

North Dakota One-Call Board of Directors Meeting

May 10, 2007

The meeting was called to order by Chair Ron Ness at 10:00 AM in the Board Room of the North Dakota Association of Telephone/Rural Electric Cooperatives building in Mandan, ND.

Board Members Present: Brenda Derrig, Ron Ness, Dennis Kellar, Jerry Blomeke, Dale Robbins, Perry Oberg, and Mark Dougherty

Others Present: Don Nett – One Call Concepts

May 10, 2007 Regular Meeting Minutes:

Agenda (Attachment #1):

Chair Ness asked if there were any additions or modifications to the agenda. Perry Oberg moved to approve the agenda as submitted. Dale Robbins seconded the motion. There being no discussion the motion was called. Ayes all, motion carried.

Approval of previous meeting's minutes (attachment #2):

Chair Ness called for additions or corrections to the minutes of the February 8, 2007 annual board meeting. Motion was made by Dale Robbins to approve the minutes as distributed. Perry Oberg seconded the motion. There being no further discussion the motion was called. Ayes all, motion carried.

Financial report (Attachment #3):

Treasurer Jerry Blomeke presented the current financial statements for review. The financial summary is as follows:

Income	\$8589.94
Expenses	\$3820.19
Ending Balance	\$4769.75
Bank Balance	\$144,841.91

Chair Ness called for questions on the financial statements. Motion to approve the financial report as presented was made by Dennis Kellar. Mark Dougherty seconded the motion. There being no discussion the motion was called. Ayes all, motion carried.

Approve bills:

Bills for promotional items were submitted by One Call Concepts for payment as per (attachment #4) "Schedule of Advertising Expenses" totaling \$20,601.61. Chair Ness called for questions or additional bills. Jerry Blomeke made a motion to approve the submitted bills. Perry Oberg seconded the motion. There being no further discussion Chair Ness called the motion. Ayes all, motion carried.

Center Operations Report (attachment #5)

Center Operations

Call center data is contained in (attachment #5).

Don Nett reported the incoming call this season have increase by about 9% and feeling this is a good thing in light of Minnesota's call volume being down considerably from 2006.

Mark Dougherty questioned the hold time increases in some of the early weeks of the season and wondered what may have been the cause. He further noted it seemed to be at a different time than has been in the past. Some discussion was had on possible causes and how the inquiry calls are handled and if they could influence the hold time. Don Nett related this may be a part of the increase in hold time. He further indicated we could add an automatic call directing to eliminate the inquiry calls much like Minnesota is currently trying. Dennis Kellar related he had an opportunity to make a call and was on hold for approximately 5 minutes and later in the day an additional call was handled immediately.

Perry Oberg questioned if anything has changed at the center which may have an effect on the hold times for this season and how many CSRs are dedicated to North Dakota calls. Don Nett remembers there use to be 7 dedicated to North Dakota and feels the number has not changed but this should have a limited affect on the hold time due to the procedures used to handle calls provides a lot of cross coverage from other areas CSRs. Chair Ness asked Don Nett to check with the center on the number of CSRs handling North Dakota calls. Overall average hold times are meeting contract requirements and are actually down for April 2007. Perry noted the processing time has increased and he thinks it's due to the center asking more questions than in the past. Don Nett also feels it may be due in part to a steady increase in homeowner calls which typically take more time. It was noted the increased questioning may reduce some of the out of area calls.

Customer Owned Facilities

Chair Ness affirmed we had requested Jim Holzer to forward the verbiage used in Minnesota for informing callers of the need for property owners to arrange to have their privately installed facilities located rather than rely on the public utilities for this service. Chair Ness further noted it appears Minnesota is not giving a message but is sending these calls directly to a CSR. Don Nett related Minnesota and South Dakota are attempting to move away from having the callers having to listen to a bunch of recorded messages and therefore they are providing an automated message selection system (attachment # 6). Mark Dougherty questioned if the area contractors are aware of the need for the property owner to locate their own facilities. Chair Ness feels the calls are mostly from home owners expecting the utility companies to do the locates for them and are quite indignant when this is not done. There seems to be a need to improve the phone message. Considerable discussion was had on the responsibility for educating the public on the private facilities locating. Disagreement was evident on who's responsible for the public knowing how operator's locates are being done. Was finally decided we need to work on the one call center phone message on private facility locating. Perry Oberg feels strongly we are required to educate the public on all aspects of utility locating and knowing the problem will not go away no matter what is done. Everyone needs to look at the phone selection automation to deal with these types of issues.

Perry Oberg suggested we should work with the major stores such as Target, Home Depot, Menards, etc. to get this type of information into the public's hands. Don Nett has good luck with the equipment rental stores but not much with the larger chains. Don Nett will send Board members a power point presentation Minnesota is using to deal with this same issue. Don Nett also provides this information to the public through city and county planning agencies, fire departments, and zoning authorities with good success in Burleigh and Ward counties.

Monthly Report Discrepancies (attachment #7)

Response from OCC through Don Nett contained in attachment #7. Chair Ness can't figure out how all these credits are handled and therefore it's hard to tell if we're getting what we should. Most of the discrepancies are very minor and maybe something we shouldn't worry about.

Don Nett feels a lot of the problem is the accounting is being done in both the local and corporate office and there may be some disconnect in that situation. Also, some of the crediting is due to bills being sent to callers whom by law we can't charge for using the center (i.e. engineers). They are being billed because they have an ID number but are not a licensing contractor as required by law for billing. Mark also suggested we would have to review the detailed statements to know the detail of every credit and debit, as this type of information would not be shown on any general statement. Perry Oberg pointed out it is the Call Center responsibility to take care of billing and collections but, it would be nice to know who's paying and who's not and why; to allow us to make changes in the system. Don Nett pointed out the Board decided some time ago they didn't want to see this type of reporting. Chair Ness would like to see whose bills are being written off and why so we can make adjustments to the system. Discussion was held on \$100 charge and credit for research for Williston Basin. Don Nett explained the amount Williston Basin agreed to pay for research of past tickets was taken from regular ticket payments. This amount was then credited and a separate bill for the research sent to Williston Basin. Biggest problems with accounts receivable collection is the small amounts of the bills. Mark Dougherty suggested we just bill operators and not contractors to solve the problem.

Monthly Report Distribution

No discussion.

Financial Report

Covered with item 6.b.

Base Map Update Schedule

Chair Ness asked to have Jim Holzer provide an update schedule.

ITIC Lite Update (attachment #8)

Don Nett reported ITIC Lite is up and running. April report indicated 57 users and May report to date shows 25 users. Discussion was had on whether to use the Minnesota ITIC Lite brochure or to make a North Dakota brochure. Mark Dougherty moved to have Don Nett implement a North Dakota ITIC Lite brochure. Motion was seconded by Jerry Blomeke. No further discussion the motion was called. Ayes all, motion carried.

Web site access to ITIC was discussed. Members reported when you click on ITIC, the first information you get is about the ITIC contest. The wish of the Board is to change the web page so the needed work items come before the contest information. Thought was also presented to have the contest notice be posted as an animated button on the NDOC home page.

I-Map Update

I-Map is a web site based option for utility operators to use to update or change their mapping. As Jim Holzer was unable to attend this meeting there was no new information to discuss.

Transfer of Underground Facilities Update

A letter has been sent to all registered operators (attachment #9) and some response has been offered as per (attachment #10). The letter has also spurred recent transfer participants to be aware and act on the Board direction.

Don Nett Report

Presentations and Exhibits Schedule (attachment #11)
No Discussion

Damage Prevention Meetings

Don Nett reports the meeting all went well and the pipeline meetings produce excellent give and take with the first responders. He also reported on some specific instances of disagreement with some meeting attendees remaining unconvinced of the need to make the one call. He also reported the gloves seemed to be a hit with meeting attendees and the white flags continue to be taken. Don further reported we may want to discontinue providing the white flags as some attendees have the idea NDOC is a flag supplier.

Advertising Report and Expenditures (attachment #12)

Don Nett reports all advertising funds budgeted for 2007 have been committed. Total 2007 expenditures to date are \$28,840.52

NDOC Handbook Update

Handbook is complete and looks great.

CGA Activities

No report

Municipal Utility Service Locate Responsibilities Update & Florida Court Case (attachment #13)
Letter has been sent to all municipalities and there has been no reported response to date. Florida court case – no discussion.

The farm land drain tile problems in the northeast part of the State continue. The Board sees nothing it can do to solve the problems as the drain tile needs to be treated like private owner facilities.

2007 Pipeline Safety Grant Update – Gloria Geiger

Gloria was unable to attend.

OCC New Product Demo – Jim Holzer

Jim was unable to attend.

Legislative Update

One Call Enforcement Study Resolution

The Legislative Council will meet on May 15, 2007 to make selections of interim study resolutions. Mark Dougherty and possibly Don Nett will attend and report to Board.

Non-Excavation Working Group Update

Chair Ness reported the May 2, 2007 initial meeting of the group went well, with a lot of

discussion on how to proceed and what the past problems have been. The next meeting of the group is tentatively scheduled on June 7, 2007, as a video conference meeting using Ulteig Engineers, Inc's system. Each member of the group is to review available information and bring a list of the major desires for draft legislation to the meeting.

Old Business

811 Tariffs (attachment #14)

Chair Ness questioned if all Board members were aware of the billings presented to the Board by Qwest Communications for an 811 tariff. Chair Ness then explained the Board has received several bills for 811 tariff charges and there seems to be no logical system to the charges as the bills come in no set sequence. Chair Ness has received some communication from Mr. Mark Palma of Hinshaw Law firm who represented Gopher State One-Call in dealing with Qwest's desire to charge one calls for 811 services. It was the decision of the Board, based on the fact Qwest has never contacted the Board about any charge for the 811 service and the recording, at a PSC hearing, of Mel Kambeitz statement stating Qwest would not be charging for the service, to have Chair Ness send a letter to Mr. Palma with a copy to the ND-PSC recording, stating why the Board is not and will not be paying for the service.

City/County Digital Base Map Integration

Brenda Derrig reports the limited communication with the other large cities indicates none to be near as far along as Fargo/Cass area. She will continue to monitor the progress and continue to provide assistance to those communities wishing to move forward.

Ticket Submittal Options on NDOC Website

Jim Holzer was directed to provide a listing of all the available notice options. Don Nett was directed to remind Jim Holzer to work on this item prior to the next regular meeting.

Mark Bittner Watch Presentation

Presentation of the award of appreciation was made to past Chair Mark Bittner on March 28, 2007, by Chair Ron Ness, Board Member Brenda Derrig and Center Representative Don Nett.

New Business

Seismograph Project Locate Ticket Area

Benchmark Co. submitted a 160 square mile locate for southwest North Dakota. Don Nett made contact to explain how the system needs to work on large areas.

Wesco Operating, Transfer of Underground Facilities Response

Wesco expressed some concern with the letter sent to operators on facility transfers. Chair Ness will send Wesco a letter to explain the reasons for the need of these rules.

Dakota Fence, Minot Building Permit \$15 Excavation Charge

Don Nett reported there was some confusion as to the \$15 charge. The charge was actually for an excavation permit rather than a locate charge. The city uses these permits to keep track of excavations being done in the city.

D. Excavating, Asphalt Removal

Don Nett reported that D Excavating felt they did not have to call for locates on asphalt removal because the asphalt is not "in or below the ground" as prescribed by statute. The Board disagrees with this interpretation and directed Chair Ness to send a letter of that statement.

Other Business

Dale Robbins reported a discussion with a local excavator on why it's necessary to call in locates when working for another contractor whose made the call for the same area and they feel the locates should be able to be used by subcontractors. Dale was looking for a good response to the excavator. The Board indicated the best answer is the law requires this and the excavator takes on a huge liability for repair of damage to utilities if they don't make their own calls.

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

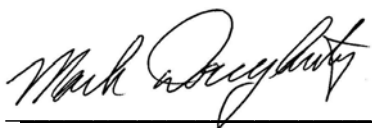
Adjourned

Meeting Task Assignments

1. Don Nett to check on number of CSRs dedicated to North Dakota calls.
2. All Board members to review the OCC phone selection procedure for the next regular meeting.
3. Don Nett to send the Minnesota private facilities power point presentation to Board members.
4. Don Nett to obtain OCC's collection procedures for the next Board meeting.
5. Don Nett to request Jim Holzer provide Base Map Update Schedule to Chair Ness.
6. Don Nett to move forward with implementation of ITIC Lite brochure.
7. Don Nett or Jim Holzer to provide more information on I-Map at next meeting.
8. Ron Ness to send letter to Qwest and PSC on 811 service charges.
9. Ron Ness to send letter to Wesco Operating on facility transfer requirements.
10. Ron Ness to send letter to D. Excavating on asphalt removal.
11. Don Nett to change the way ITIC and ITIC-Lite are accessed on the NDOC website and to work with Jim Holzer to organize ticket submittal options on the website.

Submitted by Mark Dougherty, Secretary

Ron Ness, Chairman

Signature: 

Signature: 

Date: 05/11/07

Date: 8/9/07