

August 2023



Member Newsletter



This issue:

From The Desk of Chris Stovall
PAGE 01

Texas811 Executive Announcement
PAGE 02 - 06

Facility Operator Self Service Hub
PAGE 07

811 Day 2023
PAGE 08

Marketing & Communications Updates
PAGE 09

Facility Operator Legal Responsibilities
PAGE 10

Service Area Editor
PAGE 11

Damage Prevention Education
PAGE 12 - 14

Texas Gas Association
PAGE 15

High Risk Intervention Program
PAGE 16

Marine Operations & Safety
PAGE 17

2022 YTD Statistics
PAGE 18

We Want to Hear From You
PAGE 19



From The Desk of Chris Stovall

PRESIDENT AND CEO AT TEXAS811

Greetings,

First and foremost, I want to express my gratitude to each one of you who has dedicated your time, energy, and resources to making Texas a safer place to live and work. Your commitment to our shared mission is what makes our mission a success.

At Texas811, our mission has always remained the same—to facilitate damage prevention, promote public safety, and protect the environment through stakeholder education and communication. This mission has served as our guiding light throughout the years, bringing us together in a common purpose and driving us to continuously improve and innovate. Looking back at the year so far, we can proudly celebrate numerous milestones and achievements as an industry. Through our collaborative efforts, we have successfully facilitated thousands upon thousands of safe excavations, preventing countless incidents and minimizing disruptions to vital services. The dedication of our members and stakeholders has been instrumental in the consistent improvement of our safety practices and processes.

But we must keep pushing forward. The world has given us exciting advancements in technology that promise to revolutionize the way we approach excavation safety. From the implementation of artificial intelligence and machine learning to enhanced mapping and data analytics, the possibilities are endless. These innovations have the potential to provide us with deeper insights, faster responses, and more proactive measures, amplifying our ability to prevent accidents before they occur.

Something that has me more optimistic than I have ever been, is the rapid rate of adoption of these new technologies and methods of digging safely. Texas, known for its pioneering spirit, has consistently embraced progress, and we are witnessing this firsthand as our members and stakeholders embrace these cutting-edge solutions. The momentum generated by this shared enthusiasm is propelling us toward a future where excavations are conducted with precision and confidence, protecting both our infrastructure and the lives it supports.

As we stride forward into this era of innovation, let us always keep in mind the reason behind our work—the protection of our critical infrastructure and, ultimately, the safety of our fellow Texans. Together, let us continue to prioritize education, collaboration, and vigilance, ensuring that our great state thrives in an environment free from preventable accidents.

Sincerely,

Chris Stovall

NEW TEXAS811 EXECUTIVE TEAM

With a vision for a new and exciting future, Texas811 recognized the need for strategic leadership in key areas.

The promotion of a Chief Operating Officer (COO) is to ensure streamlined operations and efficient execution of the company's day-to-day activities to meet the growing demands and maintain excellent service quality.

In addition, the promotion of a Chief People Officer (CPO) reflects Texas811's commitment to its most valuable asset—you. As we expand our services and operations, nurturing a strong and engaged workforce becomes crucial. The CPO will lead initiatives focused on talent acquisition, employee development, and fostering a positive company culture, ensuring that Texas811 continues to attract, retain, and empower top talent.

Furthermore, the promotion of a Chief Financial Officer (CFO) underscores the importance of sound financial management in supporting our growth and expansion efforts. The CFO will provide strategic financial guidance, optimize financial performance, and strengthen financial systems and processes to sustain Texas811's success.

Lastly, the promotion of a Chief Technology Officer (CTO) signifies Texas811's commitment to leveraging technology for innovation and operational efficiency. The CTO will drive the company's technological advancements, ensuring the seamless integration of digital solutions to improve internal processes and enhance the customer experience.

These promotions at Texas811 have been driven by the company's fast growth, continued geographic expansion, and the expansion of its services and exemplifies Texas811's dedication to its employees, financial stability, technological advancement, and overall organizational growth.

By strategically appointing experienced leaders to these key roles, Texas811 is well-positioned to navigate its expansion, deliver exceptional services, and maintain its industry leadership in the years to come.

Please help me congratulate the following leaders for their well-deserved promotions. We are excited for the future of Texas811.



Jill Nelson

New Chief Financial Officer (CFO)

Jill first joined Texas811 in 2001 as a Damage Prevention Agent. She's held various positions and became the Accounting Manager in 2009, where she oversaw the company's financial accounts. In 2017, she was promoted to the Director of Accounting and Finance.

Her expertise in financial forecasting and strategic recommendations has enabled her to provide valuable insights, transparency, and accuracy of current and future initiatives within the organization.

Having successfully managed company accounts since 2009 Jill's expertise underscores the importance of sound fiscal management in supporting the growth and expansion efforts of Texas811.

In addition to her professional achievements, Jill has a passion for oil painting and sketching. She enjoys spending quality time with her husband and children, often traveling across the United States to visit family.

Beyond her career, Jill has made valuable contributions as the Swimming Director for the Dwarf Athletic Association of America, and she has earned silver medals at prestigious international competitions, including the 1996 Paralympic Games in Atlanta, Georgia, and the 1994 Para Swimming World Championships in the Republic of Malta.

Jill is a graduate of Colorado State University with a Bachelor of Arts in Accounting and a Master of Arts in Finance.



Scott Sasajima
New Chief Operating Officer (COO)

Scott is a career one-call professional with diverse experience spanning over two decades between operations and human resources. Previously, Scott was the Director of Operations at Texas811 for the past 6 years.

He is actively involved throughout the damage prevention community, currently serving as a board member for the Damage Prevention Councils of Texas, co-chair for the Facility Notification Center Association's (FNCA) Operations Committee, a member of Common Ground Alliance's (CGA) Data and One Call Systems International (OCSI) committees, a steering team member for Coastal and Marine Operators (CAMO), and a member of the Pipeline Task Force for Marine Best Practices (PTF).

Scott is also a lifelong learner and is currently finishing his master's degree at the University of Texas at Dallas, where he previously received his bachelor's in business administration. He also holds active certifications as a Society of Human Resources Certified Professional (SHRM-CP) and Professional in Human Resources (PHR) from the Human Resources Certification Institute (HRCI).

Scott is a husband to a wonderful wife, father to four amazing daughters, and companion to his family's dog, who they rescued in 2017. In addition to supporting their sports, academia, and social lives, he also enjoys watching and playing ice hockey, outdoor activities, and live music. Scott and his family regularly visit relatives in Arkansas and Colorado, where they enjoy the Ouachita National Forest and mountains of the Continental Divide.



Sarah Spears
New Chief Technology Officer (CTO)

Sarah is a seasoned technology executive currently serving as the Director of Technology Services at Texas811. Her people-first leadership style is characterized by an ability to inspire and empower teams, while fostering a culture of innovation and encouraging team members to explore new technologies and ideas that can drive positive change.

Sarah believes an organization's ability to achieve any significant business objective is embedded in the skills and knowledge of the organization's talent. She recently led a transformational change in Progressive Partnering, Inc., a software company that provides 811 software to 11 states across the nation.

Her core passion is developing high-performing teams that can align technology with business objectives to drive meaningful business outcomes.



Shakheana Harrison
New Chief People Officer (CPO)

Shakheana has been an employee at Texas811 for 19 years. She began her journey as a front-line worker and worked her way through various departments to a director level role.

Most recently, as the Director of Organizational Leadership and Development, Shakheana developed growth leadership experiences for Texas811 through change management in various positions from front-line workers to C-Suite Executives.

Shakheana's use of a unique blend of personality assessments, leadership concepts, and self-awareness focus have proven successful in expanding the need to recognize the unique attributes of Texas811 employees while optimizing team chemistry, increasing emotional intelligence, and enhancing psychological safety within departments and throughout an organization.

Shakheana attended Texas Woman's University where she received Bachelor's degree in General Studies with a focus in business and English. She obtained her MBA with an emphasis in Leadership. In addition, she has a PHR Certification and is certified in Working Genius and Situational Leadership.

FACILITY OPERATOR SELF SERVICE HUB

The new Texas811 websites were another initiative to help stakeholders efficiently get what they need, and help excavators and the general public easily access Texas811's information about safe digging. A major change to the website is where to find Member Forms. Member Forms moved to the new Self-Service Hub.

The Self-Service Hub is where facility operators can access forms to make changes to their company's contact information, utility mapping, or request a review of a locate request they received or should have received.

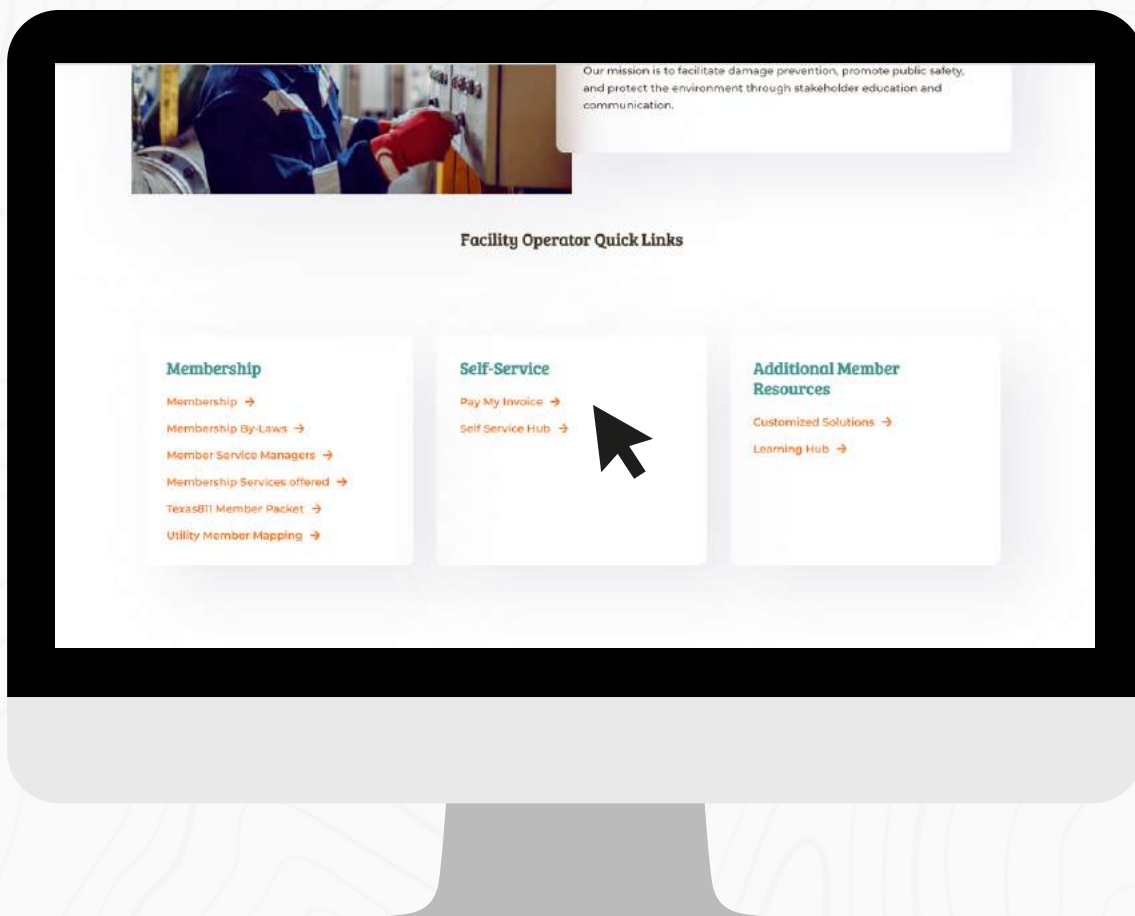
You can access the [Self-Service Hub](#) two ways:

1. Direct Link: <https://texas811.org/self-service-hub>
2. From the [Facility Operator Landing Page](#) by scrolling down to where it says Self Service Hub.

Texas811 will continue to fine-tune the new website. If you use the site often, please familiarize yourself with the new layout:

We recommend checking your bookmarks as some URLs to pages may have changed on the new website.

We are excited about the launch of our new website and know you will be excited as well. If you have any questions, please feel free to reach out to the Marketing & Communications Team at CommunicationsTeam@Texas811.org.



