

**CA Regional CGA Committee Minutes
Virtual Meeting
December 17, 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 9:34 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 John McMahon seconded. Hearing no objections, the minutes were approved as emailed.

4. Dig Safe Board Update

Executive Officer Tony Marino said that the Dig Safe Board had finished the 2020 meetings. The bulk of extensions for electronic positive response (EPR) were approved at the November meeting. In total, about 55 operators asked for an extension and those lists have been sent to the centers so excavators will know which operators have been given an extension. He said there had been 2 rounds of enforcement with all recommendations being education. Staff has been navigating the new case management system. He said they are working primarily with DigAlert on how to accept notifications from the centers as required by SB865. They are also working on the 2020 results report and 2021 planning. Education has been a priority for the Board and working on developing a framework for how to do education in 2021. Colette Shelly asked when education is an appropriate enforcement action. Tony said that internally they have a penalty schedule for recommendations, where they look at: whether you should have known that you were breaking the law, what the consequences were and if you are going to do it again. The Board discusses each case based on the facts and can take staff's recommendation or make a recommendation of their own. 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 the CGA had pushed their annual conference to October 12-15, 2021 instead of March. It will still be held in Florida. She gave some of the November committee meeting highlights – the data reporting committee is trying to normalize the denominator of damages per one call ticket ratio and integrating DIRT reporting into 3rd party apps. She said OCSI discussed the recent 811 awareness research and the priorities of closing the gap between awareness and use of 811 as well as the impact of COVID on ticket volume, offices, travel and workflow. The Best Practices continues to work on abandon facilities, white lining and disaster response. She noted that PHMSA has updated their summary of state damage prevention laws (<https://primis.phmsa.dot.gov/comm/DamagePrevention.htm>). She said that she still has some Best Practices Books for anyone who would like the limited supply. Thomas Young gave a quick update on the Technology committee reviewing the Best Practices and working on the new technology report for 2021.

6. Notification Center Updates

Ann Diamond said that the center didn't break the previous month's record number of tickets in October and November, but November was the busiest month for web percentage this year. Also, November 2020 was a 5% increase over November 2019. She said that she expects to end the year around a 4% increase over 2019. She said call volume is down, but web tickets are up. On average the center takes about 1,000 calls a day and 71% are on 811. John McMahon asked what percentage of tickets were done on the web. Ann responded 65% and that 2019 had ended with 56% done on the web.

James Wingate from USA North 811 reported that the center's ticket volume had taken a sharp dive over the last couple of months. He showed a graph of previous years tickets, noting that in 2019 the volume blew the roof off the number of tickets but this year he was anticipating ending the year down a ½%. He said that the current lockdown in the Bay area as well as Ozmoose taking a break from the PG&E pole project were the biggest factors in the reduction. He said that PG&E would continue with their pole work but not at the same pace as 2019. He said no one was enjoying the newly remodeled office due to the stay at home orders.

7. Committee Reports

A. Board of Directors Update

Marshall Johnson said the Board met and discussed the options for trademarking the logo. They also talked about the SWAG items like t-shirts, mugs, and masks. The Board also worked on the 2021 budget. He noted that the event costs should be offset by any sponsors of the event, but at this time we don't know if in-person events will be possible and it would be later in the year of 2021. He thanked the 18 stakeholder members that had paid already and asked those that had not yet paid to do so as soon as possible. He said that at the next CARCGA meeting we are moving from Zoom to TEAMS. Alan Coppola asked why the move from Zoom to TEAMS. Marshall explained that a survey had been done with the members and which platforms they could use. The Board looked at the numbers each platform could accommodate for meetings as well as webinars not just costs. TEAMS seems the best to fit the needs of CARCGA. He went over the current financials and the 2021 budget. Shawn Nesgis asked about credit card fees and including the percentage on those who use it. Ann Diamond said that when the Board had originally talked about adding credit card processing it was discussed but instead of 3% on \$100 it would be 3% on \$103, so it would be never-ending. Aaron Rezendez asked if CGA had been contacted about a logo for the regional partners. Ann said that yes, they would be willing to create one using their logo but the Board liked our logo. She said that a possible solution was sent earlier this week that will be discussed by the Board in January. Marshall

asked for a motion to approve the financials. Shawn Nesgis moved to accept the financials that showed a current balance of \$19,767.83. Steve Woo seconded. The motion carried. Marshall then asked for a motion to accept the 2021 budget. John McMahon moved to accept the budget and Pete Cerda seconded. The motion passed.

B. Subsurface Safety and Incident Prevention Committee Update.

Thomas Young reported the committee continues to look at marking private facilities. The committee is almost complete with their recommendations. He said the next meeting will be on January 5th at 9:30am. If you want to join the committee send your request to ssip@carcga.org. Any ideas for new topics to discuss with the SSIP group should be sent to Thomas or Steve. He also said they are looking for a way to canonize the recommendations.

C. Education Programs and Marketing Committee Update.

Michael Worster said the committee had met yesterday to discuss a webinar on EPR that CARCGA will host in February. He said that USA North had done one for the operators and this would be for the operators in all of California. The webinar will be geared towards operators on how to respond, the different options to provide responses and answers to questions. He said it will be recorded and be available through out the year and promoted to those that been given extensions to show how easy the process can be. Randy Charland asked if separating member codes will be discussed during the webinar. He said that some who have multiple types of lines don't want to break out per type and wonder what that would mean for excavators not knowing which lines are marked. He also said that a webinar is needed to educate the excavators on what is required of them when the response is no delineation or locked gate. Marshall said the webinar would need to walk a fine line and not get into enforcement. Michael reassured that the webinar would be more of a how to and not a legal interpretation.

D. Legislative and Regulatory Committee Update.

Ann Diamond said there was nothing to report at this time. She said the legislative session is expected to be in COVID-19 protocol at least for the beginning and since Jerry Hill had termed out CARCGA will need to find a new advocate for underground damage prevention. Thomas Young asked if there has been any investigation into finding an advocate. Sunil Shori asked about when deadlines were. Ann gave a list of important dates but did note that this was the start of a 2 year session and if CARCGA did want to champion legislation, as there had been items in SB865 that could use some tweaking, a bill wouldn't have to be passed this year. She said she would try to get a leg/reg committee meeting scheduled the second week of January. Tony Marino recommended that if CARCGA wanted to ask an author to carry legislation it should get to the author the week of the 4th. He said that the trouble with this type of bill is that it doesn't get a lot of visibility; no one in the legislature knows who will like it or who will not like it, so they'll go to the big players and those lobbyists don't know enough about who we are. This area is hard for offices to vet bills. He also said that the Board had received a request in the idea registry about the discovery of damages and calling 911 when the discovery is done by the owner of the line. He said that he wouldn't be surprised to see the gas utilities have a bill to amend that section and that could be a vehicle for CARCGA to get our issues addressed as well. He suggested going to the Assembly Utilities and Energy Committee to find a champion for the 811 process. He said that Senator Hill's chief of staff, Laura Shybut, is the chief consultant for the committee now.

E. Technology Committee Update.

Thomas Young said the committee had a webinar in November with the California Geographical Information Association (CGIA). He thanked Aaron Rezendez for setting up the wonderful people from CGIA to assist with the webinar on GIS. There were about 70 operators who signed up for the webinar and the other 30 were excavators, locators and others. About 65 attended the webinar and the follow-up survey revealed that they wanted more information about GIS. The committee will be getting a schedule for meetings starting in January. James Wingate said that GIS will become more of an issue when it comes to new lines being installed and the information getting to the locators as he had heard about a million dollar fine given to a company because a worker was injured and the new line hadn't been updated in the system.

8. Old Business

A. Stakeholder Directors Election Results

Marshall Johnson said that the only stakeholder group that had an election this year was the engineering/design. He thanked Bill Johns for his work since the inception as the engineering/design stakeholder director. The new director Michael Worster was congratulated.

9. New Business

A. Renewal of Tickets

Steve Schellert from Frontier talked about the issue of excavators renewing tickets in a bulk format and no work is ongoing. He said it takes resources and the ticket could be renewed 99 times or over 7 years. He said that they recently updated their maps and would still get the renewals. Steve said that USA North only allows tickets to be renewed 2 times. James Wingate said that the 2 times is Nevada law, but California can renew up to 99 times. He said it might be good to have some data on how many damages are happening because an excavator does a renewal and not a new ticket or asks for remarks. Michael White from Frontier added that this isn't just a Frontier issue but all operators being notified on tickets that are being renewed and they have updated their notification area. Steve said that since excavators don't have any "skin in the game" renewing all their active tickets at once shouldn't be allowed. Ann Diamond said that yes, bulk renewal is a function of the DigAlert app, but that a map lookup is done each time a ticket is sent and if the member has updated their polygons and they are no longer on the ticket they would be removed and not receive the ticket. She suggested that the Ticket Continuity Committee that is made up of members from the USA North 811 Board and the DigAlert Board look at the issue. Ann asked the excavators on the call if they keep tickets active when work is not going on and if so why. Jason Dennis said they typically don't ask for remarks in the areas that are already complete. He said that tickets are project specific and the foremen oversee their own tickets. Steve said he's looking for some partnership to continue the conversation and guidance to improve this process. Marshall Johnson said they have the same issue and that they address it by contacting whomever the work is being done for to mitigate the issue. Sunil Shori said that this might be a good topic for the SSIP committee and to learn more about the issue.

B. Embedded Lines

Steve Woo asked about embedded lines in situations where the excavators are not being notified that lines might be embedded, and the excavator has no indication that the lines are not at minimum depth by regulation. In this situation if the line is damaged, what are the consequences? Steve wanted to know if anyone had any opinions or observations on the issue. Marshall Johnson asked if it had been discussed in the SSIP committee yet.

Steve said no but would add it to the list of items to review. Jason Dennis said embedded lines are a problem for excavators.

C. Refusing to Mark Due to Delineation

Steve Woo said that excavators had a question about marking the centerline of the proposed excavation area as listed in the Best Practices and why it's necessary. James Wingate said that some excavators will delineate curb to curb when they are not doing street improvements but are designing to find the path of least resistance. He said it's a big deal that merits discussion. Steve said that as an excavator when doing a job and they see marked lines in conflict they will change the routing of the job to avoid the conflicts, and to avoid damages. James said that as a group we need to decide on two obvious choices: either accept that engineering is going to be done on the fly and utility owners should not complain about tickets that call for the whole street to be marked when the trench is only going to be a few feet wide to allow for the changes once the area is marked and conflicts are seen or require that engineering be done before getting a ticket, potholing has been done, gotten plans from the utilities so that once the white line is put on the ground there are no changes as all the utility conflicts should be known. Sunil Shori asked for clarification on the meaning of centerline in this context and Steve said for continuous trenching the guidelines say to mark the proposed centerline of the planned excavation. James said there are conflicts in the field, where the work type is not consistent with the delineation and the locators don't want to mark the entire delineated area. Randy Charland said it's a lot of over marking if the excavator is trying to find the best location to put their trench. Bill Johns said what is really being done is a design ticket. Marshall Johnson said that the issue will be sent to the SSIP committee.

10. 2021 Meetings

Marshall said that at least for the 1st half of the year all meetings will be virtual starting at 9:30am. The dates for 2021 are listed below.

February 18, 2021 – Virtual Meeting
April 15, 2021 – Virtual Meeting
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 11:35 am after a motion from Sunil Shori and second from Thomas Young.

CARCGA

Virtual Meeting Attendance December 17, 2020

Initial	Name	Organization	Email	Industry - Membership
	Gilbert Aceves	Southern California Edison	Gilbert.Aceves@sce.com	Electric - Associate
	Jared Ajlouny	DACO Construction	jared@dacoconstructs.com	Excavator - Stakeholder
	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
X	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
	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
	Ryan Dove	SoCal Gas	rdove@socalgas.com	Gas - Stakeholder
	Todd Farrell	Haaker Equipment Co.	todd.farrell@haaker.com	Equipment Manufacturer - Associate
	Jorge Gil-Blanco	PG&E	jorge.gil-blanco@pge.com	Gas - Stakeholder
X	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
	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

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Initial	Name	Organization	Email	Industry - Membership
	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
	Don Hunt	McGuire and Hester	dhunt@mcguireandhester.com	Excavator - Stakeholder
	Travis Huston	Pacific Gas & Electric	jthz@pge.com	Gas - Stakeholder
X	William Johns	Utility Coordinating, Inc.	bjohns@utilicoor.com	Engineering/Design - Stakeholder
	Jared Johnson	MGE Underground	jared@mgeunderground.com	Excavator - Stakeholder
X	Marshall Johnson	AT&T	mj2949@att.com	Telecommunications - 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
	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
X	Aaron Lindh	PG&E	aclh@pge.com	Gas - Stakeholder
	Luis Maldonado	CableCom	Luis.Maldonado@cablecomllc.net	Telecommunications - Associate
	Steve Marositz	Kinder Morgan	Steve_Marositz@Kindermorgan.com	Oil - Stakeholder
	Mike Marrero	USIC	mikemarrero@usicllc.com	Locator - Stakeholder

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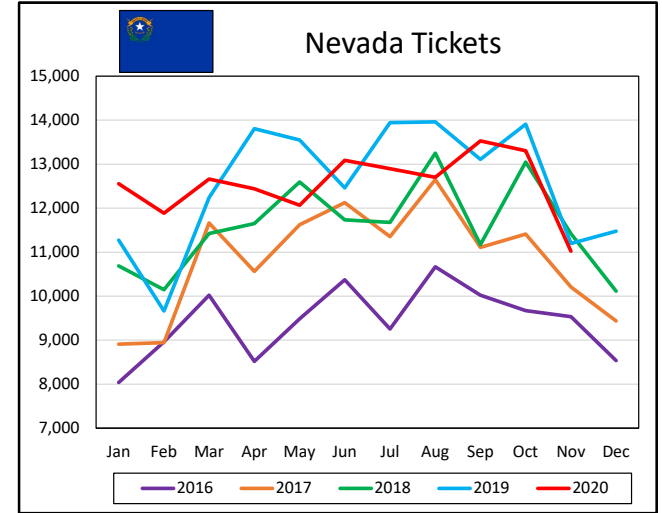
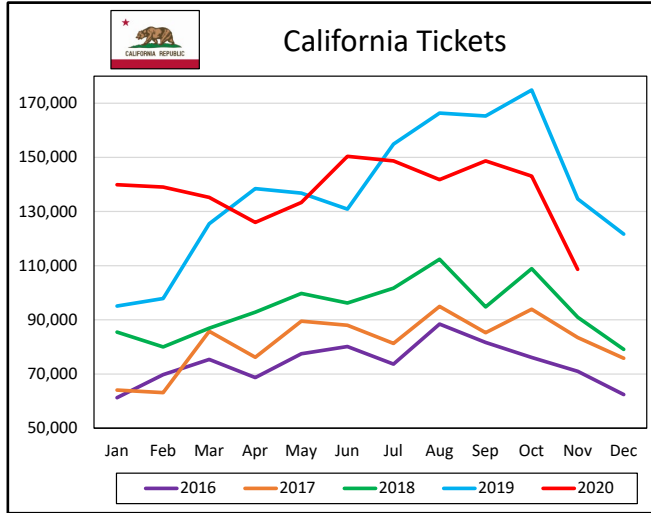
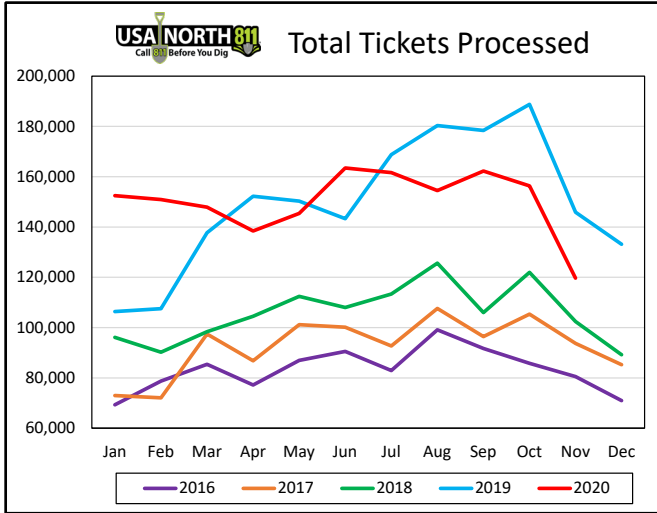
Initial	Name	Organization	Email	Industry - Membership
X	Ashlen McGinnis	SMUD	ashlen.mcginis@smud.org	Gas - Stakeholder
X	John McMahon	Retired	jomac118@gmail.com	Engineering/Design - Associate
X	Erich Metzger	Veteran Pipeline Construction (a Charge Company)	emetzger@chargeepc.com	Excavator - Stakeholder
	Enrique Miranda	Kana Pipeline, Inc.,	emiranda@kanapipeline.com	Excavator - Stakeholder
	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
	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
X	Aaron Scott	California Water Service	ascott@calwater.com	Water - Associate
X	Vicky Shankling		vshankling@cox.net	Excavator - Associate
X	Colette Shelly	EBMUD	colette.shelly@ebmud.com	Water - Stakeholder
	Scott Shongood	Hooker Creek, Inc.	scott@hookercreekinc.com	Excavator - Associate
X	Sunil Shori	California Public Utilities Commission	sks@cpuc.ca.gov	State Regulator - Stakeholder

