

**Operating Committee Meeting Notes**  
**Oklahoma One-Call System, Inc.**  
**June 11, 2020**

The scheduled meeting of the OKIE811 Operating Committee was held June 11, 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, Cox Communications ( Chair)	Chris Garrison, City of OKC
Garrett Bernethy, OG&E	Choose an item.
Bobby Peters, Pioneer Telephone	Choose an item.
Richie Anderson, Oklahoma Natural Gas	Choose an item.
Cody Fees, Enogex	Choose an item.
Shane Stuart, Oklahoma Electric Cooperative	Choose an item.
Merle Green, DCP Midstream	Choose an item.

**Not in Attendance:**

Jason Beguin, Magellan LP	Gerald Kolb, CenterPoint Energy
Greg Clarkson, AT&T	Russell Reeves, USIC Oklahoma
David Standridge, OK Rural Water Assn.	Terry LaBlue, ONEOK
Kent Jackson, B&H Boring	Choose an item.

**Others in Attendance:**

Aaron Crowell, USIC	
Paige Ross	
Tux Jackson, Plains All American PL	

**OKIE811 Employees in Attendance:**

Susan Bohl, Executive Director	<a href="mailto:sbohl@okie811.org">sbohl@okie811.org</a>
Jerrell Welch, Director of Operations	<a href="mailto:jwelch@okie811.org">jwelch@okie811.org</a>
Angie Niemeyer, Director of Business & Education Services	<a href="mailto:aniemeyer@okie811.org">aniemeyer@okie811.org</a>
Troy Daniels, Applications Support Supervisor	<a href="mailto:tdaniels@okie811.org">tdaniels@okie811.org</a>
Renelle Freeman, Contact Center Sr. Supervisor	<a href="mailto:rfreeman@okie811.org">rfreeman@okie811.org</a>
Hailey Manning, Quality Assurance Sr. Supervisor	<a href="mailto:hmanning@okie811.org">hmanning@okie811.org</a>

Unless otherwise noted in these minutes, the content was discussed and agreed as recorded in the briefing. At 8:31am 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

### Regular Meeting Call to Order & Approval of Minutes

The meeting minutes from the January 23, 2020 meeting reviewed and approved.

Motion to approve: Shane Stuart ; 2nd: Garrett Bernethy; all in favor

### Executive Director's Report – Susan Bohl

- Record ticket months every month this year
- 3 5k Ticket Days so far this year; Total of 3- 5K ticket days last year
- Continuing to push Direct Submission; 2020 currently 7.8% for Excavator entry
- Increase in Homeowner tickets
- Fiber optic largest type of work increase YTD; Pipeline/Oilfield work down
- Reviewed 1<sup>st</sup> quarter KPI Results ; Measure Service, Quality, Program Delivery/Impact
  - Sustainable Improvements/Major Accomplishments – Streamlined & automated annual member verification – 52% participation, up 4%; Developed and rolled out our Covid-19 Health Crisis Response Plan & Actions; Rolled out email notification for update ticket reminders for those opting-in; Moved all OKIE811 user drives to the Cloud; Revamped VPN Login process to make it faster and easier for staff working from home ; Switch replacement & major maintenance.
  - Area of Opportunity from Survey Feedback – Member Survey: Improve Website navigation, Improve Mapping, MSAM, Rates too high, Follow through on issues, Speed up response with adding new mapping, fewer emails, Shorten required message when calling ER ticket. Excavator Survey: Web ticket popup to change contact on main entry form, more education to rural water companies on response to locates.
- Covid-19 Actions from OKIE811
  - 3/2 – Email to staff & other 811 Center ED's re: OKIE811 Health Crisis Response Plan
  - 3/2 to Current – Ongoing Employee Communications & Responding to Member/Stakeholder concerns
  - 3/11 to 3/31 – Moved as many in-office staff home as possible / kept office open
  - 3/13 – Letter to Governor Stitt regarding possible resource limitations across the state
  - 3/16 – Blasted Media Advisories
  - 3/20 – Notice of Possible Delay Added on Excavator Tickets

- 3/23 – Contingency Positive Response Code Setup for members unable to respond to locate notices
- 3/26 – OKIE811 Named as Essential Service & Critical Infrastructure Sector Service
- April - NSDM focus on Excavator Education and At-Home Safe Digging Education for Kids & Parents
- 4/2 – Created Work Type for “Temporary Emergency Medical Site”
- 4/30 - \$5,600 donated on behalf of employees to several non-profit organizations service people struggling during COVID.
- 5/6 – Allowed employees to start moving back to office if they elect to move back 100% to in-office
- 6/15 – Will begin offering employees flexible work location options
  - Daily Online Health Screening will go into effect for staff, visitors and guests
- Member Registered by Quarter Section Report; 897 out of 1912 (47%) Dispatches are registered by quarter section; Total 1.5million notices to these dispatches in 2019; at Average 8% Reduction notices would be appx 1.4 million, potential cost savings of \$82,921 to members

### **Operations Report – Jerrell Welch**

- Center Operations Update – 40 CSRs: 35 Working from home; 5 working in OKC office; Reformatting CSR Training; 4.17% Call Abandon Rate 2020; 2:46 Average Ticket Handling Time; 6:16 Average Call Handling Time; 185 Direct Submission Users (7.78% of total tickets, excluding Updates); 689 Damage Reports
- OKIE811 Call abandonment rate - average is just over 4%; increase is normal over Summer; Push people to use online Portal; 2019 Contact Center Benchmarking Report Rates Range 7-12%; CGA Best Practice is under 5%

### **Quality Assurance**

- 12 Month Safety Rate 98.8%; staying above goals with ticket volume increases
- 12 Month Direct Submission Safety Rate 96.77%; continue to meet 95% goal; coach and deactivate users as needed
- Contact Center Summer Performance Challenge – Help promote higher productivity; Daily/Weekly Competitions for Most tickets processed; Bonus awards given to winners each day/week.

### **IT/Apps Projects**

- Ticket Update Reminder; PR enhancements; New map release; Covid-19 Tech Response, staying on top of security updates and setup VPN before logon option; Moved DNS to DNSMadeEasy; Geocall Failover Adjustments/Testing; Nov 1<sup>st</sup> law change: Client logic to help with transition; New Design Ticket in progress; Move on-premise file share to cloud (phase 2); New Base build to include Duncan re-addressing; Geocall integrated service area editor (online service area validation/edits)
- Service Area Updates – Facilities change hands/change in acquisitions

### **Business & Education Report – Angie Niemeyer**

- OKIE811 Education –Cancelled several in person events; continued online outreach, increased sessions; FB live, webinars, podcast, Presentations, Certifications, etc.; 1536 total educated;

- 6138 Total impressions with FB live and online views/visits; In May, partnered with LA district 19 for Hispanic neighborhood went live on FB which resulted in multiple impressions; More advertising/video streams
- OK Expo – Moved to July 7 & 8 – Shifted to Free virtual sessions; 5 sessions each day. Sessions will be recorded and available after Expo; \$100 drawing for registration/ Door Prizes; Virtual Exhibit Hall
- Safety Days – 4 were scheduled, a couple canceled/rescheduled; will reschedule Tulsa Safety Days; October 7 in Lawton still currently scheduled

### **Membership Services**

- Additional Contacts Campaign- Gathering Emergency Repair Number & Design/Survey Contact – Sent to 1910 Dispatch Codes; Received 99 Responses (5.2% Response Rate)
- New Members 2020 - 30 New Members so far; 8 sustaining members added, sustaining members don't have assets but joining to partner in damage prevention efforts; Cancellations = 43 (majority is sale of assets in Pipeline industry); Membership Growth down appx 1%; 9 Bankruptcies received so far to date

### **Committee Discussions**

Old Business: New Survey/Design Ticket development in process – To help automate and facilitate communications between designer and facility owner. Requestor Self-service on the OKIE811 Portal. Not a dig ticket/locate request; ticket is transmitted to submitter & member output; Ticket will list available contact information for member, if provided by member; Requestor still required to reach out to facility owner.

New Business: November 1, 2020 Law Changes

*Section 142.2. Definitions:*

*1. "Certified project" means a project where the public agency responsible for the public project, in consultation with the statewide one-call notification center, as part of its procedure, certifies that the project right-of-way is free and clear of underground facilities or wherein the public agency responsible for such project, as part of its procedure, notifies all persons determined by the public agency to have underground facilities located within the construction right-of-way and certifies that all known underground facilities are duly located or noted on the engineering drawings for the project;*

*12. "Preengineered project" means a public project wherein the public agency responsible for such project, as part of its engineering and contract procedures, holds a meeting prior to the commencement of any construction work on such project in which all persons, determined by the public agency, in consultation with the statewide one-call notification center, to have underground facilities located within the construction area of the project, are invited to attend and given an opportunity to verify or inform the public agency of the location of their underground facilities, if any, within the construction area and where the location of all known underground facilities are duly located or noted on the engineering drawing and specifications for the project;*

*Section 142.6. D. Notice Requirements*

*5. The type and the extent, not to exceed five hundred (500) linear feet in incorporated areas or one linear mile in unincorporated areas, of the proposed work;*

*Section 142.10. D.*

*Public agencies, as defined in this act, shall have access to the record of underground facilities.*

Notice requirements, Type and Extent changes closely aligned with current procedures; will be some challenge to implement 500ft extent; Will be developing ticket management system customizations to help with change.

**Adjourned:** 9:59am – Motion to adjourn: Garrett Bernethy; 2<sup>nd</sup>: Shane Stuart; all in favor

*Minutes submitted by: Renelle Freeman*