

Summer 2022



# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



## What's Inside

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# How Holidays Affect Line Locating Time

By OKIE811 Executive Director - Susan Bohl

As defined in the Oklahoma Underground Facilities Damage Prevention Act, when OKIE811 receives notice that lines need to be located, it must be given no less than 48-hours, excluding the date of notification, Saturdays, Sundays, and legal holidays, prior to the excavation start date. And in Oklahoma, legal holidays are those recognized by the State of Oklahoma. Here are the legal holidays observed in Oklahoma:

- Jan New Year's Day
- Nov Veteran's Day
- Jan Martin Luther King Day
- Nov Thanksgiving Day
- Feb President's Day
- Nov Day after Thanksgiving
- May Memorial Day
- Dec Christmas Eve
- Jul Independence Day
- Dec Christmas Day
- Sep Labor Day

Because there are some holiday's where excavation activity is high, OKIE811 maintains high staffing levels to handle the demand. However, the excavation start date must still include these holidays in the time to wait for lines to be located and marked.

For everyone's safety and to help prevent damage to underground lines, it's very important that contractors, professional excavators, and landowners plan their work and ensure they have built in enough time to have

lines located and marked. Digging should not start until the excavation start date and until the person digging has ensured all lines have been located and marked. Here's an example of how to plan your work around holiday's... let's use November as the example since there are so many holidays in that month.

Though you can select your digging to start on a weekend or holiday, you still need to know that these dates are not included in the required notice time to have lines located and marked.

We encourage people to submit their locate requests up to 14 calendar days before the date they plan to dig. This gives locators even more time to plan their work and ensure the lines have been located before you plan to do your digging.

The main take-away from this message is to "Plan Your Work". Don't risk damaging an underground line or getting hurt. Always submit a locate request well in advance of your digging project!!



## November 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8 Last Possible Date Locate Notice must be Submitted	9 48-hour Wait Time Starts	10 Veteran's Day	11 48-hour Wait Time Ends	12
13	14 Date I Want to Dig	15	16	17	18	19
20	21	22 Last Possible Date Locate Notice must be Submitted	23 48-hour Wait Time Starts	24 Thanksgiving Day	25 Day after Thanksgiving Day	26
27	28 48-hour Wait Time Ends	29 Date I Want to Dig	30			



## ANNUAL MEETING of MEMBERSHIP

### Save the Date

Wednesday, March 22, 2023

Embassy Suites in Norman, OK

Join us to learn about what is happening at OKIE811 while enjoying an appreciation lunch and networking opportunities.

## New Members Welcome!

So far in 2022, 36 companies have become new members of OKIE811. We would like to extend a warm WELCOME and THANK YOU to these companies. Joining OKIE811 is a critical step in helping ensure the safety and protection of your underground facilities, excavators, and the public. Here at OKIE811 we have a commitment to continuously improve our services for our members and help with damage prevention and public awareness efforts. We encourage you to visit [www.okie811.org](http://www.okie811.org), it is a great source of information including member resources, upcoming events, educational offerings, and opportunities to get involved. We are excited to work with you!

New Members			
1	Vesta Realty/The Ridge Apartments	19	Clarity Telecom/Bluepeak
2	Town of Quapaw	20	Enel Green Power 25 Mile Creek LLC
3	Summit Utilities Oklahoma Inc	21	Okie Crude Company
4	Wagoner County Rural Water District #2	22	Twisted Oak Operating LLC
5	Flagshooter Inc.	23	Bokoshe Public Works Authority
6	Rust-Oleum	24	Cherokee Rural Water District #16
7	Otter Creek Midstream	25	Panther City Midstream
8	Irth Solutions	26	Scroggins Production LLC
9	Palo Duro Midstream	27	LP Adams Consulting
10	Allete Clean Energy	28	Alrosurf Communications
11	DonRay Petroleum LLC	29	Lone Wolf Public Works Association
12	French Villa LLC	30	Vero Fiber Networks
13	Grand Lake Holdings LLC	31	City of Pawhuska
14	Mallorn Energy LLC	32	Town of Cleo Springs
15	Seminole County Rural Water, Sewer & SW District #1	33	Formentera Operations LLC
16	Misty Morris	34	Summit at Rockwell Apartments
17	Indian Oil Company Inc	35	Pipeline Association for Public Awareness
18	Seminole County Rural WSG&SW District #2	36	New Horizon Resources



HOME COURSES FAQ SIGNUP LOGIN 40

Welcome to OKIE811 Training  
OKIE811 Excavator Education Program



New Training



Oklahoma 811 Excavator Education Program

## Get 811 Certified!

OKIE811 coordinates a public safety awareness event that offers excavators, contractors, and facility owners/operators an opportunity to see and hear a profound

experience emphasizing proper use of the 811-notification system, safe excavation practices, and response actions to take in the event of damages.

Each year we hold these events regionally around the state. This year we were in Lawton, Enid, and Durant. In July, we held a Virtual

Safety Day and our last Safety Day will be in Tulsa on August 24. Through our Safety Days, over 250 people have been 811 certified.

Thanks to our sponsors and exhibitors, the Safety Days events are free to attend. For more information on Education & Outreach Events: [www.OKExcavationSafety.com](http://www.OKExcavationSafety.com)

# Oklahoma Excavation Safety EXPO 2022 - Back in Person



OKIE811 held our Excavation Safety Expo March 9 and 10 in Norman. After 2 years of providing excavation safety and damage prevention virtually, we were so glad to see everyone in person! We had 260 in attendance for our excavation

safety and damage prevention conference. We provided 12 breakout sessions as well as 4-hour training in locating, excavation and trenching, or 811 Certification. This a great event with quality training and information that is affordable for

the excavation community of Oklahoma. We appreciate all our sponsors and exhibitors that make the event possible.

Save the date for 2023's OESE: March 22 & 23.

## Upcoming Career Opportunities

OKIE811 is proud of our culture and are periodically looking for new talent to join our team!

Recently, OKIE811 welcomed Audra Dickson and Johnne Leake! These two ladies have hit the ground running and are assisting in our Contact Center as part time seasonal staff to aid in the pressure the summer excavation season brings.

OKIE811 also recently brought Zac Carnahan onboard as a GIS Specialist. As a recent graduate from Oklahoma State University, we are excited to have him on our team improving our mapping system and providing support to our members with their asset registration as well!

Stay tuned for additional opportunities to work with an amazing group of individuals committed to damage prevention! Visit [www.okie811.org/careeropportunities](http://www.okie811.org/careeropportunities) to check for available opportunities!

# Volunteer With Us at the State Fair!

Oklahoma State Fair 2022 is on!! Come check out our booth and pick up some OKIE811 SWAG at the State Fair on September 15-25th, 2022!

**VOLUNTEERS NEEDED!!** If you would like to volunteer to help us man the booth for a couple hours and gain FREE access to the fair, be sure to sign up to select your slot!

To sign up go to [okie811.regfox.com/okie811-booth-ok-state-fair](http://okie811.regfox.com/okie811-booth-ok-state-fair)

