

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
May 7, 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	☒	Jeremy Renfro, OG&E	☒
Brad Scott, Oklahoma Electric Co-op	☒	Josh Powers, Universal Surveying & Mapping	☒
Brandon Cassity, PSO/AEP	☒	Kevin Spanhanks, GridHawk	☒
Brian Beller, B & H Construction	☒	Ronnie Sanchez, Cox Communications	☒
Chris Garrison, City of OKC	☒	Shane Palmer, USIC	☒
Chris Young, Phillips 66	☐	Sharri Hiller, AOGC – Teim Design	☒
Cody Fees, Energy Transfer	☒	Tim Teel, Summit Utilities, CHAIR	☒
Jason Beguin, Magellan LP	☐	Trey Pool, ONG	☒
	☐	Tyler Buttram, Davis H. Elliot	☒
	☐		☐

Others in Attendance:

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

Hailey Manning, Education & Outreach Manager

hmanning@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 January 15, 2026 meeting were reviewed and approved.

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

Old Business

- **Hydro-Vac Ticket Discussion:** CGA Best Practices Task Team discussed potential pivot looking at adding Sub-Contractors to tickets (legal piggybacking); Need legal consideration as an approved method for facility operators to locate their facility. Committee discussion/questions: Where would subs be listed? Would they receive notice? Concerns about Watch & Protect tickets, liability and managing communication with multiple sub contractors. Potential for limiting number of subs per ticket and ensuring confirmation. Discussion on legal consideration for facility operators using hydrovac to locate their own facilities without a separate locate request, particularly for unlocatable lines or emergencies. Arkansas law exempts specialized equipment like hydrovac from mechanical excavation definition. **ACTION ITEM:** Jerrell Welch (OKIE811) to bring Watch & Protect concerns to CGA task team discussion.
- **Estimated Completion Date Limit:** Reviewed current estimated completion date timeframes. **Discussion:** Proposal to extend the life of a locate ticket from 14 calendar days. Data suggests 84-86% of projects in past years would be encompassed by a 30-day ticket life, potentially significantly reducing update tickets. Illinois and several other states (at least 18) have longer ticket lives (20-30 days). Concerns: Faded marks and excavator compliance with maintaining marks. Operators (e.g., ONG) expressed concern about 30 days due to marks not lasting. Trey Poole suggested 20 days might be more palatable. Jeremy Renfro suggested extending the scheduling window for tickets as well. **ACTION ITEM:** Committee members vet proposal for life of ticket at 21 or 30 days, with their teams, revisit ticket life expansion proposal at next meeting.
- **Excavation Readiness:** Reviewed % of Tickets Excavation Ready by Month as well as readiness by facility type and work type. Overall readiness is improving, but still challenging.
- **Pre-Excavation Meeting:** Sharri held a pre-excavation meeting for a large project. The meeting involved 13 notified members (9 attended) and allowed individual discussions with excavators. Meeting was well received by both members and excavators, leading to better planning. Committee discussion was around opportunities to develop best practices and OKIE811 to look at bringing on an additional liaison to coordinate and help parties come together to discuss prior to excavation.

- **Via DPCC Legislative Proposals - Scope of the Ticket proposing scope changes in §63-142.6. D.:** *5. The type and the extent, not to exceed thirteen hundred and twenty (1,320) five hundred (500) linear feet in incorporated areas or one (1) linear mile in unincorporated areas.*
- **Via DPCC Legislative Proposals - Who is responsible for Dig Site Accessibility proposed language in §63-142.6:** *The excavator must provide a clear description of the proposed work area and ensure the dig site is accessible*
- **Via DPCC Legislative Proposals - Additional Information when Dig Site is not Cleared or Marked - proposed language §63-142.6:** *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 would like to see the requirement for name and phone number on any positive response, not just non cleared/marked responses.
- **Phrase/Scope Restriction:** Restriction of Marking Instructions containing ‘adjoining easements’ went into effect January 19, 2026 – existing Re-mark/Extend tickets grandfathered in until their Estimated Completion Date is passed, requiring new ticket. Reviewed graph of last 1.5 year number of tickets containing these instructions. 94.6% reduction in tickets using this phrase, saving significant locating effort.
- **Excavator as Locator CGA Best Practice – TR 2025 – 08 -** CGA passed new language; reviewed language.
- **Demolition Site Protocols:** Procedure to ask for the on site contact for any locate request involving explosives is currently in development at OKIE811 to be implemented soon.

New Business

- **NULCA Report (1 and 2):** Highlights system strain from record ticket volumes. OKIE811 is already addressing issues with ‘no adjoining easements’ policy. Proposed Solutions: Operators add a standardized comment to positive responses such as “no excavation occurred” when no work is being done. This data could help justify billing excavators for wasted locating efforts. OG&E is currently developing a plan to pursue costs for excessive requests. Discussed imposing caps on daily ticket submissions to prevent system flooding, but concerns were raised about negatively impacting legitimate high-volume scenarios. **ACTION ITEM:** Jerrell Welch/Member Services (OKIE811) to provide specific language for no excavation occurred comment for operators to use in positive responses.
- **Default Update (Re-Mark/Extend) start times:** Currently updated tickets default to 12:00am; proposed change to 7:00am default to better align with actual work schedules and improve ticket load management.

MOTION: Proposal to Board: Change the default start time from midnight 12:00am to 7:00am

Motion to approve: Tyler Buttram; Seconded By: Austin Crossno

Opposed: None Abstained: None

The motion carried with all in favor.

