

NORTH DAKOTA ONE CALL – BOARD OF DIRECTORS

Meeting Minutes

Date: November 13, 2025

Time: 10:00 AM

Location: Capital Electric Cooperative Board Room, 7401 Yukon Dr., Bismarck, ND

1. Call to Order and Roll Call

President Carey Burke called the meeting to order at 10:00 a.m.

Board Members Present:

- Carey Burke – Chair, Excavators
- Don Johnson – Transmission and Gas Gathering Systems
- Ann Broussard – Secretary, Rural Water
- Benji Schwartz – Cities over 5000
- Derek Weigel – Cable Television
- Brooks Goodall – Vice Chair, Telecommunications
- Kevin Emter – Cities under 5000
- Cole Johnson – Electric Distribution (remote)

Board Members Absent:

- Mike Schoepp – Treasurer, Natural Gas Distribution Systems

Others Present:

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

A quorum was present.

2. Approval of Agenda

The Board reviewed the proposed agenda for the November 13, 2025 meeting. No additions or changes were requested.

Motion: First – Ann Broussard, Second – Derek Weigel. Motion carried.

3. Approval of August 7, 2025 Minutes

The minutes of the August 7, 2025 meeting were reviewed. No corrections were requested.

Motion: First – Don Johnson, Second – Ann Broussard. Motion carried.

4. Administrative Services Position

Hiring Policy

Carey reviewed the updated hiring policy that outlines expectations and approval procedures for administrative support. The Board agreed the revisions provide consistency and clarity.

Motion: First – Brooks Goodall, Second – Kevin Emter. Motion carried.

Administrative Services Hiring Recommendation

The Board reviewed the committee recommendation to move forward with Savannah Schmidt to assume NDOC administrative services beginning January 1, 2026. Savannah introduced herself and confirmed understanding of duties including monthly reporting, invoice coordination, and meeting support. Dinah, Savannah and Ryan will coordinate a year-end transition to ensure continuity.

Motion: First – Brooks Goodall, Second – Ann Broussard. Motion carried.

5. Financial Report

Dinah presented October year-to-date financials, including cash balances, ticket-share revenue pacing, and recent transfers under Board policy. The Board discussed timing of receipts and expenses and confirmed NDOC remains in a stable financial position.

Motion: First – Benji Schwartz, Second – Don Johnson. Motion carried.

6. Approval of Bills

Ryan and Dinah reviewed the third quarter reimbursement request from One Call Concepts. All expenses were consistent with NDOC contractual responsibilities.

Amounts presented for approval:

- Truck Expenses (Q3): **\$1,335.65**
- Advertising Expenses (Q3): **\$16,893.92**

Motion: First – Derek Weigel, Second – Brooks Goodall. Motion carried.

7. NDPSC Report (Konrad Crockford)

Konrad provided an update on 2025 damage prevention and enforcement activity at the Public Service Commission. He reported that **23 cases remain open, 20 cases have been received in 2025, and 26 have been closed** this year. The PSC has assessed **16 penalties totaling \$32,200** in 2025. Konrad also noted that North Dakota continues to participate in PHMSA's one-call grant program, which helps support damage prevention, outreach, and enforcement efforts.

Konrad then reviewed a complaint submitted by One Call Concepts involving an out-of-state contractor that has not met its cost-sharing obligations under the one-call law. Konrad summarized the PSC's actions to date and discussed potential next steps, including coordination with the Secretary of State for contractors operating without meeting statutory requirements. PSC staff will continue follow-up and update NDOC as the case progresses.

8. Operations Report

Connie and Ryan reviewed the October 2025 dashboard, including monthly and year-to-date ticket volumes, comparisons to prior years, and notable changes by ticket type. They also covered call center performance, confirming that average hold times remain within goals due to ongoing call taker training and staffing adjustments.

They then discussed online ticketing performance, including ITIC usage, direct-release rates, and the number of tickets requiring review. Homeowner trends remain consistent, and staff continue assisting those whose projects are better handled through guided entry. The Board also briefly reviewed creative hours and recent system updates, such as Spanish-language resources and refreshed messaging related to marking-material cleanup.

9. Advertising and Media Agency Report

Ryan summarized year-to-date advertising results. Digital, streaming, and video campaigns continue performing above typical industry benchmarks. The Board reviewed budget pacing and confirmed spending remains aligned with projections while maintaining broad statewide messaging. QR codes on handbooks, trucks, and printed materials continue driving users to updated law and Spanish-language resources.

10. ND One Call Report

Ryan provided an update on outreach and training activities, including sessions with contractors, utilities, and local governments. Demand for NDOC handbooks and educational materials remains strong. Ryan also noted early planning for 2026 events, excavator meetings, and sponsorships, with feedback from previous activities being used to improve upcoming efforts.

11. NXT Enhancements

Connie and Ryan provided updates on four enhancement areas within NXT.

Copy-to codes:

Cities, departments, and other entities can now receive the same ticket as the primary member and provide their own independent status responses. This supports broader Positive Response participation without altering what excavators see.

Ticket Talk:

Testing continues for Ticket Talk, which allows utilities to send informational messages back to excavators on specific tickets. NDOC will schedule training and communication before broader rollout. Rollout will begin January 2026.

Survey ticket changes:

Staff reviewed differences between surveyors' preferred delivery selections and the required response obligations for utilities. NDOC will continue refining explanatory text to reduce confusion for survey requestors.

