Alabama Pipeline Safety
Progress is impossible without change.

Change makes us grow.
CHANGES ARE NOW THE NORM....

- Complete Cloud Based Locate Request Application
- Complete Cloud Based Telephone PBX and Inter-Office Communication Application
- Home Owner Ticket
- Updated Mobile Application
- Voluntary Positive Response
- Allowed Emergency Web Tickets for Members and approved excavators (requires designated training course)
- New GIS Staff Member
- New Public Awareness Staff Member
- Organizational Restructure
WHY THE CHANGE?

- Keeping up with Technology
- Member Facility Owner Needs
- Excavator Needs
- General Public Needs
- Educational Purposes
- Streamline Services
- Efficiencies
- Employee Development
- List goes on and on and on……
Safe digging is everyone’s responsibility—not just professional excavators or OWNERS. Safe digging starts when you contact Alabama 811 at least two working days prior to the start of any excavation project—no matter how large or small. Requesting to have your underground utilities marked is now easier than ever for homeowners in Alabama!

Click Here to submit your locate request using our new step-by-step online locate request form designed just for you, the homeowner!

• No Registration

• Step By Step Screen asking for information

• More intuitive and easy for homeowner
Welcome to the ALABAMA 811 Homeowner Locate Request Portal

Per Alabama law, everyone, including home-owners, must contact Alabama 811 at least 2 working days prior to the start of any excavation project, no matter how large or how small, especially if you are using any type of mechanized equipment.

In order to simplify the process, we will ask a series of basic questions to help you successfully enter your locate request.

(If you need additional help or if you are planning to dig sooner than 2 working days, please dial 811 and one of our agents will gladly help walk you through the process)

Let's get started

Gathers email, contact phone number, etc.
Please enter your address.

Now we will ask some questions about the location of your project.

Over the next few steps we will verify the location of your project in order to determine which utilities need to be notified.
Please verify the work site address on the map.

Please verify that the point on the map is located at the work site address. If the location is incorrect, please mark a new point or box on the work site.

In order for the affected utility companies to properly respond to your request we will need to clearly communicate what type of work you will be doing and exactly where on the property you are planning to dig.

We will gather this information over the next few steps.
Your Information

Name: Annette Reburn
Email: areburn@gmail.com
Phone Number: 1059157551 Secondary: 
Contact Address: 599 Altadena Dr, Gardendale AL, 35071

Work Location

Work Address: 599 Altadena Dr, Gardendale, AL, 35071
Closest Intersection: test dr
County: JEFFERSON

Work Detail

Type of work: test
Subd \ Lot#: na
Location: test
Using explosives: No
Work area marked: No
Remarks: 

Submit
This list contains the responses assigned to you. To search for a specific ticket use the search field below, or use the 'Find Ticket' button for advanced ticket searches.

Ticket Number:
182620010

Advanced Options
Select:
[ ] Open
[ ] All
Between:

Positive Response on Portal
<table>
<thead>
<tr>
<th>CODE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGBH01</td>
<td>Spire Alabama Inc – Birmingham – AGBH01</td>
</tr>
<tr>
<td>WSCM01</td>
<td>Windstream Communications – Leeds – WSCM01</td>
</tr>
<tr>
<td>APC1CL</td>
<td>Alabama Power – Birmingham Division – APC1CL</td>
</tr>
<tr>
<td>BHWT01</td>
<td>Birmingham Water Works</td>
</tr>
<tr>
<td>CHAL01</td>
<td>Charter Communications of Alabama</td>
</tr>
<tr>
<td>SCWS01</td>
<td>Shelby County Water Services</td>
</tr>
<tr>
<td>ATTD01</td>
<td>ATT / D</td>
</tr>
</tbody>
</table>

**Alabama 811 Members Notified on locate request**
## POSITIVE RESPONSE LISTING

**RESPONSE STATUS AS OF MONDAY, DECEMBER 03, 2018 5:15 PM**

Utility replies to the positive response system are VOLUNTARY. There may not be an electronic positive response from all utility members posted online.

<table>
<thead>
<tr>
<th>Status</th>
<th>Code</th>
<th>Name</th>
<th>Facilities</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed</td>
<td>APC1CL</td>
<td>Alabama Power – Birmingham Division – APC1CL</td>
<td>Electric</td>
<td>• Clear: No Conflict for Area Requested</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• November 13, 2018 1:25 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closed</td>
<td>ATTD01</td>
<td>ATT / D</td>
<td>Phone</td>
<td>• No Response from member facility owner/operator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• November 16, 2018 1:03 PM</td>
<td></td>
<td>Closed by system process. No responses recorded as of 11/16/2018 1:00:23 PM, which is 1 day(s) past ticket work date of 11/15/2018 7:00:00 AM</td>
</tr>
<tr>
<td>Closed</td>
<td>BHWT01</td>
<td>Birmingham Water Works</td>
<td>Water</td>
<td>• Located: Facilities Marked</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• November 13, 2018 1:25 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closed</td>
<td>CHAL01</td>
<td>Charter Communications of Alabama</td>
<td>Call</td>
<td>• Clear: No Conflict for Area Requested</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• November 13, 2018 1:25 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closed</td>
<td>AGBH01</td>
<td>Spire Alabama Inc – Birmingham – AGBH01</td>
<td>Gas</td>
<td>• Located: Facilities Marked</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• November 13, 2018 1:25 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Information Captured:**

- Status
- Member Code
- Member Name / When Responded
- Facility Type
- Positive Response Type

Response auto-closed one day past work date if no response from member.
Historical Call Volume Compared to Locate Request Volume

- 2015: Call Volume 196,940, Ticket Volume 448,760
- 2016: Call Volume 209,015, Ticket Volume 547,868
- 2017: Call Volume 206,498, Ticket Volume 584,312
- Oct 2018: Call Volume 182,940, Ticket Volume 509,438
Two Record Months in 2018

almost 60,000 request processed in both May and August
Moving Forward …

Technology/Operations:

• New version of GeoCall software

• Continue Building Mapping Enhancements

• Positive Response

• Improvements on Web Portal

• New Ticket Type – “Refresh Markings”

Legislation:

• Education Modules

• Legislative Actions
  • Enforcement
  • Membership
  • Improved Damage Prevention Efforts
2018 APACT/Damage Prevention Recap and Future Initiatives
Alabama Public Awareness Cooperative Training (APACT)

Alabama Pipeline Awareness Cooperative Training is a cooperative effort between Alabama 811 and approximately eighty of our state’s pipeline and gas distribution companies. This program provides pipeline safety awareness information to emergency responders, public officials, and excavators in compliance with the Department of Pipeline Safety’s regulation, known as RP1162, which became effective in 2006. The purpose of the RP1162 program is to enhance the public awareness and education programs pertaining to gas distribution and pipeline safety.

First Responders training sessions are coordinated at a regional level in cooperation with local emergency personnel and APACT. This training provides valuable information on how to respond to a gas or pipeline emergency that may occur in your area and how to protect both your employees and the general public. First Responders receive materials with information for training purposes as well as a list of gas distribution and pipeline facilities they may have come in contact with.

Public officials, especially those involved in land use decisions, receive information designed to bring attention to the presence of pipelines in their community. An emphasis is placed on awareness, land use planning, and damage prevention.

www.apactpipelineawareness.com
12th year of the program

Approximately 70 gas and pipeline operators participating

18 total public awareness meetings

66 of 67 counties covered

7 Mock Line Strikes

Approximately 2400 attendees

Improvements/Changes made in 2018

- Tablet Registration
- PollEverywhere
- Faster Documentation Results
Changes and Improvements for 2019

- Increased attendance
- New technology opportunities
- Re-evaluation of the zones
- Splitting of responsibilities/zones
- Increased operator feedback/response
2018 Damage Prevention Recap and 2019 Future Efforts
Damage Prevention

Addition of Hayes Vinson as a new damage prevention coordinator

YTD, attended over 60+ industry related meetings/tradeshows/etc..
  • YTD 21,000 estimated contacts

Increased speaking engagement opportunities

Continued sponsorships of AU athletics, UA Athletics, UAB, 8/11 Montgomery Biscuits Promotions

Added a few new regional events

Increased social media presence

Continued emphasis not only on “811 Before You Dig”, but also on the tolerance zone, the benefits of white paint, etc.
Tools and Resources

- The use of damage prevention personnel for safety meetings/presentations
- Damage prevention materials/resources available
  - CGA Best Practices
  - CGA Dirt Reports
  - Excavation Manuals
  - Color Code Cards
  - 18” tolerance zone rulers
  - 3” and 6” decals
  - Children’s Pirate Video, 5 Tools to Safer Digging DVD
  - Marketing/Advertising and Logo Toolkits
Damage Prevention 2019 Efforts

- Continued Development of the 811 Program
- Potential online training availability
- Increased presence at all industry related meetings
- Emphasis on acquiring speaking engagements when available
- Emphasis on member visits/non-member visits
- Development of regional damage prevention meetings.
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Damage Prevention Coordinator
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Alabama 811 Contacts:

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  Tina Creel  tcreel@al811.com

Public Awareness/Education:
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  Hayes Vinson  hvinson@al811.com

If All Else Fails….
  Annette Reburn  areburn@al811.com