



Date: March 9, 2023

Location: Remote via Zoom

Present: **Continuing members and offboarding members:**

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

Reappointed and newly-appointed members awaiting hearing confirmation:

R	Moses Alvarez	R	Laura Lancaster	R	Annemarie Bluff	R	Ted Jensen
R	Eric Lewin	R	Curt Graham	R	Josh Meck		

R indicates remote attendance i - indicates in person 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.

MINUTES APPROVAL:

A Motion was made to approve the meeting notes from the December 8, 2022, meeting: no discussion. Motion passed.

CURRENT BUSINESS

OTHER BUSINESS FROM AUDIENCE

- None brought forth

CO 811 Update

Presented by Barry Miller, Dom DiCarlantonio, Carla Sanchez. Prezi available for details.

- Executive Director Update: Increased starting rate for staff and seems to have helped with staff turnover; new phone system goes live on 3/15/23 which will improve processes; translated excavator handbook and other resources into Spanish and will be printed and distributed during the dig season; designed a OneCall Law poster (in both English and Spanish) and will be available for distribution shortly. Increased print/media campaigns as well as radio campaigns this year. Working on a new Salesforce platform. Still experiencing high levels of automatic positive response renotification (APRR) fees; work is being done by CO 811 staff to help operators and

3rd party locators to address the lack of timely responses. \$3M has been collected over the past few years and this money is being allocated for various projects.

- Operations: Comm Center Statistics were shared; including: 12% over forecast for ticket volume, and 2% over 2022. 5% growth of online vs voice tickets, which is seen as a positive. Growth in excavator renotification tickets from 2022 to 2023 (EXRN). 2023 goal is under 2 minutes; currently at a 4 month average of 2:38.
- Member Relations: 2,000+ Owner/operators (O/O). In the last 4 months 17 new O/O members onboarded. Several companies also changed names or acquired other companies. No memberships have been terminated due to no-contact or non-payment (in the last 4 months). APRR has increased over 2022. In January it was 14% of all transmissions and in Feb it was 16%. Majority of the companies that are getting APPRs use 3rd party locating services and CO 811 is doing monthly outreach to the O/O to try and support them in making changes to their stats. Working on updates for ticketing software and web ticket management system. Excavator notification area buffer reduction from 150ft to 100ft. Also in user acceptance testing is an LMS and CRM.

During discussion CO 811 staff were asked about changes to positive response codes and the work the Procedures Committee was doing: the response codes are not yet approved by the Board (comments have been); once approved, forward steps will be taken. Clarification was asked about 'refresh' tickets - it was confirmed that those are different from APRR.

COMPLAINT HEARINGS

- February 28 Hearing:
 - 2022-065: Castle Rock PD vs. Baxter Construction **A Motion was made to dismiss the complaint:** Motion carried. No further discussion. A vote was taken to approve the motion. It was approved.
- April 27 hearing: Review Committee members shared availability; no final selections made.
- May 4 hearing: Review Committee members shared availability; no final selections made.
- There are 4 postponed hearings and staff will update the Commission at the April meeting the status of those.
- 2022-029: staff notified respondent that PSA was approved.

ADMINISTRATIVE ITEMS/OPS UPDATE:

- Membership transition: Senate confirmation hearings scheduled for April 4th and 11th; these can be attended in-person and virtually/remotely. The Commission discussed with staff what to expect as part of the confirmation process and the experiences of other Commission members. The part of the law that exempts road grading was briefly noted as well. The PHMSA annual review was mentioned and the fact that CO has been found adequate over the last couple of years; this is not impacted by the road grading exemption. Establishment of the Commission was a part of having CO's status change from inadequate to adequate, with a role of enforcement of the law.
- Year in Review report (for 2022) is posted on the Commission's website.

OTHER BUSINESS:

- Agenda topics for April were discussed.
- Commission members thanked offboarding members for their time and work on the Commission, and those offboarding thanked the Commission for their continuing work, and welcomed the soon-to-be appointed Commissioners.

The next meeting is scheduled for April 13, 2023.

Meeting adjourned at 2:42 pm.