



NEBRASKA STATEWIDE ONE-CALL NOTIFICATION CENTER BOARD OF DIRECTORS MEETING

Nebraska Statewide One Call Board of Directors Meeting Minutes

Approved

December 5, 2019

Country Inn & Suites, 5353 N 27th St.
Lincoln, NE

Call to Order – The meeting was called to order by Chairman Val Snyder at 10:06 AM
Agenda was posted in the Lincoln Journal Star newspaper on 11/28

Roll Call/Quorum:

Voting Members present: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Chris Jacobsen, Ed Jarrett, Lance Loschen, Eric Melcher, Val Snyder, Nathan Stewart, Dave Stroebele, BJ Woehler, Andy Hartmann, Stan Waterman
Voting Members absent: Todd Knutson, Dan Maschka, Chad Roberts
OCC staff present: Tyler Nesheim, Jill Geyer, Matt Ruddo
State Fire Marshal staff present: Regina Shields, David Levering
Attorney General's office staff present: none
Public guests: Steve Slezak-MUD, Chris Talley-USIC, Al Schoemaker-City of Blair, Mike Smolsky-Harry A Koch, James Saville-Cox Communications

- Public Comment
 - Al Shoemaker, City of Blair - Concern about communicating info about new rules and regulations. Requests notice of rules that are being changed. Requests that we communicate through industry associations. Understood that there was a proposed rule that utilities locate abandoned lines. DHHS, LONM, etc. newsletters, websites. Regina suggested DEE as well.
- Approval of the Agenda; Motion by Bruce Hoehne, second by BJ Woehler
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Chris Jacobsen, Ed Jarrett, Lance Loschen, Eric Melcher, Val Snyder, Nathan Stewart, Dave Stroebele, BJ Woehler, Andy Hartmann, Stan Waterman
 - Voting No: none
- Approval of the October 17, 2019 Meeting Minutes; Motion by Eric Melcher, second by Lance Loschen
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Chris Jacobsen, Ed Jarrett, Lance Loschen, Eric Melcher, Val Snyder, Nathan Stewart, Dave Stroebele, BJ Woehler, Andy Hartmann, Stan Waterman
 - Voting No: none
- Policy Committee
 - Working on process of how to get to a new rule.
 - Notice of letter to Integrity was left at the corporate address as no authorized recipient was available. Dave will follow up to see if they've received the letter and/or responded. ACTION ITEM
 - Status codes – looking into how they should be used – when and why. Should have something by next board meeting.
 - Mutually agreed upon time extending 2 business days is being used.
 - Damage ticket – is MEPR required? ACTION ITEM
 - Second round of rules and regulations will be discussed at a separate policy committee meeting before next BOD meeting.

- Damage/Incorrect Locate – delayed at the Call Center level but they are making progress; should have it in place before end of year.
- Legislative committee
 - Per Senator Friesen’s office, there is currently nothing in the works relating to One Call that he knows of. Andy requests that if any BOD member hears of anything in the works in the Legislature, let the rest of the BOD know.
 - Next BOD meeting is same day as last day to introduce bills.
- Advertising Committee
 - Budget was proposed for Advertising and Education. Discussion as to why more money was not requested considering ticket volume will be up due to large projects and surplus amounts available. Some feel money should be spent where ticket volume is and where projects are. There may also be some state regulated incentives that drive more projects. Some felt that more money could be requested for locating workshops, youth and billboards.
 - The committee will look at adding more to budget and propose again next meeting.
- Insurance representative discussion
 - Current policy coverage was reviewed.
 - Dig pit liability for kids – not worth it. Get rid of it.
 - Umbrella?? Another million worth of coverage for \$500
 - Will get firm quote and decide at next meeting.
- By-Laws – no meeting
- Break at 11:32am
- DPRC
 - Itic down
 - Volume down
 - Excessive refreshes – need outreach; SFM is doing some
 - Ytd p7 error – should be 1.91%
 - Google made change without telling OCC and caused all MO tickets to be reviewed
 - Iticnxt – by end of year????
 - Predictive analytics – aid in completing ticket based on past tickets, incorporate weather forecast. Help with load balancing.
- Treasurer Report
 - \$104K cash forward will be reflected differently next year.
 - In good shape in general.
- Approval of the Treasurer Report; Motion by Lance Loschen, second by Rob Everett
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Chris Jacobsen, Ed Jarrett, Lance Loschen, Eric Melcher, Val Snyder, Nathan Stewart, Dave Stroebel, BJ Woehler, Andy Hartmann, Stan Waterman
 - Voting No: none

