

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

**Meeting Date: November 9, 2012**

The meeting was called to order by Vice-Chair Don Frye at 10:00 am at the NDARC Board Room at 3201 Nygren Drive NW, Mandan, ND.

## **Board Members Present:**

Don Frye – Cities under 5000 – Vice-Chair  
Brooks Goodall – Telecommunications  
Ron Ness - Electric  
Mike Scheopp – Gas/Pipelines

Brenda Derrig – Cities over 5000 - Secretary  
Mark Dougherty – Excavators  
Jerry Blomeke – Rural Water – Treasurer

## **Board Members Absent:**

Dale Robbins – Cable Television – Chair

## **Others Present:**

Chad Olson – ND One Call Board Representative  
Aaron Morman – PSC

Chris Monroe – PSC

## **Minutes:**

### **Roll Call:**

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 with adding western ND concerns and approved as amended.

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

Minutes of the August 9, 2012 meeting were presented for review and comment to the Board of Directors. Mark Dougherty made a motion to approve the August 9, 2012 meeting minutes as presented. Jerry Blomeke seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

### **Financial report:**

Treasurer Jerry Blomeke submitted the financial summary for January through September 2012 as follows:

Total Income	\$ 142,386.61
Total Expenses	\$ 106,861.19
Net Income	\$ 35,525.42
Total Checking/Savings	\$ 324,394.74

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

### **Approve Bills:**

Chad Olson offered the current advertising expenses for payment which include the months of July, August, and September. Mike Scheopp made a motion to approve payment of the advertising expenses as presented. Motion was seconded by Mark Dougherty. Ron Ness asked if the CGA payment was a onetime cost. Chad stated that it was. 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>July – September 2012</b>	<b>2011</b>	<b>2012</b>	<b>Increase Total</b>
Incoming Tickets	60,739	69,124	8,385
Outgoing Tickets	319,546	383,115	63,569

The incoming tickets represented above were split as follows:

Operators Calls	16%
Excavator Calls	73%
Homeowner Calls	11%

Types of locate requests were as follows for the third quarter of 2012:

<b>July – September 2012</b>	<b>% Total 2012</b>
Routine	77%
Emergency	2 %
Update	21 %

Methods used to request locates were as follows for the third quarter of 2012:

<b>Call Method</b>	<b>% of Total</b>
Fax	6%
ITIC	41%
Operator Ticket	53%
Total Tickets	

Hold times for the third quarter averaged 47 seconds and processing times averaged 7.5 minutes. Chad is working with Randy at OCC on a smart phone app for a one call ticket request. Ron Ness questioned the average hold times. There was a miscalculation this summer and Ron was wondering if it was now being calculated correctly. Chad Olson stated that he would check to confirm that the correct formula was used to calculate the average hold time. Ron Ness also asked if OCC had adjusted their policy for ITIC users that were being set back to zero when there was an error prior to 40 consecutive correct requests. Chad stated that they were now setting people back 5 if they input an incorrect ticket.

**Advertising Report:**

The 2012 NDOC advertising expenditures are as follows:

<b>Budget Items</b>	<b>Total to Date</b>	<b>Budget</b>
Promotional Items	\$12,280.16	\$25,000.00
Magazine & Other Print	\$15,606.64	\$8,000.00
Website	\$0	\$5,000.00
Trade Shows	\$6,572.51	\$8,000.00
Radio-Billboard-TV Advertising	\$78,468.88	\$94,000.00
Total of Items to Date	\$112,938.19	\$140,000.00

Jim Holzer is looking into options for the website. There was discussion on if the Specials delivery advertising was worth the cost.

**Damage Prevention Presentations/Exhibit/Meeting Updates:****PSC Enforcement Case File Update:**

The PSC provided an update on the status of damage prevention cases that have been brought forward. OCC has filed a claim for people not paying their bill. It was discussed that OCC would package the claims together yearly and submit the complaint to PSC.

It was asked if there were any new complaints. There were none. There was discussion on concerns with Century Link and ELM regarding issues with response time on locate requests. There was also a concern brought up on Q3 and Xcel that they are not both calling in locates. Both contractors are working off of one ticket. Xcel is doing the excavating and Q3 is doing the boring. Xcel is submitting the locate request therefore Q3 is not getting billed. Chad has called and is awaiting a response.

**CGA Startup:**

Chad stated that the next CGA meeting is December 6<sup>th</sup> at WBI Energy Building at 1pm.

**Complaint Response:**

Chad asked if the Board would like him to continue his protocol when receiving utility or excavator complaints. He currently calls the company that the complaint is against and will also send letters. The Board stated that this has been positive in reducing the amount of incidents that are leading to complaints at the PSC. If it is a recurring incident there is the option to file a formal complaint with the PSC.

**OCC Update:**

Positive response is not working but will be shortly.

**Old Business:**

**August 9<sup>th</sup> Action Items:**

- Look into ticket review process. Jim has done this the caller is now going back 5 tickets.
- Chad updated the website on respot and made the scroll larger. Chad also asked about how we want the Board on the website. Previously the Board was separated in its own tab it is now combined with all the contact numbers. The Board wanted the contacts separated so that they were not combined with OCC contacts.

Actions items from August 9, 2012 have been completed.

**Meet ticket review:**

Meet ticket is also not up and running yet. They ran some test tickets and it should be running soon.

**Evaluate ticket pricing:**

We are now receiving the discounted ticket price. Jerry stated that it was his understanding that we would take the funds that we get this year and distribute a deduction for the next year. The new fee structure would be implemented after February meeting. We will place this on our February agenda to discuss.

**New Business:**

**Past Due Invoices:**

Mark Dougherty stated that he visited with Lyle Palmer and MDU is in the process to purchase his system. It was decided to take him off the list of delinquent payments.

**Century Link/ELM Concerns:**

The Board reviewed an email from Aevenia regarding response times on tickets from ELM on Century Link locates. Mark Dougherty stated that he will call and visit with Aevenia.

**OCC Meeting Update:**

Ron Ness and Brenda Derrig attended along with Chad Olson. They felt it was very informational and that all Board members should try to attend at some time in their tenure. Some new items are the ITIC 2 and IMAP upgrades. Chad also was able to visit with OCC staff to start looking into a smart phone application to submit a locate request. There was also discussion on the 811 Motorcycle. Chad is trying to get it for the State Fair and we will try to see if there is an event in Fargo that we could have it at prior to the State Fair, possibly a Redhawks Game.



### 2013 Budget:

There was discussion on the Contractor meetings and the donation amount. This past year our donation were increased to \$500 a meeting and there are approximately 15 meetings. The Board has been contributing a GPS for Contractor Meetings. It was decided that we change it to an IPAD mini. Jerry made a motion to increase the Magazine and other print line item by \$5,000. The motion was second by Brooks Goodall. Mark Dougherty amended the budget to increase the Radio-Billboard-TV Advertising by \$6,000. This motion was second by Brooks Goodall. There being no further discussion the motion was called. Ayes all, both motions were approved.

Budget Items	2012 Budget	2013 budget
Promotional Items	\$25,000.00	\$25,000.00
Magazine & Other Print	\$8,000.00	\$13,000
Website	\$5,000.00	\$5,000
Trade Shows	\$8,000.00	\$8,000
Radio-Billboard-TV Advertising	\$94,000.00	\$100,000
Total of Items to Date	\$140,000.00	\$151,000

### Palmers Trailer Court:

Review at next meeting at which time MDU should have ownership of his system.

### 2012 Audit:

Jerry stated that he will use the same company that did last year's Audit. The Board moved to direct Jerry to move forward with the 2012 Audit.

### August 9<sup>th</sup> Action Items:

Discuss 2013 Discount Ticket Pricing

Chad Olson:

- Follow up on changing the Board information on the website.

Jerry Blomeke

- 2012 Audit

Chad discussed doing a tour of the One Call Center and also a Western Tour. The Western tour would be worked around our May meeting. Chad will work on some dates to go to the One Call Center and see who can all attend.

Brooks Goodall wanted to discuss and get up to date on the Western North Dakota issues. Since he has gotten on the Board he has taken many calls. Everyone is dealing with cut utilities. Many of the issues are being caused by out of town contractors. Mark reinforced that complaints need to be filed with the PSC so that these issues can be reflected.

### Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
February 14, 2013	10:00 AM	Regular	NDAREC Board Room
May 9, 2013	10:00 AM	Annual	NDAREC Board Room
August 8, 2013	10:00 AM	Regular	NDAREC Board Room
November 14, 2013	10:00 AM	Regular	NDAREC Board Room
February 13, 2014	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

Signature: Bh D

Date: 2-14-2013

Dale Robbins, Chairman

Signature: Dale Robbin

Date: 2-14-2013