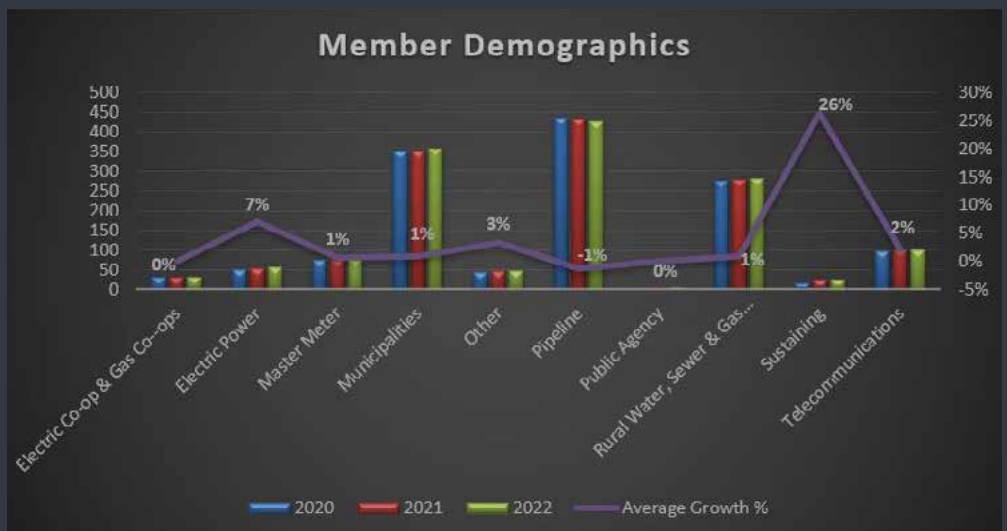
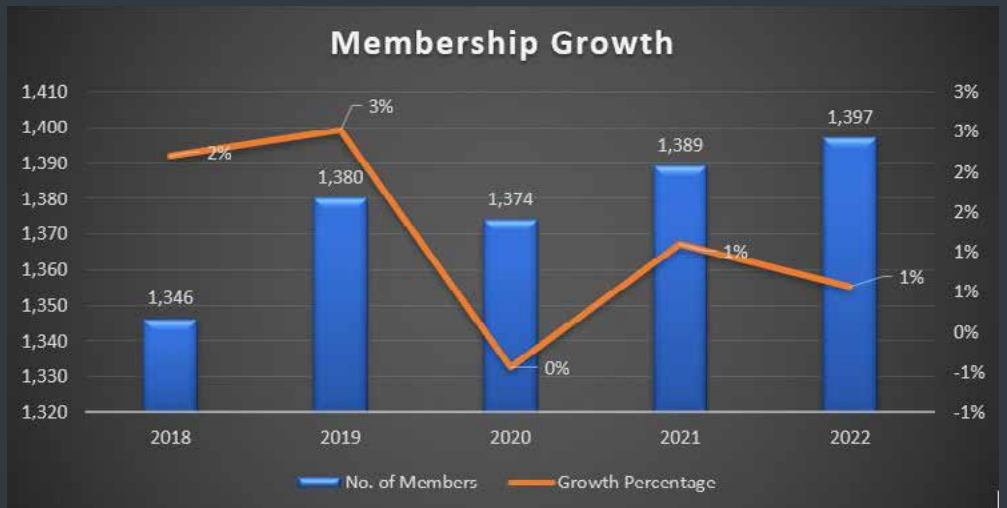


# Membership Growth

OKIE811 is pleased to continue to see membership growth in the last couple of years. We are up one (1) percent from where we ended in 2021. As of July 31, 2022, OKIE811 has a total of 1,397 members.

Over the last 2 years we have seen an increase in our General and Associate Membership classifications such as Electric Power with a seven percent (7%) increase, a three percent (3%) increase in Other. Telecommunications, Master Meter, Municipalities and Rural Water Districts also continue to show small increases. The members categorized as Other include organizations like Banks, Hospitals, Schools, etc. to help protect their underground infrastructure to help ensure operations.

We have also seen significant growth (26%) in Sustaining members, who although are not owners or operators of underground facilities, they have joined because they support and promote the purpose of OKIE811. This growth is due to the enhancements made in the Sustaining member benefits. These benefits include discounted rates for safety events, website exposure through our sustaining member page, partnership opportunities and social media recognition. If your company would like more information on becoming a sustaining member, please email: [Education@OKIE811.org](mailto:Education@OKIE811.org).



# 2022 OKIE811 Ticket Trends

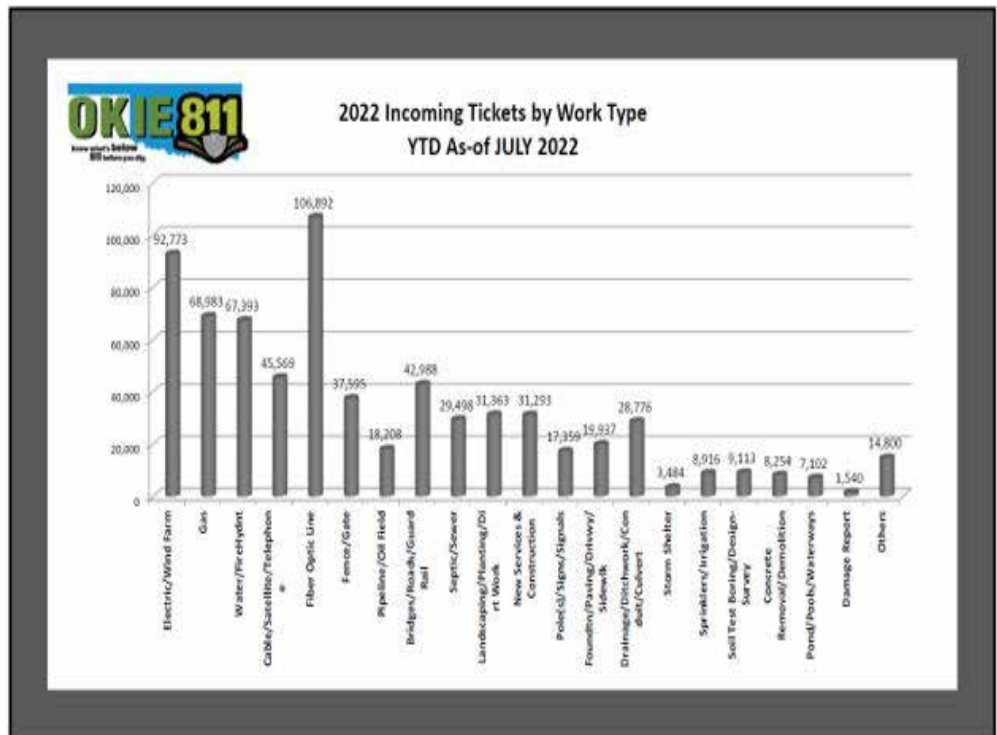
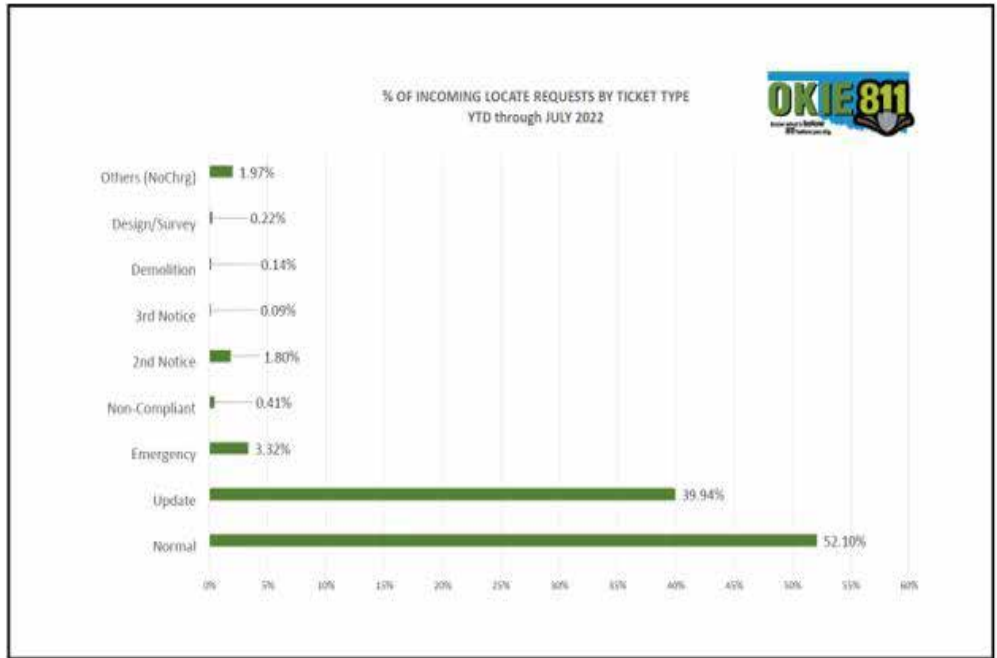
Excavation continues to be robust in Oklahoma. Some how locate requests have slightly increased by 0.6% after last year's all-time record. In April we introduced a reminder to excavators updating tickets to only update what they will be working on during the 14 day calendar life of the ticket to avoid being charged by facility operators. This has led to a slight decrease in "Update" tickets allowing locators to get to more locate requests on time.

The online submission of locate requests continues to increase with 76% submitted online and 24% submitted via phone call. If you want to learn more about submitting locate requests through our portal please reach out to OKIE811 Contact Center Manager, Renelle Freeman, at [rffreeman@okie811.org](mailto:rffreeman@okie811.org) or check out our helpful tutorial section at [www.OKIE811.org](http://www.OKIE811.org).

You may have noticed fewer members on your ticket than prior years. In November 2021 OKIE811 reduced the dig site buffer from 300ft to 150ft. As a result of the reduction the average number of facilities per ticket has dropped from 6.09 in 2021 to 5.72 in the first half of 2022.

So far this year Fiber Optic related excavation continues to be the leading work type followed by Electric & Windfarms and Gas.

It may be the summer heat but many areas of excavation have slowed over the past couple months. Between the various infrastructure projects in the works and uncertainty around inflation it is difficult to gauge what the 2nd half of 2022 will look like for ticket trends in Oklahoma. The one thing we do know is the team at OKIE811 is here to help!



# Cristo Rey High School Work Study Program

OKIE811 is excited to partner with Cristo Rey High School for a work study program for students. OKIE811 has been assigned 4 students, one from each grade level. We will have a different student each day of the week that will be trained to process inbound locate

request information for single address, in town locations as well as process update requests. This creative strategy will not only assist with volume in the contact center, it is also a significant opportunity to reach out to the community to provide support and assistance

and give these students a "real world" experience at an amazing organization. We are thrilled to participate in this opportunity and look forward to seeing these students grow and succeed.

# Mandatory Positive Response

Effective November 1st, 2021, new legislation required all members to provide a positive response to each locate request and provide that response information to OKIE811. Furthermore, the law requires that excavators shall confirm with Positive Response and ensure a response from each member listed. OKIE811 receives these responses via the OKIE811 portal and sends notification via e-mail to the excavator once response has been received from all companies.

Positive Response is a great way to ensure communication on both ends of the spectrum. The member has documentation of the provided response and action take and the excavator receives the response all in one location. No more chasing e-mails from individual member companies or recalling phone conversations where the response was verbally given to the excavator. Furthermore, OKIE811 has visibility to these responses and can help fill aid in the communication process. This piece of legislation is a win-win-win for all of the damage prevention stakeholders.

Since this law went into effect, we have been tracking the responses received each month. If no response is received by the expiration date of the ticket, the system will close the ticket as No Response. OKIE811 has been proactive in providing education to help mitigate the number of tickets that are auto-closed due to no response. We also have been providing outreach to help get all of our members registered and configured for positive response.

Response Name	November	December	January	February	March	April	May	June	July
Clear	326,210	317,077	315,535	274,999	379,194	337,095	336,992	349,545	328,175
Correction Required/Not Marked	1,215	1,171	1,330	1,010	1,254	1,107	2,429	1,857	1,865
Critical Facility/In Conflict	9,391	8,228	7,808	7,419	9,205	8,181	7,772	8,017	7,582
No Access/Not Marked	1,916	1,961	1,755	1,710	3,109	2,935	2,812	2,597	2,564
Auto Close due to no response	222,983	135,926	110,340	116,167	118,109	67,154	60,889	53,417	51,447
Other	31,681	34,650	40,155	44,428	43,486	28,935	30,776	20,629	21,136
Partially Marked/Large Project	43,727	40,412	38,548	36,906	61,861	45,457	33,967	31,818	23,025
Auto Close due to not configured	17,051	11,590	10,802	8,859	10,479	8,443	7,090	6,723	6,345
Site Marked	199,614	197,486	194,799	179,962	289,107	241,869	236,322	232,919	214,715
<b>TOTAL</b>	<b>853,788</b>	<b>748,501</b>	<b>721,072</b>	<b>671,460</b>	<b>915,804</b>	<b>741,176</b>	<b>719,049</b>	<b>707,522</b>	<b>656,854</b>
Percent No Response	26.12%	18.16%	15.30%	17.30%	12.90%	9.06%	8.47%	7.55%	7.83%
Percent Closed due to not configured	2.00%	1.55%	1.50%	1.32%	1.14%	1.14%	0.99%	0.95%	0.97%

	November	December	January	February	March	April	May	June	July
Reponses on time	506,371	500,253	497,918	417,024	576,034	528,421	519,001	518,531	479,247
Late Responses	347,417	248,248	223,154	254,436	339,770	212,755	200,048	188,991	177,607
<b>TOTAL</b>	<b>853,788</b>	<b>748,501</b>	<b>721,072</b>	<b>671,460</b>	<b>915,804</b>	<b>741,176</b>	<b>719,049</b>	<b>707,522</b>	<b>656,854</b>
Percent Late	40.69%	33.17%	30.95%	37.89%	37.10%	28.71%	27.82%	26.71%	27.04%

## Introducing the newest member of the OKIE811 Family

In 2022 OKIE811 set the goals of shifting our message from "Call before you dig" to drive more people to use the online portal to submit their locate requests. In partnership with High Five Media, OKIE811 is excited to announce the introduction of the newest member of the OKIE811 Family: Click the Mouse.

Click is a young friend to Okie D. Critter who isn't quite as responsible about contacting OKIE811 as his older buddy. Click means well and he's always ready to help his old pal, Okie, with building projects around the house, but in the process he's going to learn you should click before you dig.

With the creation of Click, it creates a fun and funny way to illustrate in a "Looney Tunes" style why someone should always contact OKIE811.

His name creates a play on words in that you would "click your mouse" as you navigated the OKIE811 website. His name is also an excuse to have our existing mascot, Okie, humorously repeat "Click, before you dig!" so that we can emphasize the tagline without creating fatigue for it in our audience.

The design of Click works alongside Okie while also being a bit cartoony and drawn in a looser style. This gives Click the feel of a helpful, but clueless, teenager while ensuring that the two characters are visually complementary in style and color. Between his baggy clothes, sandals, and lackadaisical attitude, Click in the backyard with a shovel instantly looks like a perfect example of what not to do. As a goofy kid want to help but keeps getting hurt in hilarious situa-

tions, we feel Click has the potential to carry his own micro-campaign across multiple communication channels. He may even be a better mascot for targeting children as he's closer to the demographic and an easier self-insertion character for them to identify with.

We are excited to see the rollout of new media featuring Click the mouse in the second half of 2022!





# Put 811 at the top of your summer to-do list

**Planning any outdoor digging projects this summer?**

**August 11 is 811 Day**

**Be sure to visit [OKIE811.org](http://OKIE811.org) and get underground lines marked before every digging project!**



## OKLAHOMA EXCAVATION SAFETY EXPO

**Save the Date: Oklahoma Excavation Safety EXPO March 23-24, 2023**

Mark your calendars! You won't want to miss out on the upcoming Oklahoma Excavation Safety EXPO on March 23-24, 2023 in Norman Oklahoma.

Join us for an all-star line up of breakout sessions led by industry experts, safety certification courses, and a chance to network with vendors and industry professionals!



# OKIE811 Webinars

## Explore New Topics for Members and Excavators



# GoToWebinar

OKIE811 is excited to present you with some exciting new webinars to look forward to. These webinars are presented by different staff members from different department that are the Subject Matter Experts (SMEs) of the information they are presenting. They cover a wide variety of topics for both excavators as well as members and it is an excellent opportunity to interact with us live and have your questions answered. If you are unable to attend a webinar, you may go view the recording anytime on our youtube channel. Here is a full list of upcoming webinars.

### AUGUST TRAININGS

**August 4**

OUFDP Updates for Excavators

**August 18**

How Law Changes Will Impact  
Members

### SEPTEMBER TRAININGS

**September 1**

OKIE811 Positive Response

**September 15**

Register for Member Portal



# OKIE811

# EXCAVATOR SAFETY DAY

AUGUST 24, 2022

Tulsa, OK

[www.OKEXCAVATIONSAFETY.com](http://www.OKEXCAVATIONSAFETY.com)