

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
January 18, 2024

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:

Alex Holland, ONEOK	<input type="checkbox"/>	Jason Beguin, Magellan LP	<input checked="" type="checkbox"/>
Austin Crossno, AT&T	<input checked="" type="checkbox"/>	Jeremy Renfro, OG&E	<input checked="" type="checkbox"/>
Bobby Peters, Pioneer Telephone	<input checked="" type="checkbox"/>	Josh Powers, Universal Surveying & Mapping	<input checked="" type="checkbox"/>
Chris Garrison, City of OKC	<input type="checkbox"/>	Kent Jackson, B&H Construction	<input type="checkbox"/>
Chris Young, Phillips 66	<input checked="" type="checkbox"/>	Mike Einhorn, ONG	<input checked="" type="checkbox"/>
Clint Mobley, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input checked="" type="checkbox"/>
Cody Fees, Energy Transfer	<input checked="" type="checkbox"/>	Russell Reeves, USIC	<input type="checkbox"/>
Craig Parker, AOGC – Silver Star Const.	<input type="checkbox"/>	Ryan Egan, Lumen Technologies	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Tim Teel, Summit Utilities	<input checked="" type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>

Others in Attendance:

Brad Scott, Oklahoma Electric Co-op	Shane Palmer, USIC
Kevin Spanhanks, GridHawk	Richard Forney, Public Service Company
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
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 26, 2023 meeting was reviewed and approved.

Minutes: Motion to approve: Tim Teel ; Seconded By: Cody Fees 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
- Executive Director's Report
- OKIE811 Department Reports
- Adjourn

Approval of Agenda: Motion to approve: Cody Fees ; Seconded By: Tim Teel The motion was carried with all in favor.

2024 Chair Nominations & Election

- **MOTION: Nomination of Tim Teel to Operating Committee Chair**
Motion to approve: Austin Crossno; Seconded By: Cody Fees.
The motion carried with all in favor.

Old Business

- Design/Survey Ticket launched Nov 1, 2023: Quality & Response Issues, Proactive Training Calls, Considering downgrading submission level
- Work Type Consolidation: Project lead by GGA OCSI Committee. Potential to map to DIRT work types.
- Public Dashboards on OKIE811 website: Providing limited information to external users such as homeowners looking to find out why marks in their yard or work happening in the area. Currently displaying Active Tickets & Damage Reports
- Update on potential legislation for new Pre-Excavation Meeting Ticket: "Pre-Excavation Meeting Request" means a notice to Underground facility operators to participate in scheduled meetings for the purpose of planning Large Projects and coordinate resources accordingly.
 - Excavators submit no less than 14 calendar days prior to excavation start date
 - Include meeting date, time, location and contact information
 - Date of meeting a min of 72 hours after the notification has been submitted/but can agree to meet otherwise.
 - Facility Owner Positive Response within that 72 hours.
- Update to potential legislation for New Large Project Ticket: Currently only defining a 'Large Project' and potential update to the scope of work. "Large Projects" are those excavation projects that involve one of the following:
 - 1) exceeds distances defined in Section 63-142.6.D.5.; or 2) estimated duration exceeds the lifespan of a ticket as defined in Section 63-142.6.A.
 - The type and the extent, not to exceed a single parcel up to 250,000 square feet or up to eight hundred (800) (500) linear feet in incorporated areas or one (1) linear mile in unincorporated areas, of the proposed work;

New Business

- **MOTION: Appoint new Operating Committee Members to OKIE811 Board: Brad Scott (OEC) & Kevin Spanhanks (GridHawk)**
Combined Motion to approve: Austin Crossno; Seconded By: Cody Fees.
The motion carried with all in favor.
- Sustaining Membership: Offered to organizations that have interest in preventing damage to U/G facilities and promoting safe excavation practices in OK, but don't have underground facilities.
 - Cost: \$811 annually, renewed each January
 - Benefits included two passes to Excavation Safety Expo; Member pricing on Expo Exhibit space; Invite to participate in the OKIE811 Annual Meeting; Listed in OKIE811 Annual Report & Membership Directory; Eligibility to serve on board appointed committees or Damage Prevention Coordinating Council when positions available.; Access to monthly ticket trend reports; Invited to promote 811 education and outreach activities.
- Ticket Submission Notice: Currently excavators can choose an excavation start date up to 10 business days in the future. The ticket is submitted without delay and it is up to the facility operators to mark before the start date requested by the excavator. It has been requested that this window be increased. Options for consideration 30 calendar days; 45 calendar days – Discussion of the Committee determined there is not an overall need to make this change and could cause some issues with marking removals during lengthy period, small facility operators that don't use ticket management systems may have issues keeping track of those that are not due right away, the Committee suggests that the verbiage be changed from 10 business days to 14 calendar days.
- OK Broadband Office Partners: ARPA Funding targeted for initial release in late Feb/Early Mar; Safe Digging & Damage Prevention Content on OK Broadband website; Working to get 811 Certification as a requirement for those receiving ARPA, CPF or BEAD funds by partnering with OSU-IT who is doing the education with those receiving funding.
- Multiple Repeat Notices (2nd/3rd) on tickets for private lines. There was discussion on what OKIE811 does to educate on private lines such as this information being included in first time caller recording in the Phone IVR, agent discussion with first time callers and when repeat notice tickets is requested, outgoing email to homeowners includes information about private lines, OKIE811 website includes private line information. OKIE811 is currently looking into a First Time Caller Concierge who will spend more time with these types of callers educating about the process. It was brought up by Jerrell, that there have been past discussions about sending notifications to private locating services when excavator requests.

