

2022 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: Bill Douglas
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-Eighth 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 2022. In addition to operational data included please find future project information 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.

Fay Jandreau, Chairperson

Representing Telecommunications < 50,000 Customers
Highmore, South Dakota
Governor Appointment - Effective 8/31/2010

Mark Meier, Vice Chairperson

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

Scott Wiese,

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

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

Kay Braaten

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

Vacant,

Awaiting appointment recommendation to be submitted to 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

Ryan Barr

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

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 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. 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 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. "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 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. Contracts and Agreements

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.

*This position will be moving to FTE status, as approved by the Board of Directors. *

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 innovative 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 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.

2021

Thirteen One Call Complaints were filed with the 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 to all known excavators and operators by mail and email before these meetings. 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. Increased attendance by excavators and operators over the years indicates the value of these meetings, as South Dakota One Call spoke with almost 3,000 individuals in 2022.

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.

South Dakota One Call recognizes the effectiveness of these meetings and is looking to expand its outreach in 2023.

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.

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

7. Operational Results

The charts and graphs included in Section 7 summarize South Dakota 811's reports for Calendar Year 2022.

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.

January: 4,078
February: 4,422
March: 10,495
April: 18, 594
May: 24, 468
June: 22, 670

July: 20, 027
August: 22, 963
September: 19, 941
October: 19, 000
November: 11, 072
December: 3, 738

Calendar Year 2022 Ticket Count: 181, 468

For comparison, 2021 Ticket Count (calendar year): 183, 947

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 were 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.

Outgoing Tickets													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
July 2020-Jun 2021	106,295	101,461	100,137	88,653	69,171	43,481	22,942	17,469	62,386	105,545	110,716	115,017	943,273
July 2021-Jun 2022	103,118	109,752	100,771	89,805	76,205	37,375	22,845	22,924	55,942	99,370	127,913	118,751	964,771
July 2022-Jun 2023	105,708	118,298	105,272	99,079	58,889	20,704	15,908	0	0	0	0	0	523,858

January: 22, 845
February: 22, 924
March: 55, 942

July: 105, 708
August: 118, 298
September: 105, 272

April: 99, 370
May: 127, 913
June: 118, 751

October: 99, 079
November: 58, 889
December: 20, 704

Calendar Year 2022 Ticket Count: 955, 695

For comparison, 2021 Ticket Count (calendar year): 951, 201

Ticket Types:

South Dakota 811 has eleven tickets types written in to 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 (ie: 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 knick, 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.

Cancellation tickets are used 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.

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.

The graph and chart below show 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 this falls to a three to one ratio. For every three damages reported, one did not have a previous locate.

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

Below is the number of damages reported monthly. There were 215 gas damages reported in 2022.

January: 5
 February: 3
 March: 3
 April: 13
 May: 13
 June: 31
 July: 16
 August: 40
 September: 38
 October: 23
 November: 17
 December: 6

NUMBER OF DAMAGES REPORTED TO THE CENTER, GAS DAMAGES BROKEN OUT.


YEAR TO YEAR COMPARISON

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

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 forecasting the upcoming digging season 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 review the enforcement process to accommodate the significant increase in complaint volumes. Our laws and past practices developed under the concept of collaboration first and confrontation second. Some operators and excavators have elected to forgo the first 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 current Statutes and Rules, but some situations will likely drive legislative action to provide resolution.
- Continue to hold dialog with excavators and facility operators to collect data to determine ways to reduce damages to buried infrastructure and protect workers and the public. Formal and informal data collection will 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 to 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. Board Objectives met in 2022

- 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.
- Continued to promote the CALL BEFORE YOU DIG message and the use of 811. 
- 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 efficiencies.
- South Dakota 811 hosted two-day locator training classes, four in total between Rapid City and Sioux Falls.
- South Dakota 811 is working with our software provider to develop a new 811 App to be used by excavators and utilities. This app, available for smart phones and tablets allows locate tickets to be submitted in the field, allows utilities to communicate with excavators on ticket completion or concerns.