AUGUST 11TH, 2023. 811 DAY SERVES AS A REMINDER TO ALL HOMEOWNERS, PROFESSIONAL CONTRACTORS, AND DIY ENTHUSIASTS ALIKE TO CONTACT 811 BEFORE STARTING ANY DIGGING PROJECT. IT ALSO BRINGS AWARENESS OF THE POTENTIAL FOR INJURIES, PROPERTY DAMAGE AND OUTAGES IF UNDERGROUND UTILITIES ARE DAMAGED

No matter the size or nature of your endeavor, whether you're planning a professional construction project or simply planting a tree in your backyard, reaching out to 811 is an essential step in protecting underground utilities and ensuring everyone's safety. According to the Texas Railroad Commission's Pipeline Damage Prevention program, "Texas has more miles of pipeline than any other state. In reports submitted to the Texas Railroad Commission in 2020, 27 percent of pipeline damages are done by people digging with hand tools, such as shovels."

So, how can you get involved? It's simple! First and foremost, always remember to contact 811 at least two business days before digging. When calling 811, homeowners, DIYers, and contractors will connect to the local One-Call Center which notifies the appropriate utility company of their intent to dig. This will allow professional locators to mark the approximate location of underground utilities on your property, with flags, spray paint or both, preventing accidental damage. Spread the word about safe digging practices to your friends, family, and neighbors.

Texas811 has launched an extensive outreach effort, across various platforms, that will run August 1st through August 11th. You'll find us podcasts, participating in informative radio and TV interviews, and leveraging the power of social media to reach millions of Texans. We encourage you to follow, like, and share our content to maximize our collective impact. Don't forget to tag #Texas811. Together, we can create a ripple effect of awareness that protects our communities. Together, let's make every dig a safe dig!

Let's make 811 Day a reminder that safe digging is a responsibility we all share. By working together, we can safeguard our infrastructure, prevent disruptions to essential services, and most importantly, protect lives. Join Texas811 this 811 Day and help us build a safer, more informed Texas—one dig at a time!

For more information on our marketing efforts, please reach out to CommunicationsTeam@Texas811.org.

The mission of Texas811 is to facilitate damage prevention, promote public safety, and protect the environment through stakeholder education and communication.



Don't forget to follow us on social media by clicking the icons below.



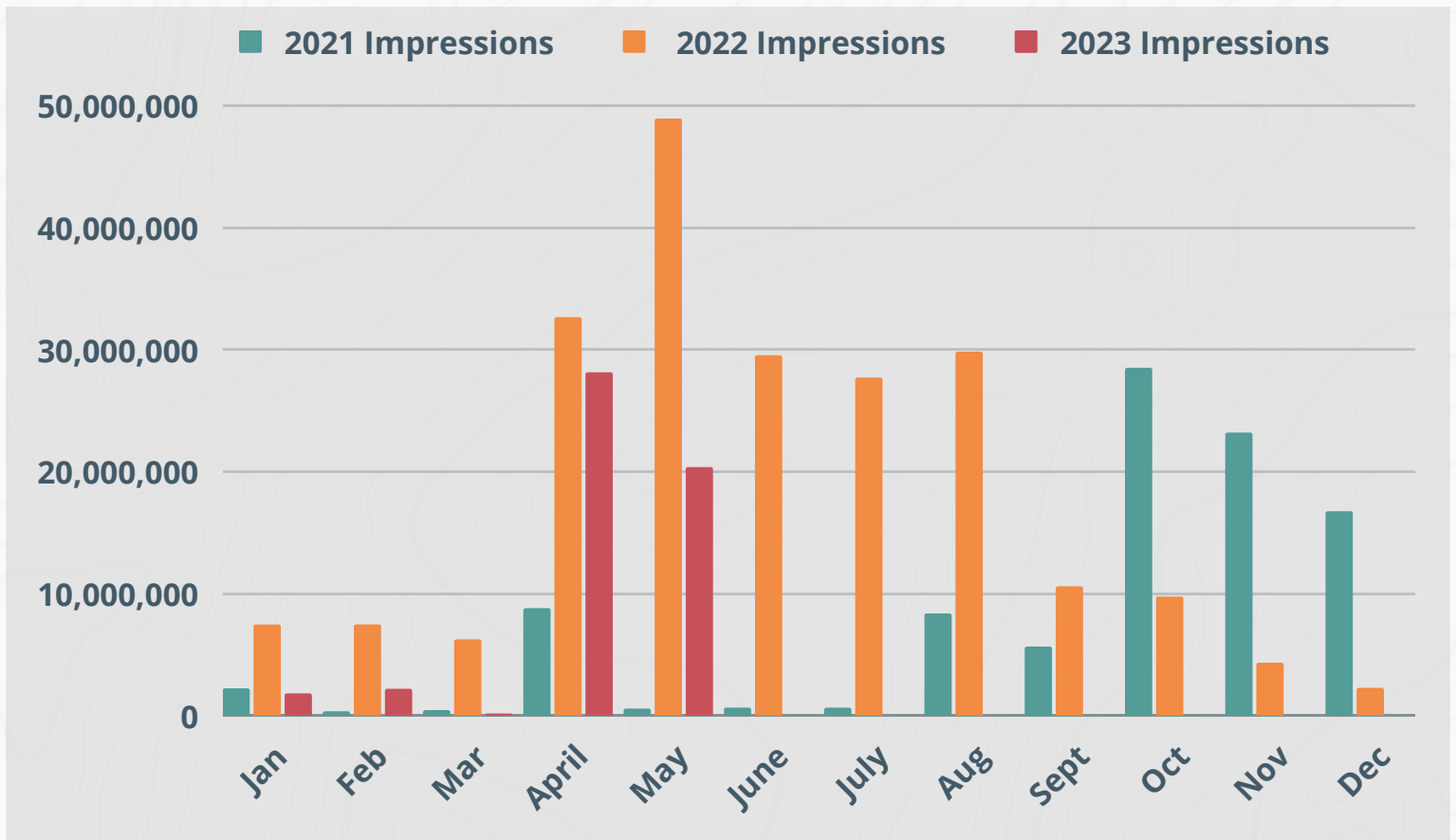
MARKETING & COMMUNICATIONS UPDATES

The Texas811 Marketing & Communications Team continues to have stellar public awareness results, while keeping the mission of Texas811 at the forefront.

Some of our efforts have included social media content on all Texas811 social media platforms in English and Spanish, a billboard campaign across the state, digital advertising on Nextdoor, YouTube, and Google, as well as radio commercials, podcasts, and Amazon OTT. We have also partnered with the CGA and other stakeholders in the industry on national and state-level initiatives.

As of the end of 2022, we have seen an impressive 215,739,435 impressions, which surpassed the 95,563,370 impressions we saw for 2021. Below you can see a side-by-side comparison for 2021, 2022, and 2023. For 2023, we evaluated the marketing efforts that have worked well and those that did not work well to help guide us in a direction of decreased damages and increased public awareness.

We look forward to and welcome opportunities to partner with our members and fellow stakeholders. If you are interested in partnering with Texas811 on a marketing initiative, please visit our [Partner Page](#) or reach out to the Marketing & Communications Team at CommunicationsTeam@Texas811.org.



FACILITY OPERATOR LEGAL RESPONSIBILITIES

CHAPTER 251.107 OF THE TEXAS ONE-CALL LAW REQUIRES FACILITY OPERATORS TO NOTIFY THE ONE-CALL NOTIFICATION CENTER

(3) at least quarterly but, if possible, as those changes occur, information relating to each change in the operator's maps or grid locations or other identifiers or in the person or persons designated as the operator's contact person or persons.

- For changes or updates to your utility member mapping, please sign up for the Service Area Editor. You can reach out to the GIS Department at GISMail@Texas811.org to find out more.
- For changes or updates to your contact information, please complete our [Update Member Information Form](#).

For more information on your legal responsibilities as a Facility Operator, please visit the links below.

[Texas One-Call Law Chapter 251](#)

[TAC Chapter 18](#)

[OneCall Board of Texas](#)

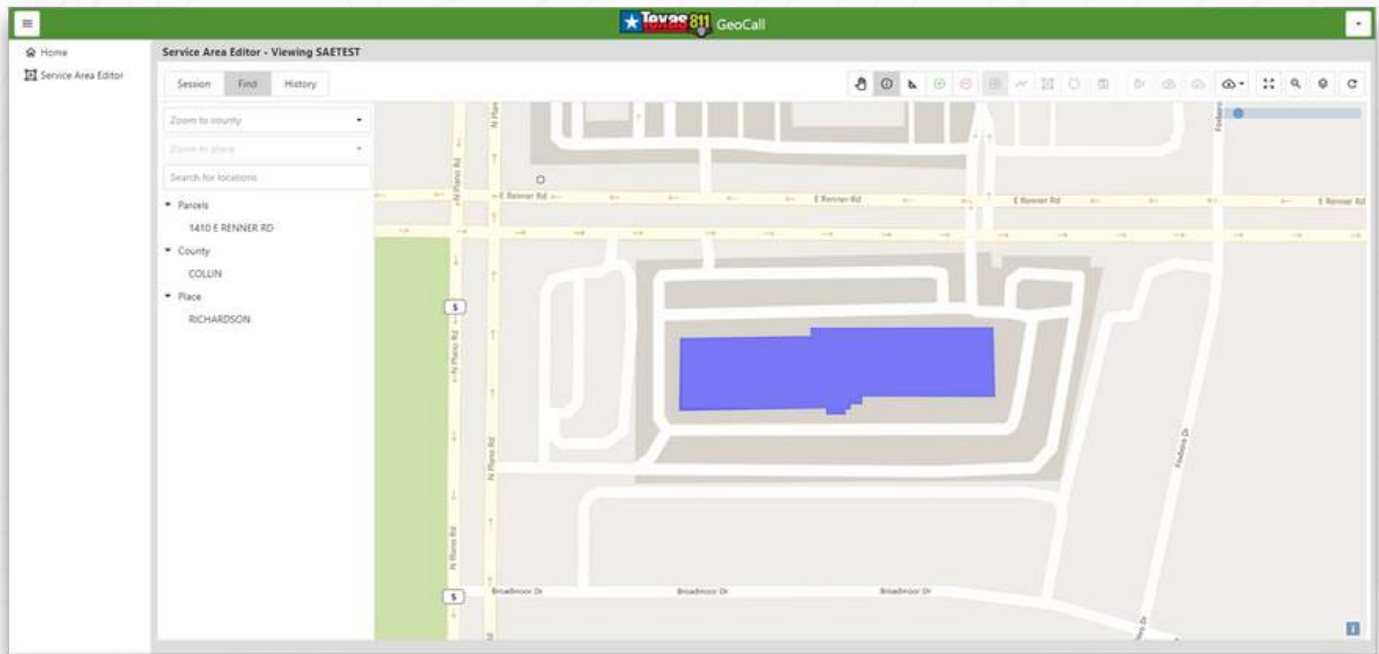
[Railroad Commission of Texas](#)



SERVICE AREA EDITOR

We have exciting changes taking place at Texas811, our Service Area Editor (SAE) has been expanded. Administered and hosted by Texas811, the SAE application allows for both viewer and editor access to a member organization's service area. With over 600 viewers and nearly 100 active editors, we have expanded our suite of available features and are working to modify the process to accommodate more frequent updates. Currently, 80% of updates are processed via this application, with 15% processed directly by our members with the support of Texas811 GIS team. For members processing their own updates, our team is typically able to review and respond with a confirmation on the same business day. In the coming months we will open additional features of the application and allow members to designate a point of contact to review and approve their updates and eliminate the use of the secondary mapping submission form for direct editors. We are actively seeking feedback on the design and implementation of SAE, so if you have any questions or concerns, or for access to the application, please reach out to the GIS Department at GISMail@Texas811.org to find out more.

One of our latest feature releases is the Identify tool. This allows the user to click on the map and return the address of a parcel location including the street address, placename, and county name.



DAMAGE PREVENTION EDUCATION

The Texas811 Damage Prevention team is maintaining its focus on bringing our stakeholders the highest standards of underground utility damage prevention and training safety. In the first five months of 2023 the damage prevention manager team is on pace to match the 2022 total number of individuals trained and Texas811 has witness a 110% increase in our online damage prevention and Texas811 pipeline training compared to last year.



One of the key components in educating our stakeholders is event-based education. Damage Prevention Managers in partnership with Texas811 membership and the Damage Prevention Council of Texas stakeholder partners held two large scale training opportunities in both Lubbock and Pasadena. Digging Deep in Lubbock was held on May 22-23, 2023. The excavation safety conference drew nearly five-hundred people from across the region, the majority being first-time attendees experiencing their first interaction with the DPC of Texas.

The conference consisted of general and breakout sessions structured to allow companies the flexibility to send their workers to morning or afternoon sessions. Also, part of the conference experience was a networking happy hour and a four-man scramble golf tournament. The conference received support from Mayor Tray Payne and the City Council of Lubbock, helping further our mission by heightening awareness of utility and pipeline damage prevention across the South Plains and bringing in new members to expand chapter outreach.

On May 25, 2023, one of the largest Damage Prevention & Safety Training events ever held in Southeast Texas took place at Pasadena, TX. The event drew in over 500 attendees including Contractors, Subcontractors, Municipalities, Utility & Pipeline Operators, and their locators. The workshop focused on excavation best practices around pipelines, electric, and water - wastewater utilities and elements of trench safety including protection measures and soil types.

This was the first event in this region to bring four amazing guest speakers together to provide important and crucial safety information. Guest speakers included Coastal and Marine Operators, CenterPoint Energy, OSHA and Houston Public Works.

For questions about damage prevention in your area, reach out to DPM@Texas811.org or visit: www.texas811.org/damage-prevention.



Damage Prevention Events

2023 Texas811 Damage Prevention Summit

The Texas811 Damage Prevention Summit aims to unite stakeholders in a state or region to collaborate for the benefit of local communities. It emphasizes resolving excavation safety issues on Main Street by involving those who work, live, or care about the area. Attend to gain insights beyond damage prevention and enforcement.

October 4 - October 6, 2023

Sheraton Austin Georgetown Hotel & Conference Center
1101 Woodlawn St
Georgetown, 78628

[REGISTER](#)
[HERE](#)



Texas811 Continues Support of the Texas Gas Association

Texas811 has faithfully supported our natural gas transmission and distribution members for more than twenty years by serving on the Texas Gas Association (TGA) board of directors and contributing our expertise as members of various working committees within the association.

Our most recent board member, Doug Meeks, Damage Prevention Manager steps down after serving a 3-year term and will be succeeded by Ketha Molina, Senior Damage Prevention Manager. Like other Texas811 representatives before him, Doug contributed to the success of TGA by serving on various committees including the Distribution, Employee Development, and Damage Prevention committees as well as a guest instructor on the TGA “On the Road” training classes providing vital training to our members operating small municipal gas distribution systems.

As the incoming Board Member representing Texas811, Ketha brings her knowledge and experience not only from the industry but from serving as the Safety Committee Chair for the past 2 years. She has served as a guest speaker for various TGA Roundtables representing, Texas811, Damage Prevention Council of Texas, and Leading Women of Damage Prevention.



Doug Meeks



Ketha Molina

TEXAS811'S HIGH RISK INTERVENTION PROGRAM

All Tickets are NOT the Same

Kyle VanLandingham – Director of Business Development

“We treat all tickets as high risk” is a phrase we’ve all heard many times. The question is, why spend the same amount of time and resources on an excavation that has a fraction of a chance of causing damage to your facilities?

We all know there are more steps that we can take to prevent damages, but it all comes down to the cost and benefit of those actions. In a perfect world, we could all standby to watch and protect our facilities during the entirety of an excavation to ensure the job is done correctly, and safely. The cost of doing that just isn’t possible though so decisions are made to spread the existing resources evenly across all excavations – which means very low-risk excavations might get the same focus as a high-risk excavation.

Utilizing predictive analytics to generate a risk score on your tickets can be instrumental in gaining a comprehensive understanding of the work being carried out around your lines and maximizing the efficiency of your limited resources. The key advantage of predictive analytics lies in its ability to assess the likelihood of damage before any digging begins. By analyzing a range of variables, including data from previous incidents, excavator history, depth of excavation, excavation equipment type, geographic location, nature of work, etc., the system generates a risk score for each proposed excavation site.

This empowers project managers, utility companies, and excavators to prioritize their efforts, allocate resources efficiently, and take preventive measures where they matter most. The crucial factor in optimizing this technology revolves around the mitigating actions taken once a job has been identified as high risk.

This is where stakeholder collaboration comes in. Member operators can work directly with excavators and locators on a plan to ensure damages are avoided at the job site – which is a goal where everyone wins! By simply communicating the identified, heightened risk with the excavator, we give them a chance to take more proactive measures on their end.

