

North Dakota One-Call Board of Directors Meeting

Meeting Date: February 13, 2020

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
Brenda Derrig – Cities over 5000
Dale Robbins – Cable Television

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

Board Members Absent: None.

Others Present:

Ryan Schmaltz - One Call Concepts/ND One Call Board Representative
Frank Planton - One Call Concepts Connie Schmidt - One Call Concepts
Dinah Roberson - Accounting

Roll Call:

Introductions were made; board members and others present are listed above. Dale Robbins introduced his replacement Derek Weigel, Construction Manager with Midco, to the Board.

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. Ron Ness 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 14, 2019 meeting were presented for review and comment to the Board of Directors. Jerry Blomeke moved to approve the minutes with corrections. 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 December, 2019 was submitted as follows:

Total Income	\$329,976.27
Total Expenses	\$320,697.85
Net Income	\$ 9,278.42
Total Checking/Savings	\$219,826.86

Brenda Derrig 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.

Board Presentation: Dale Robbins will be retiring from the board after 13 years. The board presented Dale Robbins with a gift for his years of service on the ND One Call board.

Approval of Bills:

Ryan Schmaltz presented the expenses for payment for the period of October, November and December 2019, the truck expense total of \$1,694.44 and advertising expenses for the amount of \$24,754.28. Brooks Goodall 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: Richard has contacted several people and reported that he spoke to Brent Engel, the treasurer, the bills have all been paid. He has not heard anything from anyone. Last summer Rich got a call from Randy Heidt who mentioned there was some discussion at the pipeline association meeting about starting it up again but it fell flat.

PSC – Report: Ryan reported.

Enforcement cases update: There are 6 cases open for 2017 or older. 2018 has 3 open cases. There are 7 cases for 2019 and 1 case for 2020 for a total of 18.

Notable Events: Jack Shue has been promoted as lead council.

Staff Comments: None

Center Operations Report:

Dash Board Report: Connie reported with the warm weather we are about even with last year. We will be reporting on the numbers as of January 2020.

Average talk time is about four minutes per call. They did remove the message about ITIC. It will be put back on beginning in March 2020.

Incoming tickets are up by 100 from January last year.

ITIC numbers hit a milestone we are at 83% for the month of January up from last year by 1%.

ITIC NXT as of January 16 they cut to the new software NXT and are already at 53% of volume coming through. The old system is still available for users until we reach 90% then it will be switched over. People seem to really like it.

Creative hours are now being reported on the dash report.

Positive Response is at 98% compliance for January which is a new record high.

Call center activity was as follows:

January to December 2019		2018	2019	% Increase
Incoming Tickets		172,839	169,131	-0.0214%
Outgoing Tickets		937,317	937,350	0.0001%

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

Operators Calls	10.93%
Excavator Calls	81.43%
Homeowner Calls	7.64%

Types of locate requests were as follows for **2019**:

January to December 2019	% Total 2019
Routine	74.5%
Modify	3.1%
Respot	17.3%
Emergency	2.8%
Meets	.2%
Survey	2.1%

b) Advertising Report:

Truck report: The truck expense report was presented for the period of October to December 2019. The balance for the period is \$1,694.94.

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

Budget Items	Total to Date	2019 Budget
Promotional Items	\$49,012.72	\$50,000.00
Trade Shows	\$52,437.18	\$55,000.00
Magazine & Other Print	\$14,907.43	\$17,500.00
Website	\$3,694.15	\$23,304.00
Radio	\$17,472.70	\$20,500.00
TV	\$85,898.80	\$72,696.00
UND/NDSU Games	\$13,576.00	\$16,000.00
Bill Board	\$ 0.00	\$0.00
NDOC Truck	\$5,382.11	\$10,000.00
Total of Items to Date	\$242,381.09	\$265,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$22,618.91

Truck renewal: The current truck lease will expire December 2020. We have 1 year left on the 3-year truck lease.

c) **Ryan Schmaltz Report:**

- 1) **2020 Excavator Banquets:** We are looking at 12 or 13 banquets in 2020. Fargo and Dickinson will be using Paradigm to facilitate their meetings. Williston is going to have a meeting this year. Ryan displayed the soft sided coolers for this year's door prizes.
- 2) **Paradigm Discussion:** The board discussed the pros and cons for having Paradigm facilitate the meetings. Paradigm agreed to only charge for the work they are actually doing for the meetings. There are some areas that will not be willing to give up facilitating their own meetings and others that will be willing to have Paradigm do it.
- 3) **Other:** Ryan stated there was a water utility in the north west area of the state who had an issue with a farmer that was not using white flagging. They wanted to file a complaint against the farmer. The PSC's determination was that the since it was a platted lot number of record that it does not require site identification. The board felt they need to meet with Carlee and the PSC to talk about how the law is written.

There is a company that is using the new code **locate not complete spoke to excavator and made other arrangements** but they had not talked to anyone. Another company gave Ryan the information that they are screening all their tickets. Ryan informed them to file a claim with the PSC. As of March 2nd, any ticket with this status code will be asked the five questions. If any of the questions are not answered the ticket will be rejected.

Mike Thorson reached out to Ron and Ryan asking to include a directory of all the private locators on the website. The board felt it could go forward with the directory if there was a disclaimer similar to Nebraska's website. All locators would have to renew their information each year. Ryan will put something together and send to the board members for approval.

MABU is our new media agency it has been great working with them. They are going to do a commercial for us based off a video game. They asked if our logo could be changed it now looks like North One Dakota Call. The new logo would have all the text on one side of the ground hog. Jerry Blomeke moved to make the changes on the NDOC Logo. Motion was seconded by Carey Burke. There being no further discussion the motion was called. Ayes all, motion was approved.

Old Business:

- 1) **Advertising Budget:** Ryan received the information from the Red Hawks. The sponsorship for the entire year is going to cost about \$10,000.00. This amount could be worked in the existing approved budget of \$265,000.00. The board felt it is a good option and we should move forward

with the sponsorship. August 1, 2020 is our 811 day for the Larks game.

- 4) **Change Check Address:** Ryan reported the address has been changed to PO Box 1015.

(Executive Session)

The board went into executive session to discuss the RFP. Frank Planton, Connie Schmidt and Ryan Schmaltz left the meeting. After discussion of the proposed changes Frank Planton, Connie Schmidt and Ryan Schmaltz rejoined the meeting.

New Business:

- a) **Positive Response:** Connie stated March 2, 2020 they are going live with the five positive response questions. Whenever anyone uses status code number three, they will be asked the five questions if they fail to do so the ticket will fail.
- b) **Appointment of Officer Nominating Committee:** May is annual meeting. Jerry Blomeke and Richard Brierley volunteered to be the nominating committee.
- c) **CGA 2020 Conference:** March 23, 2020 in Palm Springs. Jerry Blomeke and Don Frye will be attending this year. OCC meeting will be September 28, 2020 through October 2, 2020 and may include a tour of Gettysburg. 811 Day at the State Fair is July 24, 2020.

Action Items:

February 13, 2020

- 2020 Excavator Banquets
- PSC discussion on lots -
- Truck Renewal
- Private Locators on Website
- Larks Game – August 1, 2020
- OCC User group Meeting
- Survey Ticket Status Code
- ND State Fair July 24, 2020
- Nominating Committee report

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
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
February 11, 2021	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 Dale Robbins seconded. The meeting was adjourned at 12:00.

Submitted by:

Brenda Derrig, Secretary

Don Frye, Chairman

Signature: _____

Brenda E. Derrig

Date: _____

5-14-2020

Signature: _____

Donald Frye

Date: _____

5-14-2020