



**OCSI Committee Meeting  
November 3, 2009 – Charleston, SC**

**Meeting Summary**

Check	Name	Role	Organization
X	Alberico, Michele	One Call, New York	Dig Safely New York
	Ashburn, Angela	One Call, North Carolina	North Carolina One Call Center, Inc
	Aucker, Michelle	One Call, Georgia	UPC
X	Baldwin, Thomas	Primary: Gas	Baltimore Gas & Electric
	Balin, William	One Call, Pennsylvania	CeleritasWorks, LLC
	Bews, Stacey	One Call, Alberta	Alberta Operation Manager
X	Boswell, William	One Call, Legal	William P. Boswell LLC
	Bowen, Fiona	One Call, Georgia	UPC
	Bradley, David	One Call, OK	Oklahoma One-Call System, Inc.
	Brady, Robert	One Call, Pennsylvania	Pennsylvania One Call
	Brown, Stephanie	One Call, North Carolina	North Carolina One Call Center, Inc
	Bryant, Kristin	One Call	Arkansas One Call Systems, Inc
	Bye, Barbara	One Call, New Jersey	One Call Systems
	Campbell, Claudette	One Call, Georgia	Utilities Protection Center, Inc. of Georgia
	Chapel, Eren	One Call, Georgia	UPC
	Chestnutt, Meghan	Team Member	Utilities Protection Center, Inc. (UPC)
X	Chisholm, Robert	One Call, Alberta	Alberta One-Call Corporation
	Chmura, Kevin	One Call, Illinois	JULIE, Inc.
	Clark, Wendi	One Call, Georgia	UPC
	Colella, Sam	One Call, Michigan	Miss Dig
	Cook, Mike	Co-Primary: Locator	Director of Operations
	Covelli, Linda	One Call, Pennsylvania	Pennsylvania One Call System
	Craig, Gary	One Call, TX	One Call Systems, Inc.
	Creech, Becky	One Call, Georgia	Utilities Protection Center
	Cripps, Fred	One Call	Distribution Construction Company
	Crosier, Ruby	One Call, Florida	Sunshine State One Call of Florida
	Davis, Nancy	One Call, Georgia	UPC
Phone	Diamond, Ann	One Call, California	Underground Service Alert of Southern California
	Dunkerly, Rick	One Call, Georgia	UPC
	Dyson, Nathan	Locator	Consolidated Utility Services, Inc.
	Englerth, Larry	One Call, SD	South Dakota One Call Board
X	Erwin, David	One Call, FL	Sunshine State One-Call of Florida
	Evans, Don	One Call, Washington	Utilities Underground Location Center
	Fairbanks, Ron	One Call	North Carolina One Call Center
	Farrells, Jeffrey	Gas	El Paso Corporation

OCSI Meeting – November 3, 2009

	Files, Holly	One Call, Georgia	Utilities Protection Center
	Fisch, Gregory	One Call, Illinois	JULIE
	Ford, Andrea	One Call, Georgia	UPC
	Foster, Christy	One Call, North Carolina	North Carolina One Call Center, Inc
X	Fournier, Kathleen A.	One Call, MI	MISS DIG System, Inc.
	Frost, Mark	One Call, Illinois	JULIE
	Garner, Bobby	One Call, Tennessee	Piedmont Natural Gas
	Garrett, Jack	One Call, Texas	Gulf Safe
X	Glenn, George	One Call, NC	North Carolina One-Call Center, Incorporated
	Griego, Joseph	Gas Tran	El Paso Corporation
X	Hansen, W. Gary	One Call, UT (Co-Chair)	Blue Stakes of Utah Utility Notification Center
	Harim, Sherry	One Call, Pennsylvania	Pennsylvania One Call System
	Heath, Bill	One Call, FL	Sunshine State One-Call of Florida, Inc.
	Heredia, Albertico	State Regulator	Puerto Rico Public Service Commission
X	Heyer, Donald	One Call, CA(Northern)/NV/HI	USA North
	Heyer, Michael	One Call, CA(Northern)/NV/HI	USA North
	Hill, Donald	One Call, Kentucky	Kentucky Underground Protection
X	Hinrichs, Josh	Co-Primary: Locator	ELM Locating & Utility Services
	Hofbauer, Debbie	One Call, Virginia	VUPS, Inc
	Holbrook, Wendell	One Call, Georgia	Cobb Energy
X	Holmes, Sandra	One Call, AZ	Arizona Blue Stake, Inc.
X	Holzer, Jim	One Call	One Call Concepts
	Hooper, Savina	One Call, Georgia	UPC
	Huff, Barb	One Call, JULIE	Julie, Inc
	Ibarra, Tonie	One Call, CA(Northern)/NV/HI	USA North
	Jacobi, John	OPS	Office of Pipeline Safety, PHMSA
	Jester, Dawn	One Call	One Call Concepts, Inc.
	Johnson, Sam	One Call, Mississippi	Mississippi 811, Inc.
	Johnson, Salie	One Call, Georgia	UPC
X	Johnston, Craig	Primary: Railroad	Union Pacific Railroad
	Joyner, Mike	One Call, Georgia	UPC
	Kelley, Edward M.	One Call, Tennessee	Middle Tennessee Natural Gas District
	Kerr, Khrysanne	CGA Participant	Common Ground Alliance
	Keyes, Leah	One Call, CA(Northern)/NV/HI	USA North
X	Kiger, William	One Call, PA	Pennsylvania One Call System, Inc.
	Kiger, Ellen	One Call, PA	Pennsylvania One Call System, Inc.
	Kimsey, Melissa	One Call, Georgia	UPC
	Kipp, Robert (Bob)	CGA Participant	Common Ground Alliance
	Kuhn, Dale	One Call, Illinois	JULIE, Inc
	Lawson, Laraine	One Call, Alberta	Alberta One Call Corporation

OCSI Meeting – November 3, 2009

	Lee, Erika	CGA Participant	Common Ground Alliance
	Lipscomb, Roger	One Call, Ohio	Ohio Utilities Protection Service
	Losawyer, Mike	One Call, Texas	Texas Excavation Safety System
	Lucarelli, Dan	One Call, Pennsylvania	Pennsylvania One Call System
	Lynch, Susan	One Call	Consolidated Utility Services, Inc.
	Mangrum, Bruce	Telecom	AT&T
X	Maniscalco, J.D.	Board Liaison	Utility Notification Center of Colorado
	Marrs, Lee	One Call, Texas	Texas Excavation Safety System, Inc
	Martin, Don	State Regulator	Arkansas Public Service Commission
	Mayer, Brian	One Call, Kentucky	Kentucky Underground Protection, Inc
	McCarver, Mark	State Regulator	Mississippi Public Service Commission
	McMahon, John	One Call, California	LA Dept of Water and Power
	McNamara, John	One Call	One Call Systems
	Mead, Marty	One Call, Colorado	UNCC
X	Meiners, Dan	One Call	Underground Safety Alliance
	Metro, Paul	Co-Primary: State Regulator	PA PUC
	Misicka, Edward	One Call, Florida	Bright House Networks
	Muller, Chuck	One Call, Indiana	Indiana Underground Plant Protection Service
X	Munro, George	Gas Transmission	Spectra Energy
	Murphy, Bob	One Call, Georgia	UPC
	Panzer, Louis	One Call	Damage Prevention Partners
	Parikh, Hasmukh	One Call	Norfield Data Products, Inc
	Parker, Chester	One Call	Georgia Pwer Company
	Patton, Jeff	One Call, Georgia	UPC
X	Pevarski, Rick	Primary: One Call, Virginia	Virginia Utility Protection Service
	Pilavakis, Maria	Ontario One Call	Ontario One Call, Accu-Link Call Centers Inc.
	Planton, Frank	One Call	One Call Concepts, Inc.
X	Price, Dave	One Call, VA	Virginia Utility Protection Service, Inc.
	Pusey, Anna	One Call, Tennessee	Tennessee 811
	Quartermaine, Kathy	One Call, Tennessee	Tennessee 811
	Rackley, Linda	One Call, Georgia	UPC
	Reburn, Annette	One Call, AL	Alabama One Call
	Recio, Maxine	One Call, Georgia	UPC
	Reed, Kathy	Oil	BP Pipelines (North America), Inc.
	Ren, Dave	One Call	One Call Systems, Inc.
	Rieben, Stephen	One Call	Asplundh One Call
	Ritter, Cheryl	One Call, Florida	Sunshine State One Call of Florida
	Routh, Rick	One Call, Tennessee	Tennessee 811
	Samuelson, Sandy	One Call, Colorado	UNCC
	Schaefer, Wendy	One Call, Florida	Sunshine State One Call
X	Schmidt, Connie	One Call	One Call Concepts
X	Sharpe, Patsy	One Call, PUPS	Palmetto Utility Protection Service, Inc.
	Shepherd, Carl	One Call, Kentucky	Duke Energy
	Shimon, Tom	One Call, KS	Kansas One-Call Systems, Inc.

OCSI Meeting – November 3, 2009

	Sinclair, James	Gas	El Paso Corp
	Sloman, Gary	One Call, New Mexico	New Mexico One Call, Inc.
	Smith, Winston	One Call, Tennessee	Tennessee One Call
	Smith, Mike	One Call, Kentucky	Tennessee Gas Pipeline
	Stasiulis, Linda	One Call, Wisconsin	Digger's Hotline
	Stewart, Blair	One Call	Virginia Utility Protection Service, Inc.
	Suits, Robert	One Call, Michigan	MISS DIG System, Inc
	Sweet, Mark	One Call, FL	Sunshine State One-Call of Florida
	Thompson, Noel	Public Works	APWA
	Thornhill, Brandon	One Call, Georgia	UPC
	Turner, William	One Call, TN	Tennessee 811
	Urbain, Eric	One Call, Michigan	MISS DIG System
	Van Wy, David	One Call, Illinois	Julie, Inc
	Vanhooser, Darrel	Oil	Suncor Energy (U.S.A) Pipeline Company
	Vaughn, Tim	One Call	Kentucky 811
	Volkman, Susan	One Call	One Call Concepts
X	Walter, Craig	One Call, IA	Iowa One Call
	Wang, Jemmie	Locator	USIC
	Weathers, Isaac	One Call, Georgia	Utilities Protection Center, Inc.
	Whitley, Linda	One Call, CA(Northern)/NV/HI	USA North
	Williams, Donna	One Call, Pennsylvania	Pennsylvania One Call System
	Willson, Corey	Board Liaison	3M
	Wilson, Dale	One Call, Alberta	Alberta One-Call Corporation
X	Wofford, David	One Call	Texas Excavation Safety System
X	Wright, Stephen	One Call, New York (Co-Chair)	Dig Safely New York
	Yehl, John	One Call, New York	Dig Safely New York
	Zizolfo, John A.	One Call, New York/Long Island	NYC + LI One Call/ Dig Safely

VISITORS		
Name	Company	Email
Thelma Latham	One Call Concepts, Inc.	<a href="mailto:Thelma@laonecall.com">Thelma@laonecall.com</a>
Jason Brangers	NAPSR (For Paul Metro)	<a href="mailto:Jason.brangers@ky.gov">Jason.brangers@ky.gov</a>
Alex Dankanich	USDOT/PHMSA	<a href="mailto:Alex.dankanich@dot.gov">Alex.dankanich@dot.gov</a>
Bruce Bevers	Williams Gas Pipeline	<a href="mailto:Bruce.s.bevers@williams.com">Bruce.s.bevers@williams.com</a>
Rick Gould	Qwest Communications	<a href="mailto:Richard.gould@qwest.com">Richard.gould@qwest.com</a>
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Kellie Howell	PUPS	<a href="mailto:kelliehowell@sc1pups.org">kelliehowell@sc1pups.org</a>

**Mission Statement** - The purpose of One-Call Systems International (OCSI) is to promote facility damage prevention and infrastructure protection through education, guidance and assistance.

Co-Chairs: Steve Wright & Gary Hansen

7:30am-8:30am (Breakfast Buffet Outside Meeting Room)

**1) Welcome and Introductions / Co-Chair Update – (Hansen) 8:30am**

- Bob Chisholm – Thank you to Allen Gray and Carolinas AGC for providing breakfast.

**2) Report on CGA Activities (Lee) 8:45am**

- Membership 2010: Invoices were distributed in October/November. Focusing on increasing number of corporate members.
- Awards: Nominations are due by December 18<sup>th</sup>.

**3) Chairperson’s Activity Report 8:55am**

- NTDP: Steve Wright provided an update from the NTDP meeting.
- NULCA: Josh provided an update on NULCA. Board members met last week. There are new players in the industry as well as some modifications to the existing companies. Extend invitation to OCSI to become involved with NULCA. Area of concern about Florida legislation – we will be discussing this later in the meeting as well. DIRT reporting system – understanding more about where that tool is headed with regard to regulatory issues. Locators have to receive permission from many of their utility companies to get information, but the challenge is receiving permission from customer base. They are finding that many companies/owners are not willing to submit until it is mandated.

**4) OCSI Task Team Reports 9:05am**

- UPROW (Kiger): Bill will provide information to Erika once the meeting summary has been published.
- Data Collection Committee (Maniscalco):
  - JD provided an overview of the changes to the tool. The presentation will be posted with the meeting summary.
  - Don Heyer – Discussion surrounding positive response. Don indicated that there is some controversy around “what is positive response?” In the OCSI tool – we are referring to automated positive response.
  - The user’s guide will be automated – so that when we hover over the item – there will be clarification. Jim Holzer will provide specific information to the committee.
  - For “staff” section – will change to “Percent of Budget” for clarification. ELM (Josh Hinrich) asked that OCSI consider collecting additional information – including “what are your holidays and how do weekend holidays affect this?” The committee discussed that this information may be better found on call center web sites (and potentially as a best practice to provide/post).
  - Committee discussed why so many people responded this time in contrast to previous TR review requests. Could be that more people are aware – easier TRs

to review. One of the things that helped – making available to Regional Reps who voted in the region – then the regional reps could go out to vote. **Action:** The committee agreed that in the future one email would go out to all to solicit survey responses. Then the regional reps would follow up with those who had not responded.

#### **5) CGA Conference 2010 / Infrastructure Resources (Bistodeau) 9:20am**

- Damage Prevention Professional Magazine: Digging dashboard – provide a quarterly snapshot of data in the industry. Barry Miller is working on this data information – will maybe include “some” of the one call data. The committee agreed to support the magazine.
- One Call Center Editorial Articles: Periodic spotlights on call center issues. Subscription information will be sent by Jeff Bistodeau. There are a limited number of scholarships – sent to only those who are interested. Scott will send information again regarding scholarships.
- 2010 CGA Conference: Two years ago there was a group of call centers that asked for sessions targeting call center managers etc. Jeff reviewed some of the call center focused sessions that are planned for San Diego. Jeff is looking for feedback and support. Sessions include: What’s happening where you work and live? Building and maintaining a one call board – one call board of the future. Grant Writing (PHMSA presentation). Roundtable on grants will discuss more about what is working/what is not working (particularly those who have received money in the past – how the money was spent). Utility neutral enforcement (Claudette Campbell was putting together a panel to discuss issue).

#### **6) Report/Update - CGA Committees & Programs 9:45am**

1. Data Reporting & Evaluation (Fournier/Lee)
  - a. DIRT Report Update: Erika Lee provided an overview of the 2008 Report – Slides Posted. The committee asked about DQI – how is this information intended to be used? This information is only provided to the company itself. Aggregate information is included in the annual report. This is not intended to be a “black eye” – simply a way to notify submitters that there is room to improve. The committee discussed how the Data committee may assist with improving quality. Some suggested additional materials on quality information/how to fill out form/etc.
  - b. 2009 Report: Submission cut-off date is March 31, 2010.
2. Best Practices (Glenn): George Glenn provided an overview of the TRs under review by the committee. Two will be voted on during the November 4<sup>th</sup> meeting.
3. Educational Programs (Shimon/Meiners/Lee)
  - a. 811 Activities: NASCAR race on November 22<sup>nd</sup> – 811 will be on Shell car deck lid.
  - b. Video Task Team: Video will be completed by the end of the year. The distribution will include a variety of options. There will be direct distribution to libraries/teacher tube/others. We will also work with the Regional Partners on local outreach to schools. In addition, all members will be provided with information on pitching to local schools. Kick-off will include a teleconference to members.

- c. NSDM 2010: Teleconference held last month. Chris McMurry will review information during call-in presentation.
  - d. CGA Partnerships: CGA continues to move forward with a partnership with Home Depot. This will include training of sales associates as well as outreach through the rental centers. Erika indicated that the committee will continue to be updated as this partnership progresses.
4. Research & Development (Holmes/Price)
- a. Technology Matrix: Working on developing a damage prevention matrix – changed the term to the damage prevention technology directory.
  - b. Two presentations – One from security company (works with national security) – getting into space.
  - c. Dave has been collecting information on how many are calling from cell phone.
5. Regional Partners (Lynch): No report.
6. Board of Directors (Maniscalco):
- a. JD provided an overview from the Board meeting.

### **7) 811 & National Safe Digging Month (MGH/Lee) 10:45am**

Chris McMurry (MGH) provided an update by teleconference. The update included information on concepts for National Safe Digging Month as well as past successes. The presentation is attached – additional information will be posted to [www.call811.com/campaign-materials](http://www.call811.com/campaign-materials) and sent to members/one call centers in coming month.

### **8) Statewide Damage Prevention Programs & the Nine Elements Characterization Document/Survey 1:15pm**

General Discussion Led by Co-Chairs.

Annamarie Robertson (PHMSA) on phone to answer questions. (See Posted Information)

State Damage Prevention Characterization Tool is just one of many tools PHMSA is pursuing in damage prevention. The document is not intended to be a scorecard. PHMSA is working to understand each state to better provide assistance in damage prevention. PHMSA has worked with three “test” states. The initial calls were approximately 2 hours. One Call Center executives and State Pipeline Safety Representatives are invited.

#### **Questions:**

- 1) Who is contacted in states with multiple call centers? In states where there are multiple call centers – all will most likely be involved.
- 2) Who will make calls to contact those to be involved? Most likely – state pipeline safety representative. Annmarie always offers to make the call – but leaves it up to state pipeline safety officer.
- 3) What is the deadline to complete this by? Goal is to get these calls done by the end of the year.
- 4) Are there any in the room who have participated so far? Jason from Kentucky – so far has been smooth process. It was absolutely necessary to have call center representative on the call. Interviewer told the participants what the score was on a line by line basis.
- 5) What will PHMSA do with the document? Intent is to facilitate the sharing of information – don’t want it to look like a score – plan to put something on the PHMSA site to be somewhat transparent – but not all information. This will include, what they believe, is the status of damage prevention in that state.

- 6) Is there any intent to get this information to the right people/regulators to affect laws in each state? It is a tool to provide information – to improve all aspects of damage prevention.
- 7) Can centers/other use tool information in applying for grants? Would be helpful because it is the same information that PHMSA is asking for in a narrative format?

Contact Annmarie with questions. [annmarie.robertson@dot.gov](mailto:annmarie.robertson@dot.gov) 317-253-1622

Erika will post document with summary.

Advance notice of proposed rulemaking – ANPRM was issued this past week. Annmarie encourages members to file comments – deadline is December 14<sup>th</sup>. Erika can post information to web site with the meeting summary.

The Committee discussed the intent of the characterization tool – what PHMSA’s intent is with the information? May help centers to go back to the Board to say – either we can do this or the government will tell us how to do this.

The committee agreed One Call Centers need to be active and cooperative with process.

#### **9) Updates/Open Action Items 1:30pm**

- Brownfield Update (Wright): Steve provided information from New York. It continues to be an issue – may be additional action soon. If call center is not cooperative, may be forced to work with them. In California, they allow sites to be members if they have some infrastructure – but not if they are simply a waste site.
- NESIC Committee (Kiger): Face-to-face meeting in September. Continue to push request for those states to get involved for next generation technology.
- Mark-it! Madness: Gary provided an update – committee that was formed of marketing individuals to use their synergies to share in marketing/educational expenses/programs. Currently 19 centers participating.

#### **10) National One Call Referral Number 1-888-258-0808 (Dave Price) 1:45pm**

Dave Price provided an audio sample of the existing message when calling 888-258-0808. This was established during Dig Safely Campaign development. The numbers are outdated. The committee discussed the various options including updating the information, disconnecting number, etc. One issue with simply “disconnecting” the number is that the number exists on certain markets/materials/equipment. **Approval/Action:** The committee agreed to disconnect the existing message and replace with a message directing people to “Call 811” and to visit [www.call811.com](http://www.call811.com) for more details. Dave Price to follow up with Georgia/Isaac Weathers. **Action:** The committee also wants to begin to follow up with any companies who may be continuing to promote this number (through equipment/decals/markers).

#### **11) General Roundtable Discussion 2:00pm**

- State/Federal Legislation Update
  - Bob Chisholm – Canada continues to work toward 811 in Canada.
  - George Glenn – NC is going to take calls for SC to give them 24 hour coverage.

- Kathie Fournier – Working toward legislative changes in the state. One issue was that major utilities did not want PUC to be enforcing agency in state. Hoping to have this rolled out – but does not look good now.
- Bill Kiger – 3,350 members.
- South Carolina – 24/7 center now after collaboration with NC. New web site.
- Virginia – Committee looking at service laterals. Started educating realtors in state.
- Indiana – Advisory panel process – in rulemaking process right now. Not using term mandatory membership – using definition of “central service” like water/electricity that serves emergency services etc.
- Colorado – Will be providing after hours support for New Mexico.
- Bob Kipp – When you have legislation coming to pass – the CGA has written to legislators regarding legislation that is being proposed – provided that it is being supported by BPs. CGA has written letter saying – this is the BP that all of these industries have supported etc.
- Legislation regarding long lasting locate paint
  - Gary discussed some of the issues surrounding paint
  - Sandy Holmes provided information on AZ complaints – and steps taken to address. Water based paint – can use substance to remove when requested.
  - Virginia has worked to address this as well.
  - EZ Paint is a new company – is an option.
  - OCSI - Presentation from company at next meeting. Want to go to paint manufacturers – can we get paint that won't last forever?

## 12) Upcoming Meetings – 2009

- March 1, 2010 – San Diego, CA – Conference March 2-4, 2010
- July 14, 2010 (Date Tentative) – NYC or DC
- November (Date/Location TBD)

## 13) Additional

- Co-Chairs: Steve Wright's last meeting. Thanks for two years! Don Heyer to replace Steve for two-year term.
- News articles for newsletter for 2010. Thoughts for 2010 articles for next year – what should we be focusing on? Should have an article about low-impact marking?
- Issue with 811 – mechanical component – continue to forward to Bill Kiger. Continues to work through issues in various states.