



**Know what's below.  
Call before you dig.**



## **2021 ANNUAL REPORT**

### **SOUTH DAKOTA ONE CALL NOTIFICATION BOARD**

**Submitted to:**

**Office of the Governor  
Attn: Morgan Ness  
500 East Capitol Avenue  
Pierre, South Dakota 57501**

**South Dakota Legislative Research Council  
Attn: Taylor Morris  
500 East Capitol Avenue  
Pierre, South Dakota 57501**

**Delivered via USPS Priority Mail  
Emailed to both parties**

**South Dakota One Call  
PO Box 187  
Rapid City, South Dakota 57709**

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

In accordance with state law, South Dakota One Call Notification Board (also known as South Dakota 811) is submitting its annual report. This submitted report details South Dakota 811 history, activity, contracts, education, outreach, and operations for 2021. In addition to operational data, included please find future project information to ensure the safety of the general public and South Dakota's workforce while protecting underground infrastructure.

While South Dakota One Call Notification Board is a state agency, our funding occurs solely through charges to operators for locating underground utilities, federal grants when funding is made available and interest earned through deposits. At no time are general funds used in the operation of South Dakota One Notification Board or its 811 Center.

South Dakota One Call is happy to announce that our rates have remained unchanged since 1998.

South Dakota One Call and its Board Member faithfully meet the mission listed below,

**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.**

South Dakota One Call Notification Board will continue to successfully work with the Governor, Governor's Office, the Legislature, facility operators and excavators to maintain safe working utilities in our communities,

Respectfully submitted,

A handwritten signature in black ink that reads "Cody M. Gregg". The signature is fluid and cursive, with the first name "Cody" and middle initial "M." clearly legible, followed by the last name "Gregg".

Cody M. Gregg  
Executive Director  
South Dakota One Call Notification Board  
South Dakota 811  
PO Box 187  
Rapid City, South Dakota 57709  
Phone: (605) 863 – 0951  
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## **1. Board of Directors**

ONE CALL NOTIFICATION BOARD OF DIRECTORS

Authorization SDCL 49-7A-3.

### **Fay Jandreau, Chairman**

Representing Telecommunications < 50,000 Customers

Highmore, South Dakota

Governor Appointment - Effective 8/31/2010

### **Mark Meier, Vice Chairman**

Representing Municipalities

Watertown, South Dakota

Governor Appointment - Effective 10/23/2018

### **Kevin Kouba,**

**Announced retirement, awaiting appointment from the Governor's office.**

Representing Investor Owned Electric Utilities

Milbank, South Dakota

Governor Appointment - Effective 2/14/2000

### **Bleau LaFave**

Representing Investor Owned Natural Gas Utilities

Tea, South Dakota

Governor Appointment – Effective 3/14/2006

### **Daniel Kaiser**

**Announced retirement, awaiting appointment from the Governor's Office.**

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

### **Vacant, Awaiting appointment from the Governor's Office.**

Representing Interstate Pipeline Carriers

### **Vacant, Awaiting appointment from the Governor's Office.**

Representing South Dakota Rural Electric Cooperatives



**Lloyd Rave**

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

**Steve Mohr**

**Announced retirement awaiting appointment from the Governor's Office.**

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.

South Dakota One Call Board is governed by eleven board members who serve voluntarily with state allowed per diem, structured as defined under SDCL 49-7A-3. Board Members serve three year terms and are appointed by the Governor's Office.

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 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, and a Homeowner Portal. The 811 Center dispatches these requests as locate tickets to underground facility operators in order to have utility 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.

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, and homeowners requesting locates using the Homeowner Portal. Currently 64% 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. Excavator 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**

**Cody M. Gregg, LLC.**

Rapid City, South Dakota

Original Consultant Contract - Effective 12/1/2021

Current 3 Year Contract - Effective 12/1/2021, expiring 11/30/2023.

#### **Legal**

**May Adam 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 2/15/2019, expiring 2/14/2022.

#### **South Dakota 811 Center**

**Texas 811**

Dallas, Texas

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, expiring 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 7/1/2021, expiring 06/31/2022.



