

Summer 2018

**OKIE811**

Know what's below.  
Call before you dig.



# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



## What's Inside

Excavator Education Goes Online

Oklahoma Excavation Safety Expo

OKIE811 Excavator Safety Days

OKIE811 Beats It's Own Personal Best (Again!)



# New Portal Ticket for Professional Excavators

In June, OKIE811 implemented a new portal for web ticket entry and new ticket searching capabilities for professional excavators!

The new OKIE811 Portal includes a new and improved "Submit Ticket" form that simplifies the web ticket entry process along with updated online mapping with more functionality. The online map includes multiple mapping tools and mapping layers such as address points, parcel

information, hundred block data, additional map views using Bing Maps as a resource and much more! Along with that added functionality, there are more location searching capabilities such as searching for addresses, streets, intersections, and even points of interests such as schools and parks. All of these new components aid the excavator in a quicker and more accurate locate request.

Do you need help organizing your existing locate requests? The new "Find Tickets" feature on the OKIE811 Portal can help you with that. Registered users have access to their existing locate requests within the last 30 days. Use the Advanced Options to search through your tickets by County, Place, Address, etc. Sort the list of tickets by date, address/location, by the Update date, and much more so you have a better overview of your existing locate requests. You can print or export the list of tickets or open to view the details of any ticket. Other features include viewing history of the ticket, updating ticket, copy ticket, viewing the map for the ticket, and much more!

If you would like to learn more about the new OKIE811 Portal or web ticket entry, visit our website at [www.okie811.org](http://www.okie811.org) and click on the "Education" tab to view Portal ticket entry tutorials and other helpful documents.



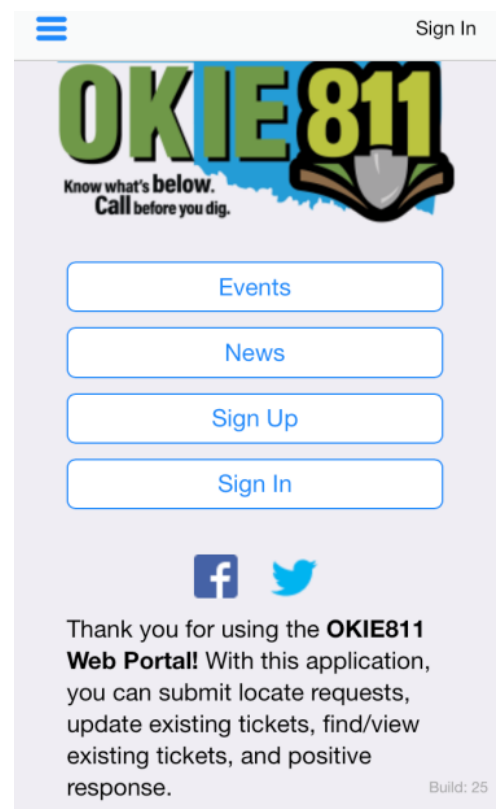
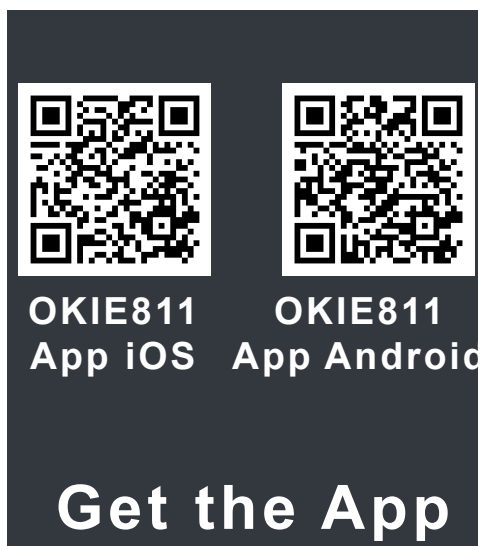
## The New OKIE811 App is Here and Easier Than Ever!

Do you need to submit a locate request or view locate request details, but you aren't at a computer? Entering and searching tickets is right at your fingertips with the new OKIE811 App!

App users can access their OKIE811 Portal account right from the app with the same login credentials. Quickly submit a locate request, view or Update an existing ticket on the OKIE811 App.

Are you at the excavation site? Use the new "Get Location" feature to pull Latitude and Longitude coordinates of your dig site location!

Many other resources can be found on the OKIE811 app too. View OKIE811 events, news, contact information. APWA Color Code and other helpful information regarding the locate request process. Download the new OKIE811 app from the iTunes or Google Play Store today!



# Improving our Operations for our Members

By Susan Bohl, Executive Director

Over the course of the past 7 months, we have been implementing some pretty awesome improvements to help our members in reducing damages while also streamlining systems and offerings for contractors and homeowners. The decision to move our contractor education online and to regular webinar offerings was a big move for us. But we have received quite a bit of positive feedback to-date and am proud to say we're reaching more people than ever before and delivering education that will have a direct impact on preventing underground facility damages:

- Educational sessions are more consistent in content and very impactful
- Having online education enables contractors to take the training when they have time
- Webinars are on relevant subject matter and a quick delivery of valuable information

We have launched our first ever customer satisfaction survey for those submitting locate

	Quarter 1	Quarter 2
Timeframe:	1/30/18 – 2/28/18	6/10/18 – 7/11/18
Responses:	1,124	2,250
Satisfied with OKIE811:	89%	4.26 out of 5.00
Satisfied with Locators:	84%	4.12 out of 5.00
Respondents were:		
Contractors	44%	30%
Homeowners	29%	50%
Utilities	10%	8%
Government	8%	6%
Other	9%	6%
Methods of contact:		
Call to 811	52%	51%
Online Web Ticket	45%	46%
APP Web Ticket	3%	3%

requests. The feedback has been great and enables us to focus our energies on major improvements including a new ticket entry screen, an improve printed ticket format and a new homeowner ticket that doesn't require a login to submit a ticket. Here's a high-level look at the survey responses above.

Another incredible accomplishment is that we've reduced our full-time employee head count from 69 to 64. Moving things online and

streamlining our practices has been a major influencer in helping us reduce our staffing size. All of this while our ticket volume increase. And because we're saving operating dollars, we're able to pay down the mortgage on our new building this year.

We love our jobs here at OKIE811 and we look forward to future improvements to help reduce underground utility damages and help reach more people with our safety message.

## OKIE811 Brings Excavator Safety Days to Sulphur, OK



OKIE811 visited Sulphur, OK on June 18th to put on a FREE Safety Day. The Safety Day event offered Excavators and Contractors an opportunity to see and hear a profound experience emphasizing proper use of the 811-notification system, safe excavation practices and response actions to take in the event of a pipeline rupture. Following the inside training attendees were invited outdoors to

see an onsite walk through of what actually happens in the incident that a damage occurs. We call the event a "Mock Line Strike".

The Mock Line Strike demonstration involves a pipeline rupture scenario including the consequences of unsafe digging. Industry professionals will be deploying the demonstration. Following the mock line strike,



the participants and audience will debrief by engaging in discussion on the lessons learned.

### SPECIAL THANKS TO OUR SPONSORS

- |                  |               |
|------------------|---------------|
| Plains Pipeline  | Kinder Morgan |
| OPAL             | One Gas       |
| Enable Midstream | OKIE811       |

# WE EXCEEDED OUR OWN RECORD! (AGAIN!)

WE EXCEEDED OUR TOTAL TICKET RECORD FOR ONE DAY

NEW TOTAL RECORD  
**4,536**

previous record: 4,406



NEW WEB RECORD  
**3,131**

previous record: 2,751

**CONGRATS TO OUR  
OKIE811 TEAM**





# 2018 Oklahoma Excavation Safety Expo was a Success!



Of all the events OKIE811 does, none quite compares to the Oklahoma Excavation Safety EXPO. Over 320 people registered for the March 2nd Expo and had opportunities to hear from many different industry experts. The keynote speaker was Curt Steinhorst and he spoke on the importance of safety in the age of distraction.

