



MINUTES BOARD OF DIRECTORS MEETING January 13, 2021

Members Present:

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

Counsel present:

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

Guests:

Kimberly Boyd, General Manager, Minnesota, OCC
Adam Franco, Director of Operations, OCC
Barbara Cederberg, Chief Operations Officer, GSOC
Olivia Philips, Marketing and Public Awareness Specialist, GSOC
Jon Wolfram, Engineer Administrative, Minnesota Office of Pipeline Safety

On January 13, 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

Dave Hunstad welcomed everyone. He reminded the Board that the next meeting would be a governance only closed session to be held on February 3 at 9:00 a.m. by Zoom videoconference. The next open session Board meeting will be on April 7, 2021 at 9:00 a.m. by Zoom videoconference. He then gave a brief overview of the meeting noting that the focus would be on a review of the 2020 excavation season and a look ahead to 2021.

Approval of Board Minutes

Upon motion and duly seconded, the Board meeting minutes for the meetings on November 12, 2020 and closed session on November 18, 2020 were approved.



Dean Parker then recapped the past 2 years of Board activities and noted appreciation for the volunteer efforts of all the Board members.

COO Report

Barb Cederberg gave a brief summary of the 2020 excavation season. There were over 941,000 tickets, a new GSOC record. This was an approximately 10.9% increase. A large amount of the increase was due to an increase in homeowner tickets. Homeowner tickets increased to 110,000, a 27,000 ticket increase. The increase in homeowner activity is probably due to the pandemic.

There was also a substantial increase for the full year in the amount of tickets submitted online. The proportion of online submissions is now over 83%.

Virtually all tickets other than reprocessed tickets continue to be reviewed to assure the online tickets have a high degree of accuracy. There are many new online users and that has led to an increase in callbacks to correct issues with the tickets. Additional education is furnished to users with the callbacks to improve future tickets and avoid more callbacks.

The Board approved reduction in the online ticket buffers was made effective January 4, 2021. There is also a modification to notification center procedures to assure that excavation start time for online submitted tickets will be at least 48 hours the time of acceptance of the ticket by the notification center. This procedure was put into effective December 1, 2020 after notification to stakeholders by email.

The new program for encouraging more ticket submitters become qualified for direct release of tickets is now being instituted. So far 35 persons have been qualified to submit direct release tickets. There have been several new requests. Those ticket submitters are expected to become part of the notification center's normal quality control procedures where a portion of their tickets are audited for quality assurance.

Barb then recapped the One Call Process Review Committee which identified several processes for improvement. One suggestion is to have a dynamic high volume alert for 11 counties. This alert will request that ticket submitters allow facility operators additional time to mark on their tickets by extending out the proposed start time during high volume periods. The Process Committee also suggested meets for long duration tickets and requiring a reason if a ticket submitter was not white marking its excavation area. Keith Novy acknowledged these ideas were worthy and suggested a meeting of the Process Committee if needed later in the year to compare results before and after implementation of these processes.

Barbara Cederberg indicated that the metrics pilot project is in process and shortly information will be furnished to the top 100 facility operators by volume and the top 100 excavators by volume. The data will provide a snapshot of the 2020 excavation season. In 2021,



comparative information may be provided. GSOC will be looking to stakeholders for feedback on this data and what other data or analyses might be helpful for GSOC to provide. Similar reports will be available to any facility operator or excavator upon request whether they have high or low volumes.

The pilot project for use by stakeholders of RTK-GPS enabled locators is continuing. GSOC is looking for more participants to potentially expand the pilot project.

An informal survey was conducted of certain telecommunications companies to gather estimates for 2021 as to expected volumes of excavations. Estimates ranged anywhere from flat to a 9% increase. GSOC is asking any facility operators with projects that will consume substantial locate resources in 2021 to contact area locators and advise them of the expected increase in locate requests.

Barb has agreed to support Minnesota CGA by agreeing to co-chair a group with Denise Elliott of 3M.

PR/Awareness Report

Olivia Philips advised the Board that OCC's creative unit has assisted in developing videos for the damage prevention meetings this spring. All will be virtual. In addition to GSOC's video, MnOPS will create a video and there will also be downloads created for the engineering industry.

No events are confirmed yet for this year. GSOC has indicated an interest in participating if the State Fair occurs. It remains to be seen what events will actually occur during 2021.

OCC Report

Kimberly Boyd advised the Board that the work from home model remains successful. Approximately 46 CSRs continue to work from home with 6 in the office. More permanent staff was retained over the winter and that staff has been helping with preparing to meet the new key performance indicators for the notification center as well as other projects.

The Foresight Advantage Forecast procured by the notification center estimates 952,000 tickets for Minnesota for 2021. That would be 11,000 more tickets than in 2020. Lots of unknowns remain. In particular, will homeowners have an equal number of DIY projects this year and will the weather continue to remain mild.

Starting pay at the notification center has been increased and OCC is also looking at alternative types of incentives for retention.

Initial training classes are full. Several classes are devoted to CSRs answering voice calls and one class is devoted to strictly ITIC ticket review. By mid-March, the notification center will determine what additional classes are needed to train additional staff.



Adam Franco reiterated that OCC is monitoring the pandemic closely. There is reluctance to have CSRs come back into the office too early and then require them to work from home again. He noted that the proportion of update tickets is down approximately 1.3% year over year. This is heading in the right direction as there is a perception that not all update tickets are needed.

Stakeholder cooperation increasing the adoption of the online submitted ticket really helped with performance of the notification center this year. The notification center will attempt to hold on to the gains in proportion of tickets which are submitted online during 2021. Homeowner calls can range from 8-12 minutes long so the high adoption of online ticket submission by homeowners was particularly helpful given the overall increase in homeowner tickets.

The notification center will look at the ticket increase during 2020 and attempt to discern where the increase in excavations occurred and what types of tickets resulted.

The notification center expects that review time for online submitted tickets will be reduced through allocation of additional resources in order to beat the more specific KPIs established for 2021. The notification center also expects more ticket submitters to be qualified for direct release of tickets. 16 ticket submitters working for 5 different companies are now approved for online emergency ticket submission including 1 excavator.

Numerous system upgrades were mentioned to improve the technical performance of the notification center. There were also almost 15,000 updates to the GIS maps from 78 counties.

The notification center has also created an additional category for positive response, “map provided--abandoned lines” which will become effective in April 2021. A communication will be developed to facility operators describing the background for development of the new category and when they might utilize it.

MnOPS Update

Jon Wolfgram advised the Board that the last 216D meeting held during the 4th quarter yielded no proposed statutory changes at this time but discussions will continue. 3 meetings are anticipated in order to discuss Minnesota statutes 216D during 2021. Stakeholders can voice their views and discuss proposals for change.

The MnOps complaint process changed in late 2020. The online complaint form is withdrawn and a phone based inquiry is encouraged instead. MnOPS threshold inquiries will focus on how much effort has been made for resolution of the issue in the field prior to proceeding. This will assure that parties are communicating with each other and attempting to work out any disputes prior to contacting MnOps for enforcement.



An advisory bulletin has been issued on MnOPS alerting stakeholders to multiple issues: (1) assuring good contact information is contained on the ticket (particularly accurate field contact phone numbers); (2) white markings; and (3) communication from the facility operator/locator to the excavator if they are unable to mark on time. MnOPS expects stakeholders to make an effort to improve performance in these areas during 2021.

A brief summary was provided regarding 2020 one call law enforcement. There were more citations issued during 2020 (311 vs. 199 in 2019). The highest volume was failure to mark or failure to mark on time (133). Next highest was failure to notify if the facility operator was unable to mark on time (61). MnOPS wants to see more communication between the parties in the field to avoid delays.

Damage data was also summarized. There appears to be an uptick in damage rates but the voluntary reporting continues to deteriorate. MnOPS is appealing to the stakeholders to provide more data on damages. For the damage data which MnOPS does have, which is primarily furnished by the gas companies, excavation practices is the single highest reason for damages with locate practices being responsible for about half of the number of damages as excavation practices. Ideally, there would be a more granular breakdown on damage information but this information is not generally being furnished to MnOPS at this time by the stakeholders.

Adjournment

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned at approximately 11:00 a.m.

Respectfully submitted,

Dean E. Parker
Recording Secretary

Next Meeting Dates:

April __, 2021 [to be scheduled to coincide with MnOPS safety conference or safety summit]
August 11, 2021
November 10, 2021