- **GeoCall v4- Ticket Status/Versioning & Work Type Categories/Types:** Ticket Versioning: Proposal to change from new ticket numbers for each update to a versioning system to connect all activity to a single ticket number, simplifying history and reporting. The Committee formed a

Task Team including: Tyler Buttram, Ronnie Sanchez, Tim Teel, Trey Poole, Brandon Renfro, Jeremy Renfro. Work Type Categories/Types: Proposal to improve work type classification using categories and subcategories, moving away from free text entries to enhance data quality and reporting for both excavators and locators. The Committee formed a Task Team including: Tim Teel, Ronnie Sanchez, Kevin Spanhanks, Susan Bohl, and an ONG representative to be determined.

Executive Director's Report – Susan Bohl

- Reviewed 2026 KPIs for Q1
- Reviewed Sustainable Improvements/Major Accomplishments for Q1

Business & Education Services Report – Angie Niemeyer, Hailey Manning

- ACCO Collaboration; Marketing Campaign – Planning Excavation Ahead of Time; Education & Outreach 2026 Education Delivery: 4235 Educated via live attendance, certifications, webinars, and podcasts; Reviewed Upcoming Events/Safety Days & how committee members can help by sponsoring and promoting; 2026 Expo Debrief - Key Results: 3.94/5 Overall Rating, 4.5/5 Sponsor Rating; 4.33/5 Exhibitor Rating; What Worked: Keynote standout, Training & Education sessions, Real world case studies, Tech topics; What Limited Impact: Venue/Layout, Expo Hall traffic inconsistent, Full day training and overlapping sessions, food/logistics; 2027 Focus to preserve content quality, redesign the experience, centralized venue, stronger Expo Hall flow, fewer anchor-session conflicts, more hands-on/real-world training.

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

- **IT/GIS Initiatives:** ESRI and Power BI dashboards; configure/test Geocall V4; Add PR code explanation on ticket submission page; move automated short notice callouts to an integrated solution; 2026 Penetration Test; Migrate all corporate users to passwordless authentication; Launch BaseMap 84 with updated parcels; Continue plat map collection efforts
- **Member Service Initiatives:** Excavation Readiness initiatives/Monthly report enhanced with additional data insights; Membership Verification starts next week; Monthly Webinars 2pm Wednesdays; 2027 Annual Meeting tentative date Wednesday, March 10, 2027; New Automated Positive Response 'Correction Ticket Issued' posts to previous ticket of the correction ticket, reflects in May's Excavation Readiness Report.
- **Contact Center/QA/AI Initiatives:** Implemented auto change to Geocall Ticket type to 'Emergency' ticket type from 'Emergency' call queue for efficiency and quality; Internal 'Cancel Request' ticket procedure enhancements, Internal 'Correction' ticket procedure enhancements; Storm DTA v3 platform upgrade testing; Geocall V4 testing (Agent and Excavator side); QA AI Tool Skapa updates: Same day audit % Jan 68%, Feb 80%, Mar 82%, Apr 87%; AI Retrain in March resulted in less false positives ~25% to ~10%; User Interface Updates, less clicks/steps in repetitive processes; OKIE811 Safety Rate Q1 was 99.7%; Ask Sidd Chatbot rolled out to all agents; Reviewed ratings and insights from Excavator Satisfaction Survey Spring 2026

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

Adjourned: 11:04am– Motion to Adjourn: Tyler Buttram ; Seconded By: Austin Crossno. The motion carried with all in favor.

Minutes submitted by: Angie Niemeyer/Renelle Freeman

Operating Committee Meeting Agenda

Oklahoma One-Call System, Inc.

July 16, 2026

The regular meeting of the OKIE811 Operating Committee is scheduled for [TIME TBD]. The meeting will be hosted at OKIE811 6908 N. Robinson Ave. and virtually via Microsoft Teams.

Agenda

- Welcome & Introductions
- Motion to Approve Previous Meeting Minutes (May 7, 2026)
- Motion to Approve Today's Agenda
- Old Business
- New Business
- OKIE811 Department Reports
- Adjourn

Old Business

- Estimated Completion Date Limit – Revisit ticket-life expansion proposal (21 vs. 30 calendar days); committee members report back on team vetting. [Follow-up on 5/7/26 action item]
- Hydro-Vac Ticket Discussion – Update from the CGA Best Practices Task Team on Watch & Protect concerns raised regarding sub-contractor/legal piggybacking on tickets. [Follow-up on 5/7/26 action item]
- Pre-Excavation Meeting Best Practices – Continued discussion on developing best practices and a potential additional liaison role to coordinate pre-excavation meetings.
- Demolition Site Protocols – Status update on the on-site contact procedure for locate requests involving explosives.
- NULCA Report Follow-Up – Update on standardized “no excavation occurred” comment language for positive responses. [Follow-up on 5/7/26 action item]
- GeoCall v4 Task Team Updates – Progress reports from the Ticket Versioning Task Team and the Work Type Categories/Types Task Team.
- DPCC Legislative Proposals – Status update on proposed §63-142.6 language (Scope of the Ticket, Dig Site Accessibility, and contact information on non-cleared/marked positive responses).

New Business

- [To be determined]

OKIE811 Department Reports

- Executive Director's Report – Susan Bohl
- Business & Education Services Report – Angie Niemeyer, Hailey Manning
- Operations Report – Jerrell Welch, Troy Daniels, Eva Donahue, Renelle Freeman

Adjourn