

Winter 2023



# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



## What's Inside

2022 Ticket Trends

OKIE811 Awarded Top Workplace

Re-Mark or Extend Tickets

Mandatory Positive Response

# OKIE811 a 2022 Top Workplace!

By OKIE811 Executive Director - Susan Bohl

Since coming to OKIE811 almost 10 years ago, a major focus of mine has been on cultivating a positive work culture. I want people that work at OKIE811 to know they are supported and encouraged not just by their supervisor, but by their peers and all those they interface with.

It has been exciting and rewarding that OKIE811 has been named a Top Workplace 8 times over the last 10 years. In 2022, we ranked #14 out of the 47 companies that received this prestigious recognition.

The most value I get out of the employee engagement survey is the feedback

the employees provide. I like the reinforcement of the things we're doing right, but I really like hearing ideas of how we can improve. Continuous improvement is a key part of helping us stay relevant for our members and industry stakeholders.

I want to say congratulations to the OKIE811 Team for making OKIE811 such a wonderful place to work!



## 2023 Annual Meeting of Membership Save the Date

When: Wednesday March 22, 2023

Where: Embassy Suites & Conference Center (2501 Conference Drive, Norman, OK 73069)

All members are invited to attend the 43rd Annual Meeting. Join us for an opportunity to meet the board members and learn about last year's achievements. During the appreciation lunch, we will discuss what's ahead for OKIE811 including some proposed By-Law changes such as:

### Membersip Classification Changes:

Reducing the number of membership classification by removing *Associate*

### Right of Members - Voting

Changes to the voting structure to 1 vote per general member

### Composition of the Board of Directors

Increasing the number of board members

Establishing *Apointed Directors, Elected Directors, and Ex-Officio Directors*

### Board Seats up for Election

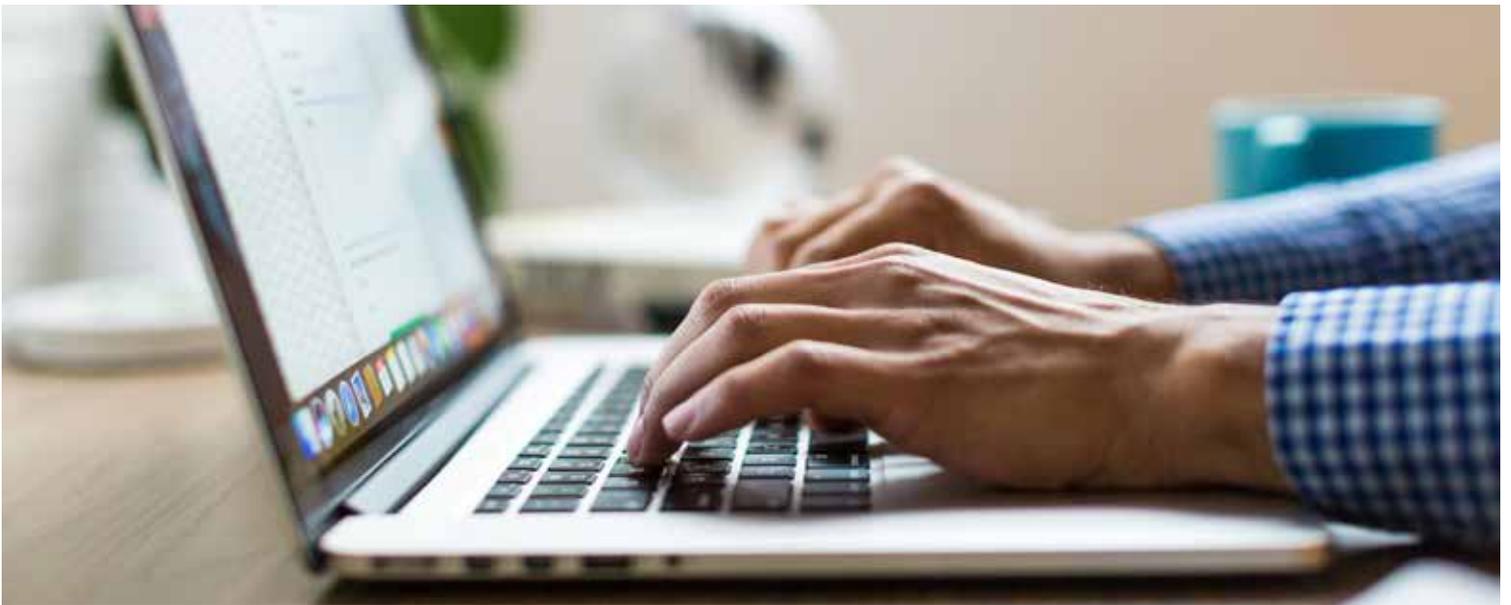
2 New - (1) EElectric Co-op & (1) Municipality

4 Re-elected - (2) Pipeline, (1) Electric, (1) Telecom

Only General members may vote and will be notified via email. You may find a current copy of OKIE811 By-Laws at [okie811.org/memberdocuments](http://okie811.org/memberdocuments)

Networking Event following the meeting

Please contact [MemberServices@OKIE811.org](mailto:MemberServices@OKIE811.org) with any questions



## Coming Soon: Re-Mark or Extend Tickets

By OKIE811 Executive Director - Susan Bohl

The OKIE811 Board has approved the rollout of our Re-Mark or Extend service to all members. **We are targeting the end of Quarter 1, 2023 for this to go live in production.**

What is this service? We are asking excavators if they need marks refreshed when they call in or submit an update ticket. If they say they do not need marks refreshed, we will send a ticket type of **"Extend"**. If they do need marks refreshed, the ticket type will be **"Re-Mark"**.

Once the underground facility operator receives the ticket, they have the choice whether to send out locators or not.

We are changing the following ticket type names in conjunction with offering this service:

- "Update" ticket will be renamed to "Re-Mark" ticket
- "Update Extend" ticket will be renamed to "Extend" ticket

A new positive response code has been created to help with responding to "Extend" tickets.

**#14 - Ticket Type Extend. Excavator states marks still visible and refresh not needed. If marks need refreshed excavator must submit new locate request.**

Note: This response code will be available for "Extend" tickets only.

For additional information and FAQ's, please visit <https://www.OKIE811.org/members-announcement/>.

## 2023 Oklahoma Excavation Safety EXPO By M.G. Govia

The 2023 Oklahoma Excavation Safety Expo will be held this year March 22 & 23, 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](http://www.OKExcavationSafety.com).

This two-day event will include safety workshops for 811 Certification, Line Locating, as well as OSHA 7410 Excavation & Trenching. After the workshops, please stick around for our networking event. Day two will have our outstanding keynote speaker as well as many breakout sessions over a variety of safety topics.



**OKLAHOMA  
EXCAVATION  
SAFETY EXPO**  
**MARCH 22 & 23, 2023**

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!

# 2022 Employee of the Year

By Angie Niemeyer

OKIE811 is excited to recognize JAMES EYE as the 2022 Employee of the Year.

For this prestigious award, nominations are taken from the employees at OKIE811 for the team member that stands out as a person that promotes positive morale through an encouraging and supportive attitude. They should display an effort to improve the way we do business and promote change and take pride in working at OKIE811. The nominations are then reviewed and a winner is selected by the Leadership Team.

James received 3 nominations from his peers for 2022. James has been with OKIE811 for a total of 11 years. He started in the Contact Center working part time while in college. He later was offered a position in the Contact Center as a Supervisor. After several years of growth and development in that role, he transitioned over to the IT Department where he has excelled and grew into his current role as IT Operations Administrator.



James is described by his peers as having a can-do attitude and supporting others by helping them. He continually works on efficiency and productivity. He is not satisfied with just completing a task, but seeing if there is a better way of doing it. James is noted as being respectful of others and shows that he truly enjoys and takes pride in his job.

We are truly thankful to have James on our team here at OKIE811!!

Thank you, James, for all you do! YOU ROCK!!

# Workshops



**Damage Investigation with an Expert Witness**

- Ron Peterson, RPC LCC
- Tuesday, February 14, 2023
- 8:00 AM – 12:30 PM EST

**\$255**



**Utility Locator Skills Enhancement**

- Bob Nighswonger, Utility Training Academy
- Tuesday, February 14, 2023
- 8:30 AM – 3:30 PM EST

**\$395**



**What Will They Say About You?**

- Wylie Davidson, Safety Culture Specialist
- Amy Davis, Corporate Educator
- Tuesday, February 14, 2023
- 8:30 AM – 12:30 PM EST

**\$255**

**Combining Electromagnetic Locators, Magnetic Locators and GPR for a Complete Locate**

- Troy De Souza, Sensors & Software
- Tuesday, February 14, 2023
- 8:30 AM – 12:30 PM EST

**\$195**

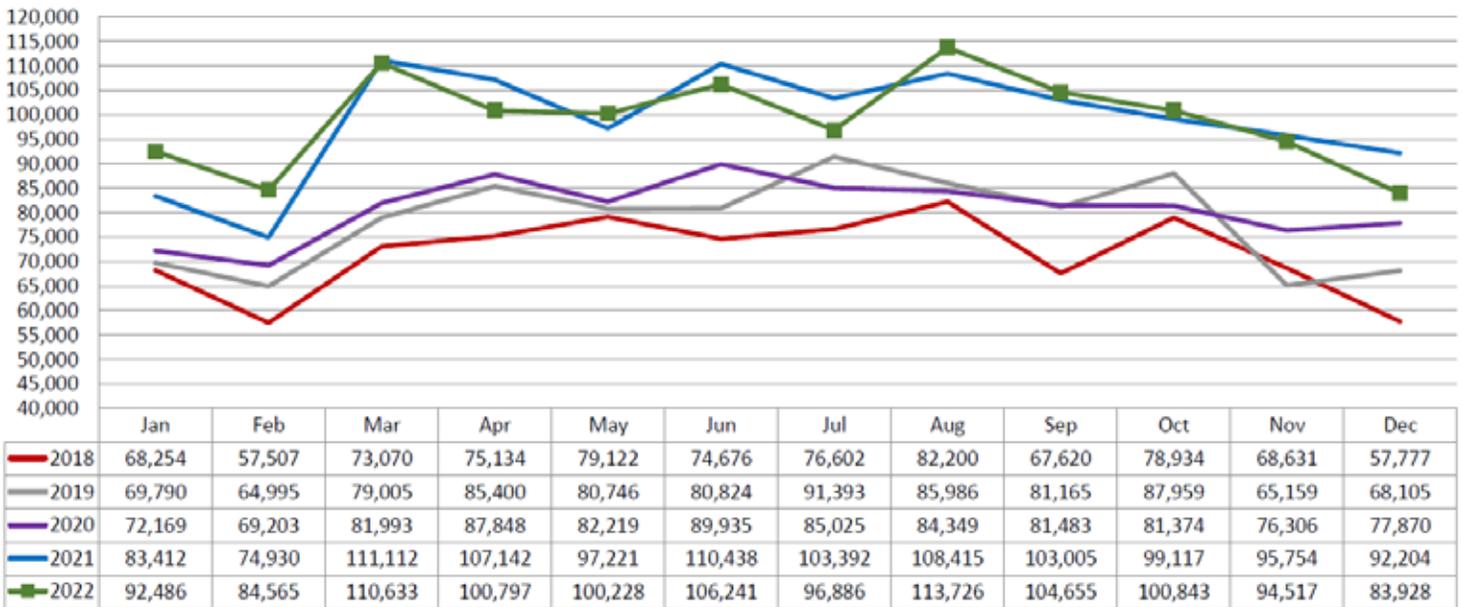
**Gain skills to move your career forward!**

Tampa, FL  
Feb 14 - 16  
**2023**

# 2022 Ticket Trends

By Jerrell Welch

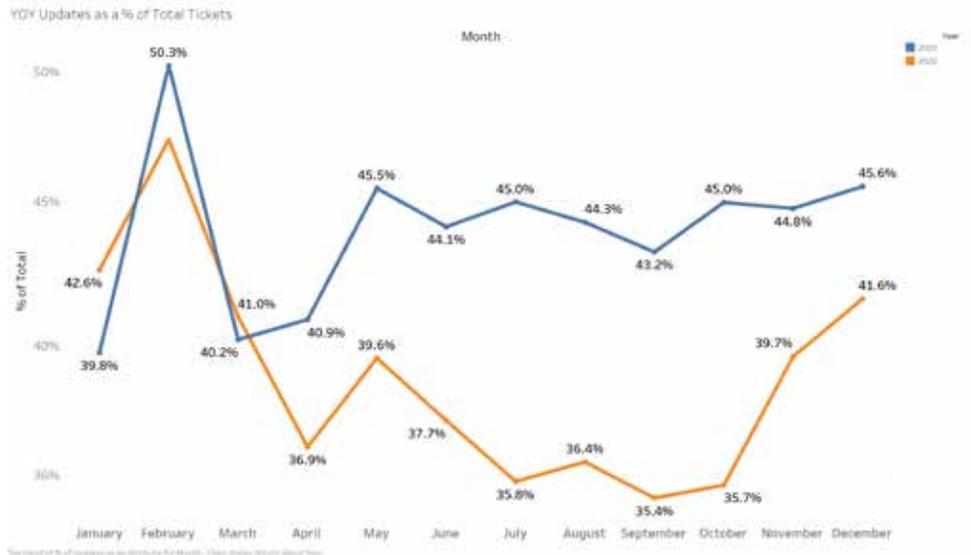
## Oklahoma One-Call System, Inc. Incoming Tickets - Trend by Month



Inbound locate requests were just slightly higher in 2022 than 2021 as we looked for ways to mitigate waste or unnecessary locate requests.

Our goal as Oklahoma's One-Call System is to support safe excavation through effective communication. We continue to develop efficiencies to help stakeholders participate in process with better specificity. Our dig site buffer was reduced from 300 ft to 150 ft to reduce the number of unnecessary notifications to facility operators. In April we launched "Update Verification," asking excavators to verify they will be digging within the life of the ticket before processing an update request. This had an immediate effect on the percentage of locate requests that were updates.

Then in the fall we took things a step further to better understand why excavators are updating locate requests. On every update we now ask what the reason for the update. In 2023 we will be renaming "Update" and "Update Extend" tickets to "Re-Mark" and "Extend" to provide more clarity and opportunity for improvement in stakeholder resource utilization. More information on these changes can be found on our website: [www.OKIE811.org](http://www.OKIE811.org)

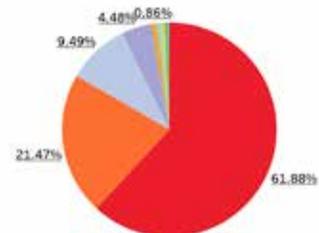


**Update Reason**

Continued Excavation - extent of project more than 14 days	61.88%
Continued Excavation - project taking longer than planned	21.47%
Work not started, need more time	9.49%
Weather Delay/Removed marks	4.48%
Located Late, need more time for excavation	0.86%
Supply Chain Issues	0.68%
Markings removed during excavation	0.45%
Permit Delay Issue	0.40%
Project Design Changes - not scope impacting	0.29%

**Update Reason**

Continued Excavation - extent of project more than 14 days	61.88%
Continued Excavation - project taking longer than planned	21.47%
Work not started, need more time	9.49%
Weather Delay/Removed marks	4.48%
Located Late, need more time for excavation	0.86%
Supply Chain Issues	0.68%
Markings removed during excavation	0.45%
Permit Delay Issue	0.40%
Project Design Changes - not scope impacting	0.29%



# 2023 Fee Schedule

By OKIE811 Executive Director - Susan Bohl

OKIE811 is funded by underground facility operators in Oklahoma. We charge the operators (aka our members) when we send a locate notification to them. Since we are a non-profit organization, we work to only charge a fee to cover our costs of operations.

In August 2022, the OKIE811 Board of Directors

approved a \$0.05 per ticket increase across our fee structure. The ticket fee has not been increased since 2019 and we have done a lot of work in the last few years to decrease the number of locate notifications going out to members. Since we're sending fewer locate notices, we must adjust the ticket fee accordingly.

Our membership is categorized by facility type classification and each classification pays a certain ticket rate. We also base the ticket rate on the quantity of tickets a member company receives. To see our current Fee Schedule, simply go to <https://www.OKIE811.org/membership/documents/> and scroll to 2023 Fee Schedule.

## Membership Verification By Eva Donahue

Annual Member Verification for 2023 is about to begin!

Beginning January 17, 2023, OKIE811 will begin membership verification. This important process is to encourage members to review and update information on file with OKIE811 and allows OKIE811 to deliver tickets and contact appropriate individuals. Information on file with OKIE811 must be current to be compliant with the OKIE811 Membership Agreement and the Oklahoma Underground Facilities Damage Prevention Act.

Members can review their information on file by logging into the OKIE811 Portal to view their dispatch information such as you ticket transmission details, Positive Response configuration and Account Contacts. To review the mapping of your underground facilities on file, you may login to Service Area Editor (SAE) with the same username and password used for the OKIE811 Portal.

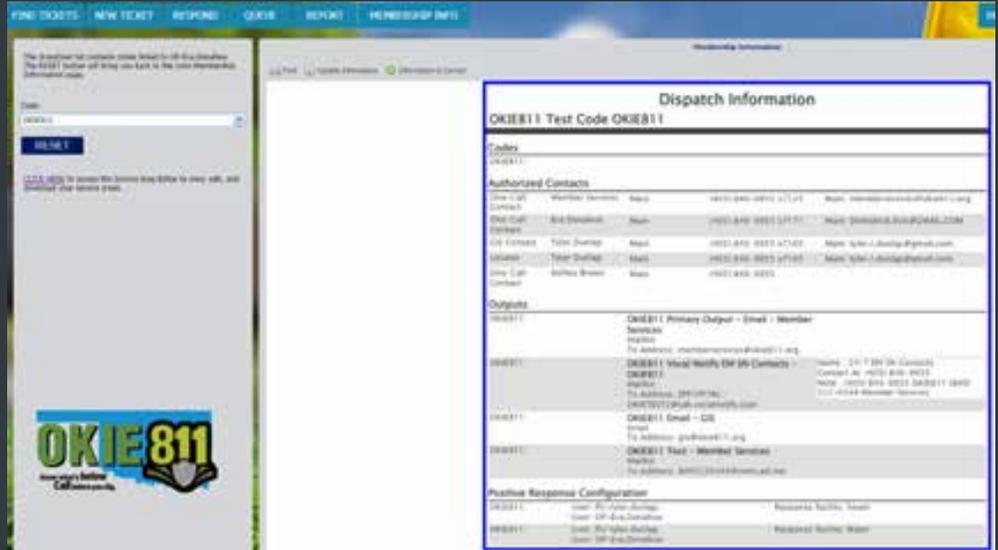
### Out-dated information can lead to:

- Over-notification
- Lack of notification
- Damage to underground assets and lawsuits
- Injury or death

### Certificate of Good Standing

A Certificate of Good Standing will be provided after completion of verification for all dispatch codes under the membership and membership fees have been paid. This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses or permits.

If you have any questions regarding Membership Verification, please contact Member Services at [MemberServices@OKIE811.org](mailto:MemberServices@OKIE811.org).



# 2023 Safety Days

# Schedule

OKIE811 is planning to have 3 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](http://www.OKExcavationSafety.com).

**April - Lawton**

**May - Enid**

**July - Virtual Safety Day**

**August - Tulsa**



## 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 compliant with the law contact Member Services [memberservices@okie811.org](mailto:memberservices@okie811.org).

Codes	Action	Definition	Status
1	Site Marked	Facility located and marked at the site	Closed
2	Clear	Facility is not in conflict with dig site described on the ticket	Closed
3	Other	Explanation required in comments	Closed
4	Partially Marked/Large Project	Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement	Open
5	No Access/Not Marked	Unable to access dig site and unable to reach excavator	Closed
6	Correction Required/Not Marked	Please call OKIE811 and provide additional or correct information	Closed
7	Critical Facility/In Conflict	Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation	Open

## Contact Us!

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

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

