

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
July 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 checked="" type="checkbox"/>	Kent Jackson, B&H Construction	<input checked="" type="checkbox"/>
Austin Crossno, AT&T	<input type="checkbox"/>	Kevin Spanhanks, GridHawk	<input checked="" type="checkbox"/>
Bobby Peters, Pioneer Telephone	<input checked="" type="checkbox"/>	Mike Einhorn, ONG	<input checked="" type="checkbox"/>
Brad Scott, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input type="checkbox"/>
Chris Garrison, City of OKC	<input checked="" type="checkbox"/>	Russell Reeves, USIC	<input type="checkbox"/>
Chris Young, Phillips 66	<input checked="" type="checkbox"/>	Sharri Hiller, AOGC – Teim Design	<input checked="" type="checkbox"/>
Cody Fees, Energy Transfer	<input checked="" type="checkbox"/>	Tim Teel, Summit Utilities, CHAIR	<input checked="" type="checkbox"/>
Jason Beguin, Magellan LP	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Jeremy Renfro, OG&E	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Josh Powers, Universal Surveying & Mapping	<input checked="" type="checkbox"/>		<input type="checkbox"/>

Others in Attendance:

Mark Huff, Tri Star Construction	
Shane Palmer, USIC	
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
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 April 11, 2024 meeting were reviewed and approved.

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

Agenda

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

Approval of Agenda: Motion to approve: Brad Scott ; Seconded By: Kevin Spanhanks The motion was carried with all in favor.

Old Business

- Design/Survey Ticket - Removed Scope Limitations when only maps are requested as of June 3rd, 2024
- Large Projects - Working with other 811s through FNCA to gather current standards and identify best practices for Large Project Tickets. Working with GeoCall partners to drive the technological direction of the software for Project tickets. The committee acknowledged the current scope of limits standard in relation to Large Projects may be too small and is looking forward to potential changes to those thresholds based on research from other states via FNCA.
- The committee welcomed Sherry Hiller/Teim Design/AOGC as a new member to the Operating Committee
- Reviewed HB 4095 effective Nov. 1, 2024 including Watch & Protect Positive Response notices and instructions when this positive response is issued. Pre-Excavation Meeting Request: New ticket type or Notice type. Large project definition as it relates to Pre-Excavation Meeting. Record Retention for one-call tickets of not less than 4 years. Excavator must provide a field contact with actual knowledge of the excavation site and project .
- Procedure Changes for Scope of a Ticket – OKIE811 Board approved limiting polygons drawn in incorporated areas to 250,000 sq feet. Target date for implementation is in Q3, pending v3.9 Full Portal launch.

New Business

- Watch & Protect Code – Committee discussion to determine if the existing 'Critical Facility in Conflict' Positive Response code should be relabeled to "Watch & Protect" or create a new Positive Response code for 'Watch & Protect'. The consensus was that the functionality is essentially the same, so changing the label is preferred over creating a new code.
- **Action:** OKIE811 will look into the ability to send an email to the excavator when the Watch & Protect Positive Response is entered.

MOTION: Change label on the existing "Critical Facility In Conflict" Positive Response code to "Watch and Protect"

Motion to approve: Jeremy Renfro; Seconded by: Kevin Spanhanks. Opposed: None. Abstained: None. The motion carried with all in favor.

- Access Issues - The committee discussed how to handle situations where locators are unable to access a site, including documentation processes. OKIE811 suggests using 'No Access/Not Marked' code when there are access issues present, while also communicating with the excavator. If no response from the excavator, submit a 2nd positive response as 'Correction Required/Not Marked' to indicate excavator must correct the ticket to add the access issues. Action: OKIE811 will look into the ability to send an email to the excavator when the 'No Access/Not Marked' positive response is given. Email to excavator already exists for 'Correction Required/Not Marked' positive response
- Non-Compliant Locate Requests –The Committee discussed the option of removing 'Non-Compliant' tickets from allowed submission by Excavators.
Action: OKIE811 to reach out for more information, with other states, utilizing a 'Safety Notice' to report excavation taking place with no locate request, to ensure notice is sent to the operators in the area.

MOTION: Propose the discontinuance of the Non-Compliant Ticket to the OKIE811 Board
Motion to approve: Kevin Spanhanks; Seconded by: Mike Einhorn. Opposed: None; Abstained: None. The motion carries with all in favor.

Executive Director's Report – Susan Bohl

- Reviewed 2nd Quarter KPI Outcomes & Sustainable Improvements/Major Accomplishments
- Reviewed Proposed 2025 OKIE811 Fee Schedule

Business & Education Services Report – Angie Niemeyer, M.G. Govia

- Reviewed multiple E & O initiatives such as Broadband Agency Partnership, Train-the-Trainer Program, Podcasts and FNCA Participation
- Reviewed Upcoming E&O Events
- Reviewed Excavator Guide Sponsorship opportunity and benefits.

Operations Report – Jerrell Welch, Renelle Freeman, Troy Daniels, Hailey Manning

- New Base Map Updates: Incorporated NextGen911 (NG911) data into basemaps. Updated mapping parcels using direct resources from the county and DHS HIFLD. Received security clearance to access the DHS HIFLD dataset, which includes an updated parcel layer, resulting in 60,000 new parcels added to basemaps.
- Contact Center Initiatives: Reduction in Agent FTE. Lower ticket volume and more automation resulting in fewer tickets touched by Agents. Required mapping for all Portal users coming soon, which will result in more automation. First Time Caller Concierge for special handling of first time callers coming soon. Agent Skillset Meetings to hold open conversations to identify skills, interests, passions and future career goals. OKIE811 Portal Ticket Entry Training by Agents providing opportunity for agents to do walk throughs with callers on using the Portal for ticket entry. Continuing Quality Assurance Rotation providing opportunity for agents to be involved in the Quality Assurance process.
- QA Improvements: Auto Transcribe 10% calls with ability to highlight calls that have certain words or phrases for targeted monitoring. Implemented screen recording to see how errors are

created. Increased percentage of audits from appx 8% to 18%. 6 Contact Center Agents assist with Direct Submission Audits. Expect to have more assisting as we move into more automation and less tickets being touched.

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

Adjourned: 10:38am– Motion to Adjourn: Kevin Spanhanks ; Seconded By: Mike Einhorn. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman