

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

**Meeting Date: May 12, 2011**

The meeting was called to order by Chair Ron Ness at 10:12am in the Board Room of the North Dakota Association of Telephone/Rural Electric Cooperatives building at 3201 Nygren Drive, Mandan, ND.

### **Board Members Present:**

Ron Ness - Electric – Chair

Mark Dougherty – Excavators – Secretary

Brenda Derrig – Cities over 5000

Don Frye – Cities Under 5000

Jerry Blomeke – Rural Water – Treasurer

Dennis Kellar – Telecommunications – Vice-Chair

Ed Williams – Gas/Pipelines

Dale Robbins – Cable Television

### **Others Present:**

Chad Olson – ND One Call Board Representative

Bob Bachmaier – PSC

Zach Lamppa - Citizen

### **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. Jerry Blomeke requested an item be added to the agenda to deal with the bank signatures. Dale Robbins moved to approve the agenda as published and amended. Brenda Derrig seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

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

Minutes of the February 10, 2011 meeting were presented for review and comment to the Board of Directors. Dale Robbins made a motion to approve the February 10, 2011 meeting minutes as published and presented. Mark Dougherty seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

#### **Recognition of New Board Member:**

Chair Ron Ness welcomed the Board's newest member, Don Frye who will be representing the Cities Under 5000. Don is from Carrington and is Carrington's Mayor and is the Development Consultant for Ottetail Power Company.

#### **Financial report:**

Treasurer Jerry Blomeke presented the current financial statements for review. The financial summary for November 2010 through January 2011 is as follows:

Total Income	\$28,576.31
Total Expenses	\$29,322.52
Net Income	(\$746.21)
Total Checking/Savings	\$258,602.46

Mark Dougherty asked why there is a \$9.50 bank charge for March when the other month's charges are all \$4.50. Jerry Blomeke could not answer off the top of his head but will check and report back.

Jerry also presented the Agreed Procedures Report prepared by JD & Associates, Ltd. Mark Dougherty asked if

Jerry had any idea what it would cost for a complete financial audit of the Board financials and suggested that the Board consider completing a full audit at some time to provide some added accountability to the public. Jerry Blomeke will get a price from JD & Associates, Ltd and report back to the Board. Jerry Blomeke also provided a copy of the Board's 2010 tax return. Mark Dougherty moved to accept the financial report, agreed procedure report and 2010 tax return as presented. Dennis Kellar 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 January, February and March. Additional bills submitted include the February Board meeting meal expense of \$124 and the statement from Zuger, Kirmis & Smith for the legal guidance on how the Board could collect past due accounts from utility operators in the amount of \$585.50. Jerry Blomeke made a motion to approve payment of the advertising expenses, meeting meal expense and legal expense presented. Motion was seconded by Mark Dougherty. There being no further discussion the motion was called. Ayes all, motion was approved.

#### **Election of Officers:**

The following individuals have been nominated by the nominating committee consisting of Brenda Derrig and Dennis Kellar:

Dale Robbins – Chairman

Dennis Kellar – Vice-Chairman

Jerry Blomeke – Treasurer

Brenda Derrig – Secretary

There being no further nomination from the floor Chairman Ness called for a motion. Mark Dougherty moved to accept the nominations as presented. Dennis Kellar seconded the motion. There being no further discussion the motion was called. Ayes all, the motion was approved. Chairman Robbins continued the meeting. Chair Robbins called for a motion to remove past Chair Ness from the bank signature card and add his signature to the card. Don Frye made the motion. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, motion carried.

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

Center Operations:

Call center activity was as follows:

<b>Jan. – Mar. 2011</b>	<b>2010</b>	<b>2011</b>	<b>Total</b>	<b>% Change</b>
Incoming Tickets	5626	8866	3240	57.6
Outgoing Tickets	29,427	46,841	17,414	59.2
April Outgoing Tickets	73,549	49,197	-24,352	-33.1

The incoming tickets represented above were split as follows:

Operators Calls	15%
Excavator Calls	80%
Homeowner Calls	5%

From January through March 2011 37% of the incoming calls were for respots which dropped to 16% for April 2011. The larger number of respots for the first quarter was probably due to the weather conditions.

Methods used to request locates were as follows for the first quarter of 2011:

<b>Call Method</b>	<b>Number</b>	<b>% of Total</b>
Fax	412	4.6%
ITIC	2070	23.3%
Operator Ticket	6384	72.0%
Total Tickets	8866	



Hold times for the first quarter averaged 24 seconds for the first quarter and processing times averaged 6.7 minutes.

**Advertising Report:**

As of May 9, 2011 the NDOC advertising expenditures are as follows:

<b>Budget Items</b>	<b>Total to Date</b>	<b>Budget</b>
Promotional Items	\$16,571.02	\$18,000.00
Magazine & Other Print	\$1,485.19	\$8,000.00
Trade Shows	\$1,845.00	\$8,000.00
Radio-Billboard-TV Advertising	\$19,864.98	\$76,000.00
Total of Items to Date	\$39,766.19	\$110,000.00

Printing new One Call Handbook will cost about \$3,200 for 12,000 copies. Chad Olson checked on printing 10,000 and then having a second print if needed but the cost of setting up for the second printing made it almost as expensive as the first larger printing and he decided to just print the entire 12,000.

**Pipeline Safety Grant Update:**

The grant has been accepted by PHMSA in the amount of \$9,500. The PSC has not yet received the funds and when they do it sounds like we'll do billboard ads much like in 2010. Ron Ness asked if this would be done before the Board's next meeting. Chad Olson said as soon as the funds are received the billboards should start to go up. Mark Dougherty asked where the existing NDOC funded billboards are located and could Chad Olson send the location of all billboards to the Board members.

**Damage Prevention Presentations/Exhibit/Meeting Updates:**

The damage prevention dinners are complete with the exception of the Fargo dinner which will be held on August 11, 2011. Ron Ness asked Chad Olson if he is still making calls on excavators and operators when he travels around the state and how is the reception if he does stop. Chad Olson said the reception has been great and he stops as much as time allows. Chad feels the home and garden shows have been great exposure for the One Call system based on the public interest in the NDOC display. The Garmin GPS units were a big hit at the damage prevention dinners again this year. Chad stops at most of the State's rental stores and provides them with key chains and magnets which they put on trenchers, tillers and etc. Mark Dougherty asked if it may be a good idea for the Board to create a small display that we could provide to the big box home improvement and rental stores to make their use of our promotional materials. Chad Olson will research the cost for presentation at the next meeting.

Ed Williams asked if Chad thought he is handling the work load and what his thoughts were on possibly adding and additional or part time representative. Chad related the winters are very busy but after the construction season starts it gets some what quieter and is mostly answering the phone and answering email. This may be something we need to keep an eye on to the future. Minnesota has two representatives and they don't get to all the meetings and conferences that they used to attend. Jerry Blomeke asked if during the busy time if Chad had to make a lot of choices of which events he can attend and those he can't. Chad related he has not had to choose between events but it does get to be long days at some of the home shows when you have to be there from 9:00am to 9:00pm.

**PSC Enforcement Case File Update:**

Chad related there are two current open cases, the case numbers are: PU-10-649 and PU-10-633. In the first case the excavator has admitted fault and the PSC has only to set the penalty amount. The other case has not yet been decided. Both of the current cases should be wrapped up by the end of May or early June.

Bob Bachmaier noted the PSC is investigating the fatality incidence in northwest North Dakota. There is not an open case file on this incident and will not be until the investigation is done.

Chad Olson provided an updated copy of the list of complaints he receives.

#### New Business (agenda jump)

Zach Lamppa an individual seeking information in light of his thoughts of starting a one call center in North Dakota, is interested in receiving the RFP when it is distributed this year. He feels a center located in North Dakota with the center taking CSRs out to the areas where the work is being done; could provide a better service. The Board decided to send Zach an RFP when it's ready to go.

#### Old Business:

Jim Holzer from One Call Concepts on the phone to discuss Old Business items.

#### 2011 Technology Meeting

The 2011 OCC Technology Meeting will be held at the Ameristar Resort and Casino in St. Charles, MO on October 25-26, 2011. Topics will include electronic white lining program being done in New Jersey; efforts to include discussion of improving the base maps and ongoing reorganization of OCC. Jim related everyone is welcome but OCC will fund only one person from each Board.

#### NDOC Website Maintenance Proposal

Jim Holzer related their plan at this time is to assign primary responsibility to a single person to cure the lack of response to updating the website. This will include a responsibility of regular website review to identify needed updates and proper operation of the site.

#### 2011 Land Base Update

Test with Sentinel caused a lost year in base map updating which the Board had agreed to for 2009 but there was also no update completed for 2010 and the Board has received a refund for that year. OCC's plan at this time is to begin to administer the base map updating on a local level by training two people to continually do testing on exceptions found during normal center operation. From those exceptions these individuals will search for remedies to fix the map exceptions. This will use sources including Google Map, local sources and whatever other services available where ever they exist. By taking this route OCC will save the cost of a commercial mapping service which in the past have been very costing and less than adequate returns. The planned acting on exceptions will likely be triggered by a multiple occurrence of addresses not being found from the existing data.

#### Operator Phone Number on Ticket

Jim Holzer related adding the phone numbers will not be a big deal to complete and should not be an additional cost. Jim was not sure about the cost and will get back to us by the next meeting. There may have to be some testing done due to the change in the outgoing format and he was not sure how long that would take.

#### Board Check Sent to Dale Robbins

Ron Ness request Jim make sure the checks for the Board be sent to Dale Robbins the new Chairman of the Board.

#### Perpetual Locate Request Update

Chad Olson provide information about locates for the same area from multiple excavators. In a lot of instances there are no utilities in the pad area but the locates are still requested. This was also a problem this past winter due to the continued work and lots of snow continuously covering the existing markings. Chad said it's hard to understand why they need to keep calling for locates. Dennis Kellar asked if we could just have the utilities sign off on the pad and not have to locate every time. Ed Williams and Dennis Kellar offered to contact some of the companies involved and start a conversation about how to make the system work better for the conditions and needs in the oil patch.

#### Legislative Update

Mark Dougherty related to the one call bill that went through the last legislative session. The bill contained in your meeting packet is what went into law. The bill as passed consists of a couple of harmless additions to some definitions.



**Imperial Valley Water & Palmer Trailer Court Enforcement:**

Mark Dougherty contacted Rebecca Thiem of the Zuger Kirmis Smith Law Firm to provide guidance on the process the Board could use to collect unpaid ticket fees from delinquent utility operators. What the law firm provided was the Board could compile the appropriate information for each utility and turn the information over to the state's attorneys' office in the applicable county. Alternately, the client could bring civil action requesting an injunction which includes a request for the Court to allow the Board to proceed through a civil suit if the Court finds the injunction to be inappropriate. It really comes down to whether the amounts owed are significant enough to warrant state's attorney action or compel the Court provide an injunction. Chair Robbins was directed to request that OCC do the collections as required by any business.

**2012 NDOC Notification Center RFP:**

Brenda Derrig would like two Board members help to review and redline RFP drafts prior to submittal for full Board review. Ron Ness and Jerry Blomeke agreed to work with Brenda Derrig. And the plan is to have the RFP ready for approval at the August 11, 2011 Board meeting.

**Action Items Review:**

All actions items have been completed.

**New Business:**

Zach Lamppa, Notification Center Discussion:  
(agenda jump, see earlier discussion)

**Affected Operators, Ticket Phone Number Publishing:**

Covered in phone call with Jim Holzer in Old Business

**CGA Meeting Update:**

Ed Williams provided a summary report of his attending the CGA Annual Meeting in Orlando, FL in March of 2011.

**NDOC Board of Director Elections:**

Brenda Derrig – Cities over 5000 and Dennis Kellar – Telecommunications will continue to represent their respective groups.

**August 10 Action Items:**

**Chad Olson:**

- Send billboard location list to all Board members
- Check on cost of One Call information display for rental and home improvement stores
- Handbook distribution, everyone can help

**Brenda Derrig:**

- Complete draft of notification center RFP

**Ron Ness:**

- Assist Brenda with development of notification center RFP

**Jerry Blomeke:**

- Research cost of full financial audit
- Assist Brenda with development of notification center RFP

**Jim Holzer:**

- Whether there would be cost for adding phone numbers to excavators tickets
- Change where OCC sends the Board checks

Dale Robbins:

- Discuss with Jim Holzer the procedures for collections and what is being done with Imperial Valley Water and Palmer Trailer Court

Ed Williams and Dennis Kellar:

- Make some contacts with oil patch companies about how to deal some of the locate problems

**Upcoming Meetings:**

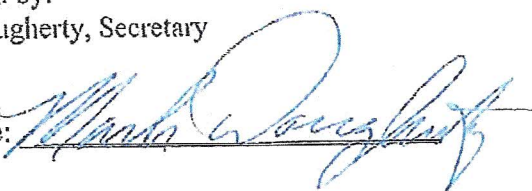
<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
August 11, 2011	10:00 AM	Regular	NDAREC Board Room
November 10, 2011	10:00 AM	Regular	NDAREC Board Room
February 9, 2012	10:00 AM	Regular	NDAREC Board Room


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

Submitted by:

Mark Dougherty, Secretary

Dale Robbins, Chairman

Signature: 

Signature: 

Date: August 11, 2011

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