

**CA Regional CGA Committee Minutes**  
**Virtual Meeting**  
**April 15, 2021**

**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 9:32 a.m. and read the objective.

**2. Attendance – See sign in sheet at end**

**3. Review Minutes from Previous Meeting**

Marshall asked for a motion to approve the minutes that had been previously emailed. Shawn Nesgis moved to accept the minutes and Dorothy Bergman seconded. Hearing no objections, the minutes were approved as emailed.

**4. Dig Safe Board Update**

Tony Marino from the Dig Safe Board said that in March the Board had issued 4 notices of probably violation (NOPV) – 2 to cities for not being members of the notification center and 2 to a utility for locate and mark issues. He said he expected the NOPV to slow down over the next 6 months due to turnover. They are in the process of hiring an outreach person in the next month or so. He said they are moving to the office of Energy Infrastructure Safety in downtown Sacramento in the fall to be ready for a January start as part of that agency instead of the State Fire Marshal. Ryan Dove asked a question about postings for the open positions and where candidates should apply. Tony said that anyone interested needs to take an exam to be on the list to be eligible. The information can be found at [calhr.ca.gov](http://calhr.ca.gov). For agendas, documents and regulations go to the Dig Safe Board website at <https://digsafe.fire.ca.gov/>.

**5. CGA Update**

Ann Diamond wished everyone a Happy National Safe Digging Month. She said that registration for the CGA Conference in Florida from October 12-14 is open. She said that costs for the conference range from \$1,050 for government agencies to \$1,600 for non-members through August 31. She noted that CGA is having a free preview of the conference on April 27/28. She also said that June 14 through 17 CGA committee meetings were being held virtually and that the conference in April 2022 would be in Anaheim. She said that the

initial review of 2020 DIRT data shows over 9,800 incident events were input with 59% having tickets and 41% that did not. She said that accurate data still looks to be an issue with 8% of those that didn't have a ticket listing a root cause as something other than "No notification made to One-Call Center / 811r".

## **6. Notification Center Updates**

James Wingate from USA North 811 reported that the center's ticket volume in March was crazy where January was down 20% and February was down slightly. He said March ticket volume was just under their record for tickets in a month that was done in October 2019. He said that the tickets taken by web are about 84%. In March both calls and tickets done on the web were up. Collin Miyadi talked about the new 811Pro – their 90 minute online training course that is more interactive than their previous 3 hour course – visit [811pro.com](http://811pro.com). Pete Cerda said he really liked the course and planned on implementing it their safety course for trainees.

Ann Diamond said that DigAlert had taken over 222,000 tickets in the first quarter and like USA North 811 January was down, but March was gangbusters. The center broke the record for number of tickets in a month in March with almost 85,000. She noted that there was modest 3% growth through the end of March. She said the percentage of DigAlert Direct tickets was climbing every month - 66% in January, 67% in February, 68% in March. She hoped the trend continues. She said that the 2 centers have a ticket continuity committee that tries to align the ticket taking process between the centers. She said that some changes that the centers will be implementing on July 1 include limiting tickets to not more than ½ linear mile except on freeways and railroad right of ways where the limit will be 2 miles, if the location crosses county lines a new ticket will be issued and bounded areas will only be for undeveloped areas without named street. She said that even with the vaccine now available to all over 16, DigAlert was not in a rush to get everyone back into the office. She also said that DigAlert was partnering with SoCal Gas and oil operators to host monthly webinars on the 811 process. Anyone interested in signing up for the webinars held on the 2<sup>nd</sup> Thursday of the month can sign up at <https://digalert.org/events>.

## **7. Committee Reports**

### **A. Board of Directors Update**

Marshall Johnson said the Board is coming up with policies to be included in the operating procedures. These policies include providing documents to be presented at general meetings be supplied 10 days in advance, CARCGA webinar content being reviewed in advance of the presentation and the website being a repository for recommendations after being approved by the full CARCGA membership or at least the Board of Directors. He said that the Dig Safe Board said any requests for opinions on issues like what does new installation mean in the new GIS section of 4216 should be put in the idea registry. He noted that any future issues for the Dig Safe Board will be handled in that manner. He stated since the last meeting when there were 6 stakeholder members that haven't yet paid their dues for 2021, we are now down to 3. Letters have been sent to those 3 that payment needs to be submitted by today or they would no longer be members in good standing and would become associate members. He went over the financials from December and January and said the account has a balance of \$20,921.83. Gilbert Aceves motioned to accept the financials as presented. Steve Woo seconded. The motion carried.

### **B. Subsurface Safety and Incident Prevention Committee Update.**

Steve Woo reported that the committee discussed recommendations for emergency declarations that aren't true emergencies and removal of locate marks. The committee

hopes to come to consensus on those two items at the next meeting although removal of markings might be a bit harder to come to agreement as some operators' policy for marking is to extend 50 feet beyond the delineation. The next items for discussion are competent jurisdiction and shallow depth damages if facility is not at the minimum depth required for that line type. The committee meets the 1<sup>st</sup> Tuesday of every month starting at 9:30am.

**C. Education Programs and Marketing Committee Update.**

Michael Worster said that the committee had created a mission statement, went over the results of the EPR webinar survey. He also discussed building the CARCGApedia – an A to Z resource of webinars and videos. Any live events will probably have to wait until next year. The committee meets the last Thursday of every month from 10 to 11am.

**D. Legislative and Regulatory Committee Update.**

Ann Diamond updated the group on the 2 bills that would make changes to 4216. SB297 which would increase the civil penalty to \$100,000 if a damage happens to a gas or hazardous liquid pipeline. AB930 would allow a court or arbitrator to award reasonable attorney's costs to a prevailing party. Basically, trying to even the playing field for smaller excavators that don't have in house counsel to fight claims. She said that the committee has discussed changes they would like to see in 4216 like making delineation mandatory before the members mark, if all members respond before the legal start date and time an excavator can begin digging, removing the CalTrans exemption, allowing vacuum use without all the current steps, reporting damages to be more consistent with the DSB regulations, updating 4216.5 that currently allows for local agencies to charge for services provided in 4216.3, having the Dig Safe Board take over the DIRT report and not requiring the company that owns the line and discovers a damage to report it the same as other damages. She said that there probably isn't time in the legislative session to make these changes but might be able to have something ready for next year. The committee meets the 2<sup>nd</sup> Wednesday of each month from 1 to 2:30pm.

Dino Alvarado asked if anything had come of the meeting about horizontal directional boring excavators. Tony Marino said that the Board is looking at standards pursuant to 4216.18 and they have collected some information, but they are not doing anything with it yet. The plan is to not have a standard for each type of excavation work, to try to find the similarities first.

Pete Cerda asked Ann to explain a bit more on the CalTrans exemption. Ann said that CalTrans does NOT have to be a member, but they do have to call if they are digging.

**E. Technology Committee Update.**

Thomas Young reported that committee had to postpone their last meeting and would be meeting on the 22<sup>nd</sup>. He said that GIS is the topic they are exploring at this time.

**8. Old Business**

**A. SSIP Recommendations – Private Facility Marking**

Steve Woo went over the recommendations that the SSIP committee had for marking of private lines – using silver with the APWA color as a dot on top of the silver or adjacent to the silver marking. The committee also had a recommendation for marking for engineering purposes on private property should be done in pink and a dot of the surveyed line in the APWA color if needed. There were a couple of questions about private lines that cross into the public right of way like a water line in the sidewalk. Discussion about

memorializing these recommendations and maybe starting a Transaction Record with CGA to make it a Best Practice. The members agreed to the recommendations. Marshall said the next step is to get it documented and create communication about the suggested guidelines. He also stated that it's not law and not enforceable. Marshall asked the Education and Marketing committee to work on communicating and educating locators on this guideline.

## **9. New Business**

### **A. No Response Recourse for Excavators**

Ann stated that excavators are trying to follow the requirements of waiting until they have a response from all excavators. However, there are times when they are unable to reach a facility owner and must delay their jobs. She said the information the center has from facility owners is not always the most current even with the Dig Safe Board regulation requiring members to have current and valid contact information. Short of filing a complaint with the Dig Safe Board and/or filing a suit for downtime, what can an excavator do that is immediate so they can start their job? The group discussed having the centers verify their members information, which the centers do but it is an ongoing challenge. Discussion included giving a list to CARCGA of those members that don't have contact information, having the Dig Safe Board send a letter to members and commending excavators that do chase down those last contacts before starting their excavation.

## **10. 2021 Meetings**

June 17, 2021 – Virtual Meeting  
August 19, 2021 – Virtual Meeting  
October 21, 2021 – TBD  
December 16, 2021 – Virtual Meeting

## **11. Adjourn Meeting:**

The meeting adjourned at 11:25 am

# CARCGA

## Virtual Meeting Attendance April 15, 2021

Initial	Name	Organization	Email	Industry - Membership
X	Gilbert Aceves	Southern California Edison	Gilbert.Aceves@sce.com	Electric - Associate
	Jared Ajlouny	DACO Construction	jared@dacoconstructs.com	Excavator - Stakeholder
X	Dino Alvarado	Torrance Logistics Company	DINO.ALVARADO@pbfenergy.com	Oil - Stakeholder
	Dorie Anderson	Sacramento Area Sewer District	andersond@sacsewer.com	Sewer - Stakeholder
	Pritpal Aujla	Utiliquest	prtipal.aujla@utiliquest.com	Locator - Stakeholder
X	Paul Bagneschi	AT&T	pb1419@att.com	Telecommunications - Stakeholder
	Kev Bagoian	Utiliquest	kev.bagoian@utiliquest.com	Locator - Stakeholder
	Nanette Bailey	Sacramento Area Sewer District	baileyn@sacsewer.com	Sewer - Stakeholder
	Jeff Barros	Sacramento Area Sewer District	barrosj@sacsewer.com	Sewer - Stakeholder
	Doug Beeler	Beeler Construction	dawnabeeler@sbcglobal.net	Excavator - Associate
X	Dorothy Bergman	Southern California Edison	dorothy.bergman@sce.com	Electric - Associate
X	Rene Blackshire	CSLB	rene.blackshire@cslb.ca.gov	State Regulator - Associate
	David Blakeslee	Crimson Pipeline LLC	dblakeslee@crimsonpl.com	Oil - Associate
	Tony Burnham	Anvil Builders	tburnham@anvilbuilders.com	Excavator - Associate
	Jeffrey Burns	Lyles Services Inc	jeffmburns@msn.com	Water - Associate
	Adrian Calixtro	Wonderful Orchards	adrian.calixtro@wonderful.com	Agriculture - Commercial - Associate
	Bob Carpenter	Southern California Gas	rcarpenter@socalgas.com	Gas - Stakeholder
	Michael Casas	DP Nicoli	mcasas@dpnicoli.com	Excavator - Stakeholder
X	Pete Cerda	Irish Construction	petecerda@irishteam.com	Excavator - Stakeholder
X	Randy Charland	UtiliQuest	randy.charland@utiliquest.com	Locator - Stakeholder
	James Chatwin	Western Municipal Water District	jchatwin@wmwd.com	Public Works - Associate
	Steve Cleaver	PG&E	steve.cleaver@pge.com	Gas - Stakeholder
	Cliff Concello	PG&E	c5c6@pge.com	Gas - Stakeholder

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Initial	Name	Organization	Email	Industry - Membership
	Drew Cooper	Traffic Management Inc.	drew.cooper@trafficmanagement.com	Public Works - Associate
X	Alan Coppola	Travelers	acoppola@travelers.com	Insurance - Associate
X	Mark Crossland	Plains All American Pipeline	mtcrossland@paalp.com	Oil - Associate
X	Amber Dahl	Underground Service Alert of SC	amber@digalert.org	Notification Center - Stakeholder
X	Victor Davis	AT&T	VD1619@ATT.COM	Telecommunication - Stakeholder
	Art DeLeon	Underground Construction Co.	art@undergrnd.com	Excavator - Associate
	David Delgado	Plains All American Pipeline	ddelgado@paalp.com	Oil - Associate
X	Jason Dennis	Griffith Company	jdennis@griffithcompany.net	Excavator - Stakeholder
X	Ann Diamond	Underground Service Alert of SC	ann@digalert.org	Notification Center - Stakeholder
	Troy Dodson	Vactor Manufacturing	tdodson@vactor.com	Equipment Manufacturer - Associate
	Susen Doubrava	Helix Water District	susen.doubrava@helixwater.org	Water - Associate
X	Ryan Dove	SoCal Gas	rdove@socalgas.com	Gas - Stakeholder
	Todd Farrell	Haaker Equipment Co.	todd.farrell@haaker.com	Equipment Manufacturer - Associate
X	Bram Fuller	USIC	bramfuller@usicllc.com	Locator - Stakeholder
	Jorge Gil-Blanco	PG&E	jorge.gil-blanco@pge.com	Gas - Stakeholder
	Nicole Goi	SMUD	nicole.goi@smud.org	Gas - Stakeholder
X	Jose Gonzalez	SoCal Gas	jgonzalez4@socalgas.com	Gas - Stakeholder
	Sarah Goodfellow	3M	sgoodfellow@mmm.com	Equipment Manufacturer - Stakeholder
	David Graham	Traffic Management Inc	davegraham5678@gmail.com	Excavator - Associate
	Ryan Graham	RDG Excavation and Demolishing	ryangraham209@gmail.com	Excavator - Associate
	Shane Granberg	PG&E	s4gs@pge.com	Gas - Stakeholder
	Russell Guidry	Shell Pipeline LP	Russell.j.guidry@shell.com	Oil - Stakeholder
	Kristofer Hanon	MasTec Utility Services Group	kristofer.hanon@mastec.com	Excavator - Associate

# CARCGA

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Initial	Name	Organization	Email	Industry - Membership
	Marvena Harris	Contractors State License Board	Marvena.Harris@cslb.ca.gov	State Regulator - Associate
	Gina Hartman	SeeScan, Inc	gina.hartman@seescan.com	Equipment Manufacturer - Stakeholder
	Caleb Haus	KRC SAFETY CO., INC.	Calebh@KRCSAFETY.COM	Excavator - Associate
	Scott Hazlett	SDG&E	shazlett@sdge.com	Gas - Associate
X	Anthony Headley	West Valley Construction	aheadley@wvcc.com	Excavator - Stakeholder
	Michael Hefley	K&L Contracting Inc.	Mike@KLinc.co	Public Works - Associate
	Craig Hill	Sacramento Area Sewer District	hillc@sacsewer.com	Sewer - Stakeholder
	Jamie Himes	Sukut Construction	jhimes@sukut.com	Public Works - Associate
	Travis Hinkle	San Jose Water	travis.hinkle@sjwater.com	Water - Associate
	Brandon Hosang	Phillips 66	HOSANBS@P66.COM	Oil - Stakeholder
	Travis Huston	Pacific Gas & Electric	jthz@pge.com	Gas - Stakeholder
X	William Johns	Utility Coordinating, Inc.	bjohns@utilicoor.com	Engineering/Design - Stakeholder
X	Marshall Johnson	AT&T	mj2949@att.com	Telecommunications - Stakeholder
	Jared Johnson	MGE Underground	jared@mgeunderground.com	Excavator - Stakeholder
	Quinton Karst	Herman Weissker Inc	qkarst@hermanweissker.com	Excavator - Associate
	Paul Krahl	Southwest Gas Corporation	paul.krahl@swgas.com	Gas - Stakeholder
	Michael Kucharski	The Paradigm Alliance, Inc.	michaelk@pdigm.com	Emergency Services - Associate
X	Michael LaPeaux	Kinder Morgan	michael_lapeaux@kindermorgan.com	Oil - Stakeholder
	Valerie Lertyaovant	Southern California Gas Company	vlertyaovarit@socalgas.com	Gas - Stakeholder
	Ross Leverett	Pacific Gas & Electric Company	RALw@PGE.com	Gas - Stakeholder
	Deanna Lewotsky	DLEW Services	dlewservices@gmail.com	Oil - Associate
	Aaron Lindh	PG&E	aclh@pge.com	Gas - Stakeholder
	Luis Maldonado	CableCom	Luis.Maldonado@cablecomllc.net	Telecommunications - Associate



# CARCGA

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Initial	Name	Organization	Email	Industry - Membership
X	Mike Marrero	USIC	mikemarrero@usiclcc.com	Locator - Stakeholder
X	Ashlen McGinnis	SMUD	ashlen.mcginis@smud.org	Gas - Stakeholder
	Mike McIntosh	D&M Utility Services of CA	DMUS1@comcast.net	Engineering/Design - Associate
X	John McMahon	Retired	jomac118@gmail.com	Engineering/Design - Associate
X	Erich Metzger	Veteran Pipeline Construction (a Charge Company)	emetzger@chargeepc.com	Excavator - Stakeholder
	Enrique Miranda	Kana Pipeline, Inc.,	emiranda@kanapipeline.com	Excavator - Stakeholder
X	Collin Miyadi	USA North 811	Collin.Miyadi@usanorth811.org	Notification Center - Stakeholder
	Dino Montez	Torrance Logistics Company	dino.montez@pbfenergy.com	Oil - Stakeholder
	Cynthia Moore	Contractors State License Board	cynthia.moore@cslb.ca.gov	State Regulator - Associate
X	Shawn Nesgis	Union Sanitary District	shawnn@unionsanitary.ca.gov	Sewer - Stakeholder
	Bryce Newell	Municipal Maintenance Equipment	bnewell@source-mme.com	Equipment Manufacturer - Associate
	Tony Nicols	SECC Corporation	tony@secc-corp.com	Telecommunications - Associate
X	Michael O'Donnell	Otay Water District	MIKE.ODONNELL@OTAYWATER.GOV	Water - Associate
x	James O'Kane	Southern California Contractors Association	jvokane@gmail.com	Excavator - Stakeholder
	Jeff Patrick	SECC Corporation	jeff@secc-corp.com	Excavator - Associate
X	Neil Punt	USIC	neilpunt@usiclcc.com	Locator - Stakeholder
	Maritza Quintanilla	PBC Companies	maritza@pbccompanies.com	Excavator - Associate
X	Aaron Rezendez	Pacific Gas and Electric Company	arr8@pge.com	Gas - Stakeholder
	Gil Rivas	San Jose Water Company	gil.rivas@sjwater.com	Water - Associate
	Michael Rukavina	Utiliquest	michael.rukavina@utiliquest.com	Locator - Stakeholder
	Zachary Scofield	Pacific Gas & Electric	zls2@pge.com	Gas - Stakeholder
	Aaron Scott	California Water Service	ascott@calwater.com	Water - Associate
X	Vicky Shankling		vshankling@cox.net	Excavator - Associate



