



Notice and Agenda

Underground Safety Board

Coordinated Statewide Education and Outreach

Workshop

May 2, 2025

(Remote and In-Person)

Sacramento, Calif. – The Office of Energy Infrastructure Safety (Energy Safety) Underground Safety Board (Board) will hold a public workshop with stakeholders to better understand training issues and solutions from different perspectives in the call-before-you-dig process.

The workshop will be held at the California Natural Resources Agency Building, Room 2-301, 715 P Street, Sacramento, and via Microsoft Teams.

Background

California Government Code subsection 4216.12(b)(1) requires the Board to coordinate education and outreach activities that encourage safe excavation practices. We listened to your call for more opportunities to collaborate and connect. We're excited to bring you a workshop designed for **excavators and operators** to come together, share insights, and **foster long-term collaboration**.

Workshop Objectives

- **Identify Root Causes:** Hear from operators and excavators to collaboratively identify the primary contributing factors behind the failure to contact 811 prior to excavation.
- **Understand Industry Data:** Share available industry data to validate or challenge assumptions about why people fail to notify 811 before digging to understand outreach strategies that will effectively address the problem.



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- **Assess the Clarity and Effectiveness of Current Outreach:** Examine what current education and outreach efforts look like, what's being communicated, and what gaps may exist in training, guidance, and resources that result in a failure to notify 811.

Meeting Date: Friday, May 2, 2025 | 9:30 a.m. – 12 p.m.

Room 2-301

California Natural Resources Agency Building

715 P Street

Sacramento, California 95814

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AGENDA

1. Welcoming Remarks

The Education and Outreach Committee (E&O Committee) seeks input on coordinated statewide education and outreach activities that encourage safe excavation practices.

2. Review: Coordinated Statewide Education and Outreach Workshops 1 and 2

A review of the excavation safety training concerns and solutions identified and discussed among participants at the first workshop, held in January 2025, and the second workshop, held in February 2025.

3. Review: Introduction of Root Cause Analysis Process

Root cause analysis is the process of determining the fundamental reasons why a problem is occurring in order to identify appropriate solutions that prevent future occurrences. The E&O Committee will discuss how the root cause analysis process will be used in this workshop.



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4. Discussion: Root Cause Analysis – Failure to Notify 811

The E&O Committee will lead interactive activities to explore what stakeholders are observing in the field, define key challenges, and uncover assumptions as to the root cause of failure to notify 811.

5. Information Item: Public Presentation of Industry Data

The E&O Committee will **ask the public to present their data at the workshop**, to explore these questions:

- What data are you collecting and analyzing (incident reports, damage data, call logs) and what does that data suggest is the cause of damage?
- What trends are you seeing and what do they say about who's not calling 811—by region, group, role, or project type?
- How do you measure success today? Are you collecting data that tracks public understanding or behavior related to 811?
- What's missing in the data? Are there data gaps we need to fill to better understand what's driving a failure to notify 811?

6. Information Item: Public Presentation of Current Education and Outreach Materials

The E&O Committee will **ask the public to present a summary of their current education and outreach materials and curriculum at the workshop, including samples**, to explore these questions:

- Engagement Timeline: At what points in the excavation process or project timeline does your education and outreach usually occur? Is your outreach reactive (after an incident) or proactive (before they dig)?
- Content Inventory Overview: Share examples of the types of materials you are currently using in your education and outreach efforts (e.g., flyers, videos, social media, toolbox talks, webinars) and the key messages. Are those materials available for the public to access?
- Target Audiences: Who are you trying to reach, and how are you tailoring your content for different audiences? How are you measuring success?





- Curriculum Analysis: What is incomplete about your current curriculum that needs additional support?

7. Discussion: Key Findings Summarize and Next Steps

The E&O Committee will summarize key findings and discuss next steps.

8. Closing Remarks and Adjournment

Remote Attendance

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To join by telephone, dial:

[+1 469-998-6045,,387152118#](#) United States, Dallas

Phone conference ID: 387 152 118#

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Availability of Documents

Documents and presentations for this meeting will be available at [Energy Safety E-Filing](#), Docket Name [2025-05 May 2 Coordinated Statewide Education and Outreach Workshop](#). This notice and instruction on how to join the meeting will also be posted on [Energy Safety's Upcoming Events page](#).

Contact Information

Those requiring further information regarding this public meeting may contact the Underground Safety Board and Energy Safety staff at digboard@energysafety.ca.gov, (916) 902-6000, or at the address below:



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Office of Energy Infrastructure Safety

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Sacramento, California 95814

This public meeting notice is also available in electronic format on the [meeting page](#) of Energy Safety's website.

Accessibility Accommodation

Pursuant to the Americans with Disabilities Act, individuals who, because of a disability, need special assistance to attend or participate in an Energy Safety public meeting may request assistance by email, phone, or mail using the contact information above. Providing your request at least five (5) business days before the meeting will help ensure availability of the requested accommodation. For more information about the accessibility features of Microsoft Teams visit the platform's [accessibility page](#).



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