

Safety in the Numbers



2019 ANNUAL REPORT



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.



Find us online at www.NM811.org.

Photo credit: freeabqimages.com

An aerial photograph of a wide river flowing through a landscape with sparse, dry trees. A multi-lane bridge crosses the river in the lower right. A colorful hot air balloon is visible in the sky above the river. In the background, a small town is nestled in a valley.

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 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*

Leadership

Board of Directors



President

Robert North

Representing:

Pipelines

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



Vice President

Gary Nelson

Representing:

Telecommunications

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



Treasurer

Carlos Arras

Representing:

Electric

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



Secretary

Linda Barbour

Representing:

Rural Water

Entranosa Water
1330 Hwy 333
Tijeras, NM 87059

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*



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

Patrick Shaw

Representing:

Associate Members

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

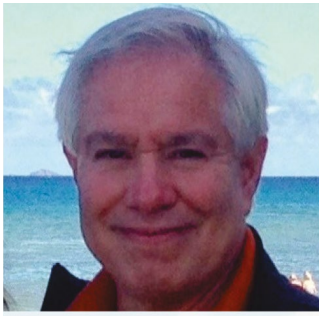


Advisory Director

Jason N. Montoya

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

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)

Statement of Financial Position

As Of December 31, 2019, With Comparative Totals For 2018

ASSETS	Notes	2019	2018
Current Assets			
Cash and cash equivalents, partially pledged	C	\$ 2,243,596	1,877,200
Membership dues receivable, net	D	134,378	211,671
Contract receivable, net		-	26,797
Other accounts receivable		307	-
Prepaid expenses	E	20,752	18,183
Total current assets		2,399,033	2,133,851
Property and equipment, net of accumulated depreciation	H	3,821,539	3,903,389
Total assets		\$ 6,220,572	6,037,240
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		261,553	276,800
Long-Term Debt			
Note payable, less current portion	I	1,023,863	1,614,538
Total liabilities		1,285,416	1,891,338
Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment, net of related debt		2,616,853	2,132,327
Board designated for contingency	N	850,000	518,996
Undesignated		1,468,303	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

Statement of Activities

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

	<u>2019</u>	<u>2018</u>
Revenues and Support		
Membership dues and late fees	\$ 2,699,890	2,517,182
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	53,320	53,581
Miscellaneous	321	12,409
Total revenues and support	<u>2,753,531</u>	<u>2,583,172</u>
Expenses		
Program services	1,624,280	1,738,712
Management and general	313,200	338,882
Total expenses	<u>1,937,480</u>	<u>2,077,594</u>
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	<u>4,119,105</u>	<u>3,640,324</u>
Net assets, end of year	<u>\$ 4,935,156</u>	<u>4,145,902</u>

SEE INDEPENDENT AUDITOR'S REPORT

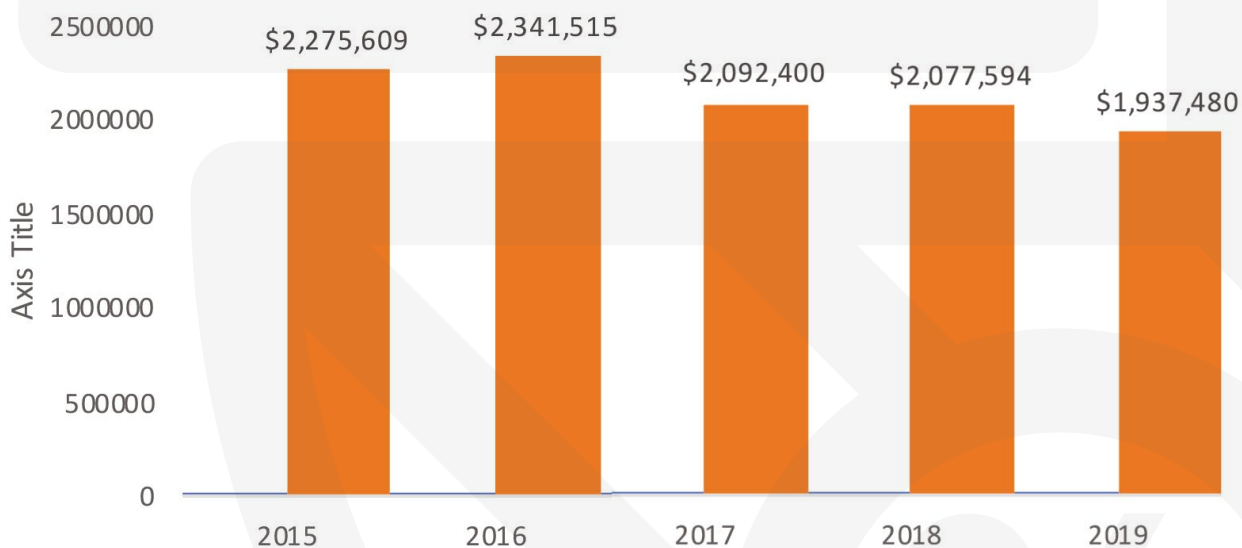
The accompanying notes are an integral part of these financial statements

Membership and Operating Expenses

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

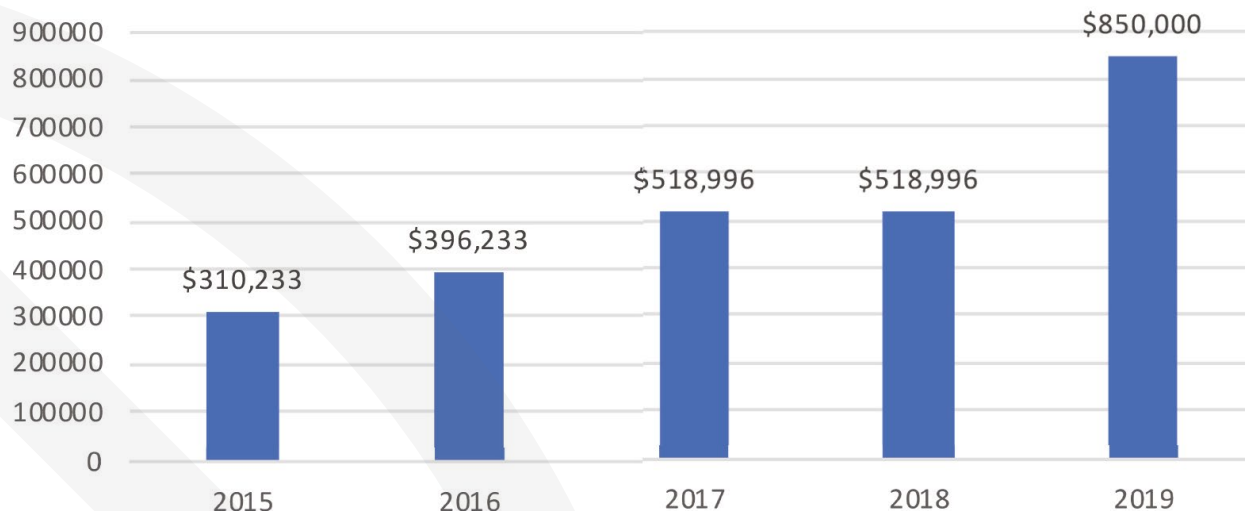


NM811 Audited Operating Expense



Contingency Reserve and Activity

NM811 Audited Contingency Reserve



Ticket Transmissions Sent

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

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

Tickets Requested

	January	February	March	April	May	June	July	August	September	October	November	December
2018	15,576	14,492	16,347	16,235	16,863	15,680	16,356	17,927	15,183	18,953	15,127	12,480
2019	16,944	13,698	16,243	17,110	17,795	16,033	17,867	17,579	16,516	18,164	13,616	13,086

Total Number of Requests: **194,651**

2019 Outreach Programs



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.



Partnership

Notes

Notes



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

www.NM811.org