

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
April 24, 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:

Austin Crossno, AT&T	<input checked="" type="checkbox"/>	Josh Powers, Universal Surveying & Mapping	<input checked="" type="checkbox"/>
Bobby Peters, Pioneer Telephone	<input checked="" type="checkbox"/>	Kevin Spanhanks, GridHawk	<input checked="" type="checkbox"/>
Brad Scott, Oklahoma Electric Co-op	<input checked="" type="checkbox"/>	Ronnie Sanchez, Cox Communications	<input checked="" type="checkbox"/>
Brian Beller, B & H Construction	<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"/>
	<input checked="" type="checkbox"/>		<input type="checkbox"/>

Others in Attendance:

Brandon Cassity, PSO/AEP	
Tyler Buttram, Davis H. Elliot	
Aaron Crowell, USIC	

OKIE811 Employees in Attendance:

Susan Bohl, Executive Director	sbohl@okie811.org
Jerrell Welch, Sr. Director of Operations	jwelch@okie811.org
Angie Niemeyer, Director of Business & Education Services	aniemeyer@okie811.org
Troy Daniels, Director of Technology & Member Services	tdaniels@okie811.org
Renelle Freeman, Director of Contact Center Services	rffreeman@okie811.org
Hailey Manning, Education & Outreach Manager	hmanning@okie811.org
M.G. Govia, Sr. 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 8:31AM the regular Operating Committee meeting was called to order by the committee chair.

Approval of Minutes

The meeting minutes from the January 23, 2025 meeting was reviewed and approved.

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

Old Business

- **Scope Restrictions:** Reviewed Scope of Ticket Impact (% of tickets limited by Scope Restriction)
- **Portal Ticket Intervention – ON HOLD Via Board decision:** Only edit excavator's portal ticket entry with consent from excavator; After multiple warnings have been presented to excavator, potentially pass-through 'as-is' ticket/mapping information that may not be compliant with OK law.
- **Committee Seats:** Aaron Crowell-USIC; Tyler Buttram-Davis H. Elliot; Brandon Cassity-AEP/PSO
Proposal to Board: Recommend Aaron Crowell, Tyler Buttram & Brandon Cassity to fill Operating Committee Seats
Motion to approve: Austin Crossno; Seconded By: Ronnie Sanchez
Opposed: None Abstained: None
The motion carried with all in favor.
- **2025 Legislation – HB-1666 (3/13/25 Passed House – 4/1/25 referred to Energy Committee)** this is an exception to the definition of Excavator: k. any grading or maintenance of county roads that does not change either the existing road grade or ditch flow line. SB345 & SB355 (no movement yet): "Public agency" means the state or, any board, commission or agency of the this state, or a county of this state. SB264 (no movement yet): 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.

New Business

- **Excavator Satisfaction Survey:** Response Rate 7.49%; Agent Satisfaction 4.58; Portal Satisfaction 3.96; Overall 4.21. Reviewed Insights & Action items for improvements. Action item: Add submission type for mobile device
- **Adjusted Buffer Analysis:** Reviewed Adjusted Buffer Analysis. Adjusted buffer shows potential for significant ticket reduction.
Proposal to Board: Recommend reduced worksite buffer from 150ft to 50ft
Motion to approve: Chris Young; Seconded By: Austin Crossno
Opposed: None Abstained: None

The motion carried with all in favor

- **Hydro-Vac Ticket Discussion – Potential Exemption for Hydrovac work – Tim Teel, Summit:** OCC issued violation for hydrovac work without locate request ticket. Damages very limited during Hydrovac jobs, usually due to using too high of pressure and usually only damage to coating. Committee discussed if there is an exemption it would need to be based on pressure limits and scope area limitations, with potential to send a short notice notification for Hydrovac. Trey Pool/ONG stated they go on site during Hydrovac so they would prefer a notification and time to respond. The Committee designated a Sub-Committee including volunteers: Tim Teel (Summit), Trey Pool (ONG), Brian Beller (B&H Construction), Jeremy Renfro (OG&E), Austin Crossno (AT&T), Tyler Buttram (Davis H. Elliot), M.G Govia (OKIE811) and potentially Randy with OCC to put together minimum requirements and bring back proposed plan to Q3 Operating Committee meeting for further discussion.
- **Design-Survey Maps Only, No Locating – Josh Powers, Universal Surveying & Mapping:** Operating committee key points of discussion: Only requiring maps would allow more emphasis on marking on excavation requests only; Some members don't have maps; law gives operator the choice, so any changes would need to go through lobbyist/legislation; Design-Survey Requests are given more time to respond. OKIE811 will pull data on % of Design-Survey requesting maps or marks only and revisit in Q3.
- **Executive Order/SOE – Non Response from Facility Operators – Chris Garrison, City of OKC:** Chris state he felt like some facility operators may be using the SOE Executive Order as reasoning for not responded when it may not apply. Committee discussion indicated the State of Emergency (SOE) and how it is handled is backed by the OUFDP and the Governor makes the decisions on the area and length of the SOE.
- **OCC Title 165 Guidelines for Gas Pipelines, Chapter 20 Gas & Hazardous Liquid Safety – Susan Bohl, OKIE811:** Statute states the facility operator must respond to excavator with material and size of pipeline through Positive Response. OCC to start enforcing this statute. Some operators may not know what the service is and cannot provide that information, but they can put marks on the ground to indicate 'Unknown Service'. Consensus was that there does need to be standardized marking, information needs to be obtained from facility operators and then provide education.

Executive Director's Report – Susan Bohl

- **Reviewed 2024 KPI Final Outcomes:** 4 out of 11 Met Goal; 2 out of 11 Fell Short of Goal; 5 out of 11 Met Stretch Goal.
- **Reviewed 2025 Re-organization Chart:** went into effect February 2025 to improve efficiency and focus on key areas like AI/Technology and Hispanic outreach.

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

- **2024 Annual Billing Update:** Billing due 12/31/2024: 99.58% collected; 99.06% Members paid, 13 Members with outstanding balances. Next Steps: Final delinquent letters mailed and notification sent to OCC, OMAG, OML
- **Introduced New Spanish Education & Outreach Liaison: Luis Rendon**

- **Education & Outreach in 2025:** Reviewed schedule of Safety Days. Members can help by sponsoring events, promoting event to customers, and encouraging contractors/sub-contractors to send representation.
- **Reviewed 2025 Expo Report:** Feedback 4.42 Rating. Save the date for 2026 Expo on April 1 & 2, 2025 at MetroTech.
- **2025 DPX Annual Refresher Recap:** 44/45 OKIE811 team members attended the All Staff Training in person. Training covered Trending 2024 Safety issues, Portal Functions, Special Request Handling

Operations Report – Jerrell Welch, Troy Daniels, Renelle Freeman

- **IT/GIS Initiatives:** Launch new portal user education email workflow; Cache NAIP aerials to locate seed (replace Bing Aerials); Migrate outputs using email to text gateways to a new solution (Storm or Twilio); 2025 Network Pen Test; Apply automations to 3.9 Homeowner Ticket processing; Reach out to utility members and homebuilder associations to send plat maps to gis@okie811.org; Introduced new GIS Tech – Diep Nguyen
- **Member Service Initiatives:** Annual Meeting Outcomes: Voting: 41 proxy and 6 in person responses received, unanimously yes. Attendance: 210 registered, 179 in person attendance; Annual Verification being conducted in April; Upcoming Monthly Webinars: Mastering Service Area Editor & Portal Troubleshooting 101; Member On-Boarding Meetings: 8 meetings, 22 in attendance.
- **Contact Center/QA Initiatives:** Launched SIDD Agent Assist Tool; Actively looking at new website chatbot options; Actively looking at Product Adoption Platform options for Excavator Portal; Implemented new “Load File” tool on Excavator Portal; Disabled ability to submit 2nd Notice on Portal for some responses already made; Agent Safety Rate for Q1: 99.75; Direct Submission Safety Rate for Q1: 99.45%; Started same day ticket audits

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

Adjourned: 11:03am– Motion to Adjourn: Sharri Hiller ; Seconded By: Austin Crossno. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman