

North Dakota One-Call Board of Directors Meeting

Meeting Date: November 14, 2024

The meeting was called to order by Donald 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

Brooks Goodall – Telecommunications

Ann Broussard – Rural Water

Don Johnson – Oil/Gathering

Cole Johnson – Electric

Carey Burke – Excavators

Mike Schoepp – Gas/Pipelines

Derek Weigel – Cable Television

Benji Schwartz – Cities over 5000

Board Members Present Via phone:

Board Members Absent: None

Others Present:

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

Others Present Via Phone: Connie Schmidt – One Call Concepts

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. **Cole Johnson moved to approve the agenda. Carey Burke 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 08, 2024, meeting were presented to the Board of Directors for review and comment. **Ann Broussard moved to approve the minutes. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved. Also noted by Ryan a correction to the to the February 2024 minutes; the ticket price should be changed from (1.40 to 1.50) to (1.30 to 1.50).**

Financial report:

The financial summary for January through September 30, 2024 was submitted as follows:

Total Income	\$241,126.81
Total Expenses	\$188,884.29
Net Income	\$52,242.52
Total Checking/Savings	\$179,190.06

Discussion on the balance in our checking and savings accounts will continue at the February meeting.

Don Frye made a motion to authorize the treasurer to make the appropriate transfers to the money market account as needed. Benji Schwartz seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

Ann Broussard moved to accept the financial report as presented. Derek Weigel 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 September 2024. the truck expense total of \$1,566.92, advertising expenses for the 3rd Quarter 2024 of \$28,647.25. **Mike Schoepp moved to approve**

payment of expenses as presented. Motion was seconded by Brooks Goodall. There being no further discussion the motion was called. Ayes all, motion was approved.

PSC – Report:

Enforcement Cases Update: The year 2024 has one of the highest complaint counts since 2015 with the number of complaints reaching 33. 11 cases have been closed, 9 with a penalty. There are 5 that will be closing in the next few months.

Notable Events: They have received an adequate rate on Current year 2023 PHMSA Audit. The Score received was 258/258 which was the fourth year in a row receiving a perfect score.

2024-2025 Grant: The grant awarded this year was \$46,900.

Legislative Items: They are thinking about drafting new section language to direct One-Call penalties into a fund to support One-Call outreach. The amount of penalties varies each year. Konrad would like the board’s input to take back to the commission. After some discussion the board felt we should move forward with the process. Konrad said he would also speak to their attorney about this and keep the board informed. The PSC is working on several bills and know they will be trimming some of them and this might be one they decide to trim. If that is the case that would give us another year to work out details on the process.

Center Operations Report:

Dashboard Report: Connie reported October had outstanding ticket volume. The dashboard report showed outbound tickets well over 100,000 YTD compared to last year’s 81,000. YTD Outgoing through October was 716,000 last year, this year has an increase to 771,000. If the pattern continues it should put us in a good spot to be over the 2011 mark which will mean additional monies for NDOC. In July, incoming ticket were up by 10,000 and outbound tickets up by 34,000 compared to 2023.

ITIC: After fixing the issue of a call going into review if it was not corrected, the percentage of tickets in review went from 24% to 22%. NDOC gets a discount if the tickets are direct release verses in review, so that is another positive indicator we are going in the right direction.

Positive Response: The center has been consistently at 98% of tickets being stasured, but this number has dropped to 95% in October. Connie will be looking into why they had a decrease in the numbers and will report back to the board.

Call Center activity was as follows:

January to September 2024	2023	2024	% Increase
Incoming Tickets	125,975	138,032	9.57%
Outgoing Tickets	633,566	670,043	5.76%

The incoming tickets represented above for 2024 were split as follows:

Operators Calls	11.54%
Excavator Calls	80.31%
Homeowner Calls	8.15%

Types of locate requests were as follows for 2024:

January to September 2024	% Total
Routine	79.1%
Modify	2.6%
Respot	13.4%
Emergency	2.2%
Meets	0.1%
Survey	2.5%

Advertising Report:

The NDOC YTD advertising expenditures as of November 2024 are as follows:

Budget Items	Total to Date	2024 Budget
Promotional Items	\$43,754.27	\$50,000.00
Trade Shows/Sponsorships	\$31,064.88	\$31,000.00
Magazine & Other Print	\$6,033.58	\$4,000.00
TV/Radio/Digital Advertising	\$73,737.95	\$80,000.00
NDOC Truck	\$14,012.89	\$15,000.00
Total of Items to Date	\$168,603.57	\$180,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$11,396.43. Handbooks were a little more expensive because of the quantity ordered.

Ryan Schmaltz Report:

Media Agency Report: Ryan presented the MABU advertising report. Facebook did not do well this year so they are looking at doing something else next year.

2024 Excavator Banquets: Ryan reported six banquets are complete for 2024 and everyone has paid. 2025 is still in the planning stage we are going to be working with the NDPA and thinking they might do ten meetings. Ryan will be doing eight of the ten meetings. Thinking of doing them in the beginning of March. Don Johnson reported NDPA gifted Ryan a \$500 gift card.

Larks Night: Our game night was Saturday August 10, 2024. Mark Dougherty along with Chad Olson attended the game. We have one year left on our three-year contract.

NXT/Enhancements: 1.) Don requested we enhance the LTM in my tickets that had an attachment to be able to search attachments. A project card was made up and it is in the works now Connie will be following up on this request today. 2) When you log in to be able to change the default ticket date. That is completed. 3.) Benji also suggested being able to do custom notes. A project card has also been created for this it has not been vetted there are some internal questions that they are still discussing. It will take a little more work and time on this enhancement.

Old Business:

OCC User Group Conference 2024: The meeting was held in Key West, Florida on September 16-19, 2024. The board members in attendance were Don Frye, Carey, Derick Don Johnson, Brooks and Benji. Carey reported it was a great meeting - learning what other states are doing was very educational. While other states don't work well with the PSC, she shared with them how well we work with the PSC in our state. She also appreciated the history of Key West. Don also thought it was a great meeting. He was happy to see so many board members there. By going to these meetings and seeing how other states are handling things he feels we in ND do things right. Frank reported the legislative session was moved to the beginning of the conference because of the feedback from the members. This allowed everyone to discuss the issues throughout the meeting. They are looking at allowing more time for it next year. Connie added that Iowa has now added a voting excavator seat to their board and now have invited two members of their utility commission to attend their meetings as a guest.

Legislative Issues: Carey reported a year or so ago we put together a coalition of the interested stakeholders. The theory being we would all work together to bring anything to the legislature. There was one thing that came out of the conversation was the exemption for excavators. The conversation began with a request from an excavator stating that SD allows excavators 18 inches on the road top and 12 inches in the ditch and they don't need to place a locator request. We wanted to remove the word original as clean up whenever the PSC goes to the legislature with any changes they need to make. Carey e-mailed Konrad and they have been working together to make the changes. They also reached out to the Association of Counties to get their approval of the wording in the bill. She will work with AGC to find a legislator to sponsor the bill to get all things set in place. Konrad will track this bill and make sure everything is moving forward.

By-Laws Committee: There will be a change in Article III section 8 regarding the use of telegram in notifying a member of a meeting.

Article III

Section 8. Notice: Notice of any regular meeting of the Board of Directors shall be given at least ten (10) days previously thereto if given orally; or, if in writing, notice shall be delivered personally; or, if sent by mail or electronic mail ~~telegram~~, to each Director at the address as shown by the records of the Corporation, at least fifteen (15) days prior to said meeting. Notice of any special meeting of the Board of Directors shall be given at least two (2) days previously thereto if given orally; or, if in writing, notice shall be delivered personally; or, if sent by mail or electronic mail ~~telegram~~ to each Director at the address as shown by the records of the Corporation, at least five (5) days prior to said meeting. If mailed, such written notice shall be deemed to be delivered when deposited in the United States Post Office in a sealed envelope so addressed, with postage thereon prepaid. If notice is given by electronic mail ~~telegram~~, such notice shall be sent with delivery receipt and deemed delivered ~~when the~~ upon receipt of delivery ~~telegram is delivered to the telegraph company~~. Any Director may waive notice of any meeting. The attendance of a Director at any meeting shall constitute a waiver of notice of such meeting, except when a Director attends a meeting for the express purpose of objection to the transaction of any business because the meeting is not lawfully called or convened. Neither the business to be transacted at, nor the purpose of, any regular or special meeting of the Board of Directors need be specified in the notice or waiver of notice of such meeting, unless specifically required by law or by these Bylaws.

Carey Burke moved to approve changes to Article III section 8. Motion was seconded by Ann Broussard. There being no further discussion after a roll call vote the motion was called. Ayes all, motion approved.

CGA Conference: Don reminded everyone of the upcoming meeting April 4-7, 2025 Orlando, FL. Benji is interested in attending.

Cities Positive Response: Update Connie and Ryan are continuing to reach out to all the utilities that are not using positive response or are late statusing their tickets. They will keep the board informed on the progress.

Rural Water Issue: Ann reported Konrad, Connie, Ryan and rural managers had an informative meeting. They learned none of the hits are being turned in so the PSC therefore they unaware of the issue. Eric Volk and Ann will get together with Ryan and Connie to gather the information the PSC needs. Konrad stated that as part of the PHMSA report they track the number of strikes per 1000 tickets. They send out an e-mail once a year asking 4 things. 1) how many tickets did you respond to 2) how many near misses 3) how many strikes did you have 4) how many reports have you filed with the PSC. The numbers for 2023 are 1.4 per 1000 tickets. Ann will contact Ryan and Connie to pull together the information they need.

Committee for Commercials: Carey and Brooks will join Ryan for a meeting tomorrow and will report to the board in February.

New Business:
2025 Budget:

Budget Items	2025 Budget
Promotional Items	\$50,000.00
Trade Shows/Sponsorships	\$35,700.00
Print and Advertising	\$4,000.00
Radio Advertising	\$2,300.00
NDOC Truck	\$12,000.00
MABU	\$86,000.00
Total	\$190,000.00

The board asked Ryan to get a list together for sponsorship options for the next meeting. Brooks brought up the point of making things available in Spanish on the website. Don will add multi language adds to the action items.

Don Frye moved to approve the proposed budget amount of \$190,000.00 as presented. Motion was seconded by Carey Burke. There being no further discussion the motion was called. Ayes all, motion was approved.

NDOC Funding Excavator meetings: Ryan will put some numbers together for the budget at next board meeting and a decision will be made at that time.

Carey posed the question if we should have a policy in place as to the amount of money kept in the checking account.

Don Frye stated there was an invoice from OCC for the rooms at the OCC User Group Meeting indicating board members were billing NDOC for rooms for six nights. He informed everyone the board will pay for four nights. The remainder is the board members responsibility.

NDOC Funding Excavator meetings: Don Johnson reported it is a burden on Ryan to get payment from the companies. He also stated it would appreciate the proposed funding from the PCA. Ryan reported it costs about \$20,000 per year for 6 meetings and \$25,000 per year for 10 meetings. One of the concerns is that if we fund the meetings everyone would want one in their town.

PAPA Membership: It was presented to the board to become a member of the PAPA for an annual membership fee of \$500.00

Don Frye moved to approve membership to PAPA. Motion was seconded by Ann Broussard. There being no further discussion the motion was called. Ayes all, motion was approved.

Membership Committee: committee was formed of Don Frye and Benji to evaluate what memberships NDOC should belong to.

Don Frye updated the board that he is feeling much better and he will serve on the board until May.

Action Items:

November 14, 2024

- NDOC Funding excavator meetings
- Multi Language Ads
- Options For Large Events
- Larks Sponsorship
- Committee for Commercials`
- Rural Water Issues
- Positive Response Cities
- Transfer Funds Policy
- Bylaw Committee
- 2025 Budget
- Legislative Issues
- Ticket Date Search LTM

- NDOC Funding excavator meetings
- Prospective Membership Report

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
February 13, 2025	10:00	Regular	Capital Electric Co-Op Board Room
May 08, 2025	10:00	Regular	Capital Electric Co-Op Board Room
August 14, 2025	10:00	Regular	Capital Electric Co-Op Board Room
November 13, 2025	10:00	Regular	Capital Electric Co-Op Board Room

There being no further business to come before the board Cary Burke made a motion to adjourn the meeting at 12:12 PM. Ann Broussard seconded the motion.

Submitted by:
Cary Burke, Secretary

Don Frye, Chairman

Date: Cary Burke

Date: 2-13-2025

Signature: 2/13/2025

Signature: Donald Frye