

# Mindfulness and progress

**MORE IMPORTANT NOW, THAN EVER.**



**2020 ANNUAL REPORT**

# Mission Statement

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



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



# 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.

## Contents

Letter from the Board President and Executive Director .....	4
NM811 Board of Directors .....	5
NM811 Staff .....	6
Statement Of Financial Positions .....	8
Statement Of Financial Activities .....	9
NM811 Membership .....	10
Financial Charts .....	11
Activity Charts .....	12
Outreach Programs.....	13

Find us online at [www.NM811.org](http://www.NM811.org).

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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 in pursuit of our vision of Zero Damages in the state of New Mexico.

In addition, 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 Spring 2021 membership meeting. For this reason, NM811 rescheduled this year's annual meeting presentation and luncheon to coincide with this Fall's Annual 2021 NMRCGA Damage Prevention Summit to be held October 26-28, 2021. 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 over the past operating year. I would also like to acknowledge the hard work and dedication of the New Mexico One Call Center Board and Staff, which contribute so much to the success of NM811 and support of our membership. I look forward to working with all of you in the years to come. Sincerely, Domingo Sanchez III, Executive Director, NM811



Sincerely,

*Domingo Sanchez III,*  
Executive Director, NM811

## Board of Directors



### President, 2021

Joel Berman

*Representing:*

#### **Government**

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



### 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,

Let me take you back to 2020 at the time of our last Annual Report. By May, New Mexico was fully engaged in limiting the negative effects of COVID 19. NM811 had transitioned to operating the Center from remote locations to protect the personnel from exposure to the illness. Through the diligence, commitment and skills of the NM811 Staff the transition was seamless. The Center continued to operate remotely throughout 2020 and in to 2021. One Call tickets had decreased during the pandemic, but were slowly increasing over time as construction activities picked up. The Staff never faltered and the accuracy and response times remained at acceptable levels. Where do we go from here? Forward! The NM811 Center is committed to providing no less for 2021.

Great news. The mortgage on the NM811 Center was paid in full due to financial management of the revenue stream and detailed attention to expenses. The Center is in an excellent financial position to tackle any challenges the future holds.

One of those challenges has been to promote the use of 811 throughout the state in targeted areas. The Staff solicited several marketing companies and presentations were made to the Staff and the Board of Directors. After much discussion a company was chosen to represent the interest of NM811. We are all excited to see the plans and the results of stepping out in to this new arena. The expanded awareness and use of 811 will only further the goal of making 811 a Household Name.

I can never express my gratitude enough to the NM811 Leadership and Staff. I along with the Board of Directors would like to say Thank You for another year. I miss the interaction with the 811 Staff and the Board of Directors. I hope that soon things will be back to normal or what may be normal post COVID 19.

With the commitment and efforts of all stakeholders; Members, NM811 Staff, Excavators, Regulatory and the Public we can achieve "Zero Damages in New Mexico."



Sincerely,

*Robert North*

2020 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**

**President, 2020**

Robert North

*Representing:*

**Pipelines**

Enterprise Products

PO Box 3255

Farmington, NM 87499

(505) 599-2895



**Director**

Patrick Shaw

*Representing:*

**Associate Members**

AUI, Inc.

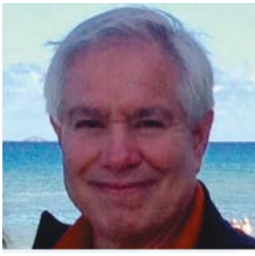
PO Box 9825

Albuquerque, NM 87119

(505) 242-4848 x3015



# 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!



# A few things we did in 2020...





# Statement of Financial Position

As Of December 31, 2020, With Comparative Totals For 2019

ASSETS	Notes	2020	2019
Current Assets			
Cash and cash equivalents, partially pledged	C	\$ 1,853,009	2,243,596
Membership dues receivable, net	D	138,561	134,378
Contract receivable, net	D	27,509	-
Other accounts receivable		306	307
Prepaid expenses	E	16,932	20,752
Total current assets		2,036,317	2,399,033
Property and equipment, net of accumulated depreciation	H	3,774,482	3,821,539
Total assets		\$ 5,810,799	6,220,572
LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts payable		\$ 18,331	39,029
Accrued payroll and related liabilities		24,010	27,120
Accrued compensated absences		28,182	14,581
Current portion of notes payable	I	-	-
Total current liabilities		70,523	80,730
Long-Term Debt			
Note payable, less current portion	I	-	1,204,686
Total liabilities		70,523	1,285,416
Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment, net of related debt		3,774,482	2,616,853
Board designated for contingency	N	850,000	850,000
Undesignated		1,115,794	1,468,303
Total net assets		5,740,276	4,935,156
Total liabilities and net assets		\$ 5,810,799	6,220,572

SEE INDEPENDENT AUDITOR'S REPORT

The accompanying notes are an integral part of these financial statements



New Mexico One Call, Inc.

# Statement of Activities

For The Year Ended December 31, 2020, With Comparative Totals For 2019

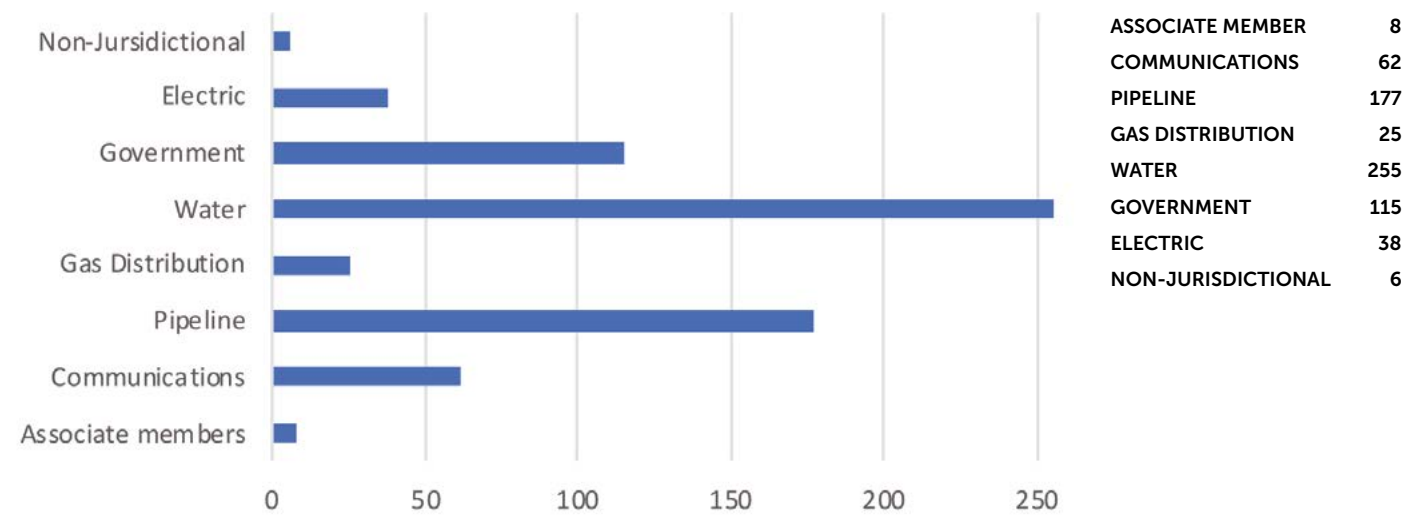
	2020	2019
Revenues and Support		
Membership dues and late fees	\$ 2,688,762	2,699,890
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	54,724	53,320
Miscellaneous	-	321
Total revenues and support	2,743,486	2,753,531
Expenses		
Program services	1,612,912	1,624,280
Management and general	325,454	313,200
Total expenses	1,938,366	1,937,480
Change in net assets	805,120	816,051
Net assets, beginning of year	4,935,156	4,145,902
Restatement	-	(26,797)
Net assets, beginning of year, restated	4,935,156	4,119,105
Net assets, end of year	\$ 5,740,276	4,935,156

SEE INDEPENDENT AUDITOR'S REPORT

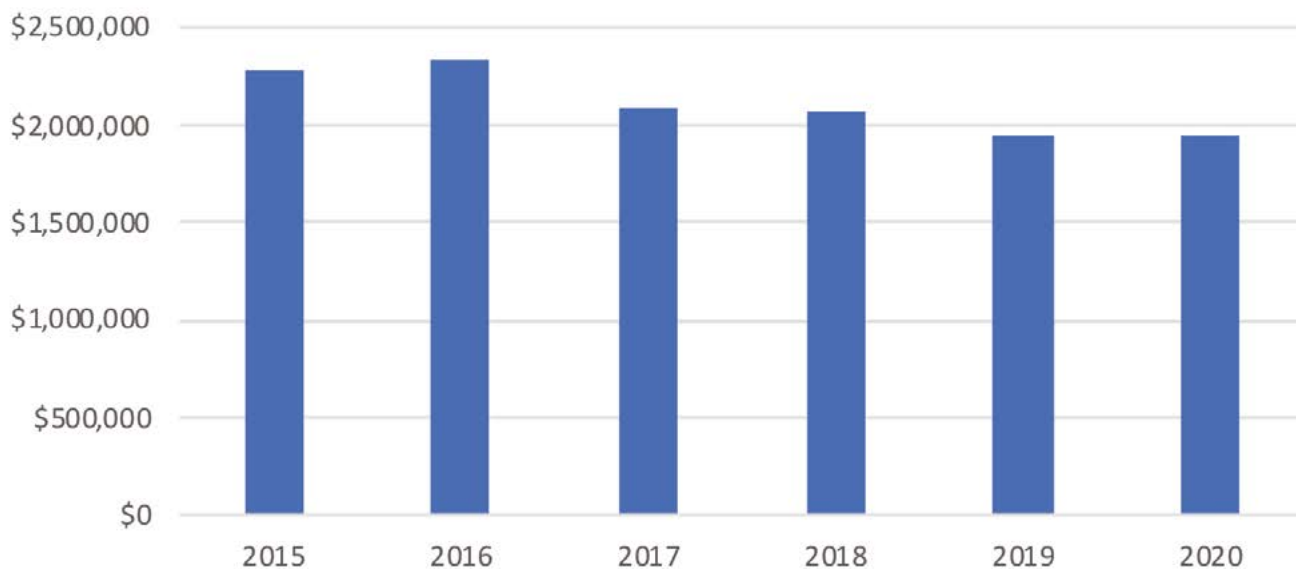
The accompanying notes are an integral part of these financial statements

# Membership and Operating Expenses

## 686 Members



## NM811 Audited Operating Expense

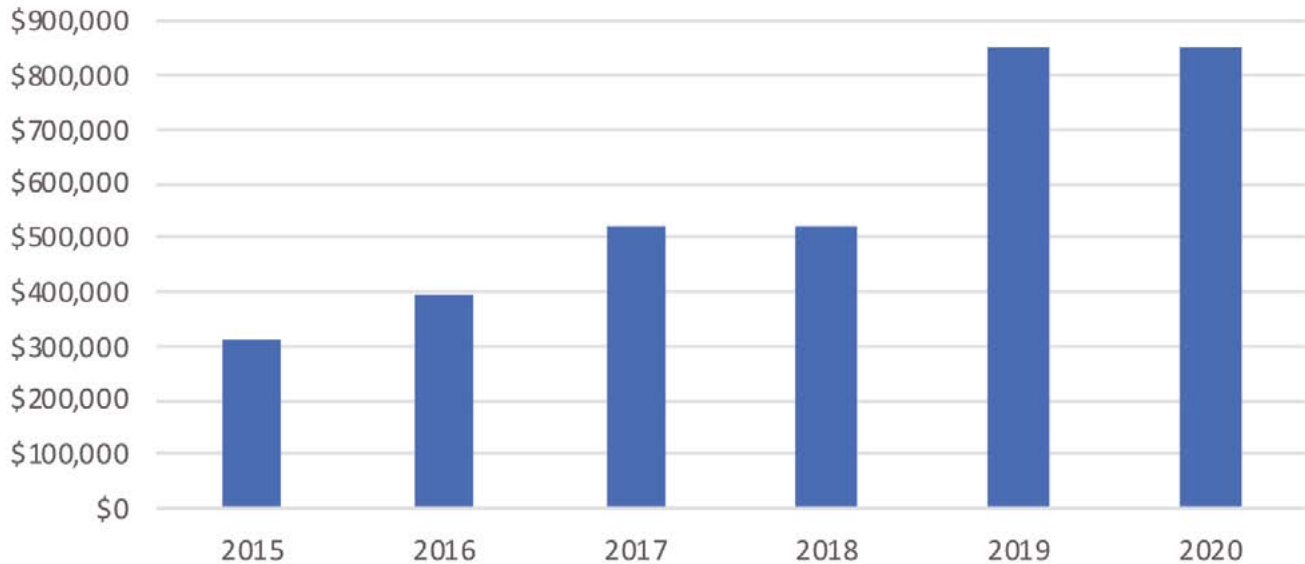


2015	\$2,275,609
2016	\$2,341,515
2017	\$2,092,400
2018	\$2,077,594
2019	\$1,937,480
2020	\$1,938,366



# Contingency Reserve and Activity

NM811 Audited Contingency Reserve



2015	\$310,233
2016	\$396,233
2017	\$518,996
2018	\$518,996
2019	\$850,000
2020	\$850,000

## Ticket Transmissions Sent

	January	February	March	April	May	June	July	August	September	October	November	December	Yearly Total
2019	97,208	89,596	101,115	99,716	102,202	95,307	101,578	111,575	94,937	118,024	100,899	83,774	1,195,931
2020	104,473	94,093	104,543	96,561	90,234	95,621	94,720	94,446	92,831	87,809	78,700	76,502	1,110,533

Total Number of Tickets Sent (Two year total): **2,306,464**

## Tickets Sent

	January	February	March	April	May	June	July	August	September	October	November	December	Yearly Total
2019	15,576	14,492	16,347	16,235	16,863	15,680	16,356	17,927	15,183	18,953	15,127	12,480	191,219
2020	17,788	15,781	17,231	16,183	15,546	16,929	16,434	16,192	15,868	14,802	13,043	12,537	188,334

Total Number of Tickets Sent (Two year total): **379,553**



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

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