

# DISTRICT OKIE811 RESPONSE TEAM ROLES

## GUIDELINES FOR DETERMINING TEAM MEMBERS

1. Board of Directors will oversee the creation of the District's team.
2. Prior to assignment, ensure district employees considered for the team are consulted and knowledgeable of proposed role/responsibilities as understood by the Board and stipulated by OCC and the OKIE811 system.
3. Watershed aides that serve as part of the State Dam Maintenance Team should be listed as the LEAD RESPONDER for their HOME district. Questions? Contact Paige.
4. Districts that are in a watershed aide service area should consult and coordinate with your assigned watershed aide when designating roles within the team. (LEAD, Emergency/Short Notice and Back Up responders).
5. OCC watershed technicians, George Moore and Johnny Pelley can only be listed as part of your OKIE811 response team if approved by CPD. Send request to Paige.
6. If your District has two full time employees (e.g., watershed aide, administrative assistant, district manager, or district technician) the LEAD and Back Up responder roles should be assigned to them. If you have a specific concern, please contact Paige.
7. All OKIE811 Response Team members must have access to the Portal and training on the OKIE811 system.

## **RESPONSE TEAM MEMBER REQUIREMENTS**

### **District LEAD OKIE Responder**

The primary person on the District staff responsible for answering OKIE locate request / normal tickets.

- Must have access to the District email.
- Monitors emails regularly for OKIE tickets.
- Must have District username and password for OKIE and access to the OKIE811 portal.
- Answers ALL tickets as soon as possible and as specified by date of work to be started.
- Follows protocol for thorough ticket response, commenting and record keeping.
- Ensures team is aware of updates and changes in responding protocol or OKIE system.
- Attends all OCC offered OKIE811 training (TEAMS training sessions, in person training, etc).
- Coordinates with Back-up Responder in advance of planned leave, vacation, etc for continuation of OKIE responsibilities.

### **Emergency/ Short Notice Responders**

There are two assigned people for emergency, (after hours, weekends) or short notice issues. An Emergency means work needs to happen immediately (within 24 hours). A call is made to the 1<sup>st</sup> person. If the call is not picked up, the 2<sup>nd</sup> person is called and portal ticket response is required immediately. Calls may be received 24/7.

- Notifications are received through phone calls (for Emergencies) and emails (for Short Notice calls). 24/7.
- Cell phone numbers must be provided.
- Responders must be able to respond immediately for EMERGENCY tickets and within 48 hours for Short Notice tickets.
- Responders must have the District username and password for OKIE and access to the OKIE811 portal.
- Follow protocol for thorough ticket response, commenting and record keeping.

### **Back Up OKIE Responder**

Person is a back up to the LEAD responder and steps into LEAD when the LEAD Responder is out (sick or vacation) or as otherwise decided by the District.

- Must have access to the District email.
- Must have District username and password for OKIE and access to the OKIE811 portal.
- Stays educated in the latest OKIE system processes, following current standards in thorough ticket response, commenting and record keeping.
- Receives updates from the Lead Responder on changes to protocol.
- Attends all OCC offered OKIE811 training (TEAMS training sessions, in person training, etc).
- Coordinates with Lead for timing of assumption and continuation Lead responsibilities.

Contact Paige Porter for questions: [paige.porter@conservation.ok.gov](mailto:paige.porter@conservation.ok.gov) ~ 405-862-4914

o