

PROPOSED MODIFICATION TO PRACTICE 3-4 (Redline follows)

3.4: 811 Center Governance

Practice Statement:

The 811 center is governed by a board of directors representing the diverse makeup of stakeholders with a process in place for recruiting, onboarding, training, and retaining board members. Board members have appropriate industry qualifications and experience, along with policy and financial authority within their own company to best benefit the 811 center and its constituents.

Practice Description:

To ensure that an 811 center functions to the best benefit of the entire community, it is governed by a board of directors made up of a diverse representation of stakeholders such as facility owners/operators, contractors, designers, project owners, and government representatives. Each board member has an appropriate executive level of authority within their own company/agency, is knowledgeable in their own industry as well as how it interacts with the 811 center and all of the other represented stakeholders. The [811-center board](#) has a process in place for recruiting, onboarding, training, and retaining board members with appropriate qualifications.

REDLINE MODIFICATIONS TO 3-4 BELOW

3.4 One Call Center Governance



Practice Statement:

The ~~one-call~~ 811 center is governed by a board of directors representing the diverse makeup of ~~the constituent groups (for example facility owners/operators, designers, contractors/excavators, and government) stakeholders with a process in place for recruiting, onboarding, training, and retaining board members. Board members have appropriate industry qualifications and experience, along with policy and financial authority within their own company to best benefit the 811 center and its constituents.~~

Practice Description:

To ensure that ~~a one-call~~ an 811 center functions to the best benefit of the entire community, it is governed by a board of directors made up of ~~representatives a diverse representation of the~~ stakeholders such as facility owners/ operators, contractors, designers, project owners, and government representatives. Each board members are from a variety of industry types, such as facility owners/operators, contractors, designers, project owners, and government representatives. has an appropriate



executive level of authority within their own company/agency, is knowledgeable in their own industry as well as how it interacts with the one-call 811 center and all of the other represented stakeholders. The 811 center has a process in place for recruiting, onboarding, training, and retaining board members with appropriate qualifications.

References:

- One Call Systems International Voluntary Recognition Program
- Existing operating practices from various states' one call centers
- NTSB Safety Study (NTSB/SS-97/01; PB97-917003)