

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
January 23, 2025

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:

Aaron Crowell, USIC	<input type="checkbox"/>	Josh Powers, Universal Surveying & Mapping	<input checked="" type="checkbox"/>
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 type="checkbox"/>
Bobby Peters, Pioneer Telephone	<input type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input checked="" type="checkbox"/>
Brad Scott, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>	Sharri Hiller, AOGC – Teim Design	<input checked="" type="checkbox"/>
Chris Garrison, City of OKC	<input checked="" type="checkbox"/>	Tim Teel, Summit Utilities, CHAIR	<input checked="" type="checkbox"/>
Chris Young, Phillips 66	<input checked="" type="checkbox"/>	Trey Pool, ONG	<input checked="" type="checkbox"/>
Cody Fees, Energy Transfer	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Jason Beguin, Magellan LP	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Jeremy Renfro, OG&E	<input checked="" type="checkbox"/>		<input type="checkbox"/>

Others in Attendance:

Eli Pagel, B&H Construction	Shane Palmer, USIC
Tyler Buttram, Davis H. Elliot	
Brian Beller, B&H Construction	

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	rffreeman@okie811.org
Hailey Manning, Quality Assurance & Training Manager	hmanning@okie811.org
M.G. Govia, Education & Outreach Liaison	mgovia@okie811.org
Eva Donahue, Member Services Liaison	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 8:33am the regular Operating Committee meeting was called to order by the committee chair.

Approval of Minutes

The meeting minutes from the October 24, 2024 meeting was reviewed and approved.

Minutes: Motion to approve: Austin Crossno ; Seconded By: Sharri Hiller ; 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

- **Scope Restrictions** – Reviewed the Scope of Ticket Impact. This is a look at the change in multiple ticket jobs associated to scope of work limits being adjusted as of November 1, 2024 to better follow the law. There was an appx. 2% increase in tickets due to those scope restrictions. There was also discussion around potential changes to the current scope of work limits in the law for a locate request ticket. Most other one-calls have higher scope restriction limits, with known lowest at 1000ft in incorporated areas. The committee suggested an action item for OKIE811 to obtain other one-call center's scope of work limits and challenges and report back to the committee for future discussion.
- **Non-Responsive Member on Tickets** – OKIE811 Board approved Committee's proposal for changing what is printed on the outgoing ticket for members that have registered facilities, but are non-responsive or not engaged in the one-call process from "*Potential Unregistered Facility*" to "*DEFUNCT – Company Name*" – Auto Positive Response Code of "*Defunct Member*" with explanation will be applied: *Please be advised that the area may have active utilities or pipelines. However, the owner and operator of these facilities are not participating/no longer engaged in the One-Call Process and will not be receiving notifications or responding to locate requests. As a result, they are currently non-compliant with the Oklahoma Underground Facilities Damage Prevention Act. For your safety, we strongly recommend taking all necessary precautions and proceeding with extra care when digging.*
- **Portal Ticket Intervention** – Reviewed potential Portal Ticket Review Process & Scenarios: Potential process to only edit excavator's portal ticket entry with consent from excavator. During ticket entry, multiple validations in place that trigger warnings to the user that information provided may not be sufficient or may not be compliant with OK law. Popup Warnings would provide an explanation of the triggered validation and reminders that request may not be compliant with OK law and result in delayed or cancelled locate request. The Operating Committee Members were in agreement with this potential process. OKIE811 stated that the process will take some time to build and there will be required communication and time to notify facility operators so they may prepare their ticket management systems and processes.

- **Committee Seats** – OKIE811 Board appointed Trey Pool at Q4 Meeting. Current member Alex Holland/OneOk stepping down - Current member Kent Jackson/B & H Construction stepping down.
 - **MOTION: Proposal to Board: Nominate Brian Beller for B&H Construction seat on Operating Committee (replacing Kent Jackson)**
 Motion to approve: Chris Garrison;
 Seconded By: Trey Pool
 Opposed: None Abstained: None

New Business

- **OK Legislation for 2025 Session:** Reviewed potential legislation for 2025: SB264 - The Corporation Commission shall coordinate with the Office of Management and Enterprise Services and Oklahoma One-Call System, Inc. to establish a GIS-based web service application to support public works projects, utility planning, and infrastructure coordination. SB345 & SB355 - “Public agency” means the state or, any board, commission, or agency of ~~the~~ this state, or a county of this state.

Executive Director’s Report – Susan Bohl

- **Reviewed 2024 KPI Outcomes:** Goals not 100% met on Excavator Safe Tickets and Excavator Satisfaction. Excavator Satisfaction survey was sent right after Portal Mapping requirement for Excavators, which lead to some negative responses.
- **Reviewed 2024 Key Accomplishments**

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

- **OK Excavation Safety Expo** – March 26 & 27, 2025 – Metro Tech Springlake Campus 1900 Springlake Dr, OKC, OK. Sign up as sponsor/exhibitor at <https://okexcavationsafety.com/>
- **Annual Meeting of the Membership** – March 26, 2025 12pm – 4pm - Metro Tech Springlake Campus 1900 Springlake Dr, OKC, OK – Register at <https://okie811.org/annual-meeting/>
- **Member Service Initiatives** – Annual Billing and Collections: Annual Billing due 12/31/2024 with 42% collected; 72% Members paid; Annual Verification in April 2025; Monthly Webinars; Member On-Boarding meetings.

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

- **IT/GIS:** Launch GeoCall v3.9 snapshot feature providing a visual of member service areas relative to the worksite; Create a flow to automatically send customized welcome emails for both portal user types, excavators and members; Launch Laivly AI agent assist tool; Develop a process to intake plat maps and display them as a layer in GeoCall portals; Sunset GeoCall v3 portal ticket processing
- **Contact Center:** Old Excavator Portal decommissions on Jan. 30th. Agents and Supervisory staff will continue to provide support and trainings to excavators for the new Excavator Portal. Various Excavator tutorials live on website/portal, continue to add new. ; New Excavator Sign Up Informational Email being developed/implemented Q1; Building Disciplinary Discussion Forms in

Paycom for more efficiency and easier tracking of disciplinary actions for our agents;
Implemented new agent stats trackers for agent's live access to their own performance stats
and record keeping for Career Compass Advancement criteria.

- **Quality Assurance:** Quality Assurance Department audits 20% of all tickets ; OKIE811 Trained Agents Averaged 99.20% Safety Rate in 2024; Directly Submitted Requests Averaged 97.20% Safety Rate in 2024; Conducting an Annual Refresher Training with all Agents in January; Started Tracking Root Causes of Errors

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

Adjourned: 10:15am– Motion to Adjourn: Sharri Hiller ; Seconded By: Austin Crossno. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman