

Winter 2022



The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



What's Inside

2021 Another Record Breaking Year

OKIE811 Awarded Top Workplace

811 Day Can-paign

Changes to the One-Call Law

OKIE811 a 2021 Top Workplace!

By OKIE811 Executive Director - Susan Bohl

Being an organization that pays close attention to our work culture and employee engagement, has always been something we all take pride in. We give a lot of attention to manifesting a positive, encouraging and supportive work environment whether a person works in the office, at home, or a combination thereof.

Each year we make sure to survey our team to glean insight into what's working as well as where there are opportunities for improvement. And each year, we are measured against other organizations across Oklahoma in the utility industry to see if we are a Top Workplace in our state.

Since first administering the survey in 2013, OKIE811 has received the prestigious recognition of being a Top Workplace for seven years. For 2021, we received the Top Workplace ranking of #14 out of 38 companies that received this recognition.

It's great being a part of an organization that cares about their employees, the work culture, and the need to infuse fun in what we do. We love OKIE811.

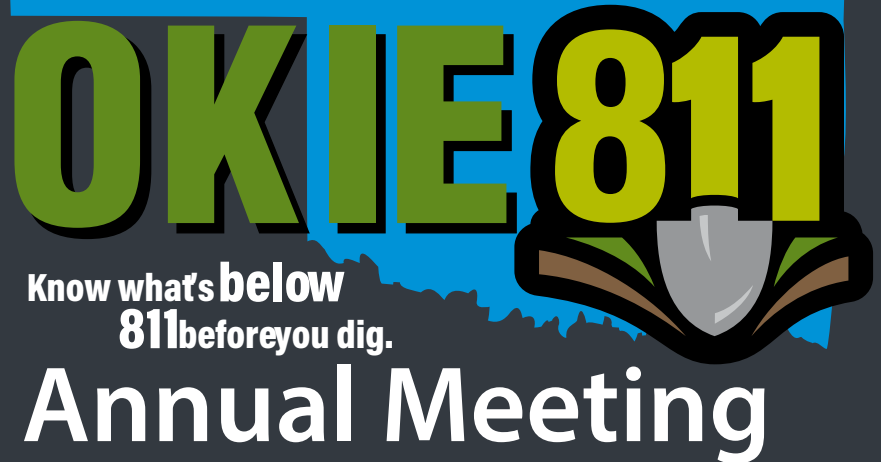


Save the Date

2022 Annual Meeting of Membership

By M.G. Govia

OKIE811's Annual Meeting of the Membership will take place during day one of the Oklahoma Excavation Safety Expo March 9th. We will reflect over the past year and acknowledge major accomplishments. 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!



OKIE811 Excavator Education *By M.G. Govia*

What happened to 811 Certification? You may have noticed that we have suspended our online 811 certification since November of 2021. With the current law updates, there was a need to revamp our training to avoid confusion and to update the learning experience.

Our online education partner, Damage Prevention Academy, is working hard to provide a better experience with concise information that will help you understand all things 811 and safely dig in Oklahoma. Look for the launch of the

new training by the end of February! To access training when available, go to www.OKIE811.training.



Recent Changes Effecting 811 Processes

By OKIE811 Executive Director - Susan Bohl

In early 2021, lobbyist from multiple companies that are members of OKIE811, set out once again to see if the Oklahoma Underground Damage Prevention Act needed to be updated. Since 2013, the Act has been updated seven times, with each update addressing issues that affect safety around and potential damages to underground utility lines.

The changes to the law changes effective 11/1/2021 address the following areas:

- Life of a Ticket is 14 Calendar Days from the ticket start date
- Mandatory Positive Response is required for Members, Excavators and OKIE811
- Provisions for locate response times being delayed due State of Emergency being declared
- Required damage reporting to OKIE811 as well as to the utility operator
- Better defined responsibilities for anyone excavating around volatile and hazardous pipelines
- Information regarding misuse of Emergency Tickets and Excessive and Unreasonable Updates to a ticket when no excavation is taking place

There was also a procedural change that went into effect November 1 that reduced the dig site buffer by 150 feet which has resulted in a 7% decrease of outbound notices to have lines located. This was done to help locators with the immense number of requests they receive.

For more information about these changes, please visit our website at www.okie811.org or go to our YouTube channel.

2022 Oklahoma Excavation Safety EXPO By M.G. Govia

We are excited to announce the 2022 Oklahoma Excavation Safety Expo will be held in person this year March 9 & 10, at Embassy Suites in Norman, OK! We have an excellent lineup of speakers and trainers for all stakeholders in damage prevention. To register or for more information, go to www.OKExcavationSafety.com.

This two-day event will include safety workshops for 811 Certification, Line Locating, as well as OSHA 7410 Excavation & Trenching. Prior to the workshops, you can compete in our Heavy Equipment Rodeo. After the workshops, please stick around for our networking event. Day two will have our outstanding keynote



**OKLAHOMA
EXCAVATION
SAFETY EXPO**
MARCH 9 - 10, 2022

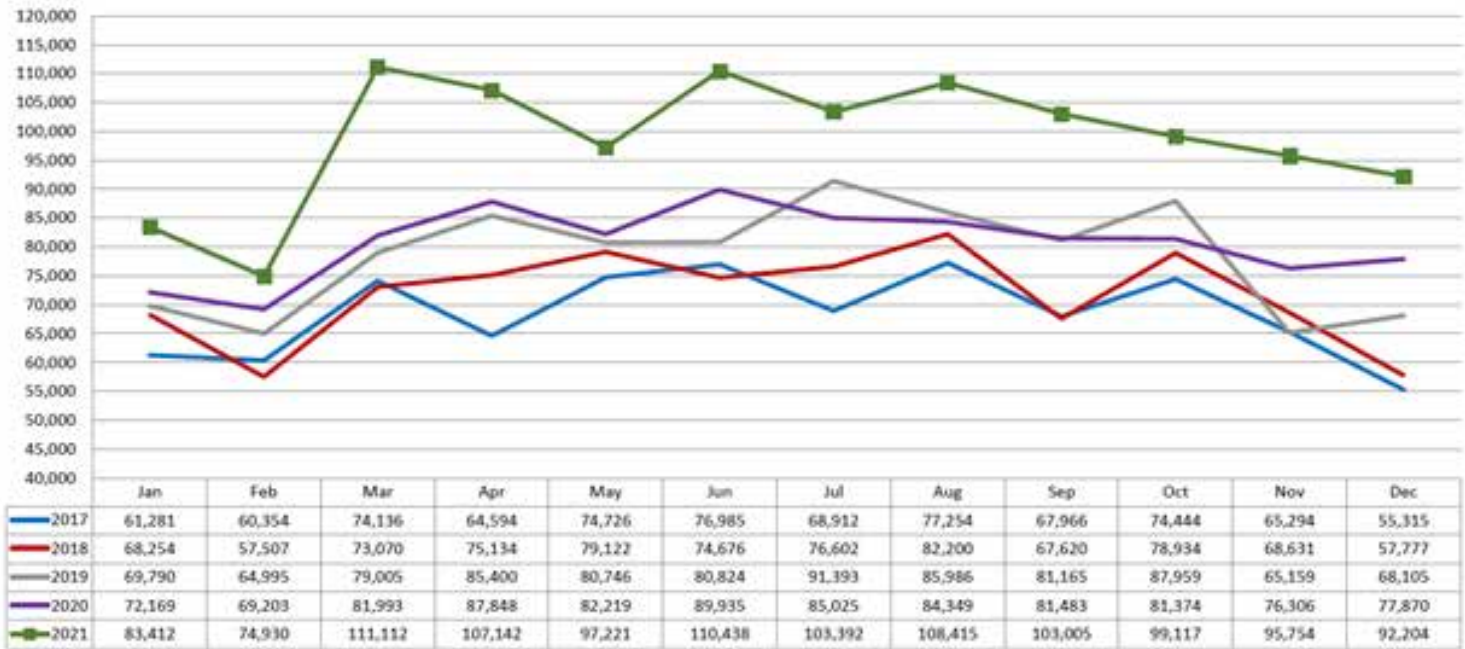
speaker as well as many breakout sessions over a variety of safety topics.

The Oklahoma Excavation Safety EXPO is an annual conference which brings together safety industry experts, excavators, and underground utility owners. This EXPO provides excavators with the knowledge and training required to have a safe and damage free worksite.

We encourage anyone in the excavation or construction industry to join us. You and your team will walk away from this conference knowing that the next time you are on a worksite, it will be a safer place for everyone. To be a part of this outstanding experience, register today!

We Broke 1,000,000! *By Jerrell Welch*

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



Idle shovels and excavators!? Not in Oklahoma! 2021 was another year for the record books. Excavation continued with a massive jump in 2021 seeing inbound locate requests increase by 22.3% over the 2020 record volume.

Unlike past years, every month in 2021 saw record breaking volume. The question is; what is driving such a massive increase? The answer

is a few things but there are a couple factors driving the majority of the increase. 2021 saw increases of over 40% for Fiber, Bridges & Roads, Drains & Conduit and Concrete Removal & Demolition work types. Another factor increasing the number of locate requests was a change to the Oklahoma Underground Facilities Damage Prevent act that limits the scope of locate requests to 500 linear feet in incorporated areas

and one linear mile in unincorporated areas. The scope limitations accounted for around a 10% increase over 2020. As the volume increases excavators experience longer hold times when calling in to OKIE811. The best way to overcome these longer hold times is to submit your locate requests online through the OKIE811 Portal at dig.okie811.org.

