

Operating Committee Meeting Notes

Oklahoma One-Call System, Inc.

January 15, 2026

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

Others in Attendance:

Jason Bergman, USIC	

OKIE811 Employees in Attendance:

Susan Bohl, Executive Director

sbohl@okie811.org

Jerrell Welch, Sr. Director of Operations

jwelch@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

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Eva Donahue, Member Services Liaison

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Bo Bohannon, Education & Outreach

wbohannon@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 October 23, 2025 meeting were reviewed and approved.

Minutes: Motion to approve: Jeremy Renfro ; 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: Shane Palmer ; Seconded By: Chris Garrison ;The motion was carried with all in favor.

Old Business

- **Hydro-Vac Subcommittee** – CGA Best Practices Task Team formed to discuss further
- **Estimate Completion Date Limit** – Nov & Dec 2025 Data show 13 days is the most common Extent on Normal tickets, most likely due to default setting of field (system requires default date). OKIE811 will continue to monitor this and provide further reporting as necessary.
 - **ACTION ITEM: OKIE811 Analyze average estimated completion date timeframe on update tickets (from previous ticket to update ticket)**
- **Excavation Readiness** – This is the Percentage of jobs (tickets) that are ready for excavation by Excavation Start Date. Operators have responded with Site Marked, Clear or Watch & Protect. Question posed to the committee: Should we base the metric on 'Ticket Creation' or 'Work On' date? By 'Ticket Creation' date would result in more time needed to pull reports due to Ticket may have been created in one month with the 'Work On' date in the next month due to ability to submit a locate request up to 10 business days prior to excavation start date. General practice nationally is to base it on the 'Work On' date. The committee approved a shift to base metric on 'Work On' date enabling faster, more consistent reporting.
 - **ACTION ITEM: OKIE811 Analyze Repeat Notice rates for non-ready tickets**
 - **ACTION ITEM: OKIE811 investigate ways to monitor/train new excavators or excavators with sudden influx of tickets.**
- **Scope of the Ticket Discussion** – Last OKIE811 Board meeting discussion the previously suggested changes to the scope limits in the OK Law and simplifying them to only designate 0.25mi/1320ft limit incorporated versus including suggestions on adding parameters around intersections and non-contiguous work. The OKIE811 Board also suggested that limitations be designated by OKIE811 versus the OK Law. The Committee members' discussion resulted in an agreement that these limitations could be designated/governed by OKIE811 Board, with potential to state that within the OK Law. Additionally, the previous potential additions to the OK Law for Large Projects/Additional locating time were stricken by the DPCC and will not go forward.
 - **ACTION ITEM: OKIE811 will take the Scope of Ticket discussion points to DPCC for further discussion.**

- **Phrase/Scope Restriction - Restricting “All Adjoining Easements” and “Both Sides of Fence”**
 - Notified heavy users of these phrases directly
 - Added temporary informational banners to portal.
 - OKIE811 Portal validation to automatically restrict submission with these disallowed phrases with context.
 - Goes into effect January 19th, 2026.
- **Pre-Excavation Meeting Ticket Requirement/Sharri Hiller – Oklahoma Turnpike Authority** added provisions to contractors to require Pre-Excavation Meeting tickets prior to excavation jobs. Sharri is still working on sample agenda/key discussion points for the Pre-Excavation Meeting tickets and will include OKIE811 Education Team in a pilot program to collaborate with OTA, excavators and OKIE811.

New Business

- **Who is responsible for Dig Site Accessibility?** OCC penalizes operators when no response, even if access issues are present. The Committee discussed potential additions to OUFDP §63-142.6 to include: *The excavator must provide a clear description of the proposed work area and ensure the dig site is accessible and clear of obstructions.* The committee discussed some changes to this potential verbiage that would include information about safety concerns, obstructions to visibility of markings and overgrown vegetation
 - **ACTION ITEM: OKIE811 will take the suggestions to the DPCC for further discussion. These potential changes would only be included if DPCC submits other legislation changes, but most likely not in 2026.**
- **Additional Information when Dig Site is not Cleared or Marked –** The Committee discussed potential changes to OUFDP §63-142.6 with an additional statement: *If the operator provides a positive response other than cleared or marked, the operator shall provide the name and phone number of the contact who can be reached to determine when locate services will be completed.* The Committee was in agreement with this potential addition.
 - **ACTION ITEM: OKIE811 will take the suggestions to the DPCC for further discussion. These potential changes would only be included if DPCC submits other legislation changes, but most likely not in 2026.**
- **Excavator as Locator CGA Best Practice –** The Draft of TR 2025-08-The Excavator as Locator was reviewed and discussed. The excavator working on behalf of a facility owner/operator after submitting a locate request also performs the required locate function of identifying and marking existing facilities of that facility owner/operator prior to beginning excavation. The Committee was asked about any potential changes they would like to see to this CGA Best Practice, no changes were brought forward.
- **Demolition Site Protocols –** At DPCC, City of OKC raised a concern related to demolition projects involving the use of explosives. City of OKC requested to incorporate a requirement for locators to perform a mandatory check in with the site contact prior to locate activity or access to help avoid any potential hazards and ensure safety procedures are followed. The Committee discussed that this could be done on the OKIE811 Contact Center side with specified text placed

on the ticket when ‘Explosives’ are being used on any ticket type, not necessarily just Demolition tickets.

- **ACTION ITEM: OKIE811 will do some discovery on what can be done with our ticket management system and the outgoing ticket for tickets where Explosives are involved.**

Executive Director’s Report – Susan Bohl

- **Reviewed 2025 KPI – Q4** – OKIE811 met or exceeded most KPIs.
- **Reviewed Sustainable Improvements/Major Accomplishments 2025- Q4**
- **Reviewed Ticket Insights:** 2024 AVG Spanish Ticket = 635; 2025 = 1055

Business & Education Services Report – Hailey Manning

- **Introduced New Education & Outreach Liaison** – William “Bo” Bohannon
- **2025 Education Delivery** – 9,820 Educated via Certifications, Podcasts, Webinar, Live Attendance
- **Reviewed Upcoming Events:** 2026 Safety Days; OK Excavation Safety Expo 4/1-4/2/26
- **New 811 Certification Course** – Now completely maintained in-house at OKIE811 versus third party. Launched English version, Coming Soon Spanish version.
- **2026-2027 OKIE811 Excavator Guide distribution.** Offers members and partners a high-visibility, safety-focused sponsorship opportunity. Reviewed sponsorship options with the Committee.

Operations Report – Jerrell Welch, Troy Daniels, Eva Donahue, Renelle Freeman

- **Reviewed Scope of Ticket Impact** - % of tickets limited by Scope Restriction, slight increases in Oct/Nov 2024 with appx 20% of tickets resulting in multiple ticket jobs.
- **IT/GIS Initiatives:** ESRI Dashboards; Lift & Shift Geocall DB; Standup Geocall V4 Test Environment; Decommission on Premise Domain Controllers; PR Code Explanation on the Ticket Submission Page; Validation for ‘All Adjoining Easements, both sides of fence’; Setup/Configure New Expo Badge Printing System; Continue Plat Map Collection efforts
- **Member Service Initiatives:** 2024-2025 Annual Billing Collections; Excavation Readiness Initiatives; Annual Member Meeting 4/1/26 at Metrotech; Monthly Webinars 2pm Wednesdays; UserGuiding on Member Portal: Resource Center, Knowledge Base, Hot Spots; Repeat Notice Reasons: Now visible on the ticket view
- **Contact Center/QA Initiatives:** Cancel Request now available on OKIE811 Portal; Adjoining Easement Procedure Changes/Training; New QA/AI Support Specialists Positions started December 1, 2025; Continued updates to Skapa (QA/AI Tool) for ticket audits; OKIE811 Agent Safety Rate for Q4: 99.9%; Direct Submission Safety Rate for Q4: 99.6%

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

Adjourned: 10:57am– Motion to Adjourn: Tyler Buttram ; Seconded By: Brad Scott. The motion carried with all in favor.

Minutes submitted by: Renelle Freeman