful with high pressure water and air to avoid damage to protective coatings

SLIDE 38 – Tolerance Zones

More examples

SLIDE 39 – Unmarked lines

Variety of reasons why they may not be marked.

Missed, unlocatable, abandoned, out of service, new

What to do?

Notify the Oregon Utility Notification Center, operator

Then you may continue excavating with extreme care in the affected area. If you have any questions or concerns about a particular facility, you can always call the utility directly and request clarification.

SLIDE 40 – Unmarked lines example

What is wrong with this picture?

If find utilities not located, stop and notify call center

Context clues – conduits, junction boxes, manholes, inlets, catch basins

SLIDE 41 – Directional drilling and boring

Hot topic, increasingly incidents where utilities intersect

Pothole the existing facility where crossing.

Visually monitor the drill head and back reamer pass safely through tolerance zone.

SLIDE 42 – Support or brace the facility

Long spans need support. Not built to fight gravity

Protecting exposed underground facilities is as important as preventing damage when digging around the utility.

Keep workers from hanging on, climbing or walking on facilities.

Don't move the facility.

SLIDE 43 – In Case of Damage

Never want to hear "oops" during surgery or excavation, but it can happen

Call 911 if a gas line is hit and then call the utility owner

Evacuate/keep clear – medical attention if needed

Bring it to the foreman's attention if you even nick a line

Don't bury it or try to fix it – if gas, do not cover it – let it vent

Notify, document, photograph

SLIDE 44 – Complaint process

For reporting possible violations of Oregon's excavation laws

Administered by Oregon Public Utility Commission

Submit online via QR code or link from Oregon811.com

You may also submit a complaint by calling 503-378-6600, or 800-522-2404

Provide full details, photos, maps and documentation

Staff may contact you or your company's designated contact for follow-up information

SCENARIOS (20 minutes) – let's put what you have learned to work

SLIDE 45, 46 – Scenario 1: Electric

SLIDE 47, 48 – Scenario 2: Gas

SLIDE 49, 50 – Scenario 3: Fiber/cable

SLIDE 51 – RECAP

SLIDE 52 – Q&A (with board member(s) if possible)

Please complete our brief survey, just like excavating, we want to constantly improve our classes to make certain they are valuable to you.

SLIDE 53 – Additional Resources, closing

LIST ADDITIONAL RESOURCES ON SLIDE

Lastly have some parting gifts for you and would just like to thank you for your time and commitment to Damage prevention. It is a shared responsibility and together we can all make a positive difference.

END

Review Crew

Josh
Mitch
Kitty
Jaimie
Connor
Paul
Scott G.
Eric Bongen, NUCA
Clint Kalfell