

## Meetings Between Excavators and Facility Operators Initiated by One-Call Notification

The one-call center has a process for receiving and transmitting requests for meetings between the excavator and the facility operator(s) for the purpose of discussing locating facilities on large or complex jobs.

## One-Call Center Accepts Notifications from Designers

The one-call center accepts design requests and has the ability to process them as designated by the facility owners/operators.

## Locate Request

The one-call center captures the following information, at a minimum, on a locate request: the caller's name and phone number; the excavator's/company's name, address and phone numbers; the specific location of the excavation, the start date and time of the excavation; and the description of the excavation activity.

## Practices to Reduce Over-Notifications

The one-call center employs practices designed specifically to reduce the number of notices transmitted to facility owners/operators, in which the reported excavation site is outside the owner's/operator's desired area of notification.

## Disaster Recovery

A one-call center develops, implements and maintains an effective disaster recovery plan enabling the one-call function to continue in the event of a disaster.

## Remote User Interface

The one-call center provides users a means of direct, electronic entry of locate requests that maintains comparable ticket quality to an operator-assisted entry.

## Accept Multiple Reference Points for Locate Requests

The one-call center is able to accept multiple types of points of reference to define the exact location of an excavation site (i.e. latitude/longitude, highway/railroad/pipeline mile markers, address, street and cross-street, etc.)

## One-Call Center Security

The one-call center provides appropriate physical and systems security, fire protection and electrical protection to protect the one-call center and its critical components.

## Hardware Designed to Tolerate a Single Point of Failure

The one-call center uses fault tolerant hardware for its critical path operations, such as ticket taking, database access and ticket delivery.

## One-Call Quality Standards

The one-call center establishes performance standards for the operation of the center for the purpose of promoting accuracy, cost effectiveness and efficiency.



Common Ground Alliance

For More Information:

Call: 703-818-3217

Email: BKipp1@aol.com

Web site: [www.commongroundalliance.com](http://www.commongroundalliance.com)



**Call, Design, Locate, and Dig Safely**

**One-Call  
Center**

**UNDERGROUND FACILITIES  
DAMAGE PREVENTION**

**BEST PRACTICES**

# One-Call Center

## BEST PRACTICES

Whether you are a facility owner or operator, locator, design professional, one-call center employee, excavator, contractor, or other stakeholder, ensuring the safety of those who work or live in the vicinity of underground facilities and protecting vital services is everyone's responsibility.

The Common Ground Alliance is a non-profit organization dedicated to shared responsibility in damage prevention. The purpose of the CGA is to ensure public safety, environmental protection, and integrity of services by promoting effective damage prevention best practices.

One-call centers are the central link in the one-call damage prevention process. In most states an excavator must call the one-call center at least 48 or 72 hours before beginning to dig to request that underground facilities be located and marked. This brochure provides a brief review of the damage prevention best practices associated with one-call centers. For more detailed information on all of the damage prevention best practices, please visit the Common Ground Alliance Web site at: [www.commongroundalliance.com](http://www.commongroundalliance.com).

### Proactive Public Awareness, Education and Damage Prevention Activities

The one-call center has a documented, proactive public awareness, education and damage prevention program.

### Specifically Defined Geopolitical Service Area With No Overlap

The one-call center(s) serving a specifically defined geopolitical area is (are) structured so that an excavator need only make one call, and a facility owner/operator need only belong to a single one-call center.

### Formal Agreements with Members

Each member of the one-call center abides by state statute where applicable or written agreement that states the rights and the responsibilities of the one-call members and the one-call center.

### One-Call Center Governance

The one-call center is governed by a board of directors representing the diverse makeup of the constituent groups — for example facility owners/operators, designers, government and contractors/excavators.

### Single Toll-Free Statewide Number with Nationwide Access

The one-call center(s) have a single toll-free statewide number with nationwide access.

### Hours of Operation

The one-call center can process locate requests 24 hours a day, 7 days per week.

### Voice Record of All Incoming Calls

A voice recording is maintained of all voice transactions concerning requests to locate facilities.

**Retention of Voice Records According to Applicable Statutes**  
Voice records of all calls concerning requests to locate facilities are kept in retention according to applicable statutes.

### Caller Feedback

The one-call center provides the caller with the ticket number and the names of facility owners/operators who will be notified for each locate request.

### Printed Ticket Recall

The one-call center can provide a printed copy of any ticket for a period of time determined by applicable statutes.

### Documented Operating Procedures, Human Resource Policies, and Training Manuals

The one-call center has documented operating procedures, human resource policies and training manuals.

### Documented Owner Verification of Submitted Data

The one-call center returns the geographic description data base documentation to the facility owner/operator annually and after each change for verification and approval.

### Flexibility for Growth and Change

The operating plan of the one-call center is sufficiently flexible to accommodate growth and change.