

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
July 21, 2022

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

Operating Committee Members Attending: *as indicated by check box*

Cody Fees, Energy Transfer (Chair)	<input checked="" type="checkbox"/>	Heather Leader, ONEOK-NGT	<input type="checkbox"/>
Richie Anderson, ONG	<input checked="" type="checkbox"/>	Gabriel McCown, DCP Midstream	<input checked="" type="checkbox"/>
Jason Beguin, Magellan LP	<input type="checkbox"/>	Clint Mobley, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>
Garrett Bernethy, OG&E	<input type="checkbox"/>	Craig Parker, AOGC-Silver Star Const.	<input checked="" type="checkbox"/>
Greg Clarkson, AT&T	<input checked="" type="checkbox"/>	Bobby Peters, Pioneer Telephone	<input checked="" type="checkbox"/>
Ryan Egan, Lumen	<input checked="" type="checkbox"/>	Russell Reeves, USIC	<input type="checkbox"/>
Chris Garrison, City of OKC	<input checked="" type="checkbox"/>	Brandon Renfro, GridHawk	<input checked="" type="checkbox"/>
Kent Jackson, B&H Construction	<input checked="" type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input checked="" type="checkbox"/>
Gerald Kolb, Summit Utilities	<input type="checkbox"/>	Chris Young, Phillips 66	<input checked="" type="checkbox"/>

Others in Attendance:

Shane Palmer, USIC	
Tux Jackson, Plains Pipeline	
Aaron Crowell, USIC	

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
Renelle Freeman, Contact Center Services Manager	rfreeman@okie811.org
Hailey Manning, Quality Assurance & Training Manager	hmanning@okie811.org
M.G. Govia, Education & Outreach Liaison	mgovia@okie811.org

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 April 21, 2022 meeting reviewed and approved.

Minutes: Motion to approve: Chris Garrison ; Seconded By: Bobby Peters. The motion was carried with all in favor

Agenda

- Welcome
- Motion to Approve Previous Meeting Minutes
- Motion to Approve Today's Agenda
- Executive Director's Report
- Operation's Report
- Business & Education Services Report
- Old/New Business
- Committee Discussions
- Adjourn

Approval of Agenda: Motion to approve: Chris Garrison ; Seconded By: Brandon Renfro. The motion was carried with all in favor

Executive Director's Report – Susan Bohl

- Incoming Tickets up 1.8% YTD; AVG Number of incoming tickets per month YTD at 99,158
- Percent of Incoming Locate Requests by Ticket Type; Highlighted that Update ticket types are down; 2nd Notice are up.
- Incoming Tickets by Work Type – highlighted Fiber Optic Line Work highest submitted work type
- Outgoing Tickets/Transmissions by Month: Down 4.9% YTD
- 2023 Fee Schedule Proposal going to the Board in August – Proposal in slight increase to outbound ticket fees
- Reviewed 2022 Key Performance Indicators Results for 1st and 2nd Quarters – All objectives being met so far.
- 2023 Board meeting Dates (proposed): Mar 22 @ Embassy Suites in Norman (in conjunction with Annual Meeting & Expo); May 19 @OKIE811/Virtual; Aug 17/18 @Location TBD (Board Retreat); @OKIE811/Virtual

Operations Report – Jerrell Welch

- 2022 Ticket Submissions Up 1.84%; 76.08% Online/App; 57.11% Automated; 9.95% Direct Submission; 40.61% Updates
- Continuing to drive online/app use and automation. Goal is to be at 80%+ automation in next 5 years
- Abandon Rate 2022 4.32%; some decrease in abandoned calls from previous months.

IT/Apps Projects – Jerrell Welch

- Completed Projects: Segmented Single Address and Update calls into new queue; Kaseya RMM tool deployment; Other positive response code requiring comments for API users; State of Emergency enhancements; Revamp member portal reports; Ticket/SA snapshot for internal use; New Excavator homeowner ticket; First Time Caller (FTC) automation; Update IVR text to voice using Natural Reader

- Project Pipeline – Pen test remediation; Add reasons for updating tickets; Member ticket format revamp; Obtain Kaseya Certified Admin (KCA) certifications for IT staff; Additional Validation to aid in quality, safe tickets.
- Service Area Updates – Continued increase in submissions via the Service Area Editor, which allow changes to go live by end of the day; Other file type submissions such as shape files/KMZ, etc. are more manual process and can take up to 5 days to go live.

Quality – Hailey Manning

- Damage Reports Q1: 24% No Ref Tkt Given; 8% ER Ref Tkt; 7% Ref Tkt not valid; 61% Ref Tkt Valid; Q2: 32% No Ref Tkt Given; 5% ER Ref Tkt; 9% Ref Tkt Not Valid; 54% Ref Tkt Valid
- Trailing 12 Months Agent Safety Rates – Avg 99.23%; Trailing 12 Months DS Safety Rates – AVG 96.99%

Contact Center – Renelle Freeman

- Contact Center Career Compass Advancement program implemented at beginning of 2022 and has been successful: Provides Contact Center team members opportunities for promotion by achieving and maintaining specific KPIs for each tier level - 1st Quarter Advancements: 8 agents advanced to higher tier; 1 of those 8 skipped a tier; 2nd Quarter Advancements: 7 Agents advanced to higher tier, 6 of those 7 skipped a tier; 3 agents demoted to lower tier.
- Update Verification on Phone Interactions – Effective June 3rd, Agents taking locate requests by phone call are asking the Update verification question: Will you be excavating within the next 14 days? To get a verbal agreement from the caller. If the excavator states they will not be excavating in the next 14 days, the agent lets them know we are unable to process the request and to submit their request when excavation will be taking place during the 14-day life of the ticket.
- New Homeowner/Resident Locate Request Copy – Follow up email being sent to Homeowner/Residents and less frequent callers that provides valuable information about the locating process from start to finish.

Business & Education Services Report – Angie Niemeyer

- OKIE811 Community News: OKIE811 Culture Club – A dynamic group of employees to increase engagement and connection; New GIS Specialists – Zac Carnahan; 2 new part-time seasonal employees; OKIE811 – Cristo Rey Work Study Program scheduled to start 8/8/2022; September 23rd OKIE811 Wellness Clinic
- Positive Response Report – Reviewed Positive Response categories and the total Positive Responses associated with each YTD. Continue to see decrease in those auto closing after 14 days due to no response and those auto closed due to not configured. Clear Responses are higher than Site Marked Responses, opportunity there for facility owners to update service areas.

Education & Outreach – M.G. Govia

- Total of 3304 Impressions YTD made via educational events such as in person events, webinar downloads, podcast downloads and certifications.

- 2nd Quarter Events: National Safe Digging Month; Oklahoma Plumber Inspectors Meeting; Safety Days – Lawton; Safety Day – Enid; Cushing Elementary School; EWNCON – Energy WorldNet; Safety Day – Durant; ITEMC -Inter Tribal; Emergency Management Coalition
- OKIE811 Pineapple Mexican Lager – Public Release party at Cross Timbers Brewing on Friday, August 12; Beer will be distributed at liquor stores state-wide, you may ask your local store to order; Proceeds from beer go to OKC Pipeliners scholarship fund
- 811 Day – August 11; Promoting Certification with prizes and swag; Register for the OKC Pipeliners Meeting, all proceeds to go the OKC Pipeliners Scholarship Fund
- Other Upcoming Events: August 24th – Tulsa Safety Day 3420 W Memorial Dr; September 15-25th @Oklahoma State Fair, Volunteers Needed!
- New Excavator Guide mailed out to 10,000+ Excavators

Member Services – Eva Donahue

- New Members 2022 YTD = 33; Total Members 2022 YTD = 1396
- Member Satisfaction Survey – Sent to Members in April 2022; all responses fell into the Satisfied range. Survey also asked for any specific feedback. Content members would like to see: More online training; Simpler path to Portal; Access to ticket totals for annual audits; Combining MSAM with Member Portal; Training Opportunities for excavators and volume of locates; Access to see database online. Actions Taken: Reached out by phone to discuss concerns and educate on available features on website and portal; Modified website to address concerns: Modified Portal to provide direct access to SAE; Updated Available Reports
- Member Service Projects: Email blasts & outreach regarding Discontinued use of KORWEB Ticket Management Services for Members; Continued outreach for Positive Response Non-Compliance for those members not configured or configured but not responding; Various webinars; New and improved Portal reports and direct access to SAE from Portal; Improved navigation to Portal

Old Business

1. Update-Extend Ticket Screening/marks do not need to be refreshed – Should current premium service be offered as standard service to all members? Ryan Egan with Lumen presented information specific to Lumen on why this service should be offered as a standard service.
 - In 2020, Lumen could have saved \$8 million or gained back 96,000 hours in 8 states from sending locators to areas when not needed due to lines already being marked.
 - In the two states that do currently offer this service as free, Lumen still sends locators to high risk areas.

MOTION

Make Update-Extend a part of basic OKIE811 Services with development of process for all members. Motion to approve: Ryan Egan, Seconded By: Chris Young
 2 opposed: Cory Fees and Clint Mobley. The motion carried with 11 in favor.

New Business

1. 2nd Notices – Is it time to change the process?

- Potential New Process: Not a Locate Request, sent as a Notice/Reminder; Send to the specific members on the ticket based on member response and excavator request; only specified members notified and billed; keep original work date, time and extent.

MOTION:

Adopt a new 2nd Notice Process. Motion to approve: Bobby Peters, Seconded By: Brandon Renfro. The motion was carried with all in favor.

2. Positive Response Codes 4 & 7

- Code 4 – Partially Marked/Large Project – Definition: Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement
 - Being used as place holder – Excavators are saying no contact from facility operator and no markings, leaving excavator at risk and unable to excavate.
- Action Item: OKIE811 to provide correlation of 2nd notices on the Partially Marked/Large Project response

MOTION:

Retain code 4, require comments. Motion to approve: Chris Garrison; Seconded by: Clint Mobley. Opposed: Chris Young. Abstained: Craig Parker. The motion was carried with 11 in favor.

- Code 7 – Critical Facility/In Conflict – Definition: Facility Representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation.
 - Being used as a placeholder – Excavators are saying no contact from facility operator.

MOTION:

Retain code 7, require comments - Motion to approve: Craig Parker, Seconded By: Brandon Renfro. The motion was carried with all in favor

3. 4th Quarter Meeting

- Moved to October 20, 2022 – All meetings going forward will be hybrid – Let Jerrell know if attending in person to help prepare for seating and breakfast.

Adjourned: 11:28am– Motion to approve: Clint Mobley; Seconded by: Aaron Crowell. The motion was carried with all in favor.

Minutes submitted by: Renelle Freeman