

**CA Regional CGA Committee Minutes
Virtual Meeting
June 18, 2020**

Objective:

The primary mission of California Regional Common Ground Alliance (CARCGA) is to eliminate safety risks to life, health, and property while also preventing damage to underground infrastructure and vital public services.

CARCGA will accomplish this mission by: encouraging stakeholders to accept and fulfill their shared responsibility in damage prevention; welcoming all stakeholders within California and encouraging their participation in CARCGA; educating members and non-members regarding Common Ground Alliance Best Practices; identifying issues concerning damage prevention and attempting to construct practices to resolve them; exchanging ideas and information with other CGA Regional Partners.

When a new damage prevention practice is created, CARCGA may forward the practice on to the CGA Best Practices Committee for their consideration. CARCGA's efforts in damage prevention will help eliminate damages to underground infrastructure, interruption to vital services, safety risks, accidents and fatalities.

When citing examples of incidents, please refer to the parties involved anonymously.

1. Call to Order:

Marshall Johnson called the meeting to order at 9:36 a.m. and read the objective.

2. Attendance – See sign in sheet at end

3. Review Minutes from Previous Meeting

Marshall asked if there were any changes or corrections to the minutes from the February meeting. Erich Metzger moved to accept the minutes and Michael Worster seconded. Hearing no objections, the minutes were approved as emailed.

4. Dig Safe Board Update

Tony Marino introduced Jonathan Saxon as the new public outreach and education officer. He said the Board, during their strategic planning last year, came up with the idea register to assist in prioritizing concerns of safety during the digging process. He said the form would be live on their website later today. Tony also said that the emergency regulation to request extensions for not being able to meet the January 1, 2021 deadline to start providing electronic positive response through the regional notification centers should be approved by July 1, 2020. He expected the form to request an extension to be available July 1, 2020. He also said that starting July 1, 2020 certain types of damages must be reported. Area of continual excavation (ACE) tickets for agricultural activities and flood control facilities would also begin. He did note that what was not happening on July 1 was the use of power tools to expose lines in the tolerance zone. He said the regulation should be approved by October 1, 2020. Anthony Headley asked about the phone number for calling in damages. Tony said they don't have it yet but should have it soon. Aaron Rezendez asked about the idea register and what types of ideas. Tony explained the four strategic directions the board looks at when considering which safety concerns to tackle. Marshall asked if Tony could provide a single page hand to send to CARCGA members as he had a lot of great information in a short amount of time. For agendas, documents and regulations go to the Dig Safe Board website at <https://digsafe.fire.ca.gov/>.

5. CGA Update

Ann Diamond said that CGA had introduced a new platform – Member Engage - to connect other members and committees to share insight, ideas, responses and more. She said that the July committee meetings would be virtual. A working committee was looking at the economic impact of COVID-19 on key damage prevention industries, as most notification centers bill based on ticket volumes. If capital projects stop because the revenue is not there because it was spent on pandemic mitigation it could be a problem next year or the year after. Thomas Young said that there had been a Technology webinar and the annual report is online now.

6 Notification Center Updates

James Wingate from USA North 811 reported that despite the pandemic the center was up 13.5% in tickets for California since the beginning of the year. He showed graphs of ticket volume since the pandemic (attached at the end of the minutes). He noted that they were planning on sending everyone home while renovations were done on the center's office, so when the stay at home orders went into effect the center was able to pivot easily.

Ann Diamond reported that DigAlert sent all their employees home within a week. The people in IT worked quickly to get them set up. She said through May the ticket volume was flat compared to last year. She noted that March and April were down but it's hard to tell if it was due to the record rain or the pandemic. She said that web ticket volume has increased by double digits compared to 2019.

7. Committee Reports

A. Board of Directors Update

Marshall Johnson said the financials showed a current balance of \$18,549.63. Colette Shelly moved to accept the financials as presented and Sunil Shori seconded. The motion carried.

B. Subsurface Safety and Incident Prevention Committee Update.

Thomas Young reported that the committee had been discussing private mark-outs. He said at the June meeting they had a couple of guests who mark private utilities discuss the issues with marking private lines. Some municipalities don't allow private lines to be marked in the APWA colors due to possible confusion where the private line begins. The committee thought the options were either use the APWA color schema but indicate it as a private line with PVT or to use one standard color for private locates. They will continue discussions.

C. Education Programs and Marketing Committee Update.

Michael Worster said that the San Bruno safety rodeo was being postponed due to COVID-19. He said that when CGA cancelled their conference they did some virtual meetings that didn't work very well, so switching the San Bruno event to virtual probably wouldn't work. He said that the committee is working on a newsletter for the group and that LinkedIn has lots of people who are NOT CARCGA members.

D. Legislative and Regulatory Committee Update.

Ann Diamond said that SB865 had been amended but that since there were no meetings with stakeholders to try to discuss changes going on due to the pandemic it will be very hard to get changes. After discussion, Ann said she would call a meeting of the leg/reg committee so that CARCGA could develop a position on SB865.

8. Old Business

A. New Logo

Marshall Johnson revealed the new CARCGA Logo. He thanked Zachary Roper for the design.

B. Technology Committee

The newly formed committee is looking for members. The mission of the committee is to evaluate and educate on the optimization of existing or developing technologies to reduce or eliminate safety risks to life, health, and property while preventing damage to underground infrastructure and vital public services. If anyone is interested in joining the committee send an email to info@carcga.org. Thomas Young and Sunil Shori will be the co-chairs. Aaron Rezendez asked why this type of committee. Sunil explained that PHMSA's 9 elements for effective damage prevention programs has one of the elements of use of technology to improve the locating process.

9. New Business

A. COVID-19 Roundtable

Dorothy Bergman wanted to hear from others how they were doing locating, meetings, education amid the pandemic. She said Edison had reduced their maintenance, were only doing emergency work and were social distancing and wearing masks at crew meetings. Randy Charland said that they were doing virtual training, but the workforce was experiencing child care issues so were unable to work. Marshall Johnson said the 14 day sick time had been extended 3 times and that work that wasn't essential was transferred to locates. He said excavators had curbed their workload. Pete Cerda said work had been slow but was starting to pick up. He said wash basins had been put on all trucks. Colette Shelly said their crews were on reserve for the early days and they were doing emergencies only. Signage and protocols for social distancing were put up. She said Alameda county required anyone within 30ft of each other needed a mask. Anthony Headley said that working in different counties each with their own subtleties is tricky.

B. Design Procedures

James Wingate discussed USA North 811's policy and procedures for design. He said that it was in hopes of curbing tickets from being done that are in the design phase not working within 14 days. Colette Shelly asked about providing maps that aren't accurate, who bears the cost. James said that the design should include potholing to verify the accuracy. Discussion about why the center was getting into the middle of what each company must provide was had. Tony Marino noted that the Dig Safe Board has standards for underground work and design on its radar. Steve Woo noted that from an engineering standpoint the work for a project begins long before a shovel hits the ground. Sunil Shori said it should be part of the law or regulations. He said it is worthy of discussion. Steve Cleaver said when they get tickets that look like they are design they contact the person and try not to put paint on the ground. He said some cities don't want paint on the ground until the work will begin. Randy Charland said he supports the attempt to fix the issue. Thomas Young noted there are some automated ticket screening solutions available. Marshall Johnson said the subject will be passed onto the SSIP committee to investigate. James Wingate said that USA North 811 will still send out their design policy and procedures.

10. Future Meetings

August 20, 2020 – Conference Call

October 15, 2020 – USA North 811 – 4005 Port Chicago Hwy #100, Concord, CA

December 17, 2020 – Conference Call

11. Adjourn Meeting:

The meeting adjourned at 12:06 pm.

Standing Roster of Sub-Committee Members

Legislative and Regulatory (leg/reg@carcga.org):

Ann Diamond (co-chair)	Alan Coppola	Brad Jones	Jeff Patrick
Colette Shelly (co-chair)	Jason Dennis	Paul Krahl	Gil Rivas
Gilbert Aceves	Ryan Dove	Ross Leverett	Zachary Scofield
Jared Ajlouny	Todd Farrell	Deanna Lewotsky	Sunil Shori
Pritpal Aujla	Jorge Gil-Blanco	Luis Maldonado	Matt Smylie
Kev Bagoian	Nicole Goi	Steve Marositz	Bob Thorpe
Nan Bailey	Shane Granberg	Mike Marrero	Tim Thrift
Dorothy Bergman	Gina Hartman	Ashlen McGinnis	William Vogl
Jeffrey Burns	Caleb Haus	John McMahon	James Wingate
Bob Carpenter	Anthony Headley	Erich Metzger	Thomas Young
James Chatwin	Brandon Hosang	Dino Montez	
Steve Cleaver	Travis Huston	Michael O'Donnell	
Cliff Concello	Marshall Johnson	James O'Kane	

Education Programs and Marketing (education@carcga.org):

Michael Worster (co-chair)	Amber Dahl	Valerie Lertyaovant	Gil Rivas
Jared Ajlouny (co-chair)	David Delgado	Deanna Lewotsky	Michael Rukavina
Gilbert Aceves	Ann Diamond	Luis Maldonado	Vicky Shankling
Pritpal Aujla	Ryan Dove	Mike Marrero	Sunil Shori
Jeffrey Burns	Sarah Goodfellow	Enrique Miranda	Thomas Stevens
Bob Carpenter	Russell Guidry	Colin Miyadi	Paul Sutter
James Chatwin	Anthony Headley	Dino Montez	Tim Thrift
Cliff Concello	Travis Huston	Tony Nicols	William Vogl
Drew Cooper	Paul Krahl	Jeff Patrick	Alexander Williams
Alan Coppola	Michael Kucharski	Garry Percival	Elizabeth Wilson

Subsurface & Safety Incident Prevention (ssip@carcga.org):

Steve Woo (co-chair)	David Delgado	Brandon Hosang	Gil Rivas
Thomas Young (co-chair)	Ann Diamond	Don Hunt	Michael Rukavina
Gilbert Aceves	Troy Dodson	Travis Huston	Zachary Scofield
Jared Ajlouny	Ryan Dove	Bill Johns	Vicky Shankling
Pritpal Aujla	Todd Farrell	Jared Johnson	Colette Shelly
Dorothy Bergman	Jorge Gil-Blanco	Paul Krahl	Sunil Shori
Tony Burnham	Jose Gonzalez	Deanne Lewotsky	Ronda Shupert
Jeffrey Burns	David Graham	Luis Maldonado	Shant Simonian
Adrian Calixtro	Ryan Graham	Erich Metzger	Matt Smylie
Michael Casas	Russell Guidry	Enrique Miranda	Tim Thrift
Randy Charland	Kristofer Hanon	Dino Montez	Alexander Williams
James Chatwin	Gina Hartman	Bryce Newell	Elizabeth Wilson
Steve Cleaver	Caleb Haus	James O'Kane	James Wingate
Alan Coppola	Scott Hazlett	Jeff Patrick	Matthew Woods
Mark Crossland	Anthony Headley	Garry Percival	
Victor Davis	Jamie Himes	Aaron Rezendez	



Conference Call Attendance June 18, 2020

Initial	Name	Organization	Email	Industry
X	Gilbert Aceves	Southern California Edison	Gilbert.Aceves@sce.com	Electric
	Jared Ajlouny	DACO Construction	jared@dacoconstructs.com	Excavator
X	Dino Alvarado	Torrance Logistics Company	DINO.ALVARADO@pbfenergy.com	Oil
	Dorie Anderson	Sacramento Area Sewer District	andersond@sacsewer.com	Sewer
X	Pritpal Aujla	Utiliquest	prtipal.aujla@utiliquest.com	Locator
	Kev Bagoian	Utiliquest	kev.bagoian@utiliquest.com	Locator
	Nanette Bailey	Sacramento Area Sewer District	bailey@sacsewer.com	Sewer
	Jeff Barros	Sacramento Area Sewer District	barrosj@sacsewer.com	Sewer
	Doug Beeler	Beeler Construction	dawnabeeler@sbcglobal.net	Excavator
X	Dorothy Bergman	Southern California Edison	dorothy.bergman@sce.com	Electric
	David Blakeslee	Crimson Pipeline LLC	dblakeslee@crimsonpl.com	Oil
	Tony Burnham	Anvil Builders	tburnham@anvilbuilders.com	Excavator
	Jeffrey Burns	Lyles Services Inc	jeffmburns@msn.com	Water
X	Adrian Calixtro	Wonderful Orchards	adrian.calixtro@wonderful.com	Agriculture - Commercial
	Bob Carpenter	Southern California Gas	rcarpenter@socalgas.com	Gas
X	Michael Casas	DP Nicoli	mcasas@dpnicoli.com	Excavator
X	Pete Cerda	Irish Construction	petecerda@irishteam.com	Excavator
X	Randy Charland	UtiliQuest	randy.charland@utiliquest.com	Locator
X	James Chatwin	Western Municipal Water District	jchatwin@wmwd.com	Public Works
X	Steve Cleaver	PG&E	steve.cleaver@pge.com	Gas
	Cliff Concello	PG&E	c5c6@pge.com	Gas
	Drew Cooper	Traffic Management Inc.	drew.cooper@trafficmanagement.com	Public Works
x	Alan Coppola	Travelers	acoppola@travelers.com	Insurance



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Initial	Name	Organization	Email	Industry
	Mark Crossland	Plains All American Pipeline	mtcrossland@paalp.com	Oil
X	Amber Dahl	Underground Service Alert of SC	amber@digalert.org	Notification Center
X	Victor Davis	AT&T	VD1619@ATT.COM	Telecommunication
	David Delgado	Plains All American Pipeline	ddelgado@paalp.com	Oil
X	Jason Dennis	Griffith Company	jdennis@griffithcompany.net	Excavator
X	Ann Diamond	Underground Service Alert of SC	ann@digalert.org	Notification Center
	Troy Dodson	Vactor Manufacturing	tdodson@vactor.com	Equipment Manufacturer
	Susen Doubrava	Helix Water District	susen.doubrava@helixwater.org	Water
	Ryan Dove	SoCal Gas	rdove@socalgas.com	Gas
	Todd Farrell	Haaker Equipment Co.	todd.farrell@haaker.com	Equipment Manufacturer
	Jim Frair	Badger Daylighting Inc.	jfrair@badgerinc.com	Excavator
	Jorge Gil-Blanco	PG&E	jorge.gil-blanco@pge.com	Gas
	Nicole Goi	SMUD	nicole.goi@smud.org	Gas
X	Jose Gonzalez	SoCal Gas	jgonzalez4@socalgas.com	Gas
	Sarah Goodfellow	3M	sgoodfellow@mmm.com	Equipment Manufacturer
	Ryan Graham	RDG Excavation and Demolishing	ryangraham209@gmail.com	Excavator
	David Graham	Traffic Management Inc	davegraham5678@gmail.com	Excavator
	Shane Granberg	PG&E	s4gs@pge.com	Gas
	Russell Guidry	Shell Pipeline LP	Russell.j.guidry@shell.com	Oil
	Kristofer Hanon	MasTec Utility Services Group	kristofer.hanon@mastec.com	Excavator
X	Marvena Harris	Contractors State License Board	Marvena.Harris@cslb.ca.gov	Regulator
	Gina Hartman	SeeScan, Inc	gina.hartman@seescan.com	Equipment Manufacturer
	Caleb Haus	KRC SAFETY CO., INC.	Calebh@KRCSAFETY.COM	Excavator



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Initial	Name	Organization	Email	Industry
	Scott Hazlett	SDG&E	shazlett@sdge.com	Gas
X	Anthony Headley	West Valley Construction	aheadley@wvcc.com	Excavator
	Michael Hefley	K&L Contracting Inc.	Mike@KLinc.co	Public Works
	Craig Hill	Sacramento Area Sewer District	hillc@sacsewer.com	Sewer
	Jamie Himes	Sukut Construction	jhimes@sukut.com	Public Works
	Travis Hinkle	San Jose Water	travis.hinkle@sjwater.com	Water
X	Brandon Hosang	Phillips 66	HOSANBS@P66.COM	Oil
	Don Hunt	McGuire and Hester	dhunt@mcguireandhester.com	Excavator
	Travis Huston	Pacific Gas & Electric	jthz@pge.com	Gas
X	William Johns	Utility Coordinating, Inc.	bjohns@utilicoor.com	Engineering/Design
	Jared Johnson	MGE Underground	jared@mgeunderground.com	Excavator
x	Marshall Johnson	AT&T	mj2949@att.com	Telecommunications
	Brad Jones	SMUD	Brad.Jones@smud.org	Gas
	Quinton Karst	Herman Weissker Inc	qkarst@hermanweissker.com	Excavator
	Paul Krahl	Southwest Gas Corporation	paul.krahl@swgas.com	Gas
	Michael Kucharski	The Paradigm Alliance, Inc.	michaelk@pdigm.com	Emergency Services
	Valerie Lertyaovant	Southern California Gas Company	vlertyaovarit@socalgas.com	Gas
	Ross Leverett	Pacific Gas & Electric Company	RALw@PGE.com	Gas
	Deanna Lewotsky	DLEW Services	dlewservices@gmail.com	Oil
	Aaron Lindh	PG&E	aclh@pge.com	Gas
	Luis Maldonado	CableCom	Luis.Maldonado@cablecomllc.net	Telecommunications
	Steve Marositz	Kinder Morgan	Steve_Marositz@Kindermorgan.com	Oil
	Mike Marrero	USIC	mikemarrero@usicllc.com	Locator



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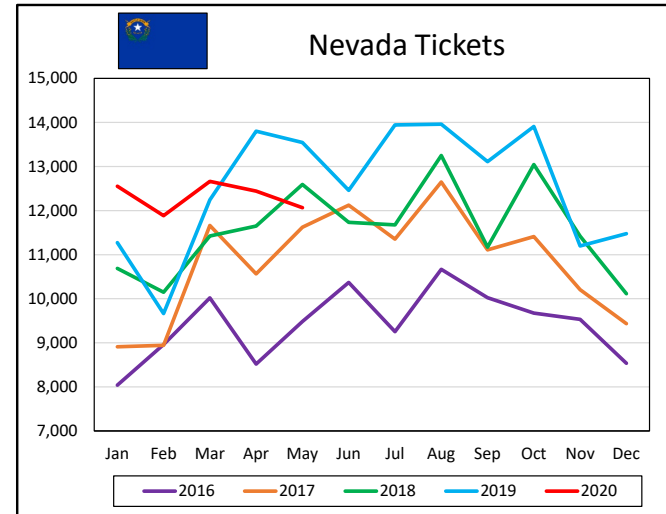
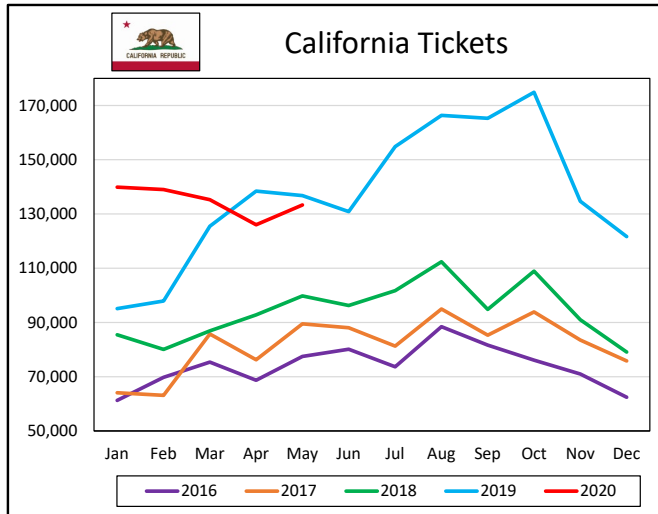
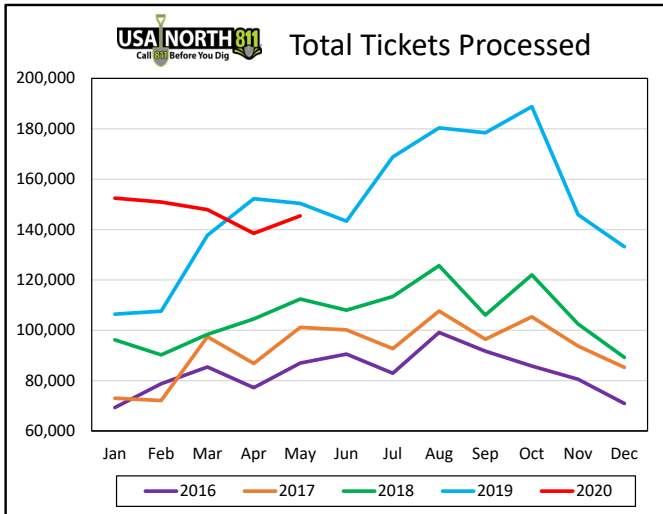
Initial	Name	Organization	Email	Industry
	Ashlen McGinnis	SMUD	ashlen.mcginnis@smud.org	Gas
X	John McMahon	Retired	jomac118@gmail.com	Engineering/Design
X	Erich Metzger	Veteran Pipeline Construction (a Charge Company)	emetzger@chargeepc.com	Excavator
	Enrique Miranda	Kana Pipeline, Inc.,	emiranda@kanapipeline.com	Excavator
	Collin Miyadi	USA North 811	Collin.Miyadi@usanorth811.org	Notification Center
	Dino Montez	Torrance Logistics Company	dino.montez@pbfenergy.com	Oil
	Cynthia Moore	Contractors State License Board	cynthia.moore@cslb.ca.gov	State Regulator
X	Shawn Nesgis	Union Sanitary District	shawnn@unionsanitary.ca.gov	Sewer
	Bryce Newell	Municipal Maintenance Equipment	bnewell@source-mme.com	Equipment Manufacturer
	Tony Nicols	SECC Corporation	tony@secc-corp.com	Telecommunications
	Courteney Nojiri	Crimson Midstream, LLC	cnojiri@crimsonpl.com	Oil
	Michael O'Donnell	Otay Water District	MIKE.ODONNELL@OTAYWATER.GOV	Water
X	James O'Kane	Southern California Contractors Association	jvokane@gmail.com	Excavator
	Jeff Patrick	SECC Corporation	jeff@secc-corp.com	Excavator
	Garry Percival	Exact Underground LLC	garry@exactunderground.com	Locator
	Maritza Quintanilla	PBC Companies	maritza@pbccompanies.com	Excavator
X	Aaron Rezendez	Pacific Gas and Electric Company	arr8@pge.com	Gas
	Gil Rivas	San Jose Water Company	gil.rivas@sjwater.com	Water
	Michael Rukavina	Utiliquest	michael.rukavina@utiliquest.com	Locator
	Zachary Scofield	Pacific Gas & Electric	zls2@pge.com	Gas
X	Vicky Shankling		vshankling@cox.net	Excavator
X	Colette Shelly	EBMUD	colette.shelly@ebmud.com	Water
	Scott Shongood	Hooker Creek, Inc.	scott@hookercreekinc.com	Excavator



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Initial	Name	Organization	Email	Industry
X	Sunil Shori	California Public Utilities Commission	sks@cpuc.ca.gov	State Regulator
	Ronda Shupert	PG&E	rfsl@pge.com	Gas
	Shant Simonian	Utiliquest	shant.simonian@utiliquest.com	Locator
	Matt Smylie	Ford Construction Inc	msmylie@ford-construction.com	Excavator
	Thomas Stevens	Advanced Infrastructure Technologies	tstevens@advancedworld.com	Locator
	Adam Sullivan	Advanced Infrastructure Technologies	asullivan@advancedworld.com	Locator
	Paul Sutter	MCH Electric	pauls@mchelec.com	Excavator
	Bob Thorpe	Epic Land Solutions	bob.thorpe.srwa@gmail.com	Public Works
	Tim Thrift	OSHA Training Center-CLPCCD	tim@maintainsafety.com	State Regulator
X	Scott Vickers	CPN Pipeline Company	svickers@calpine.com	Gas
	Steve Victor	Victor Backhoe, Inc	victorbackhoe@yahoo.com	Excavator
	William Vogl	San Jose Water Company	william.vogl@sjwater.com	Water
	Ryan White	USA North 811	ryan.white@usanorth811.org	Notification Center
	Alexander Williams	California Water Service	awilliams@calwater.com	Water
	Elizabeth Wilson	Compass NDT	EWilson@pavementrecycling.com	Locator
X	James Wingate	USA North 811	james.wingate@usanorth811.org	Notification Center
X	Steve Woo	HCI Inc.	ibewoo@charter.net	Excavator
X	Matthew Woods	Haaker Equipment Company	mattw@haaker.com	Equipment Manufacturer
X	Michael Worster	Worster Construction Management	michael.worster@digdats.com	Engineering/Design
X	Thomas Young	PelicanCorp	thomas.young@pelicancorp.com	Equipment Manufacturer
X	Tony Marino	Dig Safe Board	Tony.marino@fire.ca.gov	
X	Tom Finn	Dig Safe Board	tom.finn@fire.ca.gov	
X	Jonathan Saxon	Dig Safe Board	Jonathan.Saxon@fire.ca.gov	
X	Brittney Branaman	Dig Safe Board	Brittney.Branaman@fire.ca.gov	

Ticket Volume 2016-2020



TOTAL TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2016	2017	2018	2019	2020	2019 to 2020	
Jan	69,300	73,006	96,141	106,378	152,445	46,067	43.3%
Feb	78,740	72,067	90,183	107,550	150,918	43,368	40.3%
Mar	85,432	97,411	98,348	137,709	147,904	10,195	7.4%
Apr	77,210	86,781	104,484	152,239	138,463	-13,776	-9.0%
May	86,983	101,148	112,380	150,323	145,421	-4,902	-3.3%
YTD	397,665	430,413	501,536	654,199	735,151	80,952	12.4%
Jun	90,500	100,157	107,979	143,333			
Jul	82,927	92,664	113,372	168,812			
Aug	99,112	107,607	125,630	180,322			
Sep	91,685	96,406	105,979	178,378			
Oct	85,809	105,324	121,962	188,785			
Nov	80,516	93,687	102,415	145,858			
Dec	70,932	85,224	89,208	133,115			
TOTAL	999,146	1,111,482	1,268,081	1,792,802			

CALIFORNIA TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2016	2017	2018	2019	2020	2019 to 2020	
Jan	61,261	64,096	85,455	95,104	139,892	44,788	47.1%
Feb	69,778	63,124	80,037	97,886	139,033	41,147	42.0%
Mar	75,412	85,748	86,923	125,467	135,241	9,774	7.8%
Apr	68,692	76,217	92,836	138,435	126,023	-12,412	-9.0%
May	77,498	89,524	99,787	136,776	133,356	-3,420	-2.5%
YTD	352,641	378,709	445,038	593,668	673,545	79,877	13.5%
Jun	80,129	88,033	96,245	130,872			
Jul	73,672	81,312	101,694	154,867			
Aug	88,445	94,959	112,380	166,361			
Sep	81,663	85,295	94,809	165,267			
Oct	76,137	93,915	108,916	174,876			
Nov	70,983	83,480	90,995	134,660			
Dec	62,397	75,788	79,094	121,638			
CA Total	886,067	981,491	1,129,171	1,642,209			

NEVADA TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2016	2017	2018	2019	2020	2019 to 2020	
Jan	8,039	8,910	10,686	11,274	12,553	1,279	11.3%
Feb	8,962	8,943	10,146	9,664	11,885	2,221	23.0%
Mar	10,020	11,663	11,425	12,242	12,663	421	3.4%
Apr	8,518	10,564	11,648	13,804	12,440	-1,364	-9.9%
May	9,485	11,624	12,593	13,547	12,065	-1,482	-10.9%
YTD	45,024	51,704	56,498	60,531	61,606	1,075	1.8%
Jun	10,371	12,124	11,734	12,461			
Jul	9,255	11,352	11,678	13,945			
Aug	10,667	12,648	13,250	13,961			
Sep	10,022	11,111	11,170	13,111			
Oct	9,672	11,409	13,046	13,909			
Nov	9,533	10,207	11,420	11,198			
Dec	8,535	9,436	10,114	11,477			
NV Total	113,079	129,991	138,910	150,593			

May vs. Previous May

Change vs. last	14,165	11,232	37,943	-4,902
% Change	16.3%	11.1%	33.8%	-3.3%

May vs. Previous May

Change vs. last	12,026	10,263	36,989	-3,420
% Change	15.5%	11.5%	37.1%	-2.5%

May vs. Previous May

Change vs. last	2,139	969	954	-1,482
% Change	22.6%	8.3%	7.6%	-10.9%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. last	32,748	71,123	152,663	80,952
% Change	8.2%	16.5%	30.4%	12.4%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. last	26,068	66,329	148,630	79,877
% Change	7.4%	17.5%	33.4%	13.5%

Year-to-date Subtotal vs. Previous Year's Subtotal

Change vs. last	6,680	4,794	4,033	1,075
% Change	14.8%	9.3%	7.1%	1.8%

Year vs. Previous Year

Change vs. last	112,336	156,599	524,721
% Change	11.2%	14.1%	41.4%

Year vs. Previous Year

Change vs. last	95,424	147,680	513,038
% Change	10.8%	15.0%	45.4%

Year vs. Previous Year

Change vs. last	16,912	8,919	11,683
% Change	15.0%	6.9%	8.4%

California tickets vs. total USAN tickets

2016	88.7%
2017	88.3%
2018	89.0%
2019	91.6%
2020	91.6%

Nevada tickets vs. total USAN tickets

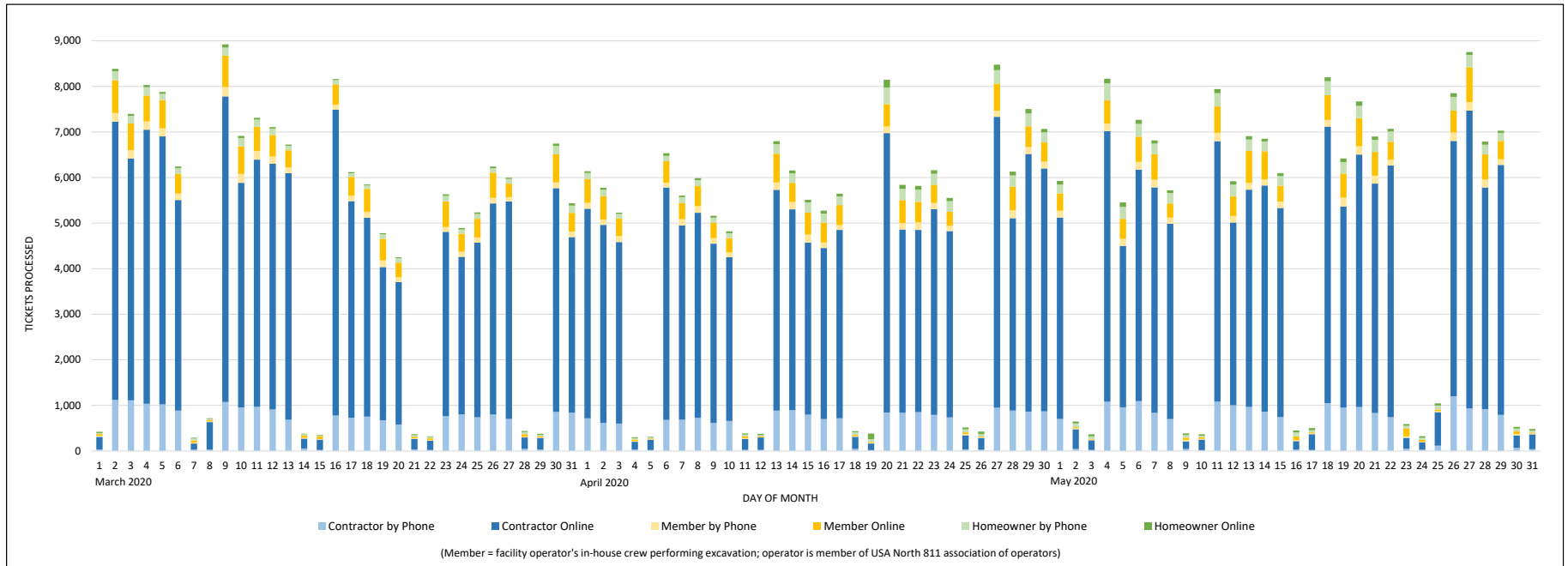
2016	11.3%
2017	11.7%
2018	11.0%
2019	8.4%
2020	8.4%

Ticket Volume by Day, by Excavator Type, and by Phone vs. Online



March 1 - May 31, 2020

Showing how ticket volume started strongly in March but then declined significantly once stay-at-home order was instituted due to COVID-19 pandemic



Date Day	March 2020																															April 2020															
	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8 Sun	9 Mon	10 Tue	11 Wed	12 Thu	13 Fri	14 Sat	15 Sun	16 Mon	17 Tue	18 Wed	19 Thu	20 Fri	21 Sat	22 Sun	23 Mon	24 Tue	25 Wed	26 Thu	27 Fri	28 Sat	29 Sun	30 Mon	31 Tue	1 Wed	2 Thu	3 Fri	4 Sat	5 Sun	6 Mon	7 Tue	8 Wed	9 Thu	10 Fri	11 Sat	12 Sun	13 Mon	14 Tue	15 Wed	
TICKETS																																															
Contractor by Phone	34	1,119	1,110	1,035	1,021	887	30	31	1,076	955	969	912	684	56	22	779	728	754	673	581	34	21	763	803	740	800	703	46	34	859	843	716	618	600	32	22	681	686	727	617	660	26	24	886	895	799	
Contractor Online	277	6,109	5,308	6,015	5,882	4,619	134	604	6,704	4,929	5,425	5,390	5,414	215	227	6,708	4,754	4,366	3,363	3,125	228	203	4,045	3,457	3,829	4,632	4,772	249	251	4,908	3,849	4,600	4,343	3,983	169	225	5,100	4,261	4,499	3,932	3,593	237	271	4,846	4,407	3,771	
Member by Phone	22	187	185	179	178	144	21	17	207	196	190	159	125	16	12	115	119	130	146	109	19	14	105	113	118	123	94	15	13	128	123	129	117	134	17	10	105	141	145	121	103	20	8	159	159	178	
Member Online	38	721	585	569	620	431	42	28	687	603	529	471	376	49	58	441	412	500	471	319	31	40	562	390	408	554	297	58	27	620	409	518	516	380	34	18	477	349	442	341	313	37	21	631	423	481	
Homeowner by Phone	23	196	166	186	135	127	48	20	178	183	159	143	98	32	21	96	82	79	103	95	34	28	122	97	108	95	104	47	28	180	161	137	140	106	30	21	113	132	132	109	110	40	23	209	208	224	
Homeowner Online	28	53	43	46	41	34	16	17	69	48	38	30	27	12	14	22	25	18	23	21	21	14	33	31	33	38	23	23	24	50	49	39	42	28	20	15	58	35	41	39	40	25	29	67	63	60	
TOTAL	422	8,385	7,397	8,030	7,877	6,242	291	717	8,921	6,914	7,310	7,105	6,724	380	354	8,161	6,120	5,847	4,779	4,250	367	320	5,630	4,891	5,236	6,242	5,993	438	377	6,745	5,434	6,139	5,776	5,231	302	311	6,534	5,604	5,986	5,159	4,819	385	376	6,798	6,155	5,513	

Date Day	April 2020 (continued)															May 2020																															
	16 Thu	17 Fri	18 Sat	19 Sun	20 Mon	21 Tue	22 Wed	23 Thu	24 Fri	25 Sat	26 Sun	27 Mon	28 Tue	29 Wed	30 Thu	1 Fri	2 Sat	3 Sun	4 Mon	5 Tue	6 Wed	7 Thu	8 Fri	9 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	31 Sun	
TICKETS																																															
Contractor by Phone	700	718	46	20	845	839	853	793	736	37	29	949	887	864	870	703	45	23	1,080	959	1,093	837	701	45	18	1,083	1,004	967	862	742	30	23	1,050	954	964	835	743	52	27	117	1,202	933	920	792	72	40	
Contractor Online	3,754	4,131	263	144	6,131	4,020	3,998	4,512	4,089	307	253	6,384	4,221	5,653	5,330	4,419	431	212	5,938	3,540	5,078	4,946	4,286	165	231	5,715	4,009	4,767	4,962	4,590	187	344	6,065	4,411	5,539	5,032	5,520	235	163	734	5,601	6,536	4,861	5,485	268	326	
Member by Phone	119	106	15	13	142	143	164	137	119	30	15	135	175	153	148	150	19	15	165	158	175	169	132	34	17	184	145	150	137	141	20	18	150	194	185	175	126	34	13	22	185	186	174	125	31	16	
Member Online	437	442	29	22	490	502	453	401	306	32	15	592	517	453	423	382	26	13	509	436	552	558	314	48	37	576	433	703	616	346	83	22	544	527	614	519	395	175	43	39	481	765	551	402	58	21	
Homeowner by Phone	195	190	59	58	368	250	265	239	231	70	57	297	246	284	221	194	83	58	377	264	87	281	236	228	60	29	292	257	246	215	214	86	48	303	253	271	268	228	58	44	85	300	270	215	175	62	47
Homeowner Online	70	57	23	125	171	86	85	77	70	39	58	120	85	97	74	76	42	44	100	97	87	67	59	33	34	92	72	76	58	65	43	45	87	78	97	72	56	36	33	47	80	63	67	49	39	31	
TOTAL	5,275	5,644	435	382	8,147	5,840	5,818	6,159	5,551	515	427	8,477	6,131	7,504	7,066	5,924	646	365	8,169	5,454	7,266	6,813	5,720	385	366	7,942	5,920	6,909	6,850	6,098	449	500	8,199	6,417	7,670	6,901	7,068	590	323	1,044	7,849	8,753	6,788	7,028	530	481	