

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

Aaron Crowell, USIC	☐	Jeremy Renfro, OG&E	☒
Austin Crossno, AT&T	☒	Josh Powers, Universal Surveying & Mapping	☐
Bobby Peters, Pioneer Telephone	☒	Kevin Spanhanks, GridHawk	☒
Brad Scott, Oklahoma Electric Co-op	☒	Ronnie Sanchez, Cox Communications	☒
Brandon Cassity, PSO/AEP	☒	Sharri Hiller, AOGC – Teim Design	☒
Brian Beller, B & H Construction	☒	Tim Teel, Summit Utilities, CHAIR	☒
Chris Garrison, City of OKC	☒	Trey Pool, ONG	☒
Chris Young, Phillips 66	☒	Tyler Buttram, Davis H. Elliot	☒
Cody Fees, Energy Transfer	☐		☐
Jason Beguin, Magellan LP	☐		☐

Others in Attendance:

Shane Palmer, 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
Heather Swan, Damage Prevention Agent 3	hswan@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 24, 2025 meeting was reviewed and approved.

Minutes: Motion to approve: Sharri Hiller ; Seconded By: Ronnie Sanchez ; 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: Ronnie Sanchez ;The motion was carried with all in favor.

Old Business

- **2025 Legislation** - HB1666 - 5/18/2025 Becomes law without Governor's signature. Language: This is an Exception to the definition of Excavate: *k. any grading or maintenance of county roads that does not change either the existing road grade or ditch flow line*; Goes into effect 11/1/2025. SB345 & SB355: *"Public agency" means the state or, any board, commission, or agency of the this state, or a county of this state.* SB264 – 2/4/2025: Referred to Committee. *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.*
- **Excavator Polygon Buffer** – Buffer reduced from 150ft to 50ft on July 1. Reviewed change in ticket data related to those changes.
- **Hydro-Vac Subcommittee** - Three main options were discussed: Supplemental hydro-vac tickets for existing locate requests; Allowing hydro-vac after 48 hours if gas/pipeline facilities are marked; Creating a new ticket type specifically for hydro-vac activities. Implementation challenges exist for both utilities and excavators; Further research on other states' practices and CGA discussions is needed
- **Design-Survey Maps vs Marks** – Reviewed and compared maps or marks request data on design-survey requests. Noted that on November 1, 2024 – removed scope limitations if maps only were requested, leading to an increase in those requests.

New Business

- Committee Seats – USIC Representative Change: Shane Palmer
Proposal to Board: Recommend Shane Palmer to fill Operating Committee Seat
Motion to approve: Bobby Peters; Seconded By: Chris Garrison
Opposed: None Abstained: None
The motion carried with all in favor.

- **Estimated Completed Date Limit** - The committee discussed the potential to limit update tickets that are outside of the Estimated Completion Date on the locate request ticket and require the excavator to submit a new ticket if excavation is still ongoing. This would allow excavators to re-evaluate those ongoing jobs and reduce/edit scope to actual excavation area when changed.
Proposal to Board: Set Estimated Completion Date entry allowance to 1 year and limit Updates only up to the estimated completion date on the ticket.
Motion to approve: Jeremy Renfro; Seconded By: Brad Scott
Opposed: None Abstained: None
The motion carried with all in favor.
- **OKIE811 Trailer** – 2007 Wells Cargo Trailer Free to Member Company or Sell to non-member for \$2,000 or best offer
- **Pre-Excavation Meeting Ticket Requirement /Sharri Hiller** – Oklahoma Turnpike Authority will be adding provisions to contracts requiring Pre-excavation meeting tickets prior to excavation jobs. Sharri questioned if there were any existing meeting agenda guidelines or samples. Since the Pre-Excavation meeting ticket is new and not widely adopted yet, Sharri will put together sample agenda/key discussion points for the Pre-Excavation meeting tickets.

Executive Director's Report – Susan Bohl

- **Reviewed 2025 KPIs** – For Q2 – All areas are currently in the green or blue, meeting or exceeding goals.
- **Spanish Calls** – Reviewed Spanish Call/Tickets Percentage increase for each month of 2024 to 2025 – Expect to see Spanish tickets increase due to increased Spanish education.

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

- **Annual Billing and Collections COMPLETE** ◦ 99.63% of Members Paid ◦ 6 Members unpaid – Membership Terminated, moved to 'Defunct' status, sent to collections, and notified OCC
- **5982 Educated in 2025 so far** - via certifications, webinars, podcasts, attendance
- **Upcoming Events** – Safety Day/Tulsa: 8/13; Safety Day/Spanish OKC: 10/3; OK Excavation Safety Expo: 4/1 & 4/2/2026.
- **New 811 Certification Course** – Coming January 2026. Updated content, bite size modules, maintained in house

Operations Report – Jerrell Welch, Renelle Freeman, Troy Daniels

- **Excavation Readiness by Month** – Reviewed a look at a percentage of tickets that had a positive response that indicated the facility operator had responded or marked by the work date and time on the locate request. Data shows decreases in this percentage indicating that only appx 55% of tickets are considered ready.
- **Scope of Ticket Impact** – Reviewed the percentage of tickets submitted as multiple ticket jobs due to scope limits. Data shows some slight decreases as excavators are splitting up tickets by scope of work as stand-alone tickets more often.
- **IT/GIS Initiatives** – Skapa QA Tool Integration with Geocall; Lift and Shift Geocall DB Fields for reporting/dashboards; Migrate DNS to Cloudflare/enable Geocall access policies; Configure connectors and create GIS ESRI dashboards for various public dashboard offerings. Implement

UserGuiding for Geocall; Continue outreach to municipalities to be included in utility pipeline receiving plat maps

- **Network Penetration Test Results** - One medium-level vulnerability remains as we continue working with vendors to resolve it. All other vulnerabilities have been remediated.
- **Member Service Initiatives** – Member dashboard datapoints for new lift and shift DB; Member learning hub enhancements; Look for opportunities to use UserGuiding for portal member features; Reviewed Monthly Webinars @ 2pm Wednesdays; Conducted 19 Member On-Boarding Meetings with 44 in attendance.
- **Contact Center/QA Initiatives** – Limited New locate requests from 5 per call to 3 per call; Development/Test Homeowner ticket improvements and automation; Development/testing No Access/Not Marked Positive Response Email; Developed guidelines for opportunities to complete some tickets via Agent WebChat; Developing/Implementing UserGuiding materials for Excavator Portal; QA classification rework of Safe, Unsafe, Needs Improvement; Skapa QA/AI Tool; OKIE811 Agent Safety Rate Q2: 99.67%; Direct Submission Safety Rate Q2: 99.67%
- **Agent Assist Statistics** - Live Call Transcription to Agent to aid in catching errors or recall discussion points. ◦ After Call Summaries ◦ Sentiment Analysis ◦ Real Time Agent Guidance – helpful prompts, reminders and KB articles based on live conversation with customer. Reviewed statistics that show the positive impact this has on our agents and call times.
- **Chatbase Main Website Chatbot Statistics** - Smarter, faster, and more accurate support for our visitors, helping us streamline information delivery and improve the overall user experience. ◦ Enhanced AI trained on our specific data ◦ Instant answers to common questions ◦ Improves based on feedback ◦ Helps deter phone calls for common questions. Reviewed statistics with total chats/messages for June 2025

Next Meeting Date – October 23, 2025

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

Adjourned: 10:22am– Motion to Adjourn: Tyler Buttram ; Seconded By: Trey Pool. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman