

North Dakota One-Call Board of Directors Meeting

Meeting Date: November 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
Brooks Goodall – Telecommunications
Richard Brierley – Oil/Gathering

Mike Schoepp – Gas/Pipelines
Carey Burke – Excavators
Jerry Blomeke – Rural Water

Board Members Absent: Ron Ness – Electric, Dale Robbins – Cable Television, Brenda Derrig – Cities over 5000

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 Dinah Roberson – Accounting

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. Carey Burke 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 8, 2019 meeting were presented for review and comment to the Board of Directors. Brooks Goodall moved to approve the minutes with corrections. Richard Brierley 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, 2019 was submitted as follows:

Total Income	\$268,854.36
Total Expenses	\$177,006.73
Net Income	\$ 91,847.63
Total Checking/Savings	\$300,396.07

Jerry Blomeke moved to accept the financial report as presented. Richard Brierley 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 2019, the truck expense total of \$1,346.06 and advertising expenses for the amount of \$136,844.07. Richard Brierley moved to approve payment of expenses as presented. Motion was seconded by Mike Schoepp. There being no further discussion the motion was called. Ayes all, motion was approved.

NDCGA: Ryan reported that there is still interest in getting it started up again. He will report back at the next meeting with any updates.

PSC – Report: Victor reported.

Enforcement cases update: There are 6 OCC unpaid 811 fee cases open for 2017 or older. 2018 has 11 open cases. There are 9 cases for 2019 for a total of 26. Cases are going well.

Notable Events: PSC received the report from PHMSA they have a passing grade for the year. There were points deducted because they do not have 911 in the law and because of some reporting concerns.

Staff Comments: 811 of SD has contacted PSC to get some input as to the claim process in ND. Victor has given them the information they needed. There was some discussion on rural water districts notifying excavators when their marks are within two feet.

Center Operations Report:

Dash Board Report: Connie reported

YTD volume numbers from January through September are down by 5,000 tickets due to the weather. When looking at the current numbers for November the tickets are only down by 4,300 showing a trend toward an increase for year end.

Outgoing YDT messages are down by 5000 but November numbers are only down by 3300 so we are still within the one to five ratio.

Average hold time was up a bit from 2018 because they were spending more time promoting and discussing ITC Next Gen with contractors.

Average processing time went down looking at September it was at 8.5 and went down to 7.3 because they started the ITIC promotion.

Incoming tickets everything is pretty standard with the exception of survey tickets they are down from 3000 to 2600.

ITIC numbers We are at 77% for the month for YTD it is at 75.1%. Connie pointed out that we are getting more homeowners using ITIC.

Positive response We are at a consistent 97% for the year. They are having problems with statusing tickets. Companies are using the code **locate not complete spoke to excavator and made other arrangements** but they had not talked to anyone. This has been a concern when using this status code. After some discussion the board decided to tentatively add 5 required fields to the status code. The fields are Date & Time, phone number, name of locator, name of excavator and alternate plan.

- 1.) **ITIC NXT:** Connie reported they rolled it out on November 5th they hand selected 10 users the first week and asked them to enter their live tickets in the new system. After they have completed entering their ticket, they were asked to do a survey after which they would receive a mug and a gift card. There have been 95 tickets in the past 2 weeks. They will be adding an additional 10 users each week until the end of the year. If there are no problems, they will open it up to everyone on January 1, 2020. Connie informed the board they will be working on some training for users.

Call center activity was as follows:

January to Sept 2019		2018	2019	% Increase
Incoming Tickets		137,583	134,786	-0.0203%
Outgoing Tickets		742,832	744,481	0.00221%

The incoming tickets represented above for 2019 were split as follows:

Operators Calls	11.32%
Excavator Calls	80.03%
Homeowner Calls	8.65%

Types of locate requests were as follows for 2019:

January to September 2019	% Total 2019
Routine	76.3%
Modify	3.1%
Respot	15.7%
Emergency	2.7%
Meets	.2%
Survey	2.0%

b) Advertising Report:

The 2019 NDOC advertising expenditures as of September 2019 are as follows:

Budget Items	Total to Date	2019 Budget
Promotional Items	\$46,469.72	\$50,000.00
Trade Shows	\$50,922.18	\$55,000.00
Magazine & Other Print	\$13,048.93	\$17,500.00
Website	\$3,686.94	\$23,304.00
Radio	\$17,472.70	\$20,500.00
TV	\$81,308.80	\$72,696.00
UND/NDSU Games	\$6,200.00	\$16,000.00
Bill Board	\$ 0.00	\$0.00
NDOC Truck	\$3,687.67	\$10,000.00
Total of Items to Date	\$222,796.94	\$265,000.00

Ryan presented the advertising expenses compared to the budget with an YTD net of \$42,203.08

- 1) **Truck report:** The truck expense report was presented for the period of July through September 2019. The balance for the period is \$1,346.06.
- 2) **Truck renewal:** We have 1 year left on the 3-year truck lease. The board agreed to do another lease maybe look at dropping the mileage from 20,000 to 16,000 to 18,000 miles per year. The truck wrap was also brought to the board's attention to think about any other ideas they might have.

c) Ryan Schmaltz Report:

- 1) **2020 Excavator Banquets:** NDPA had a meeting in October it looks like they are going to try and get Paradigm to run the meetings for Fargo and Williston. Ryan likes to get the banquets scheduled before the end of the year. Ryan is looking at different companies for ordering soft sided coolers again this year for door prizes.
- 2) **Handbooks:** Ryan informed the board he has two boxes of the new handbooks ready for distribution.

Old Business:

- 1) **Committee for RFP Contract:** Cary reported the members of the committee have all gone through the RFP contract. The deadline dates are as follows: The final draft will be presented at the February meeting. Advertise the RFP March 15, 2020. May proposal deadline. May 14, 2020 board meeting select finalists. July 1, 2020 notify finalists for interviews. Around August 13, 2020 board meeting interview finalists. August 2020 select finalist. November 2020 contract approval. Contract Period February 27, 2021 to February 26, 2024.
- 2) **2020 Advertising Budget:** After some discussion the board asked Ryan to look into the Red Hawks some other options.

Budget Items	Proposed	Approved 2020 Budget
Promotional Items	\$50,000.00	\$50,000.00
Trade Shows	\$55,000.00	\$55,000.00
Print	\$17,500.00	\$17,500.00
Website	\$23,400.00	\$23,400.00
Radio	\$20,500.00	\$20,500.00
TV	\$66,696.00	\$66,696.00
UND/NDSU Games	\$16,000.00	\$16,000.00
NDOC Truck	\$10,000.00	\$10,000.00
New Content	\$6,000.00	\$6,000.00
Total of Items to Date	\$265,000.00	\$265,000.00

Richard Brierley moved to approve the budget amount of \$265,000.00 as presented. Motion was seconded by Mike Schoepp. There being no further discussion the motion was called. Ayes all, motion was approved.

- 3) **OCC Portland Tech Conference – September 24-26, 2019:** Don presented report on the 2019 conference. The conference for 2020 will be held in Washington, DC from September 28, 2020 to October 2, 2020.
- 4) **Ticket Changes:** Connie reported they will be taking off the fax number on tickets after the ITIC Next has been launched. She also asked for direction from the board on another change. The Boards request to change White lining/site identification has caused some problems. The slash in the can cause issues with smart receivers. The board advised to use or in its place. Testing will be done and will make sure everyone has it installed in the system.

New Business:

- a) **Capital Electric Cold Weather Issues – Greg Owen:** Canceled.
- b) **Website Addition – Board Terms:** After some discussion the Board decided to list the expiration dates on the website.
- c) **CGA 2020 Conference:** March 23, 2020 in Palm Springs
- d) **Adding Meeting Agenda to website prior to meetings:** The board's decision was not to post the agenda on the website.

Action Items:

November 14, 2019

- 2020 Budget - Ryan
- Truck Renewal
- RFP Contract update
- 2020 Excavator Banquets
- CGA Conference
- OCC User group Meeting
- Change Check Address
- Positive Response Changes

e) Other:

- 1) Don informed the board that Dale Robbins will be retiring as of the February 2020 meeting. Don will talk to Dale about getting someone for his replacement.

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
February 13, 2020	10:00	Regular	Capital Electric Co-Op Board Room
May 14, 2020	10:00	Regular	Capital Electric Co-Op Board Room
August 13, 2020	10:00	Regular	Capital Electric Co-Op Board Room
November 12, 2020	10:00	Regular	Capital Electric Co-Op Board Room

There being no further business to come before the board Brooks Goodall made a motion to adjourn Carey Burke seconded. The meeting was adjourned at 12:00.

Submitted by:

Brenda Derrig, Secretary

Don Frye, Chairman

Signature:



Signature:



Date:

2-13-2020

Date:

2-13-2020