

DEDICATED TO SAFETY AND SERVICE

2022 ANNUAL REPORT

[NM811.org](https://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	7
Call Center Data & Summary	9
Tickets and Transmissions	10
Damage Reports	12
3-Year Comparisons	15



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.

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

NM811 will once again be holding this year's annual meeting presentation and luncheon so as to coincide with this Fall's Annual 2023 NMRCGA Damage Prevention Summit to be held October 24–26. As in previous annual meeting, we are excited to share with others the upcoming changes to our Membership Handbook and to provide an overview of NM811's Annual Report for the year ending December 31, 2022. 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 the support of our membership.



Sincerely,

Domingo Sanchez III

Executive Director, NM811



Board of Directors



President
JOEL BERMAN

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

I am honored to once again serve as President of New Mexico 811 for this upcoming year. I want to acknowledge the leadership provided by our Executive Director and the dedication of the New Mexico 811 staff that carries out the mission of the New Mexico 811. The board is dedicated to working together with our membership and staff in our collective efforts to educate underground facility owners, contractors, and the public we serve on the importance of safety and damage prevention throughout the State of New Mexico. Please take a moment to reflect upon your role to support the New Mexico 811's vision to have "Zero damages in New Mexico."



Treasurer
WESLEY GRAY

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



Vice President
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
JESSE GRAHAM

Representing:
Hilcorp Energy
382 Rd 3100
Aztec, NM 87410
(505) 599-3400



Director
PATRICK SHAW

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



Secretary
LINDA BARBOUR

Representing:
Rural Water
Entranosa Water
1330 Hwy 333
Tijeras, NM 87059

NEW MEXICO ONE CALL, INC.

Statement of Financial Position

As Of December 31, 2022, With Comparative Totals For 2021

ASSETS	Notes	2022	2021
Current Assets			
Cash and cash equivalents	C	\$ 2,952,180	2,627,490
Membership dues receivable, net	D	56,621	133,136
Contract receivable, net	D	26,182	-
Other accounts receivable		306	306
Prepaid expenses	E	22,784	20,701
Total current assets		<u>3,058,073</u>	<u>2,781,633</u>
 Property and equipment, net of accumulated depreciation	 H	 <u>3,572,109</u>	 <u>3,671,009</u>
Total assets		<u>\$ 6,630,182</u>	<u>6,452,642</u>
 LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts payable		\$ 52,081	88,474
Accrued payroll and related liabilities		26,836	12,391
Accrued compensated absences		25,448	28,182
Deferred revenue	K	54,442	-
Total current liabilities		<u>158,807</u>	<u>129,047</u>
Total liabilities		158,807	129,047
 Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment		3,572,109	3,671,009
Board designated for contingency	M	2,000,000	850,000
Undesignated		899,266	1,802,586
Total net assets		<u>6,471,375</u>	<u>6,323,595</u>
Total liabilities and net assets		<u>\$ 6,630,182</u>	<u>6,452,642</u>

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, 2022, With Comparative Totals For 2021

	<u>2022</u>	<u>2021</u>
Revenues and Support		
Membership dues and late fees	\$ 2,530,647	2,642,660
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	<u>51,682</u>	<u>52,856</u>
Total revenues and support	2,582,329	2,695,516
Expenses		
Program services	2,062,385	1,781,228
Management and general	<u>372,164</u>	<u>330,969</u>
Total expenses	<u>2,434,549</u>	<u>2,112,197</u>
Change in net assets	147,780	583,319
Net assets, beginning of year	<u>6,323,595</u>	<u>5,740,276</u>
Net assets, end of year	<u>\$ 6,471,375</u>	<u>6,323,595</u>

SEE INDEPENDENT AUDITOR'S REPORT

The accompanying notes are an integral part of these financial statements



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

Membership Distribution at the Close of 2022

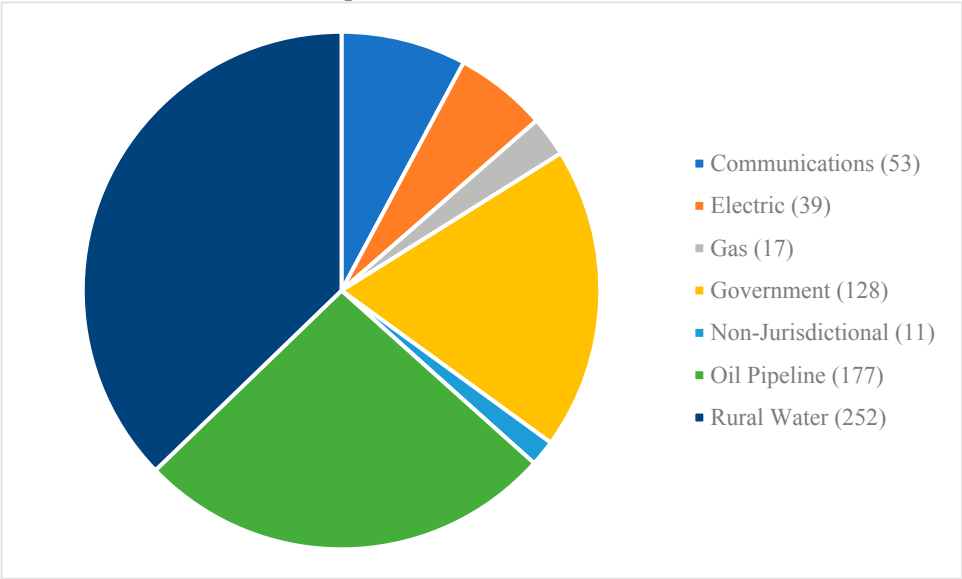


Figure 1 Distribution of Membership at the end of 2022. Total number of members = 677

2022 Service Area Updates Processed by NM811

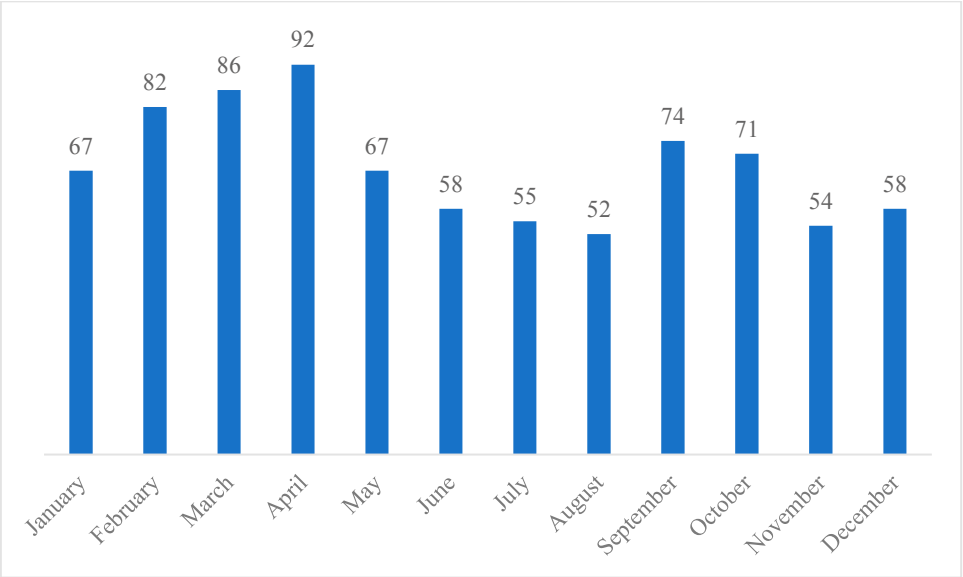


Figure 2 Service Area updates processed by NM811 Mapping Department per month. Total updates for the year = 816

Call Center Data

Call Center Summary	2022 YTD
Total Incoming Calls	104,816
Total *Overall Tickets	207,616
Total Billable Tickets	184,175
Total Transmissions	1,127,552
Avg Transmissions	6.129
Avg Wait Time (sec)	0:00:38

Month	Inbound Calls	Ticket Count	Output Ratio	Avg Time in Queue
January	6,388	14,071	6.171	0:01:12
February	6,606	13,682	6.228	0:01:01
March	9,003	17,126	6.117	0:00:37
April	8,780	16,315	6.187	0:00:47
May	8,847	16,254	6.188	0:00:37
June	8,608	16,363	6.165	0:00:22
July	7,825	14,672	6.300	0:00:34
August	9,289	17,836	5.914	0:00:35
September	8,614	16,232	5.966	0:00:25
October	11,664	16,434	5.969	0:00:22
November	9,937	13,903	6.150	0:00:30
December	9,255	12,375	6.129	0:00:32

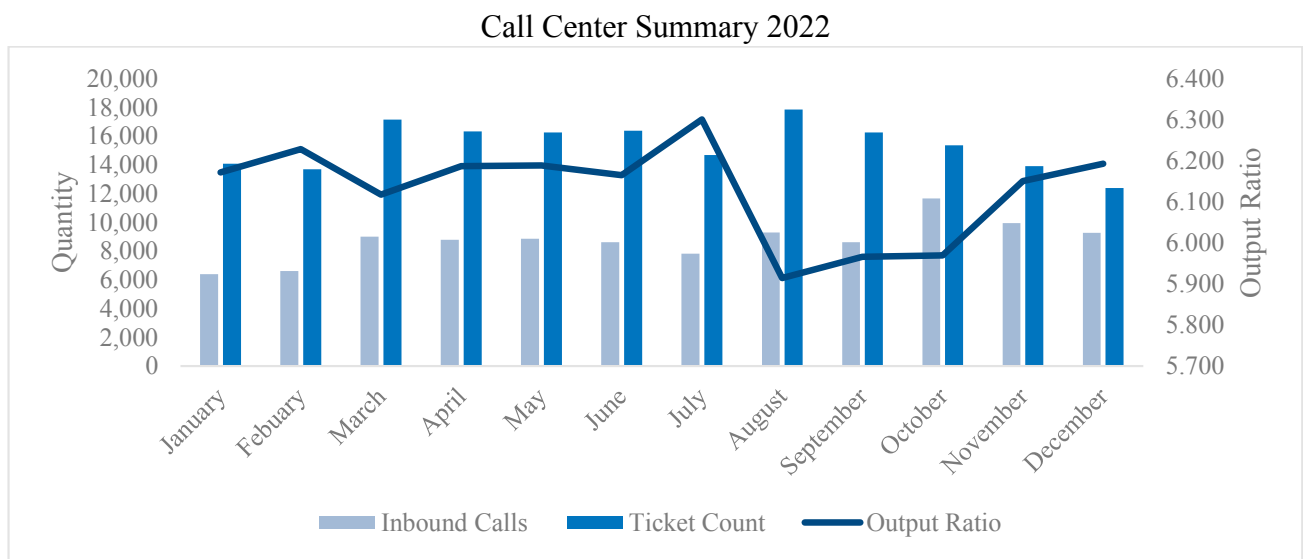


Figure 5 Call Center Operations for 2022 summarized by the number of Inbound Calls & Ticket Count by month. The trend line superimposed on the graph is the Output Ratio or the ratio of transmissions per ticket.

2022 Ticket Requests by Month

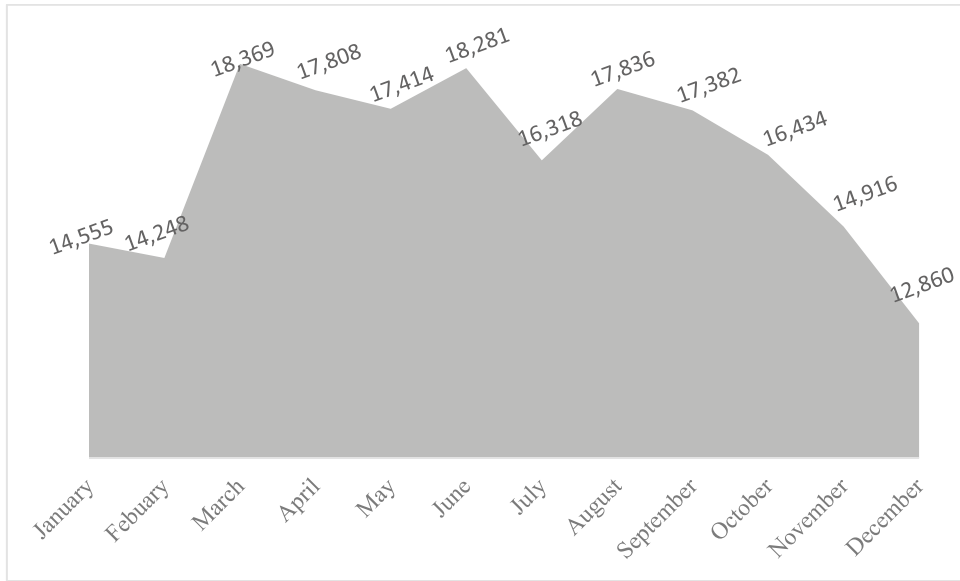


Figure 7 Ticket Requests by Month for 2022. Total Ticket Requests for the year = 196,421

2022 Tickets by Source per Month

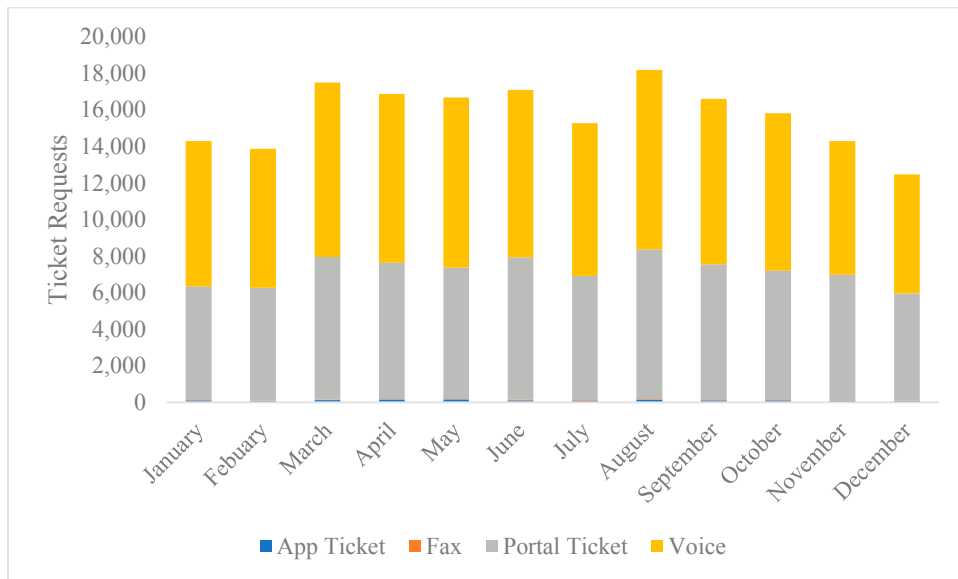


Figure 9 Ticket Requests by source per month for 2022.

2022 Tickets by Source

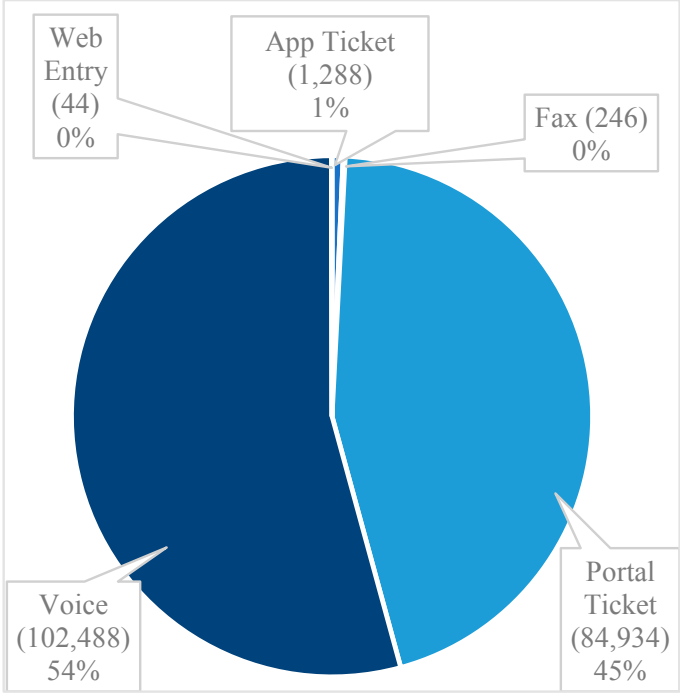


Figure 10 Distribution of Ticket Requests by Source for 2022.

2022 Tickets by Type

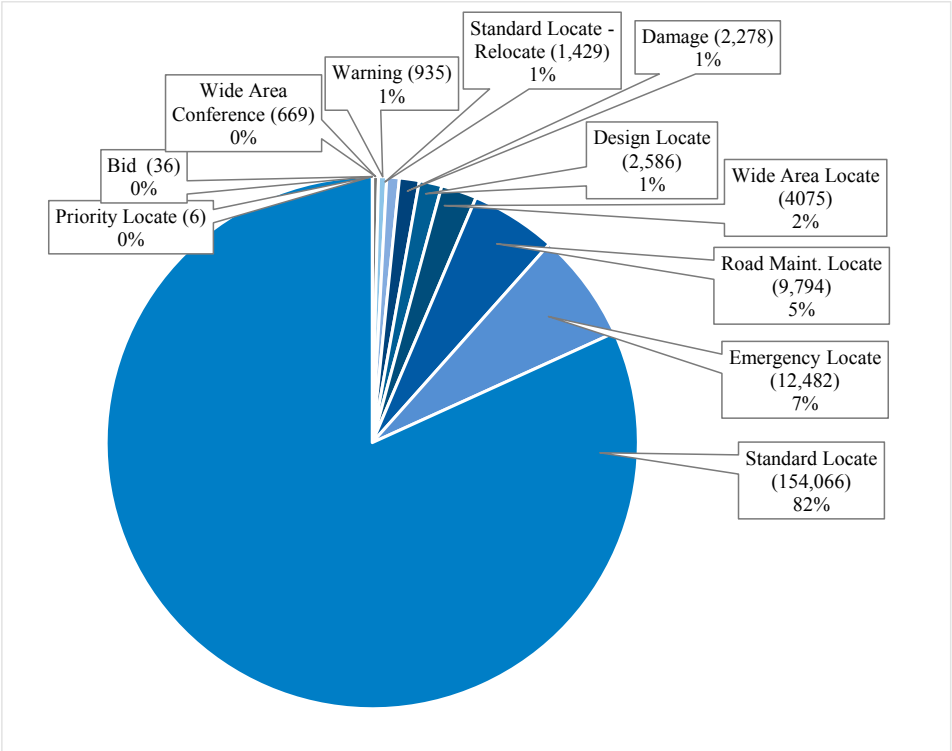


Figure 11 Distribution of Ticket Requests by Ticket Type for 2022

Damage Reports by Month

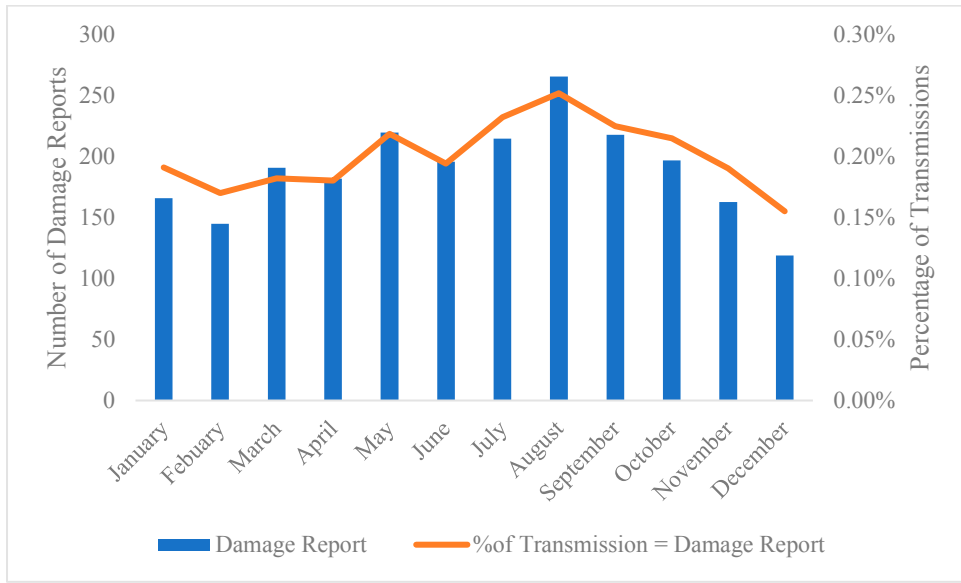


Figure 14 The number of Damages reported to NM811 compared to the number of Ticket Transmissions per month. The number of Damages reported per month is shown as a bar graph with the corresponding axis to the left. The percentage of Damages per Transmission is shown as a trend line with the corresponding axis to the right of the graph.

2022 Damages by Facility Type

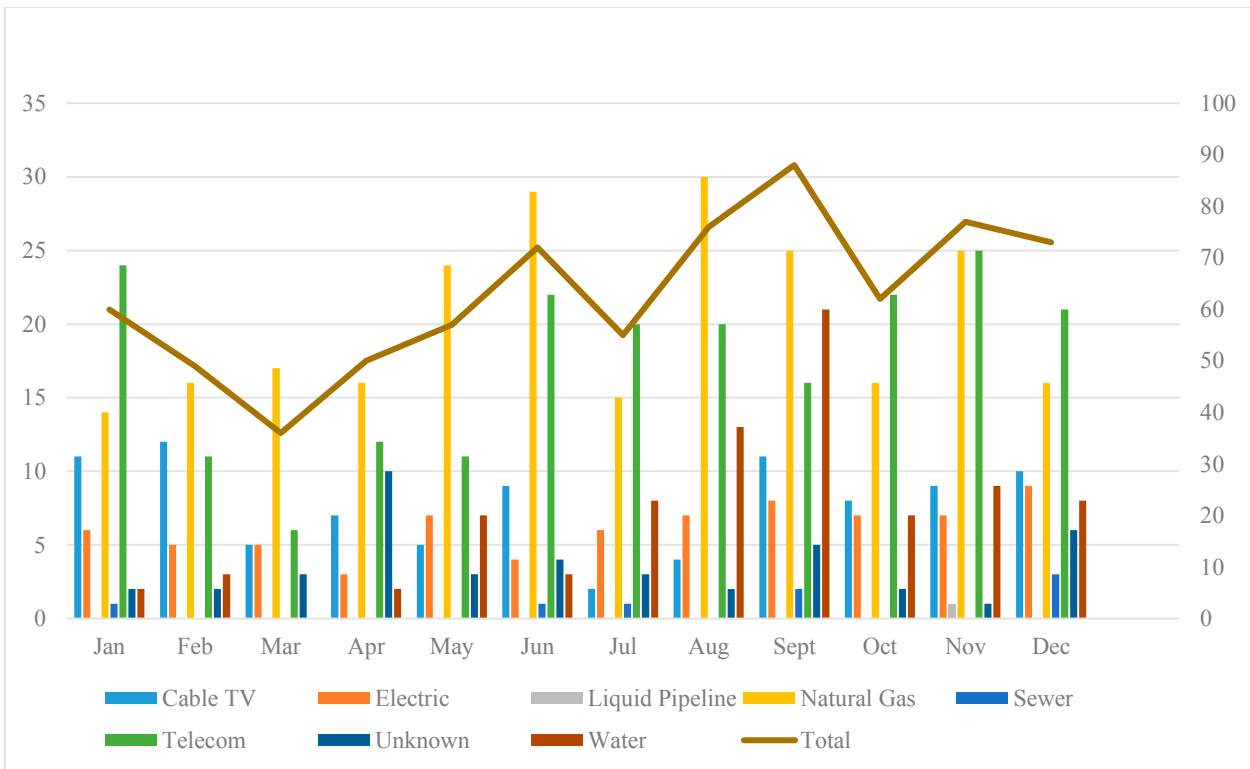


Figure 20 Comparison of damages in New Mexico by facility type per month.

2022 Damages by Operator Affected

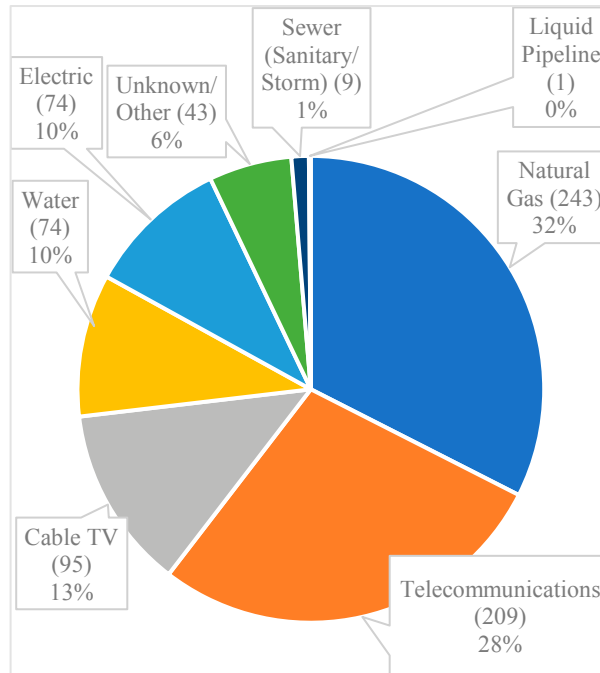


Figure 16 Distribution of damages by operator affected is based on 748 completed damage investigations.

2022 Damages by Excavator

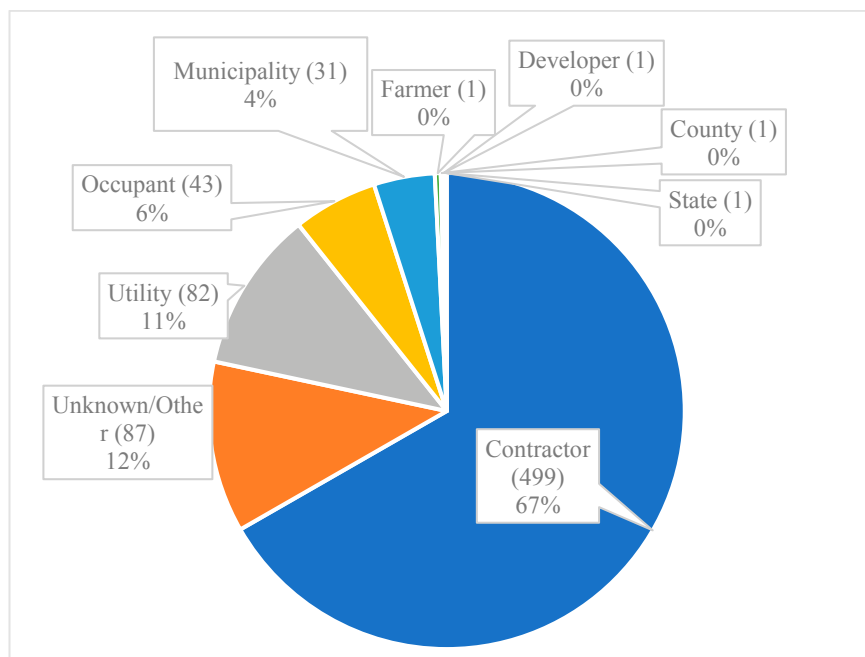


Figure 18 Distribution of damages by excavator is based on 748 completed damage investigations.

2022 Damages by Excavation Equipment

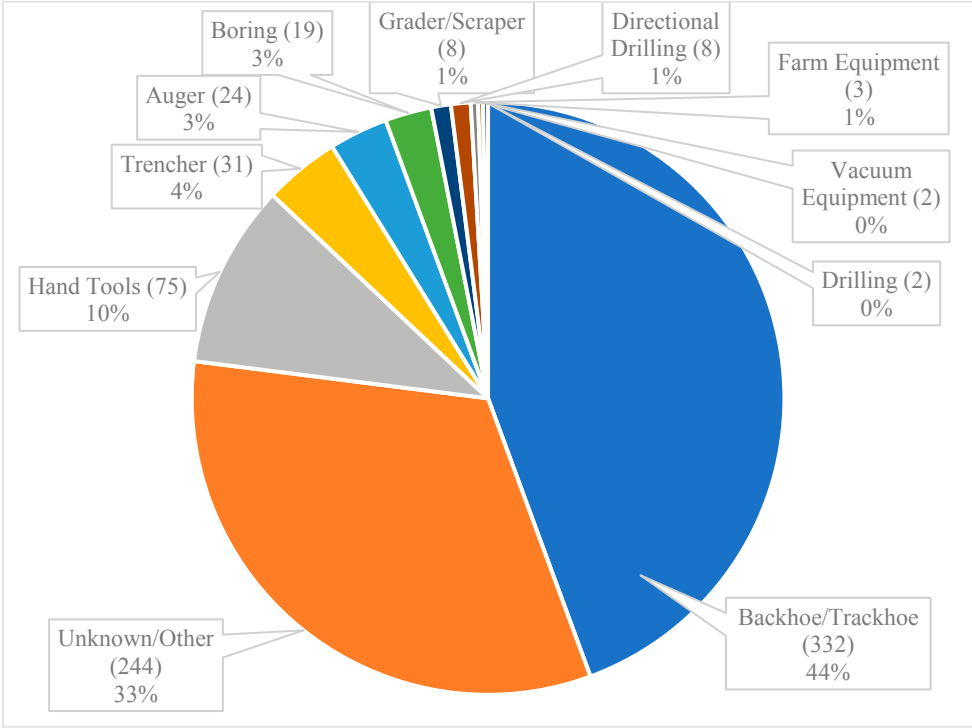


Figure 19 Distribution of damage by excavation equipment is based on 748 completed damage investigations.



3-Year Comparison of Ticket Requests by Month

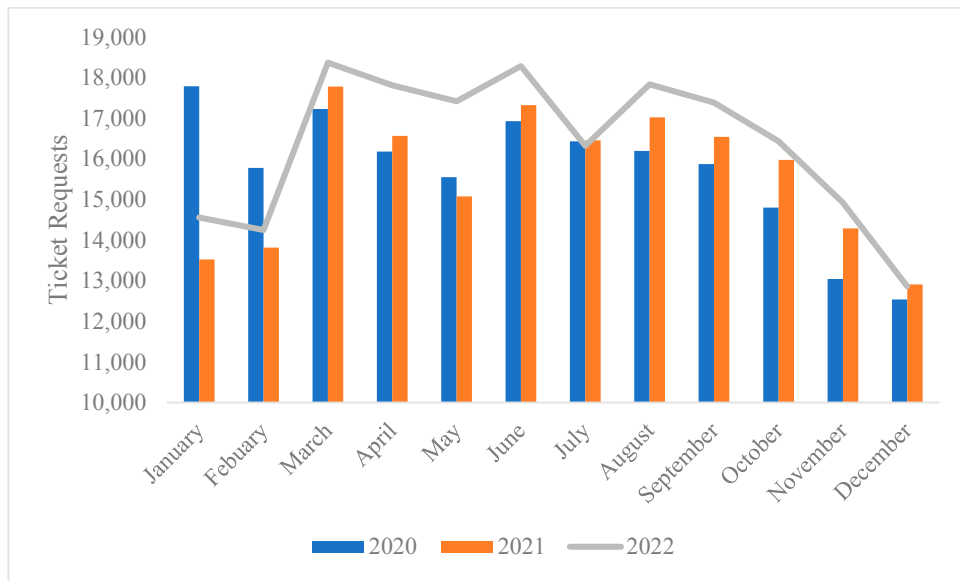


Figure 6 Three-year comparison of Ticket Requests by Month.

3-Year Transmission Comparison

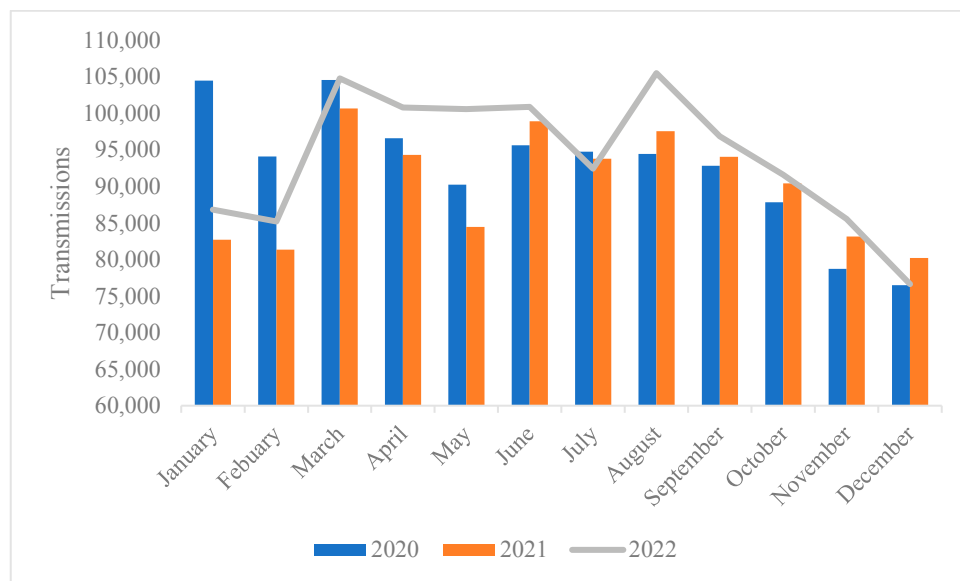
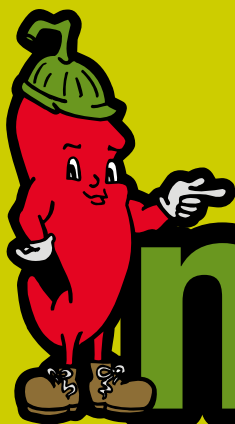


Figure 12 Three-year comparison of Ticket Transmissions per month.



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