What is Mandatory Positive Response? *By Eva Donahue*

Responding to locate request notifications through the One-Call Notification Center became mandatory, on November 1, 2021. With the recent changes to the Oklahoma Underground Damage Prevention Act, this means to be compliant with the law...

1. Operators of underground facilities must
 - a. Enroll in Positive Response with OKIE811
 - b. Communicate the status of their underground facility in Response to locate request

notifications through the notification center (i.e., OKIE811 Portal).

- c. Respond prior to the Work to Begin date included on the locate request.

2. Excavators must check that each operator on the locate request has responded prior to excavation or demolition. This can be accomplished by...

- a. Reviewing the ticket in the OKIE811 Portal
- b. Reviewing responses on the Response

email notification received.

- c. Checking the dig site

3. OKIE811 will retain records of this communication.

For more information to verify that your company is complaint with the law contact Member Services memberservices@okie811.org.

Meet our 2021 Employee of the Year - Lois Warren *By Angie Niemeyer*

Every year, OKIE811 asks the team for nominations on who they feel deserves to be recognized for this prestigious award. This award is presented to the person that has gone above and beyond the call of duty and is making a positive contribution to the organization and those around them.

Lois Warren joined the OKIE811 family in 2004. Starting out in the contact center as a Customer Service Representative, she currently is a Contact Center Supervisor and assists in overseeing the operational standards and performance of her team.

Lois was nominated with the following attributes:

- Always on time and Very dependable

- If you need a project or anything done, you can always count on Lois
- She is extremely positive and encouraging and helps employees do their best.
- She is a workhorse
- She offers dedication to her job, staying late to make sure things are taken care of
- She goes above and beyond to be supportive and caring to all staff
- Some refer to her as mother hen as she likes to make sure everyone is well and taken care of.
- She has a genuine passion and love for this company.

Thank you, Lois for all of your hard work and dedication to the organization! We look forward to at least another 18 years with you



Meet our 2021 Rookie of the Year - Jessie Lankford *By Angie Niemeyer*

The Rookie of the Year is awarded by our Executive Director. The award goes to one of the newest team mates that has come out of the gate making a positive impact in our organization. Every year, Susan selects one of the eligible members that she has seen working diligently to be a team player and asset to the team. This person must meet several criteria, but given the name rookie, it is an employee that has been with us for less than 2 years.

Jessie Lankford joined the OKIE811 team in February of 2020. Her statistics in the contact center have been excellent. She maintains expected production, availability and quality goals. She also contributes to comradery of the organization.

Way to go, Jessie! We are glad to have you on the team!



KorWeb Ticket Management through OKIE811 is Going Away

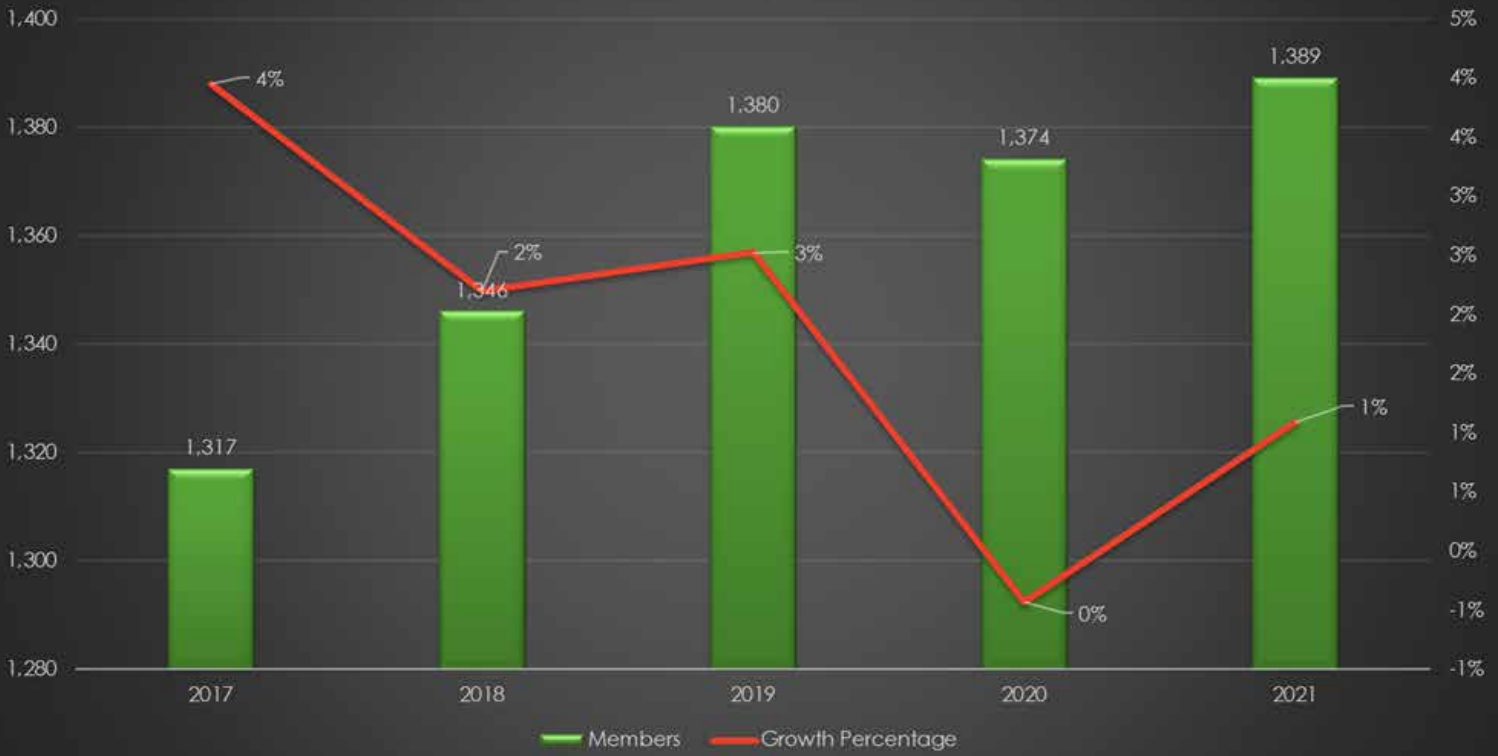
By OKIE811 Executive Director - Susan Bohl

Over the past decade OKIE811 has made available to members, use of KorWeb Ticket Management system at no additional cost to them. To-date, only 5% of our 1,389 members utilize this service and some of these members have direct service with KorTerra for customized versions of KorWeb.

Because such a small population of members utilize this offering, the board has voted to discontinue providing it as a service offering. During 2022, members will be moved to the OKIE811 Portal for their ticket management needs, or if a more robust service is needed, they can contract with a third-party ticket management provider.

For more information about KorWeb or for assistance in moving your services, please contact our member services department at MemberServices@okie811.org or 800-522-6544 ext. 4003

Membership Growth



OKIE811 Membership Details *By Angie Niemeyer*

At OKIE811, our membership fluctuates quite frequently with the sale and acquisition of assets, yet, for 2021, we had more members than ever before reaching nearly 1400 member companies. Member companies are those that own or operate underground facilities, for the

most part. We also have a Sustaining Membership option for those that are engaged with our education and outreach, have a vested interest in our members. Benefits to sustaining memberships include reduced sponsorship pricing, access to ticket search and reports, promotion

on our website and through our social media posts, etc... These numbers also continue to grow alongside our Education and Outreach efforts. For more information or to become a Sustaining Member, please contact us at education@okie811.org.

2022 Safety Days

OKIE811 is planning to have 4 in-person Safety Days as well as a virtual Safety Day in July. Our safety days are free to attend and will include a 4-hour safety training workshop, understanding of 811, equipment demos, networking, and of course food and prizes. We thank OPAL and other sponsors for their contributions to make Safety Days possible. For more information as we finalize details, visit the Safety Days page of www.OKExcavationSafety.com

Schedule

- April - Lawton
- May - Durant
- June - Enid
- July - Virtual Safety Day
- August - Tulsa



811 Day *by M.G. Govia*

Each year August 11 is 811 Day! August 11, 2021, we promoted the importance of 811, safe digging, and damage prevention. We are looking forward to August of this year, be sure to follow us to participate in 811 Day events. In 2021, we held a virtual safety day and did a limited release beer.

Our Virtual Safety Day had 3 exclusive webinars that were well attended. We discussed the history of OKIE811, focusing on what you can control, and multigenerational diversity in the workplace. We appreciate our presenters and those that attended.

OKIE811 partnered with a local brewery to create 811 Pilsner. This "can-paign" provided information on properly contacting OKIE811 before you dig, and a chance to win \$811. The sweepstakes was sponsored by Energy WorldNet, and congratulations to the winner announced in October.

What will we be doing for 811 Day this year? Follow us on social media to find out.



Contact Us!

For any questions about your OKIE Membership and the services available, please contact Member Services at: MemberServices@okie811.org

For any questions about your OKIE811 Membership Account or Invoice, please contact Member Billing at: MemberBilling@okie811.org