

2020 ANNUAL REPORT

SOUTH DAKOTA ONE CALL NOTIFICATION BOARD



SOUTH DAKOTA ONE CALL NOTIFICATION BOARD
P. O. BOX 187
RAPID CITY, SOUTH DAKOTA 57709
www.SD811.com

Honorable Governor Kristi Noem and Members of the Ninety-Sixth Legislative Session:

As required by state law, transmitted herewith, is the 2020 Annual Report of the South Dakota One Call Notification Board. The Annual Report describes the history of the South Dakota One Call Notification Board, contracts and agreements, educational events attended in 2020, legal complaints filed in 2020, 811 Center Operational Reports, and future projects to enhance the safety of workers and the general public, while protecting underground infrastructure.

Funding for the South Dakota One Call Board is made solely through charges to operators of underground facilities for locate requests, federal grant funds when made available, and interest earned through deposits. In no case are general funds used in the operation of the Board or it's 811 Center. These rates have remained unchanged since 1998.

MISSION STATEMENT

“The mission of the South Dakota One Call Board is to prevent damage to underground facilities and promote public safety, through public awareness, education, and a cost effective, efficient, dependable one-call service”.

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1. BOARD OF DIRECTORS

ONE CALL NOTIFICATION BOARD OF DIRECTORS

Authorization SDCL 49-7A-3.

Board Members serve without pay.

3 Year Staggered Terms Appointed by the Governor.

Fay Jandreau, Chairman

Representing Telecommunications < 50,000 Customers

Highmore, South Dakota

Governor Appointment - Effective 8/31/2010

Doug Larson, Vice Chairman

Representing Interstate Pipeline Carriers

Aberdeen, South Dakota

Governor Appointment - Effective 4/18/2001

Kevin Kouba

Representing Investor Owned Electric Utilities

Milbank, South Dakota

Governor Appointment - Effective 2/14/2000

Edward Anderson

Representing South Dakota Rural Electric Cooperatives

Pierre, South Dakota

Governor Appointment - Effective 12/20/2000

Bleau LaFave

Representing Investor Owned Natural Gas Utilities

Tea, South Dakota

Governor Appointment – Effective 3/14/2006

Daniel Kaiser

Representing Telecommunications > 50,000 Customers

Sioux Falls, South Dakota

Governor Appointment - Effective 7/9/2009

Loren Beld

Hazel, South Dakota

Representing Excavating Contractors

Governor Appointment - Effective 5/10/2017

Lloyd Rave

Representing South Dakota Association of Rural Water Systems
Dell Rapids, South Dakota
Governor Appointment - Effective 8/27/2018

Mark Meier

Representing Municipalities
Watertown, South Dakota
Governor Appointment - Effective 10/23/2018

Steve Mohr

Representing Community Antenna Television
Sioux Falls, South Dakota
Governor Appointment – Effective 10/15/2020

Jim Scull

Hill City, South Dakota
Representing Excavating Contractors
Governor Appointment - Effective 12/2/2020

2. HISTORY OF THE SOUTH DAKOTA ONE CALL BOARD

The South Dakota One Call Notification Board was established in 1993 by the South Dakota State Legislature and created under SDCL 49-7A and Administrative Rules, Chapter 20:25:03 which are still in effect today.

The South Dakota One Call Board contracts with Texas811 as the South Dakota 811 Center. The 811 Center accepts locate requests from homeowners, ranchers, farmers, and professional excavators, free of charge, by voice, by an online Portal for excavators, a Homeowner Portal, and the South Dakota 811 app. The 811 Center dispatches these requests as locate tickets to underground facility operators in order to have lines marked prior to planned excavation activity. Locate requests are accepted 24 hours a day, 365 days a year, but must be made at least 48 hours in advance of excavation, excluding Saturdays, Sundays, and legal holidays recognized by the State of South Dakota. Emergency situations are defined in SDCL 49-7A-1 (3) and require operators to respond as soon as possible but not longer than two hours during the business day and not longer than four hours outside of the business day or by the start time on the ticket, whichever is later.

In 2013 the South Dakota 811 logo was introduced as a way for the One Call message to be more recognizable. This logo is used in educational materials for facility operators, homeowners, farmers, ranchers, and excavators to promote awareness of South Dakota One Call laws.



The five-year contract with Texas811 was set to expire on December 31, 2018, which required the South Dakota One Call Board to go through the RFP process to continue the operation of a One Call Center. Proposals were made to the Board by several 811 Centers, and after careful consideration and evaluation by the Board, the contract was again issued to Texas811. Evaluation criteria included technological capabilities, professionalism, size of operation, experience, record of past performance, knowledge of South Dakota One Call laws, risk, and cost. Contract negotiation with Texas811 resulted in no price increase to South Dakota One Call from the Center through 2023. The Center is capable of this because of efficiencies implemented within the Center and through an increase of on-line locate requests made by excavators through the use of Portal, the South Dakota 811 app, and homeowners requesting locates using the Homeowner Portal. Currently 65% of all locate requests in South Dakota are made online without making a call to the 811 Center. This reduction in call volume has resulted in no longer having to wait on hold to reach a damage prevention agent and has improved in the speed of creating locate requests.

Professional excavators are encouraged to map their work areas through Portal, which speeds up the process and provides a more accurate locate ticket. Mapping also reduces costs to the One Call Board.

It's important to note that the South Dakota One Call Board operates with no funds allocated from the General Fund. Because Board financials rely solely on revenues generated by the volume of One Call Locates requested and dispatched, a minimum reserve balance of at least a year and a half is considered necessary. South Dakota One Call is dependent on continuing appropriations for the following reasons: One Call does not have the ability to transfer funds from another source or to borrow funds. In the event of a long term economic downturn affecting South Dakota One Call revenues, it would be unable to fully operate, creating serious safety concerns for excavators, operators, and the general public and most certainly damage to buried infrastructure. The only revenue source for South Dakota One Call is through funds billed to operators for locate notifications generated through the Center... "49-7A-2...funded solely by revenue generated by the one-call notification center. Any interest earned on money in the state one-call fund shall be deposited in the fund. The money is continuously appropriated to the board to implement and administer the provisions of this chapter."

Locate ticket costs have not been raised since 1998 when they were set at \$1.05 per locate ticket and are charged only to operators of facilities for one call notifications of planned excavation work. The service is free to professional excavators, homeowners, farmers, and ranchers. Other states charge similar amounts, while some states charges are much higher. The most recent check into charges by North Dakota indicated the operator and the excavator are each charged \$1.20 (\$2.40) per locate request, and homeowners are not charged fees.

A Joint Powers Agreement between South Dakota One Call and First District Association of Local Governments, Watertown, South Dakota, has been in place for a number of years. First District receives road centerline data from Cities, Counties, Townships, and the South Dakota Department of Transportation. In 2018 One Call requested parcel data from each county to be forwarded to First District. Parcel data offers improvements in work area addressing and mapping capabilities when issuing locate tickets. This information is formatted into a common dataset and submitted to Texas811 to create accurate maps from which locate tickets are created. This Agreement is an additional cost to the One Call Board, but accurate mapping is an important safety tool in the One Call process. While parcel data will achieve more accurate mapping, an expectation is that revenues to the One Call Board will be reduced as mapped work areas are reduced. South Dakota One Call has also shared its mapping data with the South Dakota 911 Board at no cost to 911 when requested.

Although the goal of zero damages with excavation activity is most likely unattainable, reduced damages are a sought after goal. Damage reporting is an important part of this and is expected to increase as more excavators begin reporting damages to the center. As data is gathered and analyzed, South Dakota One Call will continue its work with operators and the excavation community to use best practices in order to prevent future damages.

3. CONTRACTS AND AGREEMENTS

Executive Director

Larry Janes Consulting, LLC.

Rapid City, South Dakota

Original Consultant Contract - Effective 8/1/2009.

Current 3 Year Contract - Effective 8/1/2016, expires 7/31/2023.

Deputy Director

Cody Gregg Consulting, LLC.

Rapid City, South Dakota

Original Consultant Contract - Effective 11/1/2016.

Current 3 Year Contract - Effective 11/1/2020, expires 10/31/2023.

LEGAL

MayAdam Law Firm

Pierre, South Dakota

Represents the South Dakota One Call Notification Board.

Original Contract - Effective 1/3/2020 - Renewed Annually.

ACCOUNTING

Take Charge Bookkeeping

Pierre, South Dakota

Financials for the South Dakota One Call Board.

Original 3 Year Contract - Effective 2/15/2020, expires 2/14/2022.

SOUTH DAKOTA 811 CENTER

TEXAS811, 1/1/2018

Dallas, Texas

811 Center for South Dakota One Call Board.

Accepts locate requests for planned excavation, dispatches locate tickets, provides reports to the South Dakota One Call Notification Board, and develops new technologies.

Original 5 Year Contract - Effective 1/1/2014.

Current 5 Year Contract - Effective 1/1/2019, expires 12/31/2023.

FIRST DISTRICT ASSOCIATION OF LOCAL GOVERNMENTS

Watertown, South Dakota

Provides Centerline Road Data and GIS Mapping to the South Dakota 811 Center.

Current Joint Powers Agreement - Effective 6/1/2020, expires 05/31/2021.

4. CHANGES IN LAW

Effective July 1, 2018, the South Dakota One Call Board is no longer administered by the Public Utilities Commission, which effectively meant that the Board was to hire an accounting firm and legal services. The text below was removed on July 1, 2020.

-- **HB1187** - At the request of the South Dakota Public Utilities Commission, changes were made by the South Dakota Legislature in 2018 to 49-7A-2 and 49-7A-28 with the introduction of HB1187.

§ 49-7A-2 Establishment of One-Call Notification Board.

(Text of section effective until July 1, 2020) Establishment of One-Call Notification Board. The Statewide One-Call Notification Board is established as an agency of state government **administered by the Public Utilities Commission** and funded solely by revenue generated by the one-call notification Center...

The removal of the words “administered by the Public Utilities Commission” in 49-7A-2 meant the One Call Board would no longer use the legal and financial services and other administrative functions of the Public Utilities Commission, which the Board had previously paid for on an hourly rate.

§ 49-7A-28. Action to recover penalty.

(Text of section effective until July 1, 2020) Action to recover penalty. If the amount of the penalty is not paid to the board, **the Public Utilities Commission, at the request of the board**, shall bring an action in the name of the State of South Dakota to recover the penalty in accordance with § 49-7A-33. No action may be commenced until after the time has expired for an appeal from the findings, conclusions, and order of the board. The costs and expenses on the part of the **commission** shall be paid by the board.

The change to 49-7A-28 removed references to the Public Utilities Commission.

These two changes in law required the South Dakota One Call Board to establish contracts with outside legal and financial services in 2020. However, the Board is still tied to the Public Utilities Commission for budgeting purposes.

5. COMPLAINTS

The South Dakota One Call Notification Board has enforcement authority of One Call laws through a formal complaint process. In addition to financial penalties assessed to those who have been found in violation of one call laws, certain requirements must be met, which include:

1. The Respondent must pay the imposed penalty in full within 30 days of the final Board Order.
2. The Respondent must not be found guilty of a one call law violation within twelve months of the initial violation.
3. The Respondent must attend a Damage Prevention Meeting in 2020.
4. The Respondent must conduct an in-house safety meeting to discuss South Dakota One Call Laws. Details regarding the material discussed, the date and length of the meeting, along with the printed and signed attendees shall be submitted to the Executive Director of South Dakota One Call within 30 days of the final Board Order.
5. The Respondent must meet with the Complainant to discuss safe excavation practices. Details regarding the material discussed, the date and length of the meeting, along with the printed and signed attendees shall be submitted to the Executive Director of South Dakota One Call within 30 days of the final Board Order.

49-7A-17. Complaints--Rules of Practice. Any person with a complaint against a party who violates or with a complaint against a party who procures, aids, or abets in the violation of § 49-7A-2, 49-7A-5, 49-7A-8, or 49-7A-12, or any rules promulgated pursuant to § 49-7A-2, 49-7A-5, or 49-7A-8, may apply to the board for relief. No complaint may be dismissed because of the absence of direct damage to the complainant or petitioner. The board may promulgate rules of practice prescribing the form for complaints in accordance with chapter 1-26.

CALENDAR YEAR – 2020

Ninety-three One Call Complaints were filed with the South Dakota One Call Notification Board in 2020. Of these, eighty-three complaints were filed by facility operators against excavators, eight were filed by excavators against facility operators, and two were filed by a homeowner. Seventy-three complaints involved natural gas, one high pressure transmission pipeline, and nineteen complaints involved fiber optic communications, electrical service and water and sewer. Penalties assessed ranged anywhere from 250 dollars to 5,000 dollars per law violation. There was one hearing request before the full One Call Board.

The most frequent reasons complaints were filed:

Failure to call 911 when there was an escape of gas in gas line damages.

Failure to notify the 811 Center of a damaged facility.

Failure to hand dig within 18" of a marked line.

Failure to request a locate by notifying the 811 center of planned excavation work.

Concealment of a damaged gas line.

Complaint Penalties:

49-7A-18. Penalties. Except as provided in § 49-7A-19 and in addition to all other penalties provided by law, any person who violates or who procures, aids, or abets in the violation of § 49-7A-2, 49-7A-5, 49-7A-8, or 49-7A-12, or any rules promulgated pursuant to § 49-7A-2, 49-7A-5, or 49-7A-8 may be assessed a penalty of up to one thousand dollars for the first violation and up to five thousand dollars for each subsequent violation that occurs within twelve months of the initial violation.

49-7A-19. Penalties for intentional violations. In addition to all other penalties provided by law, any person who intentionally violates or who intentionally procures, aids, or abets in the violation of § 49-7A-2, 49-7A-5, 49-7A-8, or 49-7A-12, or any rules promulgated pursuant to § 49-7A-2, 49-7A-5, or 49-7A-8 may be assessed a penalty of up to five thousand dollars for the first violation and up to ten thousand dollars for each subsequent violation that occurs within twelve months of the initial violation.

49-7A-20. Each violation as separate offense. Each violation of any statute or rule of the Statewide One-Call Notification Board constitutes a separate offense. In the case of a continuing violation, each day that the violation continues constitutes a separate violation.

49-7A-21. Complaint and order prerequisites for penalty--Time limit. No penalty may be imposed pursuant to §§ 49-7A-18 and 49-7A-19 except by order following a complaint pursuant to § 49-7A-17. A complaint alleging a violation of any statute, except § 49-7A-12, or alleging a violation of any rule of the Statewide One-Call Notification Board shall be brought not later than ninety days after the discovery of the alleged violation, but in no case may the complaint be brought more than one year after the date of the alleged violation. Any complaint alleging a violation of § 49-7A-12 shall be brought within one year of discovery of the alleged violation.

49-7A-22. Panel to determine existence of probable cause for violation--Recommendation to board. Upon the initiation of a complaint pursuant to § 49-7A-17, a panel of three or five members of the Statewide One-Call Notification Board shall be appointed by the chair for the purpose of determining whether there is probable cause to believe there has been a violation of any statute or rule of the board. A determination of whether there is probable cause to believe there has been a violation shall be determined by a majority vote of the panel. The panel shall then recommend to the board that the complaint be dismissed for lack of probable cause, or recommend to the board that there is probable cause to believe that there has been a violation and recommend what penalty, if any, should be imposed pursuant to the provisions of § 49-7A-18 or 49-7A-19.

6. EDUCATIONAL OUTREACH

Damage Prevention meetings are held throughout the state of South Dakota annually to educate every excavator and facility operator about One Call laws and changes in technology. Schedules are posted to the South Dakota 811 website and sent out to all known excavators and operators by mail and by email in advance of these meetings. The South Dakota Rural Electric Association, an investor owned electric utility, and a natural gas provider have participated in demonstrating the dangers associated when working around buried facilities. Each of these companies encourage excavators to notify South Dakota 811 before digging, to respect locate marks, and to report damages per SDCL 49-7A-12. South Dakota Pipeline Safety and OSHA also participate in these meetings to discuss reporting requirements and the dangers of working in and around open trenches.

This year the number of face-to-face meetings was cut short due to COVID19 concerns and replaced with online meetings via Zoom to complete the schedule. Understandably attendance at these was less than anticipated. In order to encourage attendance at these training sessions, continuing education credits have been offered since 2013 through the South Dakota Plumbing Commission, South Dakota Electrical Commission, as well as to Water/Wastewater Operators. Increased attendance by excavators and operators over the years indicates the value of these meetings. Individual meetings are also held with excavation companies and facility operators in their safety training sessions. Annual presentations are made at Southeast Technical Institute, Lake Area Technical Institute, Mitchell Technical Institute, and Western Dakota Technical Institute to electrical, plumbing, heavy equipment, and landscaping students, as well as to construction management and architectural students at South Dakota State University. Many of these students are actively working in their industries on weekends and during their breaks, so this is an important part of their safety training.

In January 2020, the South Dakota One Call Notification Board requested authority use \$20,000 of One Call funds to provide scholarships to eligible students through the technical institutes in South Dakota. These would be offered through a joint program of working with industry partners and the Build Dakota Scholarship Fund. Students in areas of study which involve excavation would be eligible to apply. A large percentage of the required funds to support the scholarship program is offset by penalties collected throughout the year through the One Call Complaint process. The Board believes that moving penalty payments to scholarships is a prudent use of One Call funds, and that these scholarships are a solid practice in educating students and limiting future damages to buried infrastructure. Industry partners participating this year were Kyburz-Carlson Construction, Aberdeen, SD for one heavy equipment student at Lake Area Technical Institute and Jim Scull Construction, Rapid City, SD for two students, one in electrical trades and another in construction trades both through Western Dakota Technical Institute. The South Dakota One Call Board offers the scholarships as a South Dakota 811 Scholarship. Certain requirements must be met by each student to qualify for a full tuition scholarship which includes signing a contract with each school and agreeing to meet the following criteria:

1. The student will maintain a minimum of a C average or better.
2. The student agrees to meet and maintain attendance requirements of the institute.
3. The student agrees to attend a South Dakota One Call Damage Prevention presentation.
4. The student agrees to provide a letter to the One Call Board describing why this scholarship is important to them and what it means to their career.
5. The student agrees to work in South Dakota with the industry partner for a minimum of three years.
6. If any of these contract requirements are not met, the student agrees to repay the sponsorship in full, at which time the scholarship money will be returned and awarded to another deserving student.

DAMAGE PREVENTION MEETINGS – CALENDAR YEAR 2020	ATTENDEES
Vermillion	125
Pierre/Ft. Pierre	Zoom
Winner	10
Sioux Falls	Zoom
Yankton	29
Spearfish	59
Aberdeen	Zoom
Watertown	87
Brookings	74
Huron	Zoom
Mitchell	52
Milbank	Zoom
Kennebec	7
Rapid City	138
Mobridge	Zoom
Mitchell Tech – Power line & Gas Students	3
Lake Area Tech - Heavy Equipment Students	70
Southeast Tech - Electrical, Plumbing, and Landscaping Students	88
Western Dakota Tech - Electrical Students	35
South Dakota State University - Const. Mgmt. Students	36
Heavy Construction	53
Sitework Specialists	85
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Mainline Construction	45
Lind-Exco	65
Simon Construction	12
SD Association of Environmental Professionals	0
South Dakota State University - Const. Mgmt. Safety Class	20
SDARWS ATC Conf Presentation	65
SDARWS Manager's Meeting	30
	83
SDARWS Water Technology Expo	70
SDREA Superintendent's Meeting	107
ND/SD Pipeline Safety Operator Training	20
CenturyLink - Rapid City	
TOTAL ATTENDANCE FOR DAMAGE PREVENTION PRESENTATIONS	1927
CONFERENCES	
SDARWS ATC CONF	525
SDREA ANNUAL CONF	428
Electro-Technology Expo	300
Propane Users Group	388
TOTAL CONFERENCE ATTENDEES	1641
TOTAL ATTENDANCE (Presentations & Conferences Combined)	3568
CONTINUING EDUCATION CREDITS OFFERED FOR ATTENDING	
South Dakota Water/Wastewater Operators	19
	43
South Dakota Electrical Commission	
	3
South Dakota Plumbing Commission	

Face to face meetings were curtailed in mid-March due to Covid-19 concerns. Zoom meetings were held to accommodate these trainings.

In addition to these meetings eight Damage Prevention presentations were made to individual excavation companies with over 235 excavation crew members and owner/managers attending.

7. Operational Results – CALENDAR YEAR 2020

The number of locates requested and locate tickets dispatched established a new record processed. There were 22,914 more locates requested in 2020 than the previous record and 59,173 more dispatched locates than any previous year.

					INCOMING LOCATE REQUESTS								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	1,982	2,017	7,396	17,292	15,623	16,275	14,829	14,866	13,449	13,520	10,091	5,180	132,511
2005	1,967	2,581	6,075	15,607	14,745	14,279	13,479	15,057	13,529	13,527	9,294	3,139	123,511
2006	3,535	2,958	5,483	14,881	17,573	16,007	13,519	14,438	13,022	14,066	9,350	3,873	128,511
2007	2,680	1,968	7,061	13,885	17,296	14,443	13,705	13,942	12,597	12,768	9,951	2,981	123,511
2008	2,174	1,937	4,218	15,042	17,077	15,148	14,268	13,517	14,601	13,269	6,950	2,733	120,511
2009	1,686	1,787	3,495	13,293	16,347	14,568	13,400	12,384	12,368	9,499	8,907	2,605	110,511
2010	1,494	1,468	5,859	14,830	13,387	13,970	12,656	11,903	13,202	12,409	8,717	2,677	112,511
2011	1,348	1,442	4,335	12,437	17,703	16,038	13,969	15,587	14,614	14,552	10,790	4,341	127,511
2012	3,322	2,776	9,689	14,513	16,611	15,512	14,413	15,245	13,155	14,431	9,925	4,113	133,511
2013	2,475	2,102	4,819	9,865	19,482	17,507	17,477	17,317	16,988	16,126	10,025	2,631	136,511
2014	2,047	2,115	4,923	16,293	19,149	16,536	17,222	14,553	15,432	15,421	6,672	3,591	133,511
2015	2,604	2,955	9,900	19,553	15,694	16,331	15,062	14,752	15,115	15,139	10,112	4,883	142,511
2016	2,537	4,009	11,485	16,131	18,887	17,371	16,258	17,951	15,316	14,745	10,390	3,262	148,511
2017	2,338	3,238	11,529	17,473	20,179	18,242	16,552	18,362	15,239	15,759	11,349	4,563	154,511
2018	2,908	2,183	6,162	12,546	22,469	17,713	18,211	18,707	16,045	17,836	9,737	4,183	148,511
2019	2,921	2,085	5,725	15,568	20,450	21,077	21,336	20,118	19,161	18,267	10,533	4,526	161,511
2020	3,201	3,045	9,670	21,405	22,774	22,949	21,400	20,602	20,390	17,726	13,177	8,342	184,511

DISPATCHED LOCATE TICKETS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Tot
2004	11,018	11,247	41,666	95,899	83,780	89,066	82,835	80,208	74,082	74,282	54,963	28,713	727,3
2005	11,432	14,416	33,302	85,418	82,228	79,573	75,580	85,381	72,567	71,423	48,859	17,122	677,3
2006	19,244	16,426	30,500	81,395	95,088	87,924	73,467	77,851	69,411	75,618	49,377	20,603	696,3
2007	14,721	11,396	38,779	73,501	91,175	77,146	71,028	72,458	65,457	66,553	51,185	16,372	649,3
2008	12,073	10,671	22,530	77,207	88,481	79,220	74,488	69,458	73,751	66,767	35,701	14,580	624,3
2009	9,161	9,473	18,307	67,164	83,443	74,175	67,611	62,584	62,389	47,902	45,615	14,104	561,3
2010	8,493	8,321	30,671	76,685	70,187	71,444	63,186	57,742	73,640	69,335	48,425	15,705	577,3
2011	8,332	9,020	26,914	76,401	104,108	94,626	80,740	90,724	84,428	82,299	58,816	25,108	741,3
2012	17,247	15,074	57,328	85,253	98,318	90,402	83,523	89,467	77,688	84,503	63,529	25,351	787,3
2013	15,266	13,195	29,075	63,907	114,420	101,007	104,165	96,324	98,876	93,999	59,473	17,469	807,3
2014	12,883	12,871	30,161	98,193	110,977	113,594	98,836	83,755	89,994	89,893	39,939	21,137	802,3
2015	14,660	15,647	58,688	110,278	90,059	95,104	87,157	83,357	85,727	84,132	55,608	28,276	808,3
2016	14,467	22,356	64,722	90,058	104,526	98,046	88,045	97,450	85,229	82,263	57,537	21,471	826,3
2017	12,817	19,081	64,292	98,098	112,384	104,556	90,069	97,953	86,089	87,019	63,679	26,010	862,3
2018	16,201	12,140	33,338	65,680	114,048	91,489	94,602	94,394	79,659	85,062	50,308	21,684	758,3
2019	15,622	10,275	29,900	76,825	100,971	105,182	103,691	99,218	93,744	91,514	53,857	23,888	804,3
2020	17,424	15,780	49,147	107,392	111,812	110,467	106,295	101,461	100,137	88,653	69,171	43,481	921,3

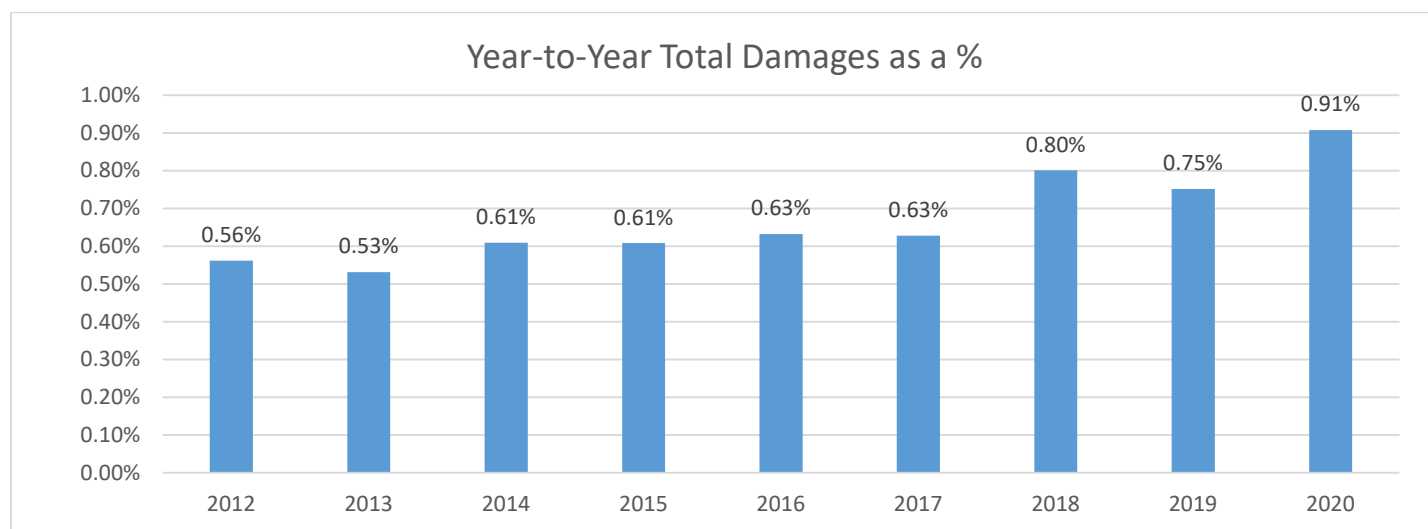
**LOCATES REQUESTED AND DISPATCHED BY WORK COUNTY
CALENDAR YEAR 2020**

COUNTY	LOCATES REQUESTED		COUNTY	DISPATCHED LOCATE TICKETS
AURORA	1034		AURORA	2906
BEADLE	3444		BEADLE	16954
BENNETT	400		BENNETT	894
BON HOMME	1736		BON HOMME	6379
BROOKINGS	6195		BROOKINGS	26960
BROWN	5889		BROWN	36191
BRULE	1034		BRULE	3581
BUFFALO	293		BUFFALO	551
BUTTE	2248		BUTTE	10121
CAMPBELL	455		CAMPBELL	1419
CHARLES MIX	2592		CHARLES MIX	9029
CLARK	1318		CLARK	4154
CLAY	2236		CLAY	11245
CODINGTON	6473		CODINGTON	27703
CORSON	538		CORSON	1406
CUSTER	1945		CUSTER	5003
DAVISON	3354		DAVISON	19487
DAY	1175		DAY	4654
DEUEL	3364		DEUEL	11195
DEWEY	521		DEWEY	1572
DOUGLAS	567		DOUGLAS	1639
EDMUNDS	826		EDMUNDS	3418
FALL RIVER	1811		FALL RIVER	5289
FAULK	995		FAULK	2966
GRANT	2411		GRANT	9662
GREGORY	601		GREGORY	1539
HAAKON	413		HAAKON	1196
HAMLIN	2939		HAMLIN	11811
HAND	1046		HAND	3591
HANSON	2174		HANSON	6131
HARDING	435		HARDING	904
HUGHES	3325		HUGHES	15322
HUTCHINSON	1911		HUTCHINSON	8519
HYDE	647		HYDE	1591
Page 16				

JACKSON	599		JACKSON	2437
JERAULD	530		JERAULD	1739
JONES	309		JONES	1013
KINGSBURY	5567		KINGSBURY	24881
LAKE	3432		LAKE	17349
LAWRENCE	4590		LAWRENCE	25500
LINCOLN	16286		LINCOLN	112780
LYMAN	1145		LYMAN	3115
MARSHALL	3271		MARSHALL	8638
MCCOOK	1455		MCCOOK	5659
MCPHERSON	664		MCPHERSON	1965
MEADE	4716		MEADE	25037
MELLETTE	249		MELLETTE	544
MINER	675		MINER	1950
MINNEHAHA	33122		MINNEHAHA	206803
MOODY	2303		MOODY	9476
PENNINGTON	17744		PENNINGTON	110010
PERKINS	473		PERKINS	1220
POTTER	423		POTTER	1498
ROBERTS	1787		ROBERTS	5116
SANBORN	629		SANBORN	1569
SHANNON OGLALA LAKOTA	631		SHANNON OGLALA LAKOTA	1565
SPINK	3149		SPINK	11907
STANLEY	892		STANLEY	3881
SULLY	410		SULLY	1558
TODD	490		TODD	874
TRIPP	869		TRIPP	1741
TURNER	2462		TURNER	9734
UNION	4922		UNION	21624
WALWORTH	628		WALWORTH	2764
YANKTON	3665		YANKTON	21658
ZIEBACH	249		ZIEBACH	633

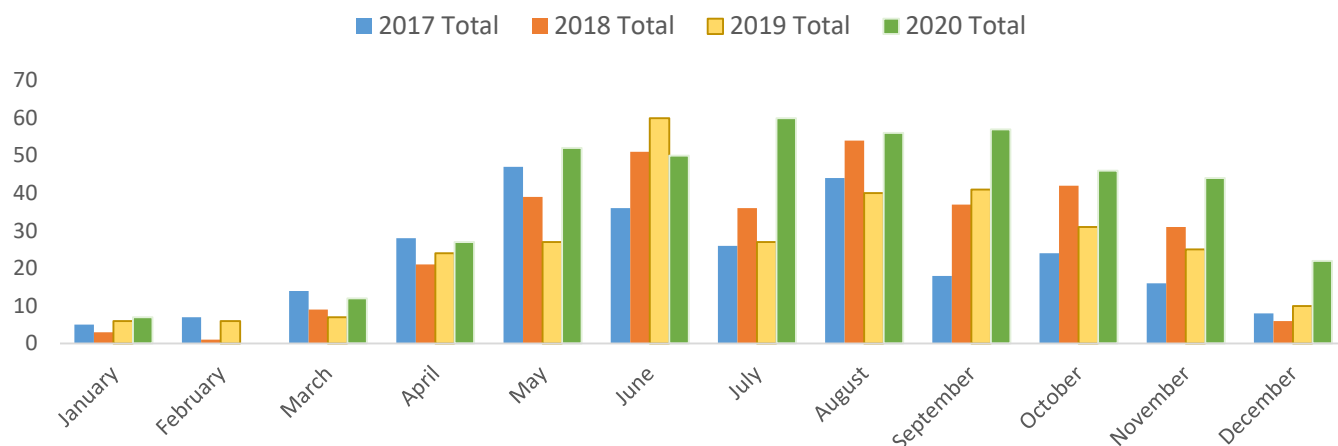
DAMAGES

Review of these charts shows that while damage reporting is increasing, overall locate tickets requested and dispatched have also generally risen over the past years. Damage reporting is expected to continue to rise due to mandatory damage reporting to the South Dakota 811 Center with the change to 49-7A-12 in 2018.



Damages Without Ticket Numbers												
Source	January	February	March	April	May	June	July	August	September	October	November	December
Voice	6	0	9	23	50	48	58	52	53	43	42	21
Portal Ticket	1	0	3	2	2	2	2	3	4	3	2	1
Remote	0	0	0	2	0	0	0	1	0	0	0	0
2017 Total	5	7	14	28	47	36	26	44	18	24	16	8
2018 Total	3	1	9	21	39	51	36	54	37	42	31	6
2019 Total	6	6	7	24	27	60	27	40	41	31	25	10
2020 Total	7	0	12	27	52	50	60	56	57	46	44	22
Total Monthly Volume	3,201	3,045	9,670	21,405	22,774	22,949	21,400	20,602	20,390	17,726	13,177	8,342

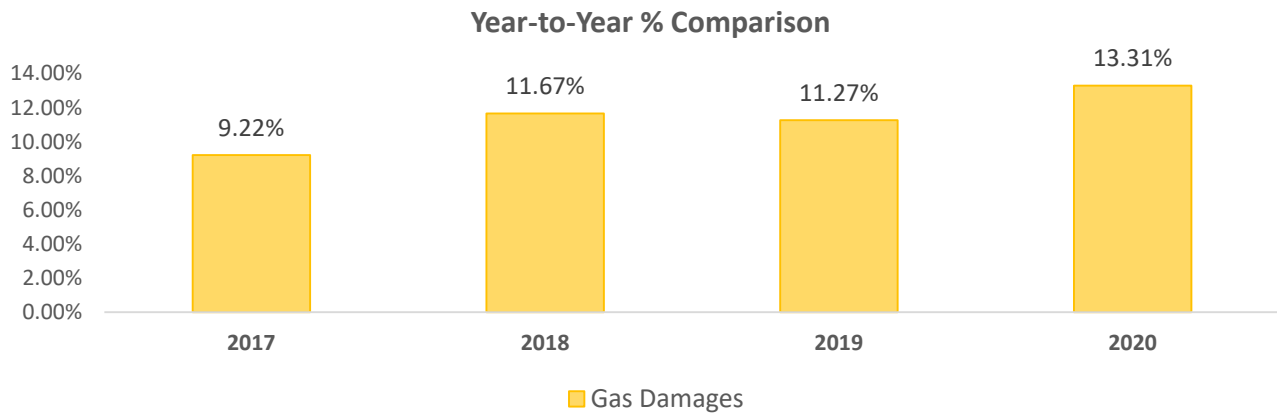
Damages Without Ticket Numbers



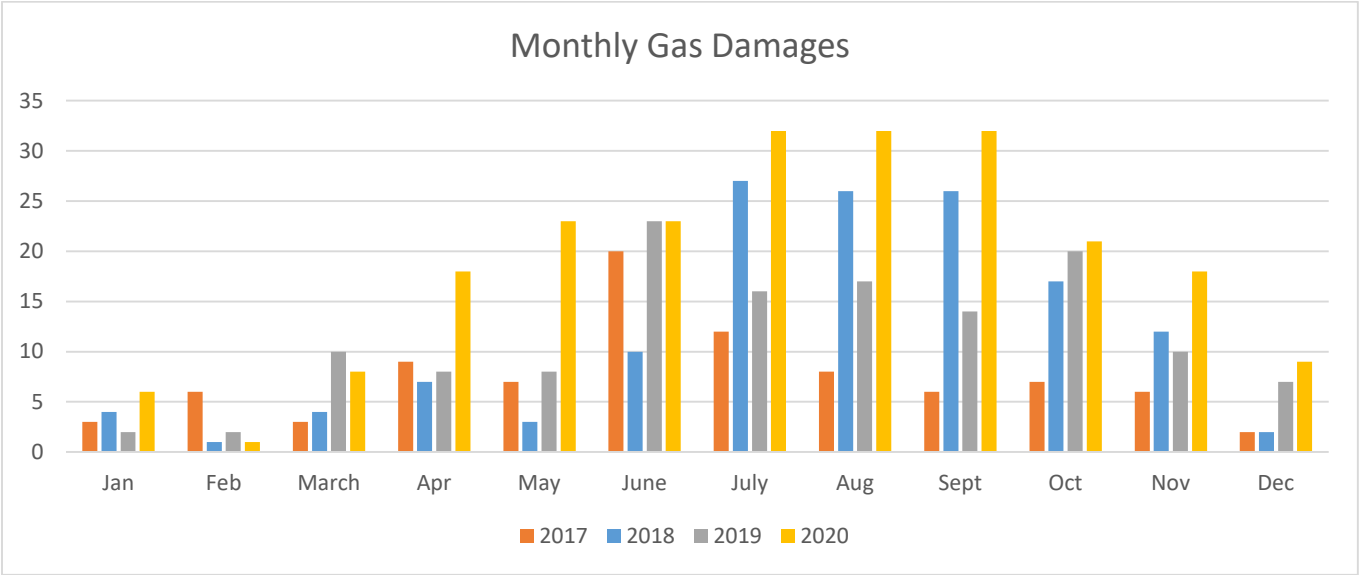
2020													
DISPATCHED TICKET TYPES	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	TOTAL
APPOINTMENT	20	16	44	32	19	22	38	25	33	20	28	32	329
Appointment Planning	3	9	33	3	0	3	10	2	11	6	9	15	104
Appointment Project	5	0	2	8	5	9	9	4	5	3	5	1	56
Appointment Routine	12	7	9	21	14	10	19	19	17	11	14	16	169
CANCELLATION	26	17	68	169	180	173	157	161	189	139	103	59	1,441
DAMAGE	31	16	74	145	201	176	208	234	209	163	137	82	1,676
Damage w/ Previous Locate Request	24	16	62	118	149	126	148	178	152	117	93	60	1,243
Damage w/out Previous Locate Request	7	0	12	27	52	50	60	56	57	46	44	22	433
EMERGENCY	312	245	357	367	371	433	440	470	387	379	291	340	4,392
INFORMATIONAL	0	0	1	3	0	3	3	1	3	0	3	0	17
MODIFY	32	49	80	209	188	202	169	178	193	130	112	30	1,572
NORMAL	2,315	2,243	8,371	19,115	19,974	19,616	18,154	17,468	17,585	15,136	11,123	6,876	157,976
High Profile Notifications	486	402	1,254	2,989	2,745	2,788	2,513	2,714	2,540	2,703	1,917	1,449	24,500
PLANNING	84	83	69	103	100	68	105	86	95	115	124	116	1,148
RESPOT	97	169	119	377	471	479	477	469	397	619	484	204	4,362
UPDATE	264	193	404	660	1,053	1,564	1,486	1,322	1,138	893	667	537	10,181
VERIFICATION	20	14	83	225	217	213	163	188	161	132	105	66	1,587

GAS DAMAGES

GAS DAMAGES	Year-to-Year % Comparison			
	2017	2018	2019	2020
Gas Damages	89	139	137	223
Total Damages	965	1,191	1,216	1,676
%	9.22%	11.67%	11.27%	13.31%



							MONTHLY GAS DAMAGES						
	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2017	3	6	3	9	7	20	12	8	6	7	6	2	89
2018	4	1	4	7	3	10	27	26	26	17	12	2	139
2019	2	2	10	8	8	23	16	17	14	20	10	7	137
2020	6	1	8	18	23	23	32	32	32	21	18	9	223
Ticket Volume	3,201	3,045	9,670	21,405	22,774	22,949	21,400	20,602	20,390	17,726	13,177	8,342	184,681



SOUTH DAKOTA ONE CALL/SOUTH DAKOTA 811 WEBSITE

www.sd811.com

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SD811.com

South Dakota One Call

South Dakota

811

Know what's below.
Call before you dig.

Laws

Complaints

Board

Excavator

Facility Operator

Homeowner

Landowner

Blog

Related Sites

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South Dakota 811

Welcome to SD811.com!

Use South Dakota 811 to locate underground utilities **before you dig**. Excavators planning to dig, drill or trench should make the required locate request to South Dakota 811 two working days before the planned work. Homeowners and landowners planning their own excavation activities are required to notify South Dakota 811 as well.

Submit a locate request 24/7 to South Dakota 811 by:

Phone: Make a free call to 811 (in-state) or (800) 781-7474 (outside of South Dakota).

Web Portal: Use the new [South Dakota 811 Web portal](#) for faster processing of locate requests. Web Portal users must complete a short training session. Contact [Remote Apps](#) to request a demo or ask questions about the Web Portal. (Please note that the portal url has been updated)

Mobile App: Use the [new](#) South Dakota 811 mobile app for convenient and quick connection from wherever you are. Follow these [instructions](#) to download the app on your mobile device. This App is now available for use on [Android](#) products.

Newsletter: Sign up for the Excavator Newsletter [HERE](#).
Sign up for the Utility Member Newsletter [HERE](#).

Color Code
for Marking Underground Utility Lines

Electric

Gas-Oil-Steam

Communication CATV

Potable Water

Irrigation, Reclaimed Water, Slurry Lines

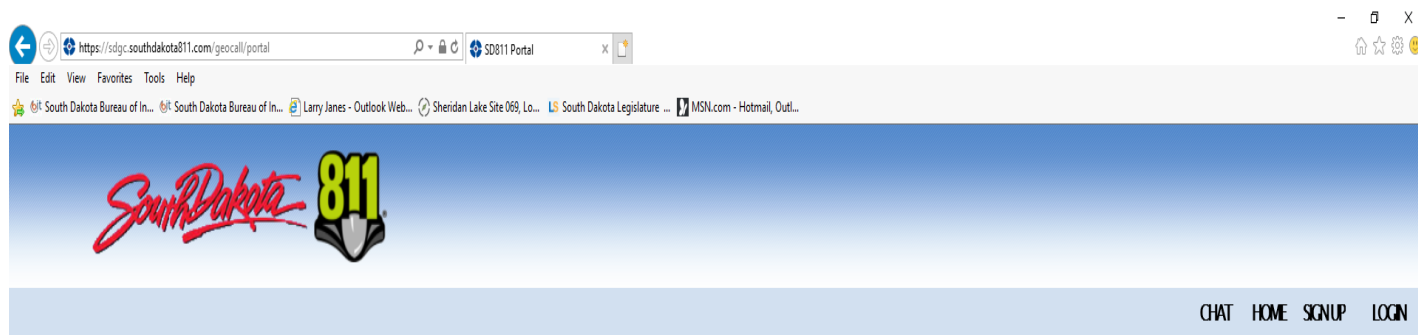
Sewer

Temporary Survey Markings

Proposed Excavation

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THE PROFESSIONAL EXCAVATOR PORTAL FOR ON-LINE LOCATE REQUESTS IS FOUND BY CLICKING THE EXCAVATOR TAB.



Welcome to the South Dakota 811 Web Portal!

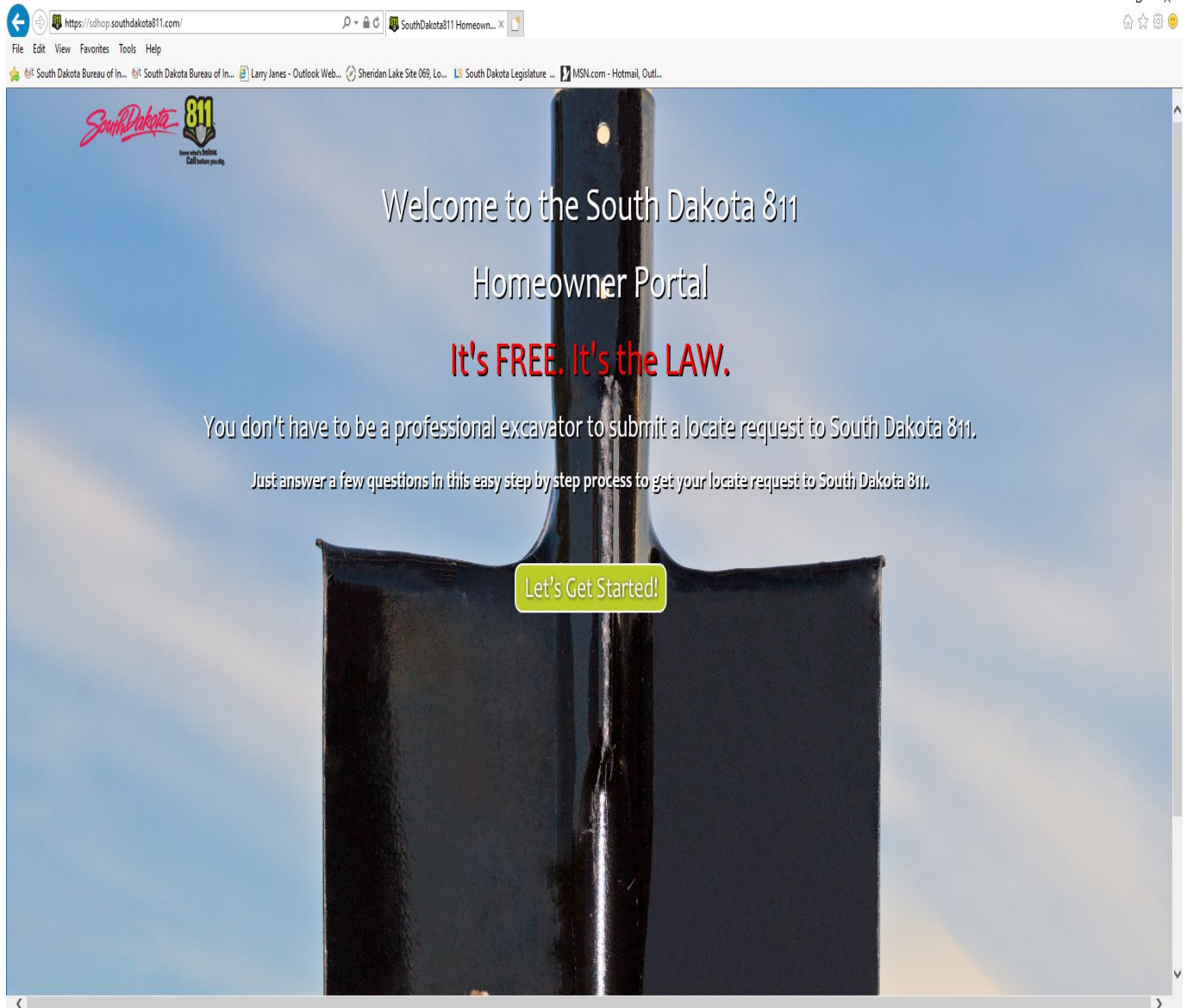
Please sign up for access to our new Web Portal to submit Web Entry (E-Tickets) tickets, process your own Update & Remark tickets or conduct a ticket search.

Logins for the previous E-Ticket and Ticket Search features will not work for the Web Portal. Please take a minute to re-register using the "Sign Up" button above to gain access to the Web Portal.

The Web Portal is designed to work with Mozilla Firefox, Google Chrome and Microsoft Internet Explorer 9. If you use other browsers, you may have compatibility issues with some functions and features.

If you need immediate attention please initiate a chat session by selecting the "Chat" button above or send an email to RemoteApps@Texas811.org.

HOMEOWNER PORTAL FOR ON-LINE LOCATE REQUESTS



8. FINANCIALS – FY 2019

8:14 AM

07/09/20

Cash Basis

SOUTH DAKOTA ONE CALL
Statement of Revenue & Expenditures
 July 2019 through June 2020

	Jul '19 - Jun 20
Ordinary Income/Expense	
Income	
4299006 - Locate Fees	919,984.34
4391000 - Fines	37,000.00
4491000 - Interest	24,754.54
Total Income	981,738.88
Expense	
5101010 - Salaries & Benefits	2,826.13
5203 - Travel	
52031380 - Non-employment Trave	18,237.04
Total 5203 - Travel	18,237.04
5204 - Contractual Services	
52040280 - Dues/Membership Fees	1,759.65
52040880 - Consultant Fee Legal	23,352.00
52040980 - Consultant Fee, Mgmt	195,590.93
52041680 - Workshop Registratio	811.00
52041800 - Computer Svcs-State	449.38
52042000 - Central Services	5,208.23
52044180 - Advertising Misc	150.00
52045180 - Rents Other	4,425.70
52045300 - Telecomm thru purcha	411.75
52045900 - Insurance (00)	2,103.31
52047400 - Bank/Lockbox Fees	2,200.00
52049680 - Other Contractual	720,814.01
Total 5204 - Contractual Services	957,275.96
5205 Supplies	
52050280 - Office Supplies	128.23
52050480 - Ed & Instr Supplies	3,704.46
52053100 - Printing-State	30.63
52053280 - Printing Commercial	12,906.86
52053580 - Postage	2,384.53
52053780 - Clothing	198.28
52053980 - Foodstuffs	2,873.84
Total 5205 Supplies	22,226.83
Total Expense	1,000,565.96
Net Ordinary Income	-18,827.08
Net Income	-18,827.08

9. ACTIONABLE ITEMS

- Improve the efficiency of the enforcement process by reducing infractions of laws through continued education and working directly with individual excavators and operators. The South Dakota One Call Board will also be reviewing the enforcement process in order to accommodate the significant increase in complaint volumes. Our laws and past practices we developed under the concept of collaboration first and confrontation second. Some operators and excavators have elected to forgo the initial step of collaboration leaving this task to the South Dakota One Call Board. This disregard for collaboration has motivated One Call to adjust its practices and adapt to the new complaint methods being deployed. These adjustments will first be made within the confines of the current Statutes and Rules but some situations will more than likely drive legislative action in order to provide resolution.

- Continue to hold dialog with excavators and facility operators to collect data in order to determine ways to reduce damages to buried infrastructure and protect workers and the general public. Formal and informal data collection will be utilized to measure the successes of the South Dakota One Call System. Through this data collection, we will continue to establish a culture of constant improvement. Not only improvement amongst the excavators, locators, and operators, but also the improvement of the One Call system, itself. As changes occur in the One Call world and the world of excavation; we must also change the associated safety practices and expectations. When sculpting, maintaining, and communicating these critical public safety practices, it must be understood by everyone involved that the "laws of the land" rule without waiver; but are not immune constant scrutiny and improvement.

- Continue to ensure that South Dakota One Call follows state laws and departmental policies by actively working closely and directly with other departments. As a self-funded state entity, South Dakota One Call finds itself in several unique situations, as it pertains to multiple business activities such as fiscal appropriations, board appointments, penalty collections, and others. South Dakota One Call must continue to develop and mature its relationship with the state of South Dakota, striving for the perfect balance of separation and state association. This perfect balance will allow the One Call board to meet its objectives of unbiased law enforcement, public education, constant improvement, and long term sustainability.

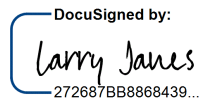
10. FUTURE PLANS

- The One Call Board will continue to work with the technical schools and industry partners to offer scholarship opportunities to students involved in trades that involve excavation.
- Continue to promote the CALL BEFORE YOU DIG message and the use of 811.
- Continually search for additional educational opportunities.
- Training for the Board to help it operate more effectively.
- Research new technologies for the 811 center to increase effectiveness for operators and excavators.
- Address enforcement efficiencies.
- Develop a South Dakota 811 Certification program for excavators and operators.
- Provide an avenue for locator training.
- Make South Dakota One Call the most recognizable and premiere safety organization in the State of South Dakota.

The South Dakota One Call Notification Board sincerely appreciates the interest and commitment of all who have contributed to the safety of excavators, facility operators, and the general public since 1993.

The South Dakota One Call Notification Board will continue to work together with the Governor, the Legislature, the Excavation Community, and Facility Operators to make our communities a safe place to work and live.

Respectfully submitted,

DocuSigned by:

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Larry L. Janes
Executive Director
South Dakota One Call Notification Board
South Dakota 811
P.O. Box 187
Rapid City, SD 57709

Tel #/Cell # (605) 339-0529
exedir@sdonecall.com

SOUTH DAKOTA ONE CALL, established in 1993
SOUTH DAKOTA 811, since 2013



"Let's all do our part to make our communities and state a safe place to work and live"

Always Call Or "Click" 811 Before You Dig.

For information about South Dakota One Call, please visit www.SD811.com. .