

One-Call of Wyoming
Minutes
May 14, 2009
Parkway Plaza, Casper, Wyoming

A regular meeting of One-Call of Wyoming's Board of Directors was held in the Rail Road Room at the Parkway Plaza in Casper on May 14, 2009 at 10:00 a.m. In attendance were the following:

BOARD MEMBERS PRESENT:

1. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar)
2. Lowell Ray Anderson – Joint Powers Board/User Owned Water-Sewer-Air (North End Water Users) [via telephone]
3. Wayne D. Johnson – Local Telephone Communications (Qwest) [via telephone]
4. Steve Loftin – Wyoming Contractors Association (71 Construction)
5. Collens Wakefield – Electrical Distribution and Transmission (Cheyenne Light, Fuel & Power)
6. Evan Woolston – Gas Distribution (Montana-Dakota Utilities Co.)
7. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
8. Mark Williams – Municipal (WYDOT)
9. Doug Malsom – Cable Telecommunications (Bresnan Communications)

BOARD MEMBERS ABSENT:

1. Albany County Utility Coordinating Council – Vacant
2. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light)
3. Dennis Lawrence – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
4. Bret Crouch – Liquids Pipeline Transportation (Anadarko)
5. Arnie Davis – Call-In Dig-In Safety Council (Crook and Campbell Counties)
6. Marcie Buchholz– Long-Distance Telephone Communication (Rocky Mountain Power)

GUESTS:

1. Gary Craig – One Call Systems, Inc.
2. Pete Melissakis – One Call Systems, Inc.
3. Bill Mixer – Casper College

ALSO PRESENT:

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

President Mark Ransdell called the meeting to order at 10:09 a.m.

President Ransdell welcomed all in attendance to the meeting and had all members introduce themselves.

President Ransdell asked for additions or corrections to the agenda. After adding finding a possible attorney to New Business, Jim Bunch moved, seconded by Steve Loftin and carried, to accept the agenda as amended.

The Operational Report for April was: 7,846 incoming calls and 46,633 outgoing messages. There were 7,164 routine tickets, 29 non-compliant tickets, 259 emergency tickets, 54 canceled tickets, 40 damage tickets, 143 no response tickets, 157 overwrite tickets, and 306 meetings scheduled. Average speed of answer was 20 seconds. More people are using ONTRY and IBIS. Pete stated that when some contractors call in, they are not prepared to give all the necessary information. There are times that it takes 15 minutes to get the information. Several suggestions were made to inform the public such as advertise what information is needed for the ticket; print pads with the information on it; discuss at workshops what information is needed.

Gary Craig explained the ONTRY system. It is an E-mail system with drop down features. It edits the information as you go along so there is less chance of errors. It then goes to a customer service representative and if the information is not adequate it is rejected and sent back to the requestor asking for the missing information. The next enhancement OCS is working on is a mapping component where the person could map the location. In the future homeowners will be able to use the ONTRY feature. It was suggested to put the ONTRY feature on OCS's options for first time users so users can fill out their own ticket. A new map feature will also be added to One Call Response Ticket Search.

Gary explained a ticket that was submitted in Carbon County. The caller gave wrong information on the location and the dig site was one-half mile off. The caller was widening a canal on a ranch. Customer service representative asked for township, range, and section or GPS – the person didn't have that information. He gave driving directions. The customer service representative included a big area so all utilities would be notified. A 12-inch gas line was not included in the location. Several callers say to call for directions. The center is going to stress they need driving directions. If a caller gives an address; township, range, section; and a GPS reading and one of them is wrong, what is the order of precedence? The answer was it depended on what kind of work they are doing. They also ask for driving directions.

Mark thanked Gary for his presentation and asked if there were other issues to discuss with Gary.

Bill Mixer gave an update on the locator training course. There have been a total of seventy-five students since the program began in the fall 2008. In the spring and summer 2009 semesters there will be 64 students that will be trained by June 4th. There were 31 students in the online class section and the rest in the classroom course. A new three-day class has been created for those who have at least two years of locating experience. The class will begin in the fall. Bill thanked OCW for additional funds to purchase lunches on one day the students are there. They tell the students that lunch is on OCW, and the students are impressed. The locator equipment is also marked provided by OCW. Bill stated that he has notified the surrounding states of the program. A question was asked as to whether an evaluation was given at the end of the course. The answer was that they do not, but they could. Good comments have come out of the training. Gary requested that Bill and Dave ask the locators if they have any questions, comments, or feedback about one-call processing a ticket because they do not hear anything. If the locator has a problem let him know. Bill invited the Board to come and see the course. He also asked if anyone knows of someone to contact to let them know about the course, let him know.

The April 24, 2009, minutes were reviewed. Steve Loftin moved, seconded by Doug Malsom and carried, to approve the April 24, 2009, Board minutes as presented.

Harry gave the Treasurers Report. Collens Wakefield moved, seconded by Steve Loftin and carried, to accept the financial report as presented and to pay the bills.

Carbon County Pipeline Association did not have a report.

Jim Bunch reported the Utility Locates of Weston County had their contractor dinner – Steve Loftin talked and did a fine job! He went to a tradeshow over the weekend. Green bags are a popular item. The council buys its own one-call trinkets to give out and pays for business card size ads in the local papers.

Call-In Dig-In Safety Council did not have a report.

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

Mark Ransdell reported that Uinta County Pipeline Association and Green River Basin Pipeline Association had a meeting and the group wants to stay intact to help facilitate the pipeline workshops. Mark passed on OCW's concerns on the workshops – OCW to advertise its workshops and WyPA to advertise theirs so there is no confusion.

There was nothing to report on the Secretary's report.

Mark reported on the PSC workshop. Several OCW's Board Members were in attendance. Steve Loftin along with Russell Waldner were on two panels and did well. Khrysanne Kerr with Common Ground Alliance (CGA) was the final speaker and did a great job! Mark stated he thought PSC was interested in damage reporting and locator training. Gary stated that Virtual Private DIRT (<http://www.damagereporting.org/virtual/VirtualDIRTOverview.pdf>) could be used as a reporting tool for Wyoming to set up in the system and it will give you data for Wyoming that would satisfy the PSC and regulators and it does not identify the utility or contractor.

Jim Bunch gave a Legislative Report. He asked Steve Loftin to co-chair a meeting and invite all stakeholders involved with state law changes. Jim's recommendation was to plan a date for the stakeholders meeting. The dates suggested were July 9th or 16th in Casper. A copy of the law will be available to mail with the invitation. Steve will make a list of invitees. Locators should be included in the invite.

Special Olympics contacted OCW and wanted a \$250 sponsorship. OCW is a non-profit organization and the money collected from the members is from utilities and to take that money and give to different organizations would not be good. Chances are the members donate to different organizations. It was decided to not donate.

There was discussion on the executive director replacement. Steve Loftin is the chairperson and Marcie Buchholz and Bret Crouch are on the committee. Information on the four candidates has been sent to the committee. They are organized and ready to start.

Steve Loftin will contact attorneys to see if they would be interested in representing OCW.

The Annual Meeting will be November 11, 2009. A nominating committee of three should be appointed at the August 12, 2009, meeting.

The next Board of Director's meeting will be **WEDNESDAY, AUGUST 12, 2009**, at the Casper Parkway Plaza.

With no more business to come before the Board, Doug Malsom moved, seconded by Steve Loftin and carried, to adjourn. The meeting adjourned at 12:43 p.m.