

# **North Dakota One-Call Board of Directors Meeting**

**Meeting Date: August 14, 2014**

The meeting was called to order by Chair Dale Robbins at 10:03 am at the NDARC Board Room at 3201 Nygren Drive Northwest, Mandan, ND.

## **Board Members Present:**

Dale Robbins – Cable Television – Chair  
Don Frye – Cities under 5000 – Vice-Chair  
Brooks Goodall – Telecommunications  
Ron Ness – Electric

Brenda Derrig – Cities over 5000 – Secretary  
Mike Schoepp – Gas/Pipelines  
Mark Dougherty – Excavators

## **Board Members Absent:**

Jerry Blomeke – Rural Water – Treasurer

## **Others Present:**

Ryan Schmaltz – New ND One Call Board Representative  
Jim Holzer – One Call Concepts  
Connie Schmidt - One Call Concepts  
Aaron Morman - ND PSC  
Julie Prescott - ND PSC  
Brian Kalk - ND PSC

Frank Planton - One Call Concepts  
Randy Pederson - One Call Concepts  
Clint Thomas - ND PSC  
Randy Christmann - ND PSC  
Julie Fedorchak - ND PSC

## **Minutes:**

### **Roll Call:**

Introductions were made; board members and others present are listed above.

### **Agenda:**

The following items were added to the agenda:

9d. Stellar Trenching

The agenda for the meeting of the North Dakota One Call Board of Directors was presented and approved as amended. Don Frye moved to approve the agenda. Mark Dougherty seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

### **Approval of previous meeting minutes:**

Minutes of the May 8, 2014 meeting were presented for review and comment to the Board of Directors. Ron Ness moved to approve the May 8, 2014 meeting minutes. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

### **Financial report:**

The financial summary for January through July 2014 was submitted as follows:

Total Income	\$ 20,799.71
Total Expenses	\$ 54,996.17
Net Income	\$ -34,196.40
Total Checking/Savings	\$ 434,729.00

Jerry deposited the volume credit check from OCC in the amount of \$219,066.25 but it did not get into the report. Ron Ness moved to accept the financial report as presented with the attached email noting the addition of the volume credit check. Don Frye seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

**Approve Bills:**

Ryan Schmaltz presented the current advertising expenses for payment which include the months of April, May, and June. Mike Schoepp moved to approve payment of advertising expenses as presented. Motion was seconded by Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved.

**PSC Report:****PSC Enforcement Case File Update:**

The PSC went through the ongoing cases. There are multiple complaints against Northern Excavating. PSC is still working on how to move through them due to the large amount. Legal is moving through the cases now. The number of complaints is greatly increasing. Aaron Morman asked if more information should be added for the location and if there was other information needed. It was discussed that more information on the location would be good and that they could give some example information of what is needed in the description.

**PSC Commissioners:**

Julie Fedorchak visited with the Board regarding the support from the PSC on this program. Wondering what kind of change is needed as they move into the next legislative session. Should training be required, fines increased, or is 21 days too long. She discussed infrastructure not being buried deep enough. Ron Ness asked if there is something that can be done with the Contractor's License on repeat offenders. Commissioner Fedorchak stated that there has been discussion. Mark Dougherty said it needs to be researched further and the excavators and utility owners need to be equally treated. Locators are having issues with keeping up with the number of locates, which is causing hits and Utility Companies are having problems with hiring locators. There was discussion regarding billing for 2nd and 3rd locates. Ron Ness stated that it is hard to administratively manage. If the contractors could improve their locate request and white flag that would assist the utility companies. Jim Holzer stated that there are some things the center to do to assist with the tracking of some of these things.

**Center Operations Report:****Center Operations:**

Call center activity was as follows:

<b>January – June</b>	<b>2013</b>	<b>2014</b>	<b>% Increase</b>
Incoming Tickets	85,469	91,705	7
Outgoing Tickets	506,985	541,779	7

The incoming tickets represented above for 2014 were split as follows:

Operators Calls	11%
Excavator Calls	80%
Homeowner Calls	9%

Types of locate requests were as follows for 2014:

<b>January – June 2014</b>	<b>% Total 2014</b>
Routine	79.2%
Emergency	2.6%
Respot	13.6%
Modify	4.3%
Meets	.3%

Hold times for 2014 averaged 25 seconds and processing times averaged 7.8 minutes. Connie and Ryan noted the increase in ITIC percentages and also the increase on those that are out of review and mapping on their own. Connie stated that the processing time is a little longer, but they have been asking each caller if they are aware of ITIC and working to move callers to ITIC. They also stated that these numbers include ITIC lite users.



#### Advertising Report:

The 2014 NDOC advertising expenditures are as follows:

<b>Budget Items</b>	<b>Total Year-End</b>	<b>Budget</b>
Promotional Items	\$17,461.00	\$27,000.00
Magazine & Other Print	\$8,286.87	\$15,000.00
Website	\$0	\$10,000.00
Trade Shows	\$1,865.00	\$8,000.00
Radio-Billboard-TV Advertising	\$62,025.14	\$115,000.00
Total of Items to Date	\$89,638.01	\$175,000.00

The 2014 NDOC Radio-Billboard-TV advertising expenditures are as follows:

<b>January – July</b>	<b>Total 2014</b>
Radio	\$22,016.64
Billboard	\$16,500.00
TV	\$23,508.50

#### OCC Report:

##### Damage Prevention Dinners:

Discussed schedule for meetings and trade shows. Also Enbridge asked us to team with them to assist with sponsoring a UND football game. We would have some commercial spots and have equal publicity for the game.

##### Mandatory Training for Violators:

There was discussion on requiring mandatory training for violators. We would need to work with the PSC on this. It would be hard to make sure that the right people attend. One idea is that we could have quarterly training and if you get a violation, you would have to attend one of the trainings. Maybe have them more in the winter. This would be a big undertaking. We could look at webinar type training.

##### ND Petroleum Bill:

It appears that there may be new legislation that will require oil and gas to submit GIS information to the State. Ryan asked is the ND One Call would like to be allowed access to the GIS information submitted to the State. It appears that this information will be confidential. This information is already submitted to us for management of our One-Call Center. There may be some confusion that if they submit to the State they may not think that they have to submit to us. We want to keep the two separate.

##### ND State Fair:

Ryan is looking to have an 811 day at the State Fair, which costs \$15,000. The only day remaining is the last Friday. He is looking to go this direction and CGA and ND One Call would work together along with other agencies to help pay for this. This will give us more advertising and could have a large tent with a locating demonstration and things for the kids to do. He will have a meeting on Monday that will explain everything that will go along with the fee.

##### OCC Technical Meeting:

Ryan stated that this will be October 1, 2, and 3<sup>rd</sup> in Seattle Washington. Don Frye and Brooks Goodall would like to attend. They will check their schedule and let them know.

##### Red Hawks Game:

Ryan would like to finalize the count of Board Members for the game on August 23<sup>rd</sup>. We need someone to throw out the first pitch.

##### Commercials:

Ryan Schmaltz has Rob from the Creative Team is up here to get some shots of ELM, Rhino, and the face book winner Crystal Bratlie and her family.

#### ND CGA:

Meeting last week in Ray and had a hydrostatic excavator demonstration. They are looking to bring back fees. The meetings need to get more organized and try and add more information to the meetings to get people to attend.

#### Xcel Energy / Q3 Tickets:

Dale stated they are still calling in locates under two names on the locate tickets since they do not know which company will be digging and want to get the locate called in. They are refusing to schedule ahead and call in the ticket with one excavator on the ticket. Connie has threatened to not process the tickets. The Board feels this issue needs to be addressed. There was a question if their risk management personnel are aware of this.

#### PSC:

Brian Kalk visited with the Board on their process. The PSC is looking at how to handle contractors that don't pay their fine, since they do not regulate them. They are possibly looking to see if they can take away their contractor's license if they do not pay their fine. Also they were wondering if there would be an opportunity to suspend their fine in lieu of training. Ryan stated that the Board has started discussion on that. Mark stated that it appears that they could use some additional FTE to manage the investigations.

#### Future of ITIC Presentation:

Jim Holzer went through a power point presentation showing the Board where they see ITIC going and what it will look like. Randy and Jim wanted to present this to the Board so we could start thinking about how we see the one-call in the future and what the rules would be to manage the ticket distribution. They discussed options for use with smart phones to submit tickets. They would like to see the new software in use by 2015.

#### Old Business:

##### May 8<sup>th</sup> Action Items:

Ryan Schmaltz

- Visit with Stacey from PSC about possibility of working together at the State Fair .

Dale Robbins

- Letter to OCC regarding acceptance of proposal extension for 3 years.

Connie Schmidt

- Report back on who uses Emergency I Robot. They have made progress on this. Right now more people are using it on their own. We can revisit it at the next meeting.

Jim Holzer

- Check on funds for previous year's ticket overage.

All remaining actions items from May 8, 2014 have been completed.

#### New Business:

"811 call before you dig" promotional vehicle:

Ron brought forward an option of possibly assembling a promotional vehicle with all the driving that Ryan does. The Board thought it was a good idea, but did not know how to handle the logistics of the vehicle, who would own it, insurance, etc.

##### August 14<sup>th</sup> Action Items:

Ryan & Dale

- Work with Camille at Xcel to visit with supervisor regarding Xcel and Q3 on same ticket.

Connie Schmidt

- Revisit EI Robot to see status of members signed up.

## Board

- Bring back legislative issues that they would like to discuss.

### Stellar Trenching Excavating:

Ron Ness stated that typically the transformers are placed close to the building. This apartment owner owned two apartments so he placed the transformer between the two apartments. The owner is than responsible from the transformer to the building. This issue is all on private property. Stellar felt this should be located by the utility.

### Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 13, 2014	10:00 AM	Regular	NDAREC Board Room
February 12, 2015	10:00 AM	Regular	NDAREC Board Room
May 14, 2015	10:00 AM	Annual	NDAREC Board Room
August 13, 2015	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: B h D

Signature: Dale Robbins

Date: 11-13-14

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