

2022 **MIDWEST DAMAGE PREVENTION** **TRAINING CONFERENCE**

EDUCATION AND OUTREACH
TO YOU FOR YOU



EDUCATION AND OUTREACH TEAM

WHO ARE WE?

We are Indiana 811's Education and Outreach Team. We were formed to better assess the needs of our members and educate various stakeholder groups about the importance of using the 811 system. We also outreach to the general public to educate them about underground utilities and damage prevention.

LAURYN LUCKEY
EDUCATION AND OUTREACH
MANAGER

MCKENNAH HECKMAN
EDUCATION AND OUTREACH
SPECIALIST

MASON HUBNER
EDUCATION AND OUTREACH
SPECIALIST

JOHNNA BINGHAM
EDUCATION AND OUTREACH
SPECIALIST

MADISON MCCAUGHEY
INPAA PROGRAM MANAGER



WHAT DO WE DO?



Trainings/Member Outreach

Members & Contractors



Community Outreach Events

All over the state of Indiana.



Exhibitors

Conferences & Tradeshows



EDUCATION AND OUTREACH

OUR OUTREACH

Outreach

- Indiana 811 Kids Safe Digging Program
- Touch-A-Trucks
- Community Days
- Garden Center Outreach
- Flower and Patio Show
- State Fair
- 811 Week Activities
- Baseball Games



INDIANA KIDS SAFE DIGGING PROGRAM

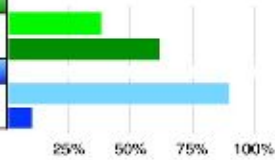
- Indiana Kids Safe Digging Program launched and completed our spring and fall semester sessions with 21 schools presentations, totaling 1155 students.
- Spring semester pre and post surveys showed an increase of 811 awareness by 36%.
- Awarded our poster contest winners to:
 - Skyler Tindle at Pine Ridge Elementary in Birdseye, IN.
- Article in dp-PRO magazine showcasing our new initiative
- Approved for 2023



Indiana 811 Kids Safe Digging Program Pre/Post Survey Summary Report

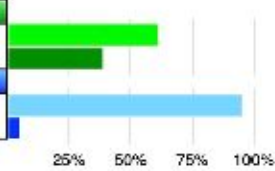
1. Have you ever heard of 811?

Response	Frequency	Percent
Pre Survey		
Yes	239	38%
No	389	62%
Post Survey		
Yes	564	90%
No	64	10%



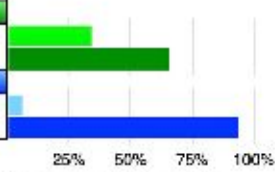
2. It is the law for anyone to contact Indiana 811 before digging.

Response	Frequency	Percent
Pre Survey		
True	363	61%
False	246	39%
Post Survey		
True	598	95%
False	29	5%



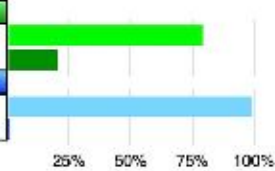
3. It will cost my family money to use Indiana's 811 service.

Response	Frequency	Percent
Pre Survey		
True	217	34%
False	412	66%
Post Survey		
True	37	6%
False	590	94%



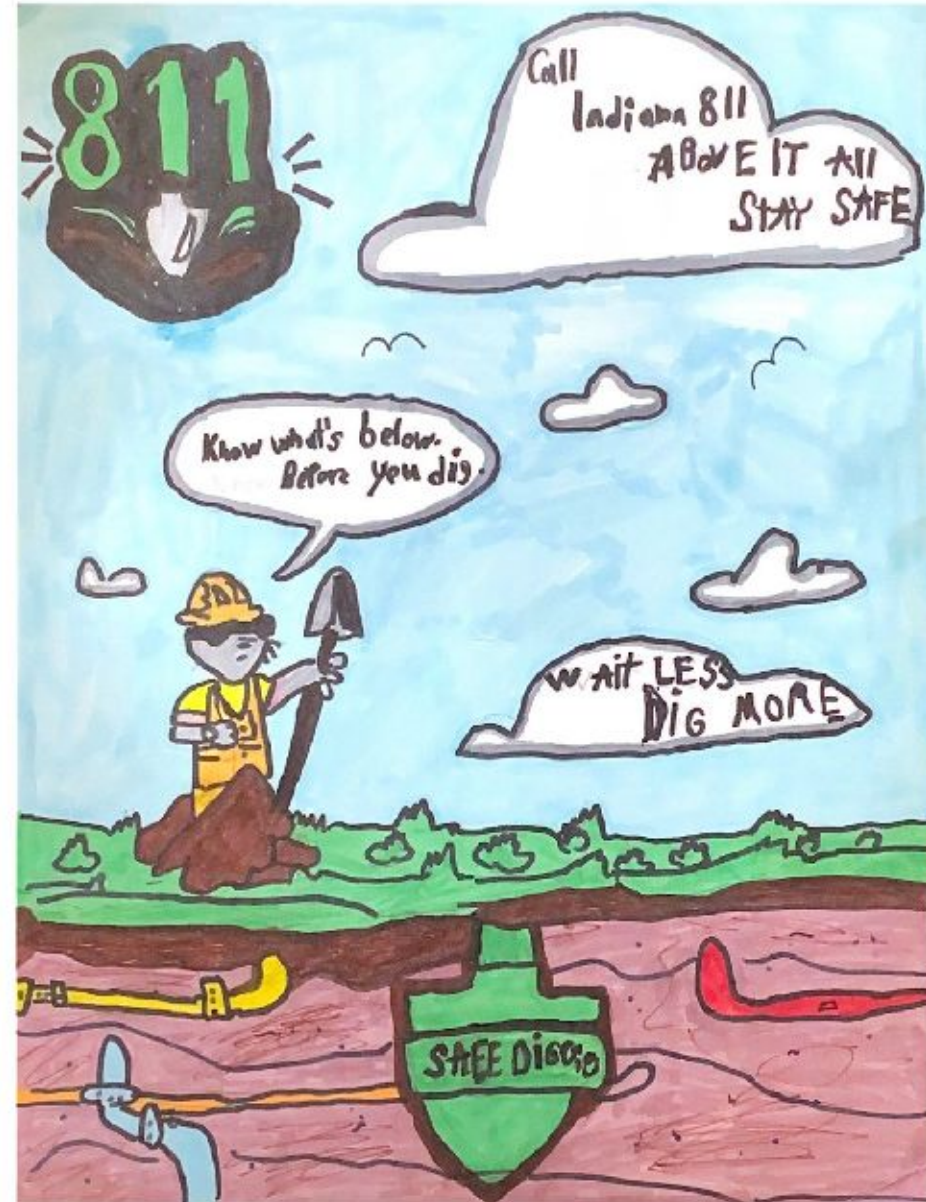
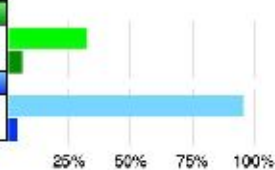
4. Two days before my family wants to begin digging in our yard, I need to notify 811.

Response	Frequency	Percent
Pre Survey		
True	497	79%
False	131	21%
Post Survey		
True	619	99%
False	6	1%



5. Every digging project, no matter how small, my family must notify 811.

Response	Frequency	Percent
Pre Survey		
True	368	58%
False	263	42%
Post Survey		
True	601	96%
False	26	4%



EDUCATION AND OUTREACH

WHO IS INDIANA 811?

WE ARE:

- Non-profit established in 1981
- Call center located in Greenwood, IN
- Call center operates 24/7/365
- We do not locate - Indiana 811 is the notification system within code 8-1-26







NORMAL WORKING HOURS

- Our call center representatives are available 24/7/365 but the ticket processing hours are 7am-6pm EST
- Key is to understand 2 full working days
- If you call in a ticket on Monday at 8:30am, your ticket will be valid on Wednesday at 8:30am.
- For after-hours, if you call in a ticket on Monday at 8pm, your ticket will be valid on Thursday at 7am.



TICKET TYPES

Normal Notice

Damage

Emergency

Additional Notice/2nd Notice

Design

Design Inquiry

Joint Meet



FREQUENTLY ASKED QUESTIONS



Locates



The Law



Positive Response

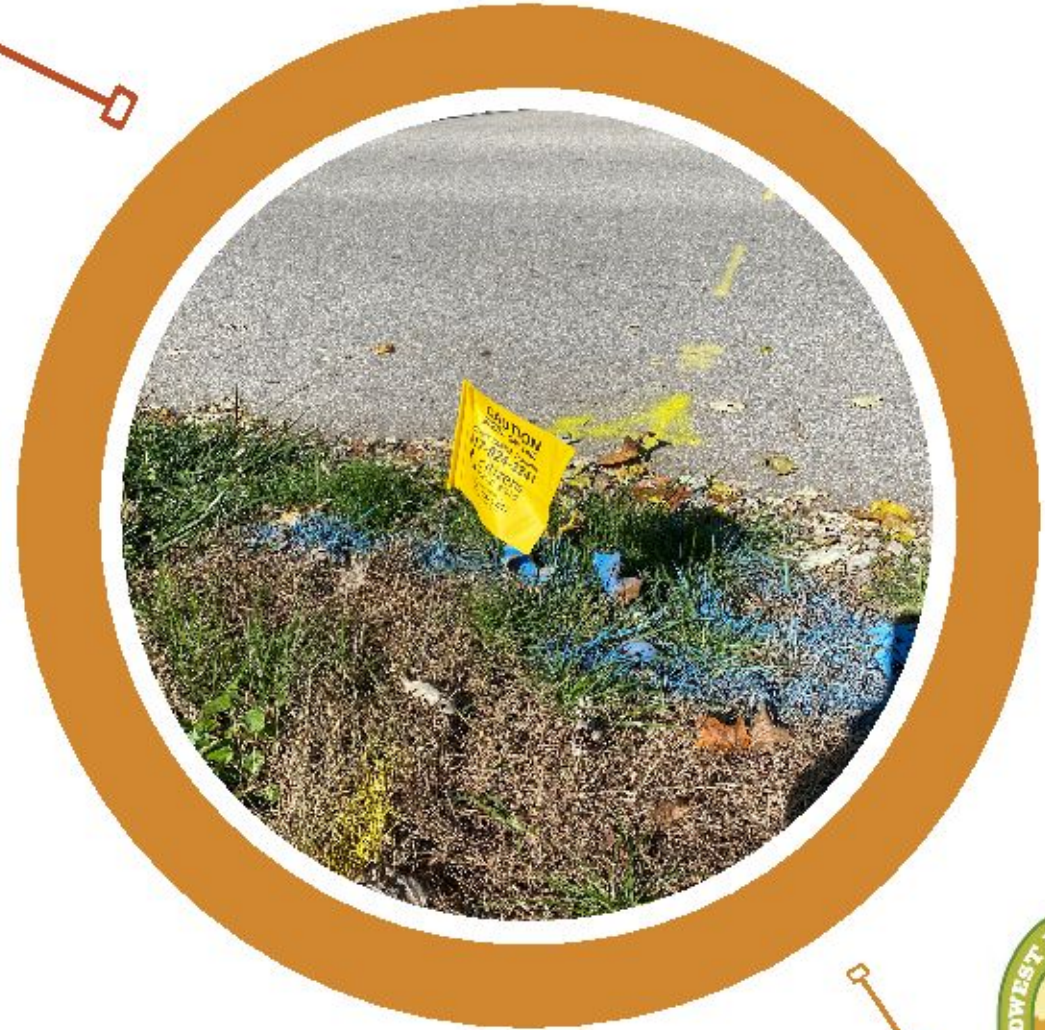
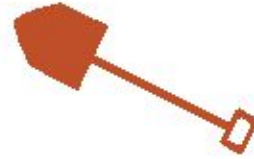


EDUCATION AND OUTREACH

LOCATES

FAQ's:

- Does Indiana 811 locate?
- I put in a ticket and Company X has not marked their facilities. What do I do?
- Can anything be done about delayed tickets?
- Someone submitted a false emergency, what can I do?
- I have put my tickets in for months without work starting - I am now ready to work and I have no marks what do I do?



EDUCATION AND OUTREACH

THE LAW

FAQ's:

- **By law, section 15, of 8-1-26 members are required within 30 days of changes to update their membership. (mapping, contacts, etc.)**
- I found someone with underground facilities that is not a member. What do I do?
- Can Indiana 811 interpret the law or give legal advice on the law?
- Can Indiana 811 assess fines and penalties under the dig law?
- Who is responsible for changing the law?

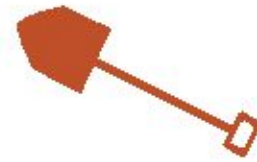


EDUCATION AND OUTREACH

POSITIVE RESPONSE

FAQ's:

- Is it required by law?
- Does it cost money?
- Who can participate in positive response?
- Why would I join? What do I get out of it?
- How can I sign up for it? Who can I speak to for more information?





BEST PRACTICES



Pre-Dig



Locates



Post-Dig



EDUCATION AND OUTREACH

PRE-DIG

Best Practices:

- Joint Meets
- Design Tickets
- Attending DPC
- White Lining
- Visit the Dig Site



EDUCATION AND OUTREACH

LOCATES

Best Practices:

- Attachments of Doc/Maps in Exactix
- Add accurate and detailed descriptions of your work on the ticket
- Open communication with Locators
 - Answer your phone - check your email
- Utilize Exactix to verify positive response
- Submit tickets for work that can be performed within 20 calendar days

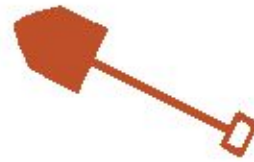


EDUCATION AND OUTREACH

POST-DIG

Best Practices:

- Communicate with whomever submits your tickets
 - Tell them the work is complete and the tickets are no longer needed for that area
- Check with local ordinances for clean up after the project



EDUCATION AND OUTREACH TEAM

WHO IS INPAA?

Our goal is to effectively communicate the purpose, reliability, hazards, prevention measures, leak recognition and one call requirements of the Indiana pipeline system to the Affected Public, Emergency Responders, Public Officials and Excavators within the state of Indiana.



Indiana Pipeline Awareness Association



EDUCATION AND OUTREACH TEAM

WHO IS INPAA?

- Consists of 100% participation from all gas operators in the state of Indiana.
- Allows for affordable outreach and consistent messaging around the entire state.



EDUCATION AND OUTREACH TEAM

WHO IS INPAA?

- Outreach to:
 - Emergency Responders
 - ER Meetings in Jan/Feb
 - Affected Public
 - Radio Buy in the fall of each year
 - Excavators
 - Mailers and Surveys
 - Public Officials
 - Mailers and Surveys
- In compliance with RP 1162



EDUCATION AND OUTREACH TEAM

NEED OUR HELP?

Please know:

- Ticket Numbers
- Knowing We Don't Locate
- Utilize Us! We don't know what we don't know.

Reach out to us at: outreach@indiana811.org



2022

MIDWEST DAMAGE PREVENTION TRAINING CONFERENCE

QUESTIONS?

