

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
4-22-2021

The scheduled meeting of the OKIE811 Operating Committee was held April 22, 2021 at 8:30am. The meeting was hosted virtually via Microsoft Teams.

Operating Committee Members Attending:

Cody Fees, Enable Midstream (Chair)	Bobby Peters, Pioneer Telephone
Richie Anderson, Oklahoma Natural Gas	Heather Leader, ONEOK
Greg Clarkson, AT&T	Merle Green, DCP Midstream
Garrett Bernethy, OG&E	Jacob Saldivar, Cox Communications
Kent Jackson, B&H Boring	
Brandon Renfro, GridHawk	
Chris Garrison, City of OKC	
Clint Mobley, Oklahoma Electric Cooperative	

Not in Attendance:

David Standridge, OK Rural Water Assn.	Russell Reeves, USIC Oklahoma
Gerald Kolb, CenterPoint Energy	Jason Beguin, Magellan LP

Others in Attendance:

Timothy Teel (For Gerald Kolb)	
Craig Parker, Silver Star Construction	

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

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Meeting Minutes

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:32am 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 January 21, 2021 meeting were reviewed and approved.

Motion to approve: Bobby Peters ; 2nd: Clint Mobley; 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

- Reviewed 2021 Ticket Submission by Source Count; Jan-Mar – Increase in volume across the board
- Reviewed 2021 Ticket Volume/Average Tickets Per Day; Jan-Mar – Monday's are the busy day, with 5000+ tickets.
- Reviewed 2021 Call Counts by Month
 - Increase in the amount of inbound locate request calls
 - CSRs handling more difficult locate notices; Voice Calls are taking longer; Homeowners/Residents take the most time due to explaining process
- Reviewed 2021 Ticket Handling Time by: Voice, Web, Center
- Reviewed Outbound to Inbound Ratio – 2021 avg 6.19 outbound tickets
 - 1.3% reduction in outbound notices
 - For 6,000,000 notices, this amounts to 77,500 fewer locate notices going to members
 - If Dig-Site Buffer is reduced, it's estimated to decrease outbound notices by 4.32% or 289,000 fewer locate notices going to members.
 - Could impact revenue & potentially the Fee Schedule
- Reviewed plans for Returning to Work from Office: As of 4/9/21, 68% of staff are being vaccinated, 48%+ completely vaccinated; First Week of July, corporate staff will return 2-3 days a week; Each Team will have at least 1 day a week together in office; CSRs will have to be 100% at home or 100% at office due to technical challenges. New CSR class to start early May

Operations Report – Jerrell Welch

- 36 CSRs, 1 CRA; Hiring 4 CSR Positions
- 332 Direct Submission Users

- Q1 50.3% Automated Processing Including (No CSR intervention):
 - Direct Submitters – Trained users to enter ticket
 - Updates- Portal & Mobile App
 - Single Address Parcel Hits: Portal & Homeowner Wizard – option to submit ticket directly.
 - Design/Survey Info Request
- Scope of Work Law Changes accounting for 7.60% of total tickets, not including first ticket processed; still would have seen over 100,000 tickets even without multiple ticket process
- 2021 Call Abandon Rate after 60 sec - 4.01% - Sharp increase in March

IT/Apps Projects – Troy Daniels

- Completed Projects: Amazon Connect Failover Phone System; Parcel and Address Refresh; 1/3 Computer Replacement; Network Pen Test; Server Replacement-Primary Domain Controller; Membership Info Feature in Geocall (gives members visibility to output and member info)
- Project Pipeline: Sharpen Phone System projected launch June 2021; Service Area Editor (SAE) which is MSAM Replacement; Geocall App Replacement (mobile optimized website); Geocall Email API Integration (email delivery transmit without delay, static IP); Decommission Backup Phone System in AR
- Service Area Updates – Record 264 Service Area Updates in March 2021; Shape Files continue to be the lead type of file submitted for changes.
- OKIE811 Base Map Updates: New Base Build 00060 in production; Updated Statewide addresses/parcel data resulting in appx 23,098 additional addresses and 10,148 additional parcels; many address points updated to help with trouble areas. Total of 1.4 million addresses and 2.2 million parcels

Quality Assurance– Hailey Manning

- Trailing 12 Months Direct Submission (Excavator Tickets) Safety Rates AVG 97.84% - Reviewing 20-30% of Direct Submission Tickets – Provide coaching and correction with excavator as necessary.
- Trailing 12 Months CSR Safety Rates AVG 99.08% - March record month at 99.41% Safety Rate, even with higher ticket volume.
- 2021 Damage Report Tickets:
 - 386 DRTs through March 31, 2021
 - 56% Referenced Valid Ticket
 - 30% Did not reference a ticket
 - 8% Referenced ER Ticket
 - 6% Referenced an invalid Ticket (10 days expired)
 - 270 Reference Tickets through 3/31
 - 56% Normal (90% Valid)
 - 19% Update
 - 11% Emergency
 - 7% Update-Extend
 - 6% 2nd Notice
 - March saw 42% increase in Damage Report Tickets

Business & Education Services Report – Angie Niemeyer

- April – National Safe Digging Month:
 - Social Media Campaign to drive awareness
 - Incentives to get 811 Certified
 - Promoting Youth Education resources
 - Special Podcast Release
 - OKIE811 Blog Launch
 - State Proclamation of Safety Digging Month
- New Member Portal Feature that allows users to review Membership Info such as member and output info. Ensures accuracy of the up-to-date information. Users can Update information as necessary.
- Excavator Education Totals:
 - Q1 Webinar Survey Results: 4.67
 - 1738 Total Impressions in 2021 so far (Certifications, Attendees at events, Downloads)
- Education and Outreach Partners Survey coming in May – Continue to develop collaborative effort.

Member Services – Eva Donahue

- Membership Growth: 1378 Members; 13 New members; 10 cancelled members (usually due to selling assets/plugging wells)
- Membership Verification – Campaign for members to review and verify information on file – 56% response rate, highest rate so far.
 - Campaign Notices
 - First Notice 01/12/2021
 - Last Notice 01/26/2021
 - Follow-up 02/09/2021
 - Processed
 - Jan 386 Certificate of Good Standing (COGS), 411 MV
 - Feb 318 COGS, 318 MV
 - Mar 44 COGS, 28 MV
 - Dispatches verified
 - 1,228
 - 65%
- Annual Meeting of Membership – Virtual Event: Registered 178; Attendees: 113; Attendance Rate: 63%; 2 Board Members elected, 2 Board Members re-elected

Old / New Business

Old Business

- Legislative updates (HB-2028) – Susan Bohl
 - Collaborative effort started in Oct 2020 with primarily pipeline operators to address area of One-Call law that need improvement/strength
 - 4/6 - Met with representatives from AOGC (WeBuildOklahoma.com)
 - 4/8 - Working meeting with Chairman Allen, AOGC reps, Lobbyist for Underground Facilities Operators, OKIE811, and Petroleum Alliance.

- Adjusted language dealing with extra due diligence on behalf of the excavator to make it "hazardous pipeline" specific
 - Added "and unreasonable" when excessive locates and no excavation is taking place
 - Replaced "encompasses" to "impacts" as it relates to State of Emergency
- 4/12 - Floor Substitute Bill was sent to all parties for feedback
 - House to review Bill, if passes it then goes to Governor
- <http://www.oklegislature.gov/BillInfo.aspx?Bill=hb2028&Session=2100>

New Business

- Nearest Intersection Field Functionality – A possible change in procedure for this field
 - Reviewed current OKIE811 CSR process for the nearest Intersection field in Geocall, the ticket management system. Current process requires major intersection consisting of 2 major roads into this field, which does not allow Geocall program to work as it is intended. The Intersection Field was designed to list a single road name that intersects with the road name listed on the address line and is nearby to the worksite to help automate the search for that intersection.
 - Using the intersection as it is intended would save time, limit errors and still assure mapping location accuracy. CSRs would have less risk of going to the wrong intersection because it highlights proper intersection upon initial search.
 - Motion to approve change to the use of the Intersection field : Garrett Bernethy; 2nd: Richie Anderson; all in favor
- Private Line Locating – Help homeowners understand how to get private lines located
 - Check box on the ticket asking if they would like Private lines located
 - If Yes, notice will go to Private line locating company for them to call the ticket submitter to discuss/arrange private line locating
 - Private line locators would not be listed on the ticket, this would just be a courtesy notice sent to private line locators that are registered with OKIE811 to receive the notices.
 - Decision: Take full discussion to the Board that discuss varying ways to approach: Sending ticket to Private locating Service member vs. Providing list of Private locating services to excavator
- Dig Site Buffer Reduction
 - Discuss potential reduction of dig site buffer (buffer that is outside of the polygon drawn by CSR or person submitting locate request. Over the past years, is a continued reduction to buffers overall by members.
 - Standard buffer in OK is 500ft. CGA standards is 800ft. Members can adjust buffer and sign waiver for those that are smaller buffers.
 - Analysis shows a 4.32% reduction in outbound notices for notices sent between 12/1/20 to 3/21/21 (96,324 fewer notices over 4 mos/appx 289,000 fewer annually)
 - A communication plan would be needed to ensure plenty of notice to members as they may want to adjust the buffer on their service areas.
 - Texas811 reduced their dig site buffer to 150ft at the beginning of 2021

- Feedback from Member Satisfaction Survey done twice a year supports this as well, due to the feedback stating they get too many tickets out of their service area.
- Motion to take to the Board: Bobby Peters; 2nd: Heather Leader; all in favor
- Excavator Satisfaction Survey Results
 - Survey Sent on Tuesday 3/16/2021
 - Sent to all Excavators that submitted locate requests on Monday 3/15/2021
 - 1625 Invitations sent; 185 Full Responses Received – 11.38% Response Rate
 - Overall Excavator Satisfaction 4.39
 - Mobile App Satisfaction was lower than previous surveys. OKIE811 is currently on a more optimized website that will include upgrade to the App with better utilization on different devices whether it be desktop, mobile or tablets.
 - Action Items:
 - Ability to Update Non-Compliant Ticket types via the OKIE811 Portal (after compliant date/time has passed)
 - Continue to explore more educational opportunities to non-professional excavators. Such as Private line education and overall better understand of the locate request process what to expect after the request is submitted.
- Committee Members Attendance Compliance
 - Reminder of Committee Member Commitment
 - Attend all quarterly committee meetings or notify if you cannot attend
 - Attend the Annual Meeting each year
 - Committee Members should be open to self-evaluation and regularly review the committee composition to ensure constituent representation, committee expertise and commitment and met.
 - How to Address Non-Compliance – Cody suggests if two meetings missed consecutively, make phone call to committee member.
- Allowing AOGC a seat on the Operating Committee - No opposition to this from the Operating Committee, this will be taken to the Board
- Other New Business
 - Cody Fees – Is damage on Out of Service or Abandoned Lines reportable?
 - One-call law does not specify anything about out of service or abandoned lines
 - OKIE811 will research if other states include any information in their one-call law and bring findings to next Operating Committee Meeting
 - Susan Bohl – Medical Marijuana Growing Facilities purchasing land and doing excavation work but not using the one-call process/complying with law.
 - OKIE811 is looking for ways to educate these land/facility owners
 - Clint Mobley with OEC will share some contact information he has for these land/facility owners, as most are with the same groups.
 - Clint Mobley – Multiple ticket jobs that all have the same set of instructions – Excavators are assuming if 1 ticket is clear, all tickets in the multiple ticket job are cleared.
 - OKIE811 will put together some communication and education to address this problem.

Adjourned: 11:19am– Motion: Richie Anderson; 2ndClint Mobley; all in favor

Minutes submitted by: Renelle Freeman