

North Dakota One-Call Board of Directors Meeting

Meeting Date: November 12, 2020

The meeting was called to order by Don Frye at 9:59 AM at AGC of North Dakota Training Room, 422 North 2nd Street, Bismarck, ND.

Board Members Present:

Don Frye – Cities under 5000

Richard Brierley – Oil/Gathering

Carey Burke – Excavators

Mike Schoepp – Gas/Pipelines

Derek Weigel – Cable Television

Board Members Present Via phone:

Brooks Goodall – Telecommunications

Jerry Blomeke – Rural Water

Ron Ness – Electric

Brenda Derrig – Cities over 5000

Board Members Absent: None.

Others Present:

Ryan Schmaltz - One Call Concepts/ND One Call Board Representative

Frank Planton - One Call Concepts (Virtual)

Victor Schock - ND PSC(Virtual)

Connie Schmidt - One Call Concepts (Virtual)

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. Carey Burke moved to approve the agenda. Richard Brierley 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 August 13, 2020 meeting were presented for review and comment to the Board of Directors. Jerry Blomeke moved to approve the minutes with corrections. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Financial report:

The financial summary for July through September 2020 was submitted as follows:

| | |
|------------------------|---------------|
| Total Income | \$ 171,915.62 |
| Total Expenses | \$191,125.37 |
| Net Income | -\$19,209.75 |
| Total Checking/Savings | \$204,617.11 |

Brenda Derrig moved to accept the financial report with corrections. Derek Weigel 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 July, August and September 2020, the truck expense total of \$1,890.09 and advertising expenses for the amount of \$69,162.41. Richard Brierley moved to approve payment of expenses as presented. Motion was seconded by Carey Burke. There being no further discussion the motion was called. Ayes all, motion was approved.

PSC – Report:

Enforcement cases update: There are 7 cases open for 2017 or older. 2018 has 1 open cases. There are 3 cases for 2019 and 23 case for 2020 for a total of 34.

Notable Events: The Verendrye case decided by commissioners. \$7,500 total penalty assessed with \$2,500 suspended. New cases received are up, no particular trends in the new cases other than MDU submitting far more than what we normally receive from them.

Staff Comments: None

Center Operations Report:

Dash Board Report: Connie reported.

Inbound Tickets: Inbound tickets are up; YTD are 10,000 above last year

Outgoing tickets: Outgoing tickets are down; YTD are 32,000 below last year.

ITIC numbers: Notice that our Average processing time went up and some of the abandons went up that due to the fact that OCC has been training some new people so it is taking a bit more time. The ITIC percentage from October of 2019 compared to 2020 is up by 6%. Because the call volumes and abandons are up this indicates more people are going online to process their tickets.

Positive Response: In September there was a 5% drop for positive response compliance. OCC made some calls and the percentage is back up for October.

Creative Hours: Creative hours are down for the third quarter. They continue to monitor the website for any corrections needed.

Call center activity was as follows:

| January to September 2020 | | 2019 | 2020 | % Increase |
|---------------------------|--|---------|---------|------------|
| Incoming Tickets | | 134,786 | 143,543 | 0.06497% |
| Outgoing Tickets | | 744,481 | 720,913 | -0.03166% |

The incoming tickets represented above for **2020** were split as follows:

| | |
|-----------------|--------|
| Operators Calls | 11.09% |
| Excavator Calls | 78.31% |
| Homeowner Calls | 10.60% |

Types of locate requests were as follows for **2020**:

| January to June 2020 | % Total 2020 |
|----------------------|--------------|
| Routine | 80.7% |
| Modify | 2.9% |
| Respot | 12.1% |
| Emergency | 2.3% |
| Meets | .2% |
| Survey | 1.8% |

b) Advertising Report:

Truck report: The truck expense report was presented for the period of July through September 2020. The balance for the period is \$1,890.09.

Truck Renewal: Truck lease is up December 12, 2020.

The NDOC YTD advertising expenditures as of September 2020 are as follows:

| Budget Items | Total to Date | 2020 Budget |
|------------------------|----------------------|--------------------|
| Promotional Items | \$46,783.92 | \$50,000.00 |
| Trade Shows | \$61,488.90 | \$55,000.00 |
| Magazine & Other Print | \$8,000.00 | \$17,500.00 |
| Website | \$24,300.01 | \$23,304.00 |
| Radio | \$11,550.00 | \$20,500.00 |
| TV | \$86,500.80 | \$72,696.00 |
| UND/NDSU Games | \$0.00 | \$16,000.00 |
| Bill Board | \$ 0.00 | \$0.00 |
| NDOC Truck | \$6,958.65 | \$10,000.00 |
| Total of Items to Date | \$245,582.28 | \$265,000.00 |

Ryan presented the advertising expenses compared to the budget with a YTD net of \$19,417.72. With an additional \$2,000 to complete the expenses for the year leaving a balance of about \$17,000.

c) **Ryan Schmaltz Report:**

- 1) **2020 Excavator Banquets:** After some discussion the board felt the banquets should be done virtually. The meetings will start sometime in February. Ryan and Connie will connect with systems to look into tracking the number of people attending the meetings.
- 2) **Baseball Partnerships:** The Red Hawks had a shortened season because of the virus, this leaves us with \$4,000 in the sponsorship budget for 2021.
- 3) **Tracking of Training:** Ryan wanted to talk about tracking how many people have taken the training of ITIC Next. When ITIC Next went live in Maryland he was able to do some research and discovered he was able to add google analytics. Which allowed him to track the individuals who were taking the training.

Old Business:

- 1) **Status Code 3 update:** Connie sent out an e-mail in late October that the new status code 3 has been updated. The change would allow the date field to except either the text **TBD or the date** it was rolled out October 20, 2020. At the same time, they rolled out the new status code 5 **Survey request completed (as built drawings, sketches and/or maps provided)**. There was a slight refresh error they are working with Ron to correct the problem. They are looking at rolling it out October 20, 2020.
- 2) **OCC User Group Meeting:** Palm Springs, CA, September 21, 2021
- 3) **CGA 2021 Conference:** Orlando, FL, March 2-5, 2021 They were still unsure if they were going to have the meeting. They are having a meeting next week to make a final decision.
- 4) **Excavation Conference:** Tampa, FL, March 23-25, 2021
- 5) **Legislature Law Changes:** Don asked if anyone hears anything please contact the rest of the board members.
- 6) **ITIC Splitting Issues:** On the email that was sent out on October 20, 2020 we made a change on when a ticket is split when it crosses municipality boundaries. The changes were made as of October 23, 2020. Ron stated there is definitely an improvement. The next change the board approved is the polygon tool which is in the first stage of testing. This change would happen when the user chooses the polygon tool, it will automatically split the ticket. After the split the user can then manually enter the corresponding marking instructions for each ticket. This addresses two issues number one it will make sure the marking instructions are for that particular ticket and number two it ensures the information is correct on all tickets. Another request and change that

was made is that there was more space between the location of work and the google driving directions so that it would stand out and was less confusing. Changes on the this will be coming out soon. **ITIC Next** Connie has been tracking the use of ITIC Next in North Dakota, typically you see about a year to go by before you disable completely from the old system. We cut to ITIC Next on January 16 and as of the end October we are at 88.58% and as of November 11 we are at 90%. Other states have turned off ITIC Two after they reached 90%. Connie asked the board if they would consider turning ITIC Two off after January 3, 2021 because we should be well over the 90% mark at that time. The board agreed to turn it off as of January 3, 2021.

- 7) **One Basin-One Way Report:** The board felt that we do not use One Basin-One way but maybe have a discussing with OCC about is there something we could develop in our existing services provided that would meet that need.
- 8) **Other:**

New Business:

a) 2021 Budget:

| Budget Items | Proposed | Approved 2021 Budget |
|------------------------|-----------------|-----------------------------|
| Promotional Items | \$40,000.00 | \$40,000.00 |
| Trade Shows | \$46,800.00 | \$46,800.00 |
| Print | \$7,000.00 | \$7,000.00 |
| Website | \$23,500.00 | \$23,500.00 |
| Radio | \$11,600.00 | \$11,600.00 |
| TV | \$68,100.00 | \$68,100.00 |
| UND/NDSU Games | \$0.00 | \$0.00 |
| NDOC Truck | \$15,000.00 | \$15,000.00 |
| | | |
| | | |
| Total of Items to Date | \$212,000.00 | \$212,000.00 |
| | | \$220,000.00 |

Jerry Blomeke moved to approve the 2021 budget amount of \$220,000.00 as presented. Motion was seconded by Ron Ness. There being no further discussion the motion was called. Ayes all, motion was approved.

- b) **Keeping & Updating By-Law Changes:** Carey Burke agreed to be the keeper of the updates of the North Dakota One Call By-Laws.
- c) **Handbook Updates:** After some discussion the board agreed to print 1,000 booklets and reorder as needed. Ron and Carey volunteered to proof the new handbook.
- d) **Multiple Excavators on a single ticket locate request:** After some discussion on this issue. The board felt it should be left the way it is.
- e) **Contractor Bill:** After some discussion the board agreed that if you are a farmer and did the excavation on your own private property there would be no charge for the ticket.

Action Items:

November 12, 2020

- Tracking Classes - Ryan and Connie
- Truck Renewal - Ryan
- Excavator training Virtual - Ryan
- OCC User Group Meeting

- Excavation Meeting - Tampa
- Legislature – Law Changes
- 2020-2021 Budget - Ryan
- Handbooks - Ryan

Upcoming Meetings:

| <u>Date</u> | <u>Time</u> | <u>Type</u> | <u>Location</u> |
|-------------------|-------------|-------------|-------------------------|
| February 11, 2021 | 10:00 | Regular | AGC of ND Training Room |
| May 13, 2021 | 10:00 | Regular | AGC of ND Training Room |
| August 12, 2021 | 10:00 | Regular | AGC of ND Training Room |
| November 11, 2021 | 10:00 | Regular | AGC of ND Training Room |

There being no further business to come before the board Mike Schoepp made a motion to adjourn Richard Brierley seconded. The meeting was adjourned at 12:22.

Submitted by:
Brenda Derrig, Secretary

Don Frye, Chairman

Signature: Brenda E. Derrig

Date: 2-11-2021

Signature: Donald Frye

Date: 2-11-2021