Contents

Foreword by Mary E. Peters *xi*
Preface *xiii*
Acknowledgments and Board of Reviewers *xiv*
Abbreviations *xv*

Introduction 1

1 Getting Your Bearings 6

2 Locating: The Front Line of Damage Prevention 18

3 Contractors Doing the Digging 42

4 Utilities and Facilities 62

5 SUE and Mapping 81

6 One-Call Centers and 811 94

Historic Photo Gallery 128

7 Damage Prevention Fever Is Contagious: A Case Study in Passion 138

8 Awareness, Education, and Culture 152

9 Hurdles and Challenges 183

10 Breaking New Ground: Data, Technology, and Talent 194

11 Certifications and Career Mobility 207

12 Policy, Government, and Oversight 221

13 Human Impact 236

Conclusion 260

Afterword by Bob Kipp *264*
Glossary of Terms *266*
About the Authors *267*
Index *268*