



Pennsylvania One Call System, Inc.

BOARD OF DIRECTORS VIRTUAL MEETING

April 29, 2020

Minutes

OFFICERS

Chair - Ray Geesey	Columbia Gas of Pennsylvania	Attendance: PRESENT
Vice Chair - Kevin German	Lehigh County Authority	PRESENT
Secretary - Stephen Schafer	FirstEnergy	PRESENT
Asst. Secretary - Eric Swartley	UGI Utilities, Inc.	PRESENT
Treasurer - Michael Kyle	PA Municipal Authorities Association	PRESENT
Asst. Treasurer - Ryan Lumbatis	Texas Eastern/Enbridge	PRESENT
Immediate Past Chair - Jerry McInaw	Williams Gas Pipeline - Transco	PRESENT
General Counsel - William P. Boswell	William P. Boswell, LLD, LLC	PRESENT
Asst. General Counsel - Dwight A. Howes	Reed Smith LLP	PRESENT
President/CEO - William G. Kiger	PA One Call System	PRESENT

BOARD OF DIRECTORS

Industry - Company:	Representative:	Attendance:
Associate - Pennsylvania Builders Association	Douglas Meshaw	Present
Cable Television - Comcast Cablevision	Rick Moslen	Present
Contractor - NUCA Pennsylvania	Armando Ferri	Present
Designer - Larson Design Group	David Hooper	Present
Electric - Adams Electric Cooperative, Inc.	David Bolton	Present
Electric - PECO Energy	Rob Bedics	Present
Electric - FirstEnergy	Stephen Schafer	See Officers
Electric - PPL Electric Utilities Corporation	Mark Santayana	Present
Gas - Peoples Gas Company	Debbie Ross	Present
Gas - Columbia Gas of Pennsylvania	Ray Geesey	See Officers
Gas - National Fuel	Jacob Specht	Present
Gas - PECO Energy	Dave Haverstick	Present
Municipal Principal - Philadelphia Gas Works	Patrick Baranowski	Present
Municipal Principal - Butler Township	Thomas Knights	Present
Municipal Principal - PA Municipal Authorities Assn.	Michael Kyle	See Officers
Municipal Principal - North Wales Water Authority	Joseph Murphy	Present
Municipal General - PA State Association of Boroughs	Thomas Gramling	Present
Municipal General - PA State Assn. of Twp. Supervisors	Holly Fishel	Present
Pipeline - Energy Transfer/Sunoco	Molly Carriere	Present
Pipeline - Williams Gas Pipeline - Transco	Jerry McInaw	See Officers
Pipeline - Texas Eastern/Enbridge	Ryan Lumbatis	See Officers
Pipeline - UGI Utilities, Inc.	Eric Swartley	See Officers
Telecommunications - Verizon Business	Kenneth Montanari	Present
Telecommunications - RCN Telecom Services Inc.	Eric Beers	Present
Telephone - Verizon North, LLC	James Hagle	Present
Telephone - Verizon Pennsylvania, Inc.	Kelli Messa	Present
Telephone - CenturyLink	Trent Rotz	Present
Telephone - Windstream Communications	Jeffrey Sauder	Present
Water - Pittsburgh Water and Sewer Authority	John McCarthy	Absent

Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.

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Water - Pennsylvania American Water	James Gable	Present
Water - Municipal Authority of Westmoreland County	Mark Shaffer	Present
Water - Lehigh County Authority	Kevin German	See Officers
Pennsylvania Emergency Management Agency	Philip Barker	Absent
Pennsylvania Dept. of Transportation	Jon Fleming	Present
Pennsylvania Public Utility Commission	Kasha Schreffler	Present

MEMBERS in Attendance:

Columbia Gas of Pennsylvania	Rick Burke
Crown Castle	Jeffrey Foutz
Duquesne Light Company	Kylie Parison
FirstEnergy	Vita Moore
Kriebel Minerals Inc.	Milissa Bauer
Lehigh Valley Authority	Jason Peters
Municipal Authority of Westmoreland County	Thomas Ceraso
Pennsylvania American Water	Toni Colavecchia
Peoples Gas Company	Charles Brazier
PPL Electric Utilities Corporation	Douglas Haupt
Verizon Pennsylvania LLC	Richard Hackney
Windstream Communications	Jeff Geist

GUESTS in Attendance:

Debra Kitner	Energy Association of Pennsylvania
Donato Perez	NUCA Pennsylvania
Brenda Reigle	NUCA Pennsylvania
Terri Cooper Smith	Pennsylvania Public Utility Commission
Joe Steighner	Joseph A. Steighner & Associates

STAFF in Attendance:

Ellen M. Kiger	Vice President/COO
Sherry Harim	Director – Member Services & Accounting
Jon DeMoss	Director – Technology
Linda Covelli	Manager – Operations
Norm Parrish	Manager – Education
Kelly Pearl	Manager – Member Services & Accounting
S. Robin Johnson	Compliance Coordinator
Donna Williams	Business Analyst
Debra Schwartzmiller	Program Coordinator
Marcos Bernal	Sr. Liaison Representative
Greg Danks	Liaison Representative
Erika Dominick	Liaison Representative
Allison Evanitz	Liaison Representative
Kevin Goldblum	Liaison Representative
Kirk Kirkpatrick	Liaison Representative
James Larkin	Sr. Liaison Representative
Mark Lipka	Liaison Representative
Ryan Parrish	Liaison Representative
James Reynolds	Liaison Representative
Maria White	Liaison Representative
Penny L. Modrick	Executive Secretary

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Mr. Geesey called the meeting to order at 9:35am with the Pledge of Allegiance, welcomed everyone, asked Ms. Kiger to review use of the MS Teams toolbar, and asked Ms. Modrick to conduct a roll call.

CHAIR REPORT – Mr. Geesey

- Mr. Schafer made a motion to follow the agenda as presented, seconded by Mr. German.
 - The motion carried unanimously.

Mr. Geesey thanked the staff for putting the electronic meeting and materials together.

Mr. Kiger reviewed the proclamation map from the website and the drill down capability to view each proclamation. To date, proclamations were received from the Governor, 32 County Commissioners, 181 Local Government entities, as well as 38 letters of support. He thanked all the entities that provided Safe Digging Month proclamations and those involved in obtaining them.

SECRETARY REPORT – Mr. Schafer

Mr. Schafer congratulated the Board members elected in January.

Electric Industry

Adams Electric Cooperative

Represented by Dave Bolton

Gas Industry

PECO Energy

Represented by Dave Haverstick

Municipal Principal Industry

PA Municipal Authorities Association

Represented by Michael Kyle

Pipe Line Industry

Williams Gas Pipeline – Transco

Represented by G.J. "Jerry" McInaw

Telephone Industry

Verizon Pennsylvania LLC

Represented by Kelli Messa

Water Industry

Pittsburgh Water and Sewer Authority

Represented by John McCarthy

- Having received no additions or corrections to the 1/29/20 Board meeting minutes, Mr. Swartley made a motion to approve the minutes as written, seconded by Mr. German.
 - The motion carried unanimously.

There was discussion on future meetings, specifically the July planning meeting at Bedford Springs. Mr. Kiger reported that Bedford Springs Resort was closed completely until 5/15/20 and discussions will occur once the Bedford staff returns, but we will be prepared to hold the meetings virtually if necessary.

Mr. Kiger reviewed the Governor’s Red Phase, Yellow Phase, and Green Phase guidelines and gave a brief overview of the staff working from home.

TREASURER REPORT – Mr. Kyle

Mr. Kyle reviewed the final Statement of Financial position as of 12/31/2019; the Summary Changes in Net Assets as of 12/31/19; the expense budget variance analysis and the Capital Budget vs Actual as of 12/31/19. He reviewed the Statement of Financial position as of 3/31/2020, the Summary of Changes in Net Assets as of 3/31/2020; the expense budget variance analysis; and the Capital Budget vs. Actual as of 3/31/2020.

- Mr. Meshaw made a motion to accept the Treasurer’s report as submitted, seconded by Mr. Murphy.
 - The motion carried unanimously.

VICE CHAIR REPORT – Mr. German

The Vice Chair report will be that of the committees.

Finance Committee – Mr. Kyle

Mr. Kyle reported the committee met 3/17/20 and 4/20/20. He gave a brief economic overview and reviewed the portfolio performance and asset allocations as of 3/31/20, noting that as of 4/17/20, the portfolios started to recover. The committee recommended approval of the 2019 audit with the minor edits made during the Executive Committee presentation.

- Mr. Murphy made the motion to accept the Auditors Report for 2019 as edited, seconded by Mr. Gramling.
 - The motion carried unanimously.

Mr. Kyle reviewed the allowable municipal activity fee for 2020 based on the 2019 audited expenses and the 2020 capital budget. He reviewed the interim municipal fee calculation, and reported the committee agreed to maintain the current rates.

Mr. Kyle reviewed the written materials in the meeting booklet, noting that the agreed upon procedure on cash receipts was completed by Love Scherle and Bauer. He reviewed the status of the committee Vision goals.

Board Development Committee – Mr. Santayana

No meeting. No report.

Compensation and Benefits Committee – Mr. Murphy

Mr. Murphy welcomed Mr. Lumbatis to the committee and reported the committee met numerous times to review the solicitations for proposals to conduct the compensation and benefits study.

Mr. Murphy reported POCS solicited proposals from four companies, received three responses, and the committee narrowed those down to two finalists. The committee met with both finalists and selected Rahmberg Stover Consulting. The timetable of the study has been disrupted due to the coronavirus, and the work associated performing the study will be delayed until the staff can devote the resources.

Compliance Committee – Mr. Haverstick

Mr. Haverstick reported the committee cancelled their scheduled meeting due to the pandemic. He reviewed the PUC first quarter report and reviewed the other written materials in the meeting booklet.

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Act 50 Implementation Task Force – Mr. Geesey

Mr. Geesey reported the task force met 2/24/20. He reviewed the status of the committee Vision goal and the written materials in the booklet.

Construction Industry Committee – Mr. Ferri

No meeting. No report.

Design Industry Committee – Mr. Hooper in Mr. Berger's absence

Mr. Hooper reported the committee met 3/5/20. He reviewed the written materials in the meeting booklet, noting the design ticket call volume and the updated Designer Effectiveness Guidelines.

- Mr. Hooper made the motion to approve the Designer Effectiveness Guidelines, seconded by Mr. Meshaw.
 - The motion carried unanimously.

Education & Membership Committee – Mr. Bolton

Mr. Bolton reported the committee met 3/5/2020. He reviewed the status of the committee Vision goals and reviewed the written materials in the booklet. Mr. Bolton noted that as a result of the virus and cancellation of face to face meetings, the staff established online webinar training for stakeholders. As of 4/14/2020, 8 webinars had been held with 433 attendees. The topics included POCS Products and Services, Web Ticket Entry, Excavator & Designer Web Access, Facility Owner Member Web Access, Web Ticket Response, Member Mapping, Website Overview, Coordinate PA, Complex Projects, and the Four Components of a Correct Mark. Additionally, the videos will be made available on the POCS YouTube channel.

- Membership report as of 3/31/20

- 3,663 members
- 3 prospective members
- 8 new members
- 2 members cancelled
- 5 members merged

Local Government Committee – Ms. Fishel

Ms. Fishel reported the committee cancelled their scheduled meeting due to the pandemic.

Mapping and Technology Committee – Mr. Shaffer

Mr. Shaffer reported the committee met 3/31/20. He reviewed the written materials in the meeting booklet and provided status on the Vision goals. Mr. Shaffer congratulated the POCS staff for running operations during the pandemic without missing a beat.

Parliamentary Committee – Mr. Boswell

No meeting. No report.

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Mr. German thanked the committee chairs for their reports and asked that everyone stay safe and healthy.

This concluded the Vice Chair report.

PRESIDENT REPORT – Mr. Kiger

Mr. Kiger reviewed the written materials in the meeting booklet.

Highlights:

- Ticket volume
 - YTD ahead of last year by 3.1% as of 3/31/20
 - Experienced a decline since 3/16/20, but seeing increasing volume the past few days
 - Web Ticket entries were 55.97% of total ticket volume
- There are 3,663 facility owner members
 - The number of members utilizing member mapping continues to rise
- The annual service fee remains \$125 per company per year
 - There are 18 Association members
- The pandemic impacted our ability to deliver education and training, so the time was used to update content in the education programs and learn to deliver them electronically.

Mr. Kiger asked Mr. Steighner to provide the legislative report.

Mr. Steighner gave a summary of legislative activities with details on House and Senate bills that could be relevant to the membership. He reported the Governor signed the proclamation declaring April Safe Digging month.

Mr. Steighner reported that the Governor was lifting restrictions on certain outdoor activities effective 5/8/20, and shared two website links to get COVID-19 information: www.governor.pa.gov/live and www.health.pa.gov.

VICE PRESIDENT REPORT – Ms. Kiger

Ms. Kiger reviewed the written materials in the meeting booklet.

Highlights:

- Staffing: There were five open positions, no active leaves, and two voluntary separations in the first quarter.
 - Prior to the stay at home order, there were five in person training events. After the stay at home order, webinars were utilized for staff training. A fair number of the webinars were on topics associated with the pandemic.
 - Inbound calls to the call center were up through mid-March then declined. Signs of recovery started Monday with inbound calls increasing 14%. The Average Speed of Answer for April YTD was 12 seconds.
 - Department Activities
 - Staff was busy maintaining normal operations from home, finding new ways to electronically conduct routine administrative functions.
 - All face to face meetings, events, conferences, and trade shows were suspended.
 - The database verification return rate was 80%.
 - 1,060 member contacts were completed by the Liaisons.
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- New dates were selected for 2021 Safety Days.
- Social media followers increased slightly.
- Microsoft Teams was deployed, but we also use Zoom and Webex for specific functions.
- A trailer was added to the KARL response to caller email/fax reminding the caller to create an Alleged Violation Report to the PUC.
- We implemented best practices on our text messaging allowing users to type “stop” to opt out of receiving texts if they change their mind after signing up for emergency texts.
- A timeline of events on the staff response to events related to the coronavirus was included in the meeting booklet, along with an organization chart, liaison territory map, and the standard ticket reports.

Ms. Kiger thanked everyone for the kind words about the staff transition to work from home with no external impact to operations, stating every staff member contributed to the success.

OPEN DISCUSSION

Mr. Meshaw stated the Governor was letting construction open 5/1/20 and pointed out that municipalities can have more stringent guidelines than the state guidelines.

Mr. Kiger shared that the FCC 5G deployment allowed for bypassing the permitting process for work taking place on state or local government right of way.

Ms. Ross gave an update on the golf outing, noting the June date was pushed to 8/17/20, but cautioning that it may be pushed again.

Mr. Kiger thanked the Board for their approval and support of the DR plan put in place in 2007 which helped considerably in deploying agents to work from home during the pandemic.

ADJOURNMENT

Mr. Geesey thanked everyone for joining and participating in the virtual meeting.

- Mr. Schafer made a motion to adjourn, seconded by Mr. Shaffer.
 - The motion carried unanimously.

The meeting ended at 10:50am.

Secretary’s note: During the virtual Teams meeting, a participant shared, via the chat feature, a link for anyone interested in learning more about using Microsoft Teams.

https://techsoup.course.tc/catalog/track/teams-for-nonprofits-collaboration-tools-at-your-fingertips?utm_campaign=Digital%20Skills%20Center&utm_source=email&utm_medium=banner&utm_content=microsoft-dedicated-email-teams-course-202003

Respectfully submitted,



Stephen F. Schafer
Corporate Secretary

/emk/plm

Minutes Approved: July 29, 2020