

Operating Committee Meeting Notes

Oklahoma One-Call System, Inc.

October 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:

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

Others in Attendance:

Lewis Wilson, OG&E (Jeremy Renfro)	
Bradley Sartin, Summit Utilities	

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	rfreeman@okie811.org
Hailey Manning, Education & Outreach Manager	hmannning@okie811.org
Luis Rendon, Education & Outreach Liaison	lrendon@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 8:30am the regular Operating Committee meeting was called to order by the committee chair.

Approval of Minutes

The meeting minutes from the July 24, 2025 meeting was reviewed and approved.

Minutes: Motion to approve: Chris Garrison ; 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: Brad Scott ; Seconded By: Tyler Butram ;The motion was carried with all in favor.

Old Business

- **Hydro-Vac Subcommittee – Hydro Vac Locate Request** - CGA currently working on best practices around this topic, discussion tabled for now.
- **Estimated Completion Date Limit** – Phase 1 Completed Oct 1st. Limit the Estimated Completion Date to 1 year max from the work to begin date. Changed default Estimated Completion Date to Ticket Expiration (14 days). Phase 2 completed October 21st to restrict Remark/extend past Estimated Completion Date; Excavators educated via IVR, Agent Discussions, Portal Banners and Estimated Completion Date popup hotspot

New Business

- **Excavation Readiness** – The percentage of 'Normal' or 'Update' excavation jobs that are ready by the Excavation Start Date by measuring positive responses of Site Marked, Clear or Watch & Protect. Our current score is less than 50% of tickets are excavation ready by the work to begin date. OKIE811 will be drilling down on the data more to look at things such as work types, etc. OKIE811 will continue to educate operators on their Excavation Readiness score and how they can use Positive Response more efficiently. The committee was asked to provide some potential contributing factors to the lower score: Excavators submitting updates for jobs they are not currently excavating on, forcing response to those jobs instead of other jobs where excavation is taking place; Access issues to dig site largely due to lack of communication from excavators to property/address owners about excavation they are planning in their area. The committee also discussed the potential to add information about access issues into the law and the excavator's responsibility to ensure the site is accessible and also potentially requiring locator contact information on the Access Issues PR.
- **Geocall V4 Update** – 11 states currently using Geocall; 4 on Geocall 3.9; 7 on Geocall 3. Some functionality of V4 is ready for testing. Development continues, testing is estimated to take at least 6 months. Best case scenario for V4 rollout would be Q1-2027 – OKIE811 will be an early tester. V4 includes multiple enhancements such as: auto ticket break up; multiple dig site drawings on one locate to allow more specific notification; templating to store more common excavator work site information; 2-way Positive Response features including uploads; Ticket

versioning/status; Reducing ticket number from 14 digits to 7 digits plus version number; new ticket formats; Member self-serve options.

- **Scope of Ticket Discussion – DPCC is currently discussing potential Scope of Ticket changes in the Law - §63-142.6. D - Current: 5. The type and the extent, not to exceed five hundred (500) linear feet in incorporated areas or one (1) linear mile in unincorporated areas, of the proposed work**

Proposed:5. The type and the extent of the proposed work, not to exceed:In incorporated areas: one block up to a 1/4 mile (1,320ft) for contiguous excavation, for non-contiguous excavation, more than a single address or parcel, and no more than 250,000 sq ft; In unincorporated areas: one (1) linear mile.

§63-142.8. Additional notice required.

Add:

D. If a project can not be broken up by the scope limit rules pursuant to paragraph 5 of subsection D of Section 142.6 of this title, then the minimum notice given must be ninety-six (96) hours excluding the date of notification, Saturdays, Sundays and legal holidays. The excavator and the underground facility operator must work together to establish a marking agreement to ensure the initial area where work will be taking place is located within the notice period, and the underground facility operator must mark the remaining area in a timely fashion to not disrupt the excavator's ability to safely continue the excavation project.

Committee discussion centered around some confusion in the wording involving "two intersections"; clarifying "whichever is less" of 1 blk or ¼ mile and potentially excluding the 96 hour waiting period if a Pre-Excavation Meeting ticket was submitted for the job. Other committee discussion around "Both sides of fence" and "adjoining easements" marking instructions and if that should require additional tickets. **ACTION: OKIE811 will take these concerns to the OKIE811 Board for discussion. ACTION: OKIE811/Teim Design to co-pilot OKIE811 involvement in Pre-Excavation Meetings for upcoming jobs to get OKIE811 involved in the process and help promote operator attendance. Sharri Hiller/Teim Design will get with Angie Niemeyer/OKIE811.**

- **2026 Meeting Dates:** The following dates were agreed upon during the meeting: Q1: January 15; Q2: May 7th; Q3: July 16th; Q4: Oct 29th
- **Bobby Peters, Pioneer Telephone – Appointed to the OKIE811 Board** – Operating Committee seat will not be filled at this time due to the amount of telecom representatives already apart of the committee.
- **TX811 Guardian** – Guardian uses fiber optic lines installed near underground utilities to detect vibrations and disturbances caused by excavation activity. Texas811 checks for active ticket in the area and alerts facility operators in the area if no ticket is found.

Executive Director's Report – Susan Bohl

- **Review of 2025 KPIs for Q3**
- **Potential 2026 KPIs:** Add Excavation Readiness % improvement; Combine Safe Ticket Scores for Agents and Direct Submission; Reduce the # of Sustainable Improvements due to focus on V4 testing; Separate Excavator Satisfaction into Caller Satisfaction and Portal User Satisfaction.

Business & Education Services Report – Angie Niemeyer, Hailey Manning, Luis Rendon, Eva Donahue

- **HR & Business Initiatives:** Employee Engagement Survey 5.3 Score; Recruiting new Education & Outreach Liaison; United Way Campaign Week; Annual Billing; Sustaining Membership Renewals; Expanding Outreach through bilingual engagement
- **Education & Outreach in 2025:** 8154 Educated in 2025 so far

- **Upcoming Education & Outreach:** 2026 Safety Days tentatively set and those dates reviewed with the committee; Committee can help by sponsoring, promoting, and encouraging contractors to attend. New 811 Certification Course coming soon in January 2026.

Operations Report – Jerrell Welch, Renelle Freeman, Troy Daniels

- **Reviewed Scope of Ticket Impact Update** – Slight reduction in September 2025
- **IT/GIS Initiatives:** ESRI Dashboards, Lift and Shift Geocall DB, Redundant Firewall HA Config, Conference Room A/V Remodel; 2nd Notice Reason Posted to PR on original ticket; limit Updates/Remark/Extend to Estimated Completion Date; Standup Geocall V4 Test Environment; Continue plat map collection efforts.
- **Member Service Initiatives:** Config and Launch UserGuiding for Portal Member Features; 2024-2025 Annual Billing Processing/Support; Explore and implement Excavation Readiness Initiatives; Monthly webinars @2pm Wednesdays; Member On-Boarding Meetings
- **Contact Center/QA/AI Initiatives:** Limit Remark/Extend to Estimated Completion Date; developed and tested validations in Portal and Geocall; Communicated on portal 1 month prior to launch date; More UserGuiding tools launched the New Resource Center & Knowledge Base live on Portal; QA/AI Tool Skapa live October 1; 2 new QA/AI Support Specialist Positions; OKIE811 Agent Safety Rate Q3 99.75%; Direct Submission Safety Rate Q3 99.73%; 2026 Contact Center Career Compass/Performance Requirements; Excavator Satisfaction Survey Fall Score 4.22 – Reviewed with Committee

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

Adjourned: 10:57am– Motion to Adjourn: Shane Palmer ; Seconded By: Lewis Wilson (for Jeremy Renfro). The motion carried with all in favor.

Minutes submitted by: Renelle Freeman