

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

January 21, 2021

The scheduled meeting of the OKIE811 Operating Committee was held January 21, 2021 at 8:30am. The meeting was hosted virtually via Microsoft Teams.

Operating Committee Members Attending:

Cody Fees, Enable Midstream, Chair	
Jason Beguin, Magellan LP	Richie Anderson, Oklahoma Natural Gas
Kent Jackson, B&H Boring	Chris Garrison, City of OKC
Bobby Peters, Pioneer Telephone	Terry LaBlue, ONEOK
Brandon Renfro, GridHawk	Garrett Bernethy, OG&E
Gerald Kolb, CenterPoint Energy	
Merle Green, DCP Midstream	

Not in Attendance:

Renita Arnett, Cox Communications	Greg Clarkson, AT&T
Clint Mobley, Oklahoma Electric Cooperative	David Standridge, OK Rural Water Assn.
Russell Reeves, USIC	

Others in Attendance:

Tux Jackson, Plains Pipeline	
Aaron Crowell, 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

Troy Daniels, IT & GIS Manager

tdaniels@okie811.org

Renelle Freeman, Contact Center Services Manager

rfreeman@okie811.org

Hailey Manning, Quality Assurance & Training Manager

hmanning@okie811.org

Eva Donahue, Member Services Liaison

edonahue@okie811.org

M.G. Govia, Education & Outreach Liaison

mgovia@okie811.org

Agenda

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

- Adjourn

Meeting Minutes

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:34am 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 October 8, 2020 meeting reviewed and approved.

Motion to approve: Garrett Bernethy ; 2nd: Cody Fees; all in favor

Nomination & Election of Chair

Cody Fees – Motion: Garrett Bernethy; 2nd: Richie Anderson

Executive Director's Report – Susan Bohl

- 2020 Key Accomplishments:
- OKIE811 Leader in Covid-19 response/helped guide other states
- Managed hiring freeze by automating and streamlining more ticket management processes
- Pivoted to virtual excavator education across all spectrums and had a record turnout at Annual Excavation Safety Expo
- 100% voluntary employee retention
- Building mortgage paid off
- Able to add additional funds to our investment account
- Ended year with 3.1% increase in inbound ticket volume (9 out of 12 months were record months)
- Reviewed 2020 KPI Outcomes
- OKIE811 Top Workplace in 2020

Operation's Report – Jerrell Welch

- 2019 Staffing: Up to 42 CSRs, 1 CRA - 2020: 36 CSRs, 1 CRA
- 2020 Ticket Submissions: 71.05% Online; 45.35% Automated; 8.67% Direct Submitted; 38.89% Updates. Increases in online, Automated, Direct Submission compared to 2019. 2020 saw slight decrease in the amount of Updates.
- 2020: 229 Direct Submission Users; significant increase from 92 at end of 2019
- Call abandoned Rate – Significant drop from 2019 - OKIE811 2020 3.02% (CGA Best Practice < 5%)

Quality – Hailey Manning

- 2020 Damage Reports in 2020 – Damage Report is audited along with any dig ticket referenced.
- 60% ref valid tkt, 28% no ref tkt number, 4% ref ER tkt, 8% Ref invalid tkt (outside of 10 days)
- 2020 CSR Safety Rates – 12 Month AVG 98.97%; 2019: 98.61%
- 2020 DS Safety Rates – 12 Month avg 97.51%; 2019: 96.78%
- Nov. 2020 Law Change – Affect on Ticket Volume due to multiple tickets processed due to scope of work limits (500ft linear incorporate areas; 1 mi linear unincorporated) – appx 6% increase in Dec. volume excluding ticket 1 of series that would have taken place anyways. 54% of ticket

increase is Updates of multiple ticket jobs. Educating and Training to create/break up where easily able to update just the areas excavators are working.

IT/Apps Projects – Troy Daniels

- Geocall Ticket System Enhancements: Nov. 1st Law Change, Auto-elevate portal tickets on parcel hits, Revamp RFMI process
- Password Hash Sync Migration
- Launched Sophisticated Mimecast Email Security Awareness Campaign First Phish test campaign 65% click rate
- Monthly Email security videos
- Geocall Integrated Service Area Editor – Internal
- Project Pipeline: New Sharpen Phone System, New Amazon Connect Failover Phone System (Access via URL vs physical VPN IP change), Parcel and Address Refresh, 1/3 Computer replacement, Network Pen Test, Server Replacement- Primary domain controller
- Service Area Updates – 2020 overall service area processed 2000+, continue receiving majority via Shape Files

Business & Education Services Report

- **Eva Donahue – Member Services**
 - 63 New Members in 2020. Majority is Pipeline companies
 - 69 cancelled members in 2020. Majority is Pipeline companies due to change in assets
 - Clarified Sustaining member benefits – Sustaining members help promote purpose of organization, don't own facilities
 - Total 1374 Members in 2020; down 6 members from 2019; Majority members are Pipeline
 - Member classifications – 71% Associate; 28% General; 1% Sustaining. General and Associate members own facilities, each follow different fee schedules. Increase from 4 to 16 new sustaining members
 - Member Verification: January 21, 2021 – February 26, 2021 – Allows members to update their information, registered assets and dispatch changes as needed, year round. Send out 4 email blasts to groups of members.
 - Annual Meeting – Virtual – April 14, 2021
- **M.G. Govia – Education and Outreach**
 - 4th Quarter 2020 – Education Outreach to 584 Attendance, downloads and certificates
 - 2020 – Total 3572 impressions – 73 events, webinars and podcasts. Provided incentive programs for 811 certification.
 - 2021 Excavation Safety Expo – Virtual – March 10 & 11 – 10 Sessions; Free to attend; gift card drawings for attendees.
 - Utilize partnership and collaboration with operators and industry stakeholders to share importance of 811 – Via webinars, articles/newsletter, cross posting on Social Media, dedicated audiences
- **Angie Niemeyer – Director of Business & Education Services**
 - OCC Developing Mandatory Damage Prevention Training

- Spanish OKIE811 Web page and Webinar – working with OKIE811 bi-lingual employees to put webinar together.

Old / New Business

- **Old Business**

- RFMI Revamp – New & Improved process that includes RFMI Reference Number, ability for Excavator to access RFMI on the Portal and make edits to resubmit, ability to track history of RFMI
- 2nd Notices After Hours and Weekends – Began accepting 24/7 on January 1, 2021 per OKIE811 Board of Directors – Received 2 after hours to date.

- **New Business**

- Discussion: Require Excavator notify Landowner prior to locate request – Rep. John tally (District 33, Payne County) Requesting to add process to ask caller is landowner, if not, has landowner been notified of excavation. Feedback from OPC Members:
 - Issue between tenant and landowner
 - Law requires excavators to notify one-call to protect facilities.
 - No change in procedures, recommend issue be taken back to landowner’s contract with tenant
- Discussion: Upcoming Legislative Items being considered – Oneok, OneGas, and Magellan lobbyists have consulted OKIE811 for some help with language
 1. Excavators are not to dig if they are aware of underground facilities in the excavation area.
 - a. Require marks be preserved and maintained during excavation.
 - b. Notify OneCall if marks are no longer visible or have been removed

Concern from some members of OPC that excavation can demolish flags/marks, can be impossible to keep markings visible during excavation. Also concerns there will be Uptick in amount of locate requests for Update to remark.
 2. Mandatory Positive Response to the notification center
 3. Specify Ticket life for 14 calendar day (law does not clearly define life of ticket, OKIE811 interprets current life of ticket as 10 business days) – Some discussion from Onegas about increasing to 20 calendar days.
 4. Provision for declaring ‘state of emergency’. Time constraints are lifted, 48 hour timeframe does not apply.
 5. In addition to notifying the Operator, notify the OneCall when a damage occurs.
 6. Addressing Section 4: Exemptions – Proposing Section 4 be repealed. Concern is that a lot of work has been done over the last

few years to address exemptions and definitions. OKIE811 suggest re-naming the section.

7. Other Considerations – previously discussed, but not addressed in the current marked up version.
 - a. Enforcement: Abuse of emergency ticket provision; working without a valid onecall ticket – prior to start time, outside of scope or not ticket at all; continuing to keep tickets open without an intent to dig; Ability for law enforcement to write tickets for OneCall law violation.
 - b. Specify minimum ticket information (Mandatory White Lining, physical or virtual)

Adjourned: 10:37– Motion: Gerald Kolb; 2ndRichie Anderson; all in favor

Minutes submitted by: Renelle Freeman