

North Dakota One-Call Board of Directors Meeting

Meeting Date: May 11, 2017

The meeting was called to order by Don Frye at 9:31 am at the NDARC Board Room, 3201 Nygren Dr. NW, Mandan, ND.

Board Members Present:

Don Frye – Cities under 5000	Mike Schoepp – Gas/Pipelines
Brooks Goodall – Telecommunications	Ron Ness – Electric
Jerry Blomeke - Rural Water	Mark Dougherty – Excavators
Brenda Derrig – Cities over 5000 – Secretary	Dale Robbins – Cable Television

Board Members Absent: None

Others Present:

Ryan Schmaltz – One Call Concepts/ND One Call Board Representative	
Connie Schmidt - One Call Concepts	Jim Holzer - One Call Concepts
Dinah Roberson – AGC of ND	Victor Schock - ND PSC

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. Jerry Blomeke moved to approve the agenda. Brenda Derrig 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 February 9, 2017 meeting were presented for review and comment to the Board of Directors. Mark Dougherty moved to approve the minutes as submitted. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

Financial report:

The financial summary for January through April 30, 2017 was submitted as follows:

Total Income	\$14,495.95
Total Expenses	\$60,974.01
Net Income	(\$46,478.06)
Total Checking/Savings	\$684,891.41

Jerry Blomeke moved to accept the financial report as presented. Mark Dougherty seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

Treasurer Mike Schoepp informed the board the CD at Bremer Bank will mature this month. In the past the CD was renewed annually at an interest rate of .700. He suggested the CD be renewed at 20 months for an interest rate of 1.25%.

Mike Schoepp moved to extend the CD from 12 month to 20 month renewal date. Ron Ness seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved

Approve Bills:

Ryan Schmaltz presented the current advertising expenses for payment which include the months of October, November, December advertising expenses and the truck expenses. Mark Dougherty moved to approve payment of advertising expenses as presented. Motion was seconded by Ron Ness. There being no further discussion the motion was called. Ayes all, motion was approved.

Election of Officers:

Mark Presented the memo and recommendation of officers as noted below:

Chair	Don Frye representing Cities under 5,000 populations
Vice- Chair	Brooks Goodall representing Telecommunications
Secretary	Brenda Derring representing Cities over 5,000 populations
Treasurer	Mike Schoepp representing Gas & Oil

Brenda Derrig moved to accept the officer nominations as presented. Mike Schoepp seconded the motion. There being no further discussion the motion was called. Ayes all, motion approved.

The board was informed Dinah will be retiring in January 2018. Mark Dougherty offered to speak with Russ Hanson at AGC of North Dakota to see if it would be possible for NDOC to discontinue their contract and set up a new contract with Dinah. She would continue to perform the same duties as the current contract states.

Audit Report:

Audit report for the year 2016 was presented to the board.

Jerry Blomeke moved to accept the financial report as presented. Mark Dougherty seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

By Laws Update:

Brooks Goodall moved to approve the By Law changes as presented at the meeting. Dale Robbins seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

NDCGA:

- a) Stakeholders Bill Update: The bill has passed.
- b) There has not been a meeting since the bill passed.
- c) 2017 Summit Update: The 2017 summit has been postponed until January 31, 2018 through February 1, 2018. Connie and Jim informed the board that OCC is willing to assist with the stirring committee for the Summit if there are issues with getting it all put together. They have the contacts and resources to help.
- d) The handbook needs to be updated with the new law changes. The board made suggestions for changes to the new handbook.

PSC – Report:

Enforcement cases update: There is only one new case in 2017 and the number cases for 2016 are down drastically. There was discussion by the board as to when and who should file a complaint against companies that do not do locates as required by law. OCC will work with creative to set a tab the 811 website for easier access to file a damage complaint.

FEMSA Audit: PSC had an audit in October or November to review their procedures and laws for the year of 2015. Out of the 240 to 260 points they received about 176 points. 181 points are needed to pass. A couple of law changes needed were 1) Operators reporting on damaged lines 2) Reporting requirement- when cutting a line operators should be calling 911 but the law does not state that. They will work on being compliant for the next audit.

Center Operations Report:

Connie reported ticket numbers for February to March had a huge gap but in April the gap has closed significantly. The ITIC numbers have hit a wall at between 68-70%. She worked with creative to create an e-shot reminding everyone about ITIC and asking if they need training to use the system. They sent the e-shot out to thousands registered users on May 1, 2017. She is interested to see what the May numbers will be hoping the numbers will be at 70%.

Call center activity was as follows:

January to March 2017	2016	2017	% Increase
Incoming Tickets	16,911	12,277	-27.4%
Outgoing Tickets	96,118	76,863	-20.0%

The incoming tickets represented above for 2017 were split as follows:

Operators Calls	13.16%
Excavator Calls	83.22%
Homeowner Calls	3.62%

Types of locate requests were as follows for 2017:

January to March 2017	% Total 2017
Routine	73.0%
Modify	3.9%
Respot	16.2%
Emergency	6.0%
Meets	.9%

Advertising Report:

The 2017 NDOC advertising expenditures as of May 31, 2017 are as follows:

Budget Items	Total To Date	Budget
Promotional Items	\$24,277.31	\$50,000.00
Trade Shows	\$6,595.00	\$18,000.00
Magazine & Other Print	\$3,963.35	\$17,000.00
Website	\$ 0.00	\$12,000.00
Radio	\$2,401.00	\$22,500.00
TV	\$7,261.90	\$90,500.00
UND/NDSU Games	\$0.00	\$30,000.00
Bill Board	\$ 0.00	\$10,000.00
NDOC Truck	-\$704.92	\$10,000.00
Total of Items to Date	\$43,793.64	\$260,000.00

- 1) Ryan presented the advertising expenses compared to the budget with an YTD net of \$216,206.36.
- 2) **Truck report:** The truck expense report was presented for the period of January to March 2017 to the board. The balance due to OCC for the period is -\$704.92.
- 3) **Lark Sponsorship:** Ryan shared the NDOC outfield sign submitted to the Larks. The first sign is geared toward homeowners. In the fall the sign will be geared toward excavators. The 811 car and bike will be at the

Larks game on Monday night July 24, 2017. August 11, 2017 will be 811 night at the game Ryan will be ordering hats to hand out that evening.

- 4) **State Fair** - Ryan stated we are up to 21 companies that are going to do sponsorships at the State Fair. We have a group that is coming up to help with interactive activities at the fair. We will need to order bags and T-shirts for the event. He will be using the "I am" theme. The Car and Bike are ready to go for the parade on July 22nd the entry was submitted early so we should be in the first part of the parade. Handouts to be promotional items, candy and postcards to let people know where the Car & Bike will be located. Dates for the car & Bike July 22-23 Parade & Fair, July 24 Larks Game.
- 5) **State Fair/OCC Staff:** Connie asked that the board cover part of the expense to send 2 people from their staff to help with the activities at the Fair & Larks Game. A motion was made by Mark Dougherty to pay for airfare and hotel accommodations for two people from OCC to help with the activities at the State Fair and Larks game July 22, 23 & 24, 2017. The motion was seconded by Dale Robbins. There being no further discussion the motion was called. Ayes all, motion was approved.
- 6) **Truck Lease:** The buyout cost on truck lease as of February 2018 is \$27,482.00. If we were to get a new vehicle the cost of the lease would be 700 to 750 per month. The board felt that they would like to do another lease.
- 7) **Excavator Dinner Schedule:** Numbers were good this year and positive comments they were very informative because of the law changes. Ryan is thinking about changing some locations. The giveaway cooler was a big hit.

Old Business:

- a) **UND Hockey Sponsorship:** Since we are doing the Larks sponsorship and television advertising the board decided to forgo the UND Hockey sponsorship this year.
- b) **Expense Policy:** This was covered in the bi-laws.
- c) **Excavator Non-Payment Letters:** Series of letters have been sent out. 1) OCC – had good response, 2) NDOC – little stronger language sent from the board.
- d) **Other:**
- e) **National CGA Conference:** Reminder that the conference will be held in **Orlando, Florida on March 14-16, 2017.**
- f) **OCC Minnesota Tech Conference** –OCC is also held a regional users group meeting with ND, MN and Iowa February 2-3, 2017. Ron presented a written report for the board. Brooks did a presentation at the meeting that was very well received. North Dakota was well represented at the meeting. Susan and Connie encouraged Books to do his presentation at the national user group in October or September.
- g) **Expense Policy:** Tabled until next meeting.
- h) **Web Site Changes:** The board felt the website looks good.
- i) **Excavator Non-Payment Process Update:** The letter was sent out via e-mail to 1,500 customers with a balance due over 60 days. Waiting for January billing to go out to get a report to find out how many accounts were paid. We will get a report soon. The next step is to send out a letter from the Board.

New Business:

- a) **November Board Meeting:** Suggestions were made for the November meeting Ryan will try and get a location set by the August meeting.
- b) **OCC user Group meeting** – Reminder – September 19 – 21, 2017, San Diego. Jim reminded everyone to be there early Monday night they have something special planned.
- c) **Next Gen:** They discussed not having a set start date but instead work on getting certain things accomplished before we do an install. He went over some of the issues they have experienced that have improved the system. The technical changes now need to be installed in the new system and existing systems need to be updated. Jim suggested letting some time pass between the new law changes and

implementing Next Gen to insulate the two. Connie shared there were eleven enhancements that will be rolled into North Dakota and one more that they are working on that if you do not have internet to be able to access the map. So they came up with a plan that if you do not have internet you will be able to click on a link on the ticket and get a JPEG of the map that you can download and print out. Map will also include driving directions.

- d) **Meeting Time Change:** Meeting set for Friday August 11, 2017 - 12:00 lunch 1:00 meeting
- e) **August 10, 2017 date change (Larks Game)** – August 11, 2017 at 7:35 PM
- f) **Action Items:**
 - May 11, 2017:**
 - Staffing – Mark & Don
 - Approve Updated bylaws - Mark
 - Summit – Ryan
 - Update Handbook – Ryan
 - State Fair – Ryan
 - Follow up Truck Lease –Ryan
- g) **Other:** Summit attendees – Brooks, Brenda, Don, Ron & Mark.

Upcoming Meetings:

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
August 11, 2017	12:00 AM	Regular	NDAREC Board Room
November 9, 2017	10:00 AM	Regular	Unknown
February 8, 2018		Regular	
May 10, 2018		Regular	

There being no further business to come before the board Dale Robbins made a motion to adjourn Ron Ness seconded the meeting was adjourned at 1:07PM.

Submitted by:
Brenda Derrig, Secretary

Signature: B. Derrig
Date: 8-11-17

Don Frye, Chairman

Signature: Don Frye
Date: 8-11-17