



Date: July 9, 2020

Location: Remote Webinar

Present:

✓	Chris Kampmann	✓	Jim Moody	✓	Mark Williams	✓	Ted Jensen
	Eric Kirkpatrick	✓*	Patricia McKinney-Clark		Mark Jurgemeyer	✓	Ray Swedfeger
	Jeannette Jones	✓	Kat Duitsman	✓	Mark Frasier		Tom Sturmer
✓	Rob Ellis	✓**	Lori Warner	✓	Patrick Fitzgerald		

* Indicates arrival after roll call **indicates left early

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.

MINUTES APPROVAL:

A Motion was made to approve the minutes from the June 11, 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

- Damage Prevention Fund: awaiting spending authority from legislation.
- Status of COVID-19 Impacts: Increase in complaints received. Essential employees in municipalities, in this industry are operating. Through labor Day, OPS is remaining mostly remote/tele-work. Some Commissioners are in similar positions for reopening.

CURRENT BUSINESS

CO 811 UPDATE:

JD, Jose, Juan, Carla, Marty & Whitney presented:

- Industry update: CO 811 staff will remain remote through 2020. New Chair and Vice Chair for CO 811 Board due to transition of former volunteers. Annual meeting will be conducted remotely. The Annual Report has been submitted, and it is realized that while the report meets the Statute requirements, there are some improvements that can be done to make the data more useful: normalize, year over year comparison [anticipate by 9/7/2020] To improve the quality: facility owner type (by category), rank/percentile, the goal is continuous improvement. Current merging of types under the Facility Owner does not allow for this. Need to work with owners to make this change.
- Operations update: 2020 Center stats shared. Month to month over 2019 increase in tickets. Hold times below the goal of 4 minutes! Majority of tickets processed by web tickets and second by phone. May &

June 2020 were record ticket months (103,639 in June)! Partial Ticket Procedure is a process change. Positive residual effects include: accuracy improvement, more efficient caller experience, service level (keeps average hold times under 4 minutes). CO 811 has a Operations Procedure Review team that has to analyze and create a process to implement changes including the aforementioned.

- Technology update: Occasional busy signal when calling CO 811 will be resolved by July 9, 2020. Ticket attachments happening and mostly occurring on the positive response side (some on the notifications).
- Member relations: Renotification data shared. After the Tier 2 letter went out there was progress. Still have 57% of Tiers 2 remaining. One step has been to get a date 'to be converted by' on the calendar with the member. 10% of transmissions go to Tier 2 members. 62 Tier 2 members have been in communication. 301 Tier 2 members have had no communication at all; letters will go in the mail as well as via email & broadcasting via ticket route in July. 2020 Board nominations were shared; elected directors announced 9/15 at the annual meeting.
- Damage Prevention & Marketing: Virtual meetings with paradigm/CO 811 scheduled for August. CO 811's 101 and 201 courses have also been revised to make them more compatible with a virtual environment. Website has updates, including a Tier 2 conversion video. Virtual 811 Run and Press Release are the ways they are acknowledging 8/11 day.

The Commission discussed the annual report, the ways to continue working with CO 811 to improve it, and how to use the data to communicate ["report card"] with members how they are doing based on volume (and peer group if possible) as a way to improve safety in CO. Questions regarding the volume of renotifications were asked; CO 811 staff will look into ways to further improve the data. CO 811

NEW SAFETY COMMISSION MEMBER

Welcome Patricia McKinney-Clark! Replacing Julie Mileham (promoted within CDOT), and has a history in Damage Prevention. 30 years with CDOT!

COMPLAINT HEARINGS:

- Upcoming hearings: Selected Review Committee members for July and August hearings.
- Withdrawals: Currently OPS staff process a withdrawal without any follow up. Recently, a complaint was withdrawn and it did not occur due to a resolution being reached. Commission discussed that their role is in complaint processing and not regulation. Therefore, without the resources to investigate, the Commission can only process complaints. In the case of a withdrawal with a 'But' perhaps add language to state the Commission's role (review language with AG for next meeting).
- For past due remedial action (3 complaints): All remedial action has been completed.
- Request for new hearing request for complaint # 2020-005: OPS staff reviewed the timeline for this complaint and hearing process, including attempted communication with the respondent. Discussion included the efforts made to communicate and next steps. **Motion made to deny the request for a new hearing, due to the documented efforts in communicating with a company representative:** motion carried and discussion was entered. There was no further discussion, a vote was taken to approve the motion. It was approved by a unanimous vote.
 - Staff were tasked to communicate with the Respondent this motion and remind them that there is an appeal process if they chose to use it. Invoice should also be resent.
 - The Commission noted that the request was insufficient (2 sentence email). The onus is on the respondent to make a request and provide rationale for said request. Staff will include this note to the respondent.

BEST PRACTICES:

- Shared the Training Course Approval Form with the entire Commission for approval (to be posted). Commission discussed sharing this with CO 811 to have them submit their course(s) to see how the form works. Commission advised staff that it can be posted; if feedback is submitted the form can be revised at that time. Best Practice group also shared that in August CO 811 would share training survey results. Also have a process flowchart for training course approval that was shared.

- Worked on Damage Prevention Fund; mostly on hold as awaiting legislative spending authority.
- For the next meeting, Best Practice group is planning to work on the CO 811 Annual Report data and create the 'report card.'
- In the future the group may discuss whether it can encourage companies, with upcoming large projects, the need to communicate that information to help other companies prep for future work/capacity.

ADMINISTRATIVE ITEMS/OPS UPDATE:

- Safety Commission meetings will be moving to Google Meet in August; Review Committee meetings in July will also be in Google Meet. Staff shared some of the changes between platforms and discussed with the Commission the similarities and differences.
- Process for new or reappointing Commission nominations is coming due next month (for terms expiring in January). Nominating entities need to know if members want to be reappointed or if they need to find a new representative.
- Data tool update: hope to test at the end of July with staff, hope to invite Commissioners to review the tool in August.
- Damage Prevention Fund: no update as staff is awaiting legislative spending authority for the Commission.
- Home Rule Entities (HREs): 58% open rate from the email. Fort Collins is deferring to the Safety Commission. Draft email to send to HREs that choose to operate their own Damage Prevention Safety Program reviewed and edited. Letter will continue to be discussed in August, to allow more time for review by all members. Having HREs come to a Commission meeting is ideal to hear about their program and have discussions about jurisdiction and program components.

OTHER BUSINESS:

- None

The next meeting is scheduled for August 13, 2020.

Meeting adjourned at 3:38 pm.