

UNDERGROUND SERVICE ALERT

—▶ NORTHERN CALIFORNIA & NEVADA ◀—

Center & Technology Update

**Underground Service Alert
of Northern California and Nevada (USAN)**

James Wingate, Executive Director, USAN

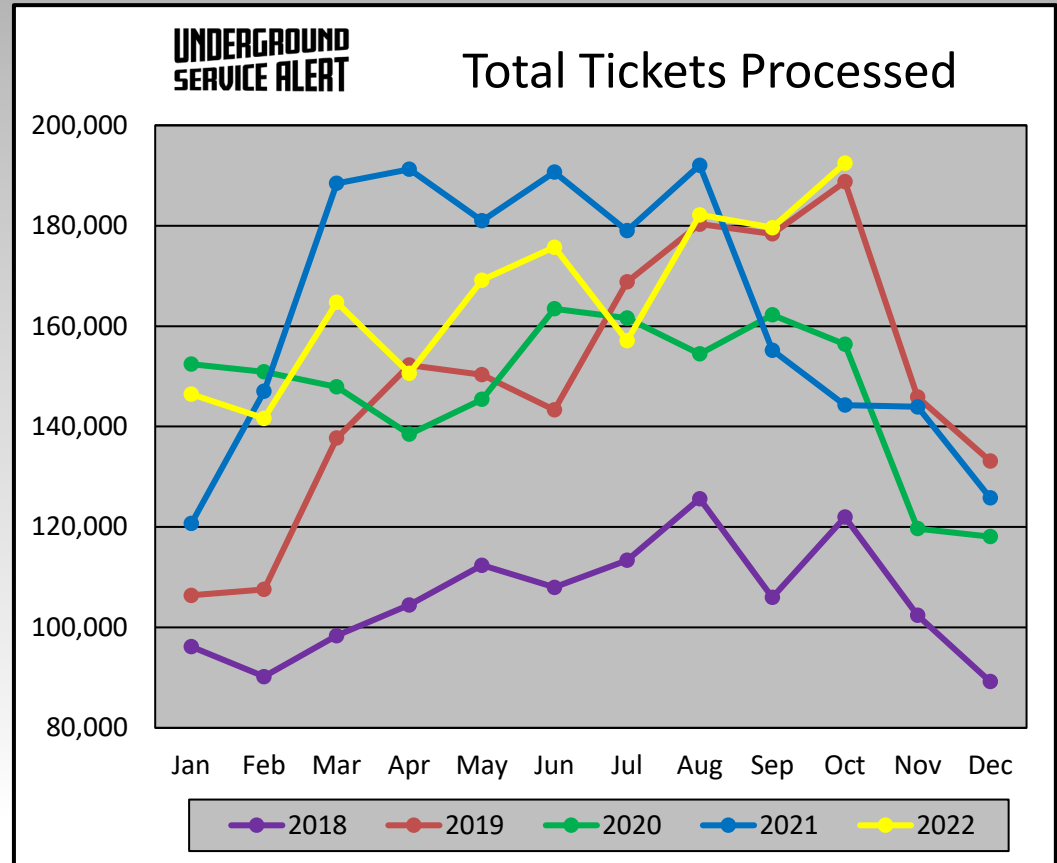
California Underground Safety Board Meeting

November 7-8, 2022

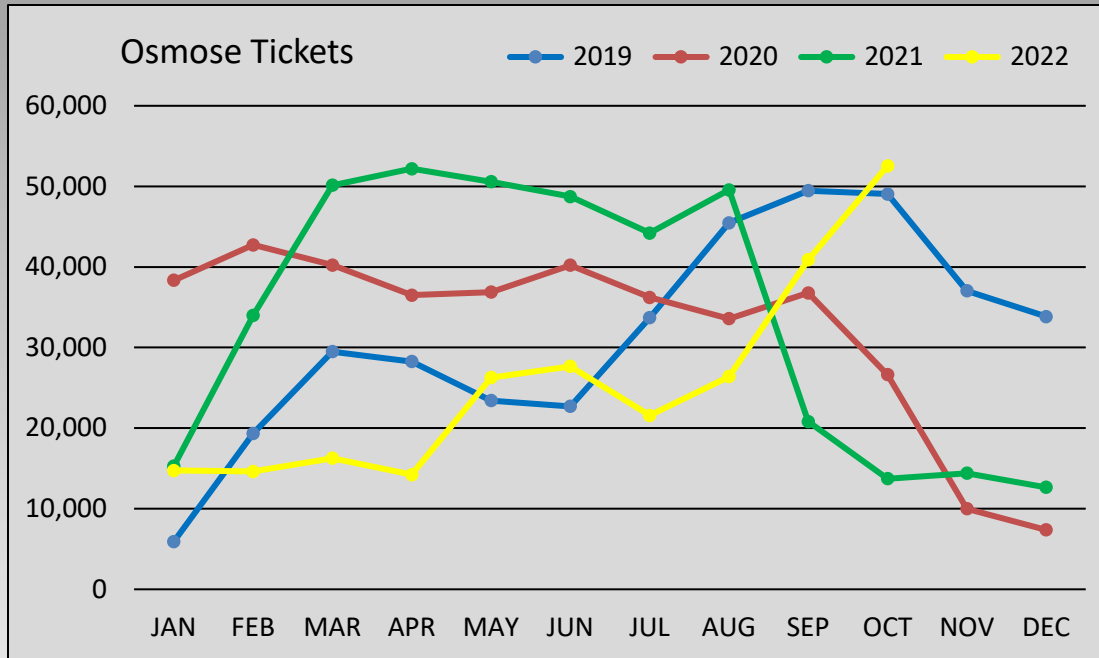
Statistics 2022 Update

Key Excerpts from Reports in Packet – YTD through 10/31

- Ticket volume
 - USAN Total: -29.7K tickets (-1.8%) vs. 2021
 - California: -56.8K tickets (-3.7%)
 - Nevada: +26.8K tickets (+19.0%)
 - October 2022: 192,465 tickets processed – most ever in one month
 - Osmose Utility Services: 52,550 tickets in October (most ever in one month)
 - Osmose is -124K tickets YTD, rest of California is +67K vs. 2021



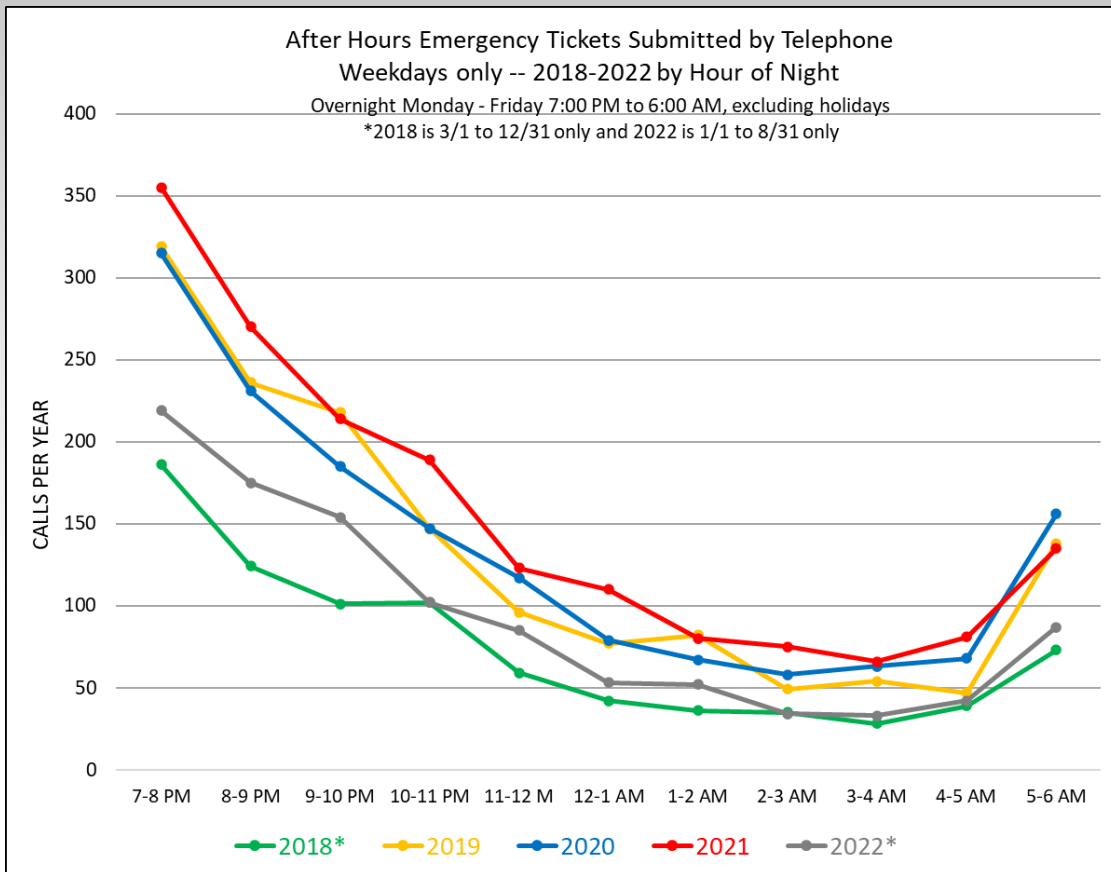
Statistics 2022 (continued)



- % of Tickets Processed Online: 85.7%
- Average Speed of Answer: 50 seconds
- % of Calls Answered Within 30 seconds: 74.6%
- % of Calls Answered After Waiting 10 minutes or Longer: 1.0%
- Average call handle time: 7 minutes 48 seconds (+7.0% vs. 2021)

Recent USAN Board Discussion: 24/7 Analysis

Ticket system would remain up 24/7 and all ticket types can be processed online, including emergencies. The question is, should USAN provide live Damage Prevention Specialists (human call center agents) 24/7 to help excavators create tickets via telephone 24/7?



USAN began taking calls 24/7 on 2/25/2018

Year	Shift Differential Pay to DPSs	On-call Pay to Ops Supervisors	On-call Pay to IT	Yearly Total
2019	\$ 17,606	\$ 14,187	\$ -	\$31,793
2020	\$ 19,807	\$ 13,000	\$ -	\$32,807
2021	\$ 20,947	\$ 13,000	\$ -	\$33,947

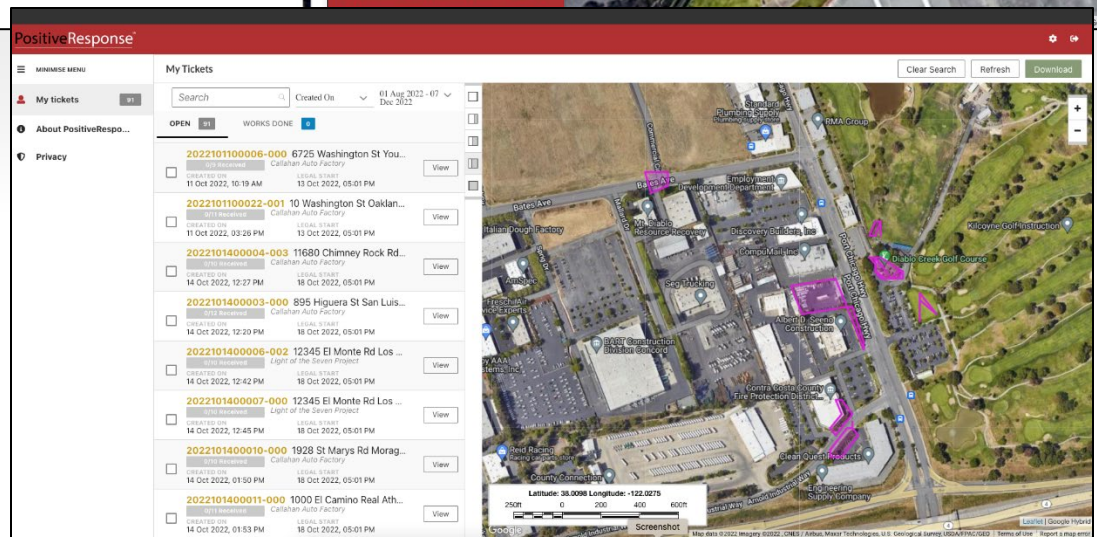
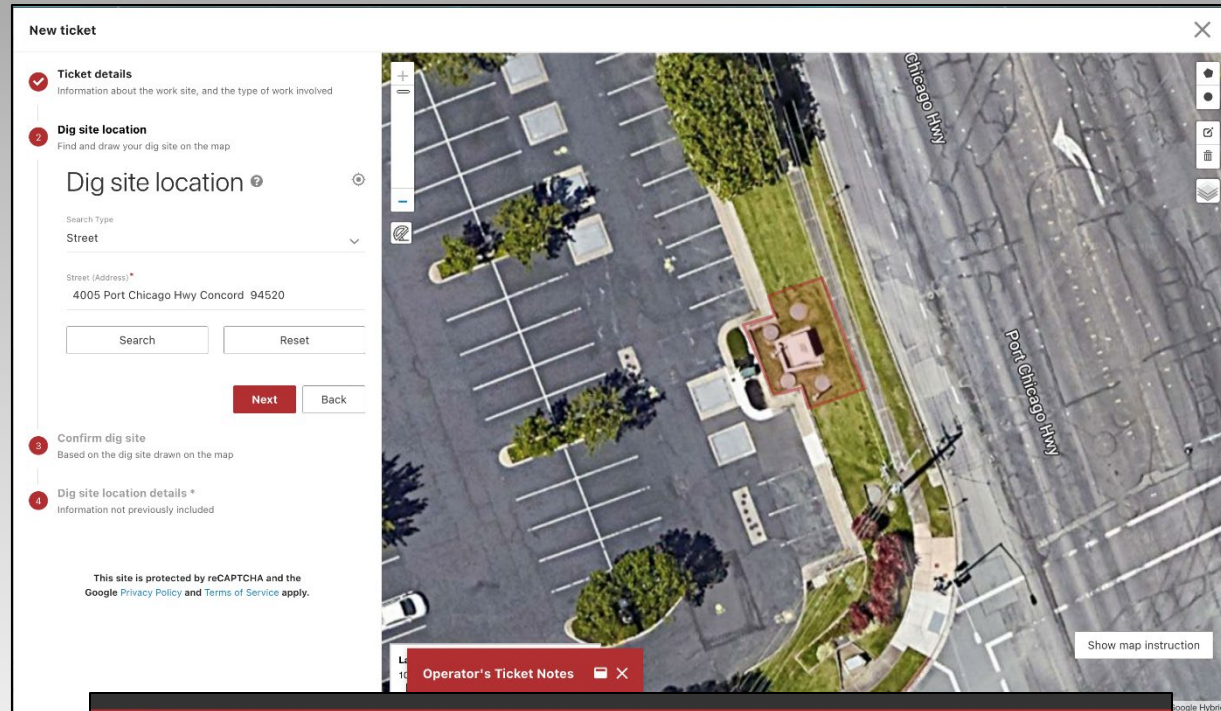
Board decided to wait to discuss until July 2023 after new ticket system has been implemented.

Technology 2022 Update

Focus: Development of New Ticket System from PelicanCorp

For Excavators: “One Call Access” (OCA)

- Use “electronic white lining” (EWL) to draw dig site with precision on top of high-resolution aerial imagery.
- Google Maps is base map with other supplemental map layers: parcels, address points, highway milepost markers, railroad milepost markers, oil & gas wells, etc.
- Preliminary parcels from Southwest Gas available in Nevada. Working on getting this same data from PG&E in northern California.



“One Call Access” (OCA) -- continued

- Dashboard to view and manage tickets, responses from utility operators in Electronic Positive Response (EPR) system.
- Mobile version for in-field use.
 - Full functionality for ticket revisions will not be available until Q1 2023.
 - May be via web browser or may be native IOS and Android mobile apps. Not yet finalized.

PositiveResponse

My Tickets

Search [] Created On 01 Aug 2022 - 07 Dec 2022

OPEN 91 WORKS DONE 0

ID	Address	Operator	Created On	Legal Start	Status
2022101100006-000	6725 Washington St You...	Callahan Auto Factory	11 Oct 2022, 10:19 AM	13 Oct 2022, 05:01 PM	View
2022101100022-001	10 Washington St Oakland...	Callahan Auto Factory	11 Oct 2022, 03:26 PM	13 Oct 2022, 05:01 PM	View
2022101400004-003	11680 Chimney Rock Rd...	Callahan Auto Factory	14 Oct 2022, 12:27 PM	18 Oct 2022, 05:01 PM	View
2022101400003-000	895 Higuera St San Luis...	Callahan Auto Factory	14 Oct 2022, 12:20 PM	18 Oct 2022, 05:01 PM	View
2022101400006-002	12345 El Monte Rd Los ...	Light of the Seven Project	14 Oct 2022, 12:42 PM	18 Oct 2022, 05:01 PM	View
2022101400007-000	12345 El Monte Rd Los ...	Light of the Seven Project	14 Oct 2022, 12:45 PM	18 Oct 2022, 05:01 PM	View
2022101400010-000	1928 St Marys Rd Morag...	Callahan Auto Factory	14 Oct 2022, 01:50 PM	18 Oct 2022, 05:01 PM	View
2022101400011-000	1000 El Camino Real Ath...	Callahan Auto Factory	14 Oct 2022, 01:53 PM	18 Oct 2022, 05:01 PM	View

Map: San Francisco Bay Area with green markers (1-8) indicating alert locations.

UNDERGROUND SERVICE ALERT OF NORTHERN & CENTRAL CALIFORNIA: SAFE DIGGING STARTS HERE

Home

SERVICE OPERATOR: RYAN.WHITE@USAN.ORG, --NOT LISTED--

New Ticket

Month to Date	Active Tickets
2	6

Year to Date	Total Tickets
43	43

Ticket Trend

Month	Ticket Count
Jan	0
Feb	0
Mar	0
Apr	2
May	5
Jun	8
Jul	4
Aug	7
Sep	7
Oct	8
Nov	2
Dec	0

Recent History

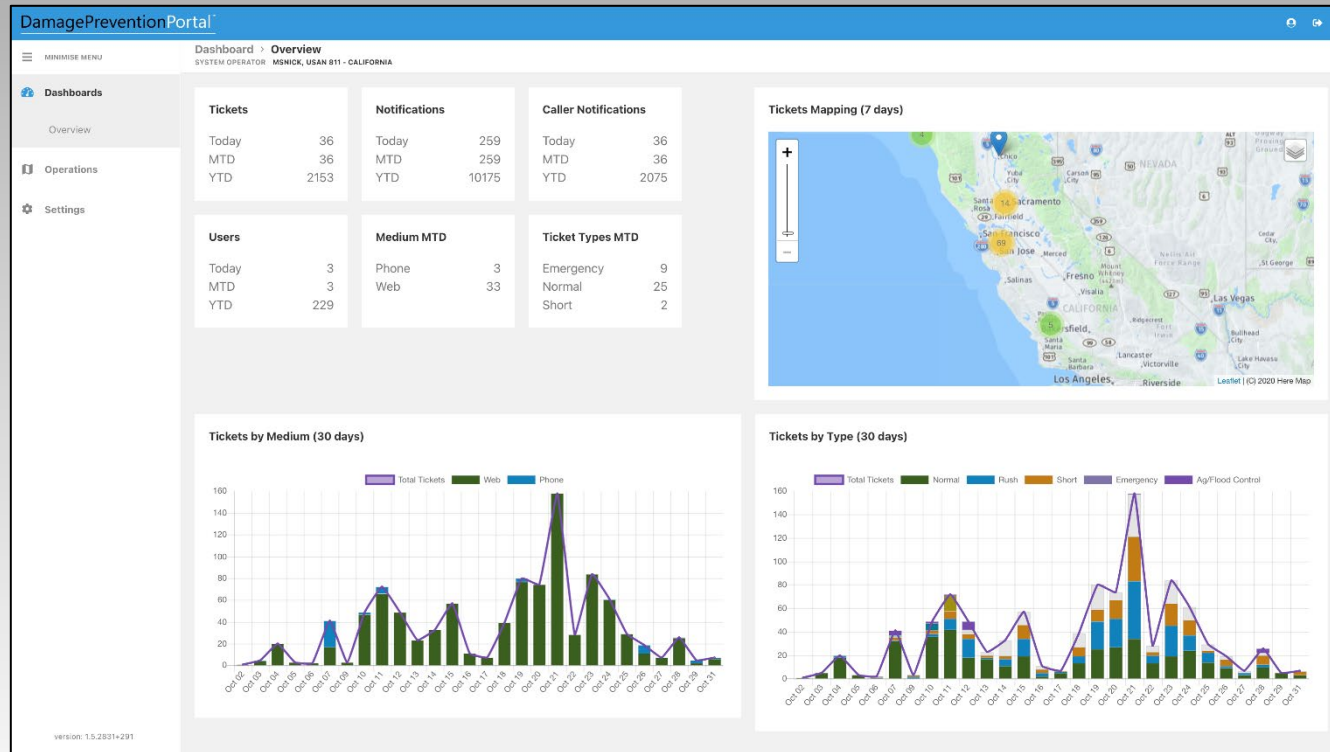
ID	Address	Operator	Submit Date	Work to Begin Date	Job#/Name
2022101000007-000	4051 Port Chicago Hwy Concord California 94520	New Emergency	11/01/2022 - 11:57:23 ...	11/01/2022 - 11:52:00 ...	
2022101000006-000	4070 Port Chicago Hwy Concord California 94520	New Emergency	11/01/2022 - 11:52:29 ...	11/01/2022 - 11:52:29 ...	
2022102800011-000	4005 Port Chicago Hwy Concord California 94520	New Emergency	10/28/2022 - 12:43:27 ...	10/28/2022 - 12:43:27 ...	
2022102800009-001	4005 Port Chicago Hwy Concord California 94520	RTRN Short	10/28/2022 - 12:20:26 ...	11/02/2022	johns job
2022102800009-000	4005 Port Chicago Hwy Concord California 94520	New Short	10/28/2022 - 10:55:34...	10/31/2022	johns job

Powered by: OneCallAccess
Version: 5.0.20104.277
© PelicanCorp 2001-2021

Technology (continued)

For Utility Operators: “Damage Prevention Portal” (DPP)

- Dashboard to view tickets in map and table formats.
- Interface with Electronic Positive Response (EPR) system to respond to tickets.
- View and edit contact information for various contact types.
- View “area of interest” (AOI) mapping. Download and upload in shapefile (.shp) and Google Earth (.kml) file formats.
- Additional ticket delivery types: XML email, plain text email (legacy format), API, web hooks.



- Underground Safety Board staff will have full real-time access to ticket database, including EPR responses.

Example Ticket 2 - Power Poles

State: California
County: Contra Costa
Place: Richmond
Address: Potrero Ave & Carlson Blvd
(intersection)

Work Type: Replace power poles & guy wires

Marking Instructions:

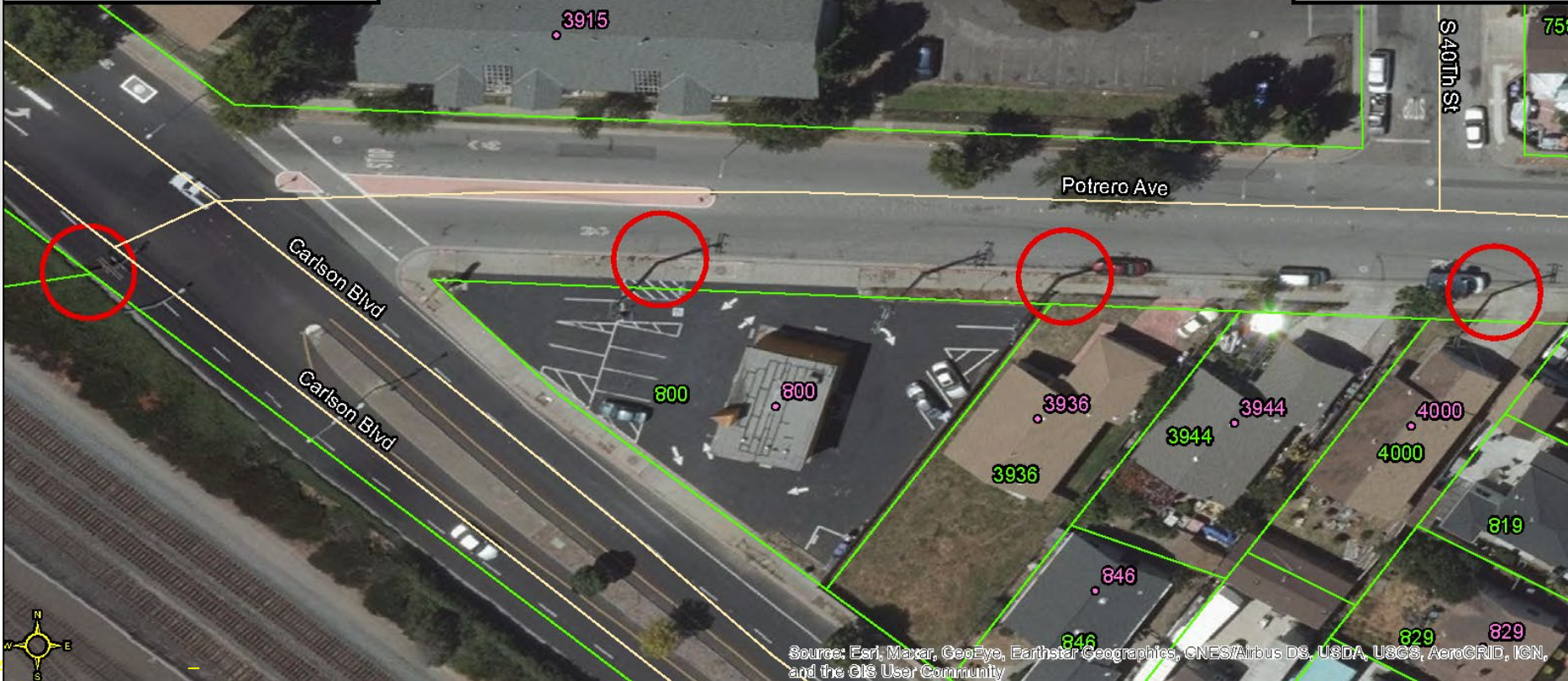
Four power poles will be replaced near this intersection. The first pole is on the west side of this T-intersection, on the west side of Carlson Blvd. The other 3 poles are on the south side of Potrero Ave between Carlson Blvd & 40th St. There are 4 poles in this area but only 3 will be replaced. Each pole is painted with a white X. Please mark a 15 ft radius around each pole; radius does not need to extend into the street.

Vision for the Future of EWL

LEGEND

- Address Points
- State Highway
- Major Arterial Road
- Local Road
- Dig Site Polygon(s)
- Parcels

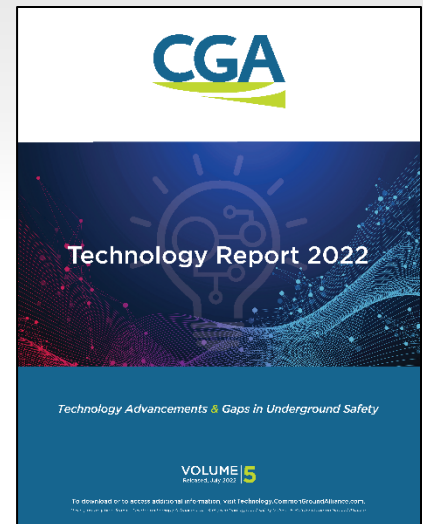
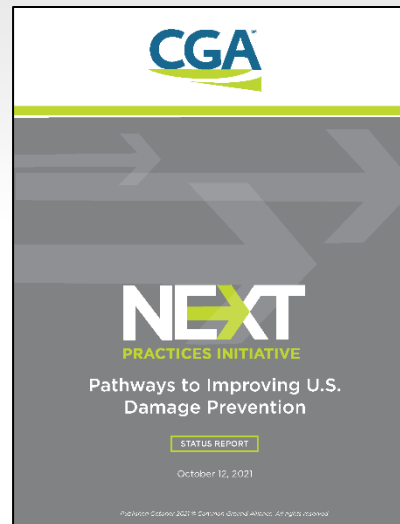
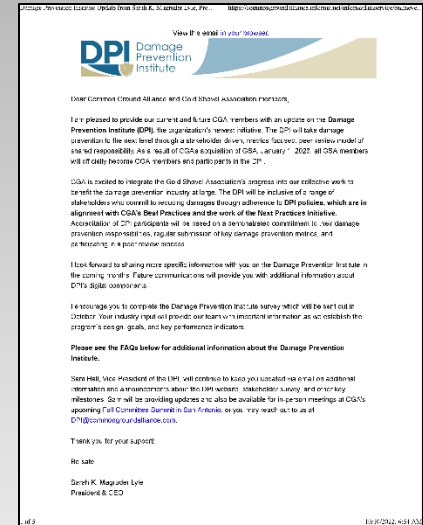
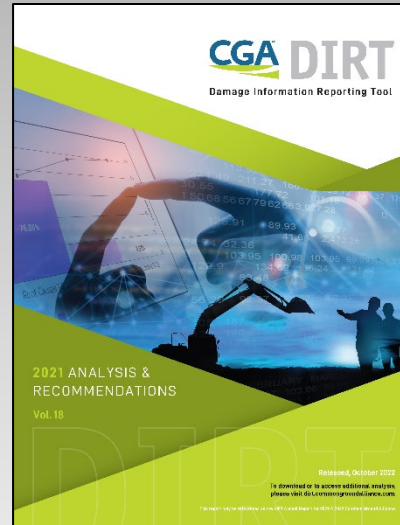
Red -- dig site polygon(s) -- area(s) where excavation will occur and in which underground facilities should be located and marked. Dig site polygon(s) drawn by the excavator or 811 call center agent following instructions provided by the excavator.



Common Ground Alliance (CGA) Update

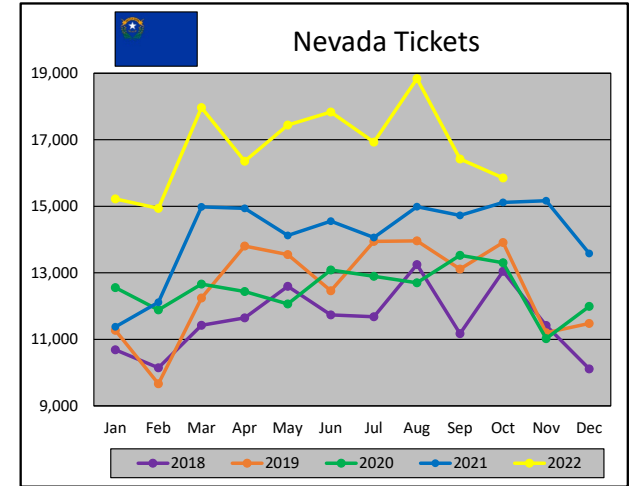
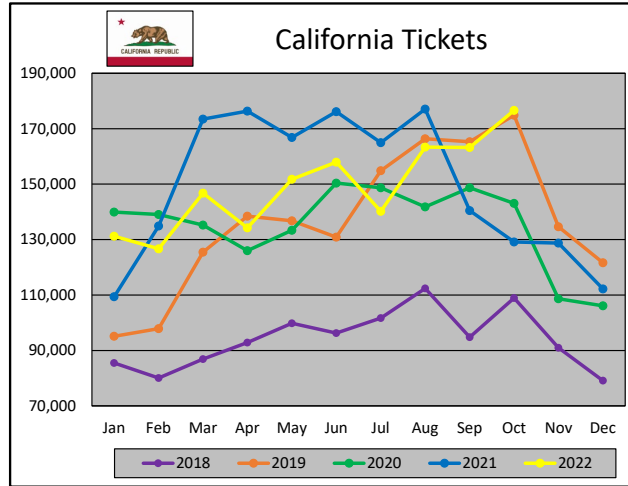
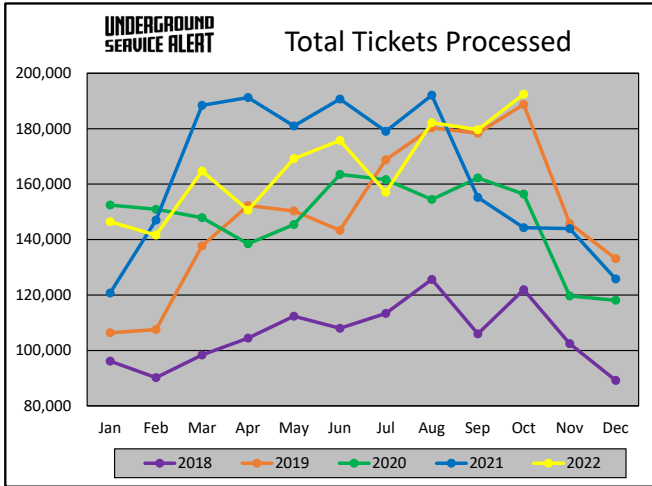
- DIRT 2021 national report
 - Over 230K reported damages 203,618 unique.
 - Plateau or slight increase in damages since 2019.
 - Top root causes the same for last few years: (1) No ticket, (2) failure to pothole or maintain sufficient clearance between utility and excavation equipment, (3) facilities not marked or mismarked due to locator error and/or incorrect facility records/maps.
 - 25.72% of reported damages due to no-ticket.
 - Interactive dashboard includes state-specific data.
 - 38.35% of reported damages in California due to no ticket.
 - 22.78% in Nevada due to no ticket.
 - CGA research shows awareness of 811 system is high among professional excavators, yet 60% of reported no-ticket damages were from professional excavators.
 - 9,068 reported damages in California in 2021.
- Technology Report 2022
- Damage Prevention Institute
- Next Practices Initiative

Key Documents – excerpts included in document packet



Ticket Volume 2018-2022

October 2022



TOTAL TICKETS PROCESSED					Δ +/-	% Δ +/-	
Month	2018	2019	2020	2021	2022	2021 to 2022	
Jan	96,141	106,378	152,445	120,730	146,450	25,720	21.3%
Feb	90,183	107,550	150,918	147,012	141,627	-5,385	-3.7%
Mar	98,348	137,709	147,904	188,450	164,737	-23,713	-12.6%
Apr	104,484	152,239	138,463	191,261	150,611	-40,650	-21.3%
May	112,380	150,323	145,421	180,979	169,185	-11,794	-6.5%
Jun	107,979	143,333	163,479	190,687	175,749	-14,938	-7.8%
Jul	113,372	168,812	161,616	179,015	157,099	-21,916	-12.2%
Aug	125,630	180,322	154,484	192,067	182,168	-9,899	-5.2%
Sep	105,979	178,378	162,244	155,201	179,623	24,422	15.7%
Oct	121,962	188,785	156,392	144,282	192,465	48,183	33.4%
YTD	1,076,458	1,513,829	1,533,366	1,689,684	1,659,714	-29,970	-1.8%
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			

CALIFORNIA TICKETS PROCESSED					Δ +/-	% Δ +/-	
Month	2018	2019	2020	2021	2022	2021 to 2022	
Jan	85,455	95,104	139,892	109,354	131,230	21,876	20.0%
Feb	80,037	97,886	139,033	134,896	126,688	-8,208	-6.1%
Mar	86,923	125,467	135,241	173,466	146,770	-26,696	-15.4%
Apr	92,836	138,435	126,023	176,323	134,255	-42,068	-23.9%
May	99,787	136,776	133,356	166,854	151,742	-15,112	-9.1%
Jun	96,245	130,872	150,391	176,135	157,917	-18,218	-10.3%
Jul	101,694	154,867	148,718	164,953	140,167	-24,786	-15.0%
Aug	112,380	166,361	141,781	177,079	163,330	-13,749	-7.8%
Sep	94,809	165,267	148,716	140,476	163,199	22,723	16.2%
Oct	108,916	174,876	143,088	129,164	176,612	47,448	36.7%
YTD	959,082	1,385,911	1,406,239	1,548,700	1,491,910	-56,790	-3.7%
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			

NEVADA TICKETS PROCESSED					Δ +/-	% Δ +/-	
Month	2018	2019	2020	2021	2022	2021 to 2022	
Jan	10,686	11,274	12,553	11,376	15,220	3,844	33.8%
Feb	10,146	9,664	11,885	12,116	14,939	2,823	23.3%
Mar	11,425	12,242	12,663	14,984	17,967	2,983	19.9%
Apr	11,648	13,804	12,440	14,938	16,356	1,418	9.5%
May	12,593	13,547	12,065	14,125	17,443	3,318	23.5%
Jun	11,734	12,461	13,088	14,552	17,832	3,280	22.5%
Jul	11,678	13,945	12,898	14,062	16,932	2,870	20.4%
Aug	13,250	13,961	12,703	14,988	18,838	3,850	25.7%
Sep	11,170	13,111	13,528	14,725	16,424	1,699	11.5%
Oct	13,046	13,909	13,304	15,118	15,853	735	4.9%
YTD	117,376	127,918	127,127	140,984	167,804	26,820	19.0%
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			

October vs. Previous October
Change vs. previous 66,823 -32,393 -12,110 48,183
% Change 54.8% -17.2% -7.7% 33.4%

Year-to-date Subtotal vs. Previous Year's Subtotal
Change vs. previous 437,371 19,537 156,318 -29,970
% Change 40.6% 1.3% 10.2% -1.8%

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

October vs. Previous October
Change vs. previous 65,960 -31,788 -13,924 47,448
% Change 60.6% -18.2% -9.7% 36.7%

Year-to-date Subtotal vs. Previous Year's Subtotal
Change vs. previous 426,829 20,328 142,461 -56,790
% Change 44.5% 1.5% 10.1% -3.7%

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%	89.9%

October vs. Previous October
Change vs. last 863 -605 1,814 735
% Change 6.6% -4.3% 13.6% 4.9%

Year-to-date Subtotal vs. Previous Year's Subtotal
Change vs. last 10,542 -791 13,857 26,820
% Change 9.0% -0.6% 10.9% 19.0%

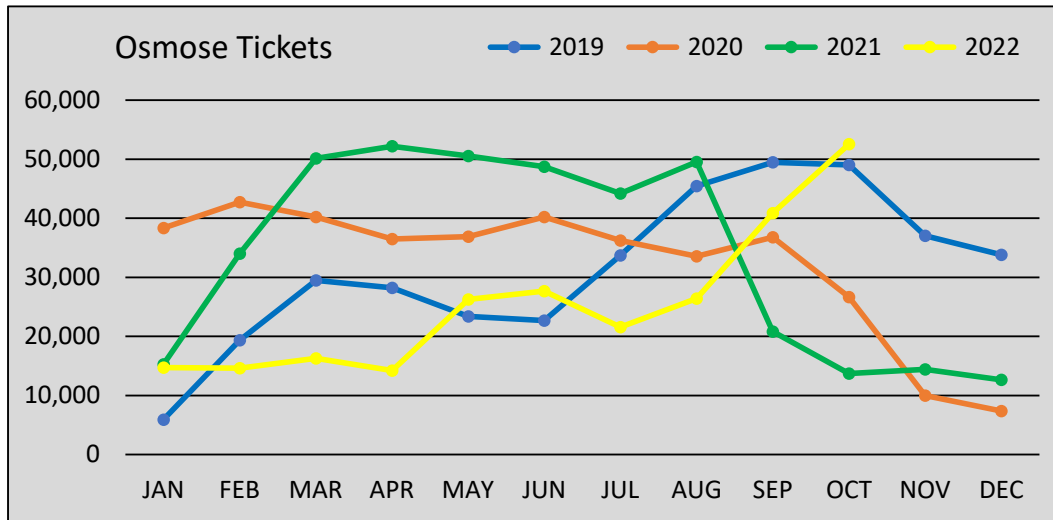
Year vs. Previous Year
Change vs. last 11,683 -448 19,592
% Change 8.4% -0.3% 13.0%

Nevada tickets as % of total USAN tickets

2018	2019	2020	2021	2022 YTD
11.0%	8.4%	8.5%	8.7%	10.1%

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	135,348	-159,784	-54.1%
AUG	208,293	304,693	344,691	161,735	-182,956	-53.1%
SEP	257,763	341,476	365,498	202,619	-162,879	-44.6%
OCT	306,818	368,115	379,215	255,169	-124,046	-32.7%
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	3,056	18,379	136	21,571
AUG	15,346	10,552	489	26,387
SEP	19,750	19,094	2,040	40,884
OCT	27,319	24,305	926	52,550
NOV				
DEC				
Total	112,815	134,772	7,582	255,169

	2019	2020	2021	2022
% of all USAN tickets created by Osmose:	21.1%	21.8%	20.7%	15.7%
% of total USAN tickets = Renewal:	35.4%	37.8%	43.1%	32.7%
% of Osmose tickets = Renewal:	46.2%	61.0%	68.5%	52.8%

	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%	87.6%
% USAN online excluding Osmose:	73.6%	76.6%	81.3%	85.3%

Key Performance Indicators - October 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%
July	168,812	161,616	179,015	157,099	-12.2%
August	180,322	154,484	192,067	182,168	-5.2%
September	178,378	162,244	155,201	179,623	15.7%
October	188,785	156,392	144,282	192,465	33.4%
SUBTOTAL	1,513,829	1,533,366	1,689,684	1,659,714	-1.8%
November	145,858	119,677	143,926		
December	133,115	118,092	125,797		
TOTAL	1,792,802	1,771,135	1,959,407		

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%
July	133,401	130,895	153,908	134,691	-14.3%
August	145,723	126,328	166,137	156,495	-6.2%
September	145,787	133,779	131,152	156,576	16.2%
October	154,873	127,719	121,186	168,836	28.2%
SUBTOTAL	1,185,475	1,254,622	1,437,437	1,422,138	-1.1%
November	120,792	96,391	122,630		
December	112,238	96,078	109,184		
TOTAL	1,418,505	1,447,091	1,669,251		

% 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%
July	79.0%	81.0%	86.0%	85.7%
August	80.8%	81.8%	86.5%	85.9%
September	81.7%	82.5%	84.5%	87.2%
October	82.0%	81.7%	84.0%	87.7%
SUBTOTAL	78.3%	81.8%	85.1%	85.7%
November	82.8%	80.5%	85.2%	
December	84.3%	81.4%	86.8%	
TOTAL	79.1%	81.7%	85.2%	

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%
July	29,906	29,005	25,050	21,190	-15.4%
August	30,038	26,590	25,963	23,980	-7.6%
September	28,270	26,552	22,412	21,065	-6.0%
October	29,075	26,922	21,744	21,817	0.3%
SUBTOTAL	281,568	266,290	243,491	218,772	-10.2%
November	25,201	21,827	19,710		
December	20,813	20,351	15,206		
TOTAL	327,582	308,468	278,407		

SPEED OF ANSWER AVERAGE (mm:ss)					'21-'22
USAN Goal: 1 minute. 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%
July	1:33	1:04	1:51	0:20	-82.0%
August	1:16	0:50	2:59	0:18	-89.9%
September	1:08	1:21	7:49	0:18	-96.2%
October	0:39	1:07	3:44	0:37	-83.5%
SUBTOTAL	1:11	0:53	2:31	0:50	-66.9%
November	0:45	0:43	1:19		
December	0:17	0:24	0:34		
AVERAGE	1:05	0:50	2:20		

% 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%
July	75.3%	75.6%	59.6%	82.4%
August	81.0%	77.6%	52.3%	84.1%
September	80.9%	68.0%	43.0%	85.2%
October	87.8%	75.6%	64.4%	76.6%
SUBTOTAL	79.4%	80.3%	61.8%	74.6%
November	83.5%	83.2%	69.8%	
December	95.7%	86.2%	83.1%	
AVERAGE	80.8%	80.9%	63.5%	

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%
July	6:43	6:52	7:07	7:49	9.8%
August	6:52	6:59	7:11	7:48	8.6%
September	6:53	7:08	7:58	7:47	-2.3%
October	6:50	7:11	8:08	7:55	-2.7%
SUBTOTAL	6:35	6:46	7:17	7:48	7.0%
November	6:15	7:04	7:39		
December	5:57	6:50	7:31		
AVERAGE	6:31	6:47	7:19		

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%
July		898	1,590	1,267	-20.3%
August		719	1,456	1,148	-21.2%
September		1,316	1,123	756	-32.7%
October	196	987	1,479	910	-38.5%
SUBTOTAL	196	7,022	13,042	10,006	-23.3%
November	413	441	1,255		
December	35	201	925		
TOTAL	644	7,664	15,222		

% 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%
July		3.0%	6.0%	5.6%
August		2.6%	5.3%	4.6%
September		4.7%	4.8%	3.5%
October	0.7%	3.5%	6.4%	4.0%
SUBTOTAL	0.7%	2.6%	5.1%	4.4%
November	1.6%	2.0%	6.0%	
December	0.2%	1.0%	5.7%	
AVERAGE	0.2%	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%
July	4,938	508	734	126	-82.8%
August	4,534	410	1,212	129	-89.4%
September	4,389	737	2,515	123	-95.1%
October	181	513	1,068	241	-77.4%
SUBTOTAL	32,610	4,171	9,257	2,833	-69.4%
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%
July	2.3%	1.6%	3.6%	0.3%
August	2.0%	0.8%	8.4%	0.2%
September	0.1%	3.7%	32.1%	0.2%
October	1.3%	2.3%	12.3%	0.4%
SUBTOTAL	2.3%	1.5%	7.4%	1.0%
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%
July	1:09	3:08	3:14	4:16	32.0%
August	0:57	2:54	3:45	2:46	-26.2%
September	0:41	3:28	4:58	2:05	-58.1%
October	1:54	3:05	4:50	2:22	-51.0%
SUBTOTAL	1:06	3:18	3:57	3:05	-21.9%
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%
July	75.6%	77.6%	75.9%	62.4%
August	72.8%	75.1%	81.0%	65.4%
September	73.7%	77.5%	84.5%	62.1%
October	71.9%	75.0%	76.5%	69.9%
SUBTOTAL	70.6%	67.5%	75.7%	69.3%
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%	83.7%

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

POPULATION OF SERVICE AREA					
(4th largest population served in US, following TX, FL and USAS)					
	2019	2020	2021	2022	'21-'22 Change
CA Pop. Total	39,695,376	39,648,938	39,303,157	39,185,605	-0.3%
CA Pop. USAN	16,882,307	16,886,675	16,824,607	16,774,517	-0.3%
% CA = USAN	42.5%	42.6%	42.8%	42.8%	0.0%
NV Population	3,112,935	3,145,184	3,158,539	3,199,632	1.3%
USAN TOTAL	19,995,242	20,031,859	19,983,146	19,974,149	0.0%

Population statistics released in March (NV) and May (CA) each year
Population statistics updated on this sheet in June

% 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%
July	16.5%	1.8%	2.8%	0.6%
August	15.1%	1.5%	4.5%	0.5%
September	15.5%	2.8%	10.1%	0.6%
October	8.9%	1.9%	4.7%	1.1%
SUBTOTAL	14.2%	1.7%	3.7%	1.3%
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
July	25.1	26.6	17.9	26.5
August	28.0	27.8	17.0	25.5
September	27.1	27.1	16.0	24.7
October	29.4	28.4	19.3	23.3
SUBTOTAL	25.7	29.0	22.0	23.4
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
July	1:00	1:37	0:41	0:43
August	1:03	0:45	0:43	0:40
September	0:52	0:41	0:46	0:54
October	0:56	0:40	0:50	0:40
SUBTOTAL	0:51	0:54	0:45	0:44
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



Post-Call Survey Report 2022

Customer satisfaction survey offered to callers at the end of the call
 Scoring based on a 1-5 range, 5 being the best.

Surveys Taken YTD: 2,864

OVERALL SATISFACTION	
Overall satisfaction with the call	
	2022
January	4.6
February	4.6
March	4.5
April	4.6
May	4.5
June	4.5
July	4.5
August	4.5
September	4.6
October	
November	
December	
AVG	4.54

DPS COURTESY	
Satisfaction with the DPS' customer service on the call	
	2022
January	4.7
February	4.7
March	4.7
April	4.7
May	4.7
June	4.6
July	4.6
August	4.8
September	4.7
October	
November	
December	
AVG	4.69

DPS KNOWLEDGE	
Satisfaction with the DPS' knowledge	
	2022
January	4.8
February	4.9
March	4.8
April	4.8
May	4.8
June	4.7
July	4.8
August	4.8
September	4.8
October	
November	
December	
AVG	4.80

REACH DPS SATISFACTION	
Satisfaction with process to reach DPS and wait time	
	2022
January	4.3
February	4.3
March	4.2
April	4.4
May	4.3
June	4.3
July	4.3
August	4.3
September	4.4
October	
November	
December	
AVG	4.31

NET PROMOTER SCORE	
Goal 50+	
	2022
January	50.0
February	63.0
March	59.0
April	59.0
May	55.0
June	58.0
July	58.0
August	61.0
September	65.0
October	
November	
December	
AVG	58.67

Net Promoter Score is the number of supporters minus the number of detractors and measures the likelihood that a customer will recommend your service.

DPS = Damage Prevention Specialist (call center agent).

2022 Membership Changes

Current to: October 17th, 2022



Membersip Summary	
Total Active Memberships (facility operators): 1,532	
California Members: 1,327	California Stakeholders: 4
Nevada Members: 205	Nevada Stakeholders: 4
Sustaining Members: 9	Entire Membership (operators + stakeholders + sustaining): 1,549

New Memberships: 35					
Joined	State	Name	Joined	State	Name
1/4/2022	CA	Niles Canyon Mobile Estate	7/13/2022	CA	Yara Stockton - Dry
1/7/2022	CA	Sequoia Exploration, Inc.	7/18/2022	CA	Coleman Engineering, Inc.
1/19/2022	CA	Vero Fiber Networks, LLC - California	7/19/2022	CA	Phillips Tract Mutual Water Company
1/19/2022	CA	City of Lafayette	7/21/2022	CA	Aera Properties
2/9/2022	NV	Anthem Broadband of Nevada	8/5/2022	CA	Gunner Ranch West - CSA - 22C
2/11/2022	CA	Edison Beneficial Reuse	8/25/2022	CA	SiFi Networks Rancho Cordova LLC
2/11/2022	CA	Huckleberry Mutual Water Company	9/1/2022	CA	Alta 8 Wind Energy
2/23/2022	CA	Merced Pipeline, LLC.	9/1/2022	CA	Windstar
3/2/2022	CA	CenturyLink - California	9/9/2022	NV	Inyo Networks, Inc. - NV
3/8/2022	CA	Fieldbrook Glendale Community Services District	9/9/2022	CA	Inyo Networks, Inc. - CA
3/22/2022	NV	Nevada System of Higher Education	9/14/2022	CA	Varcomm
3/24/2022	NV	Dodge Flats Solar, LLC	9/19/2022	CA	OLH Community Fiber
5/2/2022	CA	Los Altos Hills Community Fiber Corporation	9/27/2022	NV	Pyramid Lake Paiute Tribe
5/13/2022	CA	Golden Gate National Recreation Area	9/29/2022	NV	NextEra Energy
6/17/2022	CA	TRS Group, Inc.	10/4/2022	CA	EverLine - Redding
6/23/2022	CA	Auburn Valley Community Services District	10/5/2022	CA	Alta Irrigation District
7/6/2022	CA	NovaSource	10/6/2022	CA	Mission Rock Utilities, Inc.
7/12/2022	CA	Buena Vista Water Storage District			

Canceled Memberships: 6			
Canceled	State	Name	Reason for Cancellation
1/12/2022	CA	University of the Pacific - Sacramento Area	Doesn't operate facilities in this area
5/23/2022	CA	Riverlake Community Association	No longer have underground facilities
7/18/2022	CA	The Nahabedian Exploration Group LLC	No payment.
7/26/2022	NV	USA Media Group - Reno	No longer have underground facilities
9/14/2022	CA	Aera Energy LLC - Oil	Overlapping membership.
9/14/2022	CA	Aera Energy LLC - Water	Overlapping membership.

Merged Memberships: 5		
Merged	State	Merge Description
3/25/2022	CA	Merged Electric Lightwave Inc. into Nevada into Zayo Group - Nevada
3/31/2022	CA	Merged Hamilton Branch Mutual Water Company into Hamilton Branch CSD
9/14/2022	CA	Merged Rancho Tehama Telephone Company into Varcomm
9/14/2022	CA	Merged Ducor Telephone Company into Varcomm
10/7/2022	CA	Merged County of San Luis Obispo Telecom into County of San Luis Obispo

Member Name Changes: 12		
Changed	State	Name Change Description
3/3/2022	NV	ExteNet Systems, Inc. - Nevada changed names to ExteNet Systems, LLC, - Nevada
3/3/2022	CA	ExteNet Systems, Inc. - California changed names to ExteNet Systems, LLC - California
3/10/2022	CA	Valero Energy Corporation changed names to Ultramar
3/24/2022	CA	RedFlex Traffic Systems changed names to Verra Mobility
3/30/2022	CA	Energy Project Solutions, LLC changed names to Everline Compliance, LLC
4/6/2022	CA	CH2M Hill Constructors, Inc. changed names to Jacobs Engineering Group
5/25/2022	NV	Ryze Renewables Reno, LLC changed names to New Rise Renewables Reno, LLC
9/28/2022	CA	Dick Brown Technical Services - Sentinel Peak Resources changed names to EverLine - SPR Cymric Pipeline

Member Contact Information Report



Report data current to: 10/17/2022

Dates: when member facility operators last updated their contact information and service area mapping or confirmed existing information was accurate; when they signed the USAN membership agreement.

