

UNDERGROUND SERVICE ALERT

—▶ NORTHERN CALIFORNIA & NEVADA ◀—

811 Notification Center Updates

Presented by:

USA North 811 – James Wingate

Technology Updates

2023 Annual Report to USB

- **New ticket system** – launched 12/16/2022, functionality expanded & improved in 2023
- For Excavators: “One Call Access” to create tickets
- Google Maps to simplify user experience; authoritative map layers added to supplement

✓ Ticket details
Information about the work site, and the type of work involved

✓ Dig site location
Find and draw your dig site on the map

✓ Confirm dig site
Based on the dig site drawn on the map

4 Dig site location details *
Information not previously included

Dig site location details ?

Dig site location details*

Dig site is along Port Chicago Hwy starting at the north edge of intersection at Arnold Industrial Way and extending south for approx 1,900 ft to where the exit ramp from eastbound CA-4 merges into southbound Port Chicago Hwy. For the entire stretch, please mark width of road and for 15 ft behind curb on both sides of road.

75 characters left

Latitude: 38.011046 Longitude: -122.015748

300ft 0 500 1000ft

Google Hybrid
Google Street
Google Satellite

Counties
Forestry Service Roads
Mileposts
Railroad Mileposts
Oil and Gas Wells
 Parcels
Preliminary Parcels
Preliminary Parcels Annotation
Sections
Township/Range
Zipcodes

Live Chat

Leaflet | (C) 2018 Google Hybrid

Ticket Deliveries – versions for humans and computers



Ticket #: 2023010400469

Revision: 001

Ticket Status: RNEW
Transmission ID: 6

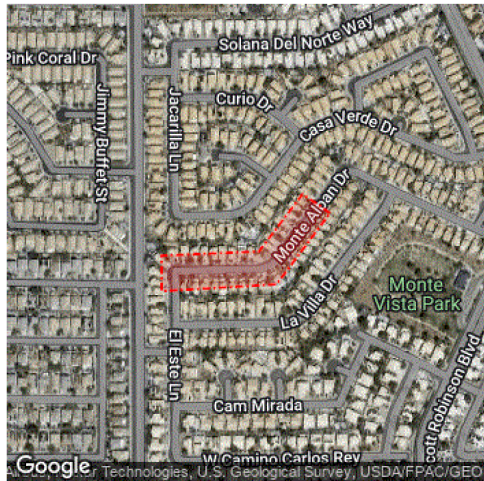
Ticket Type: Normal
Response Required: No

Excavator Details

Contact: [REDACTED] **Phone:** [REDACTED]
Company: [REDACTED] Contracting
Excavator Type: Contractor (or other professional excavator)
Address: [REDACTED] Ave North Las Vegas Nevada 89032

Mobile: [REDACTED]
Email: [REDACTED]
Language: Not Supplied
Excavator ID: 5832

Dig Site and Ticket Details



[Open Map](#)

Latitude/Longitude: 36.250031 -115.168392

GIS coordinate system: WGS84 (WKID 4326)

Ticket Action Reason:

Excavator Remarks:

Locate intersection of El Este Ln & Monte Alban Dr Continue East on Monte Alban Dr 790 Ft to 1829 Monte Alban Dr Extend 75 Ft Behind Sidewalk Both Sides of Street entire Distance.

Previous Ticket #	2023010400469	Rev.#	000
Submitted	02/01/2023 05:34	Medium	WEB
Work Begin Date	01/06/2023 17:00		
Legal Start Date	01/06/2023 17:00		
Ticket Expiration	03/01/2023 23:59		
Address/Location	1908 Monte Alban Dr		
City/Town/Place	North Las Vegas		
County	Clark County		
State	NV	Zip Code	89031
Nearby Cross Street	Clayton st		
Subdivision/Lot			
Delineated Method	White Paint		
Work Type	Utilities - Distribution		
Work Activity	Gas - Existing Assets Work		
Excavation Method	Mechanical/Multiple Methods		
Boring	No	Explosive	No
Street/Sidewalk	Yes		
Project Owner	Southwest Gas Corporation		
Permit			
Job #/Name	Not Supplied		
Onsite Contact Name	[REDACTED]		
Onsite Contact Phone	[REDACTED]		

2023010400469-001_CTYNLV_RNEW.XML

```

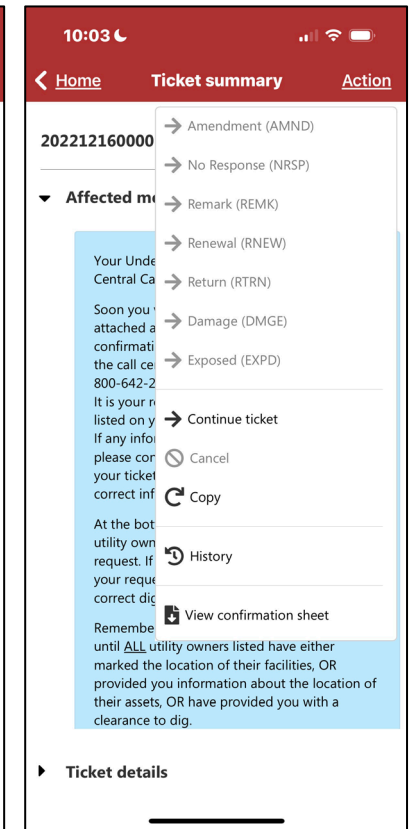
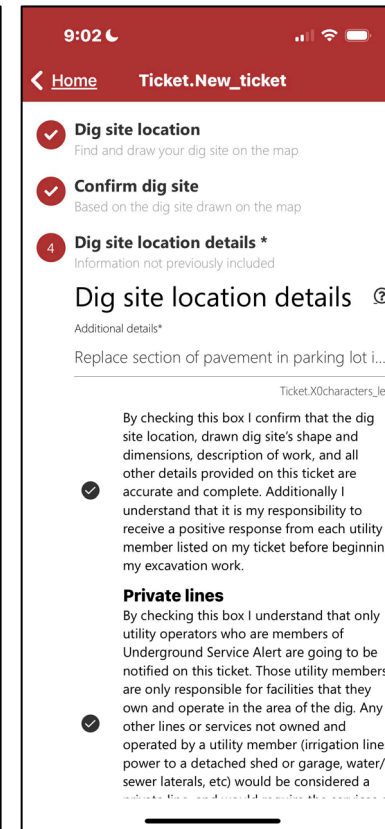
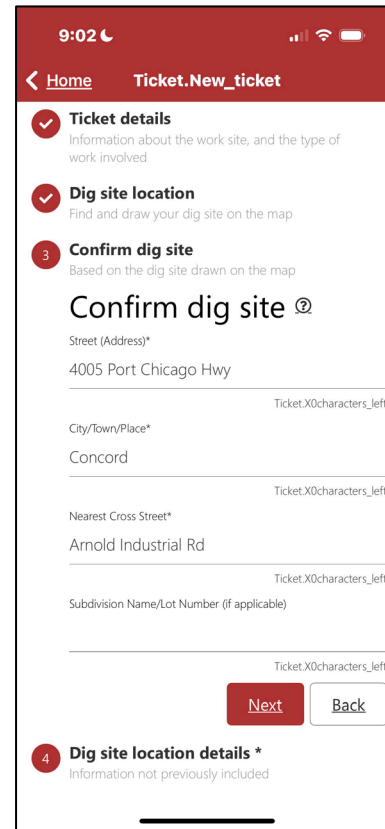
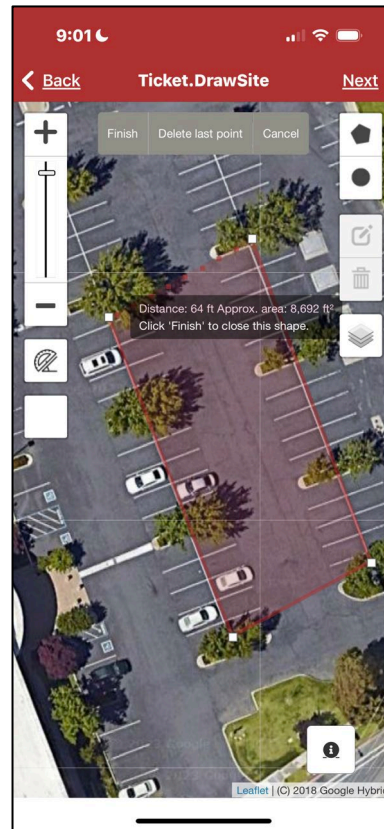
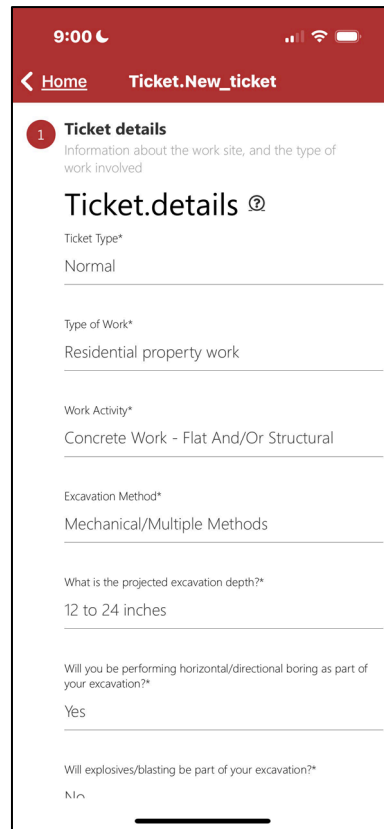
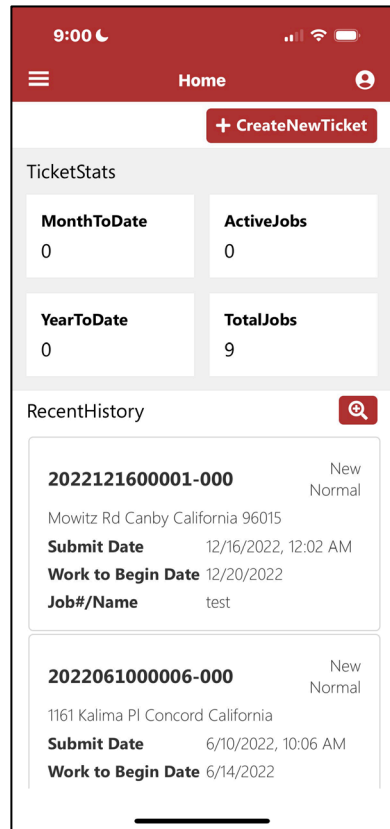
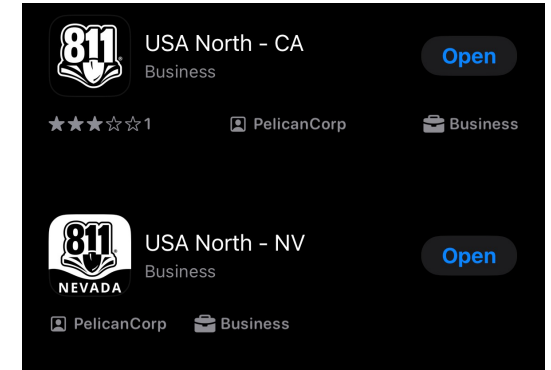
1 <?xml version="1.0" encoding="utf-8"?>
2 <onecall:OneCallReferral xmlns:xlink="http://www.w3.org/1999/xlink" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:base="http://www.pelicancorp.com/onecall/usan.xsd">
3   <onecall:ReferralDetails>
4     <onecall:MessageVersionNumber>1.0.10</onecall:MessageVersionNumber>
5     <onecall:From>USA NORTH 811</onecall:From>
6     <onecall:TicketMedium>WEB</onecall:TicketMedium>
7     <onecall:UtilityID>20059</onecall:UtilityID>
8     <onecall:StationCode>CTYNLV</onecall:StationCode>
9     <onecall:UtilityName>City of North Las Vegas</onecall:UtilityName>
10    <onecall:To>[REDACTED] UES - FRI</onecall:To>
11    <onecall:JobNumber>67343</onecall:JobNumber>
12    <onecall:TicketNumber>2023010400469</onecall:TicketNumber>
13    <onecall:TicketRevisionNumber>001</onecall:TicketRevisionNumber>
14    <onecall:PreviousTicketNumber>2023010400469</onecall:PreviousTicketNumber>
15    <onecall:PreviousTicketRevNumber>000</onecall:PreviousTicketRevNumber>
16    <onecall:SequenceNumber>646260</onecall:SequenceNumber>
17    <onecall:TransmissionID>2</onecall:TransmissionID>
18    <onecall:SubmittedDate>2023-02-01T05:34:04.189633-08:00</onecall:SubmittedDate>
19    <onecall:WorkBeginDate>2023-01-06T17:00:00-08:00</onecall:WorkBeginDate>
20    <onecall:LegalStartDate>2023-01-06T17:00:00-08:00</onecall:LegalStartDate>
21    <onecall:TicketExpirationDate>2023-03-01T23:59:59-08:00</onecall:TicketExpirationDate>
22    <onecall:IsEmergency>false</onecall:IsEmergency>
23    <onecall:TicketStatus>RNEW</onecall:TicketStatus>
24    <onecall:TicketType>Normal</onecall:TicketType>
25    <onecall:WorkType>Utilities - Distribution</onecall:WorkType>
26    <onecall:WorkActivity>Gas - Existing Assets Work</onecall:WorkActivity>
27    <onecall:DelineatedMethod>White Paint</onecall:DelineatedMethod>
28    <onecall:ExcavationSize>135671 Sq Ft</onecall:ExcavationSize>
29    <onecall:ExcavationMethod>Mechanical/Multiple Methods</onecall:ExcavationMethod>
30    <onecall:ResponseRequired>false</onecall:ResponseRequired>
31    <onecall:ProjectOwner>Southwest Gas Corporation</onecall:ProjectOwner>
32    <onecall:Permit></onecall:Permit>
33    <onecall:JobNoName xsi:nil="true" />
34    <onecall:Boring>false</onecall:Boring>
35    <onecall:Explosives>false</onecall:Explosives>
36    <onecall:StationList>
37      <onecall:StationCode>CENTE2</onecall:StationCode>
38      <onecall:StationCode>CTYNLV</onecall:StationCode>
39      <onecall:StationCode>COXLVE</onecall:StationCode>
40      <onecall:StationCode>NENGSO</onecall:StationCode>
41      <onecall:StationCode>SWGLVE</onecall:StationCode>
42      <onecall:StationCode>SWGHPPT</onecall:StationCode>
43    </onecall:StationList>

```

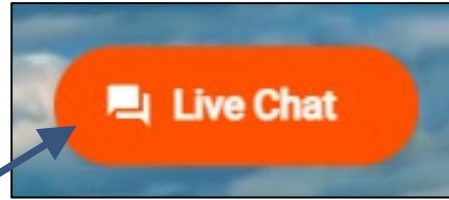


New Ticket System – Mobile app for excavators

- Create new tickets
- Perform secondary actions on tickets
- View ticket history
- Coming in 2024 – view EPR responses



New Ticket System – Chat



Live Chat

Thank you for contacting support. Please complete this form and click Submit.

Name

Email

Phone

Is this for CA or NV

How may we help you today?

SUBMIT

Live Chat

Save your chat session

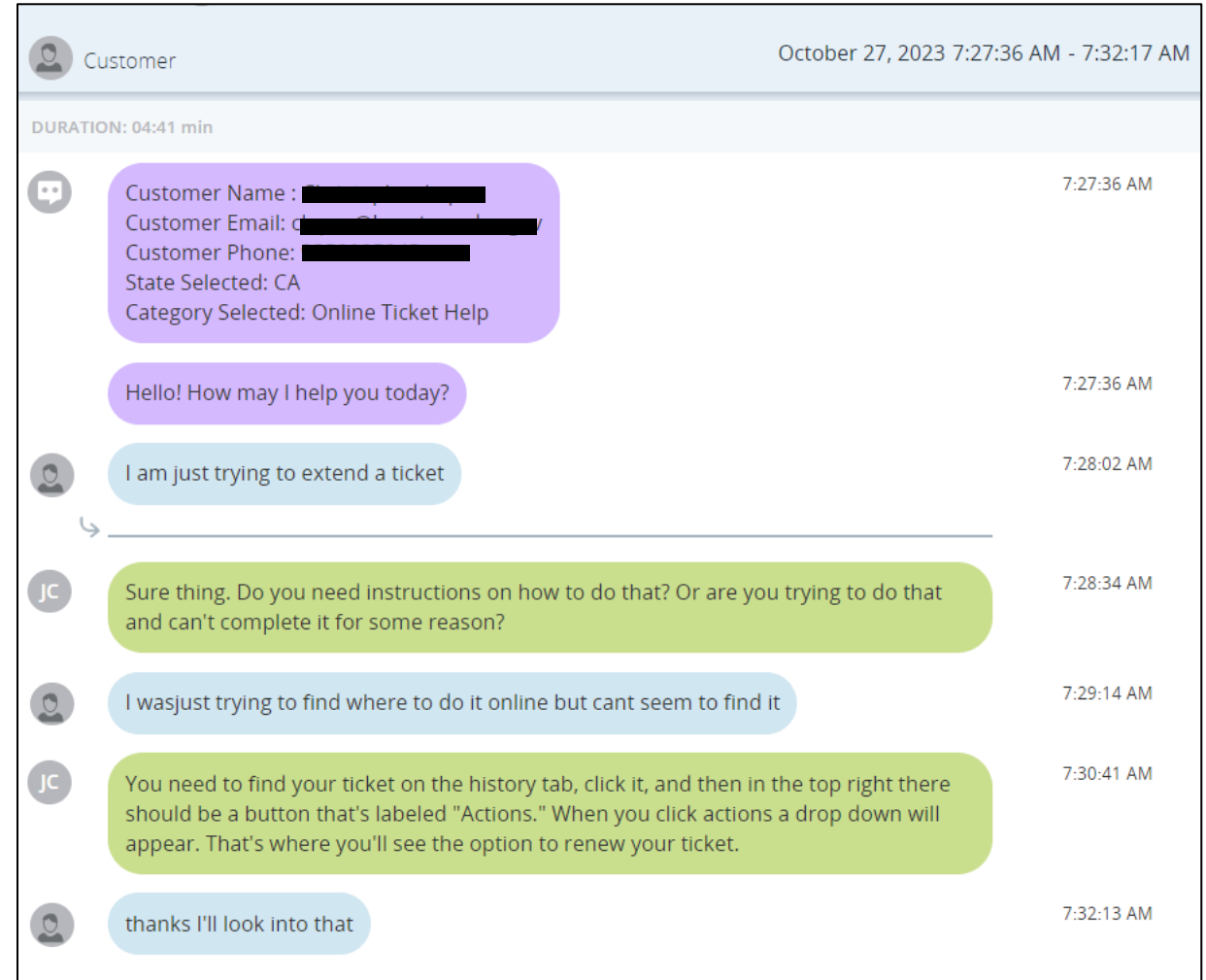
Email Transcript **Send**

or

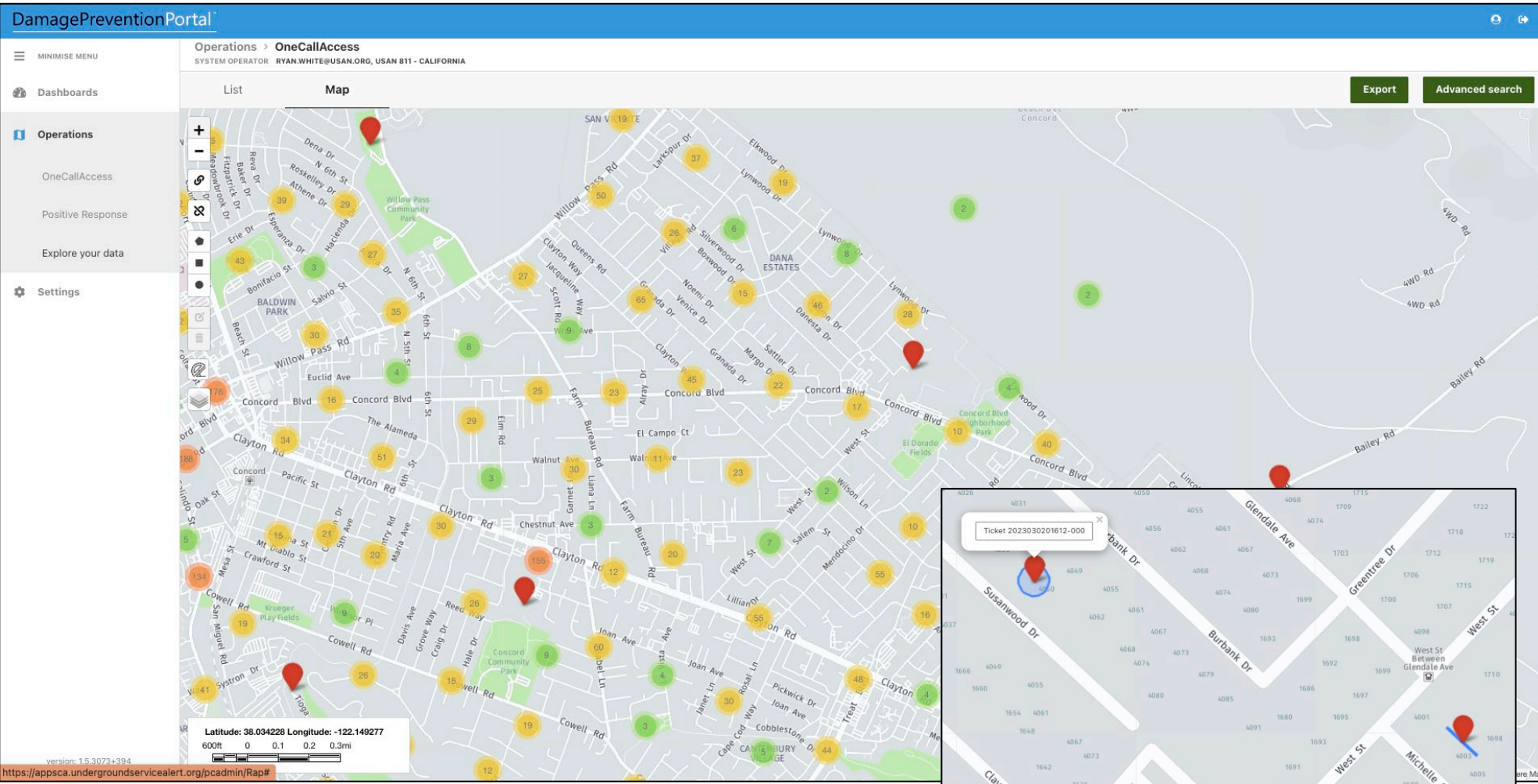
Download Transcript

CLOSE CHAT

Coming in 2024 – chat bot for responses to FAQs



New Ticket System – Damage Prevention Portal (DPP) for member utility operators



Self-service Tools:

- View & search tickets received
- Electronic Positive Response (EPR)
- Area of Interest (AOI) mapping
- Contact information
- Ticket delivery

New Ticket System – DPP – Area of Interest (AOI) mapping

The screenshot shows the 'UNDERGROUND SERVICE ALERT' web application. The header includes the logo and 'USA North 811 Know What's Below'. The user is logged in as 'chris.brassart@usan.org : USAN 811 - California'. The station name is 'City of Concord - Sewer & Storm Drain, Station Code: CNDSSD'. The interface features a search bar, AOI Layer Approval options (Approved, Not Approved, Archived), and a Publish Date section. The map shows the Concord area with a green AOI boundary. A legend on the right indicates the map style is 'HERE Maps' and the AOI is '2000 Live (2022/11/30 09:35) SewerServiceArea.zip'.

- View, download, upload GIS files
- View & compare historical AOI versions
- Set birth and death dates for AOIs

The 'Upload Data' dialog box is shown. It contains the following fields:

- Data Type: Area of Interest
- File Type: Shape
- File: TAB
- Name: KML / KMZ
- Line Buffer: 0

An 'Upload' button is located at the bottom. The service time is 10/27/2023 10:26:21 AM (Pacific Standard Time).

New Ticket System – DPP – Contact Info & Ticket Delivery Options

DamagePreventionPortal

Settings > OneCallAccess

SYSTEM OPERATOR CHRIS.BRASSART@USAN.ORG, USAN 811 - CALIFORNIA

City of Concord

Stations Subscriptions Lookup Tables

Status: Active State: All Search by station name or station code

New station

Station code	Station name	State	Member contact	Emergency phone	Status
CNDSSD	City of Concord - Sewer & Storm Drain	CA			Active
CONCO1	City of Concord - Water	CA			Active
CTYCND	City of Concord - Traffic Signals, Communication...	CA			Active

- Contact information – view & edit for various contact types
- Ticket delivery settings – view & edit data formats and destinations
- End-of-day Summary report settings

Station details **ACTIVE** INACTIVE

Station name: City of Concord - Water Abbreviated station name (optional): Station code: CONCO1

