

North Dakota One-Call Board of Directors Meeting

Meeting Date: May 10, 2012

The meeting was called to order by Chair Dale Robbins at 10:06 am at the NDARC Board Room at 3201 Nygren Drive NW, Mandan, ND.

Board Members Present:

Dale Robbins – Cable Television - Chair	Brenda Derrig – Cities over 5000 - Secretary
Dennis Kellar – Telecommunications – Vice-Chair	Mark Dougherty – Excavators
Ron Ness - Electric	Jerry Blomeke – Rural Water – Treasurer
Mike Scheopp – Gas/Pipelines	

Board Members Absent:

Don Frye – Cities Under 5000

Others Present:

Chad Olson -- ND One Call Board Representative	Jim Holzer – One Call Concepts, Inc.
Pat Phan - PSC	

Minutes:

Roll Call:

Board members and others present are listed above.

Agenda:

The agenda for the meeting of the North Dakota One Call Board of Directors was presented with the following changes:

Item 7a was removed. We had not received a letter of confirmation due to discussions to be had in items 6.c.cii.

Approval of previous meeting minutes:

Minutes of the February 2, 2012 meeting were presented for review and comment to the Board of Directors. There were three edits that were needed.

1. Damage Prevention Dinner contributions were raised to \$500.
2. PSC requested \$10,000 for the grant.
3. An acronym was wrong and should have read NTMS.

Jerry Blomeke made a motion to approve the February 2, 2012 meeting minutes as amended. Dennis Kellar seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Financial report:

Treasurer Jerry Blomeke sent the current financial statements for review prior to the meeting and handed out a transaction detail by account summary for review. The financial summary for January through March 2012 is as follows:

Total Income	\$ 44,278.68
Total Expenses	\$ 29,877.34
Net Income	\$ 14,401.34
Total Checking/Savings	\$308,073.63

Brenda Derrig moved to accept the financial report as presented. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, the motion was approved.

Approve Bills:

Chad Olson offered the current advertising expenses for payment which include the months of January, February, and March. Dennis Kellar made a motion to approve payment of the advertising expenses as presented. Motion was seconded by Mike Scheopp. Ron Ness asked about the payment to Metro Marketing. There was previous discussion on the benefit of using Metro Marketing that provides maps of Bismarck. Chad stated that they were being given to home builders so Chad wanted to try it again. There being no further discussion the motion was called. Ayes all, motion was approved.

Center Operations Report:

Center Operations:

Call center activity was as follows:

January – March 2012	2011	2012	Total	% Change
Incoming Tickets	8,866	23,398	14,532	73
Outgoing Tickets	44,670	115,869	71,199	72

The incoming tickets represented above were split as follows:

Operators Calls	14%
Excavator Calls	79%
Homeowner Calls	13%

Types of locate requests were as follows for the fourth quarter of 2011:

January – March 2012	% Total 2012
Routine	68 %
Emergency	3 %
Update	29 %

Methods used to request locates were as follows for the third quarter of 2011:

Call Method	% of Total
Fax	5%
ITIC	39%
Operator Ticket	56%
Total Tickets	

Hold times for the first quarter averaged 31 seconds and processing times averaged 6.7minutes. Chad stated that abandoned calls are those where the caller hangs up prior to getting to an operator. The increase in numbers may be due to the increase of work in western North Dakota and the nice weather. Jim Holzer stated that as we progress into the year we will see if our numbers continue to stay above previous years and that will tell us if it is due to increase activity in western North Dakota.

Advertising Report:

The 2011 NDOC advertising expenditures are as follows:

Budget Items	Total to Date	Budget
Promotional Items	\$5,591.95	\$25,000.00
Magazine & Other Print	\$3,534.50	\$8,000.00
Website	\$0	\$5,000.00
Trade Shows	\$1,982.51	\$8,000.00
Radio-Billboard-TV Advertising	\$27,546.64	\$94,000.00
Total of Items to Date	\$38,655.60	\$140,000.00

Jerry Blomeke asked about the website budget. Jim Holzer stated that his group is working on options for using that budget. Facebook is up and running. Chad Olson stated that issues with Results Radio have gone away. He did state that he may work directly with the radio stations as he does with the TV Ads. Ron Ness asked if MDH

was going to come and visit about advertising options. Jim stated that they could come to a future meeting if we would like but he had not arranged for them to be at this meeting

Pipeline Safety Grant Update:

Pat Fahn stated that he has not heard on the 2012 Grant Application. Dale asked if there is a certain time that we usually hear back and Pat stated that we have heard as late as mid-June.

Damage Prevention Presentations/Exhibit/Meeting Updates:

Chad Olson provided an updated schedule for his 2011/2012 meetings and exhibits. Chad Olson stated that overall the numbers were down at the Damage Prevention Dinners. There were some towns that did see increases in attendance.

PSC Enforcement Case File Update:

Pat Fahn discussed the Consent Order that the PSC is using and distributed an example to the Board. The violator can sign the Consent Order or they can option to have a hearing. To date the PSC has followed the following for fines:

- \$500 – no ticket and no damage
- \$1,000 – no ticket with damage

Dennis Kellar asked if the PSC is addressing the damages. Pat stated that they are only dealing with the enforcement of not calling in for a ticket. Ron Ness asked how they are addressing the 2nd offense. Pat stated that it hasn't happened to date but staff would recommend a higher fine. Pat then updated the Board on the status of the active cases.

Chad compiled a list of the complaints he has received to date. Pat inquired about the status of Lyle Palmer and receiving payment. He stated that OCC could file a complaint if they would choose.

Respot Issues:

NW Communications is charging for all respots. In discussion with Chad they informed him that it was their policy. Some of the issues are that contractors are calling in larger areas than what is actually needed. They are calling in the complete project even though they are working only in one portion. This is causing the utility company to refresh these locates throughout the construction project. Chad is working on educating the contractors to turn in requests that represent only the area that they will be working in.

Ron has received complaints regarding the number of respot tickets. Many complaints are stemming from Western North Dakota. Dennis Kellar stated that if we can get a local CGA Chapter that would produce a good platform to start discussion of respot concerns. Respot tickets have a large financial burden on the utilities. Jim Holzer discussed new Center procedures for Respot and Modify tickets. He also stated that he could put together a quick 2 -3 sentence statement to address the issues with respots. He would also place this on the website and facebook. The Board agreed this would be a good addition.

VAC Machines:

Chad stated that Mountrail-Williams had utilities cut by VAC Machines that had the pressure set too high. Chad will include information regarding this for the Damage Prevention Dinners and also place information on the webpage and facebook.

CGA Startup:

Chad has set up a group to start the ND CGA Chapter but is having problems getting ahold the national chapter. He will continue to move this forward.

Ticket Pricing:

With the new contract OCC is billing emergency tickets differently. You are being charged for the ticket and for the follow up phone call to alert you to the emergency ticket. There was discussion among the Board with Jim Holzer. Jim stated OCC would waive the charge for the remaining part of the year and educate the utility companies than start billing next year.

Bill Clarification:

There was discussion that credits are no longer shown on the billing. Jim stated that they are still being removed but doing so privately. They will outreach to the utilities to explain the new procedure.

Old Business:

The letter of Confirmation from OCC will be coming shortly.

February 2nd Action Items:

- Provide feedback to the group on what our potential increased revenue maybe with the new pricing.
- Jim stated that the Itic discount is not shown as a line item discount when billing.
- Jim will visit with MGH and let them know we are interested in different ideas but may not commit to them and see if they will come to a future meeting.
- The scroll on the website regarding respots has been completed.
- The Board discussed options for ticket credits related to the new contract.

Actions items from February 2, 2012 have been completed.

New Business:

White lining:

- Mike Schoepp stated that white lining is a good process but how do you make everyone adhere to it. Jerry stated that with NTMS being free utilities should use it as a positive response.

Ticket check/positive response:

- Ticket check is available and free. Decisions will need to be made on status codes which are generally the following;
 - M – Marked
 - C – Clear
 - NR – No response

Ron, Mike and Mark will work with Jim on the codes.

Century Link hired Master to install their cable. On these projects they are placing the burden on Master to locate Century Link's lines. Master is working with ELM to locate on the projects. They are inputting ELM email to notify them of the locate need.

It was asked if a header could be placed on the locate ticket for meet requests. It is currently buried in the description and not always noticed. Jim stated that they will run a test to see if everyone can accept it.

We will be doing a full audit yearly

May February 2 Action Items:

Jim Holzer:

- Visit with MGH.
- Research into placing a header on meet locates.
- Respot Information
- Positive Response.

Board Nominations:

The follow nominations were recommended to the Board:

President – Dale Robbins
Vice President – Don Frye
Treasurer – Jerry Blomeke
Secretary – Brenda Derrig

Mark Dougherty moved to accept the nominations as presented. Mike Scheoopp seconded the motion. There being no further discussion the motion was called. Ayes all, the motion was approved.

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
August 9, 2012	10:00 AM	Regular	NDAREC Board Room
November 8, 2012	10:00 AM	Regular	NDAREC Board Room
February 14, 2013	10:00 AM	Regular	NDAREC Board Room
May 9, 2013	10:00 AM	Annual	NDAREC Board Room

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

Submitted by:
Brenda Derrig, Secretary

Dale Robbins, Chairman

Signature: B. H. D.

Signature: Dale Robbins

Date: 8-9-12

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