

North Dakota One-Call Board of Directors Meeting

Meeting Date: December 08, 2022

The meeting was called to order by Don Frye at 10:00 AM at Capitol Electric Co-Op Board Room, 7401 Yukon Drive, Bismarck, ND.

Board Members Present:

Don Frye – Cities under 5000

Don Johnson – Oil/Gathering

Derek Weigel – Cable Television

Cole Johnson – Electric

Mike Schoepp – Gas/Pipelines

Brenda Derrig – Cities over 5000

Carey Burke – Excavators

Ann Oberg – Rural Water

Brooks Goodall – Telecommunications

Board Members Present Via phone: None

Board Members Absent: None

Others Present:

Ryan Schmaltz - One Call Concepts/ND One Call Board Representative

Dinah Roberson – Accounting

Others Present Via Phone:

Connie Schmidt - One Call Concepts, Kim Boyd - One Call Concepts, Frank Planton - One Call Concepts

Konrad Crockford - NDPSC

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 12, 2022 meeting were presented for review and comment to the Board of Directors. Brenda Derrig moved to approve the minutes. Derek Weigel 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 2022 was submitted as follows:

Total Income	\$181,854.11
Total Expenses	\$210,542.14
Net Income	\$-28,688.03
Total Checking/Savings	\$122,797.83

After some discussion Brooks Goodall moved to accept the financial report. Don Johnson 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 through October 2022, the truck expense total of \$1,766.70 and advertising expenses for the amount of \$66,095.18. Carey Burke moved to approve payment of expenses as presented. Motion was seconded by Ann Oberg. There being no further discussion the motion was called. Ayes all, motion was approved.

PSC – Report:

Enforcement cases update: Konrad reported as of November 1, 2022 when the report was e-mailed, we had 7 open cases.

Notable Events: The FY22 ND One Call grant has been awarded at \$46,770 which is \$2,161 less than FY2021. They will be doing billboards again this year and are also go use MABU to do some digital work. CY2021 Audit has been submitted and they are waiting on feedback should hear back from them soon. He also mentioned the 10-24-2022 Horace, ND NSP/Xcel outage. A 3rd party contractor was directional boring to install communication lines when they struck a 4” gas main. 279 customers were affected. Contractor had a valid one call ticket. Preliminary investigation shows that either the operator/locator failed to locate the facility, or it was mismarked. They are still investigating the incident.

Staff Comments: The Staff is noting an increase in complaints filed against operators. Issues are related to poor response time and filing to mark facilities by operators contracted locating service. When speaking to operators they believe that the locator is at fault, which is true, however, state law places the requirement to locate the facilities on the operator. There is no avenue to pursue enforcement action against a contracted locating service. As mentioned at the last meeting, there has been a bill submitted to the Legislature to add dredging into state law. Connie asked to be informed when the bill passes so it can be posted on the website.

Center Operations Report:

Dash Board Report: Ryan reported our ticket volume is down as of November YTD inbound tickets are 155,000 this year as compared to last year at 158,000. Outgoing YTD tickets for 2021 are at 794,000 and for 2022 tickets are at 790,000 down by 4,000.

Average Call Time: As of November 2022, the average call time was at 5.3 as compared to 2021 at 6.5 This was due to some uptraining and they also redid some of the prompts, but probably the biggest part of the decrease was because of less homeowner calls.

ITIC: The ITIC usage is at 83.15%. Will continue to work on increasing that number.

Creative Hours: 81 hours for 3rd Quarter 2022

Call center activity was as follows:

January to November 2022	2021	2022	% Increase
Incoming Tickets	158,911	169,131	6.43%
Outgoing Tickets	794,124	790,502	-0.467%

The incoming tickets represented above for **2022** were split as follows:

Operators Calls	13.45%
Excavator Calls	77.85%
Homeowner Calls	8.71%

Types of locate requests were as follows for **2022**:

January to November 2022	% Total 2022
Routine	78.9%
Modify	3.2%
Respot	12.6%
Emergency	2.8%
Meets	.1%
Survey	2.3%

Advertising Report:

The NDOC YTD advertising expenditures as of September 2022 are as follows:

Budget Items	Total to Date	2022 Budget
Promotional Items	\$44,071.42	\$45,000.00
Trade Shows/Sponsorships	\$63,730.03	\$67,000.00
Magazine & Other Print	\$690.00	\$2,000.00
Website	\$28,730.80	\$20,700.00
Radio	\$8,000.00	\$10,300.00
TV	\$44,526.00	\$65,000.00
UND/NDSU Games	\$0.00	\$0.00
NDOC Truck	\$7,662.52	\$10,000.00
Total of Items to Date	\$197,410.77	\$220,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$22,589.23. He also presented the MABU report for the boards review.

Ryan Schmaltz Report:

2023 Excavator Banquets: Ryan has four banquets tentatively set up in Fargo, March 15, Williston, March 1, Dickinson, February 28, and Minot, March 2. They are scheduling around the NDPA meetings. Grand Forks, Bismarck, Wahpeton, Jamestown and Valley City will continue to do their own meetings.

Baseball Partnerships: Ryan met with the Larks to do a season overview he is still waiting on the pricing for our sponsorship. He felt Larks and Dickinson season went well but we are on our last year with the Red Hawks.

Race Car Sponsorship: Ryan stated the car was present at quite a few events across the state.

Other Options: Ryan stated he is looking at doing some of the Ag Shows like the Big Iron. He will be doing the Ag show in Minot the KMOT and Fargo the NDPA offered to assist with the shows. The booth is already reserved for the Minot Show for January 25-27, 2023.

NXT/Enhancements: The board requested the option of printing a ticket and attachments. Connie will check on this and e-mail the board the results. The board requested that there be two options the first being to just print the ticket and the second being able to print all the attachments.

Old Business:

OCC User Group Meeting: The meeting was held in Washington, DC September 26-29, 2022. Don presented the report to the board.

State Fair: Ryan reported everything went well with the fair. We had new sponsors this year, all invoices are paid in full.

Beer Promotion: Nothing new to report. Ryan is still waiting for the numbers to come through. It was a low-cost promotion.

IRS 7 Year Limit: Ryan is in the process of getting the old documents shredded.

Legislative Issues: One of the issues we are looking at getting some clarification of the language in the law. The law is very vague as to the depth requirements. Carrie reported we need to gather the information from all parties to come up with a plan that will work for everyone. We will be forming a group to get together to see if we can come up with something that will work for everyone. Konrad asked that he please be included in the meetings.

CGA National Conference: April 17-21, 2023, Orlando, FL. Don is thinking about attending.

Global Excavator Conference: February 14-16, 2023 Tampa, FL. OCC has a presence at both Conferences.

OCC User Group Conference: The meeting will be held September 26-28, 2023 in Albuquerque, NM.

New Business:

Call to Order App Presentation: This will be tabled until the next meeting, Ryan and Brooks will put the information together so we can make a decision at that time.

2023 Budget:

Budget Items	2022 Budget
Promotional Items	\$50,000.00
Trade Shows/Sponsorships	\$60,600.00
Print and Advertising	\$4,000.00
TV/Radio/ Digital Advertising	\$95,400.00
NDOC Truck	\$10,000.00
Total	\$220,000.00

After some discussion and direction **Brenda Derrig moved to approve the budget amount of \$220,000.00 as presented. Motion was seconded by Mike Schoepp. There being no further discussion the motion was called. Ayes all, motion was approved.**

Action Items:**December 8, 2022**

- 2023 Budget
- Ag Show Add On
- Beer Promotion
- IRS Cleanout
- Call to Order
- Legislative Issues
- CGA Conference
- Global Excavator Conference

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
February 09, 2023	10:00	Regular	Capital Electric Co-Op Board Room
May 11, 2023 (Annual Mtg)	10:00	Regular	Capital Electric Co-Op Board Room
August 10, 2023	10:00	Regular	Capital Electric Co-Op Board Room
November 09, 2023	10:00	Regular	Capital Electric Co-Op Board Room

There being no further business to come before the board Brenda Derrig made a motion to adjourn the meeting. Cole Johnson seconded. The meeting was adjourned at 12:18 PM.

Submitted by:

Carey Burke, Secretary

Don Frye, Chairman

Signature: Carey Burke

Signature: Don Frye