

Winter 2016

DIG SAFE SYSTEM, INC.

The Dirt



Free Excavation Safety Breakfast Seminars

Prepare your field crews for working safely around our growing underground infrastructure. Enroll now for a complimentary breakfast and a morning of helpful safety information. Hear from the experts to learn more about potential hazards of utility damage, the laws and rules, call center notification, Common Ground Alliance's Best Practices, working safely around underground facilities, marking techniques for underground facilities, premarking tips, and the enforcement process.

Sign up online: www.must-ne.com, click on **Safety Training**

By phone: Maine and NH **888-883-MUST** Mass and RI **800-698-0940, press 1, then ext. 1560**

MAINE	MASSACHUSETTS	NEW HAMPSHIRE	RHODE ISLAND	VERMONT
<p>3/22/16</p> <p>BANGOR Spectacular Events Center 395 Griffin Rd</p>	<p>2/24/16</p> <p>HYANNIS Cape Codder Resort 1225 Iyannough Rd</p>	<p>3/15/16</p> <p>HAMPTON Ashworth by the Sea 295 Ocean Blvd</p>	<p>2/25/16</p> <p>NEWPORT Mainstay Hotel 151 Admiral Kalbfus Rd</p>	<p>4/26/16</p> <p>BURLINGTON DoubleTree by Hilton Hotel 1117 Williston Rd</p>
<p>3/23/16</p> <p>BETHEL Bethel Inn 21 Broad St</p>	<p>3/1/16</p> <p>HAVERHILL DiBurro's Function Facility 887 Boston Rd</p>	<p>3/16/16</p> <p>CONCORD Holiday Inn 172 North Main St</p>	<p>4/7/16</p> <p>WARWICK Airport Radisson Hotel 2081 Post Road</p>	
<p>3/24/16</p> <p>SACO Ramada Inn 352 North St</p>	<p>3/2/16</p> <p>PEABODY Holiday Inn 1 Newbury St (Rte 1)</p>	<p>3/17/16</p> <p>KEENE Keene State College 229 Main St Alumni Building, Centinnial Hall</p>		
<p>3/28/16</p> <p>PRESQUE ISLE Northern Maine Community College 33 Edgemont Dr</p>	<p>3/3/16</p> <p>WEST SPRINGFIELD Carriage House at the Eastern States Exposition 1305 Memorial Ave</p>			
<p>4/13/16</p> <p>AUGUSTA Augusta Civic Center 76 Community Dr</p>	<p>3/30/16</p> <p>TAUNTON Holiday Inn 700 Myles Standish Blvd</p>			
	<p>3/31/16</p> <p>DORCHESTER Florian Hall 55 Hallett St</p>			
	<p>4/6/16</p> <p>FITCHBURG Great Wolf Lodge 150 Great Wolf Dr</p>			

Registration: 7:00am

Breakfast: 7:30am

Program: 8-11:00am





Multiple Tickets and Renewals

Managing Work Load

Applying for Dig Safe permits is only one of many responsibilities for contractors. Do you streamline your task list by waiting for an ideal day- perhaps a slow, rainy day- to get all your tickets in one shot?

You're not alone. Dig Safe regularly gets requests for multiple tickets. But, unless you're able to start these jobs all at once, utility locators urge you to reconsider the way you apply.



The Other Side of the Fence

Once a Dig Safe ticket is transmitted to a utility company, their locators must respond before the start date- 3 days in Massachusetts, Maine, New Hampshire, and Rhode Island; and only 2 days in Vermont (excluding weekends and holidays).

Locators often receive 10, 25, even 50 tickets from the same company, every day. So in addition to the locate requests they have on deck, they must now find a way to respond to those bulk requests before the start date- even if you don't plan to start the work at most of those job sites for some time.

Time is Ticking

It's important to remember that all Dig Safe tickets expire if you don't start excavating within 30 days from the day you got the ticket. This means the jobs you can't get to within the month must be renewed, making more work for you. And, in most cases, renewal requests require the utilities to respond again.

Locators also report they're getting stacks of renewals, month after month, even when half of the jobs have already been completed, or the scope of the work is now much less than what was on the original ticket.



