

Operating Committee Meeting Notes
Oklahoma One-Call System, Inc.
January 23, 2020

The scheduled meeting of the OKIE811 Operating Committee was held January 23, 2020 at 8:30am. The meeting was hosted in the conference room at the OKIE811 corporate office located at 6908 N Robinson Ave, Oklahoma City.

Operating Committee Members Attending:

Renita Arnett, Chair	Greg Clarkson	Kent Jackson		
Richie Anderson	Cody Fees	Gerald Kolb		
Garrett Bernethy	Chris Garrison	Bobby Peters		
Shane Stuart	Merle Green	Russell Reeves		

Not in Attendance:

Jason Beguin	David Standridge			
Terry LaBlue				

Others in Attendance:

Brian Horner, ONG				
Tux Jackson, Plains PL				

OKIE811 Employees in Attendance:

Susan Bohl, Executive Director

sbohl@okie811.org

Jerrell Welch, Director of Operations

jwelch@okie811.org

Troy Daniels, Applications Support Supervisor

tdaniels@okie811.org

Eva Donahue, Member Services Liaison

edonahue@okie811.org

Renelle Freeman, Contact Center Sr. Supervisor

rfreeman@okie811.org

Hailey Manning, Quality Assurance Sr. Supervisor

hmanning@okie811.org

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:33am the regular Operating Committee meeting was called to order by the committee chair.

Agenda

- Introductions
- Approval of Previous Meeting Minutes
- Executive Director's Report
- Operations Report
- Business & Education Services Report
- Old / New Business
- Committee Discussions
- Adjourn

MEETING MINUTES

Welcome and Introductions

Each person shared their name and the organization they work for

Regular Meeting Call to Order & Approval of Minutes

The meeting minutes from the October 10, 2019 meeting reviewed and approved.

Motion to approve: Shane Stuart; 2nd: Merle Green; all in favor

Executive Director's Report – Susan Bohl

- 2019 Major Accomplishments & Sustainable Improvements

<ol style="list-style-type: none">1. Moved GeoCall from on-premise servers to Azure Cloud2. Renamed/Rejoined employee workstations to the domain for improved supportability3. Monthly team meetings and sharing of Mission Moment video messages4. Base Map improvements to help CSRs more easily find parcels/address points5. Improved Employee On-Boarding (keys to successful employment)6. Establish benchmark surveys for employee, member, & excavator satisfaction7. Implemented Positive Response for Members & Excavators8. Implemented New Member Portal with new Ticket Lookup and Reporting9. Rolled-out Vocal Notify (automated emergency call-outs)10. Focused Outreach & Website Page for Spanish Speaking Excavators11. Implemented Office 365 & TEAMS across OKIE811	<ol style="list-style-type: none">12. Replaced outdated Intranet with SharePoint13. Deployed webcams to all staff for team meetings / coaching sessions14. Programmed GeoCall improvements and updates for November law changes15. Revamped IVR recordings and workflows16. Established an Emergency Queue for prioritizing Emergency Calls17. Adjusted QA review levels to reduce number of non-Safety notices to CSRs18. Improved 811 certification program and webinars for new law changes19. Rolled out email notifications for Positive Response actions20. Rolled out GeoCall enhancements for November law changes21. Paid down mortgage22. Named Top Workplace for 2019
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- 2019 Inbound Locate Requests 9.4% Increase with 940,527 tickets
- Incoming Tickets by Geographic Area: NE OK, Central OK, SE OK, Southern OK all increased ticket volumes. NW OK and SW Ok saw decreased ticket volume
- Ticket Type – Trends since Law Changes Took Affect – Increase in Non-Compliant ticket tickets from October 209 to November 2019; decrease in 2nd/3rd notice tickets from October 2019 to November 2019.
- 2019 KPI Final Measurement: Service, People, Safety, Financial - All Metrics rated 4-5/Great in Green
- 2019 Excavator Satisfaction Results – All 4 quarters consistently rated 4-5/Satisfied/Extremely Satisfied. Goal is 4+
- 2019 Member Satisfaction Results – All 4 quarters consistently rate 4-5/Satisfied/Extremely Satisfied. Goal is 4+

Operations Report – Jerrell Welch

- 37 CSRs Currently
- Conduct 2 Training Classes in Spring
- 2019 Ticket Submissions: 70.14% online/app; 41.69% Automated (untouched by CSR); 5.56% Direct Submission; 36.13% Updates
- 92 Direct Submission Users (Excavators submitting their own tickets)
- 1688 Damage Report Tickets; 51% reference valid ticket number
- Continued to work on Deactivating lengthy ticket history jobs; October deactivated appx 1800 tickets
- 2019 Average Abandon Rate – 8.65%; Customers that use Talk Desk average 9.27%; TalkDesk’s Contact Center Benchmarking Report range 7-12%. Jerrell will be in contact with other one-calls to obtain their Abandoned Rate for comparison.

