

Summer 2016



The Scoop

OKLAHOMA ONE-CALL SYSTEM, INC.



What's Inside Oklahoma Excavation Safety Expo

HB-1951 Goes Into Effect November 2016

Damage Prevention Hits The Road

OKIE811 Breaks Ground On New Corporate Headquarters

OKIE811 Hosts 2016 Annual Meeting

On March 3, Oklahoma One-Call System, Inc. hosted its Annual Meeting. The event serves as an opportunity for the staff of OKIE811 to interact and build relationships with the member companies of Oklahoma One-Call. The event was held at the Central Oklahoma Homebuilders' Association Event Center in Oklahoma City.

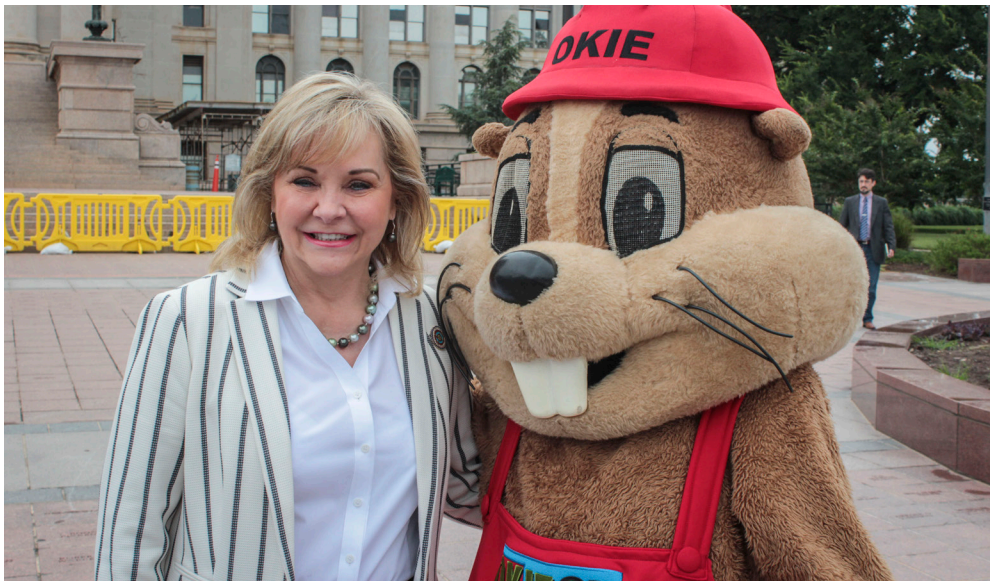
Ninety attendees, representing over fifty member companies, participated the event. The Annual Meeting allows OKIE811 to report on the major happenings from the previous year. This year, members of the OKIE811 Board of Directors spoke

about the state of the organization and provided information regarding the voting of future board members. Susan Bohl and members of the OKIE811 Damage Prevention team provided a short overview of the yearly contact center statistics and damage prevention events/marketing efforts.

After the presentations and break-out sessions were finished, attendees were treated to a complimentary appreciation luncheon. During the luncheon, OKIE811 staff recognized members of the board of directors, the operating committee and damage prevention volunteers for their time and effort throughout 2015.



National CNG Road Rally Makes Oklahoma City Pit Stop



On June 2, 2016, Oklahoma Natural Gas hosted the official media stop of the "National CNG Road Rally." The two-week Road Rally stretched from Long Beach, California to Washington, D.C., promoting compressed natural gas (CNG) across the United States through local and national community and media support.

The event featured expert speakers in regards

to CNG policies and expansion. Matt Godlewski, President of NGV America spoke about the nationwide expansion to CNG vehicles and how their organization is pushing for more states to embrace CNG like Oklahoma. Oklahoma Secretary of State Chris Benge spoke about how Oklahoma made a commitment to CNG last decade to help make Oklahoma a leading producer in CNG. Finally, Oklahoma Governor Mary Fallin touched on her



experience in pushing CNG and how she relayed that work to President Obama and the Automotive Industry.

Oklahoma Natural Gas brought their game-day trailer and provided the crowd of over one hundred people chips, water, cookies and hot dogs made with CNG.

HB-1951 Takes Effect November 2016

In April, Governor Mary Fallin signed HB-1951 into legislation. The bill changes the Oklahoma Underground Facilities Damage Prevention Act §63-142 and requires all municipalities (aka Public Agencies) with underground facilities to become a member of the Statewide One-Call Notification Center (known as Oklahoma One-Call or OKIE811). The legislation also requires these entities to locate their lines within 48 hours after receipt of notification. This law becomes effective November 1, 2016.

There are currently 292 municipalities that already

participate in the One-Call. HB 1951 impacts the non-participating agencies and provides them with the opportunity between now and November 1, 2016 to become compliant with the law before it goes into effect.

There are over 300 non-participating public agencies, of which, only 16 provide services to populations greater than 3,000. Public agencies with fewer than 3,000 in population can participate in the One-Call basic service plan at no cost. Those with greater than 3,000 in population will incur the

2017 fees based on the One-Call's fee. Also, there may be smaller public agencies that do not operate underground facilities or lines. Therefore, they would not be required to become a member of the One-Call.

For a listing of the public agencies not currently participating in the One-Call, or for an early draft of the 2017 fee schedule, go to <http://www.oml.org/Publications/EDU/-June16/okie2016.html> and click on the hyperlinks.

OKIE811 Breaks Ground On New Corporate Headquarters



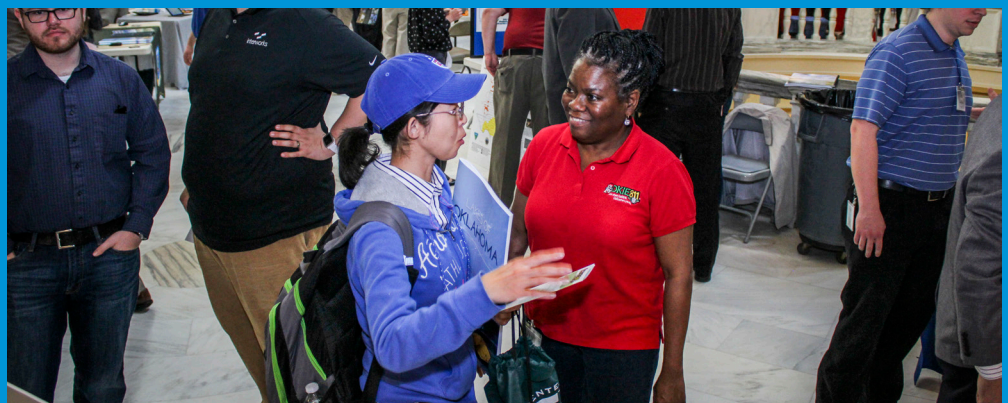
On July 8, the OKIE811 staff celebrated the beginning of construction on their new corporate headquarters in Oklahoma City, OK. Over 30 people from OKIE811, the Ross Group, the Board of Directors, Operating Committee and other guests attended the ceremony. The new facility will total over 10,000 square feet and will provide easier access to the company off of the Broadway Extension.

The new complex will feature a new conference room that can accommodate as many as 40 people and a reinforced safety evacuation area. Other upgrades include: a dedicated IT server room with improved cabling, a secured entrance gate and room for future expansion.

The Ross Group (Oklahoma City, OK) is leading the construction of the building. The headquarters will be off of the Broadway Extension, just north of NW 63rd Street. The target completion date is spring 2017.



The OKIE811 GIS team attended GIS Day at the Capitol on March 10. The event was a great opportunity for those in the public and private fields to network and demonstrate how GIS technology is a great tool to use. The event lasted all day and featured several speakers from the state government as they spoke about the critical role GIS plays in Oklahoma.



2016 Ticket Trends In Oklahoma

Based on ticket/call volume through the end of July 2016, OKIE811 has seen a 2% increase in volume as compared to the same time last year. Of course with an increase in ticket/call volume, Oklahoma underground operators are seeing an increase in line locates. The graph to the right illustrates the 2016 ticket volume compared to the prior 5 years.

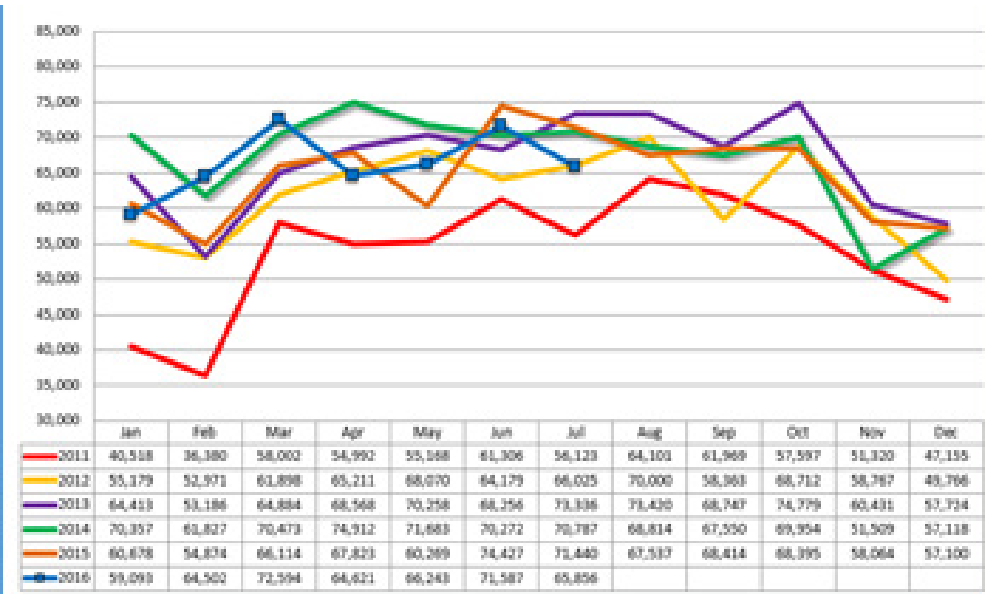
The counties listed in the chart to the bottom-right are those that experienced more than a 50% increase in excavation activity year-to-date through June as compared to last year.

With the recent decline in the oil and gas industry across Oklahoma, OKIE811 is fortunate that this has not negatively impacted the inbound activity of the One-Call. Most of the offset in activity is a result of more excavation work being done on septic/sewers as well as ditch work/culverts.

In order to ensure quality service standards and keep call times low, OKIE811 has hired 4 part-time Customer Service Representatives. This move allows the organization to be flexible with its staffing to ensure full coverage during high-traffic times, peak hours and scheduled employee paint time-off.

For more information about OKIE811 trends, visit our website at www.OKIE811.org.

(Incoming Tickets - By Month)



Area	Work County	% Change	2016 thru June	2015 thru June
Northeast OK	OKMULGEE	53.17	4,687	3,060
Northwest OK	DEWEY	118.3	2,135	978
Northwest OK	GRANT	49.07	2,968	1,991
Southeast OK	COAL	70.24	1,287	756
Southwest OK	HARMON	77.82	505	284
Southwest OK	JEFFERSON	67.9	774	461
Southwest OK	TILLMAN	84.2	851	462



Contact Center Updates

Your OKIE811 Contact Center Team has been hard at work innovating and implementing new policies and procedures to improve the overall experience. Excellent Customer Service and Safety are our primary goals and we believe that each step we have taken is step toward success. Here are just a few of the improvements we have made in the past six months:

- Implemented the call back feature which, during times of higher than normal volume, gives excavators the option to receive a call back instead of spending an extended amount of time on hold.
- Streamlined internal web update ticket handling processes to provide more timely service.
- OKIE811 No longer accepts locates via fax or sends locate tickets to excavators via fax. This ensures a timely response to locate requests submitted online or via phone and provides quicker ticket confirmations.

- Updated Emergency Locate Request call out procedures to aide in rapid notification delivery.
- Eliminated daily "Mandatory Lunch Over Time" groups to provide balance and flexibility to employees ultimately resulting in happier helpful customer service representatives.
- Overhauled the Contact Center Incentive system to effectively reward excellent performance.
- We also hired four new CSRs to keep those wait times down.

It's been very busy in the Contact Center. On Monday, July 18th, we processed **4,184** locate requests! The last time we processed more than 4,000 tickets was in February of 2014! We also set a new record for tickets process via Web, **2636** tickets!

OKIE811 Hosts 2016 Oklahoma Excavation Safety Expo



One of the core focuses of Oklahoma One-Call System, Inc. is ensuring professional excavators are educated about safe digging practices and equipped to handle an issue in the event of damaging an underground line. The Oklahoma Excavation Safety Expo was designed to bring together excavators, the One-Call, underground facility operators and industry experts to open lines of communication and share knowledge and information. On April 18 & 19, OKIE811 hosted the second annual expo with that goal in mind.

On Monday, participants were offered Trenching and Excavation Safety courses. The mixture of in-class training and hands-on experience gave the attendees a unique experience to better equip them for working in the field. The following day, attendees were offered



a variety of break-out sessions that ranged from *What to Do If A Line Has Been Hit* to *Knowing What The Marks Mean*. These break-out sessions provided the attendees a variety of options so that they could choose which topics were relevant to their industry and help spark interest in subject matter that they may have been unaware of.

The Oklahoma Excavation Safety Expo also featured two keynote speakers. Day 2 was kicked off by Shawn Galloway of ProAct Safety where he spoke about creating a culture of safety within the work place. His message focused on having your head within a safety mentality long before excavators even begin their work. During lunch, Rick Smith from the National Weather Service spoke about potential dangers



caused by the weather on work-sites. Mr. Smith's message highlighted some of the common myths and misconceptions regarding things like wind, lightning, rain and tornadoes and how to take precautions in those scenarios. The two keynote speakers provided information on topics not usually considered when thinking about safety.

A mock line strike demonstration was used to cap off the event on the final day. A large coordinated effort was needed to bring together all of the necessary equipment, personnel and first responders. The demonstration gave attendees a chance to see a real-life scenario of a pipeline strike.

The 2017 expo is slated for March 23 & 24.



During the first 2 months of the year, the Damage Prevention department is very fortunate to partner with Paradigm Liaison Services and travel the state spreading the 811 message alongside Paradigm's successful API RP 1162 message throughout every county in the state. This partnership started 3 years ago when OKIE811 and Paradigm brainstormed about getting our 811 message and their "pipeline awareness" message to different audiences. These double meetings consist of a county employee/contractor meeting in the morning, then a shared lunch between the meeting attendees and the pipeline operators/first responders. After lunch, the morning attendees are invited to stay and attend the RP 1162 training in the afternoon, which is geared towards first responders in that particular county. This partnership has been very successful and OKIE811 appreciates the great support it gets from partners like Paradigm.

2/23 **Mid-Del Vo-Tech** **Midwest City, OK**

OKIE811 presented a safe excavation program to Heavy Equipment Operator students. The attendees were training for Heavy Equipment safety while utilizing equipment around utilities.

2/29 **Fairview Safety Days** **Fairview, OK**

Approximately 200-300 grade schoolers were given safety information on everything from farm equipment safety, home safety, bicycle safety and the 811 message.

3/2 **Tulsa Community College Class** **Tulsa, OK**

Brenda Hoefar was asked to conduct a training for the Horticulture class at Tulsa Community College. According to Dennis Voss, horticulture specialist at the college, the horticulture industry is prone to safety hazards and injuries, this class was to get the students as fully attuned as possible to the risks and safety needs of the industry.

3/3-4 **Oklahoma Society of Land Surveyors**

Reed Conference Center MWC

The 2016 Oklahoma Society of Land Surveyors, OSLS, Annual Convention March 3-4, 2016 at the Sheraton Reed Conference Center in Midwest City, OK. The two-day event attracted over 300 surveyors, civil engineers and vendors. Jerry West was an exhibitor and encouraged OSLS members' to incorporate Dial 811 into their pre-design phases to prevent damages to vital underground services.

Established in 1969, The Oklahoma Society of Land Surveyors is a non-profit organization of Licensed Land Surveyors, para-professionals, students and businesses promoting the continued education of its members and dedicating itself to the promotion and protection of the profession of land surveying.

3/18-20 **Oklahoma City Home & Outdoor Living Show** **Oklahoma City, OK**

This show reaches more than 21,000 homeowners each year. OKIE representatives and volunteers worked the booth all weekend. OKIE the Critter stopped by several times during the show to meet with the public and take photos.

3/18-20 **Southwestern Oklahoma Home Builders Home & Garden Expo** **Lawton, OK**

The Great Plains Damage Prevention was an exhibitor at the Southwestern Oklahoma Home Builders Association Annual Home & Garden Show, March 18-20, located in the Lawton Coliseum. The event displayed numerous vendors' displaying home and lawn projects to over 5,000 homeowners, landscapers, farmers and many other potential excavators. GPDPC volunteers Jennifer Krititz, Jeff Hart Cotton Electric COOP Walters and Jerry West OKIE811 educated and distributed information to homeowners advising them to DIAL 811 prior to their DIY projects.

4/1 **Blueline Rental Well Service Training** **Oklahoma City, OK**

Brenda Hoefar was asked to partner with Eric Oden, Southern Star Central Gas Pipeline, for a training event on April 1, at Blueline Rental Well Service. Brenda and Eric stressed the importance of using OKIE811 and the Eric shared that Southern Star requires all of its contractors to utilize OKIE811 before doing any job for them.

4/1-3 **Southwest Farm & Home Expo** **Elk City, OK**

The Great Plains Damage Prevention was exhibitor at The SW Farm & Home Expo was held at the Community Center. The event attracted over 5,000 attendees were homeowners, farmers/ranchers involved digging around utilities. Local radio stations were present and promoting the importance for dialing 811.

4/11-13 **Oklahoma Rural Water Association Spring Conference** **Norman, OK**

In 2016 The Oklahoma Rural Water Association, ORWA, celebrates 46 years of service. Since 1970 the organization continues to serve its mission "To enhance the quality of life in rural Oklahoma through the development and delivery of services and programs for the benefit of ORWA members and the rural people they serve." The event drew over 600+ state wide rural water operators and owners.

4/26 **Future Farmers of America Conference** **Cox Convention Center OKC**

The National Future Farmers of America Organization is a dynamic youth leadership organization that strives to make a positive difference in the lives of students by developing their potential for premier leadership, personal growth and career success through agriculture education. Today, Oklahoma FFA has over 6,000 members.

This year, OKIE811 partnered with Chesapeake Energy as an exhibitor for this event. The State FFA Convention, located in Oklahoma City, attracted over 25,000 attendees. These students strive for premier leadership, personal growth, and career success through agricultural education. OKIE811 Damage Prevention educated future farmers and ranchers for potential excavation dangers associated with in the agricultural industry associated with post holes, terraces and farm ponds. Volunteers included: Amy Copeland, Andrew Wilson and Jerry West.

4/13 **OK Dept. of Labor** **Speak Out for Workplace Safety** **Blue Room - State Capitol**

In an effort to bring education, business & industry, and government together to promote teen worker safety, the Oklahoma Department of Labor, in partnership with the Oklahoma Safety Council, developed a statewide student video contest called "Speak Out for Workplace Safety!" As students learned about workplace hazards and safety guidelines, they were encouraged to create a video PSA to teach their peers what they learned. As a 2015 sponsor, OKIE811, was a supporter of a campaign to help create statewide awareness while helping students take an interest in



5-21
Camp Bandage
Broken Arrow, OK

OKIE811 Damage Prevention Staff traveled to Broken Arrow for Camp Bandage. The event brought together local first responders, groups whose focus is safety, and the youth. Camp Bandage had several thousand visitors.

their workplace safety. The "Speak Out for Workplace Safety!" video contest is an endeavor to teach students throughout Oklahoma 77 counties about injury and damage prevention in the construction industry. The highlight of the week was the capitol reception. Speak Out for Workplace Safety was made possible thanks to the generous contributions from OKIE811, Duit Construction, Association of General Contractors, Department of Labor and the Oklahoma Safety Council.

5/3-4 **American Public Works Association Conference** **Tulsa, OK**

OKIE811, participated in the American Public Works/ Oklahoma Water Environment Association. Jerry West presented a breakout session discussing new one-call services and the importance and benefits to Dial 811 for pre-design projects. Attendees also discussed locating for survey projects. The event included over 400 decision makers from local government agencies, engineering and consulting firms and public works employees/contractors in the pre-design and excavation process for projects.

OKIE811 Damage Prevention teamed up with John Payne of Enable Midstream to present at Mid-Continent Oil & Gas Annual Meeting on May 5th at Oklahoma Historical Center. Brenda Hoefar and

Hailey Manning did a presentation about OKIE811 and the entire process of how to submit an accurate online locate request. John Payne participated and gave his perspective from the pipeline operator's standpoint.

5/19 **Manhattan Construction** **Project: McBride Hospital OKC**

Matt Martinez, Safety Manager, for Manhattan Construction Company in OKC coordinated an on-site safety program to address issues with locates and protecting underground utilities during projects. The attendees included vendors, project superintendents, engineers, equipment operators for Manhattan. Matt Also had Badger Lighting Vacuum excavation demo their services with the ability to expose vital underground utilities without damages. Jerry West, OKIE811, presented a presentation on the "4-Steps for a Safer Excavation", ticket types and the excavators roles during the excavation.

6/9 **Oklahoma Society of Professional Engineers** **Conference** **Tulsa, OK**

The OSPE is an organization established to protect the public welfare by promoting acceptable standards in engineering education and minimum qualifications for the practice of engineering. Attendees received

information from several key sessions covering communication during pre-design and pre-construction establishing safety guidelines in preventing damages to underground facilities. OKIE811 provided a breakout session to 70 civil engineers and was an exhibitor for this conference.

6/15-17 **Oklahoma Safety Council/ OK Dept. of Labor** **Safety Conference** **COX Convention Tulsa**

Each year the Oklahoma Safety Council and Oklahoma Department of Labor, hosts the largest safety and health conference in Oklahoma. David Bates, OSHA Area Director shared current state statistics and programs for reducing damages to employees and construction industry. OSC represents a membership of more than 800 businesses throughout our state. Some of the large members are OKIE811, OG+E, ONEOK, PSO/AEP, Chesapeake, Devon and many more in the involved in the oil and gas, electric, communications, state, municipal, county and health management industry. OKIE 811 was one of the many utility industry sponsors and exhibitor at this event. Over the course of two days, more than 500 participants in the utility and construction industry had the opportunity to hear speakers on a variety of safety and health related topics, pursue ongoing educational accreditation, and participate in courses designed for OSHA compliance

Have You Seen The New Membership Portal?

Have you utilized the Member Portal to access billing reports, update database contacts or service area mapping? The Member Portal has been updated with easier navigation, more resources, and exclusive content for our Billing, Database, or GIS contacts.

If trying to access the member portal for the first time, you will encounter an Access Denied page. Follow the links to register for the Member Portal. Once approved, you will receive an email letting you know your access is authorized.

Within the Member Portal:

- Access ticket transmission reports
- Research tickets by code, date range, and more
- Membership Verification (available year round)
- Online forms for service area updates
- Easily contact Member Services



and network with peer professionals. OSC goal is to provide attendees with the knowledge they can take back to their workplace to enhance productivity.

7/19

Cimarex Energy Contractor Round-table Madill, OK

Fred Jones, Superintendent EHS, Cimarex Energy organized a meeting with their contractors, vendors and field staff to implement their "Excavation Protocol". Several of the key topics were OKIE811 procedures,

excavations, operator and supervisor expectations and General Expectations. Jerry West, OKIE811, provided a 1 hour presentation. This meeting is one of 5 statewide meetings in Oklahoma.

7/29-30

Whole Hawg Festival Eufaula, OK

The Kiamichi Damage Prevention Council hosted the Annual Whole Hawg Days Arts & Crafts Show, July 29-30, located at the Alexander Poesy Park in Eufaula, OK.

The 2-day festival brings in four times the population of the town Eufaula, expecting at least 25,000 people. The event has over 100 exhibitors, vendors including, crafts, antiques, food and concessions. The event includes a "Rust to Riches" car show with over 300 vintage vehicles and the Whole Hawg BBQ cook-off. OKIE811 volunteers distributed over 500 brochures, excavator guides and trinkets to homeowners, farmers/ranchers and excavators to remind them to Dial 811 before they tackle those DIY projects around the house.

OKIE811 Announces Winners of County Safety Programs



Each year OKIE811 Damage Prevention gives away 2 - \$1000 checks to attendees of our county safety programs. The winners are picked at random at the end of the training year. This year Latimer County#3 and Comanche County#3 were the lucky winners. The county can spend the money any way they see fit. Janey Mauzey of Latimer County District 3 told Brenda and Amy they were going to buy every worker a new pair of work boots with their winnings.

PHILLIPS 66 HOSTS 811 AWARENESS DAY WITH TULSA DRILLERS



Who said gophers can't dance? Okie joined up with Tulsa Shimmy Mob for World-Wide Belly Dancing Day outside of ONEOK Field before the Tulsa Drillers Baseball game.



Sherry Terry (Phillips 66) passes out trinkets and promotional materials for 811 awareness. Phillips 66 sponsored the event and the first 1,000 attendees received a bobble-head.



Okie was on the field to throw the ceremonial first pitch for the game. Prior to the pitch, Okie tried to get the crowd pumped up for the Drillers game.



Okie takes a selfie with a family after throwing the first pitch. The only thing Okie loves more than a great baseball game is meeting many of the great Oklahomans throughout the state.

NG 2017 • COMING 201

— OKIE811 —
SAFETY DAYS



In an effort to make our Oklahoma Safety & Damage Prevention programs more relevant and beneficial to those attending, in 2017 OKIE811 will be offering Safety Days across (3) regions in Oklahoma: NW/Woodward Area, NE/Tulsa Area, and SW/Lawton Area. Our goal is to reach excavators, contractors and county/municipal personnel in these areas and provide safety and damage prevention awareness, best practices, and facilitate a mock line strike demonstration to give attendees hands on experience to know what to do in the event of an incident.

JUNE 2017
NW Oklahoma

AUGUST 2017
NE Oklahoma

OCTOBER 2017
SW Oklahoma

**UPCOMING
EVENTS**

Oklahoma Emergency Management Conference
August 16 - 18

State Fair of Oklahoma
September 15 - 25

Pipeline Energy Expo
September 19 - 21

Robbers Cave Fall Festival
October 14 - 16

Oklahoma Excavation Safety Expo
March 23 - 24, 2017

Oklahoma One-Call System, Inc. Annual Meeting
March 24, 2017