Finding Common Ground

Everyone wins when we work together. Your cooperation in applying for tickets in increments, and only for the jobs you're able to do now, allows locators to spend more time at each location.

Phone contact and site meetings are also helpful when your job covers a large area, like an entire sub division or the whole length of a street. Communicating where you plan to start, and where you'll end up next, helps the locators do their jobs more effectively.

And, you'll see other benefits of spacing out your Dig Safe permits, like fresh paint at the jobs that you're ready to start, and less time spent renewing tickets.



Welcome New Members



Who is digging near your facilities?

Dig Safe Members Know.

Demonstrate your commitment to safety by protecting your underground utilities from excavation accidents. Dig Safe is a streamlined communication process that notifies you of projects that could potentially damage sewer, water, drainage, fire alarm and traffic control systems.

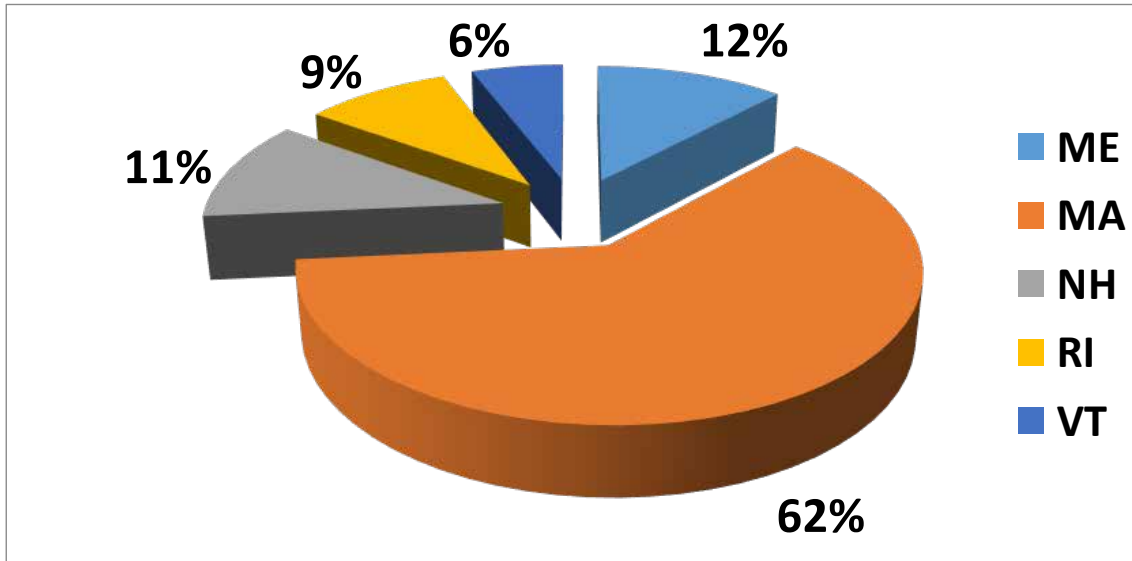
Go to the Become A Member page at digsafe.com to learn more.



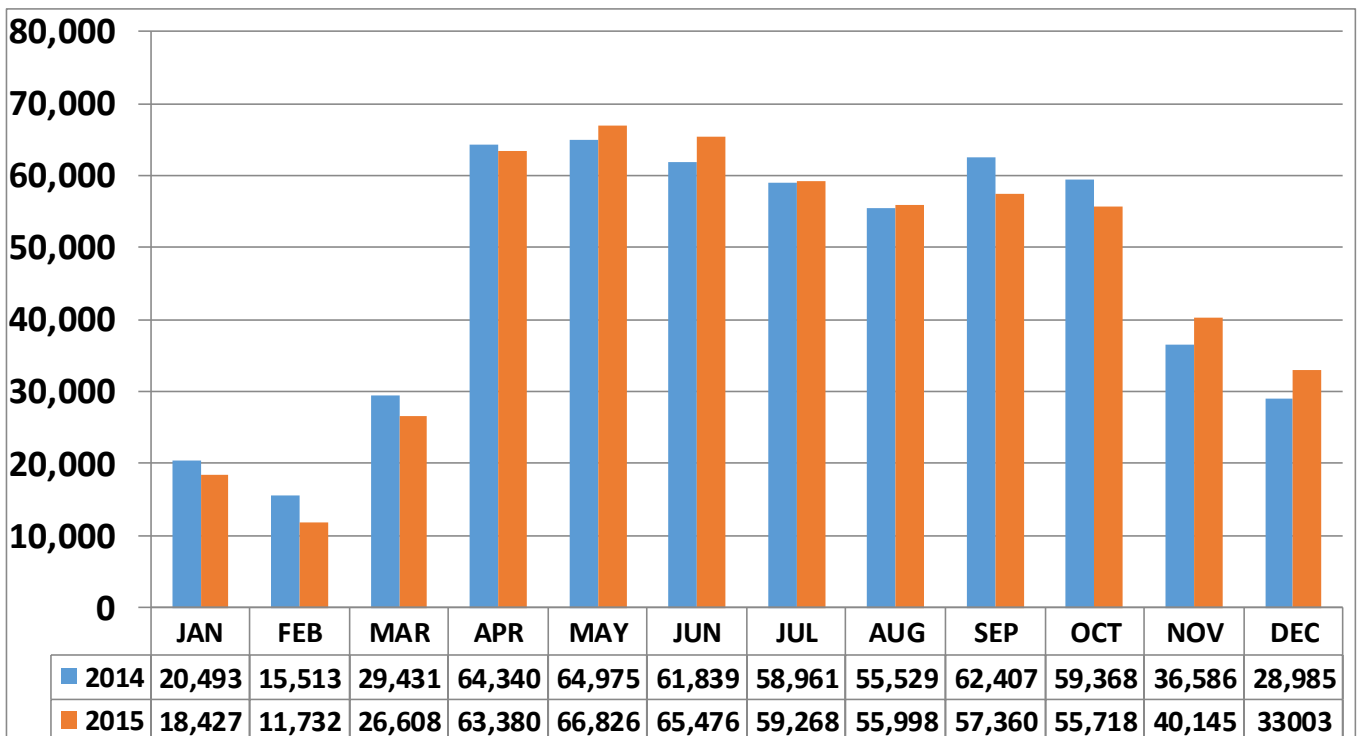


Dig Safe by the numbers

% Of Tickets Processed in Each State in 2015



Monthly Ticket Volume 2015 vs. 2014





From the Executive Director



As 2015 comes to a close I would like to take a moment to extend my personal thanks and appreciation to our Dig Safe staff, the utility members, excavators and contractors who all worked together to ensure that excavation around buried utility lines was done safely.

While the 2015 excavation season may have gotten off to a slow start with record snowfall delaying many projects until mid-April, the Dig Safe call center has recovered by years end. We made a comeback by processing over 550,000 digging requests, while sending out over 3.5 million requests for markouts to the member utilities in our five state region.

During our winter off-season, our Customer Service Representatives are contacting over 25,000 contractors with Contractor ID Numbers listed in our database to update contact information, telephone numbers, email addresses, etc. to ensure that this information is accurate and up to date. This information will help to speed up the process of obtaining a Dig Safe request when spring returns. We appreciate your patience during this process and for providing us with accurate information when asked.

As many of you have requested in our recent customer service survey, we are continuing to work on improving our mapping database to include newer streets and developments throughout our five state territory. In 2015 we added Google street data to tickets processed both online and through our mobile app. Our IT vendor is now in the process of getting this Google street data available to us, and our goal is for it to be ready by the start of the excavation season.

We also began offering free monthly training/education classes here at our office in Wilmington, MA. These 1 hour classes are hosted by our PR Director Lisa Powers and provide helpful information to ensure the safety of you and your employees when excavating. Please contact Lisa Powers at 781-721-1191 or lpowers@digsafe.com to find out when the next class is scheduled.

Lastly, I would like to remind everyone that the entire staff at Dig Safe is committed to providing the best service possible and we strive to make the damage prevention process a pleasant experience for all involved.

Thank you again for your efforts in preventing damage to buried utility facilities. I wish you a safe digging season in 2016.

Robert S. Finelli
Executive Director

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