

One-Call of Wyoming

Minutes

January 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 January 14, 2004, at 10:00 a.m. In attendance were the following:

BOARD MEMBERS PRESENT:

1. George Fernandez – Terasen Pipelines (USA) Inc.
2. Lowell Ray Anderson – Shoshone Municipal Pipeline (via telephone)
3. Steve Loftin – 71 Construction
4. Arnie Davis – Call-In Dig-In Safety Council
5. Don Hillman – Montana-Dakota Utilities Co.
6. Keith Thomason – Xcel Energy
7. Wayne D. Johnson – Qwest
8. Jim Bunch – Black Hills Power
9. Jim Wilhelm – Bresnan Communications, LLC
10. Mark Ransdell – Questar
11. Bill Guthrie – Dubois Telephone Exchange
12. Dale Wamhoff – City of Casper

BOARD MEMBERS ABSENT:

1. Bob Park – Pacific Power
2. Russell Waldner – Carbon Power & Light
3. Tim Hibbard – WYDOT
4. Daniel Thissen – Bresnan Communications, LLC

GUESTS:

1. Candace Miles – One Call Systems
2. Bill Pettit – Montana-Dakota Utilities Co.
3. Chuck McCoy – City of Riverton

ALSO PRESENT:

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

President Fernandez called the meeting to order at 10:04 a.m. and asked all present to introduce themselves.

Don Hillman recommended that Bill Pettit take his place on the Board. Lowell Ray Anderson was asked what Don Hillman had to do to replace him with a new member. Lowell Ray stated Don would have to submit a letter of resignation and then the Board would appoint someone to fill out his term. Don Hillman moved, seconded by Jim Wilhelm and carried effective March 1 Don Hillman will retire from One-Call of Wyoming as a Board Member and effective March 1 assign a replacement which is Bill Pettit. Jim Bunch suggested thanking Don for his participation and presenting him with a memento. Bill Guthrie submitted a letter of resignation

as the representative of the Wind River-Big Horn Basin Utility Coordinating Council. Chuck McCoy (City of Riverton) will fill out Bill's term.

President Fernandez asked for additions or corrections to the agenda. Jim Bunch suggested adding mementos for retiring Board Members to New Business. Mark Ransdell would like to add to New Business requests for funding contractor dinners. After adding these two items, Don Hillman moved, seconded by Jim Bunch and carried, the agenda was accepted with corrections.

Harry Williams reported on the pipeline safety grant update. The Sixty Thousand Dollar advance has been received by WYDOT. There has been \$51,664.53 spent on the workshops. Harry suggested that we get reimbursed for what has been spent to keep up the cash flow. From now on, reimbursement will be quarterly. Chuck McCoy asked about receiving credit hours from DEQ and if it could be put in the brochures. DEQ has approved 6.5 credit hours for the workshops. There was discussion about possibly canceling the Jackson workshop due to low registration. Since Jackson was one of the advertised workshop sites we should go ahead and have the workshop. Wayne Johnson volunteered to contact the city and county to get the word out. Mark Ransdell also volunteered to make contact in the Afton/Star Valley area. There was a suggestion to put radio ads in this area promoting the workshops. Public Service Commission is having trouble getting more color code calendars. Harry told Jon Jacquot to forget the calendars at this late date. There are enough color code cards and equipment stickers for the rest of the workshops, but will need to replenish. An Excavator's Handbook is handed out to each participant at the workshops and some take more. There will be approximately 8,000 left after the workshops. Jim Bunch stated that he always has One-Call information with him and gives it to whomever he visits. The Legislative Committee will look at the invoices OCW paid against the \$60,000 WYDOT is holding. A suggestion was discussed to start advertising again. What types of media to use – TV, radio, newspaper and if a new tape should be developed or use the old one. It was also discussed that possibly OCW members that advertise on local radio stations could mention the OCW 800 number during their commercials. The Board gave the go ahead to have the Legislative Committee determine what avenues to use.

(Arnie Davis entered the meeting at 11:00 a.m.)

The November 13, 2003, Board Meeting minutes were reviewed. Steve Loftin moved, seconded by Jim Wilhelm and carried, to approve the November 13, 2003, minutes as presented.

Harry Williams presented the financial report. It was noted that the 2004 Membership Dues bills have been sent to all members. There was a discussion concerning an audit. It was noted that an accountant that does the Federal forms, 1099, etc., would not do an in-depth audit. When the two previous centers merged one center had an audit, the other one did not. Harry will check with David Stearns (WYDOT) to see who will have the federal audit – WYDOT or OCW. Steve Loftin moved, seconded by Mark Ransdell and carried to get prices on an audit for One-Call of Wyoming. Harry suggested forming a small committee to look into the three membership groups and ascertain a more equitable fee structure for 2005. It was suggested that the Technical Committee tackle this project. Steve Loftin volunteered to be Chairman. Other members are Don Hillman, Lowell Ray Anderson, Tim Hibbard and David Stearns. A meeting will be held February 4, 2004, 11:00 a.m.

Candace Miles presented One Call Systems, Inc., Operational Report for November and December. For November there were 3,311 incoming calls and 20,077 outgoing messages. There

were 2,837 routine tickets, 92 short notice tickets, 227 emergency tickets, 39 canceled tickets, 35 damage tickets, 53 no response tickets, 28 overwrite tickets, 224 meetings scheduled. Average speed of answer was 34 seconds. For December there were 2,710 routine tickets, 17,112 outgoing messages, 241 emergency tickets, 50 short notice tickets, 37 canceled tickets, 28 damage tickets, 45 no response tickets, 18 overwrite tickets, 227 meetings scheduled. Average speed of answer was 32 seconds. The Wyoming office is taking 92% of the calls. There are three full time employees and two split time employees. In November 89% of the calls were answered before 80 seconds. In December 91% of the calls were answered before 120 seconds.

Jim Bunch stated that the Legislative Committee has not met but will do so after this Board Meeting. Jim stated the workshop he attended was very good and suggested that all Board Members try to attend one of them. There were no reports for Carbon County Council, Weston County Utility Locates or Albany County Council. Arnie Davis reported that the Call-In-Dig-In Safety Council had an election in December. The meetings have changed from the third Tuesday of the month to the fourth Tuesday of the month. The council is planning on doing the contractor's show in March. Bill Guthrie reported the Wind River-Big Horn Basin is trying to stimulate more interest. Dale Wamhoff reported the Central Wyoming Utilities Coordinating Council had a meeting. Dale received a telephone call from Nancy Berry, a Qwest contract locator, and Mary Gilmore who are going to address legislation to affect people living in rural or local areas, requiring them to have an address on their house. The problem being, if a post office box address is given on a locate, that is not adequate. There will be a public meeting. This will be brought up at the budget session of the legislature and they feel it will probably pass. The yearly contractor's dinner will be March 25th. They have sufficient money from last year and will not be requesting funds from OCW.

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

Lowell Ray Anderson brought up again wanting a report of maximum hold time. He stated that on December 3, 2003, he called in a locate and was on hold for eight and one-half minutes. He further stated the RFP calls for a monthly and yearly reports of the maximum hold time. Arnie Davis reiterated, that in this business, you couldn't predict how long a person is on hold or staff an office at any certain time to alleviate the hold time. Arnie has called numerous times and has not had to wait over the 120 seconds. Lowell Ray was asked if this happened a lot. He stated they don't call that often but that it happened once before last summer. Arnie will track the hold time this next month and report back at the next meeting. President Fernandez stated that the hold time will be kept track of and if it is consistent maybe go to a fax or E-mail for you.

Mark Ransdell inquired as to what documentation One-Call of Wyoming has as far as training, communication, education, and mailings. This is for the Federal DOT audits. Questar has to do damage prevention and public notification if they have facilities in an area. A suggestion was finding the information in OCW's official minutes. Several items were discussed as to what should be in the summary. Harry stated that Questar wanted different items and then there have been companies call the office to get a copy of the Excavator's Handbook mailing list. When they are told it was a bulk mailing, the company decides they don't want it. It would be better if the OCW members get together and decide what they want on the summary. Harry further stated that a man called and wanted OCW to introduce him in the middle of the workshops and he would give a presentation. Harry told him 'no', but that he could set up a booth at the workshops. It was decided that Group I and Group II members should get together and decide what they need for the audit and relay the information to the office.

There was discussion concerning retiring Board Members and what to do for them. Harry reminded the Board of the recognition dinner held last year for the past Board Members. Don Hillman moved, seconded by Steve Loftin and carried to purchase a plaque for retiring/resigning OCW Board Members. A list will be provided at the next meeting of the past Board Members.

Harry suggested that with such a large Board and as things smooth out it will be difficult to obtain a quorum. Other states have an Operations Committee to deal with items such as hold time and the Committee would take important items to the Board. He also suggested meeting quarterly. He also stated that Russell Waldner wanted to reimburse Board Members expenses because some companies allow for participation – others don't. Jim Wilhelm stated that the Executive Officers would meet monthly to approve and pay bills and the full Board meet every other month. It was decided to continue having monthly meetings, everyone think about having meetings every other month or telephone conferences.

Mark Ransdell presented two requests for Sweetwater and Uinta Counties pipeline dinners. Jim Wilhelm moved, seconded by Lowell Ray Anderson and carried to contribute \$300 each to Sweetwater County and Uinta County pipeline dinners.

The next Board of Director's meeting will be **WEDNESDAY, FEBRUARY 11, 2004**, at the Casper Parkway Plaza.

With no more business to come before the board, Don Hillman moved, seconded by Steve Loftin and carried, to adjourn. Meeting adjourned at 1:28 p.m.