**Operating Committee Meeting Notes**
**Oklahoma One-Call System, Inc.**
**July 16, 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:**

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

**Others in Attendance:**

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| Andrew Miller, Oklahoma Natural Gas (for Trey Pool) | |
| Jacob Bergman, USIC (for Shane Palmer) | |
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**OKIE811 Employees in Attendance:**

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|---|---|
| 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 | 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 8:30a.m. the regular Operating Committee meeting was called to order by the committee chair.

**Approval of Minutes**

The meeting minutes from the May 7, 2026 meeting was reviewed and approved.

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

**Old Business**

- **Hydro-Vac Subcommittee –** OKIE811 Board does not currently support adding all types of sub-contractors to tickets. Jerrell will steer the CGA Task Team to refocus on original goal with a plan for hydro vac process. CGA Task Team meets Friday July 17th, 2026 for further discussion. Other ideas explored were law changes around facility operators using hydro-vac as acceptable locating process. Potential Short notice ticket types for hydro vac tickets. The Committee also discussed there should be PSI limits for hydro vac defined.
- **Estimated Completion Date –** Reviewed Estimated Completion Date timetable. Current takeaways limits on updating tickets after ECD is leading to longer entered project durations; tickets are being copied and resubmitted breaking ticket history but not reducing scope; Some of those copied tickets have led to safety errors being made. Some discussion around allowing an update to a ticket up to 14 days past the Estimated Completion Date. OKIE811 Board is in favor of extending the ticket life to 21 calendar days (law change required).
- **Excavation Readiness –** Reviewed Excavation Readiness by Month for 2026; Reviewed Readiness Insights by facility type and excavation work type and top 5 improvers & decliners. High volume creates scenario with smaller facility operators that have created some response issues. Gas/Pipeline work types have seen a decrease in excavation readiness, some of that is related to misuse of Positive Response as 'Other' when response should have been an excavation readiness response. Overall significant improvements in 2026.
- **Default Update (ReMark/Extend) start times –** Board approved change to 7:00 am default on ReMark/Extend tickets; planned launch on July 30, 2026.
- **Potential Legislative Items Review – Currently being developed by DPCC**
    - **Scope of the Ticket –** Additions/Edits to §63-142.6. D.# 3 & # 6: 3. A clear description of the proposed work area; 6. 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;
        - **Committee Discussion Notes:** Tim suggests that there be education on providing more clear information on the locate request, specifically when instructions include footage.

- **Who is responsible for Dig Site Accessibility?** - §63-142.6. A. Before an excavator shall demolish a structure, discharge any explosive or commence to excavate in a highway, street, alley or other public ground or way, on or near the location of an operator's underground facilities, or a private easement, such excavator shall first notify all operators in the geographic area defined by the notification center who have on file with the notification center a notice pursuant to Section 142.3 of this title to determine whether any operators have underground facilities in or near the proposed area of excavation or demolition. The excavator must white line the proposed work area and ensure the dig site is accessible.
- **White Lining - §63-142.2. Definitions -** White Line - Except when the excavation is an emergency, an excavator shall identify the proposed area of excavation using temporary white markings on the ground surface or using electronic white lining acceptable to the notification center and affected underground facility operators. The markings or electronic delineation shall reasonably define the location and extent of the proposed excavation in sufficient detail to enable underground facility operators to identify and mark their facilities.
    - Physical white lining may include white paint, flags, stakes, whiskers, or other temporary means consistent with standards established by the American Public Works Association (APWA) Uniform Color Code.
    - Electronic white lining is the virtual, digital process of outlining a proposed excavation area on a map when submitting a locate request.
    - **Committee Discussion Notes:** Defining the potential parameters around the white marked area, discussion was that excavation should stay within those parameters. Discussion about seeing the excavator's virtual white lined area and the buffer as separate markings. May want to look at defining some exceptions for areas that are clearly defined/easily identifiable such as work at a single normal address. Language around description and white line area and which supersedes or what the expectation is if they do not match?
- **Extending the Life of the Ticket - §63-142.6.** A. Notice shall expire twenty-one (21) ~~fourteen (14)~~ calendar days from the excavation start date. Once all operators have positively responded with site marked, cleared, or watch and protect, the excavator can proceed with the areas that are cleared or marked. No excavation may continue after the notice expiration unless subsequent notice has been submitted pursuant to notice requirements.
    - **Committee Discussion Notes:** Potentially remove 'watch and protect' as could cause confusion and/or be a safety issue.
- **Providing more time & more information - §63-142.6.** B. Operator may request up to an additional 24 hours if the dig site is inaccessible and shall provide the name and phone number of the contact who can be reached to coordinate locate services. However, during any state of emergency declared by the Governor or Legislature that impacts the area of excavation or demolition, the time limitations of this subsection shall be inapplicable. Each operator shall provide a positive response to the notification center prior to the expiration of the required notice period. This response shall indicate

the status of the required activities of the operator or designated representative and shall include the name and phone number of who can be reached in regard to the proposed excavation or demolition.

- **Removing Exemptions –** Pending Work on potentially removing some or all of existing §63-142.11. Exemptions.

- **GeoCall v4 –** Subcommittees for Work Type & Ticket Number have not met yet, but plan to do so within the month. Other v4 testing and development is continuing.

**New Business**

- **New Operating Committee Member:** AEP/PSO – Lexanne Pendergraft
- **Fiber Project Planning – Josh Powers:** Poor planning of fiber projects. Fiber companies submitting locate request for areas where there is no room for new facilities. Committee discussed some of the reason before this is under utilization of Design and Meeting tickets, as well as push to get broadband money spent by October. Susan has been in touch with the broadband office requesting that they require some damage prevention training, but not response back yet. Susan will reach out again and notate recent damage and explosion events to try to drive more education. It was also discussed that operators can document and bill for those excessive locates when excavation is not taking place. Tim Teel also mentioned that early updates have been an issue for them, **OKIE811 to do some discovery on early updates.**
- **Andrew Miller/ONG – OCC Fines Update:** Shared with the committee that OCC has intention to move forward with a plan for more fines for excavators and operators not following the law.

**Executive Director's Report – Susan Bohl**

- **Review of the current 2026 KPI status for Q1 & Q2 2026**
- **Review of KPI indicators for Sustainable Improvements/Major accomplishments for 2026**

**Business & Education Services Report – Angie Niemeyer, Hailey Manning**

- **ACCO Collaboration:** Establishing partnership with ACCO – Developing specified training for County Workers; Continue opening doors of communication; Partner at events
- **Education & Outreach 2026:** 7,712 total educated by live attendance, certifications, webinars, podcasts, etc. Reviewed upcoming Education & Outreach events such as Safety Days. Continuing Spanish Outreach with 200 out of 7700 reached were Spanish speaking. Reviewed events for 811 day; Reviewed 2027 OK Excavation Safety Expo change in dates and location. Separate Annual Meeting into it's own event on March 10, 2027 at Lively on OAK in OKC. Expo is Sept. 22 & 23, 2027 at Reed Conference Center in MWC; looking for volunteers for EXPO committee

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

- **IT/GIS Initiatives:** ESRI and Power Bi dashboards; Configure and test GeoCall V4;Evaluate NLP/Speech-to-Text options for IVR update ticket workflow; 2026 Equipment Refresh Project. 6 Laptops and 6 Desktops; 2026 Network Penetration Test Remediation; Migrate the Contact Center to pin based credentialing; Launch BaseMap 85; Continue plat map collection efforts (gis@okie811.org); Reviewed 2026 Penetration Test Summary

- **Member Service Initiatives:** Excavation Readiness Initiatives 6 month Data Progress Review/Create Campaign Strategies; Membership Verification Campaign; Monthly Webinars @ 2pm Wednesdays; Annual Meeting March 10, 2027; Documenting Ticket Abuse suggest to members to document “No Signs of Current Excavation” and “No Signs of Emergency Conditions” on Positive responses; New Microsoft Bookings Virtual Meeting Scheduler for new member onboarding, positive response training, service area editor training, change in ownership meetings, general facility operator support; Reviewed Annual Verification Report with 67.5% overall verification result
- **Contact Center/QA Initiatives:** Storm DTA v3 platform upgrade, rollout to Agent test groups; Communication of ReMark/Extend 7am time change & Suggested ‘Update By’ date to Excavators via User Guiding; Modified disposition/wrap codes to better identify what’s happening on specific types of calls; Extended Texas811 after hours coverage to 8pm-6am on weeknights, plan to extend all after hours to Texas811 in August; Continuing Geocall V4 testing for Agent and Excavator side; Scoping bMA (brain Machine Agent) implementation of conversational AI powered voice bot in SA/Update queue to gather ticket information from callers while on hold; OKIE811 Safety Rate Q2: 99.7% (99.5% Goal).

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

**Adjourned:** 10:56am– Motion to Adjourn: Tyler Buttram ; Seconded By: Josh Powers. The motion carried with all in favor.

*Minutes submitted by: Renelle Freeman*