Executive Director's Report – Susan Bohl

- 2023 Major Accomplishments: Re-Mark/Extend Ticket allowing excavators to 'Extend' ticket if marks are still good or submit for 'Re-Mark' if marks need refreshed. 2023: 1.12 million inbound locate requests: 6% Extend; 30% Re-Mark; Demolition Notice ticket enabling excavators to update the ticket to dig ticket; Design-Survey ticket requiring facility operators to respond with maps or marks within a defined timeframe.; 2nd/3rd Notice tickets now only going to operator(s)

that have not responded to the original locate request.; Refreshed OKIE811.org website; Multiple IT environment improvements as well as updates to our base maps; 100% employee retention; Named Top Workplace for 2023

- 2022 to 2023 Ticket Trends: Record Breaking Months: 2022=6; 2023=3 -- Average Tickets Per Month 2022=99,125; 2023=93,396 – Normal Tickets 2022=53%;2023=56% -- Update Tickets: 2022=36% Update; 2023=6% Extend, 30% Re-Mark
- OKIE811 Board Changes: Up for vote at the March 6th Annual Meeting: Bob Porter/Verizon Business & Michael Humphries/City of Enid; New Board Appointments: Clint Mobley/OEC & Drew Miller/ONG; 2024 Board Composition: 2 – Pipeline 3 - Telecom2 – Electric 1 - Co-Op 2 - Municipality 2 – Ex-Officio (Excavator & Locator) 1 – Advisor (Attorney)
- New Fee Schedule – Members refining service areas and sending improved mapping; Improvements to drive down the number of outbound locate notices going to facility operators 6.5% reduction in outbound notices in 2022; 7.3% in 2023
 - General & Associate Member Fee: \$400 minimum Annual Fee; Upcoming Budget Funds Needed, less Premium Service Fees, divided by Outbound tickets from previous 12 months (no more varying ticket fees)
 - Premium Service Fees: \$1.00 Fax Delivery; \$5.00 Manual Voice Delivery; \$2.00 2nd Notice (new); \$3.00 3rd Notice (new); \$180 per output maintenance fee

Business & Education Services Report – M.G. Govia/Eva Donahue

- Oklahoma Corporation Commission Mandatory 811 Training
 - Individual or Group Training Options:
 - \$250 per person for 100% online 811 Certification.
 - \$500 for up to 10 people via online training (TEAMS/Webinar).
 - \$811 for 10-25 people in person at OKIE811, including one meal (breakfast, lunch, or dinner).
 - \$811 for 10-25 people in person at alternate locations, with no meal included.
 - Important details:
 - Training must occur within 30 days of receiving notice from OCC.
 - Individual online certification fees are paid through the portal during registration.
 - For other options, OKIE811 will invoice the company after determining the date and location of training.
 - Payment must be made at least 7 days before the training session.
 - No refunds will be provided if attendees fail to show up or do not pass the 811 Certification.
- Education & Outreach Opportunities
 - OKIE811 Excavator Guide: Add space available; deadline 2/2/24; OK Excavation Safety Expo: Sponsorship or Exhibition is open, deadline 3/1/24; 2024 OESE & Annual Meeting Registration is now open.
- Positive Response Report – Reviewed 2023 Positive Response Report – Trends show the ‘auto close due to no response’ hasn’t changed much. Continual high amount of ‘Clear’ Responses shows that facility operators should review service area mapping and update with OKIE811.

- Review of the Overall PR Compliance Report

Additional Updates & Reports of Interests were provided to the Operating Committee Members via email.

Adjourned: 10:31am– Motion to Adjourn: Cody Fees ; Seconded By: Ryan Egan. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman