

One-Call of Wyoming

Minutes

August 12, 2004

Holiday Inn, Casper, Wyoming

A regular meeting of the One-Call of Wyoming Board of Directors was held in the Birch Room at the Holiday Inn in Casper on August 12, 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. Wayne D. Johnson – Local Telephone Communications (Qwest)
4. Steve Loftin – Wyoming Contractors Association (71 Construction)
5. Bob Park – Long-Distance Telephone Communication (Pacific Power)
6. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
7. Bill Pettit – Gas Distribution (Montana-Dakota Utilities Co.) [via telephone]
8. Arnie Davis – Call-In Dig-In Safety Council (Crook and Campbell Counties)
9. Keith Thomason – Electrical Distribution and Transmission (Xcel Energy)
10. Chuck McCoy – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
11. Dale Wamhoff – Central Wyoming Utilities Coordinating Council (City of Casper)
12. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar) [via telephone]

BOARD MEMBERS ABSENT:

1. Tim Hibbard – Municipal (WYDOT)
2. Daniel Thissen – Albany County Utility Coordinating Council (Bresnan Communications, LLC)
3. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light)
4. Jim Wilhelm – Cable Telecommunications (Bresnan Communications, LLC)

ALSO PRESENT:

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

President Fernandez called the meeting to order at 10:16 a.m. and asked all present to introduce themselves.

President Fernandez asked for additions or corrections to the agenda. After adding appointing a nominating committee to New Business, the agenda was accepted.

The July 14, 2004, Board Meeting minutes were reviewed. Chuck McCoy requested a change to the minutes to reflect the Wind River-Big Horn Basin Utility Coordinating Council membership lost Hudson and gained Pavillion. Chuck McCoy moved, seconded by Bob Park, and carried to approve the July 14, 2004, minutes as corrected.

Harry Williams gave the financial report. After discussion, Steve Loftin moved, seconded by Dale Wamhoff, and carried to accept the financial report as presented and pay the bills.

The OCS Contract was discussed and goals set for the upcoming negotiations. Mapping is a main concern for the following reasons:

- A. OCS base map needs updating;
- B. Updating member maps to keep them current;
- C. Charging for mapping.

Change the configuration on the ticket format so the address is first then the legal description. A monthly report of the longest hold time for the month is called for in our RFP. Lowell Ray Anderson also requested a monthly report on the number of calls on hold over five minutes. If one such report was requested what would the cost be. Transferring calls to other centers to help reduce the hold time or an automated message stating how much hold time the caller could expect before a customer service representative would answer. Request that the customer service representative inform the caller that the area to be located should be white lined. Other suggestions were to check the time when you call and when you get help. Record the wait time if you feel you were on hold too long and call Harry. Harry will give Gary recommendations and Gary will be at meeting next month. Lowell remarked there should be a price reduction on a contract extension because the present three-year contract allowed for putting our mapping on OCS computers and this has now been taken care of.

(Arnie Davis entered the meeting at 10:40 a.m.)

Jim Wilhelm's resignation was read. Arnie Davis moved, seconded by Chuck McCoy, and carried to accept Jim Wilhelm's resignation. Arnie will order a plaque for Jim. Harry will call Clint Roadaman (Riverton) to see if he is interested in taking Jim's place.

The One Call Systems Operational Report for July was reviewed. There were 7,196 incoming calls and 42,694 outgoing messages. There were 6,460 routine tickets, 177 short notice tickets, 252 emergency tickets, 71 canceled tickets, 49 damage tickets, 116 no response tickets, 71 overwrite tickets, and 231 meetings scheduled. Average speed of answer was 39 seconds.

There was no Legislative Committee Report. The Legislative Committee will be meeting as soon as Tim Stubson has his legal opinions available. Comcast is in production with three ads and the fourth ad has been revised. Ray Lansing Advertising & PR has started running the ad and as soon as Comcast is done with the three ads they are producing, they will be sent to Ray Lansing. Harry will contact Comcast and Ray Lansing to see if they would continue the present ads for August and switch the ads for September and October to March and April 2005. Harry stated that billboards are \$350.00 a month and \$60.00 for art work. Ray Lansing is checking into the availability of billboards around the state.

(Mark Ransdell left the meeting at 12:00 p.m.)

There was no Technical Committee Report.

There were no reports from Carbon County Pipeline Association or Albany County Utility Coordinating Council. Jim Bunch reported that the Utility Locates of Weston County runs their own newspaper ads; they throw out Frisbees with our one-call number on them at parades. Arnie reported that Call-In Dig-In Safety Council is advertising. Everyone is busy and unable to attend meetings. Chuck McCoy reported that the Wind River-Big Horn Basin Utility Coordinating

Council is advertising in the “Advertiser”, a shopper paper. Chuck contacted Cody Shopper and they had not returned his telephone calls. Chuck took advertising information to the Fremont County Fair. Dale reported that the Central Wyoming Utilities Coordinating Council has been busy. City of Casper facilities have been hit and drilled into a couple of times. Casper is working on changing a city ordinance to where anyone drilling in the city limits or near City of Casper’s facilities would have to obtain a permit before they begin work.

Lowell Ray Anderson reported there was nothing to report on the Secretary’s report.

Chuck McCoy reported that someone from Dubois called the notification center and was told that since the caller was not a member “we can’t help you” and the center hung up. Chuck asked the person for documentation and he has not yet received anything. A previous discussion on calling in a locate request was brought up as to who would be responsible in case of a problem. It was noted that on most design plans it is stated that “you” call the request in.

President Fernandez appointed the following to the Nominating Committee: Steve Loftin – Chairman, Jim Bunch, and Chuck McCoy.

(Mark Ransdell re-entered the meeting at 1:10 p.m.)

A letter from Gary Craig in regard to the acknowledgement on Short Notice tickets was discussed. Arnie will contact Don Smith to see what verbiage he wants on the ticket. Jon Jacquot and Tim Stubson have not returned Harry’s telephone calls; thus the status of the printing material and the attorney’s opinion are not known. The conference telephone was discussed again. Harry wanted the Board Members to be aware of the cost. The charge is \$.20 a minute per caller. It was decided to keep track of the costs for a few months, then make a decision. Harry mentioned that the office staff wages during the workshops would be reimbursable. Harry strongly recommended that if OCW requests another grant, to think through exactly what the money is for and how to expend it. Set your goals.

The next Board of Director’s meeting will be **WEDNESDAY, SEPTEMBER 8, 2004, 10:00 a.m.**, at the Casper Parkway Plaza.

With no more business to come before the board, Wayne Johnson moved, seconded by Dale Wamhoff and carried, to adjourn. Meeting adjourned at 1:37 p.m.