Quality Assurance – Hailey Manning

- Trailing 12 months CSR Safety Rate = 98.61%; Based on significant safety concerns impacting member receiving ticket or understanding of information. Trends are wrong area marked based on hundred block or directions.
- Trailing 12 Months Direct Submission Users Safety Rate = 96.78%; Goal is 95% - Error Trends generally due to user submitting information from Google maps that is incorrect or errors following directions (went East instead of West)

IT/Apps Projects

- November 1st Law Change – Implemented Geocall Changes – sharing code with Alabama811
- Positive Response Notice – Response sent when all members respond or at 3 hours before excavation time showing the response so far.
- Mitel Chat – Through the Mitel Phone System - Allows CSR to handle Chat without getting other calls
- SQL Maintenance – Decrease 47% avg resource utilization
- Update Ticket Reminder Notice
- Move On-Premise File Share to the Cloud – Phase 1 (Personal Drives)
- Switch Maintenance
- GIS Service Area Stats – Chart was displayed showing total number of service area submissions each month for 2019 compared to 2017/2018. GIS saw a decrease in Legal Description based submission types which helps illuminate over notification.

Business & Education Report – Susan Bohl

- 2019 Online Education for Excavators and Members – 2,888 people educated via 811 certifications, Presentations, Webinars (recorded and live).
- 2019 811 Awareness & Outreach – 29,070 people reached via Social Media – Facebook Live – Booths such as the Fair and Home & Garden Show
- New 2020 Damage Prevention Resources: New Commercial targeting private contractors that don’t call before digging. New 2020 Excavator Guide with Law Updates
- New Safety Digging Guide Pamphlet

Membership Services – Eva Donahue

- 1380 current members; 3% Increase from 2018; 67 New members in 2019; Average of 5 per month
- Pipeline, Municipalities, and Rural Water/Sewer/Gas Districts make up the top 3 membership facility types
- Membership Classification: 66% Associate members (less than \$1000 in ticket fees/year, no voting rights); General 34% (more than \$1000 ticket fees/year, voting rights); Sustaining members <1% – These members help promote and support Damage Prevention
- 2020 Membership Verification Process is being simplified/more efficient and starts Feb. 1st by Facility types. Membership verification allows members to verify company information such as changes to employees, assets, company names, email, etc. that can affect the One-Call process. Outdated information can cause lack of notification, Damage, injury, lawsuit, over-notification, unnecessary fees. New process will one email to Members that includes current dispatch information. Member can respond to the email confirming accuracy or submit form with changes.
- Annual Meeting information: Wednesday April 22, 11:am – 5pm at Embassy Suites in Norman – Educational Sessions, Lunch, Annual Meeting and Fun activities. Invites will start going out on Feb. 1st

Committee Discussions

Old Business:

- Member Suppression of subsequent notices when Positive Response = Code 1 or 2. Board Decision: Not approved due to liability concerns.
- Request for New / Additional Positive Response Codes (Plains All American PL):
 - **Action 8 – Locate Pending; facility in conflict**
Possible Definition: Member unable to locate facility by the requested work date and time. More information needed. *Not recommended by OPC*
 - **Action: 9 - Unlocatable Line**
Possible Definition: Unable to locate underground facility. Facility operator will need to be onsite during excavation. *Recommended by OPC*Board Decision – Not approved, these can be handled under Code 3 – Other
- Discontinue website report that contains all member's tickets. Board Decision: Approved; require member approval prior to releasing member related data or reports.
- OKIE811 DRT Notification be the official source of Damage Reporting for members. Board Decision: Not approved; Each member has their own process and may require different data

New Business:

- Customer Satisfaction Survey Results – 2019 4th Quarter; 933 Invitations Sent; 98 Responses – Survey asked for Type of Excavator, Method of Submission, Satisfaction with OKIE811 CSR; Satisfaction with Web Ticket Entry; Satisfaction with Mobile App; Satisfaction with Locator. All Satisfaction levels were 4-5 Good/Excellent rated. Specific comments in regards to locators were provided to the Committee members.

- 2020 Committee Chair – Renita to remain as Chair Person – Motion: Cody Fees; 2nd: Shane Stuart; all in favor
- Survey/Engineering Company Complaints about no locates – OKIE811 continues to get complaints from survey/engineer companies because lines are not being marked in the field. The OK law is for excavating purposes. OKIE811 will continue to direct these companies to the underground facility owner/operators, but will work on a potential new process for survey/design requests that may be able to send the information directly to the member. OKIE811 will attempt to gather survey information from members via 2nd phase of annual verification. OKIE811 will revise the current Design/Survey Form to obtain person/company the survey company is doing work for and contact person name, phone, email and include a disclaimer that it is up to the requestor to contact the facility owners/operators.

Adjourned: 10:27am – Motion: Cody Fees; 2nd Bobby Peters; all in favor

Minutes submitted by: Renelle Freeman