#### 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 as addressed in HB 1187. The text below was removed on July 1, 2020.

##### **§ 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. South Dakota One Call Notification Board does submit budgetary information and requests through the Public Utilities Commission for the Joint Committee for Appropriations. There have been no other changes to state law on behalf of South Dakota One Call Notification Board.

## 5. Complaints

The South Dakota One Call Notification Board has enforcement authority of One Call laws through a formal complaint process, available through the website. Upon receipt of a complaint, SDCL 49-7A-22 states three or five board members determine if a violation occurred and recommend a penalty and other stipulations to be met. The full Board of Directors accepts or rejects all recommendations from the Panel with notifications mailed to all parties involved.

**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.

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 the spring of 2022.
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.

South Dakota One Call Notification Board considers these added requirements to be an effective measure of education of One Call Laws.

**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.



**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.

## **Complaint History (Calendar Year)**

### **2021**

Thirteen One Call Complaints were filed with South Dakota One Call Notification Board in 2021, all filed by utilities against excavators. Penalties assessed ranged from \$250 to \$5,000. There were no hearings requested in 2021.

### **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 to \$5,000 dollars per law violation. There were six hearings requested and four held in 2020.

Listed below are the most frequently alleged violations as specified in complaints:

- a. Failure to call 911 when there was an escape of gas in gas line damages. (49-7A-12)
- b. Failure to notify the 811 Center of a damaged facility. (49-7A-12)
- c. Failure to hand dig within 18" of a marked line. (49-7A-8)
- d. Failure to request a locate by notifying the 811 center of planned excavation work. (49-7A-5)
- e. Concealment of a damaged gas line. (49-7A-12)



## 6. Educational Outreach

**Damage Prevention** meetings are held throughout the state of South Dakota annually to educate excavators and facility operators 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. Like the rest of the world, South Dakota One Call adjusted its plan with the outbreak of Covid-19 and moved the remaining Damage Prevention Meetings to virtual. While these were not as well attended, South Dakota One Call was still able to provide educational trainings for excavators and facility operators presenting to 1,200 people online. Increased attendance by excavators and operators over the years indicates the value of these meetings.

There are several entities that present information to our attendees including South Dakota Pipeline Safety and OSHA. Discussion regarding reporting requirements, changes to state laws and safety standards including the dangers of working in and around open trenches is held.

In order to encourage attendance at these training sessions, continuing education credits have been offered through the South Dakota Plumbing Commission, South Dakota Electrical Commission, as well as Water/Wastewater Operators. These have been offered since 2013.

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.

**Scholarships** are offered by the South Dakota One Call Notification Board through a joint program through Build Dakota Scholarship Fund working with industry partners. In January 2020, we requested authority use \$20,000 of One Call funds to provide scholarships to eligible students through the technical institutes in South Dakota. Students in areas of study which involve excavation are eligible to apply. A large percentage of the required funds to support the scholarship program are 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.

In 2020, South Dakota One Call partnered with Kyburz-Carlson Construction in Aberdeen, 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.

In 2021, South Dakota One Call partnered with Muth Electric, Inc. in Mitchell, for one electrical student at Mitchell Technical for one student.

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.

In addition to the ten virtual Damage Prevention meetings, presentations were made to individual excavation companies with over 350 excavation crew members and owner/managers attending.

Recently, South Dakota 811's website was redesigned. This website is easier to navigate, submit inquiries, contact requests and submit documentation such as complaint filings and customer mapping. The necessary updated website has easy access to Portal (locate request database), Board information and laws governing One Call.

## 7. Operational Results

The charts and graphs including in Section 7 summarize South Dakota 811's reports for Calendar Year 2021.

**Incoming Locate Requests:** (received at the Center as a locate request)

	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	132,520
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	123,279
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	128,705
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	123,277
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	120,934
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	110,339
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	112,572
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	127,156
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	133,705
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	136,814
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	133,954
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	142,100
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	148,342
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	154,823
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	148,700
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	161,767
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	184,681
<b>2021</b>	<b>4,202</b>	<b>3,168</b>	<b>12,068</b>	<b>20,795</b>	<b>21,555</b>	<b>22,236</b>	<b>20,131</b>	<b>21,212</b>	<b>19,440</b>	<b>17,699</b>	<b>14,734</b>	<b>6,707</b>	<b>183,947</b>
<b>Inc /Prev Yr</b>	<b>31%</b>	<b>18%</b>	<b>22%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	
<b>Inc YTD</b>	<b>1,001</b>	<b>1,124</b>	<b>3,522</b>	<b>2,912</b>	<b>1,693</b>	<b>980</b>	<b>-289</b>	<b>321</b>	<b>-629</b>	<b>-656</b>	<b>901</b>	<b>-734</b>	



**Dispatched Locate Tickets: (locate tickets dispatched to utilities)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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	727,759
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	677,301
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	696,904
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	649,771
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	624,927
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	561,928
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	577,633
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	741,516
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	787,683
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	807,176
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	802,233
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	808,693
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	826,170
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	862,047
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	758,605
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	804,687
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	921,220
<b>2021</b>	<b>22,942</b>	<b>17,469</b>	<b>62,386</b>	<b>105,545</b>	<b>110,716</b>	<b>115,017</b>	<b>103,118</b>	<b>109,752</b>	<b>100,771</b>	<b>89,805</b>	<b>76,205</b>	<b>37,375</b>	<b>951,101</b>
Inc/ Prev Yr		22%	25%	10%	6%	5%	4%	4%	4%	4%	4%	3%	
Inc YTD		7,207	20,446	18,599	17,503	22,053	18,876	27,167	27,801	28,953	35,987	29,881	



## Locate Requests (Inbound and Outbound) By County Calendar Year 2021

Work County	Inbound
AURORA	592
BEADLE	3,848
BENNETT	372
BON HOMME	1,527
BROOKINGS	6,246
BROWN	7,516
BRULE	1,032
BUFFALO	303
BUTTE	1,872
CAMPBELL	407
CHARLES MIX	2,108
CLARK	1,034
CLAY	2,913
CODINGTON	5,149
CORSON	492
CUSTER	3,144
DAVISON	4,442
DAY	1,350
DEUEL	1,397
DEWEY	555
DOUGLAS	889
EDMUNDS	1,633
FALL RIVER	1,536
FAULK	601
GRANT	3,670
GREGORY	596
HAAKON	446
HAMLIN	2,548
HAND	2,025
HANSON	907
HARDING	432
HUGHES	2,932
HUTCHINSON	2,648
HYDE	450
JACKSON	477
JERAULD	405
JONES	219

Work County	Outbound
AURORA	1,594
BEADLE	18,208
BENNETT	911
BON HOMME	6,053
BROOKINGS	27,052
BROWN	42,634
BRULE	3,840
BUFFALO	649
BUTTE	9,323
CAMPBELL	1,253
CHARLES MIX	6,938
CLARK	3,348
CLAY	15,801
CODINGTON	24,158
CORSON	1,159
CUSTER	7,657
DAVISON	25,441
DAY	4,686
DEUEL	5,022
DEWEY	1,713
DOUGLAS	3,031
EDMUNDS	6,862
FALL RIVER	4,056
FAULK	1,845
GRANT	17,063
GREGORY	1,505
HAAKON	1,124
HAMLIN	11,819
HAND	6,611
HANSON	3,413
HARDING	960
HUGHES	14,704
HUTCHINSON	13,570
HYDE	1,291
JACKSON	1,730
JERAULD	1,252
JONES	660

KINGSBURY	2,470
LAKE	2,821
LAWRENCE	4,941
LINCOLN	18,579
LYMAN	853
MARSHALL	994
MCCOOK	2,174
MCPHERSON	1,205
MEADE	5,358
MELLETTE	255
MINER	569
MINNEHAHA	33,573
MOODY	2,331
PENNINGTON	18,044
PERKINS	616
POTTER	526
ROBERTS	3,097
SANBORN	447
SHANNON / OGLALA LAKOTA	678
SPINK	1,573
STANLEY	1,444
SULLY	558
TODD	492
TRIPP	852
TURNER	2,608
UNION	3,887
WALWORTH	665
YANKTON	3,439
ZIEBACH	185

KINGSBURY	10,921
LAKE	13,902
LAWRENCE	27,021
LINCOLN	133,484
LYMAN	2,329
MARSHALL	2,826
MCCOOK	8,944
MCPHERSON	3,573
MEADE	25,100
MELLETTE	546
MINER	1,627
MINNEHAHA	213,018
MOODY	11,163
PENNINGTON	109,701
PERKINS	1,471
POTTER	1,860
ROBERTS	9,341
SANBORN	1,134
SHANNON / OGLALA LAKOTA	1,714
SPINK	7,067
STANLEY	5,461
SULLY	2,037
TODD	893
TRIPP	1,760
TURNER	10,337
UNION	21,975
WALWORTH	2,571
YANKTON	20,023
ZIEBACH	443

## Damages as reported to the 811 Center

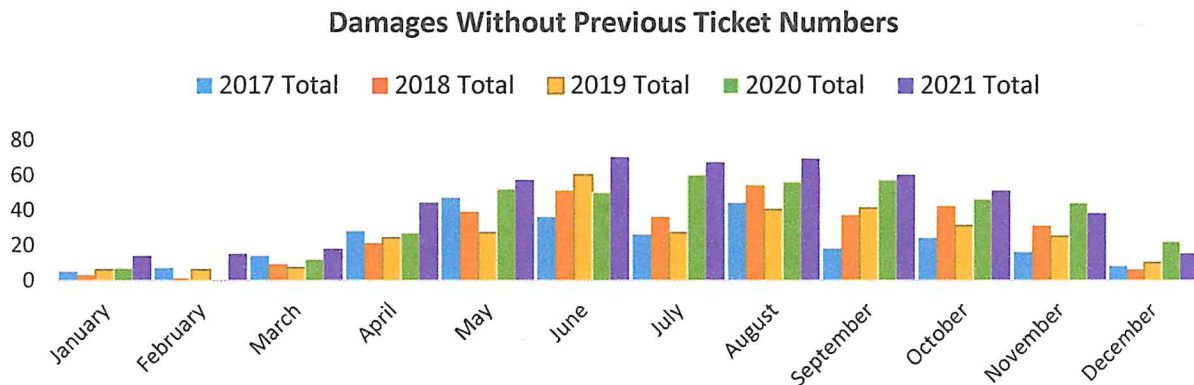
Review of these charts shows that while damage reporting is increasing, overall locate tickets requested and dispatched have also generally risen over the past years. Damage reporting is expected to continue to rise due to mandatory damage reporting to the South Dakota 811 Center with the change to 49-7A-12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

This graph and chart below shows the number of damages reported to the Center without a previous locate ticket, meaning excavation happened without a locate submitted prior.

Damages without previous locate ticket:

Damages Without Previous Ticket Numbers												
Source	January	February	March	April	May	June	July	August	September	October	November	December
Voice	12	14	17	41	53	65	60	69	57	51	35	15
Portal Ticket				3	3	2	4		2		1	
Remote	2	1	1		1	3	3		1		2	
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
2021 Total	14	15	18	44	57	70	67	69	60	51	38	15
Total Monthly Volume	4,202	3,168	12,068	20,795	21,555	22,236	20,131	21,212	19,440	17,699	14,734	6,707
%	0.33%	0.47%	0.10%	0.13%	0.24%	0.22%	0.30%	0.26%	0.29%	0.26%	0.30%	0.33%

Chart:



