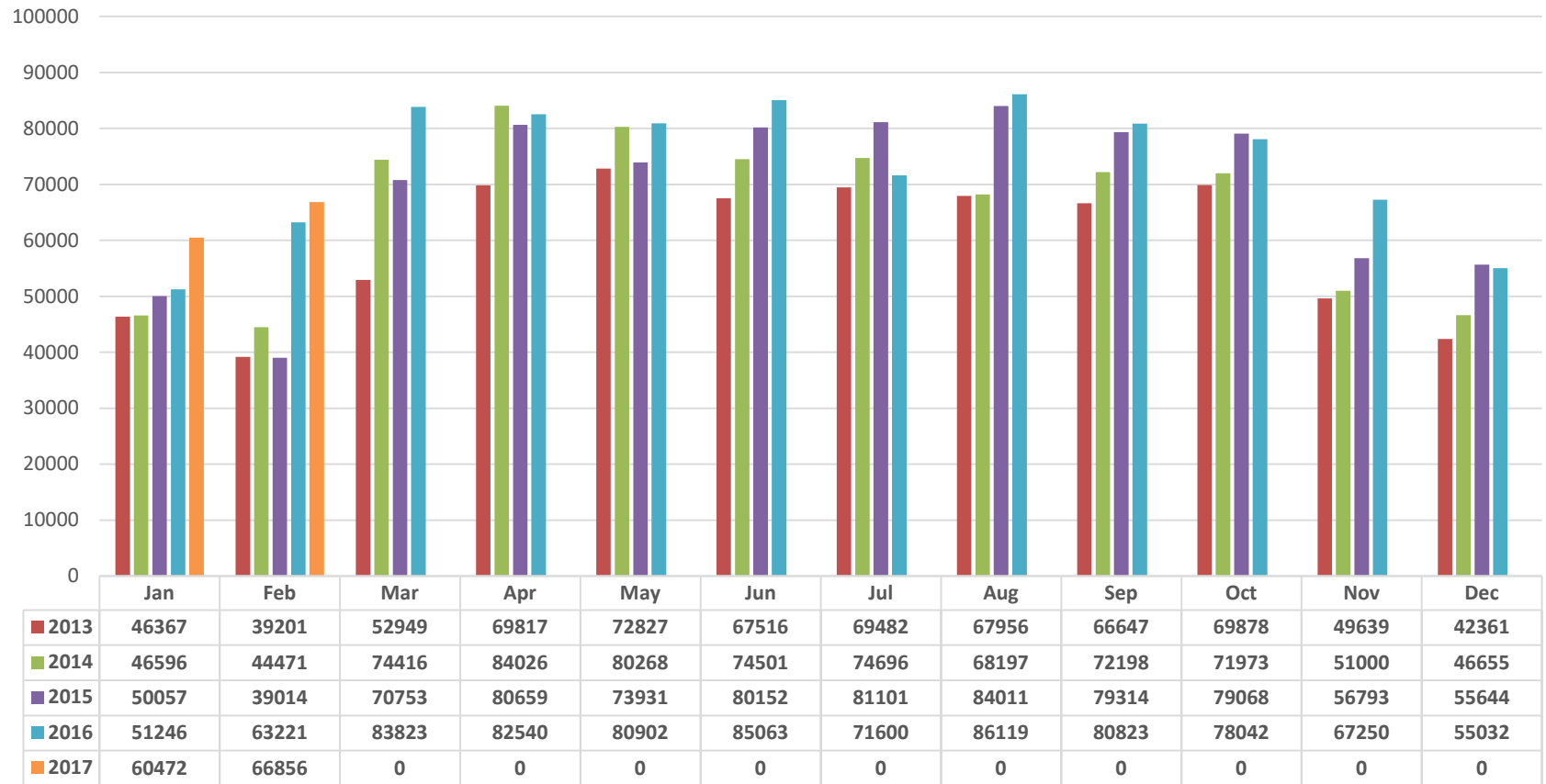


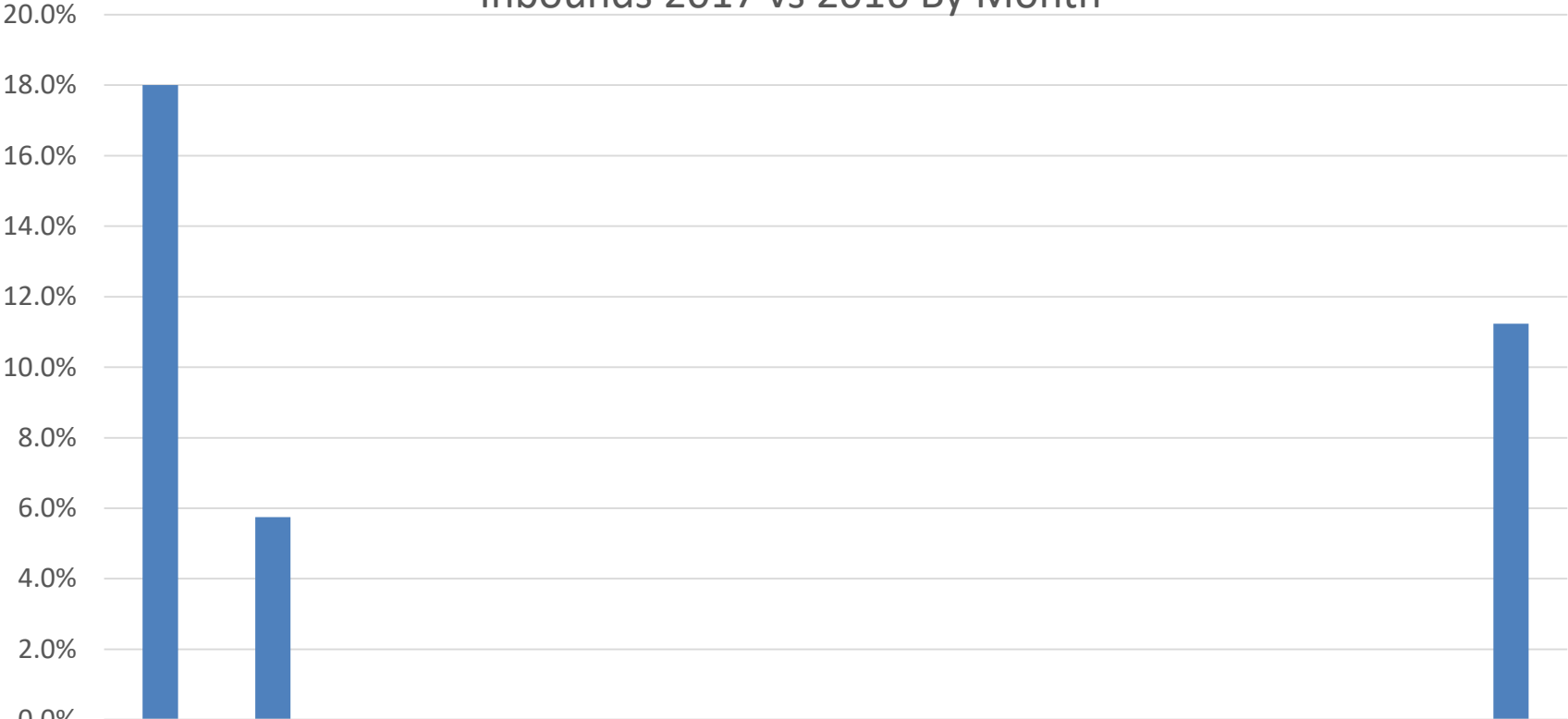


MISSOURI ONE CALL SYSTEM

Inbounds By Month

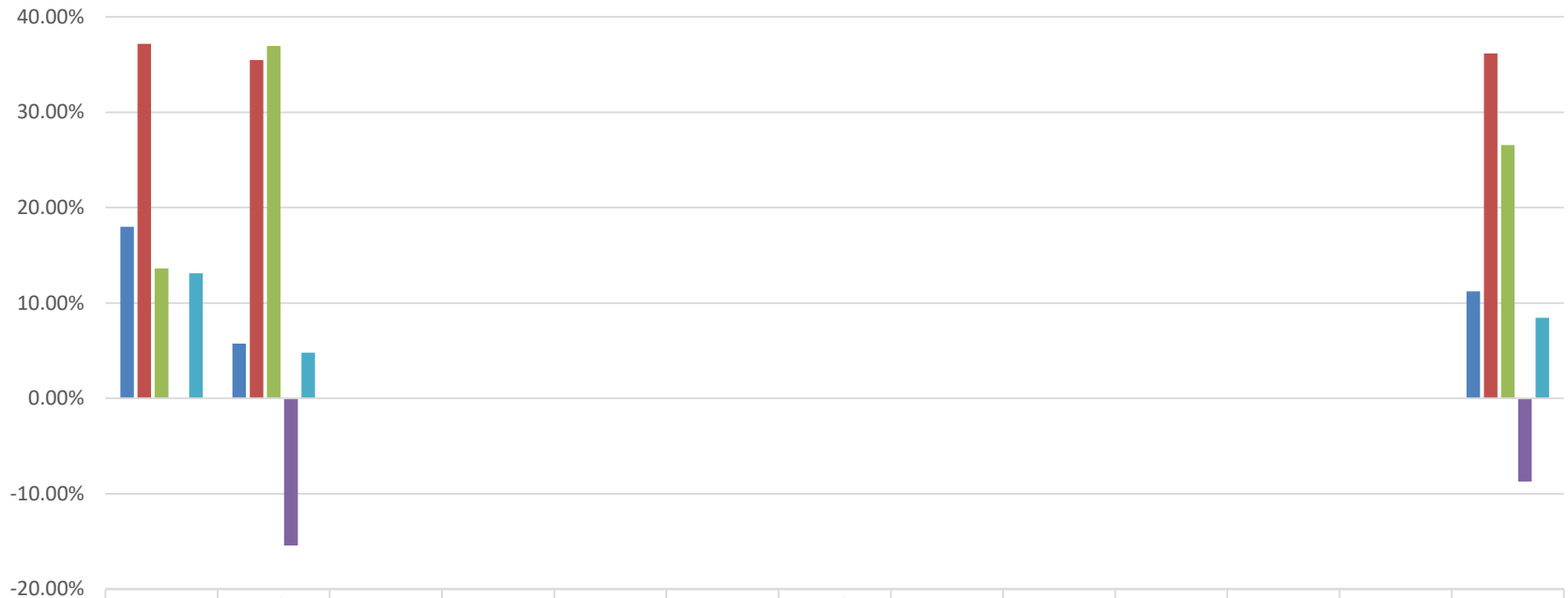


Inbounds 2017 vs 2016 By Month



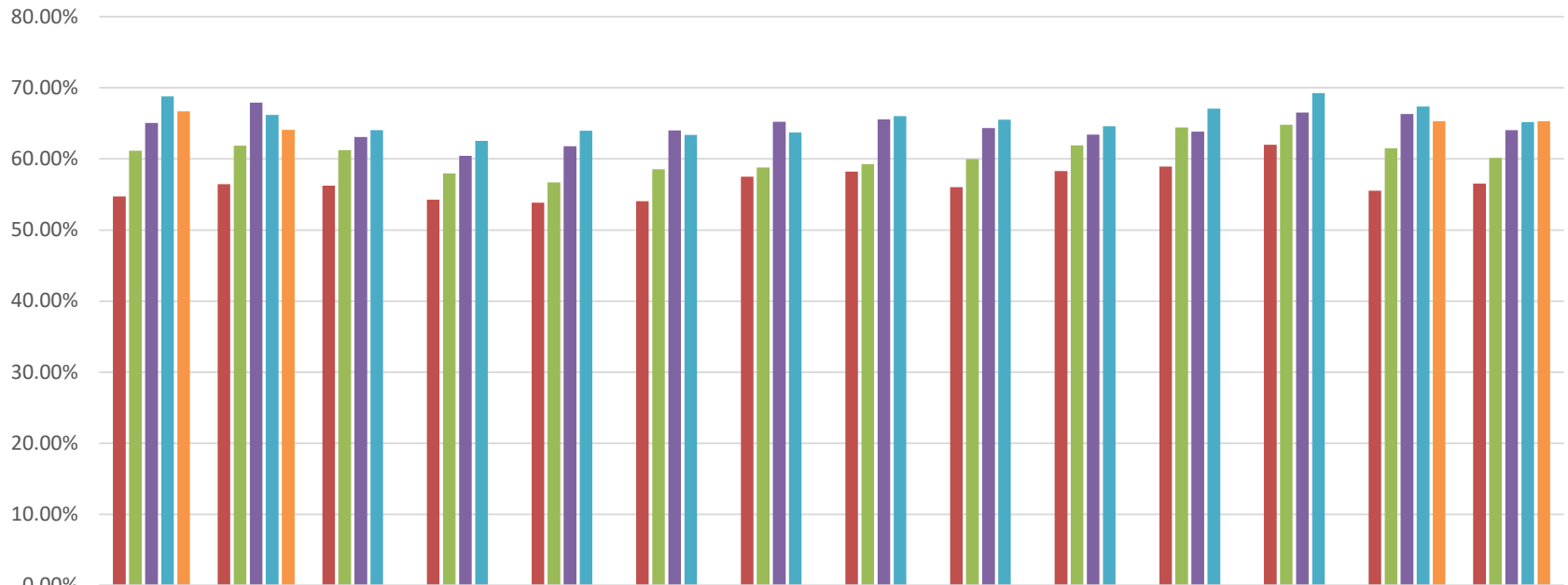
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
■ Diff	18.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.2%

Regional Inbounds By Month



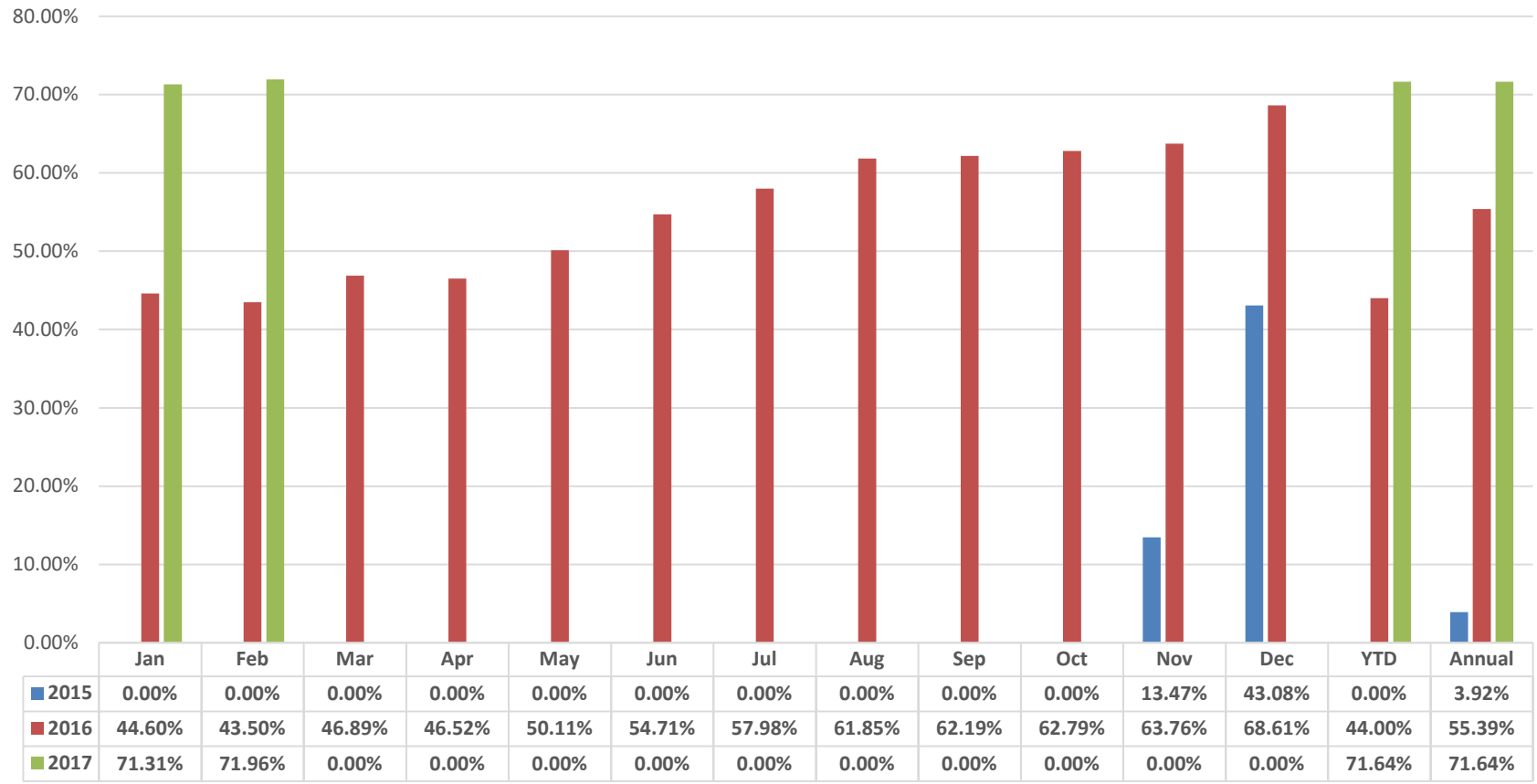
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
MO	18.00%	5.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.24%
NE	37.16%	35.47%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	36.17%
IA	13.61%	36.93%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	26.55%
KS	-0.06%	-15.43%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-8.71%
TOTAL	13.10%	4.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.45%

ITICs By Month

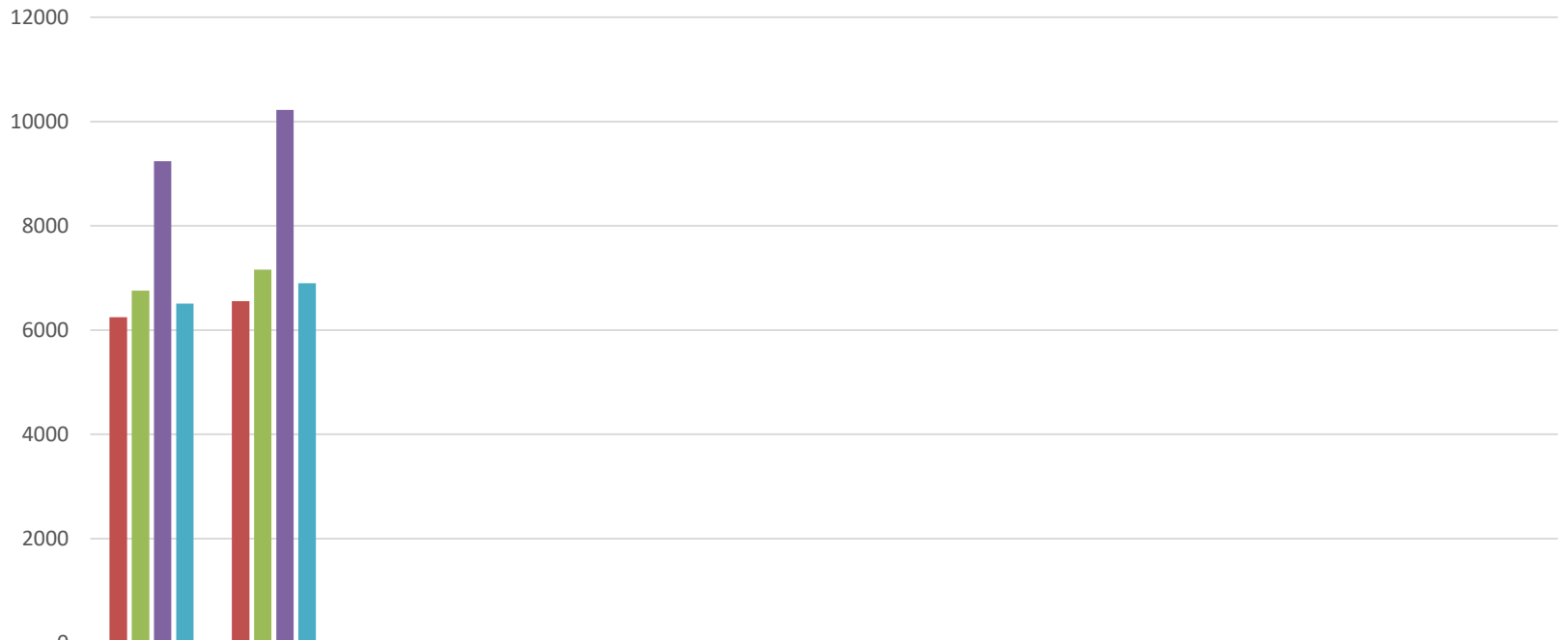


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Annual
■ 2013	54.72%	56.43%	56.24%	54.25%	53.82%	54.04%	57.49%	58.22%	56.05%	58.31%	58.91%	61.99%	55.51%	56.52%
■ 2014	61.16%	61.87%	61.22%	57.98%	56.69%	58.56%	58.78%	59.27%	59.98%	61.91%	64.44%	64.79%	61.50%	60.16%
■ 2015	65.07%	67.89%	63.09%	60.42%	61.80%	63.99%	65.23%	65.57%	64.35%	63.43%	63.82%	66.52%	66.30%	64.04%
■ 2016	68.78%	66.19%	64.07%	62.53%	63.98%	63.36%	63.70%	66.04%	65.51%	64.61%	67.07%	69.27%	67.35%	65.17%
■ 2017	66.68%	64.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	65.32%	65.32%

Next Gen By Month

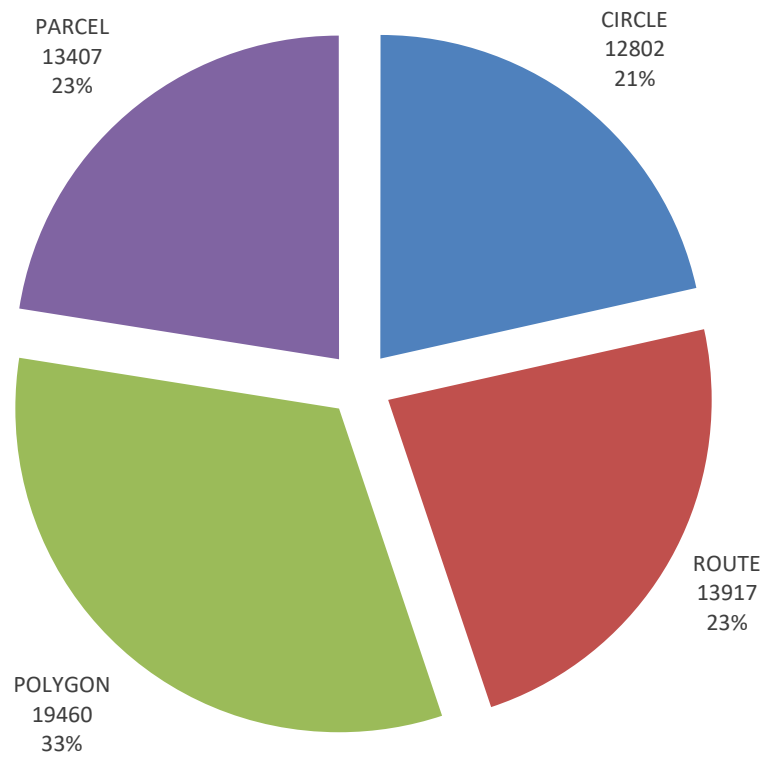


Next Gen Map Tools By Month



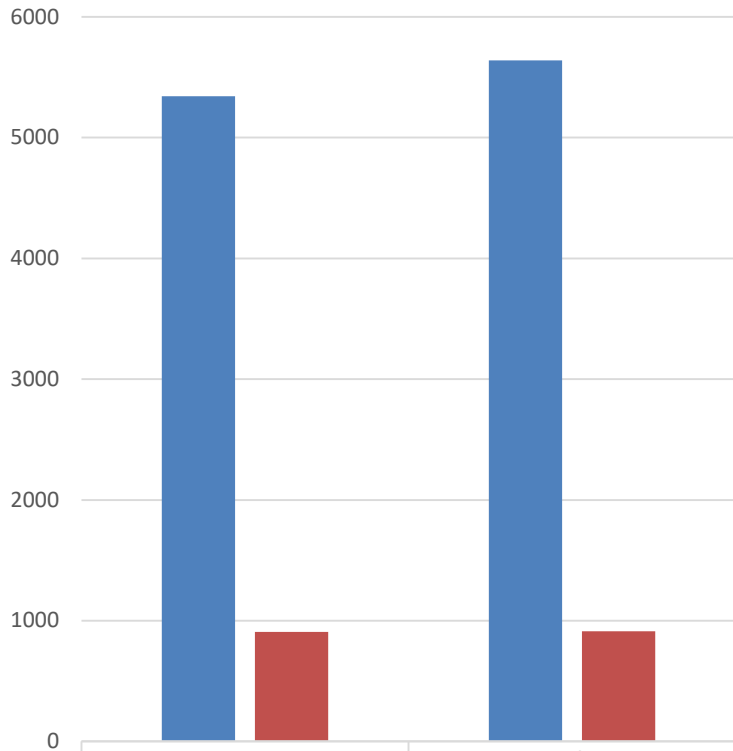
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CIRCLE	6249	6553	0	0	0	0	0	0	0	0	0	0
ROUTE	6755	7162	0	0	0	0	0	0	0	0	0	0
POLYGON	9240	10220	0	0	0	0	0	0	0	0	0	0
PARCEL	6507	6900	0	0	0	0	0	0	0	0	0	0

Next Gen Map Tools YTD



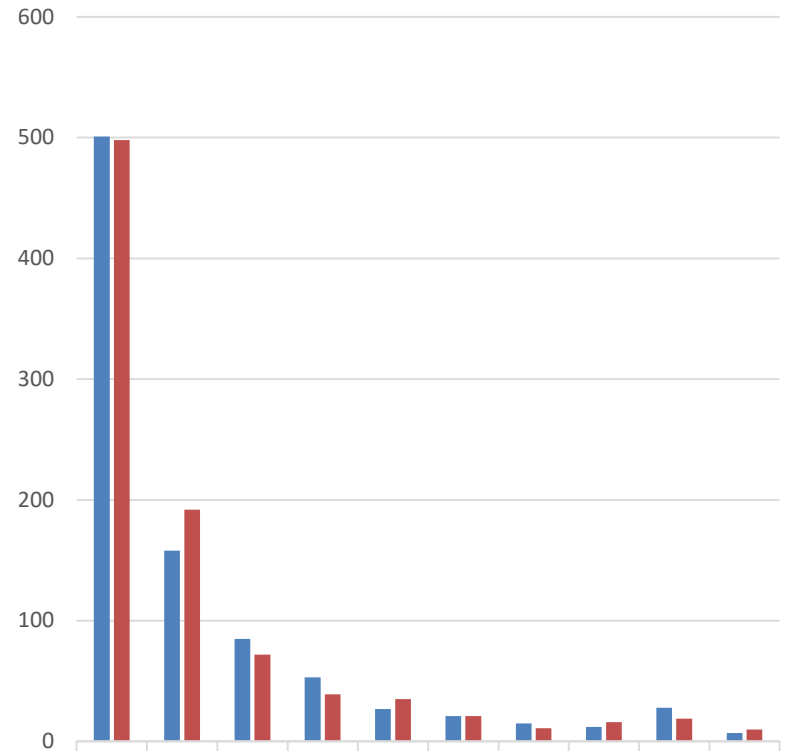
Circle Details

Circles By Month



■ Single	5342	5640
■ Multiple	907	913

Multiple Circles By Month



■ Jan	501	158	85	53	27	21	15	12	28	7
■ Feb	498	192	72	39	35	21	11	16	19	10



False Emergency Tickets

Emergency Definition

319.015.3

“Emergency”, a sudden, unexpected occurrence, presenting a clear and imminent danger demanding immediate action to prevent or mitigate loss or damage to life, health, property, or essential public services. “Unexpected occurrence” includes, but is not limited to, thunderstorms, high winds, ice or snow storms, fires, floods, earthquakes, or other soil or geologic movements, riots, accidents, water or wastewater pipe breaks, vandalism, or sabotage;

Emergency Required Response

319.050.1

... each underground facility owner in the area shall, within two hours after receiving such notice, provide markings or contact the excavator with any information immediately available to assist the excavator and shall inform the excavator if not able to mark within the two hours of when the underground facility will be marked at the site of the emergency.

False Emergency Response

319.050.2

For a request submitted as an emergency request that does not meet the definition of an emergency as defined in section 319.015, the facility owner **shall notify the excavator within two hours** that the request does not meet the requirements of an emergency, and the locate request will be marked within two working days under subsection 1 of section 319.030.

False Emergency Cost Recovery

319.050.3

The excavator may be liable to the owner or operator for costs directly associated with the locating of any such underground facility relating to a notification of an emergency that does not meet the definition of emergency as stated in section 319.015.

False Emergency

Problems Created

- Ticket must be responded to as specified by 319.050.1 or 319.050.2
- Properly documenting false emergency tickets so response doesn't appear late when 319.050.2 is exercised
- Identifying repeat offenders
- Administrative expenses to pursue 319.050.3 may exceed costs recovered

Discussion

- Automate email to excavator when false no emergency compliance issue reported Automated email to MOCS staff
- Cost recovery?
- Some method to change the ticket start time?

No Response

319.030.4

In the event that a person owning or operating an underground facility fails to comply with the provisions of subsection 1 of this section after notice given by an excavator in compliance with section 319.026 , the excavator, prior to commencing the excavation, shall give a second notice to the notification center as required by section 319.026 stating that there has been no response to the original notice given under section 319.026.

Ways to check status

- Automated status email
- Search and Status
- Telecheck (573-636-1555)

ETM No Response

Ticket A

NONRESPONSE TKT: 170740156

UTILITY NOTIFICATION LIST

Click the box next to each utility that did NOT respond to your request

<input type="checkbox"/> SELECT	DISTRICT	COMPANY NAME	UTILITY TYPE	STATUS
<input type="checkbox"/>	AMELE01	AMEREN MISSOURI ELECTRIC	E	Clear/No conflict
<input type="checkbox"/>	ARNOL01	MISSOURI AMERICAN WATER	S	Marked
<input type="checkbox"/>	ATT306	ATT DISTRIBUTION	TEL	Marked
<input type="checkbox"/>	CHRJC01	CHARTER COMMUNICATIONS	E,FO,TV	Clear/No conflict
<input checked="" type="checkbox"/>	JPUBW01	JEFFERSON COUNTY PWSD 1	W	Not yet responded
<input type="checkbox"/>	LGS	LACLEDE GAS COMPANY	G	Clear/No conflict
<input type="checkbox"/>	MOAMWC01	MISSOURI AMERICAN WATER CO	W	Clear/No conflict

Number of Districts:

You Must Contact Any Other Utilities Directly

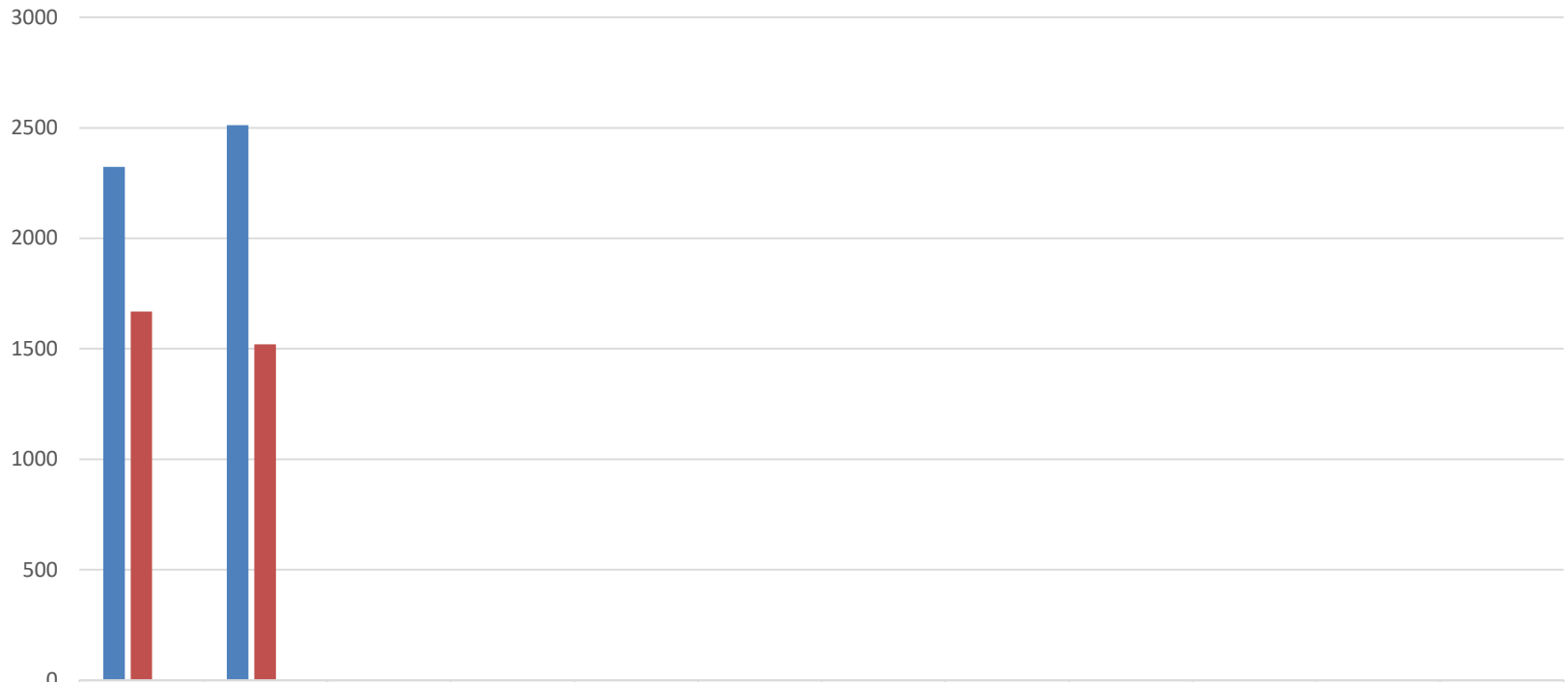
No Response

Manual Vs Auto No Responses By Month



False No Response

False No Responses By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
■ NORES	2323	2512	0	0	0	0	0	0	0	0	0	0
■ FALSE	1668	1520	0	0	0	0	0	0	0	0	0	0
■ FALSE %	71.80%	60.51%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

False No Response Report

Excavator	No Response Tkt	No Response Tm	Original Tkt	Original Status Tm	Original Status	District Code
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/10/17 15:29	Clear/No conflict	STCWD02
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/13/17 09:22	Clear/No conflict	SSTAR01
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/10/17 14:33	Clear/No conflict	LKSTL01
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/13/17 13:01	Marked	CENTL01
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/13/17 13:01	Marked	LGS
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/13/17 13:01	Marked	CHRLK01
CHESTERFIELD FENCE & DECK	170740131	03/15/17 07:19	170692050	03/13/17 13:01	Marked	CUIVR01

Compliance Report

Inbox (33)

From Missouri One Call★

Subject **MO 03/13/17 14:04 to 03/13/17 15:04 Compliance Report**

To Tyler Nesheim★, John Lansford★, Derek Leffert★, Arch York★, Bill Murray★

Reply Reply All Forward Redirect Archive Junk Delete

3/13/2017 3:04 PM

MO 03/13/17 14:04 to 03/13/17 15:04 Compliance Report

tm_status	msg_no	type_name	company_name	cont_email	notes	user_name	email	district_code	district_id	url
03/13/17 14:58	170722590	Ticket Issue - False No Response	BRIAN WEAR PLUMBING	brian@brianwearplumbing.com	city marked as of 3/13	coc-gstrodman	grayson.strodman@como.gov	CCO	915	http://mo.itic.occinc.com/6JLU-2AS-NM2-V2X

Reported MO compliance issues from 03/13/17 14:04 to 03/13/17 15:04.

If changes are desired for who receives this, or which functions to include, please request through tyler@occinc.com

Discussion

- Automated no response report
- Automate email to excavator when false no response compliance issue reported – or when excavator identified by automated report
- Cost recovery?
- Incorrect status = incorrect locate, not no response

Questions

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