



MINUTES BOARD OF DIRECTORS MEETING April 13, 2022

Members Present:

Brian Connolly	Mark Sellin
Chris Fry	Jim Smith
Dave Hunstad, Chair	Ray Starr
Dan Munthe	Ben Wallace
Keith Novy	Patrick Warden
Jason Ponciano	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, IT Operations, OCC
Barbara Cederberg, Chief Operations Officer, GSOC

On April 13, 2022 at 10:00 a.m., in person and 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

David Hunstad welcomed the Board and advised that the meeting would likely be longer than the previous one-hour video only sessions in order to allow sufficient time for the Notification Center reports. GSOC expects to return to a normal meeting schedule, with the next meeting currently scheduled for August.

Upon motion made and duly seconded, the minutes for the January 12, 2022 meeting were approved. Dean Parker furnished the legislative report and advised the only currently pending bill impacting Chapter 216D is a proposed MnOPS bill which provide for mandatory reporting.

COO Report

Barbara Cederberg briefly reviewed the GSOC Strategic Plan established in 2019 with the Board and noted that the core values of being safety driven, trustworthy, an industry leader and collaborative have driven much of the effort and initiatives she is currently involved in. Activity



has been down at the Notification Center during the first three months but April 11 was the first 4,000 plus ticket day, so excavation activity is increasing.

GSOC is continuing its meet ticket initiative to increase awareness and use of the meet ticket in appropriate circumstances. She has already received some positive feedback at damage prevention meetings and a suggestion that the expiration date for a meet be set forth on the ticket. GSOC is also looking again at developing excavator damage prevention videos that can be used in safety training.

GSOC will initiate an education and public awareness effort targeted toward the landscaping industry this year. Board member Pat Warden and Olivia Phillips are currently working on this effort. Barb has determined that there is a desire for more design engineer education regarding MS216D. The goal would be to increase use of and compliance with the “plans for excavation” pre-design ticket requirements of MS216D. GSOC will begin to collect specialized phone number and contact information from facility operators that would generally be more applicable to the engineering departments involved in furnishing plans. These numbers could then be furnished on pre-design tickets. GSOC will also look for ways to encourage excavators to provide more accurate field contact information for use on normal excavation tickets.

GSOC has created a timeline of improvements made since 2016 so Board members and OCC staff new to the industry can see the substantial technical improvements made to the online ticket admission process since that time.

GSOC continues to work with OCC in the development of Phase II of its data visualization project for the website. Phase II will allow an individual stakeholder to query its own data. The hope is that the stakeholders will find this useful in making management decisions in their respective businesses. Later this year, GSOC will engage in a user visioning process requested by Keith Novy. The process will look at how GSOC is doing to serve changing stakeholder processes.

Barb feels that great progress is being made by the Underground Utilities Mapping Project Team (UUMPT) volunteer group. Currently the technical people in the group are working on a prototype to demonstrate the fusion view of underground line maps to help demonstrate the responsible sharing of data. Many questions continue to be discussed. For example, what does one do regarding abandoned lines? It has become evident to Barb that data-sharing agreements will be a critical issue in encouraging voluntary participation with this program.

Barb has spent substantial time involved with the Common Ground Alliance (CGA). Barb and Adam Franco of OCC participated in a panel dealing with electronic whitelining as part of CGA’s next practices education tract at the recent CGA conference. Next practices encourages the development of new state of the art practices for damage prevention. It was requested that Board subject matter experts give Barb input on their impressions regarding electronic whitelining as the initiative proceeds. Eventually this has the potential to become part of a much greater sharing/viewing of data between stakeholders reducing damages.



Barb advised that next steps for the UUMPT voluntary group was to complete the fusion view prototype so that it was operational. Barb is also working on development of the economic use case, demonstrating return on investment. GSOC is simultaneously working on draft user agreements. When these items are completed, Barb then intends to meet with significant facility operators to encourage voluntary pilot projects sharing data.

Ben Wallace noted appreciation for the meet initiative as he believes it can lead to a more efficient and effective use of locate resources. He did express concern that there be some method of coordinating/limiting the number of meets so that they are not all scheduled at the same time. He wants to avoid a situation where the locators cannot possibly attend all the meets, frustrating excavators.

PR/Awareness

Barb advised that Olivia Phillips was unable to attend the Board meeting as she is at Spring damage prevention meetings. She indicated there would be a thorough review of all awareness initiatives at the next Board meeting. However, she did note that GSOC is viewing radio as being very effective and utilizing geofencing, to send notifications to interested individuals when they are at certain events, has also been very effective.

MnOPS Update

Jon Wolfgram reviewed the damage information MnOPS has received from 2021 with the Board. He noted there seems to be a plateauing on damage rates, which leads to the question what further can we do as an industry to reduce damages? MnOPS received good feedback on the virtual safety conference it held the previous week. He also briefly reviewed enforcement activity. The top five items for enforcement have remained consistent, failure to mark/mark on time, digging without a ticket, failure to protect the marks, lack of whitelining and failure to maintain clearance between the mechanized digging tool and located marks.

Jon Wolfgram sees continuing need for education and discussions regarding the requirements for meet tickets. Agreement is required to satisfy the one call law requirements and the parties are obligated to make reasonable efforts to reach an agreement. He also noted the need for continuing education and discussions regarding whitemarking. The law requires that an excavator whitemark the excavation area except where it is impractical. It is impractical in very few instances. Jon also indicated that MnOPS wants to be involved in the discussion group Barb is developing to work through issues dealing with electronic whitelining.

The HF 3138 transportation omnibus bill includes mandatory reporting for on-time marking performance and mandatory damage reporting for all facility operators receiving more than 5,000 tickets in the previous year. He noted that the provision is not in the omnibus Senate bill and this will need to be worked through in conference committee.



He also noted that civil penalties for pipeline companies due to violations of 49 CFR Part 192, Part 193 and Part 194 are proposed to be brought into line with Federal levels for interstate pipeline companies.

OCC Report

Tammy Gardner, General Manager for the Notification Center, advised the Board that the work from home model continues to be heavily used for CSRs and administrative staff. During the pandemic OCC has converted to direct hiring of employees, which has worked well. The notification center started its first hybrid training class (in person/Zoom) on February 7. As of March 31, there are 99 total employees with 8 working from the Notification Center office and the others working remotely. There have been four call-taking CSR classes held and one ITIC review CSR class held so far this year. Another call-taking class is set to begin April 18.

Ticket volume for the first three months of the year is down 30% compared to 2021. That is roughly a 30,000 ticket reduction. Weather probably plays a major role. Homeowner tickets are down by an even greater percentage but almost two-thirds of homeowner tickets submitted were performed online. Meet tickets number almost the same as in 2021, so that is a significant percentage increase. GSOC's meet initiative may be having an impact. The percentage of updates appears to be down but that may be due to a notification center rule that now requires a new ticket number and resubmission of information after one update.

Overall, online ticket submission remains at a very high level with the overall online ticket submission percentage at 86.6% for the first three months matching that of 2021. There has been an improvement in compliance with the online submitted ticket review time standards so far in 2022.

Tammy Gardner then went over a timeline of the substantial technology improvements that have been implemented since 2016, including implementation of two new versions of ITIC, the online ticket-submitting software. Retention of a special software consultant to design the user interface for an improved experience, a website redesign, reduction in buffers to reflect the increasing accuracy of ticket submitters and the increased sophistication of the system, and a complete a complete reorganization of the OCC's technology function in order to better serve the increasing demands of Minnesota and the other States for more robust notification center services.

In 2021, GSOC worked with both IRTH and KorTerra to retain the integrity of the polygon drawn by excavators when being seen by users through the locator ticket management systems operated by those two vendors.

GSOC also implemented dynamic messaging in high volume counties during 2021 which requests that excavators set ticket start times that will allow locators extra time to mark if they are able to do so.



The Notification Center is continuing to update its maps utilizing various sources, including county GIS departments and performed over 15,000 such updates in 2021 and over 4,000 updates year to date in 2022.

Phase I of the data visualization tool has been launched on the GSOC website and allows a stakeholder to view industrywide information dealing with tickets on a statewide or countywide basis. Early indicators are that there have been more than 1,400 separate users experimenting with the system. The Notification Center hopes stakeholders will provide feedback on how to improve the new tool to make it even more useful for them. It is believed this tool is the first of its kind in the one-call industry.

Finance Committee Update

Pat Warden advised the Board that the Finance Committee was not concerned about the reduction in tickets during the first quarter of the year. Contract expenses are lower with lower ticket volumes. He also advised that the Finance Committee meeting for the first quarter has been deferred. The Finance Committee expects to have its annual meeting with a financial advisor shortly to review whether the volatility in the capital markets changes its investment strategy.

Chris Fry announced his resignation from the Board effective with the April meeting. He noted his appreciation for the industry collaboration he has witnessed during his nine years on the Board and voiced his appreciation to all of the Board members.



Adjournment

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned at approximately 11:45 a.m.

Respectfully submitted,

Dean E. Parker
Recording Secretary

Next Meeting Dates:

August 10, 2022

January 11, 2023

April 5, 2023

Shorter interim meetings may be set