

## From The Desk of Chris Stovall

PRESIDENT AND CEO AT TEXAS811



2021 is in the books and we are on a running start into 2022. We finished 2021 with the lowest damage ratio Texas has seen since we began measuring the key metric. A breakthrough over the past year has been targeted damage prevention. We leverage data in the center to target our efforts to the areas of high impact.

Our Customized Solutions department works with our members to “intervene” on tickets that are identified as high risk. We use an algorithm and machine learning to determine the highest risk tickets for a given member and then intervene on the member’s behalf by reaching out directly to the excavator to inform them of the increased risk and factors contributing to that risk. We share a best practice request from the member, and this helps damages to go down for that member. Some members have eliminated damages completely, while most see a reduction of 35% or more.

In addition to interventions, we have also found that training helps drive damages down in the state. We have conducted online, in person, and virtual training sessions with the total reached at almost double 2020 numbers.

In addition to education, awareness is also a focus. Our most recent surveys indicate a 24% awareness level with DIYers. This research led to a push in advertising to reach this audience.

In addition to training and education, awareness is also a focus. Our most recent surveys indicate a 24% awareness level with DIYers. This research led to a push in targeted advertising to reach this audience. The advertising resulted in an increase in first time callers and homeowner tickets. We had approximately 250,000 notices from DIYers and first-time callers in 2021, up significantly from 2020 numbers.

Damage prevention is a shared responsibility, and we are proud to work alongside our membership to facilitate damage prevention and promote public safety, ensuring our critical infrastructure is protected and Texans are able to work safely. Thanks for reading.

Chris Stovall

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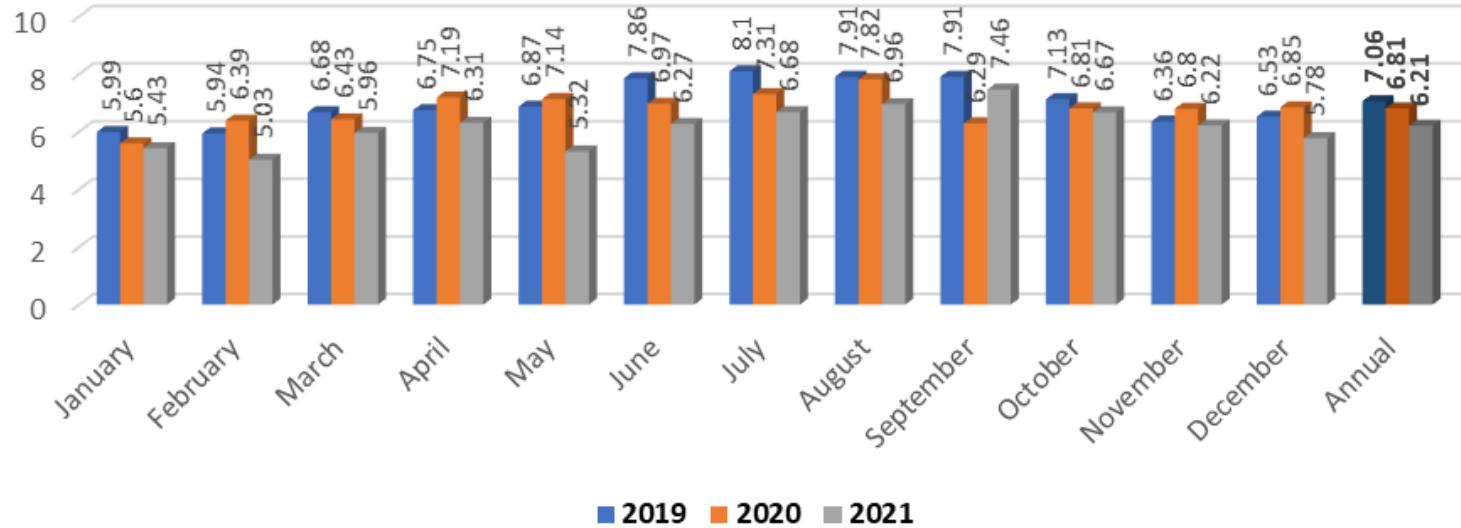
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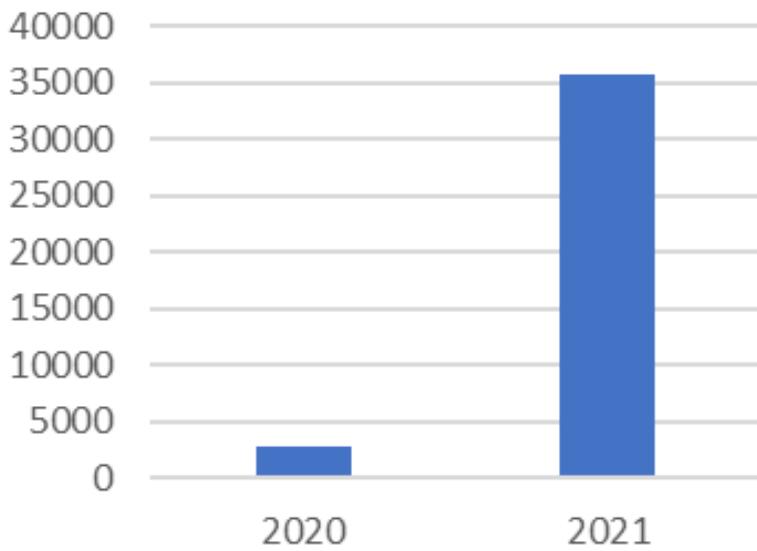
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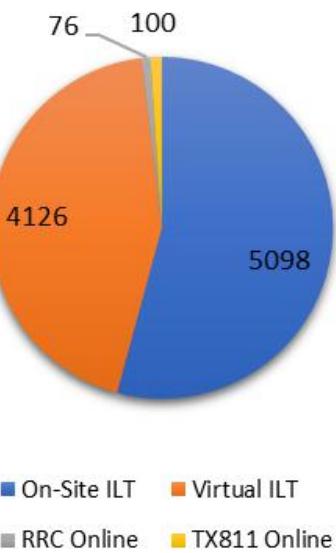
### Damage Ratio Comparison



