

North Dakota One-Call Board of Directors Meeting

Meeting Date: February 9, 2017

The meeting was called to order by Don Frye at 10:05 am at the NDARC Board Room, 3201 Nygren Dr. NW, Mandan, ND.

Board Members Present:

Brooks Goodall – Telecommunications
Jerry Blomeke - Rural Water
Brenda Derrig – Cities over 5000 – Secretary

Ron Ness – Electric
Mark Dougherty – Excavators

Board Members Absent: Mike Schoepp – Gas/Pipelines – Treasurer
Dale Robbins – Cable Television – Vice-Chair

Others Present:

Ryan Schmaltz – One Call Concepts/ND One Call Board Representative
Connie Schmidt - One Call Concepts
Jim Holzer - One Call Concepts
Victor Schock - ND PSC
Susan Lynch - One Call Concepts
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. Ryan added a new agenda item, a Larks Baseball Sponsorship. Jerry Blomeke moved to approve the agenda. Mark Dougherty 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 11, 2016 meeting were presented for review and comment to the Board of Directors. Ron Ness moved to approve the minutes as submitted. Brenda Derrig seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Financial report:

The financial summary for January through December 31, 2016 was submitted as follows:

Total Income	\$343,305.06
Total Expenses	\$283,720.93
Net Income	\$ 59,584.13
Total Checking/Savings	\$726,369.47

Mark Dougherty moved to accept the financial report as presented. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved. A report for the past four year's net income was presented to the board.

Approve Bills:

Ryan Schmaltz presented the current advertising expenses for payment which include the months of October, November and December. Jerry Blomeke 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.

Special OCC Update: Susan Lynch informed the board she will be retiring. Jim will fill in for her until her position is filled. The board congratulated Susan, wished her the best on her future endeavors and thanked her for all she has done for NDOC.

NDCGA:

- a) **Stakeholders Bill Update:** There were no changes made to the bill it has passed in the House and will move to the Senate in the next few weeks.
- b) **2017 Summit Update:** The 2017 summit has been canceled - postponed. There has been a deposit made to the Bismarck civic center which is effective until 3/30/18. They will be looking at doing something before the end of March 2018. They will be having a meeting March 02, 2017 they will be discussing the issue and are hoping to get a date set for the 2018 Summit.

PSC –report:

Enforcement cases update: Victor presented the board with a detailed report on the cases they are working on at this time. Case count is down about 1/3 of the volume. There is one case from 2014 still open, 2015 one case they are in discussions and will be closing in the next few months, 2016 only one company with lots of complaints, and 2017 no new cases received.

Cases for Excavator non-payment issue: At the last meeting the PSC and board agreed on a process to handle the non-payment issues. Victor asked if the cases should be closed and it was stated they should remain open, wait until we get through the entire process and then review.

FEMSA Audit: PSC had an audit in October or November to review their procedures and laws. Out of the 240 to 260 points they received about 180 points. 186 points is a passing number. A couple of the things they were deducted for were 1) documentation showing that they are penalizing operators as well as excavators 2) 911- handbooks say call 911 but the law does not state that.

Center Operations Report:

Connie reported ticket numbers are down for 2016 but there is still strong ITIC usage. Average hold time is trending down; as a result you will see the average processing time is down as well.

Call center activity was as follows:

October to December	2015	2016	% Increase
Incoming Tickets	219,180	182,608	-16.7%
Outgoing Tickets	1,252,790	1,010,434	-19.3%

The incoming tickets represented above for 2016 were split as follows:

Operators Calls	10.92%
Excavator Calls	80.5%
Homeowner Calls	8.58%

Types of locate requests were as follows for 2016:

January – December 2016	% Total 2016
Routine	81.1%
Modify	3.3%
Respot	13.0%
Emergency	2.2%
Meets	.4%

Advertising Report:

The 2016 NDOC advertising expenditures as of December 31, 2016 are as follows:

Budget Items	Total To Date	Budget
Promotional Items	\$50,783.40	\$ 50,000.00
Trade Shows	\$16,720.98	\$18,000.00
Magazine & Other Print	\$13,038.70	\$ 11,000.00
Website	\$ 6,880.08	\$ 6,000.00
Radio	\$32,652.58	\$45,000.00
TV	\$68,128.30	\$73,000.00
Movie Theaters	\$0.00	\$7,000.00
Bill Board	\$9,900.00	\$10,000.00
NDOC Truck	\$8,350.32	\$10,000.00
Total of Items to Date	\$206,454.36	\$230,000.00

- 1) Ryan presented the advertising expenses compared to the budget with an YTD net of \$23,545.64.
- 2) **Truck report:** The truck expense report was presented for the period of October to December 2016 to the board. The balance due to OCC for the period is \$823.69.
- 3) **Sundog Advertising:** Ryan met with them after the last meeting told them the \$30,000.00 for NDSU & UND advertising must include at least one new commercial. Nothing really happening with that until April when the season starts.
- 4) **Lark Sponsorship:** Ryan presented a sponsorship package with a new summer collegiate ball club in Bismarck called the Larks. The season runs from May through August with 35 home games with a capacity of about 2,300. Looking at a 3 year commitment at a price of \$19,500.00 or a play ball partnership for 2017. They will also customize it to our needs. A committee was formed including Jerry, Mark and Ryan to review the sponsorship package.
- 5) **State Fair -** Ryan stated OCC has the Car and Bike are available for a 3 day period they would like to do the parade on Saturday the 22nd. The location for the Car and Bike was discussed and it had good access to the gate to get out of the fairgrounds which is good for security reasons but not great public exposers. The cost for sponsorship is \$5,000.00. A motion was made by Jerry Blomeke to authorize Ryan to complete the contract for vehicle placement and promotion at the state fair. The motion was seconded by Mark Dougherty. There being no further discussion the motion was called. Ayes all, motion was approved.
- 6) **Truck Lease:** There is one year left on the truck lease. The board asked that Ryan find out what the cost would be to either buy the vehicle or do another lease.
- 7) **Excavator Dinner Schedule:** 10 scheduled the first 2 weeks of March, Steele and Langdon 2 weeks later, Fargo and Bismarck to follow. Ryan shared with the board how the excavators can register on line and the schedule will be on the website as well. The board asked Ryan to send out a schedule for all the dinners.

Old Business:

- a) **National CGA Conference:** Reminder that the conference will be held in Orlando, Florida on March 14-16, 2017. .
- b) **OCC Minnesota Tech Conference** –OCC is also held a regional users group meeting with ND, MN and Iowa February 2-3, 2017. Ron presented a written report for the board. Brooks did a presentation at the meeting that was very well received. North Dakota was well represented at the meeting. Susan and Connie encouraged Brooks to do his presentation at the national user group in October or September.
- c) **Expense Policy:** Tabled until next meeting.
- d) **Web Site Changes:** The board felt the website looks good.
- e) **Excavator Non-Payment Process Update:** The letter was sent out via e-mail to 1,500 customers with a

balance due over 60 days. Waiting for January billing to go out to get a report to find out how many accounts were paid. We will get a report soon. The next step is to send out a letter from the Board.

New Business:

- a) **Fraud Case Report:** Ryan informed the board the case is dead. Ryan has learned the person that was involved in the fraudulent tickets is now working for Train ND. He received a call from a Train ND and asked if he would do a presentation for an oil company. The scheduling did not work out so they asked if one of their people could do NDOC presentation. They are going to use the person involved in the fraudulent tickets to do the training. Ryan will contact Train ND to let them know we do not want anyone doing this training using the NDOC presentation and charging for it also we do not want someone that has been involved in fraudulent tickets presenting it. He will also let him know that we do not want anyone saying NDOC approved this training. Don also informed the board the State funding for Train ND has been cut and they are now asking development organizations for funding.
- b) **UND Hockey Game Sponsorship Date:** Friday January 13, 2017 – Ryan shared the give-a-way items were gloves and bracelets this year. A motion was made by Mark Dougherty to authorize Ryan to lock in a date for a sponsorship at one of the UND hockey games in 2018. The motion was seconded by Jerry Blomeke. There being no further discussion the motion was called. Ayes all, motion was approved.
- c) **2016 Audit:** The Dinah will contact JD & Associates
- d) **Nominating Committee for 2017:** Mark and Jerry
- e) **Action Items:**

February 7, 2017:

- Summit - Ryan
- Review of Sponsorship Larks – Jerry, Mark and Ryan
- Expense Policy – Mark, Mike and Don
- State Fair Car and Bike Contract Negotiation – Ryan
- Truck Lease – Cost new lease – cost to purchase truck at the end of lease – Ryan
- Secure UND Hockey Game for 2018 – Ryan
- Nominating Committee – Mark and Jerry
- November Board Meeting Location – Ryan

f) Other

- 1) State Fair just contacted Ryan no food allowed.
- 2) November- the regular meeting room not available – Ryan will check with MDU.
- 3) Jim reminded everyone of the Users Group Meeting is in San Diego at the US Grant Hotel on September 19-21, 2018


Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
May 11, 2017	10:00 AM	Regular	NDAREC Board Room
August 10, 2017	10:00 AM	Regular	NDAREC Board Room
November 9, 2017	10:00 AM	Regular	Unknown

There being no further business to come before the board the meeting was adjourned at 12:47 PM.

Submitted by:

Brenda Derrig, Secretary

Signature: 

Date: 5-11-17

Don Frye, Chairman

Signature: 

Date: 5-11-17