Break for lunch at 12:05

Resume at 1:00

- SFM
 - David
 - NAFSER – changes proposed by Oregon (???)
 - AG report up on website
 - Kevin (by David)
 - Kevin has noticed address mistakes on tickets – wrong state.
 - DP class – comments: excavators getting requests to lower the scope of the ticket on every ticket
 - A suggestion was made to utilize an opt in for email notifications, etc. different lists for different entities – excv, utility in addition to the lists we are currently using.

- Al from the City of Blair received over 60 emails/contacts from the Call Center but hadn't opened any of them.
 - Regina
 - Member books were handed out to new BOD members and those that requested one.
 - Request to include in minutes a record who votes yes/no versus a number.
 - One Call grant – AG has not been paid for duties performed when there was a gap in award dates.
- Old Business
 - Excavator Manual Update – in rough draft form, reviewing for final approval
 - Tutorials – 4 different tutorials area available: ITICnxt, compliance issues, MEPR. Contact Tyler if interested in seeing.
 - Dispute resolution board – BJ met with Milissa through NUCA; new bill projected for next session 2021. BJ would like to work together for bill on all One Call items including dispute resolution board. BJ was questioned about terminology as it would be more of an enforcement board and perhaps not even aboard but just a enforcement work. BJ's goal is to take caseload off Milissa.
 - BH – 10 states have a group that reviews cases. NE doing well for damages compared to other states.
 - John feels problem should be attacked from education angle versus more bureaucracy.
 - Meeting restriction – Tyler put restriction in place for outstate meet tickets to business hours per the statute.
 - Map data – still working on getting 911 address notification. Tyler is getting new subdivision maps ahead of construction.
- New business
 - Excavator complaints – Val requests that these be brought to the board to be dealt with by BOD. Outreach needed on weekend start times and searchable website.
 - New Committee lists – the list previously emailed to BOD will be revised and re-sent.
 - Meeting location change for March – Omaha Children's Museum.
 - Abandoned lines – Al's thought that there was a possibility of requiring facilities to locate an abandoned line was misunderstood. There has been a conference call instigated by CGA to discuss issues related to abandoned lines. The topic is mentioned at Stakeholder meetings as a topic of discussion to determine how much of a problem it is in Nebraska and to solicit potential solutions. Dan may know of progress on this topic at the CGA level.
 - Marking standard – make up and name always have to be given – the "when known" only applies to size.
 - Concern about number of board meetings compared to number of excused/unexcused allowed. Val will take it under consideration.
 - Adjourned at 2:08pm

Roll Call/Quorum:

Voting Members present: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Bruce Hoehne, Chris Jacobsen, Ed Jarrett, Todd Knutson, Lance Loschen, Dan Maschka, Eric Melcher, Chad Roberts, Val Snyder, Nathan Stewart, Dave Stroebele, BJ Woehler

Voting Members absent: Andy Hartmann, Stan Waterman

OCC staff present: Tyler Nesheim, Jill Geyer

State Fire Marshal staff present: Regina Shields, David Levering, Kevin Bumgardner

Attorney General's office staff present: none

Public guests: Steve Slezak-MUD, Chris Talley-USIC, Eric Schultz-LES, Trevor Roth – NPPD, Kristen Gottschalk-NREA

- Approval of the Agenda; Motion by Lance Loschen, second by Linda Costello
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Bruce Hoehne, Chris Jacobsen, Ed Jarrett, Todd Knutson, Lance Loschen, Dan Maschka, Eric Melcher, Chad Roberts, Val Snyder, Dave Stroebele, BJ Woehler
 - Voting No: none
- Approval of the August 21, 2019 Meeting Minutes; Motion by Dave Stroebele, second by Eric Melcher

- Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Bruce Hoehne, Chris Jacobsen, Ed Jarrett, Todd Knutson, Lance Loschen, Dan Maschka, Eric Melcher, Chad Roberts, Val Snyder, Dave Stroebele, BJ Woehler
 - Voting No: none
- Approval of the August 21, 2019 Meeting Treasurer Report; Motion by Lance Loschen, second by BJ Woehler
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Bruce Hoehne, Chris Jacobsen, Ed Jarrett, Todd Knutson, Lance Loschen, Dan Maschka, Eric Melcher, Chad Roberts, Val Snyder, Nathan Stewart, Dave Stroebele, BJ Woehler
 - Voting No: none
- **Public Comment – none**
- **Policy Committee**
 - Dave Stroebele reported that the committee began outreach in early October which will carry through until the end of October. Items for discussion: the new Rules and Regulations passed in August of 2019 and new rule ideas for the next round of rule making. Those ideas were: Trenchless Excavation, False Emergency, Excessive Refreshes, Emergency/Incorrect Locate/Non-Responses, White Lining, Marking Standards/Additional, Damage Ticket combined with Incorrect Locate tickets, Abandoned Lines, Large Projects, Catastrophic Events, Dispute Resolution, Depth, Call 911/811 on gas releases, Communication Tool, Suggestions. We also are polling participants asking them what items are important to them and for other suggestions. **We will look at everything when outreach has been completed and then move items forward.**
 - **Damage/In-Correct Locate Ticket – Dave has been working with Tyler on the new ticket. He anticipates that the ticket will “go live” by the next month** or so. Systems is testing it then it will move to Tyler’s group for more testing then it will go live in the call center and on the web.
 - **Manual changes** discussed, will have available for board approval by next meeting
- **Legislative** – no report, Andy absent
- **Advertising** – Jerry
 - A meeting is scheduled for next month to discuss the **2020 Advertising and Education budget.**
- Nathan Stewart arrived at 10:22 am
- **By-Laws** – no report – Stan absent
- **Best Practices** – Dan Maschka
 - **The committee will be considering CGA’s additions to best practices as a possibility of being adopted in NE.**
- **New Technology** – Lance, no report
- There was a suggestion that committee meeting times be staggered so that members that are on more than one committee can attend both meetings. **Val will re-do the committees and send out new list. Val asks that any agreements going forward be brought to the board for approval before adopting.**
- **DPRC**
 - April 2019 was the busiest month in Nebraska history, May was third busiest month.
 - Volume is down 6%; there was a request for a comparison that shows downtrend.
 - GIS update – operator can put pin on map for road edits during call; this results in numerous map edits.
 - Tyler asks utilities to get the call center involved at the planning stage of digging projects so the call center can get maps updated as/before roads go in.
 - Combined damage/incorrect locate ticket is in beta testing stage and close to being released.
 - Next gen deployment is well into beta testing with a hidden url releasing live tickets. To aid in training, there is an interactive tutorial video to be released as launch nears.
 - Thank you to BOD members who attended tech meeting.
 - Refer to the DPRC report handout for a full report.
- **Outreach**
 - See Outreach portion of DPRC report for recent and upcoming outreach activities. Refer to NE811 website for upcoming meetings that were left off this report.
- **Treasurer Report** – John Buckley

- The BOD is agreeing to reimburse the State Fire Marshal agency from the One Call ticket fees to cover the accounting error in the 2018 One Call Grant funds reimbursement.

\$20,792.31 Amount reimbursed

\$18,188.00 Amount allocated

\$ 2,604.31 Amount requested to be reimbursed by BOD to SFM

- **SFM**

- David –
 - Received full award for SDP Grant and partial for the One Call grant. There was a time period in 2019 up to the date of the current grant award, where no grant funds were available. This did not create a problem for the One Call board as no grant money is spent until awarded.
 - State Fair lessons learned – going forward on partnerships, more direct partnership/communication with David in future.
 - Educating stakeholders – message must be consistent from whoever is speaking on it.
- Kevin – upcoming Damage Prevention meetings scheduled – November 7th in Omaha
- Regina –
 - Thank you to board members for attending Stakeholder meetings.
 - Legislature – there is currently no plan to schedule an interim study. Therefore, the presentation for Senators will be postponed to after the first of the year when new committee members are announced.
 - New **BOD member books are in process of being put together; will be distributed at next BOD meeting.**

- **AG report**

- David will get 2nd quarter report from the AG's office so that it can be added to the website.

- **Old Business**

- **OCC Users' Group meeting report**

- Ed Jarrett – efficiencies are up at his company due to use of tools that OCC provides. Ed is interested in learning more about excavator certification and locator certification like what was discussed at the meeting as being done in New York. Discussion about the idea that state level certification can be cost prohibitive but cost sharing among states is a possible remedy.
- John Buckley – described the use of a program where a company's facility can be seen (by the company employees only) next to the excavation polygon. The system is active/live on both ends so that no manual updates are needed. Tyler is the contact if other utilities are interested in learning more. John noted that attaching pictures is useful feature to avoid false non responses; it is mandatory in some states.
- Nathan Stewart – appreciated the networking opportunities and invaluable info from other states. He noted that dispute resolution is being discussed/implemented in WA.
- Dan – impressed overall with the meeting and the great marketing ideas.

Lunch at 12:15; reconvened at approximately 1:00pm

Chad Roberts left during lunch.

- **Tutorial videos** – the videos for LTM, ITICnxt and Compliance reports are complete.
- **Meeting with AG re dispute resolution board** - on hold until the Stakeholder meetings are over.
- **Public comment** has been moved back to the beginning of the agenda.
- **Damage/incorrect combined ticket**– this ticket will be live in the next couple of weeks. It is just a different configuration of the same data. **A mass email is requested to let excavators know it exists.** BOD members gave the ok for the Call Center to deploye it when it is ready.
- **Meet scheduling on Saturday** - the group agreed to implement a new business rule saying meet tickets can only be scheduled during business hours in metro areas from 8am to 2pm weekdays – no weekends, holidays or noon meets. Outstate meets can be scheduled from 8am to 4pm; no noon meets.

- **Requiring Counties to provide map data and 911 data** – the Call Center should collect 911 data as point data when possible as there are continual requests to use this data on our system. Regina will research if 911 info could be mandated to be shared with One Call under 911 law. Legislative committee will follow up.
- **New business**
 - **Failure to locate -what can be done?** The AG office ultimately would address the issue but statute 76-2320.01 allows for BOD to request training materials and recommend best practices.
 - Motion by Rob Everett to send a letter to Integrity locating solutions and Windstream Communications requesting training materials. Second by BJ Woehler
 - Voting Yes: Jerry Augustyn, Bruce Hoehne, Linda Costello, Rob Everett, Bruce Hoehne, Ed Jarrett, Dan Maschka, Val Snyder, Dave Stroebele, BJ Woehler
 - Voting No: Chris Jacobsen, Todd Knutson, Lance Loschen, Eric Melcher, Nathan Stewart
 - Decision to have policy committee be assigned to create out an outline to assess locating materials.

Dave Stroebele, John Buckley and Chris Jacobsen left at 2:48pm

- **Failure to respond to a no response** – education is needed.
- **CGN**
 - The Nebraska Excavation Safety Summit will be 2/19/2020.
 - Next CGN meeting is 11/15/19 10am to 1pm @ subsurface solutions
 - Input on all aspects of the event including agenda content and keynote speakers is welcomed.

Meeting adjourned at 3:20pm

ACTION ITEMS:

- Rules/Regs- second round – Policy Committee
- Damage/Incorrect Locate Ticket – implementation and outreach-Tyler
- Manual update-Jill
- New by-laws-Stan
- New Best Practices-Dan
- 2020 Budget-Jerry
- New committees-Val
- Board Member books-Regina
- Meet restrictions- Tyler
- Map data – Regina
- Locator training materials: letter, assessment guidelines – Val, Policy Committee