

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
October 20, 2022

The scheduled meeting of the OKIE811 Operating Committee was held October 20, 2022, at 8:30am. The meeting was hosted at OKIE811 6908 N Robinson Ave and virtually via Microsoft Teams.

Operating Committee Members Attending:

Cody Fees, Energy Transfer (Chair)	<input checked="" type="checkbox"/>	Gabriel McCown, DCP Midstream	<input type="checkbox"/>
Richie Anderson, ONG	<input checked="" type="checkbox"/>	Clint Mobley, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>
Jason Beguin, Magellan LP	<input checked="" type="checkbox"/>	Craig Parker, AOGC-Silver Star Const.	<input checked="" type="checkbox"/>
Garrett Bernethy, OG&E	<input checked="" type="checkbox"/>	Bobby Peters, Pioneer Telephone	<input checked="" type="checkbox"/>
Greg Clarkson, AT&T	<input checked="" type="checkbox"/>	Russell Reeves, USIC	<input type="checkbox"/>
Ryan Egan, Lumen	<input checked="" type="checkbox"/>	Brandon Renfro, GridHawk	<input type="checkbox"/>
Chris Garrison, City of OKC	<input checked="" type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input checked="" type="checkbox"/>
Kent Jackson, B&H Construction	<input checked="" type="checkbox"/>	Chris Young, Phillips 66	<input checked="" type="checkbox"/>
Gerald Kolb, Summit Utilities	<input checked="" type="checkbox"/>		<input type="checkbox"/>

Others in Attendance:

Aaron Crowell, USIC	Tim Teel, Summit Utilities
Alex Holland, OneOk	Jennifer VanDiepen, OneOk
Richard Forney, PSO	Dustin Palmer, USIC

OKIE811 Employees in Attendance:

Susan Bohl, Executive Director	sbohl@okie811.org
Jerrell Welch, Director of Operations	jwelch@okie811.org
Angie Niemeyer, Director of Business & Education Services	aniemeyer@okie811.org
Eva Donahue, Member Services Liaison	edonahue@okie811.org
Troy Daniels, IT & GIS Manager	tdaniels@okie811.org
Renelle Freeman, Contact Center Services Manager	rfreeman@okie811.org
M.G. Govia, Education & Outreach Liaison	mgovia@okie811.org

Meeting Minutes

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:33am the regular Operating Committee meeting was called to order by the committee chair.

Regular Meeting Call to Order & Approval of Minutes

The meeting minutes from the July 21, 2022 meeting reviewed and approved.

Minutes: Motion to approve: Chris Garrison ; Seconded By: Craig Parker. The motion was carried with all in favor.

Agenda

- Welcome
- Motion to Approve Previous Meeting Minutes
- Motion to Approve Today's Agenda
- Executive Director's Report
- Operation's Report
- Business & Education Services Report
- Old/New Business
- Committee Discussions
- Adjourn

Approval of Agenda: Motion to approve: Garrett Bernethy ; Seconded By: Clint Mobley. The motion was carried with all in favor.

Executive Director's Report – Susan Bohl

- Incoming Tickets - +1.2% YTD; Incoming Locate Requests by Ticket Type through Sept 2022: Update 38.97%, down from earlier in the year
- Outgoing Tickets/Transmissions: -6% thru September
- 2023 Fee Schedule approved by Board, includes \$0.05 increase in ticket fees; offset by decrease in outbound tickets.
- 2023 State Holiday Schedule approved by Board and presented
- 2022 Key Performance Indicators: Meeting all goals YTD.
- Overflow Spanish Tickets 24x7 to Texas811: Effective 9/30/2022 – Due to Spanish volume increases and difficulty hiring and retaining bilingual agents

Operations Report – Jerrell Welch

- 2022 Ticket Submissions +1.2%: 76.19% Online/App; 57.27% Automated; 10.73% Direct Submission; 38.97% updates. Online/App use continues to increase.
- Call Abandon Rate thru 3rd quarter = 4.29%

