

811 Notification Center Processes



Ann Diamond
President
DigAlert

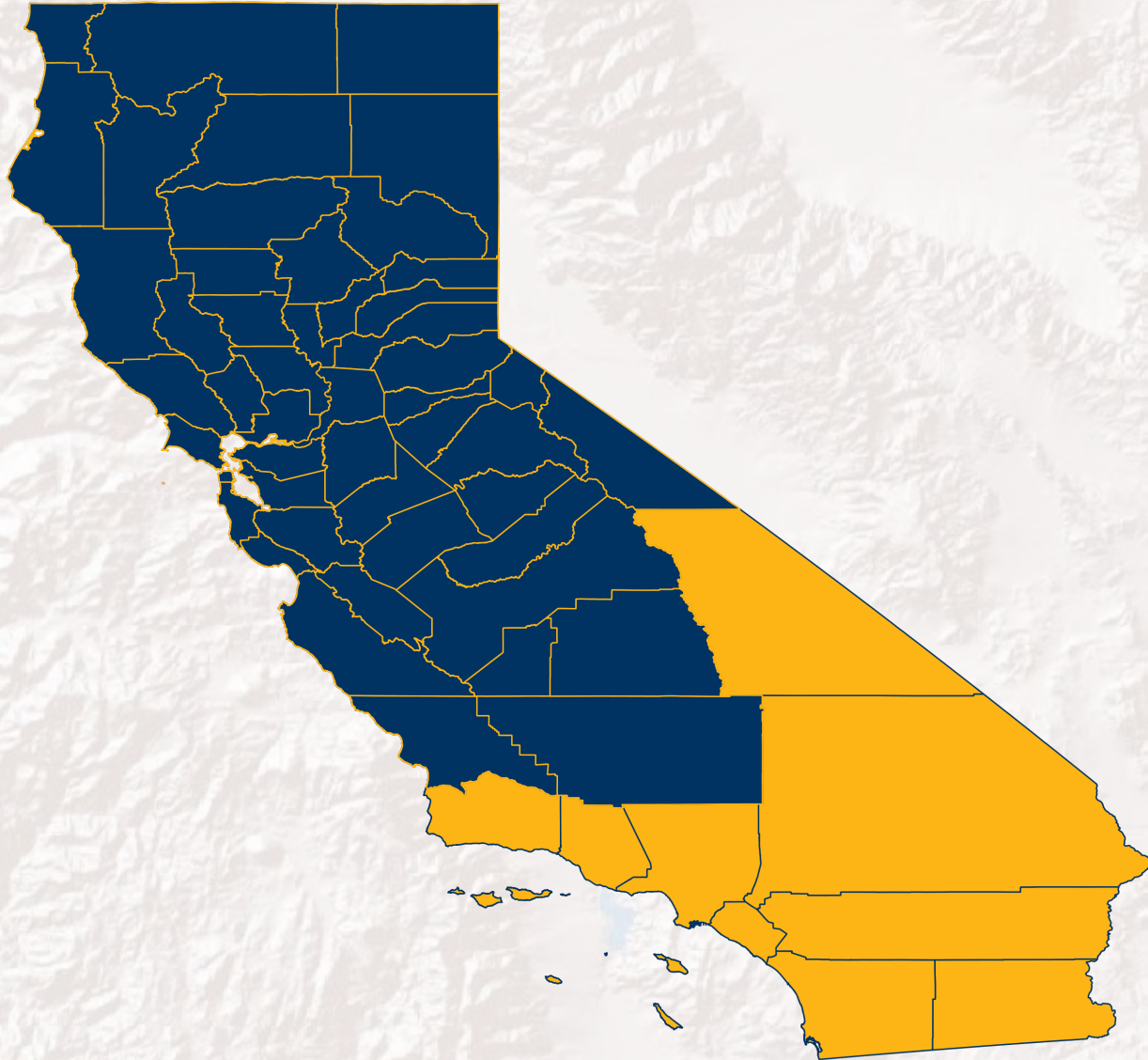


James Wingate
Executive Director
USA North 811



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

History & Intros



Underground Service Alert of Northern California and Nevada (USA North 811)

Founded: 1975

Incorporated as nonprofit: 1986

Counties served: 49

Population served: ~17M

Office Location: Concord, CA

Members: ~1,300 (not counting NV)

Board of Directors: 33 (voting: 25)

Underground Service Alert of Southern California (DigAlert)

Founded: 1976

Incorporated as nonprofit: 1984

Counties served: 9

Population served: ~22.6M

Office Location: Corona, CA

Members: ~900

Board of Directors: 17 (all voting)

Ticket Continuity Committee (TCC)

Original Purpose: to make the ticket creation and ticket delivery processes as similar as possible for excavators and utility operators in all of California

- Created in 1990s as joint committee by boards of directors from both DigAlert and USA North 811; meets as needed
- Consists of a few board members from each center and senior staff
- Makes recommendations to boards of directors; boards approve policy changes
- Early work:
 - Created shared phone number for routing: 1-800-226-2700
 - Explored possibility of backing each other up: ticket systems & phone systems
- Other work:
 - Created original electronic positive response (EPR) codes in 2016
 - Standardized ticket types in 2018
 - Standardized ticket size policy in 2018
 - Determined which EPR codes require a response in 2018

Ticket Continuity Committee (continued)

- Recent Work:
 - Met in October 2024 for 2 days to discuss impacts of SB 778 and if ticket system changes were needed
 - EPR codes adjusted: several codes eliminated, some reworded
 - Agreed upon concept of “Member Select” for No Response Tickets
 - Agreed upon concept of “Auto No Response” to be sent by ticket system
 - Met in October 2025 to discuss impacts of SB 254
 - Evaluated success of Auto No Response and Member Select
 - Agreed upon concept of discontinuing “Plain Text” delivery type
 - Recognized differences in implementation timeframes due to different ticket system providers
 - Determined centers will not always handle everything the same way, although focus will remain on providing a consistent experience to excavators, utility operators, and regulators throughout California.

Ticket Types

| | | PROCEDURES: DigAlert & USAN |
|--|---|--------------------------------|
| TYPE | DESCRIPTION | |
| New | Original new ticket | Identical |
| REVISIONS -- same ticket number but new sequential revision number | | PROCEDURES: DigAlert & USAN |
| TYPE | DESCRIPTION | |
| Renewal | Excavation is ongoing but no fresh markings are needed because markings placed by all operators on original ticket are still reasonably | Identical |
| Re-Mark | Excavation is ongoing and fresh markings are needed from one or more member operators in partial/entire original dig site area | Currently Different |
| No Response | One/multiple member operator(s) did not respond to the original ticket | Currently Different |
| Return Trip | One or more member operators need to return to mark; condition that prevented marking of original New ticket has been resolved | Currently Different |
| Damage | A utility line has been damaged | Currently Different |
| Exposed | An unmarked utility line has been exposed but not damaged | Currently Different |
| Amendment | Minor addition or edit to ticket but dig site area and marking instructions are unchanged | Identical |
| Cancel | Ticket has been canceled, excavation will not occur | Identical |

"Member Select" functionality: ability for excavator to select which member operators will receive ticket revision (certain revision types only)

| | | | PROCEDURES: DigAlert & USAN |
|--|--|--|--------------------------------|
| TYPE | DELIVERED TO: | | |
| New | All member utility operators within relevant geographic area | | Identical |
| MEMBER SELECT CURRENTLY/WILL BE AVAILABLE? | | | |
| REVISION | DigAlert | USAN | NOTES |
| Renewal | All members on original ticket | All members on original ticket | Identical |
| Re-Mark | Renewal sent to all members, then Re-Mark sent to selected members only | Yes | Different |
| No Response | Auto No Response sent at legal start date/time to members that haven't posted an EPR response. Additional auto No Response sent every 2 working days until member responds or ticket expires. Manual No Response from excavator not allowed. | Auto No Response sent at legal start date/time to members that haven't responded to EPR. No additional auto No Responses sent. Manual No Response(s) can be submitted by excavator to any/all members, regardless of EPR status. | Different |
| Return Trip | No -- approved but not yet implemented; in development with technology provider | Yes | Will be identical |
| Damage | No -- approved but not yet implemented; in development with technology provider | Yes | Will be identical |
| Exposed | No -- approved but not yet implemented; in development with technology provider | Yes | Will be identical |
| Amendment | All members on original ticket | All members on original ticket | Identical |
| Cancel | All members on original ticket | All members on original ticket | Identical |