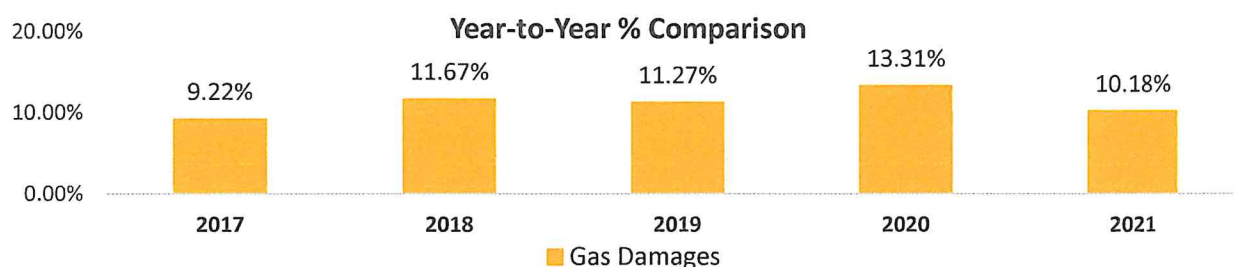
## Gas Damages

This graphs and chart in this section review just gas damages reported to the Center, shown annually and monthly.

### Year-to-Year % Comparison

	2017	2018	2019	2020	2021
Gas Damages	89	139	137	223	186
Total Damages	965	1,191	1,216	1,676	1,828
%	9.22%	11.67%	11.27%	13.31%	10.18%

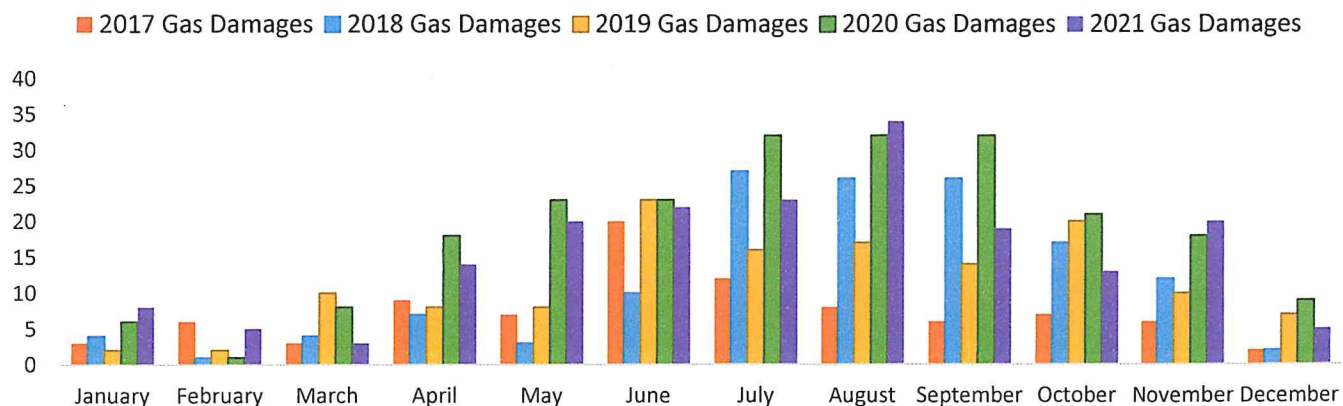
Chart:



### Monthly Gas Damages

	Jan.	Feb	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
2017 Gas Damages	3	6	3	9	7	20	12	8	6	7	6	2	89
2018 Gas Damages	4	1	4	7	3	10	27	26	26	17	12	2	139
2019 Gas Damages	2	2	10	8	8	23	16	17	14	20	10	7	137
2020 Gas Damages	6	1	8	18	23	23	32	32	32	21	18	9	223
2021 Gas Damages	8	5	3	14	20	22	23	34	19	13	20	5	186
Total Monthly Volume	4,202	3,168	12,068	20,795	21,555	22,236	20,131	21,212	19,440	17,699	14,734	6,707	183,947
%	0.19%	0.16%	0.02%	0.07%	0.09%	0.10%	0.11%	0.16%	0.10%	0.07%	0.14%	0.07%	

### Monthly Gas Damages





## Dispatched Tickets by Type

2021

DISPATCHED TICKET TYPES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
APPOINTMENT	6	8	50	62	37	47	28	25	35	31	30	28	387
Appointment Planning	1	2	23	8	11	11	6	4	2	4	7	14	93
Appointment Project	1	1	13	8	3	11	4	7	8	11	6	1	74
Appointment Routine	4	5	14	46	23	25	18	14	25	16	17	13	220
CANCELLATION	52	29	120	202	252	233	238	250	169	141	158	75	1,919
DAMAGE	47	33	61	135	182	260	241	250	215	180	156	68	1,828
Damage w/ Previous Locate Request	33	18	43	91	125	190	174	181	155	129	118	53	1,310
Damage w/out Previous Locate Request	14	15	18	44	57	70	67	69	60	51	38	15	518
EMERGENCY	267	352	368	342	347	420	423	478	424	355	347	317	4,440
INFORMATIONAL	0	0	0	0	0	2	0	2	3	0	0	0	7
MODIFY	28	15	55	119	126	162	128	167	129	95	64	45	1,133
NORMAL	3,227	2,233	10,484	18,341	18,568	18,690	16,854	17,952	16,237	14,920	12,195	5,065	154,766
High Profile Notifications	636	454	1,710	2,629	2,863	3,137	3,040	3,065	3,064	2,576	2,317	1,254	26,745
PLANNING	91	98	142	112	171	101	106	104	86	128	89	104	1,332
RESPOT	136	127	185	463	469	561	527	517	518	376	283	286	4,448
UPDATE	305	248	525	836	1,166	1,479	1,377	1,293	1,472	1,340	1,277	652	11,970
VERIFICATION	43	25	78	183	237	281	209	174	152	133	135	67	1,717
<b>TOTAL</b>	<b>4,202</b>	<b>3,168</b>	<b>12,068</b>	<b>20,795</b>	<b>21,555</b>	<b>22,236</b>	<b>20,131</b>	<b>21,212</b>	<b>19,440</b>	<b>17,699</b>	<b>14,734</b>	<b>6,707</b>	<b>183,947</b>

## 8. Financials – FY July 2020 to June 2021

### SOUTH DAKOTA ONE CALL Stmnt of Revenues & Expenditures July 2020 through June 2021

	Jul '20 - Jun 21
Ordinary Income/Expense	
Income	
4299006 - Locate Fees	971,937.88
4391000 - Fines	40,950.00
4491000 - Interest	27,793.82
Total Income	1,040,681.70
Expense	
5101010 - Salaries & Benefits	960.57
5204 - Contractual Services	
52040180 - Subscriptions	275.00
52040280 - Dues/Membership Fees	7,892.43
52040880 - Consultant Fee Legal	26,805.20
52040980 - Consultant Fee, Mgmt	201,482.64
52041800 - Computer Svcs-State	876.30
52042000 - Central Services	5,231.63
52045180 - Rents Other	937.00
52045300 - Telecomm thru purcha	62.00
52045900 - Insurance (00)	724.02
52047400 - Bank/Lockbox Fees	2,600.00
52049680 - Other Contractual	721,310.29
Total 5204 - Contractual Services	968,196.51
5205 Supplies	
52050280 - Office Supplies	309.27
52050480 - Ed & Instr Supplies	20,468.87
52053100 - Printing-State	5.32
52053280 - Printing Commercial	670.63
52053580 - Postage	1,459.38
Total 5205 Supplies	22,913.47
5206 - Sponsorships & Grants	
52060600 - Scholarships	7,500.00
Total 5206 - Sponsorships & Grants	7,500.00
Total Expense	999,570.55
Net Ordinary Income	41,111.15
Net Income	41,111.15

## 9. Actionable Items

- Board member fulfillment, training and development will be completed in late spring. As addressed in the Board of Member listing, South Dakota One call currently has five Board Member positions open. The Governor's Office is working diligently to appoint new Board Members to South Dakota One Call.
- South Dakota One Call is working on forecasting the upcoming digging season in order to prepare locators and locate contractors of possible high volumes.
- 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 for more effective operation.
- 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 is the most recognizable and premiere safety organization in the State of South Dakota.
- Re-Develop a South Dakota 811 app for smart phones and tablets.