

North Dakota One-Call Board of Directors Meeting

Meeting Date: August 13, 2009

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:

Ron Ness, Chair	Jerry Blomeke, Treasurer	Mark Dougherty, Secretary
Ed Williams	Brenda Derrig	Dennis Kellar, Vice-Chair
Perry Oberg		

Others Present:

Chad Olson – OCC, Inc.	Jim Holzer – OCC, Inc.
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Minutes:

Roll Call:

All Board members were in attendance with the exception of Dale Robbins.

Agenda:

The meeting agenda for the August 13, 2009 North Dakota One Call Board of Directors meeting was presented. Perry Oberg moved to approve the agenda as published. Jerry Blomeke seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

Approval of previous meeting minutes:

Dennis Kellar moved to approve the May 14, 2009 meeting minutes as published and presented. Perry Oberg seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

Financial report:

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

Income	\$21,797.25
Expenses	\$40,345.75
Ending Balance	(\$18,548.50)
Bank Balance	\$166,501.44

Jerry also indicated there were some questions at the last meeting on the trending on revenues and he looked back and found he had not split some deposits which would account for the revenue variances. He also looked back at the interest income 2009 and the difference would be the drop in interest rates paid on this type of account. Perry Oberg moved to approve the financial report as presented. Brenda Derrig seconded the motion. There being no further discussion the motion was called. Ayes all, motion carried.

Approve bills:

Chad distributed a hand out of each center report and asked if the Board members had any questions. Chad plans in the future to send reports to members as soon as he receives them from the call center and include them in the Board meeting packets. Chad noted on the April report, included a

reimbursement for double pay on contractor dinners.

Jerry Blomeke moved to approve the payment of presented bills. Mark Dougherty seconded the motion. There being no further discussion the motion was called. Ayes all, motion carried.

Ron Ness questioned if this is the method to improve statement descriptions (agenda item 7c) and Jim Holzer replied he and Chad are working on this and will indicate improvements as implemented.

Center Operations Report:

Jim Holzer discussed the on going improvements to the center operation reporting mechanisms including "dashboard" which will be provided to Board members quarterly. Jim also discussed the incident occurring on August 12, 2009 where ISPs blacklisted OCC's emails to operators. AOL seems to have started the blacklist chain to block ticket sends for almost 2 hours. OCC is working on a definitive solution but has nothing to implement as of today. Jim did discuss the use of ftp distribution of tickets and in response to questions from Dennis Kellar on what would spur an operator to use ftp rather than email. Jim related the user needs to be much more internet savvy to use this method of ticket receiving.

Ron Ness asked if Jim had any incite on the trend in ticket numbers. Jim indicated he feels by the end of the year North Dakota will be slightly ahead of last year even though there has been a slight downward trend to this point. Dennis Kellar asked how other states are doing in call center volume. Jim related some are seeing ten percent decrease and Florida has seen twenty percent drop in all of the last three years. This severe drop is causing other call centers to change operational procedures including different billing procedures to allow users to adjust for the needed increase in call center costs and its impact on user budgets. This likely is also having a big impact on center services including training and promotions.

Chad distributed the advertising expenses updates. Chad indicated based on budget the promotional items category is over budget due to the need for items for use at the State Fair. This should reduce future needs for additional funds for this item. Chad is working on a North Dakota One call brochure and should have that ready in the next couple of weeks. The Cities would like to have something to hand out with permits. Chad is also working on ads to run through November and some minor ads through the winter.

Chad related he's not sure what kind of coverage we get for magazine ads but feels the radio and TV ads get noticed. He hears comments on all the radio and TV ads at the trade shows and fairs he attends. Ron Ness asked if there are a lot of smaller cable outlets available in North Dakota. Chad noted BEK Communications has done a good job so far and are starting to cover a very large area in central and western North Dakota. Chad feels through their use we are getting coverage in areas not previously touched.

Nothing new to report on the pipeline safety grant. Chad reports the grant Al Moch was working on had the funds frozen and nothing is on going.

He further informed the Board of requests from Hess Corporation to present to their employees and he has done one in Stanley, Keene, and Tioga. He does the same presentation as he does for the contractor dinner. Chad plans to do a presentation on Monday in Williston. He has also done a presentation for the Minot Area Safety Association. State Game & Fish has requested a presentation at their conference and provide ITIC training. Chad distributed a list of planned meetings and

seminars he will be attending over the next year. He has sent the current schedule to Sally Fossum with the ND Pipeline Association and she will complete her schedule for this coming years pipeline safety dinners. In response to a question Chad feels the State Fair booth was successful and is amazed at the state wide coverage available at the event.

The ND Locators Association annual meeting has been scheduled for January 6 & 7, 2010 at the Ramkota Hotel in Bismarck. The Board has been invited to attend on January 6th to facilitate the Q/A session. Chad related most of the locator members think the Board session is the best of the entire conference.

There has not been a lot of activity from the CGA Best Practices August meeting. Best practice changes were more editorial and modifications to include new technology. One item of contention was a practice which most attendees thought would be a no brainer where when gas crews have installed a new facility to put flags in to show other crews on site there is a new facility. The gas association was the dissenting group and there ensued a very lively discussion including someone being called an "obstructionist". They did have a demonstration of new encroachment surveillance technology at the technology meeting held the next day. This technology is very expensive and may not get much traction. Further general discussion was had on the gas associations blocking of the flagging new installs practice.

Chad presented an email communication on the coming PHMSA Draft Regulations on Federal Enforcement. We'll try to keep you notified on when the comment period is open. This as we understand will define what enforcement will happen if a state doesn't have enforcement language in their statutes.

Old Business

Map URL counter possibility was brought up at the last meeting to allow the Board to gauge the quality of new technology offered. Jim has not idea how this could work but is willing to do some research. Mark Dougherty offered that he was not sure if it was useful rather than how many times it's being used. Mark was concerned more with what we're paying for is being used and not just sitting there.

Ron Ness started discussion on the NDOC/Gopher State Shared Help Desk Number is answered "Gopher State" and he questions whether it could be answered individually for each state. Jim asked if he can have some time to look into how they can separate the calls or simply change to "one call help desk". Jim will check with the Gopher States people. The ND One Call Board is agreeable to using the "one call help desk".

Ron Ness started discussion of website administration and some changes that need to be made. Some of these items are:

- Perry Oberg is still listed as Vice-Chair
- Can we get the year end reports added for past years 2006, 2007, and 2008 plus 2009 to-date? Jim will work on posting these reports.
- Meeting minutes for February 2009 and May 2009 minutes are missing. Chad will work on this.

Ron Ness questioned Jim Holzer if we are currently receiving the ITIC credits and if not how will they come to the Board. Jim Holzer will check with accounting.

Ron Ness questioned if the Homeowner email system has been completed. Jim related there are

some technological changes required and should be completed by the end of August and they will then have the capabilities.

Jim Holzer related Sentinel has completed their survey and analysis of the data is in the works. The survey preliminary indication is a real mixed bag and the implementation or even a decision is somewhat far into the future.

Discussion was had on the Regional Technology Meeting. Ron Ness asked if Board members would like to attend the meeting to be held in Kansas City, MO on September 15, 2009. Board members wishing to attend should contact Chad Olson soon. OCC will pay for one Board member to attend.

Discussion was had on the phone book directory listing. Operators are getting calls from individuals to find the phone number for the One Call Center. This is bothersome but not a huge problem. Phone number is in the independent phone books but Qwest will not place the number without payment, which is significant. The Board continues to feel the cost is too high for the benefit.

Ron Ness reviewed the action items from the May 14, 2009 Board Meeting. All items are complete with the exception of the following:

Chad will work on getting bills included in the Board packet for the November meeting and updating the information previously discussed on the NDOC website.

Jim Holzer was to send out copy of the bill stuffer for stakeholder enforcement procedure to all NDOC board members. Jim remembers communication with Chad and will send copy to the board members.

New Business

Chad Olson asked if the Board still wished to receive the Underground Focus magazine. Individual Board members will let Chad know how and if they wish to receive this publication.

Aqua Lawn Landscaping letter was returned to Chad. Chad plans to stop at their office when next in the area. This item is a flagging issue where they are using an inappropriately colored flag to mark their irrigation lines. This causes some confusion on excavators part when they see red flags and think locates are complete.

Decision was made to not place link to DIRT website on the NDOC website. Feeling of the Board is not many are using the reporting tool.

Ron Ness asked if anyone knew if you can share your outlook calendar with the Board members. It's not possible to do this unless all are on the same local network.

Meeting dates for 2010 shall be the second Thursday of the regular meeting months.

The 2010 meeting dates will be as follows:

May 13, 2010

August 12, 2010

November 10, 2010

February 10, 2011

Chad will check with the NDAREC about the availability of the Board Room.

Upcoming Meetings

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 12, 2009	10:00 AM	Regular	NDAREC Board Room, Mandan, ND
February 11, 2010	10:00 AM	Annual	NDAREC Board Room, Mandan, ND

Other Business

Chad related with Tammy's help the Lincoln Oakes Nursery is going to pay their past due bill.

Ed Williams asked if we'd received any feed back on the enforcement procedures and if anyone has used the PSC process. Chad related the existing letter notice to offenders is still being used and seems to be working. Ed also asked what is the status of the engineers design locate language. It was stated the engineers need to put a draft bill together and present to Board and we'll decide if the Board supports what they present.


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

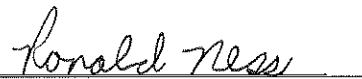
Meeting Task Assignments

1. Chad to check on meeting dates and the availability of the Board Room
2. Chad to provide copy of OCC bills for placement in Board Meeting packets.
3. Chad to provide needed updates to NDOC website information.
4. Jim to investigate possible monitoring of Map.URL usage.
5. Jim to investigate whether NDOC Help Desk number can be answered as NDOC.
6. Jim to update Board on "ITIC Credit" distribution.
7. Jim to send stakeholder enforcement bill stuffer to board members.

Submitted by Mark Dougherty, Secretary

Ron Ness, Chairman

Signature: 

Signature: 

Date: 9/30/09

Date: 11/12/2009

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