

# The Scoop on Damage Prevention



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Oklahoma One-Call System, Inc.

## 2012 Safety Training Update

Focusing on Public Works/Municipal workers this year, Brenda Hoefar and Jerry West have traveled the state speaking to public works employees, county employees, contractors and excavators. Getting the "Dig Safely" message to as many people in Oklahoma as possible is very important for keeping the people and the underground facilities in the State of Oklahoma Safe.

During the months of September and October 7 safety training meetings will be held for Oklahoma City Line Maintenance. Approximately 140 employees will be informed about the Oklahoma law concerning calling 811 before excavation.

Call Okie's Damage Prevention's focus in 2012 has been "excavator responsibility." Anyone

being paid to move dirt in the state of Oklahoma must use the state's notification system (Call Okie) 48 business hours before planned excavation. Excavators need to know the proper procedures and responsibilities that are required of them when they make the 811 call.

Hearing, understanding and using the "Dig Safe" message protects both our excavators and facilities in our state.



### OKC Water Line Maintenance Safety Training Overholser Treatment Plant October Schedule

15th 7am to 9am  
17th 7am to 9am  
24th 6:30am to 8:30am  
30th 6:30am to 8:30am

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#### Special points of interest:

- On The Road with KOCO TV 5

**North Division**  
**Red Carpet Green Country Frontier**  
**October Activities**



The week of October 10 – 14 Brenda Hoefar, Jerry West and Leah White participate with KOCO TV Channel 5 on the annual “5s on the Road Tour. KOCO along with 4 sponsors travel to 5 Oklahoma cities in 5 days for a week of getting up close and personal with the people in the cities they visited. This year the cities were Clinton, Kingfisher, Cushing, Moore and Guthrie. The channel 5 crew and the sponsors toured each town and were given many opportunities to mingle and get to know everyone. In Moore and Guthrie, the broadcast was done to coincide with the high school football game which allowed for even more out reach for the “Dig Safely Message” to all the attendees of the football games. Call Okie footballs and ink pens were distributed at each event.



The Call Okie crew each get their 30 seconds of fame during this event, each were interviewed by the channel 5 team. This creates a huge amount of exposure for the “Dig Safely Message” being on TV along side the news crew during the 5 and 6 pm newscasts for the entire 5 days on the road. This is Call Okie’s largest media blitz of the year. This year was our 6<sup>th</sup> year to participate and be a sponsor for the “5s on the Road tour.” The other sponsors for the event were Love’s Travel Stop, Shape Your Future and Children’s Hospital Foundation.



**North DPC**  
**October Activities**

- October 1st thru 3rd - Oklahoma Damage Prevention Summit
- October 12th & 13th - Watonga Cheese Festival
- October 19th - Speaker Oklahoma County Safety Fair
- October 19th - Operating Committee

***Know a contractor that would benefit from Call Okie training. Contact your Damage Prevention Manager.***

**South Division  
Chickasaw Great Plains Kiamichi  
September Activities**



**ONLA Annual Conventions and Trade Show** was held on September 20th thru 21st at the hard Rock Hotel and Casino in Tulsa, Oklahoma. The nursery industry has changed dynamically to encompass wholesale nurseries and greenhouse operations, retail nurseries and greenhouse operations, landscape services from designing to building to maintaining landscape and turf industry and all companies that supply and service the green industry. The association has worked at broadening and enhancing its services, education, and fellowship to include all facets of the green industry in our great state.

The featured speaker was Paul James, the Gardener Guy of HGTV. Call Okie and over 70 indoor and outdoor exhibitors participated in the statewide event. The event attracted over 300 professional excavators in the landscaping/irrigation industries as well as those in small farming.



**Before you  
start your  
excavation  
Call Okie 48  
hours  
before you  
dig...it's the  
Law!**

**South DPC  
October Activities**

October 1st thru 3rd - Oklahoma Damage Prevention Summit

October 4th - Oklahoma Oil & Gas Expo

October 9th - Wyatt Construction Safety Mtg

October 10th - USIC luncheon Tulsa

October 18t thru 21st - Robbers Cave Festival

October 19th - Operating Committee

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### ***Our Mission***

***To Provide quality underground damage prevention and communication services in the great state of Oklahoma.***



### **Using your One-Call resources Working Together for Damage Prevention Discussions at the Round Table**

#### **What can Oklahoma One-Call, "Call Okie", do for you – the excavator?**

If you have an excavation situation, no matter the stage of the excavation cycle, contact us. We will listen and investigate to bring together the necessary group of people to find resolution.

All the departments within Call Okie work in a cooperative effort to fulfill our mission statement: *"To provide quality underground damage prevention and communication services for the excavators, operators and owners in the great State of Oklahoma."*

Everyone in the excavating community must do their part of working together for damage prevention – this includes excavators, the one-call system, and the owners and operators of underground facilities. Each locate request must be treated as a communication cycle beginning with the excavator's work plan. If any portion of the communication cycle breaks down, the entire system is threatened with failure.

The cycle begins with the excavator clearly communicating the dig site plan to the operators and owners of underground facilities through the usage of the one-call system. The one-call system's customer service agents must have all the necessary tools available to create the clear communication between the excavator and the owners/operators. The owners/operators must complete the cycle by marking and/or providing a positive response to each excavator request.

If and when there are issues of breakdown within the cycle, the issues need to be identified and addressed. Your one-call system is here to help.

#### **Case in Point**

In the spring of 2011, Oklahoma One-Call System (Call Okie) was contacted about a huge fiber-laying project being undertaken by ODOT (Oklahoma Department of Transportation). Of concern to ODOT was the best approach to using the one-call process. ODOT brought with them some previous issues within the locate cycle. ODOT clearly wanted to be sure there was cooperative effort by all parties involved so work schedules could remain on-time for this critically important project.

A progressive series of meetings were planned.

The first meeting was to give ODOT the opportunity to discuss previous issues and voice any concerns. Call Okie brought in representatives from the Damage Prevention staff, Center Management staff, as well as members of the Operating Committee, and limited member representation.

After some investigation into the ODOT concerns presented at the first meeting, subsequent meetings took place. With the same attendees, a more thorough, more constructive plan to approaching the huge project was discussed and created. Each attendee discussed their desired actions. Of course, there were disagreements; but with open, positive discussion, compromises were reached. The details were defined as to how the contractors would submit their locate requests by limiting the scope to be located to the actual area in which work would be performed. (IE: requesting only the side of road where work would take place; requesting only and defining by white-lining the location of specific road bores.) Call Okie's center management committed to training the customer service agents in what was expected of the excavators as to creating a consistent quality locate request. Member representatives committed to meeting the time table and honoring the requests of the ODOT contractors.

The final meeting connected the dots. This meeting included those closest to the project sites – the ODOT contractors, and the member company representatives with their area supervisors. Turnout was overwhelming. The room was overflow/standing room only capacity – more people attended than responded to the invitation. This final, very-constructive meeting had all the players in one room. Everyone was encouraged to voice any concerns. As the final move, the ODOT contractors were able to connect with the supervisors of specific project areas. This face-to-face interaction created the environment that we were all in this together and new lines of communication were established.

Feedback has been excellent, stating the meetings were very constructive with a request for more of this type of meeting.



**Call Okie is available to address your situation**

**Getting the issue out there.....contact us, let us know the issue. (We cannot address an issue if we do not know what it is.)**

Once you let us know, we will:

- Investigate and identify the players
- Find a venue
- Set a date
- Send invitations
- Set an Agenda for an open discussion among all participants to identify all the issues
- Compromise to find solution
- Identify and break into groups to provide contact information
- Provide additional contact information for feedback
- Letters of Appreciation

**Problems with the Locate Process?**

**Contact Us!**