

One Call Task Team

Report

June 30, 1999

Safe and Livable Communities

One-Call Task Team

The Challenge

- To help one-call centers improve communications between excavators & owners/operators, which will:
 - Promote protection of the public, excavation, & the environment; and
 - Prevent disruptions to public services & damages to underground facilities.

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Team Composition 17 Members

- Telecommunications
- Federal Government
- State Government
- One Call Systems
- Contractors
- Electric Providers
- Pipeline Operators

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Best Practices

- Categories & Representative Topics:
 - Members & Participation
 - Operations & Procedures
 - Systems & Equipment
 - Performance

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Members & Participation

- Public awareness & education
- Roles & responsibilities of the users & members

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Operations & Procedures

- Voice recording of locate requests
- Accessibility to the system
- Documentation of procedures
- Policies, training & information to someone making a locate request

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Systems & Equipment

- Procedures for disaster recovery, security & system redundancy
- Direct electronic entry of locate requests
- Mapping & data verification requirements

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Performance

- Standards for promoting:
 - Accuracy
 - Cost effectiveness
 - Efficiency

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Lessons Learned

- A common interest in reducing damage to underground facilities makes it possible for multiple, diverse stakeholders to achieve agreement.

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Path Forward

Damage Prevention: an ongoing process.

- Additional topics for future review & discussion may include:
 - Positive response;
 - Broad-based education; and
 - Internet tools.

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Path Forward, cont.

- The Task Team should remain intact to review, identify & evaluate changes & additions to the methods of operating & managing one-call centers.
- The Task Team recommends that the Common Ground report document be reviewed, at a minimum, on an annual basis.

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