Facility Type: Secondary/Reclaimed Water - pipe Water - Distribution - pipe

Member utility name: City of Concord

Physical address
Full address: 1455 Gasoline Alley Concord CA 94521

Ticket notification settings

PDF Attachments: **ON** OFF GIF Attachments: **ON** OFF XML Attachments: OFF

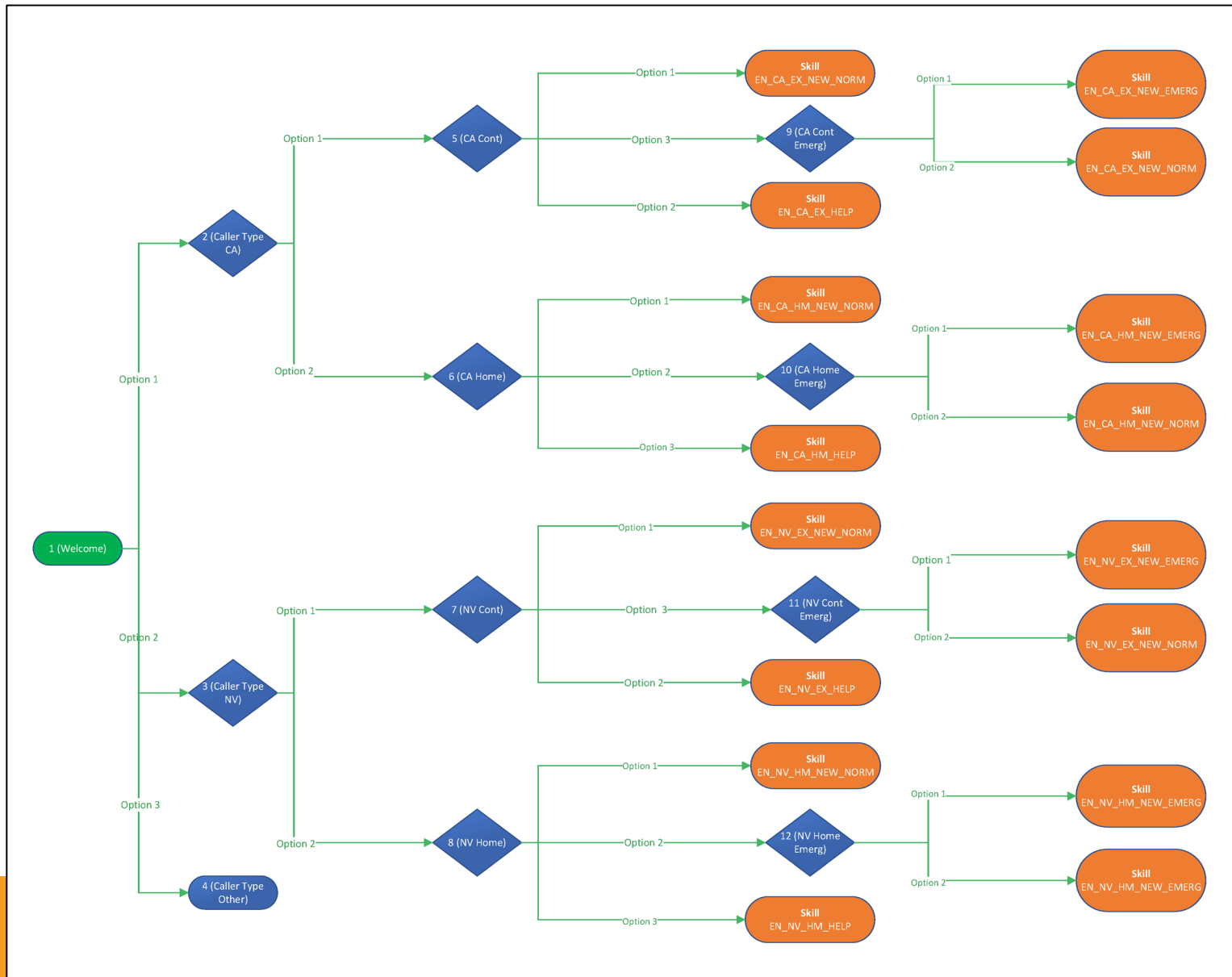
GML Attachments: **ON** OFF Projection / datum: Longitude / Latitude (WGS 84)

Body of text version name: PC format

Summary report settings

Send daily summary report even when no tickets were received

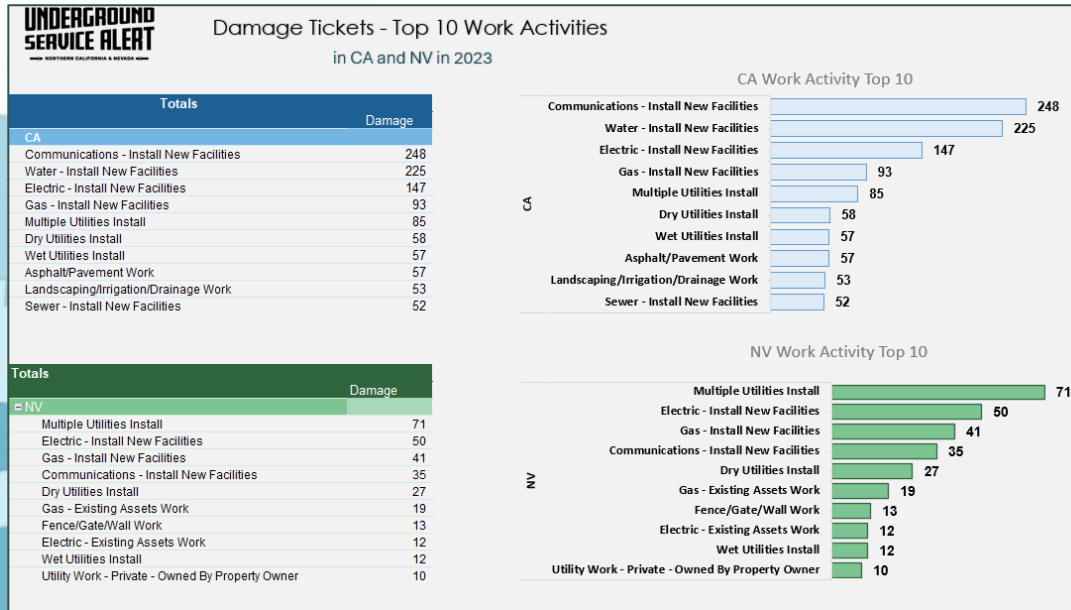
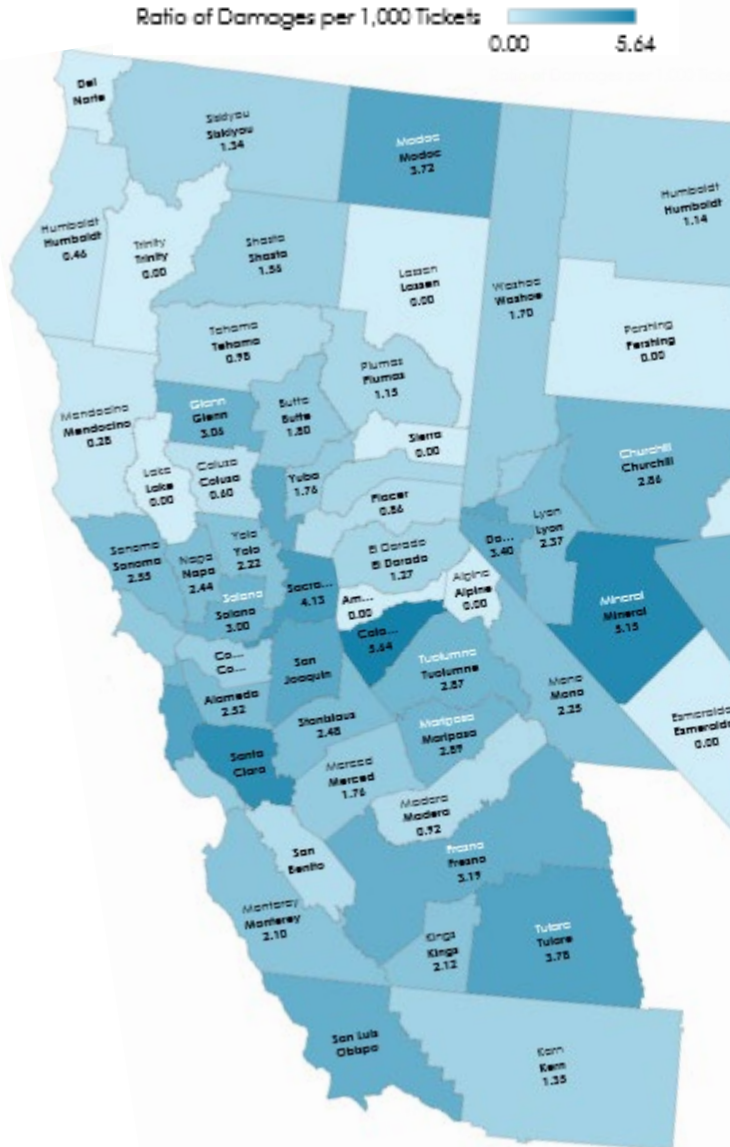
Phone System Menu Tree – Redesign



Changes in late 2023 to improve the user experience:

- Simplified phone tree
- Interactive Voice Recognition (IVR) will be disabled due to hypersensitivity
- Revert to phone keypad buttons to select options

Data Analysis – Deeper Dive Coming in 2024

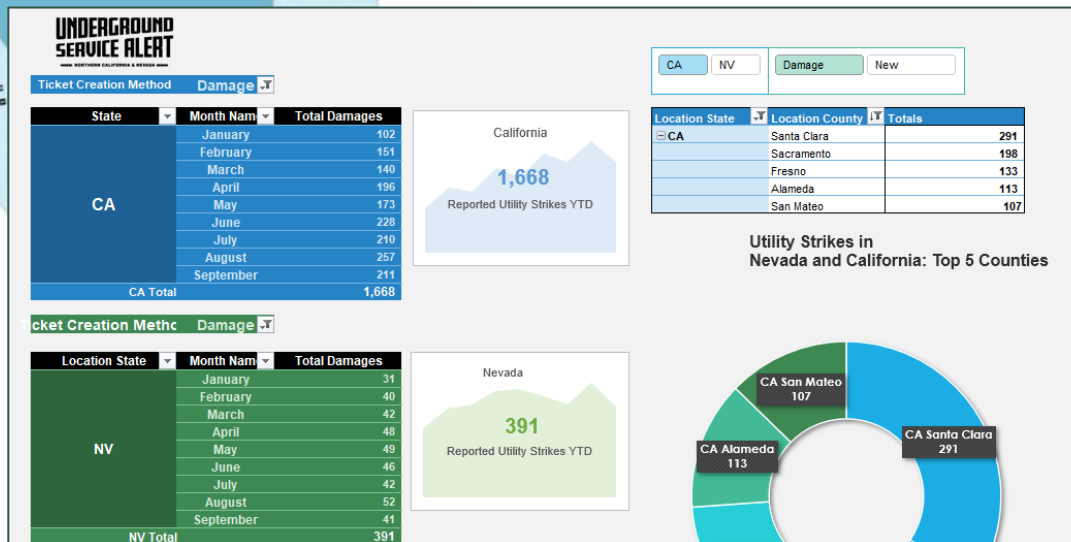


New ticket system implemented drop-down menus for specific ticket fields:

- Work type category
- Work activity
- Project owner

Deeper analysis now possible for those fields:

- For damages
- By EPR on-time status
- By EPR code usage



Outreach Updates

Excerpts from M&E report to USAN Board of Directors October 2023

USAN participated in PG&E's Locator Safety Summit where we spoke on updates to the ticket system and addressed questions from locators.



USAN attended PG&E's first locator rodeo since the Covid 19 Pandemic at PG&E's training facility in Winters, CA. Locators competed on electric and gas wheels to determine who marked the area the most accurately.

Outreach (continued)

811 Day Social Media Campaign

Goal: Increase reach to users in order to bring awareness to the "Call 811 Before You Dig" Safety Message through an 811 Day Giveaway Contest.



+219 Followers, 700 Likes, 677 Comments
 +117 Followers, 316 Likes, 793 Comments
 +312 Followers, 929 Likes, 746 Retweets

811 Day Social Posts



648
New Followers

40K
Impressions

For 811 Day, USAN launched a weeklong social media giveaway campaign to drive impressions and engagement with safe digging messaging.

To celebrate 811 Day, USAN staff engaged with baseball fans at the Reno Aces game in Reno, NV.



In partnership with NV Energy, we handed out 811 baseballs and reminded fans to call 811 before any digging project.



Outreach (continued)

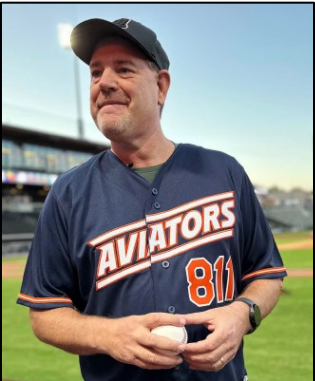
PG&E invited USAN to attend their emergency demonstration in El Dorado Hills, CA on 811 Day. This event highlighted how PG&E crews and emergency responders work together to protect the community from damaged gas lines.



Marketing & Education Director, Collin Miyadi, spoke with local news media about the importance of contacting 811 before any digging project.

Outreach (continued)

In partnership with the Nevada Regional Common Ground Alliance (NRCGA), USAN celebrated 811 Day at Cowabunga Bay in Las Vegas, NV. Park attendees visited the 811 booth for free promotional items and 811 awareness.



Craig Rogers of the Public Utilities Commission of Nevada threw out the ceremonial first pitch before the Las Vegas Aviators game in Las Vegas, NV.

Outreach (continued)

USAN was invited to speak at the California Alliance for Sewer System Excellence seminar in Sacramento, CA.



Chris Botting, USAN’s Education Coordinator, continues to educate excavators about excavation law and the new 811 ticket system. Chris is seen here providing a direct presentation to Joseph J. Albanese.

Outreach (continued)

Chris Botting, USAN's Education Coordinator, attended Contra Costa Water District's Annual Safety Fair in Concord, CA.

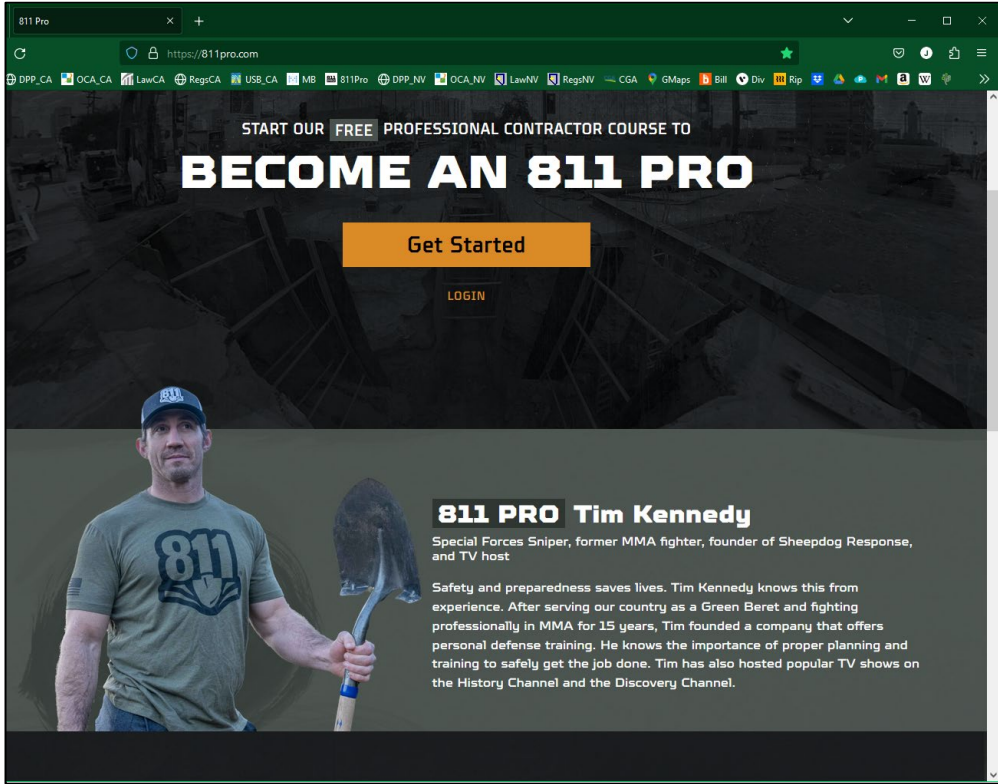


As part of our partnership with the Fresno State Bulldogs, USAN's marketing and education team had a table on "Bulldog Blvd" before Saturday's football matchup against University of Nevada Reno.

Outreach (continued)



The NRCGA continues to be an educational training resource with 144 presentations with 1,690 attendees so far in 2023. The NRCGA provides free training to stakeholders throughout the state of Nevada. Training request link: <http://nrcga.org/nrcga-damage-prevention-training/>



Online training counts 2023 YTD through 9/30

811 Pro Online Education Course				
Course	State	Language	Course Completions	Incomplete Courses
811 Pro	CA	English	623	764
811 Pro	CA	Spanish	15	158
811 Pro	NV	English	79	119
811 Pro	NV	Spanish	-	1
Total			717	1,042

Outreach (continued)

In person training events 2023 YTD through 9/30.

2023 Education Activity Summary

EDUCATION EVENTS				
Date	Event Type	Company/Event	Location	Attended
1/18/23	Direct Presentation	Yolo County Roads	Woodland, CA	22
1/31/23	Direct Presentation	R & L Plumbing	San Francisco, CA	17
2/22/23	Direct Presentation	CalTrans - Testing	Sacramento, CA	18
3/8/23	Direct Presentation	Marin MUD	Marin, CA	25
3/15/23	Direct Presentation	Modesto Irrigation District	Modesto, CA	27
3/23/23	Direct Presentation	East Bay Parks - Oakland	Oakland, CA	141
3/30/23	Direct Presentation	East Bay Parks - Berkeley	Berkeley, CA	105
4/6/23	Direct Presentation	Al Fresco Landscape	Stockton, CA	17
4/12/23	Public Presentation	Fresno SAFE Event	Fresno, CA	18
4/19/23	Public Presentation	Sacramento SAFE Event	Sacramento, CA	15
5/10/23	Public Presentation	Santa Rosa SAFE	Santa Rosa, CA	23
5/11/23	Direct Presentation	Backflow Operator's Assoc.	Martinez, CA	52
5/11/23	Direct Presentation	Mountain Cascade	Livermore, CA	56
5/17/23	Direct Presentation	United Contractors	Zoom	23
5/18/23	Public Presentation	Salinas SAFE	Salinas, CA	14
5/23/23	Direct Presentation	EBMUD	Oakland, CA	37
5/24/23	Public Presentation	Concord SAFE	Concord, CA	18
5/25/23	Direct Presentation	City of Sacramento	Sacramento, CA	42
6/6/23	Direct Presentation	EBMUD	San Lorenzo, CA	44
6/7/23	Direct Presentation	City of Turlock	Turlock, CA	35
6/8/23	Public Presentation	Santa Cruz SAFE	Santa Cruz, CA	6
6/8/23	Direct Presentation	Sacramento Area Sewer Dist.	Sacramento, CA	53
6/8/23	Direct Presentation	Sacramento Area Sewer Dist.	Sacramento, CA	61
6/13/23	Direct Presentation	EBMUD	Richmond, CA	40
6/14/23	Direct Presentation	EBMUD	Orinda, CA	9
6/15/23	Direct Presentation	Stanislaus County Roads	Modesto, CA	51
6/20/23	Direct Presentation	EBMUD	Walnut Creek, CA	21
6/23/23	Direct Presentation	J.J. Albanese	Santa Clara, CA	18
6/28/23	Direct Presentation	Knight's Plumbing	Manteca, CA	12
7/11/23	Direct Presentation	EBMUD	Valley Springs, CA	21
7/13/23	Public Presentation	Bakersfield Safety Breakfast	Bakersfield	113
7/20/23	Direct Presentation	EDMUD	Zoom	N/A
7/20/23	Public Presentation	Suisun City SAFE	Suisun City, CA	4
7/25/23	Direct Presentation	EBMUD Oakland Yard	Oakland, CA	N/A
8/9/23	Public Presentation	Milpitas SAFE	Milpitas, CA	15
8/15/23	Direct Presentation	Cosumnes CSD	Cosumnes, CA	11
8/16/23	Public Presentation	San Francisco SAFE	San Francisco, CA	17
8/17/23	Public Presentation	Stockton SAFE	Stockton, CA	8
8/24/23	Public Presentation	Visalia SAFE	Visalia, CA	28
8/30/23	Public Presentation	Redding SAFE	Redding, CA	2
8/31/23	Public Presentation	Mill Valley SAFE	Mill Valley, CA	17
9/6/23	Public Presentation	Merced SAFE	Merced, CA	13
9/7/23	Direct Presentation	Department of Conservation	Sacramento, CA	14
9/13/23	Public Presentation	Auburn SAFE	Auburn, CA	1
9/14/23	Direct Presentation	C.A.S.S.E.	Sacramento, CA	33
9/14/23	Direct Presentation	J.J. Albanese	Santa Clara, CA	31
9/19/23	Public Presentation	Paradigm Presentation	Reno, NV	30
9/21/23	Public Presentation	Eureka SAFE	Eureka, CA	12
				1,390

Outreach (continued)

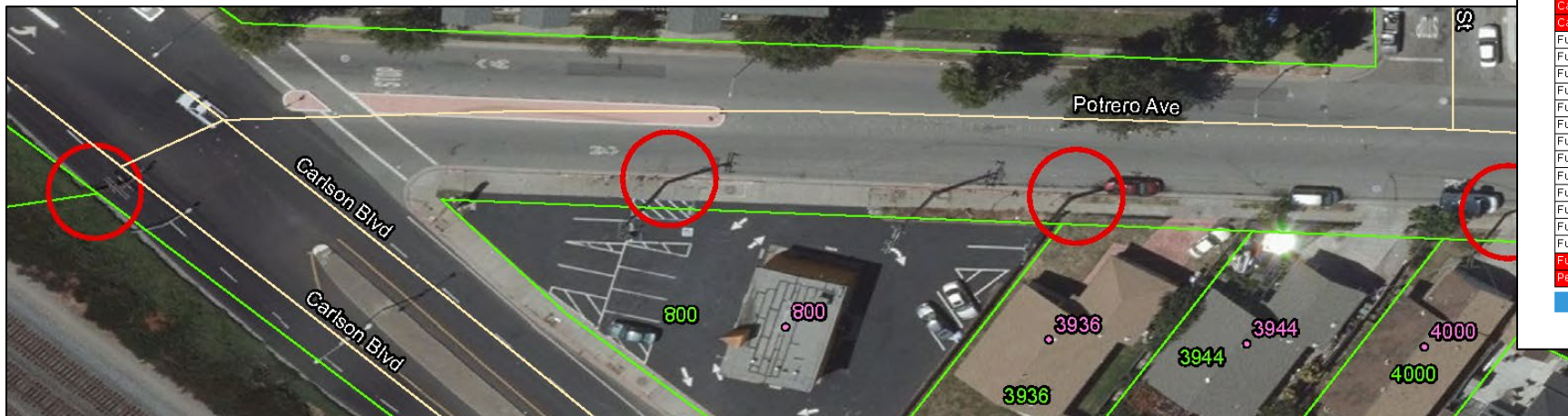
Booth / Expo / Table Events 2023


EDUCATION EVENTS				
Date	Event Type	Company/Event	Location	Attended
02/14/2023 - 02/16/2023	Expo	World Ag Expo	Tulare, CA	108,233
03/01/23	Tabling Event	Fresno State Basketball Game	Fresno, CA	N/A
03/14/2023 - 03/18/2023	Expo	ConExpo ConAGG	Las Vegas, NV	139,000
05/18/23	Tabling Event	NORMAC	Modesto, CA	N/A
06/07/23	Tabling Event	San Jose Water Employee BBQ	San Jose, CA	N/A
06/24/23	Sponsor	California YF&R Trap Shoot	Lincoln, CA	N/A
8/01/2023 - 8/02/2023	Tabling Event	PG&E Locator Summit	San Ramon, CA	N/A
08/11/23	Tabling Event	Reno Aces 811 Day Activation	Reno, NV	N/A
08/11/23	Tabling Event	Cowabunga Bay 811 Day	Henderson, NV	N/A
09/28/23	Tabling Event	C.C. Water Safety Fair	Concord, CA	N/A
09/30/23	Tabling Event	Fresno State Football Game	Fresno, CA	39,246
10/13/23	Sponsor	NRCGA Golf Tournament	Las Vegas, NV	TBA
10/20/23	Sponsor	CARCGA Safety Summit	Downey, CA	TBA

General Updates

USAN Projects for 2024:

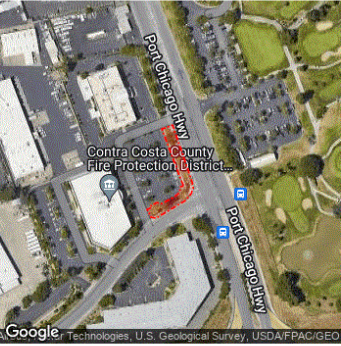
- Plan & design
- Multi-polygon dig site tickets
- Member University





UNDERGROUND SERVICE ALERT
SOUTHERN CALIFORNIA & NORTHERN CALIFORNIA

Planning & Design Map Request Underground Service Alert
of Northern California
www.usanorth811.org
Call 811 // 800-642-2444

Ticket #		Requester Details		Customer ID:
CA2300034		Contact: Ryan White Address: 1181 Kalma Pl Concord CA 94521 Email: ryan.white@usan.org		249 Phone: 925-566-9576 Cell: 925-566-9576
Design & Survey Map Request Details				
		Ticket Type	Planning & Design	
		User Reference	A1234000	
		Created Date	10/27/2023 08:15:11	
		Construction Start Date	11/20/2023	
		Target Response Date	Not Supplied	
		Address	4005 Port Chicago Hwy 94620	
		Cross-Street	Arnold Industrial Way	
		Type of work	Utility - Distribution	
Location of Workplace	Both			
Location in Road	Road R.O.W., Road R.O.W., Road R.O.W.			
Notes: Project Description				
Distribution gas line install				
Your Responsibilities				
<p>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.</p>				
Utility Owner Details				
<p>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:</p>				
Check List	Phone	After Hours	Status	
California North State Authority	5555555555	5555555555	Notification Sent	
California North State Authority	1231231233	1231231231	Not Notified	
California North State Authority	1234567654x32345	1234543234x54344	Not Notified	
Full coverage 02 - PDF	1231231231	1231231233	Notification Sent	
Full Coverage 03 - PDF	5555555555	6666666666	Notification Sent	
Full coverage 04 - XML	1231231233	1231231233	Notification Sent	
Full coverage 05 - legacy	5555555555	1231231233	Notification Sent	
Full coverage 06 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 07 - XML	1231231233	1231231233	Notification Sent	
Full coverage 08 - XML	1231231233	1231231233	Notification Sent	
Full coverage 09 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 10 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 11 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 12 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 13 - PC form at	1231231233	1231231233	Notification Sent	
Full coverage 14 - XML	1231231233	1231231233	Notification Sent	
Full coverage 15 - pc form at	1231231233	1231231233	Not Notified	
Pelican Company A1 - 01	1193847763	0199844532	Not Notified	
Lodge Planning & Design Requests Online at www.usanorth811.org - 24 hours a day 7 days a week				