

North Dakota One-Call Board of Directors Meeting

Meeting Date: February 08, 2024

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
Carey Burke – Excavators

Mike Schoepp – Gas/Pipelines
Derek Weigel – Cable Television

Board Members Present Via phone: Benji Schwartz – Cities over 5000, Brooks Goodall – Telecommunications, Cole Johnson – Electric and Don Johnson – Oil/Gathering

Board Members Absent: Ann Broussard – Rural Water

Others Present:

Ryan Schmaltz - One Call Concepts/ND One Call Board Representative, Connie Schmidt - One Call Concepts, Kim Boyd - One Call Concepts, Frank Planton - One Call Concepts, Konrad Crockford – NDPSC and Dinah Roberson

Others Present Via Phone: None

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 November 09, 2023, meeting were presented to the Board of Directors for review and comment. **Derek Weigel 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 December 2023 was submitted as follows:

Total Income	\$270,313.49
Total Expenses	\$293,960.48
Net Income	-\$23,646.99
Total Checking/Savings	\$124,872.10

Carey Burke moved to accept the financial report as presented. Don Frye seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

OCC Contract: Don Frye, Mike Schoepp and Ann Broussard met to review the OCC proposal. Their recommendation is to renew the contract. **Don Frye moved to approve the OCC contract extension. Derek Weigel seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.**

Sur Charge: The board discussed increasing the sur charge for each ticket from 1.40 to 1.50 at the November meeting. After discussion the board agreed to increase the ticket charge to 1.50, notification by being posted on the website and printed on the February and March invoices. **Don Frye moved to approve the rate increase from 1.40 to 1.50 effective April 1, 2024. Carey Burke seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.**

The committee also recommended the board review the revenue situation in November of each year to make an adjustment as necessary effective January 1 of the next year.

Approval of Bills:

Ryan Schmaltz presented the expenses for payment for the period of October through December 2023: the truck expense total of \$1,368.58, advertising expenses for the 4th Quarter 2023 of \$3,648.12. **Mike Schoepp 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.** Ryan also informed the board due to the low mileage on the old truck there will be a credit coming back from the lease that we will see on next quarterly report.

PSC – Report:

Enforcement Cases Update: Currently 9 open cases. 1 formal complaint in progress and they are working on other cases as time permits.

Notable Events: April 2024 is Safe Digging Month. PSC opted to only use digital media, no billboards this year. They have contracted with Agency MABU for their services. The Governor’s proclamation has been submitted. They will be checking in to the possibility for a photo opportunity this year. If there is not a photo opportunity a suggestion was made that we recognize Capital Electric for the use of their facility by giving them an appreciation award with the commissioners present.

Center Operations Report:

Dashboard Report: Connie reported ticket volume is dropped in November and by December we missed the target by 43,000 tickets. January of 2024 is trending up by about 2,000 tickets. February is also looking like it will be higher than the prior year.

Average Call Time: Average call duration dropped because of the change in announcements. They are also looking at in a week starting to send out notifications to users to get their new people trained.

ITIC: The ITIC percentage is at 94% for the year.

Creative hours: 254 hours for 2023

Base Year: The year -to-date numbers are looking like we will not be above our base for 2023.

Call Center activity was as follows:

January to December 2023	2022	2023	% Increase
Incoming Tickets	158,952	157,844	-0.70%
Outgoing Tickets	747,295	716,923	-2.15%

The incoming tickets represented above for 2023 were split as follows:

Operators Calls	11.26%
Excavator Calls	81.84%
Homeowner Calls	7.57%

Types of locate requests were as follows for 2023:

January to December 2023	% Total
Routine	78.9%
Modify	3.3%
Respot	12.3%
Emergency	2.5%
Meets	0.1%
Survey	2.9%

Advertising Report:

The NDOC YTD advertising expenditures as of December 2023 are as follows:

Budget Items	Total to Date	2023 Budget
Promotional Items	\$49,883.25	\$50,000.00
Trade Shows/Sponsorships	\$59,069.49	\$60,600.00
Magazine & Other Print	\$1,248.00	\$4,000.00
TV/Radio/Digital Advertising	\$93,356.27	\$95,400.00
NDOC Truck	\$8,653.44	\$10,000.00
Total of Items to Date	\$212,210.45	\$220,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$7,789.55.

Ryan Schmaltz Report:

Media Agency Report: Ryan presented the MABU advertising proposal for the upcoming year. They are looking a creating a new commercial this year.

2024 Excavator Banquets: Ryan reported he has been working with NDPA and they have 9 banquets set for the year. Registration is live and he is working on sponsorships now. They are all scheduled within a three-week period.

Baseball Partnerships: Ryan met with Bismark Larks they proposed 811 nights to be either August 9 or 10 this year. We are in our second year of a three-year contract with them. The Dickinson Big Sticks did not get their proposal in on time to make the budget. After some discussion the board decided to forgo the sponsorship with Dickinson Big Sticks for this year.

NXT/Enhancements: Connie reported at the users conference it was suggested to do some online dashboard reports for detailed ticketing statistics. Don Frye, Don Johonson, Carey and Ann have been working with OCC to get it up and running. Connie would now like the board’s approval of the e-shot she presented. She will then send it out to all the e-mails on file and also post it on the website.

Old Business:

OCC User Group Conference 2024: The meeting will be held in Key West, Florida on September 16-19, 2024. They are looking at moving the legislative round table earlier during the conference.

Legislative Issues: Carey stated there is nothing to report at this time. The One Call coalition will meet again before the May meeting.

Call to Order App: The app has been well received by the board.

By-Laws Committee: Carey reported all the by-law have been changed and have gone through the process. Below is a list of proposed changes for Article III

- 1) Section I Chapter 49-23-03.4 it was suggested it should read Chapter 49-23-03(4)
- 2) Section 3 Remove the word lines from Oil or Gas Transmission or Gathering Lines Operators and Gas Distribution Lines Operators and Should Utility Shareholders of North Dakota or NDREC be listed in by-laws. They are still in good standing with the Secretary of State.
- 3) Section 12 Action Without a Meeting: Any action required or permitted to be taken by the Board of Directors at a meeting may be taken without a meeting if consent in writing, including electronic signature, setting forth the action so taken, shall be signed by all the Directors. The record of the action shall be incorporated into the minutes of the next quarterly Board meeting.

Carey Burke moved to approve changes to section 1, 2 and 12 and strike changes to Section 3.

Motion was seconded by Mike Schoepp. There being no further discussion the motion was called. Ayes all, motion was approved.

811 Day at the Fair: There is 1 company that has paid OCC for their sponsorship. We are waiting for

payment from OCC. Ryan is working on getting sponsorships for this years Day at the Fair.

CGA Conference: Reminder April 14-18, 2024 Colorado Springs, CO. Benji, Carey and Don Frye at planning to attend.

Truck Lease: Ryan reported the truck is done and in the parking lot and invited the board members to take a look at the new wrap. He also mentioned we will be receiving about a \$2000.00 credit from the previous lease. Truck payments increased by \$6.00 for the new lease.

Handbook Committee: Ryan reported that he and Carey got together in December and made 60 changes to the handbook. They worked on making it as timeless as possible also made it more suggestive to go on-line instead of calling 811. Click first then Call. Also shortened things up for filling out a ticket. He will get it over to creative to get started on it and get a rough draft for the board to approve. They are going to do a Facebook contest where users can submit a photo for the cover to win a cooler. Hoping to have it complete by this summer.

2024 Budget: No changes needed.

New Business:

Appointment of Nominating Committee: Ann Broussard and Brooks Goodall were appointed to the 2024 nominating committee.

Board Seats: Derek Weigel – Cable Television and Don Frye – Cities under 5000 will expire in 2024.

Ryan Position: OCC would like Ryan move into more of a CRM role to attend some of the meetings in Minnesota and Iowa to understand and share some of the things other call centers are doing in their states. Frank also thanked the board for the vote of confidence in renewing their contract.

Other:

Action Items:

February 08, 2024

- Legislative Issues
- Update on 2024 Excavator Meetings
- OCC User Group
- Handbook
- Safe Digging Month
- Baseball Sponsorships
- Enhancements
- Plan 811 Day at State Fair
- Nominating Committee

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
May 09, 2024	10:00	Regular	Capital Electric Co-Op Board Room
August 08, 2024	10:00	Regular	Capital Electric Co-Op Board Room
November 14, 2024	10:00	Regular	Capital Electric Co-Op Board Room
February 13, 2025	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 the meeting. Derek Weigel seconded. The meeting was adjourned at 11:47 AM.

Submitted by:
Carey Burke, Secretary

Don Frye, Chairman

Date: 8-8-24

Signature: Carey N. Burke

Date: 8-8-24

Signature: Donald Frye