



Date: September 9, 2021

Location: Remote via Google Meet

Present:

✓	Chris Kampmann	✓	Jim Moody	✓	Patricia McKinney-Clark	✓	Ted Jensen
✓	Dale Kishbaugh		Lori Warner	✓	Patrick Fitzgerald		
✓	Dana Bijold	✓	Mark Frasier	✓	Ray Swedfeger		
✓	Jeannette Jones	✓	Mark Williams	✓	Rob Ellis		

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

Note: The meeting was recorded and started at 12:00pm. 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 August 12, 2021, meeting: motion carried and discussion was entered. There was no further discussion; a vote was taken to approve the minutes. It was unanimously approved.

A Motion was made to approve the minutes from the August 25, 2021, meeting: motion carried and discussion was entered. There was no further discussion; a vote was taken to approve the minutes. It was unanimously approved.

CO811 UPDATE:

JD Maniscalco, Jose Espino, Melissa Craven, Carla Sanchez, Whitney Nichols, Marty Mead, Juan Ruiz

- CEO Update: Annual meeting on 9/21/21, where elections for BOD will occur. No nominee for liquid pipeline; looking for candidates. Also for the UDP SC nominee only 1 was received from 13 members. Due to the ongoing pandemic, the facility for CO 811 will remain closed through 2021. All travel, including national conferences has been cancelled. BOD November meeting in state may occur in person; looking at how to manage that from a safety perspective. Data Request Flow from UDPSC to CO 811: looking for feedback on process map shared last month.
- Operations Update: 2021 Center Stats shared. Still above forecast; damage trends still align. Ticket types are remaining at the same level as usual. Ticket by source remains consistent. Average hold times were up in August and did not meet the goal of 4 minutes (5:37 was average). COVID related absences were up for staffing (which was different from June & July where there were almost no cases). Team looking at ways to accommodate this in the future from a staffing perspective. 96% more PTO hours were used than prior month. September service level currently on track at 3:18 average. Melissa gave info on the annual

report, including definitions of each column. This information helped answer questions submitted by the SC to CO 811 to understand the annual report data.

- Member Relations Update: Automatic Positive Response Renotification (APRR): 8% of ticket volume. Down from 2020 which was ~20%. APRR tier 1 vs those who were previous tier 2 members: 73% was previous tier 2. Excavator renotifications remain consistent at 2% of volume. Was up to 3% last summer. Ongoing outreach to members continues. 12 new members in August 2021(3 are additional accounts for existing members). Zero memberships terminated in August.
- Public Awareness & Damage Prevention: Planning for advertising in 2022 has started. Looking to engage younger audiences via digital media. Redesigning procedures guides. Spanish Excavator LMS update (PHMSA grant project): final approved translation sent to 4iQ, and a testing environment is the next step. Hoping to publish at the end of September. Established a partnership with the Denver Forestry Division to educate the supervisors of the CO 811 process and in the future the operations division. Several upcoming events are on the calendar.
- Information and Technology: Software mapping improvements forthcoming. Updated positive response application complete with file attachments. Hardware: new workstations for agents & hybrid conference room solutions (response to the pandemic). Network: server room recabling project & other upgrades coming.

JD added a note that a University has reached out about SUE ticket data, and at this time CO 811 does not have adequate data. They will keep in touch & share contact info for those willing to share their data with the professor. CDOT (via Patricia) is willing to provide their data to help this project. There was general discussion about how this research could be beneficial, and other Commissioners said they are willing to provide points of contact as well to help.

Data Request Flow (process map) discussion: This is specific to data requests outside of those already a part of the complaint process (for CO 811 data). These data requests are subject to review and approvals. In this process chart "CO 811 reviews scope of work" - which includes looking at if this request falls inside or out of the MOU and what it would take to complete. **A Motion was made to approve the process outlined in the draft, with a final approval contingent on seeing the final version from CO 811:** Motion carried and discussion was entered. There was no further discussion. A vote was taken to approve the motion. It was approved.