# CARCGA

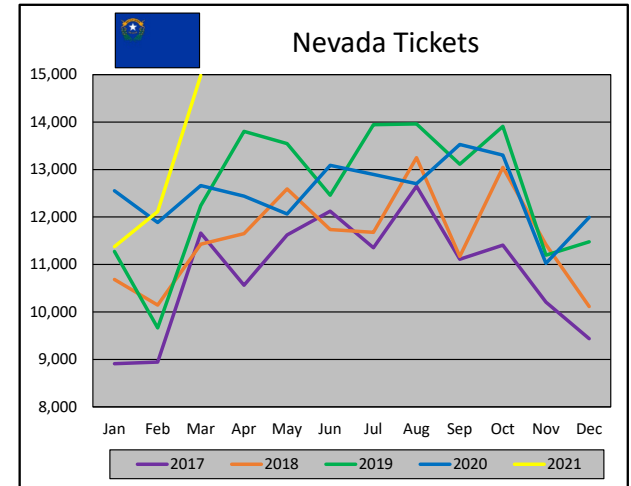
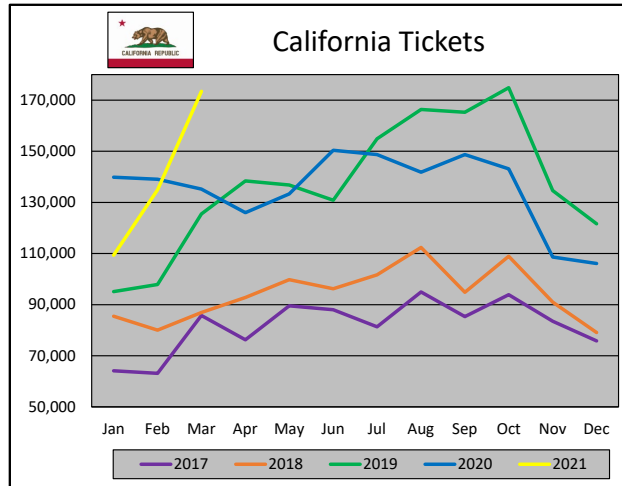
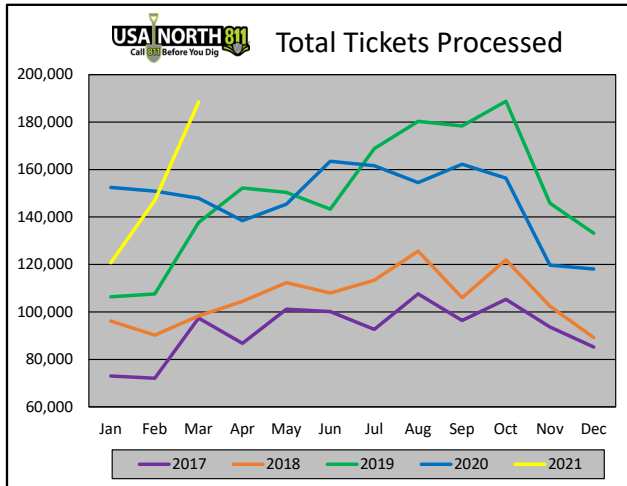
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Initial	Name	Organization	Email	Industry - Membership
X	Colette Shelly	EBMUD	colette.shelly@ebmud.com	Water - Stakeholder
	Scott Shongood	Hooker Creek, Inc.	scott@hookercreekinc.com	Excavator - Associate
	Sunil Shori	California Public Utilities Commission	sks@cpuc.ca.gov	State Regulator - Stakeholder
	Ronda Shupert	PG&E	rfsl@pge.com	Gas - Stakeholder
	Shant Simonian	Utiliquest	shant.simonian@utiliquest.com	Locator - Stakeholder
X	Steve Sisemore	PG&E	Steve.Sisemore@pge.com	Gas - Stakeholder
	Matt Smylie	Ford Construction Inc	msmylie@ford-construction.com	Excavator - Associate
X	Daniel Stankovich	SeeScan	dan.stankovich@seescan.com	Equipment Manufacturer - Stakeholder
	Thomas Stevens	Advanced Infrastructure Technologies	tstevens@advancedworld.com	Locator - Associate
	Adam Sullivan	Advanced Infrastructure Technologies	asullivan@advancedworld.com	Locator - Associate
	Paul Sutter	MCH Electric	pauls@mchelec.com	Excavator - Stakeholder
	Bob Thorpe	Epic Land Solutions	bob.thorpe.srwa@gmail.com	Public Works - Associate
	Tim Thrift	OSHA Training Center-CLPCCD	tim@maintainsafety.com	State Regulator - Stakeholder
	Rosa Trevizo	Associated General Contractors of California	trevizor@agc-ca.org	Excavator - Associate
	Scott Vickers	CPN Pipeline Company	svickers@calpine.com	Gas - Stakeholder
	Steve Victor	Victor Backhoe, Inc	victorbackhoe@yahoo.com	Excavator - Associate
	William Vogl	San Jose Water Company	william.vogl@sjwater.com	Water - Associate
X	Ryan White	USA North 811	ryan.white@usanorth811.org	Notification Center - Stakeholder
	Alexander Williams	California Water Service	awilliams@calwater.com	Water - Associate
	Elizabeth Wilson	Compass NDT	EWilson@pavementrecycling.com	Locator - Associate
X	James Wingate	USA North 811	james.wingate@usanorth811.org	Notification Center - Stakeholder
X	Steve Woo	HCI Inc.	ibewoo@charter.net	Excavator - Stakeholder
	Matthew Woods	Haaker Equipment Company	mattw@haaker.com	Equipment Manufacturer - Associate



# Ticket Volume 2017-2021

## March 2021



TOTAL TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2017	2018	2019	2020	2021	2020 to 2021	
Jan	73,006	96,141	106,378	152,445	120,730	-31,715	-20.8%
Feb	72,067	90,183	107,550	150,918	147,012	-3,906	-2.6%
Mar	97,411	98,348	137,709	147,904	188,450	40,546	27.4%
<b>YTD</b>	<b>242,484</b>	<b>284,672</b>	<b>351,637</b>	<b>451,267</b>	<b>456,192</b>	<b>4,925</b>	<b>1.1%</b>
Apr	86,781	104,484	152,239	138,463			
May	101,148	112,380	150,323	145,421			
Jun	100,157	107,979	143,333	163,479			
Jul	92,664	113,372	168,812	161,616			
Aug	107,607	125,630	180,322	154,484			
Sep	96,406	105,979	178,378	162,244			
Oct	105,324	121,962	188,785	156,392			
Nov	93,687	102,415	145,858	119,677			
Dec	85,224	89,208	133,115	118,092			
<b>TOTAL</b>	<b>1,111,482</b>	<b>1,268,081</b>	<b>1,792,802</b>	<b>1,771,135</b>			

CALIFORNIA TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2017	2018	2019	2020	2021	2020 to 2021	
Jan	64,096	85,455	95,104	139,892	109,354	-30,538	-21.8%
Feb	63,124	80,037	97,886	139,033	134,896	-4,137	-3.0%
Mar	85,748	86,923	125,467	135,241	173,466	38,225	28.3%
<b>YTD</b>	<b>212,968</b>	<b>252,415</b>	<b>318,457</b>	<b>414,166</b>	<b>417,716</b>	<b>3,550</b>	<b>0.9%</b>
Apr	76,217	92,836	138,435	126,023			
May	89,524	99,787	136,776	133,356			
Jun	88,033	96,245	130,872	150,391			
Jul	81,312	101,694	154,867	148,718			
Aug	94,959	112,380	166,361	141,781			
Sep	85,295	94,809	165,267	148,716			
Oct	93,915	108,916	174,876	143,088			
Nov	83,480	90,995	134,660	108,653			
Dec	75,788	79,094	121,638	106,098			
<b>CA Total</b>	<b>981,491</b>	<b>1,129,171</b>	<b>1,642,209</b>	<b>1,620,990</b>			

NEVADA TICKETS PROCESSED					CHANGE	% CHANGE	
Month	2017	2018	2019	2020	2021	2020 to 2021	
Jan	8,910	10,686	11,274	12,553	11,376	-1,177	-9.4%
Feb	8,943	10,146	9,664	11,885	12,116	231	1.9%
Mar	11,663	11,425	12,242	12,663	14,984	2,321	18.3%
<b>YTD</b>	<b>29,516</b>	<b>32,257</b>	<b>33,180</b>	<b>37,101</b>	<b>38,476</b>	<b>1,375</b>	<b>3.7%</b>
Apr	10,564	11,648	13,804	12,440			
May	11,624	12,593	13,547	12,065			
Jun	12,124	11,734	12,461	13,088			
Jul	11,352	11,678	13,945	12,898			
Aug	12,648	13,250	13,961	12,703			
Sep	11,111	11,170	13,111	13,528			
Oct	11,409	13,046	13,909	13,304			
Nov	10,207	11,420	11,198	11,024			
Dec	9,436	10,114	11,477	11,994			
<b>NV Total</b>	<b>129,991</b>	<b>138,910</b>	<b>150,593</b>	<b>150,145</b>			

**March vs. Previous March**  
 Change vs. last: 937 (1.0%), 39,361 (40.0%), 10,195 (7.4%), 40,546 (27.4%)  
 % Change

**Year-to-date Subtotal vs. Previous Year's Subtotal**  
 Change vs. last: 42,188 (17.4%), 66,965 (23.5%), 99,630 (28.3%), 4,925 (1.1%)  
 % Change

**Year vs. Previous Year**  
 Change vs. last: 156,599 (14.1%), 524,721 (41.4%), -21,667 (-1.2%)  
 % Change

**March vs. Previous March**  
 Change vs. last: 1,175 (1.4%), 38,544 (44.3%), 9,774 (7.8%), 38,225 (28.3%)  
 % Change

**Year-to-date Subtotal vs. Previous Year's Subtotal**  
 Change vs. last: 39,447 (18.5%), 66,042 (26.2%), 95,709 (30.1%), 3,550 (0.9%)  
 % Change

**Year vs. Previous Year**  
 Change vs. last: 147,680 (15.0%), 513,038 (45.4%), -21,219 (-1.3%)  
 % Change

**California tickets vs. total USAN tickets**

Year	2017	2018	2019	2020	2021 YTD
Percentage	88.3%	89.0%	91.6%	91.5%	91.6%

**March vs. Previous March**  
 Change vs. last: 1,203 (10.3%), -482 (-4.2%), 2,221 (18.1%), 231 (1.8%)  
 % Change

**Year-to-date Subtotal vs. Previous Year's Subtotal**  
 Change vs. last: 2,741 (9.3%), 923 (2.9%), 3,921 (11.8%), 1,375 (3.7%)  
 % Change

**Year vs. Previous Year**  
 Change vs. last: 8,919 (6.9%), 11,683 (8.4%), -448 (-0.3%)  
 % Change

**Nevada tickets vs. total USAN tickets**

Year	2017	2018	2019	2020	2021 YTD
Percentage	11.7%	11.0%	8.4%	8.5%	8.4%



# Key Performance Indicators - March 2021

TOTAL TICKETS PROCESSED					'20-'21
	2018	2019	2020	2021	Change
January	96,141	106,378	152,445	120,730	-20.8%
February	90,183	107,550	150,918	147,012	-2.6%
March	98,348	137,709	147,904	188,450	27.4%
<b>SUBTOTAL</b>	<b>284,672</b>	<b>351,637</b>	<b>451,267</b>	<b>456,192</b>	<b>1.1%</b>
April	104,484	152,239	138,463		
May	112,380	150,323	145,421		
June	107,979	143,333	163,479		
July	113,372	168,812	161,616		
August	125,630	180,322	154,484		
September	105,979	178,378	162,244		
October	121,962	188,785	156,392		
November	102,415	145,858	119,677		
December	89,208	133,115	118,092		
<b>TOTAL</b>	<b>1,268,081</b>	<b>1,792,802</b>	<b>1,771,135</b>		

ONLINE TICKETS PROCESSED					'20-'21
	2018	2019	2020	2021	Change
January	47,402	77,867	125,708	99,659	-26.1%
February	45,596	82,524	124,401	123,269	-0.9%
March	50,536	105,180	122,306	159,644	23.4%
<b>SUBTOTAL</b>	<b>143,534</b>	<b>265,571</b>	<b>372,415</b>	<b>382,572</b>	<b>2.7%</b>
April	61,255	115,036	113,364		
May	72,292	114,835	117,313		
June	73,497	110,249	132,809		
July	79,334	133,401	130,895		
August	91,401	145,723	126,328		
September	74,921	145,787	133,779		
October	85,563	154,873	127,719		
November	75,025	120,792	96,391		
December	66,411	112,238	96,078		
<b>TOTAL</b>	<b>823,233</b>	<b>1,418,505</b>	<b>1,447,091</b>		

% OF TICKETS PROCESSED ONLINE				
	2018	2019	2020	2021
January	49.3%	73.2%	82.5%	82.5%
February	50.6%	76.7%	82.4%	83.8%
March	51.4%	76.4%	82.7%	84.7%
<b>SUBTOTAL</b>	<b>50.4%</b>	<b>75.5%</b>	<b>82.5%</b>	<b>83.9%</b>
April	58.6%	75.6%	81.9%	
May	64.3%	76.4%	80.7%	
June	68.1%	76.9%	81.2%	
July	70.0%	79.0%	81.0%	
August	72.8%	80.8%	81.8%	
September	70.7%	81.7%	82.5%	
October	70.2%	82.0%	81.7%	
November	73.3%	82.8%	80.5%	
December	74.4%	84.3%	81.4%	
<b>TOTAL</b>	<b>64.9%</b>	<b>79.1%</b>	<b>81.7%</b>	

CALLS ANSWERED					'20-'21
Calls answered by live call center agent					Change
	2018	2019	2020	2021	Change
January	35,977	25,003	25,914	19,885	-23.3%
February	34,483	21,771	26,247	22,827	-13.0%
March	33,699	27,744	24,297	27,482	13.1%
<b>SUBTOTAL</b>	<b>104,159</b>	<b>74,518</b>	<b>76,458</b>	<b>70,194</b>	<b>-8.2%</b>
April	28,872	31,778	24,054		
May	31,762	30,314	27,067		
June	28,803	27,669	29,642		
July	29,149	29,906	29,005		
August	29,466	30,038	26,590		
September	26,545	28,270	26,552		
October	33,889	29,075	26,922		
November	23,840	25,201	21,827		
December	20,037	20,813	20,351		
<b>TOTAL</b>	<b>356,522</b>	<b>327,582</b>	<b>308,468</b>		

SPEED OF ANSWER AVERAGE (mm:ss)					'20-'21
CGA Best Practice: 30 seconds or less					Change
	2018	2019	2020	2021	Change
January	2:04	0:46	0:31	0:27	-12.9%
February	2:50	0:36	0:49	0:33	-32.7%
March	2:56	0:53	0:25	1:22	228.0%
<b>SUBTOTAL</b>	<b>2:36</b>	<b>0:45</b>	<b>0:35</b>	<b>0:50</b>	<b>43.1%</b>
April	8:47	1:26	0:42		
May	4:15	1:40	1:01		
June	3:02	1:38	1:00		
July	2:52	1:33	1:04		
August	4:28	1:16	0:50		
September	2:08	1:08	1:21		
October	1:18	0:39	1:07		
November	1:25	0:45	0:43		
December	0:57	0:17	0:24		
<b>AVERAGE</b>	<b>3:07</b>	<b>1:05</b>	<b>0:50</b>		

% OF CALLS ANSWERED WITHIN 30 SECONDS				
CGA Best Practice: 80%				
	2018	2019	2020	2021
January		86.2%	90.2%	92.1%
February		87.3%	81.6%	83.7%
March	54.8%	79.0%	92.0%	66.6%
<b>SUBTOTAL</b>	<b>54.8%</b>	<b>83.9%</b>	<b>87.8%</b>	<b>79.4%</b>
April	21.0%	69.5%	90.5%	
May	42.5%	72.1%	78.0%	
June	51.9%	79.3%	76.8%	
July	51.7%	75.3%	75.6%	
August	41.3%	81.0%	77.6%	
September	57.5%	80.9%	68.0%	
October	61.4%	87.8%	75.6%	
November	69.6%	83.5%	83.2%	
December	76.9%	95.7%	86.2%	
<b>AVERAGE</b>	<b>51.8%</b>	<b>80.8%</b>	<b>80.9%</b>	

CALL HANDLE/DURATION TIME AVERAGE (mm:ss)					'20-'21
Time spent talking to live call center agent					Change
	2018	2019	2020	2021	Change
January	4:56	5:55	6:16	6:54	10.1%
February	5:01	5:52	6:26	6:57	8.0%
March	5:24	6:26	6:28	7:13	11.6%
<b>SUBTOTAL</b>	<b>5:06</b>	<b>6:05</b>	<b>6:23</b>	<b>7:02</b>	<b>10.2%</b>
April	6:34	6:42	6:39		
May	6:24	6:39	6:54		
June	6:21	6:44	6:47		
July	6:17	6:43	6:52		
August	6:32	6:52	6:59		
September	6:42	6:53	7:08		
October	6:03	6:50	7:11		
November	6:08	6:15	7:04		
December	5:57	5:54	6:50		
<b>AVERAGE</b>	<b>5:58</b>	<b>6:31</b>	<b>6:47</b>		

OUTBOUND CALLBACKS					'20-'21
Caller chose to request a callback instead of wait for an available agent					Change
	2018	2019	2020	2021	Change
January			207	271	30.9%
February			475	384	-19.2%
March			272	1,478	443.4%
<b>SUBTOTAL</b>			<b>954</b>	<b>2,133</b>	<b>123.6%</b>
April			517		
May			777		
June			854		
July			898		
August			719		
September			1,316		
October		196	987		
November		413	441		
December		35	201		
<b>TOTAL</b>		<b>644</b>	<b>7,664</b>		

% OF CALLS THAT ARE OUTBOUND CALLBACKS				
Callback functionality implemented 10/17/2019				
	2018	2019	2020	2021
January			0.8%	1.3%
February			1.8%	1.7%
March			1.1%	5.1%
<b>SUBTOTAL</b>			<b>1.2%</b>	<b>2.9%</b>
April			2.1%	
May			2.8%	
June			2.8%	
July			3.0%	
August			2.6%	
September			4.7%	
October		0.7%	3.5%	
November		1.6%	2.0%	
December		0.2%	1.0%	
<b>AVERAGE</b>		<b>0.9%</b>	<b>2.4%</b>	

CALLS ABANDONED					
Caller hung up after waiting on hold before call was answered					'20-'21
	2018	2019	2020	2021	Change
January	4,013	1,319	181	200	10.5%
February	5,551	1,292	414	279	-32.6%
March	4,550	2,371	183	848	363.4%
<b>SUBTOTAL</b>	<b>14,114</b>	<b>4,982</b>	<b>778</b>	<b>1,327</b>	<b>70.6%</b>
April	12,590	4,224	301		
May	5,725	4,601	443		
June	3,882	4,761	481		
July	3,689	4,938	508		
August	5,482	4,534	410		
September	3,078	4,389	737		
October	2,526	181	513		
November	2,712	321	279		
December	1,145	103	154		
<b>TOTAL</b>	<b>54,943</b>	<b>33,034</b>	<b>4,604</b>		

TIME WAITED BEFORE CALL ABANDON AVERAGE (mm:ss)					
Time waited by caller before hanging up; call not answered					'20-'21
	2018	2019	2020	2021	Change
January	0:27	1:58	2:28	3:00	21.6%
February	2:40	0:58	2:48	2:26	-13.1%
March	3:41	0:50	2:37	3:33	35.7%
<b>SUBTOTAL</b>	<b>2:16</b>	<b>1:15</b>	<b>2:37</b>	<b>2:59</b>	<b>14.0%</b>
April	4:44	1:05	6:39		
May	4:07	1:20	3:05		
June	3:18	1:21	2:58		
July	2:55	1:09	3:08		
August	4:57	0:57	2:54		
September	2:27	0:41	3:28		
October	1:39	1:54	3:05		
November	6:57	3:43	2:49		
December	1:21	0:45	2:15		
<b>AVERAGE</b>	<b>3:16</b>	<b>1:23</b>	<b>3:11</b>		

% OF CALLS ABANDONED				
CGA Best Practice: 5% or less after 1 minute wait				
	2018	2019	2020	2021
January	10.0%	5.3%	1.0%	0.8%
February	13.9%	5.9%	0.8%	1.3%
March	11.9%	8.6%	0.8%	3.0%
<b>SUBTOTAL</b>	<b>12.1%</b>	<b>7.0%</b>	<b>0.9%</b>	<b>2.3%</b>
April	30.4%	13.3%	1.3%	
May	15.3%	15.2%	1.6%	
June	11.9%	17.2%	1.6%	
July	11.2%	16.5%	1.8%	
August	18.6%	15.1%	1.5%	
September	11.6%	15.5%	2.8%	
October	7.5%	8.9%	1.9%	
November	11.4%	1.3%	1.3%	
December	5.7%	0.5%	0.8%	
<b>AVERAGE</b>	<b>16.8%</b>	<b>14.0%</b>	<b>1.6%</b>	

% OF ANSWERED CALLS > = 10 MINUTES				
Call answered after waiting at least 10 minutes				
	2018	2019	2020	2021
January		1.7%	0.4%	1.1%
February		3.0%	0.9%	0.7%
March		5.0%	0.5%	4.3%
<b>SUBTOTAL</b>		<b>3.3%</b>	<b>0.6%</b>	<b>2.2%</b>
April		1.0%	1.9%	
May		2.8%	1.6%	
June		3.8%	1.4%	
July		2.3%	1.6%	
August	20.2%	2.0%	0.8%	
September	3.5%	0.1%	3.7%	
October	1.9%	1.3%	2.3%	
November	2.5%	0.8%	0.9%	
December	1.1%	0.0%	0.3%	
<b>AVERAGE</b>	<b>6.2%</b>	<b>2.0%</b>	<b>1.4%</b>	

DPS UTILIZATION AVERAGE				
% of shift time talking on calls (M-F 6am-7pm). Industry ideal: 70%				
	2018	2019	2020	2021
January	73.5%	56.1%	50.9%	56.6%
February	79.0%	55.4%	60.8%	67.9%
March	67.8%	70.3%	49.3%	79.6%
<b>SUBTOTAL</b>	<b>73.4%</b>	<b>60.6%</b>	<b>53.6%</b>	<b>68.0%</b>
April	75.5%	79.4%	59.2%	
May	72.8%	76.3%	74.2%	
June	69.6%	74.8%	75.8%	
July	69.1%	75.6%	77.6%	
August	71.7%	72.8%	75.1%	
September	67.0%	73.7%	77.5%	
October	66.6%	71.9%	75.0%	
November	58.9%	64.9%	67.6%	
December	49.4%	45.6%	58.3%	
<b>AVERAGE</b>	<b>68.4%</b>	<b>68.1%</b>	<b>66.8%</b>	

DPS DAILY STAFFING AVERAGE (FTEs)				
Call center agents (M-F 6am - 7pm)				
	2018	2019	2020	2021
January	27.0	19.2	30.9	27.6
February	24.1	25.0	30.5	28.3
March	19.6	25.1	31.3	25.9
<b>SUBTOTAL</b>	<b>23.6</b>	<b>23.1</b>	<b>30.9</b>	<b>27.3</b>
April	20.6	26.6	30.0	
May	21.8	25.1	28.5	
June	21.1	26.5	29.0	
July	19.8	25.1	26.6	
August	20.4	28.0	27.8	
September	20.9	27.1	27.1	
October	23.4	29.4	28.4	
November	19.3	28.6	26.9	
December	20.5	30.2	25.3	
<b>AVERAGE</b>	<b>21.5</b>	<b>26.3</b>	<b>28.5</b>	

CENTER OPERATING COST PER TICKET GENERATED					'19-'20
	2017	2018	2019	2020	Change
Budget	\$ 5,508,150	\$ 6,151,254	\$ 7,168,309	\$ 7,788,878	8.7%
Tickets	1,111,482	1,268,081	1,792,802	1,771,135	-1.2%
Transmissions	9,268,488	10,260,268	15,173,748	13,216,823	-12.9%
<b>PER TICKET</b>	<b>\$ 4.96</b>	<b>\$ 4.85</b>	<b>\$ 4.00</b>	<b>\$ 4.40</b>	<b>10.0%</b>
<b>PER TRANSM.</b>	<b>\$ 0.59</b>	<b>\$ 0.60</b>	<b>\$ 0.47</b>	<b>\$ 0.59</b>	<b>24.7%</b>

% OF CALLS VIA 811				
(To gauge awareness of 811 vs 1-800 phone number)				
	2018	2019	2020	2021 YTD
<b>% via 811</b>	<b>79.3%</b>	<b>77.9%</b>	<b>75.5%</b>	<b>82.3%</b>

GEOGRAPHY OF SERVICE AREA (square miles)		
(3rd largest area served in nation, following Alaska and Texas)		
California Counties	49 of 58	100,624 of 155,879
% of California square mileage covered		64.55%
Nevada Counties	17	109,826
<b>TOTAL</b>	<b>66</b>	<b>210,450</b>

TICKET DELIVERY TIME AVERAGE (mm:ss)				
Time for USAN to send ticket to member				
	2018	2019	2020	2021
January	0:39	1:00	3:08	3:54
February	0:37	0:42	3:14	3:55
March	0:37	0:42	3:07	4:21
<b>SUBTOTAL</b>	<b>0:37</b>	<b>0:47</b>	<b>3:09</b>	<b>4:05</b>
April	0:30	3:37	3:17	
May	0:51	2:24	3:09	
June	0:49	3:22	5:53	
July	0:46	3:08	4:58	
August	0:41	3:20	3:42	
September	0:43	3:27	3:55	
October	0:48	4:13	3:36	
November	1:14	3:52	3:53	
December	0:41	4:34	4:50	
<b>AVERAGE</b>	<b>0:44</b>	<b>3:00</b>	<b>3:54</b>	

MEMBER FEE PER BILLABLE TICKET RECEIVED					'19-'20
	2017	2018	2019	2020	Change
Billable Tickets Delivered	7,858,260	7,728,580	5,822,433	5,593,022	-3.9%
% of Transmiss. = Billable	84.8%	75.3%	38.4%	42.3%	10.3%
<b>PER BILL. TICKET</b>	<b>\$ 0.70</b>	<b>\$ 0.80</b>	<b>\$ 1.23</b>	<b>\$ 1.39</b>	<b>13.1%</b>

POPULATION OF SERVICE AREA					'19-'20
(4th largest population served in US, following TX, USAS and FL)					
	2017	2018	2019	2020	Change
CA Pop. Total	39,398,702	39,586,646	39,695,376	39,782,870	0.2%
CA Pop. USAN	16,693,809	16,799,114	16,882,307	16,947,304	0.4%
% CA = USAN	42.4%	42.4%	42.5%	42.6%	0.2%
NV Population	2,986,656	3,029,320	3,112,935	3,160,965	1.5%
<b>USAN TOTAL</b>	<b>19,680,465</b>	<b>19,828,434</b>	<b>19,995,242</b>	<b>20,108,269</b>	<b>0.6%</b>

Population statistics released in March (NV) and May (CA) each year

MEMBER FACILITY OPERATORS				
	2018	2019	2020	2021 YTD
CA Charter & Participating	1,298	1,306	1,303	1,299
NV Charter & Participating	203	205	201	203
Sustaining Members (excavators)	9	9	9	9
CA Stakeholders	4	4	4	4
NV Stakeholders	4	4	4	4
<b>TOTAL MEMBERS</b>	<b>1,518</b>	<b>1,528</b>	<b>1,521</b>	<b>1,519</b>

Delivery time weighted by ticket volume starting 1/1/2021  
Reporting calculated backward to include 2018-2021  
and thus varies from previous versions of this report