

EAR TO THE GROUND

ISSUE 19 | Fall 2015

Working Together to Build a Safer Ontario



**GREEN INDUSTRY
DAMAGES
GREATLY REDUCED**

INSIDE: WHAT IS A STICKERED LOCATE? |
UTILITY COORDINATION COMES TO THE FOREFRONT IN CANADA | HYDRO ONE INITIATIVES

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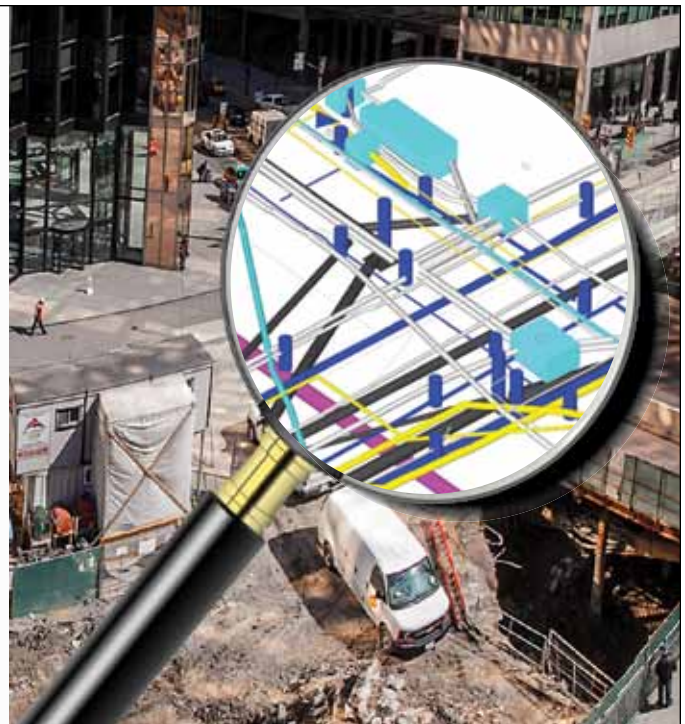
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The Ontario Regional Common Ground Alliance (ORCGA) is an organization promoting efficient and effective damage prevention for Ontario's vital underground infrastructure. Through a unified approach and stakeholder consensus, ORCGA fulfills its motto of "Working Together to Build a Safer Ontario."

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ORCGA Business Plan is our Road Map

THIS IS MY first *Ear to the Ground* magazine as your new President and CEO and it's a privilege to continue and help lead Ontario to be the safest jurisdiction with the most reliable infrastructure in North America.

It's hard to believe that the ORCGA is 12 years old and how far this organization and industry has come from those initial damage prevention days and that I have had a pleasure to be part of until now.

Jim Douglas had said he thought he'd do this for a couple of years, and has now retired to what we hope will be a long, healthy and happy retirement. All the best, Jim, to you and your family, knowing your efforts along with Lori, Brenda and the countless volunteers over the years has put the ORCGA on solid ground.

As an organization committed to the idea that "Damage Prevention is a Shared Responsibility," with 24 members on our board of directors, 19 of whom are industry stakeholders and another 5 members at large, ORCGA has endorsed a Business Plan that we intend to follow as our road map.

The Business Plan has 18 strategic objectives that will help us continue to move forward, not only here in Ontario but across Canada as well.

The first strategic objective of the ORCGA Business Plan is Marketing: to increase membership, sponsorship and improve membership value. Therefore, we are pleased to have added Jennifer Parent to our ORCGA

staff as Manager of Growth Councils and Membership Services.

In addition, as the board has approved and discussed for some time, we continue to look for an office relocation to the Greater Toronto Area with a target date of December 1 2015, and will communicate details when available.

For another successful Locate Rodeo in July, which showcased the skills of our Damage Prevention Technicians (DPT) and their equipment, plus the tireless efforts of the many volunteers and generous sponsors, we say thank you.

We now look forward to the Canadian Common Ground Alliance (CCGA) annual conference in Montreal October 6 to 8 where we will share the highlights of our Dig Safe and DPT programs to the rest of the country and industry abroad.

Fall 2015 will also bring back to you our 13 geographic council meetings throughout the province at which we look forward to seeing you and your potential members to network and learn with fellow damage prevention industry stakeholders.

In closing it is my pleasure to represent you and I look forward to working with all of you. If you have any questions or concerns I encourage you to please call thank you.

Sincerely
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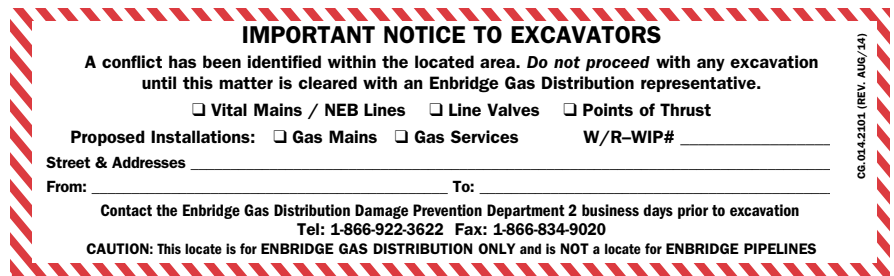
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What is a Stickered Locate?

In 2014 it became law in Ontario, like in many U.S. states before, that every homeowner or business must obtain location information for each buried utility infrastructure (natural gas, electric, water, telecommunication, sewer, etc.) prior to commencing any ground disturbance activity (i.e., excavation).

With the exception of privately owned infrastructure, this information can be obtained by placing a locate request through Ontario One Call. It is through this service that a single request will be conveyed to all utility owners within the ground disturbance area. The utility owners notified as part of the locate request will provide one of the following:

- A valid locate consisting of ground markings and a detailed sketch of buried infrastructure present
- A clearance indicating that there is no buried infrastructure present
- A suppression notification indicating that the requestor will complete a valid locate for a select utility type as they are working on behalf of that utility owner
- Confirmation of the use of an Alternate Locate Agreement (ALA) which indicates an excavation agreement between the utility owner and the requestor stating a locate is not required based on the type of the work
 - This is a popular option offered by large utility owners. To obtain information and sign an ALA, a requestor can contact each utility owner
- A locate consisting of ground markings and a detailed sketch with an "Important Notice to Excavators"



sticker (commonly referred to as a "Stickered Locate")

Of the five locate outcomes above, a stickered locate is less common, yet very important for excavators to identify when understanding their responsibilities.

An "Important Notice to Excavators" sticker is applied to locates by many infrastructure owners, such as Enbridge Gas Distribution Inc., when infrastructure or geographic regions of heightened importance are involved in a ground disturbance area. This sticker varies for each utility owner and is a critical part of processes at Enbridge Gas Distribution Inc. and other utility owning companies for protecting the safety of the public. A heightened importance can come from:

- Infrastructure vital to the owner's operating network
- Infrastructure regulated by select provincial and/or federal government bodies
- Planned infrastructure installations or abandonments of utility owner assets in the area
- The party requesting the locate is utilizing work methods which pose a greater potential (i.e. blasting or piling) of compromising nearby utility owner asset infrastructure

- Infrastructure where asset specifications need to be reviewed in detail due to additional criteria

When a requestor receives a locate consisting of ground markings and a sketch with an "Important Notice to Excavators" sticker, this does not constitute a valid locate. Since it is not a valid locate, the requestor is not legally allowed to commence work until cleared to do so by the utility owner that has issued the sticker.

For a stickered locate to constitute a valid locate, the requestor must follow the specified instructions on the sticker that can vary for each utility owner. The utility owner will then conduct necessary reviews of the situation and will provide written confirmation that the requestor may proceed. The utility owner may also outline requirements at this time including things such as a safety meeting or having an onsite representative of the utility owner during the work.

It is through this stickered locate process that the safety of the party conducting the ground disturbance activity and the surrounding public is ensured while maintaining the operating integrity of all buried infrastructure networks. ■

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BY TERRY MURPHY, C.L.P.

Green Industry Damages Greatly Reduced

BACKGROUND

About 10 years ago, while working at Landscape Ontario, I had a call from Jim Douglas, since retired President of ORCGA, and he indicated that the landscape/fencing industry in the United States was number one in utility damages. He suspected that it was the same in Canada, and in Ontario. He asked if Landscape Ontario would sit on the ORCGA Board with the objective of improving our industry performance. I accepted this challenge and have been on the Board almost from day one (with the exception of 18 months after I retired

in 2008). My goal, and that of Landscape Ontario, was to promote awareness of damage prevention of utilities, reduce the number of utility hits by the Green Industry and to increase the number of locate requests to Ontario One Call (ON1Call).

THE PLAN

In 2005, we drafted an action plan, presented it to the Landscape Ontario Board of Directors and received full approval to proceed. We decided that awareness and education were the keys; we had to make sure the

industry excavating contractors knew about the dangers and costs associated with utility hits and not calling ON1Call for locates.

CONSEQUENCES OF DAMAGES

Landscape and fencing contractors had to be frequently reminded that calling ON1Call for locates was not only the law but an important best practice. They needed to be reminded that lives are at risk if one does not call and that even a strike on a small residential gas line could cost \$3,000 or more with TSSA fines, administration charges and utility repair costs. In addition, it could result in a WSIB Workwell Audit, which is a very time-consuming and costly process. Why risk this when ON1Call is a free service? Especially now, since the approval of Bill 8 in the Ontario Legislature virtually guarantees a five-day locate turn around

THE STATISTICS

It is interesting and very rewarding to see the recent statistics. Our key measurement of performance is data from the ORCGA DIRT REPORT. Similar to a batting average in major league baseball, we measure utility hits divided by 1,000 locate requests. Both hits and the number of locate requests measures true performance. See the data in Figure 1:



FIGURE 1: GREEN INDUSTRY STATISTICS

YEAR	TOTAL HITS	TOTAL LOCATE REQUESTS	HITS / 1,000 LOCATES	PERCENT CHANGE
2008	735	108,590	6.77	-17.2%
2009	914	113,980	8.02	+18.5%
2010	716	114,580	6.27	-21.9%
2011	685	125,340	5.46	-12.0%
2012	759	139,530	5.43	- 1.0%
2013	746	148,795	5.04	- 7.8%
2014	550	155,550	3.54	- 30.0%

INTERPRETING THE DATA

This information is taken from the DIRT REPORT. From 2008 until 2014, hits have been reduced by 25 per cent. This is good. However, the most important improvement comes in the increase in locate requests to ON1Call. Locate requests have increased by 43 per cent in 6 years. The resulting reduction is the key measurement statistic which is an overall reduction in our hits/1,000 locates requests of 48 per cent. This is an outstanding effort. Everything is going in the right direction.

Our thanks for this reduction success goes to Jim Douglas, Lori O'Doherty and Brenda Dobrindt of the ORCGA office for their outstanding work on the Dig Safe Campaigns and special events and to Tony DiGiovanni and the Board of Landscape Ontario for their promotion at the LO Congress Show, the Underground World articles in the Landscape Ontario monthly publication and advertising at various events and Chapter meetings. Great job, folks, please keep up the good work.

CONCLUSION

We will continue our efforts to keep improving our results. This is reducing overall costs for society, possibly saving lives by our damage prevention awareness efforts and increasing profitability for all Green Industry excavating contractors.

For comments, questions or suggestions, please contact the writer at tvmurphy@ca.inter.net ■



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How TSSA Handles Late Locates

On many occasions, the TSSA Fuel Safety Program in the Greater Toronto Area (Region 3) is inundated with complaints of late locates or locates not delivered on timely basis. Contractors are not satisfied with the locate process of getting locates within the five day protocol.

Considering the following example:

A locate was requested for a specific location five days prior to excavation; that is, the locate was requested on Monday July 21, 2015 and due to be

completed on Monday July 28, 2015, five business days later as per the Ontario One Call (On1Call) protocol. Tuesday July 29, 2015 came and went and still no locates were completed. The Contractor was very upset at being behind schedule. His first response was to call the Locate Company to inquire why locates were not delivered and when the locates he requested via On1Call would be completed. The Locate Company dispatcher told him, "Sorry, we are very busy; you should

get it by tomorrow. I will call the DPT [Damage Prevention Technician] and request that he gets it done for you."

Two more days elapsed and still no locates were completed or delivered. The Contractor called the Locate Company back. By now, the Contractor was seven days behind schedule. The Contractor reminded the dispatcher of the Locate Company of his promise to complete the locates. The Contractor advised the dispatcher that if locates were not completed by noon of that day, he would call the TSSA. The supervisor of the Locate Company guaranteed that someone would get to it. The dispatcher again reassured the Contractor not to worry, as the locate would be done.

On Tuesday August 4, 2015 after the Civic Holiday long weekend, the Contractor called TSSA and sent an email to make an official complaint





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about the Locate Company. TSSA Region 3 Supervisor received the complaint and immediately called the Contractor to hear his side of the story. The Contractor said he is under contract to the City and is being pressured as he has now fallen two weeks behind schedule and cannot get locates. He has exhausted all efforts and cannot get anywhere with the Locate Company. He had spoken with the Locate Company several times and received promises that locates would be completed.

The TSSA Supervisor asked the Contractor if he had called the Gas Company to speak with someone there. The Contractor was confused and asked, "The Gas Company? Why would I speak with them?" The TSSA Region 3 Supervisor then sent the Contractor the following email, outlining the procedure that should be followed prior to calling the TSSA.

"Thank you for your email and notification of late locates. I have listed below the procedure that is in place for contractors and excavators to follow when there is a situation that needs to be addressed regarding locates not being delivered on timely basis. The Regulator should *only* be contacted when the procedure listed below has been complied with and there has been no resolution.

Please ensure that you follow the procedure below before contacting TSSA:

Your concerns of late or delayed locates is noted. I will work from my end with licence holders to address these concerns of locates that are not being delivered in a timely basis. Listed below is the procedure for getting the Regulator involved in addressing late or delayed locates:

First and foremost, when there is a situation in which locates are not being delivered in a timely basis, you need to address the issue with the following:

1. Contact and communicate with the LSP (Locate Service Provider) to address your concerns and ask for a resolution for locates that are not being delivered in a timely basis.
2. If there is no reasonable action or resolution from the LSP after

being notified of the late or delay issues then,

3. Contact the License Holder (Enbridge Gas or Union Gas) and let them know that you have contacted the LSP for assistance in having locates delivered in a timely basis. Let them know you had requested a resolution for the late or delay locate issue and assistance has not been provided.
4. If the License Holder fails or does not respond to your request of addressing the issue of late or delayed

locates then, you can contact the TSSA Regional Supervisor for the Area directly and bring the matter immediately to the Regional Supervisor's attention.

5. Please include the following information;
 - Name of company
 - Name of the individual you had contacted
 - Action items promised by the locate company
 - Dates of contact made with both the LSP and Utility." ■



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Hydro One Programs and Initiatives



Here is a recap of some of the initiatives and programs Hydro One has introduced over the last six months.

With Bill 8 being passed in 2012, making it law to call before you dig, Hydro One became a member of Ontario One Call. Notably, Hydro One joined Ontario One Call in March 2012 – two years before industry regulation was implemented in June 2014. Over the years, Hydro One has seen the volume of locates rise significantly. In 2011, we completed 108,660 locates. That number jumped to more than 197,000 locates in 2014.

In related news, Hydro One signed our first Alternate Locate Agreement (ALA) with Bell in March 2015. Since March we have signed on:

- Emcom Construction Ltd.
- Expercom
- Systemex Inc. (SC360)
- PGC Services Inc.
- K.G.Reid
- Young Forestry Services

ALAs are contractual agreements between a facility owner (Hydro One) and an excavator (Bell) that allows the excavator to proceed with their excavation work without receiving a traditional field locate. Bell technicians are now allowed to dig up to 12 inches with an insulated hand shovel without requiring a locate from Hydro One (this only applies to distribution cables). In the future, we will look at the possibility of signing additional ALAs to other excavators.

Additionally, Hydro One has implemented a few initiatives in the last six months to better manage requests and better utilize our resources. These changes include the introduction of completing “all clears” from Hydro One’s field business centres, the introduction of a new software to complete our locates, and, effective July 2, 2015, Hydro One Distribution has extended the expiry period of their locates on the distribution system only from 30 days to 60 days.

Lastly, Hydro One is making progress on its plan to implement an alternate resourcing strategy for distribution system cable locates. The majority of cable locates performed across the province will be contracted out to various locate service providers. Initially, Hydro One will conduct a Proof of Concept in Orangeville, Alliston and Bolton beginning September 2015. Applying lessons learned during the POC, the remainder of the province will be phased in by February 2016. This strategy allows Hydro One to mobilize resources more effectively, improve our ability to meet customer commitments and realize cost savings.

For more information on Hydro One’s support of ON1Call, visit www.hydroone.com/MYHOME/STAYS SAFE/Pages/Callbeforeyoudig.aspx ■



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BY THE BELL FIELD OPERATIONS & DAMAGE PREVENTION TEAM, BELL CANADA

Bell Canada Leads Safety Effort



Because modern communication networks link millions of customers locally and around the world, safeguarding them requires more than just a warning to “Click” or “Call” Before You Dig.

Bell, Canada’s largest communications company, is leading efforts to ensure the integrity of those networks in a number of ways.

CRITICAL WATCH PROGRAM

Excavators need to know more than depth of the network installation to set their drilling equipment. In the case of tie-backs – the cabled anchors that steady high rise buildings – which are usually installed at a 20- to 30-degree angle, drillers need even better

information to avoid having their digging become a true shot in the dark.

Bell has developed the Critical Watch Program to mitigate the risk by notifying Bell’s Damage Prevention Team of a high-risk activity around any central office or critical network site as well as emergency service locations such as fire and police stations, hospitals, airports and key government sites. When an excavator calls the Ontario One Call (ON1Call) Centre or uses the Click Before You Dig online service in any province, Bell’s screening centre is notified and the dig-site detail is overlaid on Bell’s network in a tool called Multiviewer (Figure A).

If the excavation falls within the critical notification area (highlighted in pink) it triggers a process led by a Bell Damage Prevention Manager who

reviews the details and works with the contractor throughout the dig, including onsite visits, to oversee all aspects and ensure the network infrastructure is not damaged.

Thanks to Bell’s Multi-Viewer mapping tool application, much of the process is automated. The viewer is easily integrated with the most widely used One Call ticket management systems. Planview Utility Services Limited also developed a Damage Prevention Risk Assessment (DPRA) tool with all critical zones built in as well as historical data on requests and damage.

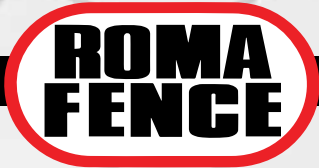
This tool enables the Bell Damage Prevention Team to establish risk criteria for future digs, enabling team members to conduct drop-in audits to ensure excavators have everything required to safely complete the work. It also saves time and makes it easier to manage the thousands of excavation requests and threats that occur each day by focusing on those that represent the greatest potential customer impact.

BELL’S PROTOCOL PROJECT

Because Ontario law requires all underground infrastructure owners to register their network through ON1Call – and to notify the system about every excavation request, including hand-digging – there are thousands of locate requests every year. The law does not differentiate between high- and low-risk situations, creating new costs for organizations who must comply.

Bell technicians execute about 10,000 work orders a year involving





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restoring communications services. Often that means low-risk excavations no deeper than 12 inches by hand using an insulated shovel, mostly on private residential property. Bell complies with all approved safe excavation guidelines, including all ORCGA best practices. But it can take 10 or more days to get all the locates back from various utilities before its technicians can proceed, even if all that is needed is some hand digging.

Bell has proposed a simplified process for new protocols for low-risk excavations under Alternate Locate Agreements (ALAs) which are the current industry standard. ALAs meet both the legal requirements and consumer demand for uninterrupted services. However, they often get held up by municipal vetting processes.

Bell's plan for a Locate Protocol enables technicians to dig by hand to a depth of 12 inches once it has contacted ON1Call where Bell has a protocol in place with ON1Call members that allows Bell team members to start the job immediately.

The benefits are clear. Technicians can get on with the job of restoring vital services right away, with all safeguards in place. Customers get faster restoration of service, including 9-1-1. And local utilities are not inundated with low-risk locate requests to which

Critical Network Zone Sticker



BELL HAS PROPOSED A SIMPLIFIED PROCESS FOR NEW PROTOCOLS FOR LOW-RISK EXCAVATIONS UNDER ALTERNATE LOCATE AGREEMENTS (ALAS) WHICH ARE THE CURRENT INDUSTRY STANDARD.

they are obligated to respond. Plus, in the unlikely event that infrastructure is damaged during the course of work, Bell assumes full financial liability for restoration. More than 100 organizations support protocols, including Enbridge, Union Gas, Rogers, Niagara

Falls, Vaughan, Halton Hills, Owen Sound and Milton.

For more details or if you have questions, please call us at 1-844-225-5550 extension 4007 or email us at bellprotocols@bellnet.ca. ■

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BY LAWRENCE ARCAND, P.ENG, PRESIDENT, T2 UTILITY ENGINEERS INC.
AND STEVE MURPHY, C.E.T., PROGRAM MANAGER CORRIDOR CONTROL, REGIONAL MUNICIPALITY OF YORK

Utility Coordination Comes to the Forefront in Canada

Utility relocations typically present one of the largest potential risks to delivering major capital infrastructure projects on time and/or on budget within urbanized areas. Until 2015 there has been little in terms of a standardized process in place regarding the coordination of the utility impacts and the management of the effects of the utility relocations on a project. The Transportation Association of Canada to the rescue!

The Transportation Association of Canada's (TAC) Public Utilities Management Sub-committee is about to publish a new document titled, "Guideline for the Coordination of Utility Relocations," which is a road map for the coordination of these utility relocations. The purpose of this guideline is to assist various Right-of-Way (ROW) owners and utility agencies in the development of new or enhancement of their current utility coordination processes. The guideline gives utilities a consistent process they can follow when working with any ROW owner across Canada. It allows ROW owners to learn from the best practices and procedures of different parties and to implement a process that will be readily accepted and adopted by utility agencies.

The guideline has been in development since 2013 by the volunteers at TAC, which has representation from across Canada in both the municipal and utility sectors. The guideline has been through

numerous internal revisions, a public consultation process and is currently under final approval within TAC. It is expected to be published in spring 2016.

The guideline has two major components: a detailed flow chart that highlights the various activities that should take place at different stages of a project, and a written guideline which delves into additional levels of detail regarding what and when tasks should be completed.

There are some key fundamental principles that resonate throughout the guideline that enhance the overall utility coordination, communication and cooperation. Following are some of the principles:

DEFINE ROLES AND RESPONSIBILITIES

A strong team is vital to a successful project. To build a team it is important that all parties know their roles on the project and know their tasks. It is also important for the team members to know the responsibilities of other team members and how the team interacts.

HAVE A FORMALIZED COORDINATION PROCESS

It is important that all parties understand the process that will be followed for the project. The new guideline provides an excellent framework for road authorities, in consultation with utility agencies, to develop or update a utility

relocation process using the best practices that have been compiled from Canadian and International experts.

ASSIGN A UTILITY COORDINATOR TO YOUR PROJECT

The role of Utility Coordinator must be formalized and made the norm on projects. With this formalization of the role specialists are being developed that will have a solid background and understanding of utility impacts, as well as the processes involved in coordination.

COMPLETE SUBSURFACE UTILITY ENGINEERING (SUE) MAPPING AS PER AMERICAN SOCIETY OF CIVIL ENGINEERS (ASCE) 38-02

The foundation of any utility coordination effort is the ability to have accurate, reliable drawings that show the true location of the aerial and underground utilities within the project area. The ASCE 38-02 is a tried and effective standard to follow for creating accurate maps and its use is the benchmark for standard of care.

CREATE RELIABLE AS-BUILT RECORDS

An important and often overlooked aspect of the utility coordination process is the creation of accurate as-built records. The Canadian



Utility Coordination Efforts on the TTC Union Station Expansion Project

Standards Association (CSA) S250 Standard – Mapping of Underground Utility Infrastructure, is an excellent reference to follow to ensure the as-built records are created properly.

Through the soon to be published “Guideline for the Coordination of Utility

Relocations,” tools will be in place to properly manage utility relocations on major capital infrastructure projects and to subsequently avoid risks associated with budget and/or scheduling. As well, the role of the Utility Coordinator and the processes that they follow will become

recognized and valued. It is time for Canadian professionals who work with utility agencies to become leaders in the field of Utility Coordination by using the guideline in order to reap the benefits associated with a smoother project management process. ■

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2015 ORCGA Locate Rodeo

The 8th Annual ORCGA Locate Rodeo was held on July 16 and 17, 2015 at the University of Guelph, Guelph, Ontario. The Rodeo was a huge success hosting 36 competitors and 58 volunteers.

The locate rodeo allows locators to come together and display their locating skills in a competitive and friendly environment. This competition raises awareness of the very important role the locating industry plays in protecting the underground infrastructure. Congratulations to the winners:

GAS

- First: Jason Syragakis, Enbridge Gas Distribution Inc.
- Second: Brandon Davis, G-Tel
- Third: Fahad Ibrahim, QX Locates



POWER

- First: Cory Menchenton, Corescan
- Second: John Davison, G-Tel
- Third: Geoffrey Halverson, T2 Utility Engineers

LFH

- First: Josh Kirkwood, QX Locates
- Second: Ryan Mathieson, Frontier Utility Locating
- Third: Jason Syragakis, Enbridge Gas Distribution Inc.

TELECOM

- First: Ryan Mathieson, Frontier Utility Locating
- Second: Jon Cleary, Canadian Locators
- Third: Jordon Edwards, G-Tel

WATER

- First: Michael Hall, T2 Utility Engineers
- Second: Brian Petrie, Promark-Telecon
- Third: Adam Allan, Corescan

Those placing first, second and third in the four divisions (Power, Gas, Water, Telecom) and the Locate from Hell (LFH) were recognized at the awards banquet following the competition and competed in the International Utility Locate Rodeo in Atlanta, Georgia on July 31, 2015.

The ORCGA is proud to congratulate Ryan Mathieson, Frontier Utility Locating for placing 3rd in the Telecom division and John Davison, G-Tel Engineering placed 3rd in the Power Division in Atlanta, Georgia

Look forward to seeing everyone at the July 2016 Locate Rodeo.



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