

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

**Meeting Date: February 14, 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	Mike Schoepp – Gas/Pipelines
Brooks Goodall – Telecommunications	Brenda Derrig – Cities over 5000 (Via Phone)
Richard Brierley – Oil/Gathering	Ron Ness – Electric
Jerry Blomeke – Rural Water	Carey Burke – Excavators

**Board Members Absent:** Dale Robbins – Cable Television

## **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 – AGC of ND	Don Johnson – WBI Energy
Tina Beach – CHS Inc.	

## **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. Richard Brierley 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 November 08, 2018 meeting were presented for review and comment to the Board of Directors. Jerry Blomeke moved to approve the minutes as corrected. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

## **Financial report:**

The financial summary for October through December, 2018 was submitted as follows:

Total Income	\$83,983.46
Total Expenses	\$386,376.28
Net Income	(\$302,392.82)
Total Checking/Savings	\$214,048.44

Brenda Derrig moved to accept the financial report as presented. Carey Burke 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 October, November and December 2018, the truck expense total of \$1,220.33 and advertising expenses for the amount of \$39,950.79. Richard Brierley moved to approve payment of expenses as presented. Motion was seconded by Ron Ness. There being no further discussion the motion was called. Ayes all, motion was approved.

### **Appointment of Committee for Board Officers Election at May Meeting:**

Richard Brierley and Jerry Blomeke volunteered to be the committee for the Board Officers Election.

**NDCGA:** No updates to report.

**Tina Beach Request to speak to the Board:** Tina is concerned about the excavator's banquets as far as asking one company in an area putting on the banquets as well as not reaching some of the main cities in North Dakota such as Williston and Fargo. She is requesting NDOC continue to do the banquets in the major cities. The board felt the responsibility falls on the facility owners to provide the training for their excavators. At this time the contract with OCC states that the NDOC board provides the resources only for the training. The board is also concerned about the liability at the meetings. The contract with OCC expires in two years we will be looking at making improvements such as perhaps using webinars to do the training. The ND board is designed to oversee the call center at this time we do far more than that like advertising, promotion and training. We are currently doing eleven excavator banquets. The board felt things are changing and they will look at making changes when they renew the RFP with OCC. They will look at some different ways of doing the training such as material handouts or webinars. As of now Ryan is available to anyone who would request training.

### **PSC – Report:**

- a.) **Enforcement cases update:** There are 21 OCC unpaid 811 fee cases open for 2017 or older. 2018 has 35 open cases, 20 of those cases were due to Xcel submitting a large batch of complaints. There is one case for 2019 for a total of 57.
- b.) **Notable Events:** Staff did a phone audit with PHMSA at the end of November to review their Damage Prevention program. PSC did receive an adequate rating last year. The preliminary score from the PHMSA contact for the calendar year 2017 has them receiving a score of 236 which is 10 points away from a perfect score. The only deduction was for not having the requirement to call 911 in our One Call law.
- c.) **Past Due Invoices:** The letters continue to be sent out as per direction from the board, there has been some success but there are still 21 unpaid invoices that have not been paid they range in amounts from \$10 to \$497. Connie commented that the PSC has been a great help in the collection process.

### **Center Operations Report:**

- a) **Dash Board Report:** Connie reported as of December the inbound tickets are up by 8,000 for 2018. The outbound tickets are also up by 20,000 from last year with a ratio of 1 to 4. Average process time is 5 minutes higher due to the ITIC announcement. We reached a record breaking 80% inbound volume coming in from ITIC in mid-December and ended the year at 74%.
  - 1.) **Fax Notification to Members:** We are at Zero they worked with the few that waited until the last day. Once they switched, they were very happy with the results.
  - 2.) **Positive Response:** Positive response compliance was at 94% in November and went down to 91% in December. After doing some research it was discovered there were a few companies that had some issues with the codes being used incorrectly after some education we were back up to 97% in January. There are some companies that still need some work on compliance OCC will work with them to get them on the right path.
  - 3.) **Next Gen:** OCC is in the process of testing next generation of ITIC. If everything goes as planned, they will be contacting the board to ask for people that the board would like to get in and work with the system to see if there is anything they would like to see in the system. They will also be contacting locators to get their feedback as well. After that they will do a controlled launch.

Call center activity was as follows:

January to December 2018		2017	2018	% Increase
Incoming Tickets		165,315	172,839	0.0455%
Outgoing Tickets		919,973	937,317	0.01885%



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

Operators Calls	11.71%
Excavator Calls	80.36%
Homeowner Calls	7.94%

Types of locate requests were as follows for 2018:

January to December 2018	% Total 2018
Routine	78.0%
Modify	2.9%
Respot	14.6%
Emergency	2.3%
Meets	.3%
Survey	1.8%

#### Advertising Report:

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

Budget Items	Total to Date	Budget
Promotional Items	\$50,226.59	\$50,000.00
Trade Shows	\$34,994.33	\$18,000.00
Magazine & Other Print	\$11,980.51	\$17,000.00
Website	\$4,347.42	\$12,000.00
Radio	\$18,056.00	\$22,500.00
TV	\$94,856.08	\$90,500.00
UND/NDSU Games	\$23,037.00	\$30,000.00
Bill Board	\$ 0.00	\$10,000.00
NDOC Truck	\$12,291.37	\$10,000.00
Total of Items to Date	\$249,789.30	\$260,000.00

Ryan presented the advertising expenses compared to the budget with an YTD net of \$10,210.70

- 1) **Truck report:** The truck expense report was presented for the period of January through December 2018. The balance for the period is \$1,220.33.
- 2) **Larks Update:** Ryan reported the Larks, Minot and Dickinson have been paid. He plans on doing hats again this year. He is trying to have the hats look the same but using their team colors.
- 3) **Larks Game Night 2019:** Set for Saturday August 3, 2019 please let Ryan know who would like to attend the game. He needs to get the tickets now. He is working on getting the Minot and Dickinson game nights set for 2019.
- 4) **Excavating Training:** Ryan informed the board OCC is doing online registration. At this time there are 289 registered.

#### Old Business:

- a) **App for NDOC:** Connie reported Apple is holding up the process. OCC needed to make some changes, which has been done. OCC is waiting to hear from them with the go ahead. She will notify the board when they have the approval.
- b) **National CGA Conference:** The conference will be located in Tampa Florida March 26-29, 2019.
- c) **Northern User Group:** OCC did a user group meeting in Minneapolis, MN January 24-25, 2019. Ron and Don agreed the meeting was very informative. Ron felt the meeting was done very well and was very

educational. Attendance was down to the weather.

**New Business:**

- a) **Committee for By Law Changes:** At the time the law changed and a new member was added to the board the by-laws were not updated (board make up). The change needs to be made and brought to two meetings, approved and registered with the Secretary of State. Carey Burke and Richard Brierley volunteered to be on the committee to make the changes.
- b) **Committee for RFP Contract:** Think about what we need to improve on and who would like to be on the committee.
- c) **Expiration Date on Tickets:** There are contractors asking to see an expiration date on the ticket. There are a couple ways of doing it one would be entering it in the remarks field. Or we could enter a new field on the ticket which would take a lot of programming to do this. It would take a few months to get done. The third alternative would be to use a different format for their ticket.
- d) **NDOC Handbook Reprinting:** There are 18 Boxes of booklets which means there are approximately 4,500 books on hand. There are two changes that need to be made. One thought was that we do not order new books and place stickers to make the corrections.
- e) **Action Items:**

**February 14, 2019**

- Board Elections
- PFP Committee
- Excavator Banquets
- By-Law Changes
- CGA Meeting
- Stickers
- Expiration date on ticket-Connie


**Upcoming Meetings:**

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
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
November 14, 2019	10:00	Regular	Capital Electric Co-Op Board Room
February 13, 2020	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 Brooks Goodall seconded. The meeting was adjourned at 12:15 PM.

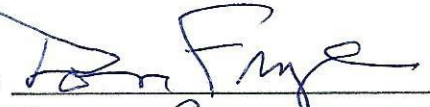
Submitted by:

Brenda Derrig, Secretary

Signature: 

Date: May 9, 2019

Don Frye, Chairman

Signature: 

Date: May 9, 2019