



811 Notification Center Updates

December 2024

Presented by:

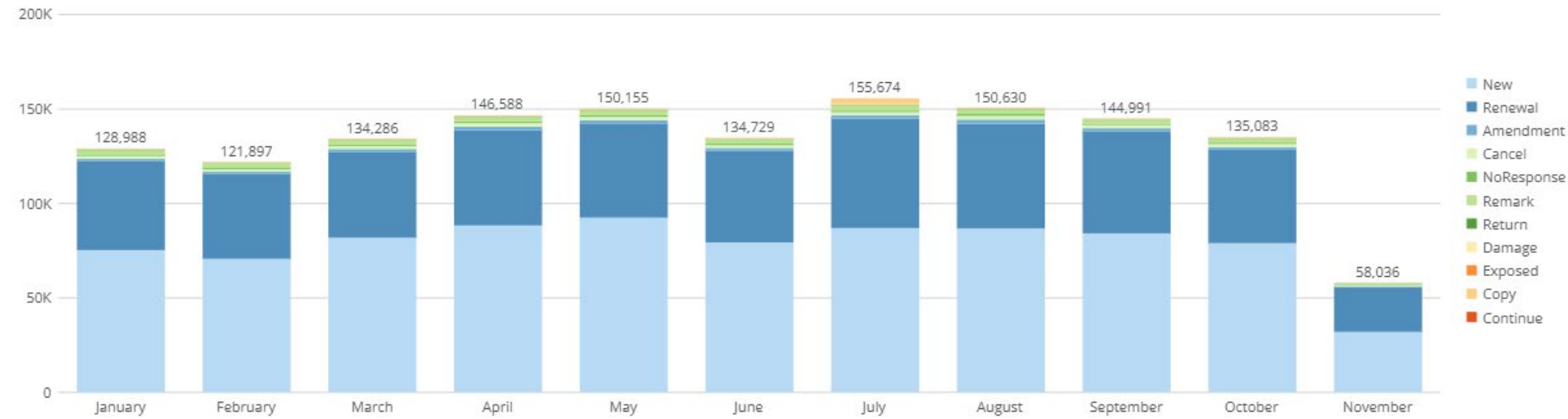
USA North 811 – James Wingate

Technology Updates

Dashboards – in the works

USAN staff is experimenting with Domo to create real-time statistical dashboards. (by the end of December).

Tickets by Type and Creation Method



+ Ticket Creation Method 1 ↑	Ticket Type	January	February	March	April	May	June	July	August	September	October	November	December	YTD Total
+ Exposed TOTAL		135	149	213	225	204	242	242	211	229	181	73	0	
- New														
	Normal	68,236	61,770	72,288	79,678	83,310	77,498	77,498	77,619	75,186	70,962	28,357	0	
	Emergency	3,346	4,313	3,517	3,497	3,730	4,652	4,652	4,200	4,026	3,399	1,669	0	
	Rush	1,201	2,273	3,175	2,077	1,960	1,621	1,621	1,715	1,792	1,566	715	0	
	Short	2,524	2,349	2,781	3,055	3,359	3,145	3,145	3,155	3,046	2,888	1,269	0	
	Ag/Flood Control	52	48	99	79	155	62	62	75	164	170	23	0	
New TOTAL		75,359	70,753	81,860	88,386	92,514	86,978	86,978	86,764	84,214	78,985	32,033	0	
+ NoResponse TOTAL		777	732	724	816	895	840	840	959	701	747	304	0	
+ Remark TOTAL		2,319	2,525	2,443	2,353	2,466	2,763	2,763	2,431	1,914	2,029	791	0	

- Dashboards
- Filter by name
- Member Contact Info Report
 - Membership Activities Report
 - New Versus Renewal CA Tickets
 - Daily Statistical Report: Center Stats 6am to 7pm
 - Positive Response Code Usage NV
 - Daily Statistical Report 24 Hour Version

Member Contact Info Report

Owner 1 owner

FILTER VIEWS + Add filters to your Dashboard to find new insights. Choose Date SAVE FILTERS

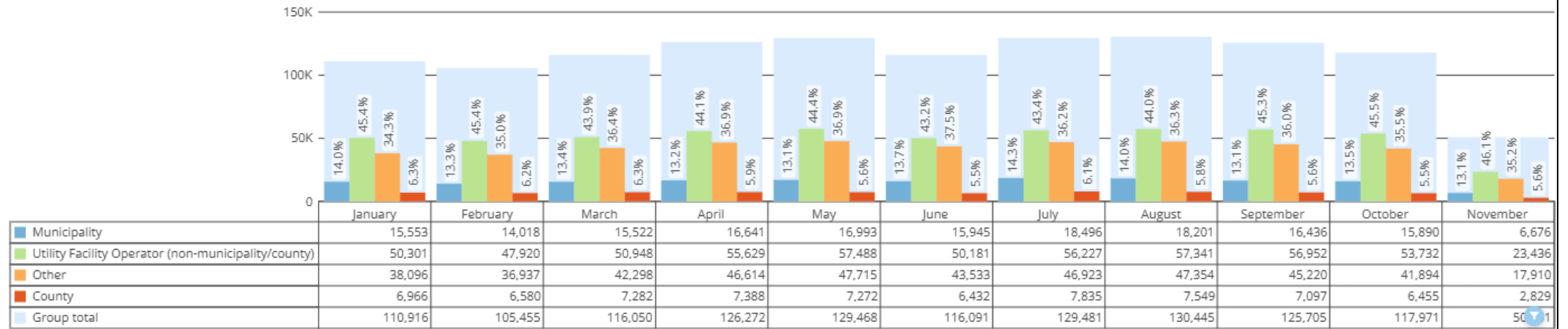
State	Account	Member Name	Station Code	Last Confirmed Contact Info	Last Confirmed AOI	Member Rep	Rep Addr	Rep City	Rep State	Rep Zip	Rep Phone	Rep Mobile
CA	142464	El Dorado Hills Community Services District	ELDCSD	2021-03-12	2021-10-27	Ry...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	142517	El Camino Irrigation District	ECAIRR	2021-11-30	2021-09-08	Joh...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	149026	Jamestown Sanitary District	JAMSAN	2022-02-25	2021-06-23	Co...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	149033	Jenner County Service Area #41	JCOWTR	2024-07-24	2022-02-25	Ste...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	181344	Velocity Communications, Inc.	VELCOM	2016-04-29	2021-10-21	Tr...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	181363	Veolia Water North America, West LLC	VEOLIA	2021-01-26	2021-01-31	Ge...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
NV	181367	Verdi Meadows Utility Company	VMEUTL	2021-09-28	2021-02-09	Ti...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CA	121575	City of Montague	CTYMTG	2021-12-03	2021-12-02	Da...	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Select State

Show selected

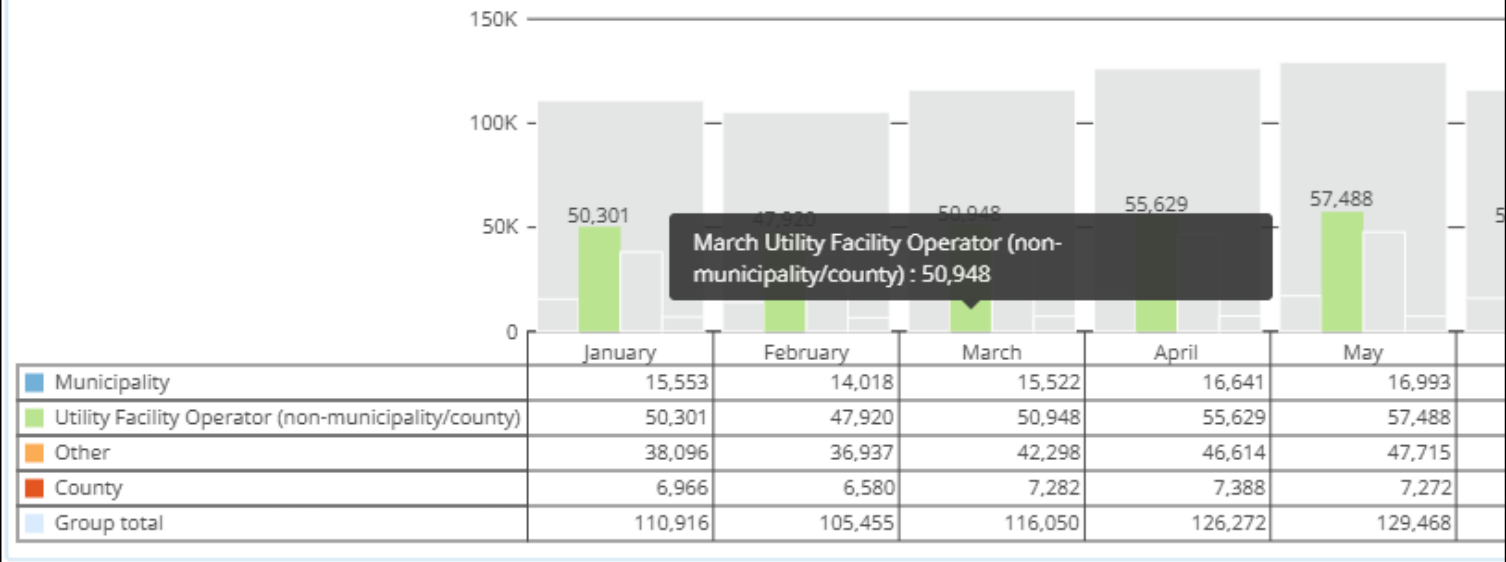
- NV
- CA

Ticket Volume by Project Owner Category



Interactive – hover pointer over category to isolate. Can add filters of various types. Viewable online or via Domo mobile app.

Ticket Volume by Project Owner Category



Outreach Updates

To meet the growing demand for 811 education and outreach, especially in Spanish, USA North 811 promoted Dulze White to the position of Education Coordinator. Dulze's extensive experience in our Web Operations department as well as her fluency in Spanish will help us enhance our outreach efforts among our Spanish speaking audience.



Outreach (continued)

USAN education coordinators Chris Botting and Nathan Oliver continue to educate professional excavators about the 811 process, both through our Safety Awareness for Excavators (SAFE) events and direct presentations. Recently our team conducted SAFE events in Bakersfield, Merced, Modesto, San Luis Obispo, and Auburn.



811

Excavation Safety Training

Join us for a free, in person presentation on the complete 811 process!

Register Now

Space is limited



Outreach (continued)

USA North 811 hosted its annual Bakersfield Safety Breakfast in Bakersfield, CA on August 22nd. 99 Excavators and Agricultural Operators met at Hodel's Country Dining for a complimentary breakfast and 811 safety presentation.



Education Coordinators, Chris Botting and Nathan Oliver, provided a presentation on the 811 process and excavation law. USA North 811 also partnered with PG&E who provided a presentation on their Dig in Reduction Team and their efforts to reduce damages across their service area.



Outreach (continued)

USA North 811 sponsored the CARCGA Safety Summit & Expo in Sacramento, CA on October 2nd. The event included a mock strike demonstration, complete with an emergency response from the Sacramento Fire Department. 113 attendees viewed the demonstration.



Immediately following the mock strike demonstration, attendees were separated into groups and sent through five interactive stations. Each station presented about a specific step of the 811 process in more detail. USAN staff hosted a session where they provided direct training on how to submit 811 tickets using the online ticket entry platform, OneCallAccess.

Outreach (continued)

USA North 811 sponsored the NRCGA Locate Rodeo in Las Vegas, NV. USAN staff volunteered as event judges while utility locators from the state competed for the 2024 Locator of the Year award. Jordan Meyer, a locator from Southwest Gas in Northern Nevada, finished 1st in the competition.



Outreach (continued)

Nathan Oliver hosted an interactive booth at the Modesto Touch-a-Truck event on October 26th. Families in the Modesto area were able to see work vehicles and equipment up close.



USA North 811 brought an interactive sandbox, complete with underground utilities. Visitors were able to drive an RC excavator and dig around the lines. Flags were placed in the box to show the location of the buried lines. This activity provided a tangible demonstration of the benefits of using 811 before any digging project.

Outreach (continued)

USA North 811 staff attended and sponsored the NUCA Backhoe Rodeo in Las Vegas, NV on October 26th. Professional equipment operators from the state competed for a Polaris RZR while their families spectated. USA North 811 provided 811 awareness to families in attendance and clarity about our service to professional excavators.



Outreach (continued)



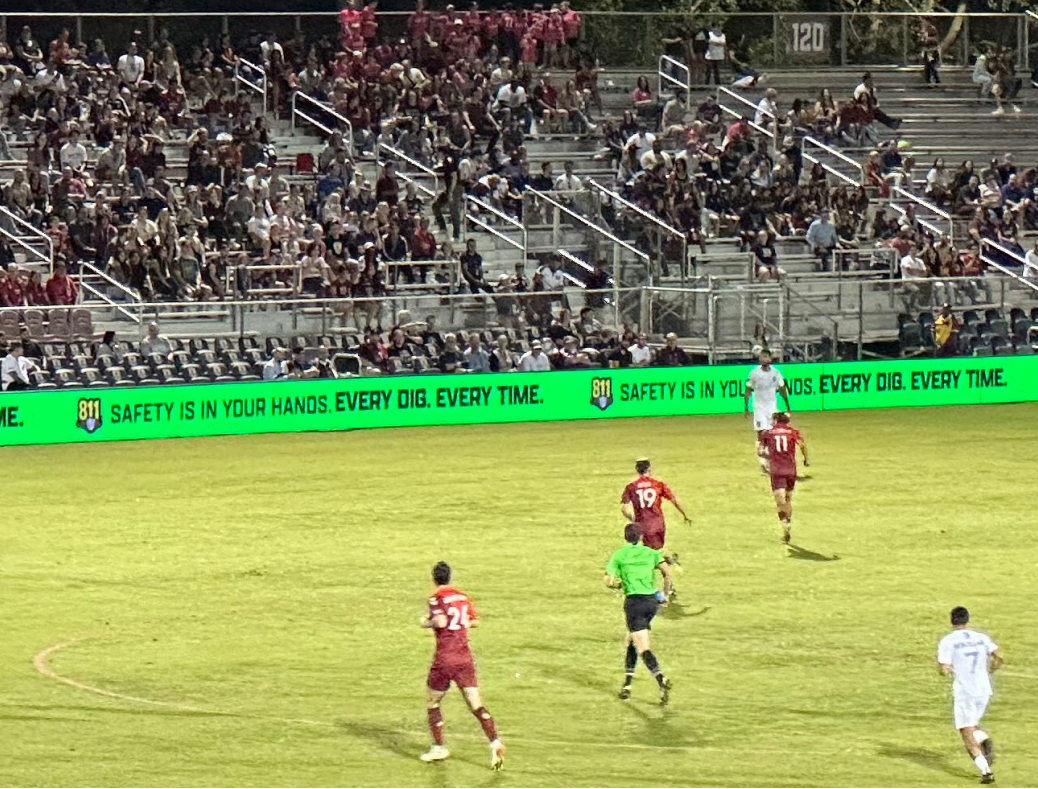
USA North 811 started its booth activation with the Fresno State Bulldogs Football Program for the 2024 – 2025 season. USAN staff will host a booth on Bulldog Blvd, Fresno State’s fan zone, at 3 home games this season. During Fresno State’s game against Washington State on October 12th, USAN partnered with FSU to hand out 811 co-branded cowboy hats to fans in attendance.



Outreach (continued)



USA North 811 hosted a booth in the fan zone at the Sacramento Republic FC's match against Monterey Bay FC on October 9th. Staff educated fans about the importance of contacting 811 before any digging project.



As part of our partnership agreement, USA North 811 secured advertising on the field LED ribbon display. 811 messaging can be seen by fans watching in attendance or on TV.

Outreach (continued)

USA North 811 was invited to host a booth at Contra Costa Water’s annual safety day in Concord, CA. Dulze White and Matt Dodd spoke with Contra Costa Water staff about our services and online tools. These events allow us to hear valuable feedback from the “boots on the ground” about the 811 service.



Outreach (continued)

USA North 811 also hosted a booth at PG&E's Safety Summits in San Ramon and Roseville. During these events, USAN staff provided a presentation communicating future updates to the 811 system and ticket entry procedure while answering questions from utility locators.



Outreach (continued)

811 messaging will now be visible on I-880 in Oakland, CA just outside the Coliseum. USA North 811 partnered with Outfront Media to install a 60 foot tall static billboard that will be seen by daily commuters in the Bay Area.



Outreach (continued)

811 centers across the country joined in a partnership to sponsor NASCAR Xfinity Series driver Josh Williams. As part of this sponsorship agreement, 811 was able to host a booth during NASCAR's Championship weekend in Avondale, AZ from November 8th – 10th. USA North 811 staff assisted in this initiative by working the booth during the weekend as we aim to increase national awareness of the 811-safety message.



Outreach (continued)

811 PRO

Training Courses | 811 Pro Toolboxes | Stories from the Field | Talk to an 811 Pro | **What is 811?**

LEARN IN 360°
VIRTUAL JOBSITE

START OUR **FREE** PROFESSIONAL CONTRACTOR COURSE TO
BECOME AN 811 PRO

Get Started

LOGIN

811 PRO Tim Kennedy
Special Forces Sniper, former MMA fighter, founder of Sheepdog Response, and TV host

Safety and preparedness saves lives. Tim Kennedy knows this from experience. After serving our country as a Green Beret and fighting professionally in MMA for 15 years, Tim founded a company that offers personal defense training. He knows the importance of proper planning and training to safely get the job done. Tim has also hosted popular TV shows on the History Channel and the Discovery Channel.

Online training counts 2024 YTD through 11/19

811 Pro Online Education Course				
Course	State	Language	Course Completions	Incomplete Courses
811 Pro	CA	English	589	775
811 Pro	CA	Spanish	39	39
811 Pro	NV	English	161	98
811 Pro	NV	Spanish	-	1
Total			789	913

Outreach (continued)

In person training events 2024 YTD through 11/19.

EDUCATION EVENTS				
Date	Event Type	Company/Event	Location	Attended
1/10/24	Direct Presentation	Butte County Council	Oroville, CA	22
1/25/24	Public Presentation	Sacramento SAFE	Sacramento, CA	46
2/1/24	Direct Presentation	Paradise Irrigation District	Paradise, CA	17
2/7/24	Direct Presentation	East Bay Parks Road & Trails	Martinez, CA	14
2/8/24	Public Presentation	Santa Rosa SAFE	Santa Rosa, CA	30
2/22/24	Public Presentation	San Jose SAFE	San Jose, CA	16
2/28/24	Direct Presentation	Landscape Association Safety Day	Reno, NV	28
3/6/24	Direct Presentation	George Reed Inc.	Modesto, CA	30
3/7/24	Public Presentation	Fresno SAFE	Fresno, CA	32
3/7/24	Direct Presentation	Browning Contractors	Fresno, CA	40
3/13/24	Direct Presentation	L&D Construction	Webinar	30
3/21/24	Public Presentation	Concord SAFE	Concord, CA	26
4/2/24	Direct Presentation	Yosemite Springs Park Utility	Coarsegold, CA	8
4/10/24	Public Presentation	Salinas SAFE	Salinas, CA	6
4/11/24	Public Presentation	Santa Cruz SAFE	Santa Cruz, CA	30
4/22/24	Public Presentation	Paradigm Presentation	Lodi, CA	22
4/23/24	Public Presentation	Paradigm Presentation	Fairfield, CA	7
4/24/24	Public Presentation	Paradigm Presentation	Concord, CA	27
4/25/24	Public Presentation	Suisun SAFE	Suisun City, CA	9
4/29/24	Public Presentation	Paradigm Presentation	Coalinga, CA	27
4/30/24	Public Presentation	Paradigm Presentation	Bakersfield, CA	42
5/2/24	Direct Presentation	Stacey & Whitbeck	Petaluma, CA	20
5/9/24	Direct Presentation	St. Francis Electric	San Leandro, CA	15
5/16/24	Direct Presentation	CSDS Locate Workshop	Fresno, CA	6
5/16/24	Direct Presentation	Nor Cal Backflow Preventors Assoc.	Antioch, CA	51
5/16/24	Public Presentation	Milpitas SAFE	Milpitas, CA	41
5/23/24	Public Presentation	San Francisco SAFE	San Francisco, CA	10
6/13/24	Public Presentation	Stockton SAFE	Stockton, CA	21
6/21/24	Direct Presentation	Marshall Brothers Enterprises	Livermore, CA	5
6/26/24	Public Presentation	Visalia SAFE	Visalia, CA	7

7/9/24	Direct Presentation	City of Reedley	Reedley, CA	40
7/10/24	Direct Presentation	EBMUD Walnut Creek	Walnut Creek, CA	34
7/11/24	Public Presentation	Redding SAFE	Redding, CA	5
7/18/24	Direct Presentation	EBMUD Richmond	Richmond, CA	33
7/22/24	Direct Presentation	Allstate Sales Group (ASG)	Sacramento, CA	35
7/25/24	Public Presentation	Mill Valley SAFE	Mill Valley, CA	4
7/30/24	Direct Presentation	EBMUD Oakland 1	Oakland, CA	95
7/31/24	Direct Presentation	EBMUD Oakland 2	Oakland, CA	40
8/1/24	Direct Presentation	EBMUD San Lorenzo	San Lorenzo, CA	34
8/8/24	Public Presentation	Oakland SAFE	Oakland, CA	14
8/20/24	Direct Presentation	Alvah Group UCS	S. San Francisco	45
8/22/24	Public Presentation	Bakersfield SAFE	Bakersfield	99
9/3/24	Direct Presentation	Alvah Group UCS	Foresthill	25
9/4/24	Direct Presentation	Alvah Group UCS	Clearlake	22
9/6/24	Direct Presentation	West Coast Fence Show	Reno	15
9/9/24	Direct Presentation	Modesto Irrigation District	Modesto	30
9/10/24	Direct Presentation	Alvah Group UCS	Chico	14
9/11/24	Public Presentation	Merced SAFE	Merced	9
9/12/24	Public Presentation	Modesto SAFE	Modesto	17
9/17/24	Direct Presentation	EBMUD Stockton	Stockton	20
9/18/24	Direct Presentation	EBMUD Valley Springs	Valley Springs	19
9/19/24	Public Presentation	S.L.O. SAFE	San Louis Obispo	12
9/19/24	Direct Presentation	3rd Thursday Safety Day	Auburn	25
9/24/24	Direct Presentation	Pradigm, NV	Reno	TBD
9/25/24	Direct Presentation	AT&T Safety Day	San Mateo	27
10/9/24	Public Presentation	Auburn SAFE	Auburn	36
10/16/24	Direct Presentation	Fairfield Suisun Sewer		TBD
10/16/24	Direct Presentation	Northern Safety Day (CWEA)	Woodland	TBD
10/24/24	Direct Presentation	Calaveras Telephone/Wuua	Copperopolis	35
11/13/24	Direct Presentation	Stanford University	Stanford	TBD
11/14/24	Direct Presentation	Stanford University	Stanford	TBD
				1469