If you don’t have resources to take these additional steps to communicate the risk with excavators, Texas811 can help you with that and communicate with the excavator on your behalf. Since January of 2022, we’ve sent out over 1.1 million risk scores to members and have provided over 27,000 high-risk interventions on our member’s behalf. Utilizing that service mixed with our Damage Prevention Manager’s quarterly damage prevention training on your highest risk excavators, has helped reduce damages for some members by 50%! When we take an informed, proactive approach to damage prevention, we not only make Texas a safer place to excavate, but we also become a valued partner to others in the damage prevention community.



For more information about how we use the power of data and direct action to prevent damages, please reach out to Solutions@Texas811.org, or visit <https://texas811.org/predictive-analytics>.

Safe on Land or Water? Ed Landgraf – Director of Marine Operations & Safety

How many of you think of yourselves as an underwater excavator? Ask yourself - Does ANY of your work touch water or a waterway? The biggest challenge is making sure ALL types of excavation either on-land or in the water is done safely. A “waterway” is any water: stream, creek, river, lake, ocean, marsh. Landlocked states should be just as engaged because if there are utilities below, a ticket should be created, and proper considerations need to be taken. Preventing loss of life, injury and environmental pollution, and destruction of assets is the mandate and focus of the “Pipeline Task Force” whose efforts can be applied to any utility. This national task force is co-chaired by Ed Landgraf, Texas811’s Director of Marine Operations and Safety and Devon Carlock, President of the Dredging Safety Council and meet quarterly.

The Pipeline Task Force working group consisted of over 50 diverse participants representing the dredge, marine construction, 811, pipeline, PHMSA, NTSB, and US Coast Guard sectors. The recent agendas have been to enhance Best Practices and training as recommended by the National Transportation and Safety Board (NTSB) findings from the August 21, 2020, Corpus Christi incident. The accident killed five crewmen after a cutter suction dredge struck a propane pipeline in the Inner Harbor. The gas ignited, causing an explosion aboard the dredge. NTSB investigators released their findings outlining events leading up to the Port of Corpus Christi dredge explosion. The NTSB report finds the incident was caused by a series of events that began when the dredge vessel hit an

underwater propane pipeline and ended in the deaths of five of its crew and others injured after the dredge originally caught fire. The report continues to give an account of the fire reigniting later that night, precipitating the dredge sinking overnight. The task force evaluated the NTSB findings, recommendations, current dredge, and pipeline company positions and captured feedback from the Pipeline Task Force stakeholders resulting in over 40 proactive suggestions. A consensus was reached to expand on key topics to enhance safety and reduce risks. The goal of the Pipeline Task Force is to expand each of the topics and spur action through enhanced best practices, education, and training with the hope of being recognized as consistent national practices across the Dredge, Marine Construction, Pipeline, Regulatory, 811, and Agency stakeholder groups.

The task force meetings formed breakout teams to dive deeper into the 5 key topic areas identified:

- Enhanced Training and Education
- Modify Marine Tolerance Zones
- Mapping, Survey and Marking
- One Call, Damage Prevention for Underwater Excavation
- Project Communications, Design and Planning

The goal is to expand each of these 5 areas to spur action through enhanced best practices, education, and training with the hope of being recognized as consistent national practices across the industry.

Sneak Peak – soon you will hear of a new program called MarineSafe811 this is under development for release in Q3 2023. It’s a one stop shop “Center of Excellence” for underwater safety and damage prevention.

For more information on marine excavation and safety contact Ed Landgraf at ed@texas811.org



2023 YTD Statistics*

Outbound Notifications -
12,109,971

Total Locates - 2,237,100

Electronic Tickets - 752,466

Remote Tickets - 1,061,344

Voice Tickets - 423,290

*as of July 7, 2023

WE WANT TO HEAR FROM YOU

WE WANT TO HEAR FROM YOU!

Please be on the lookout for our NPS Survey. NPS, or Net Promotor Score, is a metric used to gauge customer experience. Please take this opportunity to rate us and provide feedback. As a stakeholder your insight is highly valuable to the growth and improvement of our organization.

We also would like to extend the invitation for you to leave us a review on Google.

Thank you for being a valued Texas811 member.

We invite you to leave us a Google Review by clicking the Review Us button below.