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	Ronda Shupert	PG&E	rfsl@pge.com	Gas - Stakeholder
	Shant Simonian	Utiliquest	shant.simonian@utiliquest.com	Locator - Stakeholder
	Steve Sisemore	PG&E	Steve.Sisemore@pge.com	Gas - Stakeholder
	Matt Smylie	Ford Construction Inc	msmylie@ford-construction.com	Excavator - Associate
	Thomas Stevens	Advanced Infrastructure Technologies	tstevens@advancedworld.com	Locator - Associate
	Adam Sullivan	Advanced Infrastructure Technologies	asullivan@advancedworld.com	Locator - Associate
X	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
X	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
	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
X	Michael Worster	Worster Construction Management	michael.worster@digdats.com	Engineering/Design - Stakeholder
X	Thomas Young	PelicanCorp	thomas.young@pelicancorp.com	Equipment Manufacturer - Stakeholder
X	Tony Marino	Dig Safe Board	tony.marino@fire.ca.gov	
X	Steve Schellert	Frontier Communications	steve.schellert@ftr.com	
X	Dan Stankovich			
X	Kurtis Foster			
x	Michael White	Frontier Communications		

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%
Jun	90,500	100,157	107,979	143,333	163,479	20,146	14.1%
Jul	82,927	92,664	113,372	168,812	161,616	-7,196	-4.3%
Aug	99,112	107,607	125,630	180,322	154,484	-25,838	-14.3%
Sep	91,685	96,406	105,979	178,378	162,244	-16,134	-9.0%
Oct	85,809	105,324	121,962	188,785	156,392	-32,393	-17.2%
Nov	80,516	93,687	102,415	145,858	119,677	-26,181	-17.9%
YTD	928,214	1,026,258	1,178,873	1,659,687	1,653,043	-6,644	-0.4%
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%
Jun	80,129	88,033	96,245	130,872	150,391	19,519	14.9%
Jul	73,672	81,312	101,694	154,867	148,718	-6,149	-4.0%
Aug	88,445	94,959	112,380	166,361	141,781	-24,580	-14.8%
Sep	81,663	85,295	94,809	165,267	148,716	-16,551	-10.0%
Oct	76,137	93,915	108,916	174,876	143,088	-31,788	-18.2%
Nov	70,983	83,480	90,995	134,660	108,653	-26,007	-19.3%
YTD	823,670	905,703	1,050,077	1,520,571	1,514,892	-5,679	-0.4%
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%
Jun	10,371	12,124	11,734	12,461	13,088	627	5.0%
Jul	9,255	11,352	11,678	13,945	12,898	-1,047	-7.5%
Aug	10,667	12,648	13,250	13,961	12,703	-1,258	-9.0%
Sep	10,022	11,111	11,170	13,111	13,528	417	3.2%
Oct	9,672	11,409	13,046	13,909	13,304	-605	-4.3%
Nov	9,533	10,207	11,420	11,198	11,024	-174	-1.6%
YTD	104,544	120,555	128,796	139,116	138,151	-965	-0.7%
Dec	8,535	9,436	10,114	11,477			
NV Total	113,079	129,991	138,910	150,593			

November vs. Previous November

Change vs. last	13,171	8,728	43,443	-26,181
% Change	16.4%	9.3%	42.4%	-17.9%

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

Change vs. last	98,044	152,615	480,814	-6,644
% Change	10.6%	14.9%	40.8%	-0.4%

Year vs. Previous Year

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

November vs. Previous November

Change vs. last	12,497	7,515	43,665	-26,007
% Change	17.6%	9.0%	48.0%	-19.3%

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

Change vs. last	82,033	144,374	470,494	-5,679
% Change	10.0%	15.9%	44.8%	-0.4%

Year vs. Previous Year

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

California tickets vs. total USAN tickets

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

November vs. Previous November

Change vs. last	674	1,213	-222	-174
% Change	7.1%	11.9%	-1.9%	-1.6%

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

Change vs. last	16,011	8,241	10,320	-965
% Change	15.3%	6.8%	8.0%	-0.7%

Year vs. Previous Year

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

Nevada tickets vs. total USAN tickets

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

Standing Roster of Sub-Committee Members

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

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

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

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

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

Steve Woo (co-chair)	Ann Diamond	Travis Huston	Zachary Scofield
Thomas Young (co-chair)	Troy Dodson	Bill Johns	Vicky Shankling
Gilbert Aceves	Ryan Dove	Jared Johnson	Colette Shelly
Jared Ajlouny	Todd Farrell	Paul Krahl	Sunil Shori
Pritpal Aujla	Jorge Gil-Blanco	Deanne Lewotsky	Ronda Shupert
Dorothy Bergman	Nicole Goi	Luis Maldonado	Shant Simonian
Tony Burnham	Jose Gonzalez	Ashlen McGinnis	Matt Smylie
Jeffrey Burns	David Graham	Mike McIntosh	Dan Stankovich
Adrian Calixtro	Ryan Graham	Erich Metzger	Tim Thrift
Michael Casas	Russell Guidry	Enrique Miranda	Rosa Trevizo
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	Aaron Rezendez	
Victor Davis	Jamie Himes	Gil Rivas	
David Delgado	Brandon Hosang	Michael Rukavina	

Technology (technology@carcga.org):

Sunil Shori (co-chair)	Thomas Young (co-chair)	Paul Bagneschi	Erich Metzger
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James O'Kane
Aaron Rezendez

Aaron Scott
Steve Sisemore

Dan Stankovich
Rosa Trevizo

Michael Worster