

From: [Ann Diamond](#)
To: [Reed, Jenni@CALFIRE](mailto:Reed_Jenni@CALFIRE)
Cc: [Branaman, Brittny@CALFIRE](mailto:Branaman_Brittny@CALFIRE); "James Wingate"
Subject: RE: Cost Estimate Questions
Date: Sunday, August 4, 2019 8:17:12 PM

Jenni

Sorry it's taken me so long to get back to you on some of your questions.

Our website does have a list of members under FAQ's > Members – however when you tried to search for it the link was broken – it's fixed now. We have been going through some consolidation of members – mainly cable tv companies – so the list is a bit muddled – but we have about 950 members.

We have 192 cities, 16 county members – we have some counties that have multiple members – like LA County we have Road Department, Department of Public Works, Water

We have 152 special district members

Hope that helps.

Ann

From: Reed, Jenni@CALFIRE <jenni.reed@fire.ca.gov>
Sent: Friday, July 26, 2019 5:04 PM
To: Ann Diamond <ann@digalert.org>
Cc: Branaman, Brittny@CALFIRE <Brittny.Branaman@fire.ca.gov>; 'James Wingate' <james.wingate@usanorth811.org>
Subject: RE: Cost Estimate Questions

Thanks for your response, Ann! See my feedback below
-J

-----Original Message-----

From: Ann Diamond <ann@digalert.org>
Sent: Friday, July 26, 2019 4:11 PM
To: Reed, Jenni@CALFIRE <jenni.reed@fire.ca.gov>; 'James Wingate' <james.wingate@usanorth811.org>
Cc: Branaman, Brittny@CALFIRE <Brittny.Branaman@fire.ca.gov>
Subject: RE: Cost Estimate Questions

Jenni

Are municipal operators cities only or are counties considered municipal operators? Special districts?
- All of these would be of interest and generally referred to as “municipal operators,” even though that’s not totally accurate.

I don't know that we've thought about the ticket renewal reminder - except in the app - which we already have that you can set to see what tickets are expiring in 7 days, 3 days or today.

We will have someone in house write the API's for the communications - not sure how long this will take or if Norfield will need to be included.

– If more concrete numbers associated with this work become available to you, that would be helpful to know.

We have to be very careful about how often we are sending texts and emails - we could be black listed for emails and SMS can shut a number down if they get too many complaints.

Also I know most ACE tickets will be agriculture but it could be flood control too and since the centers aren't policing what an ACE ticket is I can foresee that some excavators (counties with flood controls mainly) will want to create ACE tickets for other work so they just update yearly.

– This is an issue for Board enforcement, and DigAlert is not obligated to validate whether or not an ACE ticket request is being made appropriately.

Cost for email is a bit hard to figure as our internet connection is used for other things but the cost for texts at this time is .0225 per message.

– Thank you!

Of the 1170 active member codes (some members have more than 1 code) 1027 have provided vacuum contact information, Of those 1027 62 say no permission is required so no contact information is listed. 224 of the 1027 have just a phone number listed and

– Thank you!

Hope that helps and let me know on the municipal operators

Ann

-----Original Message-----

From: Reed, Jenni@CALFIRE <jenni.reed@fire.ca.gov>

Sent: Friday, July 26, 2019 11:29 AM

To: 'Ann Diamond' <ann@digalert.org>; 'James Wingate' <james.wingate@usanorth811.org>

Cc: Branaman, Brittny@CALFIRE <Brittny.Branaman@fire.ca.gov>

Subject: Cost Estimate Questions

Hi Ann and James,

I am writing to ask you guys for some cost estimates. Here's what I am looking for:

1. What are/were the incremental costs associated with configuring your systems to produce the proposed ACE ticket renewal reminder?

* Examples would be –

* If you have a vendor who administers your app, and you have to pay them a certain amount to configure content and protocols for an app-based ACE renewal notification, the amount you pay them for this specific change would be the amount I am looking for; and/or

* If you have a staff employee who manages the aspect of your system that deals with automated email communications, and they need to produce a new email template and delivery rules for the ACE renewal reminder, I'd want the number of hours it would take for them to complete that task x their hourly rate.

* If you are implementing changes on multiple platforms to communicate the ACE reminder in multiple ways, I am interested in all of them.

1. What do you estimate the incremental costs to be for each electronic reminder that will be sent? I am assuming the vast majority of the cost will be associated with setup, as opposed to per reminder costs, but even if it's pennies, it's still helpful to know that info if possible.

* If you will be sending reminders on multiple platforms and the incremental costs are different (say email vs SMS), please give me the estimates for each, if you have it.

Lastly, are you able to provide me with a couple member statistics? If this stuff is available in a report of something, feel free to just forward that doc to me. I am looking for:

* What portion of your members currently provide a contact for the "vacuum" category?

* What portion of your members are municipal operators? (If you don't have this info, it's ok. Asking just in case you do)

Thank you both!!! If you have any follow up questions, feel free to call or email back.

-Jenni

[cid:image001.png@01D543A5.4C13AB80]<<https://digsafe.fire.ca.gov/>>

Jenni Reed

Policy Analyst

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