

One-Call of Wyoming

Minutes

April 14, 2004

Parkway Plaza, Casper, Wyoming

A regular meeting of the One-Call of Wyoming Board of Directors was held in the Railroad Room at the Parkway Plaza in Casper on April 14, 2004, at 10:00 a.m. In attendance were the following:

BOARD MEMBERS PRESENT:

1. George Fernandez – Liquids Pipeline Transportation (Terasen Pipelines (USA) Inc.)
2. Lowell Ray Anderson – Joint Powers Board/User Owned Water-Sewer Air (Shoshone Municipal Pipeline) [via telephone]
3. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light)
4. Steve Loftin – Wyoming Contractors Association (71 Construction)
5. Arnie Davis – Call-In Dig-In Safety Council Crook and Campbell Counties
6. Keith Thomason – Electrical Distribution and Transmission (Xcel Energy)
7. Chuck McCoy – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
8. Dale Wamhoff – Central Wyoming Utilities Coordinating Council (City of Casper)
9. Bob Park – Long-Distance Telephone Communication (Pacific Power)
10. Wayne D. Johnson – Local Telephone Communications (Qwest)
11. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
12. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar)

BOARD MEMBERS ABSENT:

1. Tim Hibbard – Municipal (WYDOT)
2. Jim Wilhelm – Cable Telecommunications (Bresnan Communications, LLC)
3. Daniel Thissen – Albany County Utility Coordinating Council (Bresnan Communications, LLC)
4. Bill Pettit – Gas Distribution (Montana-Dakota Utilities Co.)

GUESTS:

1. Candace Miles – One Call Systems

ALSO PRESENT:

1. Harry Williams – Executive Director
2. Judy Williams – Secretary

President Fernandez called the meeting to order at 10:05 a.m. and asked all present to introduce themselves.

President Fernandez asked for additions or corrections to the agenda.

Harry reported on the 12 workshops. There were 723 attendees for the 12 workshops. The workshop evaluations and remarks were E-mailed to the Board Members. Approximately 400 returned the evaluations. A breakout of the workshops was also E-mailed to the Board Members. A total of \$116,575.38 was spent on the workshops of that total \$16,390.22 was non-participating. The \$100,000.00 grant money allocated for the workshops has been fulfilled. The

rest of the grant money - \$200,000.00 is broken out as follows: \$100,000.00 for print, newspaper ads and \$100,000.00 for TV ads. Pens, hats, calculators and 2005 calendars have been ordered. Russell pointed out that the 12 workshop expenditures are the same as OCW's 2003 net profit. He further stated he felt that OCW should continue putting on yearly workshops, maybe not to the extent of the 12. One of the bigger expenses of the workshops was the workbook. There are approximately 230 workbooks left that could be used for five or six workshops next year. It was suggested that maybe Mike Parilac could produce a video to show at the workshops to go with the workbook. There was discussion on fewer locations, changing the agenda, making the workshops shorter, and involving more people in the different locations. The pipeline groups will have to be flexible if the workshops and pipeline safety awareness training coincide. Mark Ransdell was concerned about combining the workshops and pipeline association groups, that being the DOT requirements that you cover the public notification on the product that you are moving in the pipeline and also from the first responders point of view.

(Jim Bunch entered the meeting at 10:25 a.m.)

The March 10, 2004 Board Meeting minutes were reviewed. Russell Waldner moved, seconded by Wayne Johnson, and carried to approve the March 10, 2004, minutes as printed.

Harry gave the financial report. Harry prepared a preliminary budget to show the profit and loss versus actual. There was also a report showing all transactions for the grant. Russell Waldner moved, seconded by Chuck McCoy, and carried to accept the budget and format. Russell Waldner moved, seconded by Arnie Davis, and carried to approve the financial report as presented and pay the bills.

Candace Miles presented One Call Systems, Inc., Operational Report for March. There were 5,326 incoming calls and 31,843 outgoing messages. There were 4,714 routine tickets, 80 short notice tickets, 258 emergency tickets, 77 canceled tickets, 43 damage tickets, 84 no response tickets, 70 overwrite tickets, 327 meetings scheduled. Average speed of answer was 43 seconds. She mentioned that this March's calls and tickets were up 83% over last March's. There are nine and one-half people employed – four of them are in training. George inquired as to the backup for other states. Candace stated that has not started yet. Mark asked what percentage of tickets were E-mailed. Candace did not have that information. She stated that there are new messages on the 800 number. There was a lengthy discussion on hold time. Harry stated that at the T² Safety Congress an attendee stated he was on hold for 45 minutes. Dale Wamhoff had a contractor call him and stated he had been on hold for 30 minutes. Dale called himself and was on hold for a long period of time. Dale called Harry to find out if there was a problem in the center. Harry called the center and the operator said they had been 'swamped'. Wayne Johnson remarked that 45 minutes was totally unacceptable. Harry also stated that at the Safety Congress he told the attendees to fax or E-mail their requests. A comment was made that they were told it would take an additional two days to fax or E-mail the request. Should anyone receive complaints as to hold time, get the name of the person, ticket number, date, and time.

Questions were asked about overflow calls going to the Pittsburg office. Candace stated that by prior arrangement, 0%, 30%, or 100% of the calls can go to the Pittsburg office, and that if the Pittsburg office is busy they may refuse to take any of the Wyoming calls.

Jim Bunch reported there has not been Legislative Committee meeting, but scheduled one for May 5, 2004, 11:00 a.m., at the Parkway Plaza. The Utility Locates of Weston County will have

their contractor's dinner April 29, 2004, at the Newcastle Country Club and invited all Board Members to attend.

Steve Loftin reported that there has not been a Technical Committee meeting, but that the May Board of Directors meeting is designated as a fee structure/budget program meeting.

Russell Waldner reported the Carbon County Pipeline Association held a damage prevention dinner with 60 people in attendance. It went very well.

Arnie Davis reported that the Call-In Dig-In Safety Council participated in the home show held in March, 64 attended the contractor's banquet, and the pipeline group meeting will be in May.

There was no report from Albany County Utility Coordinating Council.

Chuck McCoy reported that Wind River-Big Horn Basin Utility Coordinating Council scheduled a meeting, but there was not a quorum.

Lowell Ray Anderson reported there was nothing to report on the secretary's report.

Dale Wamhoff reported the Central Wyoming Utilities Coordinating Council held their banquet March 25, 2004, with 180 attending. Dale suggested that next year coordinating Central Wyoming Utilities Coordinating Council's banquet, the weeklong water class, and possibly a workshop for the same week; as happened this year.

George suggested purchasing a cell phone for the office. Harry stated that most of the calls received are in regard to invoices and a laptop would have to be utilized in order to assist the caller. It was decided to use the Williams' personal cell phone and that number would be available just to the board members.

The conference telephone number was discussed. Qwest charges twenty-two cents a minute per person. RT Communications charges a \$15.00 set up which allows for five ports and additional ports would be \$1.00/port. Each person that would call in would be charged with the long distance charge. Blackphone was another company contacted. Their charges were 9.9 cents per minute, they would either bill OCW or they would bill the person calling in. Wayne Johnson stated that the Qwest conference telephone number OCW used previously was provided through Jerry Beukelman who was on the Board two years ago and using his conference access code. Wayne also suggested going with Qwest or RT Communications since they are both members of OCW. Russell stated he thought the member should pay for the call because the board members attending the meetings pay for gas etc. Mark Ransdell commented that at first he thought OCW should pay for the call, but then reconsidered and felt paying for the call would be cheaper than attending the meetings. Russell Waldner moved, seconded by Chuck McCoy, and carried to go with RT Communications where we set up five ports and OCW pay the \$15.00 set up fee.

The "meet" was revisited. A meet is like a routine ticket – a meet is within the 48 hours after the call is made. Russell suggested the following Resolution: The Board of Directors has stated that a meet request requires the excavator to allow a reasonable amount of time to do the requested locate work before the beginning of the excavation, after the meet time. There was

discussion as to possibly changing the software to include a pop-up disclaimer definition of a meet when a meet is requested and include the definition in the Excavator's Handbook. Harry was asked to find out if the handbook has gone to the printer and ask Gary what the cost would be to include a pop-up for a meet. During the summer the Board will educate their meet people about a meet and reasonable amount of time to do the locate. The definition of a meet should be placed under the "Responsibilities of the Excavator" in the handbook.

Mark Ransdell requested that the facility owner be notified as well as OCW when there is a dig-in. (Page 15 in the current handbook)

There was no old business.

Wayne Johnson advised that Qwest's underground locators One Call Locators are in the process of changing their name to Electronic Marking System.

Keith Thomason requested a donation for the Cheyenne pipeline/contractor dinner. Arnie Davis moved, seconded by Steve Loftin, and carried to donate \$300 to the Cheyenne pipeline/contractor dinner.

The mugs that were ordered had the 800 number wrong. Harry showed how the mugs will look when the number is correct. The printing company will bear the expense for the correction. The APWA Spring Conference, held in Cheyenne March 30 – April 1, 2004, was well attended with participants from Wyoming, Idaho, Colorado, and Montana.

Mark Ransdell stated that the one-call 800 number is not in the Evanston telephone book. Steve Loftin commented that most of the telephone books are private and you can't force them to put the number in the front of the book. Russell suggested we get something in legislation that all Wyoming phone directories must publish this as an emergency number. Dale Wamhoff said he went to the person who makes the Casper telephone listing and asked them to include the OCW 800 number. He is sorry for the size of the bags he ordered – wished they should have been larger. He also suggested ordering magnets for give-a-ways. Chuck McCoy stated that the City of Riverton has put OCW on their web site.

The next Board of Director's meeting will be **WEDNESDAY, MAY 12, 2004, 10:00 a.m.** at the Casper Parkway Plaza. The meeting will be for establishing a fee structure/budget program.

With no more business to come before the board, Russell Waldner moved, seconded by Chuck McCoy and carried, to adjourn. Meeting adjourned at 1:45 p.m.