

North Dakota One-Call Board of Directors Meeting

Meeting Date: August 9, 2012

The meeting was called to order by Chair Dale Robbins at 10:03 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
Don Frye – Cities under 5000 – Vice-Chair	Jerry Blomeke – Rural Water – Treasurer
Mark Dougherty – Excavators	Ron Ness - Electric
Mike Scheopp – Gas/Pipelines	Dennis Kellar – Telecommunications

Board Members Absent:

Others Present:

Chad Olson – ND One Call Board Representative	Pat Fhan - PSC
Chris Monroe – PSC	Aaron Morman – PSC
Dan Munthe – Alliance Pipeline	Todd Kranda – Alliance Pipeline

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 and approved as published.

Approval of previous meeting minutes:

Minutes of the May 10, 2012 meeting were presented for review and comment to the Board of Directors. Mark Dougherty made a motion to approve the May 10, 2012 meeting minutes as presented. Jerry Blomeke 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. The financial summary for January through June 2012 is as follows:

Total Income	\$ 70,155.24
Total Expenses	\$ 64,764.42
Net Income	\$ 5,390.82
Total Checking/Savings	\$300,926.11

Ron Ness moved to accept the financial report as presented. Don Frye 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 April, May, and June. Don Frye made a motion to approve payment of the advertising expenses as presented. Motion was seconded by Mike Scheopp. Mark Dougherty asked about the Special Delivery Inc. This will cover all of western North Dakota. It was a package mailed out and on the outside it had an 811 advertisement, along with an ad in the inside. Chad stated he wanted try this to get to more people in western North Dakota. 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:

April – June 2012	2011	2012	Total	% Change
Incoming Tickets	45,856	66,066	20,210	59
Outgoing Tickets	243,461	370,425	126,964	60

The incoming tickets represented above were split as follows:

Operators Calls	15%
Excavator Calls	70%
Homeowner Calls	15%

Types of locate requests were as follows for the second quarter of 2012:

April – June 2012	% Total 2012
Routine	Not provided
Emergency	Not provided
Update	Not provided

Methods used to request locates were as follows for the second quarter of 2012:

Call Method	% of Total
Fax	6%
ITIC	40%
Operator Ticket	54%
Total Tickets	

Hold times for the third quarter averaged 58 seconds and processing times averaged 7.6 minutes. Chad stated that abandoned calls are those where the caller hangs up prior to getting to an operator and they have been reduced dramatically. Ron Ness stated that our hold times are creeping up to 60 seconds and our contract states that it has to be less than 60 seconds. Jim Holzer stated that this hold time was figured incorrectly. Historically it is figured over only the business hours. This calculation was figured over 24 hours per day throughout the month. This will be corrected. He stated that they were getting close to 60 seconds but adjusted some staff. Overall ITIC usage has increased, but the Web 5 users have dropped 16%. This may be due to customers going to text only. Chad stated that there seems to be some frustration among the users with when they are getting kicked back if there is an error. Users have to get 40 perfect tickets in a row to move to the next level. If they get a ticket wrong they may get put back to zero. Jim feels that putting them back to zero is pretty harsh. Jim will look into it and come back with a recommendation. Ron stated that there is some inconsistency of the ITIC reviewers.

Advertising Report:

The 2012 NDOC advertising expenditures are as follows:

Budget Items	Total to Date	Budget
Promotional Items	\$11,542.19	\$25,000.00
Magazine & Other Print	\$7,946.64	\$8,000.00
Website	\$0	\$5,000.00
Trade Shows	\$4,627.51	\$8,000.00
Radio-Billboard-TV Advertising	\$60,574.82	\$94,000.00
Total of Items to Date	\$84,691.16	\$140,000.00

Jim Holzer is looking into options for the website. Ron Ness questioned why Specials Delivery, Inc. was under Radio-Billboard-TV Advertising. It should be under magazine and other print, which puts it over budget. Chad asked how the Board would like him to handle overruns. There is an overall budget amount that we need to work with and if there is some adjustment between the items Chad can handle that. If it is a large amount the Board

should review the item. Ron Ness stated he would like to see a copy of the pamphlet.

Pipeline Safety Grant Update:

Pat Phan stated that we received \$10,000 for our Grant. This was used to purchase advertising for 20 locations for one month. They tried to get more signs out west, but the options were limited. The following locations are:

Fargo – 2	Bismarck – 2	Grand Forks – 2	Minot – 2
Valley City – 1	Mandan – 1	Jamestown – 1	Wahpeton – 1
Devils Lake – 1	Beulah – 1	Carrington – 1	Killdeer – 1
Bowman – 1	US Hwy 2 @ Towner – 1	Hwy 83 @ Washburn – 1	I-94 @ Glen Ulin - 1

Damage Prevention Presentations/Exhibit/Meeting Updates:

Chad Olson stated he is working on setting his 2012/2013 meetings and exhibits schedule.

PSC Enforcement Case File Update:

The PSC provided a handout showing the status of damage prevention cases that have been brought forward. Chris Monroe updated the Board on the PU cases which relates to utilities other than pipeline and Aaron Morman provided information on GS cases related to pipelines.

Chad handed out a compiled list of complaints that he has received and the action he took for the second quarter. It was asked how he handles complaints. Chad stated he lets them know they can file a complaint with the PSC, if they do not want to do that Chad will call or write a letter to the offender. Chad will check and see if the contractor has a license and has found that some don't. Many of his calls are one time calls and him making contact with the offender seems to be helping.

Abandoned Lines Issues:

Chad requested that the Board discuss this issue. Pat Phan stated that they have a complaint regarding an abandoned line. He was wondering what the process is if a line is abandoned and hit and they would want to put it back in service one day. Mike Scheopp stated that for pipelines they would have to go through code regulations to reactivate the line. Pat stated that they would also have to certify an environmental impact on the line. Chad has had a hard time trying to find the owners of pipelines that have been abandoned and the property sold. It is hard to get those people to register the pipeline with the ND One Call. Telecommunication companies have hundreds of miles of cable abandoned.

CGA Startup:

Chad has sent in the membership dues of \$2,000. He has not set up a meeting yet. Ron Ness stated that there needs to be a stakeholder that will move this forward. Mark Dougherty stated that Chad should work with the stakeholders involved to move it forward.

Old Business:

May 10th Action Items:

- We are not going to invite MGH to our meeting. We should be able to find someone locally if needed.
- Initiate/activate meet header is not complete. Jim was not aware that he had permission to move this forward. He will work on it. There are issues on when locates are due when you have a meet ticket. Generally you are meeting to get more information, yet there are times the contractor expects to start after the meet and wants the locate complete.
- Chad will work on the Re-spot information on the website and facebook. He will adjust the scroll to be larger and slower. The facebook link did not work at the website.
- Ticket check information and codes. Ron Ness stated that they wanted to keep it simple. Ticket check is OCC name for positive response and is offered free to North Dakota. When a locator closes out a ticket they input a response and sends it out. Information on a ticket cannot be looked at or sent out until after 48 hours. There will be three categories:
 1. Clear/No Conflict
 2. Marked
 3. Not complete/In progress: locator has spoken with the excavator and made arrangements.

There was a fourth category discussed of Marked up to privately owned business but it was decided to drop it, due to the similarity of Marked. You can get a fax, email, or go through search status. There is an option to phone in but it is charged per ticket and would be costly. Mike Scheopp stated that the biggest drawback is if the operator doesn't participate.

Actions items from May 10, 2012 have been completed.

New Business:

Communication from Steve Schmaltz with Enbridge Pipeline on MNOPS. Proposed recommended changes where shown on the handout for the Minnesota One-Call law. They are looking for stakeholders' comments.

Alliance Pipeline:

Dan Munthe operates in four states. He feels that things are run well in North Dakota. Chad works very hard and is an asset to the One Call System. PSC is doing a good job with the damage prevention cases. There is still a lot of work ahead of us. They are installing a new line in western North Dakota.

Evaluate Ticket Pricing:

With the current projections for our ticket numbers, by the end of September we should be seeing our increased ticket reduction cost according to our contract. Jerry Blomeke stated that we have a healthy reserve and would support lowering ticket prices to reflect the savings that we are seeing. Ron Ness agreed that after we see how this year works it should give us an idea of what we could look at for a reduction for 2013. Don Frye stated that it would be nice to make the change on January 1. We should know enough by the November meeting to see how the Board would like to proceed.

August 9th Action Items:

Chad Olson:

- Add update to website on respot and make scroll larger.

Jim Holzer

- Will look at ticket review process.

Dennis Kellar is retiring and David Crothers will be naming a replacement.

Upcoming Meetings:

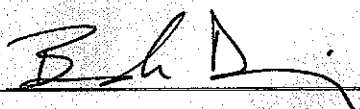
<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 8, 2012	10:00 AM	Regular	NDAREC Board Room
February 14, 2013	10:00 AM	Regular	NDAREC Board Room
May 9, 2013	10:00 AM	Annual	NDAREC Board Room
August 8, 2013	10:00 AM	Regular	NDAREC Board Room

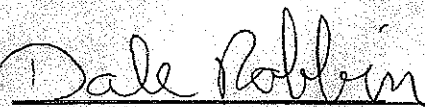
There being no further business to come before the board the meeting was adjourned.

Submitted by:

Brenda Derrig, Secretary

Dale Robbins, Chairman

Signature: 

Signature: 

Date: 11-8-12

Date: 11-8-12