

UNDERGROUND SERVICE ALERT

—▶ NORTHERN CALIFORNIA & NEVADA ◀—

811 Notification Center Updates

Presented by:

USA North 811 – James Wingate

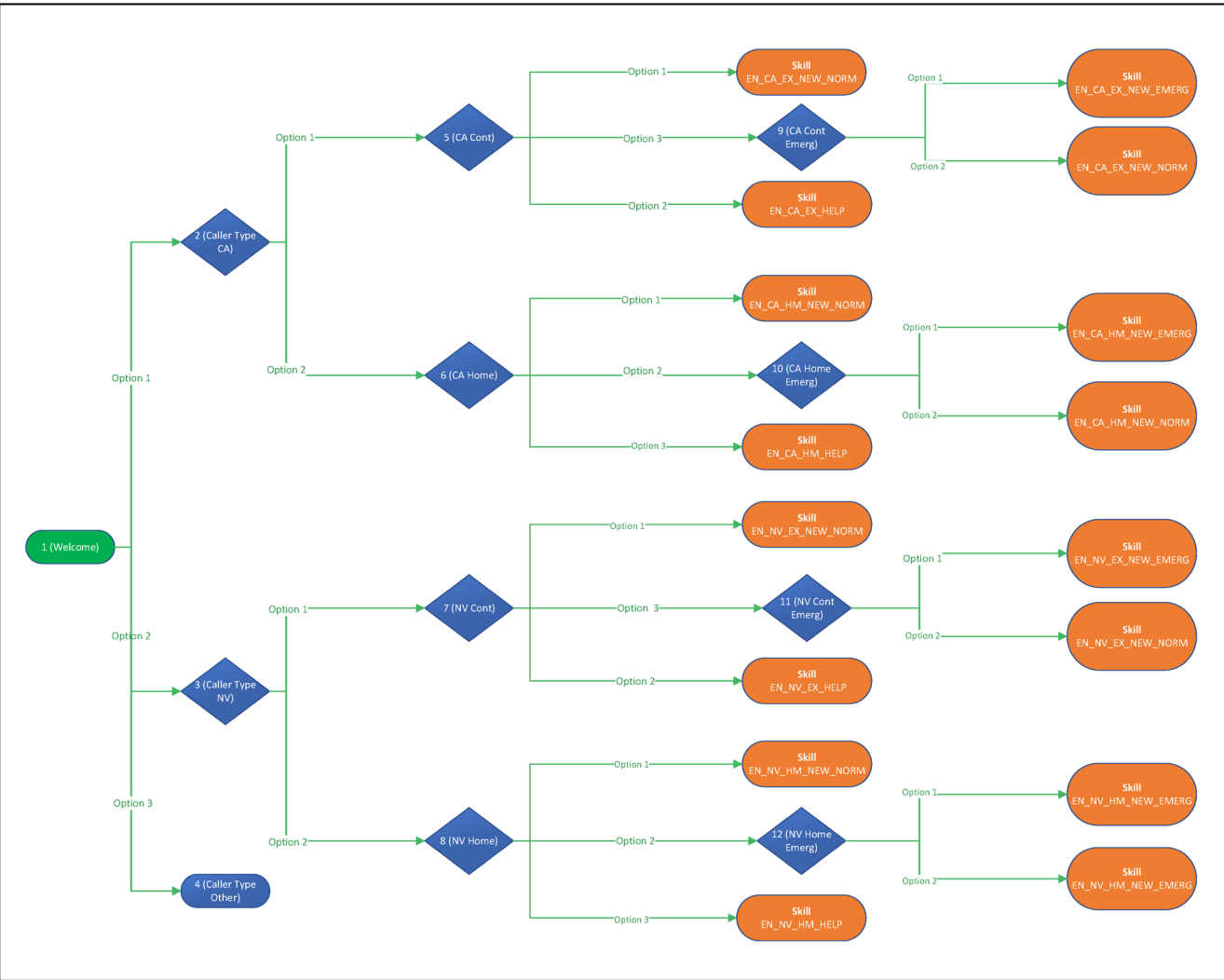
Technology Updates

- Launched simplified phone system menu tree on 11/15/2023 to improve user experience

- Current projects in development:
 - View EPR responses in mobile app
 - Specific member selection for secondary ticket actions

- Currently all revisions are delivered to all member utility operators that received the original ticket. For example, if an excavator submits a No Response saying there is evidence of unmarked telecom in the area, that revision will be sent to all members on the ticket. This is because historically USAN has not captured what types of utility assets are owned by every member.

- Change will allow excavator to select which members will receive No Response, Remark, Damage, etc. Can select one, multiple, or all members from original ticket to receive revision based on member name or utility asset type.



Outreach Updates

In partnership with CARCGA members, USAN helped facilitate the CARCGA Safety Summit & Expo in Downey, CA where excavators were invited to learn more about the 811 process.



Attendees visited a total of 5 individual workshops, each highlighting one of the 5 steps of a Safe Excavation in more detail.



Outreach (continued)



In partnership with the NRCGA, USAN sponsored the NUCA Backhoe Rodeo in Las Vegas, NV. This event highlighted the skillful work of excavation equipment operators in the Las Vegas area.



Backhoe Equipment Operators competed in different challenges for a Polaris RZR.

Outreach (continued)

Education Coordinator, Chris Botting attended Fresno State University's Ag Tech Day. This event showcased new technologies and methods for farming in the Central Valley.



USAN worked with PG&E to educate farmers about the benefits of 811 and the ACE Ticket, which is available to Agricultural Operations.

Outreach (continued)

USAN continued to provide outreach to Bulldog fans attending Fresno State's football game against the University of Las Vegas. Education Coordinator, Chris Botting speaks to fans about 811 on Bulldog BLVD before the game.



As part of our partnership with Fresno State University, USAN secured a prominent sign location and a moment of exclusivity in the form of a public awareness announcement at each home game during halftime.

Outreach (continued)

USAN was invited to attend PG&E’s locator safety summit in Clovis, CA. This event was designed to provide safety training and show appreciation for the hard work of PG&E locators



Marketing Coordinator, Matt Dodd, provided updates on USAN’s 811 center such as the new ticket entry platform, phone tree cutover, design requests, and other updates.

Outreach (continued)

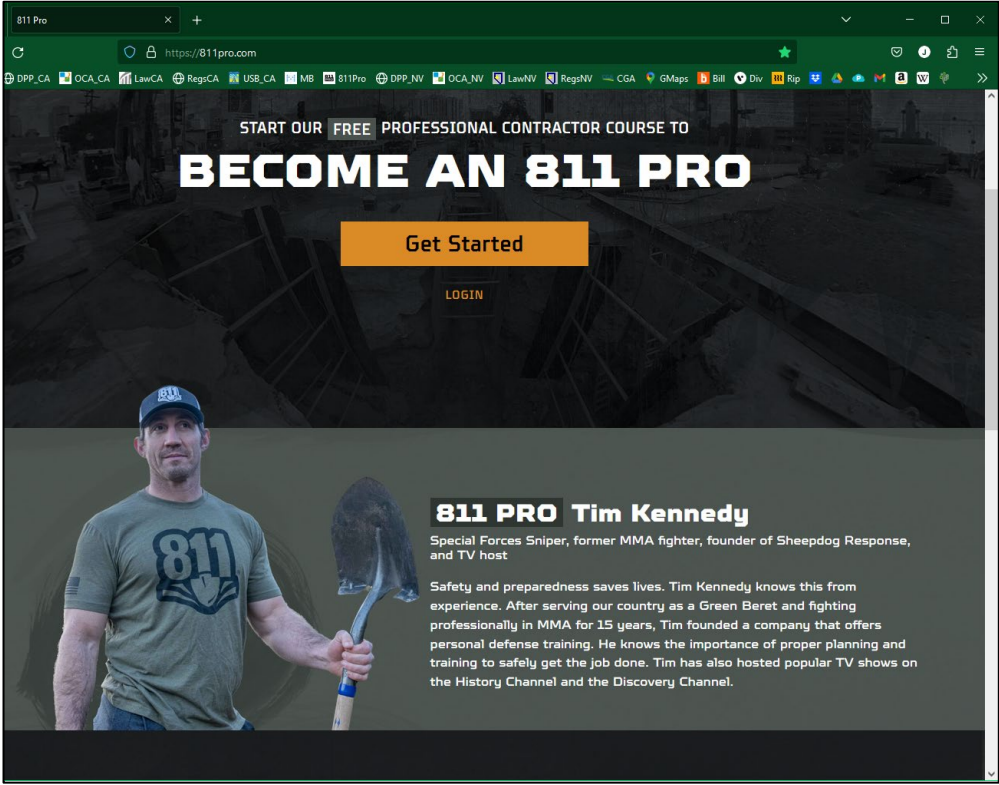


USAN worked with the Kern County Farm Bureau and Underground Safety Board Member, Carl Voss, to provide ACE awareness and training to members of the Ag Community in Bakersfield, CA. USAN demonstrated how to submit and manage an ACE Ticket online in the new ticket entry platform.

Outreach (continued)



The NRCGA continues to be an educational training resource with 188 presentations with 2,161 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 12/11

811 Pro Online Education Course				
Course	State	Language	Course Completions	Incomplete Courses
811 Pro	CA	English	842	948
811 Pro	CA	Spanish	19	168
811 Pro	NV	English	107	143
811 Pro	NV	Spanish	-	3
Total			968	1,262

Outreach (continued)

In-person training events 2023 YTD through 12/11.

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	N/A
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	N/A
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	Codumnes, 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
10/3/23	Direct Presentation	City of Sac Traffic Signals	Sacramento, CA	13
10/11/23	Direct Presentation	NGIS Conference	Reno, NV	85
10/13/23	Direct Presentation	Dragados/Flatiron Joint V. High Spe	Fresno, CA	18
10/17/23	Direct Presentation	Paradigm Pipeline Excavator trainin	Lodi, CA	TBA
10/18/23	Direct Presentation	Paradigm Pipeline Excavator trainin	Fairfield, CA	TBA
10/19/23	Direct Presentation	Paradigm Pipeline Excavator trainin	Concord, CA	TBA
10/24/23	Direct Presentation	Paradigm Pipeline Excavator trainin	Coalinga, CA	TBA
10/25/23	Direct Presentation	Paradigm Pipeline Excavator trainin	Bakersfield, CA	TBA
10/26/23	Public Presentation	Oakland SAFE	Oakland, CA	12
11/13/23	Direct Presentation	Roux Project Managers	Oakland, CA	18
11/14/23	Direct Presentation	CALSSA (Solar) Webinar	Webinar	TBA
11/15/23	Direct Presentation	General Pres for City of Burlingame	Burlingame, CA	11
11/16/23	Public Presentation	S.L.O. SAFE	San Louis Obispo, CA	7
11/29/23	Public Presentation	Modesto SAFE	Modesto, CA	9
12/7/23	Direct Presentation	ACE Ticket Presentation	Bakersfield, CA	11
12/8/23	Direct Presentation	JB's High Voltage	Woodland, CA	57
				1,612

Outreach (continued)

Booth / Expo / Table Events 2023

OUTREACH 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	TBA
03/14/2023 - 03/18/2023	Expo	ConExpo ConAGG	Las Vegas, NV	139,000
05/18/23	Tabling Event	NORMAC	Modesto, CA	TBA
06/07/23	Tabling Event	San Jose Water Employee BBQ	San Jose, CA	TBA
06/24/23	Sponsor	California YF&R Trap Shoot	Lincoln, CA	TBA
8/01/2023 - 8/02/2023	Tabling Event	PG&E Locator Summit	San Ramon, CA	TBA
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
10/21/23	Sponsor	NUCA Backhoe Rodeo	Las Vegas, NV	TBA
10/27/23	Tabling Event	FSU Ag Tech Day	Fresno, CA	N/A
10/28/23	Tabling Event	Fresno State Football Game	Fresno, CA	41,031
11/28/2023 - 11/29/2023	Tabling Event	PG&E Locator Summit	Clovis, CA	TBA

General Updates

- Budget 2024 – increase of \$1.2M above 2023
 - Adds additional staffer to Marketing & Education Team
 - Increased in-person outreach
 - Increased awareness marketing
 - Will develop “Member University” online learning platform for member utility operators
 - How to use EPR system
 - How to update “area of interest” (AOI) mapping & contact info
 - Legal responsibilities in relation to tickets
 - Functionality enhancements to ticket system
- USAN hosted Facility Notification Centers Association (FNCA) conference in November 2023 (staff from other 811 centers)
- USAN hosted first Pelican North American user group conference in December 2023 (811 centers in US and Canada using PelicanCorp software)