

NORTH DAKOTA ONE CALL – BOARD OF DIRECTORS

Meeting Minutes

Date: February 12, 2026

Time: 10:00 AM

Location: Capital Electric, 7401 Yukon Drive, Bismarck, ND

1. Call to Order and Roll Call

President Carey Burke called the meeting to order at 10:00 AM. Roll call was taken and introductions were made.

Board Members Present:

- Carey Burke – Chair, Excavators
- Don Johnson – Transmission & Gas Gathering Systems
- Ann Broussard – Secretary, Rural Water
- Benji Schwartz – Cities over 5000
- Derek Weigel – Cable Television
- Kevin Emter – Cities under 5000
- Cole Johnson – Electric Distribution
- Mike Schoepp – Treasurer, Natural Gas Distribution Systems

Board Members Absent:

- Brooks Goodall – Vice Chair, Telecommunications

Others Present:

- Konrad Crockford – ND Public Service Commission
- Ryan Schmaltz – ND One Call (OCC)
- Connie Schmidt – One Call Concepts (OCC)
- Kim Boyd – One Call Concepts (OCC)
- Savannah Schmidt – NDOC Accounting

2. Approval of Agenda

Motion: First – Cole Johnson; Second – Ann Broussard; Motion carried.

3. Approval of November 13, 2025 Minutes

Motion: First – Kevin Emter; Second – Derek Weigel; Motion carried.

4. Financial Report

Mike reviewed year end 2025 financials, noting improved cash position due to the ticket price adjustment and continued disciplined expense management. Transfers between checking and money market accounts continue in accordance with the approved policy to maximize interest earnings. Motion: First – Cole Johnson; Second – Don Johnson; Motion carried.

5. Approval of Bills

Ryan presented fourth quarter advertising expenses totaling \$7,515.70 and truck expenses totaling \$2,451.52. The truck expenses included tire replacement and routine maintenance. No concerns were raised. Motion: First – Benji Schwartz; Second – Mike Schoepp; Motion carried.

6. NDPSC Report (Konrad Crockford)

Konrad reported 25 open enforcement cases, primarily involving excavation without a valid locate request or excavation prior to response clearance.

The Board discussed the OCC PSC complaint due to non-payment. The entity has made minimal payments toward the outstanding balance. Konrad outlined that the Commission is proceeding through standard enforcement review, evaluating documentation and communication records before determining next steps. Timeline expectations and potential outcomes were reviewed. If progress does not continue, the PSC will move forward with formal enforcement.

Konrad provided an update on the PIPES Act and noted continued monitoring of any federal reporting requirements that may affect NDOC operations.

7. Operations Report

Connie reported January 2026 ticket volume was just over 18,000 tickets, slightly below the prior year due to weather conditions. Incoming call volume remains steady and average hold time continues at approximately 13 seconds, well below the 60 second goal.

Positive response compliance rebounded to 99 percent. Connie explained that bi-weekly compliance tracking is now in place and two-tier letters have been sent to non-compliant entities. Continued follow up will occur to maintain compliance.

ITIC usage reached 96 percent in January. Connie noted that online adoption continues to improve as outreach efforts expand.

The 50 percent volume discount baseline was nearly met in 2025 and early 2026 trends indicate continued growth. Staff will continue monitoring this closely.

Board members commended OCC staff for maintaining strong service levels and improving compliance metrics.

8. Advertising Report

Ryan provided a general update on 2026 advertising planning and confirmed the advertising budget is in place. Planning for upcoming campaigns continues.

9. ND One Call Report

Ryan provided updates on planning for 2026 Excavator Meetings, including sponsor outreach and use of CRM tracking tools for managing registrations and billing. Nine meetings are set for 2026. Eight will be facilitated by Ryan. Registration is currently live with the meetings schedule to start March 3rd.

10. NXT Enhancements

Ticket Talk

Ticket Talk was recently released. Of the 564 tickets that could have had Ticket Talk available, only two tickets have utilized the feature. No formal training or promotion has occurred yet and usage is expected to increase as training materials are developed and outreach expands.