IT/Apps Projects – Troy Daniels

- Completed Projects: Pen test remediation; Add reasons for updating tickets; Obtain Kaseya Certified Admin (KCA) certifications for IT Staff; Additional validation to aid n quality, safe tickets; Spanish overflow to Texas811
 - Project Pipeline: Member ticket format revamp Second and subsequent notice project; Update Extend project; Extent date selector; Enroll in DHS CISA continuous phishing service; Equipment refresh project: 21 desktops/10 laptops/1 server; Create map base
- 64

- Service Area Updates: 220 Service area updates in September; 66% of service area edits used the Service Area Editor (SAE) to maintain service area changes: 1338 in 2022. SAE turn around 1 day vs. multiple days for other types of submissions. Continue to offer Teams virtual meetings to members who need education on how to update service areas via SAE.

Quality – Renelle Freeman

- Damage Reports: 2235 DRT through 9/30/22. 74% referenced previous locate request; 60% of referenced tickets were valid; 8% of referenced tickets were expired at time of damage; 6% of referenced tickets were Emergency
- 12 Month DPX Safety Rates = 99.22%; 122,210 tickets processed; 8.71% audited
- 12 Month Direct Submission Safety Rates = 96.95%; 74,785 tickets processed; 17.19% audited
- New OKIE811 Portal Validations for Direct Submitters – Added validation checks to help avoid some safety errors based on trends found during the QA process on direct submitted tickets: No Address/Directions – user is forced to provide address or directions.; GPS points/Work area do not match – user is prompted with warning that GPS points provided are not encompassed in the polygon.
- Other Validations that forego the direct submission of the ticket and send it to the OKIE811 center to review: Polygon drawn is more than 750ft away from a top-level map result; Phrases such as Map Below, See Provided, Refer to, See Map, etc. are used by Portal user within any text field; Portal user’s ticket handling time was more than 30 in before submission.

Contact Center – Renelle Freeman

- Staffing Update: 36 Full time Agents; 4 Cristo Rey HS Students (equivalent to 1 FT position)
- Hiring 4 new team members – Start Training Date Oct 31.
- New 2-Phase training: Each phase 6 weeks long and consists of 1 week in training class; 1 week with mentor; 4 weeks on their own – Required to reach quality score requirements to move forward
- Contact Center Career Compass – 3rd Quarter: 5 agents leveled up to next highest tier; No agents leveled down.
- Coming Up 2023: Updated Career Compass 2023; Vacation Planning 2023; Annual Trainings Jan 2023
- Customer Satisfaction Survey – Fall 2022: Sent 9/20/2022 to 1380 excavator emails; 11.68% response rate; Overall Excavator Satisfaction 4.42 (out of 5); Added Positive Response question to gauge how many excavators know they can check the status of their locate request via the OKIE811 Portal: 84.31% Yes; 15.69% No. 67% of the “No” answers were Homeowners.

Business & Education Services Report – Angie Niemeyer

- OKIE811 Community News: United Way Campaign; Welcome Audra Dickson; OKIE811 is hiring; 2023 Benefit Enrollment; All Staff Trainings and Team building in January
- Positive Response Report thru 9/30/2022: August showed increase in Auto Close due to no response, issue was found and fixed; Auto-close not configured is mostly municipalities; Continuing to mold the process for more efficiency.
- Member Satisfaction Survey – Fall 2022: Overall score 4.47; Concern Resolution 4.47; Membership Updates: 4.57; Service Area and Mapping: 4.55; Member Portal: 4.28; Website Resources: 4.32. Action Items: Reach out and provide education on available tools and resources; Explore opportunities for further development in Member Portal.

Member Services – Eva Donahue

- New Members as of 9/30/2022 = 48; Total members = 1397, 1% increase; Increase in 'Sustaining' type members which are members that do not own underground facilities but help support the damage prevention cause.
- Member Updates: 254 updates via Output and Contact Changes; 196 Updates via Portal Users
- Member Services Projects – Positive Response Outreach for Members not configured, configured but not responding, comments required on Codes 4 & 7 effective Sept 27
- Response training with OK Conservation Commission: 2 meetings with 30+ in attendance
- Exempt Status Review: Found 2 municipalities and 3 rural water districts that were no longer exempt
- Webinars: Is my Membership compliant?; Ticket Transmission Options: Member Portal Reports
- New Member Meetings – 8 total meetings to help guide through membership

Education & Outreach – M.G. Govia

- 4380 impressions through 9/30/2022 via Education attendance in person, webinar downloads, podcast downloads, certifications
- OKIE811 Pineapple Mexican Lager Update: Available in 12 locations; Can request at your local store; Pint Night at Social Capital in OKC; Over \$1000 donated to OKC Pipeliners' Scholarship Fund
- 3rd Quarter Events: August 11, 811 Day, Pipeliners' Meeting with 811 Beer release; August 12, Public Beer Release; August 24, Tulsa Safety Day; Sept 12, Training with NRCS; Sept 15-25, State Fair; Sept 22, Enid Contractors Expo
- 4th Quarter Educational and Outreach Opportunities: Online or in-person training available with 811 certification and dedicated webinars; Use of OKEI811 Conference Room for in person training
- 2023 Speaker Request: 2023 OESE Expo March 22-23; 2023 Podcast Guests; Submit speaker proposals at okie811.org/Speaker

Committee Discussions

Old Business

1. Update – Extend Notices

- 68,194 Update Extend tickets in 2022 through Q3; No longer a premium services as of Nov 1, 2022; Need to develop a new process to facilitate Update – Extend Notices going to all members on a ticket; Suggest new Positive Response code for Member's use on Update – Extends they choose not to refresh markings on; disallow second notice ticket on Update – Extends, only allow new compliant requests; Update – Extend disclaimer posted primarily at the top of the ticket email copy sent to excavation; Secondary email on behalf of specific facility operators no longer sent from OKIE811; Upon OKIE811 Board Approval of new process, send all members information on new ticket type with 90 days to prepare.
- Reviewed New Update – Extend Process
- Cody Fees: Can the Update – Extend PR only be available on Update – Extend tickets? OKIE811 will look into possibility

MOTION: Change ticket type labels to 'Remark' and 'Extend'

Motion to approve: Garrett Bernethy; Seconded By: Ryan Egan.

Opposed: None Abstained: None

The motion carried with all in favor.

MOTION: Move forward with presenting process to Board

Motion to approve: Craig Parker; Seconded by: Ryan Egan

Opposed: None; Abstained: None

1. New 2nd Notice Process

- Keeps original ticket life; Ticket only goes to members the 2nd Notice is for; System locks fields to ensure no extent changes allowed; User selects which companies are requested for 2nd Notice; If user selects a company that has provided positive response, the system prompts for more information.

2. Update Reasons – Excavator will select the reason for the Update

- Currently in Portal; Adding to Client (Agent side) on November 1; Update reasons will be logged behind scenes only.

New Business

1. Locate Request Extent Field
 - Current Extent field is a text box; changing 'Extent' field to Estimated Completion Date and using a calendar field instead of a text box
2. Positive Response on Cancelled tickets
 - Issue: Members being sent audit reports showing significant number of tickets with no positive response. Potential fix: Create & Automate a "Ticket Canceled by Excavator" Response on tickets that are cancelled.; Remove Positive Response from the 'Cancel' ticket type.
MOTION: To Create and Automate 'Ticket Cancelled by Excavator' Response and remove Positive response from the 'Cancel' ticket.
Motion to approve: Ryan Egan; Seconded By: Clint Mobley.
Opposed: None Abstained: None
The motion carried with all in favor.
3. 2023 Operating Committee Seats
 - Alex Holland, ONEOK to replace Heather Leader – will go to Board for approval
 - 2023 Chair Nominations by Q1 meeting on January 19, 2023
4. 2023 Operating Committee Meeting Dates
 - January 19
 - April 27
 - July 20
 - October 19

Adjourned: 11:11am– Motion to approve: Craig Parker; Seconded By: Ryan Egan. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman