

Winter 2021



The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



What's Inside

2020 Another Record Breaking Year

OKIE811 Awarded Top Workplace

811 Day Goes Digital

Proposed Upcoming Legislative Changes

2020 Key Accomplishments including Top Workplace

By OKIE811 Executive Director - Susan Bohl

We persevered through some crazy challenges in 2020 and still managed to have one of the best years in our organization's history. Here are a few of the major highlights of our accomplishments:

- OKIE811 was the leader in COVID-19 response and helped guide other states as they worked to respond.
- We were able to manage a hiring freeze by automating and streamlining more of our ticket management processes.
- We pivoted to virtual excavator education across all spectrums and had a record turnout at our annual Excavation Safety Expo.
- We had 100% voluntary employee retention.

- Our building mortgage got paid off.
- We were able to add additional funds to our investment account.
- We ended the year with a 3.1% increase in inbound ticket volume (9 out of 12 months were record months).
- We were recognized as a Top Workplace in Oklahoma for 2020.

So OKIE811 has a simple challenge for you as you go into 2021... practice gratefulness. This means express your appreciation to others... others you work with and those at home. It will lighten the mood and help tighten interpersonal bonds.



Summary of Upcoming Proposed Legislation affecting Oklahoma's Underground DP Act (as-of 1/25/2021)

By OKIE811 Executive Director - Susan Bohl

Multiple industry stakeholders have come together collaboratively to propose changes to the Act to hopefully clarify some areas and to strengthen cooperation with those that excavate and those that have underground assets in Oklahoma. Here is a summary of the changes being considered:

1. Adding language ensuring the excavator has underground facilities located and marked prior to commencing excavation or demolition.
2. Adding language ensuring the marks are maintained during excavation or demolition and ensuing excavators are notifying the One-Call when marks are no longer visible and underground facilities have not been exposed.
3. Adding language ensuing the excavator check for positive responses prior to excavating or demolishing.

4. Adding language that the notice of excavation will expire 14 calendar days from the excavation start date.
5. Adding language that the excavator may be liable for reasonable costs of remarking if excessive requests are made and no excavation is taking place within the 14 calendar days.
6. Adding language that during a state of emergency, the time limitations to have underground lines marked by the operator is inapplicable.
7. Adding language that operators must provide a positive response to the notice prior to the expiration of the required notice period.
8. Adding language that an excavator may be liable for reasonable costs of responding to

- emergency notices if the notice isn't truly an emergency.
9. Adding language requiring the excavator to also notify the notification center when a damage occurs.
10. Adjusting the language that requires all operators who have underground facilities in Oklahoma, to become a member in good standing of the notification center.
11. Adding language that requires the notification center to receive positive responses from operators.

Save the Date - 2021 Annual Meeting of Membership

Members are encouraged to join us for our 2021 Annual Meeting, Virtual Event to be held on April 14th, 2021 from 1-3pm. At this meeting, we will reflect over the past year and acknowledge major accomplishments through the pandemic. We will also continue to look forward as to what lies ahead for OKIE811. Be on the lookout for registration information! Proxy vote information will also be sent to General Members for the election of officers on the Board of Directors. We look forward to having you join us!



