Safety in the Numbers
Our Core Values

MUTUAL RESPECT
NM811 is committed to creating a safe and secure working environment in which every employee is nurtured with the spirit of trust, teamwork, openness and respect.

HONESTY & INTEGRITY
We are committed to promoting the highest standards of honesty, integrity, and loyalty in all business practices.

PURSUIT OF EXCELLENCE
We are committed to creating an environment where all employees pursue the highest possible level of quality and excellent performance.

PERSONAL ACCOUNTABILITY
We are committed to the development of an environment where every employee of NM811 understands and accepts responsibility for upholding and reinforcing these values.

SOLUTION-ORIENTED
We are committed to creating a solution based environment where all employees thrive to the highest possible level of transformational solutions for the betterment of the organization.
Mission Statement

**New Mexico 811** Serves as the State’s Communication Hub Promoting Safe Excavation and Damage Prevention

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DEAR MEMBERS,

For those of you who are new to New Mexico One Call Center (NM811), I would like to introduce myself. I am Domingo Sánchez, III and I serve as Executive Director for NM811. As always, I would like to thank the Board of Directors (Board) for affording me the opportunity to serve, not only the Board but also our many members located throughout the state of New Mexico as we work together to promote and provide a safe working environment for all New Mexico residents and businesses. I look forward to working with the Board and our membership this year as we continue to pursue our strategic goals and objectives for 2020 and our vision of Zero Dames in New Mexico.

As you are all aware, the coronavirus has imposed many challenges and inconveniences to our normal work routines, resulting in many members being unable to attend our annual membership meeting which was originally scheduled for May 14, 2020. For this reason, NM811 will be rescheduling this year’s annual meeting presentation and luncheon so as to coincide with this Fall’s Annual 2020 NMRCGA Damage Prevention Summit to be held October 20–22, 2020.

As in the previous annual meeting, we are excited to share the upcoming changes to our membership handbook and to provide an overview of NM811’s financial position and progress in the payment of our outstanding debt. I would also like to acknowledge the hard work and dedication of the New Mexico One Call Center staff, which contributes so much to the success of NM811 and support of our membership. I look forward to working with all of you in years to come.

Sincerely,

Domingo Sanchez III, Executive Director, NM811
DEAR MEMBERS,

The past 12 months have been filled with both opportunities and challenges—opportunities to further implement the goals established in annual retreats, fulfill the NM811 Mission and promote the Vision. Again, through vigilant oversight, the Executive Director, Domingo Sanchez III and the NM811 Staff have managed the yearly budget in a manner that is transparent, compliant and prudent. In that success, it allowed NM811 to make another large payment on the mortgage, thus reducing the amount of principle owed and providing fiduciary responsibility to the members, and also, the goal of maintaining a contingent fund in the event of an emergency. Domingo and the staff reached higher than years before in public education. Staff members participated in many events throughout the year with excavators and emergency responders all over New Mexico. NM811 also sponsored the popular and only professional sport in the state, New Mexico United Soccer Team. The exposure in this venue seems limitless as the fan base and attention grow with the team. NM811 also participated in a New Mexico State Aggie’s football game. Several crimson colored 811 capes were given out to many youngsters. Plans are to continue to sponsor the United Team and find other events and organizations to educate and promote NM811. Through diligent training and commitment, NM811 has maintained a very low call wait time throughout the year while sustaining accurate ticket information.

Challenges, that is an understatement. Who could have foreseen the worldwide COVID 19 pandemic? The impact it has made on every industry and every aspect of our culture is unimaginable. Domingo immediately took precautions at the onset and then began implementing processes to transition the staff to work from home. In a matter of days, without any interruption to service, the staff was working remotely. The Board members cannot express our gratitude enough for the efforts made by all of the staff to complete the sudden and unexpected change in the operations of NM811. The pandemic will have effects on NM811 that will influence the finances and operations through the remainder of 2020 and likely beyond. However, NM811 was in a great financial position to endure this situation and we are all confident that Domingo and his staff will continue to operate the 811 Center in a professional manner.

I would like to take this opportunity to say thank you to the Members, the Board of Directors and the NM811 Staff for allowing me to serve as President the past 12 months. It has been a personal challenge and growing experience. The Board Members have been supportive as always. The NM811 Staff has been professional and courteous in all encounters. A special thanks to Domingo for his guidance and mentoring regarding the financial reports.

As we look forward to the next 12 months, I’m very optimistic that we all have learned a great deal from the COVID 19 pandemic. How quickly and devastating something of this nature can impact every corner of our lives. NM811 responded with commitment to overcome and will continue to address any and all challenges in the future. Collectively, we all will achieve “Zero Damages in New Mexico!”

Sincerely,

Robert North, President, NM811 Board of Directors
Opportunity

NM811 Staff

**Domingo Sanchez III**  
*Executive Director*

Domingo joined NM811 in July of 2017. He is responsible for the overall operations of New Mexico One Call which includes all daily administrative and call center operations. Domingo was a career public employee with approximately 30 years of experience working in government and for non-profit organizations. Utilizing his engineering, accounting and financial background, he has provided administrative support and counsel to numerous boards, directors and administrators in the areas of policy, operations, budget and finance, with a particular focus on organizations in financial distress or engaged in startup activities.

**Laura K. Harrison**  
*Operations Supervisor*

Operations Supervisor Laura joined NM811 in April of 2016. As Operations Manager she is responsible for business operations support, event planning, community outreach, and marketing and member services. Before joining the NM811 team she was the Executive Director for a small non-profit and brings many years of customer service experience with her.

**Julia Castle**  
*Call Center Supervisor*

Julia joined NM811 in October of 2011 as a Customer Service Representative and was promoted to Lead Representative in 2016. She has most recently been promoted to call center supervisor and is responsible for all call center operations, employee training and quality assurance activities for all call center staff.

**Brendan Kearns**  
*GIS Coordinator*

Brendan joined NM811 in July of 2019. He graduated from the University of New Mexico in 2016, and previously worked on numerous cartographic and GIS related activities including an 15 month contract working on Apple Maps.

**Customer Service Representatives**

Our Customer Service Representative’s (CSRs) are the HEART of the operation. They are the individuals that provide the call center services needed for "ticket" requests at NM811. When you call NM811 during normal business hours, theirs are the voices at the other end of the line. NM811 is fortunate to have such a dynamic and loyal team. They are the center hub that keeps residents, underground facility owners and excavators safe!
Outreach Data

JANUARY
• STEPS Meeting (86 attendees)
• NMRCGA Planning Committee
• Four Corners Damage Prevention (32)
• Southern NM Damage Prevention Council (84)

FEBRUARY
• Albuquerque Home Show (1000+ attendees)
• Paradigm Meetings (1401 attendees)
• Four Corners Damage Prevention Meetings (495 attendees)

MARCH
• Paradigm (1062 attendees)
• Las Cruces Mock Line Strike (65 attendees)

APRIL
• NM811 Safe Dig Day (30 attendees)

MAY
• NM811 Annual Meeting (85 attendees)

JUNE
• Midland Mock Line Strike (200 attendees)

JULY
• Four Corners Damage Prevention (15 attendees)
• Lubbock Mock Line Strike (350 attendees)

AUGUST
• Hobbs STEPS (85 attendees)
• Farmington Fair (74 on date of attendance, overall 90,000)

SEPTEMBER
• Hobbs Pipeline Response (60 attendees)
• Alb Pipeline Response (35 attendees)

OCTOBER
• Alb Balloon Fiesta (880,000)
• ITS Conference
• GIS Conference
• El Paso Mock Line Strike (545 attendees)
• NMRCGA Damage Prevention Summit October (300 attendees)

NOVEMBER
• New Mexico Rural Water Conference November 19-21
• Liaisons Conference (32)
New Mexico One Call, Inc.

Statement of Financial Position
As Of December 31, 2019, With Comparative Totals For 2018

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Notes</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents, partially pledged</td>
<td>C</td>
<td>$2,243,596</td>
<td>1,877,200</td>
</tr>
<tr>
<td>Membership dues receivable, net</td>
<td>D</td>
<td>134,378</td>
<td>211,671</td>
</tr>
<tr>
<td>Contract receivable, net</td>
<td></td>
<td></td>
<td>26,797</td>
</tr>
<tr>
<td>Other accounts receivable</td>
<td></td>
<td>307</td>
<td>-</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>E</td>
<td>20,752</td>
<td>18,183</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td></td>
<td>2,399,033</td>
<td>2,133,851</td>
</tr>
<tr>
<td><strong>Property and equipment, net of accumulated depreciation</strong></td>
<td>H</td>
<td>3,821,539</td>
<td>3,903,389</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td></td>
<td>$6,220,572</td>
<td>6,037,240</td>
</tr>
</tbody>
</table>

**LIABILITIES AND NET ASSETS**

| **Current Liabilities** | | | |
| Accounts payable | | $39,029 | 75,326 |
| Accrued payroll and related liabilities | | 27,120 | 31,241 |
| Accrued compensated absences | | 14,581 | 13,709 |
| Current portion of notes payable | I | 180,823 | 156,524 |
| **Total current liabilities** | I | 261,553 | 276,800 |

| **Long-Term Debt** | I | 1,023,863 | 1,614,538 |
| Note payable, less current portion | | | |
| **Total liabilities** | | 1,285,416 | 1,891,338 |

| **Net Assets** | | | |
| Net Assets without Donor Restrictions: | | | |
| Investment in property & equipment, net of related debt | N | 2,616,853 | 2,132,327 |
| Board designated for contingency | | 850,000 | 518,996 |
| Undesignated | | 1,483,303 | 1,494,579 |
| **Total net assets** | | 4,935,156 | 4,145,902 |
| **Total liabilities and net assets** | | $6,220,572 | 6,037,240 |

SEE INDEPENDENT AUDITOR’S REPORT
The accompanying notes are an integral part of these financial statements

8
New Mexico One Call, Inc.

Statement of Activities
For The Year Ended December 31, 2019, With Comparative Totals For 2018

Revenues and Support
- Membership dues and late fees
- Contract income - Damage Reporting Enforcement Tracking System (DRETS)
- Miscellaneous

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership dues and late fees</td>
<td>$2,699,890</td>
<td>$2,517,182</td>
</tr>
<tr>
<td>Contract income - DRETS</td>
<td>$53,320</td>
<td>$53,581</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$321</td>
<td>$12,409</td>
</tr>
<tr>
<td><strong>Total revenues and support</strong></td>
<td><strong>$2,753,531</strong></td>
<td><strong>$2,583,172</strong></td>
</tr>
</tbody>
</table>

Expenses
- Program services
- Management and general

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$1,624,280</td>
<td>$1,738,712</td>
</tr>
<tr>
<td>Management and general</td>
<td>$313,200</td>
<td>$338,882</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>$1,937,480</strong></td>
<td><strong>$2,077,594</strong></td>
</tr>
</tbody>
</table>

Change in net assets
- $816,051
- $505,578

Net assets, beginning of year
- $4,145,902
- $3,640,324

Restatement
- $(26,797)
- $-

Net assets, beginning of year, restated
- $4,119,105
- $3,640,324

Net assets, end of year
- $4,935,156
- $4,145,902
New Mexico One Call, Inc.

Membership and Operating Expenses

659 Members

- ASSOCIATE MEMBER: 7
- COMMUNICATIONS: 48
- PIPELINE: 183
- GAS DISTRIBUTION: 13
- WATER: 238
- GOVERNMENT: 97
- ELECTRIC: 67
- NON-JURISDICTIONAL: 6

NM811 Audited Operating Expense

- 2015: $2,275,609
- 2016: $2,341,515
- 2017: $2,092,400
- 2018: $2,077,594
- 2019: $1,937,480
New Mexico One Call, Inc.

Contingency Reserve and Activity

NM811 Audited Contingency Reserve

Ticket Transmissions Sent

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>97,208</td>
<td>89,596</td>
<td>101,115</td>
<td>99,716</td>
<td>102,202</td>
<td>95,307</td>
<td>101,578</td>
<td>111,575</td>
<td>94,937</td>
<td>118,024</td>
<td>100,899</td>
<td>83,774</td>
</tr>
<tr>
<td>2019</td>
<td>111,820</td>
<td>87,705</td>
<td>100,896</td>
<td>107,229</td>
<td>111,027</td>
<td>98,008</td>
<td>112,726</td>
<td>110,002</td>
<td>104,181</td>
<td>118,189</td>
<td>88,738</td>
<td>85,085</td>
</tr>
</tbody>
</table>

Total Number of Tickets Sent: **1,235,606**

Tickets Requested

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>16,944</td>
<td>13,698</td>
<td>16,243</td>
<td>17,110</td>
<td>17,795</td>
<td>16,033</td>
<td>17,867</td>
<td>17,579</td>
<td>16,516</td>
<td>18,164</td>
<td>13,616</td>
<td>13,086</td>
</tr>
</tbody>
</table>

Total Number of Requests: **194,651**
As part of our partnership with NMSU, we handed out super hero capes at the First Annual Hispanic Heritage Day Game, and various basketball games.
In 2019 NM811 became a presenting Partner for New Mexico United Soccer team building awareness at the games, on their website and through social media. The result was awareness of our goals, mission and vision. NM811 handed out 2,000 rally towels at the August 17, 2019 game.
Know what’s below. Call before you dig.

www.NM811.org