



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

2018

Annual Report

Cultivating a Bright Future



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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From the President and Executive Director

Dear Colleagues,

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 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 this year to working with the Board and our membership as we continue to pursue our strategic goals and objectives for 2019 and our vision of Zero Dames in New Mexico.

Many thanks to all those who are able to attend our annual membership meeting as we are excited to share with others the upcoming changes to our membership handbook and an overview of NM811's financial positions 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,

What a pleasure it has been serving you as president these past two years. I have had the honor of working alongside our wonderful Executive Director and staff who work diligently towards our vision of “Zero Damages in New Mexico!”

For 2018 and 2019, we are in one of the strongest financial positions that NM811 has seen over the years. This will aid us in progressing towards our goals of ensuring the best value of services for our stakeholders and partnering with the community to make NM811 a household name.

Here is a quick recap of the past year: We have just completed our yearly audit, and we are pleased to report that there were zero findings; quite an accomplishment for Domingo and his team. The Members Manual and Personnel Policies have been updated to simplify and better reflect our current processes. The billing process was streamlined and simplified to ensure accuracy and once again the budget for 2018 was met and was kept flat for 2019. The well managed budget once again allowed us to create savings similar to last year and another pay down has been made on the mortgage. Again, much appreciation goes to Domingo and his team for all of their accomplishments, which are too many to name.

As we worked with many of our peers and partners in the industry this past year, it is obvious that NM811 stands above the rest. The NM811 Board would like to thank all of our members for allowing us to serve you. As we look towards the future, we will continue to strive to be a leader in our industry.

Sincerely,



Patrick Shaw,
President, NM811 Board of Directors

Board of Directors



President

Patrick Shaw

Representing:

Associate Members

AUI, Inc.
PO Box 9825
Albuquerque, NM 87119
(505) 242-4848 x3015



Vice President

Robert North

Representing:

Pipelines

Enterprise Products
PO Box 3255
Farmington, NM 87499
(505) 599-2895



Treasurer

Carlos Arras

Representing:

Electric

PNM Electric Services
4201 Edith Blvd NE
Albuquerque, NM 87107
(505) 241-3368



Secretary

Gary Nelson

Representing:

Telecommunications

CenturyLink
4301 Bogan Ave NE
Albuquerque, NM 87109
(505) 767-7467



Director

Peter Ford

Representing:

Gas Distribution

New Mexico Gas Company
PO Box 97500
Albuquerque, NM 87109
(505) 697-3950



Director

Joel Berman

Representing:

Government

Albuquerque Bern. Co. Water
Utility Authority
PO Box 1293
Albuquerque, NM 87103
(505) 857-8296



Director

Linda Barbour

Representing:

Rural Water

Entranosa Water
1330 Hwy 333
Tijeras, NM 87059



Advisory Director

Jason N. Montoya

Pipeline Safety Bureau Chief,
New Mexico Public
Regulation Commission
1120 Paseo De Peralta, Room 416
Santa Fe, NM 87504

Find us online at www.NM811.org.

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

Laura joined NM811 in April of 2016. She has most recently been promoted to operations supervisor and 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.

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 – 100 attendees

- New Mexico Gas Training
- STEPS Meeting
- NMRCGA Planning Committee

February – 3000 attendees

- NAPI Training
- Cable Com Training
- Albuquerque Home Show
- Paradigm Meetings
- Four Corners Damage Prevention Meetings

March – 1400 attendees

- Paradigm
- NMRCGA Quarterly
- Belen Balloon Rally

April – 2500 attendees

- Rural Water
- Home and Garden Show
- Four Corners Damage Prevention
- Tennessee Damage Prevention Summit
- Safe Dig Day

May – 900 attendees

- Farmington Oil & Gas Conference
- Annual Meeting

June

- Four Corners Damage Prevention Meeting

July - 300 attendees

- Four Corners Damage Prevention Meeting
- STEPS in Hobbs
- Jemez Mountain Electric Coop
- Socorro Electric Coop Training
- Hobbs Southern Damage Prevention

September – 400 attendees

- NMRCGA Convention Planning
- San Juan County Fair
- P2 Users & Executive Directors Meetings

October – 320 Attendees

- CGA Balloon Fiesta Sponsorship (800,000+ total event attendees)
- NM811 Board Retreat
- PNM Safety Day
- Southern NM DPC Meeting
- Southern NM DPC Mock Line Strike

November – 650 Attendees

- Liaisons meeting
- Hobbs Mock Line Strike
- El Paso Mock Line Strike

Statement of Financial Position

As Of December 31, 2018, With Comparative Totals For 2017

ASSETS	Notes	2018	2017
Current Assets			
Cash and cash equivalents, partially pledged	C	\$ 1,877,200	1,620,090
Membership dues receivable, net	D	211,671	158,183
Contract receivable, net		26,797	26,797
Other accounts receivable		-	-
Prepaid expenses	E	18,183	55,025
Total current assets		2,133,851	1,860,095
Property and Equipment, net of accumulated depreciation	H	3,903,389	4,170,096
Total assets		\$ 6,037,240	6,030,191
LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts payable		\$ 75,326	37,402
Accrued payroll and related liabilities		31,241	19,195
Accrued compensated absences		13,709	16,622
Current portion of notes payable	I	156,524	133,906
Total current liabilities		276,800	207,125
Long-Term Debt			
Note payable, less current portion	I	1,614,538	2,182,742
Total liabilities		1,891,338	2,389,867
Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment, net of related debt		2,132,327	1,853,448
Board designated for contingency	N	518,996	518,996
Undesignated		1,494,579	1,267,880
Total net assets		4,145,902	3,640,324
Total liabilities and net assets		\$ 6,037,240	6,030,191

SEE INDEPENDENT AUDITOR'S REPORT

The accompanying notes are an integral part of these financial statements

Statement of Activities

For The Year Ended December 31, 2018, With Comparative Totals For 2017

	2018	2017
Revenues and Support		
Membership dues and late fees	\$ 2,517,182	2,530,143
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	53,581	53,594
Miscellaneous	12,409	304
Total revenues and support	2,583,172	2,584,041
Expenses		
Program services	1,738,712	1,698,348
Management and general	338,882	394,052
Total expenses	2,077,594	2,092,400
Change in net assets	505,578	491,641
Net assets, beginning of year	3,640,324	3,148,683
Net assets, end of year	\$ 4,145,902	3,640,324

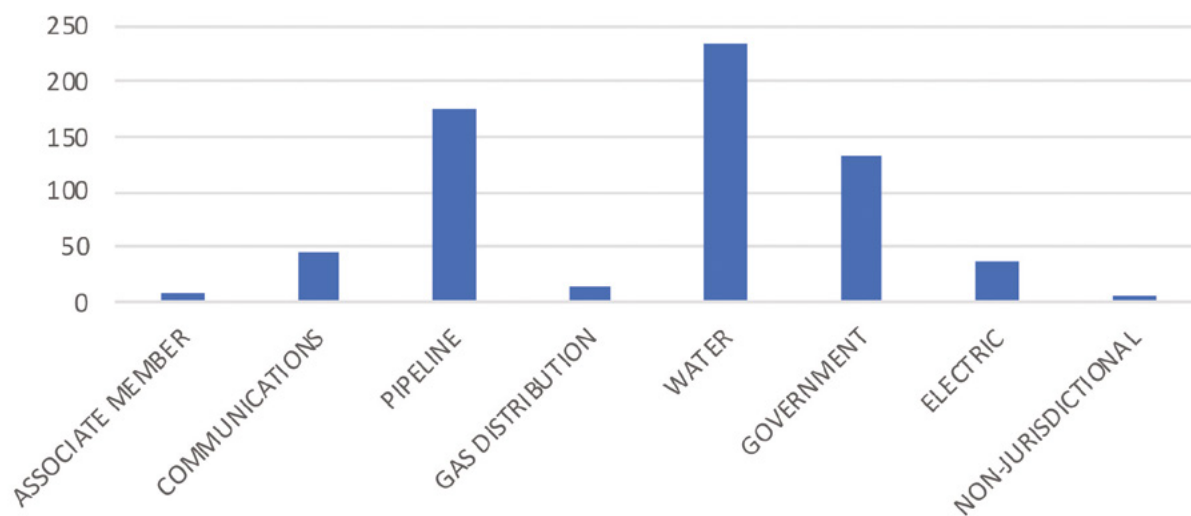
SEE INDEPENDENT AUDITOR'S REPORT

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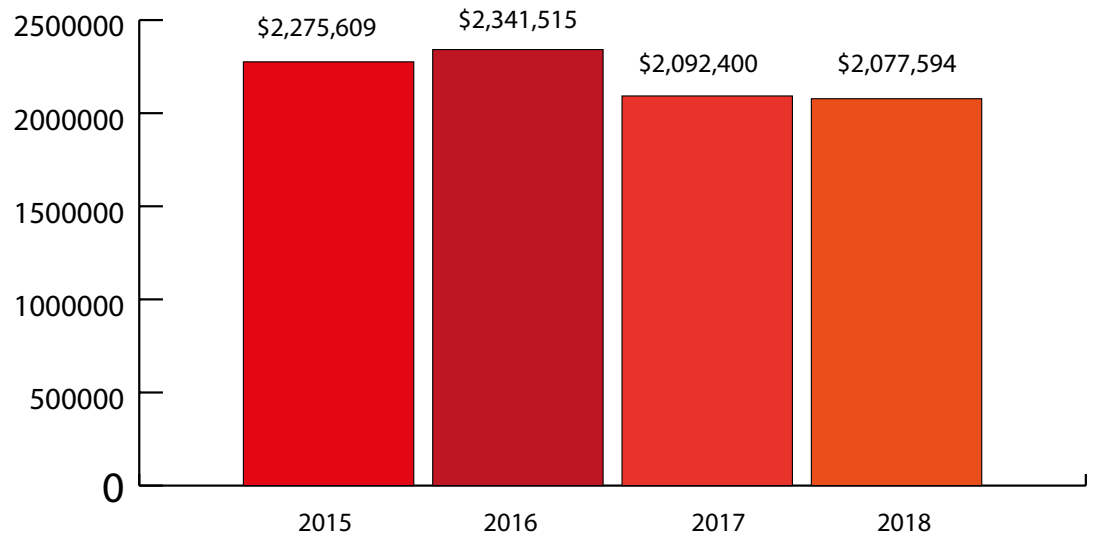
Membership, Operating Expenses and Contingency Reserve

ASSOCIATE MEMBER	9
COMMUNICATIONS	46
PIPELINE	175
GAS DISTRIBUTION	13
WATER	236
GOVERNMENT	134
ELECTRIC	37
NON-JURISDICTIONAL	5

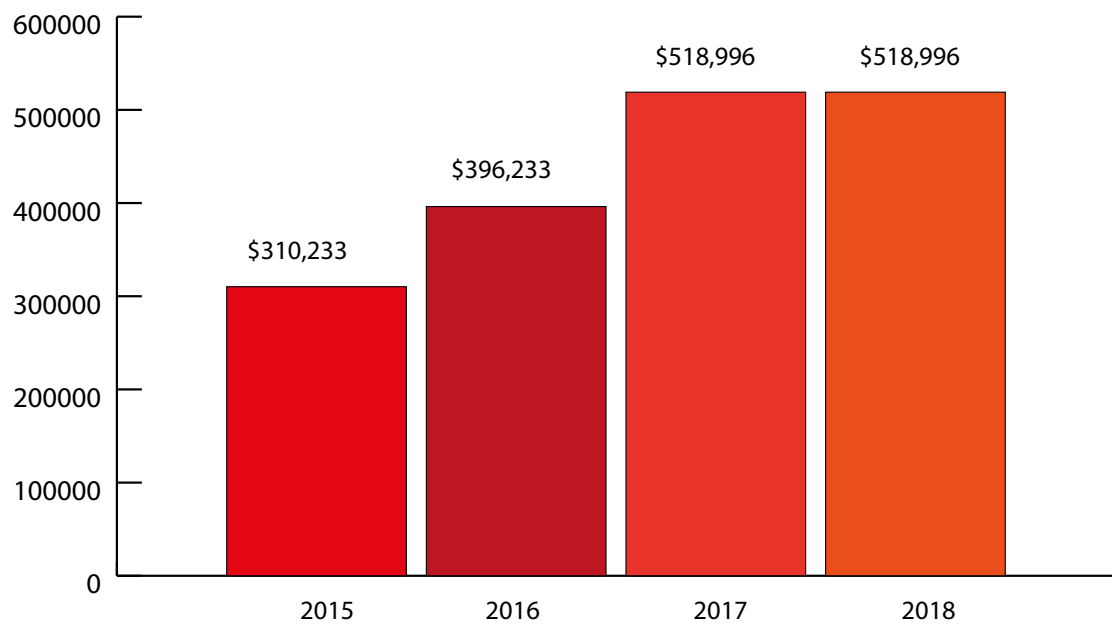
655 Members



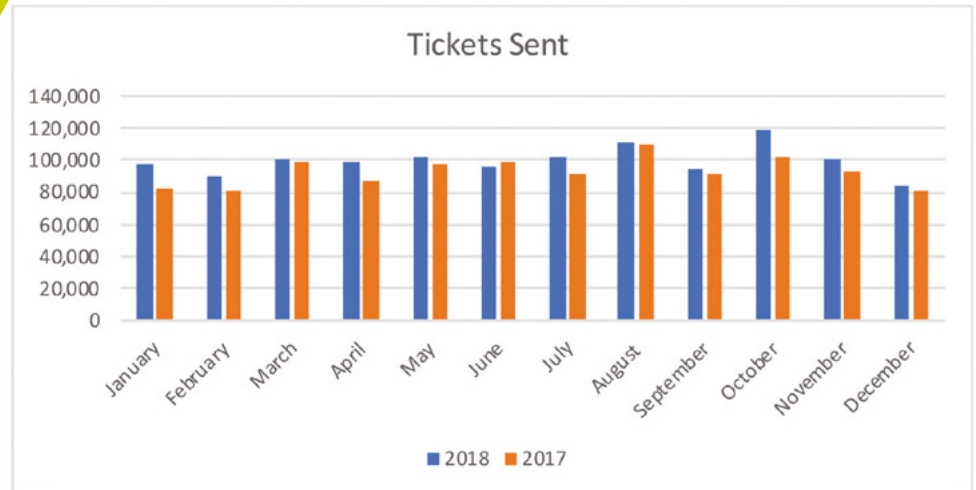
NM811 Audited Operating Expense



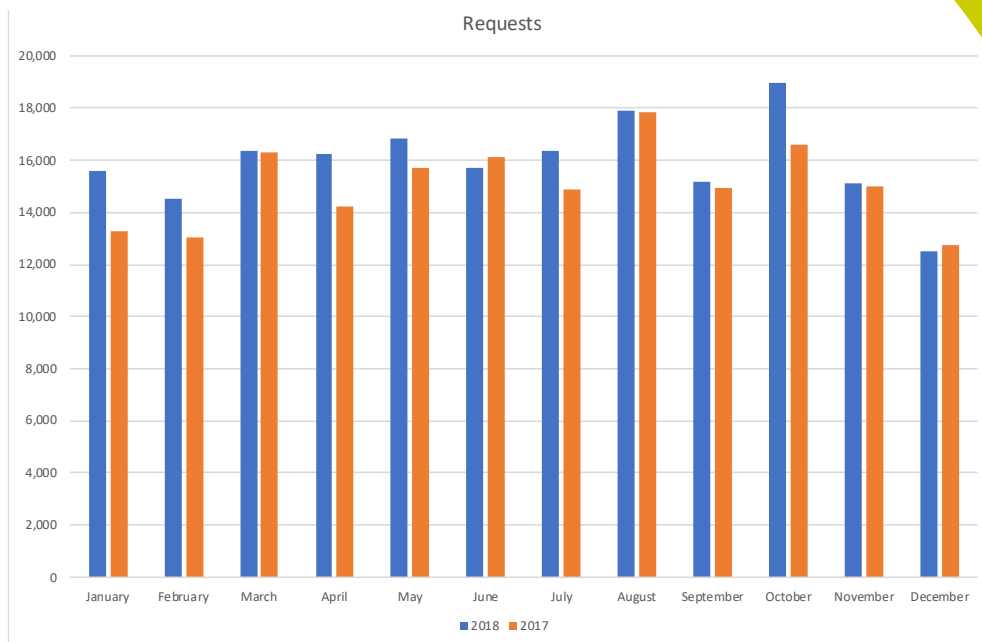
NM811 Audited Contingency Reserve



2018 Activity



Number of Tickets Sent: **1,015,597**



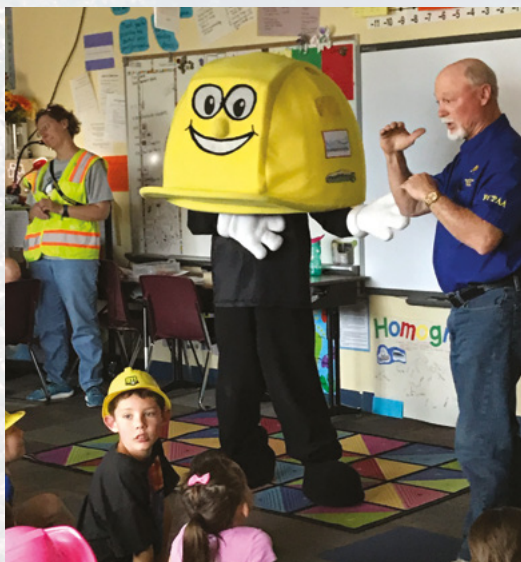
Number of Requests: **191,219**

2018 Outreach Programs

Hard Hat Harry Report and Presentations



New Mexico 811 Partners with the The Four Corners Public Awareness Association to sponsor Hard Hat Harry. Harry teaches children to “Stay Away! Stay Alive” with a costumed character, a video and PowerPoint. The children are also given a workbook in which one half is aimed toward 3rd graders and the other half towards 6th graders. In many small rural schools we may actually do the presentation for the entire elementary school. The children are also given pencils, hard hats, capes and plastic bracelets with a picture of Harry and the words “Stay Away! Stay Alive”. Harry also visits Boys and Girls Clubs and County Fairs. Many times children will know about 811 and Harry and teach their parents about “call 811 before you dig” and staying away from dangerous areas such as “pump jacks”, “Christmas trees”, storage facilities and other dangerous areas related to the oil and gas industry. The children also go home and tell their families about Harry, thereby spreading the word to mothers, fathers, brothers and sisters. This program is something the children look forward to annually and we hope to grow it and have it out to many more classrooms in the coming years. In 2018 New Mexico 811’s sponsorship helped spread the word to over 2000 children.





WWW.NM811.ORG