

USA North Damage Prevention Update

Know what's below. Call 811 before you dig.

Damage Prevention Day August 11, 2011



Three years ago, Common Ground Alliance issued a cry to its 1400 members to support August 11, as 8/11 National Damage Prevention Day. This year USA North supported that day with Internal Education. All of our Customer Service Representatives wore their 811 Shirts, and enjoyed pizza along with an 811 Cake.

In addition, the Mark-it Madness group, which is a One Calls of America marketing committee partnered with www.iweary-ourshirt.com for a widely successful viral promotion of 811. If you haven't had a chance to see the videos check them out!

Become our Fan on Facebook!



2011 Website Stats Continue to Grow!

Jan-Oct 2011 vs. Jan-Oct 2010

Total Site Visits + 37%

Check it out for yourself! www.usanorth.org

National Safe Digging Month



We are looking forward to April 2012 to see what creative ways USA North and our members support National Safe Digging Month, a great opportunity to increase the awareness of safe digging practices.

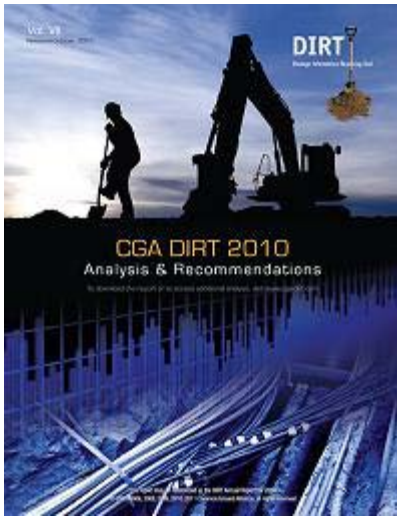


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2010 Damage Information Reporting Tool

2012 CGA Uniting the Industry!



The Common Ground Alliance has released their findings from the 2010 (DIRT) report. The report is a summary of all submitted, voluntary information by all stakeholders, and has identified the importance of making that free call to the local one call centers as most critical to damage prevention.

Overall, underground damages continue to be a major problem. The number of incidents estimated at 165,000 was relatively similar to the past several years, and continues to pose a threat to safety. The report examined the root cause of approximately half of all events submitted and found that in 38% excavation practices were not sufficient, in 32% notification was not made to the One Call Center, and in 25% the locating practices were not sufficient.

The report also noted that small fencing, irrigation and landscaping contractors were most often involved in incidents resulting from failure to notify the One Call Center before digging. Since communication and education are key in damage prevention, help us get the word out. There is no substitute for making that One Call to your local Call Center. Remember Safety is No Accident! Call 811 Before You Dig!



MARCH 6-8, 2012

Rio All-Suites Hotel
and Casino,
Las Vegas, NV

Each year The Common Ground Alliance Safety Conference & Expo offers an excellent venue to learn about the industry's plans for damage prevention awareness that benefits all stakeholders. It is always a top priority for USA North to attend as it allows us to network with many of the key leaders in the Damage Prevention Industry.

You'll find the best in educational conference sessions, in-depth workshops, and opportunities to see the latest technologies available. This is the premier conference for anyone involved in the Damage Prevention Industry; we hope to see you there!

Do It Yourself, Online!



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USA North now offers a simple way to learn how to enter tickets online, through our website.



The simple 15 minute video walks you step by step through the ticket entry process. When you are finished watching the video select the E-Ticket Access Form link to submit your company information and have your Username and Password sent to you.

SAFE - Safety Awareness For Excavators

Our Public Relations Department has been in high demand this last quarter. We stayed busy offering free safety presentations to our members as well as contractors. The presentations are a great way to educate your employees on the California Government Code 4216 and Cal-OSHA 1541 code. Use our presentations in your required safety meetings, as a refresher course for those who need to be reminded of the importance of **Calling Before you Dig!!**

Our Safety presentations last approximately 90 minutes and also include information on USA North background, procedures, and different ways to process your tickets, Emergency Contacts, and the 5 Steps to a SAFE excavation. To schedule a free safety presentation, call Jamie Moreno @ 925-798-9504 x 2236 or email plynn@usan.org.

Spanish Excavation Manuals

See our website to download copies of the latest California & Nevada Excavation Manuals in Spanish. For hard copies of the manual please contact Jamie in Public Relations Department at 925-798-9504 x 2236

Upcoming SAFE Events

To register for one of the scheduled events see website: <http://usanorth.org/USANcalendar.php>

January

Redding, CA	01/05/12
Carson City, NV	01/19/12

February

San Francisco, CA	02/02/12
Sacramento, CA	02/15/12

March

Visalia, CA	03/22/12
Fresno, CA	03/23/12

April

Fallon, NV	04/17/12
Winnemucca, NV	04/18/12
Elko, NV	04/19/12

May

Salinas, CA	05/10/11
San Jose, CA	05/16/11

June

Antioch, CA	TBD
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When to Call 811?

- Installing a mailbox
- Putting in a fence
- Planting trees or shrubbery
- Building a patio or deck
- Excavating a new garden area

These are just a few common examples of when to call. One easy phone call to 811, at least 2 working days prior to digging, starts the process of getting your underground utility lines marked. Be SAFE Call Before You Dig!

USANorth Damage Prevention Update

Know what's below. Call 811 before you dig.

www.usanorth.org/USANcontact.html

Center's Office Number

All Extensions - - - 925-798-9504

General Manager

Mike Heyer - - - ext 2225

Administration Assistant

Linda Whitley - - - ext 2202

Operations Department

Leah Keyes ext 2237 Lynda Bloxsom ext 2235 & Ryan White ext 2338

Operations / Public Relations Manager

Don Heyer - - - ext 2238

Public Relations Assistant

Patrice Lynn Heyer - - - ext 2239

Public Relations Support

Jamie Moreno - - - ext 2236

IT Manager / Operations Supervisor

Chris Brassart - - - ext 2230

Bookkeeper

Tonie Ibarra - - - ext 2231

IRTHNet Tech Support ext

Joe West - ext 2309 Colby Heyer – ext. 2319

Mailing Address:

4005 Port Chicago Highway Suite 100

Concord CA 94520-1122

Fax: 925-798-9506

Email: usanorth@usan.org

Website: www.usanorth.org

USA North's Coverage Area:

www.usanorth.org/USANabout.html

Central & Northern California: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo and Yuba.

Nevada: Carson City, Churchill, Clark, Douglas, Elko, Esmeralda, Eureka, Humboldt, Lander, Lincoln, Lyon, Mineral, Nye, Pershing, Storey, Washoe, and White Pine.

2012 Federal and State Holiday Schedule:

www.usanorth.org/USANabout.html

<u>Holidays</u>	<u>Date</u>	<u>State</u>	<u>Center</u>
<u>New Years Day</u>	01/02/12	CA/NV	Closed
<u>Martin Luther King's</u>	01/16/12	CA/NV	Open
<u>Lincoln's</u>	02/13/12	CA	Open
<u>President's Day</u>	02/20/12	CA/NV	Closed
<u>Cesar Chavez Day</u>	03/30/12	CA	Open
<u>Memorial Day</u>	05/28/12	CA/NV	Closed
<u>Independence Day</u>	07/04/12	CA/NV	Closed
<u>Labor Day</u>	09/03/12	CA/NV	Closed
<u>Columbus Day</u>	10/08/12	CA	Open
<u>Nevada Day</u>	10/26/12	NV	Open
<u>Veteran's Day</u>	11/12/12	CA/NV	Open
<u>Thanksgiving Day</u>	11/22/12	CA/NV	Closed
<u>Family Day</u>	11/23/12	CA/NV	Closed
<u>Christmas Day</u>	12/25/12	CA/NV	Closed

Note:

Federal holidays are printed in red and State holidays are printed in blue (the State that observes the holiday is listed under the State column). Both California and Nevada One-Call Laws, do not allow Federal or State Holidays to be included as part of the legal notice for the excavation notification. Holidays falling on a Saturday will be observed on the Friday before and holidays falling on a Sunday will be observed on the following Monday.

Excluding the eight (8) holidays underlined above the Center's hours are:

Operations Hours; M-F 6:00 a.m. to 7:00 p.m.

Office Hours; M-F 7:30 a.m. to 4:30 p.m.

Important Web Links:

- ◆ Common Ground Alliance / One Call Systems Int'l
www.commongroundalliance.com
 - ◆ USA North – (Call Before You Dig Center)
www.usanorth.org
 - ◆ California Government Code
www.leginfo.ca.gov/cgi-bin/calawquery?codesection=gov&codebody=4216&hits=20
 - ◆ California Code of Regulations (Cal/OSHA) -
www.dir.ca.gov/title8/1541.html
 - ◆ Nevada Revised Statutes -
www.leg.state.nv.us/NRS/NRS-455.html
 - ◆ Nevada Administration Code -
www.leg.state.nv.us/NAC/NAC-455.html
- Click on the link above that you are interested in and it will direct you to the appropriate site.**