
California Underground Facilities Safe Excavation Board

November 17-18, 2025

Agenda Item No. 36 (Action Item) – Staff Report

Feedback Form Proposal

PRESENTER

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SUMMARY

This report proposes implementation of a revised Feedback Form (formerly known as the Idea Submission Form) designed to modernize and consolidate the Board's stakeholder engagement mechanisms. The new structure integrates two distinct but complementary tools under one title: 1) an Online Public Comment Form for input on agenda items presented to the Board, and 2) an Idea Submission Form for collecting safety-related suggestions and potential policy topics. Current stakeholder feedback mechanisms are likely underutilized due to redundant questions, unclear purpose, and limited accessibility, which constrains the Board's ability to gather actionable public input. The proposed Feedback Form addresses this participation and accessibility gap by simplifying question design, aligning form content with Board governance procedures, and improving online accessibility. Staff recommend the Board approve the Feedback Form to enhance stakeholder engagement and strengthen the quantity and quality of information informing Board decisions.

STRATEGIC PLAN

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

Strategic Activity: Modernize stakeholder engagement tools to improve data accessibility and participation efficiency.

BACKGROUND

At its July 2025 meeting, the Board directed staff to revise the Idea Submission Form to increase usability and stakeholder participation based on staff identifying opportunities to simplify and improve accessibility of the existing form to potentially encourage greater participation. Board members recommended adding a process for submitting online public comments on Board meeting agenda items to promote transparency and participation. The Board requested that staff develop a process to both collect general policy ideas and facilitate submission of public comments. The current proposal responds to that direction by redesigning an existing form and adding a new one to create a single, modernized Feedback Form.

DISCUSSION

Policy Problem

The existing stakeholder feedback process has generated limited engagement with the Board's policy development activities. This form, while available online, includes redundant questions and may be unclear about its intended use. Although stakeholders can email public comments to staff, there is no standardized or easily accessible online form for submitting comments directly related to Board meeting agenda items. The proposed Feedback Form addresses these gaps by streamlining questions, clarifying purpose, and introducing a distinct online option for structured public comments to encourage broader and more meaningful stakeholder participation.

Purpose of the Two Forms

The new Feedback Form interface consolidates two distinct functions under a single-entry point to simplify navigation while maintaining the integrity of each process:

- **Online Public Comment Form:** Designed for individuals or organizations to provide comments related to specific agenda items before, during, or after Board meetings. This form complements the Board's existing in-person or virtual public comment process by providing an online submission option that increases accessibility and capturing and archiving comments.
- **Idea Submission Form:** Intended to collect stakeholder-generated ideas around safety concerns that may be brought to the Board as recommendations for potential initiatives or future policy topics. Submissions are routed to the Policy Division for evaluation and potential inclusion in future workplans.

This new interface preserves the two-form structure functional and governance distinctions between policy suggestions and public meeting participation while presenting a unified and more intuitive interface for users.

Rationale for Streamlining

Given the low number of submissions through the Idea Submission Form, staff evaluated potential barriers to use and determined that the form's length and level of detail may have discouraged completion. In response, staff reduced the total number of questions while ensuring that essential data points—contact information, description of issue or idea, and relevance to the Dig Safe Law—remain intact. The simplified structure enhances usability, supports accessibility on mobile devices, and encourages higher participation rates without compromising data quality. The streamlined questions are focused on relevance, clarity, and actionable content, aligning with the Board's operational goal of efficiency and stakeholder-centered design.

Implementation and Outreach

The Feedback Form will be made available online through the Board's website and as a QR code displayed at Board meetings and other events. Should the Board give its approval, the Education and Outreach Office will develop a communication plan to promote public

awareness that includes outreach such as email communications and providing updates at stakeholder meetings and industry events.

RECOMMENDATION

Staff recommend that the Board approve the Feedback Form interface as a means for the Board to receive public input and stakeholder ideas. Staff also recommend that the Board have staff track usage and report engagement outcomes at future Board meetings.

Attachment: Proposed Feedback Form

Attachment

Proposed Feedback Form

Feedback Form: Introductory Questions

Feedback Form

The Underground Safety Board encourages your feedback! Here, you can submit either an online public comment, or an idea on how to address a public safety concern you see within the Board's purview.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

Introduce Yourself!

Let us know a little bit about you and how we can contact you.

1. Your Name:

2. Email Address:

3. Phone Number:

4. Organization:

5. Industry Role:

- ☐ Excavator
- ☐ Locator
- ☐ Facility Operator
- ☐ Regulator
- ☐ Engineer
- ☐ 811 Notification Center
- ☐ Member of the Public

6. Which Form do you want to fill out? *

- ☐ Public Comment
- ☐ Idea Submission

Public Comment Form

Feedback Form

* Required

Public Comment

Enter your public comment here!

1. Which agenda item (number or topic) and meeting date does your comment address?

Enter your answer

2. What is your public comment? *

Enter your answer

Back

Next

Submission Page

Feedback Form

End

Thank you for your feedback!

Back

Submit

Idea Submission Form

Feedback Form

Idea Submission Form

Submit your idea here!

1. What is your safety concern? Who does it affect and when?

Enter your answer

2. What is your idea to address this safety concern?

Enter your answer

3. What organizations do you believe might be willing to help develop or implement your idea?

Enter your answer

4. What do you think is the most appropriate Board action to implement your idea?

☐ More Education/Outreach/Guidance on Existing Requirements or Resources

☐ New Standards

☐ New Regulations

☐ Recommend Changes to the Law

☐ Enforcement

☐ Other

5. What do you see as the potential benefits of your idea? (Examples of potential benefits: Improves knowledge of facility locations; Less burdensome way of achieving existing safety benefit; Removes compliance barrier; Improves communication between parties...)

Enter your answer

6. Are there any data, documents or information you would like to provide to substantiate your identified problem or potential solution? Please include links to any relevant data sources you'd like to share:

Enter your answer

Back

Next

Feedback Form

End

Thank you for your feedback!

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Submit