### Customized Solutions Total Interventions



### 2021 Training Attendees by Platform



# 2022 NATIONAL SAFE DIGGING MONTH CAMPAIGN

Texas811 is excited to announce its 2022 National Safe Digging Month campaign, Some Accidents Can be Avoided. During the month of April, the campaign will bring awareness of the potential for injuries, property damage, and outages if underground utilities are damaged.

[According to the Pipeline and Hazardous Materials Safety Administration \(PHMSA\) website](#), if someone calls 8-1-1 before they dig, they have a 99 percent chance of avoiding an incident, injury, harm to the environment and even death. Calling 811 or visiting [www.call811.com](http://www.call811.com), has proven to be the foremost preventive measure in excavation safety and damage prevention.

As part of National Safe Digging Month, Texas811 will partner with national One-Call centers to educate the community of the importance of calling 811. This includes a partnership with Martinsville Speedway. Look for the campaign theme: Some Accidents Can be Avoided as the Call Before You Dig 250 Race airs nationally April 8, 2022.

During the Call 811 Before You Dig 250 race, fans will be exposed to 811 through track signage and an 811 themed trophy for the winner. Each One-Call center that has partnered on this initiative will also share similar social media messages the month leading up to the race and during the month of April.

At a state level, we are partnering with other stakeholders in the 811 industry during the months of March and April at the Sam Houston Race Park in Houston, TX. Race fans will see 811 signage at the track, as well as hear about the importance of 811 during track events.



NSDM Social Media Toolkits can be downloaded [HERE](#).

For additional questions about our National Safe Digging Month Campaign, please reach out to the Marketing and Communications Team at [CommunicationsTeam@Texas811.org](mailto:CommunicationsTeam@Texas811.org).



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



# 2022 NATIONAL SAFE DIGGING MONTH CAMPAIGN

In addition to the Call Before You Dig 250 race and the horse races in Houston, TX, Texas811 will be supporting the Damage Prevention Council of Texas during their National Safe Digging Month Golf Tournament that will benefit the Texas Line of Duty Death Task Force or LODD. The golf tournament will be held on Friday April 15th at Bear Creek Gold Club in Garland, TX and a portion of the proceeds will be donated to LODD.

The Line of Duty Death Task Force was developed to help assist the families of fallen first responders, as well as provide education to other first responders. You may be asking yourself, "How does this tie into safe digging?". That's a great question. Many people don't think about the impact a damaged underground utility line has on first responders. When someone is digging and they damage a gas line, first responders are usually the first ones on scene to ensure public safety. First Responders are required to stay on scene until the utility operator can shut off and repair their line. While natural gas is safe, there are many dangers to leaking gas. Static electricity from a landline or light switch, a candle, match, cigarette, appliances, or even starting a car engine could ignite the gas causing an explosion endangering our first responders.

The Damage Prevention Council of Texas & Texas811 recognizes the need for awareness around the dangers for first responders on the scene of a damaged utility line.

Another way we are raising awareness about first responder safety is by hosting a [social media contest](#) for fire stations in Texas. We are asking firefighters across Texas to help share our messages about safe digging on their social media pages to be entered into a contest for a chance to win either a Traeger Pellet Smoker or a 75in Smart TV for their station.

We are excited about these partnerships for this year's National Safe Digging Month.

75in 4K HDR

Enter your fire station for a chance to win one of two prizes.

1. Complete the giveaway form  
2. Follow  
3. Share  
4. Tag Texas811

National Safe Digging Month Fire Fighter Safety Giveaway

For official contest rules visit: [www.Texas811.org/NSDMGiveaway](http://www.Texas811.org/NSDMGiveaway)

National Safe Digging Month Golf Tournament

15 APRIL

Bear Creek Golf Club  
\$125/Player  
\$450/Foursome

National Safe Digging Month Fire Fighter Safety Giveaway

## NEW TEXAS811 FEATURES

Texas811 has replaced the Member Service Area Mapping application (MSAM) with a new application, Service Area Editor (SAE). This new application, administered and hosted by Texas811, replaced the existing functionality in MSAM with both viewer and editor access to a member organization's service areas. Access to this new application at this time has viewer-only capabilities.

To access the new application:

- Please sign up for the Texas811 Portal [here](#).
- Once you have activated your portal login, please email the Texas811 GIS Team at [gismail@texas811.org](mailto:gismail@texas811.org) and include your Portal login name and your member codes.
- If you are an existing TX811 Portal user, you may be registered under an alternate email address. If so, please provide us with that address and the codes that you will need access to view.

Updated training for submitting tickets to the online Portal is coming soon. All users will be required to take the course within 90 days after launch to receive the updated information

Be on the lookout soon for The New Texas811 website.  
Smart. Sleek. Powerful.



# SPREADING THE WORD ABOUT SAFE DIGGING ONE BILLBOARD AT A TIME.

Over twenty-nine million people call Texas home. Reaching each resident has proven to be challenging for Texas811.

What happens when we face challenges at Texas811? We think outside-the-box for ways to maximize our exposure.

One way we have been able to do this is with the help of the One-Call Board of Texas.

In September of 2021, the One-Call Board of Texas began funding a billboard campaign to help Texas811 “Spread the Word” about safe digging. Currently, we have twenty-two billboards placed around the state. There are six billboards located in Dallas/Fort Worth, three in San Antonio, two in Houston and El Paso, and one in Austin, Corpus Christi, Odessa, Lubbock, Amarillo, San Benito, McAllen, Tyler, and Beaumont. In September we were able to reach an impressive 4,872,075 people. While these numbers looked promising, we were blown away by the amount of people reached at the end of 2021. As of the end of December 2021, we reached a total of 72,027,088 people! Our billboards will run for approximately three to six months. We are excited to see what our end campaign numbers will look like.

We thank the One-Call Board of Texas for funding this initiative. We also want to remind everyone that “Spreading the Word” about safe digging is a shared responsibility among all stakeholders in the one call industry.

If you are interested in sponsoring billboards in your area, please reach out to Christi McLain, our Communications Manager, at [ChristiMcLain@Texas811.org](mailto:ChristiMcLain@Texas811.org) for more information.



# EMERGENCY LOCATE REQUESTS

So often we hear from Texas811 Members who are concerned about excavators requesting Emergency Locate Tickets when the excavation may not be considered an emergency. The Texas Utilities Code Chapter 251 defines an emergency as an excavation that is necessary to respond to a situation that endangers life, health, or property, or a situation in which the public need for uninterrupted service and immediate reestablishment of service if service is interrupted compels immediate action.

The person requesting an Emergency Locate Ticket will be provided with the definition of an emergency by a Texas811 Damage Prevention Agent when calling 811, or they will receive a pop-up notice when submitting the request through the Texas811 online portal. If the excavator confirms that the excavation does qualify as an emergency, then the agent or online portal will issue an Emergency Ticket as requested.

Texas811 does not determine if the excavation qualifies as an emergency and will not deny an Emergency Locate Ticket request.

The Texas Utilities Code Chapter 251 does include the following information for reference.

## UTILITIES CODE

### TITLE 5. PROVISIONS AFFECTING THE OPERATION OF UTILITY FACILITIES

#### CHAPTER 251. UNDERGROUND FACILITY DAMAGE PREVENTION AND SAFETY

##### SUBCHAPTER D. REQUIREMENTS RELATING TO EXCAVATION

###### Sec. 251.155. EXCEPTION IN CASE OF EMERGENCY; OFFENSE.

(d) An excavator may not misrepresent a fact or circumstance used in the determination of an emergency excavation under Subsection (a). A person that violates this subsection is subject to a penalty under:

- (1) Section [251.201](#);
- (2) Section [251.203](#); or
- (3) both Section [251.201](#) and Section [251.203](#).

## SUBCHAPTER E. PENALTIES

### Sec. 251.201. CIVIL PENALTY OR WARNING LETTER.

(a-1) An excavator that violates Section [251.155\(d\)](#) is liable for a civil penalty of not less than \$1,000 or more than \$2,000. If a county attorney or district attorney decides not to bring an action to recover the civil penalty, the board of directors of the corporation may, in accordance with Section [251.2011](#), give the excavator a warning letter and require the excavator to attend a safety training course approved by the board. The county attorney or district attorney shall notify the board of its decision.

(b-1) If it is found at the trial on a civil penalty that the excavator has violated Section [251.155\(d\)](#) and has been assessed a penalty under this section or has received a warning letter from the board one other time before the first anniversary of the date of the most recent violation, the excavator is liable for a civil penalty of not less than \$2,000 or more than \$5,000.

(c-1) If it is found at the trial on a civil penalty that the excavator has violated Section [251.155\(d\)](#) and has been assessed a penalty under this section at least two other times before the first anniversary of the date of the most recent violation, or has been assessed a penalty at least one other time before the first anniversary of the date of the most recent violation and has received a warning letter from the board during that period, the excavator is liable for a civil penalty of not less than \$5,000 or more than \$10,000.

For questions related to Emergency Locate Requests, please reach out to Member Services at [MemberServices@Texas811.org](mailto:MemberServices@Texas811.org).

# DAMAGE PREVENTION COUNCIL OF TEXAS

Some of you know what the Damage Prevention Council of Texas is and some of you have never heard of us. We are a non-profit association dedicated to the prevention of damage to underground facilities, public safety and environmental protection through stakeholder education and communication. We promote damage prevention and safe digging practices for underground facilities across the State of Texas. Membership with the DPC of Texas is FREE and you are welcome to join us at an [upcoming meeting](#), training, or safety day.

We have some great things coming in 2022. We continue to offer both virtual and in person chapter meetings. Choose the option that is best for you. We will also continue to offer quarterly OSHA Alliance workshops. We have renewed our Alliance with OSHA Region VI for five years.

We continue to offer "Living and Working Near Pipelines in Texas" course at no cost to you. This course is a comprehensive course focused on underground pipeline safety. The course is about 1.5 hours long and is a self-paced course. Certificates of completion are issued after the course is completed and quizzes are passed. Did we mention that it is FREE to you? You can access the training by visiting [www.dpcoftexas.org/education/](http://www.dpcoftexas.org/education/).

New for 2022, we are offering Excavation and Trenching Safety training through the OSHA Susan Harwood Grant. Training will be offered weekly through Zoom through the end of September. Training will be offered in both English and Spanish and we will host four (4) in person trainings throughout the year. We hope you take advantage of this no cost to you training opportunity. You can register for either in-person training or virtual training by visiting [www.dpcoftexas.org/education/](http://www.dpcoftexas.org/education/)

Returning in 2022: SAFETY DAYS (pandemic permitting). Our plan is to return to safety days in each region. Currently, we plan to host 4 Safety Days throughout the state. Keep checking the DPC of Texas calendar for dates, times, and locations. Have I mentioned that all our offerings are FREE to you to attend?

We are excited about what 2022 will bring for the DPC and our members. We appreciate the support of each member whether it be through participation or sponsorship, we can't do what we do without you! Thank you!

Jennifer Pratt, Program Manager  
Damage Prevention Council of Texas



For questions related to the Damage Prevention Council of Texas, please reach out to Jennifer Pratt at [JenniferPratt@Texas811.org](mailto:JenniferPratt@Texas811.org).

# MEMBER MAPPING UPDATES

Texas811 makes every attempt to ensure registering your underground facilities is as effortless as possible. We offer a variety of methods for database submissions. These formats, along with detailed instruction and requirements for updates, are included on our Database Submission Form below. Safety and damage prevention are a top priority at Texas811; therefore, we encourage our members to update their database as frequently necessary, and per Chapter 251.107 of the Texas Administrative Code at least quarterly. Member updates are published each week on Tuesday and Friday. Please submit one Member Mapping Submission form per code per live date. If you have multiple mapping files of the same type and for the same live date, please combine them. Separate files can be zipped and attached to the form. Attachments are limited to 20MB in size. If your files are routinely too large, please contact us to set up a dedicated SFTP. Please do not combine GIS files or submission information for multiple codes.

For mapping updates, please use our Member Mapping Submission Form:

<https://texas811.formstack.com/forms/txmappingsubmission>

For questions related to the mapping updates, please reach out to the GIS Department at [GISMail@Texas811.org](mailto:GISMail@Texas811.org).



The image shows a computer monitor displaying the 'Member Mapping Submission Form' from Texas811. The form is contained within a white rectangular frame with a black border. At the top center is the Texas811 logo, which features a white star on a blue square, the word 'Texas' in white, and the number '811' in yellow with a black outline. Below the logo is the title 'Member Mapping Submission Form' in bold black text. A red note below the title reads: 'This form is required and must be filled out completely with all mapping submissions. The information requested is vital in processing your submission correctly. If the form is not complete it will be returned for more information.' The form itself has three main input fields: 'Company Name\*' with a text input box, 'Name\*' with two input boxes labeled 'First Name' and 'Last Name', and 'Email\*' with a text input box. The entire monitor is set against a background of faint, stylized white wavy lines on a dark gray surface.

# CUSTOMIZED SOLUTIONS 2021 PERFORMANCE

## Predictive Analytics & High-Risk Intervention

- 3 members were able to completely avoid damages in 2021 using our Predictive Analytics service to evaluate the level of risk at the jobsite. They posted zero damages by taking additional actions themselves, or through utilizing Texas811's high-risk intervention service, on their highest risk tickets to ensure additional care was taken by excavators around their facility.
- Another large midstream member saw a reduction in damages of over 60% since starting the program in 2019 with an additional 30-40% reduction coming in 2021. They take a proactive approach by utilizing the risk scores to drive decision making in their damage prevention program.
- Our Damage Prevention Team was able to provide targeted training to the highest risk excavators throughout the state this year to help them bring down their overall level of risk with their excavation projects.
- Our total volume of tickets scored was up 27% this year and the total tickets that we provided high-risk intervention on increased by over 4000%!!

## Secondary Research

- We helped members save over \$5.1million in unnecessary locating costs this past year through our Secondary Research program. By utilizing highly accurate facility data, our team is able to identify the exact location of a line in relation to the work area and determine if a locator needs to physically respond to the property. These savings have allowed our members to reallocate those funds into areas that are crucial for damage prevention.

If you are interested in learning more about our damage and cost reduction solutions, please visit <https://www.texas811.org/customizedsolutions> or email us at [Solutions@Texas811.org](mailto:Solutions@Texas811.org).



