

## Operating Committee Meeting Notes

### Oklahoma One-Call System, Inc.

September 9, 2021

The scheduled meeting of the OKIE811 Operating Committee was held September 9, 2021 at 8:30am. The meeting was hosted virtually via Microsoft Teams.

#### **Operating Committee Members Attending:**

|   |  |
|---|--|
| Cody Fees, Enable Midstream (Chair)         | Craig Parker, Silver Star Construction |
| Clint Mobley, Oklahoma Electric Cooperative | Garrett Bernethy, OG&E                 |
| Brandon Renfro, GridHawk                    | Ryan Egan, Lumen/Century Link          |
| Bobby Peters, Pioneer Telephone             | Jacob Saldivar, Cox Communications     |
| Chris Young, Phillips 66                    | Merle Green, DCP Midstream             |
| Richie Anderson, Oklahoma Natural Gas       | Greg Clarkson, AT&T                    |
| Chris Garrison, City of OKC                 |  |
| Kent Jackson, B&H Boring                    |  |

#### **Not in Attendance:**

|                                 |                               |
|---------------------------------|-------------------------------|
| Jason Beguin, Magellan LP       | Russell Reeves, USIC Oklahoma |
| Heather Leader, ONEOK           | Choose an item.               |
| Gerald Kolb, CenterPoint Energy | Choose an item.               |

#### **Others in Attendance:**

|  |  |
|--|--|
| Tim Teel, Centerpoint Energy (for Gerald Kolb) | Richard Forney, Public Service Company |
| Dustin Palmer, USIC (For Russell Reeves)       |  |
| Aaron Crowell, USIC (For Russell Reeves)       |  |

#### **OKIE811 Employees in Attendance:**

Susan Bohl, Executive Director

[sbohl@okie811.org](mailto:sbohl@okie811.org)

Jerrell Welch, Director of Operations

[jwelch@okie811.org](mailto:jwelch@okie811.org)

Angie Niemeyer, Director of Business & Education Services

[aniemeyer@okie811.org](mailto:aniemeyer@okie811.org)

Eva Donahue, Member Services Liaison

[edonahue@okie811.org](mailto:edonahue@okie811.org)

M.G. Govia, Education & Outreach Liaison

[mgovia@okie811.org](mailto:mgovia@okie811.org)

Troy Daniels, IT & GIS Manager

[tdaniels@okie811.org](mailto:tdaniels@okie811.org)

Renelle Freeman, Contact Center Services Manager

[rfreeman@okie811.org](mailto:rfreeman@okie811.org)

Hailey Manning, Quality Assurance & Training Manager

[hmanning@okie811.org](mailto:hmanning@okie811.org)

## **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 17, 2021 meeting reviewed and approved.

**Motion to approve: Garrett Bernethy ; 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**

- Inbound Locate Requests +22% as of August 2021; expected to exceed 1 million locate requests
- 10% of increase in locate requests is due to scope of work law changes last year
- As of August 2021, OKIE811 has 134,236 square miles of registered service areas
- 2022 Fee Schedule: Ticket Rates for 2022 will remain the same as 2020 & 2021. Will be reducing Dig site buffer by 150ft effective 11/1/2021. Overall avg reduction in outbound locate notices of 7%; Actual reduction of notices varies by member.
- Reviewed 2<sup>nd</sup> Qtr KPI Outcomes – All measurements met in green.

### **Operations Report – Jerrell Welch**

- 36 FT-CSRs - 2 PT-CSRs - 1 CRA
- 413 Direct Submission Users
- YTD 52.8% Automated Processing including: Direct Submitters ◦ Updates (Portal/Mobile App) ◦ Single Address Parcel Hits (Portal/HomeOwner Wizard) ◦ Design/Survey Info Request
- Design/Survey Contact info still needed from OKIE811 members
- 9-10% overall increase of locate requests due to scope of work law changes last year. Overall increase in excavation.

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

- Completed Projects: Sharpen Phone System, 3.9; Service Area Editor ( SAE); Member Portal Signup Enhancements
- Project Pipeline – 3.9 App Replacement, Geocall Email API Integration, Building logic into Ticket management system to incorporate Nov. 1 Law Changes, Azure Active Directory P1, Remote Monitor Management

- Service Area Updates – August 222 Service Areas; Shape file types still most type submitted; Since SAE launched: Processed 21 SAE submissions (Members can edit service areas), Various emails/notifications sent through the process.

#### **Quality – Hailey Manning**

- Trailing 12 Months CSR Safety Rates (thru July) – 99.13% AVG; CSRS handling more challenging requests due to majority of automatic submissions are less challenging requests; CSR still showing high level of quality.
- Training 12 Months DS Safety Rates (Direct Submission Users) (thru July)– 98.18% AVG; Direct Submission Users are audited at appx 16-20%.
- Damage Report (DRT): 1124 DRTs through 7/31/21. 55% referenced Valid Ticket; 32% did not reference a ticket; 7% referenced ER ticket; 6% referenced an invalid ticket
- 767 Referenced Tickets: 58% Normal (88% valid); 18% Update; 8.6% Emergency; 8% 2<sup>nd</sup> Notice; 5.3% Update Extend; 0.2% 3<sup>rd</sup> Notice

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

- 90% of staff are fully vaccinated
- Due to spike in cases, we allowed corporate staff to return working remotely full time, if desired.
- September 17th – OKIE811 onsite health and wellness clinic for staff.
- United Way Campaign
- Customer Service Appreciation Week: October 4-8, 2021
- Upcoming Events: OK State Fair Sept 16-26; Volunteers needed, sign up on our website. OK Excavation Safety Expo/ Annual Meeting 2 Embassy Suites, Norman March 9-10, 2022
- Education Totals 2021 YTD: Attendance: 2328; 811 Certifications 193; Podcast DL's 686; Webinar DL's 282
- 811 Day Recap: Virtual Safety Day with 45 attended Sessions; OKIE811 Pilsner Distribution with OKC Pipeliners, 80% of cases distributed; Social Media Outreach with targeted ads: NextDoor Ad – Static image 46,290 impressions, 192 clicks; Facebook Ad – boosted video post – 46,682 impressions, 17,054 thru-plays

#### **Membership – Eva Donahue**

- Up 1% from last year - 1386 Members; 41 New Members; 29 Members cancelled
- Portal Sign Up Enhancements – Streamlined process for OKIE811 Members, no re-entry of data, user manages portal information
- Communication & Education Regarding Positive Response Law Changes coming Nov. 1 – Website: info about law change, explanation and links to response information; Webinars: Aug 18 “How Law Changes will impact members” Sept 2 “OKIE811 Response System”; Communication Blasts: bi-weekly emails to those not registered yet, Membership announcements page on our website for this info.
- PR Configurations by Dispatch: 1918 Total Dispatch Codes: Configured 1218 (64%); Not Configured 700 (36%). OKIE811 continues to reach out to those that are not configured yet.

## Old Business

- Nov 1 Law Changes – Define 14 Calendar Day Life of a Ticket
  - Board voted Ticket Start Time will be 12:00 A.M.
- Nov 1 Law Changes – requires Damage Reporting (DRT) to facility owner AND OKIE811
  - Currently, DRT Accepted 24/7 via phone call only. OKIE811 CSRS collect various information about the caller, what type of facility damaged, cause of damage, the location of the damage, as well as any reference locate request ticket numbers for the location. OKIE811 quality assurance department evaluates reference ticket numbers to check for any corrections, etc.
  - Revamping current version in collaboration with other One-Calls for Nov. 1 law change – will allow submissions via web or phone 24/7. Will be adding additional questions inspired by CGA Damage Information Reporting tool ( DIRT). New wizard will not be available as of Nov. 1, but will still use current DRT process until it is available.
- State of Emergency Declaration – Facility owner not held to 48 hours to locate lines in areas where State of Emergency has been declared. OKIE811 will notify excavators submitting locate requests in area where State of Emergency is declared.
- Board Approved
  - Dig Site buffer reduction: from 300' to 150' beginning January 2022 (or as soon as 11/1/2021)
    - Communication plan to be presented to the Board for approval.
  - Private Line Locating information for homeowners
    - Will be adding check box on the ticket asking if the excavator would like to be contacted to have private lines located
      - If 'Yes' – notice will go to private line locating company for them to call the ticket submitter to discuss/arrange private 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.

## New Business

- Positive Response codes – request by ONG to change 'Open' codes to 'Close' codes for Positive Responses that allow the 'Open' Status.
  - Only two codes currently allow an 'Open' status for Member use: Code 4 ( Partially Marked/Large Project) & Code 7 (Critical facility in conflict).
  - OKIE811 does not currently show the Open or Close code to Excavators due to confusion.
  - Current system documents any Codes the ticket is responded with, even if multiple.
  - Status affects Positive response email we currently send out
  - **Change 2 'Open' Status to 'Closed'. Motion: Chris Young; Richie Anderson 2<sup>nd</sup>, all in favor**
- 2022 Operating Committee Meeting Dates (per OPC guidelines scheduling): Jan 20th ◦ April 21st ◦ July 21st ◦ October 13th

- 2022 Board Meeting Dates: March 9th (in conjunction with Annual Meeting & Safety Expo) ◦  
May 20th ◦ August 19th ◦ November 18th

**Adjourned:** 11:18am– Motion: Richie Anderson; 2<sup>nd</sup>Chris Young; all in favor

*Minutes submitted by: Renelle Freeman*