



**BOARD OF DIRECTORS MEETING
OPEN SESSION
November 13, 2019**

Members Present:

Alicia Berger	Keith Novy
Jodi Corrow	Ray Starr
Chris Fry	Joe Thill
Dave Hunstad, Chair	Patrick Warden
Phil Lesnar	Bruce West

Counsel present:

Dean E. Parker, Hinshaw & Culbertson LLP
Kevin Moore, Hinshaw & Culbertson LLP (for closed session)

Guests (for open session):

Bob Hawkins, Assistant Deputy Commissioner, Department of Public Safety
Jon Wolfram, Engineer Administrative, Office of Pipeline Safety
Sam Richert, Xcel Energy
Barbara Cederberg, Chief Operations Officer, GSOC
Olivia Jensen, Marketing and Public Awareness Specialist, GSOC

Guests (for CenturyLink presentation):

Brian Fanciulli, Vice President Field Operations, CenturyLink
Jason Topp, Counsel, CenturyLink
Dana Bailey, Director, Government Affairs and Public Policy, CenturyLink

Guests (for OCC presentation):

Dan Florenzo, President, One Call Concepts (OCC)
Adam Franco, Director of Operations, OCC
Kimberly Boyd, General Manager, Minnesota, OCC
Vincent Lacey, Chief Information Officer, OCC

On November 13, 2019 at 9:00 a.m. at the Gopher State One Call offices, 1110 Centre Point Curve, Suite 100, Mendota Heights, Minnesota, 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

Dave Hunstad welcomed the Board and guests, noting that this could be close to the busiest year in GSOC's history. Ticket volumes have continued to remain high through October. He provided an overview of the meeting noting that the Chief Operations Report and OCC Report would be made first to assure more time for each presentation.

CenturyLink Announcement

Chris Fry repeated the CenturyLink announcement concerning a change in its contract locator vendors. Commencing December 2, 2019, CenturyLink will utilize USIC as its locator and he expects a smooth transition. He advised that USIC intends to hire substantial additional forces who will have specialized telecom locating training for the 2020 excavation season. A significant effort is being made to assure a smooth transition.

Board Engagement

Dave Hunstad thanked Jodi Corrow and Tom Hoffman for attending the One Call Concepts User Group Meeting in September. Call center operational issues were discussed as well as new technology and proposed legislation. Jodi Corrow, Phil Lesnar, Keith Novy, Ward Westphal and Patrick Warden all volunteered time to assist at the GSOC booth at the State Fair. Keith Novy also assisted GSOC staff at Day of the Dozers program in September.

COO Report

Barb Cederberg summarized activity at the notification center. Tickets are up 4.7% year-to-date through the end of October. If volumes continue to increase, it could be the second highest annual ticket count in GSOC history. 74.3% of the tickets have been submitted through the web.

She recounted some statistics concerning CenturyLink. It was sent over 500,000 tickets in Minnesota this year. On time ticket performance, at least as far as may be discerned from a review of positive response, appears to be generally improving but down a bit the previous week. An effort will be made to reemphasize the meet initiative this upcoming year in damage prevention meetings as an appropriate way to better utilize locating resources.

Barb also advised GSOC worked with the City of Wadena. The City was concerned that underground propane tanks installed during the 1950s or earlier may continue to exist in certain neighborhoods as two were found recently. GSOC worked with the City to identify those neighborhoods and provide for a note on the tickets that indicate to the excavator that it should



contact the City. A new Minnesota CGA website which is supported by GSOC is now online and will be utilized for registration for the 2020 damage prevention meetings.

A number of current projects were covered including the development of the new user interface. There are also further discussions regarding parties calling in tickets for snow removal. There were about 1,600 such requests last year from around 140 unique requesters. There is a question as to whether GSOC should take these tickets because no true excavation is involved. Further input will be sought from GSOC's Users Group. The Board will be asked to approve whatever approach is developed as a result of the Users Group input.

She indicated buffer sizes would be reviewed this upcoming year with a view towards determining whether the buffers may be safely reduced. She also plans to work plan for reducing the review times for web submitted tickets and intends to meet with damage prevention personnel from the major telecommunications providers in Minnesota.

The notification center will also review notification areas not currently active with a view towards removing them from the system.

OCC Report

Kimberly Boyd thanked Board members for attending UCC Users Group Conference and provided the notification center update. Late Summer/early Fall saw continued increases in tickets year over year with August up 4.6%, September up 5.9% and October 2.2%. Update tickets are up over 10,000 and meet tickets are down 500 from last year, apparently as a result of lack of faith in facility operator attendance. ITIC (web submitted) tickets use continues to climb to 74.3%. General homeowner ticket volume is down just slightly from 2018 but ITIC usage is almost 30% now as homeowners continue to adopt online ticket submission.

Average ITIC review times are up slightly this year. These times include the time to communicate with the excavator when there is an issue to be corrected. The notification center is putting substantial effort into improving quality through the callback and education process. This personal effort will eventually work to reduce callbacks to a substantially lower level. The notification center is also analyzing tickets to discern high accuracy types of tickets to consider for potential direct release without review. The notification center is also working to reduce review fees for correct tickets which do not require a call back.

The pilot project for submission of emergency tickets online was utilized for over 435 tickets so far this year with NexLevel, Xcel and Minnesota Power all participating in the pilot project. If an additional company is interested in the pilot project, they should contact Barb Cederberg. To assure accuracy, a substantial degree of training is involved. The consensus of the Board was that the next five high volume emergency ticket submitters should be reviewed for potential training opportunities.



Pilot projects are proceeding with the new ITIC NXT web interface. Approximately 14,000 live tickets have been processed so far and the notification center is gradually working in more users.

Over the Winter, the notification center will develop an end of year communication and also renew its top caller project to make sure high volume callers are aware of the potential to submit tickets online. Barb Cederberg commented that the callback project has really reduced errors by submitters. This project combined with review of virtually all new online submitted tickets has resulted in high quality tickets with very few questions on tickets in the field.

The extended start time feature continues to be available for use. Approximately 38% of requests for an extension of time to mark are being granted currently less than 1% of the tickets at the notification center are involved. The notification center is still looking at possible ways to make response easier while still maintaining system integrity to make sure only authorized excavators are granting the extension.

Multiple system upgrades were covered.

MnOPS Update

Mike Mendiola reviewed the damage analysis currently available on the MnOPS website. The best information currently available is with respect to gas damages as there is mandatory reporting. Electric damage reporting and reporting for other utilities are not as complete. Overall, damage rates per 1,000 locates continues to generally trend downward and appears to be somewhat better than the national average. Mike noted a concern over the general lack of data due to non-mandatory reporting.

Legislative proposals were then covered. Proposals submitted by MnOPS covered vacuum excavation, performance metrics, operator response to a second notice, for failure to mark mandatory electronic positive response, digital white markings, mandatory damage reporting and revision of civil penalties. MnOPS is continuing to take feedback on the proposals. At this time MnOPS has withdrawn the initial proposal that additional time be allowed for marking. Additional Stakeholder meetings will be held in mid-November and again in mid-January.

Augmented Reality (AR) using geographic information systems (GIS) data.

Brian Collison advised the Board his company is now using augmented reality in the field to assist damage prevention efforts. The company software, named the Argis Lens, can translate all types of GIS data, points, lines, and areas and overlay them on a viewer of a site in the field. The overlay is available to users even if marks are obliterated and may be used in helping verify and improve map data.



A number of questions were used by the Board regarding what can impact variances in obtaining an accurate projection. How accurate was the initial data and how accurate is the projection dynamic repositioning which would allow line data to move as a user moves and places the viewer in a different position.

GSOC is encouraging facility operator stakeholders to consider experimenting the Argis Lens as a pilot project with GSOC. Interested parties should contact Barbara Cederberg at GSOC.

Outreach and PR Report

Olivia Jensen recapped the numerous PR and Awareness Programs that will be targeted towards homeowners and the general public this year, starting with a bigger visual presence at the New Home and Garden Show at the end of February. GSOC will also have visibility at the Minnesota Twins and St. Paul Saints games this upcoming summer.

GSOC is working on excavator videos with the theme of “Learn from the Unexpected”. The Winter damage prevention meetings are being organized now and locator and excavator awards sponsored by GSOC are expected to be part of many meetings again.

Respectfully submitted,

Dean E. Parker
Recording Secretary

Next Meeting Dates:

January 8, 2020

April 6, 2020 [date to be confirmed] (at MnOps Safety Conference)

August 12, 2020