



## MINUTES BOARD OF DIRECTORS MEETING January 12, 2022

### Members Present:

Brian Connolly	Sam Richert
Chris Fry	Mark Sellin
Tom Hoffman	Ray Starr
Dave Hunstad, Chair	Joe Thill
Phil Lesnar	Ben Wallace
Keith Novy	Patrick Warden
	Ward Westphal

### Counsel present:

Dean E. Parker, Hinshaw & Culbertson LLP  
Kevin J. Moore, Hinshaw & Culbertson, LLP

### Guests:

Tammy Gardner, General Manager, Minnesota, OCC  
Kimberly Boyd, Customer Relationship Manager, OCC  
Adam Franco, Director of Operations, OCC  
Kyle Sowder, OCC  
Vincent Lacey, Chief Information Officer, OCC  
Jon Wolfram, Engineer Administrative, MNOPS  
Sarah Psick, Psick Capital Solutions, government relations contact for Associated General Contractors of Minnesota, utility infrastructure issues  
Barbara Cederberg, Chief Operations Officer, GSOC

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On January 12, 2022 at 9:00 a.m. by Zoom videoconference, the Board of Directors meeting was called to order by Chair, Dave Hunstad. Roll call was taken and a quorum was determined to be present. Dean Parker was asked to act as recording secretary.

### **Chair's Report; Approval of Minutes**

The Board was welcomed along with Ron Peterson, the Executive Director of NULCA, the association for locate professionals, and Sarah Psick, a new government relations person for Minnesota AGC. The next GSOC Board meeting is tentatively set for the first week of April to align with proposed in-person MnOPS Pipeline Safety Conference. The meeting may be changed to virtual and the date may be revised. An interim virtual meeting may be set.

Upon motion made and duly seconded, the minutes for the November 10, 2021 meeting and the Special Meeting held December 8, 2021 were approved.



## **Infrastructure Protection Coalition (IPC) 811 Industry Study**

Ron Peterson told the Board that several major failures of the overall underground locate damage prevention processes led various members of the coalition to conclude that there needs to be some additional discussion and then changes to the overall process. NULCA was asked to participate in the coalition which also consists of a number of contractor trade associations. The full report covers all 50 states as well as a nationwide summary and is extensive. Ron Peterson acknowledged there are errors in the report. In particular, does not agree with the characterization of Minnesota of being in the lower quartile of States concerning damage prevention issues. He believes the Minnesota One Call law and enforcement process is one of the better States. Nevertheless, there are issues causing substantial losses that do need to be addressed. He hopes that the study will foster discussion of some of these issues.

He understands this study was intended to be an organic document that would be revised as additional input was given. Barbara Cederberg indicated that she understood from the producer of the study that no further revision would be made unless there was additional funding.

## **COO Report**

Barbara Cederberg provided a quick update of 2021 notification center performance. There were 918,814 total tickets, a 2.4% decrease from 2020. The reduction in homeowner tickets accounted for most of the decrease. The percentage of tickets submitted online increased again to 83.8%, a new record.

She described several major awareness projects which will continue in 2022. GSOC will continue its education initiative regarding meet tickets. GSOC will also continue to explore whether appropriate excavator damage prevention videos might be incorporated into its awareness efforts. Industry specific initiatives will be initiating with the landscaping industry and continued with the design engineering industry, with the assistance of Board members. Finally, GSOC will continue its efforts in developing data visualization tools for general use and for specific stakeholder use to help analyze ticket data.

The Underground Utilities Mapping Project Team (UUMPT) continued its work. A presentation at the CGA conference in October was very well received. The team will also present at the Global Excavation Safety Conference in early March. A prototype of a proof of concept system is in development. The prototype will use a portion of the City of Glencoe, Minnesota to demonstrate how it might work.

Overall, call center performance is at an all time high in terms of many of the metrics typically used to measure quality of service to stakeholders, such as average speed of answer, lack of abandoned calls and overall speed of processing tickets. There was also very little down time of the system during 2021.



## **MnOPS Update**

Jon Wolfgram advised the Board that MnOPS is exploring holding the 2022 Pipeline Safety Conference in person. It is currently tentatively scheduled for April 5-7 at Breezy Point Resort. Damage data is available for Q3 of 2021 on the MnOPS website. MnOPS is currently in the process of analyzing Q4 2021 data. Finally, he noted MnOPS had received complaints regarding the applicability of meet tickets. MnOPS is working to provide further education on meets and is developing an alert notice.

## **OCC Report; Website Data Visualization Tool**

Barbara Cederberg introduced Kyle Sowder of OCC. Kyle then led a demonstration of a new data visualization tool that will shortly be available on GSOC website. The tool allows one to quickly see ticket volumes Statewide and by County over a period that can be selected and allows the data be called up by ticket type. The information will be updated daily and the hope is that stakeholders will develop uses for this information in making decisions that will help improve damage prevention. Kyle encouraged input from the Board and from stakeholders at large once they have a chance to experiment using the new feature. Keith Novy commented that this is a step in the right direction and is interested to see this feature implemented.

Given the time, Dave Hunstad requested that the remainder of OCC's report be deferred to the next meeting.

## **Summary of Board Elections**

After some discussion, upon respective motions duly made and seconded, the Board voted for the following directors, officers and committee appointments:

### **Members of Board**

Brian Connolly	Sam Richert
Chris Fry	Mark Sellin
Tom Hoffman	Jim Smith
Dave Hunstad	Ray Starr
Phil Lesnar	Joe Thill
Dan Munthe	Ben Wallace
Keith Novy	Pat Warden
Jason Ponciano	Ward Westphal

### **Officers**

Chair/President – Dave Hunstad  
Vice-Chair – Keith Novy  
Treasurer – Pat Warden  
Secretary – Ward Westphal



## **Executive Committee**

Dave Hunstad -- Chair  
Keith Novy -- Vice Chair  
Tom Hoffman  
Ward Westphal  
Ben Wallace

## **Finance Committee**

Pat Warden - Chair  
Chris Fry  
Tom Hoffman  
Dave Hunstad  
Kevin Moore  
Sam Richert  
Ray Starr

## **Vetting Sub-Committee**

Dan Munthe – Chair  
Keith Novy – Vice Chair  
Phil Lesnar  
Jason Ponciano  
Pat Warden  
Ward Westphal

## **Adjournment**

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned at approximately 10:05 a.m.

Respectfully submitted,

Dean E. Parker  
Recording Secretary

## **Next Meeting Dates:**

### **One Hour Sessions:**

-None Pending

*Additional one hour sessions may be set*

## **Tentative traditional Sessions (subject to cancellation):**

April [4 or 5], 2022 [to coincide with proposed MnOPS Safety Conference]

August 10, 2022

January 11, 2023

*Shorter interim meetings may be set*