



IEUCC 811 Council Meeting Minutes

Date: May 12, 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: Stacey Barrett (IEUCC Staff), Scott Gallegos, Kim Boyd, and Bruce Hathaway

Call to Order

The meeting was called to order by the President. A quorum was confirmed.

GENERAL BUSINESS

Minutes

Board reviewed minutes from the April 14, 2026, meeting. A motion was made and seconded to approve the minutes as presented. Motion carried.

Invoice Approvals

No additional invoices were presented beyond previously approved recurring payments.

Financial Statement Review

S Barrett presented the financial report and discussed upcoming changes to the financial reporting format and billing structure.

Discussion included the pending approval of the 2026 budget, which will allow members to better track budget performance throughout the year. Per a prior request, a monthly snapshot has been added to the financial reports to show both monthly and year-to-date figures.

S Barrett noted that 2026 year-to-date financial comparisons may differ from 2025 due to the transition to billing through One Call Concepts.

A motion was made and seconded to approve the financial report. Motion carried.

Bylaws Restructure

The Council discussed restructuring the association bylaws, noting that the current bylaws

were originally developed by Washington Water Power and have been amended over time, resulting in inconsistencies throughout the document.

Discussion included outdated language and conflicting voting structures between sections of the bylaws.

S Barrett outlined the proposed timeline for the restructuring process:

- May: Formal notice to members regarding the bylaw review process.
- June 1: Initial draft distributed to members for review and feedback.
- August 1: Deadline for member feedback and redlined edits.
- August: Executive Committee review of member feedback and legal compliance review for Oregon and Washington nonprofit requirements.
- September: Final draft distributed to members for voting.

Following member approval, updated bylaws will be filed with the IRS and the Oregon and Washington Secretaries of State.

Members were encouraged to actively review the draft documents and provide feedback to help guide the future structure and direction of the association.

One Call Concept Report

Gallegos reported that the billing transition is taking place this month and noted that part of the process will be manual due to the volume of historical billing data involved. A reminder communication email was sent to members the previous week.

Boyd stated that invoices are expected to be distributed later in the week or early the following week. Members have already begun responding with updated billing contact information.

Gallegos also presented the April ticket volume report. Inbound tickets were slightly lower compared to April of the prior year, though year-to-date inbound volume remains higher overall. Outbound tickets increased 14.17% over the prior year.

The positive call rate decreased slightly to 78.66%, marking the first time below 80%; however, it remains above the discount threshold and above last year's rate of 78.05%.

The in-out ratio improved from 5.17 to 5.56, reflecting stronger revenue performance. Seasonal increases in homeowner activity were noted as a likely factor impacting the positive call rate.

Overall ticket activity and revenue trends remain positive and above prior-year performance.

PUBLIC OUTREACH

Dozer Days

The Council reviewed the recent Dozer Days public outreach event and discussed lessons learned for future participation.

Discussion included logistical challenges related to accessing booth materials while the office was closed on Friday. The Council agreed improvements will be made for future events. S Barrett is compiling a checklist of materials and supplies needed to improve event coordination moving forward. Additional discussion included relocating event swag and outreach materials to the storage unit to improve weekend and after-hours access.

Advertising

The Council discussed a billboard advertising proposal from Lamar to promote the 811 message during the digging season.

Discussion included the importance of expanding public awareness efforts, particularly targeting homeowners and small contractors. S Barrett reviewed two proposals from Lamar:

- Proposal 1: 15 billboards for an 8-week campaign running June 1 through July 26.
- Proposal 2: 12-week campaign running June 1 through August 23, including 12 rotating posters, 3 static boards, 1 digital board, and 5 bonus static boards.

Members expressed support for the longer campaign, noting that digging season extends through October, and that extended visibility would provide greater outreach value.

The Council discussed billboard creative concepts and recommended imagery focused on homeowners and everyday digging activities, rather than large excavation equipment, to make the message more relatable to the general public. Boyd confirmed that the One Call Concepts creative team can assist with billboard design once specifications are received from Lamar.

S Barrett will follow up with Lamar regarding contract details and design specifications and forward materials to Boyd and the OCC design team. The Executive Committee will review and approve the final creative design.

A motion was made and seconded to approve moving forward with Lamar Proposal 2 in the amount of \$12,000. Motion carried.

Additional Outreach

The Council discussed additional outreach strategies to increase 811 awareness among homeowners and contractors.

Discussion included the importance of educating homeowners, who may not realize 811 requirements apply to smaller projects such as planting trees, fencing, and sprinkler installation.

Additional outreach ideas included partnerships with retailers and industry associations to help expand public awareness efforts. Boyd noted that some states partner with retailers such as Home Depot and Lowe's for educational messaging in garden centers. S Barrett also suggested outreach partnerships with nonprofit and industry associations, including landscape and home builder organizations.

Additional ideas included partnerships with equipment rental companies and guest speaking opportunities at industry association meetings to help promote safe digging practices.

S Barrett will continue researching partnership opportunities, advertising options, and estimated costs to help inform future 2027 marketing and outreach budget discussions following the Dig Breakfast event.

CONTRACTOR OUTREACH

2027 Contractors' Breakfast

The Council discussed plans for the 811 Dig Breakfast, scheduled for January 20, 2027, at the CenterPlace Regional Event Center.

ADDITIONAL DISCUSSION

The Council discussed several ongoing operational and field-related concerns impacting members and locating activities.

Discussion included industry compliance challenges, ticket usage practices, communication between stakeholders, and opportunities for continued education and process improvement.

Members also discussed the importance of maintaining open communication and utilizing available resources to help address concerns as they arise.

The Council agreed to continue monitoring these concerns and explore potential solutions and educational opportunities moving forward.

UPCOMING EVENTS

The Council discussed upcoming industry events, including the One Call Users Group (OCUUG) meeting in Scottsdale on September 22–24 and the Joint States Meeting at the Coeur d'Alene Casino on October 13–15.

Members were encouraged to check with their employers regarding sponsorship opportunities. The Council may consider sponsoring additional attendees closer to the event dates based on participation and available funding.

Additional registration information for OCUUG will be shared once available.

PURPOSE DISCOVERY DOCUMENT AND MISSION DEFINITION

The Council discussed defining the association's mission and long-term direction as part of the bylaw revision process.

A purpose discovery document was distributed as a starting point for discussion and member feedback. Members were encouraged to review the document, provide comments or redlined edits, and return feedback at the next meeting.

Additional resources related to mission development and organizational planning will be shared with interested members.

Next Board Meeting*

June 9, 2026 at 11:30 am at the Spokane Water Dist. In Spokane Valley, WA.

There being no further business to come before the Board, the meeting was adjourned.

	2020	2021	2022	2023	2024	2025	2026	Incoming Net Change	Net % Change
J	1858	2298	1873	1768	1972	2574	2273	-301	-11.69%
F	2455	2249	2351	1874	2555	1867	2653	786	42.10%
M	3633	5014	4706	3817	3750	4153	4367	214	5.15%
A	3968	5527	4844	4299	4857	5380	5275	-105	-1.95%
M	4820	4989	5058	4687	4582	4596			
J	5020	4874	4621	4787	4177	4884			
J	4319	4489	4216	4120	4090	4839			
A	4063	4643	4465	4445	4155	4088			
S	4177	4725	4193	4099	3838	4480			
O	3915	3850	3607	4037	4095	4587			
N	2637	2968	2029	2756	2523	2875			
D	2219	2061	1077	1638	2457	2192			

	2020	2021	2022	2023	2024	2025	2026	YTD Incoming Net Change	Net % Change
J	1858	2298	1873	1768	1972	2574	2273	-301	-11.69%
F	4313	4547	4224	3642	4527	4441	4926	485	10.92%
M	7946	9561	8930	7459	8277	8594	9293	699	8.13%
A	11914	15088	13774	11758	13134	13974	14568	594	4.25%
M	16734	20077	18832	16445	17716	18570			
J	21754	24951	23453	21232	21893	23454			
J	26073	29440	27669	25352	25983	28293			
A	30136	34083	32134	29797	30138	32381			
S	34313	38808	36327	33896	33976	36861			
O	38228	42658	39934	37933	38071	41448			
N	40865	45626	41963	40689	40594	44323			
D	43084	47687	43040	42327	43051	46515			

	2020	2021	2022	2023	2024	2025	2026	Outgoing Net Change	Net % Change
J	12219	13686	12531	10216	11068	13621	13525	-96	-0.70%
F	15382	14098	13982	10922	13934	9848	16124	6276	63.73%
M	22576	29154	27993	21348	20577	22312	25059	2747	12.31%
A	23436	31337	27953	23290	24832	27822	29324	1502	5.40%
M	28786	28579	28660	25894	23740	24063			
J	29923	27796	25545	25927	21368	26169			
J	25924	26475	23253	22681	21560	26749			
A	24120	26806	24243	23531	21683	22024			

S	24377	27135	22668	21154	19728	24139
O	22801	22140	19825	21107	21543	23804
N	16147	17657	11368	14694	13690	16536
D	13575	12343	6263	9056	13223	12901

	YTD Outgoing							Net	Net %
	2020	2021	2022	2023	2024	2025	2026	Change	Change
J	12219	13686	12531	10216	11068	13621	13525	-96	-0.70%
F	27601	27784	26513	21138	25002	23469	29649	6180	26.33%
M	50177	56938	54506	42486	45579	45781	54708	8927	19.50%
A	73613	88275	82459	65776	70411	73603	84032	10429	14.17%
M	102399	116854	111119	91670	94151	97666			
J	132322	144650	136664	117597	115519	123835			
J	158246	171125	159917	140278	137079	150584			
A	182366	197931	184160	163809	158762	172608			
S	206743	225066	206828	184963	178490	196747			
O	229544	247206	226653	206070	200033	220551			
N	245691	264863	238021	220764	213723	237087			
D	259266	277206	244284	229820	226946	249988			

	ITIC										ITIC %						
	2020	2021	2022	2023	2024	2025	2026	Net	Net %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	
								Change	Change	2020	2021	2022	2023	2024	2025	2026	
J	1178	1516	1447	1292	1502	2131	1940	-191	-8.96%	85.35%	63.40%	65.97%	77.26%	73.08%	76.17%	82.79%	85.35%
F	1528	1611	1688	1278	1863	1573	2231	658	41.83%	84.09%	62.24%	71.63%	71.80%	68.20%	72.92%	84.25%	84.09%
M	2275	3667	3396	2861	2726	3330	3578	248	7.45%	81.93%	62.62%	73.14%	72.16%	74.95%	72.69%	80.18%	81.93%
A	1950	3748	3375	2981	3487	4199	4202	3	0.07%	79.66%	49.14%	67.81%	69.67%	69.34%	71.79%	78.05%	79.66%
M	2640	3374	3602	3157	3357	3534					54.77%	67.63%	71.21%	67.36%	73.26%	76.89%	
J	2842	3433	3225	3440	3097	3878					56.61%	70.43%	69.79%	71.86%	74.14%	79.40%	
J	2513	3153	2976	2920	3152	3797					58.18%	70.24%	70.59%	70.87%	77.07%	78.47%	
A	2331	3240	3096	3169	3199	3127					57.37%	69.78%	69.34%	71.29%	76.99%	76.49%	
S	2480	3365	2982	2826	2950	3467					59.37%	71.22%	71.12%	68.94%	76.86%	77.39%	
O	2520	2781	2533	3029	3192	3643					64.37%	72.23%	70.22%	75.03%	77.95%	79.42%	
N	1852	2248	1490	2075	1972	2364					70.23%	75.74%	73.44%	75.29%	78.16%	82.23%	
D	1570	1528	801	1251	2032	1808					70.75%	74.14%	74.37%	76.37%	82.70%	82.48%	

	YTD							ITIC		3 month							
	2020	2021	2022	2023	2024	2025	2026	Net	Net %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %	ITIC %
								Change	Change	2020	2021	2022	2023	2024	2025	2026	
J	1178	1516	1447	1292	1502	2131	1940	-191	-8.96%		69%	76%	74%	76%	81%	83%	
F	2706	3127	3135	2570	3365	3704	4171	467	12.61%		69%	74%	71%	75%	83%	84%	
M	4981	6794	6531	5431	6091	7034	7749	715	10.16%	63%	71%	73%	73%	74%	82%	83%	

A	6931	10542	9906	8412	9578	11233	11951	718	6.39%	57%	71%	71%	71%	72%	80%	81%
M	9571	13916	13508	11569	12935	14767				55%	69%	71%	70%	73%	78%	
J	12413	17349	16733	15009	16032	18645				54%	69%	70%	70%	73%	78%	
J	14926	20502	19709	17929	19184	22442				56%	69%	71%	70%	75%	78%	
A	17257	23742	22805	21098	22383	25569				57%	70%	70%	71%	76%	78%	
S	19737	27107	25787	23924	25333	29036				58%	70%	70%	70%	77%	78%	
O	22257	29888	28320	26953	28525	32679				60%	71%	70%	72%	77%	78%	
N	24109	32136	29810	29028	30497	35043				64%	73%	71%	73%	78%	79%	
D	25679	33664	30611	30279	32529	33147				68%	74%	72%	75%	79%	81%	

	2020	2021	2022	2023	2024	2025	2026	Average Tkts/Day Net Change	Net % Change
J	60	74	60	57	64	83	73	-10	-11.69%
F	85	80	84	67	88	67	95	28	42.10%
M	117	162	152	123	121	134	141	7	5.15%
A	132	184	161	143	162	179	176	-4	-1.95%
M	155	161	163	151	148	148			
J	167	162	154	160	139	163			
J	139	145	136	133	132	156			
A	131	150	149	143	134	132			
S	139	158	140	137	128	149			
O	126	124	116	130	132	148			
N	88	99	68	92	84	96			
D	72	66	35	53	79	71			

	2020	2021	2022	2023	2024	2025	2026	Ticket ratio In/Out
J	6.58	5.96	6.69	5.78	5.61	5.29	5.95	
F	6.27	6.27	5.95	5.83	5.45	5.27	6.08	
M	6.21	5.81	5.95	5.59	5.49	5.37	5.74	
A	5.91	5.67	5.77	5.42	5.11	5.17	5.56	
M	5.97	5.73	5.67	5.52	5.18	5.24		
J	5.96	5.70	5.53	5.42	5.12	5.36		
J	6.00	5.90	5.52	5.51	5.27	5.53		
A	5.94	5.77	5.43	5.29	5.22	5.39		
S	5.84	5.74	5.41	5.16	5.14	5.39		
O	5.82	5.75	5.50	5.23	5.26	5.19		
N	6.12	5.95	5.60	5.33	5.43	5.75		
D	6.12	5.99	5.82	5.53	5.38	5.89		