

North Dakota One-Call Board of Directors Meeting

Meeting Date: February 13, 2025

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

Carey Burke – Excavators
Mike Schoepp – Gas/Pipelines
Derek Weigel – Cable Television
Benji Schwartz – Cities over 5000

Board Members Present Via phone: Cole Johnson – Electric (present at 10:03)

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 with corrections and approved. **Ann Broussard moved to approve the agenda. Don Johnson 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, 2024, meeting were presented to the Board of Directors for review and comment. **Carey Burke 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 December 31, 2024 was submitted as follows:

Total Income	\$336,579.24
Total Expenses	\$247,061.45
Net Income	\$89,517.79
Total Checking/Savings	\$216,462.36

Brooks Goodall moved to accept the financial report as presented. Benji Schwartz seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

After some discussion the board would like a report of the transfers made from checking to the money market account in the financial report each quarter. Also to note the checks from OCC are now being direct deposited into the NDOC checking account.

Approval of Bills:

Ryan Schmaltz presented the expenses for payment for the period of October through December 2024. The truck expense total of \$1,227.66, advertising expenses for the 4th Quarter 2024 of \$6,391.52. **Carey Burke moved to approve payment of expenses as presented. Motion was seconded by Ann Broussard. There being no further discussion the motion was called. Ayes all, motion was approved.**

There was some discussion on the storage unit we are currently renting it is a 10x10 unit. Ryan stated they are not keeping it up as they did in the past. He is looking at possibly searching for a new facility.

PSC – Report:

Enforcement Cases Update: There are 28 open cases to date. Three cases are going out this week to consent agreements this week.

Notable Events: They have received a complaint from a landowner about who was responsible for the cleanup of the locate flags. The landowner was very up to date on the law that the ticket holder needs to do the cleanup. He is planning on filing a complaint. Konrad wanted everyone to please pass along to the operators to make sure they know it is their responsibility to clear up the marking materials.

They are also working through the rural water complaint right now. There is one case where the excavator failed to report damage. It is a very complicated case because things are not clear on the one hand rural water and the excavator agree that the marks were 40 feet off of where the water line was actually located. Is that a reasonable distance? Then in some cases it was off by 10 feet in the pre 2013 lines. Rural water is going to do a survey. PSC is asking Rural water to protect their lines. The lines have been out there since 2013 in order to protect their equipment they need to be looking at locating the water lines. There was discussion about possibly sunsetting the exception in the next 10 or 15 years allowing enough time to get the information gathered.

2024-2025 Grant: The grant this year was \$46,900 it is now put on hold by the new federal administration. The PSC requests an advance on the grant funding so they do not anticipate this causing any issues with the current grant.

Legislative Items: HB1153 has passed the House and crossed over. The bill is now waiting to be assigned to a Senate committee.

Center Operations Report:

Dashboard Report: Connie reported as of December we had 24,679 more tickets than the same period in 2011 which is our base year. We will see a YTD adjusted amount of about \$15,000.00.

We are starting out January 2025 very well we missed 2024 total volume numbers by only 400. The call duration had a substantial drop to 1.5. This was due to implementing an interactive training module in the call center that everyone went through. They will keep watch on this though out the next few months to see the results. By increasing their efficiency, they hope to create a better customer experience

ITIC: We get a discount for the number of ITICs that are processed. It is a two-tiered discount one is for tickets that come in and go into review and the second is for direct release tickets. At January 2024 29% of the tickets were going into review and the center has been doing some additional processing. We now have one person helping these people with their issues. The percentage of direct release as of January 2024 was at 70% and in review was at 29% in January of 2025 direct release is at 85% and in review is at 15%. Our goal is to keep these percentages up through the busy season. ITIC percentage is at 96% which is the highest for all the call centers for the month of January.

Call Center activity was as follows:

January to December 2024	2023	2024	% Increase
Incoming Tickets	157,844	174,933	10.83%
Outgoing Tickets	789,948	844,317	6.88%

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

Operators Calls	11.48%
Excavator Calls	81.14%
Homeowner Calls	7.39%

Types of locate requests were as follows for **2024**:

January to December 2024	% Total
Routine	77.9%
Modify	2.7%
Respot	14.1%
Emergency	2.3%
Meets	0.1%
Survey	2.8%

Advertising Report:

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

Budget Items	Total to Date	2024 Budget
Promotional Items	\$47,953.53	\$50,000.00
Trade Shows/Sponsorships	\$30,132.20	\$31,000.00
Magazine & Other Print	\$6,033.58	\$4,000.00
TV/Radio/Digital Advertising	\$73,387.95	\$80,000.00
NDOC Truck	\$15,240.55	\$15,000.00
Total of Items to Date	\$172,747.81	\$180,000.00

Ryan presented the advertising expenses compared to the budget with a YTD net of \$7,252.19.

Ryan Schmaltz Report:

Media Agency Report: Carey Burke left the meeting room. Ryan stated our present media agency wants to create content and place media adds not just place media adds. The commercial committee decided to get some proposals from other companies. After looking at all the proposals the board decided to go with Absolute Studios.

Don Frye moved to choose Absolute Studios. Motion was seconded by Benji Schwartz. There being no further discussion after a roll call vote (Carey Burke abstained) the motion was called. Ayes all motion approved. The commercial committee will remain in place to stay on top of content that is being created for NDOC for the first year.

2025 Excavator Banquets: Ryan reported ten banquets are scheduled for 2025. We will be working with the NDPA on eight of those meetings. Ryan continues to work on the sponsorship for the meetings. Out of the eight meetings we have 43 sponsors taking each sponsor for the eight meetings for a total of 101 sponsors. Coolers are ordered and we are also finalizing the menus. We are going to do some breakfasts and lunches. The meetings are listed on the website.

Larks Partnership: Our game night is Wednesday August 06, 2025. Looking doing loud cups for promotional item for our game night. During the meeting with them they did not bring up the contract for next year. Ryan asked the board to think about the three-year sponsorship with them to be discussed at the meeting. Tickets will be available soon. Please let Ryan know if you are interested in receiving tickets for games.

NXT/Enhancements: 1) Don J and Benji asked that when you log in to be able to change the default ticket date. That is now completed Connie demonstrated the enhancement. on this enhancement. 2.) Don J requested we enhance the LTM in my tickets that had an attachment to be able to search attachments. Connie reported that is now live so you are now able to do the search

Old Business:

OCC User Group Conference 2025: The meeting will be held September 23-25, 2025 in Nashville, TN. Carey, Brooks, Derek, Ann, Cole and Benji are tentative attendees.

CGA Conference: The conference will be held April 7-10, 2025 in Orlando, FL. Benji will be attending the conference.

Legislative Issues: HB 1153 which is a bill to help clarify the definition of what original grade and normal maintenance is on roads. It has passed in the House and we are now waiting for it to go to the Senate. Konrad complimented Carey for bringing everyone together to make the process run smoothly. Don F mentioned that on Monday the Govener announced a commission to look at all the boards and organizations that exist in North Dakota. The commission was formed to decide what organizations are worth keeping. There have been

16 that have been dissolved because they hadn't met in over a year. There are 154 total organizations in North Dakota. This is something the board is aware of and will keep an eye on going forward.

By-Laws Committee: (Second reading) 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 Mike Schoepp. There being no further discussion after a roll call vote the motion was called. Ayes all, motion approved.

Don thanked Carey and Ann for their work on the Bi-Law updates.

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 have made good progress and will keep the board informed on the progress.

Rural Water Issue: Ann reported they are going to reach out to get the information on the number of tickets and the number of strikes from the rural water organizatins.

Committee for Commercials: Ryan reported they will look at what Absolute Studios will be doing this year and continue to work with them next year.

2025 Budget: Ryan reported the budget is approved. There was some discussion regarding the advertising budget. The approved amount for the advertising budget for 2025 is \$86,000.

NDOC Funding Future Excavator Meetings: With the changes to the meetings this year the board would like to keep this item on the agenda to discuss how the meetings are progressing.

New Business:

Multi-Language Ads/Website: Connie and Ryan reached out to creative to see what it would take to do some of the things on the website. They informed them we could use a simple service like google translate to translate the page. Once we start changing some of the ads and the banners it would be more of a manual process. With Google translate you need to worry about the accuracy. We might have to come up with a budget to hire a translation service. OCC has used a translation service in the past anytime someone calls in they help them to understand. After some discussion Ryan will check with creative to put together a cost of using a translation service and will get back to the board at the next meeting.

Options for Large Events: Some of the ideas are UND, Country Fest, NDSU, Fargo and Bismarck Marathon, Rib-fest, State Basketball Games, NDSU Tailgating and perhaps contact the ND Tourism for events in the state. The Larks contract ends at the end of the season. We need to look at something by the November meeting.

Prospective Membership Report: Benji and Don F proposed the board set aside \$2,500 in the budget for this purpose.

Don Frye moved to set aside \$2,500.00 per year for organizational memberships. Motion was seconded by Don Johnson. There being no further discussion the motion was called. Ayes all motion approved.

Nominating Committee: Ann Broussard and Derek Weigel volunteered to comprise the nominating committee.

Action Items:

February 13, 2025

- Transfer Funds Policy
- Media Agency Report
- Excavator Meetings
- Rural Water Issues
- Future Funding Excavator Meetings
- Multi-Language Ads/Website
- Large Events Options
- Larks Partnership
- Board Annual Meeting
- Board Election
- Legislative Issues

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
May 08, 2025	10:00	Regular	Capital Electric Co-Op Board Room
August 07, 2025	10:00	Regular	Capital Electric Co-Op Board Room
November 13, 2025	10:00	Regular	Capital Electric Co-Op Board Room
February 12, 2026	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 11:58 PM. Mike Schoepp seconded the motion.

Submitted by:

Carey Burke, Secretary

Don Frye, Chairman

Date: 12/01/2025

Signature: Carey N. Burke

Date: 12/01/2025

Signature: Donald E Frye