

FINAL Meeting Minutes
OREGON UTILITY NOTIFICATION CENTER
BOARD OF DIRECTORS

Meeting Minutes, Mill Casino, 3201 Tremont Ave, North Bend OR, 97459 May 09, 2018

Board members in attendance as follows: X = present O = absent P = phone participant

X	Nathan Rivera Municipal Electric	O	Kevin Christiansen Counties	O	Micah Brown NULCA	O	Lori Koho OPUC
O	Shannon Potter Telecom >50K Access Lines	X	Nathan Taylor Excavators	X	Geneece MacKay Regulated Electric	O	Fred Corona Interstate Natural Gas Pipeline
X	Joyce Nelsen Regulated Telecom <50K Access Lines	O	Scott Clement Cities Population >25K	O	Johnny Sapp ODOT	X	Mitch Burghlea Cable TV
X	Ryan Sandhu Special Districts	O	John Norrena Public Utility Districts	X	Scott Gallegos OUCC	O	Tim Smith Cities Population <25K
O	Chris Grissom Natural Gas Distribution		Open National Telecom Damage Prevention		Open Electric Cooperatives		Open Telecom Cooperatives
	Open Railroads		Open Contractors				

Others in attendance were: Kitty Davis – OUNC, Stephen Rose – OCC, Kyle McCauley - Cascade Natural Gas, Ryan Kershner – Roseburg Urban Sanitary District, Dawn Hickson – OUCC & Clackamas County.

Introductions: Nate Rivera welcomed everyone to the meeting and introductions were completed.

Adopt Previous Board Meeting Minutes: Joyce Nelsen moved to accept the April 2018 as submitted. Ryan Sandhu seconded the motion. **Vote record 05-09-18-01.**

Open Testimony: None

OUNC Operations Report:

All Board Members had previously been emailed copies of the April 2018 operations reports. Stephen Rose went over the highlights for those months. The incoming ticket total for April was 30,188 which was up 6.74% over 2017. The ITIC percentage for April was 60.99%. The incoming ITIC Mobile total for April was 298 which was up from 64 in 2017. The Average Speed of Answer (ASA) was 50 seconds for April 2018.

In the April meeting the Board asked if OCC can create a complaint/compliment system. Stephen explained that we are currently looking into a system to track all complaints/compliments received at the call center. All calls of this type would go through the Help Desk. A report with a tracking ID would be created with various categories from a drop-down menu. This would allow us to run reports based on the categories. We need to further evaluate and get some help from systems. Any response to an email that Kitty forwards to the call center from the OUNC websites, Kitty is copied to any replies to the member, excavator, etc. and she keeps record of all correspondence. OCC can set up OUNC Board Members with the ability to view tickets and listen to the recordings of those called in tickets for quality control.

Nate Rivera and Kitty are looking at Survey Monkey to administer a satisfaction survey. This would be attached to the email copy of an ITIC or a free format message. Discussion followed about the survey and the plans to implement the survey.

Stephen informed the board that the list of APWA color-codes and a link to the OUNC trifold brochure was added to the email that excavators receive on 04/13/2018

The free format message with the Governor's proclamation of April, "Oregon Dig Safely Month" went out on 04/13/2018.

ITIC mobile numbers are now included in the monthly highlights. Homeowners cannot use ITIC mobile as they must register for a one time only password to use ITIC.

In the April board meeting the Board asked if OCC could go over what information was available on a ticket to the public. Stephen went over the list of information that appears on each ticket.

Stephen informed the Board that OCC's next User's Group Meeting is from September 25th – 27th in Miami Florida this year.

OUNC Billing & Aging Report: All Board Members were previously emailed copies of the billing reports and the aging reports for April 2018.

Treasurer Report: Joyce Nelsen: Joyce Nelsen reviewed the OUNC Balance Sheet, Profit and Loss Detail and Profit and Loss Budget Performance for April 2018.

Board of Directors Officer's Reports:

Chair's Report: Nate Rivera. Nate discussed a potential policy where the Board of Directors received \$125.00 annually for Oregon 811 apparel. Nate reached out the Oregon Ethics Commission and they let him know that as a state agency they would be unable to carry it out as they would not be able to vote on it because it would be considered a financial benefit or gain and they would have to declare it a conflict of interest prior to voting. The Board could vote on it for a new member but would not be able to do it for current members. It would not be ethical to retroactively vote for current members.

