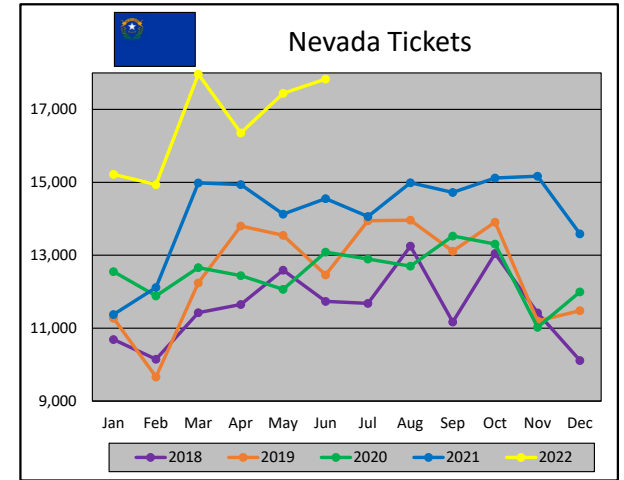
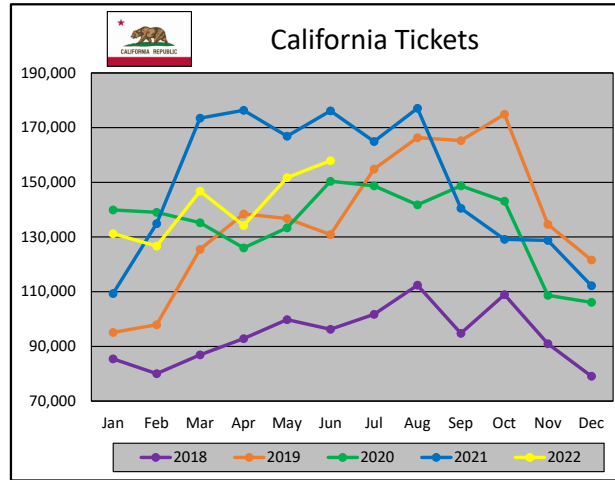
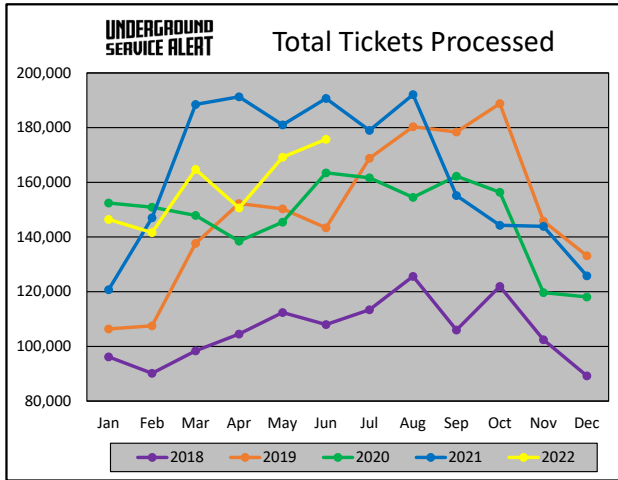


Ticket Volume 2018-2022

June 2022



TOTAL TICKETS PROCESSED					CHANGE	% CHANGE
Month	2018	2019	2020	2021	2022	2021 to 2022
Jan	96,141	106,378	150,918	147,012	141,627	-5,385
Feb	90,183	107,550	150,918	147,012	141,627	-5,385
Mar	98,348	137,709	147,904	188,450	164,737	-23,713
Apr	104,484	152,239	138,463	191,261	150,611	-40,650
May	112,380	150,323	145,421	180,979	169,185	-11,794
Jun	107,979	143,333	163,479	190,687	175,749	-14,938
YTD	609,515	797,532	898,630	1,019,119	948,359	-70,760
Jul	113,372	168,812	161,616	179,015		
Aug	125,630	180,322	154,484	192,067		
Sep	105,979	178,378	162,244	155,201		
Oct	121,962	188,785	156,392	144,282		
Nov	102,415	145,858	119,677	143,926		
Dec	89,208	133,115	118,092	125,797		
TOTAL	1,268,081	1,792,802	1,771,135	1,959,407		

June vs. Previous June

Change vs. previous	35,354	20,146	27,208	-14,938
% Change	32.7%	14.1%	16.6%	-7.8%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. previous	188,017	101,098	120,489	-70,760
% Change	30.8%	12.7%	13.4%	-6.9%

Year vs. Previous Year

Change vs. previous	524,721	-21,667	188,272	
% Change	41.4%	-1.2%	10.6%	

CALIFORNIA TICKETS PROCESSED					CHANGE	% CHANGE
Month	2018	2019	2020	2021	2022	2021 to 2022
Jan	85,455	95,104	139,892	109,354	131,230	21,876
Feb	80,037	97,886	139,033	134,896	126,688	-8,208
Mar	86,923	125,467	135,241	173,466	146,770	-26,696
Apr	92,836	138,435	126,023	176,323	134,255	-42,068
May	99,787	136,776	133,356	166,854	151,742	-15,112
Jun	96,245	130,872	150,391	176,135	157,917	-18,218
YTD	541,283	724,540	823,936	937,028	848,602	-88,426
Jul	101,694	154,867	148,718	164,953		
Aug	112,380	166,361	141,781	177,079		
Sep	94,809	165,267	148,716	140,476		
Oct	108,916	174,876	143,088	129,164		
Nov	90,995	134,660	108,653	128,758		
Dec	79,094	121,638	106,098	112,212		
CA Total	1,129,171	1,642,209	1,620,990	1,789,670		

June vs. Previous June

Change vs. previous	34,627	19,519	25,744	-18,218
% Change	36.0%	14.9%	17.1%	-10.3%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. previous	183,257	99,396	113,092	-88,426
% Change	33.9%	13.7%	13.7%	-9.4%

Year vs. Previous Year

Change vs. previous	513,038	-21,219	168,680	
% Change	45.4%	-1.3%	10.4%	

California tickets as % of total USAN tickets

2018	2019	2020	2021	2022 YTD
89.0%	91.6%	91.5%	91.3%	89.5%

NEVADA TICKETS PROCESSED					CHANGE	% CHANGE
Month	2018	2019	2020	2021	2022	2021 to 2022
Jan	10,686	11,274	12,553	11,376	15,220	3,844
Feb	10,146	9,664	11,885	12,116	14,939	2,823
Mar	11,425	12,242	12,663	14,984	17,967	2,983
Apr	11,648	13,804	12,440	14,938	16,356	1,418
May	12,593	13,547	12,065	14,125	17,443	3,318
Jun	11,734	12,461	13,088	14,552	17,832	3,280
YTD	68,232	72,992	74,694	82,091	99,757	17,666
Jul	11,678	13,945	12,898	14,062		
Aug	13,250	13,961	12,703	14,988		
Sep	11,170	13,111	13,528	14,725		
Oct	13,046	13,909	13,304	15,118		
Nov	11,420	11,198	11,024	15,168		
Dec	10,114	11,477	11,994	13,585		
NV Total	138,910	150,593	150,145	169,737		

June vs. Previous June

Change vs. previous	727	627	1,464	3,280
% Change	6.2%	5.0%	11.2%	22.5%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. previous	4,760	1,702	7,397	17,666
% Change	7.0%	2.3%	9.9%	21.5%

Year vs. Previous Year

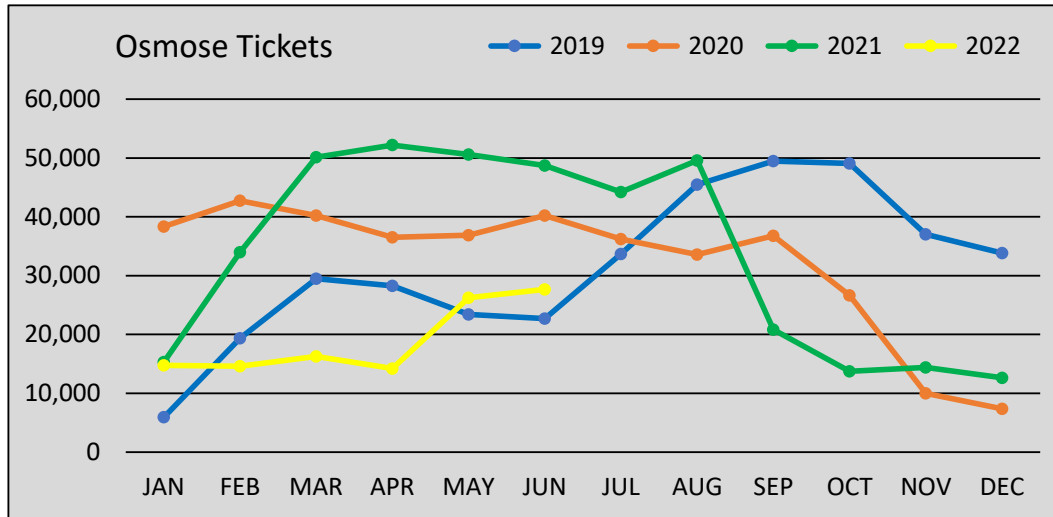
Change vs. previous	11,683	-448	19,592	
% Change	8.4%	-0.3%	13.0%	

Nevada tickets as % of total USAN tickets

2018	2019	2020	2021	2022 YTD
11.0%	8.4%	8.5%	8.7%	10.5%

Osmose Utility Services: Tickets 2019 - 2022

Why does one contractor get its own report? Because Osmose creates significantly more tickets than every other excavator.



Year to Date Osmose Total Tickets					2021 to 2022	
Through	2019	2020	2021	2022	Change	% +/-
JAN	5,924	38,336	15,294	14,741	-553	-3.6%
FEB	25,271	81,065	49,291	29,364	-19,927	-40.4%
MAR	54,751	121,298	99,426	45,630	-53,796	-54.1%
APR	83,000	157,798	151,614	59,848	-91,766	-60.5%
MAY	106,408	194,675	202,185	86,111	-116,074	-57.4%
JUN	129,111	234,884	250,920	113,777	-137,143	-54.7%
JUL	162,817	271,108	295,132			
AUG	208,293	304,693	344,691			
SEP	257,763	341,476	365,498			
OCT	306,818	368,115	379,215			
NOV	343,854	378,109	393,616			
DEC	377,690	385,475	406,258			

2019 Tickets by Type				
	New	Renew	Other	Total
JAN	2,480	3,076	368	5,924
FEB	17,513	729	1,105	19,347
MAR	25,329	3,011	1,140	29,480
APR	18,163	9,239	847	28,249
MAY	17,117	5,672	619	23,408
JUN	12,859	9,613	231	22,703
JUL	23,822	9,413	471	33,706
AUG	18,578	26,411	487	45,476
SEP	14,668	34,188	614	49,470
OCT	15,908	32,636	511	49,055
NOV	16,679	19,465	892	37,036
DEC	12,247	20,938	651	33,836
Total	195,363	174,391	7,936	377,690

2020 Tickets by Type				
	New	Renew	Other	Total
JAN	16,297	21,436	603	38,336
FEB	14,728	27,259	742	42,729
MAR	15,362	23,475	1,396	40,233
APR	21,768	13,795	937	36,500
MAY	14,764	21,201	912	36,877
JUN	15,400	24,358	451	40,209
JUL	8,776	27,121	327	36,224
AUG	13,376	19,751	458	33,585
SEP	10,983	25,314	486	36,783
OCT	5,686	20,789	164	26,639
NOV	1,252	8,642	100	9,994
DEC	5,250	2,005	111	7,366
Total	143,642	235,146	6,687	385,475

2021 Tickets by Type				
	New	Renew	Other	Total
JAN	6,411	8,827	56	15,294
FEB	21,702	11,835	460	33,997
MAR	21,535	28,114	486	50,135
APR	14,698	37,023	467	52,188
MAY	11,395	38,779	397	50,571
JUN	5,168	43,386	181	48,735
JUL	16,698	26,975	539	44,212
AUG	10,184	39,135	240	49,559
SEP	3,556	16,724	527	20,807
OCT	5,396	8,246	75	13,717
NOV	3,691	10,650	60	14,401
DEC	3,770	8,547	325	12,642
Total	124,204	278,241	3,813	406,258

2022 Tickets by Type				
	New	Renew	Other	Total
JAN	6,421	5,842	2,478	14,741
FEB	9,337	4,837	449	14,623
MAR	5,918	10,262	86	16,266
APR	9,175	4,817	226	14,218
MAY	11,211	14,654	398	26,263
JUN	5,282	22,030	354	27,666
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
Total	47,344	62,442	3,991	113,777

	2019	2020	2021	2022
% of all USAN tickets created by Osmose:	21.1%	21.8%	20.7%	12.0%
% of total USAN tickets = Renewal:	35.4%	37.8%	43.1%	40.5%
% of Osmose tickets = Renewal:	46.2%	61.0%	68.5%	54.9%

	2019	2020	2021	2022
% of Osmose tickets created online:	100.0%	100.0%	100.0%	100.0%
% of all USAN tickets created online:	79.1%	81.7%	85.2%	84.9%
% USAN online excluding Osmose:	73.6%	76.6%	81.3%	82.9%

Key Performance Indicators - June 2022

TOTAL TICKETS PROCESSED					'21-'22
	2019	2020	2021	2022	Change
January	106,378	152,445	120,730	146,450	21.3%
February	107,550	150,918	147,012	141,627	-3.7%
March	137,709	147,904	188,450	164,737	-12.6%
April	152,239	138,463	191,261	150,611	-21.3%
May	150,323	145,421	180,979	169,185	-6.5%
June	143,333	163,479	190,687	175,749	-7.8%
SUBTOTAL	797,532	898,630	1,019,119	948,359	-6.9%
July	168,812	161,616	179,015		
August	180,322	154,484	192,067		
September	178,378	162,244	155,201		
October	188,785	156,392	144,282		
November	145,858	119,677	143,926		
December	133,115	118,092	125,797		
TOTAL	1,792,802	1,771,135	1,959,407		

CALLS ANSWERED					'21-'22
Calls answered by live call center agent					Change
	2019	2020	2021	2022	Change
January	25,003	25,914	19,885	20,122	1.2%
February	21,771	26,247	22,829	20,134	-11.8%
March	27,744	24,297	27,484	23,906	-13.0%
April	31,778	24,054	27,153	21,445	-21.0%
May	30,314	27,067	24,315	22,674	-6.7%
June	27,669	29,642	26,656	22,439	-15.8%
SUBTOTAL	164,279	157,221	148,322	130,720	-11.9%
July	29,906	29,005	25,050		
August	30,038	26,590	25,963		
September	28,270	26,552	22,412		
October	29,075	26,922	21,744		
November	25,201	21,827	19,710		
December	20,813	20,351	15,206		
TOTAL	327,582	308,468	278,407		

CALL HANDLE/DURATION TIME AVERAGE (mm:ss)					'21-'22
Time spent talking to live call center agent					Change
	2019	2020	2021	2022	Change
January	5:55	6:16	6:54	7:44	12.1%
February	5:52	6:26	6:57	7:54	13.7%
March	6:26	6:28	7:13	7:51	8.8%
April	6:42	6:39	7:19	7:43	5.5%
May	6:39	6:54	7:13	7:49	8.3%
June	6:44	6:47	7:03	7:42	9.2%
SUBTOTAL	6:25	6:35	7:07	7:47	9.3%
July	6:43	6:52	7:07		
August	6:52	6:59	7:11		
September	6:53	7:08	7:58		
October	6:50	7:11	8:08		
November	6:15	7:04	7:39		
December	5:57	6:50	7:31		
AVERAGE	6:31	6:47	7:19		

ONLINE TICKETS PROCESSED					'21-'22
	2019	2020	2021	2022	Change
January	77,867	125,708	99,659	123,403	19.2%
February	82,524	124,401	123,269	119,515	-3.1%
March	105,180	122,306	159,644	138,777	-15.0%
April	115,036	113,364	163,211	127,325	-28.2%
May	114,835	117,313	155,851	145,028	-7.5%
June	110,249	132,809	163,420	151,492	-7.9%
SUBTOTAL	605,691	735,901	865,054	805,540	-7.4%
July	133,401	130,895	153,908		
August	145,723	126,328	166,137		
September	145,787	133,779	131,152		
October	154,873	127,719	121,186		
November	120,792	96,391	122,630		
December	112,238	96,078	109,184		
TOTAL	1,418,505	1,447,091	1,669,251		

SPEED OF ANSWER AVERAGE (mm:ss)					'21-'22
CGA Best Practice: 30 seconds or less					Change
	2019	2020	2021	2022	Change
January	0:46	0:31	0:27	0:45	66.7%
February	0:36	0:49	0:41	1:33	126.8%
March	0:53	0:25	1:53	1:23	-26.5%
April	1:26	0:42	2:38	1:07	-57.6%
May	1:40	1:01	1:44	0:52	-50.0%
June	1:38	1:00	1:45	1:10	-33.3%
SUBTOTAL	1:12	0:45	1:35	1:08	-28.5%
July	1:33	1:04	1:51		
August	1:16	0:50	2:59		
September	1:08	1:21	7:49		
October	0:39	1:07	3:44		
November	0:45	0:43	1:19		
December	0:17	0:24	0:34		
AVERAGE	1:05	0:50	2:20		

OUTBOUND CALLBACKS					'21-'22
Caller chose to request a callback instead of wait for an available agent					Change
	2019	2020	2021	2022	Change
January		207	271	809	198.5%
February		475	384	827	115.4%
March		272	1,478	1,084	-26.7%
April		517	2,270	1,087	-52.1%
May		777	1,405	1,112	-20.9%
June		854	1,586	1,006	-36.6%
SUBTOTAL		3,102	7,394	5,925	-19.9%
July		898	1,590		
August		719	1,456		
September		1,316	1,123		
October	196	987	1,479		
November	413	441	1,255		
December	35	201	925		
TOTAL	644	7,664	15,222		

% OF TICKETS PROCESSED ONLINE				
	2019	2020	2021	2022
January	73.2%	82.5%	82.5%	84.3%
February	76.7%	82.4%	83.8%	84.4%
March	76.4%	82.7%	84.7%	84.2%
April	75.6%	81.9%	85.3%	84.5%
May	76.4%	80.7%	86.1%	85.7%
June	76.9%	81.2%	85.7%	86.2%
SUBTOTAL	75.9%	81.9%	84.9%	84.9%
July	79.0%	81.0%	86.0%	
August	80.8%	81.8%	86.5%	
September	81.7%	82.5%	84.5%	
October	82.0%	81.7%	84.0%	
November	82.8%	80.5%	85.2%	
December	84.3%	81.4%	86.8%	
TOTAL	79.1%	81.7%	85.2%	

% OF CALLS ANSWERED WITHIN 30 SECONDS				
CGA Best Practice: 80%				
	2019	2020	2021	2022
January	86.2%	90.2%	92.1%	75.3%
February	87.3%	81.6%	75.6%	66.0%
March	79.0%	92.0%	61.0%	65.0%
April	69.5%	90.5%	52.2%	70.0%
May	72.1%	78.0%	62.4%	70.4%
June	79.3%	76.8%	62.1%	70.7%
SUBTOTAL	78.1%	84.5%	66.2%	69.5%
July	75.3%	75.6%	59.6%	
August	81.0%	77.6%	52.3%	
September	80.9%	68.0%	43.0%	
October	87.8%	75.6%	64.4%	
November	83.5%	83.2%	69.8%	
December	95.7%	86.2%	83.1%	
AVERAGE	80.8%	80.9%	63.5%	

% OF CALLS THAT ARE OUTBOUND CALLBACKS				
Callback functionality implemented 10/17/2019				
	2019	2020	2021	2022
January		0.8%	1.3%	3.9%
February		1.8%	1.7%	3.9%
March		1.1%	5.1%	4.3%
April		2.1%	7.7%	4.8%
May		2.8%	5.5%	4.7%
June		2.8%	5.6%	4.3%
SUBTOTAL		1.9%	4.7%	4.3%
July		3.0%	6.0%	
August		2.6%	5.3%	
September		4.7%	4.8%	
October	0.7%	3.5%	6.4%	
November	1.6%	2.0%	6.0%	
December	0.2%	1.0%	5.7%	
AVERAGE	0.9%	2.4%	5.2%	

