

Winter 2024



# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



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# 2023 Major Accomplishments at OKIE811

By OKIE811 Executive Director - Susan Bohl

Though locate request ticket volume was down in 2023, we were able to successfully implement many process improvements that assisted Underground Facility Operators to provide more timely locates and aided them in lowering their costs.

- Re-Mark OR Extend ticket – Excavators can now “extend” their ticket if marks are still good and do not need to be refreshed. Or if they do need marks refreshed, they can submit the update as a Re-Mark ticket. We ended the year with over 1.12 million inbound locate requests and 6% were submitted as Extend tickets while 30% were Re-Mark tickets.

- Demolition Notice ticket – Now enables operators to update the ticket to a Dig Ticket.

- Design-Survey ticket – Now requires facility operators to respond with maps or marks within a defined timeframe.

- 2nd & 3rd Notice ticket – Now only go to the operator(s) that have not responded to the original locate request.

Other major accomplishments in 2023 include:

- Refreshed OKIE811.ORG website.

- Multiple IT environment improvements as well as updates to our base maps.

- 100% Employee Retention.

- Named Top Workplace for 2023.



# 2024 Annual Meeting of Membership

## Save the Date

When: Wednesday March 6, 2024

Where: Embassy Suites & Conference Center (2501 Conference Drive, Norman, OK 73069)

Join us at the OKIE811 Annual Meeting of Membership on Wednesday, March 6, 2024, where you can hear about the state of the company, the many improvements made in 2023, and the exciting changes to come. There are many benefits to attending this event. You can get to know fellow members including the Board of Directors and Operating Committee members, share stories, enjoy an appreciation lunch, and receive some great door prizes.

### Agenda Highlights

- Appreciation Luncheon
- Introduction of newest board members
- 2024 Fee Schedule Changes
- New Servicers
- Special guest speaker, John Bobb-Semple

In person and Virtual Registration is Available!

Early Bird Special: Members who register by Wednesday, January 31, 2024 will receive an additional (5) door prize tickets!

[REGISTER TODAY](#)

### Networking Event following the meeting.

Please contact [MemberServices@OKIE811.org](mailto:MemberServices@OKIE811.org) with any questions

New! Come early, attend Member Service Area Mapping Workshop

Wednesday, March 6, 2024, at 9am-Noon

This extensive GIS training is ideal for beginners or those keen to enhance their service mapping skills. Improved service area mapping can help save your organization time and money. This in-depth GIS workshop will teach you how to improve your Service Area Mapping and ensure you receive relevant locate requests that are actually near your underground assets. The primary focus will be on enhancing your efficiency in creating and maintaining service area maps.

Click the registration button above to register for the Member Service Area Mapping Workshop and the Annual Meeting!

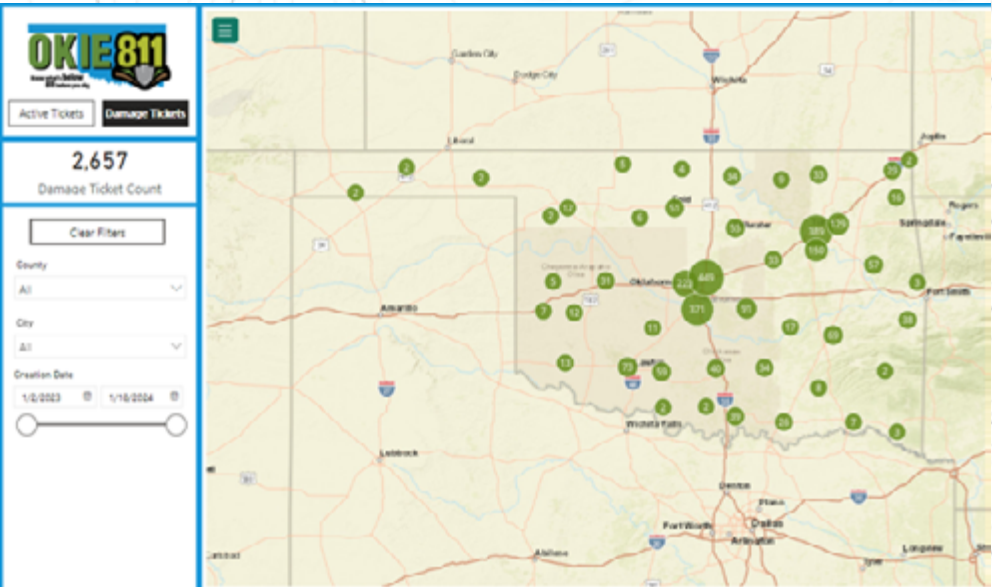
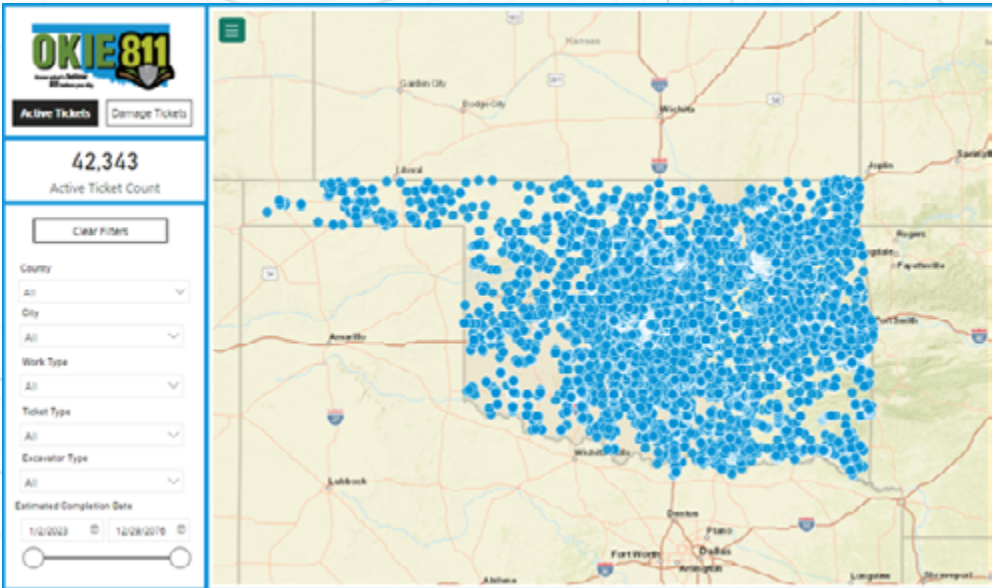
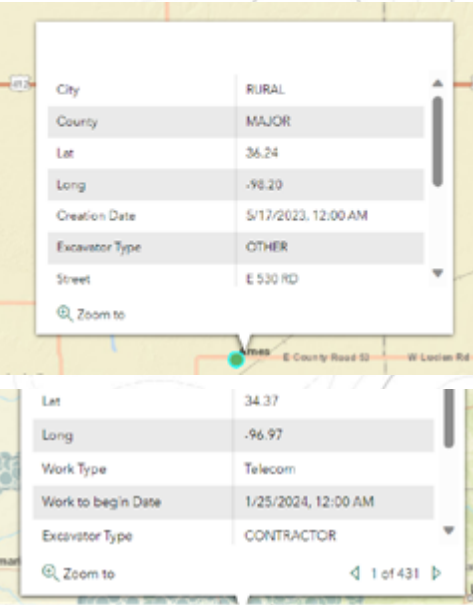


## ANNUAL MEETING of MEMBERSHIP

# OKIE811 Dashboards

By Jerrell Welch

OKIE811 now has Public Dashboards! Each year underground facility operators and the OKIE811 Contact Center field hundreds of calls from various stakeholders inquiring about marks in their area. To help in this process we launched Public Dashboards for Active Tickets and Damage Reports. Anyone can visit [OKIE811.org](http://OKIE811.org) and look at these dashboards. Don't worry, there is no protected PII (Personally Identifiable Information) shown on these dashboards. Users can search for tickets by county, city, and even near a specific address. Check them out today by visiting [www.OKIE811.org/dashboard](http://www.OKIE811.org/dashboard).



# 2024 Oklahoma Excavation Safety EXPO

By M.G. Govia

The 2024 Oklahoma Excavation Safety Expo will be held this year March 6 & 7, at Embassy Suites in Norman, OK! We have an excellent lineup of speakers and trainers for all stakeholders in damage prevention. To register or for more information, go to [www.OKExcavationSafety.com](http://www.OKExcavationSafety.com).

This two-day event will include safety workshops for 811 Certification, Line Locating, as well as OSHA 7410 Excavation & Trenching. After the workshops, please stick around for our networking event. Day two will have our outstanding keynote speaker as well as many breakout sessions over a variety of safety topics.



The Oklahoma Excavation Safety Expo is an annual conference which brings together safety industry experts, excavators, and underground utility owners. This expo provides excavators with the knowledge and training required to have a safe and damage free worksite. We encourage anyone in the excavation or

construction industry to join us. You and your team will walk away from this conference knowing that the next time you are on a worksite, it will be a safer place for everyone. To be a part of this outstanding experience, register today!



2023 Employee of the Year

By Susan Bohl

Each year we ask team members to nominate their fellow peers if they feel like someone is worthy of holding our highest-level recognition... Employee of the Year. The Employee of the Year receives an awards package that includes Bonus.ly points to use for gift cards, 2 tickets to an OKC Thunder basketball game, and many other notable items.

This year we received 8 nominees with some being nominated more than once. This made it exceptionally difficult to select just one person to receive this prestigious award. But ultimately Heather Swan, Contact Center Agent, was selected because of the following contributions:

- SHE provides support and encouragement to those she works with
- SHE is always willing to help where needed
- SHE has a positive attitude and when it comes to change, she adapts with ease
- SHE is dependable and has an excellent attendance record
- SHE was nominated more than once!

Congratulations Heather for a job well done and for being a valued contributor to our Mission delivery!



2023 Rookie of the Year

By Susan Bohl

Along with recognizing our team for their years of service, we also take a moment to recognize one of our newest team members that has hit the ground running and really contributed to our mission and organizations culture. Our Rookie of the Year receives 2 tickets to an OKC Thunder basketball game along with other notable items.

Our 2023 Rookie of the Year is Jaime Wheat, Contact Center Agent. She received this recognition because of her flexibility, helpfulness with new agents, and for being a positive team player.



OKIE811 Webinar Schedule

January Webinars

[OKIE811: Navigating Statewide Education and Outreach Events in 2024](#)

February Webinars

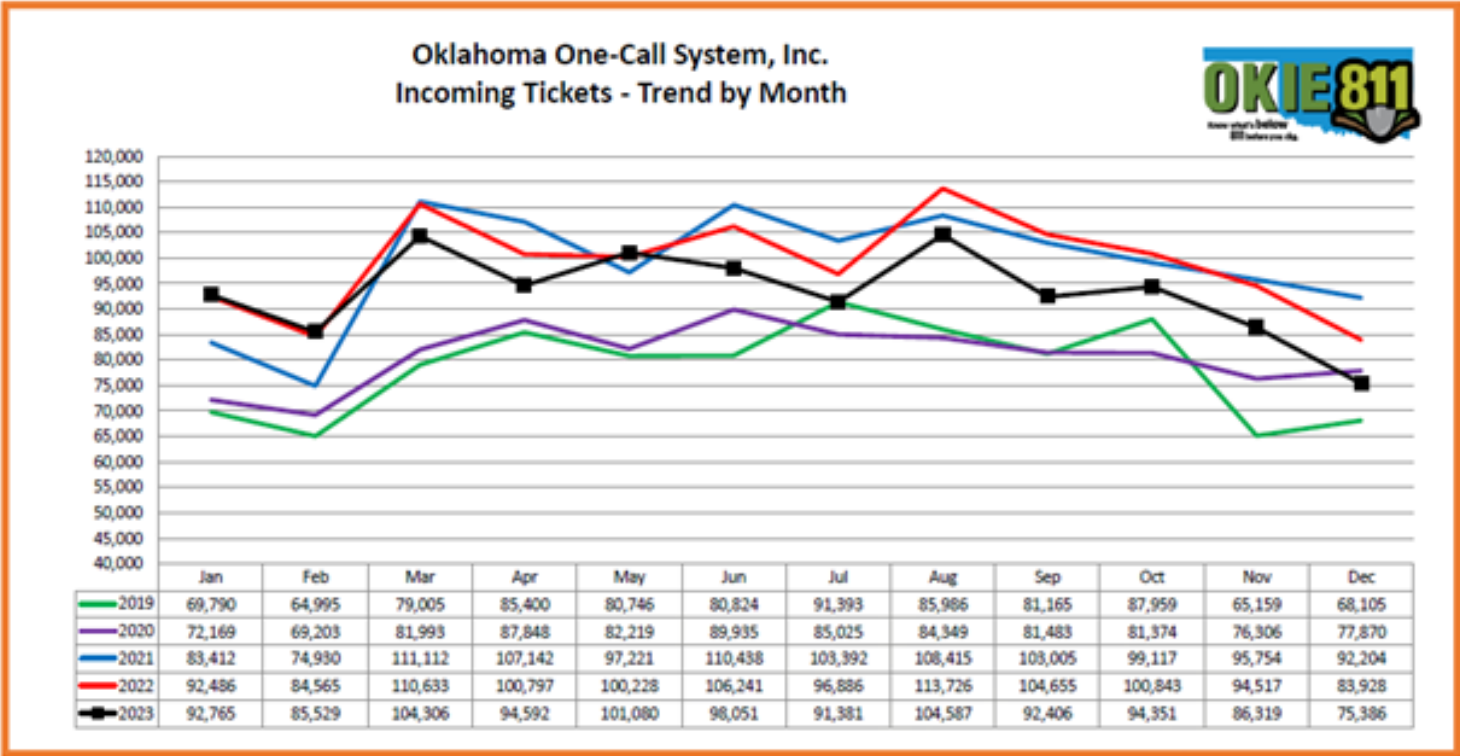
[OKIE811 Member Benefits](#)  
[Unlocking the APWA Color Code](#)

March Webinars

[OKIE811 Membership Verification](#)  
[Exploring Excavator Responsibilities](#)

