



## MINUTES BOARD OF DIRECTORS MEETING October 6, 2021

### Members Present:

Tom Hoffman	Mark Sellin
Dave Hunstad, Chair	Ray Starr
Phil Lesnar	Jim Smith
Dan Munthe	Joe Thill
Keith Novy	Ben Wallace
Jason Ponciano	Patrick Warden
Sam Richert	Ward Westphal

### Counsel present:

Dean E. Parker, Hinshaw & Culbertson LLP  
Kevin J. Moore, Hinshaw & Culbertson, LLP

### Guests:

Tammy Gardner, General Manager, Minnesota, OCC  
Kimberly Boyd, Customer Relationship Manager, OCC  
Adam Franco, Director of Operations, OCC  
Kyle Sowder, Systems Group, OCC  
Barbara Cederberg, Chief Operations Officer, GSOC  
Olivia Phillips, Senior Marketing and Awareness Specialist, GSOC  
Jon Wolfgram, Engineer Administrative, Minnesota Office of Pipeline Safety

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On October 6, 2021 at 9:00 a.m. by Zoom videoconference, the Board of Directors meeting was called to order by Chair, Dave Hunstad. Roll call was taken and a quorum was determined to be present. Dean Parker was asked to act as recording secretary.

### **Chair's Report; Approval of Minutes**

Dave Hunstad greeted the Board. He noted there would be no Legislative Report this meeting and the operational reports would be brief as most long term items were covered at the last Board meeting in September. Upon motion made and duly seconded, the minutes for the September 1, 2021 meeting were approved. Dave Hunstad requested they be deemed final and displayed on the GSOC website.

### **COO Report**

Barb Cederberg noted that the notification center was not as busy during September as it was in previous years. There were 101,000 tickets for the month, representing a 7% reduction from



2020. Year-to-date ticket volumes are approximately 2.2% lower than those experienced during 2020.

The OCC National Users Group meeting was very informative. There is a new capability being called iVerify which compares the description on the marking instructions against the remainder of information on the ticket. Currently this verification process occurs after ticket release in other States where it is being tried. Barb has requested that OCC look into utilizing iVerify before the ticket is actually released in Minnesota. If this can be done it might replace a substantial amount of manual ticket review.

The underground utility mapping project is garnering increased general interest. Barb is receiving a lot of feedback from around the industry. The consensus seems to be “when, not if” new techniques will be adopted which will assist stakeholders in development of better maps.

Olivia Phillips is now back after leave. Olivia is working on several projects. Pat Warden will work with Olivia on enhancing GSOC’s outreach to landscapers. GSOC will make additional efforts to help assure these stakeholders are submitting tickets in an efficient manner appropriate for their respective jobs while not wasting locate resources.

Barb and Tammy Gardner discussed significant reduction in homeowner tickets from 2020. Board member Phil Lesnar pointed out that material shortages and increased retail pricing of materials may have a significant role in lessening the amount of homeowner projects as well as the end of the pandemic. Notwithstanding the substantial reduction from last year, the homeowner ticket volume continues to be greater than that submitted in 2019.

## **MnOPS Update**

Jon Wolfram indicated that the transition to the new MnOPS complaint process continues, with MnOPS encouraging stakeholders to attempt to work matters out in the field first, prior to contacting MnOPS with a complaint. MnOPS continues its efforts to hire additional field personnel. MnOPS is also planning its Spring 2022 Safety Conference and hopes that conference will be held in person.

It is expected there will be MS216D Stakeholder Review meetings towards the end of this year. Matters that MnOPS wishes to highlight for discussion as well as possible legislation are on time performance reporting, damage reporting and the viability of GPS locating new utilities going into the ground.

MnOPS is still in the process of analyzing the third quarter damage data and some information is currently on the website.

With respect to enforcement, 10 more notices of potential violation have recently been sent out. Jon Wolfram also advised that MnOPS is seeing some lack of compliance with the statutory requirement that maps be maintained. MnOPS expects to send an alert out on this topic. There will



be enhancements in the pipeline damage reporting requirement for intrastate pipeline companies which will become effective in 2022.

Finally, Jon confirmed that MnOPS has seen a few instances where a very few contract locators and facility operators are resisting providing multiple locates over a period of time for a single meet ticket. They are insisting that new tickets be filed, which is inconsistent with the intent of a meet.

Board member Keith Novy asked for more specifics as to what would be required of intrastate pipeline operators for on time performance reporting. Jon Wolfgram acknowledged that gas companies would need to meet to talk about how to measure so that reporting from different companies would be consistent providing more useful information for damage prevention decisions.

## **PR/Awareness Report**

Awareness activities will begin to ramp up again with the pandemic subsiding and return of Olivia Phillips. GSOC did participate in the Day of the Dozer fundraiser and Olivia is currently working on development of the 2022 Awareness Plan. As previously mentioned, one of the initiatives will be targeted towards the landscaping industry.

## **OCC Report**

Tammy Gardner provided a staffing update. There are 75 total agents with 8 working from the office. A new training class was started in mid-September.

September saw a slight decrease in overall tickets. There is over a 20,000 decrease in homeowner tickets year-to-date, which explains the overall reduction. The industry has continued its strong use of online ticket submissions. The overall percentage is even slightly ahead of last year.

The notification center continues to perform map updates as a part of its ongoing efforts to improve its maps. Over 9,150 updates have been implemented so far this year. Parcel data is being added for Anoka County. The notification center anticipates a number of winter projects including additional outreach to convert users not using the latest software release to the next software, contacting top volume callers to explain the advantage of utilizing the online ticket submission system and development and deployment of short videos which show how to use the various tools on the online ticket submission system ITIC. The notification center will also attempt to update all users contact information.

Adam Franco provided the Board with an update to the website analytics project. The idea will be that the collected analytics will be updated every 15-30 minutes so a user will be able to see ticket counts and other information on the GSOC website almost as they occur. OCC's IT staff



is currently working through various issues and the hope is that development will take place during the fourth quarter so that the public feed can be implemented around the first of the year.

## **Summary of Election of Director**

Dan Munthe, chair of the Vetting Committee, addressed the Board and discussed the experience of candidate Brian Connolly. He is an engineer with significant experience in municipal utilities including water utilities. He is particularly well versed in design and damage prevention in connection with design efforts. His civil engineering experience will bring a different perspective to the Board which should be useful. After Board discussion, upon motion made and duly seconded, the Board elected Brian Connolly as a Board member.

## **Adjournment**

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned at approximately 10:00 a.m.

Respectfully submitted,

Dean E. Parker  
Recording Secretary

### Next Meeting Dates:

#### One Hour Sessions:

November 10, 2021

*Additional one hour sessions may be set*

### Tentative traditional Sessions (subject to cancellation):

January 12, 2022

April 4, 2022

[may be changed to coincide with MnOPS Safety Conference]

August 10, 2022

*Shorter interim meetings may be set*