



**OPEN SESSSION MEETING MINUTES
BOARD OF DIRECTORS MEETING
April 17, 2017**

Members Present:

Alicia Berger	Dan Munthe
Chris Fry	Keith Novy
Tom Hoffman	Ray Starr
Dave Hunstad	Patrick Warden
Adam Kramer	Bruce West
Phil Lesnar	

Counsel present:

Dean E. Parker, Hinshaw & Culbertson LLP

GSOC personnel present (except for Governance and Finance sections of meeting):

Barbara M. Cederberg, Chief Operations Officer

Guests:

Adam Franco, Director of Operations, OCC
Kimberly Boyd, General Manager Minnesota, OCC
Jeff Law, KorTerra
Mike Mendiola, MnOps
Jonathan Wolfgram, MnOps

Summary of Certain Additional Items Addressed

The Vetting Committee reviewed two Board candidates applications and recommended the candidates for addition to the Board. After some discussion on separate motion, the following persons were elected to the GSOC Board:

Jodi Corrow – providing perspective from Greater Minnesota investor owned utilities

Ward Westphal – providing subject matter expertise from the excavator/locator/safety training perspective.

At the August Board meeting the Vetting Committee is expected to suggest whether further adjustments to Board composition are desirable at this time. Dan Munthe is Chair of the Vetting Committee and will respond to applicants.



The Finance Committee is looking at a number of metrics as it reviews notification center performance. Utilizing the advanced technology certain buffer adjustments have been made to the safety buffers for online submitted tickets in order to reduce perceived over notification to operators. It is believed these adjustments will result in substantial savings to the industry without compromising safety. The Finance Committee is reviewing whether it is desirable to reserve funds for a multi-year commitment for additional damage prevention awareness efforts. No specific projects have been identified at this time. It is likely multiple projects would be considered in order to keep the approach novel.

Locator's Rodeo; Collaboration with Locator Industry; GSOC Open Sessions

A wide ranging Board discussion took place concerning partnering with the locate industry. This could include collaboration with the industry for additional off season training at the call center. There are highly skilled, seasoned locators who may wish to assist in passing on their craft. In addition to training, there could be an opportunity for recognition of locators. Bruce West agreed to check with the Office of Pipeline Safety as to the history of a locator's rodeo that was held in conjunction with the Office of Pipeline Safety Conference years ago and whether MnOps would be willing to consider reinstating a similar program. This will be a topic of further consideration.

The Board also discussed ways to encourage more stakeholder participation in the Open Session, more effort will be made to highlight Open Session on the GSOC website as well as including it on the CGA calendar of events. Meetings held at the GSOC offices can reverse the order of presentation so that Open Session will be the first item on the agenda and participants would not need to wait. Open sessions for the August and November Board meetings will begin at 9:00 a.m.

COO Report

The GSOC 2016 Annual Report was distributed which contained highlights of public awareness efforts, call metrics, financial metrics and a Board member and subject matter expertise listing. The Annual Report has been posted on the website and copies were made available to all who attended the Minnesota Office of Pipeline Safety's conference. Suggestions for improvements for next year's report are encouraged.

The graphic for the homeowner online ticket submission webpage has been improved to make it more readily usable. GSOC is working with the Users Group and a Users' survey that the call center conducted in order to further enhance the ease of use of the online suite of products used by professional contractors, operators and locators.



The call center vendor, OCC, is working on how to reduce the number of required “call backs” for additional or corrective information from excavators submitting online tickets. Additional outreach and training is being offered over the phone on an individualized basis. Any stakeholders desiring additional training are encouraged to contact the notification center.

A reconstituted Users Group is expected to be meeting soon. Proposed topics are working with the GSOC 2017 Survey results, obtaining feedback on the online systems, discussing field contact information to be placed on tickets and furthering the effort to allow all locators/facility operators to be able to use the map when in the field.

GSOC received many responses to its user survey conducted in February. Generally, the reviews have been positive for ITIC, the web based ticket submission software, including that it was easy to use and available 24/7. However, it was noted there are quite a few callbacks and that not all locators can see the maps. Issues also exist with mapping data not being up to date, particularly in new construction areas. The GSOC users group will delve into the users survey results and GSOC will seek user group input in determining what changes to make to address the survey responses. (Note: stakeholders which become aware of any map not being up to date, particularly in an area of new development, should contact the notification center.)

The pilot program for web based submission of emergency tickets is proceeding with pilot facility operators Xcel, CentrePoint Energy and Minnesota Power. Implementation date is expected June 1 or sooner depending upon training of personnel.

An adjustment to notification center web ticket submission safety buffers was made to limit the buffered area to the lesser of block to block or 500 feet. This has the potential to reduce perceived over notification in areas where a block is not fully enclosed, such as where one of the streets ends in a cul-de-sac. An initial review indicates this adjustment may have a substantial favorable impact and will be monitored as the year proceeds. Barb Cederberg noted that the 200 foot buffer for circle and excavation entities used on online submitted tickets would remain unchanged.

There will be a further review of the rule that provides for ticket splits at the municipality. Some facility operators have complained of receiving too many tickets for what is essentially the same excavation project if it overlaps multiple municipalities or townships. On the other hand, some have voiced concerns as to whether or not combining tickets would be as safe. Further review and discussion by the Users Group and the Board is anticipated. Stakeholders are encouraged to provide Board members with views they may have on this issue.

GSOC performed an analysis of 2016 gas damage raw data collected by MnOps. A map was plotted with root cause and total gas damages. There were 1,216 gas damages in 2016. A very significant proportion of them occurred in the greater Twin Cities metro area; 12% of the

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gas damages were due to a failure to make a locate request, with another 8% failure to maintain the marks. The rest of the damages were due to a variety of causes including failure to hand dig, failure to locate and failure to protect and support.

GSOC implemented an increased awareness efforts as a result, choosing KFAN-FM as a media partner. The coverage of KFAN matches quite well with the incidents of a vast majority of the gas damages. Messaging was developed to both encourage parties to call or click before they dig but also to continue to follow the rules to hand dig within the tolerance zone, etc. after contacting the notification center. The program was implemented at the beginning of April and will last until the beginning of October with a higher proportion of messages in April and May and again in September. KFAN programming will also be heard on a variety of FAN network stations which cover a substantial portion of Greater Minnesota.

GSOC is seeking several additional members from Greater Minnesota for the Users Group and expects additions to the group shortly. Board members encouraged promoting Users Group meetings on the GSOC website as well as seeking input at Minnesota CGA meetings as to what stakeholders are hearing in the field.

OCC Report

OCC was very pleased with the participation level of its users survey. 2,535 invitations to participate were sent to excavators who had processed tickets in the main contact for facility operators. 775 responded. In general, the feedback was positive. A significant proportion of the users are not familiar with all of the tools and features available with the NextGen system so OCC will focus on outreach and education so that more users are able to take advantage of the available features. Other issues mentioned were customer interface issues, which will be largely addressed in a redesign as well as issues with maps which are not fully up to date, particularly in fast growing areas. OCC will review this issue further.

The Foresight Advantage excavation projection predicts a 6.3% increase in the number of tickets for 2017 with most of the increase to occur later in the year. The percentage of web submitted tickets for the first quarter was over 76% which is a substantial increase from the same period in 2016.

Call center performance has been quite good with very short hold times. Average call duration had increased in March, which is typical for the beginning of the season. OCC expects this will trend down as new CSRs become more experienced.

Ongoing projects include working with excavators and facility operators and locaters so that the map may be viewed all the way through the process. There's also a continuing outreach



to facility operators to verify contact information. There was also an analysis of callbacks with increased training of excavators in order to help reduce future callbacks.

OCC's web submitted ticket percentage goal for all of 2017 is 71%. Allowing reprocessed tickets (cancel, update) to be submitted over the web for the entire year will help achieve that goal. OCC also reached out to the top 200 callers to determine what they liked and did not like about the call taking process as well as the ITIC process. CSRs continue to promote the use of ITIC. OCC has increased social media postings highlighting ITIC features.

Almost 400 people were trained this Spring at onsite trainings conducted from Austin to Thief River Falls as well as through webinars which take place every Wednesday. There is also the opportunity for special customized ITIC webinars or other onsite training upon request.

Outreach and PR Report

Numerous communication and outreach projects will be conducted during the first and second quarters of 2017. Communication activity includes meetings with the University of Minnesota Extension Office in connection with the agriculture industry initiative, multiple meetings with MnDOT attendance at Chapter 216D Stakeholder Review Meetings and attendance at the Minneapolis Home & Garden Show as well as 32 excavator damage prevention meetings.

Upcoming events include an appearance at Hmong Town Market Place in St. Paul with the 811 Car and 811 Bike courtesy of OCC and a locator workshop to be held at GSOC's offices May 22 and May 23. GSOC continued its awareness initiative this year with substantial media campaigns through the StarTribune and KFAN-FM. The 811 message was featured as a part of the National Safe Digging Month publicity and GSOC was featured on the website homepage of each of those media outlets on April 3 as part of the "April is Safe Digging Month" campaign.

Keith Novy noted that the MN 811 Run/Walk fundraiser event is looking for sponsors and volunteers in collaboration with the Twin Cities firefighters, raising money for Operation WARM, which provides winter coats to disadvantaged children. A professional management company runs the event itself. Interested stakeholders are encouraged to contact Jerry Cobenais (email: Jerry.D.Cobenais@xcelenergy.com).

MnOps Update

Mike Mendiola then gave the MnOps update. Overall, there has been a downward trend in damages per 1,000 locates although a slight increase in gas damages during 2016.

216 Stakeholder Meetings



216D Stakeholder meetings have offered an opportunity to review the excavation definition. Six subgroups have been formed and have met, the next major 216D Stakeholders meeting will be held on May 4, 2017 at Austin Utilities in Austin, Minnesota. Another meeting is expected in August. All interested parties are encouraged to attend. MnOps would like to conclude review work by Labor Day so that any proposed legislation may be prepared and presented in advance of the 2018 legislative session. In addition to review of the excavation definition, discussion topics include emergency excavation notices. In particular, clarification as to when a facility operator may conduct an emergency excavation without notice (such as when there is a gas or liquid petroleum or water main break).

There has also been discussion about increasing the 48 hour notification period to at least 2 full business days. The legal excavation start would then be at 12:01 am the next day after the 2 full business days have elapsed. This would allow locators more time to locate and would provide excavators more certainty in start times. Some excavators have voiced concerns over extending the time. Other topics being covered are boundary surveys and the amount of civil penalties.

Bruce West indicated that any changes to Rule 7650 would not be made at the same time as the statute, as opening up a rule would require an extensive public hearing process be instituted by MnOps.

CGA Conference

Directors who attended the National CGA Conference then discussed aspects of the conference they felt were particularly meaningful. Educational programs were generally very good and the opportunity to meet other industry peers was viewed as vital. More Board members were encouraged to attend in the future.

Adjournment

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned at approximately 3:35 p.m.

Respectfully submitted,

Dean E. Parker
Recording Secretary

GOPHER STATE ONE CALL

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Next Meeting Dates:

August 15, 2017 (Note: date change)

November 15, 2017

January 10, 2018

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