

# DEDICATED TO SAFETY AND SERVICE

2021 ANNUAL REPORT

**NM811.org**



# Mission Statement

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

## Contents

Letter from the Executive Director .....	4
NM811 Board of Directors .....	5
Statement Of Financial Positions .....	6
Statement Of Financial Activities .....	7
Financial Charts .....	8
NM811 Membership .....	9
Call Center Data.....	10
Call Center Summary.....	11
Tickets and Transmissions .....	12
Call Center Wait Time.....	13





# 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.



# From the 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.

This year's annual meeting presentation and luncheon is scheduled to coincide with this Fall's Annual 2022 NMRCGA Damage Prevention Summit to be held October 2x-2x, 2022. 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

# Board of Directors

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**President**  
**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



**Director**  
**PETER FORD**

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



**Director**  
**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

# Statement of Financial Position

As Of December 31, 2021, With Comparative Totals For 2020

ASSETS	Notes	2021	2020
Current Assets			
Cash and cash equivalents	C	\$ 2,627,489	1,853,009
Membership dues receivable, net	D	133,137	138,561
Contract receivable, net	D	-	27,509
Other accounts receivable		306	306
Prepaid expenses	E	20,701	16,932
Total current assets		2,781,633	2,036,317
Property and equipment, net of accumulated depreciation	H	3,671,009	3,774,482
Total assets		\$ 6,452,642	5,810,799
LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts payable		\$ 88,475	18,331
Accrued payroll and related liabilities		12,390	24,010
Accrued compensated absences		28,182	28,182
Total current liabilities		129,047	70,523
Total liabilities		129,047	70,523
Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment		3,671,009	3,774,482
Board designated for contingency	M	850,000	850,000
Undesignated		1,802,586	1,115,794
Total net assets		6,323,595	5,740,276
Total liabilities and net assets		\$ 6,452,642	5,810,799

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, 2021, With Comparative Totals For 2020

	2021	2020
Revenues and Support		
Membership dues and late fees	\$ 2,642,660	2,688,762
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	52,856	54,724
Total revenues and support	2,695,516	2,743,486
Expenses		
Program services	1,781,228	1,612,912
Management and general	330,969	325,454
Total expenses	2,112,197	1,938,366
Change in net assets	583,319	805,120
Net assets, beginning of year	5,740,276	4,935,156
Net assets, end of year	\$ 6,323,595	5,740,276

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*The accompanying notes are an integral part of these financial statements*



Find us online at **NM811.org.**

# Annual Operating Expenses

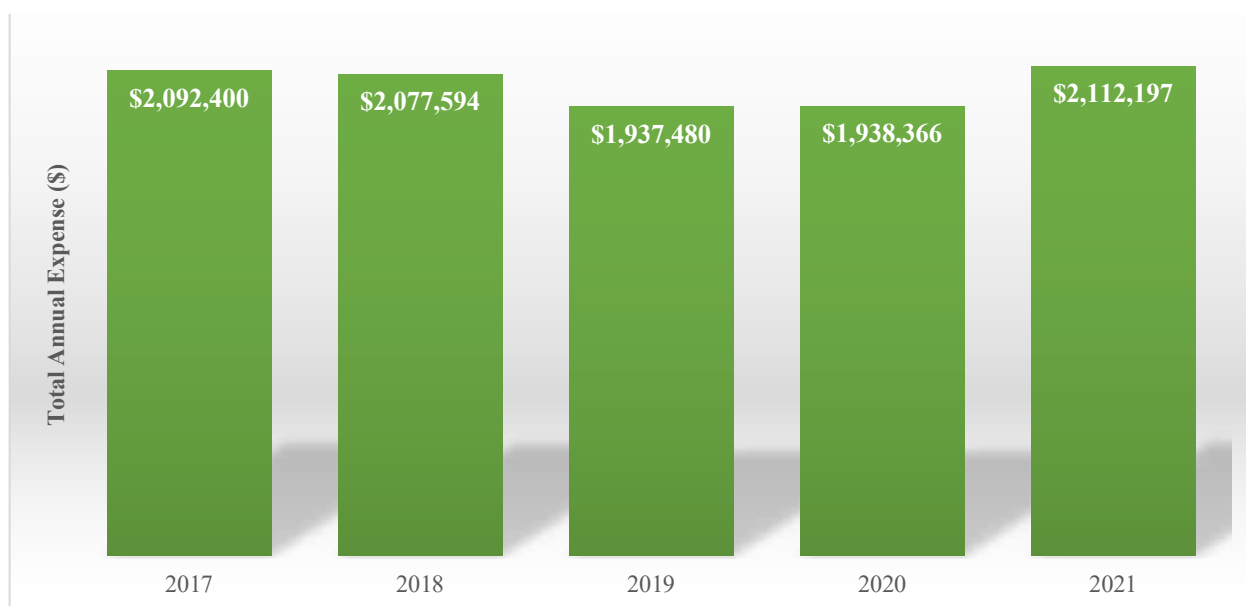


Figure 1. 5-year comparison of NM811 operating expenses.

# Contingency Reserve and Activity

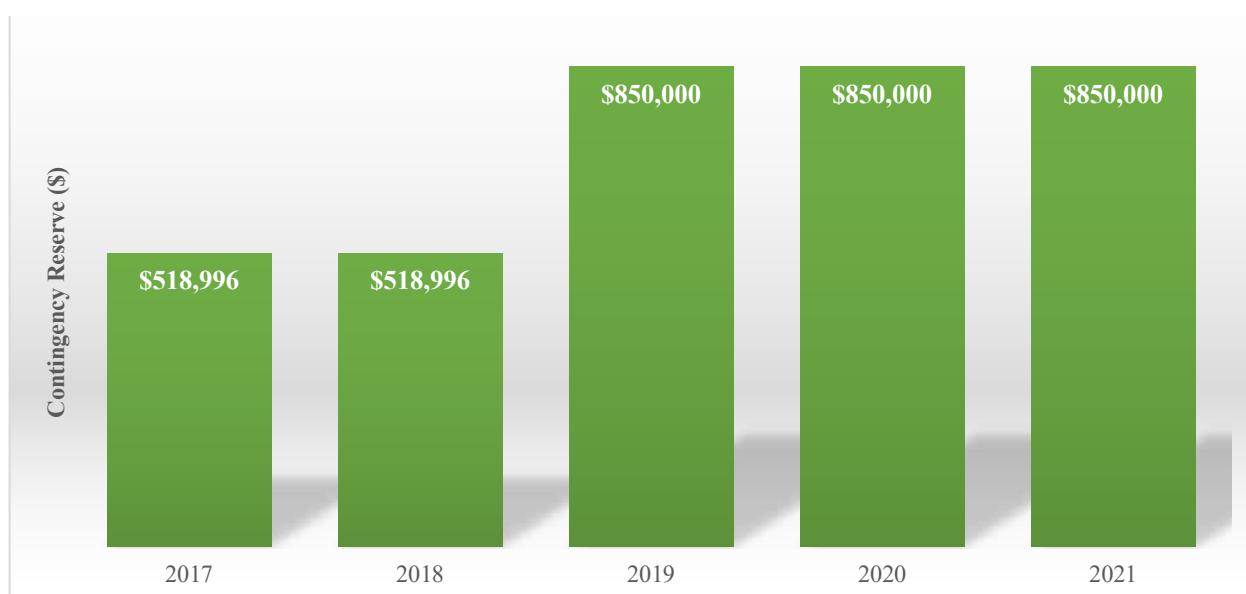


Figure 2. 5-year comparison of NM811 contingency reserve.



# Service Area Updates

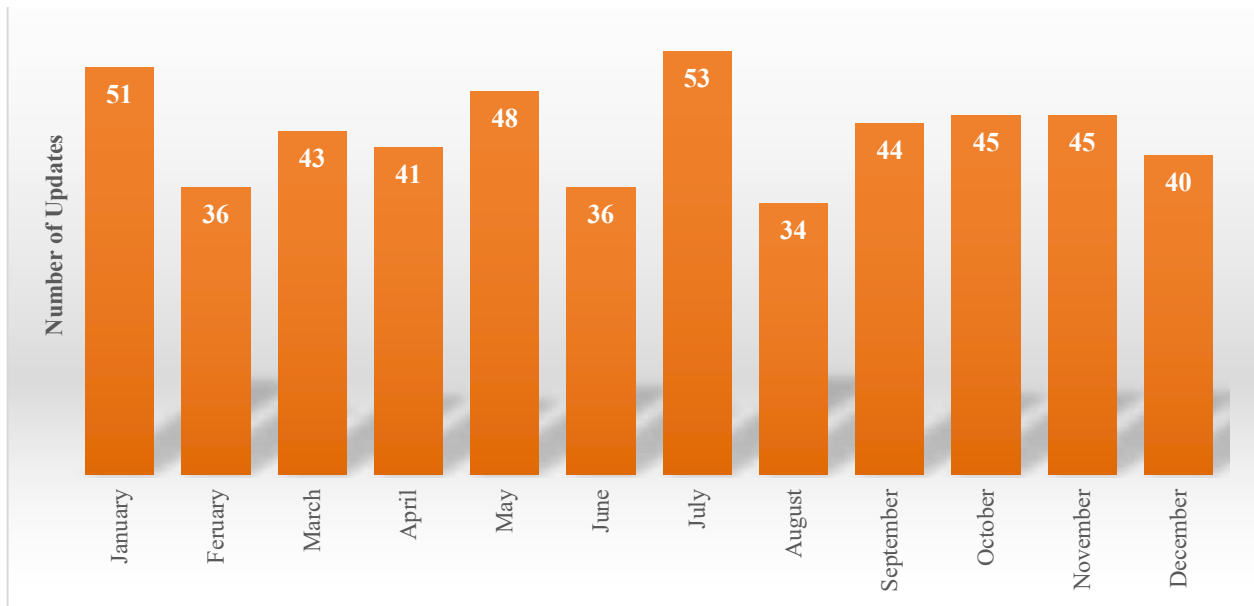


Figure 3. Total number of service area updates completed by the GIS department in 2021 = 516.

# Membership Classification Distribution

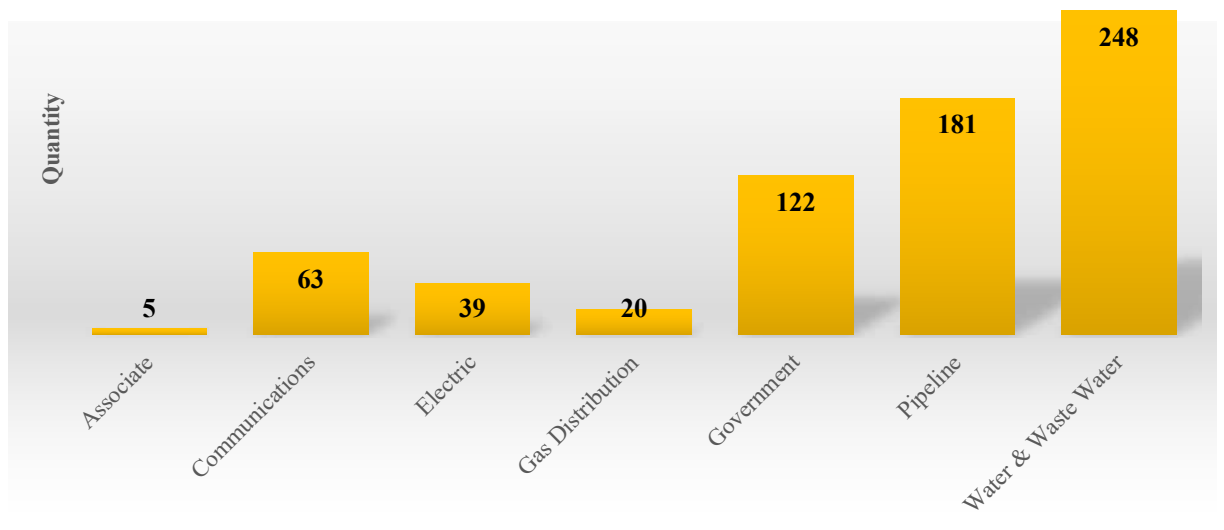


Figure 4. Total number of active members at the close of 2021 = 678. Distribution classification based on Board of Directors representation.

# Call Center Data

Call Center Data	2021 Year Totals
Total Incoming Calls	103,665
Total Billable Tickets	187,202
Total Transmissions	1,081,457
Avg Transmissions per ticket	5.92
Avg Wait Time (sec)	33

Month	Requests by Phone	Billable Tickets	Output Ratio	Avg Wait Time
January	8,171	13,524	6.28	16
February	7,986	13,717	6.07	18
March	10,789	17,779	5.83	30
April	10,031	16,563	5.84	30
May	8,428	15,074	5.78	26
June	9,118	17,323	5.89	26
July	8,675	16,485	5.85	33
August	9,516	17,019	5.92	47
September	8,825	16,544	5.87	33
October	8,459	15,978	5.66	34
November	7,679	14,285	5.82	32
December	5,988	12,911	6.21	70
<b>Average</b>			<b>5.92</b>	<b>33</b>
<b>Total</b>	<b>103,665</b>	<b>187,202</b>		



# Call Center Summary

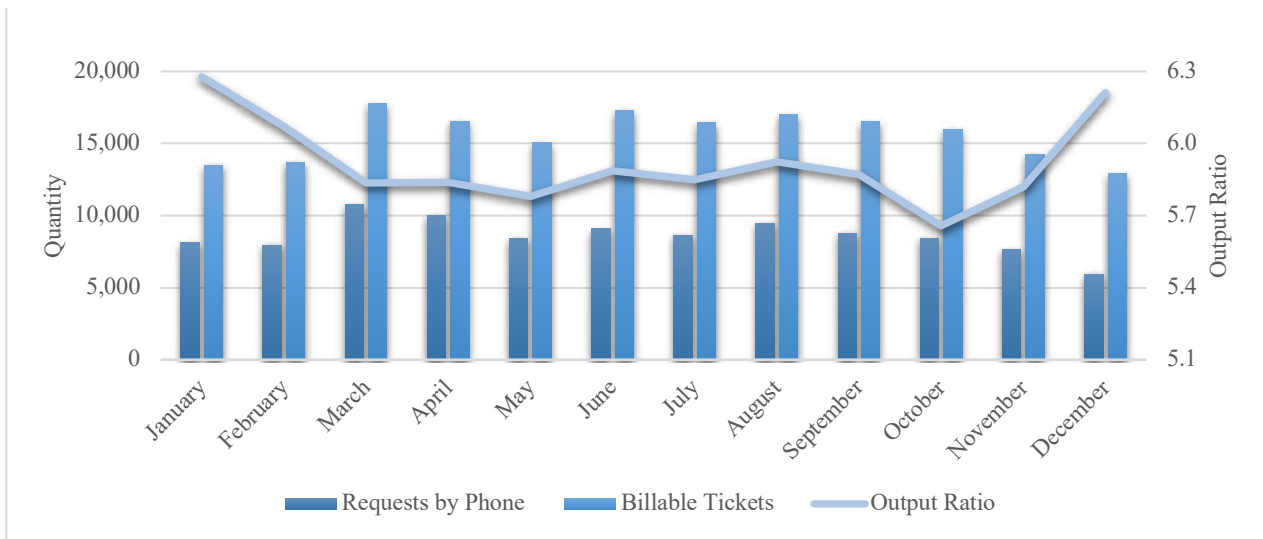


Figure 5. The relationship between ticket requests by phone, billable tickets, and transmissions. The output ratio, on the right axis, is the average number of transmissions per ticket.





## 3-Year Ticket Request Comparison

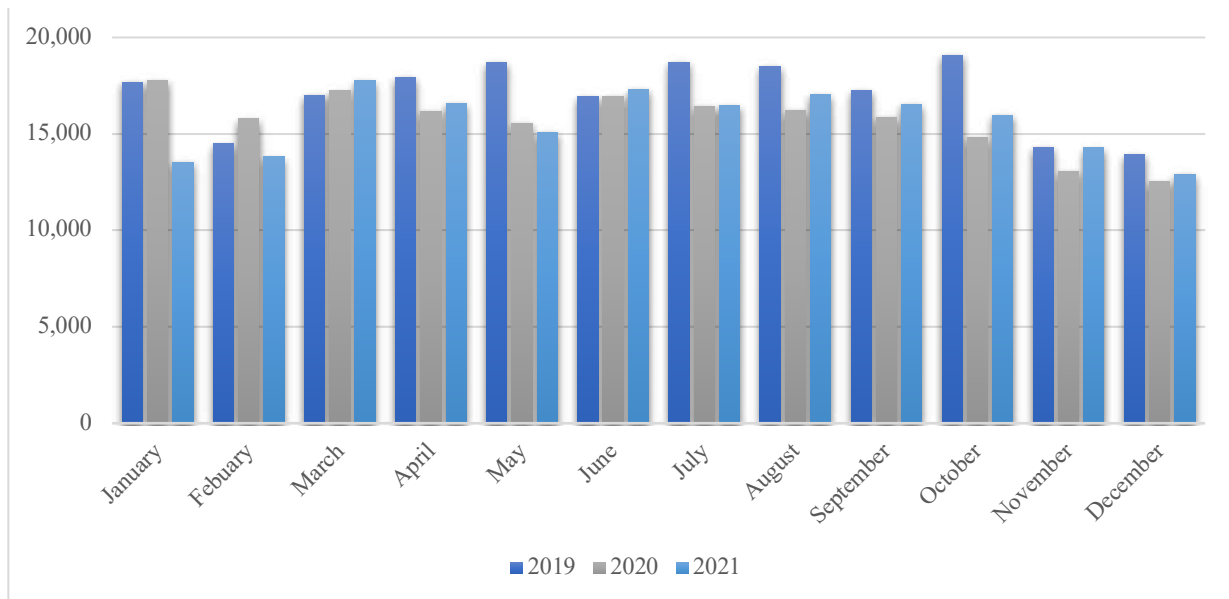


Figure 6. 3-year comparison of ticket requests by phone. Total ticket requests for 2019 = 204,533; 2020 = 188,334; 2021 = 187,268.

## 3-Year Transmission Comparison

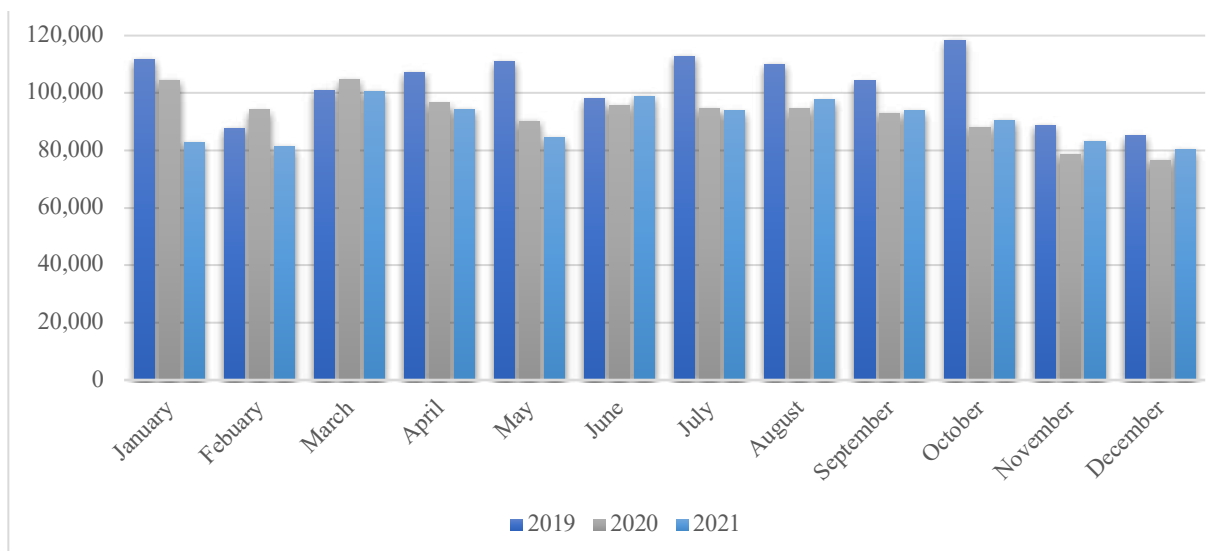


Figure 7. 3-year comparison of ticket transmissions. Total transmissions for 2019 = 1,235,606; 2020 = 1,110,533; 2021 = 1,081,457.

# Call Center Wait Time

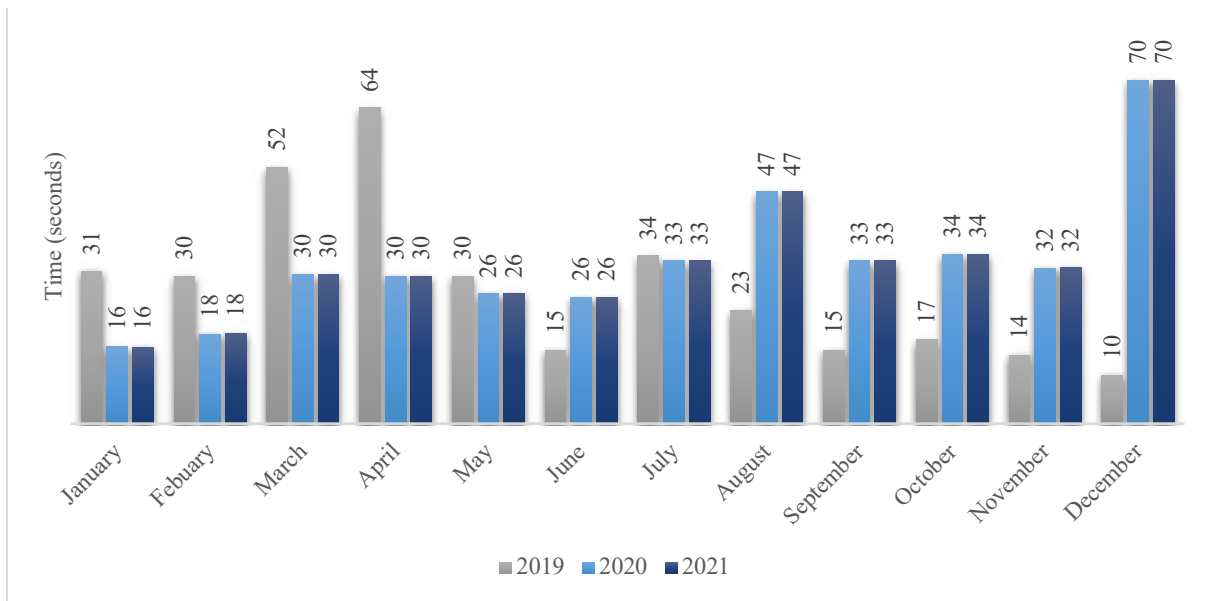


Figure 8. A 3-year comparison of average wait time in seconds.

# Call Center Wait Time by Queue

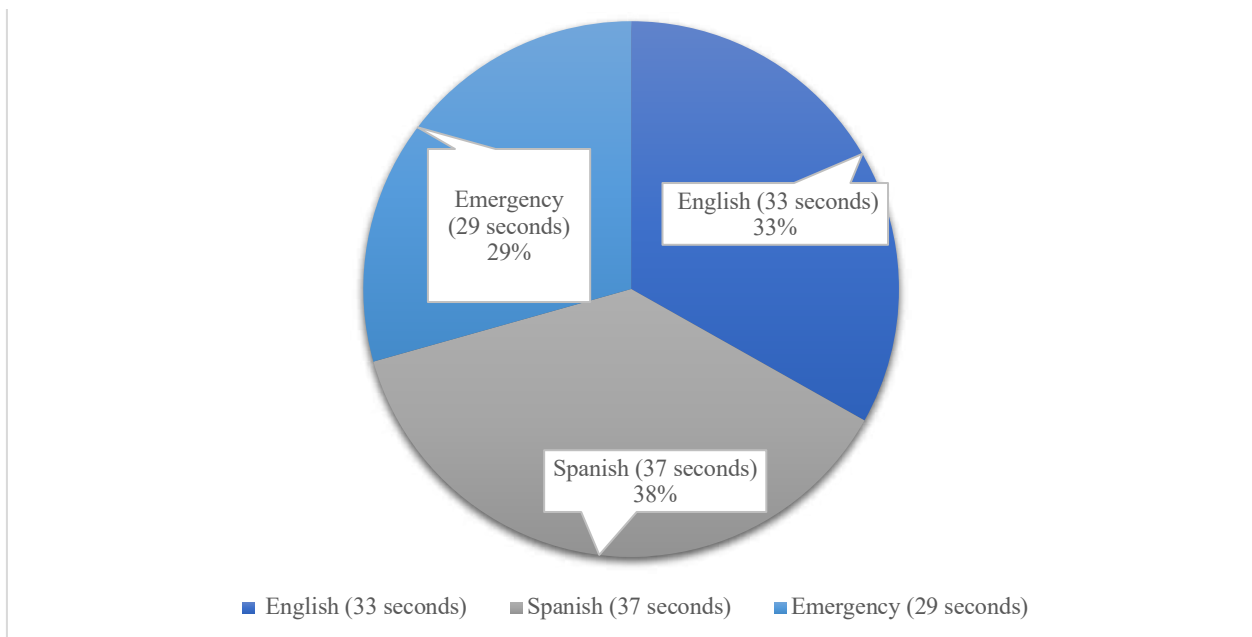


Figure 9. Distribution of average call center wait time by queue for 2021.



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