



**Date:** November 10, 2022

**Location:** Remote via Google Meet

**Present:**

R	Chris Kampmann	R	Jeannette Jones	R	Mark Williams	R	Rob Martindale
	Dale Kishbaugh	R	Jim Moody	R	Patrick Fitzgerald		Ted Jensen
R	Dana Bijold	R	Julie McCaleb	R	Raymond Swerdfeger		Terri King
R	Esther Williams	R	Lori Warner	R	Rob Ellis		

R indicates remote attendance

\* Indicates arrival after roll call - indicates technical difficulties during roll call

**Note:** The meeting was recorded and started at 1:01 pm. These minutes represent a summary of this meeting and are not intended to be a verbatim document. Audio recordings of the meetings can be obtained by contacting [cdle\\_safetycommission@state.co.us](mailto:cdle_safetycommission@state.co.us).

**MINUTES APPROVAL:**

**A Motion was made to approve the meeting notes from the October 13, 2022, meeting:** no discussion. Motion passed.

**CURRENT BUSINESS**

**OTHER BUSINESS FROM AUDIENCE**

- None brought forth

**CO 811 UPDATE**

Presented by Barry Miller, Don DiCarlantonio, Carla Sanchez

- Executive Director Update: Barry Miller in place since October 3rd. 2023 Budget Review & Budget changes shared. 2023 ticket cost to members = \$1.29. Currently in 2022 have both hired and lost 19 employees so staffing challenges persist. 2023 Major initiatives shared, including new cloud-based phone system and reducing agent turnover. Plan to utilize part time agents during peak call times. Goal to reduce 4 minute hold time down to 2 minute hold time. Streamlining processes are also in the works for 2023.
- Operation Update: 2022 Center Stats shared; August volume higher than projected. 87% of tickets are "normal" types. Web ticket entry use increased as compared to 2021. YTD average hold time is at 6:58; which correlates with the staffing challenges. Recruitment and Retention Strategies shared.
- Member Relations Update: Automatic Positive Response Renotifications (APRR) the % of which has increased month over month in August-October. In October it was 35% of the total volume of transmissions. Member Relations is reaching out to members with a high volume of APRRs to determine what the issues are and sharing their stats with them, as well as offering additional support. New memberships in September & October was 14 (6 of which were Oil & Gas). 2 members changed names/made acquisitions. No terminated members in Sept & Oct.

Some additional projects were noted including a software update, and a Buffer Reduction study. Software development for an “excavation start by date” option as well as “utility not found.”

During discussion, Commissioners asked about “utility not found” & Carla explained how this would be a separate type of ticket that is a type of locate refresh (if it is more than 5 days after the initial ticket) & is different from an entirely new ticket (which would restart the clock). Also asked if any study had been done on whether certain companies overuse the Emergency Locate request, or if they see any trends with certain companies; CO 811 explained their process and noted the suggestion as worth pursuing. Regarding APPR, the Commission asked if this increase was because of a few companies or the entire industry - and the response was that it was the volume for certain companies. Commission asked if it might be a certain type of facility owner (more an internal Commission discussion than a question for CO 811 - concerning to the Commissioners that this % is rising); 35% is the highest APPR has been since the data has been tracked. Asked about where Positive Response code (changes) is at - the CO 811 Procedures Committee has received feedback from the Board and the update is now back with that Committee. OPS staff asked CO 811 about the inability to open links from data shared with the Commission for a hearing (as a part of a CO 811 Data Request); per Carla this may be because some facility owners use urls vs uploading the files to the CO 811. Aware of the issue and working to see if eliminating url links as an option is possible; a final decision is forthcoming. Commission requested for January 2023's meeting that CO 811 explain the Why behind the data they present at CO 811 Updates.

### **COMPLAINT HEARINGS**

The Review Committee's Findings of Fact form from the November 3, 2022, hearing was reviewed with the Safety Commission.

- Complaint #2022-034: **A Motion was made to approve the Review Committee's recommended remedial action as noted in the Findings of Fact form:** Motion carried. No further discussion. A vote was taken to approve the motion. It was approved.
- Review committee members were selected for a November 29th hearing as well as a December 6th hearing.
- 2022-029: remedial action received; staff will follow up in the Spring regarding the release of the PSA.
- Staff recommend having 2 hours per hearing (up to 4 hearings per day) vs the current 1.5 hours to ensure hearings do not go over the time scheduled. Commission concurred and the change will be implemented in 2023.
- The hearing process was also briefly mentioned; no new processes at this time.

### **BEST PRACTICES:**

- Continued to update the draft
- Discussed briefly with CO 811 the ability to involve them in the process, and at this time they will work on determining feasibility, and in the meantime the Best Practice might be published without a CO 811 process in place
- Intend to schedule another task group meeting in November (or before the next Commission meeting) to have a completed draft (date tbd)

### **ADMINISTRATIVE ITEMS/OPS UPDATE:**

- The December Commission meeting will have an in person option; with remote as well for a Hybrid experience.
- Membership transition: recommendation letter is process. For some seats there are multiple nominees, with no preference from the nominating entities. A google form will be sent to those nominees, as a supplement to the application already completed, to help gauge who to recommend. Commissioners contributed questions for the Form. Commissioners also noted the desire to consider, as an additional factor, the ability to have a diverse representation within the Commission. The form will be sent out this week and responses will be expected by the end of next week.

### **OTHER BUSINESS:**

- Facility Owner Data Report letter: 74% open rate (100% for those that received the special notices). Only question received thus far was to clarify what the various data points meant. The Commission noted the value of this data and the desire to continue to use it to communicate with the industry; no decisions on next steps were made.

- Damage Prevention Grant Fund update: The grant will be issued as a 'reimbursement' grant. Damage Prevention Grant Fund Application (draft) shared with the Commission. The Commission briefly noted the importance of having a process to evaluate or measure the application responses, once received. Commission let staff know that they could proceed with the application for 2023.
- Agenda items for the next meeting discussed.

The next meeting is scheduled for December 8, 2022. The Commission will host the meeting in a hybrid format.

Meeting adjourned at 3:18pm.