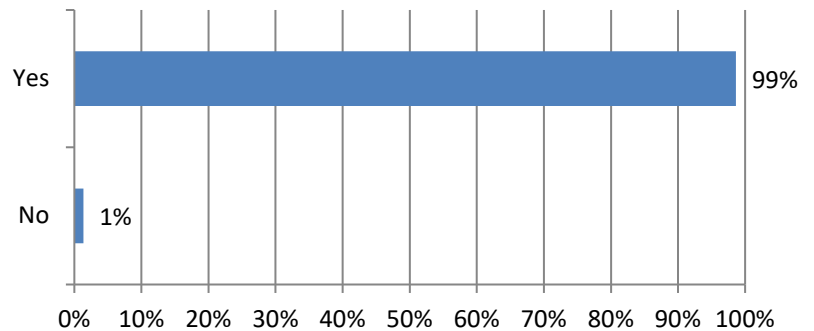# 2021 Underground Utility Safety and Damage Prevention 811 Survey Results

Total responses: 520
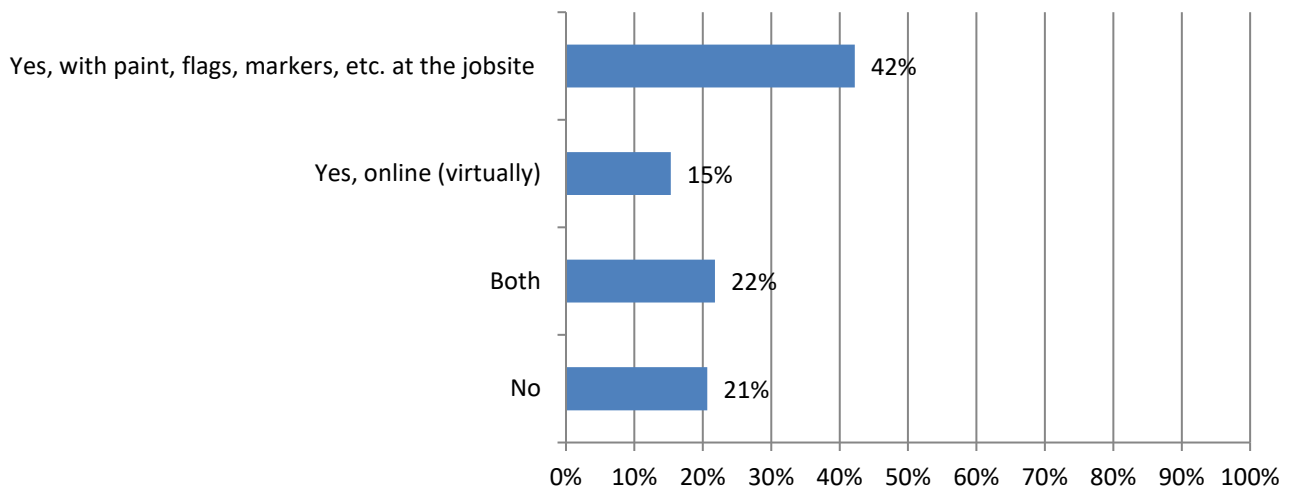
1. **Are you familiar with the 811/call before you dig program/requirements in areas you work in?**

Yes — 99%
No — 1%

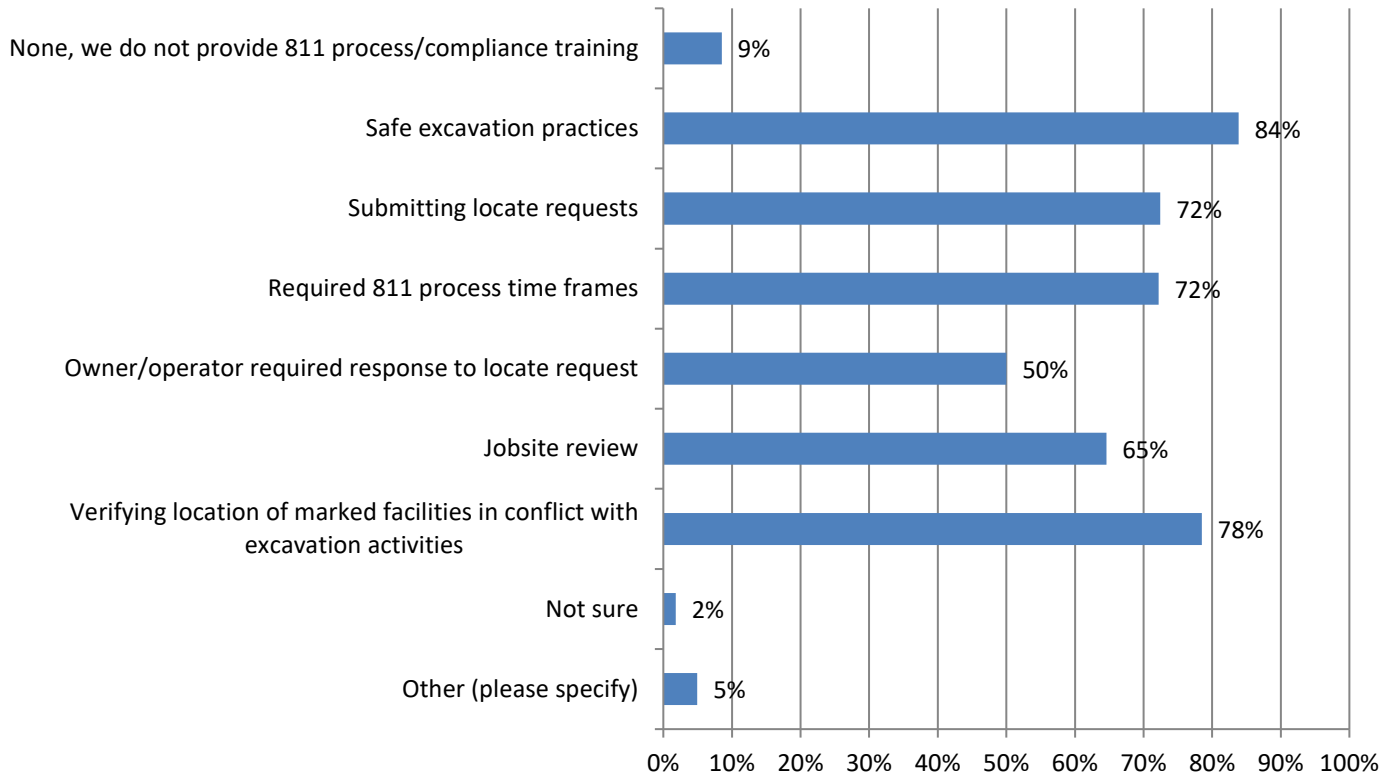2. **What means do you use to submit locate requests to your local 811 center in advance of all excavation activities you undertake? (mark all that apply)**

Phone — 63%
Mobile App — 18%
Online — 73%
Fax — 2%
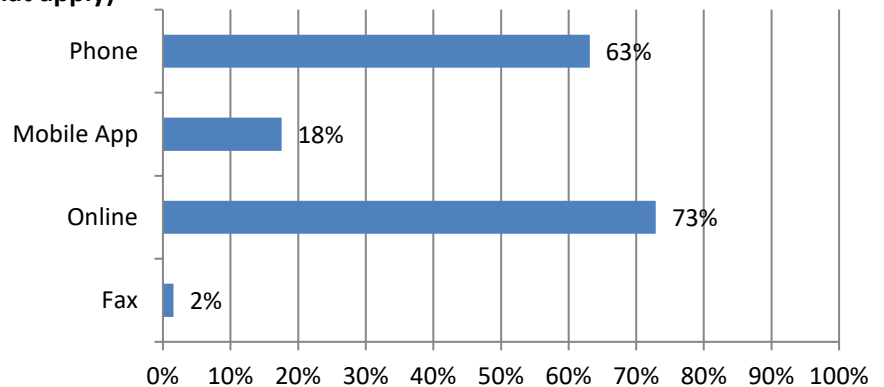
3. **Do you "white line" the area you would like located in advance of submitting a locate request?**

Yes, with paint, flags, markers, etc. at the jobsite — 42%
Yes, online (virtually) — 15%
Both — 22%
No — 21%

4. What aspects of the 811 process/compliance does your employee training include? (mark all that apply)

Category	Percentage
None, we do not provide 811 process/compliance training	9%
Safe excavation practices	84%
Submitting locate requests	72%
Required 811 process time frames	72%
Owner/operator required response to locate request	50%
Jobsite review	65%
Verifying location of marked facilities in conflict with excavation activities	78%
Not sure	2%
Other (please specify)	5%

5. Are you familiar with the operations and members of the 811 centers in areas where you perform excavation activities?

Response	Percentage
Yes	56%
In some cases	36%
No	8%
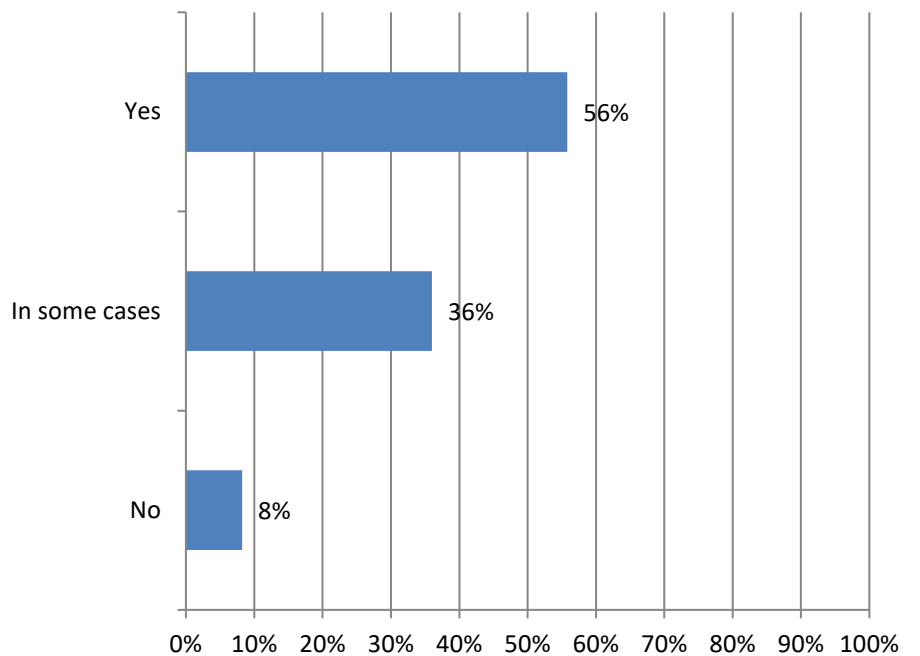
6. Are there any weaknesses in the 811 process?

Response	Percentage
Yes	73%
No	27%
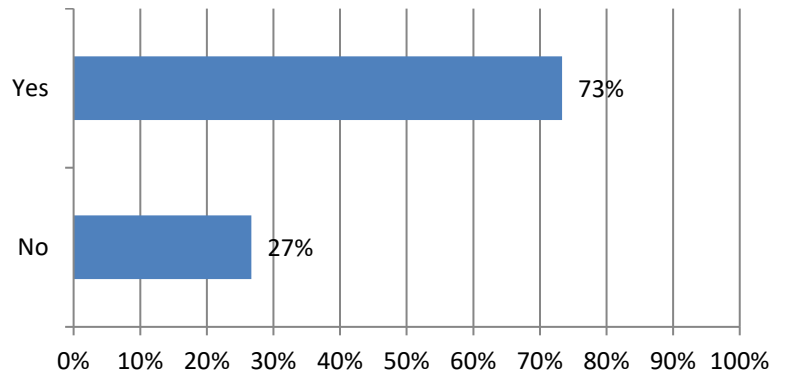
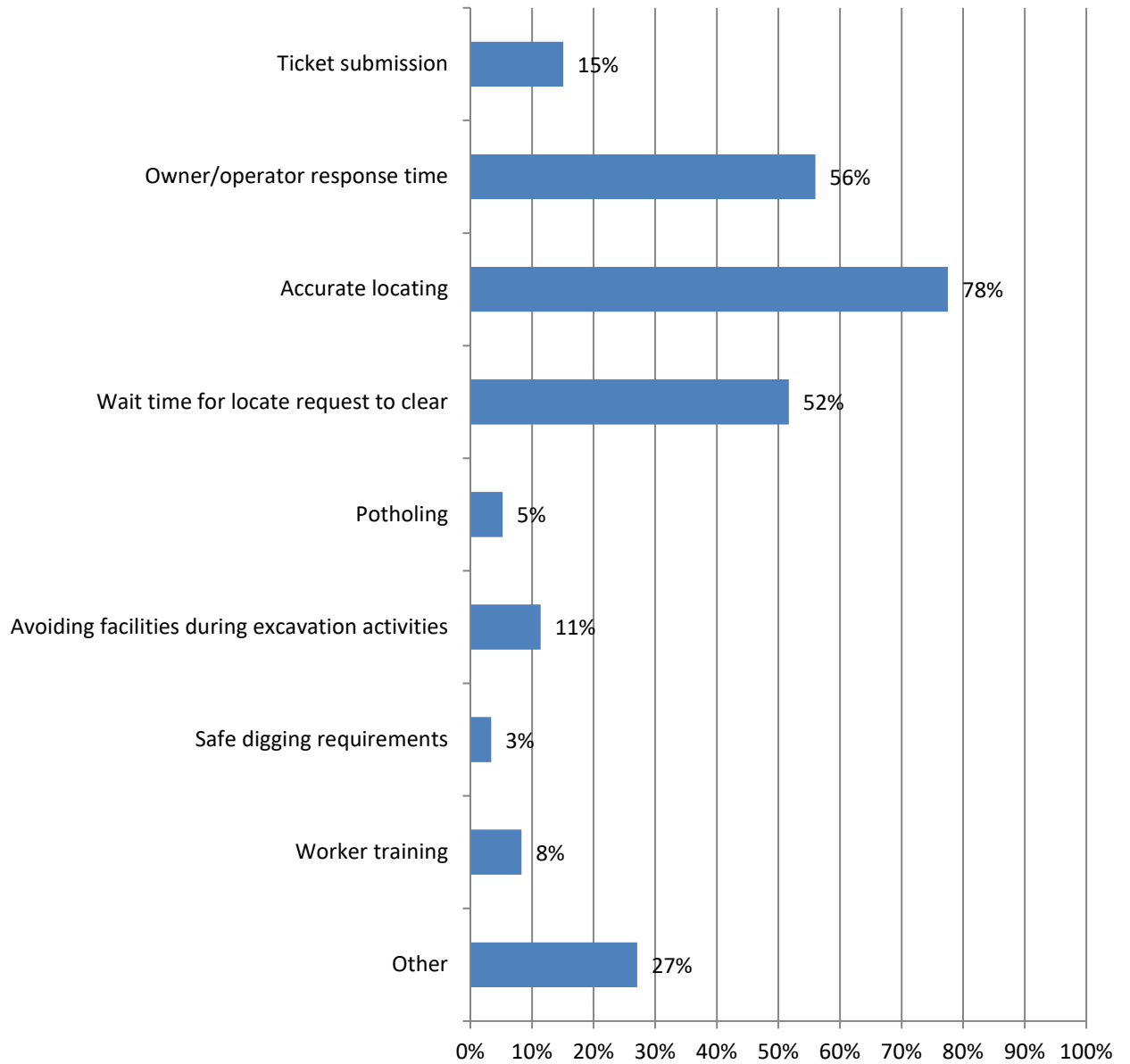**7. What do you find are the weakest elements of the 811 process? (Please choose up to 3)**

Element	Percentage
Ticket submission	15%
Owner/operator response time	56%
Accurate locating	78%
Wait time for locate request to clear	52%
Potholing	5%
Avoiding facilities during excavation activities	11%
Safe digging requirements	3%
Worker training	8%
Other	27%

8. **In some states 811 centers are governed by a board of directors that does not have excavator/construction industry representation; do you think excavators/the construction industry representation; do you think excavators/the construction industry should have vested representation on those boards?**

Response	Percentage
Yes	89%
No	2%
No opinion/not sure	9%
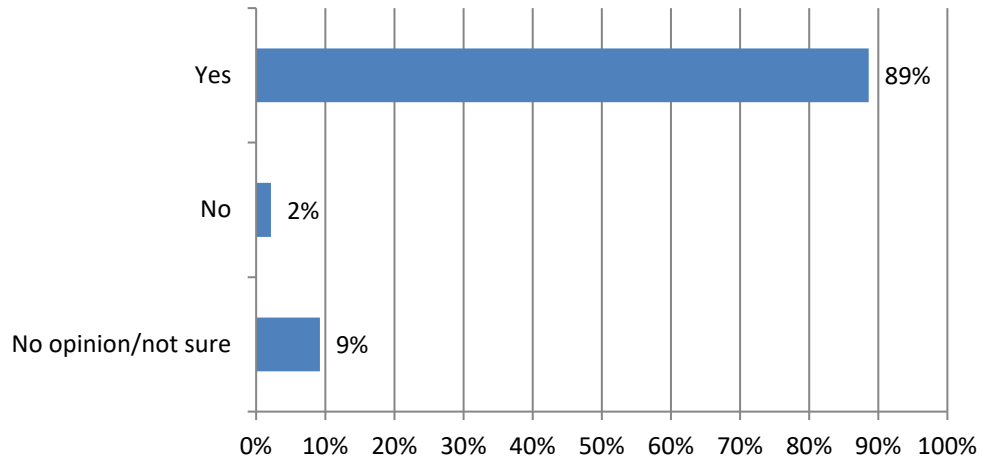
9. **Do you find the following elements of the 811 process in areas you work in satisfactory?**

Response by facility owner/operators (locators) are done within the time required by law
- Never: 2%
- Seldom: 20%
- Usually: 70%
- Always: 8%

Facilities are marked accurately within defined tolerance zones
- Never: 0%
- Seldom: 16%
- Usually: 77%
- Always: 6%

Facilities are marked individually, regardless of how many of a like kind/single owner are present
- Never: 2%
- Seldom: 26%
- Usually: 62%
- Always: 11%

Abandoned facilities are marked and treated as live lines
- Never: 24%
- Seldom: 43%
- Usually: 27%
- Always: 6%

Legend: ■ Never ■ Seldom ■ Usually ⊘ Always

10. Does the state(s) you work in have clear responsibilities spelled out in legislation or regulation for all stakeholders in the 811 process (i.e., facility owner/operators, excavators, locators, 811 centers)?

Response	Percentage
Yes, in all states	39%
Yes, in some states	18%
No	6%
Not sure	37%
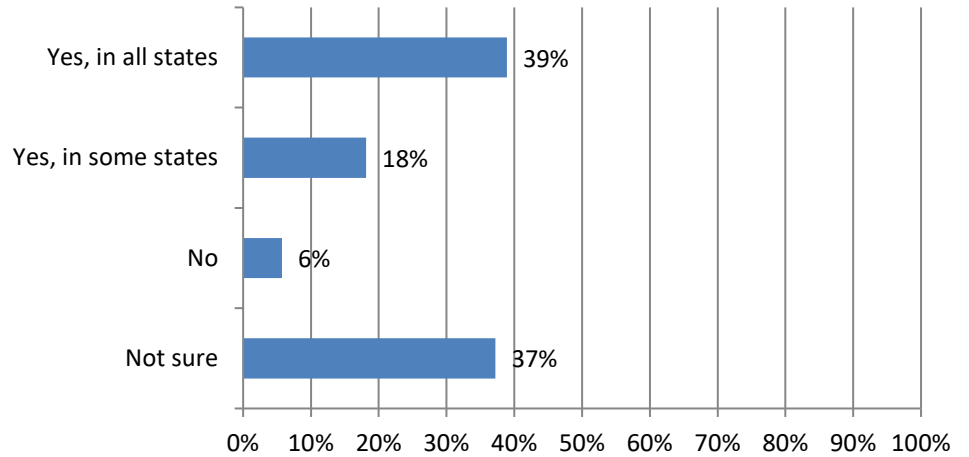
**11. If universal participation in the 811 center is not required in an area you are working in, is there an accessible, clear and efficient way to submit locate requests to non-member facility owner/operators?**

Response	Percentage
Yes	22%
No	30%
Not sure	48%
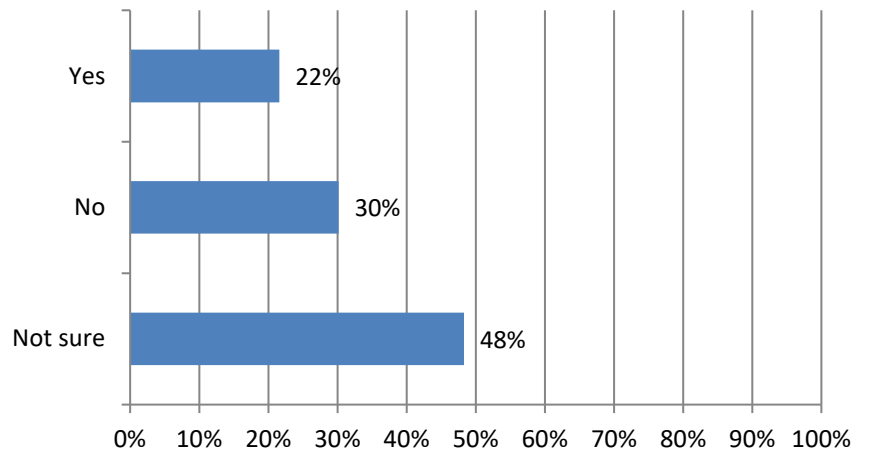
12. When a damage/incident occurs, do you keep track of actual downtime and damage costs, i.e., idled equipment, damaged equipment, workers pay, etc.?

Response	Percentage
Always	48%
Usually	31%
Seldom	17%
Never	3%
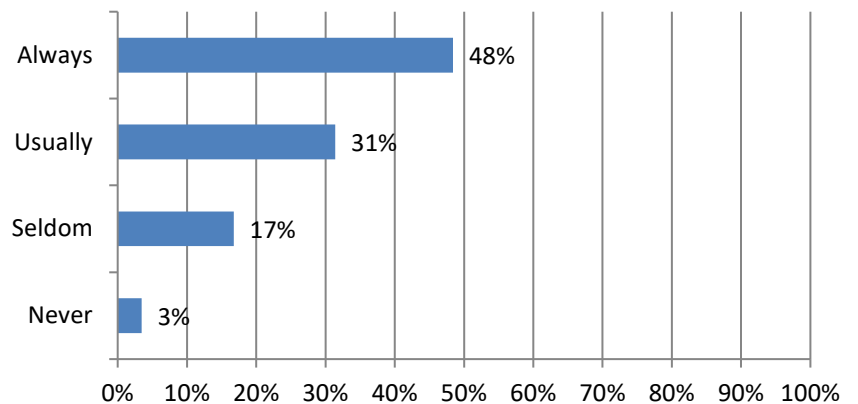
13. **Do you document a job site and facility locate marks in photos, videos, drawings, etc. after all affected facility owner/operators have responded to your locate request, but in advance of commencing excavation activities?**

Response	Percentage
Yes	76%
Not always	24%
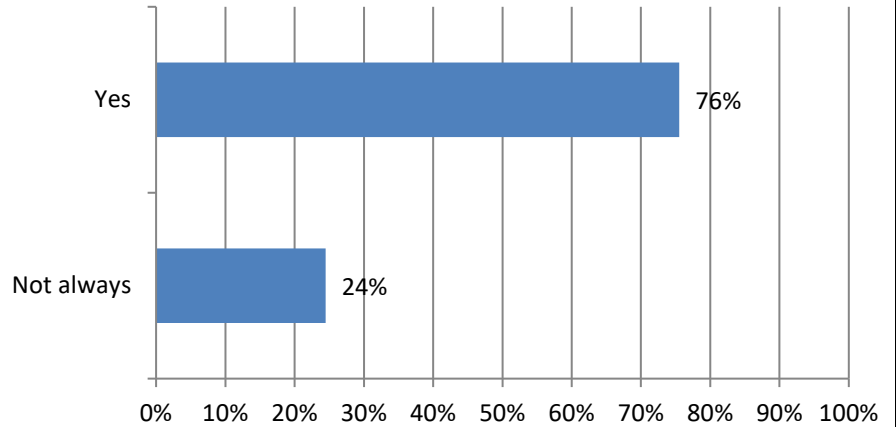
14. **When an incident occurs, do you keep a record of the circumstances surrounfing the damage/near miss, particularly the root cause of the damage, e.g., unmarked/mismarked facility, excavator error?**

Response	Percentage
Always	82%
Usually	15%
Seldom	3%
Never	1%
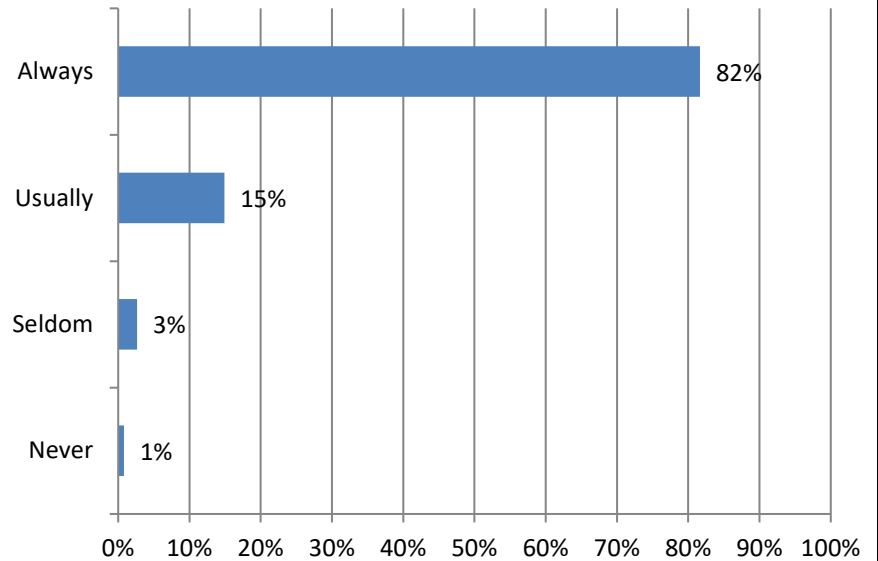
15. Please rank below the root causes of most frequent damages/near misses that occur on your job sites (1- 7; Most to Least);

| Root Cause	=1	=2	=3	=4	=5	=6	=7
Failure of facility owner/operator to properly mark and identify facilities in required time	25%	28%	17%	12%	6%	7%	5%
Unmarked/mismarked facility	53%	28%	8%	4%	4%	2%	1%
Insufficient or incorrect information provided by excavator in locate request	3%	5%	12%	10%	17%	25%	28%
Excavator failed to implement safe required digging practices	4%	5%	11%	16%	16%	21%	26%
Miscommunication between excavator, 811 center, facility owner/operator	3%	2%	7%	15%	32%	22%	19%
Unmarked non 811 center member/private facility owner	5%	13%	18%	24%	16%	13%	11%
Presence of unmarked abandoned facilities	12%	21%	26%	16%	8%	6%	10%

Legend: ■ = 1 ▫ = 2 ▨ = 3 ▦ = 4 ■ = 5 ▥ = 6 ▫ = 7

16. Have you ever received a claim or invoice from a facility owner/operator for a damage to an existing facility which you were not responsible for?

Response	Percentage
Yes	66%
No	34%
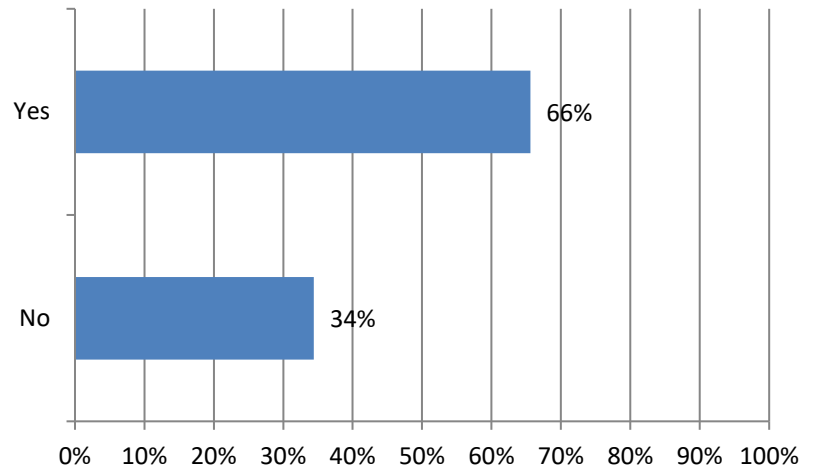
17. Are you familiar with the Common Ground Alliance safe digging practices?

Yes — 56%
No — 44%
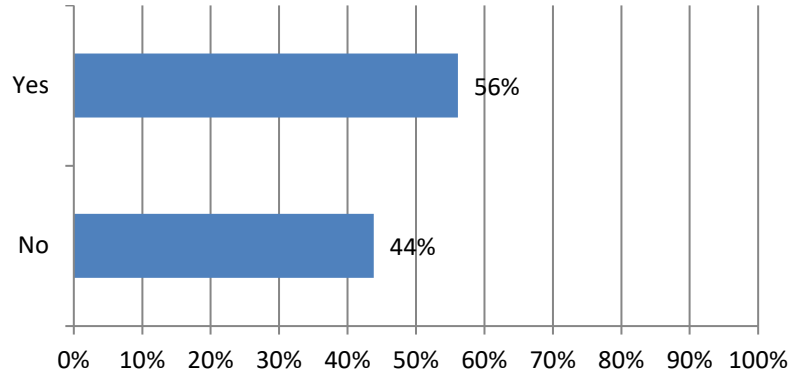
18. Do you incorporate CGA Best Practices and/or the AGC UID White Paper, Elements of an Effective Underground Utility Safety & Damage Prevention Program into your overall safety program?

CGA: 43% (Yes), 56% (No)
AGC UID White Paper: 57% (Yes), 44% (No)

Legend: ■ Yes ■ No
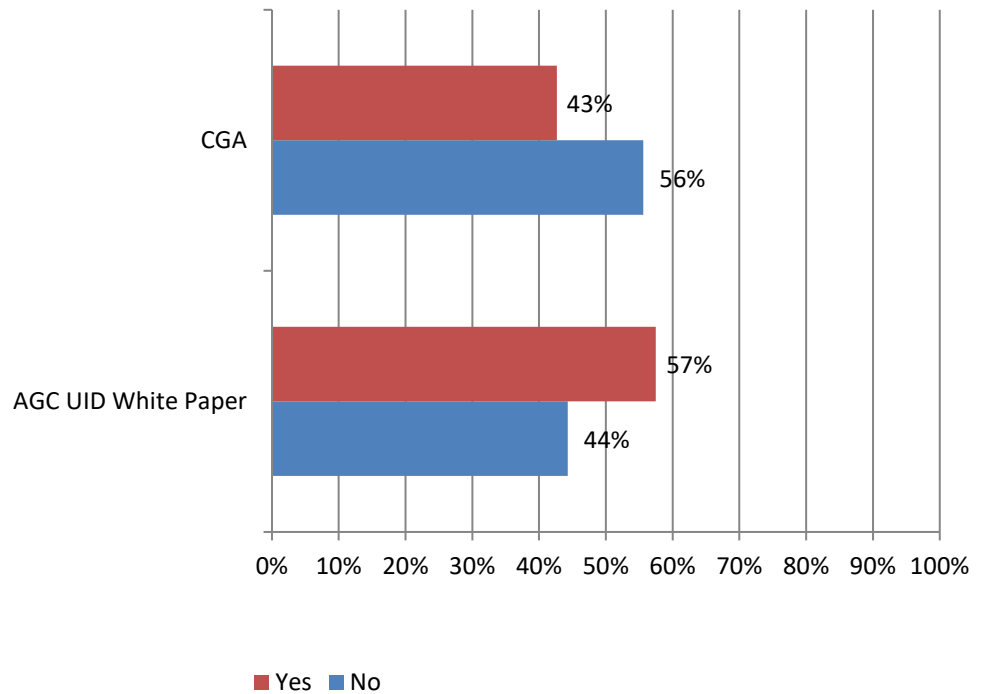
19. Please select the option that best describes the following practices;

Do you pothole (visually verify) the actual placement of all existing marked facilities in conflict with excavation activities before commencing excavating activities?
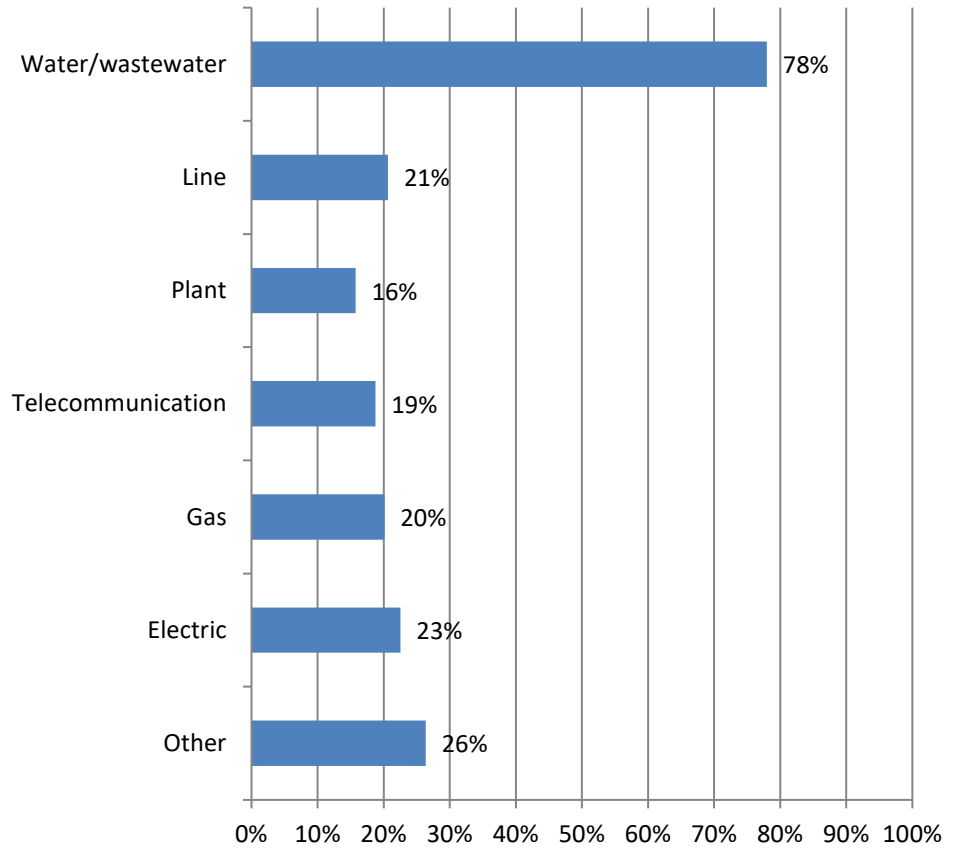- 2%
- 5%
- 33%
- 61%

Do you renew/renotify/refresh locate requests when excavation activities extend beyond the legally set life of an active locate ticket?
- 1%
- 2%
- 18%
- 79%

Do you close out locate requests with the 811 center when a project/excavation activity ends?
- 29%
- 24%
- 26%
- 22%

Do you track the time expended and cost of complying with 811 requirements, e.g., white lining area to be located, time spent calling-in or requesting locate, verifying facilities located in conflict with excavation etc.?
- 32%
- 30%
- 22%
- 17%

On projects within public rights-of-way that require facilities to be relocated before commencing construction activities: Do you experience delays due to utility owner/operator's failure to relocate facilities in a timely manner as required?
- 3%
- 25%
- 42%
- 30%

Legend: ■ Never ■ Seldom ■ Usually ▨ Always

20. What types of utility infrastructure does your company install? (mark all that apply)

Type	Percentage
Water/wastewater	78%
Line	21%
Plant	16%
Telecommunication	19%
Gas	20%
Electric	23%
Other	26%

21. How many workers does your company employee?

Number of Workers	Percentage
25 or fewer	7%
26-75	20%
76-150	18%
151-275	18%
276-500	13%
Greater than 501	24%
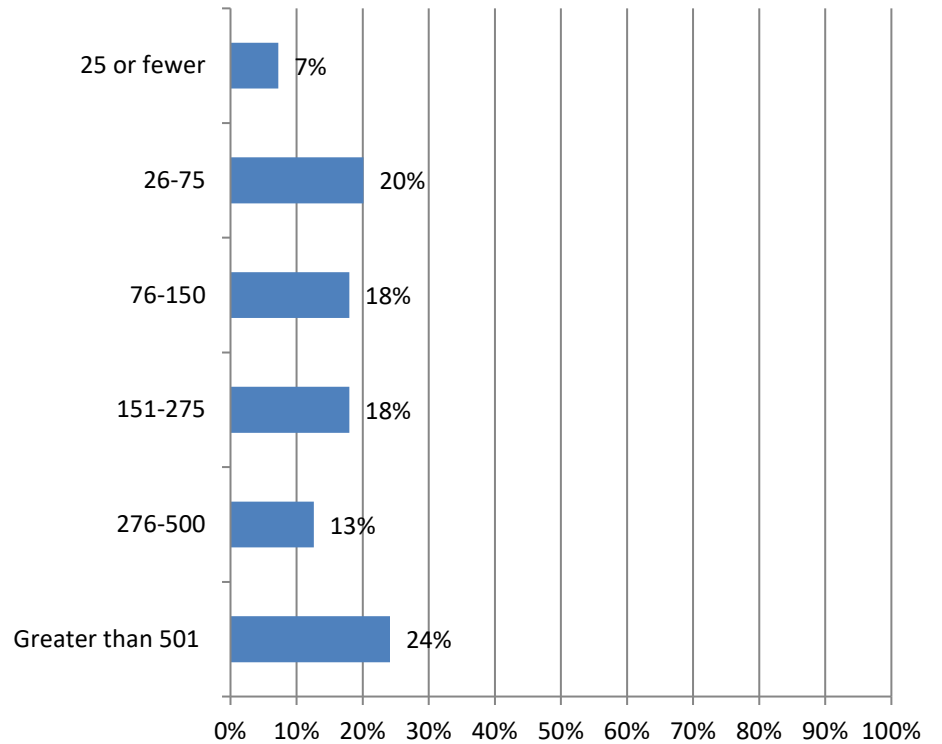
22. What types of excavating equipment do you primarily use? (mark all that apply)

Equipment	Percentage
Excavators (Crawlers, Dragline, Suction, Skid Steer, Long Reach, etc.)	93%
Backhoes	80%
Trenchers	34%
Trenchless (Horizontal, Pipe Jacking, Tunneling)	30%
Hand tools	76%
Other	10%