

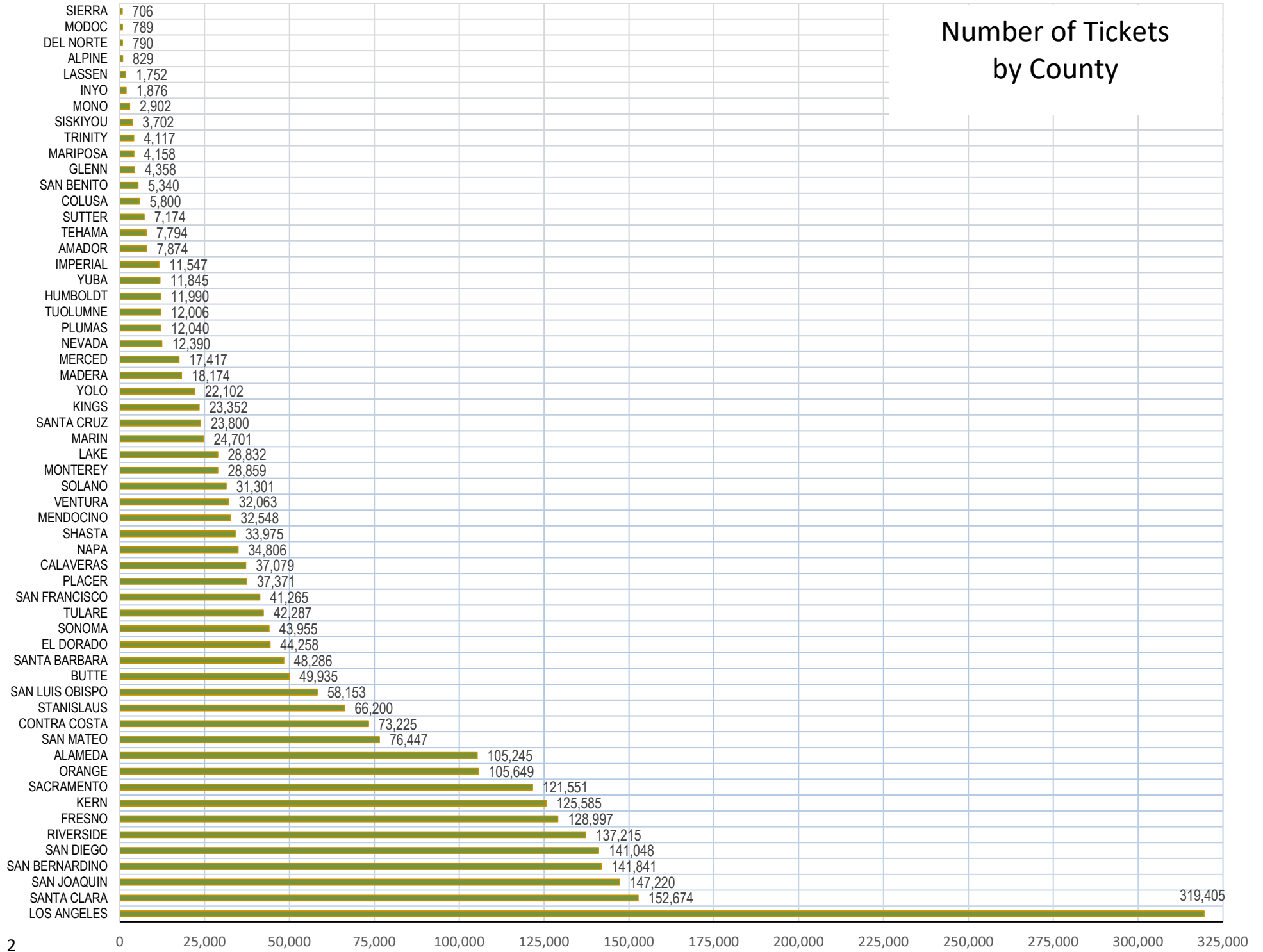


2021
CARCGA
Incident Event Report

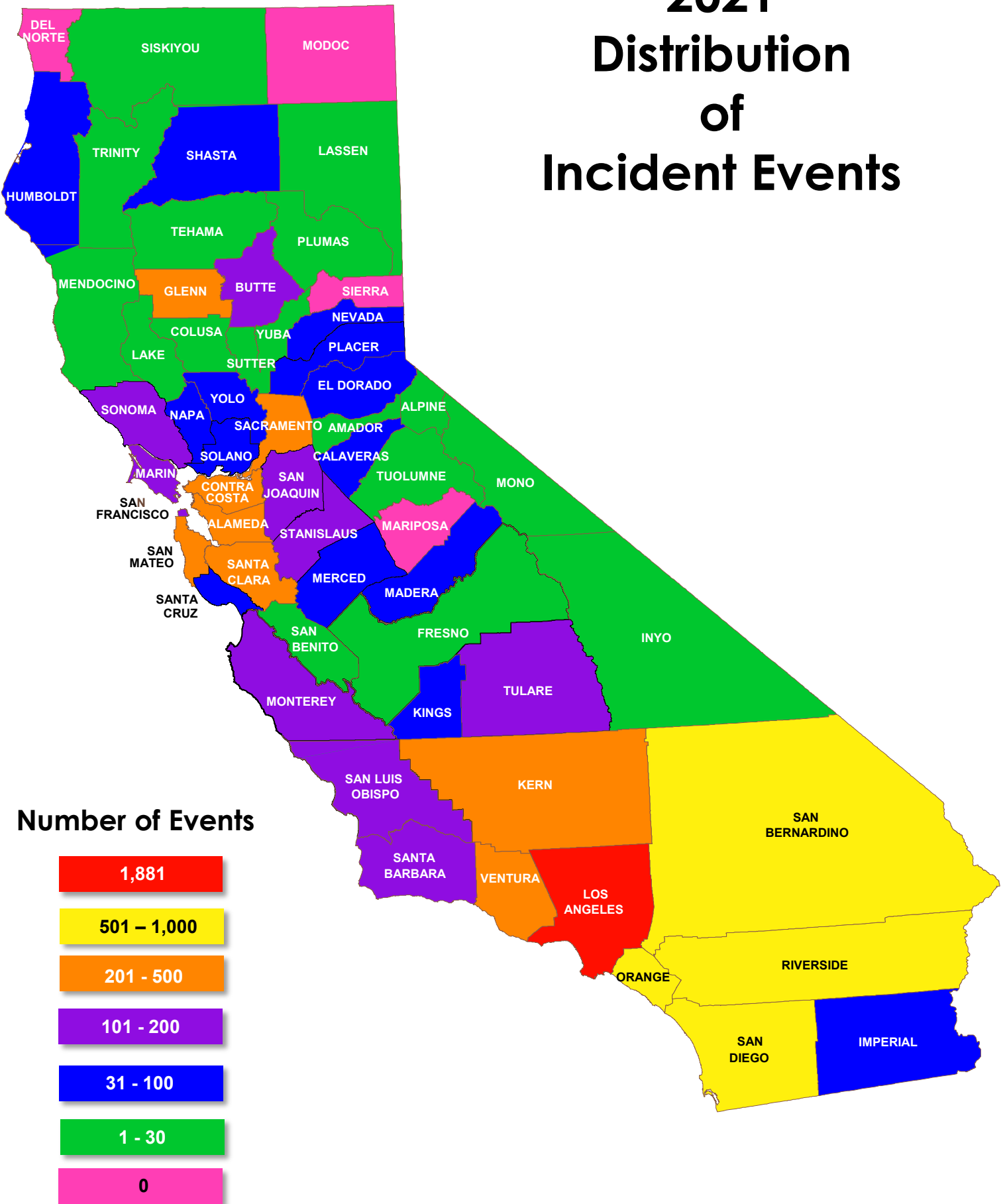
2021 Distribution of Tickets



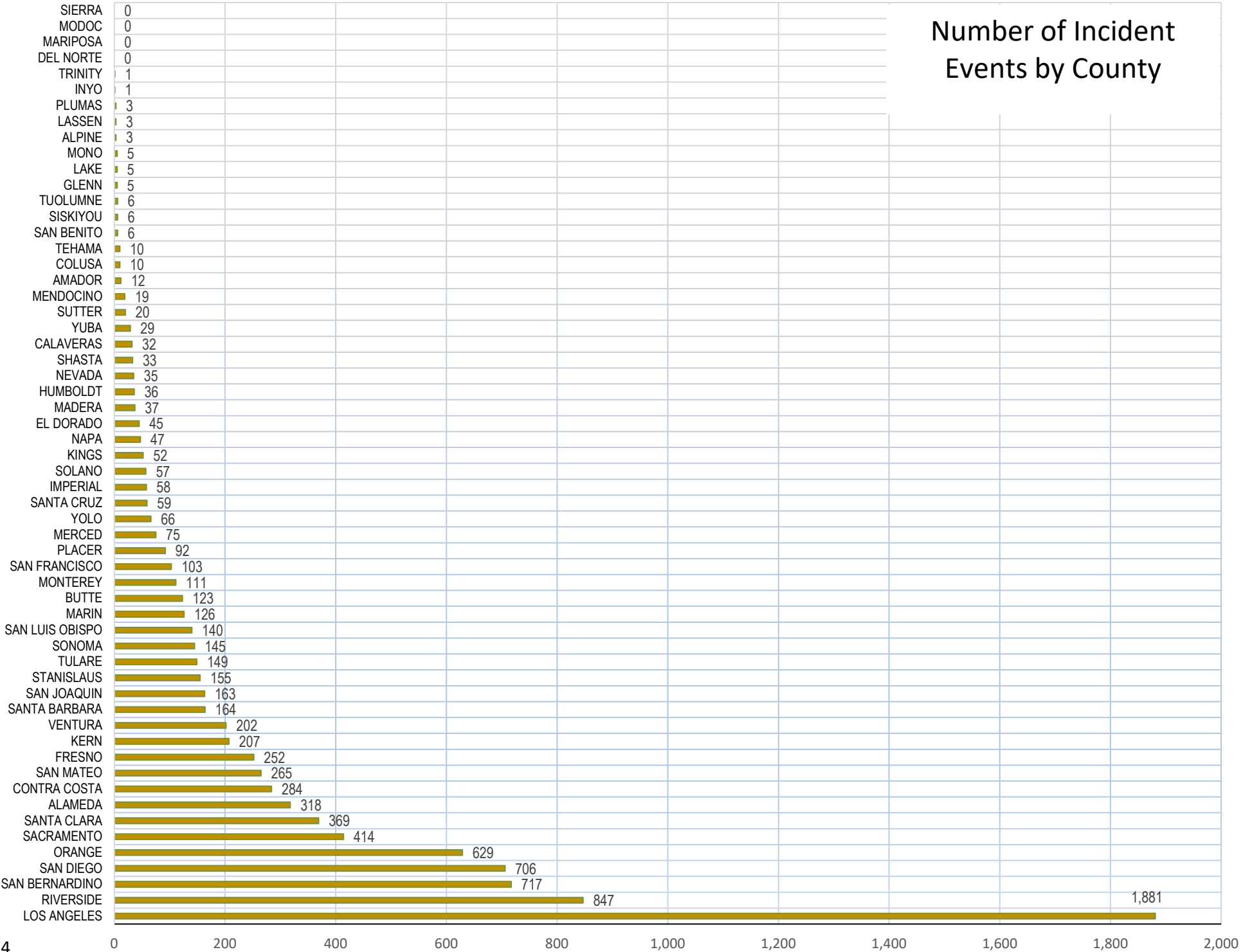
Number of Tickets by County

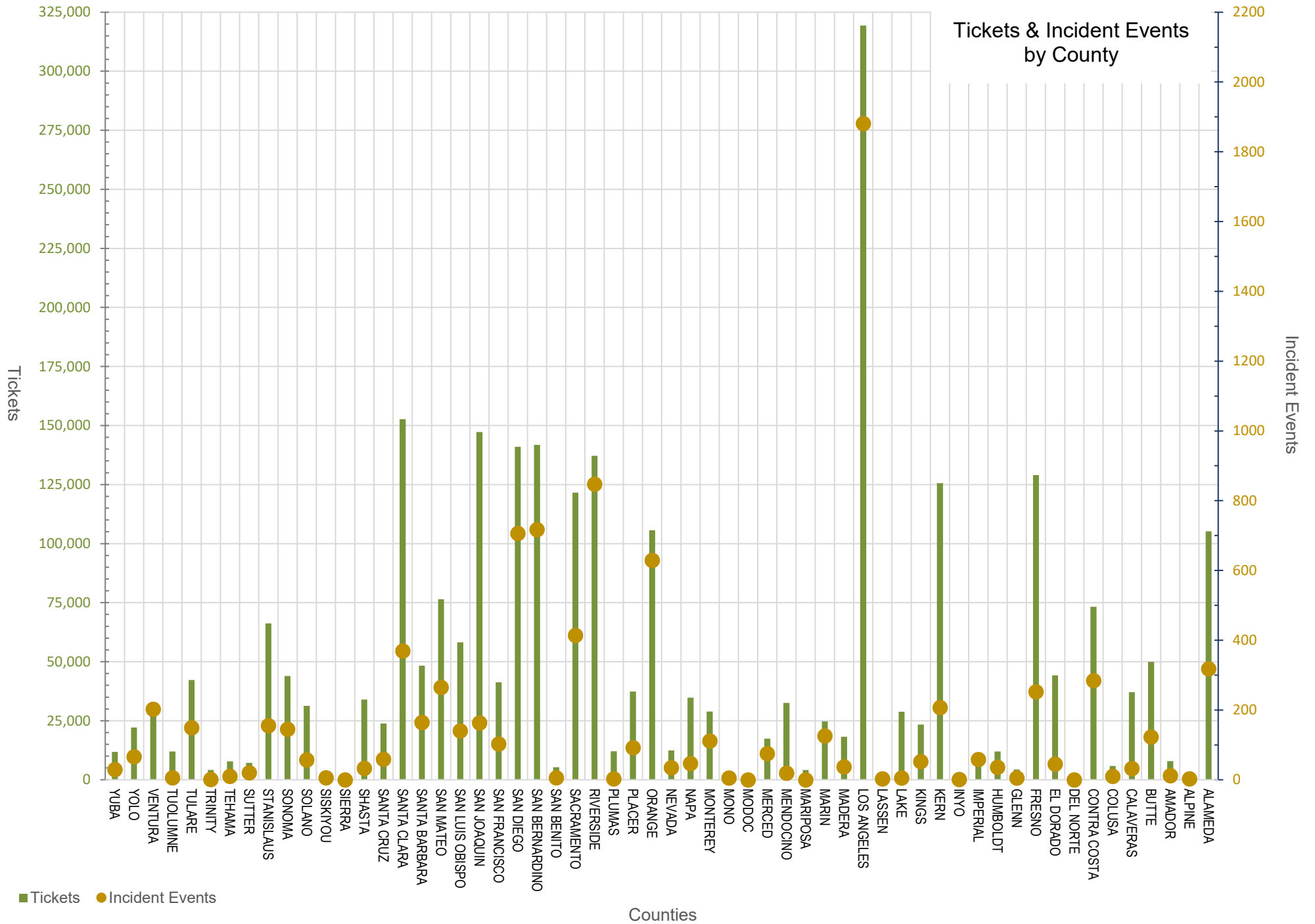


2021 Distribution of Incident Events



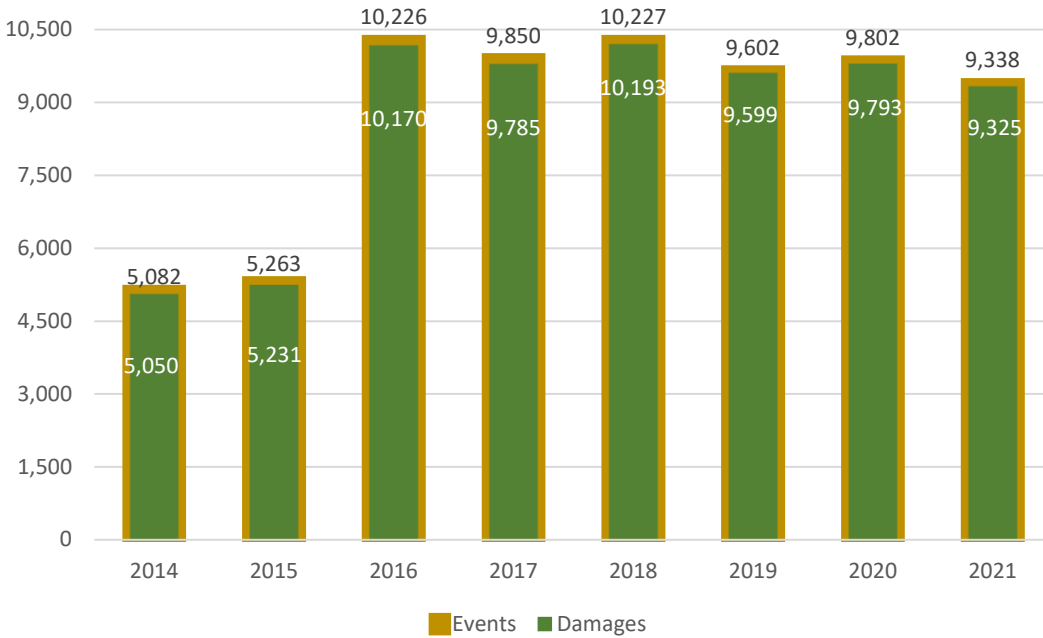
Number of Incident Events by County



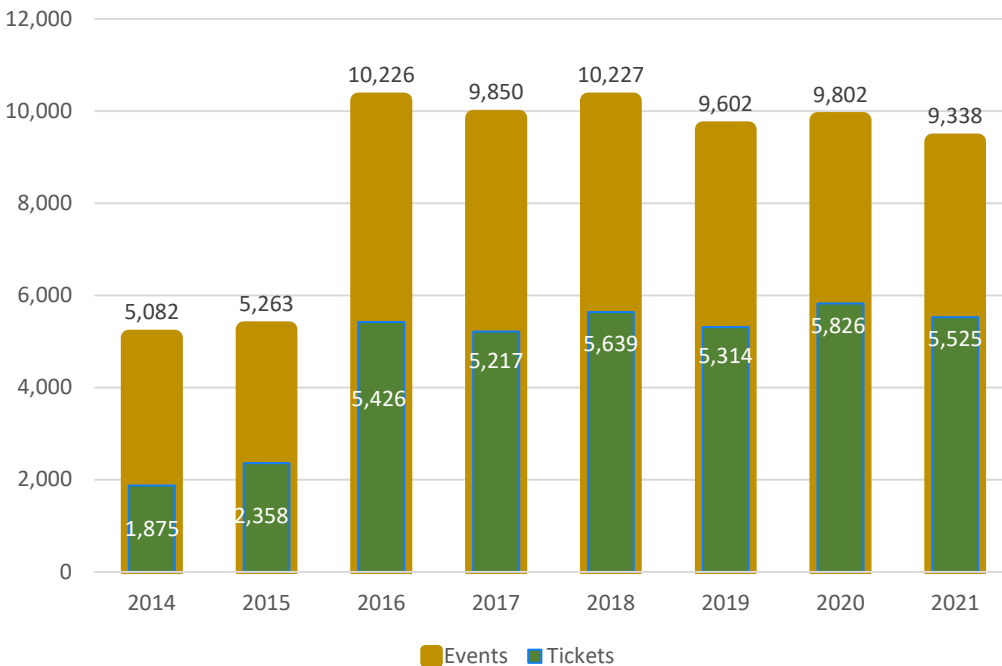


The total number of 2021 incident events submitted to the California Regional Common Ground Alliance (CARCGA) Virtual Private Damage Information Reporting Tool (aka California 811 Virtual Private DIRT) was 9,338. An incident event is the occurrence of excavator downtime, damages, near misses and other violations of California Government Code section 4216 et seq. This statewide information is voluntarily provided by stakeholders.

99% of the incident events reported are damages.

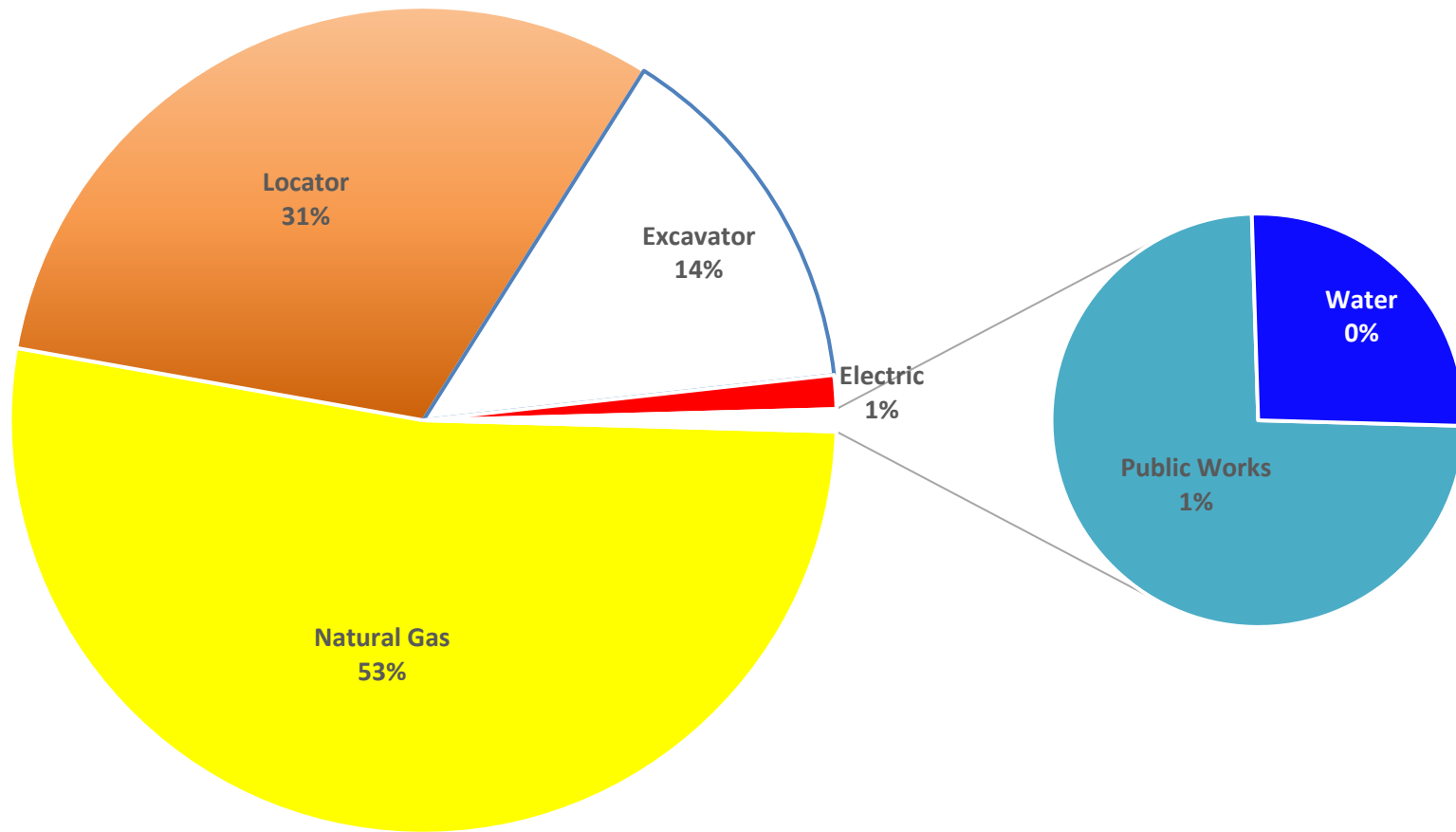


In 2021, 59% of the incident events had tickets.

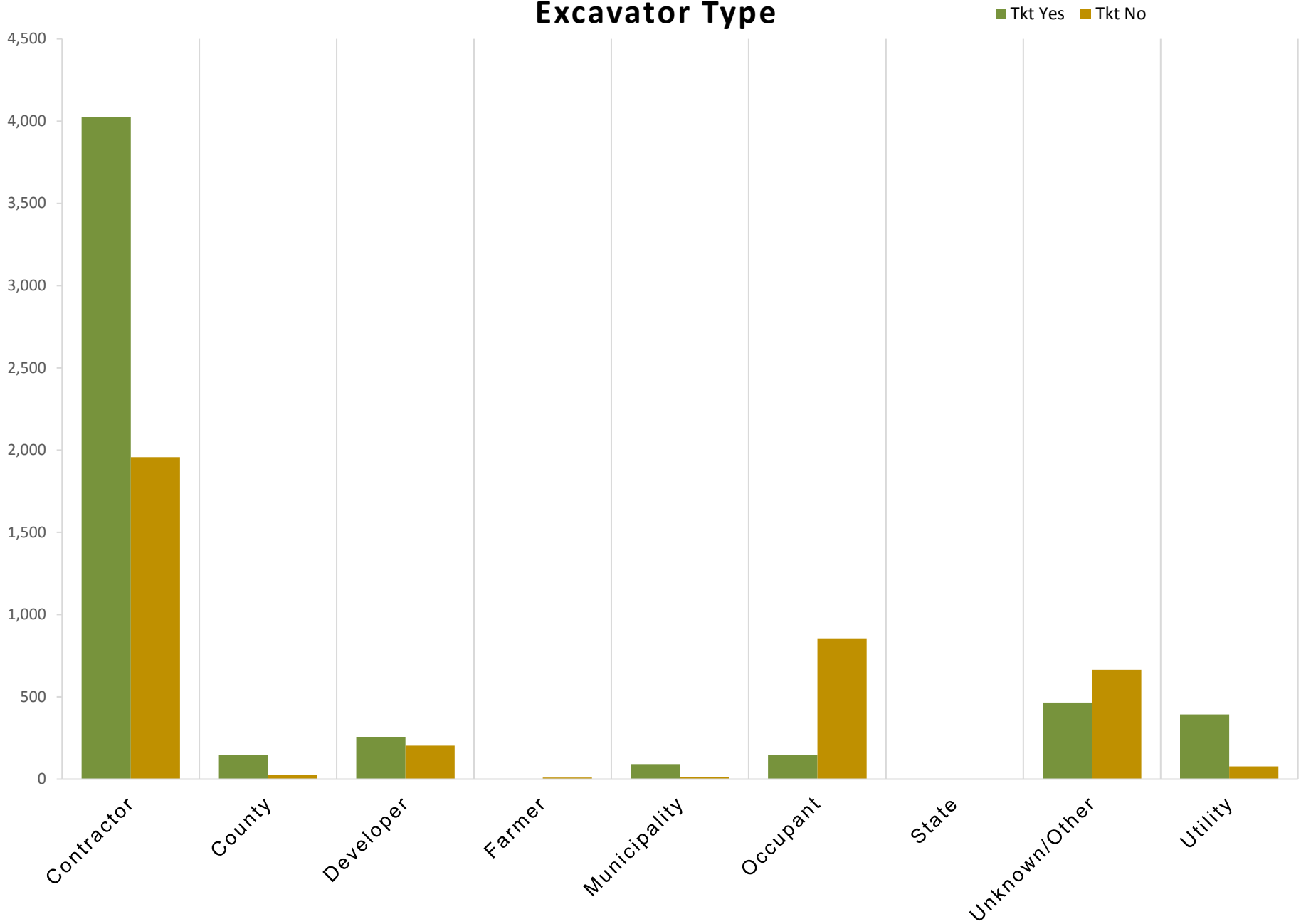


2021 Reporting Stakeholder Distribution

Natural Gas continues to be the largest reporting group. Excavators are slowly increasing their reporting into the DIRT program from 6% in 2019 to 14% in 2021.

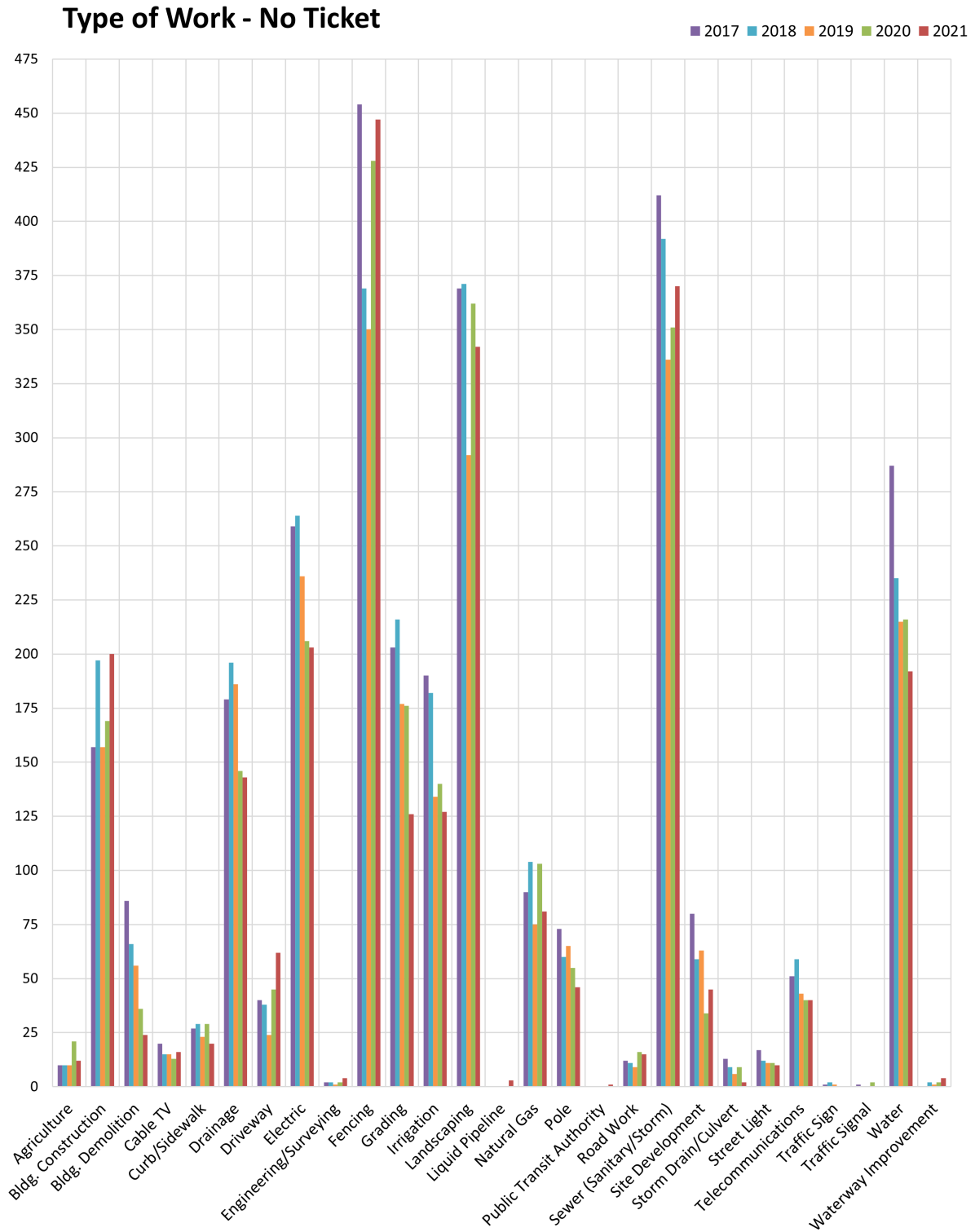


Excavator Type

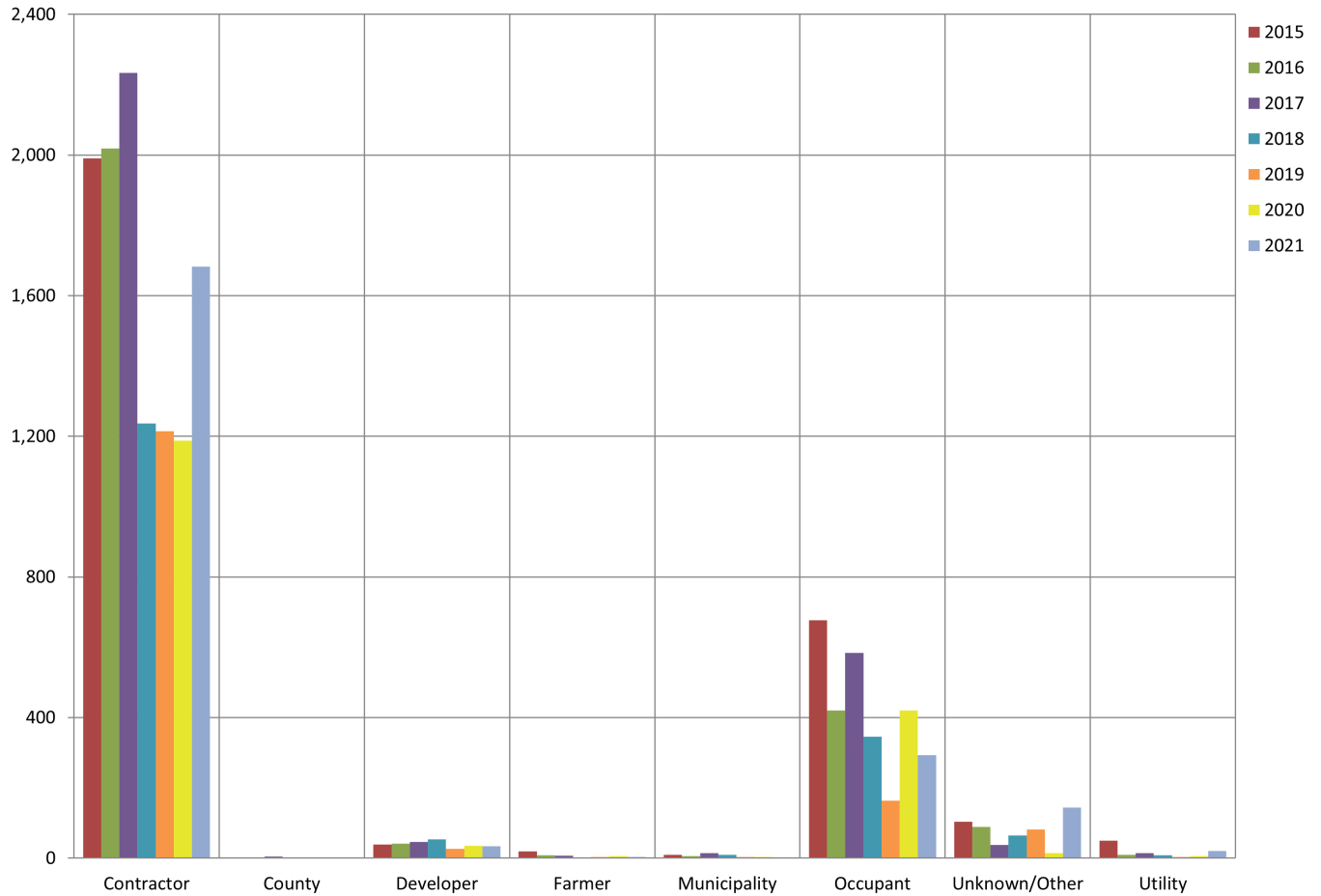


From the reported incident events in 2021, *Contractors* obtained a ticket 73% of the time but were also the largest number to not get a ticket before digging. *Occupant* was the second biggest group to not obtain a ticket.

Data Not Collected, Unknown and Other as the type of work without a ticket remains the largest entry. When a specific type of work is listed without a ticket the trend continues to be *Fencing*, *Sewer*, and *Landscaping*.

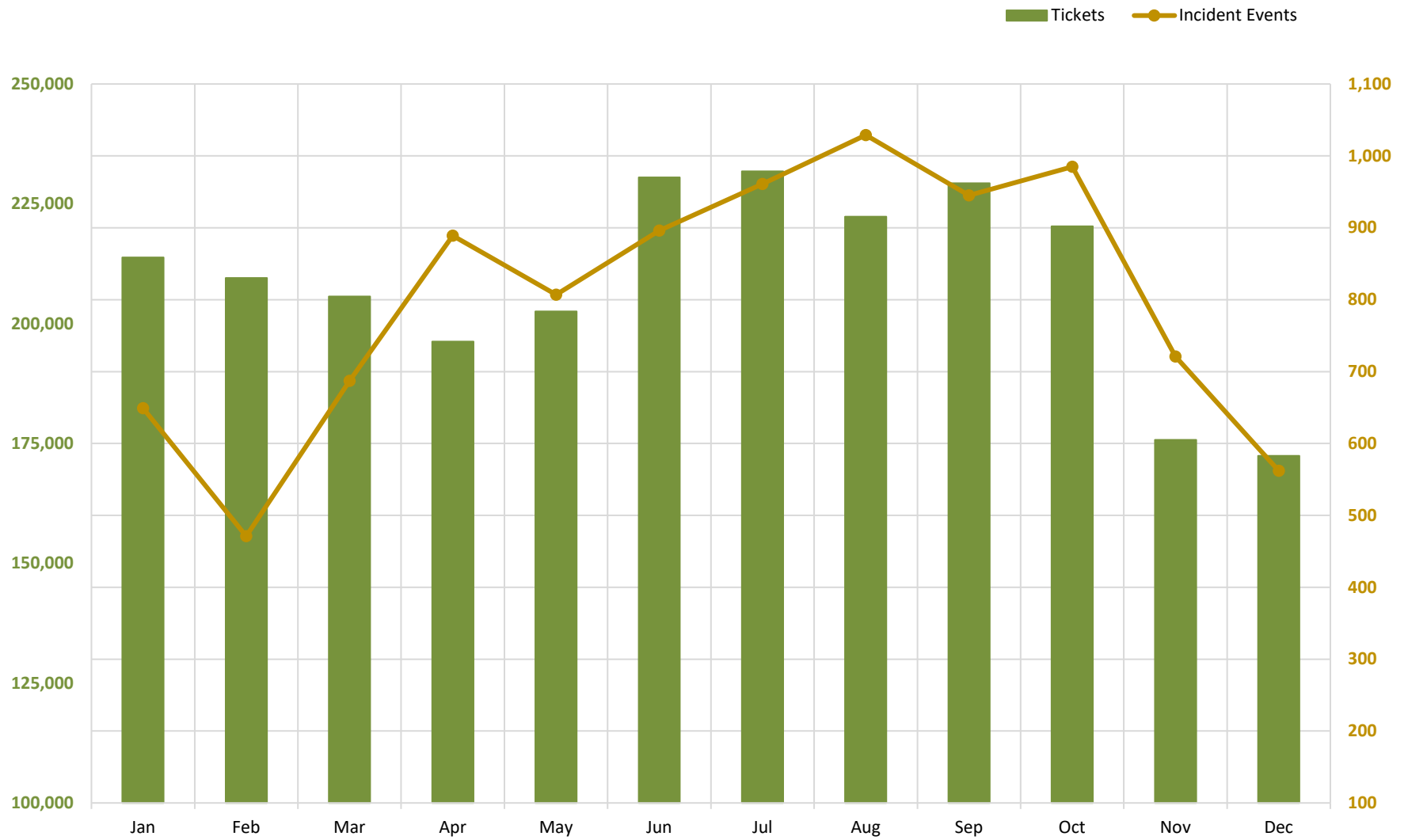


Excavator Type Working on Private Landowner Right of Way



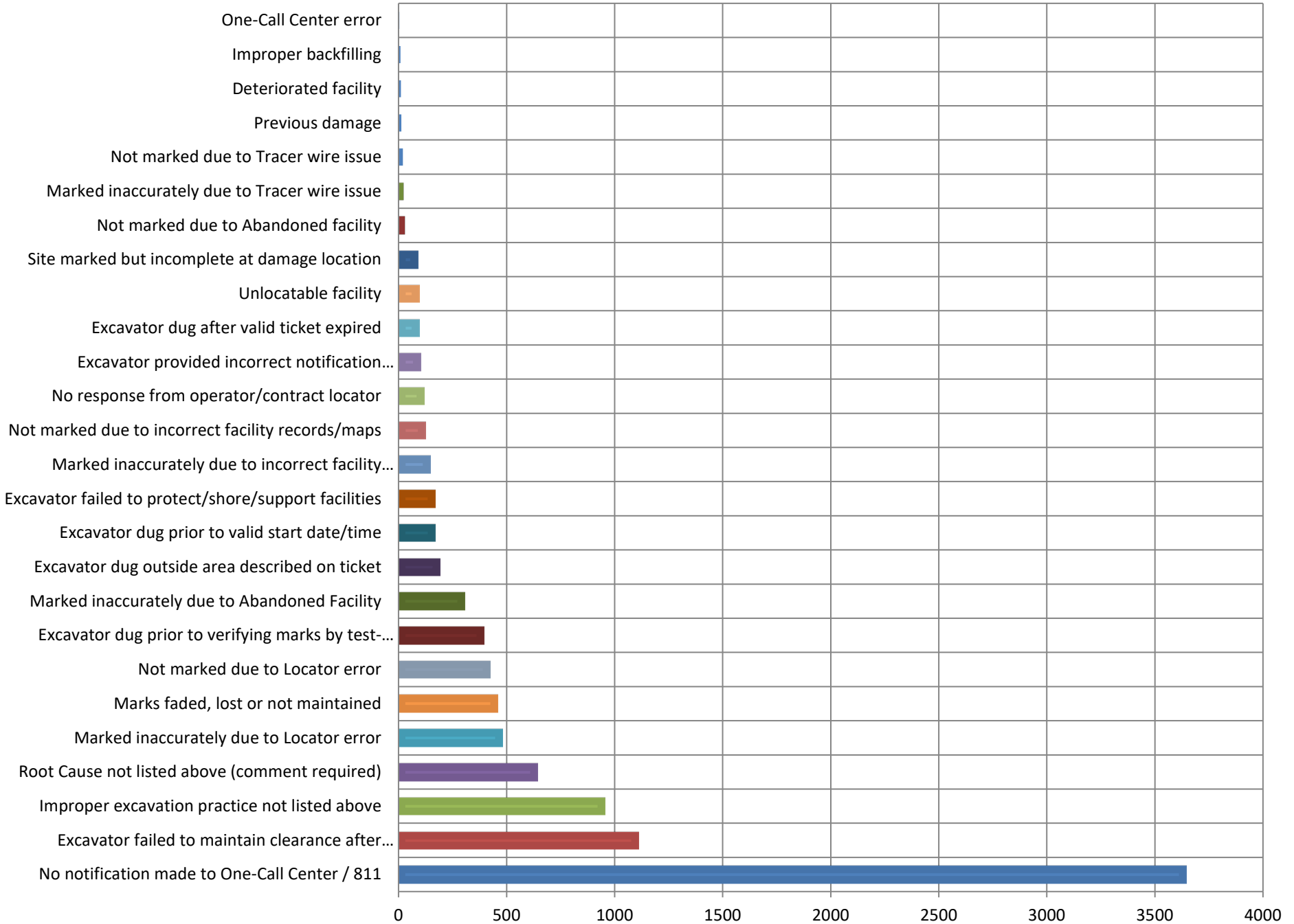
Since DIRT reports began, every year the largest group to have incidents on private property have been *Contractors*. A distant second are *Occupants*. California Government Code Section 4216 requires all contractors to acquire a ticket even when working on private property. If a permit is required for the work, occupants must get a ticket as well.

Tickets & Incident Events by Month 2021



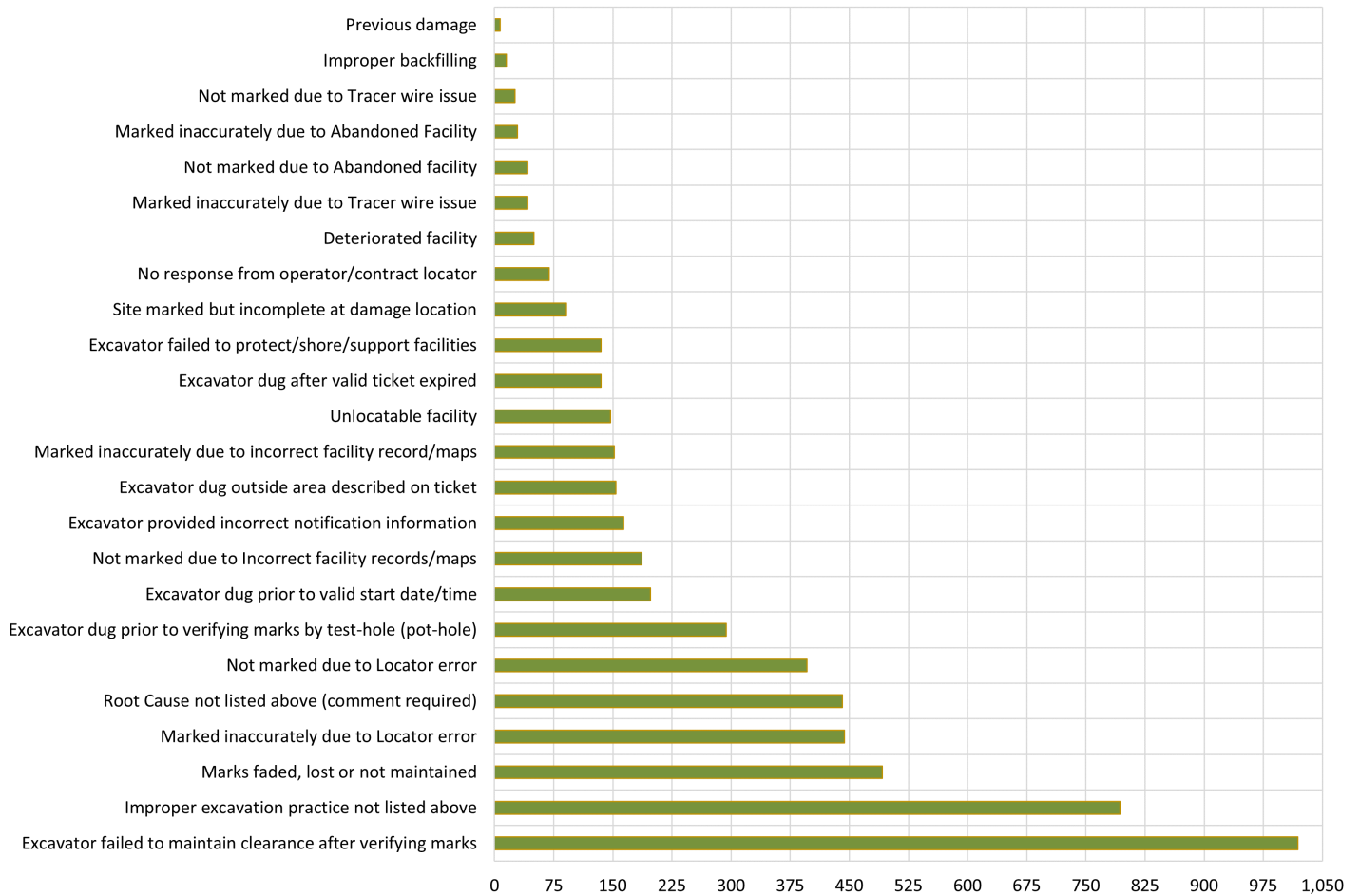
2021 had a 9% increase in tickets throughout the state of California and a 5% decrease in the number of incident events reported.

2021 Incident Event Root Causes



38% of the incident events reported in 2021 had the root cause as *No Notification Made to 811*. It has consistently been the number one root cause.

Root Cause of Damages with Tickets

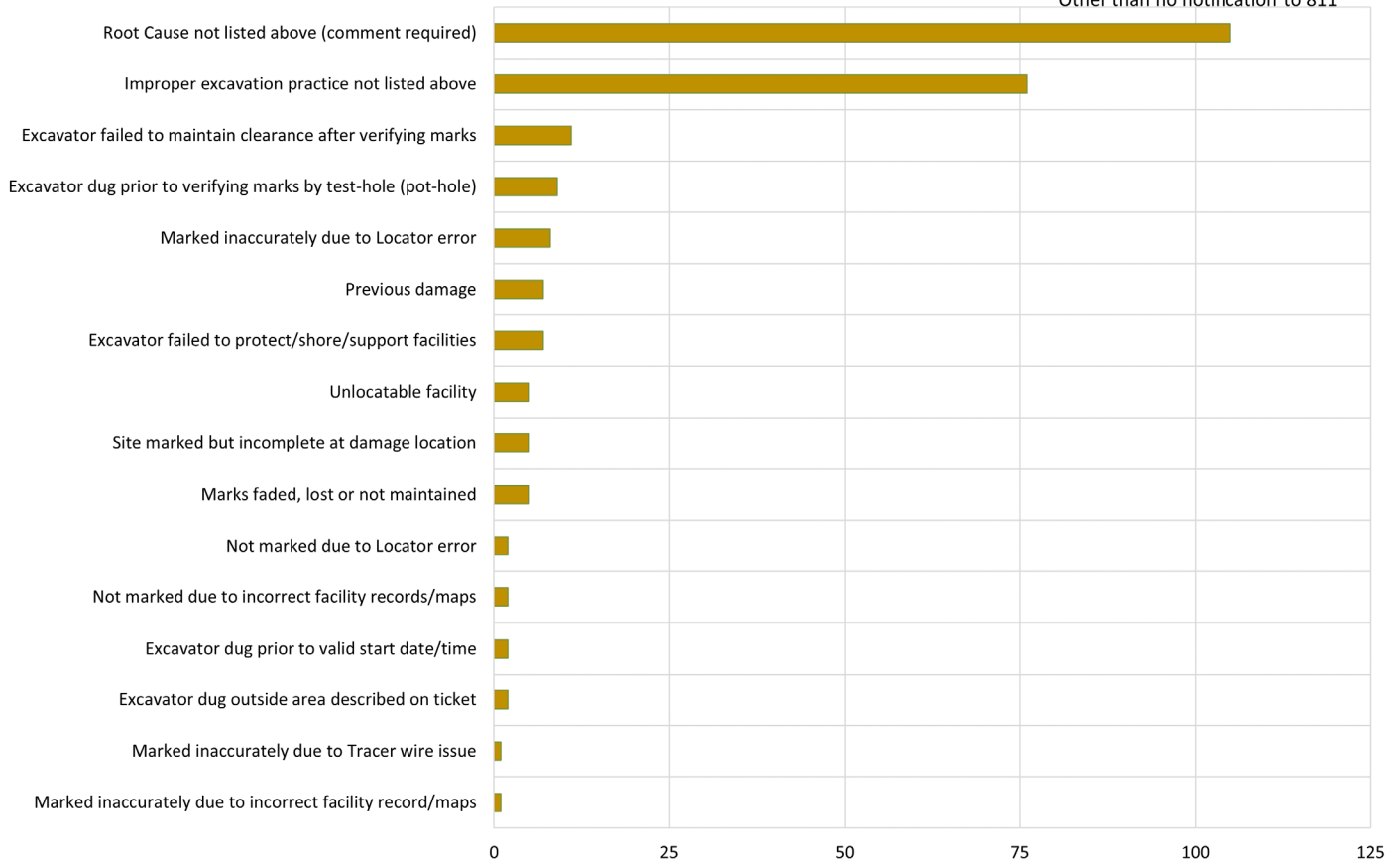


While having a ticket reduces the likelihood for a damage occurring, the top two root cause of damages with tickets were *Excavator Failing to Maintain Clearance after Verifying Marks* and *Improper Excavation Practice not Listed Above*. 2021 saw a reduction in the number of damages with tickets compared to previous years. “No” to “Was the one-call center notified” and the root cause was **not** *No Notification Made to 811* drop from 14% in 2019 to 8% in 2020. While there may be more than one reason a damage happens, when there is no ticket the root cause should be *No Notification Made to 811*.

There still seems to be respondents who answered "No" to "Was the one-call center notified" and the root cause was **not No Notification Made to 811**. While there can be multiple causes that contribute to a damage, when there is no ticket, the root cause would be *No Notification Made to 811*. The top two root causes of damages other than *No Notification Made to 811* when there was no ticket were *Root Cause Not Listed Above* and *Improper Excavation Practice Not Listed Above*.

Root Cause of Damages without Tickets*

* Other than no notification to 811



Summary

While some data reporting has gotten better than previous years, the data quality of the voluntary information provided continues to just add numbers and doesn't provide meaningful data for analysis. Of the 3,813 incident events that did not have a ticket 6.5% list a root cause as something other than no ticket.

4% of the incidents were reported by at least two parties for the same incident, sometimes up to three reporters. These different perspectives are welcome as there are always more than one side to a damage. However, reporting no ticket as the root cause, inaccurate maps and mismarked doesn't paint a true picture of what happened. Precise root cause from each reporting stakeholder is the most important data to ensure an accurate analysis.

Since all damages are to be reported to the notification centers within 48 hours or the Underground Safety Board within 2 hours depending on the type of damage or 911 and the utility directly immediately, it might make more sense for the DIRT data to come from the Underground Safety Board after investigation so root causes can be accurate.

Owner/operators should report no ticket damages to DIRT and excavators can report other violations to the Underground Safety Board portal.

Those minor changes should assist in better information to develop avenues for education, marketing, and safety standards to reduce damages.

California still has some work to do to reduce the number of incidents. In 2021 almost 60% of the incidents had a ticket but to make sure everyone makes it home at the end of the day, California needs to strive for 100% of excavating jobs having a ticket. The data has shown for years that if one gets a ticket before digging, 99% of the time there will be no damage.

