

Winter 2025

**OKIE811**

Know what's below  
811 before you dig.

# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



## What's Inside

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# 2024 Major Accomplishments at OKIE811

By Susan Bohl, Executive Director

Here at OKIE811 2024 was a very busy year! We implemented 40 various process improvements to help streamline and automate our services. Here are some of our major accomplishments:

- November 1 Law Changes: Included the development of a new ticket type and processes for "pre-excavation meeting request" and new positive response provisions for "watch & protect".
- Data Archive and Deletion: Purged records to be compliant with recent legislative changes outlining records be maintained for not less than four years.
- New Public Dashboard: For Active Ticket & Damage Report lookup for current excavation projects happening across Oklahoma.
- New Chatbot Services on OKIE811.org: Enables visitors to ask questions that can be answered by this new AI service.

- GeoCall V3.9 Portal: Provides mobile friendly features and easier entry of tickets via a mobile device. This also replaces our APP which has now been decommissioned.
- Mapping Requirements: Directly submitted locate requests must now be mapped by the person entering the ticket.
- New Phone Systems: Content Guru's STORM system was implemented in the Contact Center and MS-TEAMS phone was implemented for the Corporate Teams.
- New Screen Recording: Helping streamline the support of agents and identify where issues or redundancies exist.
- NearMap High Resolution Imagery: Improves dig site mapping in major geographic areas in Oklahoma.
- New Basemap Seed Process: Reduces our basemap processing time by 86%.
- Expanded Excavator Education: Partnering



with Oklahoma Career Tech's to reach more excavators. Educated almost 10,000 professionals in 2024.

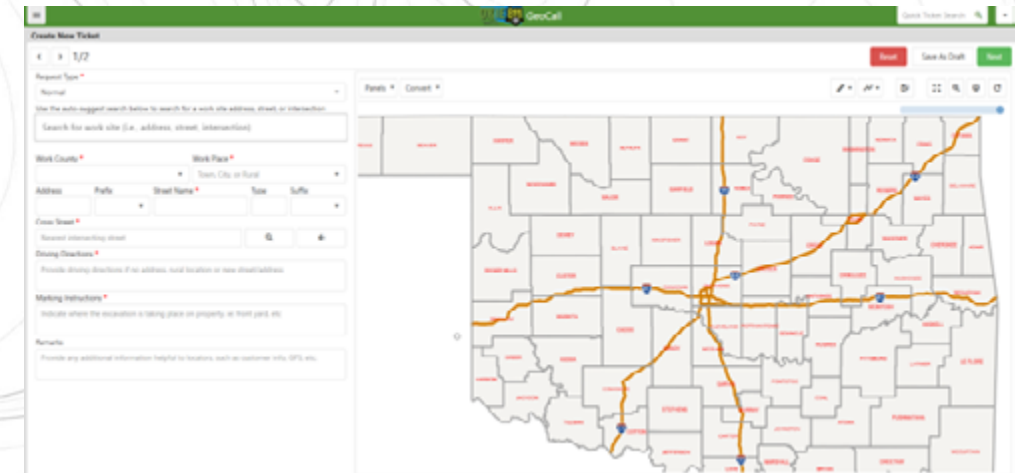
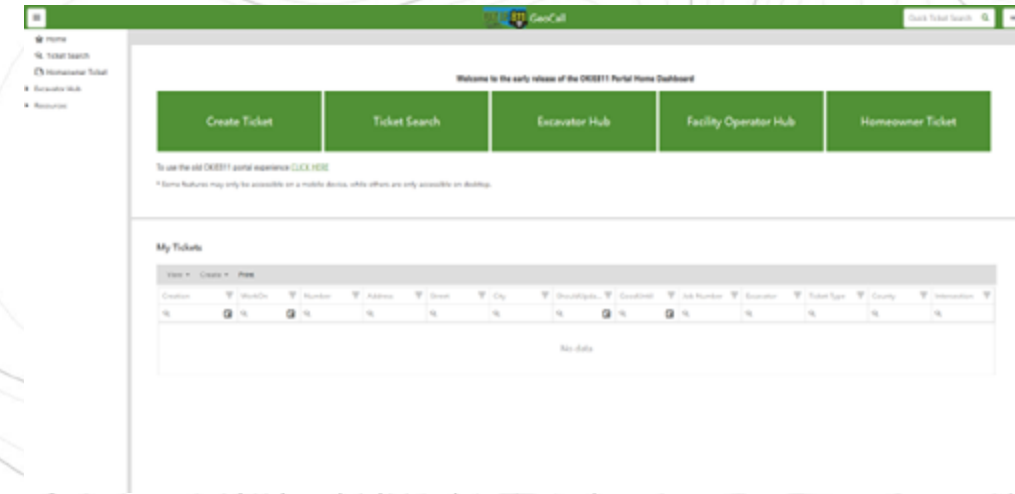
- Partnered with Oklahoma Corporation Commission: Providing 811 certification training to excavators that are sited for damaging underground facilities or who are not working in compliance with the law.

## New OKIE811 Excavator Portal

By Renelle Freeman

OKIE811 is excited to introduce the newly enhanced OKIE811 Excavator Portal! The new portal is mobile-optimized, making it easier than ever to manage your locate requests in the office or on the go. The updated interface boasts a new auto suggest search feature to help you quickly find what you need by displaying potential addresses or intersections that match your input. An enhanced ticket search is available to help you search, manage and view the details of your existing tickets. New features include "Ticket Drafts", providing the opportunity to save a ticket as a draft to complete later or see any incomplete requests sent to the OKIE811 Center for review. An expanded selection of ticket types such as "Emergency" and the new "Pre-Excavation Meeting" tickets can be submitted on the new portal with ease and efficiency. Don't worry! Your current account will work with the new portal for a seamless transition.

If you would like to learn more about the new OKIE811 Excavator Portal, we invite you to view our Excavator Portal Tutorials at <https://okie811.org/excavator-portal-tutorials/> providing step by step guides to general ticket entry, map searching, marking the map, scope of work information and specific ticket type tutorials.



We invite you to check out the new OKIE811 Excavator Portal for the quickest and most efficient method of submitting a locate request!

## 2025 Annual Meeting of Membership

*Save the Date*



## ANNUAL MEETING of MEMBERSHIP

**When: Wednesday March 26, 2025. Noon - 4:30pm**

**Where: Metro Tech - Springlake Campus (1900 Springlake Dr, Oklahoma City, OK 73111)**

Join Us for the OKIE811 Annual Meeting of the Membership - March 26, 2025 at the Metro-Tech Springlake Campus in Oklahoma City! We are thrilled to partner with Metro Tech to host this year's Annual Meeting! This partnership brings more opportunities for Members during the Annual Meeting & EXPO.

This year's Annual Meeting will kick off with a delicious lunch at Noon followed by an action-packed meeting from 1:00 to 4:30 PM.

This complimentary event is the perfect chance to connect with fellow members, engage with the OKIE811 Board of Directors, and build relationships that can help shape the future of the industry. Plus, you'll have the opportunity to interact with key experts and peers, ensuring you walk away with new ideas and strategies to implement right away.

Don't Miss Our Special Guest Speaker, Brett Culp! Get ready to be inspired as Brett Culp, a renowned storyteller and motivational speaker, shares powerful insights on how we can all make a meaningful impact—together. Don't miss this opportunity to learn from his expertise and discover how to create positive change in our industry and beyond.

Get ready for a spectacular day filled with delicious Member Appreciation Lunch, exciting door prizes, special guest speaker, damage prevention resources, engaging presentations about the latest OKIE811 news & law changes.

But that's not all! After the meeting, join us for the Casino Night Networking Event at 6pm at the Skyline Bricktown Canal Event Center where you can enjoy more food, fun, and fantastic networking opportunities with other industry professionals.

Don't miss out on this incredible event! We can't wait to see you there!

Save the Date & Register Today!

Register for the Annual Meeting & EXPO at: [2025 Oklahoma Excavation Safety Expo \(regfox.com\)](https://www.okexcavationsafety.com/2025-Okla-Excavation-Safety-Expo)

Scroll past the Expo registration to register for the Annual Meeting.

Upgrade your Annual Meeting experience by taking advantage of the Expo Workshops and Breakout Sessions—designed to provide hands-on learning and expert insights. Whether you're looking to explore new tools or get updates on industry best practices, these sessions are packed with valuable information.

## 2025 Oklahoma Excavation Safety EXPO By M.G. Govia

The 2025 Oklahoma Excavation Safety Expo will be held this year March 26 & 27, at Metro Tech Spring Lake Campus in Oklahoma City, 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](https://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 casino night networking event. Day two will have our outstanding keynote speaker as well as many breakout sessions over a variety of safety topics.



# OKLAHOMA EXCAVATION SAFETY EXPO

**MARCH 26 & 27, 2025**

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!

EXPO hotel accommodations can be made by visiting <https://okexcavationsafety.com/hotel-accommodations/>



## 2024 Employee of the Year

By Susan Bohl

We are thrilled to announce JD Press as our Employee of the Year! JD is Damage Prevention Rep in our Contact Center, and he has consistently gone above and beyond in demonstrating excellence, dependability, and a positive outlook throughout the year. His upbeat attitude and enthusiasm have made a lasting impact on both the team and our workplace culture.

JD is known for always reaching out to help others, whether it's offering a hand with tasks or providing encouragement when it's needed most. His positive outlook is contagious, helping to uplift the morale of the entire team. JD's supportive attitude fosters an environment

where colleagues feel valued and motivated to do their best.

This year, we received seven nominations for Employee of the Year, with some team members even nominating others multiple times! It's a true testament to the impact JD has made, as he is clearly admired and appreciated by his peers. JD's dedication to excellence and his willingness to lend a hand make him a standout employee and a well-deserved recipient of this honor.



## 2024 Rookie of the Year

By Susan Bohl

We are proud to announce Erika Farrow as the recipient of our 2024 Rookie of the Year award. Erika is a Damage Prevention Agent in our Contact Center and is recognized as one of our newest team members who has not only excelled in her role but has also demonstrated exceptional teamwork, positivity, and encouragement.

From the moment she joined the team, Erika quickly grasped her responsibilities and consistently delivered quality work. But what truly sets her apart is her commitment to supporting others and fostering a positive team environment. Her enthusiasm and willingness to collaborate have made her an asset to her team.

We are excited to see all that Erika will continue to achieve and are grateful for the positive energy she brings to the team.



## OKIE811 Webinar Schedule

### January Webinars

[Jan 22 - Member Reports](#)

### February Webinars

[Feb 2 - Excavator Portal Ticket Entry](#)

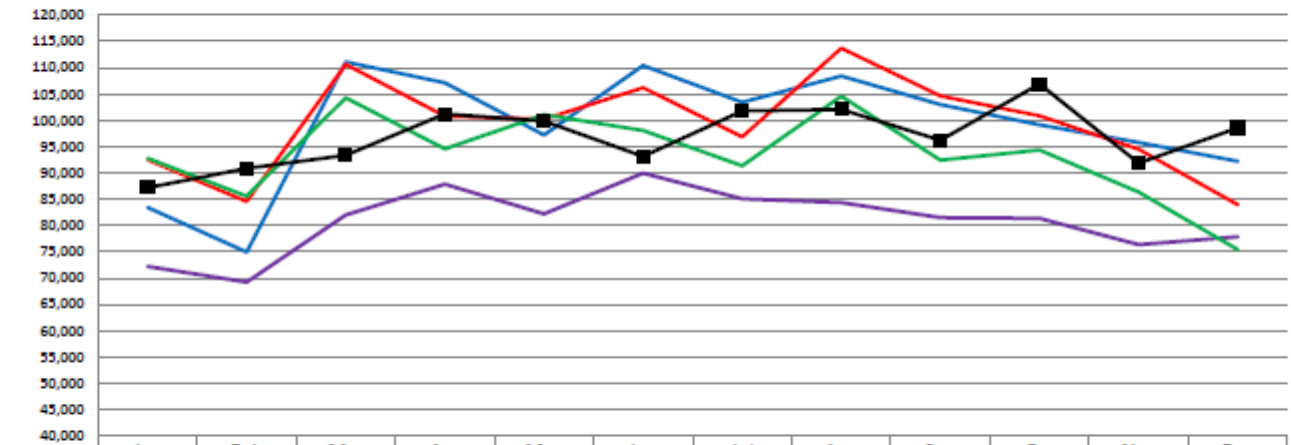
[Feb 19 - Portal & Positive Response](#)

### March Webinars

[March 5 - 2025 Education Events](#)

[March 19 - Ticket Types & Additional Notifications](#)

Oklahoma One-Call System, Inc.  
Incoming Tickets - Trend by Month



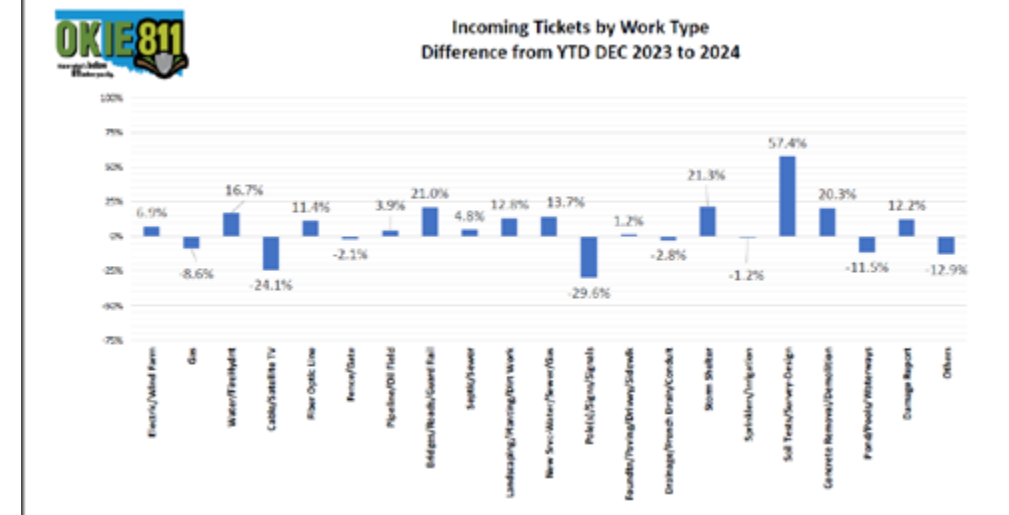
## 2024 OKIE811 Ticket Trends

By Jerrell Welch

The latest ticket trend data reveals a steady uptick in inbound and outbound locate requests throughout 2024. Compared to 2023, inbound requests rose by around 3.8% (up from roughly 1.12 million to 1.16 million), while outbound notifications increased by about 2.8% over the same period.

Another notable trend is the slight dip in average outgoing tickets per inbound request—the ratio fell to 5.54 in 2024 (down from 5.59 in 2023), implying fewer notified utilities per request. The reduction is at least partially due to increased efficiencies, mapping improvements, and increased confidence in available location data.

A key insight from the data is the continued shift toward online ticketing, with a growing majority of excavators—and a rising portion of homeowners—submitting locate requests directly via the web rather than by phone. In fact, "Excavator Direct" tickets approached 64% of total requests in 2024, as call-in volumes declined proportionately.



From a work-type perspective, fiber optic projects remain a major driver of ticket volume. Over 200,000 fiber-related requests were processed in 2024, reflecting ongoing broadband expansions across the state. Meanwhile, Soil Tests and Survey-Design work increased by over 57%, supported by a reworked design-survey request ticket and legislative changes. Poles/Signs/Signals and Cable/Satellite TV-related tickets declined by 29.6% and 24.1%, respectively, compared to 2023.

Professional contractors continue to be OKIE811's primary users, generating roughly

78% of all locate requests. Yet homeowners have consistently sought safe digging practices, especially as more turn to online submission tools for their smaller-scale projects.

The data reflects a healthy, steadily growing excavation environment in Oklahoma for 2024. As OKIE811 looks ahead, the ongoing emphasis on efficiency and safe-digging education positions the organization to serve the diverse needs of Oklahoma's excavators and underground facility operators in the coming year.



# 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 Elk City, Enid, Ardmore, Altus, Ada, Cushing, and Tulsa. 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 easily view and update their information anytime by logging into the OKIE811 Portal. It's quick and convenient!

Join Our Annual Membership Verification Campaign! Every year, OKIE811 hosts a membership verification campaign. This crucial process encourages Members to review and update their information on file. With Positive Response, Design tickets, and changes to the [OKIE811 Fee Schedule](#), completing this process is more important than ever. Keeping your information up to date can save costs and ensure smooth operations. Take a moment to review your account today!

When: This year's Annual Membership Verification Campaign will begin in April, however you can verify your Membership Information anytime via the Membership Info viewer of the [OKIE811 Portal](#).

New Certificate of Good Standing Requirement  
A Certificate of Good Standing will be provided after:

- The completion of verification for all dispatch codes under the membership

- Membership fees have been paid

- The membership has an active positive response rate of 90% or higher

New: Memberships that do not have a positive response rate of 90% or higher will need to: attend a virtual positive response training session, begin positively responding to locate requests, and wait (90) calendar days before requesting

their Certificate again.

This new requirement will be implemented in order to help Members remain in compliance with the law and increase damage prevention efforts. Likewise, we want to assist in your efforts to operate safely, please feel free to contact us if additional assistance is needed.

The Certificate of Good Standing provides proof of membership, compliance status, and payment status, and may be helpful when renewing specific licenses or permits. We recommend that your organization request the Certificate annually.

Reminder! Elements to Review while Verifying Information

Are Your Account Contacts Up to Date? Having the right contacts is vital! They receive important communication blasts about law changes, fee updates, new services, upcoming events, and more. Make sure you have a Design Contact on file to connect engineers with the right people in your organization. Ensure your billing and other Authorized Contacts are up-to-date today!

Where are your tickets going? Are the Outputs Correct? Ensure all necessary personnel are receiving your locate request notifications. Remember, each member receives one primary output per dispatch at no charge. Additional outputs are a premium service and incur an extra fee. Double-check your outputs to avoid any missed notifications!

Who is providing positive response? Who has access to the OKIE811 Portal? The Portal allows you to respond to locate request notifications, update maps of underground facilities, and pull various reports. [Sign up](#) for the OKIE811 Portal today and streamline your processes!

Have There Been Any Changes to Underground Lines? Log in to [SAE \(Service Area Editor\)](#) to view and update the mapping file for your underground facilities on file with OKIE811. Use tools to draw in or remove service areas, upload files, and export digital mapping files. SAE supports GeoJSON, zipped SHP (all SHP components), KML, and JSON file types. Access SAE with the same username and password used for the OKIE811 Portal.

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

## 2025 Outlook By Susan Bohl

As we look ahead to 2025, Oklahoma is poised for significant growth and exciting developments across various sectors. From infrastructure improvements to innovations in technology, here's a glimpse of what's coming for the state in the year ahead.

1. Infrastructure and Transportation Investments Oklahoma is set to see major investments in transportation and infrastructure projects throughout 2025. The state's ongoing road improvements, including expansions to major highways and the enhancement of urban transportation systems, will improve connectivity and reduce congestion. These efforts are expected to benefit both commuters and businesses, boosting Oklahoma's economic growth.

2. Energy and Sustainability Initiatives With a strong focus on renewable energy, 2025

promises to be a milestone year for Oklahoma's energy sector. The state has made great strides in wind energy, and this momentum is set to continue with new renewable energy projects and advancements in solar energy technology. These initiatives will not only help meet energy demands but also contribute to sustainability efforts across the state.

At OKIE811 we expect our ticket volume to increase by at least 5% over 2024 when we processed 1,162,949 inbound locate requests. We also expect underground facility operators to make further improvements to their mapping of underground infrastructure which will enable them to receive more refined and more relevant locate notices.

We plan to implement more AI tools across the organization which will enable more automation

of our services. In turn, we expect to re-provision operating funds to help offset the cost of these new tools and services.

In our Excavator Education and Outreach, we will be updating our 811-certification platform and curriculum. And for Member Services, we plan to have a new LMS offering for facility operators to help educate them on their 811 membership and service offerings.

In summary, 2025 holds great promise with advancements across multiple sectors driving growth, innovation, and community engagement. The year ahead looks bright, with ongoing efforts to improve infrastructure, sustainability, and education shaping the future of our state and of OKIE811.



## 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)

