

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

**Meeting Date: May 8, 2014**

The meeting was called to order by Chair Dale Robbins at 10:05 am at the NDARC Board Room at 3201 Nygren Drive Northwest, Mandan, ND.

## **Board Members Present:**

Dale Robbins – Cable Television – Chair  
Don Frye – Cities under 5000 – Vice-Chair  
Brooks Goodall – Telecommunications  
Jerry Blomeke – Rural Water – Treasurer

Brooks Goodall – Telecommunications  
Mike Schoepp – Gas/Pipelines  
Brenda Derrig – Cities over 5000 – Secretary

## **Board Members Absent:**

Ron Ness – Electric

Mark Dougherty – Excavators

## **Others Present:**

Ryan Schmaltz – New ND One Call Board Representative  
Jim Holzer – One Call Concept  
Aaron Morman - ND PSC  
Julie Prescott - ND PSC

Frank Planton - One Call Concepts  
Clint Thomas - ND PSC  
Patrick Fahn - ND PSC

## **Minutes:**

### **Roll Call:**

Introductions were made; board members and others present are listed above.

### **Agenda:**

The following items were added to the agenda:

- 7di. Other OCC funding options
- 7bii Commercial updates
- 8d Revisit pipeline crossing standards

The agenda for the meeting of the North Dakota One Call Board of Directors was presented and approved as amended. Don Frye moved to approve the agenda. Jerry Blomeke seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

### **Election of Officers:**

Don Frye made the motion to reelect all the current officers:

- Dale Robbins - Chair
- Don Frye - Vice Chair
- Brenda Derrig - Secretary
- Jerry Blomeke - Treasurer

Brooks Goodall seconds the motion. There being no further discussion the motion was called. Ayes all, motion approved.

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

Minutes of the February 13, 2014 meeting were presented for review and comment to the Board of Directors. Dale Robbins noted that Chad Olson was in the approve bill section and it should be Ryan Schmaltz. Don Frye moved to approve the February 13, 2014 amended meeting minutes. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

**Financial report:**

The financial summary for January through March 2014 was submitted as follows:

Total Income	\$ 14,762.93
Total Expenses	\$ 27,710.17
Net Income	\$ -12,710.17
Total Checking/Savings	\$ 450,330.46

Brenda Derrig moved to accept the financial report as presented. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

**Approve Bills:**

Ryan Schmaltz presented the current advertising expenses for payment which include the months of January, February, and March. Ryan stated that he is having issues with Results Unlimited. He may look into some other options once the contract is up. Jerry Blomeke moved to approve payment of advertising expenses as presented. Motion was seconded by Don Frye. There being no further discussion the motion was called. Ayes all, motion was approved.

**Center Operations Report:**

Center Operations:

Call center activity was as follows:

<b>January – March</b>	<b>2013</b>	<b>2014</b>	<b>% Increase</b>
Incoming Tickets	20,533	20,457	0
Outgoing Tickets	135,594	126,052	-0.8

The incoming tickets represented above for 2014 were split as follows:

Operators Calls	11%
Excavator Calls	86%
Homeowner Calls	3%

Types of locate requests were as follows for 2014:

<b>January – March 2014</b>	<b>% Total 2014</b>
Routine	63.3%
Emergency	6%
Respot	23%
Modify	7.4%
Meets	.3%

Hold times for 2014 averaged 21 seconds and processing times averaged 7 minutes.

**Advertising Report:**

The 2014 NDOC advertising expenditures are as follows:

<b>Budget Items</b>	<b>Total Year-End</b>	<b>Budget</b>
Promotional Items	\$6,094.68	\$27,000.00
Magazine & Other Print	\$4,565.20	\$15,000.00
Website	\$0	\$10,000.00
Trade Shows	\$1,015.00	\$8,000.00
Radio-Billboard-TV Advertising	\$31,409.10	\$115,000.00
Total of Items to Date	\$43,083.98	\$175,000.00



The 2014 NDOC Radio-Billboard-TV advertising expenditures are as follows:

<b>January – March</b>	<b>Total 2014</b>
Radio	\$8,543.60
Billboard	\$6,365.50
TV	\$16,500.00

**Commercials:**

Ryan Schmaltz stated that the existing commercials are a little outdated and would like to make some updated commercials to get into circulation. Cable One has done them in the past and has been economical. Ryan stated that he has been visiting with the Creative Team at OCC and would like to use them. They would bring someone to ND to shoot raw video to make 3 to 4 commercials. The old commercials are not high definition and these would be. The Board supported updating the commercials.

**PSC Grant:**

Pat Fahn stated that they did receive the grant to fund billboard advertising. Ryan Schmaltz stated that we do have billboard advertising out there also. We will work together to make sure that the sign locations do not overlap. We have updated our sign design and if PSC would like any assistance the OCC Creative team could work with them also if they would like to update their signs.

**Damage Prevention Updates:**

**Damage Prevention Dinners:**

Meetings went well. They were well attended. Dale Robbins stated that it would be good if we could get attendees to ask more questions. Ryan stated that attendees will come up to him after meetings and ask questions. He will then incorporate those questions into his next presentation. Mike Schoepp asked if there were any comments about the changes in law. Ryan Schmaltz stated that MDU has seen damage go up 30%.

**PSC Enforcement Case File Update:**

The PSC went through the ongoing cases. There are multiple complaints against Northern Excavating. They have been nonresponsive. PSC Commission has researched if they can take away a contractors license and it looks like this can't be done. This may be something that should be added into the law if the contractor is not responding to fines. Pat Fahn stated that they had one instance where a contractor did not show up for their hearing and was found guilty and is no longer working in the State. We are starting to see more hearings and will soon have more fines. The PSC is trying to find a procedure for collecting the money. If you do not comply with the Commission Order you are in violation. Complaint numbers are increasing, as operators and contractors become aware of the complaint process.

**CGA Update:**

The next meeting is in Bismarck on June 11<sup>th</sup>. They are not seeing a lot of participation in eastern North Dakota. They were going to meet in Devils Lake in May, but could not find a venue. CGA is going to team up with us to man the booth at the State Fair. The booth will be for CGA and ND One Call, since Ryan has a double booth.

**Redhawks Game:**

The game is August 23<sup>rd</sup>. Ryan ordered baseballs again to distribute before the game

**Trip to One Call Center:**

This will be on June 11<sup>th</sup> – 13<sup>th</sup> to Davenport Iowa. The Board Meeting will be on Friday.

**Update:**

Jim Holzer stated California Chrome is wearing the 811 logo. He had asked the Board if they would like to contribute funds to support the 811 message. They are looking for a larger amount of money and if they do not hit it they will not use any of the money. Jerry Blomeke asked if we can use this for any of our advertising. Jim said he did not know yet if that can be done there may be some restrictions, but will check into it. Don Frye stated maybe a ND One Call ad could be aired during the race. Don watched the race and the 811 was very

visible. Jerry Blomeke made a motion to contribute \$2,500. Motion was seconded by Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved. The Technology meeting will be October 1<sup>st</sup> – 3<sup>rd</sup> at the Fairmont Olympic Hotel in Seattle Washington. The first day will be a session with the folks doing outreach work for the Centers and second day will start the technology meetings. The last day will be a half day of technology.

Frank Planton stated that there is a joint meeting of northwestern states that brings stake holders together interested in Damage Prevention and what other states are doing. It will be in Big Sky Montana on September 17<sup>th</sup> and 18<sup>th</sup>. It is not OCC connected, it is typically hosted by Utility Coordinating Councils. Jim Holzer stated that typically you will see Washington, Oregon, Idaho, Alaska, and Montana attending.

Jerry Blomeke asked about an instance of an extended wait around the five pm time frame. Ron Ness had reached out to Connie and she stated that this is a transition time and emergencies are bumped ahead of regular calls. Ryan Schmaltz stated that he had visited with Ron also and it sounds like the individual was on hold for fifteen minutes and called right back and got right through. There may have been a glitch with the first call.

#### ITIC Training:

Ryan Schmaltz updated the Board on ITIC users. They have 23 users moving from User 4 (under review) to User 5 (no longer being reviewed). Ryan has a long list of people wanting map training. He has been working through the list. There is a shortcut on the website that sends Ryan an email with their information to get ITIC training than he reaches out to them with an email to set something up. Ryan and Connie Schmidt are working to be proactive to get users moved up User 5 status.

#### Old Business:

February 13<sup>th</sup> Action Items:

Ryan Schmaltz

- Check with pipeline commission to see if O-Ryan and Gas still exit. Possibly check with Secretary of State in ND and SD to see if they are still incorporated.
  - Ryan used the meetings to see if he could find some information. He was directed to a website called The Drilling Edge. This site shows if sites have been sold and who the new owner is. Ryan reached out to them to let them know they have to register with the ND One Call. They are two new companies that own the sites. One was already set up as a member and the other was not. Ryan asked if they need to be registered with the ND One Call as a stakeholder as they own everything on their property. Dale Robbins stated that in past discussions it was determined that they need to be a stakeholder.
- Check into the possibility of a sticker to be used to make a correction in the handbook on page 41.
  - Ryan did check into the cost of placing a sticker into the books. It would be less than \$500. Ryan has only 2,100 left of the 12,000 that were ordered. Ryan has been addressing the typos at his Damage Prevention Dinners. We could order stickers for just the remaining books. Jerry Blomeke made a motion to order more books with the typos changed. Motion was seconded by Don Frye. There being no further discussion the motion was called. Ayes all, motion was approved. The Board directed Ryan to determine the number needed.
- Check into details and cost of doing another Fargo Redhawks game.

Dale Robbins

- Email PSC members about the potential of attending future meetings.

Connie Schmidt

- Report back on who uses Emergency I Robot.
  - Connie would like to defer this to the next meeting.

Don Frye and Mike Schoepp

- Officer nominating committee.

All remaining actions items from February 13, 2014 have been completed.



#### Audit Report:

Jerry Blomeke submitted the Audit Report. Don Frye made a motion to receive and accept the Audit Report Motion was seconded by Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved.

#### 50% Ticket Discount:

Connie Schmidt has all the information, she was planning to attend the meeting but could not. Jim is suggesting that for those members not using E-I Robot is to cover the cost. The one concern is that currently the ND One Call has a surplus, but if that decreases you may have to reach out to the members and tell them they will have to pay. Connie is working on what that cost will be to cover this option. Once the Board has the cost, they can make that decision. The actual amount will not be known until the end of the month. The cleanest way to track the fees would be to reimburse the Board and bill us for E-I Robot. Connie will get the proposal to us for the next meeting.

#### Pipeline Crossing Standards:

Brooks Goodall discussed the inconsistencies with the pipeline rules and regulations for utilities to cross. This was discussed at the last meeting, but PSC was not there. Brooks was wondering if the PSC had any comments. Pat Fahn is not aware of any group looking at this.

#### New Business:

##### OCC Contract Proposal:

OCC Contract expires March 2015. Jim Holzer presented the Board with a 3 year extension of the current contract. Don Frye made a motion to extend the OCC contract 3 years. Motion was seconded by Jerry Blomeke. There being no further discussion the motion was called. Ayes all, motion was approved.

#### May 8<sup>th</sup> Action Items:

Ryan

- Visit with Stacey from PSC about possibly working together at the State Fair.

Dale Robbins

- Letter to OCC regarding acceptance of proposal extension for 3 years.

Connie Schmidt

- Report back on who uses E- I Robot.

Jim Holzer

- Check on funds for previous year's ticket overage.

#### Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
November 13, 2014	10:00 AM	Regular	NDAREC Board Room
February 12, 2015	10:00 AM	Regular	NDAREC Board Room
May 14, 2015	10:00 AM	Annual	NDAREC Board Room
August 13, 2015	10:00 AM	Regular	NDAREC Board Room

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

Submitted by:

Brenda Derrig, Secretary

Dale Robbins, Chairman

Signature: B. Derrig

Signature: Dale Robbins

Date: 8-14-15

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