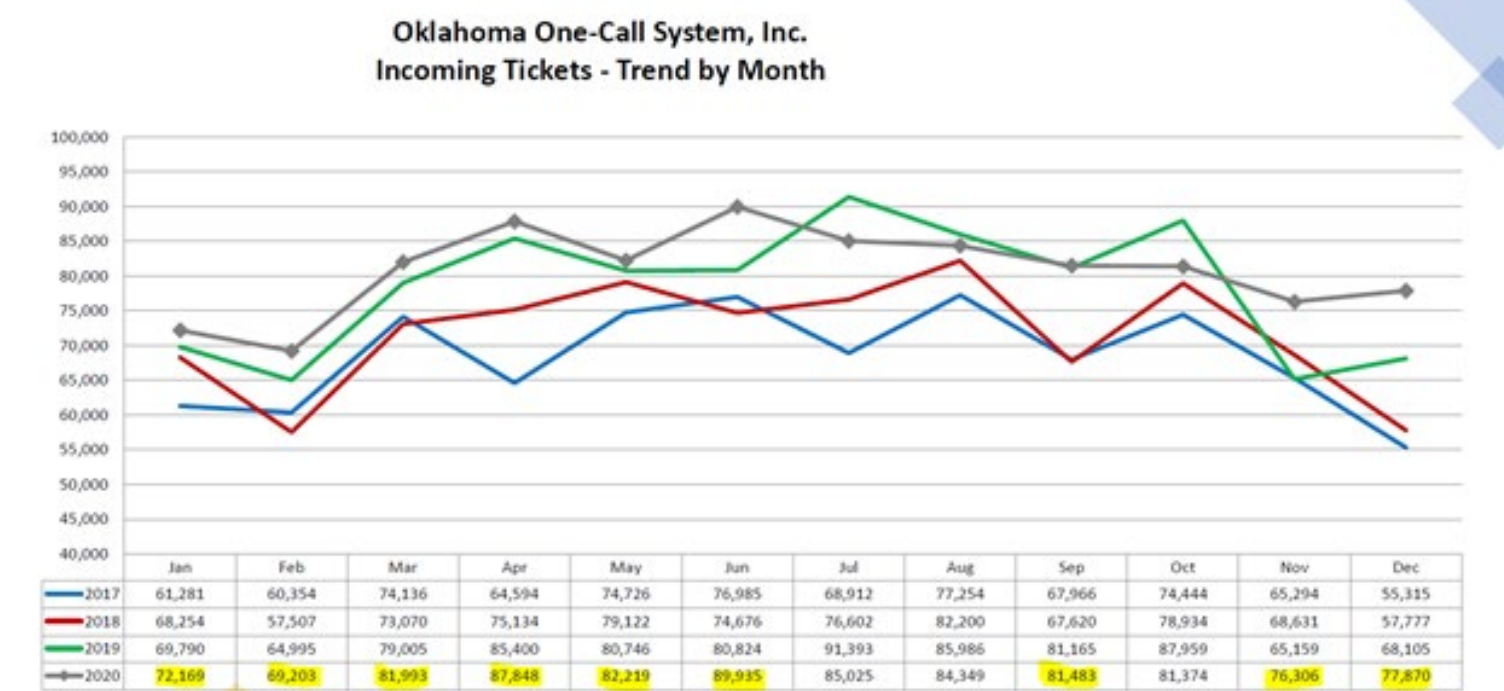
811 Training

OKIE811 is partnering with the Oklahoma Corporation Commission to provide 811 training to companies throughout Oklahoma. We will offer training to companies that have been contacted by OCC for violations of the Oklahoma Underground Facilities Damage Prevention Act. The training is also available for companies that

want the knowledge now to prevent violations. If you have any questions regarding this training or are looking for other excavation safety or damage prevention training please contact us. Email Education@OKIE811.org.



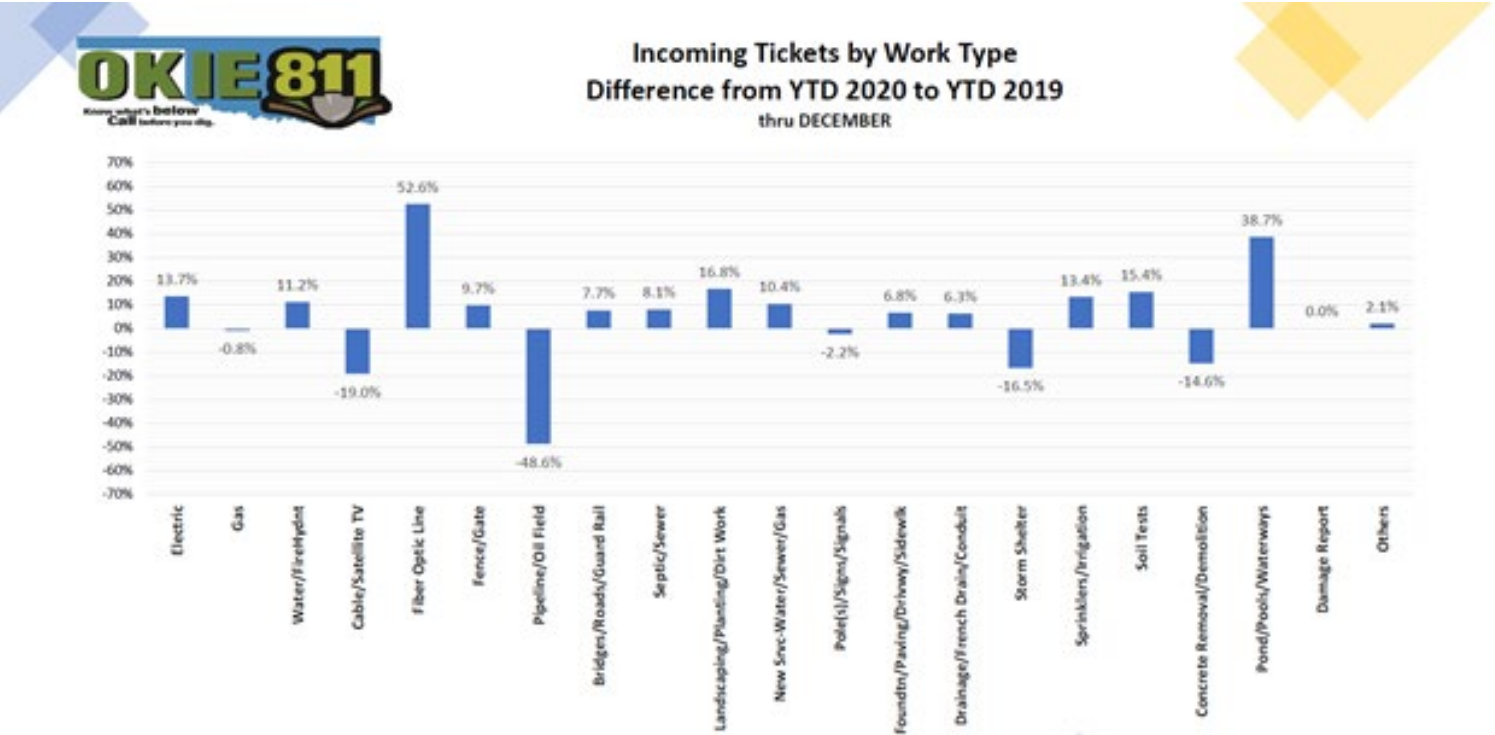
Ticket Trends



2020 was another year for the record books. Oklahoma saw a 3.1% increase in located requests over 2019 totaling 969,774. Monthly inbound locate requests saw record highs in all

but three months in 2020. The biggest increase came from Fiber work yet again with 52.6% more locate requests than in 2019. There was also a significant increase in pools being built.

Countering some of these large increases is the nearly 50% decrease in pipeline/oil field work.



2021 is off to a strong start and OKIE811 continues to focus on improving processes and supporting safety. A big part of making the process better is training excavators to direct submit

tickets without having to wait on an agent to complete the submission process. There are now over 200 excavators direct submitting their tickets. If you would like to know more about

becoming a direct submission excavator please reach out to Renelle Freeman, OKIE811 Contact Center Manager at rfreeman@okie811.org.

2021 Fee Schedule

By OKIE811 Executive Director - Susan Bohl

With the uncertainty created during the outbreak of COVID-19 in 2020, and the continued uncertainty of what's still ahead in 2021, the decision was made to freeze the fee schedule for the time being and not make any adjustments that would adversely affect OKIE811 Member Companies. Prior to coming into 2021, we were forecasting a possible reduction in ticket volume which would effectively result in lower revenues. But instead of passing on added cost to our members, we turned our focus to automa-

tion and streamlining more of our processes, resulting in lower staffing costs, and cutting our marketing and media budget to help offset any potential loss in revenue during 2021.

As a non-profit organization, we work hard to ensure revenue collections are adequate to cover our planned costs for the services we provide to all OKIE811 members. But after discussing the 2021 Fee Schedule with the Board of Directors, it was agreed we should not increase fees for

members in a potentially difficult year. The 2021 Fee Schedule went into effect November 1, 2020 for all services provided from 11/1/2020 thru 10/31/2021. As you review your company's plans for 2021, be sure to review the new 2021 Fee Schedule and OKIE811's official 2021 Holidays.

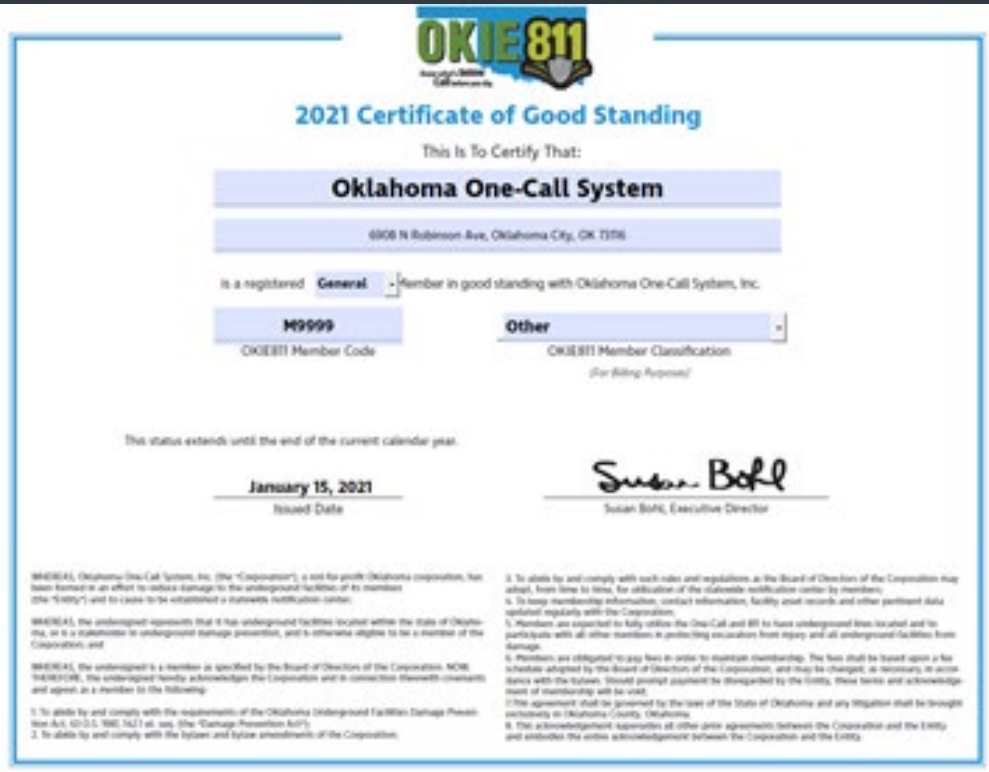
To view the 2021 Fee Schedule you can check out the [Membership Documents](#) page of our website.

Membership Verification

OKIE811 plays a vital role in damage prevention by being the communication link between the excavators and the underground facility owners. We communicate the excavator's locate request to the underground facility owners (aka members) registered with OKIE811. Our focus is to ensure members receive the locate request information quickly and efficiently to enable them to mark their underground facilities prior to excavation. The member's information on file with OKIE811 must be current and accurate to ensure proper personnel are receiving the notifications and underground facilities are protected.

We encourage members to update their information as it changes throughout the year. However, to help ensure information is up to date, OKIE811 organizes a Membership Verification Campaign within the first quarter of each year. This campaign is designed to encourage members to view and verify their information on file with OKIE811.

The process is simple, the member's account contacts receive an email from OKIE811 with their dispatch information attached. Next, the member responds confirming accuracy of information on file or submits necessary changes using online Dispatch Update form. It only takes a few minutes to verify your infor-



mation is accurate, complete your Membership Verification today to receive your Certificate of Good Standing.

This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses, per-

mits or applying for grants. A Certificate of Good Standing will be provided after completion of verification for all dispatch codes and membership fees have been paid.



OKLAHOMA EXCAVATION SAFETY EXPO VIRTUAL SESSION

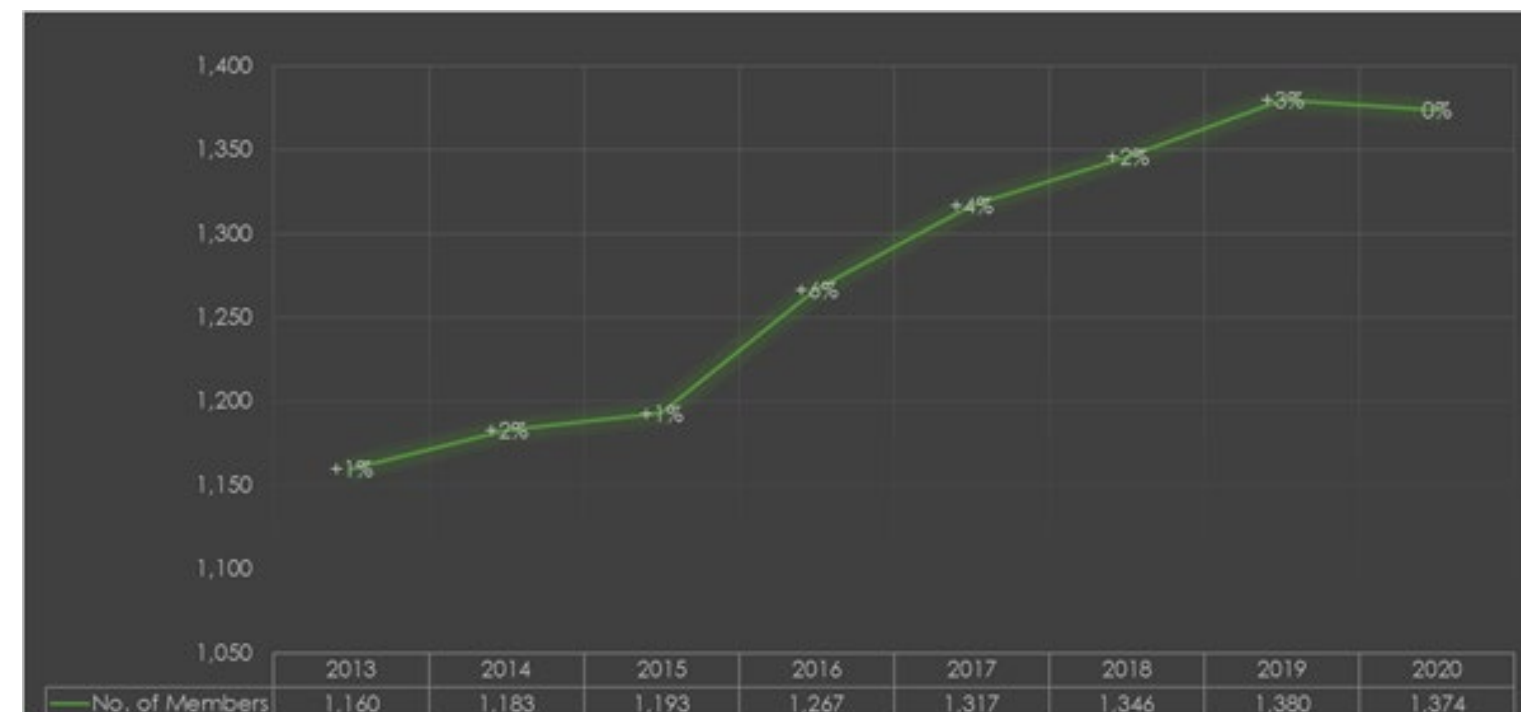
Save the Date! March 10 & 11, 2021

We are excited to announce that the Oklahoma Excavation Safety EXPO will be fully virtual this year. You will not want to miss out on our keynote speaker, breakout sessions, and an array of industry vendors. We will have prizes and giveaways both days.

Our Keynote Speaker will be our very own Susan Bohl, OKIE811 Executive Director. Join us to hear from Susan as she shares her insights and techniques that were employed during an unprecedented year of change and how she led the organization to end 2020 as the best year of the 41 years since business began. She will even share some insights she has for 2021!

We will also have informative sessions on law updates regarding damage prevention, enforcement by the Oklahoma Corporation Commission, understanding the claims process when damages occur, and more!

Visit www.OKExcavationSafety.com to register today!



OKIE811 Membership Details

OKIE811 Membership concluded 2020 at a total of 1,374 Members. Over the year, we did see quite a bit of turnover in the pipeline industry with the sell and acquisition of underground assets. In addition, we saw several Master Meter organizations that no longer owned their master meter, but was acquired by the gas company directly.

One substantial opportunity that helped maintain member count through the year was our Sustaining Membership development. Our Education and Outreach Team has worked with many other organizations that do not own or operate underground facilities, but have a vested interest and support of the One-Call System. These members show partnership and

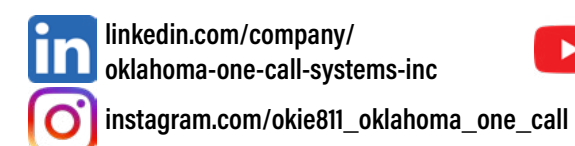
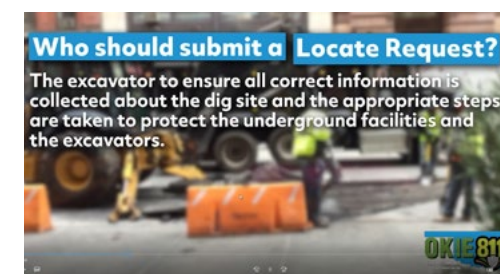
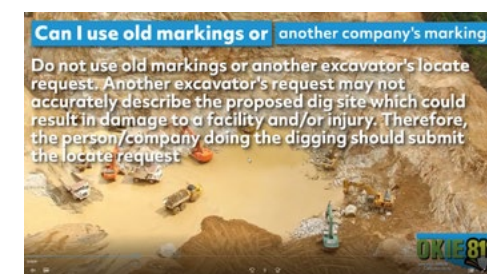
collaboration with our Education & Outreach initiatives. In 2019 we had 4 Sustaining Member Companies, whereas in 2020 we grew that outreach to 16 Sustaining Member Companies that contributed to the success of our Educational Events through the year.

811 Day 2020 Style

In a year like no other OKIE811 strived to re-imagine what 811 Day could look like. We wanted to highlight safety, give a shout out to our members, and remind and educate everyone on the importance of calling before you dig.

OKIE the critter donned his mask and began his socially distanced adventure around the metro. Everyone could follow the adventure on social media and learn about different parts of the metro as well as different aspect of safety while digging near underground utilities.

OKIE811 also produced a series of education videos featuring answers to frequently asked questions and were featured on social media.




Est. 2019
DAMAGE
Prevention WeekTM
DamagePreventionWeek.com

March 22 - 26, 2021
DamagePreventionWeek.com