

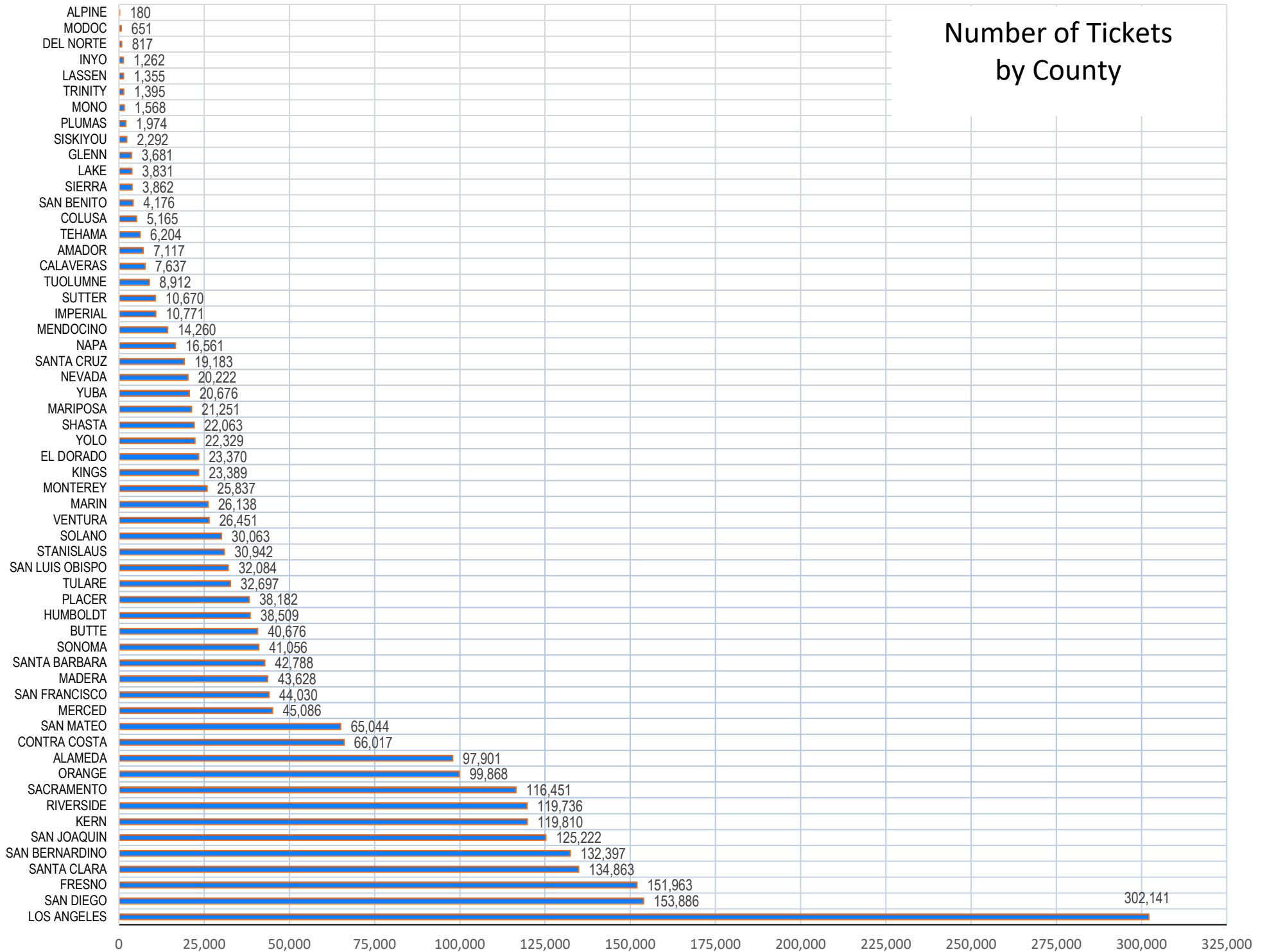


2020
CARCGA
Incident Event Report

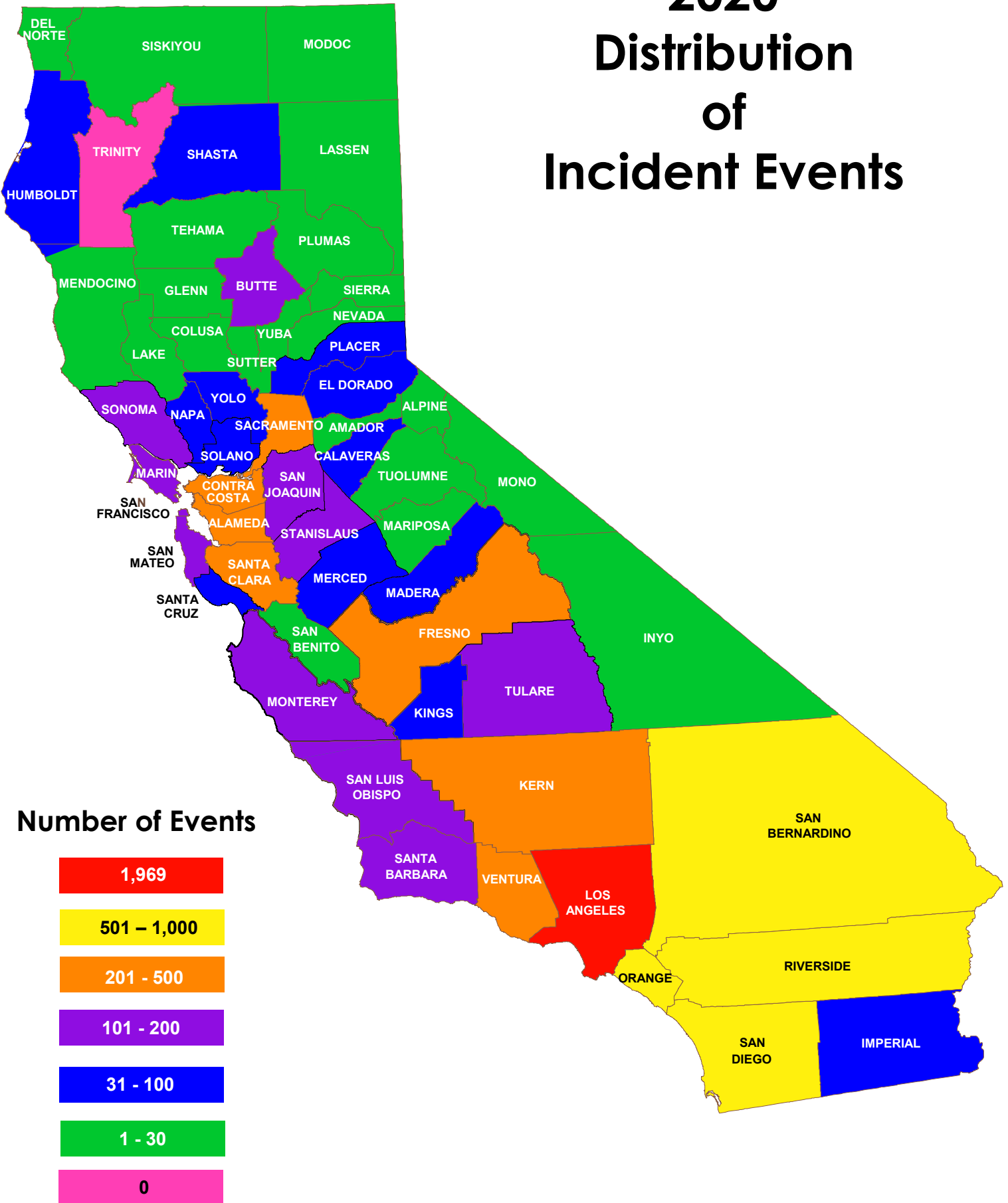
2020 Distribution of Tickets



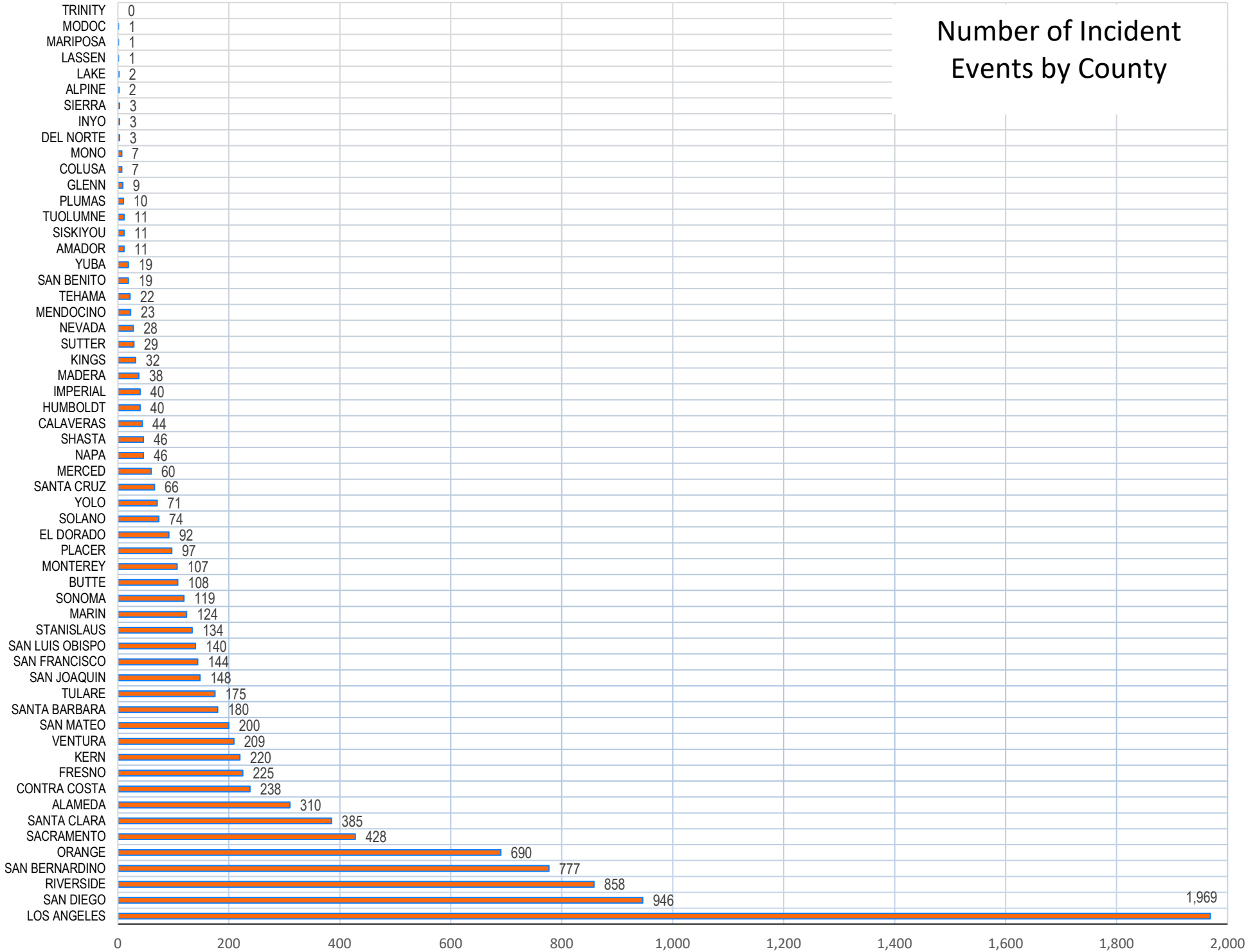
Number of Tickets by County

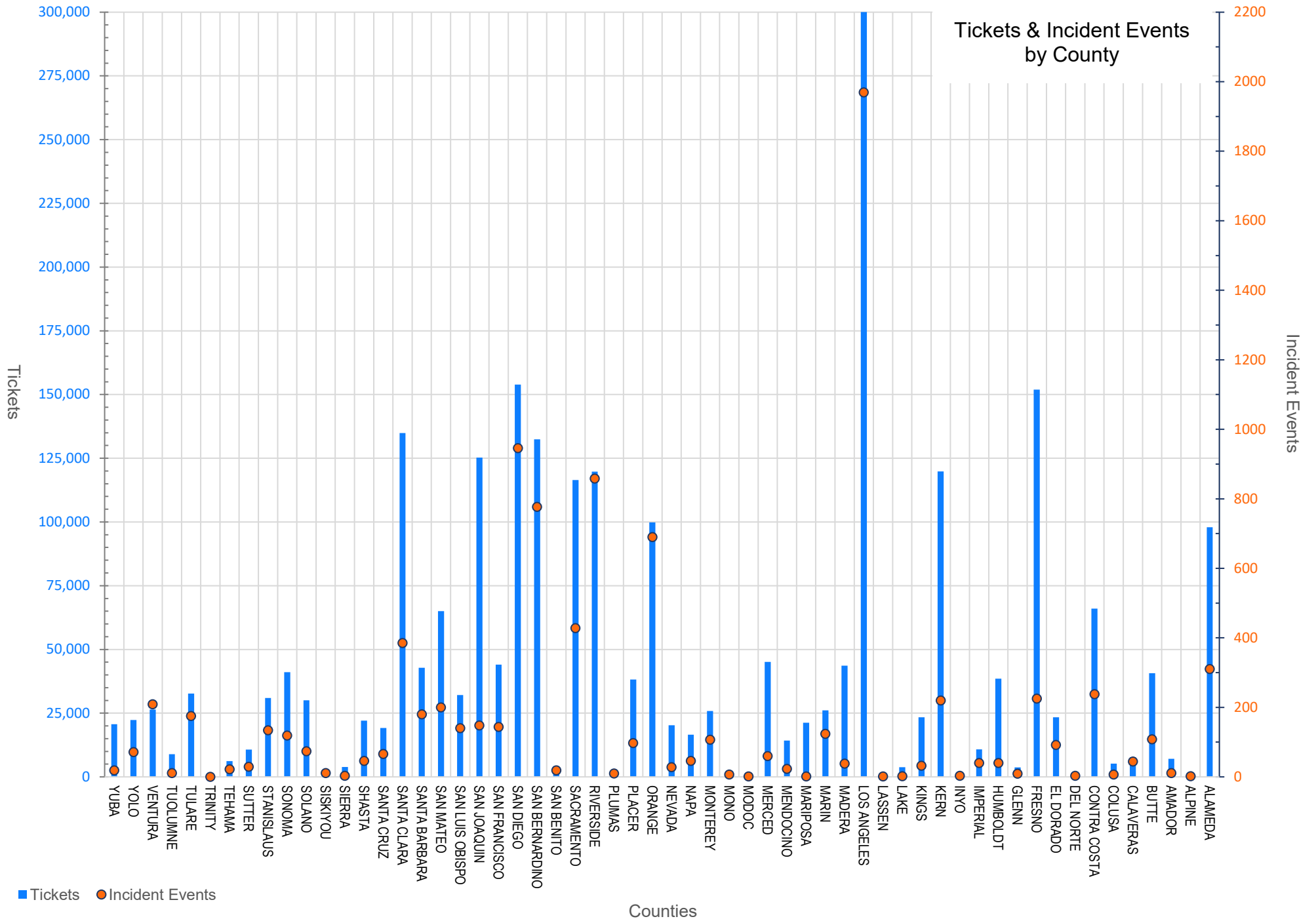


2020 Distribution of Incident Events



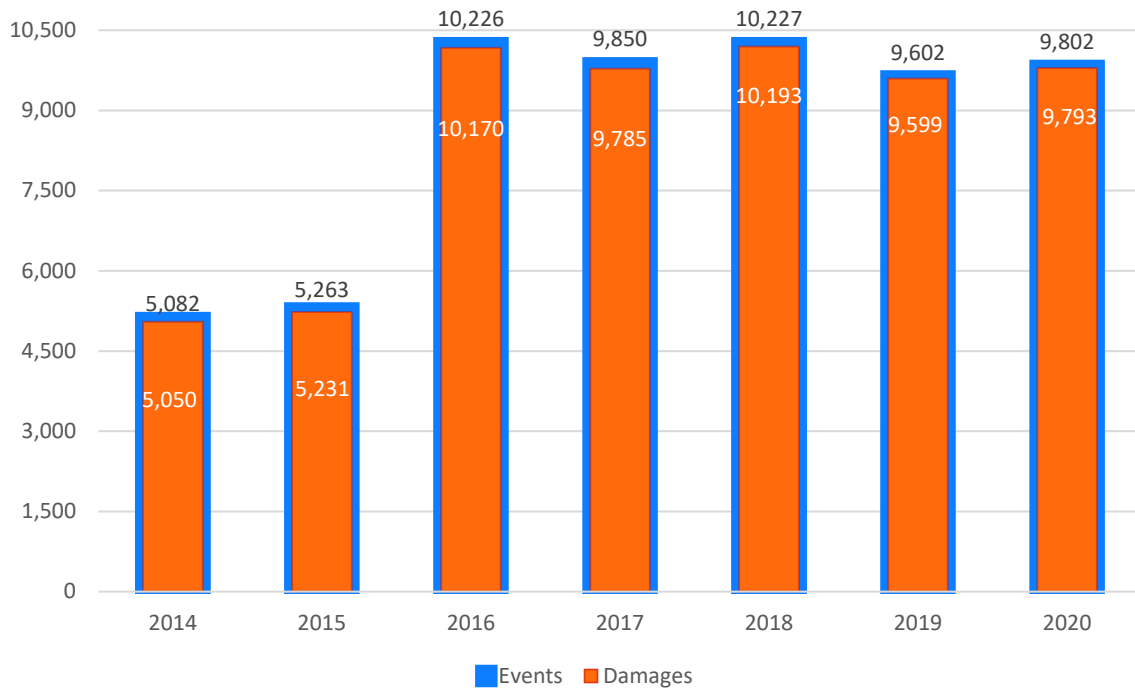
Number of Incident Events by County



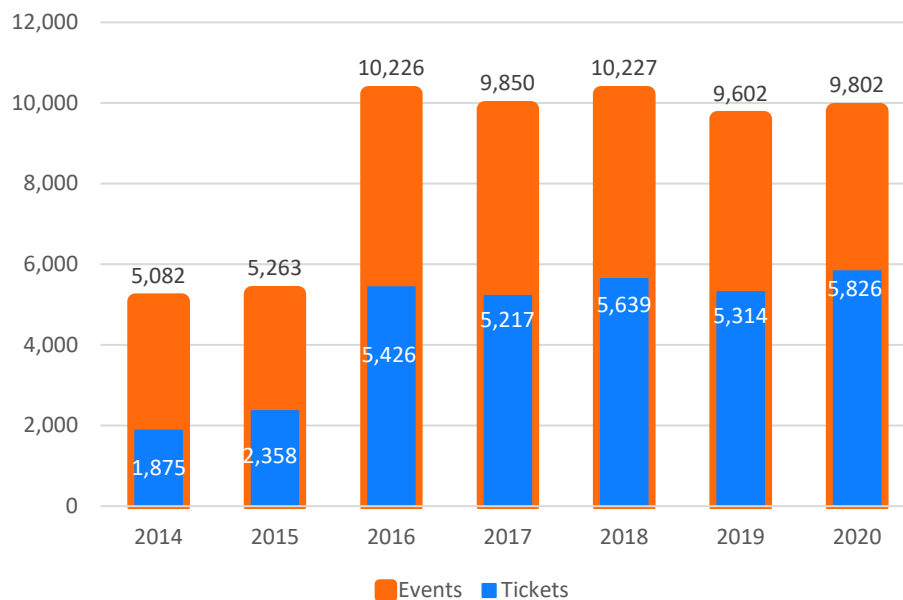


The total number of 2020 incident events submitted to the California Regional Common Ground Alliance (CARCGA) Virtual Private Damage Information Reporting Tool (aka California 811 Virtual Private DIRT) was 9,802. An incident event is the occurrence of excavator downtime, damages, near misses and other violations of California Government Code section 4216 et seq. This statewide information is voluntarily provided by stakeholders.

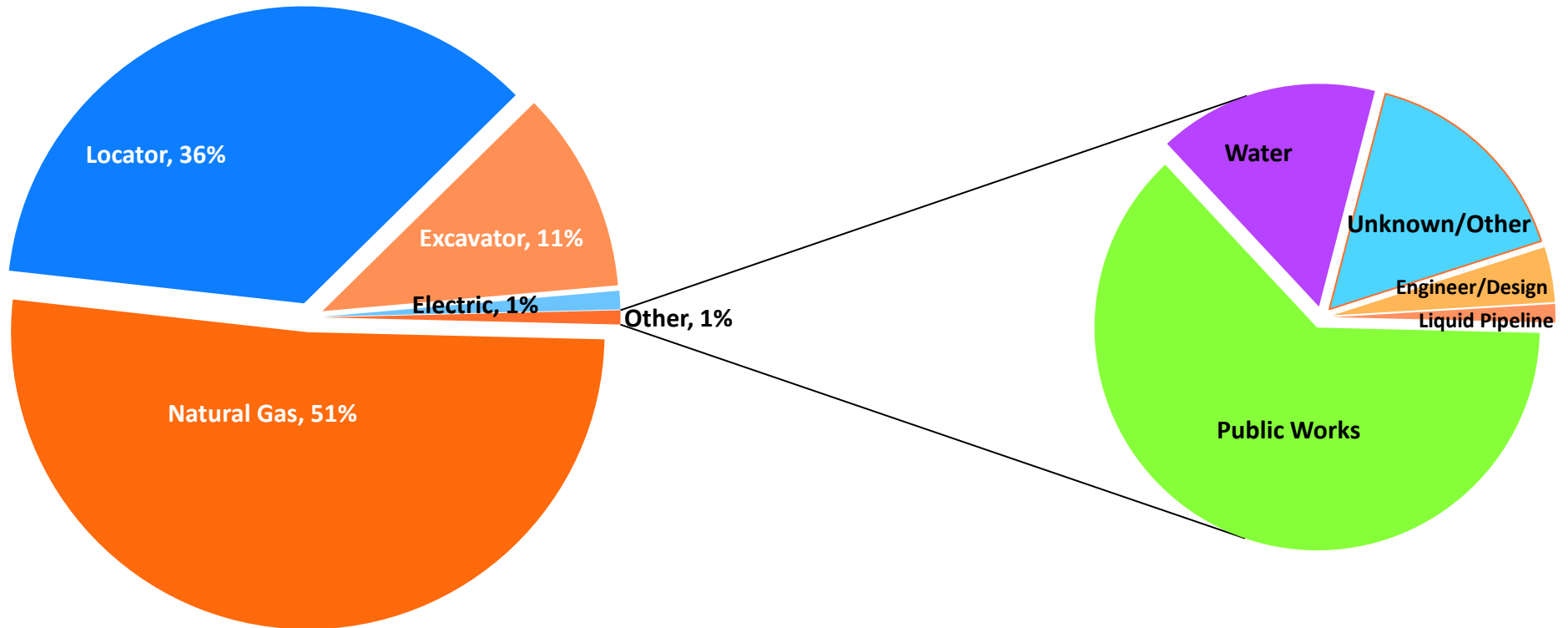
99% of the incident events reported are damages – which has been consistent over the last seven years of reporting.



In 2020, 59% of the incident events had tickets. The previous four years the average was 54%



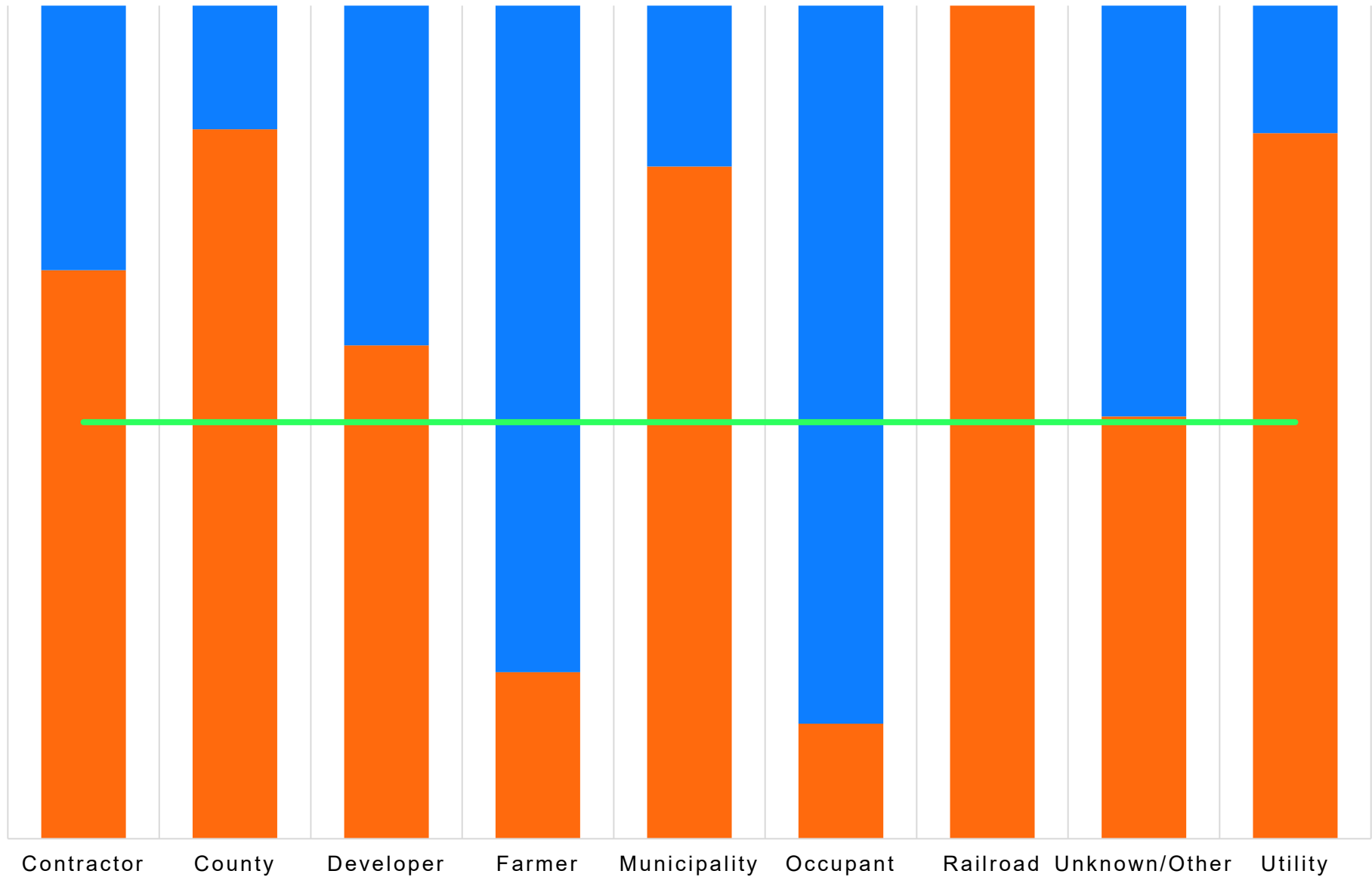
2020 Reporting Stakeholder Distribution



Of the 9,802 incident events reported, 87% were reported by *Natural Gas* and *Locator* Stakeholder groups. Excavators reporting increased from 6% of the total in 2019 to 11% in 2020.

Excavator Type

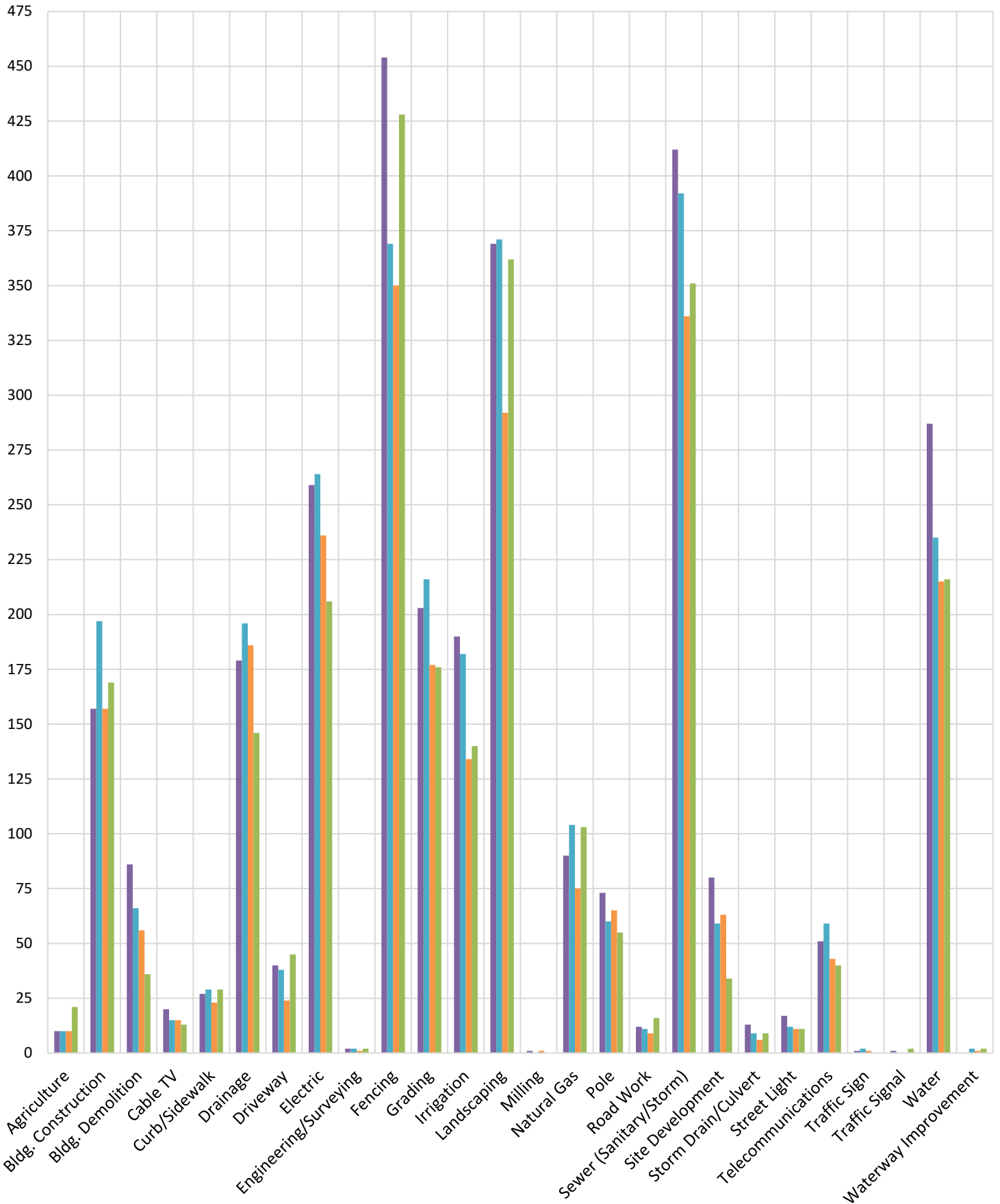
Tkt Yes Tkt No 50%



Occupant and *Farmer* are the least likely excavator types to get a ticket. There was only one incident event where the excavator type was *Railroad* and there was a ticket. From the reported incident events in 2020, *Contractors* obtained a ticket 68% of the time.

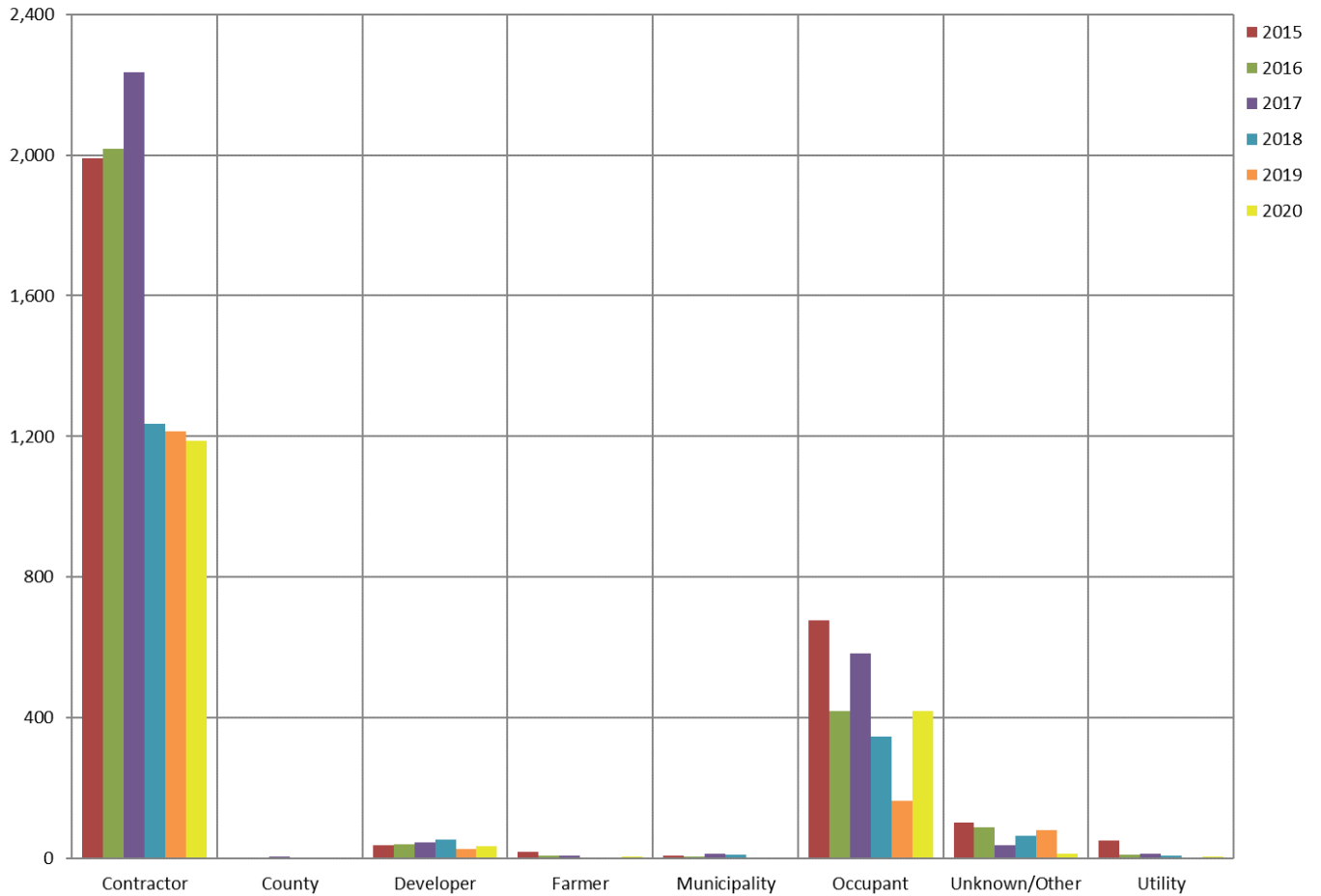
Type of Work - No Ticket

2017 2018 2019 2020



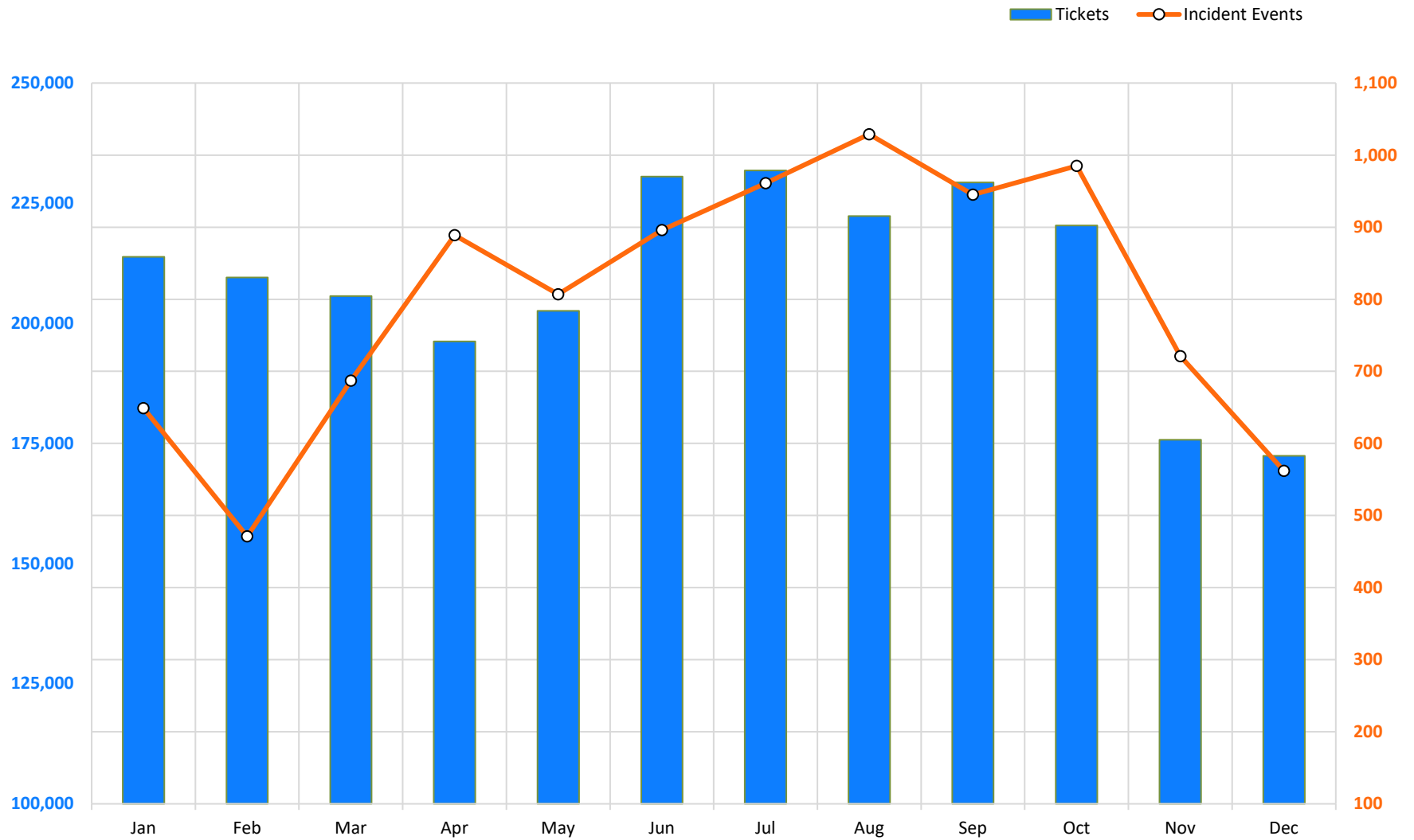
Data Not Collected, Unknown and Other as the type of work without a ticket remains the largest entry. When a specific type of work is listed the trend continues to be: *Fencing, Sewer, and Landscaping*.

Excavator Type Working on Private Landowner Right of Way



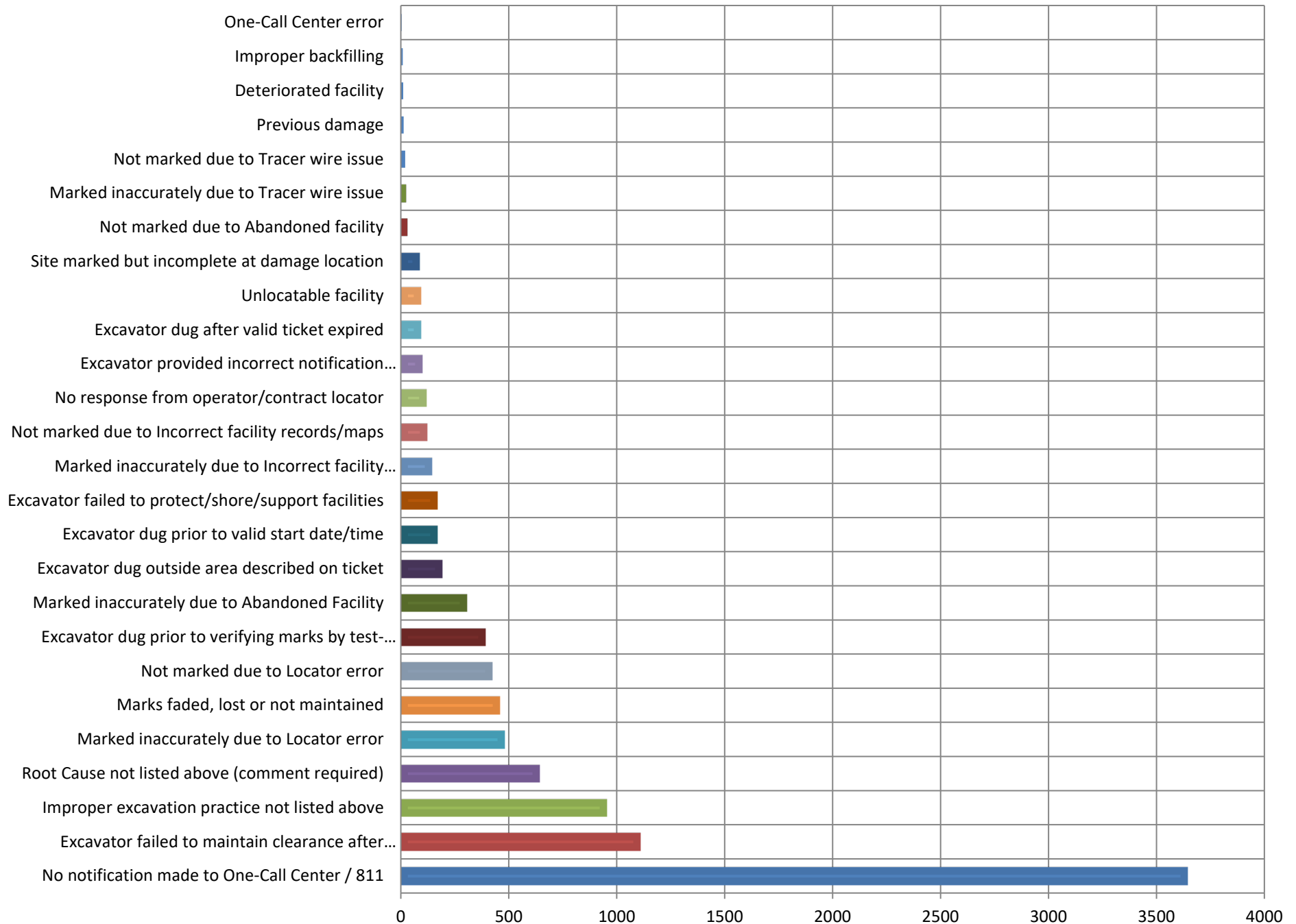
2020 was unique in many ways and since people were staying safer at home, more occupants were digging on their own property than in years past. Contractors continue to be the top excavator type working on private landowner right of way. Of the 1,187 incident events from contractors, 60% did not get a ticket. While California Government Code Section 4216.8 exempts owners of real and residential real property from obtaining a ticket if the work does not require a permit, contractors doing work are required to get a ticket no matter the type of right of way where the work is taking place.

Tickets & Incident Events by Month 2020



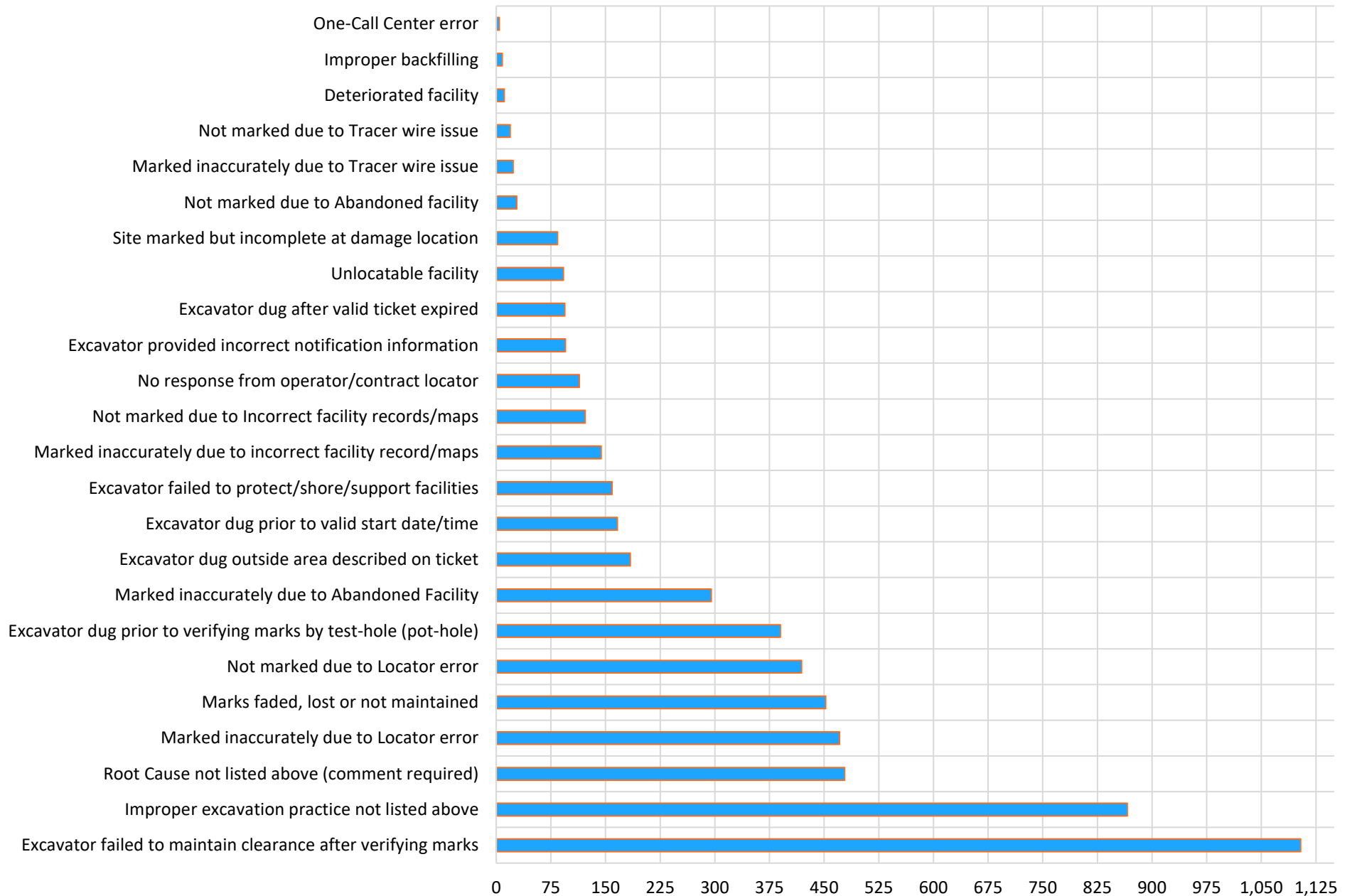
Despite the pandemic in 2020, ticket volume increased slightly over 2019. Reported incident events increased as well in 2020.

2020 Incident Event Root Causes



37% of the incident events reported in 2020 had the root cause as *No Notification Made to 811*, which is down slightly compared to 2019. This is still the number one root cause.

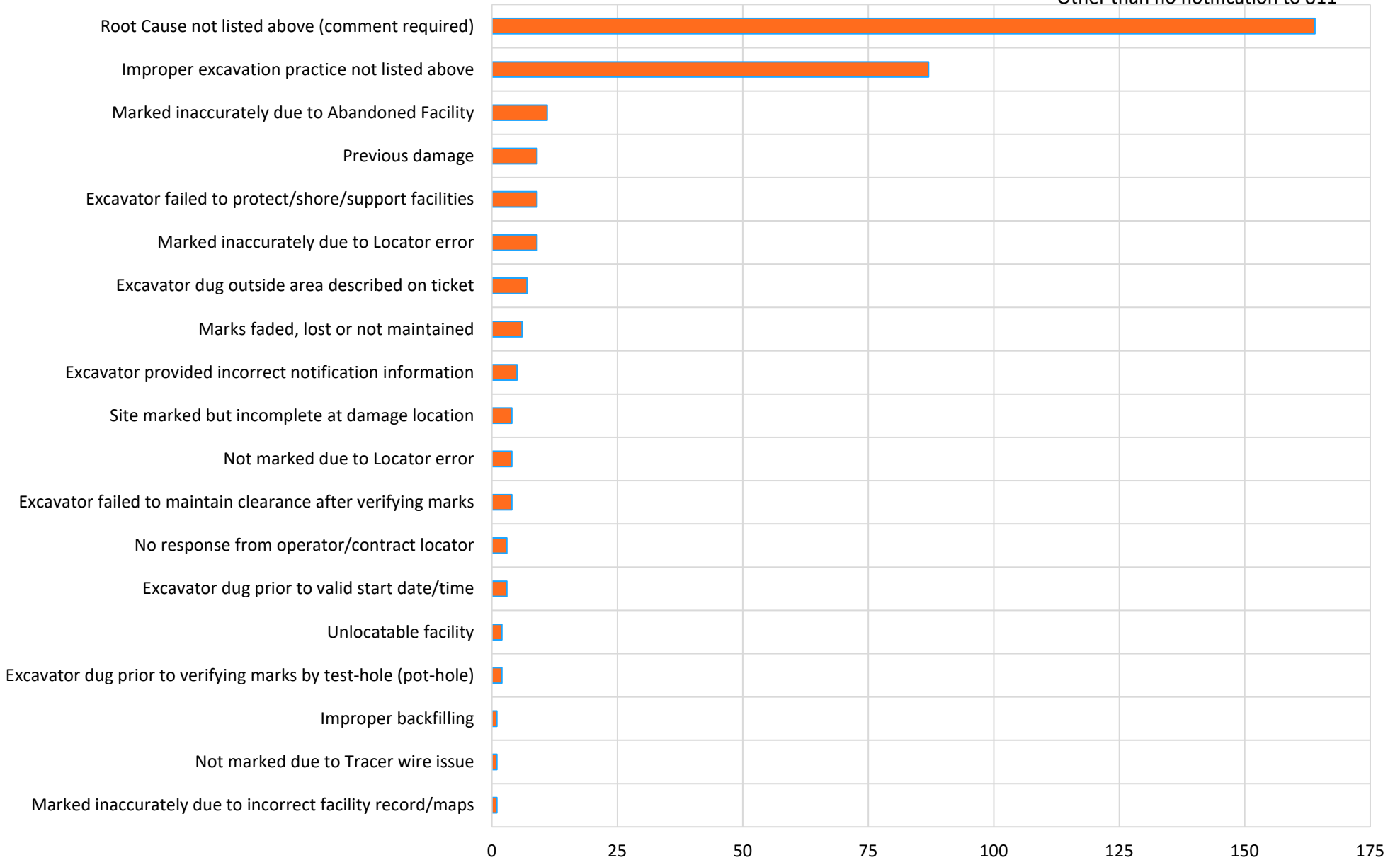
Root Cause of Damages with Tickets



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*. 2020 saw the percentage of incident events that reported "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*.

Root Cause of Damages without Tickets*

* Other than no notification to 811



The top two root causes of damages other than *No Notification Made to 811* were *Root Cause Not Listed Above* and *Improper Excavation Practice Not Listed Above*.

Summary

2020 had more incident events reported than 2019, but it should not be taken as a sign of more damages. Over 850 reports were the same location and same date of incident but different reporters. Analysis of these “duplicates” should show each side’s reason for the damage. Example: excavator says marked inaccurately due to locator error/locator says marked inaccurately due to incorrect facility record/maps. When both the operator/owner and the locator reported the same incident event 45% of these “duplicates” were reported by the owner/operator as no ticket while the locator listed other root causes. Locator stakeholder group continues to report incident events that just add numbers to the total. Examples of this are “not our client”, “screened by operator” or “located by utility”. 10% of the locator reported incident events fell into those examples. These data points, along with those that just list a county and type of facility damaged and cause of damage with all other fields as unknown don’t provide meaningful data for analysis. A consideration may be that the locator reporting on behalf of the owner/operator might provide more meaningful data instead of just increasing the numbers.

Another trend that was found was the increase in excavators reporting incident events. Common Ground Alliance and Gold Shovel have made a push for excavators to report to get a better picture of where the disconnect is in the 811 process. However, 25% of the root causes were listed as other. This is a system limitation as there isn’t a simple choice of “unmarked” or “mismarked.” The excavator would need to know why it wasn’t marked or mismarked with the current choices.

While there were 9,802 incident events voluntarily reported, had all the information been investigated thoroughly before submission the total numbers would have been less than in 2019. Having more data points doesn’t inform on trends, it skews the results.

2020 saw the number of incident events with tickets increase to almost 60%; California still has some work to do on having every excavator get a ticket before they begin their project. Become a safe digging partner by following safe excavation practices every time.