CALLS ABANDONED					
Caller hung up after waiting on hold before call was answered					
	2019	2020	2021	2022	'21-'22 Change
January	1,319	181	177	214	20.9%
February	1,292	414	279	472	69.2%
March	2,371	183	848	485	-42.8%
April	4,224	301	1,098	329	-70.0%
May	4,601	443	647	286	-55.8%
June	4,761	481	679	428	-37.0%
SUBTOTAL	18,568	2,003	3,728	2,214	-40.6%
July	4,938	508	734		
August	4,534	410	1,212		
September	4,389	737	2,515		
October	181	513	1,068		
November	321	279	381		
December	103	154	141		
TOTAL	33,034	4,604	9,779		

% OF ANSWERED CALLS > 10 MINUTES				
Call answered after waiting at least 10 minutes				
	2019	2020	2021	2022
January	1.7%	0.4%	1.1%	0.6%
February	3.0%	0.9%	0.7%	2.8%
March	5.0%	0.5%	4.3%	1.6%
April	1.0%	1.9%	6.6%	1.4%
May	2.8%	1.6%	2.9%	0.6%
June	3.8%	1.4%	4.0%	2.0%
SUBTOTAL	2.9%	1.1%	3.4%	1.5%
July	2.3%	1.6%	3.6%	
August	2.0%	0.8%	8.4%	
September	0.1%	3.7%	32.1%	
October	1.3%	2.3%	12.3%	
November	0.8%	0.9%	2.9%	
December	0.0%	0.3%	1.1%	
AVERAGE	2.0%	1.4%	6.7%	

CENTER OPERATING COST PER TICKET GENERATED					'20-'21
	2018	2019	2020	2021	Change
Budget	\$ 6,151,254	\$ 7,168,309	\$ 7,788,878	\$ 7,961,012	2.2%
Tickets	1,268,081	1,792,802	1,771,135	1,959,407	10.6%
Transmissions	10,260,268	15,173,748	13,216,823	14,293,516	8.1%
PER TICKET	\$ 4.85	\$ 4.00	\$ 4.40	\$ 4.06	-7.6%
PER TRANSM.	\$ 0.60	\$ 0.47	\$ 0.59	\$ 0.56	-5.5%

MEMBER FEE PER BILLABLE TICKET RECEIVED					'20-'21
	2018	2019	2020	2021	Change
Billable Tickets Delivered	7,728,427	5,822,433	5,593,022	5,402,583	-3.4%
% of Transmiss. = Billable	75.3%	38.4%	42.3%	37.8%	-10.7%
PER BILL. TICKET	\$ 0.80	\$ 1.23	\$ 1.39	\$ 1.47	5.8%

MEMBER FACILITY OPERATORS				
	2019	2020	2021	2022 YTD
CA Charter & Participating	1,304	1,298	1,309	1,309
NV Participating Members	203	202	201	201
Sustaining Members (excavators)	9	9	9	9
California Stakeholders	4	4	4	4
Nevada Stakeholders	4	4	4	4
TOTAL MEMBERS	1,524	1,517	1,527	1,527

TIME WAITED BEFORE CALL ABANDON AVERAGE (mm:ss)					
Time waited by caller before hanging up; call not answered					
	2019	2020	2021	2022	'21-'22 Change
January	1:58	2:28	3:00	3:27	15.0%
February	0:58	2:48	2:26	3:04	26.0%
March	0:50	2:37	3:33	3:11	-10.3%
April	1:05	6:39	3:26	3:34	3.9%
May	1:20	3:05	2:47	2:31	-9.6%
June	1:21	2:58	3:15	3:16	0.5%
SUBTOTAL	1:14	3:26	3:13	3:10	-1.5%
July	1:09	3:08	3:14		
August	0:57	2:54	3:45		
September	0:41	3:28	4:58		
October	1:54	3:05	4:50		
November	3:43	2:49	3:34		
December	0:45	2:15	3:53		
AVERAGE	1:08	3:14	3:56		

DPS UTILIZATION AVERAGE				
% of shift time talking on calls (M-F 6am-7pm). Industry ideal: 70%				
	2019	2020	2021	2022
January	56.1%	50.9%	56.6%	65.5%
February	55.4%	60.8%	67.9%	72.5%
March	70.3%	49.3%	79.6%	75.5%
April	79.4%	59.2%	83.4%	72.8%
May	76.3%	74.2%	77.7%	73.4%
June	74.8%	75.8%	73.9%	73.5%
SUBTOTAL	68.7%	61.7%	73.2%	72.2%
July	75.6%	77.6%	75.9%	
August	72.8%	75.1%	81.0%	
September	73.7%	77.5%	84.5%	
October	71.9%	75.0%	76.5%	
November	64.9%	67.6%	66.2%	
December	45.6%	58.3%	47.0%	
AVERAGE	68.1%	66.8%	72.5%	

% OF CALLS VIA 811				
(To gauge awareness of 811 vs 1-800 phone number)				
	2019	2020	2021	2022 YTD
% via 811	77.9%	75.5%	85.5%	84.3%

GEOGRAPHY OF SERVICE AREA (square miles)		
(3rd largest area served in nation, following Alaska and Texas)		
California Counties	49 of 58	100,624 of 155,879
% of California square mileage covered		64.55%
Nevada Counties	17	109,826
TOTAL	66	210,450

POPULATION OF SERVICE AREA					
(4th largest population served in US, following TX, USAS and FL)					
	2018	2019	2020	2021	'20-'21 Change
CA Pop. Total	39,586,646	39,695,376	39,648,938	39,466,855	-0.5%
CA Pop. USAN	16,799,114	16,882,307	16,886,675	16,841,875	-0.3%
% CA = USAN	42.4%	42.5%	42.6%	42.7%	0.2%
NV Population	3,029,320	3,112,935	3,145,184	3,175,715	1.0%
USAN TOTAL	19,828,434	19,995,242	20,031,859	20,017,590	-0.1%

Population statistics released in March (NV) and May (CA) each year

% OF CALLS ABANDONED				
CGA Best Practice: 5% or less after 1 minute wait				
	2019	2020	2021	2022
January	5.3%	1.0%	0.9%	1.1%
February	5.9%	0.8%	1.2%	2.3%
March	8.6%	0.8%	3.0%	2.0%
April	13.3%	1.3%	3.9%	1.5%
May	15.2%	1.6%	2.6%	1.2%
June	17.2%	1.6%	2.5%	1.9%
SUBTOTAL	13.1%	1.3%	2.5%	1.7%
July	16.5%	1.8%	2.8%	
August	15.1%	1.5%	4.5%	
September	15.5%	2.8%	10.1%	
October	8.9%	1.9%	4.7%	
November	1.3%	1.3%	1.9%	
December	0.5%	0.8%	0.9%	
AVERAGE	14.0%	1.6%	3.4%	

DPS DAILY STAFFING AVERAGE (FTEs)				
Call center agents (M-F 7am - 7pm)				
	2019	2020	2021	2022
January	19.2	30.9	27.6	22.4
February	25.0	30.5	28.3	22.0
March	25.1	31.3	25.9	22.2
April	26.6	30.0	25.0	21.6
May	25.1	28.5	23.3	22.5
June	26.5	29.0	19.9	23.4
SUBTOTAL	24.6	30.0	25.0	22.3
July	25.1	26.6	17.9	
August	28.0	27.8	17.0	
September	27.1	27.1	16.0	
October	29.4	28.4	19.3	
November	28.6	26.9	18.6	
December	30.2	25.3	20.4	
AVERAGE	26.3	28.5	21.6	

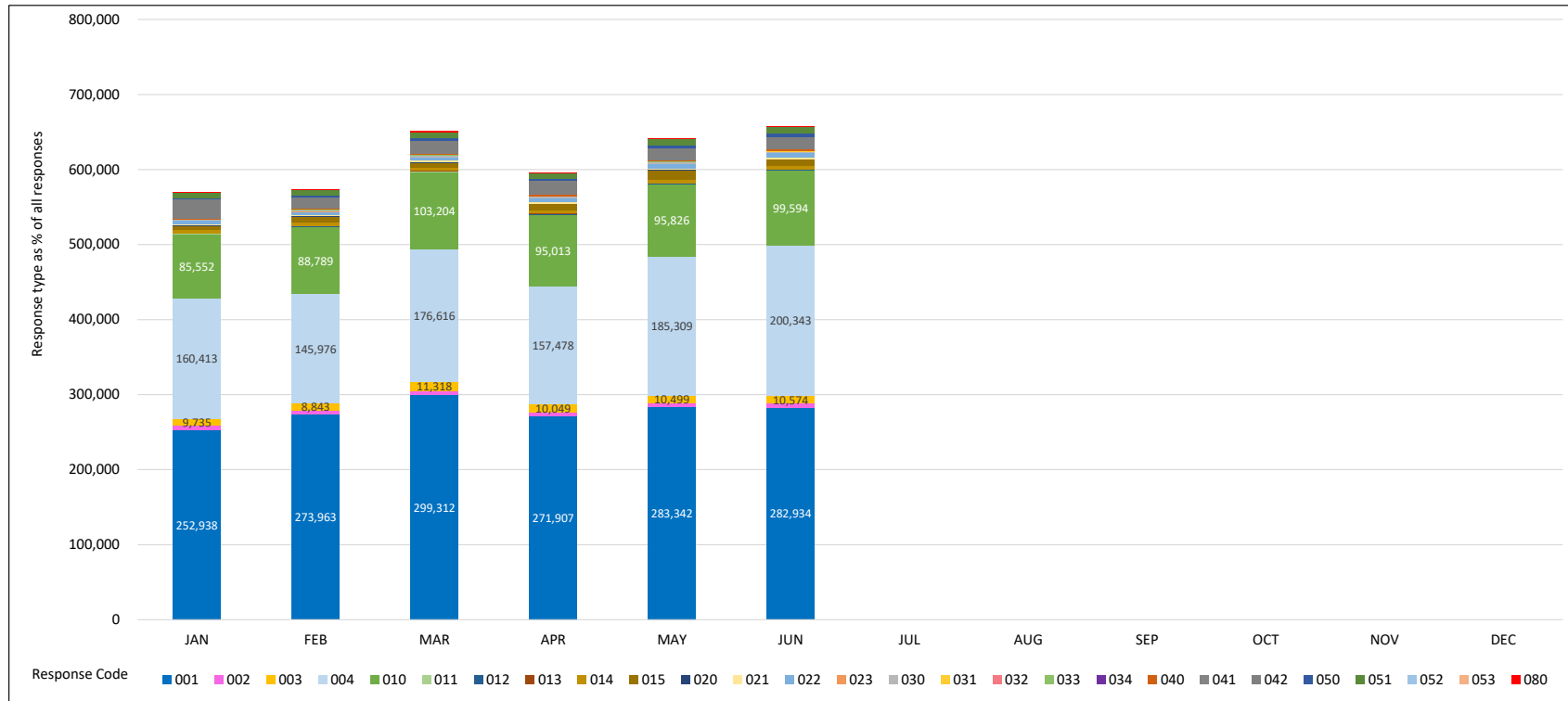
TICKET DELIVERY TIME AVERAGE (mm:ss)				
Time for USAN to send ticket to member				
	2019	2020	2021	2022
January	0:57	1:06	0:52	0:45
February	0:38	0:47	0:43	0:43
March	0:43	0:47	0:40	0:43
April	0:49	1:12	0:48	0:44
May	0:45	0:45	0:52	0:48
June	0:45	0:48	0:45	0:48
SUBTOTAL	0:46	0:53	0:46	0:45
July	1:00	1:37	0:41	
August	1:03	0:45	0:43	
September	0:52	0:41	0:46	
October	0:56	0:40	0:50	
November	0:53	0:40	1:17	
December	0:50	1:07	0:50	
AVERAGE	0:51	0:54	0:48	

Delivery time weighted by ticket volume starting 1/1/2021

Reporting calculated backward to include 2018-2021

and thus varies from previous versions of this report

This report summarizes how member facility operators are responding to locate request tickets by showing how many times each response code has been used. Use of the Electronic Positive Response (EPR) system by facility operators became mandatory in California on January 1, 2021. (An extension was granted until 1/1/2022 for some operators.)

