

**Operating Committee Meeting Notes**  
**Oklahoma One-Call System, Inc.**  
**1/20/2022**

The scheduled meeting of the OKIE811 Operating Committee was held January 20, 2022 at 8:30am. The meeting was hosted virtually via Microsoft Teams.

**Operating Committee Members Attending:**

Cody Fees, Enable Midstream (Chair)	Jacob Saldivar, Cox Communications
Clint Mobley, Oklahoma Electric Cooperative	Brandon Renfro, GridHawk
Chris Garrison, City of OKC	Greg Clarkson, AT&T
	Richie Anderson, Oklahoma Natural Gas
Garrett Bernethy, OG&E	Kent Jackson, B&H Boring
Gerald Kolb, CenterPoint Energy	Chris Young, Phillips 66
Bobby Peters, Pioneer Telephone	Ryan Egan, Lumen
Heather Leader, ONEOK	Craig Parker, AOGC-Silver Start Construction

**Not in Attendance:**

Jason Beguin, Magellan LP	
Merle Green, DCP Midstream	
Russell Reeves, USIC	

**Others in Attendance:**

Marshall Johnson (Board Member)	Tux Jackson (Board Member)
Gabriel Mccown (for Merle Green)	Aaron Crowell (For Russell Reeves)

**OKIE811 Employees in Attendance:**

Susan Bohl, Executive Director	<a href="mailto:sbohl@okie811.org">sbohl@okie811.org</a>
Jerrell Welch, Director of Operations	<a href="mailto:jwelch@okie811.org">jwelch@okie811.org</a>
Angie Niemeyer, Director of Business & Education Services	<a href="mailto:aniemeyer@okie811.org">aniemeyer@okie811.org</a>
Eva Donahue, Member Services Liaison	<a href="mailto:edonahue@okie811.org">edonahue@okie811.org</a>
Troy Daniels, IT & GIS Manager	<a href="mailto:tdaniels@okie811.org">tdaniels@okie811.org</a>
Renelle Freeman, Contact Center Services Manager	<a href="mailto:rfreeman@okie811.org">rfreeman@okie811.org</a>
Hailey Manning, Quality Assurance & Training Manager	<a href="mailto:hmanning@okie811.org">hmanning@okie811.org</a>
Eva Donahue, Member Services Liaison	<a href="mailto:edonahue@okie811.org">edonahue@okie811.org</a>
M.G. Govia, Education & Outreach Liaison	<a href="mailto:mgovia@okie811.org">mgovia@okie811.org</a>

## Meeting Minutes

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:31am 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 September 9, 2021 meeting reviewed and approved.

Motion to approve: Garrett Bernethy ; 2nd: Chris Garrison; 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

**Approval of Agenda:** The Agenda was reviewed and approved.

Motion to approve: Craig Parker; 2<sup>nd</sup>: Gerald Kolb

### Executive Director's Report – Susan Bohl

- Record Ticket Year: 22.3% increase over 2020; 1<sup>st</sup> 1,000,000+ Ticket Year; 12 out of 12 record months
- Reduced the number of outbound notices going to members by almost 7% when we reduced the dig site buffer to 150'
- 98.4% voluntary employee retention
- Crafted our first ever 811 Pilsner Beer for 811 Marketing and Awareness
- 8.25% Increase in Automated Tickets –75.48% of our volume is now electronic
- Multiple technology changes for 11/1/2021 legislative requirements
- Many new technology services including a new Phone System
- We're now at a 5-month Operating Reserve –Goal is at least 6 months
- Top Workplace in 2021. Ranked 14 of out 38
- 2021 4<sup>th</sup> Quarter KPIS: Service Uptime 99.91%; Process Improvements 26; Employee retention 99.2%; safe tickets – CSRs 99.3%; Safe Tickets – DS Excavators 97.8% - Program Delivery (Education) 4279 impressions/Survey 4.52 out of 5 - Manage Expense well below budget 5.1 Mil Surveys: Excavator Satisfaction 4.47 out of 5/Member 4.45 out of 5/Employee Satisfaction 5.19 of out 6
- 811 Emergency Report – Continuum hired by excavator/location associations to survey how 811 system doing in each state. Report: OK-RPT.pdf (ipcweb.org) – 9 Recommendations for improvements. OKIE811 will be taking these to the 1<sup>st</sup> quarter Board meeting.

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

- 2021: 75-48% Online/App; 53.6% Automated; 8.56% Direct Submission; 43.9% Updates; 493 Direct Submission Users
- 2020: 71.05% Online/App; 45.35% Automated; 8.67% Direct Submission; 38.89% Updates; 229 Direct Submission users
- Call Abandon Rate 2021=4.11% (more than 60 sec). CGA Best Practices < 5%

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

- Law Change Updates (eff Nov 1): built logic in our ticket system for 14 day ticket life, State of emergency customizations to notify excavator when State of ER is in affect, mandatory positive response
- Reduced dig site buffer to 150ft
- Upgrade incorporated portal tickets with dig site mapping (within scope of work limits) – bypassing need for Contact Center to touch ticket
- Launched Kaseya RMN tool; Replaces AV, Replaces EMS VPN
- Project Pipeline: Upgrade unincorporated portal tickets with dig site mapping; Portal Updates on Corrections and Non-Compliant tickets; Ticket format revamp; Network Pen Test – Hogan Taylor; Kaseya RMM Tool: Replace WSUS server (Patch Management), Replace help desk ticketing system; Replace Group Policy functions; Updating Parcel and address layers with new data, appx 25,000 parcels to add
- Service Area Updates: 150-200 average each month; Service Area Edit tool launched last August ( replaced MSAM) and is surpassing previous way of updating service areas via Korterra. Service Area allows members to update mapping, allows download their registered mapping, allows member to draw lines, points, polygons to add or remove features, allows to set buffers, allows service area updates to be processed same day. Offering Service Area Editor training.

### **Quality Assurance – Hailey Manning**

- Damage Reports 2021: 2024 Damage Reports. 29% did not include ref ticket; 7% ref ER ticket; 7% did not reference a valid ticket.
- 621 Normal tickets were valid at time of Damage Report; 190 Update tickets were valid at time of Damage Report ticket
- 2021 Safety Rates – 2022 was great year – 99.28% of safe ticket average for 2021 – even with record breaking year
- 2021 Direct Submission Safety Rate – 97.82% of safe ticket average for 2021 –Review appx 20% of Direct Submission tickets

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

- What's Happening: Completed Open Enrollment – Premium increase of 3%; Successful holiday party; OKIE811 is hiring
- Coming Up: Allied Arts Campaign Week, Compliance Trainings

### **Member Services Liaison – Eva Donahue**

- Membership Updates – 55 new members in 2021; 2021 total of 1389 members
- Membership Classification/Facility Type – General 402; Associate 964; Sustaining 23 – Majority of members are municipality, rural water and pipeline companies
- 2021 Member Service Accomplishments: Verification campaign received highest response ecer at 56%; Member Information Viewer in Portal (view member and dispatch info on file); 11

Webinars over member topics; Website enhancements; Improvements for Member Portal Registration; Positive Response Campaign June -December resulted in 1648 configured users (86% dispatch codes); Sending out monthly Non-Compliant notifications to those not registered.

- Positive Response Report: OKIE811 has begin tracking response actions to ensure members are following Positive Response. OKIE811 will begin to do some follow up campaigns with those companies that may not be using Positive Response via OKIE811. OKIE811 has no authority but will continue to encourage members to utilize.
- Membership Verification Campaign starts in February: Members can log into the Portal, use the Service Area Editor and Respond that information is correct or update information. Also collecting some additional information for Emergency Repair Contacts (for Damage Report tickets and requirement by Law for excavators to notify OKIE811) and also for Design Contacts for the ability to connect design engineers with the proper personnel in member's organization to help keep design projects from being submitted as a locate request.
- Annual Meeting – Wednesday March 9, 2022 – Noon – 4pm - In Person or online – Embassy Suites, Norman.

#### **Education and Outreach – M.G. Govia**

- 2021 Accomplishments – 4279 educated through webinars, podcasts, 811 certification, and in person training. Virtual Expo: Over 650 in attendance; Launched promotion of our YouTube channel for webinars, podcasts, tutorials, and company culture videos; Crafted our first ever 811 Pilsner Beer for 811 Marketing and Awareness.
- 2022 Education and Outreach Events & Activities: Oklahoma Excavation Safety Expo March 9 & 10 at Embassy Suites, Norman; Safety Days: April – Lawton, May – Durant, June – Enid, July – Virtual event, August Tulsa; Excavator Guide Publication Revamp; 811 Online Certification Revamp; Monthly Podcasts; National Safe Digging Month; 811 Day; Looking for more safety partners for collaboration.

#### **New Business**

- **Update Extend Notices** – When submitting a locate request, excavator is asked if lines need to be refreshed, if not, ticket type is changed to “Update Extend” only for notices going to members who register for this premium service. Member then screens out notices they receive that have this Ticket Type. This is currently a Premium Service billed at \$1.00 for each Update- Extend Ticket– Should it be offered as a standard service to all members? Multiple discussions around excavator's responsibility of making the determination that markings are still good, damage prevention/safety, and cost savings. Discussion will be forwarded to next Operating Committee Meeting where Ryan Egan will present additional information.

- **Weekend/Holiday Locate Complaints** – In 2019, HB-2097 was passed and enables excavators/homeowners to set a future excavation start date for their project.
  - Weekend and Holiday Day dates can be selected
  - Locators have tickets with Weekend/Holiday Locate Dates
  - Notification cannot include weekends or holidays. Nothing in the law that states the excavator work date cannot be a weekend or holiday.

§63-142.6. Notice of proposed demolition, explosion or excavation A. -Notice shall be given no less than forty-eight (48) hours, excluding the date of notification, Saturdays, Sundays and legal holidays, prior to the commencement of the excavation or demolition. Notice shall expire fourteen (14) calendar days from the excavation start date...

§63-142.6. Notice of proposed demolition, explosion or excavation B. -Each operator served with notice in accordance with subsection A of this section either directly or by notice to the notification center shall, prior to the date and time work is scheduled to begin, unless otherwise agreed to between the excavator and operator, locate and mark

- **Flag Removal** – Letter sent to Senator Dugger , Representative Talley and Representative Ranson requesting Legislation to require removal of marker flags, siting damages to equipment and tires. Concern with animals swallowing pieces that get chopped up when mixing haylage. Other states polled by OKIE811 did not have info in the law about flag removal.

Discussion centered around the varying issues with naming who was responsible for flag removal in the Law, but for situations where an Operator is laying facilities within farm land, those specific needs can be met within the contract between the landowner and operator. Susan requests that those members present that have Lobbyist, be on alert to look out for possible law changes around this.

**Adjourned:** 11:29am– Motion: Ryan Egan; 2<sup>nd</sup>Garrett Bernethy; all in favor

*Minutes submitted by: Renelle Freeman*