

## Operating Committee Meeting Notes

### Oklahoma One-Call System, Inc.

October 24, 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"/>	Kent Jackson, B&H Construction	<input type="checkbox"/>
Austin Crossno, AT&T	<input checked="" type="checkbox"/>	Kevin Spanhanks, GridHawk	<input checked="" type="checkbox"/>
Bobby Peters, Pioneer Telephone	<input 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 type="checkbox"/>	Sharri Hiller, AOGC – Teim Design	<input checked="" type="checkbox"/>
Cody Fees, Energy Transfer	<input 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 type="checkbox"/>		<input type="checkbox"/>
Josh Powers, Universal Surveying & Mapping	<input checked="" type="checkbox"/>		<input type="checkbox"/>

#### Others in Attendance:

Shane Palmer, USIC	
Trey Pool, ONG	

#### OKIE811 Employees in Attendance:

Susan Bohl, Executive Director

[sbohl@okie811.org](mailto:sbohl@okie811.org)

Jerrell Welch, Director of Operations

[jwelch@okie811.org](mailto:jwelch@okie811.org)

Angie Niemeyer, Director of Business & Education Services

[aniemeyer@okie811.org](mailto:aniemeyer@okie811.org)

Troy Daniels, IT & GIS Manager

[tdaniels@okie811.org](mailto:tdaniels@okie811.org)

Renelle Freeman, Contact Center Services Manager

[rfreeman@okie811.org](mailto:rfreeman@okie811.org)

Hailey Manning, Quality Assurance & Training Manager

[hmanning@okie811.org](mailto:hmanning@okie811.org)

M.G. Govia, Education & Outreach Liaison

[mgovia@okie811.org](mailto:mgovia@okie811.org)

Eva Donahue, Member Services Liaison

[edonahue@okie811.org](mailto:edonahue@okie811.org)

#### Meeting Call to Order

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:32am, the regular Operating Committee meeting was called to order by the committee chair.

#### Approval of Minutes

The meeting minutes from the July 18, 2024 meeting was reviewed and approved.

**Minutes:** Motion to approve: Austin Crossno ; Seconded By: Brad Scott; 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: Austin Crossno ; Seconded By: Sharri Hiller; The motion was carried with all in favor.

## Old Business

- **Nov 1 Law Changes/ HB 4095**
  - Watch & Protect – Positive Response Notice (to include instructions on what to do when the operator issues this positive response)
  - Pre-Excavation Meeting Request – New Ticket Type or Notice Type (instructions needed for when/how an operator is to respond when an excavator requests a meeting; includes coordinating a marking plan)
  - Defines Large Project as it relates to Pre-Excavation Meeting
  - Records retention for One-Call tickets of not less than 4-years
  - Purging records more than 4-years old
  - The excavator must provide a field contact with actual knowledge of the excavation site and project.
- **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.
- **Procedure Changes/Scope of Ticket**
  - 500 Linear Feet in Incorporated Areas – Currently process is 500 linear feet on the road frontage. Doesn't account for Depth of the property being more than 500 linear feet. Not all projects are Linear. Board Approved limiting polygons drawn in incorporated areas to 250,000 sq ft. Target date for implementation – Nov 1<sup>st</sup> with v3.9 Full Portal Launch
- **Watch & Protect Code**
  - Current Positive Response code of 'Critical Facility In Conflict' changing to 'Watch & Protect'
- **Non-Compliant Locate Requests**
  - Discontinue 1/1/2024. Emailed excavators that previously submitted Non-Compliant tickets with communication of discontinue of Non-Compliant.

## New Business

- **Law Changes No Longer Being Considered:** Previous discussion about some law changes that was being considered for change are no longer being considered by vote of DPCC members. Including clause that states Excavation may begin prior to the date and time work is scheduled if PR have been received and indicate 'clear' or 'site marked' and clauses that pertain to filing fees.
- **Non-responsive Members Listed on Tickets:** Terminated members with registered assets, proposal to change what's printed on the ticket to 'DEFUNCT – Company Name" and submit an Auto PR Code, explaining terminology.

**MOTION: Proposal to Board: Change printed label on locate requests to "DEFUNCT – Company Name" and submit an Auto-Close PR Code, explaining terminology**

Motion to approve: Austin Crossno; Seconded By: Shane Palmer for Russell Reeves.

Opposed: None Abstained: None

The motion carried with all in favor.

- **Committee Seats:** Trey Pool to take over seat held by Mike Einhorn; Potential new Excavator seat: Tri-Star Construction, Mark Huff; Potential new seat for AEP/PSO, Steve Price; OKIE811 Board stated 2 reps with ONEOK/Magellan will continue with both seats until one leaves/resigns.

**MOTION: Proposal to Board: Nominate Trey Pool for ONG seat.**

Motion to approve: Austin Crossno; Seconded By: Mike Einhorn.

Opposed: None Abstained: None

The motion carried with all in favor.

- **New Excavator Portal:** Launches Nov 1, 2024. Includes new Pre-Excavation Meeting Ticket. Current V3 Portal and New V3.9 Portal will be available to use until early 2025.
- **Web Ticket Intervention Discussion: Should we be altering any ticket information submitted by an excavator?** Discussion was around whether OKIE811 should auto send locate requests submitted by excavators, that may have potential issues triggered by OKIE811 portal validations, onto facility operators, without intervention from the OKIE811 agent. The saved ticket would go to the operators but would be flagged by QA in OKIE811 system for a quality check after it is saved with a potential correction to follow. Discussion was tabled for more discovery. Operating Committee members were asked to think about this more and discuss with their teams.
- **2025 Meeting Dates:** January 23<sup>rd</sup>, April 24<sup>th</sup>, July 24<sup>th</sup>, October 23<sup>rd</sup>

## Executive Director's Report – Susan Bohl

- **Reviewed 3<sup>rd</sup> Quarter KPI Outcomes & 3<sup>rd</sup> Quarter Sustainable Improvements/Accomplishments:** Currently meeting all goals except Excavator Satisfaction
- **2024 Annual Billing:** Estimated Ticket Rate 0.97-1.00 for all non-exempt members. Annual Billing invoices to be issued by end of November.
- **2025 Budget** – To be approved by OKIE811 Board in November

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

- **Reviewed Education & Outreach Initiatives:** Broadband Agency Partnership, Train-the-Trainer Program for 811 certifications; Podcast Topics; FNCA collaboration
- **Reviewed 2025 Education events**

- **Reviewed Member Services Happenings** including Education, Account Management, Test Ticket information for Nov 1 Law changes, Membership Billing & verification.

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

- **Reviewed Upcoming Planned Impact Projects:** AI Agent Assist; AI Chatbot; Geocall V3.9 Portal Launch Nov 1; Geocall V4 Testing 2025
- **Reviewed total Service Area Miles in OK:** Decrease of 2.23% total square miles from 2023.
- **Reviewed Contact Center Initiatives:** Assist with development, testing and training for the new OKIE811 Portal; Agent training sessions for upcoming law changes, new 250,000 square feet incorporated scope of work limit, and review of New Portal; Implemented required mapping for portal users on Aug 1 and held multiple training sessions with Excavators on how to use the map; Implemented the First Time Caller Concierge Queue on Oct 9<sup>th</sup>; Working on 2025 Career Compass Improvements.
- **Reviewed QA Initiatives:** Collaborating with Georgia811 to develop 100% quality check immediately when a request is generated; Increased internal minimum random audits to 20% of all requests; Create a focus group to determine top needs for Agent Assist software; Document root cause of all errors to help generate ideas to prevent that error in future.

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

**Adjourned:** 10:48am– Motion to Adjourn: Austin Crossno ; Seconded By: Mike Einhorn. The motion carried with all in favor.

*Minutes submitted by: Renelle Freeman*