

**Operating Committee Meeting Notes**  
**Oklahoma One-Call System, Inc.**  
**October 8, 2020**

The scheduled meeting of the OKIE811 Operating Committee was held October 8, 2020 at 8:30am. The meeting was hosted virtually via Microsoft Teams.

**Operating Committee Members Attending:**

Renita Arnett, Cox Communications ( Chair)	Garrett Bernethy, OG&E
Richie Anderson, Oklahoma Natural Gas	Cody Fees, Enogex
Chris Garrison, City of OKC	Brandon Renfro, GridHawk
Greg Clarkson, AT&T	Clint Mobley, Oklahoma Electric Cooperative
Bobby Peters, Pioneer Telephone	Shane Stuart, Oklahoma Electric Cooperative
Kent Jackson, B&H Boring	Choose an item.
Merle Green, DCP Midstream	Choose an item.

**Not in Attendance:**

Gerald Kolb, CenterPoint Energy	
Jason Beguin, Magellan LP	

**Others in Attendance:**

Aaron Crowell, USIC	
Shane Palmer, USIC	
Tux Jackson, Plains All American	

**OKIE811 Employees in Attendance:**

Susan Bohl, Executive Director	<a href="mailto:sbohl@okie811.org">sbohl@okie811.org</a>
Jerrell Welch, Director of Operations	<a href="mailto:jwelch@okie811.org">jwelch@okie811.org</a>
Angie Niemeyer, Director of Business & Education Services	<a href="mailto:aniemeyer@okie811.org">aniemeyer@okie811.org</a>
Troy Daniels, IT Sr. Supervisor	<a href="mailto:tdaniels@okie811.org">tdaniels@okie811.org</a>
Renelle Freeman, Contact Center Sr. Supervisor	<a href="mailto:rfreeman@okie811.org">rfreeman@okie811.org</a>
Hailey Manning, Quality Assurance Sr. Supervisor	<a href="mailto:hmanning@okie811.org">hmanning@okie811.org</a>

**Meeting Minutes**

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:32am 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 June 11, 2020 meeting reviewed and approved.  
Motion to approve: Cody Fees ; 2nd: Bobby Peters; all in favor

## Agenda

- Introductions
- Approval of Previous Meeting Minutes
- Executive Director's Report
- Operation's Report
- Business & Education Services Report
- Old/New Business
- Committee Discussions
- Adjourn

### Executive Director's Report – Susan Bohl

- Record Ticket Volume in September 2020
- YTD 2.1% Increase in Ticket Volume
- Avg 6.26 Outgoing Tickets
- 61 Team Members – 6 Working in office – 4 team members have tested positive for Covid (all work remotely)
- 182 Hours of PSL-Self \$3,173; 69 hours of PSL-Fam/Dep \$821
- 22 Team Members have school aged kids ( 11 have kids at home virtual learning FT or PT) – Provided some flexible work scheduling for those team members to help deal with the virtual learning and having kids at home while working.
- Hiring freeze – currently have 4 vacancies
- Implemented Homeowner Level 3 Ticket (direct submitted if direct parcel hit)
  - 100% audited to help identify any issues to correct the process
  - Will extend process to Excavator tickets in future
- 2021 Fee Schedule approved by the Board – Anticipating 5% reduction in ticket volume in 2021; appx. \$257,535 reduction in revenue
  - No changes from 2020 Fee schedule; no increases to ticket rates
  - Pipeline and Telecom is most likely to see most reduction in funds they pay to One-Call if we were to see 5% reduction in volume.
- Current Bankruptcies Affecting 2020 – Appx 51,526.18 possible loss
- Resources & Process Improvements
  - Vocal Notify – 1042 Outputs currently for Members that do not have a 24/7 number, a lot of time spent managing this. Will be Switching Members to 24/7 Contacts
  - New Phone System Evaluation & Selection (Cloud based)
  - 2020 Annual Billing ( done in Nov each year)
  - 2021 Budget Preparation (for Nov BOD approval)
  - Purchase 1/3 Computer Replacement

### Operations Report – Jerrell Welch

- 38 CSRs; 36 at home; 2 in office (can't work effectively at home) – Social distancing in cubicle
- 3.24% Call abandon Rate 2020

- 2:47 AVG Ticket Handling Time – VS 2:28 in 2019 - CSRs are handling more complex tickets due to more automation of single easy tickets and increase in direct submission tickets.
- 7:12 AVG Call Handling Time – VS 2019 7:09 – Drasic increase in homeowners – take more time to explain process
- 228 Direct Submission Users
  - 8.6% tickets – excludes Updates and Upgrades (homeowner wizard level 3 upgrades)
- 1555 Damage Reports; 60% reference valid ticket number – using the one-call, but excavator practices not up to par
- Call Abandon Rate – Last 3 Years (2018-2020) – 2020 as a whole has been the best, average is 3.24%. CGA Best Practice is under 5%
- **Quality – Hailey Manning**
  - Trailing 12 Months CSRs Safety Rate is 98.98% - Goal = 98% - Quality checks on certain percentage of each CSRs tickets (between 6-10% depending on how the CSR has been doing)
- Trailing 12 Months Direct Submission ( DS) Safety Rates ( Excavator’s Tickets/Upgrades) – Goal 95% - Average is 97.24% - Includes Homeowner Level 3 tickets recently implemented which are about 99.5% safe tickets.
- **IT/Apps Projects – Troy Daniels**
  - Security Enhancements – Enabled MFA for all uses; Mimecast Targeted Threat Protection; Enabled DLP policy for all O365 products
  - Model builder for monthly Service Area health report
  - Purchased/Configured okie811.com domain
  - Geocall Enhancements – Give Direct Submitters access to emergency and 2<sup>nd</sup> notice ticket types ( pilot group currently); Design Ticket Phase 1 ( Excavator is provided list of members in the area); Auto-elevated homeowner tickets with positive address hit. 3829 tickets elevated since 7/16 launch
  - Project Pipeline – Nov. 1<sup>st</sup> Law change – Working on implementing Scope of work changes (no more than 500 linear feet in incorporated areas & nor more than 1 linear mile in unincorporated areas); Design Ticket = Phase 2/Member notice; Auto Elevate Portal tickets on parcel hits; Program Version updates; Geocall Integrated Service Area Editor-Internal
  - Service Area Updates – 178 Service Area Updates YTD 2020. Shapefiles still lead in the type of updates receiving from members.

#### **Business & Education Services Report – Angie Niemeyer**

- Education and Outreach 2020 – YTD: 2960 Impressions – Majority are virtual – Attendance, Downloads, Certificates
- First Virtual Expo in July – 467 attend sessions
- Educational Tool for Youth via a Story Board “Eugene Getting A Pool” – Other Education opportunities Available – Contact [education@okie811.org](mailto:education@okie811.org) for dedicated webinars, OKIE811 Certificate Training on our website.

- 58 New Members as of 9/30/2020; 53 cancelled (most being pipeline due to sell of assets and Master meter requirement changes); 1385 Total Members as of 9/30/2020
- 2021 Fee Schedule Communication via email blast and website
- Emergency Short Notice Contacts Campaign – Update Contacts from multiple time blocks to contact available 24/7 – Helps OKIE811 maintain 1 output and the Member pay for 1 output fee. If Member continues multiple time blocks, they will be broken down into multiple outputs and charged per each output.

### **Old / New Business**

- **Old Business**
  - Design/Survey Ticket – Phase 1 Overview – This ticket does not currently go to the member, a list of the members registered in the area selected by the requestor is sent to the requestor. If a member has provided a design contact, it will be included on the ticket. Jerrell reviewed the process and showed screen shots of what the users sees when submitting the request and what they receive when ticket is submitted.
  - November 1, 2020 Law Changes – SB-1225
    - Scope of Work Limitations Added to the Law – *The type and the extent, not to exceed five hundred (500) linear feet in incorporated areas or one linear mile in unincorporated areas, of the proposed work...* Hailey Manning reviewed 4 locate request scenarios with the Committee members to get insight and further instructions on how to handle when law changes go into effect.
      - Work taking place at Large Property exceeding scope of work limits
        - Create multiple ticket job based on total road frontage/street frontage facing side of property. Each ticket would include entire scope of the job and a remark that states it is a multiple ticket job due to large property and an indication of how many tickets will be processed and what number current ticket is..ie Ticket 1 of 4. The map on each ticket would reflect 500ft/1 mile or less segment.
      - Range of Addresses given (individual addresses within range unknown)
        - Option 1: Create multiple ticket job based on number total path of excavation. Each ticket would include entire scope of the job and a remark that states it is a multiple ticket job due to path exceeds 500ft and an indication of how many tickets will be processed and what number current ticket is..ie Ticket 1 of 4. The map on each ticket would reflect each 500ft or less segment.

- Option 2: Create 2 separate / standalone tickets with driving directions and locate instructions describing up to 500 ft segments per ticket.
        - Motion by Renita Arnett for Vote:
          - Choose Option 1, all in favor
      - Instructions that request main address and adjacent properties
        - Submit locate request by each individual address if adjacent address is not within 500ft.
      - Instructions containing lengthy drop distances, exceeding scope of work limits
        - If drop goes outside of the property boundary, create multiple ticket job based on number of 500ft segments in drop distance; ask for direction the ped/term is in relation to the structure to narrow down the marking.
      - Other questions posed:
        - What if unable to visually determine property size?
          - Require excavator to provide approximate amount of road frontage/street facing for property
        - How should we handle existing tickets exceeding the new scope of work limitations that were submitting previous to changes that will be in affect on Nov. 1, 2020?
          - Motion made by Garrett Bernethy:
            - Grandfather in any existing locate requests that may exceed scope of work limitations I they originated previous to Nov. 1, 2020.
- **New Business**
  - Ticket Delivery w/RFMI and No Excavator Response – Should we change practice for RFMI and go ahead and send inaccurate ticket information to member?
    - Recommendation to BOD – Do not send the inaccurate ticket information to the member.
  - Wizard Ticket Parcel Hit Upgrade Launched 7/16/2020 – Jerrell reviewed image showing parcel hit on the Wizard Ticket with verification questions in place. 63% of these tickets are upgraded to direct submission. 100% of tickets are checking by QA Department. Coming Soon: Portal Ticket Single address Parcel Hit Upgrades.
  - Should we allow 2<sup>nd</sup> Notices 24/7 or restrict work dates to weekdays?
    - Currently do not accept 2<sup>nd</sup> notice during after hours, weekends/holidays.

- After Nov. 1, 2019, Excavators able to set excavation date on Saturday/Sunday/Holidays.
- 7738 tickets set for Saturday or Sunday excavation in 2020.
- Recently, new pilot program launched for specific direct submission users to submit Emergency/2<sup>nd</sup> Notices, which could be submitted during after-hours/weekends/holidays.
  - Recommendation to BOD: Restrict excavation dates back to business days only
- Increase in 2<sup>nd</sup>/3<sup>rd</sup> Notices–
  - June 2.2% of tickets were 2<sup>nd</sup>/3<sup>rd</sup> Notices; July 2% were 2<sup>nd</sup>/3<sup>rd</sup> Notices
  - Worked with USIC directly and improvements being made
  - Noted staffing shortages due to Covid
- 2021 Operating Committee Meeting Dates:
  - January 21
  - April 22
  - June 17
  - Oct 7
- Annual Meeting and Safety Expo:
  - April 7-9
- Tentative Board Meetings:
  - February 19
  - April 7
  - August 20
  - November 19

**Adjourned:** 11:12am– Motion: Garrett Bernethy; 2<sup>nd</sup>Richie Anderson; all in favor

*Minutes submitted by: Renelle Freeman*