

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

**Meeting Date: August 08, 2019**

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  
Brenda Derrig – Cities over 5000  
Ron Ness – Electric  
Brooks Goodall – Telecommunications

Mike Schoepp – Gas/Pipelines  
Carey Burke – Excavators  
Dale Robbins – Cable Television

**Board Members Absent:** Richard Brierley – Oil/Gathering, Jerry Blomeke – Rural Water

## **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                      Brian Kroshus – ND PSC  
Dinah Roberson – Accounting

## **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. Ron Ness moved to approve the agenda. Brenda Derrig 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 09, 2019 meeting were presented for review and comment to the Board of Directors. Carey Burke moved to approve the minutes with corrections. Dale Robbins 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, 2019 was submitted as follows:

Total Income	\$205,229.81
Total Expenses	\$163,664.83
Net Income	\$ 41,564.98
Total Checking/Savings	\$235,613.42

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 2019, the truck expense total of \$1,761.28 and advertising expenses for the amount of \$ 6,732.42. Brooks Goodall moved to approve payment of expenses as presented. Motion was seconded by Mike Schoepp. There being no further discussion the motion was called. Ayes all, motion was approved.

**NDCGA:** Ryan reported that he has been receiving phone calls from people that want to get the NDCGA started back up. They are talking about holding a meeting soon. Ryan suggested they have the meeting in the central part of the state and ask for involvement.

**PSC – Report:** Victor reported.

- a.) **Enforcement cases update:** There are 6 OCC unpaid 811 fee cases open for 2017 or older. 2018 has 23 open cases. There are 6 cases for 2019 for a total of 36.
- b.) **Notable Events:** ND State Fair went very well.
- c.) **Staff Comments:** White lining is becoming an issue this year. Some operators are looking to it as a way out of marking a ticket. The trend is concerning. He feels we need to submit legislation for next session to clean this up. After some discussion the board felt there should not be a law change.

**Center Operations Report:**

**Dash Board Report:** Connie reported YTD volume numbers from January through June are up by 600 tickets for 2019. The ITIC is also up slightly it started out at 71% and ended at 73%. The average processing time has dropped due to the fact that they removed the ITIC announcement. Their average hold time has remained the same as last year. To increase the ITIC percentage Connie is suggesting they up their training for homeowners. The mobile app was launched in June did not see a lot of activity. There were less than 50 tickets in June and 32 for the month of July. Therefore, they are looking at doing more education in that area. They are creating a new report on the dash board report detailing the number of hours the creative division is working on things for NDOC.

- 1.) **Positive Response:** Positive response compliance remains at about 94% to 96%.
- 2.) **Next Gen:** Connie reported creative is working on setting up some short 30, 60, and 90 second videos on different topics for ITIC Nxt. They are very happy to report they are starting to test the system. There are a couple of users that have been going in and doing things in the sandbox to get feedback. The results so far have been positive. They will not start using the system until testing is done with all the facility owners to make sure the link on the ticket is able to be accessed by locators. You will then have two resources, a map where the points will appear and the ticket. Approximately one third of the users have given their feedback they are hoping to have all the comments back sometime in September. The next step is to reach out to select users to enter live tickets to get feedback then assuming there are no major changes then look at a rollout to everyone. The old ITIC will stay in place, but they will start encouraging people to use the new system. After some discussion the board decided to review the status for survey tickets at the next meeting.

Call center activity was as follows:

January to June 2019		2018	2019	% Increase
Incoming Tickets		71,937	73,107	0.0162%
Outgoing Tickets		396,623	406,721	0.0254%

The incoming tickets represented above for 2019 were split as follows:

Operators Calls	11.78%
Excavator Calls	80.43%
Homeowner Calls	7.80%

Types of locate requests were as follows for 2019:

January to March 2019	% Total 2019
Routine	77.2%
Modify	3.2%
Respot	13.7%
Emergency	3.3%
Meets	.2%
Survey	2.4%

**b) Advertising Report:**

The 2019 NDOC advertising expenditures as of July 2019 are as follows:

Budget Items	Total to Date	Budget
Promotional Items	\$45,688.13	\$50,000.00
Trade Shows	\$50,722.18	\$55,000.00
Magazine & Other Print	\$9,098.00	\$17,500.00
Website	\$1,955.00	\$23,304.00
Radio	\$2,486.80	\$20,500.00
TV	\$52,474.80	\$72,696.00
UND/NDSU Games	\$0.00	\$16,000.00
Bill Board	\$ 0.00	\$0.00
NDOC Truck	\$2,341.61	\$10,000.00
Total of Items to Date	\$164,766.52	\$265,000.00

Ryan presented the advertising expenses compared to the budget with an YTD net of \$100,233.48

- 1) **Truck report:** The truck expense report was presented for the period of April through June 2019. The balance for the period is \$1,761.28.
- 2) **Baseball Sponsorships:** Ryan reported the Minot, Bismarck and Dickinson games went well. The OCC Bike and Trike were present at all three games. The dates for the games were August 2 in Minot, August 3 in Bismarck and August 4 in Dickinson.
- 3) **Sundog Advertising:** Sundog Advertising was bought out by Proficient Media.
- 4) **State Fair:** July 26, 2019 was 811 day at the fair. The day went very well and he has some new interactive ideas for next year. The sponsors were very happy and are on board for next year.

**c) Ryan Schmaltz Report:**

- 1) **2020 Excavator Banquets:** Todays NDPA meeting was canceled it will be rescheduled at a later date. Ryan will report back to the board what the pipelines intentions are when it is time for them to hold a banquet.
- 2) **Other:** Ryan got a call from a water company hit by an excavator. Water company did not locate the line. The law is not clear as to the whether the depth needs to me indicated. Board felt that if the water company did not locate you are taking the risk of destroying your line by not marking.

## Old Business:

- a) **App for NDOC:** Connie reported the App was launched and there were less than 50 tickets in June and 32 tickets in July. This information will be included on the dashboard report in the future.
- b) **Final Approval By Law Committee Changes:** changes to Article II are as follows:
  - 1) Amendment – originally had 8 members now we are adding 1 new member representing oil/gas transmission or gathering lines operators. Membership now changed to board membership.
  - 2) Cities of more than 5,000 changed to Cities of 5,000 or more population.Ron Ness moved to approve the changes in Article II of the NDOC By Laws. Brenda Derrig seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.
- c) **Committee for RFP Contract:** Ron has reviewed the contract and has forwarded it on to Brenda after her changes it will be forwarded to Cary for her review. Deadline dates are as follows: The rough draft will be ready for the November meeting and the final to be presented at the February meeting. Advertise the AFP March 15, 2020. May proposal deadline. May 14, 2020 board meeting select finalists. July 1, 2020 notify finalists for interviews. Around August 13, 2020 board meeting interview finalists. August 2020 select finalist. November 2020 contract approval. Contract Period February 27, 2021 to February 26, 2024.
- d) **Expiration Date on Tickets:** Connie stated it is available and they have had good response.
- e) **NDOC Handbook Reprinting:** Ryan presented the cost to make the changes in the booklet. The prices to apply both stickers were quoted as follows: 1,000 = \$650, 2,000 = \$1,200.00 and 3,000 = 1,650.00. He will take 2 boxes in to them to get the stickers applied.
- f) **OCC Portland Tech Conference – September 24-26, 2019:** Connie presented everyone with an invitation for the conference.
- g) **Monthly billing – check from OCC update:** May and June have been sent out.

## New Business:

- a) **2020 Advertising Budget - Ryan:** Ryan will be working on the upcoming budget and invited the board to call him with any suggestions for the new budget. The board suggested some various items that Ryan will look into.
- b) **Original Call Date Change to Original Request Date:** Board suggested Request Date.
- c) **Drop Fax Number:** Yes
- d) **Caller Address Change to Just Address:** Do not change
- e) **Should White Lining be changed to Site Identification:** Change to White Lining/Site Identification
- f) **Should Functionality in Homeowner ITIC submittal process for attaching drawings/maps to be changed:** Add an attachment function. Ron Ness moved to approve items b – f as indicated. Motion was seconded by Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved.
- g) **Action Items:**  
**August 08, 2019**
  - Review Ticket Changes
  - 2020 Advertising Budget
  - RFP Contract update
  - 2020 Excavator Banquets
  - Review Status for Survey Tickets
- h) **Other:**
  - 1) Mike Schoepp moved to rent a PO Box for NDOC. Motion was seconded by Dale Robbins. There being no further discussion the motion was called. Ayes all, motion was approved. After further discussion it was decided the current PO Box 1015 would be used for all correspondence for NDOC.
  - 2) Frank informed the board that CGA and Infrastructure Resources will be splitting ways for the 2021 conference. They are up in the air as to what they will be doing for 2020. They are currently in negotiations as to whether or not the 2020 event will be billed as a CGA or if CGA will be involved at all. There is a discount available for the conference that must be used by August 19, 2020. As of 2021 there will be two events held each year.

**Upcoming Meetings:**

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 14, 2019	10:00	Regular	Capital Electric Co-Op Board Room
February 13, 2020	10:00	Regular	Capital Electric Co-Op Board Room
May 14, 2020	10:00	Regular	Capital Electric Co-Op Board Room
August 13, 2020	10:00	Regular	Capital Electric Co-Op Board Room


There being no further business to come before the board Dale Robbins made a motion to adjourn Brooks Goodall seconded. The meeting was adjourned.

Submitted by:  
Brenda Derrig, Secretary

Signature: 

Date: 11-14-2019

Don Frye, Chairman

Signature: 

Date: 2-13-2020