IEUCC 811 Council Meeting Minutes

Date: September 08, 2026, | 11:30 am PST
Location: Spokane Water Dist. #3 | 1225 N Yardley St - Spokane Valley, WA 99212
In Person Attendees: See sign-in sheet on file for in-person attendance.
Virtual Attendees: Alexis Barrett (IEUCC Staff),

Call to Order

The meeting was called to order by Zach Barrett. A quorum was confirmed.

GENERAL BUSINESS

Minutes

The Council reviewed the previous meeting minutes. A motion was made and seconded to approve the minutes as presented. Motion carried.

Financial Statement Review

The Council reviewed financial and billing updates related to One Call Concepts (OCC). Discussion included approximately $179,000 in billings, with approximately $28,000 collected to date, as well as the transition to the new billing process.

OCC reported an 11.45% increase in inbound call volume for August and a 14% year-to-date increase.

Field Issues and Utility Locate Challenges

Discussion ensued regarding ongoing field issues related to utility locates, including concerns with ELM's communication, response times, and troubleshooting processes. Several attendees reported instances where locate tickets were extended rather than completed within the required two-day timeframe.

The Council also discussed challenges related to route finding, address accuracy, and tickets where the work location is not clearly identified. Suggestions included using parcel numbers in addition to addresses and utilizing multiple verification methods, including maps, descriptions, white paint, and stakes, to establish the actual work area.

Attendees were encouraged to report problematic tickets and recurring issues to the call center so that the information can be used for education and training purposes.

Utility Locate Ticket Management

Discussion continued regarding difficult locate tickets and emergency locate requests. Attendees shared strategies for documenting and following up on unresponsive contacts, including retaining ticket information and using text messages when phone calls are unsuccessful.

The Council also discussed concerns regarding emergency locate requests when the emergency designation may not be appropriate or when the site is unoccupied. The cost and resource impact of responding to after-hours emergency locate requests was noted.

Emergency Locate System
The Council discussed the process for documenting and reporting suspected inappropriate use of the emergency locate system. IEUCC provided information regarding reporting concerns through DigSafe.com and the Safety Council for review and follow-up.

DigSafe Rebranding
The Council discussed rebranding the existing "DigSafe" program following receipt of a cease-and-desist letter. A proposed new name of "811 Safe" was discussed, with the intent to maintain a similar logo and overall branding concept.

The Council agreed to move field-related issues to a new business line item for continued discussion at future meetings.

One Call Concepts Report
The Council discussed ongoing billing and operational updates from One Call Concepts. Performance metrics reflected an 11.45% increase in inbound call volume for August and a 14% increase year-to-date.

Discussion also included upcoming One Call Concepts user group meetings and the opportunity for Council representatives to attend.

PUBLIC OUTREACH
No report.

INDUSTRY OUTREACH

Joint States Meeting
The Council discussed the upcoming Joint States Meeting in Worley, Idaho. Sponsorship options of $1,500 and $2,500 were reviewed, including the additional registrations and networking opportunities available with the higher sponsorship level.

A motion was made and seconded to approve the $2,500 sponsorship package. Motion carried. The sponsorship includes two complimentary registrations. Stacey will handle registration and payment and will distribute the registration information to interested attendees.

One Call Concepts Users' Group Meeting
The Council discussed attendance at the upcoming One Call Concepts Users' Group Meeting in New Hampshire. A motion was made and seconded to approve funding for two individuals to attend the meeting. Motion carried.

Attendees were reminded to retain receipts for conference expenses and submit them for reimbursement in accordance with Council procedures.

CONTRACTOR OUTREACH

2027 Contractors' Breakfast
The Council discussed plans for the January contractor breakfast. Discussion focused on potential speakers and topics related to the future of excavation and leadership.

Aaron Witt was suggested as a potential speaker, and the Council also discussed the possibility of inviting a representative from Caterpillar or another industry organization.

Council members were asked to provide additional suggestions for speakers.

ADDITIONAL DISCUSSION

Model Irrigation Billing Issue
Ryan Neal of Model Irrigation presented a billing concern involving notification charges. Model Irrigation was charged multiple times for notifications due to multiple district codes being associated with the same email addresses.

The reported overcharge totaled $3,002.40. Discussion ensued regarding the cause of the duplicate charges and the appropriate method for resolving the issue.

A consensus was reached to have the Executive Committee review the billing history and determine the appropriate credit or adjustment.

Meeting Note-Taking Tools
Discussion ensued regarding meeting notetaking and transcription tools, including Fireflies and ReadAI. Scott and Ken will investigate whether a bulk or organizational license is available for these services.

Next Meeting

There being no further business to come before the Council; the meeting was adjourned.