



DEDICATED TO SAFETY AND SERVICE

2023 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.

DEAR NM811 MEMBERS,

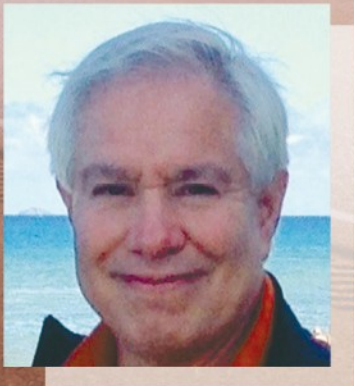
As I reflect on my journey as the Executive Director of NM811, I am filled with immense gratitude for each of you. Your unwavering support and commitment to damage prevention and safety in New Mexico have made a lasting impact, not only on our organization but also on the communities we serve. Together, we have fostered a culture of safety and awareness that truly embodies the spirit of collaboration.

I would like to extend my heartfelt thanks to our dedicated staff and board of directors. Your tireless efforts and shared vision have propelled us forward, allowing us to achieve our goals and enhance our mission over the past seven years. It has been an honor to work alongside such passionate and talented individuals.

As I prepare to retire and embrace the next chapter of my life with my family, I carry with me cherished memories and the knowledge that I have been part of something truly special. I am excited to see how NM811 continues to grow and evolve in the years to come, and I have every confidence that you will keep the momentum going.

Thank you once again for your support, partnership, and friendship. It has been a privilege to serve as your Executive Director.

Wishing you all the best in your future endeavors.



Warm Regards,

Domingo Sanchez III

Executive Director, NM811

Board of Directors



President
WESLEY GRAY

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



Vice President
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



Treasurer
LINDA BARBOUR

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



Director
PATRICK SHAW

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



Secretary
JESSE GRAHAM

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



Director
KEVIN FENN

Representing:
Telecommunications
Lumen/Centurylink
Need Address
Albuquerque, NM 87109
(505) Need Phone



NEW MEXICO ONE CALL, INC.

Statement of Financial Position

As Of December 31, 2023, With Comparative Totals For 2022

ASSETS	Notes	2023	2022
Current Assets			
Cash and cash equivalents	C	\$ 270,151	2,952,180
Investments	D	3,110,969	-
Membership dues receivable, net	E	94,369	56,621
Contract receivable, net	E	54,261	26,182
Other accounts receivable		20,026	306
Prepaid expenses	F	22,181	22,784
Total current assets		3,571,957	3,058,073
Property and equipment, net of accumulated depreciation	G	3,488,456	3,572,109
Total assets		\$ 7,060,413	6,630,182
LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts payable		\$ 59,128	52,081
Accrued payroll and related liabilities		54,792	26,836
Accrued compensated absences		35,121	25,448
Deferred revenue	L	-	54,442
Total current liabilities		149,041	158,807
Total liabilities		149,041	158,807
Net Assets			
Net Assets without Donor Restrictions:			
Investment in property & equipment		3,488,456	3,572,109
Board designated for contingency	N	305	2,000,000
Undesignated		3,422,611	899,266
Total net assets		6,911,372	6,471,375
Total liabilities and net assets		\$ 7,060,413	6,630,182



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NEW MEXICO ONE CALL, INC.

Statement of Activities

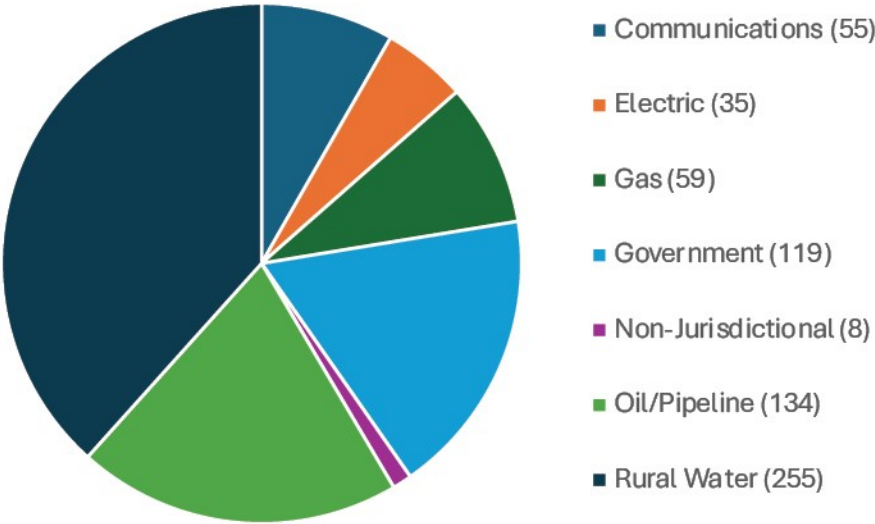
For The Year Ended December 31, 2023, With Comparative Totals For 2022

Revenues and Support		
Membership dues and late fees	\$ 2,736,396	2,530,647
Contract income - Damage Reporting Enforcement Tracking System (DRETS)	50,000	51,682
Miscellaneous	20,080	-
Investment income, net	110,969	-
Total revenues and support	2,917,445	2,582,329
Expenses		
Program services	2,082,777	2,062,385
Management and general	394,671	372,164
Total expenses	2,477,448	2,434,549
Change in net assets	439,997	147,780
Net assets, beginning of year	6,471,375	6,323,595
Net assets, end of year	\$ 6,911,372	6,471,375

SEE INDEPENDENT AUDITOR'S REPORT

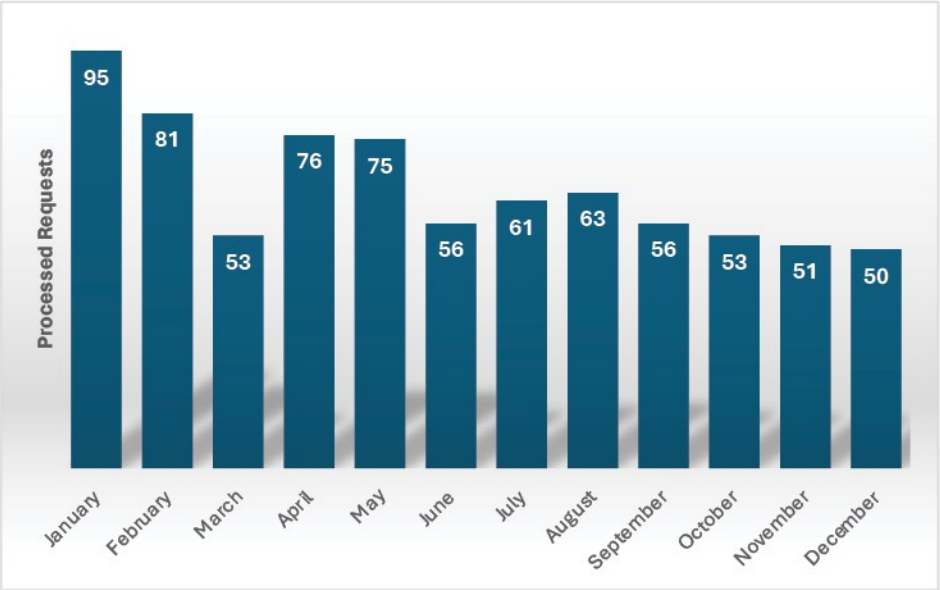
The accompanying notes are an integral part of these financial statements

Membership Distribution at the Close of 2023



Distribution of Membership at the end of 2023. Total number of members = 665

2023 Service Area Updates Processed by NM811



Service Area updates processed by NM811 Mapping Department per month. Total updates for the year = 770

Summary of 2023 Operations

Call Center Summary	2023 YTD
Total Incoming Calls	139,567
Total *Overall Tickets	200,018
Total Billable Tickets	189,516
Total Transmissions	1,148,807
Avg Transmissions	6.09
Avg Wait Time (sec)	0:00:56

Month	Inbound Calls	Ticket Count	Output Ratio	Avg Time In Queue
January	11,364	13,724	6.26	0:00:54
February	10,097	13,444	6.22	0:00:25
March	13,095	17,671	6.18	0:00:59
April	11,940	16,308	6.00	0:01:20
May	12,715	17,849	6.00	0:00:56
June	12,386	17,110	6.01	0:01:04
July	11,187	16,064	6.13	0:00:53
August	13,453	18,967	6.00	0:01:28
September	11,983	15,342	6.01	0:00:49
October	11,780	17,176	5.91	0:00:46
November	10,161	13,989	6.11	0:00:49
December	9,406	11,872	6.25	0:00:56

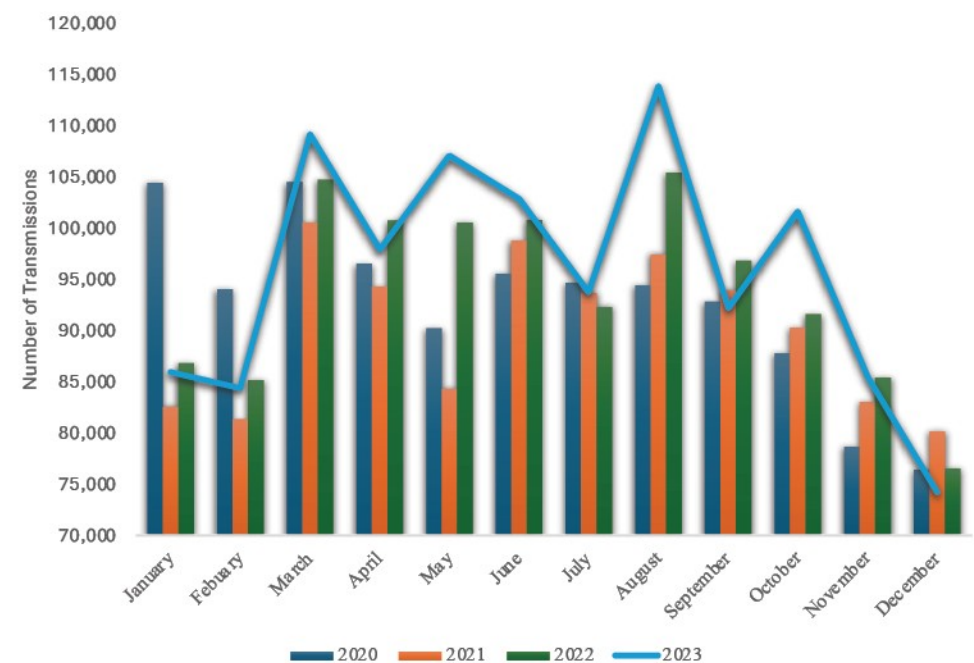
Summary of 2023 Call Center Operations

Four-Year Comparison of Ticket Request by Month



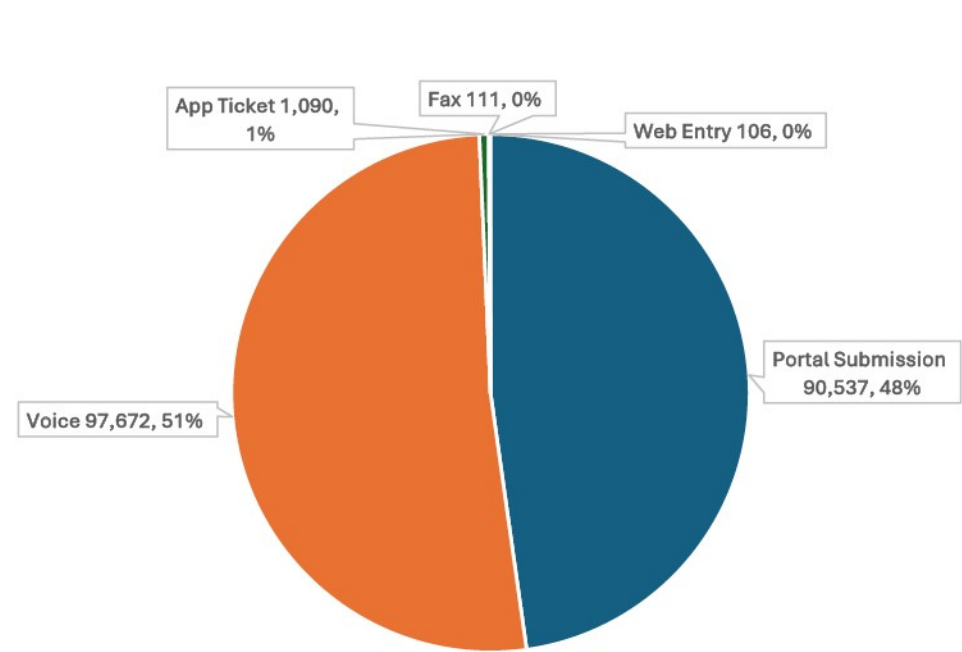
Four-year comparison of Ticket Requests by Month. Ticket volume for 2023 is shown as a line.

Four-Year Comparison of Ticket Transmissions by Month



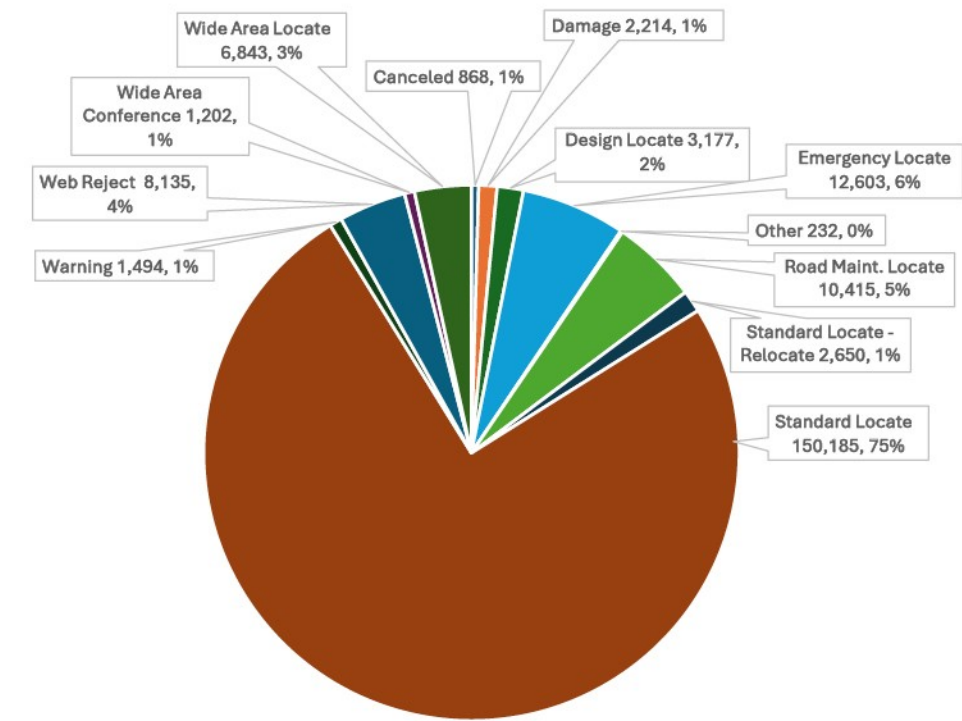
Four-year comparison of Ticket Transmissions by Month. Ticket volume for 2023 is shown as a line.

2023 Tickets by Source



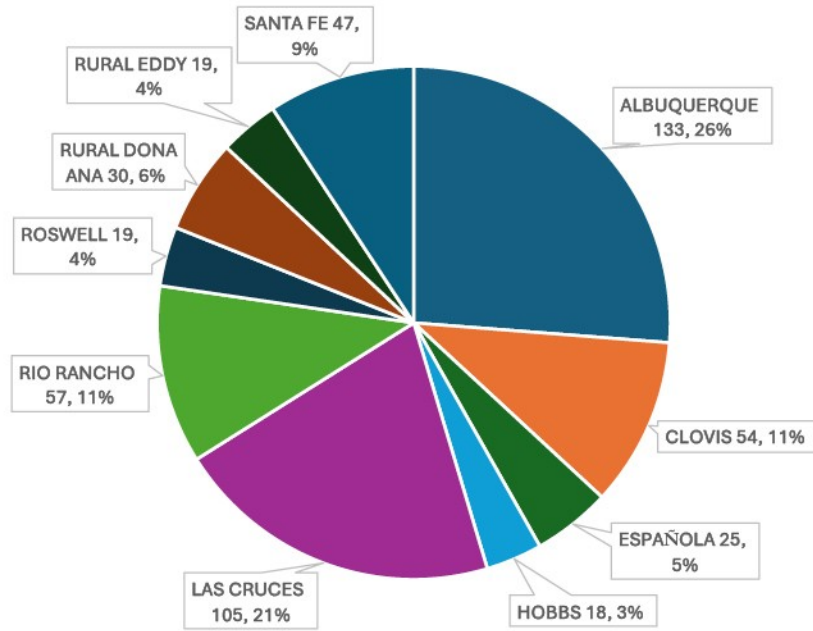
Distribution of ticket requests by source for the year.

2023 Tickets by Type



Distribution of ticket requests by ticket type for the year.

Top 10 Damage Locations in NM – 2023



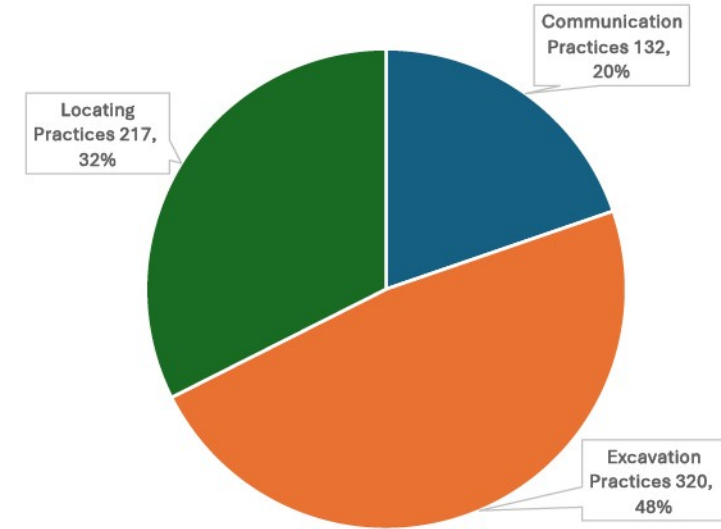
Distribution of locations where damages occurred most often in 2023.

Total number of damage reports in 2023 = 2,595

Total number of damages in 2023 = 818

Number of damages outside of the top 10 location = 311

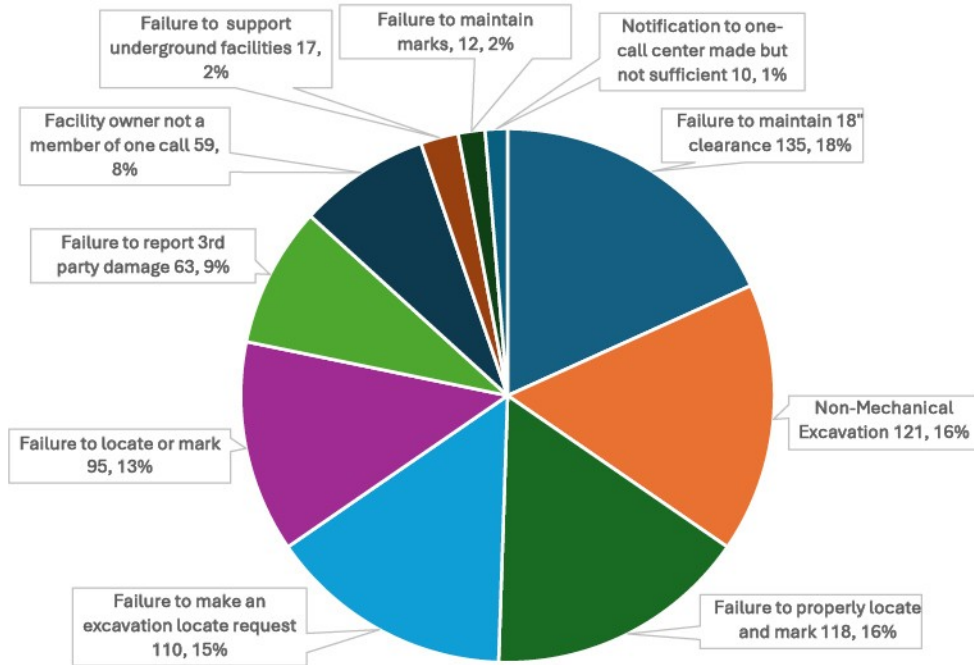
Damage Root Cause By Category – 2023



Distribution of damage root cause category when damage root cause is known.
Unknown damage root cause = 149

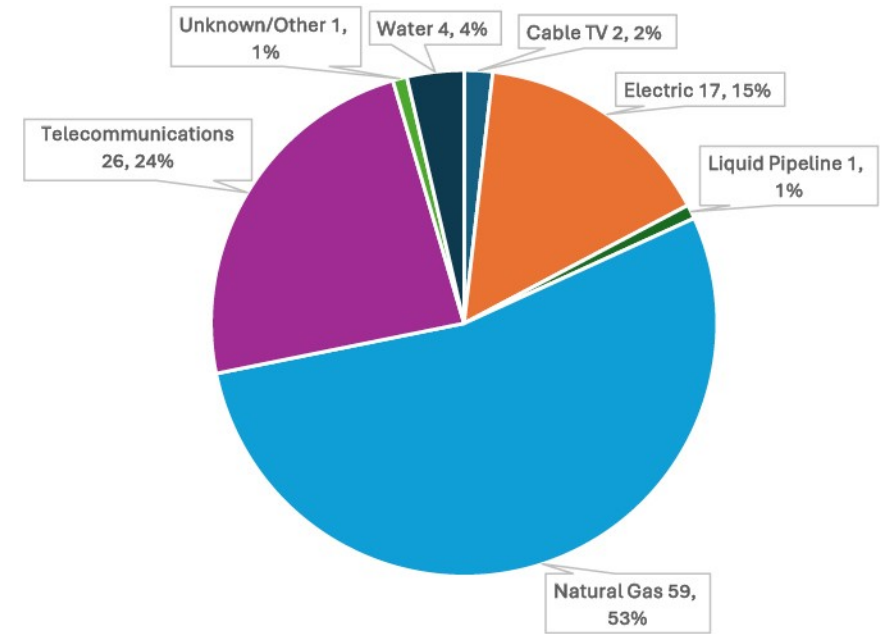
**** Communications Practices include the following damage root cause:** Failure to contact UFO & wait until marked/cleared (2), Failure to make an excavation locate request (11), Failure to make locate request to facility not a member of one call (1), Failure to provide accurate description (6), Failure to reaffirm in 15 working days (2), Notification to one call made but not sufficient (11).

Top 10 Damage Root Cause – 2023



*Distribution of the top 10 damage root cause.
Number of damages not in the top 10 root causes = 78*

Utility Damaged When “No Locate Request” is the Root Cause



*Distribution of damages when the root cause is
“Failure to Make an Excavation Locate Request”.
Total No. of damages due to no locate request = 110*

3-Year Comparison of Ticket Requests by Month

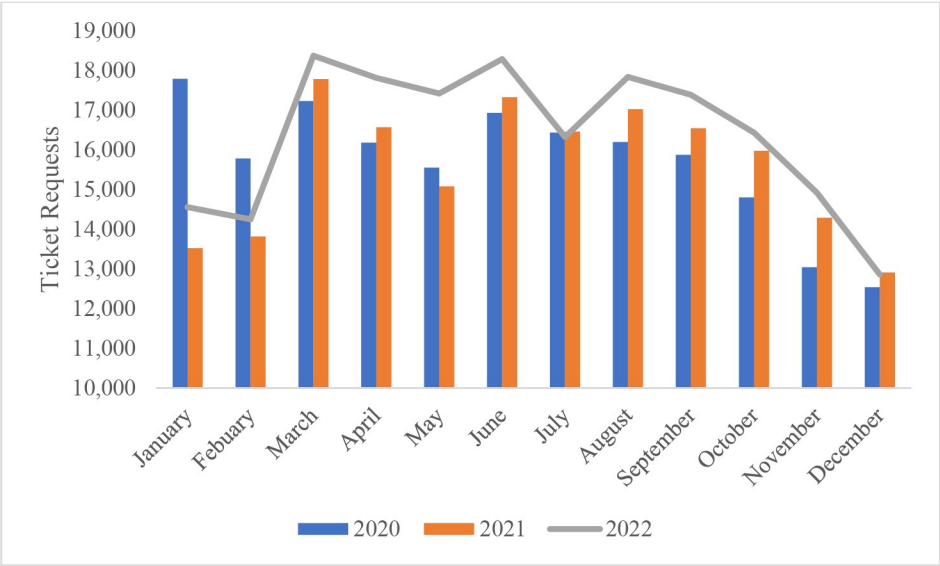


Figure 6 Three-year comparison of Ticket Requests by Month.

3-Year Transmission Comparison

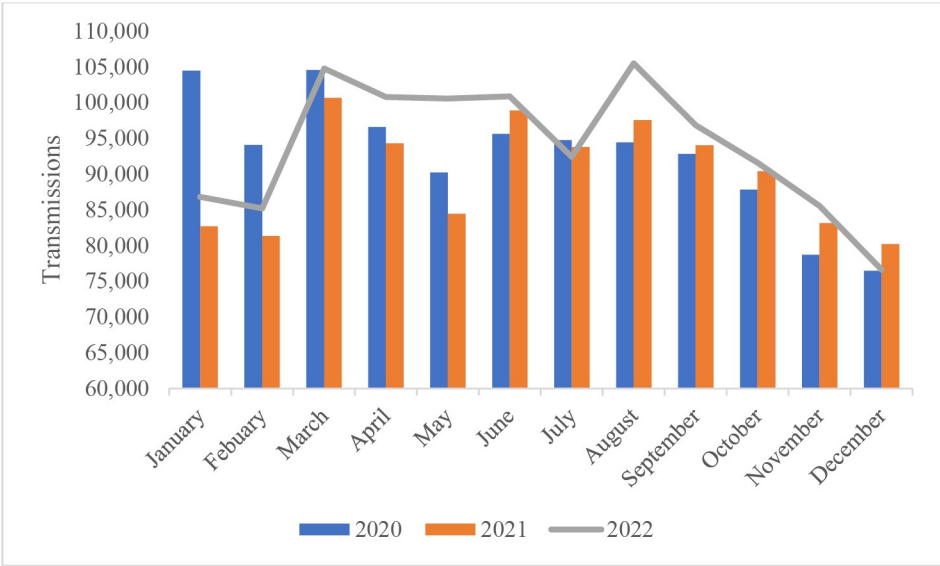


Figure 12 Three-year comparison of Ticket Transmissions per month.



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