California Code of Regulations Title 19 § 4003 requires member facility operators to maintain valid and current contact information with the one call center.

CGA Best Practice 3.3 states that one call centers should have signed formal agreements with their members stating the responsibilities of each party.

CALIFORNIA MEMBER CODES			
LAST UPDATED	CONTACTS	MAP	% of CONTACTS
Updated < 12 months ago:	736	968	46.2%
Updated 12-24 months ago:	597	560	37.5%
Updated > 24 months ago:	261	66	16.4%
Total CA Member Codes:	1,594	1,594	100.0%
Total CA Members:	1,327		

NEVADA MEMBER CODES			
LAST UPDATED	CONTACTS	MAP	% of CONTACTS
Updated < 12 months ago:	115	152	46.0%
Updated 12-24 months ago:	89	91	35.6%
Updated > 24 months ago:	46	7	18.4%
Total NV Member Codes:	250	250	100.0%
Total NV Members:	205		

Total active USAN members:
1,532

Total member codes:
1,844

STATE	ACCT	MEMBER_NAME	CODE	CONTACT INFO	SERVICE AREA MAPPING	MEMBER AGREEMENT	MEMBER_REP	REP_ADDRESS	REP_CITY	REP_ST	REP_ZIP	REP_PHONE	REP_EMAIL
CA	111078	City of Auburn	CTYAUB	4/28/2016	1/8/2012		Mengil Deane	1225 Lincoln Way	Auburn	CA	95603	(530) 823-4211	mdeane@auburn.ca.gov
CA	111499	City of Belvedere	CTYBLV	4/28/2016	12/2/2021		Robert Zadnik	450 San Rafael Av	Belvedere	CA	94920	415-435-3838	rzadnik@cityofbelvedere.org
CA	111869	City of Biggs	CTYBIG	4/28/2016	10/14/2021		Paul Pratt	PO Box 307	Biggs	CA	95917	5308681396	publicworks1@biggs-ca.gov
NV	112475	City of Caliente	CTYCTE	4/28/2016	10/25/2021		Linda Butler	PO Box 1006	Caliente	NV	89008	7757263131	llarson-butler@cityofcaliente.com
NV	142338	Eastland Heights Water Associ	EHWTRA	4/28/2016	12/2/2021		Leroy Daines	PO Box 35908	Las Vegas	NV	89133	702-556-8069	leroy@utilityservnv.com
CA	150087	Kettleman City Community Ser	KETCSD	4/28/2016	10/19/2021		Rosa Maldonado	PO Box 179	Kettleman Ci	CA	93239	559-386-5866	kccsd@att.net
CA	157260	Occidental Canal Company	OCANAL	4/28/2016	11/29/2021		Sean McNaughtor	PO Box 212	Gustine	CA	95322	(209) 765-3250	mrsean360@gmail.com
CA	165846	Searles Valley Minerals	SVAMIN	4/28/2016	12/1/2021		Dipti Barari	PO Box 367	Trona	CA	93592	760-372-2568	bararid@svminerals.com
CA	114137	City of Crescent City	CTYCRE	4/28/2016	11/2/2021		Eric Wier	377 J St	Crescent City	CA	95531	707-464-9506	ewier@crescentcity.org
CA	114348	City of Cupertino	CTYCUP	4/28/2016	12/7/2021		Adam Araza	10300 Torre Aven	Cupertino	CA	95014	(408) 777-3210	adama@cupertino.org
CA	114559	City of Daly City	CTYDAL	4/28/2016	1/8/2012		Ken Alasandro	153 Lake Merced I	Daly City	CA	94015	650-991-8213	kalasandro@dalcycity.org
NV	142857	Elk Point Country Club	ELKPCC	4/28/2016	4/28/2016		Tom Marks	PO Box 1954	Zephyr Cove	NV	89448	7759017472	tmarks58@yahoo.com
CA	115114	City of Dublin	CTYDUB	4/28/2016	10/13/2021		Andrew Russell	100 Civic Plaza	Dublin	CA	94568	925-833-6630	andrew.russell@dublin.ca.gov
CA	115140	City of Eureka	CTYEUR	4/28/2016	10/14/2021		Dan Vit	531 K St	Eureka	CA	95501	707-832-5111	dvit@ci.eureka.ca.gov
CA	115560	City of Firebaugh	CTYFIR	4/28/2016	10/13/2021		Ben Gallegos	1575 11th St	Firebaugh	CA	93622	5596946166	publicworks@ci.firebaugh.ca.us
CA	129012	City of Sausalito	CTYSAU	4/28/2016	10/15/2021		Kevin Mcgowan	420 Litho Street	Sausalito	CA	94965	4152894176	kmcgowan@sausalito.gov
CA	151221	KTVU-TV Engineering	KTVUTV	4/28/2016	1/8/2012		Jim Haman	Two Jack London	Oakland	CA	94607	510-874-0454	jim.haman@foxtv.com
CA	151510	Lassen Municipal Utility Distric	LASMUD	4/28/2016	1/8/2012		Cort Cortez	65 South Roop Str	Susanville	CA	96130	5302576067	ccortez@lmud.org
NV	167540	Silver Knolls Mutual Water Con	SKNWTR	4/28/2016	7/20/2020		Russell Gray	PO Box 4522	Sparks	NV	89432	775-972-1063	russellgray@charter.net
CA	116141	City of Fowler	CTYFOW	4/28/2016	2/19/2011		Dario Dominguez	128 South 5th Stre	Fowler	CA	93625	5598343113 ext. 121	ddominguez@ci.fowler.ca.us
CA	116247	City of Fremont Engineering Di	CTYFRE	4/28/2016	10/25/2021		Tom Dougherty	39550 Liberty St	Fremont	CA	94538	510-494-4725	tdougherty@fremont.gov
CA	116626	City of Gonzales	CTYGON	4/28/2016	10/27/2021		Patrick Dobbins	PO Box 647	Gonzales	CA	93926	831-675-5000	pdobbins@ci.gonzales.ca.us
CA	151359	Lake Siskiyou Mutual Water Co	LSIWTR	4/28/2016	11/4/2021		Tom Cohen	PO Box 1381	Mount Shast	CA	96067	5308592346	lsmwc@snowcrest.net
CA	151517	Lassen Plumas Gas Service	LAPLGS	4/28/2016	12/7/2021		Jerrold Irwin	701-983 Johnston	Susanville	CA	96130	5302570700	lpgsi@roadrunner.com
CA	167734	60 Civil Engineer SQ / CEOIF	CIVENG	4/28/2016	8/1/2022		Joshua Ligday	241 "V" St	Travis AFB	CA	94535	707-424-1537	joshua.ligday.2@us.af.mil
CA	167744	Smith River Community Service	SRICSD	4/28/2016	10/21/2021		Jeff Beard	241 First St	Smith River	CA	95567	707-487-5381	general.manager@srwater.net
NV	167828	SOC Hawthorne Division	SOCHAW	4/28/2016	2/19/2011		Thomas Fitzgerald 2	South Maine Av	Hawthorne	NV	89415	7759457436	thomas.fitzgerald2@us.army.mil
CA	178914	Ukiah Valley Sanitation District	UKVSAN	4/28/2016	2/2/2013		Don Brown	300 Seminary Ave	Ukiah	CA	95482	707-467-5783	dbrown@cityofukiah.com
CA	131439	City of Ukiah	CTYUKH	4/28/2016	2/2/2013		Don Brown	300 Seminary Ave	Ukiah	CA	95482	707-467-5783	dbrown@cityofukiah.com
CA	132178	City of Visalia	CTYVIS	4/28/2016	3/2/2014		Wyndi Ferguson	336 N. Ben Maddc	Visalia	CA	93292	5597134186	wyndi.ferguson@visalia.city
CA	151536	Lewiston Community Services I	LEWCSD	4/28/2016	12/3/2021		Mel Deardorff	PO Box 101	Lewiston	CA	96052	530-778-0306	lewistoncsd@gmail.com
CA	151538	Lewis Creek Water District	LEWWTR	4/28/2016	4/12/2021		Dennis Walker	209 South Locust	Visalia	CA	93291	5597327938	kelweg1@aol.com
NV	151564	Lincoln County Telephone Syst	LCOTEL	4/28/2016	12/15/2021		John Christian	PO Box 150	Pioche	NV	89043	775-962-5131	lcts1@lcturbonet.com



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

California - October 2022



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

Count of member codes that provided 0 EPR responses to tickets for which responses were required: **411** **27.09%** % of member codes

1,250	California Totals for Month:	1,517	922,590	482,876	337,284	69.85%	9,076	1.88%	136,516	28.27%	346,360	71.73%
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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.
100105	AGATE BAY WATER COMPANY	ABAWTR	29	11	0	0.00%	0	0.00%	11	100.00%	0	0.00%
102959	AUBURN VALLEY COMMUNITY SERVICE DISTRICT	ABVCSD	1	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
100422	ALAMEDA COUNTY WATER DISTRICT	ACOWTR	1860	873	721	82.59%	0	0.00%	152	17.41%	721	82.59%
100528	ALAMEDA COUNTY FC&WCD ZONE 7	ACOZON	134	56	30	53.57%	0	0.00%	26	46.43%	30	53.57%
100343	ALAMEDA CONTRA COSTA TRANSIT DISTRICT	ACTRAN	101	35	0	0.00%	0	0.00%	35	100.00%	0	0.00%
100098	AERA PROPERTIES - BELRIDGE	AERABEL	599	315	109	34.60%	0	0.00%	206	65.40%	109	34.60%
100098	AERA PROPERTIES	AERACOL	68	27	9	33.33%	0	0.00%	18	66.67%	9	33.33%
100098	AERA PROPERTIES - LOST HILLS	AERALH	149	58	11	18.97%	0	0.00%	47	81.03%	11	18.97%
100098	AERA PROPERTIES - NORTH MIDWAY	AERANMID	90	65	10	15.38%	0	0.00%	55	84.62%	10	15.38%
100098	AERA PROPERTIES	AERASAN	60	20	8	40.00%	0	0.00%	12	60.00%	8	40.00%
100098	AERA PROPERTIES - SOUTH MIDWAY	AERASMID	32	17	1	5.88%	0	0.00%	16	94.12%	1	5.88%
100501	ALLUVIAL/FANCHER WASTE WATER DISTRICT 4	AFAWWD	10	7	7	100.00%	0	0.00%	0	0.00%	7	100.00%
100030	A.F.P. MUTUAL WATER COMPANY	AFPMWC	1	1	1	100.00%	0	0.00%	0	0.00%	1	100.00%
100172	AIR FORCE REAL PROPERTY AGENCY - MATHER	AFRPAM	174	65	46	70.77%	7	10.77%	12	18.46%	53	81.54%
101011	AMERIGAS PROPANE - PLACERVILLE	AGASPL	152	37	12	32.43%	11	29.73%	14	37.84%	23	62.16%
142404	AHTNA ENVIRONMENTAL, INC.	AHENIN	11	3	0	0.00%	0	0.00%	3	100.00%	0	0.00%
100130	AHTNA GLOBAL (AGL)	AHTENV	204	39	36	92.31%	0	0.00%	3	7.69%	36	92.31%
100211	AIR PRODUCTS NITROGN GAS	AIRPRO	896	310	279	90.00%	0	0.00%	31	10.00%	279	90.00%
100427	ALAMEDA MUNICIPAL POWER	ALAPWR	360	190	173	91.05%	2	1.05%	15	7.89%	175	92.11%
109706	CITY OF ALAMEDA - FORCE MAIN	ALASFM	353	190	171	90.00%	0	0.00%	19	10.00%	171	90.00%
109706	CITY OF ALAMEDA -STREET LIGHTS & SIGNALS	ALASTL	353	190	162	85.26%	2	1.05%	26	13.68%	164	86.32%
100582	BAKERSFIELD RENEWABLE FUELS, LLC.	ALBPRP	40	22	17	77.27%	4	18.18%	1	4.55%	21	95.45%
100448	ALCO WATER SERVICE	ALCWTR	309	176	133	75.57%	15	8.52%	28	15.91%	148	84.09%
100554	ALMONTE SANITARY DISTRICT	ALMSAN	52	38	19	50.00%	5	13.16%	14	36.84%	24	63.16%
100481	ALLENSWORTH COMMUNITY SERVICES DISTRICT	ALNCSD	1	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
100595	ALPAUGH COMMUNITY SERVICES DISTRICT	ALPCSD	23	14	0	0.00%	0	0.00%	14	100.00%	0	0.00%

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	140,167	63,799	45.5%	30,266	47.4%	33,533	52.6%
August	163,330	85,766	52.5%	42,133	49.1%	43,633	50.9%
September	163,199	81,406	49.9%	40,932	50.3%	40,474	49.7%
October							
November							
December							
TOTAL	1,315,298	668,135	50.8%	373,698	55.9%	294,437	44.1%



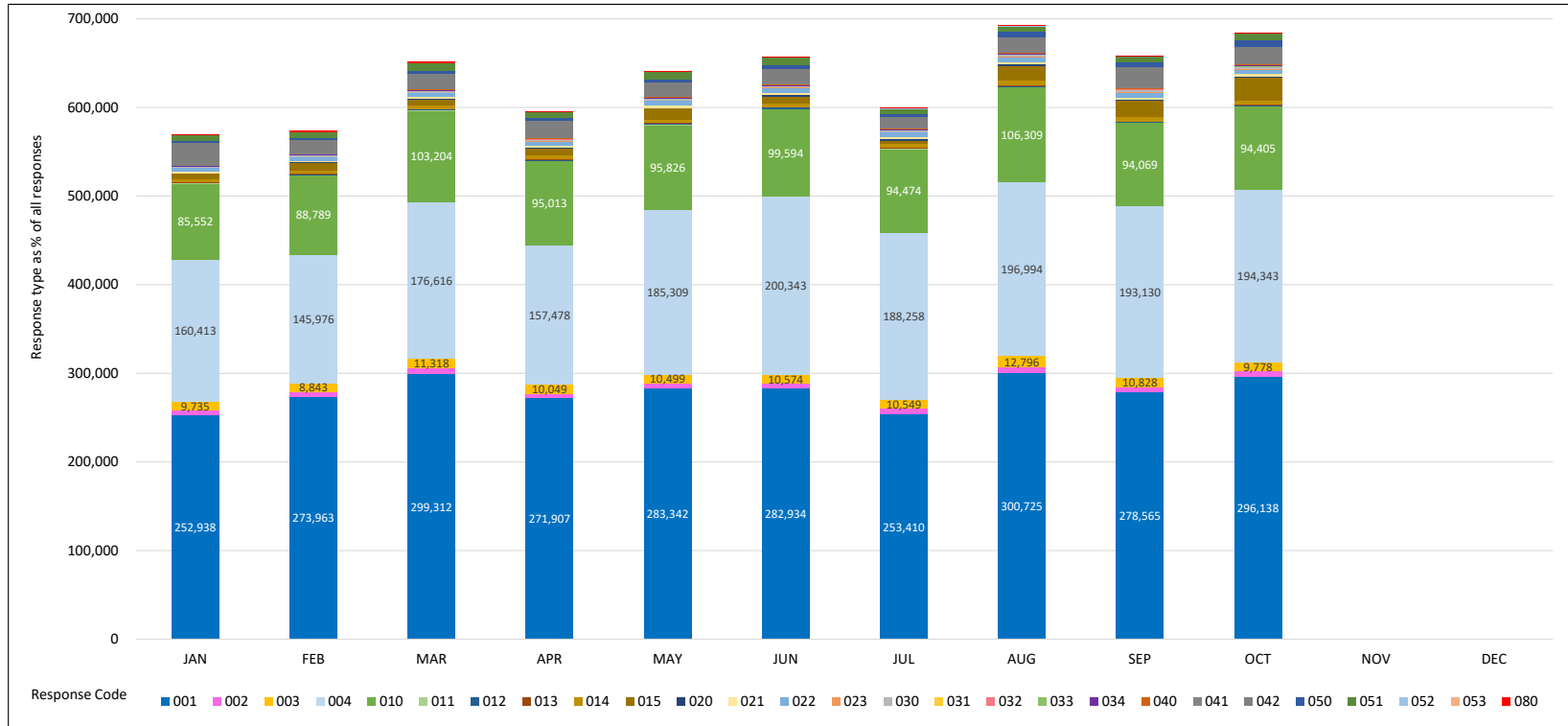
Use of the EPR system by facility operators is voluntary in Nevada and not currently required by law. It is likely to become mandatory in 2022, as reported by the Public Utilities Commission of Nevada. EPR system was implemented by USAN on 1/1/2018.

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	16,932	11,127	65.7%	5,957	53.5%	5,170	46.5%
August	18,838	12,388	65.8%	6,332	51.1%	6,056	48.9%
September	16,424	10,924	66.5%	5,538	50.7%	5,386	49.3%
October							
November							
December							
TOTAL	151,951	101,479	66.8%	51,528	50.8%	49,951	49.2%

Response Code Usage - 2022 - California



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	253,410	300,725	278,565	296,138			2,793,234
002	CLEAR - NO CONFLICT BUT PRIVATELY OWNED UTILITY ON PROPERTY	5,361	5,561	6,107	5,187	5,112	5,075	6,450	5,819	5,954	6,589			57,215
003	EXISTING MARKINGS ADEQUATE	9,735	8,843	11,318	10,049	10,499	10,574	10,549	12,796	10,828	9,778			104,969
004	NO MARKINGS REQUESTED	160,413	145,976	176,616	157,478	185,309	200,343	188,258	196,994	193,130	194,343			1,798,860
010	LOCATE AREA MARKED	85,552	88,789	103,204	95,013	95,826	99,594	94,474	106,309	94,069	94,405			957,235
011	LOCATE AREA MARKED BUT ABANDONED FACILITIES MAY BE IN THE AREA	318	361	434	314	383	366	434	456	424	447			3,937
012	LOCATE AREA MARKED UP TO PRIVATE OWNED FACILITY - CONTACT PRIVATE UTILITY OWNER FOR LOCATE (https://www.undergroundservicealert.com/locate)	731	702	855	842	988	981	729	956	781	823			8,388
013	LOCATE AREA MARKED UP TO PRIVATE PROPERTY	655	660	669	708	704	653	581	671	683	766			6,750
014	PARTIALLY MARKED - MORE TIME IS NEEDED	3,711	4,229	4,670	4,624	4,293	4,713	4,414	5,795	4,890	5,019			46,358
015	PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR (4216.3(a)(1)(A)(ii))	5,508	7,899	5,483	7,725	12,560	7,666	3,917	16,728	18,463	26,167			112,116
020	BAD ADDRESS/INCORRECT STREET/LOCATION INFO - RESEND TICKET REQUESTED	857	798	959	1,080	1,011	1,077	1,062	1,674	1,275	1,042			10,835
021	NO ACCESS TO LOCATE AREA - RESEND TICKET REQUESTED	2,089	2,147	2,577	2,433	2,274	2,459	2,504	2,525	2,165	2,272			23,445
022	NO DELINEATION - RESEND TICKET REQUESTED	3,917	3,799	4,229	4,493	4,918	5,183	4,925	5,623	5,233	4,970			47,290
023	DELINEATED AREA DOES NOT MATCH LOCATION REQUEST - RESEND TICKET	254	330	277	392	852	1,202	938	1,083	916	1,094			7,338
030	CONTACT FACILITY OWNER FOR FURTHER INFO	897	1,926	1,795	1,566	1,571	1,249	1,372	1,307	2,565	1,574			15,822
031	REQUIRES STAND BY AT TIME OF EXCAVATION - CONTACT FACILITY OWNER	288	256	465	364	353	392	346	342	357	361			3,524
032	VISIBLE OR EXPOSED FACILITY - CONTACT FACILITY OWNER IF CROSSING	62	95	108	88	99	105	121	169	195	160			1,202
033	HIGH PRIORITY LINE IN AREA - ON SITE MEETING REQUIRED	209	178	206	259	271	226	203	301	272	973			3,098
034	FIELD MEET REQUIRED - CONTACT FACILITY OWNER TO SCHEDULE	266	253	294	295	433	384	323	562	402	611			3,823
035	TRAFFIC CONTROL REQUIRED TO MARK FACILITIES	34	27	34	36	15	34	13	43	34	22			292
040	EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE	1,125	1,053	1,116	1,259	1,478	1,718	1,550	1,513	1,463	1,689			13,964
041	EXCAVATOR NO SHOW FOR MEET	22	19	16	8	17	11	9	30	19	23			174
042	EXCAVATOR CANCELED REQUEST	25,058	15,727	17,643	18,443	16,202	16,622	13,016	16,725	22,440	19,439			181,315
050	NEGOTIATED MARKING SCHEDULE	2,197	1,873	3,330	3,175	3,739	4,560	3,193	6,856	6,532	7,086			42,541
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	6,092	5,843	5,978	7,960			72,094
052	UNABLE TO LOCATE USING STANDARD LOCATING TECHNIQUES	85	68	125	173	241	155	129	211	167	164			1,518
053	SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME CONFIRMED	13	20	7	4	10	12	6	9	3	19			103
080	EXTRAORDINARY CIRCUMSTANCES - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY	694	962	1,425	413	261	271	281	137	113	144			4,701
Monthly EPR response totals:		555,152	556,627	634,295	577,215	616,196	636,132	585,949	662,512	626,739	642,660	0	0	6,093,477
Monthly total as % of entire year:		9.1%	9.1%	10.4%	9.5%	10.1%	10.4%	9.6%	10.9%	10.3%	10.5%	0.0%	0.0%	100.0%



Response Code Usage - 2022 - California



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	253,410	300,725	278,565	296,138			2,793,234
	% of total responses	45.6%	49.2%	47.2%	47.1%	46.0%	44.5%	43.2%	45.4%	44.4%	46.1%			45.8%
002	CLEAR - NO CONFLICT BUT PRIVATELY OWNED UTILITY ON PROPERTY	5,361	5,561	6,107	5,187	5,112	5,075	6,450	5,819	5,954	6,589			57,215
	% of total responses	1.0%	1.0%	1.0%	0.9%	0.8%	0.8%	1.1%	0.9%	0.9%	1.0%			0.9%
003	EXISTING MARKINGS ADEQUATE	9,735	8,843	11,318	10,049	10,499	10,574	10,549	12,796	10,828	9,778			104,969
	% of total responses	1.8%	1.6%	1.8%	1.7%	1.7%	1.7%	1.8%	1.9%	1.7%	1.5%			1.7%
004	NO MARKINGS REQUESTED	160,413	145,976	176,616	157,478	185,309	200,343	188,258	196,994	193,130	194,343			1,798,860
	% of total responses	28.9%	26.2%	27.8%	27.3%	30.1%	31.5%	32.1%	29.7%	30.8%	30.2%			29.5%
010	LOCATE AREA MARKED	85,552	88,789	103,204	95,013	95,826	99,594	94,474	106,309	94,069	94,405			957,235
	% of total responses	15.4%	16.0%	16.3%	16.5%	15.6%	15.7%	16.1%	16.0%	15.0%	14.7%			15.7%
011	LOCATE AREA MARKED BUT ABANDONED FACILITIES MAY BE IN THE AREA	318	361	434	314	383	366	434	456	424	447			3,937
	% of total responses	0.1%	0.1%	0.1%	0.1%	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	729	956	781	823			8,388
	% of total responses	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%			0.1%
013	LOCATE AREA MARKED UP TO PRIVATE PROPERTY	655	660	669	708	704	653	581	671	683	766			6,750
	% of total responses	0.1%	0.1%	0.1%	0.1%	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	4,414	5,795	4,890	5,019			46,358
	% of total responses	0.7%	0.8%	0.7%	0.8%	0.7%	0.7%	0.8%	0.9%	0.8%	0.8%			0.8%
015	PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR (4216.3(a)(1)(A)(ii))	5508	7,899	5,483	7,725	12,560	7,666	3,917	16,728	18,463	26,167			112,116
	% of total responses	1.0%	1.4%	0.9%	1.3%	2.0%	1.2%	0.7%	2.5%	2.9%	4.1%			1.8%
020	BAD ADDRESS/INCORRECT STREET/LOCATION INFO - RESEND TICKET REQUESTED	857	798	959	1080	1,011	1,077	1,062	1,674	1,275	1,042			10,835
	% of total responses	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%			0.2%
021	NO ACCESS TO LOCATE AREA - RESEND TICKET REQUESTED	2,089	2,147	2,577	2,433	2,274	2,459	2,504	2,525	2,165	2,272			23,445
	% of total responses	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.3%	0.4%			0.4%
022	NO DELINEATION - RESEND TICKET REQUESTED	3,917	3,799	4,229	4,493	4,918	5,183	4,925	5,623	5,233	4,970			47,290
	% of total responses	0.7%	0.7%	0.7%	0.8%	0.8%	0.8%	0.8%	0.8%	0.8%	0.8%			0.8%
023	DELINEATED AREA DOES NOT MATCH LOCATION REQUEST - RESEND TICKET	254	330	277	392	852	1,202	938	1,083	916	1,094			7,338
	% of total responses	0.0%	0.1%	0.0%	0.1%	0.1%	0.2%	0.2%	0.2%	0.1%	0.2%			0.1%
030	CONTACT FACILITY OWNER FOR FURTHER INFO	897	1,926	1,795	1,566	1,571	1,249	1,372	1,307	2,565	1,574			15,822
	% of total responses	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.4%	0.2%			0.3%
031	REQUIRES STAND BY AT TIME OF EXCAVATION - CONTACT FACILITY OWNER	288	256	465	364	353	392	346	342	357	361			3,524
	% of total responses	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	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	121	169	195	160			1,202
	% of total responses	0.0%	0.0%	0.0%	0.0%	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	203	301	272	973			3,098
	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%	0.0%	0.0%	0.2%			0.1%
034	FIELD MEET REQUIRED - CONTACT FACILITY OWNER TO SCHEDULE	266	253	294	295	433	384	323	562	402	611			3,823
	% of total responses	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%			0.1%
035	TRAFFIC CONTROL REQUIRED TO MARK FACILITIES	34	27	34	36	15	34	13	43	34	22			292
	% of total responses	0.0%	0.0%	0.0%	0.0%	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	1,259	1,478	1,718	1,550	1,513	1,463	1,689			13,964
	% of total responses	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.3%			0.2%
041	EXCAVATOR NO SHOW FOR MEET	22	19	16	8	17	11	9	30	19	23			174
	% of total responses	0.0%	0.0%	0.0%	0.0%	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	13,016	16,725	22,440	19,439			181,315
	% of total responses	4.5%	2.8%	2.8%	3.2%	2.6%	2.6%	2.2%	2.5%	3.6%	3.0%			3.0%
050	NEGOTIATED MARKING SCHEDULE	2,197	1,873	3,330	3,175	3,739	4,560	3,193	6,856	6,532	7,086			42,541
	% of total responses	0.4%	0.3%	0.5%	0.6%	0.6%	0.7%	0.5%	1.0%	1.0%	1.1%			0.7%
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	6,092	5,843	5,978	7,960			72,094
	% of total responses	1.2%	1.3%	1.3%	1.3%	1.3%	1.3%	1.0%	0.9%	1.0%	1.2%			1.2%
052	UNABLE TO LOCATE USING STANDARD LOCATING TECHNIQUES	85	68	125	173	241	155	129	211	167	164			1,518
	% of total responses	0.0%	0.0%	0.0%	0.0%	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	6	9	3	19			103
	% of total responses	0.0%	0.0%	0.0%	0.0%	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	281	137	113	144			4,701
	% of total responses	0.1%	0.2%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.1%
Monthly EPR response totals:		555,152	556,627	634,295	577,215	616,196	636,132	585,949	662,512	626,739	642,660	0	0	6,093,477
Monthly total as % of entire year:		9.1%	9.1%	10.4%	9.5%	10.1%	10.4%	9.6%	10.9%	10.3%	10.5%	0.0%	0.0%	100.0%

October 2022 Marketing & Education Report



Our team partnered with Southwest Gas and Paradigm for a Northern Nevada training luncheons in South Lake Tahoe, Reno, and Winnemucca.



We refreshed the vehicle wraps on our 2 Toyota Camry's that were previously wrapped with 811express.com and USAN messages.

October 2022 Marketing & Education Report



Our Education Coordinator and Marketing Coordinator had an 811 booth at the Contra Costa Water District safety fair.



In addition to the CCWD safety fair, our team had an 811 booth at San Jose Water Company's Safety and Employee appreciation day.

October 2022 Marketing & Education Report



Our marketing team went on a 2 day farm tour with the California Farm Bureau and visited orchards, green houses, and processing centers in Yolo County and learned about the challenges that they face.

2022 NRCGA TRAINING STATS

**149 TRAINING
PRESENTATIONS**

**1,903
ATTENDEES**

The NRCGA continues to be educational training resource with over 149 presentations with 1,903 attendees YTD. The NRCGA provides free training to stakeholders throughout the state of Nevada. Training request link: <http://nrcga.org/nrcga-damage-prevention-training/>

October 2022 Marketing & Education Report

Education Activity Summary

- **Direct Stakeholder Training**
 - 2/23/22 – University of the Pacific – 13 Attendees
 - 3/7/22 – Columbia Electric – 14 Attendees
 - 3/11/22 – PG&E Electric Distribution Contractor’s– 99 Attendees
 - 3/15/22 – City of Walnut Creek Public Works – 70 Attendees
 - 3/17/22 – PG&E Electric Distribution Superintendents & Inspectors – 25 Attendees
 - 5/4/22 – Nevada Geographic Information Society – 15 Attendees
 - 5/5/22 – National Association of Pipeline Safety – 65 Attendees
 - 6/17/22 – Advanced Trenchless – 8 Attendees
 - 7/18/22 – EBMUD – Inspectors – 11 Attendees
 - 7/20/22 – Stockton Water District – 18 Attendees
 - 7/21/22 – EBMUD – Attendees 18 Attendees
 - 9/19/22 – EDT Tec – 28 Attendees
 - 9/26/22 – Southwest Gas / Paradigm, South Lake Tahoe - 8 Attendees
 - 9/27/22 – Southwest Gas / Paradigm, Reno – 60 Attendees
 - 9/28/22 - Southwest Gas / Paradigm, Winnemucca – 6 Attendees
 - 10/10/22 – Sacramento County Airport – 23 Attendees

- **SAFE Events – USAN Hosted Public Training**
 - 8/4/22 – Sacramento, CA – 15 Attendees
 - 8/12/22 – Bakersfield, CA – 93 Attendees
 - 8/18/22 – San Leandro, CA – 36 Attendees

- **811 Pro Professional Contractor Course**
 - California Law Course
 - English Course Completions: 655
 - English Incomplete: 760
 - Spanish Course Completions: 157
 - Spanish Incomplete: 24

 - Nevada Law Course
 - Course Completions: 112
 - Incomplete: 59
 - Spanish Course Completions: 1
 - Spanish Incomplete: 2

- **Educational Outreach Events**
 - 1/19/22 – 1/21/22 - Mid-Pacific Water Users Conference, Reno, NV
 - 2/8/22 – 2/10/22 - World Ag Expo, Tulare, CA
 - 4/5/22 – 4/7/22 – CGA Conference and Expo, Anaheim, CA
 - 5/5/22 – UCON Education Cornhole Throwdown, Livermore, CA
 - 9/7/22 – San Jose Water Company Safety Fair, San Jose, CA
 - 9/29/22 – Contra Costa Water District Safety Fair, Concord, CA