

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

**Meeting Date: May 14, 2020**

The meeting was called to order by Don Frye at 10:00 am at AGC of North Dakota Training Room, 422 North 2<sup>nd</sup> Street, Bismarck, ND.

### **Board Members Present:**

Don Frye – Cities under 5000  
Richard Brierley – Oil/Gathering

Mike Schoepp – Gas/Pipelines  
Derek Weigel – Cable Television

### **Board Members Present Via phone:**

Brooks Goodall – Telecommunications  
Jerry Blomeke – Rural Water  
Ron Ness – Electric

Carey Burke – Excavators  
Brenda Derrig – Cities over 5000

**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  
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. Richard Brierley 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 February 13, 2020 meeting were presented for review and comment to the Board of Directors. Jerry Blomeke moved to approve the minutes. Brenda Derrig 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 2020 was submitted as follows:

Total Income	\$87,737.83
Total Expenses	\$82,043.62
Net Income	\$ 5,694.21
Total Checking/Savings	\$229,521.07

Brenda Derrig moved to accept the financial report as presented. Carey Burke 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 January, February and March 2020, the truck expense total of \$825.86 and advertising expenses for the amount of \$64,433.72. Richard Brierley moved to approve payment of expenses as presented. Motion was seconded by Derek Weigel. There being no further discussion the motion was called. Ayes all, motion was approved.

**Board Officers Elections:** Richard reported the committee spoke to the board members and everyone would like to remain in their positions for another year. Motion was made by Mike Schoepp to accept the nominating committee's report. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

**Annual Audit Report:** Mike presented the 2019 financial audit there were no notable events to report. Derek Weigel mad a motion to accept the 2019 audit report. Motion was seconded Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved.

**PSC – Report:** Victor Schock reported:

**Enforcement cases update:** There are 6 cases open for 2017 or older. 2018 has 3 open cases. There are 6 cases for 2019 and 4 case for 2020 for a total of 19.

**Notable Events:** They are trying to get a hearing scheduled for the case against Verendrye for not locating within 24 inches. They have gone through the PHMSA audit for 2019 and had another good report the only deduction was for not having the 911 requirement. The ND law does not require it at this time. Victor would like to take this issue to the legislature during the next session.

**Staff Comments:** None

**Center Operations Report:**

**Dash Board Report:** Connie reported.

**Outgoing YTD tickets:** trend has a steady up tic from the beginning of the year.

**Average Processing time:** Please note the ITIC message was taken off so the time has gone down.

**ITIC numbers:** Slight increase from last year at 74% to 75% we are seeing more homeowner activity.

**Positive Response** is holding steading at 97%.

**ND website upgrade:** Connie apologized for the disruption from the afternoon of April 29<sup>th</sup> to the end of day on April 30 everything was back and accessible. It took a while to propagate through the web this should have been done after hours which was a miscommunication on their part. They have corrected measures in place so it does not happen in the future.

**Virus update:** Frank reported additional information to the e-mail sent out on the virus. Frank reported at the OCSI and GCA Committee meeting most of the centers less effected by the virus were seeing an increase in homeowner tickets as well as overall incoming tickets. What we are experiencing is pretty much across the country. Several centers stated they are having more home agents and reported that it is working well for them and will probably continue this in the future.

**ITIC NXT:** Connie reported as of January 16 they cut to the new software NXT. They have done a lot of interactive training and Ryan and Christine are doing training as well. They have done 23 webinars and other individual training sessions. As of now 75% of the online volume that is coming through have transitioned over to ITIC NXT. Which is very impressive. There have been a couple of enhancements requested and they are working on getting them implemented.

Call center activity was as follows:

January to March 2020		2019	2020	% Increase
Incoming Tickets		12,709	15,126	0.1902%
Outgoing Tickets		78,176	83,037	0.0622%

The incoming tickets represented above for **2020** were split as follows:

Operators Calls	9.45%
Excavator Calls	87.02%
Homeowner Calls	3.52%

Types of locate requests were as follows for **2020**:

January to March 2020	% Total 2020
Routine	65.1%
Modify	3.8%
Respot	20.5%
Emergency	5.1%
Meets	.1%
Survey	5.4%

**b) Advertising Report:**

**Truck report:** The truck expense report was presented for the period of January through March 2020. The balance for the period is \$825.86.

The NDOC YTD advertising expenditures as of March 2020 are as follows:

Budget Items	Total to Date	2020 Budget
Promotional Items	\$22,258.49	\$50,000.00
Trade Shows	\$61,488.90	\$55,000.00
Magazine & Other Print	\$8,000.00	\$17,500.00
Website	\$4,458.34	\$23,304.00
Radio	\$3,100.00	\$20,500.00
TV	\$26,237.80	\$72,696.00
UND/NDSU Games	\$0.00	\$16,000.00
Bill Board	\$ 0.00	\$0.00
NDOC Truck	\$825.86	\$10,000.00
Total of Items to Date	\$126,369.39	\$265,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$138,630.61

**c) Ryan Schmaltz Report:**

- 2020 Excavator Banquets:** We had 6 excavator banquets for 2020 of the 13 that were initially scheduled, many were canceled because of the virus.
- Baseball Partnerships/August 1, 2020 Larks 811 Day:**  
Bismarck Larks games are on hold right now. They might do some exhibition games in May. Sponsorship night is unknown. Big Sticks and Saber Dogs the Dickinson and Minot teams' seasons have been delayed. They are hoping to start in July. Red Hawks have also postponed the start of their season. Ryan is working on promotional items for the sponsorship nights he is looking at possibly ordering face masks.
- North Dakota State Fair July 24, 2020:** Ryan stated they have canceled the state fair.
- New Commercial:** Ryan has gotten some positive feedback about the new commercial. They have had some people interested in making some sort of video game app. They are working on getting a price to do that for next year.
- Other:** Fishing tournament has been canceled. Looking at sponsoring the AGC golf outing.



#### Old Business:

- 1) **Committee for RFP/Contract Committee Report:** Brenda reported they are all due by May 29, 2020 so we will see what comes in by then and we will go from there.
- 2) **Private Locators:** The private locators are now listed on the NDOC Website.
- 3) **OCC User Group Meeting – September 28, 2020:** Frank informed the board they will wait until the end of the month to make a final decision.
- 4) **CGA 2020 Conference:** The 2020 conference has been canceled the registration fees will be transferred to one of the two conferences scheduled for next year.

#### New Business:

- a) **Survey Ticket Status Code:** Survey locate tickets where you provide maps -at this time there is no status, so as a result what they are using is an incorrect status. Connie stated something could be done but they would need time to get the coding changes set into place. Connie will do some research on how a new code should be stated and inform the board of her findings.
- b) **Status Code 3 Update:** The changes have been implemented on the code to include the 5 questions. Ryan has gone over the changes at the excavator banquets and has received some positive feedback on the changes. Richard shared an e-mail he received about this status code with concerns about the new date and being unable to contact the excavator. After some discussion the board decided to change the "new date" field from a numeric field to a text field which would allow the locator to include the date and a comment in that field such as in progress, TBD, or something like that. Connie will check what it would take to make the change and get the info out to the members to make sure they make the change in their software to reflect that as well.
- c) **Status code Comments Visibility:** There was a question about the comments field and whether it should be visible. Comments submitted are now viewable to anyone. There are 2 kinds of comments public and private. The board decided to leave the comments as they are and asked that Ryan include training at the excavator banquets on this topic.
- d) **ITIC NXT Splitting Issue:** After much discussion on this issue the board decided to have Connie and Ryan come up with some examples and create a document with images and suggestions to address the issue.
- e) **Upcoming 2021 Legislature-Law Changes/Stakeholders:** Don asked that everyone think about any changes that need to be looked at for the next Legislative session.

#### Action Items:

**May 14, 2020**

- Survey Ticket Status Code 3 - Connie
- ITIC NXT – Splitting Issue – Connie & Ryan
- RFP Committee Report
- Law Changes - Victor
- Baseball games- Ryan

#### Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
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
May 13, 2021	10:00	Regular	Capital Electric Co-Op Board Room

There being no further business to come before the board Derek Weigel made a motion to adjourn Richard Brierley seconded. The meeting was adjourned at 12:00.

Submitted by:  
Brenda Derrig, Secretary

Don Frye, Chairman

Signature: Brenda E. Derrig

Date: 8-13-2020

Signature: Donald Frye

Date: 8-13-2020