

Transaction Record Wording – TR-2019-02 – Review of Chapter 3, Proposal 1

Task Team Chair Name (First and Last)

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Date Edited by Team

Task Team Update – 09.10.2021

Proposal 1 – Update References to “One Call Center”

- Modify all references to “one call center” throughout CGA’s Best Practices to “811 Center.”
- Add the following “811 Center” definition to the Best Practices Glossary.

811 Center: A communications center that administers a system through which excavators request buried facilities to be marked by owners/operators. Centers in the United States are referred to “811 Centers” due to their use of the 811 three-digit phone number. Similar centers with a variety of names exist internationally.

- Keep one call center in the glossary but update definition to read the following.

One Call Center: See “811 Center.”