



2023 ANNUAL REPORT

SOUTH DAKOTA ONE CALL NOTIFICATION BOARD

Submitted to:

**Office of the Governor
500 East Capitol Avenue
Pierre, South Dakota 57501**

**South Dakota Legislative Research Council
Attn: John McCullough
500 East Capitol Avenue
Pierre, South Dakota 57501**

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

Honorable Governor Kristi Noem and Members of the Ninety-Ninth 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 2023. In addition to operational data included please find forecasted excavation occurring in South Dakota, as South Dakota 811 continues working to ensure the safety of the 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, billed to utilities at \$1.05 per locate request.

South Dakota One Call and its Board Members 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,

Codi M. Gregg
Executive Director
South Dakota One Call Notification Board
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1. Board of Directors

ONE CALL NOTIFICATION BOARD OF DIRECTORS
Authorization SDCL 49-7A-3.

Mark Meier, Vice Chairperson

Chairperson effective November 1, 2023

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

Ryan Barr

Vice Chairman, effective November 1, 2023

Representing Community Antenna Television
Aberdeen, South Dakota
Governor Appointment – Effective 1/7/2022

Scott Wiese

Representing Investor-Owned Electric Utilities
Milbank, South Dakota
Governor Appointment - Effective 1/7/2022

James Wedin

Representing Telecommunications > 50,000 Customers
Pierre, South Dakota
Governor Appointment - Effective 9/18/2023

Loren Beld

Hazel, South Dakota
Representing Excavating Contractors
Governor Appointment - Effective 5/10/2017

Kay Braaten

Representing Interstate Pipeline Carriers
Aberdeen, SD
Governor Appointment – Effective 1/7/2022

Steve Barnett

Representing South Dakota Rural Electric Cooperatives
Pierre, SD
Governor Appointment – Effective 8/15/2023

Lloyd Rave

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

Jim Scull

Hill City, South Dakota

Representing Excavating Contractors

Governor Appointment - Effective 12/2/2020

Jake VanDewater

Representing Telecommunications < 50,000 Customers

Sioux Falls, South Dakota

Governor Appointment - Effective 12/31/2023

Brad Wenande

Representing Investor-Owned Natural Gas Utilities

Yankton, South Dakota

Governor Appointment – Effective 1/2/2024

South Dakota 811 saw the retirement of two long time Board Members in 2023. Both members provided strong leadership and continual expertise to South Dakota One Call. The Board of Directors thank the two gentlemen below for the many years of service and commitment to our Board.

Fay Jandreau,

Retired October 31, 2023

Representing Telecommunications < 50,000 Customers

Highmore, South Dakota

Governor Appointment - Effective 8/31/2010

Bleau LaFave

Representing Investor-Owned Natural Gas Utilities

Tea, South Dakota

Governor Appointment – Effective 3/14/2006

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 to make the One Call message 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 tickets to underground facility operators to have utility lines marked prior to planned excavation. 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 will expire on December 31, 2023. South Dakota One Call Board will open an RFP to continue the operation of a One Call Center. Proposals will be made to the Board by several 811 Centers, with careful consideration and evaluation by the Board. Evaluation criteria include technological capabilities, professionalism, size of operation, experience, record of past performance, knowledge of South Dakota One Call laws, risk, and cost. Past contract negotiation with Texas811 resulted in no price increase to South Dakota One Call from the Center through 2023. The Center can maintain pricing due to efficiencies implemented within the Center and through an increase of on-line locate requests made by excavators using 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 hold time to reach a damage prevention agent and has improved 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, our Board financials rely solely on revenues generated by the volume of One Call Locates requested and dispatched with a minimum reserve balance considered necessary. South Dakota One Call is dependent on continuing appropriations for the following reasons: One Call cannot transfer funds from another source or 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 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. The Board of Directors does have the option of increasing ticket pricing if necessary, and only if necessary.

"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 increased 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 811 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 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 damage with excavation activity is a most likely unattainable, reduced damage is a sought-after goal. Damage reporting is an important part of this and is expected to increase as more excavators begin reporting damage 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 to prevent future damage.

3. 2023 Recap of Activity

In 2016, South Dakota One Call contracted additional staff for the day-to-day operations of One Call. December 2021, previous director Larry Janes retired after thirteen years with the Board. Through the RFP process, I was contracted as the new Executive Director, leaving my position open. In February 2023, the Board of Directors offered Mandy Benson of Rapid City an executive assistant contract after issuing an RFP in late 2022.

House Bill 1184 was introduced in January 2023 completing the modifications of separation from the Public Utilities Commission.

LINK: [2023 House Bill 1184 - SD Legislature revise provisions related to the One-Call Notification Board. \(sdonecall.com\)](https://donecall.com/2023-House-Bill-1184-SD-Legislature-revise-provisions-related-to-the-One-Call-Notification-Board/)

Further detail regarding this change:

Effective July 1, 2018, the South Dakota One Call Board was 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.

In addition to moving our budget away from Public Utilities, the change in 49-7A-2 (effective July 1, 2023) moved the contracts for Executive Director and Assistant moved to state employees. The two employees were established under the Department of Public Safety.

49-7A-2 as it reads now:

Establishment of One-Call Notification Board--Responsibilities--State one-call fund--Continuous appropriation--One-call notification center--Services provided--Required membership and reporting.

The Statewide One-Call Notification Board is established as an agency of state government and funded by revenue generated by the one-call notification center. The board is solely responsible for all contractors and employment of any personnel working for the board and retains responsibility for all funds of the board and all expenditures thereof. The board is solely responsible for all functions and duties vested in the board. 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. The one-call notification center may be organized as a nonprofit corporation. The one-call notification center shall provide a service through which a person can notify the operators of underground facilities of plans to excavate and to request the marking of

the facilities. All operators are subject to this chapter and the rules promulgated thereto. Any operator who fails to become a member of the one-call notification center or who fails to submit the locations of the operator's underground facilities to the center, as required by this chapter and rules of the board, is subject to applicable penalties under §§ [49-7A-18](#) and [49-7A-19](#) and is subject to civil liability for any damages caused by noncompliance with this chapter. Any penalties which may be assessed by the board under this chapter must be collected as provided by law and deposited into the one-call fund.

The Contract with Texas811 reached its five-year life on December 31, 2023. In August, South Dakota One Call released RFP 23RFP9017 in search of a one call center. I received four Letters of Intent to respond to the RFP, with only Texas811 submitting pricing. A committee involving three board members interviewed Texas811 staff after thoroughly reviewing the RFP response. The support, commitment and services provided by Texas811 have always been top notch. The Board of Directors offered a new five-year contract to Texas811 in December 2023, effective January 1, 2024.

As the Board renewed the contract with Texas811, an opportunity presented itself. As our center is continually striving for improvements in all aspects of customer service, client experience and management of data the Board previewed mapping processes within the center. The Board of Directors confidently withdrew the Agreement of mapping and centerline data being provided by First District Association of Local Governments.

4. Contracts and Agreements

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 innovative technologies.

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

Second 5 Year Contract - Effective 1/1/2019, expiring 12/31/2023.

Current 5 Year Contract – Effective 1/1/2024, expiring 12/31/2028.

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.

Current Contract – Effective 2/14/2022, expiring 2/14/2025.

The Board of Directors say changes to these contracts in 2023:

First District Association of Local Governments

Watertown, South Dakota

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

Previous Joint Powers Agreement - Effective 7/1/2022, expiring 06/31/2023.

Joint Powers Agreement was renewed in July 2023. The Board of Directors terminated this agreement on November 10, 2023, effective December 31, 2023, as per the termination clause in the agreement.

Executive Director

Codi 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.

The contract was terminated July 1, 2023, and position was moved to state employee on July 1, 2023.

Executive Assistant

Mandy Benson

Black Hawk, South Dakota

Consultant Contract Effective 2/1/2023, expiring July 1, 2023.

This contract was allowed to expire as the position transitioned to state employee on July 1, 2023.

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, 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 is a 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)

2022

Sixteen One Call Complaints were filed with the South Dakota One Call Notification Board in 2022, filed by excavators and utilities against excavators and utilities. Six respondents were assessed penalties ranging from \$250 to \$1,000. There were no hearings requested in 2022.

2023

Seventeen complaints were filed with the South Dakota One Call Notification Board in 2023, filed by homeowners, excavators and utilities against excavators and utilities. The Board has five complaints that will carry over to the first quarter of 2024, to be heard by the Enforcement Panel. The Panel(s) have assessed penalties ranging from \$750 to \$1,500. It is believed that hearings will be requested.

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 farmers, ranchers, excavators and facility operators about One Call laws and changes in technology. Schedules are posted to the South Dakota 811 website and sent to all known excavators and operators. In 2020, 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 training for excavators and facility operators presenting to 1,200 people online.

2023 Damage Prevention Meetings saw an increase in attendance, fueling plans for 2024 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.

To encourage attendance at these training sessions, continuing education credits have been offered through the South Dakota Plumbing Commission, South Dakota Electrical Commission, and 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 with Build Dakota Scholarship Fund to include industry partners. In January 2020, we requested authority to 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 sizable percentage of the required funds to support the scholarship program are offset by penalties collected throughout the year. These scholarships are a solid practice in educating students and limiting future damage 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.

In 2022, South Dakota One Call partnered with three of the four technical schools to offer thirteen scholarships! Venture Communications has a student attending Mitchell Tech for Wi-Fi and Broadband Technology. Scull Construction has a student attending Western Dakota for Construction

Technology. Lake Area Technical College has eleven students that partnered with South Dakota One Call for Heavy Equipment operators, Webster Scale has two students, Lien Transportation has 2 students, Turkey Ridge has one student, AGC of South Dakota has two students, First Rate Excavate has two students, Mart Brothers Construction and SD DOT both have one student each.

2023 saw a decrease in requests for sponsorships through the technical colleges with One Call offering one scholarship to Western Dakota Technical.

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.

7. Operational Results

The charts and graphs included in Section 7 summarize South Dakota 811's reports for 2023.

Incoming Locate Requests:

Incoming tickets are the locate requests submitted to our One Call Center, Texas811. Tickets are submitted to the center by the person, homeowner or company that plans to do the digging. The locate requests can be made to the center by calling 811 or submitting a locate request through our online portals.

Calendar Year 2023 Ticket Count: 176, 894

For comparison, 2022 Ticket Count (calendar year): 181, 468

Dispatched Locate Tickets:

Dispatched tickets are locates sent to the utilities identified by the dig zone or planned excavation spot. Texas811 notifies the utility that excavation is occurring near their utility either via fax, email, or phone call. *This is where South Dakota 811 receives funding. While there is no charge to the excavator to submit a locate request, the utility is billed \$1.05 per locate ticket.

Calendar Year 2023 Ticket Count: 912, 854

For comparison, 2022 Ticket Count (calendar year): 955, 695

Ticket Types:

South Dakota 811 has eleven ticket types written into law.

Routine Ticket is planned excavation, allowing locators 48 hours to mark utilities before excavation starts. Tickets are valid for 21 days.

Verification Tickets are submitted if an excavator gets to a site and finds a utility has not responded to a locate request (i.e.: not met the 48-hour response time to the routine ticket.)

Emergency Tickets are submitted to prevent the loss of life, health, or property with a two-hour response time for locators. This is defined under Administrative Rule 20:25:03:04:

**Damage* Tickets are submitted through the center to report any damage to a utility including a nick, cut or displacement in the utility. South Dakota 811 laws mimic federal standards including contacting 911 if there is an escape of hazardous or flammable product.

Modify Tickets update information originally submitted incorrectly.

Respot Ticket is submitted when marks are lost either due to weather or excavation. Excavators are to dig responsibly and call for fresh paint and flags as needed. Response time on a Respot is 24 hours.

Update Tickets extend the 21-day rule on a locate. Locators have 48 hours to respond.

Planning Tickets are used to design or layout when work is not happening or if a Modify gets submitted, the original ticket will be cancelled.

**Informational* tickets are used as information only, identifying the utilities in a dig zone.

Appointment Tickets and Planning tickets round out the ticket types. These tickets are used for planning a large project site.

Project Ticket is having the same type of work in a large contiguous area within one county.

* Denotes a non-excavation ticket. Excavators are not allowed to dig on this type of ticket.

Damages reported to the 811 Center

SDCL 49-7A-12 was modified in 2018 to mimic federal law regarding the reporting of damages to a utility. This law states any changes or disturbances to the utility, such as nick in the coating, displacement of a break of the utility is to be reported to the 811 Center. If there is an escape of hazardous material, liquid, or gas, that release is to be reported to 911 first, 811 second and if know the utility directly.

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:

South Dakota 811 collects and reviews data consistently. This allows the Board to identify trends, areas for encouragement and areas of improvement. One set of data points reviewed is the number of damages reported to the Center that did not have a previous locate ticket submitted. Nationally these falls to a three to one ratio. For every three damages reported, one did not have a previous locate.

2023 Ticket Count: 176, 894

Total Damages Reported: 1,944

Damages with a previous ticket in South Dakota: 1,569

Damages without a previous ticket in South Dakota: 375

In comparison:

2022 Ticket Count: 181, 468

Total Damages Reported: 2,021

Damages with a previous ticket in South Dakota: 1,665

Damages without a previous ticket in South Dakota: 356

Gas Damages, also monitored by Public Utilities Commission, increased in 2023. Previously there was 215 gas damages as reported to the One Call Center in 2022. There were 224 gas damages reported to the center in 2023.

| | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
|---------------|-------|--------|--------|--------|--------|--------|--------|
| Gas Damages | 89 | 139 | 137 | 223 | 186 | 215 | 224 |
| Total Damages | 965 | 1,191 | 1,216 | 1,676 | 1,828 | 2,021 | 1,944 |
| % | 9.22% | 11.67% | 11.27% | 13.31% | 10.18% | 10.64% | 11.52% |

Additional data is available on the website, www.sdonecall.com.

8. Financials

South Dakota One Call, using no general funds, provides an informational budget to Joint Appropriations annually. Prior to the law change effective July 1, 2023, our budget was provided with Public Utilities Commission.

As of July 1, 2023, South Dakota One Call's budget is submitted with Department of Public Safety.

South Dakota One Call's Board of Directors work diligently to be good stewards of our money. Maintaining our ticket rate of \$1.05 per locate to the utilities has effectively funded South Dakota One Call. South Dakota 811 saw an opportunity to develop an excavation forecast, providing guidance in the budget building. Annually I contact our customer base (utilities) as a check in to discuss future known work that may impact the number of locates annually. This information is shared with utilities, locate companies and excavators in the spring. Again, this is projection with variables.

In 2022, projected forecast was determined to be within 1% to 3% of meeting projections for both incoming and outgoing ticket volumes.

Projected Incoming: 183, 266

Actual Incoming: 181, 468

Project Outgoing: 958, 430

Actual Incoming: 955, 695

Seeing a consistent increase in both volumes, I projected the following for 2023:

Project Incoming: 191, 719

Projected Outgoing: 979, 214

Actuals for 2023 are as follows:

Actual Incoming: 176, 894, 92.2% of forecasted (difference of 8% roughly)

Actual Outgoing: 912, 854, 93.2% of forecasted (Difference of 7% roughly)

Here is the link to the December 31, 2023, Financials as provided by Take Charge Bookkeeping:

[December-2023-Financials.pdf \(sdonecall.com\)](#)

9. Board Objectives met in 2023

- The One Call Board continued to work with the technical schools and industry partners.
- to offer scholarship opportunities to students involved in trades that involve excavation. The Board awarded thirteen scholarships for the 2022 – 2023 academic year to technical colleges in state. We will continue to pursue scholarships opportunities for technical students.
- Always promoting the CALL BEFORE YOU DIG message and the use of 811. [OBJ]
- Continually search for added educational opportunities.
- Training for the Board to help with more effective operation.
- Research new technologies with the 811 center to increase effectiveness for operators and excavators.
- Address enforcement concerns and process improvement.
- South Dakota 811 will continue to support locator training classes, working with the provider to schedule and promote the classes held in Rapid City and Sioux Falls.
- South Dakota 811 is working with our software provider to re-develop a new 811 App to be used by excavators and utilities.
- South Dakota 811 renewed the one call center with Texas811,