Nate attended the most recent OUCC meeting. Nate would like the Publicity and Education committee to work with the Board's vendor to make it easier to access apparel and funding for the various Councils and Committees.

Nate asked Scott Gallegos to explain to the Board the request for funding for a cooling station at the Bi-Mart Country Music Festival.

Vice Chair Report: Scott Gallegos – No new information

Treasurer Report: Joyce Nelsen – Joyce announced that they have everyone on the checking account.

Secretary Report: Ryan Sandhu – No new information

PUC Representative Report: Lori Koho - Lori was not present.

Executive Session: None

Committee Reports:

Budget and Audit Committee: Joyce Nelsen: No report.

Contracts Committee: Shannon Potter: Shannon was not present. Joyce Nelsen reported that the Pacific Marketing contract is ending in 2018. Joyce believed that there was a renewal clause and Nate Rivera requested that Joyce reach out to Shannon to check. Nate would like to know if the Board needs to go through the Request for Proposal steps when Pacific Marketing's contract ends. Joyce notified the Board that the Locator Training contract is also ending this year. Joyce did explain that the Board may not have to go to RFP unless they go for a PUC grant. Nate mentioned that at the 2017 User's Group meeting there was a discussion between multiple states about pooling funding for publicity materials.

Damage Reporting/Dirt: Dawn Hickson, visitor, mentioned that there was concern about who is reporting for PGE and whether or not they are able to login as Jared Morrison was the account holder. Discussion followed about how logins work and how a company would make that change.

Oregon Administrative Rules (OAR'S) & Tariff: Scott Gallegos reported that they have been sent to the Department of Justice for review and they have worked on changes to the tolerance zone. Kitty worked with OCC's Creative team to develop a new tolerance zone map. Scott explained the graphic that Kitty is working on. The committee added reclaimed water/irrigation colors. The next OAR meeting is on 05/16/18 at 1:00pm at the PUC building in Salem OR. Scott recommended that there be a more refined process due to the content of previous meetings. Discussion followed.

Kitty Davis mentioned that the Standards Manuals are out on the store. Nate Rivera decided to order 3000-5000 more manuals.

Policy & Procedures Committee: Johnny Sapp – no report

Publicity Committee: Nate Rivera said that they need hats for training. Nate also said that there were some companies looking to partner with 811 to have their company logo on the front of the shirt and 811 on the back. Mitch Burghlea mentioned asking Pacific Marketing for iron on logos for shirts. Scott Gallegos said that the cost sharing program could be expanded in order to get the message of 811 out. Scott also said that could be something that the local councils pay for as well. Nate Rivera recommended a Hat program to go with the shirt program. Discussion followed about the popularity of certain publicity materials. Scott recommended having a store for each local council. Nate asked if anyone would like to make a motion for the additional \$5000.00 funding for the Rouge Basin vendor fee for the Country Music Festival. Scott Gallegos moved to approve \$5000.00 funding for promotional materials contingent upon a vendor spot for Rouge Basin at the Country Music Festival. Ryan Sandhu seconded the motion. **Vote record 05-09-18-02.**

Nathan Taylor asked Kitty Davis about nametags for the board and cost. Discussion followed. Nate showed an 811 floormat that was displayed at the OCC booth. Nate would like the Board to consider purchasing a few for events. Kitty said there have been requests for Spanish materials. She said that there are no Spanish materials on the store. The Board decided to order 1000 Spanish color-code cards. Discussion followed.

Enforcement: Scott Gallegos said that Lori Koho is working on a draft proposal for the board based on the strategic planning sessions with the Executive Committee. Ryan Sandhu asked if there was any association with OSHA and the OUNC and if there is a way to separate the two in order ensure the public doesn't hesitate to call in a locate due to concerns that OSHA will monitor their site.

Training and Education Committee: Nate Rivera would like to make Mitch Burghlea the Chair of the Training and Education Committee. Mitch accepts the position. Mitch would like to add one more Locator Training class a year as all of the classes tend to fill up quickly. Mitch would like to start training Best Practices to excavators. Kyle McCauley, visitor, asked if there was going to be some sort of excavator training. Scott Gallegos said that they are working on this. Discussion followed.

Membership: Joyce mentioned that there is now a county position open due to the departure of Kevin Christianson. Dawn Hickson, visitor, asked the Board how someone volunteers for an open spot on the Board. Discussion followed.

Oregon Utilities Coordinating Council (OUCC) Report: Scott Gallegos. Scott reported that the OUCC would be having their next meeting at Eaglecrest Resort. Nate Rivera requested to change the start time of the meeting in order to have more attendees and in order to have the Board members involved.

Executive Coordinator Committee: Shannon Potter. No report.

Policy and Procedures Committee: Johnny Sapp. No report

National Industry News: NULCA, CGA, Open Discussion: Joyce Nelsen mentioned that there are certain Telecom/ CATV companies taking over various empty conduits. Discussion followed. Stephen Rose informed the Board about OCC's User's Group in Miami Fl from September 25th – 27th. Nathan Taylor mentioned that in certain communities in Florida they have permanent marks of a facility on the curb. He proceeded to ask if any facility operators are planning to incorporate this. Mitch explained what went on at CGA 2018 in Phoenix AZ. There was discussion on having Board members attend and return with a synopsis of the conference.

Old business: Nate Rivera said Mark Fulop was asked to develop a proposal to continue strategic planning related to the boards efforts. Nate told everyone that Mark would join the June meeting and the June meeting would become a full board meeting not just a committee meeting. Scott Gallegos motioned to approve the continuation of strategic planning with Mark Fulop. Seconded by Mitch Burghlelea. Geneece MacKay asked if there would be continuing fees. Nate informed the Board that the initial fee was for the strategic planning report and the new fee is for an expansion of the work. Mitch asked what the additional expansion of work entailed. Nate explained that it encompasses a clear charter for committee functions, determination on whether or not the board should move forward with additional staff hires related to the executive director. **Vote record 05-09-18-03.**

New Business: None

Good of the Order: Nate Rivera asked if anyone had anything to contribute for the good of the order.

Geneece MacKay - None

Mitch Burghlelea – mentioned that NW Tree Specialists was asking how to pothole or identify the depth of lines when they are working in a sidewalk or if the line runs under the tree. Mitch told them that they can pose these questions to the Board at their meetings.

Ryan Sandhu – stated that the Board should invite the City of Bend to the Redmond meeting and possibly reach out to all local members to come to meetings.

Joyce Nelsen - reported that the most recent edition of the Excavation Safety Guide & Directory has all of the changes to dig related rules.

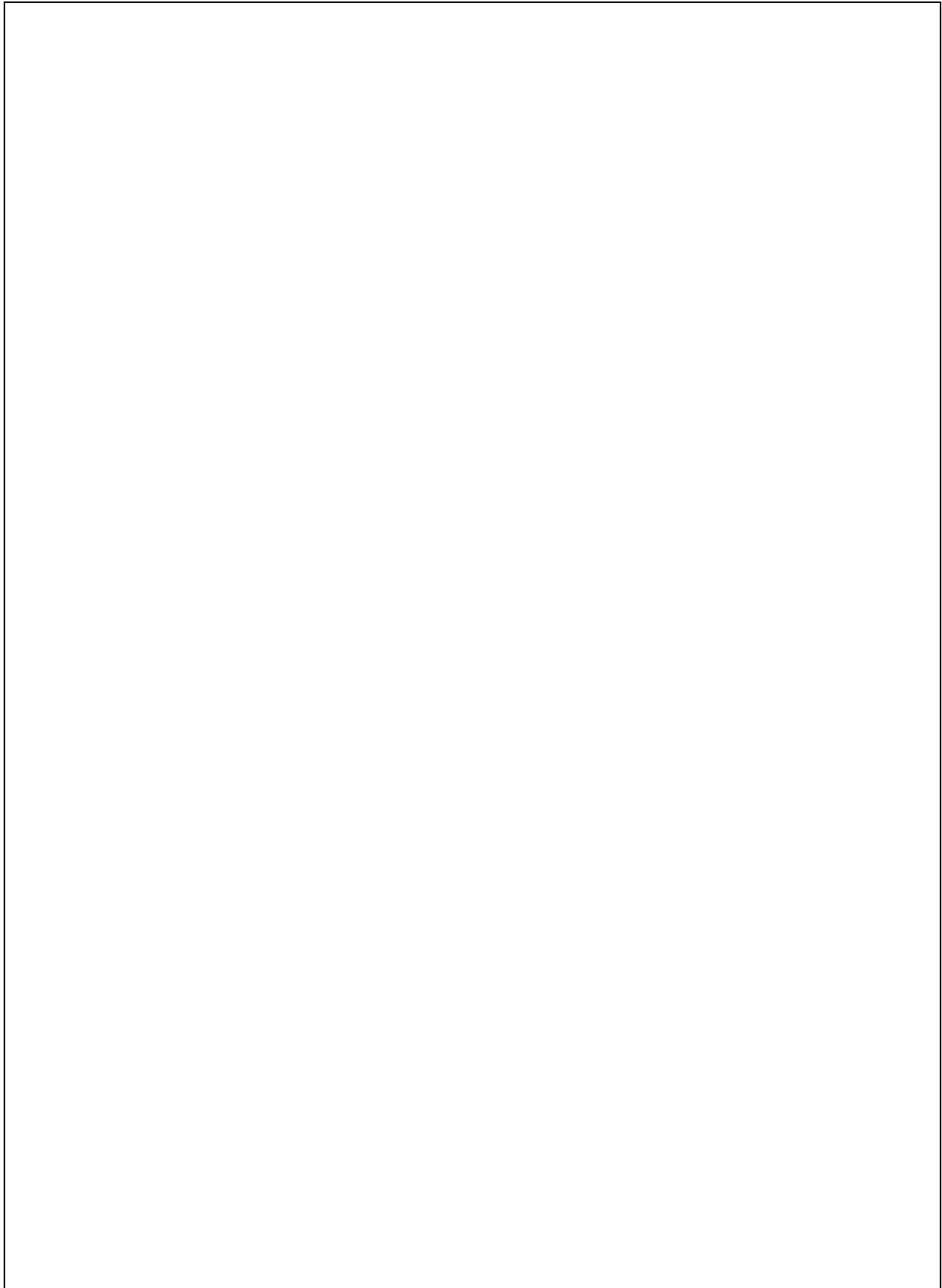
Nathan Taylor – None

Nate – Thanks to Kitty for all of the preparation for the meeting

Scott – None

Dawn – stated that some of the questions from the locator training are good enough for the FAQs. She was curious if there was a contact tracking in order to utilize some of the questions.

Meeting Adjourned.



**Voting Record
Motion 05-09-18-01**

Y	Nathan Rivera Municipal Electric	N P	Kevin Christiansen Counties	N P	Micah Brown NULCA	N P	Lori Koho OPUC
N P	Shannon Potter Telecom >50K Access Lines	Y	Nathan Taylor Excavators	Y	Geneece MacKay Regulated Electric	N P	Fred Corona Interstate Natural Gas Pipeline
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	N P	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Ryan Sandhu Special Districts	N P	John Norrena Public Utility Districts	Y	Scott Gallegos OUCC	N P	Tim Smith Cities Population <25K
N P	Chris Grissom Natural Gas Distribution		Open National Telecom Damage Prevention		Open Electric Cooperatives		Open Telecom Cooperatives
	Open Railroads		Open Contractors				

Summary

Yes = 7

No = 0

Not Present = 10

**Voting Record
Motion 05-09-18-02**

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N P	Shannon Potter Telecom >50K Access Lines	Y	Nathan Taylor Excavators	Y	Geneece MacKay Regulated Electric	N P	Fred Corona Interstate Natural Gas Pipeline
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	N P	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Ryan Sandhu Special Districts	N P	John Norrena Public Utility Districts	Y	Scott Gallegos OUCC	N P	Tim Smith Cities Population <25K
N P	Chris Grissom Natural Gas Distribution		Open National Telecom Damage Prevention		Open Electric Cooperatives		Open Telecom Cooperatives
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Voting Record
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N P	Shannon Potter Telecom >50K Access Lines	Y	Nathan Taylor Excavators	Y	Geneece MacKay Regulated Electric	N P	Fred Corona Interstate Natural Gas Pipeline
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	N P	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Ryan Sandhu Special Districts	N P	John Norrena Public Utility Districts	Y	Scott Gallegos OUCC	N P	Tim Smith Cities Population <25K
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