

**Operating Committee Meeting Notes**  
**Oklahoma One-Call System, Inc.**  
**4/21/2022**

The scheduled meeting of the OKIE811 Operating Committee was held on April 21, 2022 at 8:30am. The meeting was hosted at the OKIE811 office at 6908 N. Robinson Ave and virtually via Microsoft Teams.

**Operating Committee Members Attending:**

Cody Fees, Energy Transfer (Chair)	Gerald Kolb, CenterPoint Energy
Jason Beguin, Magellan LP	Craig Parker, AOGC, Silver Star Construction
Bobby Peters, Pioneer Telephone	Clint Mobley, Oklahoma Electric Cooperative
Chris Garrison, City of OKC	Brandon Renfro, GridHawk
Greg Clarkson, AT&T	
Kent Jackson, B&H Boring	
Garrett Bernethy, OG&E	
Heather Leader, ONEOK	

**Not in Attendance:**

Richie Anderson, Oklahoma Natural Gas	Russell Reeves, USIC Oklahoma
Gabriel McCown, DCP Midstream	Jacob Saldivar, Cox Communications
Ryan Egan, Lumen/Century Link	Chris Young, Phillips 66

**Others in Attendance:**

Paige Ross (Board Member)	Tux Jackson (Board Member)
Clayton Painter, Plains Pipeline	Sarah Kraemer, OKIE811
Aaron Crowell (for Russell Reeves)	Richard Forney (Board Member)

**OKIE811 Employees in Attendance:**

Susan Bohl, Executive Director  
Jerrell Welch, Director of Operations  
Angie Niemeyer, Director of Business & Education Services  
Eva Donahue, Member Services Liaison  
Troy Daniels, IT & GIS Manager  
Renelle Freeman, Contact Center Services Manager  
Hailey Manning, Quality Assurance & Training Manager  
M.G. Govia, Education & Outreach Liaison

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## Meeting Minutes

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:30am 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 January 20, 2022 meeting reviewed and approved.

**Minutes:** Motion to approve: Garrett Bernethy ; 2nd: Bobby Peters; all in favor

### Agenda

- Welcome
- Approval of Previous Meeting Minutes
- Approval of Agenda
- Executive Director's Report
- Operation's Report
- Business & Education Services Report
- Committee Discussions
- Adjourn

**Agenda:** Motion to approve: Chris Garrison ; 2nd: Garrett Bernethy; all in favor

### Executive Director's Report – Susan Bohl

- Incoming Tickets - 6.8% increase
- Status of Discontinuing KORWEB as a Free Service:
  - End of 2021: ◦ 77 members use KorWeb Ticket Mgmt ◦ 5.62% of our membership ◦ 1,216,312 notices are sent to KorWeb on behalf of these members ◦ 17.38% of our outbound notices ◦ \$81,550 is Budgeted in 2022 for KorWeb
  - End of March 2022: ◦ Notified Korweb Users of plans via e-mail and Broadcast message ◦ Korterra also notified users and offered pricing points to continue service ◦ Will be calling each member to ensure they make plans accordingly
- By-Laws Committee 2022 - Possible board composition changes ◦ Review current By-Laws and determine needed changes ◦ Identify potential candidates for any new board seats ◦ Report out at the August board meeting

### Operations Report – Jerrell Welch

- 2021/2022 Ticket Submissions:
  - 2022 Q1 ◦ 2022 Ticket Submissions (+6.77%) ◦ 76.56% Online/App ◦ 57.14% Automated ◦ 8.89% Direct Submission ◦ 43.37% Updates 2021 Q1
  - 2021 Ticket Submissions (+20.64%) ◦ 73.86% Online/App ◦ 50.3% Automated ◦ 7.36% Direct Submission ◦ 42.89% Updates
- Update Verification on Portal Updates in effect 4/1/22
  - Excavator submitting Portal Update/Update-Extend is prompted with question "Will you be excavating within the next 14 days?" and a reminder of the Law. If Yes – continue

with Update; If No, system will not allow update of the ticket as they have indicated no work taking place within required timeframe.

- For April 1-15, 6.92% reduction in Portal Updates tickets
- Building data that shows what options excavators are choosing on the Update Verification
- Call Abandon Rate 2022 4.42%.

### **IT/Apps Projects – Troy Daniels**

- IT/Apps Projects:
  - Completed Projects: • Upgrade unincorporated portal tickets with dig site mapping • Portal Updates on Corrections & Non-compliant tickets • Network Pen Test - Hogan Taylor • Address and Parcel refresh – Added 16,540 addresses and 26,504 parcels • Kaseya RMM tool • Replace WSUS server (Patch Management) • Replace help desk ticketing system • Update acknowledgement that digging is taking place within 14 days • Require mapping for direct submitters
  - Project Pipeline: • Kaseya RMM Tool • Replace Group Policy functions • Pen test remediation • Other positive response comment required for API users • State of Emergency enhancements • Revamp member portal reports • Add reasons for updating tickets
- Service Area Editor (SAE) Details Since Launch September 2021: • Registered Users – 709 • Member Sessions Started – 1164 • Self Service SA Processed - 810
- New monthly record 268 service area updates

### **Quality – Hailey Manning**

- Damage Reports Q1 – Total 516: 24% No Ref tkt given; 8% ER Ref Tkt; 7% Ref Tkt Not Valid; 61% Ref tkt valid
- 2022 Trailing 12 Months CSR Safety Rate: 99.29%
- 2022 Training 12 Months Direct Submission (DS) Safety Rate: 97.40%

### **Contact Center – Renelle Freeman**

- Excavator Satisfaction Survey – Q1 Results: Sent bi-annually; Spring/Fall • Sent 3/22/22 • 1244 Invitations Sent • 14.07% Responded
  - Phone: 38.86%; web: 61.14%
  - Contractor: 38.17%; Government: 4.58%; Homeowner: 42.75%; Utility Company: 9.54%; Other: 4.96%
  - Overall satisfaction with OKIE811 Agent: 4.70 ( out of 5)
  - Overall satisfaction with Web ticket entry: 4.32 ( out of 5)
  - 74.63% rated experience with OKIE811 Agent as Excellent
  - 51.43% rated experience with Web ticket entry as Excellent

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

- OKIE811 BES Initiatives - Member Satisfaction Survey: Running through 4/22/2022 ◦ Employee Satisfaction Survey: Running through 4/22/2022 ◦ Return to in-person events: OESE / Safety Days / Conferences ◦ Membership Verification: Final notices in process ◦ 811 Beer Campaign Design: In Process for August 2022 ◦ OKIE811 Family Spring Event: Chicken N Pickle
- 2022 OK Excavation Safety Expo Outcomes: 267 Expo Attendance; 101 Workshop Attendance; 30 exhibition booths; 75 Annual Meeting Attendance
- Education & Outreach: Total of 1686 impressions in in person attendance, Webinars, Downloads and certifications
- National Safe digging Month: Promoting our children's education resources ◦ Partnering with dog shelters to promote OKIE811 and National Adopt a Pet Day (April 30) ◦ Delivering cookies to Oklahoma Mayors asking for some social media shout-outs ◦ Podcast this month is over NSDM with USIC. ◦ Utilizing CGA's NSDM toolkit for promotion ◦ Sharing member company campaigns – so if we don't know of yours, please let us know. ◦ Internal promoting NSDM with dog pictures and encouraging donating blood.
- Save the Dates: April – Safe Digging Month ◦ April 27th – Lawton OKIE811 Safety Day ◦ May 2nd – Enid OKIE811 Safety Day ◦ June 9th – Durant OKIE811 Safety Day ◦ July 13th – Virtual Safety Day ◦ August 11th – 8/11 Day!! ◦ August 17th – Tulsa OKIE811 Safety Day
- Positive Response Report: Total dispatch codes 1911; 88% configured for PR; 12% not configured for PR

## **Membership – Eva Donahue**

- New Members as of 3/31/22 = 18; Total Members = 1394
- Member Interactions by Phone/Email/Online Forms – Most interactions are inquiries/Questions or assistance needed
- Member Services Projects: Annual meeting at Expo in person and virtual. Recorded meeting and sent to members to promote more attendance. Save the date for 2023 Annual Meeting on 3/22. Verification Campaign: Response received 32%; Emergency Repair Contacts 37%; Design Contacts 23%. Webinars: 3 Member Topics presented. New member Kickoff Meetings consisting of video chat training to show Service Area editor, membership options. Communication to Members: discontinue KORWEB ticket management service for members effective July 1, 2022. Change to Positive Response upload for Response Action # 3 – Other – requiring comments – May 1, 2022

## **Committee Discussions**

- **Old Business** – None
- **New Business:**
  - **Update Reasons** – We want to ask excavators why they are updating a locate request to gain a better understanding of what's driving demand.
    - Continued Excavation-project taking longer than planned
    - Continued excavation – extent of project more than 14 days
    - Weather Delay/Removed marks
    - Markings removed during excavation
    - Supply Chain Issues

- Located Late, need more time for excavation
- Project Design Changes – not scope impacting
- Work not started, need more time
- Permit Delay Issue

**CGA Conference Information Sharing (discussions, none of these are in the works at this time)**

- Abandoned Line Information on Locate Ticket (TX811, MISSDIG811)
- Limiting Update Tickets – Max of 2 updates, then fresh marks if 3rd Update is needed
- Electronic White Lining
  - Phone tickets require physical white lining at the site
  - Electronic tickets require drawing on the map where excavation is taking place
  - Map is sent with drawing of dig site
- Risk Analytics & Assessment – Is this a member service provided by 811 Centers?
- Have nationally defined terms for Updates, Re-marks, etc. so when referenced,
- all stakeholders are operating with the same understanding

**Adjourned:** 11:10am– Motion: Clint Mobley; 2<sup>nd</sup>Bobby Peters; all in favor

*Minutes submitted by: Renelle Freeman*