

North Dakota One-Call Board of Directors Meeting

Meeting Date: August 9, 2018

The meeting was called to order by Don Frye at 10:00 am at the Capital Electric Co-Op Board Room, 4111 State Street, Bismarck, ND.

Board Members Present:

Don Frye – Cities under 5000
Brooks Goodall – Telecommunications
Brenda Derrig – Cities over 5000
Ron Ness – Electric
Carey Burke – Excavators

Mike Schoepp – Gas/Pipelines
Dale Robbins – Cable Television
Richard Brieley – Oil/Gathering
Jerry Blomeke – Rural Water

Board Members Absent: None

Others Present:

Ryan Schmaltz – One Call Concepts/ND One Call Board Representative
Frank Planton - One Call Concepts Connie Schmidt - One Call Concepts
Victor Schock - ND PSC Dinah Roberson – AGC of ND

Roll Call:

Introductions were made; 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. Dale Robbins moved to approve the agenda. Richard Brieley seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Minutes:

Approval of previous meeting minutes:

Minutes of the May 10, 2018 meeting were presented for review and comment to the Board of Directors. Brenda Derrig moved to approve the minutes as presented. 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 June, 2018 was submitted as follows:

Total Income	\$41,301.16
Total Expenses	\$205,865.12
Net Income	(\$164,563.96)
Total Checking/Savings	\$334,877.30

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

Approval of Bills:

Ryan Schmaltz presented the expenses for payment for the period of April, May and June 2018, the truck expense total of (\$347.04) and advertising expenses for the amount of \$23,178.77. Jerry Blomeke moved to approve payment of expenses as presented. Motion was seconded by Dale Robbins. There being no further discussion the motion was called. Ayes all, motion was approved.

NDCGA:

a.) **Summit:** The summit had a shortfall of about \$9,000.00. The CGA board is asking for additional financial

support from the ND One Call Board. As per the motion from the last ND One Call meeting the board will provide the amount of \$5,000.00 contingent on NDCGA exhausting all other options to secure additional funds. At this time there has been no contact or documentation from NDCGA.

b.) **NDCGA Meeting** – No information available as to when the next meeting will be held.

PSC – Report:

- a.) **Enforcement cases update:** There are 21 OCC unpaid 811 fee cases open for 2017 or older. There are 5 open cases for 2018 - two operator (MDU and CenturyLink) and 3 excavator cases for a total 27.
- b.) **Notable Events:** 1.) Century Link penalized for failure to do positive response. \$10K Paid with \$15K Suspended for 5 years. 2.) The commission held a work session with commissioners and staff about penalty guidelines on June 28th. Commissioner Kroshus would like to see an increase in the penalty amounts, the other commissioners were willing to consider what Commissioner Kroshus has in mind.
- c.) **Drain tile Installers:** They are looking to set up a multi-state group. Ryan stated they are looking for sponsorships from companies, doing a media campaign and are wanting one call centers to get involved.
- d.) Board thanked the NDPCA for their help with 811 Day at the ND State Fair.

Center Operations Report:

- a) **Dash Board Report:** Connie reported the inbound tickets are up by 3,400 from last year but outbound tickets are down by 724 from last year. We are now at 73% to 74% of inbound volume coming in from ITIC. The other notable event is the positive response. The numbers are almost at 95%. The center is going to do some brainstorming to see if they can get some of the utilities that are getting significant amounts of tickets that are either statusing half of their tickets, or 60% of their tickets. The other 40% are going unstatused. If we can get them to get these tickets statused we would be at about 93% to 96%.
 - 1.) **Base Map Redraw/Parcel Data:** Of the 53 counties in ND OCC has reached out to 33 of them, OCC has worked with 22 of them to get the parcel data, 11 of them have implied they are willing to get them the data for fee, with that they will be about 50% complete. They also have discovered there are 9 counties that have no parcel data. Therefore there will be some holes in the data on file.
 - 2.) **Fax Notification to Members:** They are down to 130 stations receiving faxes with no complaints – deadline will be December 31, 2018 to due away with completely.
 - 3.) **Positive Response:** OCC prepared a report for June – July 2018 and reviewed with the board. There were a few companies that had several unstatused tickets. OCC will do follow-up to see what the problem is with these companies such as an incorrect status code or the mapping might not be correct.

Call center activity was as follows:

January to June 2018	2017	2018	% Increase
Incoming Tickets	72,489	71,937	-0.00761%
Outgoing Tickets	412,419	396,623	-0.03830%

The incoming tickets represented above for 2018 were split as follows:

Operators Calls	11.66%
Excavator Calls	79.53%
Homeowner Calls	8.81%

Types of locate requests were as follows for 2018:

January to June 2018	% Total 2018
Routine	79.3%
Modify	3.0%
Respot	12.7%
Emergency	2.7%
Meets	0.4%
Survey	2.0%

b) **Advertising Report:**

The 2018 NDOC advertising expenditures as of June, 2018 are as follows:

Budget Items	Total to Date	Budget
Promotional Items	\$50,161.57	\$50,000.00
Trade Shows	\$25,642.48	\$18,000.00
Magazine & Other Print	\$10,377.14	\$17,000.00
Website	\$1,809.03	\$12,000.00
Radio	\$9,028.00	\$22,500.00
TV	\$48,015.18	\$90,500.00
UND/NDSU Games	\$4,914.00	\$30,000.00
Bill Board	\$ 0.00	\$10,000.00
NDOC Truck	\$7,773.60	\$10,000.00
Total of Items to Date	\$157,721.00	\$260,000.00

Ryan presented the advertising expenses compared to the budget with an YTD net of \$102,279.00

- 1) **Truck report:** The truck expense report was presented for the period of January through June 2018. The balance for the period is (\$347.04).

Ryan Schmaltz Report:

- 1) **Larks Update:** Larks are in the playoffs this year which will begin August 12th. They do a great job promoting ND One call. We will be passing out caps at the 811 game night this year. They also allowed us to bring the bike and trike to the game the day after the fair. We have one more year in our contract. The board discussed sponsoring some of the other teams in surrounding cities. We will gather some information and perhaps do something in the 2019 budget.
- 2) **State Fair:** 811 day was July 27th this year. Attendance was great, we had 15 sponsors this year. Gateway to Science was there again this year. Board discussed some of the promotional items.
- 3) **Budget Planning 2019:** Ryan asked if the board to please contact him if they have any input for the 2019 Budget before the end of October. Board discussed some other options for the advertising budget.
- 4) **Interactive ITIC:** Ryan has had 88 people go through the interactive training and has had a lot of positive feedback.
- 5) **Excavating Training:** Ryan will start getting training set up in October. The board discussed the different options for the training. Training will be set up in the cities where they are willing to help with getting the training set up.

Old Business:

- a) **4th Status Item-Ron/Connie:** Board discussed the status codes being the consistent for everyone using the system. OCC will post a notice on the website indicating the new status code and informing everyone to update their systems with the correct status codes for the North Dakota and make sure they are mapped to the system correctly.
- b) **Miami Tech Conference:** Conference will be held September 25 -27, 2018 in Miami. Possible attendees for this year's conference are Don, Richard, Brenda, Ron, Carey and Victor.

New Business:

- a) **Nex Gen Roll Out:** Connie reported the ND business rules have been uploaded and accepted by their systems division. They are now in the process of building a mock menu and setting up a sandbox where the board can go into and "kick the tires". After the board is finished looking at it and there are no changes to be made, the system will be opened to the public for them to try and offer any feedback. They are looking at having something available for the board by the end of the 4th quarter and for the public by the end of the 1st quarter and go live after that.
- b) **Website Discussion:** Board discussed updating the website, OCC will update the current information on

the website and Facebook, any deletions will be done per direction from the board.

- c) **White Lining Discussion:** Discussion on the drop down on ITIC – should there be another option? Connie asked if we could table this until NexGen comes out and make the change on that system.
- d) **Weekly Reports:** After some discussion the board asked that the report be done monthly, at the beginning of the month, the report to include the past months activities and any upcoming information.

e) **Action Items:**

August 08, 2018

- CGA Funding - Kevin
- Fax Notification to Members
- Larks Committee – new contract
- Excavator Banquets
- Advertising Budget
- Miami Tech Conference - Update
- Website update
- Nex Gen/White Lining

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 08, 2018	10:00	Regular	Capital Electric Co-Op Board Room
February 14, 2019	10:00	Regular	Capital Electric Co-Op Board Room
May 09, 2019	10:00	Regular	Capital Electric Co-Op Board Room
August 08, 2019	10:00	Regular	Capital Electric Co-Op Board Room

There being no further business to come before the board Jerry Blomeke made a motion to adjourn Dale Robbins seconded. The meeting was adjourned at 12:40 PM.

Submitted by:
Brenda Derrig, Secretary

Signature: 

Date: 11-8-2018

Don Frye, Chairman

Signature: 

Date: 11-8-2018