

UNDERGROUND SERVICE ALERT

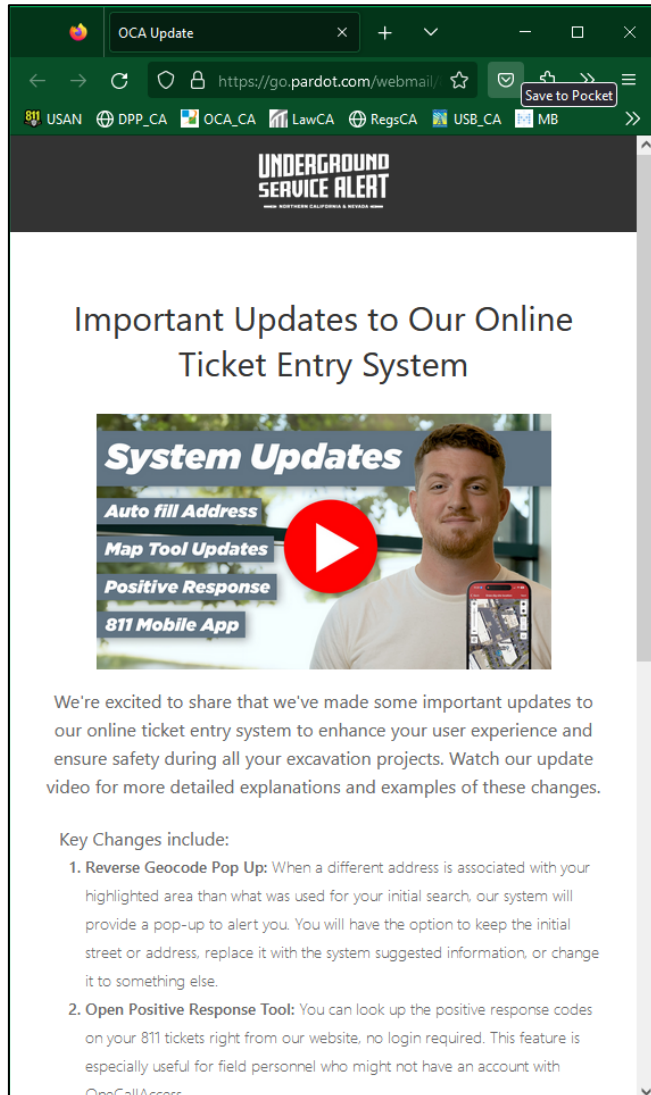
—▶ NORTHERN CALIFORNIA & NEVADA ◀—

811 Notification Center Updates

Presented by:

USA North 811 – James Wingate

Technology Updates



Important Updates to Our Online Ticket Entry System

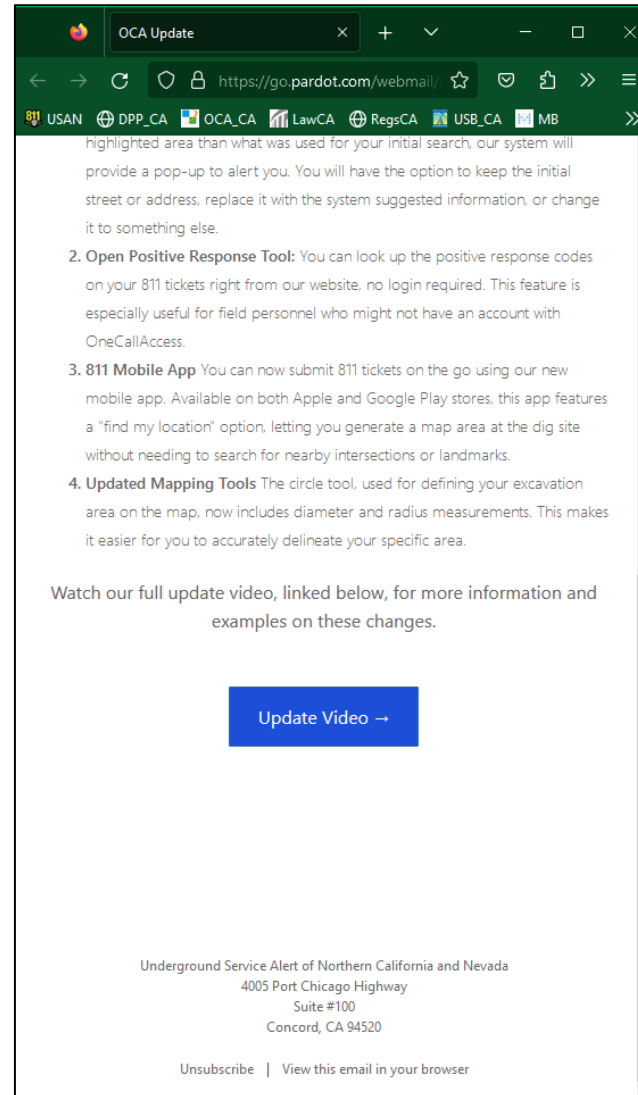
System Updates

- Auto fill Address**
- Map Tool Updates**
- Positive Response**
- 811 Mobile App**

We're excited to share that we've made some important updates to our online ticket entry system to enhance your user experience and ensure safety during all your excavation projects. Watch our update video for more detailed explanations and examples of these changes.

Key Changes include:

- 1. Reverse Geocode Pop Up:** When a different address is associated with your highlighted area than what was used for your initial search, our system will provide a pop-up to alert you. You will have the option to keep the initial street or address, replace it with the system suggested information, or change it to something else.
- 2. Open Positive Response Tool:** You can look up the positive response codes on your 811 tickets right from our website, no login required. This feature is especially useful for field personnel who might not have an account with OneCallAccess.



highlighted area than what was used for your initial search, our system will provide a pop-up to alert you. You will have the option to keep the initial street or address, replace it with the system suggested information, or change it to something else.

- 2. Open Positive Response Tool:** You can look up the positive response codes on your 811 tickets right from our website, no login required. This feature is especially useful for field personnel who might not have an account with OneCallAccess.
- 3. 811 Mobile App** You can now submit 811 tickets on the go using our new mobile app. Available on both Apple and Google Play stores, this app features a "find my location" option, letting you generate a map area at the dig site without needing to search for nearby intersections or landmarks.
- 4. Updated Mapping Tools** The circle tool, used for defining your excavation area on the map, now includes diameter and radius measurements. This makes it easier for you to accurately delineate your specific area.

Watch our full update video, linked below, for more information and examples on these changes.

[Update Video →](#)

Underground Service Alert of Northern California and Nevada
4005 Port Chicago Highway
Suite #100
Concord, CA 94520

[Unsubscribe](#) | [View this email in your browser](#)

Ticket System Updates

- Google Maps update – system will prompt user if polygon drawn on map overlaps an address that is different than what was entered by the user.
- Positive Response lookup, no login needed (primarily for use in the field)
- Email announcement of these changes: <https://go.pardot.com/webmail/832643/960319771/323da427655b2d578825df33a01fe005e8e13d4dd192f22ebbe89d42f854a412>
- Video describing changes: <https://www.youtube.com/watch?v=WO0FzCruMxw>

Planning & Design – New USAN System in Testing

Design Details
Information about the work site, and the type of work involved

Search site location
Find and draw your site location on the map

Confirm site location
Based on the site drawn on the map

4 Notes: Project Description
Notes: Project Description

Notes: Project Description

Notes

Project area is along Port Chicago Hwy starting from north edge of intersection at Arnold Industrial Way and extending south for approx 1,900 ft to where the exit ramp from eastbound SR-4 connects to southbound Port Chicago Hwy. For that stretch, project area is width of road plus 50 ft behind curb on both sides of road.

78 characters left

By submitting, you agree that the details are accurate.
This request is limited to Planning and Design purposes ONLY.
This is NOT FOR EXCAVATION PURPOSES!
(An excavation ticket will be required before any excavations are performed)
Do not include any confidential information on your request details.

Submit Cancel

Leaflet | (C) 2018 Google Hybrid

Ticket #	Requester Details		Customer ID:
2023062000002-000	Contact: James Wingate Address: 4005 Port Chicago Hwy, Suite 100 Concord Email: james.wingate@usan.org	Phone: (925) 808-8053 Cell: Not Supplied	233

Design & Survey Map Request Details



Ticket Type	Planning & Design
User Reference	12345
Created Date	06/20/2023 13:24:20
Construction Start Date	12/01/2023 00:01
Target Response Date	07/20/2023
Address	Port Chicago Hwy 94520
Cross-Street	Arnold Industrial Way
Type of work	Road Work
Location of Workplace	Roadway and Private Property
Location in Road	Road R.O.W.

Notes: Project Description
Project area is along Port Chicago Hwy starting from north edge of intersection at Arnold Industrial Way and extending south for approx 1,900 ft to where the exit ramp from eastbound SR-4 connects to southbound Port Chicago Hwy. For that stretch, project area is width of road plus 50 ft behind curb on both sides of road.

WARNING: Check to make sure map details and project scope are correct.

Your Responsibilities

By submitting this request you are agreeing to respect confidentiality requirements imposed by the underground Utility owners, when applicable. USAN only facilitates communication with UNDERGROUND utility owners. The Planning & Design; Map Request tool will not notify overhead utility facility owners. Users shall contact overhead utility providers separately.

Utility Owner Details

After submitting this request, coordination of communication with the underground public utility owners listed below is the responsibility of the requester. The following underground utility facility owners have been notified of this Planning & Design Map Request:

Check List	Phone	After Hours	Status	Response Date
California North State Authority	4444444444	8006421234	Notification Sent	Y/N
Feb16	5675464565	6546546456	Notification Sent	Y/N
Germain Test Company	9252700339	9252700339	Not Notified	Y/N
Louis DPP Reg Test Company -Station 01	8888888888	5423343255	Not Notified	Y/N
Louis Feb 07	5667678657	1231232123x43212	Notification Sent	Y/N
Nate's Test Company	9252226512	9252226512	Not Notified	Y/N
Underground Service Alert	9252226501	9252226501	Notification Sent	Y/N

END OF UTILITIES LIST

USAN Planning & Design Process – coming soon

- Member Utility Operators could “opt in” to receive notifications about plan & design projects if they wish to be notified about P&D via notifications from USAN.
- The designer will get contact information for member operators that do not wish to receive design notifications from USAN; the designer will need to contact those member utility operators directly (this is how the plan & design process works today).

Outreach Updates

NASCAR driver Josh Williams sponsored by group of 811 contact centers, including USAN, for 2023 NASCAR Xfinity Series (several races nationwide).



Kentucky Derby

The Common Ground Alliance, some 811 contact centers, and other damage prevention stakeholders partnered to sponsor jockey Jose Ortiz riding the horse Barnyards. USAN provided the on-the-ground logistical support for the jockey to wear 811-branded gear during the race and in pre-race and post-race media events.



Louisville, KY
May 6, 2023



San Jose Water Company Employee Appreciation BBQ



June 7, 2023

California Young Farmers and Ranchers – tour and education event (with California Farm Bureau)



Apricot Farm



Flower Nursery



Goat Milking Operation



June 3, 2023

Normac Landscape Supply – Tailgate Education Event & BBQ – Modesto

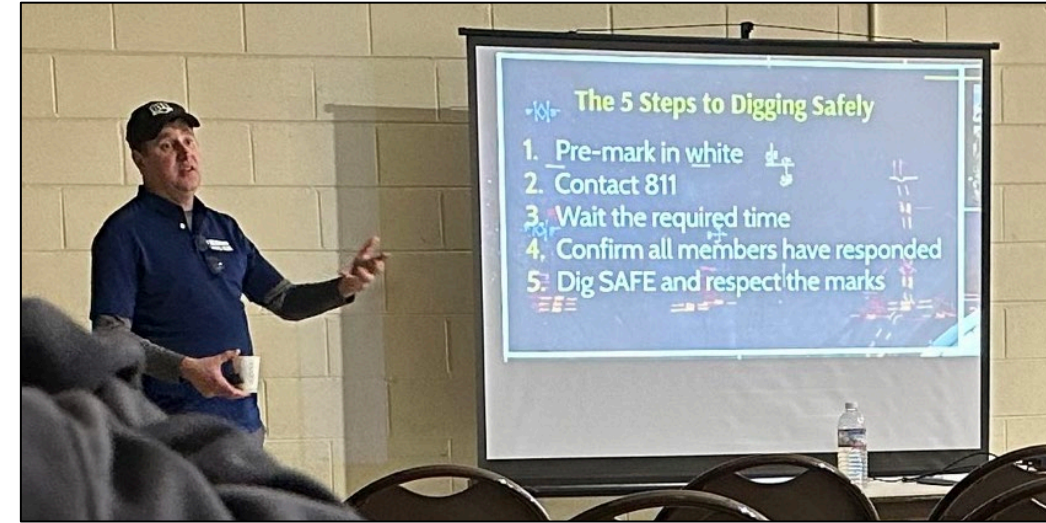
Attendees from San Joaquin County, Irrigation Districts, School Districts, Normac



May 18, 2023

SAFE Events in Northern & Central California

Education about 811 Process, GC 4216 requirements, OCA software, etc.



2023 Q2 in-person “SAFE” presentations given:

Fresno

Santa Rosa

Salinas

Sacramento

Concord

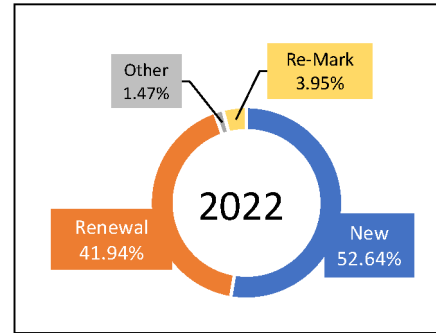
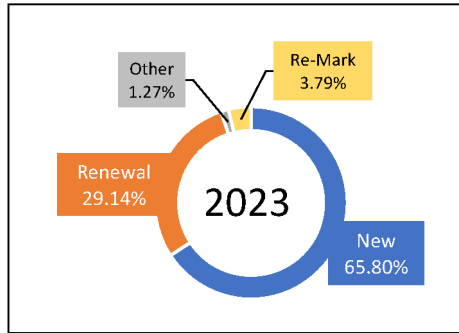
Santa Cruz

And several other customized presentations for specific companies, agencies, and stakeholder groups (some in-person, some virtual).

General Updates

New vs. Renewal Tickets 2022-2023 -- California

Ticket volume is down in California in 2023. This is due primarily to many fewer Renewal tickets vs. 2022



Change from 2022 to 2023													
Ticket Type	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL YTD
NEW	-9,919	-11,358	-6,800	7,160	1,516								-19,401
	-14.69%	-16.09%	-8.87%	9.75%	2.01%								-5.34%
RENEWAL	-28,479	-25,774	-29,211	-21,903	-31,813								-137,180
	-51.92%	-52.05%	-46.53%	-40.98%	-46.08%								-47.36%
RE-MARK	-944	-696	-501	-580	-789								-3,510
	-42.09%	-39.66%	-25.10%	-29.50%	-35.57%								-34.49%
OTHER (all other types)	-2,955	-1,147	-1,445	-1,213	-705								-7,465
	-44.64%	-23.80%	-27.02%	-22.45%	-13.87%								-27.37%
Monthly Total	-42,297	-38,975	-37,957	-16,536	-31,791								-167,556
	-32.23%	-30.76%	-25.86%	-12.32%	-20.95%								-24.26%

2023														
Ticket Type	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL YTD	% of All
NEW	57,595	59,238	69,847	80,597	76,917								344,194	65.80%
RENEWAL	26,375	23,744	33,568	31,546	37,227								152,460	29.14%
RE-MARK	1,299	1,059	1,495	1,386	1,429								6,668	1.27%
OTHER	3,664	3,672	3,903	4,190	4,378								19,807	3.79%
Monthly Total	88,933	87,713	108,813	117,719	119,951								523,129	100.00%

2022														
Ticket Type	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL YTD	% of All
NEW	67,514	70,596	76,647	73,437	75,401								363,595	52.64%
RENEWAL	54,854	49,518	62,779	53,449	69,040								289,640	41.94%
RE-MARK	2,243	1,755	1,996	1,966	2,218								10,178	1.47%
OTHER	6,619	4,819	5,348	5,403	5,083								27,272	3.95%
Monthly Total	131,230	126,688	146,770	134,255	151,742								690,685	100.00%

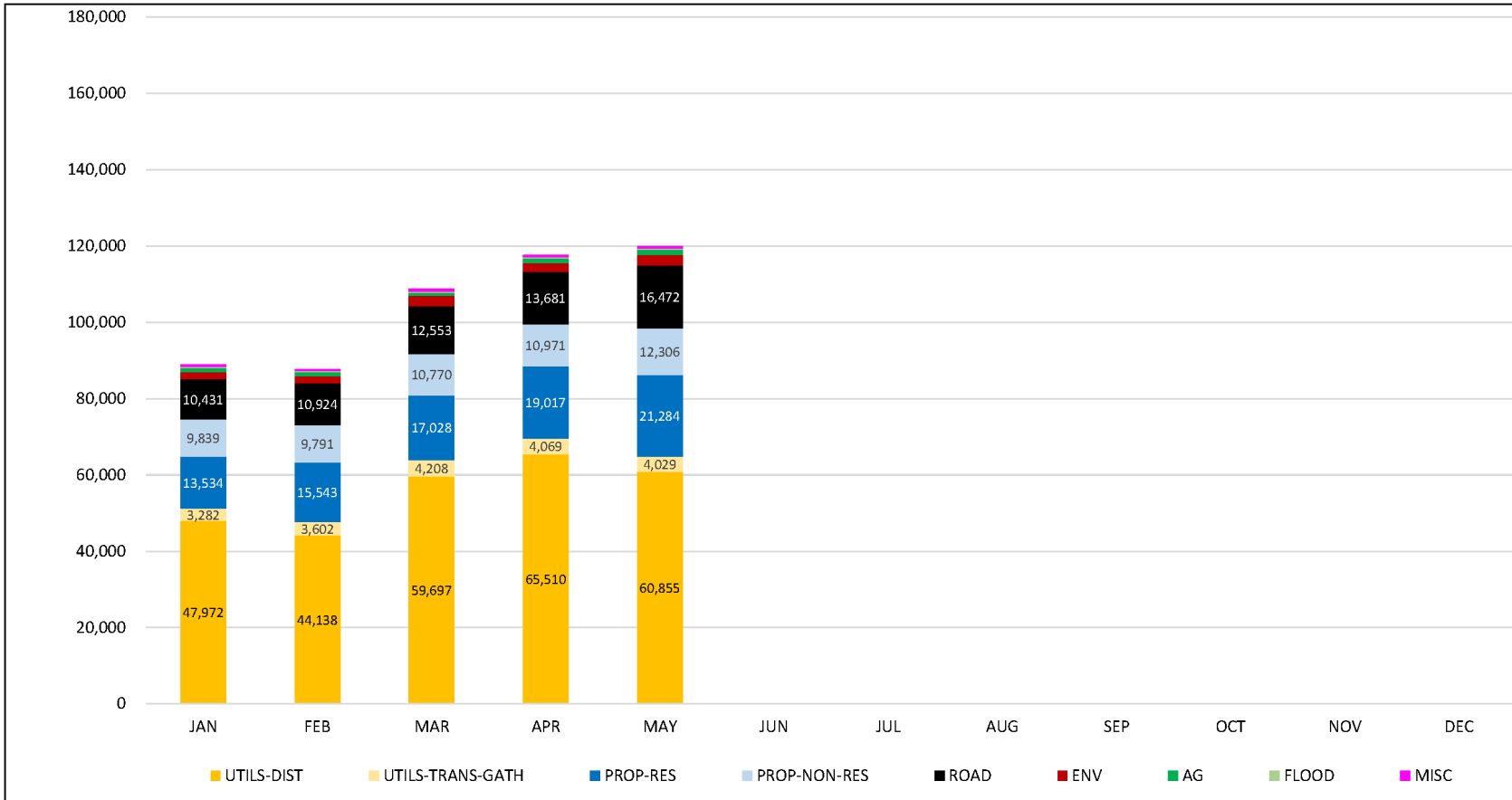
Data Mining: Ticket Volume 2023

While ticket volume in northern California is down 167K vs. 2022 (YTD through 5/31), this is primarily due to fewer Renewal tickets (down 137K).

We believe this is due to existing tickets not being able to be imported from the old ticket system (Newtin) into the new ticket system (One Call Access), which caused excavators to review their tickets carefully, and not spend the effort to manually create unneeded tickets in the new system.

Tickets by Type of Work - 2023 - California

Primary "Work Type" category (purpose of excavation) as selected by the Excavator when submitting a ticket

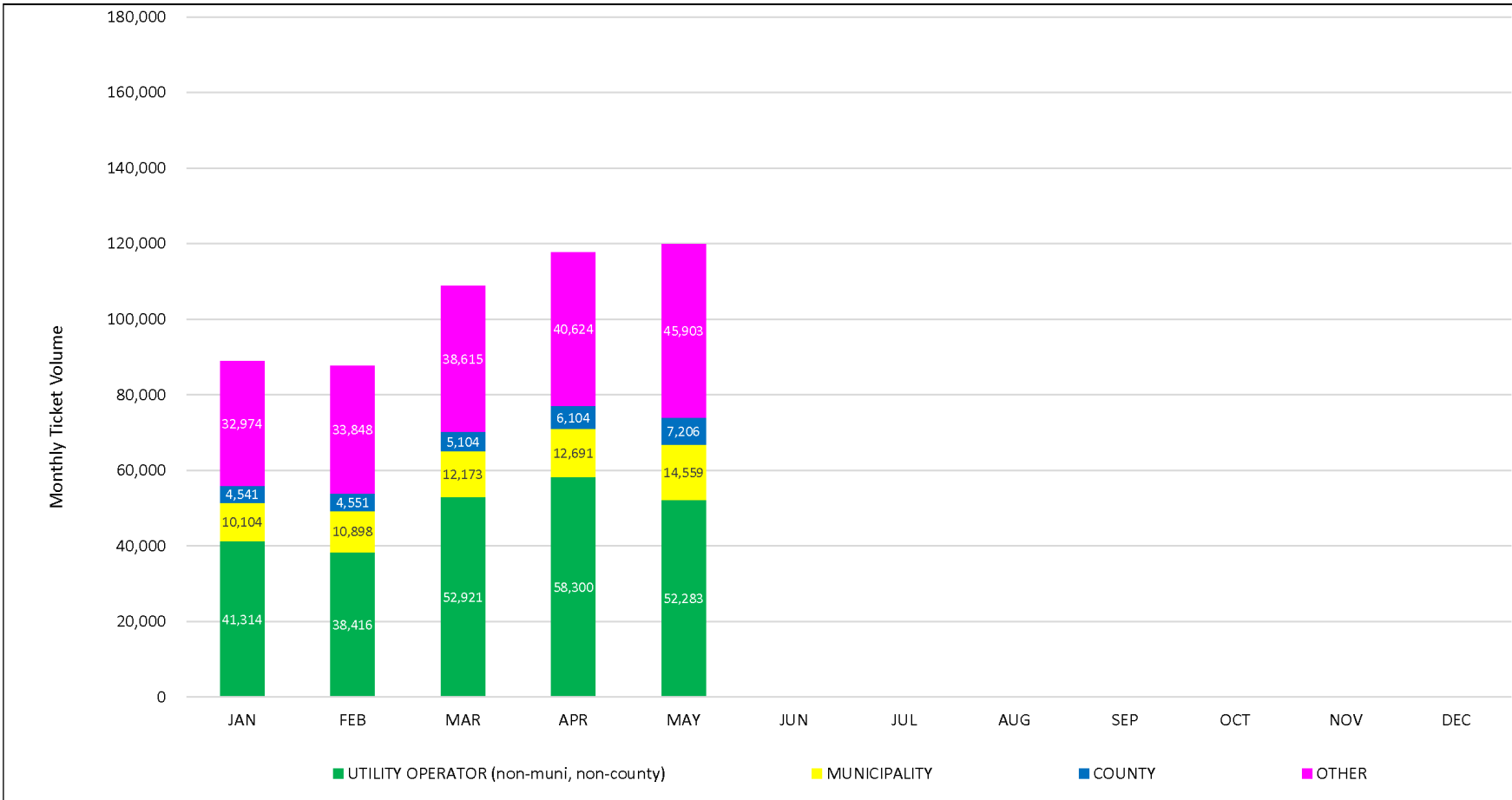


Dropdown Menus
Instead of
Freeform Text
= Cleaner Data

ABBREVIATION (for graph legend)	WORK TYPE CATEGORY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD Work Type Total	Type as % of All Types
UTILS-DIST	Utilities - Distribution	47,972	44,138	59,697	65,510	60,855								278,172	53.17%
UTILS-TRANS-GATH	Utilities - Transmission/Gathering	3,282	3,602	4,208	4,069	4,029								19,190	3.67%
PROP-RES	Residential property work	13,534	15,543	17,028	19,017	21,284								86,406	16.52%
PROP-NON-RES	Non-residential property work	9,839	9,791	10,770	10,971	12,306								53,677	10.26%
ROAD	Road Work	10,431	10,924	12,553	13,681	16,472								64,061	12.25%
ENV	Environmental	1,955	1,973	2,709	2,350	2,785								11,772	2.25%
AG	Agricultural/Farming	1,027	1,038	869	1,278	1,393								5,605	1.07%
FLOOD	Flood Control	308	195	267	268	269								1,307	0.25%
MISC	Miscellaneous/Other	585	509	712	575	558								2,939	0.56%
Monthly Total:		88,933	87,713	108,813	117,719	119,951	0	0	0	0	0	0	0	523,129	100.00%
Monthly Total as % of Year:		17.0%	16.8%	20.8%	22.5%	22.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	

Ticket Volume by Project Owner Category - 2023 - California

Project Owner for whom excavation work was being ultimately performed, as listed on the ticket by the Excavator



Project Owner Categories – “work done for” field on tickets

PROJECT OWNER CATEGORY (for whom excavation is being performed)	MONTHLY TICKET VOLUME												Owner Total YTD	Owner as % of Total	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
UTILITY OPERATOR (non-muni, non-county)	41,314	38,416	52,921	58,300	52,283									243,234	46.50%
MUNICIPALITY	10,104	10,898	12,173	12,691	14,559									60,425	11.55%
COUNTY	4,541	4,551	5,104	6,104	7,206									27,506	5.26%
OTHER	32,974	33,848	38,615	40,624	45,903									191,964	36.70%
Monthly Total:	88,933	87,713	108,813	117,719	119,951	0	0	0	0	0	0	0	0	523,129	100.00%
Monthly Total as % of Year:	17.0%	16.8%	20.8%	22.5%	22.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	

Largest Project Owners by Category 2023

“work done for” field on tickets

Ticket Volume for Largest Project Owners by Category -- 2023 -- California

Project Owner for whom excavation work was being ultimately performed, as listed on the ticket by the Excavator

Utility Operator (non-muni, non-county)

Year-to-Date 2023			January		February		March		April		May	
RANK	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS
1	Pacific Gas & Electric	139,794	Pacific Gas & Electric	23,139	Pacific Gas & Electric	19,570	Pacific Gas & Electric	32,083	Pacific Gas & Electric	37,021	Pacific Gas & Electric	27,981
2	Other / Not Listed	20,071	Other / Not Listed	3,811	Other / Not Listed	3,916	Other / Not Listed	4,004	Other / Not Listed	3,862	Other / Not Listed	4,478
3	AT&T California	10,177	AT&T California	1,949	AT&T California	1,946	AT&T California	2,271	AT&T California	2,058	Comcast	2,264
4	California Water Services	6,708	California Water Services	1,487	Comcast	1,605	Southern California Edison - California	1,763	Comcast	1,871	AT&T California	1,953
5	Comcast	5,740	Southern California Edison - California	1,403	Southern California Edison - California	1,467	California Water Services	1,750	California Water Services	1,666	California Water Services	1,805

Municipality

Year-to-Date 2023			January		February		March		April		May	
RANK	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS
1	City of San Jose	4,542	City of San Jose	772	City of San Jose	798	City of San Jose	951	City of San Jose	943	City of San Jose	1,078
2	City of Sacramento	3,897	City and County of San Francisco	709	City of Sacramento	653	City of Sacramento	859	City and County of San Francisco	817	City of Sacramento	1,026
3	City and County of San Francisco	3,610	City of Sacramento	582	City and County of San Francisco	624	City and County of San Francisco	647	City of Sacramento	777	City and County of San Francisco	813
4	City of Fresno	2,711	City of Fresno	441	City of Fresno	571	City of Fresno	582	City of Fresno	526	City of Fresno	591
5	City of Modesto	776	City of Palo Alto	334	City of Modesto	348	City of Modesto	428	City of Palo Alto	330	City of Oakland	447

County

Year-to-Date 2023			January		February		March		April		May	
RANK	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS
1	County of Sacramento	5,062	County of Sacramento	793	County of Sacramento	711	County of Sacramento	998	County of Sacramento	1,075	County of Sacramento	1,485
2	City and County of San Francisco	2,674	City and County of San Francisco	411	City and County of San Francisco	474	City and County of San Francisco	502	City and County of San Francisco	674	City and County of San Francisco	613
3	County of Santa Clara	1,884	County of Fresno	356	County of Fresno	352	County of Santa Clara	364	County of Santa Clara	495	County of Santa Clara	451
4	County of Fresno	1,443	County of Alameda	316	County of Santa Clara	276	County of Alameda	359	County of Fresno	376	County of Contra Costa	414
5	County of Alameda	1,238	County of Santa Clara	298	County of Alameda	269	County of San Mateo	275	County of Alameda	294	County of Fresno	359

Other

Year-to-Date 2023			January		February		March		April		May	
RANK	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS	PROJECT OWNER	TICKETS
1	Homeowner/Property Owner/Tenant/HOA	108,239	Homeowner/Property Owner/Tenant/HOA	18,051	Homeowner/Property Owner/Tenant/HOA	19,021	Homeowner/Property Owner/Tenant/HOA	21,407	Homeowner/Property Owner/Tenant/HOA	23,369	Homeowner/Property Owner/Tenant/HOA	26,391
2	Land Developer - residential subdivision	23,887	Land Developer - residential subdivision	3,995	Land Developer - residential subdivision	4,249	Land Developer - residential subdivision	4,796	Land Developer - residential subdivision	5,001	Land Developer - residential subdivision	5,846
3	Land Developer - mixed-use or non-residential	17,883	Land Developer - mixed-use or non-residential	3,201	Land Developer - mixed-use or non-residential	3,059	Land Developer - mixed-use or non-residential	3,885	Land Developer - mixed-use or non-residential	3,705	Land Developer - mixed-use or non-residential	4,033
4	Caltrans	12,445	Caltrans	1,871	Caltrans	1,982	Caltrans	2,650	Caltrans	2,714	Caltrans	3,228
5	Non-member Utility (list in Dig Site Loc. Details)	7,344	Non-member Utility (list in Dig Site Loc. Details)	1,653	Non-member Utility (list in Dig Site Loc. Details)	1,547	Non-member Utility (list in Dig Site Loc. Details)	1,371	Non-member Utility (list in Dig Site Loc. Details)	1,290	Non-member Utility (list in Dig Site Loc. Details)	1,483