# 2021 Recap

Outbound Notifications -  
23,697,842

Total Locates - 4,310,405

Electronic Tickets - 1,559,792

Remote Tickets - 1,931,040

Voice Tickets - 819,573

# Welcome to the Texas811 Family

We are excited to announce Ed Landgraf as our new Director of Business Development for Marine Operations for GulfSafe.

The Director of Business Development for Marine Operations is responsible for driving GulfSafe business and increasing the membership value. They are also responsible for identifying and developing new business opportunities and building and expanding the presence of GulfSafe and its brands. The Director of Business Development for Marine Operations also leads sales and client-relationship management, tracks new markets and emerging trends, recommends new products and services, proposes and develops new strategic partnerships, writes proposals and plans, and guides long-term objectives to meet business needs and requirements.

Ed is the founder of CAMO “Coastal And Marine Operators” Pipeline industry group and serves as Chairman of the Board.

Ed has worked in the oil and gas industry for over 30 years.

Ed founded CAMO “Coastal And Marine Operators” group in 2009. CAMO now has over 25 participating companies, NGO's and agencies, all working to enhance marine pipeline infrastructure integrity, environmental protection, public safety, coastal and marine damage prevention by designing and implementing new innovative solutions.



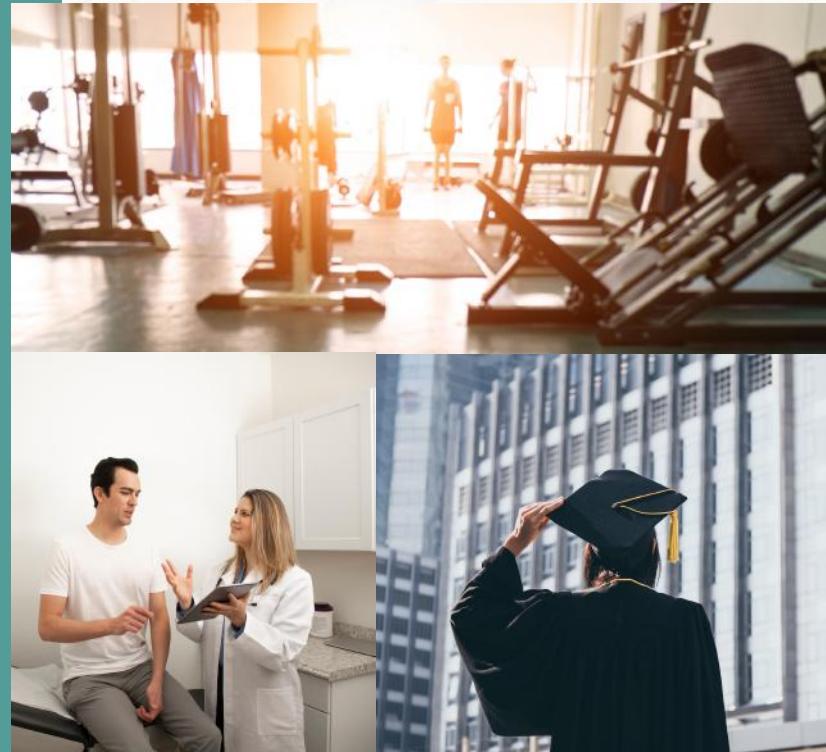
# Texas811 is Hiring

Know someone who wants to be a part of making a difference by helping protect the billions of dollars of underground utility lines and pipelines in Texas while keeping the people working and living around them safe?

Our organization is only as good as its people. We welcome referrals from those in the damage prevention industry that would be a good fit!

## Why Texas811?

- Work from home opportunities
- Low-cost medical insurance
- Free dental, vision, life, short-term and long-term disability, accident, telemedicine, EAP, and hospital indemnity insurance
- Onsite clinic free to you & your dependents
- Onsite gym
- PTO
- Holiday Pay
- PTO Cash-out available after one year
- Tuition Reimbursement Program
- Free access to LinkedIn Learning
- 401K matched up to 6% by employer
- Mentorship Program
- Employee Wellness Program
- Hybrid work schedules
- Paytient medical payment plan



Scan the QR code for available positions or visit  
[www.Texas811.org/careers](http://www.Texas811.org/careers)