Future enhancements and user feedback:

Connie noted OCC will continue gathering feedback from NDOC staff and members, with items captured through daily use, user groups, and Board input guiding future development.

12. Old Business

a. OCC User Group Meeting Recap

Ann summarized the recent Nashville User Group meeting, including sessions on enforcement trends, legislative discussions, and new technology topics such as AI-based assistance.

b. CGA Conference

The Board noted the upcoming CGA Conference scheduled for April 27–30, 2026 in Colorado Springs. Members were asked to consider attendance.

c. Legislative Issues and One Call Coalition

Carey and Konrad updated the Board on coalition activities and legislative monitoring related to pipeline safety and damage prevention. The PIPES Act contains proposed legislation that will affect all utilities and excavators across the nation. The NDOC board and ND PSC will continue to monitor its status.

d. Cities Positive Response

Ryan and Connie reported progress on onboarding additional cities into Positive Response. Most larger and medium-sized cities are already participating, with remaining entities being low-volume.

e. Rural Water Issues

Ann reported that there was no new information to share regarding the ongoing Rural Water issue.

f. Committees

- Commercial – Ryan and Brooks will continue to discuss new content ideas.
- Bylaws – No changes were discussed by the bylaws committee.
- Memberships – New membership options will continue to be evaluated.

g. Multi-language website update

Ryan noted that the Spanish version of the NDOC website is live and mirrors the updated English content. The Spanish handbook was updated to reflect the 2025 edition.

h. AI minutes process

Ryan reported the use of AI to assist in note taking and minutes creation is working good but is still a work in progress. The Board reaffirmed the importance of clearly stating motions and naming both the first and second on the record to support transcription accuracy.

i. Marking materials cleanup education

Connie and Ryan reported on continued efforts to reinforce that excavators are responsible for removing flags once work is complete, including updated website banners and clearer Positive Response ticket language. Brooks expressed concern about repeated issues in his area where large projects leave flags and heavy paint behind, creating problems for landowners and interfering with normal operations.

The Board agreed that ongoing education is essential and that cleanup expectations should continue to be emphasized in presentations, outreach materials, and ticket messaging to help reduce complaints and avoid potential legislative attention on excessive or abandoned markings. The PSC recommends filing a complaint against contractors if landowners see continued abuse on flag cleanup.

j. QR Codes

Ryan reported that the QR codes for the law updates and direct link to the Spanish website have been added to all remaining handbooks. Additional stickers with the QR codes are available to board members and the NDOC membership.

13. New Business

a. 2026 Budget and Large Events

Ryan presented the proposed **2026 NDOC budget totaling \$205,000**, reviewing allocations across operations, advertising, outreach, and sponsorships. He noted that the core advertising plan remains consistent with prior years and continues to deliver strong performance. The Board discussed increases in certain expense categories, expected outreach needs for 2026, and how the proposed allocations align with current ticket trends and public education goals. After review, the Board approved the 2026 budget as presented.

Motion: First – Brooks Goodall, Second – Kevin Emter. Motion carried.

The Board also discussed large events and statewide sponsorship opportunities for 2026. Ryan noted that while the Bismarck Larks partnership has historically provided high visibility and strong community engagement, a significant portion of the sponsorship budget goes toward that single event, and many attendees are repeat visitors. Board members felt it may be beneficial to diversify and invest in additional events across the state to reach a broader audience. A committee consisting of **Ryan Schmaltz, Brooks Goodall, Cole Johnson, Benji Schwartz, and Kevin Emter** was formed to evaluate options, including whether to modify the Larks partnership and what alternative events or sponsorships should be considered. The committee will bring recommendations to the February 2026 meeting.

b. Reimbursement and Expense Policy

The Board discussed the need for a clearer, written reimbursement and expense policy to guide Board member travel for conferences, meetings, and outreach events. Members noted that current practices vary and that a formal policy would help ensure fairness and consistency in areas such as airfare, lodging, mileage, rental vehicles, and meal reimbursement. The Board agreed the policy should outline allowable expenses, documentation requirements, and expectations for advance approval when needed. **Don Johnson, Benji Schwartz, and Derek Weigel** will draft a proposed policy for review at the next meeting, with Ryan available in an advisory capacity as needed.

14. Action Items

1. Administrative position transition (Dinah/Savanna/Ryan)
 2. OCC PSC complaint update (Konrad/Ryan)
 3. PIPES Act update (Connie/Kim/Konrad)
 4. Status of 2026 Excavator Banquets (Ryan)
 5. NXT Enhancements follow-up (Connie)
 - a. Ticket Talk Testing
 - b. Copy-to Codes (Kevin/Benji)
 - c. Survey Ticket Information
 6. Potential AI Chatbot on NDOC website (Ryan/Connie)
 7. Education and legislation update regarding marking materials (Ryan/Connie/Brooks)
 8. Review large events for 2026 (Ryan/Brooks/Cole/Benji/Kevin)
 9. Draft a formal reimbursement policy (Don/Benji/Derek/Ryan)
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15. Adjourn

Motion: First – Don Johnson, Second – Benji Schwartz. Motion carried.

Meeting adjourned at 12:45 PM.

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Submitted by: Ann Broussard, Secretary

Ann Broussard

02/20/2026

Approved by: Carey Burke, Chair

Carey Burke

02/19/2026