



AGENDA | (Subject to Change)

MONDAY, SEPTEMBER 20

Session	Time
OCC staff and guest arrivals	All day
Welcome Reception - Twin Palms Estate	5:30pm - 9:00pm

TUESDAY, SEPTEMBER 21

Session	Speaker	Time
– Continental breakfast –		8:00am - 8:45am
Welcome and introductions	Dan Florenzo	
Year in Review	Dan Florenzo	
VR-X-SIM RV Vehicle Showcase New York 811 has built a specialized vehicle designed to take excavator training to the next level. Learn about the VR-X-SIM RV.	Roger Sampson, Executive Director, New York 811	
– Lunch on the terrace –		12:00pm - 1:00pm
Demo and tour the New York 811 VR-X-SIM RV	Roger Sampson, Executive Director, New York 811	
General Systems Division Update A number of enhancements have been made to OCC's notification center software since we last met. Get ready for a general update on all of them.	Jim Holzer - Moderator Kim Boyd and Tammy Gardner	
Legislative Roundtable	Frank Planton - Moderator	
Networking Event - Empire Polo Club		6:00pm - 9:15pm



WEDNESDAY, SEPTEMBER 22

Session	Speaker	Time
Team 811 Guided Walk	Ritz Staff	6:30am - 7:15am
– Continental breakfast –		8:00am - 8:30am
Roundtable Discussion How did your Board handle the challenges posed by COVID? How did you communicate? How did the process of conducting the Board's business change? Did your committees still meet? Be prepared to share what worked, what didn't work, and what you learned.	Don Evans, Executive Director, Washington 811, Moderator	
Outreach Promotional Roundtable Most states restricted travel and gatherings during 2020. How did your state modify its personal contact outreach program in response? Be prepared to share what worked, what didn't work, and what you have learned while adapting to the changes COVID caused.	Jill Geyer and Ryan Schmaltz	
Digital Security Several high-profile events this year have raised concerns about possible vulnerabilities in the notification center's computer array. We'll review OCC's preparedness during this session.	Jim Holzer and Vincent Lacey	
Utility Defenders Launch Update An update on the launch of the rollout of the Utility Defenders children's utility awareness program.	Dora Parks	
– Lunch on the terrace –		12:15pm - 1:15pm
iLink Since inception almost fifty years ago, notification centers have been challenged by member operators to provide more information and deliver it more precisely. We'll look at how centers can add facility operator plant data to their database.	Barb Cederberg, Chief Operations Officer, Gopher State One Call and Kyle Sowder	
iVerify OCC has added an automated step to review mapping on each ticket. Learn about this unique function now.	Dawn Jester and Jennifer Arroyo	
Demo and Tour the New York 811 VR-X-SIM RV	Roger Sampson, Executive Director, New York 811	
OCC Star Party - Terrace		5:30pm - 8:30pm
Dessert in the Desert - Great Lawn		8:30pm - 9:30pm



THURSDAY, SEPTEMBER 23

Session	Speaker	Time
– Continental breakfast –		8:00am - 8:30am
Coping with COVID Here's what we did to meet the challenge of the pandemic. How did COVID affect your organization?	Connie Schmidt and Adam Franco	
Creative Update	Kurt Klenzman	
Closing Roundtable	Dan Florenzo	
Meeting Adjourns		12:00pm