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MINUTES
BOARD OF DIRECTORS MEETING
April 15, 2026

Members Present:

Keith Novy, Chair	Jason Ponciano
Ward Westphal, Vice Chair	Sam Richert
Kris Anderson	Mark Sellin
Brian Connolly	Ben Wallace
Tom Hoffman	Patrick Warden
Dave Hunstad	Jon Wolfgram
Jeff Murray	

Counsel present (Hinshaw & Culbertson LLP):

Dean E. Parker	Peter J. Kaiser
Kevin J. Moore	

Guests of the Board:

Kelly Connolly, Chief Operations Officer, GSOC
Olivia Phillips, Marketing Specialist, GSOC
Adam Franco, Vice President, OCC
Kimberly Boyd, Customer Relations Manager, OCC
Ryan Schmaltz, Director of Education and Public Relations for North Dakota, OCC
Tammy Gardner, Minnesota General Manager, OCC
Mike Mendiola, Engineer Principal, Minnesota Office of Pipeline Safety

Meet Ticket Presenters:

Alex Van Vlaenderen, Gigapower
Daniel Prachar, ITG Communications

Other Public Guests:

Blake Pfaffendorf, Safety Director, Carl Bolander & Sons Co.
Tyler Gustaveson, USIC
Justin Larson, Xcel Energy
Angela Garrett, Gigapower
Purnima Roberts, Gigapower
Cliff Shaw, Gigapower

On Wednesday, April 15, 2026, at 9:00 a.m., in person and by videoconference, a meeting of the Board of Directors was called to order by GSOC President, Keith Novy. Roll call was taken and a quorum was determined to be present. Peter Kaiser was asked to act as recording secretary.

OPEN SESSION

Chair's Report; Approval of Minutes

Introductions

Mr. Novy welcomed the Board and guests to the meeting and commenced the meeting in open session. He thanked the board, guests, and members of the public for attending and invited guests to introduce themselves.

Approval of Minutes

Upon motion made and duly seconded, meeting minutes for the public meeting held on January 7, 2026, were approved.

Upcoming Meetings

Mr. Novy reminded the Board of dates for the upcoming meetings, and asked that the Finance Committee finalize its schedule in advance of setting a full Board meeting in December.

Meet Ticket Presentation and Discussion

Gigapower / ITG Presentation

Keith Novy introduced Alex Van Vlaenderen (Gigapower) and Daniel Pracher (ITG Communications), who joined the meeting to provide their experience using the notification center's meet ticket system, and suggest additional system changes and process improvements. The presentation claimed that a major challenge faced by excavators is ongoing compliance with meet ticket documentation after adoption. The presenters therefore focused on possible strategies for increasing longer-term compliance.

A robust question and answer session ensued, along with Board discussion around meet tickets, the history of the current meet ticket system, and potential options for improving the system.

Mr. Novy thanked the participants again for their willingness to attend the meeting and to share their perspectives.

GSOC – Meet Ticket Feedback Presentation

Kelly Connolly reported on industry feedback received from locators, operators and excavators related to the use and functionality of the meet ticket system, along with challenges experienced.

Ms. Connolly discussed solutions that are in-process with respect to technical matters, and suggested potential solutions to other challenges. Additional conversation was held around potential process improvements to the current system, such as streamlined sharing and acceptance of meet ticket documentation. Discussion was also held around alternative methods for scheduling and documenting meets in other peer states.

Legislative Update

Kelly Connolly and Peter Kaiser have been monitoring discussions around upcoming legislative initiatives, and asked to provide an update to the Board. Mr. Kaiser reported on the status of the mandatory electronic positive response legislation currently before the Minnesota Senate. The Board asked questions about these changes and considered its potential impact on the notification system. Discussion was held around necessary system updates if the legislation were to pass. Additional conversation was held around Amendment No. 2 to the current legislation, which would address submerged excavation issues.

COO Report

Kelly Connolly delivered the COO update. Her presentation focused on recent webinars and other education efforts, including feedback from recent Damage Prevention (DP) Meetings around the state. Upcoming initiatives will include additional TicketTalk promotion and outreach. Ms. Connolly summarized upcoming initiatives from the Strategic Plan, and noted how these efforts linked to the plan.

Ms. Connolly discussed a plan to refresh the Visioning Committee, an ad hoc committee of the GSOC Board.

Ms. Connolly and Olivia Philips discussed recent advertising and marketing initiatives, and feedback on the same, including the updated GSOC newsletter. They also presented on the recent launch of Spanish language materials, including a translation of the GSOC Handbook. The Board asked to be apprised of any feedback received and data generated by this initiative.

Ms. Philips further presented on the Safe Digging Month Toolkit, and its successful uptake by the community.

Call Center Update

Tammy Gardner presented the call center update on behalf of OCC. The presentation included an overview of the new KPI structure and notification center compliance with these standards. A brief staffing update was also presented.

TicketTalk feedback was also presented. OCC continues to support ticket management platform providers that are having issues with properly displaying the messages. Additional issues were noted, and certain members of the board volunteered to provide direct feedback and usability suggestions.

OCC also recently updated the Search and Status (ticket search) system to improve user experience. Ms. Gardner summarized the commentary and feedback received so far, and the Board discussed possible tweaks to the interface based on user feedback.

MnOPS Update

Mike Mendiola presented the MnOPS update. This presentation included a summary of the office's new hiring initiatives.

The MnOPS Conference has been set for Oct. 20-21st, and board members were asked to reserve time and consider attending.

Mr. Mendiola provided a summary of recent DP meetings, which focused on meet tickets, the location of service laterals, and the recent effectiveness of Minnesota's new geospatial mapping law.

Mr. Mendiola also provided an overview of recent data on enforcement matters and damages to underground facilities.

CLOSED SESSION

The Board thanked and excused all guests, and entered Closed Session. Kelly Connolly was invited to stay for a portion of the annual report discussion.

Annual Report Discussion

Mr. Kaiser presented an executive summary of the 2026 Annual Report prepared by One Call Concepts, Inc. Discussion was held on the results of the report.

Ms. Connolly was excused from the meeting following this discussion.

Election of John Powell to the GSOC Board of Directors

Mr. Ponciano presented the candidacy of Mr. John Powell, including a summary of his background and qualifications. The Board of Directors then discussed his candidacy.

> Upon motion made and duly seconded, the Board of Directors elected Mr. John Powell to the Board of Directors. Mr. Ponciano was asked to notify Mr. Powell of his appointment, and Board Counsel was directed to begin onboarding activities.

Adjournment

There being no further business coming before the Board, upon motion made and duly seconded, the meeting was adjourned.

Peter Kaiser
Recording Secretary

Next Meeting Dates:

August 12, 2026
November 11, 2026

Shorter interim meetings may be set