2023 OKIE811 Ticket Trends

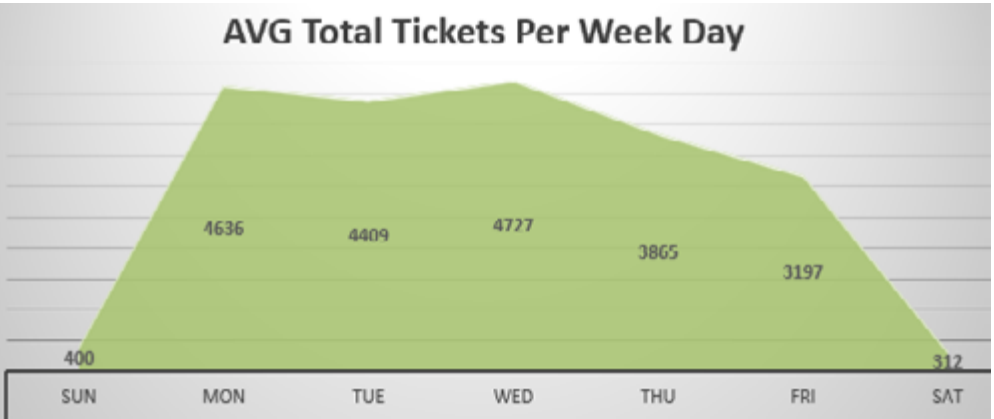
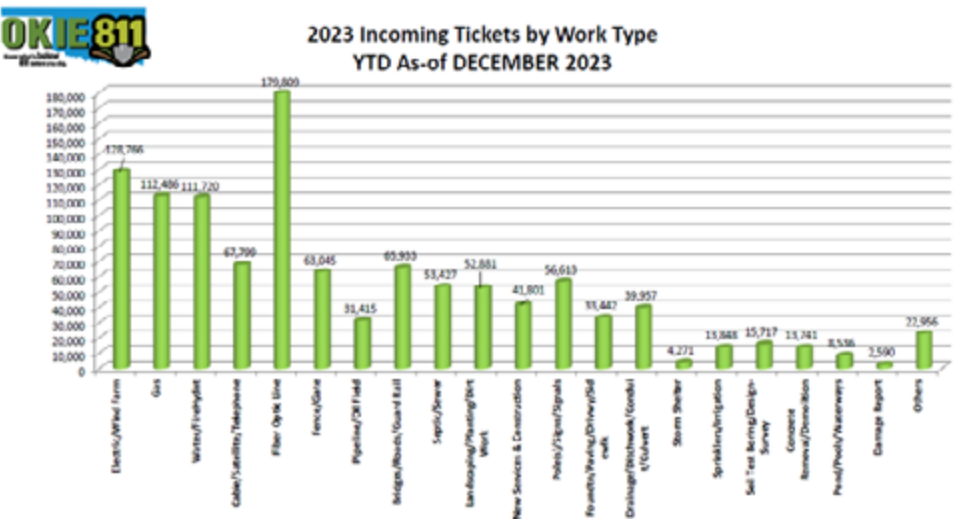
By Renelle Freeman



In 2023, we saw an overall Inbound Ticket Volume decrease of 5.8% over 2022. Some decreases in the number of tickets being processed are related to enhancements we've made over the past 2 years as we have looked for more ways to reduce unnecessary locate requests. Some of those enhancements include the implementation of new verification processes on Update tickets to ensure the Excavator is still currently excavating on the project as well as re-vamping the "Update" & "Update-Extend" ticket types to "Re-Mark" & "Extend" for better understanding of the difference between the two ticket types. Update ticket volume for 2023 was at 36% compared to 39% in 2022.

Even with decreases in ticket volume, there is still a lot of excavation taking place in Oklahoma. Fiber Optic Line work was the highest volume work type for 2023.

Wednesdays in 2023 progressed to be OKIE811's busiest weekday compared to historically being Mondays! We think this is mostly due to the earliest compliant business work date from a Wednesday submission would be on Monday. Did you know that if you plan your projects ahead of time, you can submit the locate request up to 10 business days ahead of the anticipated work date? This saves the excavator time and provides more response time to facility operators.



# OKIE811 Safety Days

By M.G. Govia

Every year, OKIE811 brings safety training to cities across the state. In the upcoming year, our Safety Day events will be held in Lawton, Tulsa, Enid, Ardmore, and Hugo. Additionally, stay tuned for our annual Virtual Safety Day, featuring a range of webinar training sessions. For the latest updates and details, please visit [www.OKExcavationSafety.com](http://www.OKExcavationSafety.com).



## Membership Verification

By Eva Donahue

Members can view and update their information any time by logging into the [OKIE811 Portal](#).

Each year OKIE811 holds a membership verification campaign. This important process is to encourage members to review and update information on file with OKIE811. With Positive Response, Design tickets and changes to the [2024 Fee Schedule](#) completing this process is even more important. Managing the information on file is the responsibility of the member companies. The information on your account can impact so much. Review your account today to make sure information is up to date and take advantage of opportunities to save costs.

### Are the account contacts up to date?

Having the right contacts is extremely important because they are the ones who receive the communication blasts to notify members of important information such as law changes, fee changes, new services, upcoming events, etc.

Also make sure you have a Design Contact on file to help get the engineers requesting tickets in contact with the proper people in your organization.

### Do you have access to the OKIE811 Portal?

All account contacts and locators should have access to the portal to help manage the account information and respond to tickets. The portal provides ability to respond to locate request notifications, update map of underground facilities, and pull a variety of reports, [Sign Up](#) for the OKIE811 Portal today!

### Are the outputs correct?

The outputs are where the ticket notifications are sent. Be sure all necessary personnel are receiving your locate request notification. Also consider the number of outputs on file. All members receive (1) primary output per/dispatch at no charge as our basic service. Each additional output is a premium service and incurs an additional fee.

### Have there been any changes to your underground facilities?

Login to [SAE](#) (Service Area Editor) to view and update your underground facilities on file with OKIE811. You may use tools to draw in or remove service areas. You may also upload files and export a digital mapping file of your underground facilities. SAE supports uploading data in

GeoJSON, zipped SHP (all SHP components), KML, and JSON file types. Members can login to [Service Area Editor \(SAE\)](#) with the same username and password used for the [OKIE811 Portal](#).

### Certificate of Good Standing

A Certificate of Good Standing will be provided after completion of verification for all dispatch codes under the membership and membership fees have been paid. This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses or permits.

If you have any questions regarding Membership Verification, please contact Member Services at [MemberServices@OKIE811.org](mailto:MemberServices@OKIE811.org).



# OKIE811 New Fee Schedule

By Susan Bohl

In addition to members refining their service areas and sending us improved mapping, the team at OKIE811 has put improvements in place to drive down the number of outbound locate notices going to facility operators. We experienced a 6.5% reduction in outbound notices in 2022 and a 7.3% reduction in 2023. Additionally, we are projecting a continued decrease in outbound notices in 2024. This reduction in outbound notices has a direct impact on the revenue generated to fund the operations of OKIE811.

We are also experiencing record inflation across Oklahoma and the nation which is driving our cost of operations up. To ensure we have sufficient cash flow to fund the operations, we were faced with evaluating how we bill members.

At the Board meeting, many different strategies for billing were evaluated and considered and the Board ultimately decided to go with a whole new billing structure to divide the cost of operations more fairly with all members. Beginning November 2023, members will receive billing in the following manner:

**GENERAL & ASSOCIATE MEMBER FEE:**  
• \$400 Minimum Annual Fee (increased from \$360)

• Upcoming Budget Funds Needed, less Premium Service Fees, divided by Outbound tickets from the previous 12 months (no more varying ticket fees - more equitably distributed to all members).

**PREMIUM SERVICE FEES:**  
• \$1.00 Fax Delivery Surcharge

• \$5.00 Manual Voice Delivery Surcharge

• \$2.00 2nd Notice Surcharge (new)

• \$3.00 3rd Notice Surcharge (new)

• \$180 per/Output Maintenance Fee (Primary Output is Free) (increased from \$120)

Example:  
• 2025 Estimated Budget \$ 6,714,000  
o Less Est Prem Srvc Fees \$ 632,000  
o Balance Funds Needed \$ 6,082,000  
• 2024 Estimated Tickets 6,335,000  
o Avg Ticket Rate\$0.96 cents p/outbound notice

To see the 2024 Fee Schedule and 2024 Holiday Schedule, go to <https://okie811.org/facility-operators/> and scroll to the Membership area. You can also check out our video on the 2024 Fee Schedule [HERE](#)

## Contact Us!

For any questions about your OKIE Membership and the services available, please contact Member Services at: [MemberServices@okie811.org](mailto:MemberServices@okie811.org)

For any questions about your OKIE811 Membership Account or Invoice, please contact Member Billing at: [MemberBilling@okie811.org](mailto:MemberBilling@okie811.org)