Outreach (continued)

Booth / Expo / Table Events 2024 through 11/19

OUTREACH EVENTS				
Date	Event Type	Company/Event	Location	Attended
1/17/24 - 1/18/24	Tabling	PG&E Corrosion Safety Event	San Ramon, CA	N/A
2/13/24 - 2/16/24	Expo	World Ag Expo	Tulare, CA	100,000
03/02/24	Tabling	San Jose Earthquakes	San Jose, CA	18,000
03/09/24	Tabling	San Jose Earthquakes	San Jose, CA	16,045
03/23/24	Tabling	San Jose Earthquakes	San Jose, CA	16,109
04/13/24	Tabling	San Jose Earthquakes	San Jose, CA	14,232
05/04/24	Tabling	San Jose Earthquakes	Santa Clara, CA	43,774
05/07/24	Tabling	Dragados/Flatiron Safety Day	Fresno	50
05/18/24	Tabling	San Jose Earthquakes	San Jose, CA	14,172
05/25/24	Tabling	San Jose Earthquakes	San Jose, CA	13,744
06/15/24	Tabling	San Jose Earthquakes	San Jose, CA	14,182
06/19/24	Tabling	SJ Water Employee BBQ	San Jose, CA	N/A
06/19/24	Tabling	San Jose Earthquakes	San Jose, CA	12,122
06/29/24	Tabling	San Jose Earthquakes	Palo Alto, CA	40,844
07/07/24	Tabling	San Jose Earthquakes	San Jose, CA	10,104
07/13/24	Tabling	San Jose Earthquakes	San Jose, CA	12,034
07/17/24	Tabling	San Jose Earthquakes	San Jose, CA	12,177
08/02/24	Tabling	Las Vegas Aviators	Las Vegas, NV	7,316
08/11/24	Tabling	Reno Aces	Reno, NV	3,542

08/27/24	Tabling	PG&E Safety Summit	San Ramon	70
08/28/24	Tabling	PG&E Safety Summit	San Ramon	70
08/29/24	Tabling	PG&E Safety Summit	San Ramon	70
08/31/24	Tabling	San Jose Earthquakes Game	San Jose	15,122
09/21/24	Tabling	San Jose Earthquakes Game	San Jose	15,112
10/02/24	Tabling	San Jose Earthquakes Game	San Jose	13,414
10/02/24	Tabling	CARCGA Safety Summit	Sacramento	113
10/03/24	Tabling	C.C. Water Safety Fair	Concord	N/A
10/05/24	Tabling	San Jose Earthquakes Game	San Jose	16,322
10/09/24	Tabling	Sacramento Republic Game	Sacramento	8,988
10/12/24	Tabling	Fresno State Football Game	Fresno	41,031
10/19/24	Tabling	NRCGA Locate Rodeo	Las Vegas, NV	TBD
10/23/24	Tabling	PG&E Safety Summit	San Ramon	TBD
10/24/24	Tabling	PG&E Safety Summit	San Ramon	TBD
10/26/24	Tabling	NUCA Backhoe Rodeo	Las Vegas, NV	TBD
10/26/24	Tabling	Touch-a-Truck Event	Modesto	TBD
10/26/24	Tabling	Fresno State Football Game	Fresno	41,343
10/29/24	Tabling	PG&E Safety Summit	Roseville	TBD
10/30/24	Tabling	PG&E Safety Summit	Roseville	TBD
11/08/24	Tabling	NASCAR Championship Races	Avondale, AZ	TBD
11/09/24	Tabling	NASCAR Championship Races	Avondale, AZ	TBD
11/10/24	Tabling	NASCAR Championship Races	Avondale, AZ	TBD