California Underground Facilities Safe Excavation Board

April 14-15, 2025

Agenda Item No. 21 (Action Item) – Staff Report

Modifications to the 811 Notification Center Update

PRESENTER
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SUMMARY

The Regional Notification Centers (RNC), DigAlert and USA North, currently report their metrics, updates, and education and outreach activities to the Underground Safety Board (Board) at every business meeting of the Board. The RNCs have requested to change the metrics reporting to a quarterly topic reporting schedule, with education and outreach activities presented at the Board's annual Education and Outreach meeting and technology updates at the fourth meeting of each year, to reduce RNC workload and streamline Board meetings. Staff recommends the Board vote to approve the proposed reporting schedule.

STRATEGIC PLAN
2020 Strategic Plan Objective: Build Board Operations to Achieve Compliance, Reporting, and
       Operational Excellence in a Resource Efficient Manner

BACKGROUND

California Government Code Section 4216.2(f) requires the RNCs to provide their notification records to the Board quarterly and report their technological developments annually.[1] Historically, the RNCs have met this statutory obligation by presenting their metrics and updates to the Board as an informational agenda item at each Board meeting.

In January 2023,[2] the Board asked that, instead of the RNCs presenting their metrics separately, the Board's staff work with the RNCs to develop a template for the RNCs to consolidate their ticket data into one standard format. Staff worked with the RNCs to develop a template, and that new data reporting format was first presented to the Board at the April 2023 Board

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[1] §4216.3(c)(2)
[2] January 2023

meeting[3]. In the first iteration of this new combined template, the RNCs presented year-to-date ticket metrics on a breakdown of tickets over time by ticket type, ticket volume, whether tickets were generated via phone call or online, and the usage and response times for electronic positive response.

Since April 2023, the Board has asked the RNCs to present on the following additional metrics:
- Homeowner ticket data was requested in November 2023[4]
- Emergency ticket data was requested in April 2024[5]
- Area of Continual Excavation tickets by county was requested in September 2024[6]
- Design request ticket data was requested in September 2024.[7]

DISCUSSION

With the evolution of the ticketing metrics requested from the RNCs, the RNC workload has increased accordingly. The RNCs approached staff and asked for a few changes to their current reporting practices. Because these changes would affect what the Board has previously asked for, staff presents the requested changes to the Board for discussion and vote.

Proposed Reporting Changes

The RNCs asked for the following presentation topic schedule moving forward:
- First meeting of each year: metrics and general updates from the previous calendar year (e.g., in early 2026, metrics will be presented for each of the 12 months in 2025)
- Second meeting of each year: first-quarter metrics and general updates (January 1– March 31)
- Third meeting of each year: second-quarter metrics and general updates (April 1 – June 30)
- Fourth meeting of each year: no metrics; updates on education and outreach activities
- Fifth meeting of each year: third-quarter metrics and general updates (July 1 – September 30); technology updates

The notable changes the RNCs are requesting are to present:
- Updates on education and outreach activities and technology advances once per year, instead of at every meeting.
- Specific quarterly metrics instead of all metrics from previous months in that calendar year. The RNCs would not present any metrics at the Board's annual Education and Outreach meeting.

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[3] April 2023
[4] November 2023
[5] April 2024
[6] September 2024
[7] September 2024

The RNCs indicate the proposed changes would reduce their workloads because they would report to the Underground Safety Board in the same manner and schedule as to their own Boards of Directors.

Staff does not have any objections to the RNCs' proposed changes.

RECOMMENDATION

Staff recommends that the Board vote to approve the following new RNC topic reporting schedule:
- First meeting of each year: metrics and general updates from the previous calendar year (e.g., in early 2026, metrics will be presented for each of the 12 months in 2025)
- Second meeting of each year: first-quarter metrics and general updates (January 1–March 31)
- Third meeting of each year: second-quarter metrics and general updates (April 1 – June 30)
- Fourth meeting of each year: no metrics; updates on education and outreach activities
- Fifth meeting of each year: third-quarter metrics and general updates (July 1 – September 30); technology updates