

Operating Committee Meeting Notes

Oklahoma One-Call System, Inc.

June 16, 2021

The scheduled meeting of the OKIE811 Operating Committee was held June 17, 2021 at 8:30am. The meeting was hosted in office and virtually via Microsoft Teams.

Operating Committee Members Attending:

Cody Fees, Enable Midstream (Chair)	
Kent Jackson, B&H Boring	Jacob Saldivar, Cox Communications
Brandon Renfro, GridHawk	Clint Mobley, Oklahoma Electric Cooperative
Richie Anderson, Oklahoma Natural Gas	Garrett Bernethy, OG&E
Greg Clarkson, AT&T	Choose an item.
Jason Beguin, Magellan LP	Choose an item.
Chris Garrison, City of OKC	Choose an item.
Merle Green, DCP Midstream	Choose an item.

Not in Attendance:

Heather Leader, ONEOK	David Standridge, OK Rural Water Assn
Gerald Kolb, CenterPoint Energy	Russell Reeves, USIC
Bobby Peters, Pioneer Telephone	

Others in Attendance:

Tim Teel, CenterPoint Energy (for Gerald Kolb)	
Tux Jackson	
Aaron Crowell, USIC (for Russell Reeves)	

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

Hailey Manning, Quality Assurance & Training Manager

hmanning@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 April 22, 2021 meeting were reviewed and approved.

Motion to approve: Chris Garrison ; 2nd: Jacob Saldivar; 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

- 9% increase in ticket volume due to scope of work changes
- Inbound locate request up; Outbound is decreased; 6.16 Outbound notifications Avg due to reducing buffers, company/asset closures/changes
- Majority of work types are increased compared to 2020; Pipeline/Oilfield decreased
- Update tickets: 2020 38.89%; 2021: 42.97% - some due to Scope of work multiple tickets
- Analysis of buffer reduction – CGA Best Practice: One-Call Buffer within appx 800ft, Operator buffer within appx 100ft; OKIE811 Current Practice: One-Call Buffer is at 300ft, Facility buffer is set by the Operator – default is 500ft if not set; Proposed Change to OKIE811 Practice: One-Call dig site buffer moved to 150ft, resulting in an approximate 4.3% reduction in Outbound ticket notifications.
- DitchWitch has requested Aggregated Ticket data to use as one of the indicators for work being done or work that has completed in different areas by the types of utilities being installed and how that relates to economic activity/information we are seeing elsewhere. They can access some One-Call Center's report via that website. OKIE811 recommending they must be a sustaining member to get this data.
- Upcoming dates of interest: 2021: 811 Day (8-11), CGA 2021 Conference (Oct 12-15) & Expo; 2022: Infrastructure Res DP Conf (Mar 1-4), OKIE811 Annual Meeting (April 6), OK Safety Expo (April 7-8), CGA 2022 Conference (April 12-15)

Operations Report – Jerrell Welch

- 39 CSRs, 1 CRA (PT CSR/PT Member Services) – Hiring 1 PT CSR Position from Texas811
- 375 Direct Submission Users

- YTD: 51.7% Automated Processing – Direct Submitters, Updates (Portal/App), Single Addr Parcel hits (Portal/Homeowner Wizard), Design/Survey Info Request
- Multiple tickets due to law change (scope of work) – Some decrease in May 2021

IT/Apps Projects – Troy Daniels

- Decommission Backup Phone System in AR; Updated Systems for Intersection Change; Mimecast Phishing Campaign; New 572 Area code-updated systems to Support 10 digit dialing; RFMI Follow-up email; Pen Test Vulnerability Test
- Project Pipeline: Sharpen Phone System; Service Area Editor (SAE); Geocall App Replacement; Geocall Email API Integration
- Service Area Updates- May= 159; continue to see most submitted via Shapefiles

Quality – Hailey Manning

- Trailing 12 Month CSR Safety Rate –AVG 8% of CSR tickets checked; Safety Goal 98.5%, consistently need/exceed that goal each month; March higher ticket volume while also reaching highest Safety Rate ever at 99.41% - 12 Mo AVG: 99.10%
- Trailing 12 months DS Safety Rates – audit AVG 18% of DS tickets – Safety Goal is 96%, DS Users are consistently meeting/exceeding that goal. 12 Mo AVG 98.07%
- Damage Reporting – 706 DRT YTD: 55% Reference Valid Ticket; 32% Did not reference a ticket; 7% Reference ER Ticket; 6% Referenced an Invalid ticket; of 478 Referenced tickets 57% Normal, 18% Update, 10% Emergency; 7% 2nd Notice, 6% Update-Extend.
- In April, starting tracking DRT by Source (how the ticket was turned in): of 208 Reference tickets: 115 via Voice call, 38 via Portal (by CSR); 55 via Direct Submitters

Business & Education Services Report – Angie Niemeyer

- What's Happening at OKIE811 – Juneteenth Recognition; Welcome Back Celebration July 1; 811 Day (Aug. 11), Vaccination Incentive Program (85% employees vaccinated); July 1 Corporate staff return to office at least part time. OK State Fair Sept 16-26, 2021, volunteer opportunities available.
- Education Totals 2021 YTD: Quarterly goal is 785, exceeded that goal
- Social Media Outreach: Blog; Podcast; YouTube
- 811 Day Plans: Virtual Safety Day including 5 virtual sessions promoting Damage Prevention; Also having an 811 Pilsner Distribution. Will be on tap 811 Day and in addition to distribution to local stores.
- 2022 OK Excavation Safety Expo April 6-8, 2022 – Embassy Suites/Norman – Committee Members, Speakers, Topcis, Exhibitors, promotions needed.
- Enable Midstream requested resources in Mandarin Chinese – Non-English speaking excavation happening around major pipelines and markers for cannabis growing. OKIE811 developed resources in Mandarin Chinese including a video and a PDF regarding Excavator Responsibilities. Also secured translation services to use when receiving locate requests from callers speaking Mandarin Chinese.

Member Services – Eva Donahue

- 27 New Members in 2021; 17 Members Cancelled; Majority is pipeline companies. Several new master meter companies.
- Membership Growth – 1384 Members; Majority are pipeline and municipality companies'

- Communication & Education Upcoming Law Changes: May 12 Response System Webinar; May 20th Email Blast to all members to notify of law changes; June 1st – Info added to the website including Law Update video, Current and new versions of the law are available.

Old / New Business

- **Old Business**

- Legislative Update HB 2028 – Passed – In effect by Nov. 1
 - Communication Plan for Mandatory Positive Response: Send letters to OMAG and OCC advising them of the new law; Started June email communications; Aug 1 auto-enroll dispatch codes where no users are setup; Oct 1 push webinars and additional email blasts (members and excavators); looking to change a fee for lack of PR (taking to Board)
 - 14 Calendar Day Life of a Ticket: Will be updating Geocall/Portal to reflect this change.
 - Damage Reporting required to OKIE811 and Operator; OKIE811 notifies members in the area
 - State of Emergency Declaration: Response time null and void in area that has been declared State of Emergency; Working on communication plan and what ticket will include during those periods.
- Nearest Intersection Field – Completed
- Damage Reporting on Out-of-Service/Abandoned Lines – Still in progress; Challenging for Excavators to identify if abandoned line. Damage Reporting will be overhauled due to Law Change to report DIRT approved data.
- Pending Board Discussions: Private line locating info for homeowners; Dig site buffer reduction; AOGC seat on Operating Committee

- **New Business**

- Ticket Start Time – Currently set at 7am on 3rd business day. The Law does not support time, only dates. Based on information from excavators and member discussions looking at changing the start time to 12:01am. OKIE811 will take discussion forward to Board.
- Ponca City Electric – Locating Practices: Policy is to not mark any buried customer's electric line, they are considered private lines due to customer paid to have that line installed/they maintain it. This is line from Transformer to Meter. Majority of companies mark to meter. OKIE811 has no authority, Possibly direct complaint to OCC.
- Positive Response Code 4 "Priority Marked/Large Project: Appx 10% of Positive Responses have been this code; appx 20% of ticket totals. OKIE811 suggests when using this code, ensure site is actually partially marked and/or contact the excavator as code states.
- Next Meeting Date: Change from September 9, 2021

Adjourned: 11:02am– Motion: Clint Mobley; 2ndChris Garrison; all in favor

Minutes submitted by: Renelle Freeman