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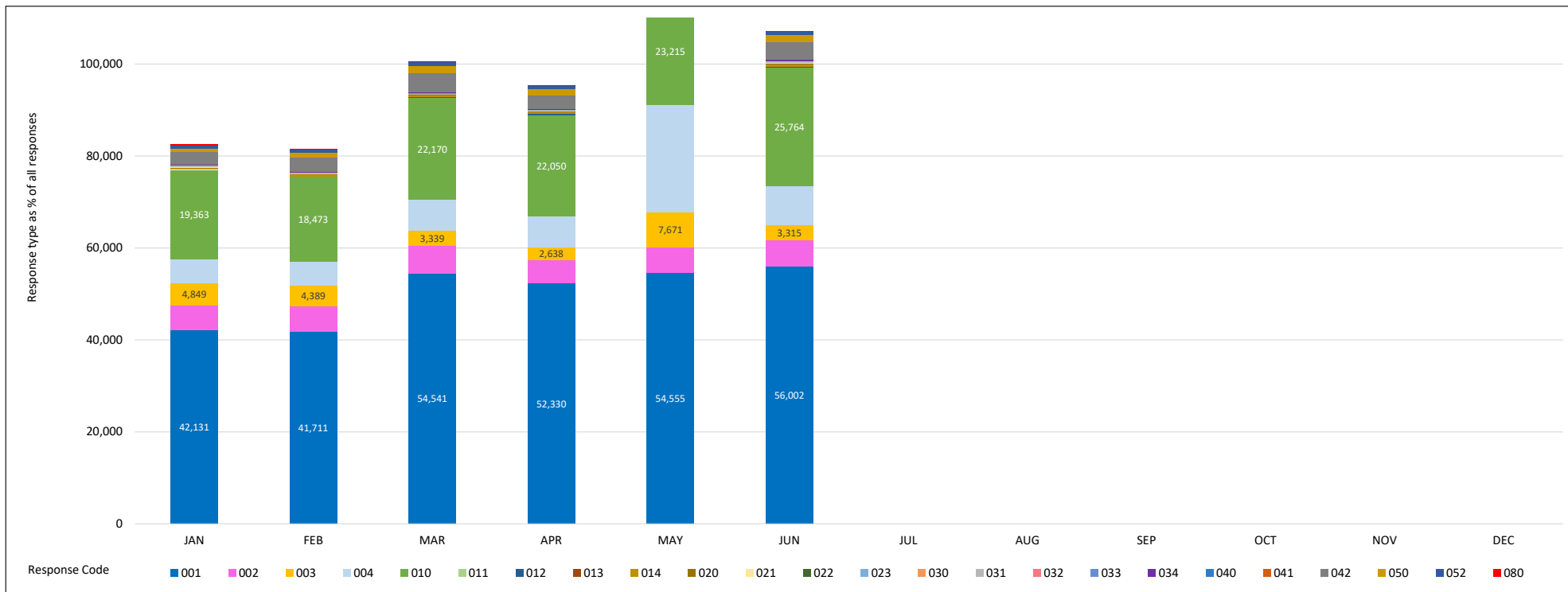


This report summarizes how member facility operators are responding to locate request tickets by showing how many times each response code has been used.

Use of the Electronic Positive Response (EPR) system by facility operators became mandatory in California on January 1, 2021. (An extension was granted until 1/1/2022 for some operators.)

CODE	CODE DESCRIPTION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
001	CLEAR - NO CONFLICT	252,938	273,963	299,312	271,907	283,342	282,934							1,664,396
	% of total responses	45.6%	49.2%	47.2%	47.1%	46.0%	44.5%							46.5%
002	CLEAR - NO CONFLICT BUT PRIVATELY OWNED UTILITY ON PROPERTY	5,361	5,561	6,107	5,187	5,112	5,075							32,403
	% of total responses	1.0%	1.0%	1.0%	0.9%	0.8%	0.8%							0.9%
003	EXISTING MARKINGS ADEQUATE	9,735	8,843	11,318	10,049	10,499	10,574							61,018
	% of total responses	1.8%	1.6%	1.8%	1.7%	1.7%	1.7%							1.7%
004	NO MARKINGS REQUESTED	160,413	145,976	176,616	157,478	185,309	200,343							1,026,135
	% of total responses	28.9%	26.2%	27.8%	27.3%	30.1%	31.5%							28.7%
010	LOCATE AREA MARKED	85,552	88,789	103,204	95,013	95,826	99,594							567,978
	% of total responses	15.4%	16.0%	16.3%	16.5%	15.6%	15.7%							15.9%
011	LOCATE AREA MARKED BUT ABANDONED FACILITIES MAY BE IN THE AREA	318	361	434	314	383	366							2,176
	% of total responses	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%							0.1%
012	LOCATE AREA MARKED UP TO PRIVATE OWNED FACILITY - CONTACT PRIVATE UTILITY OWNER FOR LOC	731	702	855	842	988	981							5,099
	% of total responses	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%							0.1%
013	LOCATE AREA MARKED UP TO PRIVATE PROPERTY	655	660	669	708	704	653							4,049
	% of total responses	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%							0.1%
014	PARTIALLY MARKED - MORE TIME IS NEEDED	3,711	4,229	4,670	4,624	4,293	4,713							26,240
	% of total responses	0.7%	0.8%	0.7%	0.8%	0.7%	0.7%							0.7%
015	PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR (4216.3(a)(1)(A)(iii))	5508	7,899	5,483	7,725	12,560	7,666							46,841
	% of total responses	1.0%	1.4%	0.9%	1.3%	2.0%	1.2%							1.3%
020	BAD ADDRESS/INCORRECT STREET/LOCATION INFO - RESEND TICKET REQUESTED	857	798	959	1080	1,011	1,077							5,782
	% of total responses	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%							0.2%
021	NO ACCESS TO LOCATE AREA - RESEND TICKET REQUESTED	2,089	2,147	2,577	2433	2,274	2,459							13,979
	% of total responses	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%							0.4%
022	NO DELINEATION - RESEND TICKET REQUESTED	3,917	3,799	4,229	4493	4,918	5,183							26,539
	% of total responses	0.7%	0.7%	0.7%	0.8%	0.8%	0.8%							0.7%
023	DELINEATED AREA DOES NOT MATCH LOCATION REQUEST - RESEND TICKET	254	330	277	392	852	1,202							3,307
	% of total responses	0.0%	0.1%	0.0%	0.1%	0.1%	0.2%							0.1%
030	CONTACT FACILITY OWNER FOR FURTHER INFO	897	1,926	1,795	1566	1,571	1,249							9,004
	% of total responses	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%							0.3%
031	REQUIRES STAND BY AT TIME OF EXCAVATION - CONTACT FACILITY OWNER	288	256	465	364	353	392							2,118
	% of total responses	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%							0.1%
032	VISIBLE OR EXPOSED FACILITY - CONTACT FACILITY OWNER IF CROSSING	62	95	108	88	99	105							557
	% of total responses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
033	HIGH PRIORITY LINE IN AREA - ON SITE MEETING REQUIRED	209	178	206	259	271	226							1,349
	LOCATE AREA MARKED UP TO PRIVATE OWNED FACILITY - CONTACT PRIVATE UTILITY OWNER FOR LOCATE (https	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
034	FIELD MEET REQUIRED - CONTACT FACILITY OWNER TO SCHEDULE	266	253	294	295	433	384							1,925
	% of total responses	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%							0.1%
035	TRAFFIC CONTROL REQUIRED TO MARK FACILITIES	34	27	34	36	15	34							180
	% of total responses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
040	EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	1,125	1,053	1,116	1259	1,478	1,718							7,749
	% of total responses	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%							0.2%
041	EXCAVATOR NO SHOW FOR MEET	22	19	16	8	17	11							93
	% of total responses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
042	EXCAVATOR CANCELED REQUEST	25,058	15,727	17,643	18,443	16,202	16,622							109,695
	% of total responses	4.5%	2.8%	2.8%	3.2%	2.6%	2.6%							3.1%
050	NEGOTIATED MARKING SCHEDULE	2,197	1,873	3,330	3,175	3,739	4,560							18,874
	% of total responses	0.4%	0.3%	0.5%	0.6%	0.6%	0.7%							0.5%
051	MUTUALLY AGREED TO A LATER START DATE AND TIME (4216.3(a)(1)(a))	6,706	7,279	8,271	7,446	7,954	8,565							46,221
	% of total responses	1.2%	1.3%	1.3%	1.3%	1.3%	1.3%							1.3%
052	UNABLE TO LOCATE USING STANDARD LOCATING TECHNIQUES	85	68	125	173	241	155							847
	% of total responses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
053	SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME CONFIRMED	13	20	7	4	10	12							66
	% of total responses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
080	EXTRAORDINARY CIRCUMSTANCES - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY	694	962	1,425	413	261	271							4,026
	% of total responses	0.1%	0.2%	0.2%	0.1%	0.0%	0.0%							0.1%
Monthly EPR response totals:		555,152	556,627	634,295	577,215	616,196	636,132	0	0	0	0	0	0	3,575,617
Monthly total as % of entire year:		15.5%	15.6%	17.7%	16.1%	17.2%	17.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

This report summarizes how member facility operators are responding to locate request tickets by showing how many times each response code has been used. Use of the Electronic Positive Response (EPR) system by facility operators is voluntary in Nevada but will likely become mandatory in the near future.

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Electronic Positive Response (EPR) System -- Usage by Member

California - June 2022



Report summarizing EPR system usage by member. Beginning January 1, 2021 all California facility operators are required to repond to EPR for every New ticket.

On time = Response submitted to EPR system prior to or exactly at ticket's legal start date/time. Late = after ticket's legal start date/time.

1,220	California Totals for Month:	-	891,712	449,170	285,126	63.48%	30,146	6.71%	133,898	29.81%	315,272	70.19%
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ACCT	MEMBER NAME	MEMBER CODE	TICKETS RCVD.	RESPONSE NEEDED	ON TIME RESP.	% ON TIME	LATE RESPS.	% LATE	NO RESP	% NO RESP.	RESP. TOTAL	% RESPD.
100105			17	12	0	0.00%	0	0.00%	12	100.00%	0	0.00%
100422			2349	1048	804	76.72%	9	0.86%	235	22.42%	813	77.58%
100528			169	75	52	69.33%	1	1.33%	22	29.33%	53	70.67%
100343			110	60	0	0.00%	0	0.00%	60	100.00%	0	0.00%
100078			201	67	39	58.21%	0	0.00%	28	41.79%	39	58.21%
100078			52	19	15	78.95%	0	0.00%	4	21.05%	15	78.95%
100078			107	43	30	69.77%	0	0.00%	13	30.23%	30	69.77%
100078			91	40	27	67.50%	0	0.00%	13	32.50%	27	67.50%
100092			78	32	16	50.00%	0	0.00%	16	50.00%	16	50.00%
100095			103	40	28	70.00%	0	0.00%	12	30.00%	28	70.00%
100501			17	14	13	92.86%	0	0.00%	1	7.14%	13	92.86%
100030			1	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
100172			298	111	62	55.86%	3	2.70%	46	41.44%	65	58.56%
101011			174	42	10	23.81%	13	30.95%	19	45.24%	23	54.76%
142404			15	6	0	0.00%	0	0.00%	6	100.00%	0	0.00%
100130			249	98	75	76.53%	0	0.00%	23	23.47%	75	76.53%
100211			1033	333	273	81.98%	0	0.00%	60	18.02%	273	81.98%
100427			474	260	146	56.15%	69	26.54%	45	17.31%	215	82.69%
109706			462	257	175	68.09%	39	15.18%	43	16.73%	214	83.27%
109706			462	257	208	80.93%	4	1.56%	45	17.51%	212	82.49%
100582			27	16	13	81.25%	1	6.25%	2	12.50%	14	87.50%
100448			216	130	89	68.46%	12	9.23%	29	22.31%	101	77.69%
100554			59	29	16	55.17%	3	10.34%	10	34.48%	19	65.52%
100481			3	3	0	0.00%	0	0.00%	3	100.00%	0	0.00%
100595			33	9	0	0.00%	0	0.00%	9	100.00%	0	0.00%
100621			81	34	15	44.12%	9	26.47%	10	29.41%	24	70.59%
100633			21	19	10	52.63%	0	0.00%	9	47.37%	10	52.63%
100614			15	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%

Electronic Positive Response (EPR) System -- Usage by Member



Nevada - June 2022

Report summarizing EPR system usage by member. Use of EPR is optional in Nevada.

On time = Response submitted to EPR system prior to or exactly at ticket's legal start date/time. Late = after ticket's legal start date/time.

190	Nevada Totals for Month:	-	128,324	103,216	67,823	65.71%	4,152	4.02%	31,241	30.27%	71,975	69.73%
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ACCT	MEMBER NAME	MEMBER CODE	TICKETS RCVD.	RESPONSE NEEDED	ON TIME RESP.	% ON TIME	LATE RESPS.	% LATE	NO RESP	% NO RESP.	RESP. TOTAL	% RESPD.
100980			10	5	0	0.00%	0	0.00%	5	100.00%	0	0.00%
101022			1	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
100947			78	63	0	0.00%	0	0.00%	63	100.00%	0	0.00%
101031			1031	880	574	65.23%	180	20.45%	126	14.32%	754	85.68%
101051			13	10	1	10.00%	0	0.00%	9	90.00%	1	10.00%
102743			742	580	225	38.79%	4	0.69%	351	60.52%	229	39.48%
102979			170	152	144	94.74%	0	0.00%	8	5.26%	144	94.74%
102998			28	19	4	21.05%	0	0.00%	15	78.95%	4	21.05%
103647			26	26	21	80.77%	0	0.00%	5	19.23%	21	80.77%
111974			89	75	0	0.00%	0	0.00%	75	100.00%	0	0.00%
103704			58	51	0	0.00%	0	0.00%	51	100.00%	0	0.00%
103139			1	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
103152			91	62	0	0.00%	0	0.00%	62	100.00%	0	0.00%
103152			67	47	34	72.34%	6	12.77%	7	14.89%	40	85.11%
104101			2	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
103004			23	22	0	0.00%	0	0.00%	22	100.00%	0	0.00%
105568			173	133	84	63.16%	16	12.03%	33	24.81%	100	75.19%
105064			96	86	61	70.93%	0	0.00%	25	29.07%	61	70.93%
105064			68	58	44	75.86%	0	0.00%	14	24.14%	44	75.86%
106396			44	21	0	0.00%	0	0.00%	21	100.00%	0	0.00%
106462			17	14	0	0.00%	0	0.00%	14	100.00%	0	0.00%
107030			1539	1318	212	16.08%	1	0.08%	1105	83.84%	213	16.16%
107030			168	139	0	0.00%	0	0.00%	139	100.00%	0	0.00%
133255			5324	4243	2447	57.67%	622	14.66%	1174	27.67%	3069	72.33%
106752			79	70	40	57.14%	9	12.86%	21	30.00%	49	70.00%
106752			296	268	221	82.46%	2	0.75%	45	16.79%	223	83.21%
106752			79	71	41	57.75%	13	18.31%	17	23.94%	54	76.06%
106752			292	263	211	80.23%	2	0.76%	50	19.01%	213	80.99%

999 Codes -- Tickets vs. On-time EPR Responses 2022

How well is the EPR system working from the excavator's perspective?

How often does every operator respond on time to the same ticket so the excavator can dig at the legal start date/time?

This report is based on whether a New ticket received one or more 999 EPR codes at the legal start date/time.

Electronic Positive Response (EPR) code 999 = no response provided by operator to EPR system.

Percentages shown in yellow are how often the excavator can begin digging at the legal start date/time on a New ticket.

This report tracks responses to New tickets only and does not include ticket revisions that require an EPR response.



California law changed on 1/1/2021 to require facility operators to post a response to the EPR system for every ticket to document how the operator responded to each ticket. Some operators were granted an extension to comply until 1/1/2022. Since 1/1/2022, all operators have been required to respond to EPR for every New ticket. Use of EPR was voluntary prior to 1/1/2021. The EPR system was implemented by USAN on 1/1/2018.

California - 2022				One or more 999 codes		Zero 999 codes	
Month	Total Tickets	New Tickets	% New	New w/ EPR 999	% New w/ 999	New w/o 999	% New w/o 999
January	131,230	67,514	51.4%	40,907	60.6%	26,607	39.4%
February	126,688	70,596	55.7%	42,562	60.3%	28,034	39.7%
March	146,770	76,647	52.2%	44,391	57.9%	32,256	42.1%
April	134,255	73,437	54.7%	42,305	57.6%	31,132	42.4%
May	151,742	75,401	49.7%	45,305	60.1%	30,096	39.9%
June	157,917	73,569	46.6%	44,897	61.0%	28,672	39.0%
July							
August							
September							
October							
November							
December							
TOTAL	848,602	437,164	51.5%	260,367	59.6%	176,797	40.4%



Use of the EPR system by facility operators is voluntary in Nevada and not currently required by law. It is likely to become mandatory in 2022, as reported by the Public Utilities Commission of Nevada. EPR system was implemented by USAN on 1/1/2018.

Nevada - 2022				One or more 999 codes		Zero 999 codes	
Month	Total Tickets	New Tickets	% New	New w/ EPR 999	% New w/ 999	New w/o 999	% New w/o 999
January	15,220	10,163	66.8%	5,395	53.1%	4,768	46.9%
February	14,939	10,324	69.1%	5,081	49.2%	5,243	50.8%
March	17,967	11,666	64.9%	5,769	49.5%	5,897	50.5%
April	16,356	11,175	68.3%	5,464	48.9%	5,711	51.1%
May	17,443	11,593	66.5%	5,963	51.4%	5,630	48.6%
June	17,832	12,119	68.0%	6,029	49.7%	6,090	50.3%
July							
August							
September							
October							
November							
December							
TOTAL	99,757	67,040	67.2%	33,701	50.3%	33,339	49.7%

California Requirement to map new subsurface installations in a GIS system beginning 1/1/2023

California Government Code 4216.3(a)

[...]

(5) Commencing January 1, 2023, all new subsurface installations shall be mapped using a geographic information system and maintained as permanent records of the operator. This paragraph shall not apply to oil and gas flowlines three inches or less in diameter that are located within the administrative boundaries of an oil field as designated by the Geologic Energy Management Division. For purposes of this paragraph, the following terms have the following meanings:

(A) "Flowline" means any pipeline that connects an oil, gas, or natural gas liquids well with a gathering line or header.

(B) "Gathering line" means a pipeline that transports liquid hydrocarbons between any of the following: multiple wells, a testing facility, a treating and production facility, a storage facility, or a custody transfer facility.

(C) "Header" means a chamber from which liquid or gas is distributed to or from smaller pipelines.

(6) Nothing in this section shall be interpreted to preempt the Professional Land Surveyors' Act, as described in Chapter 15 (commencing with Section 8700) of Division 3 of the Business and Professions Code.

https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=5.&title=1.&part=&chapter=3.1.&article=2.

State regulators have asked the California Regional Common Ground Alliance (CARCGA) for recommendations about how they should enforce this requirement and if they need to create supplemental regulations to provide clarity.

Recent discussions in CARCGA meetings. Notes from 6/7/2022 meeting. Questions:

1 – What is a "new" subsurface installation? Obviously new development, but what about replacement of older facilities with new ones (e.g., replace steel/iron gas pipe with new plastic pipe)? This needs to be defined.

2 – What about positional accuracy? No requirements are specified.

3 – Are there any other technical details that need to be specified related to data collection and display and use in a GIS?

4 – Do we need to specify how this data will be used for damage prevention?

- How data is used by locators in the field and how often this data is updated
- Timeframe for when new installations get uploaded into GIS system. How soon after install?
- How this GIS data will be shared for planning & design

5 – This will be a significant cost burden to utility operators. How much and how fast do we want to move on this? Prefer to specify standard and let manufacturers know so they can meet the standard. Need to be vendor agnostic.

6 – Do we need input from the Surveying community about this? Equipment manufacturers?

James' recommendation for facility operator requirements: Use a "Good, Better, Best" approach

Good (minimum acceptable standard for 1/1/2023 requirement):

- 1 – Map new facility where a facility did not previously exist (e.g., a vacant field is developed into a residential subdivision).
- 2 – Map existing assets when they are exposed to atmosphere, such as to repair, replace, relocate, exercise valves, etc.

Better:

Everything in "Good" plus use data collected from instruments that have integrated GPS technology to update the positional accuracy of assets in the operator's GIS. This includes location data from pipeline pigs, sewer cameras, ground penetrating radar, locating instruments that have built-in GPS (e.g., Vivax Metrotech, Radiodetection), and any other reliable technology that can help the operator update the accuracy of its GIS.

Best:

Everything in "Better" plus accept pothole location data from 3rd party excavators who cross their facility, capture the facility's location with GPS while potholing, and then share that GPS data with the operator whose facility was potholed.

NOTE: Today many operators will not accept pothole data that they did not collect themselves because they cannot verify that the technician was trained properly, the instrument was calibrated properly, etc. A standard should be developed by CARCGA for collecting pothole data, and if the standard is met, the operator should (or must?) accept the pothole data from the 3rd party excavator. Also, possibly there should be compensation for the excavator who captured this data. Perhaps regulators can incentivize the operators to map their facilities as quickly as possible.

Develop timeframe:

Good – by 1/1/2023

Better – by 1/1/2025

Best – by 1/1/2027

If this timeframe is too fast, especially at first, perhaps item 2 from "Good" gets moved to "Better"