



BOARD OF DIRECTORS MEETING OPEN SESSION January 10, 2018

Members Present:

Alicia Berger	Keith Novy
Jodi Corrow	Ray Starr
Chris Fry	Joe Thill
Tom Hoffman	Patrick Warden
Dave Hunstad, Chair	Bruce West
Adam Kramer	Ward Westphal

Counsel present:

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

Guests (for open session):

Jon Wolfgram, MnOps

Guests (for One Call Concepts (“OCC”) presentation and open session):

Adam Franco, Director of Operations, OCC
Dan Florenzo, President, OCC

On January 10, 2018 at 9:00 a.m. at the Gopher State One Call offices, 1110 Centre Pointe 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.

The meeting commenced in open session.

Dave Hunstad welcomed those in attendance and gave a brief overview of the meeting, noting that there would be additional discussion of a number of topics carried over from the November meeting.

Approval of Board Minutes

Upon motion made and duly seconded, the Board approved the Board meeting minutes for the November 15, 2017 Board meeting. Dave Hunstad directed that the open session minutes which have been previously placed on the website in draft form be declared final.



Chair's Report

Dean Parker noted appreciation for the efforts of the Board over the past several years and a number of its initiatives accomplishments, which have resulted in improved operations of the notification center, increasing use of online ticket software, reduced costs to the facility operators and high morale among staff and employees at the notification center. Increasingly active engagement by the volunteer Board members has been a key factor in these successes.

Dave Hunstad then gave the legislative report and recapped meetings with GSOC's Government Relations counsel. Meetings will be set with various legislators or their staffs this winter, Board members who have an interest are encouraged to volunteer and attend.

As part of the Board's effort to engage nationally, and continue to learn from other stakeholders, GSOC has encouraged substantial attendance by Board members at CGA conferences. Dave thanked Board members, Adam Kramer, Pat Warden, Ward Westphal and Alicia Berger for agreeing to attend this year's CGA conference and noted this is the best attendance yet by GSOC for the conference.

Ticket Extension Software (Delayed Start Feature)

Kimberly Boyd reviewed the proposed ticket extension feature that will permit an excavator and facility operator to agree to a delayed start that would be reflected in the ticket, allowing a mutually agreed delay to comply with MS216D.04, Subdivision 3(a). A facility operator will have access to a "request extension feature" which will send an email to the email address provided by the excavator on the excavation ticket requesting a delay in excavation start time. The email will contain a link that will allow the excavator to access the ITIC software system to change the start time on the ticket if the excavator is willing to do so. The excavator will be able to see the remainder of the excavator's ticket but will only be able to alter the ticket to delay the start time.

Limits will need to be placed on this feature, including the preferred length of delay. Potential limits are still being considered. For an extended or multiple delays, that ticket would be cancelled and a new ticket submitted by the excavator. All facility operators originally notified of the ticket will be notified of the revision to the ticket start date. A phone call will still be required between facility operator and excavator in addition to the email to request a delayed start time, since the email generated by the notification center will have minimal information.

It is anticipated that the initial experience with the ticket extension feature will be monitored to determine whether additional or revised limitations on use of the feature are appropriate.



A communications plan for the stakeholders was discussed. The availability of the ticket extension feature will be publicized by an e-shot to facility operators, a video to be placed on the GSOC website and will be a featured item at Spring Damage Prevention meetings and UCC meetings. It will also be mentioned as part of GSOC's presentation at the MnOps Safety Conference. After discussion, upon motion made and duly seconded, and after some discussion, the consensus of the Board was to approve the addition of the ticket extension feature for the ticketing software, and delegate responsibility to the Executive Committee to resolve issues and work out any additional details necessary.

MnOps Update

Jon Wolfgram advised that they were still working on the final details of the annual Pipeline Safety Conference planned for April 10-12. In a collaborative effort with the industry, MnOps will hold a locate rodeo in conjunction with the safety conference to highlight the important role the individual locator plays in underground damage prevention and to recognize some of the most skillful locators in Minnesota. Currently, he anticipates the rodeo will be held Monday afternoon and awards will be presented Tuesday morning during the plenary session. MnOps hopes to add a damage prevention education track to the Tuesday morning conference session so the rodeo is combined with an educational opportunity for the locators. (As a side note, the GSOC Board meeting which is scheduled to occur Monday, April 9 will be shortened to permit Board attendance and logistical support of the locate rodeo.)

A new damage reporting form and new one call complaint form have been created and are available on the MnOps website. The desire is to make it easier to report damages or other issues so MnOps has better damage data and also is able to play a greater role in resolving any issues that exist in the industry under the One Call law. An analysis of MnOps One Call related case load disclosed a slight uptick in complaints against operators in 2017 with a slightly higher rate of increase of complaints against excavators.

Minnesota appears to have reached a low in utility damages per 1000 locates but there is some concern as to the precision of the ratio since there has been a drop in voluntary damage reporting over the last several years. Currently, only intrastate pipeline operators are required to report damages to MnOps. Other facility operators such as electrical, telecommunications and municipal water and sewer operators report only on a voluntary basis. All facility operators are encouraged to voluntarily report damages on forms available on its website.

A root cause analysis of damages indicates that a majority are due to insufficient excavation practices, with insufficient locating practices and notification not made being the next most significant causes. In those situations where notification practices were not deemed sufficient, the majority of the situations were expired notifications with excavation outside the



request next in frequency. A brief review of 2017 violation trends disclosed that the most frequent citation was under MS216D.04 Subdivision 3(a), for timely locating within the 48 hour period. The next most frequent citation was for MS216D.05D(3) – Excavator failing to take sufficient precautions to avoid damage (failing to maintain clearance between an underground facility and the point of mechanized equipment).

For 2018, MnOps initiatives are:

- to promote greater voluntary damage reporting so that MnOps has better data to assist in the damage prevention process.
- work with GSOC on the revised ticket start time initiative.
- increasing its audit locating processes for pipeline companies following missed locates.
- continue to pursue the 216D Stakeholder process and review whether additional statutory changes are necessary.

A general Board discussion took place regarding additional facility operator contact information on GSOC excavator tickets. GSOC has commenced collection of contact phone numbers for 3 types of inquiries questions on locates that arise in the field, contact phone numbers in case of damage and contact phone numbers for general questions. Jon Wolfgram confirmed that MnOps would like to see those 3 contact numbers for each facility operator on the ticket and expects a followup 216D meeting to occur at the MnOps Safety Conference.

COO Report

Barb Cederberg gave a summary of 2017 notification center operations. There were 818,217 total tickets. This was the 3rd highest total volume year ever. Only 2004 and 2005 were higher. There was a substantial increase in tickets submitted online. The proportion has increased to 71.1%. This is a substantial increase over 2016 (66.4%). Barb believes to be a result of users becoming more comfortable with the ITIC software as well as a substantial caller outreach program initiated by OCC to make sure that high volume callers are aware of the advantages of online ticket submission and know how to utilize the software.

The general feedback from the field has not revealed any recent issues with regard to notification center capabilities or performance. Users have noted a desire for increased operator contact information on the ticket. This will be instituted in 2018. Apart from that, there appears to be a high degree of satisfaction with the operation of the notification center.



The Users Advisory Group has grown and has a good cross section of members from among the industry segments of stakeholders attending. The next meeting is January 25. New topics for discussion this year will include feedback on the ticket extension feature as well as discussion review of improvements in automated marking instructions by the notification center vendor. Automated marking instructions are not currently used in Minnesota. Further input from users and interest in the Users Advisory Group will be solicited at the MnOps Safety Conference.

A GSOC annual report for 2017 is being prepared. This year more graphics will be used to highlight issues in summary fashion as well as adding a section on damage analysis. The Board was encouraged to provide any suggestions for the annual report's second year.

GSOC will sponsor the Minnesota CGA Excavator/Locator Recognition Program this year. It will take the form of awards to a deserving excavator and locator to be identified by local organizers of the various damage prevention meetings and utility coordinating committee meetings around the State, based upon criteria supplied by GSOC. Jodi Corrow noted that there was genuine interest in this new program at her utility coordinating committee meeting and quick consensus as to who is deserving of the award. Keith Novy mentioned that some company policies do not allow acceptance of any cash award. Barb Cederberg advised that there will be recognition certificates furnished for all award winners.

As a result of commentary and discussion at Minnesota Statute Section 216D Stakeholder meetings, a decision has been made to add additional facility operator contact information on excavator tickets this year. GSOC is in the process of seeking additional contact information from facility operators and the tickets will provide the ability for an operator to specify different contact phone numbers for locate questions, for general questions and to report damages. The ticket will also remind excavators to first call 911 in the event damage results in the escape of any flammable toxic or corrosive gas or liquid or endangers life, health or property. GSOC has obtained this additional contact information from a majority of the top 100 facility operators already and will continue to seek this information from the remainder of the facility operators.

The importance of furnishing contact information will be a point of education for facility operators at the damage prevention meetings. An e-shot will also be created to increase responses. The Board was reminded that GSOC depends on the voluntary response of facility operators to these inquiries. A question was raised as to whether it was an option for a facility operator to provide an email address as well. Kimberly Boyd indicated she would review that issue.

Progress has been made on a number of projects. There are a number of major fiber optic expansion installation projects planned for Minnesota. GSOC will attempt to arrange meetings in conjunction with facility operators for educational sessions with contractors and subcontractors



to encourage utilization of proper damage prevention efforts and to coordinate and streamline information requests and requests for locate to help assure efficient deployment of damage prevention resources and timely locating. Stakeholders who are aware of a expansion project are encouraged to contact GSOC with that information and a request for an education session with the contractors.

GSOC is also engaged in an outreach pilot project to significant operators of private facilities with Minnesota Power and will reach out to other facility operators to see if there is an interest in identifying and making presentations to private facility operators on possible safety precautions and the availability of registration with GSOC. Homeowner outreach is also expected to increase.

PR Report

Barb Cederberg advised the Board of the upcoming 811 awareness event to be held in conjunction with Super Bowl week. The coordinators anticipate handing out several thousand trapper style hats with the 811 logo which have been funded by GSOC and Xcel Energy. She also noted that GSOC has acquired use of a vehicle wrapped with the GSOC logo and a “Click or Call Before You Dig” message for use in traveling around the State to the various damage prevention and awareness events GSOC participates in throughout the year. Whether moving or parked, the vehicle will act as a traveling billboard and is designed to raise damage prevention awareness.

The 2018 GSOC handbook is now available. Quantities may be ordered through the GSOC website or by contacting Estelle Hickman or Barbara Cederberg.

OCC Report

Kimberly Boyd, General Manager of Minnesota, again noted that the personal involvement from Board members at the CSR recognition lunch in the Fall was really appreciated by the CSRs and was a real morale builder. She also noted that OCC had developed an 811 vehicle calendar and that the designer of the 811 car, Paul Jr. Designs, also designed a customized shovel which is on display in the lobby of GSOC’s offices.

Ticket volume increased 3.9% in 2017 overall, even though ticket volume was slightly lower in November and December this year. She believes that the increase in online submission of tickets is due to users becoming more familiar with the system as well as extensive outreach to the user community to encourage the use of online ticketing. She noted a material decrease in the proportion of outbound notifications this year as a result of the use of the NextGen mapping technology. GSOC has greater control over notification buffers and at least some facility operators are refining their maps in order to reduce unnecessary notifications.

www.gopherstateonecall.org



Homeowner tickets fluctuated greatly throughout the year, with under 200 in January and over 17,000 in May. They constituted about 10.9% of total tickets this year and homeowner online ticket submission has risen to over 27% (versus 22.5% in 2016).

The call center is experiencing excellent performance with very short wait times and an extremely low number of abandoned calls. Average call duration has become slightly less as CSRs have gained experience and the average review time for online submitted tickets was reduced to under 7 minutes in December.

A number of projects were undertaken in 2017 including continued development of the system capability to utilize automated marking instructions utilizing landmarks. She noted this capability is not currently active in Minnesota pending further review and discussion by the stakeholders. She also noted the institution of the facility operator outreach project to verify and expand contact information. Analysis of online submitted tickets, an emergency ticket pilot project, an Ag initiative ticket review project for two Greater Minnesota counties with extensive pipelines and working with ticket management companies, locators and facility operators to increase the number of users who are able to view the map on the ticket through their own systems. Over 250 map updates were accomplished in November and December and year to date there were almost 7,000 updates in 63 counties. OCC has developed a heat map that identifies where new roads are being reported by excavators which are not shown on OCC's maps. This is caused due to the constant expansion and development currently experienced in Minnesota.

For 2018, the notification center has established a goal of increasing the proportion of online ticket submissions to 74%, reducing the number of required callbacks to correct tickets through additional education and instituting phase 1 of user interface improvements to enhance the user experience.

The notification center will also provide additional training outside of callbacks and is willing to physically go to excavator companies or hold webinars customized for particular user groups when requested.

The notification center engaged in a top caller project to make sure that high volume callers were aware of the various benefits of the online ticket submission software. The notification center also utilizes quarterly e-shots, social media postings and website updates for tips and reminders. The notification center also has continued its online Wednesday webinars for ITIC training and anticipates providing online software demonstrations at damage prevention meetings as requested. Kimberly Boyd reminded the Board that the notification center is open to providing customized scheduled trainings or demonstrations onsite at the GSOC offices, in connection with any safety meetings or scheduled upon special request even at user offices where merited by enough attendees.



The notification center is currently preparing for the 2018 busy season by reviewing all database forms and reports and reviewing and refining its call taking procedures and mapping procedures for 2018. The call taking procedure manual has been updated and clarified.

The notification center is now using computer simulations to help refine schedules of CSRs to make sure that there is adequate capacity to handle peak call periods. She also noted that the notification center is looking for guest speakers from the field to help explain to the CSRs what is important to them in a ticket. She has found this view from those directly impacted resonates with and is appreciated by the trainees.

Respectfully submitted,

Dean E. Parker
Recording Secretary

Next Meeting Dates:

April 9, 2018 (in conjunction with Office of Pipeline Safety Educational Conference)
August 15, 2018
November 14, 2018
January 9, 2019