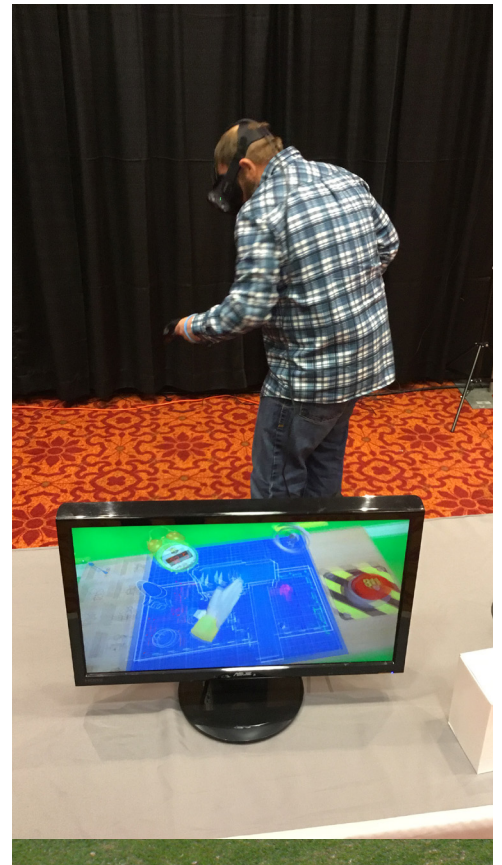
The EXPO also featured a Mock Line Strike. The Mock Line Strike helped educate attendees how to respond to a pipeline rupture.

We also had over 30 exhibitors that shared tons of information to attendees on new services being offered and new tools available in the industry for excavators.



We also featured both a Competent Person Certification and a Trenching & Excavation Safety class. These are 8 hour certification classes that are offered in a combo pass along with the rest of the EXPO activities. You can't beat a deal like that!

This Expo and the training classes are being provided to professional contractors and excavators that do work in Oklahoma. The cost is only \$75 to attend the Expo and includes access to great industry insights, education about Oklahoma laws affecting excavation, meals, door prizes and much more! A combo pass is available for \$100 and include all of the above plus one of the certifications classes. Don't miss out in 2018! Go to [okexcavationexpo.com](http://okexcavationexpo.com) for more information. The 2019 expo is slated for April 18 & 19, 2019.





# OKIE811 Business & Education Services

The Business and Education Services Department has been hard at work developing the new educational program designed to educate excavators, members and the general public of excavation safety, the importance of OKIE811.

We will be bringing you the most relevant and up to date information through on site events and a wide range of online offerings.



HOME COURSES FAQ SIGNUP LOGIN

## Welcome to OKIE811 Training

OKIE811 Excavator Education Program



### New Training



## Get 811 Safety Certified Anytime Online!

We have launched an 811 Excavator Certification Training Course. We worked with the Damage Prevention Academy along with a committee of industry experts to provide the best practices for safe excavation. This course takes about 1 ½ - 2 hours to complete, depending on

the user. It is broken down into 3 chapters with a review at each chapter and a 25 question test at the end. In order to be certified, you must pass with a score of at least 80%, which meets the "Gold Shovel Standards". This is an annual certification and any updates to the law will be

made available to in a short presentation to all those that have completed the training. It is our goal for this safety course to be a recognized attribute for excavators to have in the industry. To become 811 certified go to [www.okie811.dpa.training/](http://www.okie811.dpa.training/)

## OKIE811 Launches New Educational Series Through Webinars



As part of the new development, we have launched our Webinars and will be offering semi-monthly opportunities for excavators and members to log in and learn more about specific areas of OKIE811. These webinars will be presented by different staff members of different departments that are the Subject Matter Experts (SMEs) of the information they are presenting. For more information and to register, go to [okie811.org/educationevents](http://okie811.org/educationevents)



# GoToWebinar







## SAFETY DAYS

JUNE 13, 2018	AUG 15, 2018	OCT 17, 2018
Sulphur, OK	Enid, OK	El Reno, OK
Murray County Expo Center	Chisholm Trail Expo Center	Canadian County Fair

**MOCK LINE STRIKE • INDUSTRY NETWORKING  
 LARGE EQUIPMENT DEMONSTRATION • LUNCH GIVEAWAYS • NATURAL DISASTER PREPARATION  
 INDUSTRY RELATED BREAKOUT SESSIONS  
 AND MORE**

## OKIE811 Safety Days

As a part of our Educational Outreach, we are conducting 3 Safety Day Events. For these events, we are partnering with OPAL & Enertech to host the event sponsored by our member companies.

Our first event was held in Sulphur, OK on June 13th, 2018. Here we had educational information provided in a classroom setting for excavators and first responders, a presentation by OG&E,

a mock line strike, FREE lunch and door prizes. With approximately 70 people in attendance, the day was a success. Several local newspapers covered the event and we were featured on KTEN news.

The next Safety Day is August 15th at the Chisholm Trail Expo Center in Enid, OK with our final Safety Day held on October 17th, 2018 at the Canadian County Fairgrounds in El Reno, OK. For more information and to register for this free event, please go to [www.diggingokie811.com](http://www.diggingokie811.com)

## ATTENTION MEMBERS:

## IMPORTANT BILLING INFORMATION

***Please read carefully as our billing procedures are changing.***

Effective November 1, 2018 OKIE811 will no longer invoice members on a monthly basis for Manual Voice Delivery and Fax Delivery surcharges. These services will be billed with the ticket and output maintenance fees each November. You will still receive an invoice in November for services rendered in October of 2018.

Moving forward all services rendered will be billed together in November. This decision was made to eliminate the confusion of the services billed monthly and the services billed annually. It also helps streamline the payments made by members from monthly to once a year.

How does this impact you?

- **Payment Frequency** - Currently you receive an invoice and pay for these services each month. Moving forward, you will be billed

once a year, in November, for all services rendered. Your final monthly invoice for Manual Voice Delivery and Fax Delivery surcharges will be November 2018.

- **Budget** - Please be sure to adjust your budget for these expense items to be paid in November 2019.
- **Purchase Order** - Please update your purchase orders to pay these expenses in November of 2019

Should you have any questions, please do not hesitate to contact us at [AP@okie811.org](mailto:AP@okie811.org), or call us at (405) 840-9955 X- 7171.

## OKIE811 Day In Oklahoma

Everybody mark your calendars, August 11th is 811 Day! OKIE811 is stepping up their game this year and is expanding our events to include three different locations. OKIE811 can be found at the OKC Dodgers game, OKC Energy Game and the PBR Rodeo in Tulsa. We have partnered with OPAL for giveaways at each of the events so be sure to get there early. This year we are continuing the tradition and having OKIE, our company mascot, throw out the first pitch at the OKC Dodger's game!



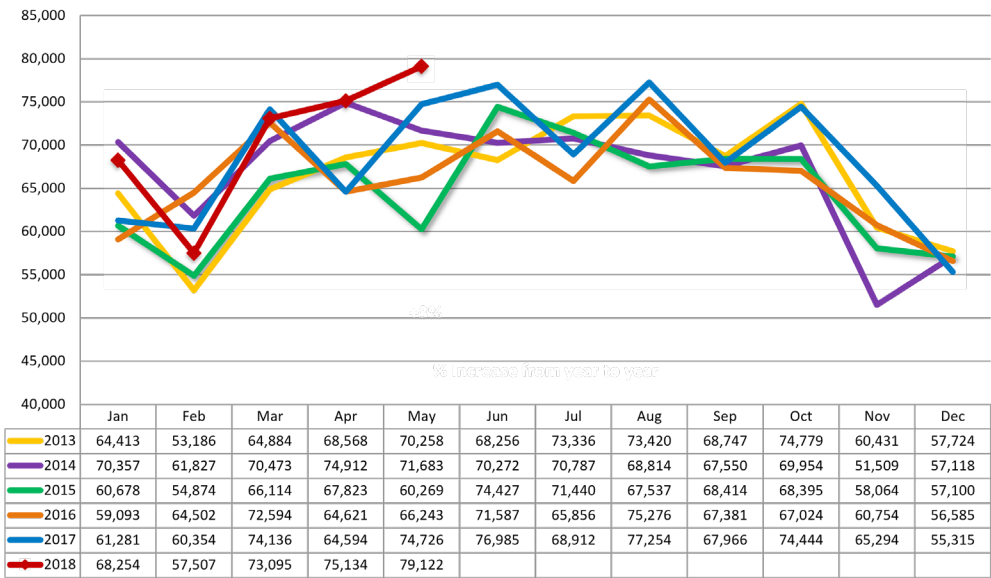
# 2018 Ticket Trends In Oklahoma

It's undeniable that 2018 has been a very busy year for excavation in Oklahoma. May 2018 is a perfect example. We saw four days with over 4000 locate requests and OKIE811 processed a monthly record breaking 79,122 tickets! The daily record was set on May 29th with 4,406 tickets and then beaten on June 18th with 4,441 tickets. On those days we also saw record braking numbers of tickets submitted via our web ticket at [www.okie811.org](http://www.okie811.org) with 2,943 and 3,047 respectively.

With the increased volume OKIE811 remains committed to providing the best service possible through adding Customer Service Representatives, streamline lining processes, and improving access through a new Web Ticket Portal and OKIE811 Mobile App.

For more information about OKIE811 trends, visit our website at [www.OKIE811.org](http://www.OKIE811.org).

Oklahoma One-Call System, Inc.  
Incoming Tickets - Trend by Month



## OKIE811 Hosts Employee Spring Event

On June 3rd, we hosted our annual company Spring Event. This year, we opted to take advantage of our grounds and our facility and had a Carnival right here at the OKIE811 Headquarters.

We had 4 HUGE bounce houses, including a large obstacle course, dart board, and jousting set, other yard games, face painting, and a balloon artist. MobGrill Food Truck provided burgers and fries and KONA ICE attempted to keep us cool in the 95 degree temps that day.

The OKC Dodger's mascot, Brooklyn, came out for some fun, but most importantly, it was a great opportunity to spend some quality time with our co-workers and their families.



## OKIE811 Launches New Online Tool For Homeowners

Homeowners should practice safe digging on their excavation projects too and OKIE811 has made it easier than ever! OKIE811 launched the new 'Homeowner' ticket in May. In just minutes, Homeowners can quickly and easily submit a locate request for their own excavation projects without signing up for an OKIE811 Portal account!

The "Homeowner" wizard will guide them through the process, step by step, to gather the necessary data for the locate request. When the locate request is submitted, homeowners are provided with important information about the locate request process so they know what to expect.





# —— OKIE811 —— EXCAVATOR SAFETY DAYS

**AUGUST 15, 2018**  
Enid, OK

**OCTOBER 17, 2018**  
El Reno, OK

**[www.DIGGINGOKIE811.com](http://www.DIGGINGOKIE811.com)**

## UPCOMING EVENTS

811 Day  
Oklahoma City & Tulsa, OK  
August 11, 2018

OKIE811 Excavator Safety Day  
Enid, OK  
August 15, 2018

Third Quarter Board Meeting  
Oklahoma City, OK  
August 17, 2018

State Fair of Oklahoma (WE NEED VOLUNTEERS)  
Oklahoma City, OK  
September 12-22, 2018

International Locate Rodeo  
Denton, TX  
October 11-13, 2018

OKIE811 Safety Day  
El Reno, OK  
October 17, 2018

Annual Billing to Members  
Oklahoma City, OK  
November 1-15, 2018

Fourth Quarter Board Meeting  
Oklahoma City, OK  
November 9, 2018





# VOLUNTEER WITH OKIE811

OKIE811 needs your help in one of our largest events of the year. We will have a booth at the Oklahoma State Fair and want you to partner with us in spreading OKIE811's message of excavation and pipeline safety. For more information, check out our events calendar at [okie811.com](http://okie811.com) or [diggingokie811.com](http://diggingokie811.com).

**SEPTEMBER 2018**  
12-22

FOR MORE INFORMATION OR TO LEARN HOW YOU CAN VOLUNTEER GO TO  
**OKIE811.ORG**