



**Date:** June 11, 2020

**Location:** Remote Webinar

**Present:**

✓	Chris Kampmann	✓	Jim Moody		Mark Williams	✓	Ted Jensen
✓	Eric Kirkpatrick		Julie Mileham	✓	Mark Jurgemeyer	✓	Ray Swedfeger
✓	Jeannette Jones	✓	Kat Duitsman	✓	Mark Frasier	✓	Tom Sturmer
✓	Rob Ellis	✓	Lori Warner	✓	Patrick Fitzgerald		

\* Indicates arrival after roll call

**Note:** The meeting was recorded and started at 12:02 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 minutes from the May 14, 2020, meeting:** motion carried and discussion was entered. There was no further discussion, a vote was taken to approve the minutes. It was approved by a unanimous vote.

**PAST BUSINESS**

- Home Rule letter re: PHMSA rating: 58% open rate, with 5 new Home Rule entities responding. Colorado Springs is planning to have its own program by August (will inform at that time); with a point of contact and established program this should not negatively impact CO’s PHMSA rating in the future. Additionally, OPS staff have changed the language in the email (template) sent to entities in which a complaint has occurred, where a waiver etc has not yet been completed. Suggestion that for entities having their own program, the Commission may want to determine a way to be aware of what’s going on in that program. Perhaps a liaison or other way to share knowledge. Members discussed what the Colorado Springs program might entail and include (eg: hazardous pipelines). Members discussed some concerns they had, however exact details unknown; desire to invite the points of contact to a future Commission meeting. Once resolution is received, SC will respond (draft response to be developed).
- Tier 2 → Tier 1 letter from Safety Commission: the letter sent in conjunction with CO811 was shared with the Commission. Members briefly discussed what happens to Tier 2 members that do not officially go through the conversion process by the deadline. More discussion will be had during the CO 811 Update.
- Damage Prevention Fund: request for formal spending authority has been made.

**CO 811 UPDATE:**

JD, Jose, Juan, Carla & Whitney presented:

- Industry update: Return to Office Plan to be implemented late June through early July. Still operational remotely, with minimal audio issues - does not impact producing an accurate ticket. Several processes in place to manage this. Forecasting is difficult, renotification is increasing money coming in; it looks like fees may decrease in 2021 and still allow capital improvements (preliminary discussions with the Board).
- Operations update: 2020 Center stats were shared. Trending up (over YTD forecast); damages increased - however relative to the work being done. Not yet considered a red flag. Calls (vs online) increasing; not sure why customers are using audio options more. Looking at ways to help people get back to an online environment. CO 811 shared recently completed projects & ongoing projects list.
- Technology update: File attachments - focusing on excavator, member & CO 811 expectations on the process. Aspect of training for everyone involved in this process. Late May this technology released. 242 Notifications with attachments, as of this morning (from excavators). Over 1,300 attachments on over 450 tickets related to positive response from this morning. Expect large increases once technology is understood and used more. Even before this technology was launched, CO 811 emailed and linked training videos and feedback forms to involve stakeholders.
- Member relations: Automatic positive response renotifications - in comparing just Tier 1 vs Tier 1 & 2, very similar. About 14% of transmissions are renotifications. Continuing to work on educating members and lower the %. 59% of Tier 2s have not converted - which is about 10% of total transmissions. June 1st the joint letter was sent via email - 38% open rate initially. With a resend another 11% open rate. 340/380 Tier 2s = still have no communication. Working on setting up open meetings for Tier 2 members with Damage Prevention Liaisons to help in this process. 38 responses in the last 11 days - letter seems to have helped. Commission asked what will happen to Tier 2s that do not convert by the deadline? CO 811 plans to make them automatically convert to Tier 1; working with their finance department to plan for this.
- Damage Prevention & Marketing: Organizing the Mock-Line-Strike on the Western Slope, partnering with the Construction Career Days for Youth (September 15th). Virtual 811 Run has launched.

Commission discussed the upcoming Annual Report, request was made to include member type in the data fields. Goal would be to be able to sort by type (telecomm, gas, electric, etc) to be able to analyze performance against peers. Intent to email members on what their stats are. The Statute describes what is provided to the Commission, and the Commission needs to be able to look at the data from previous years and this year to see trends. CO 811 asks for a more formal request from the Commission and will work to hit those marks. Commissioner will email CO 811 & OPS sample email to see if the data is plausible.

#### **COVID-19 IMPACTS:**

Nothing specific that impacts the Safety Commission. It was noted that the ticket volume was higher than some Commissioners expected.

#### **COMPLAINT HEARINGS:**

- Upcoming hearings: Selected Review Committee members for June & July (will review once more in July). Plan to use Google Meet for Review Committee hearings.
- Status of remedial action shared for complaints with current or past due (dates). The Commission agreed to give past due trainings a 2 week extension. For more major violations (if their penalties are past due) OPS will advise the Commission and individual decisions will be made.
- Changes made to Script and Findings Form shared.

#### **BEST PRACTICES:**

- Worked on Damage Prevention Fund - discussed criteria and difference between grant process and disbursement of funds.
- Reviewed Training Course Approval Form - provided feedback, and drafted flow chart language.

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

- May 26th: Confirmation hearings approved in absentia

- Julie's replacement should be approved in time for the July meeting
- Minor changes to the Complaint & Hearing Notices shared; allows the database team to autofill the forms.

**OTHER BUSINESS:**

- None

The next meeting is scheduled for July 9, 2020.

Meeting adjourned at 2:13 pm.