

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
January 19, 2023

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

Operating Committee Members Attending:

Cody Fees, Energy Transfer	<input checked="" type="checkbox"/>	Alex Holland, ONEOK	<input checked="" type="checkbox"/>
Richie Anderson, ONG	<input checked="" type="checkbox"/>	Gabriel McCown, DCP Midstream	<input checked="" type="checkbox"/>
Jason Beguin, Magellan LP	<input checked="" type="checkbox"/>	Clint Mobley, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>
Garrett Bernethy, OG&E	<input checked="" type="checkbox"/>	Craig Parker, AOGC-Silver Star Const.	<input checked="" type="checkbox"/>
Greg Clarkson, AT&T	<input 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"/>
	<input type="checkbox"/>	Chris Young, Phillips 66	<input checked="" type="checkbox"/>

Others in Attendance:

Tim Teel, Summit Utilities	Dustin Palmer, USIC
Aaron Crowell, USIC	
Paige Ross	

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
M.G. Govia, Education & Outreach Liaison	mgovia@okie811.org

Meeting Call to Order

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.

Approval of Minutes

The meeting minutes from the October 20, 2022 meeting were reviewed and approved.

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

Agenda

- Welcome & Introductions
- Motion to Approve Previous Meeting Minutes
- Motion to Approve Today's Agenda
- Elect Chair
- Old Business
- New Business
- OKIE811 Department Reports
- Adjourn

Approval of Agenda: Motion to approve: Ryan Egan ; Seconded By: Bobby Peters. The motion was carried with all in favor.

2023 Chair Nominations & Elect

Nomination: Garrett Bernethy

Motion to approve: Ryan Egan; Seconded By: Cody Fees.

Opposed: None Abstained: None

The motion carried with all in favor.

Old Business

- Update Re-Mark or Extend
 - Target Go-Live by end of March
 - Member Testing available by March 1st
 - "Update" Ticket Type becomes "Re-Mark"
 - "Update Extend" Ticket Type becomes "Extend"
 - New Positive Response Code for Operators to use if they aren't marking on "Extend"
- Update Reasons – Excavator required to submit reason for an Update ticket.
 - Implemented in Portal on September 29, 2022
 - Added to Client (Agent Side) on November 1, 2022
 - Data Points through December 31st, 2022, reviewed in meeting including percent of responses for each Update Reason.
- Locate Request Extent Field Changes
 - In Production January 11, 2023
 - Changes 'Extent' field to 'Estimated Completion Date' and uses a calendar field instead of a text box for better data tracking.
- PR on Canceled Tickets
 - Issue: Members being sent Audit Reports showing significant number of tickets with no Positive Response. Fix: Created & Automated a "Ticket Canceled by Excavator" Response on tickets that are canceled.

New Business

- Potential Legislative Updates
 - Potential legislative changes via AT&T Lobbyists to update the definition of “Excavate” in the Oklahoma Underground Facilities Damage Prevention Act:
 - §63-142.2. Definitions
 - 5) “Excavate” means to dig, compress or remove earth, rock or other materials in or on the ground by use of mechanized equipment or blasting, including, but not necessarily limited to, augering, boring, backfilling, drilling, grading, pile driving, plowing in, pulling in, trenching, tunneling and plowing; provided, however, that neither:
 - a. the moving of earth by tools manipulated only by human or animal power, except in a private or public easement or right-of-way, nor
 - **Potential Change:**
 - b. the moving of earth by tools manipulated only by human power *for burying communication lines of a communications provider in a private or public easement or right-of-way to a depth not greater than 12 inches and within 24 inches of a communications provider terminal.*
- Damage Prevention Coordinating Council
 - Multi-stakeholder council to work on issues and propose solutions and try to avoid legislative changes unless deemed necessary.
 - Excavators upset about possible liability placed on them with recent law changes.
 - Excavators want legislation to fine operators for late locates and loss of revenue.
 - Want something done about abandoned lines.
 - Municipalities want legislation to stop excavators from damaging their lines in ROW.
- Discussion Topics

In an effort to improve communications between stakeholder groups during large project initiatives, the Committee discussed the following ideas:

 - Pre-Excavation Meeting Request ticket – Potential ticket via the One-Call, sent to Operators for pre-excavation on large projects. Main discussion points:
 - Design survey process would be separate from this process, the pre-excavation meeting ticket would come after the design process is completed.
 - May need to be certain timeframe associated with the pre-excavation meeting ticket
 - Large Project Ticket – Potential for a New Large Project ticket type – Main discussion Points:
 - Consider type of Large Project jobs (Highway vs new developments, etc.) and/or estimated completion time to determine if Pre-Excavation meeting is required.
 - Specific response timelines and possible longer life of ticket
 - Possible work-flow would start with the Pre-Excavation Meeting ticket and history of the ticket kept going forward to the Excavation ticket processed.
 - Change in Ticket Scope Limitation to 63-142.6.D.5.

- “The type and the extent, not to exceed five hundred (500) linear feet or a city block, which ever is larger, in incorporated areas or one (1) linear mile in unincorporated areas, of the proposed work;
 - Majority of Committee members agreed with this potential update.
 - Positive Response on No Response Tickets when 2nd Notice is Created
 - OCC has created a Damage Prevention Department to help bring about enforcement, by visiting excavation sites and asking for ticket and using the OKIE811 Portal to view ticket details and PR.
 - Issue brought forth by OCC when viewing PR: Original ticket had a late locate. 2nd Notice ticket was created. PR from 2nd Notice goes on original notice as well. When looking at the original notice, it looks like it was done on-time due to green color indicating it’s in good standing. Date and timestamps do show it was not marked on time.
 - Committee discussion centered around the possibility of adding some type of verbiage there stating there was a repeat notice ticket or OCC doing the investigation with the information that is there already with date and timestamps.
- **Executive Director’s Report – Susan Bohl**
 - 2022 Major Accomplishments – Named Top Workplace; 6 Record ticket months with August being biggest ticket month ever (113,726); Decreased Update tickets from 43.91% in 2021 to 38.94% in 2022; Decreased Outbound ticket ratio from 6.09 outbound per inbound ticket to 5.68 (6.5% reduction); Excavator Direct from 52.3% to 56.8%; New Contact Center Career Compass Program with 25 Promotions; Major enhancements to Member Portal, Reports and New Member Processes; New Educational Homeowner ticket email; Implemented Repeat Notices to go to Non-responders only instead of all members; Many more automations and improvements in Geocall
 - Annual Meeting Voting Items Proposed By-Law Changes
 - Membership Category Changes - We previously had (3) categories of membership: General, Associate, and Sustaining. We will now have (2) categories of membership: General and Sustaining.
 - Right of Members – Voting
 - Requires members to be “in good standing” to vote. Changes the voting structure from one (1) vote per (\$100) paid in charges, to one (1) vote per General Member, which will be weighted based on facility classification and the number of tickets received in the previous billing cycle.
 - Composition of the Board of Directors
 - Increasing the number of board members from “up to 10” to “up to 16”.
 - Establishing “Appointed Directors”, “Elected Directors” and “Ex-Officio Directors”.
 - Board Seats up for Election

- 2 New Seats – (1) Electric Co-Op & (1) Municipality
 - 4 Re-elected Seats – (2) Pipeline, (1) Electric, (1) Telecom
- Reviewed outcomes of 2022 Key Performance Indicators
- **Business & Education Report – Angie Niemeyer, Eva Donahue, M.G. Govia**
 - 2023 OK Excavation Safety Expo – March 22 & 23rd – Embassy Suites in Norman
 - 3 in person Safety Days; 1 Virtual Safety Day – Free to attend - April 12 – Lawton; May 3 – Enid; July 12 – Virtual Safety Day; August 9 – Tulsa
 - How You Can Help – Sponsorships, Promotion and Attendance at events; Partnership Opportunities; Providing Training Topics, Hands On Training, Contributions to podcasts, webinars or leading training topics.
 - Member Verification 2023 has begin and will be complete by March 1, 2023
 - 43rd Annual Meeting of the Membership – March 22, 2023 – Embassy Suites in Norman; 12pm – 4pm Annual meeting, Luncheon, Guest Speaker, Membership workshop; 4:30pm – 6pm – OK Excavation Safety Expo Welcome Reception

Adjourned: 10:45AM– Motion to Adjourn: Cody Fees; Seconded By: Clint Mobley. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman