

One-Call of Wyoming

Minutes

May 10, 2006

Parkway Plaza, Casper, Wyoming

A regular meeting of One-Call of Wyoming's Board of Directors was held in the Senate Room at the Parkway Plaza in Casper on May 10, 2006, at 10:00 a.m. In attendance were the following:

BOARD MEMBERS PRESENT:

1. Tim Hibbard – Municipal (WYDOT)
2. Wayne D. Johnson – Local Telephone Communications (Qwest)
3. Lowell Ray Anderson – Joint Powers Board/User Owned Water-Sewer-Air (Shoshone Municipal Pipeline) [via telephone]
4. Arnie Davis – Call-In Dig-In Safety Council (Crook and Campbell Counties)
5. Steve Loftin – Wyoming Contractors Association (71 Construction)
6. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light)
7. Daniel Thissen – Albany County Utility Coordinating Council (Bresnan Communications, LLC)
8. Doug Malsom – Cable Telecommunications (Bresnan Communications)
9. Collens Wakefield – Electrical Distribution and Transmission (Cheyenne Light, Fuel & Power)
10. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
11. Justin Lesser – Central Wyoming Utilities Coordinating Council (City of Casper)
12. Don Swindle – Long-Distance Telephone Communication (Pacific Power)

BOARD MEMBERS ABSENT:

1. Bill Pettit – Gas Distribution (Montana-Dakota Utilities Co.)
2. Dennis Lawrence – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
3. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar)
4. Ron Grandstaff – Liquids Pipeline Transportation (ConocoPhillips)

GUESTS:

1. Gary Craig – One Call Systems, Inc.
2. John McNamara – One Call Systems, Inc.
3. Candace Miles – One Call Systems, Inc.
4. Larry Zoller – Wind River-Big Horn Basin Utility Coordinating Council (Town of Pavillion)

ALSO PRESENT:

1. Tony Zettlemyer – City of Casper
2. Harry Williams – Executive Director
3. Judy Williams – Secretary

President Tim Hibbard called the meeting to order at 10:00 a.m. and asked all present to introduce themselves.

President Hibbard asked for additions or corrections to the agenda. Russell Waldner moved, seconded by Collens Wakefield and carried, to approve the agenda.

Candace presented One Call Systems, Inc. Operational Report for March. There were 7,904 incoming calls and 46,491 outgoing messages. There were 7,304 routine tickets, 62 non-compliant tickets, 206 emergency tickets, 70 canceled tickets, 47 damage tickets, 95 no response tickets, 120 overwrite tickets, and 284 meetings scheduled. Average speed of answer was 27 seconds.

(Steve Loftin entered the meeting at 10:10 a.m.)

Gary mentioned there were a couple of operational things that have occurred telephone wise. The Kaycee area was not able to call into the call center and OCS determined the local telephone company had not made a switch. Some of the telephone books in Wyoming have the wrong one-call phone number; the customer service number was listed. OCS put another option on the customer service recording that would direct the caller right to the Wyoming center's locate number.

Pinedale Natural Gas (PNG) called the office and complained that a certain contractor would not give a specific description on where the locate was needed. On the description it was noted to just call a named company representative. PNG was not included on a meet. The customer service representatives were instructed to get specific descriptions on where the locates are needed, and if the caller does not know, instruct the caller to find out and call back.

The Board listened to the recording of the complaint Doug Malsom received last month. The Board's opinion was that the call center operator was courteous.

On May 3, 2006, the OCS Wyoming telephone system was down for forty-five minutes and calls and faxes were transferred to Pittsburgh.

Gary demonstrated the Internet Based Input System (IBIS) program. The program is designed for OCW members to process their own tickets. The software is free. A 30-45 minute training session is required. Harry was instructed to send a letter to our members to inform them that the program is available. And at future workshops, meetings, etc., to bring this up.

John McNamara demonstrated how the automated emergency notifications could be called out to the member's cell phone number.

(Steve Loftin left the meeting at 11:15 a.m.)

The April 12, 2006, Board minutes were reviewed. Russell Waldner moved, seconded by Doug Malsom and carried, to approve the April 12, 2006, Board minutes as printed.

Arnie Davis gave the financial report. Russell Waldner moved, seconded by Lowell Ray Anderson and carried, to accept the financial report and to pay the bills.

Carbon County Pipeline Association did not have a report.

Jim Bunch reported that the Utility Locates of Weston County banquet was on April 18, 2006, at the Newcastle Country Club. Due to inclement weather, attendance was low. Harry gave a presentation about one-call at the banquet.

Arnie Davis reported that Call-In Dig-In Safety Council had a meeting. The Pipeline Group will have their meeting in Gillette June 1, 2006.

Albany County Utility Coordinating Council did not have a report.

Wind River-Big Horn Basin Utility Coordinating Council did not have a report.

Justin Lesser reported that Central Wyoming Utilities Coordinating Council would have a meeting on May 12, 2006.

Green River Basin Pipeline Association did not have a report.

Uinta County Pipeline did not have a report.

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

The 811 number was discussed. Russell drafted a letter that was sent to all Wyoming telephone exchanges in order for us to be in compliance with the FCC Order. Responses to the letter were received from Qwest, Chugwater Telephone, and Dubois Telephone. Wayne Johnson stated that Qwest has guidelines they follow unless they receive a letter from the PSC stating this is what you shall do. If PSC would write the letter to mandate compliance, every telephone company will comply. Colorado PUC sent a letter stating no one will charge transmitting fees or a fee to connect and all telephone companies complied. In talking with PSC they do not want to get involved. PSC wants an official letter from OCW's Board of Directors requesting they get involved. It was mentioned that PSC might not want to get involved because the 811 number is an unregulated service. Russell Waldner moved, seconded by Wayne Johnson and carried, to delay any decisions on 811 until more information is received.

Doug Malsom reported that he met with Parkway Plaza and the Central Wyoming Utilities Coordinating Council dinner bill was not correct. There were overcharges on the bill, they were deducted. The Board's position at this time is that OCW will not supply any more money to Central Wyoming Utilities Coordinating Council towards the Parkway Plaza bill.

Advertising was discussed. Harry will put together a spreadsheet and send it to the Board for their review. The PSC pipeline grant will be less this year and the radio ads will run for two more months. Russell Waldner moved to provide funding to keep the radio advertisements on the air through September if the PSC grant funds run out before then. After discussion, the motion was amended to have Harry check with PSC to see if that is acceptable and to authorize him to put forth the expenditure based upon the cost and take it through September. The motion was seconded by Arnie Davis and carried.

Jim Bunch gave the Legislative Committee Report. The committee discussed the PSC radio advertising, which was discussed above. The committee also discussed possible changes to the by-laws concerning the voting guidelines and the eleven category classifications. Other topics they discussed were positive response, meets, locates for surveying, and white lining. The next Legislative Committee Meeting will be after the Board Meeting on June 14, 2006.

Bob Kipp, President of Common Ground Alliance, wants to come to Wyoming on July 13, 2006, to present the charter to the Wyoming Regional Common Ground Alliance Partnership Council. Having the Board Meeting at 10:00 on July 13th, followed by lunch and then the presentation was discussed. Wayne Johnson moved, seconded by Arnie Davis and carried, to change the July meeting date from July 12, 2006, to July 13, 2006.

The WAM Convention will be June 8-10, 2006, at the Central Wyoming College in Riverton. Any help would be appreciated.

For those who would like to stay after today's meeting, John McNamara will demonstrate a program for managing tickets on the web.

The next Board of Director's meeting will be held on **WEDNESDAY, JUNE 14, 2006**, at the Casper Parkway Plaza.

With no more business to come before the board, Collens Wakefield moved, seconded by 'Doc' Thissen and carried, to adjourn. Meeting adjourned at 12:50 p.m.