Copy-to Codes

Fargo will continue using the Copy-to Code configuration as a pilot program. The board agreed not to expand statewide at this time. Connie will return with additional information outlining potential impacts on revenue and ticket volume before broader consideration. No motion was made.

Survey Ticket Changes

Staff continues reviewing potential enhancements to survey request handling and related process adjustments.

11. Committee Reports

Commercial

Collaboration with the media agency is ongoing. Planning for 2026 campaigns continues.

Bylaws

The committee is reviewing electronic signature language to confirm compliance with current bylaws.

Membership

No information to report.

12. Old Business

OCC User Group Meeting

The OCC User Group Meeting will be held September 23rd to 25th, 2026 at The Scotts Resort in Scottsdale, AZ. Attendance discussion is ongoing.

CGA Conference

The CGA Conference will be held April 27th to 30th, 2026 at The Broadmoor in Colorado Springs, CO. Attendance discussion is ongoing.

Legislative Issues

Holiday language amendment under review.

Cities Positive Response

Improvement noted; ongoing monitoring.

Rural Water Issue

Ann stated she had nothing new to report.

Marking Materials Cleanup Education

Ryan reported he has reached out to the Northwest Landowners Association and is working on scheduling a presentation at one of their quarterly meetings.

2026 Budget

The 2026 budget was approved in November 2025 and remains in place.

13. New Business

Reimbursement and Travel Policy

The board discussed the five-page draft travel and reimbursement policy covering guidelines for rental vehicles, air travel, lodging, meals, approved travel dates, and more. The board expressed support for the policy with one requested revision: reimbursement for off-site lodging shall not exceed the equivalent conference hotel room rate.

The policy will be updated and redistributed to the board for confirmation.

Motion: First – Mike Schoepp; Second – Ann Broussard; Motion carried.

AI Chatbot

Ryan and Connie presented a pilot AI Chatbot built using the free version of Botpress. The chatbot currently references approximately 20 NDOC documents including ND Century Code, ITIC manuals, training materials, and handbook content. Initial testing demonstrated effective responses to common homeowner and excavator inquiries.

The free version limits document uploads and training capacity. The paid version, estimated at approximately \$1,200 to \$1,300 annually, would allow expanded document storage, improved training, and enhanced analytics. The board was asked to review the test link and provide feedback. Bilingual capability will be explored prior to public launch.

Large Events

The board discussed reallocating approximately \$26,000 previously designated for Larks sponsorship toward multiple rib fest events statewide, with estimated spending of approximately \$7,500 per event. Sponsorship packages would include logo placement on stages, T shirts, banners, wristbands, and food vouchers, customizable per event. These events will take place at the following locations: Bismarck – Dakota Ribfest & Brews – May 29th – 31st; Fargo – Happy Harry’s Ribfest – June 3rd – 6th; Watford City – Best of the West Ribfest – August 7th

Promotional items aligned with event themes are planned for giveaways. Event timing would be coordinated to maximize attendance, including leveraging national act schedules.

14. Nominating Committee

A Nominating Committee was formed consisting of Ann Broussard and Derek Weigel. The committee will nominate candidates for Chair, Vice Chair, Secretary, and Treasurer and report back at the May meeting.

15. Action Items

1. Update on PIPES Act and OCC PSC Complaint (Konrad)
2. Status of 2026 Excavator Banquets (Ryan)
3. Update on marking materials issue (Ryan/Brooks)
4. Update on State Fair shirt design selection (Ryan)
5. Copy-to Code information (Connie)
6. Ticket Talk usage and training (Ryan/Connie)
7. Survey Tickets information update (Carey/Connie)
8. Legislative issues update (Carey/Konrad)
9. Travel/Reimbursement policy revision (Ryan/Don/Benji/Derek)
10. AI Chatbot follow up and expansion (Connie/Ryan)
11. Nominating Committee update (Ann/Derek)
12. Bylaws review of electronic signature requirement (Ann)

16. Adjourn

Motion: First – Cole Johnson; Second – Benji Schwartz; Motion carried.

Meeting adjourned at 12:16 PM.

Ann Broussard 05/28/2026

Submitted by: Ann Broussard, Secretary

Carey Burke 05/28/2026

Approved by: Carey Burke, Chair