COMPLAINT HEARINGS:

- The Review Committee's Findings of Fact forms from the September 7, 2021, hearing were reviewed with the Safety Commission.
 - Complaint # 2021-022: **A Motion was made to approve the Review Committee's recommended remedial action as noted in the Findings of Fact form:** Motion carried and discussion was entered. There was no further discussion. A vote was taken to approve the motion. Chris Kammann abstained. It was approved.
 - Complaint # 2021-025: **A Motion was made to approve the Review Committee's recommended remedial action as noted in the Findings of Fact form:** Motion carried and discussion was entered. There was no further discussion. A vote was taken to approve the motion. It was approved.
- Selection of Review Committee members for October 7 hearings.
- Other items/discussion: 2021-006 & 2021-017 remedial action submitted and completed. 2021-028 was forwarded to Colorado Springs.

BEST PRACTICES:

- Staff were thanked for their work on prepping the draft for review.
- Reminder to Commissioners to please pass along the draft Marking Best Practice along with the comment form to stakeholders.
- There is a special meeting on 9/27 to review comments

- Request to have staff keep the Commission informed if feedback is being sent in (in the next week). Staff will do this and once the comment period closes staff will also send the responses to the Commissioners to review prior to the special meeting.

OPS STAFF UPDATE:

- November 2 is the PHMSA annual review meeting that will include the leadership of the Commission, OPS staff, PUC and other relevant parties.
- OPS staff had colleagues review the Spanish translation for the PHMSA grant project and sent notes to CO 811. Funds for the project are also being forwarded. Project term closes 9/27th. Project reports are due shortly thereafter, which staff will prepare.
- SC membership categories: Transportation, Investor-owned utilities & Excavator nominees have been shared with the leadership of OPS, and they will pass this on to Boards & Commissions. Additional nominees are forthcoming for other open seats (Farming & Ranching, Engineering). Staff will continue to follow up. Telecommunication has yet to submit any nominees.
- Testing Hybrid setup for future meetings (October & December) for staff and Commissioners. Hybrid hearings & open to audience meetings (in person) would start in January.
- October 18th stakeholder meeting: current in person RSVPs are low. May result in the entire meeting going to a virtual platform.
- Statistics for complaints shared. Commissioners suggested median being shared as well as average for better statistical understanding to recognize outliers.

CO Springs Home Rule Enforcement Summary:

- Shelly Dornick from Colorado Springs joined to share an update from their Damage Prevention Program. Ordinance 2-70 (Chapter 12 of City Code) was created to establish the program. Shelly shared the differences in the state program and the ordinance. Colorado Springs' program will be run by 1 program manager. The process complaints, near misses and damage. They also have trip fees which can be served to those that abuse the call in system. There is an enforcement process. If one is found to be in violation the remediation can include education or monetary penalty or both. For 2021 "bumpy start" - the pre-marking language took time to get everyone on board and educated on how to provide this information. 75 active violations; 1 referred complaint. Focus on education as a remedial action and not assess monetary fines until 2022.
- Pre-marking is a requirement - either in the field or electronic.
- Commissioners asked for some clarification about the program, and shared a few thoughts. No decisions were made.

Annual Report Discussion:

- Staff shared the template letter based on CO 811 annual report data from 2018-2020.
- Commissioners asked for a sample of the letter with a fake company's data to share with stakeholders to get feedback on the template.
- Suggest some education as part of the letter about the Commission & number of complaints, as well as a reminder of the dollar value of tickets. Also add to the letter that the Commission is looking for feedback as to the value of the report - can send to the SC inbox.
- Consider linking the overall tables on the website vs in the letter itself for those that want more data.

PHMSA State Damage Prevention Grant Ideas:

- Not covered

OTHER BUSINESS:

- Jim Moody informed the Commission that his employment is changing and both CCA and the new employer are comfortable having him stay in his SC seat at this time (his term ends at the end of 2022).
- Agenda items for the next meeting were discussed briefly.

The next meeting is scheduled for October 14, 2021.

Meeting adjourned at 3:19 pm.