

North Dakota One-Call Board of Directors Meeting

Meeting Date: November 08, 2018

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	Dale Robbins – Cable Television
Brenda Derrig – Cities over 5000 (Via Phone)	Richard Brierley – Oil/Gathering
Ron Ness – Electric	Jerry Blomeke – Rural Water
Carey Burke – Excavators	

Board Members Absent: None

Others Present:

Ryan Schmaltz – One Call Concepts/ND One Call Board Representative	
Frank Planton - One Call Concepts	Victor Schock - ND PSC
Dinah Roberson – AGC of ND	Brent Pingel – Treasure of ND CGA

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. Dale Robbins moved to approve the agenda. Mike Schoepp 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 09, 2018 meeting were presented for review and comment to the Board of Directors. Richard Brieley moved to approve the minutes as presented. Carey Burke seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Financial report:

The financial summary for January through September, 2018 was submitted as follows:

Total Income	\$60,042.79
Total Expenses	\$237,140.59
Net Income	(\$177,097.80)
Total Checking/Savings	\$335,343.46

Jerry Blomeke moved to accept the financial report as presented. Brooks Goodall 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 2018, the truck expense total of \$3,297.44 and advertising expenses for the amount of \$129,312.54. Dale Robbins moved to approve payment of expenses as presented. Motion was seconded by Brenda Derrig. There being no further discussion the motion was called. Ayes all, motion was approved.

Capital Electric – Private Underground Facilities:

Customers are complaining private underground facilities are not marking after the meter. What can One Call do to help educate customers? At this time this is mentioned in in several areas. 1) it is mentioned when you make a phone call or on line 2) after you submit a ticket it is also there 3) it is on the bottom of the homeowner’s ticket 4) it is on the excavator’s ticket 5) and it is also on the homeowner’s page of the website. After some discussion the board made the decision to have Ryan work with Connie to put further clarification on the homeowner’s page.

NDCGA:

- a.) **Summit:** Rich introduced Brent Pingel the treasurer for the NDCGA. Brent presented the spreadsheet of the bank account for the past 2 years. He also stated that five companies responded with sponsorship funding of \$4,000.00 leaving a shortfall of about \$5,000.00 to pay the Bismarck Event Center. As per the prior motion the board will fund an additional \$5,000.00 to the NDCGA to cover the additional expenses.
- b.) **NDCGA Meeting** –The next meeting will possibly be held in November they will e-mail notification of the date.

PSC – Report:

- a.) **Enforcement cases update:** There are 21 OCC unpaid 811 fee cases open for 2017 or older. Victor reported there has been a dramatic uptick in the number of complaints received. There have been 10 or 15 in the last few months.
- b.) **Notable Events:** Staff is meeting with PHMSA at the end of November to review their Damage Prevention program. PSC did receive an adequate rating last year and they expect to receive a similar result for 2017.
- c.) **Past Due Invoices:** The letters have been sent out as per direction from the board, there has been some success but there are still a few that have not paid. Ryan and Victor will put a report together and talk to the Commissioner to see how we move forward. The board will discuss at the February meeting.
- d.) **Other:** OSHA – Victor reached out to OSHA but has not heard back from them.

Center Operations Report:

- a.) **Dash Board Report:** Ryan reported as of September the inbound tickets are up from last year. The outbound tickets are also up by 4 to 1 ratio from last year. Year to date this year we are on track to reach one million depending on the weather. We are now at 74% of inbound volume coming in from ITIC.
 - 1.) **Fax Notification to Members:** They are down to 55 stations receiving faxes – deadline will be December 31, 2018 to stop sending faxes completely. Other options for them would be via e-mail or voice out. They will give them a ten day grace period after that time they will possibly receive a penalty similar to Iowa. **Jerry Blomeke made a motion to set the ticket price for faxes after the ten day grace period at \$10.00 per ticket. Motion was seconded by Mike Schoepp.** There being no further discussion the motion was called. Ayes all, motion was approved.
 - 2.) **Positive Response:** OCC will prepare a report for and will send it out to the board. There were a few companies that are still not compliant.

Call center activity was as follows:

January to Sept 2018		2017	2018	% Increase
Incoming Tickets		130,188	137,583	0.0568%
Outgoing Tickets		725,478	742,832	0.02392%

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

Operators Calls	11.84%
Excavator Calls	78.99%
Homeowner Calls	9.17%

Types of locate requests were as follows for **2018**:

January to Sept 2018	% Total 2018
Routine	84.2%
Modify	2.2%
Respot	10.4%
Emergency	1.7%
Meets	0.3%
Survey	1.2%

b) Advertising Report:

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

Budget Items	Total to Date	Budget
Promotional Items	\$44,514.72	\$50,000.00
Trade Shows	\$33,024.33	\$18,000.00
Magazine & Other Print	\$11,047.14	\$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	\$10,9144.00	\$30,000.00
Bill Board	\$ 0.00	\$10,000.00
NDOC Truck	\$11,071.04	\$10,000.00
Total of Items to Date	\$227,830.73	\$260,000.00

Ryan presented the advertising expenses compared to the budget with an YTD net of \$32,169.27

- 1) **Truck report:** The truck expense report was presented for the period of January through September 2018. The balance for the period is \$3,297.44.

Ryan Schmaltz Report:

- 1) **Larks Update:** Ryan will reach out to them for end of the season meeting to recap the year. The 811 game night this year went very well. He will ask if we can get 30 reserved tickets for our 811 game night for 2019. We have one more year in our contract.
- 2) **Budget Planning 2019:**
 - a) **Fishing show:** would be an estimated cost of \$25,000.00. The board felt they did not have enough information to move forward at this time. They would be willing to look at it for next year.
 - b) **Minot baseball:** estimated cost of \$10,000.00.
 - c) **Dickinson baseball:** \$9,000.00 estimated cost. Ryan also presented some other options for the board to consider. Jerry Blomeke moved to set the overall advertising budget at \$265,000.00 but within that include the two proposals on the baseball teams. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.
- 3) **Excavating Training:** Ryan is looking at doing a breakfast in Fargo. Training will be set up in the same cities as last year. Ryan will keep the board informed of the dates and locations.

Old Business:

- a) **Miami Tech Conference:** Conference was held September 25 -27, 2018 in Miami. Don Richard and Carey presented a report for the board.
- b) **Nex Gen Roll Out:** Ryan reported that they are refining some of the rules and are looking at rolling it out for testing by Ryan, Connie and the call center by the beginning of 2019. Ryan's goal is to have a sandbox version for the excavating training.
- c) **Web Site Discussion:** Ryan shared with the board the changes made to the NDOC web site. They have added a rotating banner at this time there are three things in the rotation, but additional items can be added

as needed. Three other things that were added are Facebook, ITIC training requests and filing complaints.

New Business:

- a) **App for North Dakota:** At this time the Android app is ready to go but the IOS is not. OCC will wait to release the apps until all are available.
- b) **National CGA:** Tampa, Florida March 26-29, 2019.
- c) **Northern User Group Meeting:** OCC will be doing a user group meeting in Minneapolis, MN on January 24-25, 2019.

d) Action Items:

November 11, 2018

- Fax Notification to Members
- Larks
- Nex Gen
- Northern User Group Report

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

There being no further business to come before the board Carey Burke made a motion to adjourn Jerry Blomeke seconded. The meeting was adjourned at 1:25 PM.

Submitted by:

Brenda Derrig, Secretary

Don Frye, Chairman

Signature: _____

Signature: _____

Date: _____

Date: _____