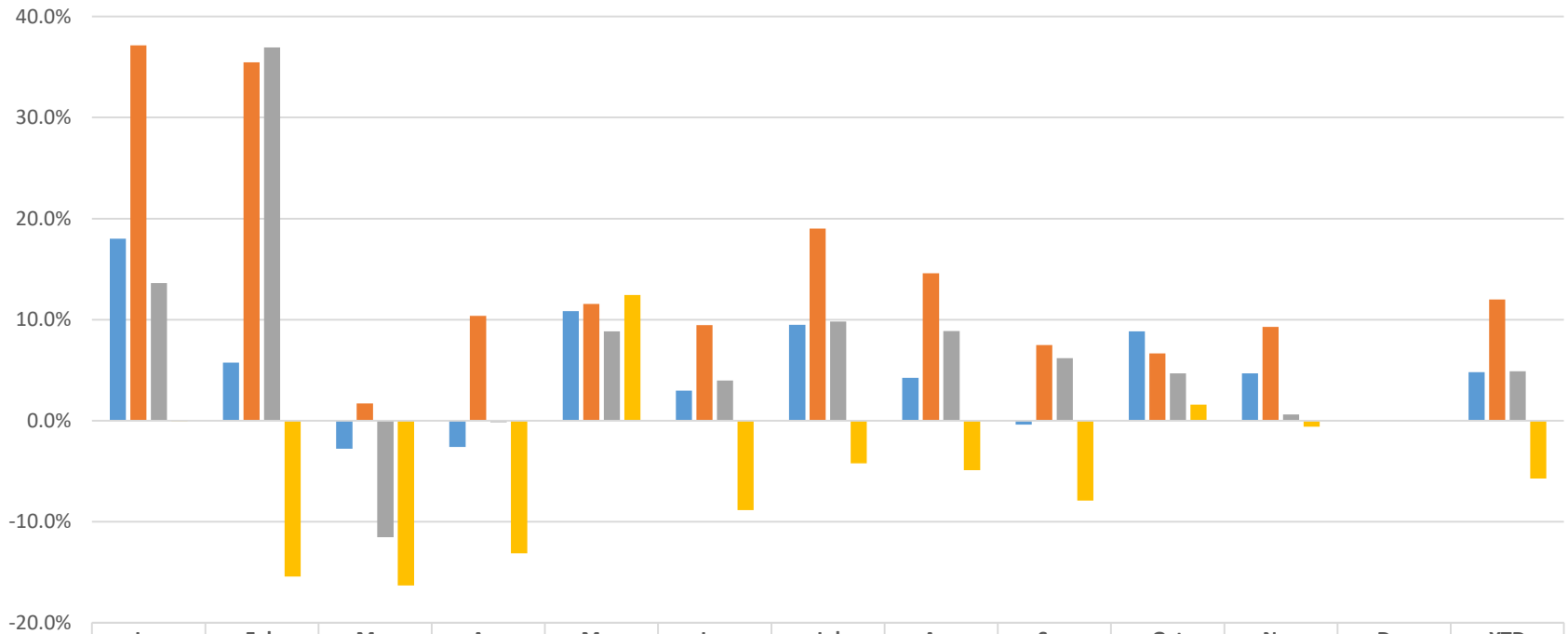


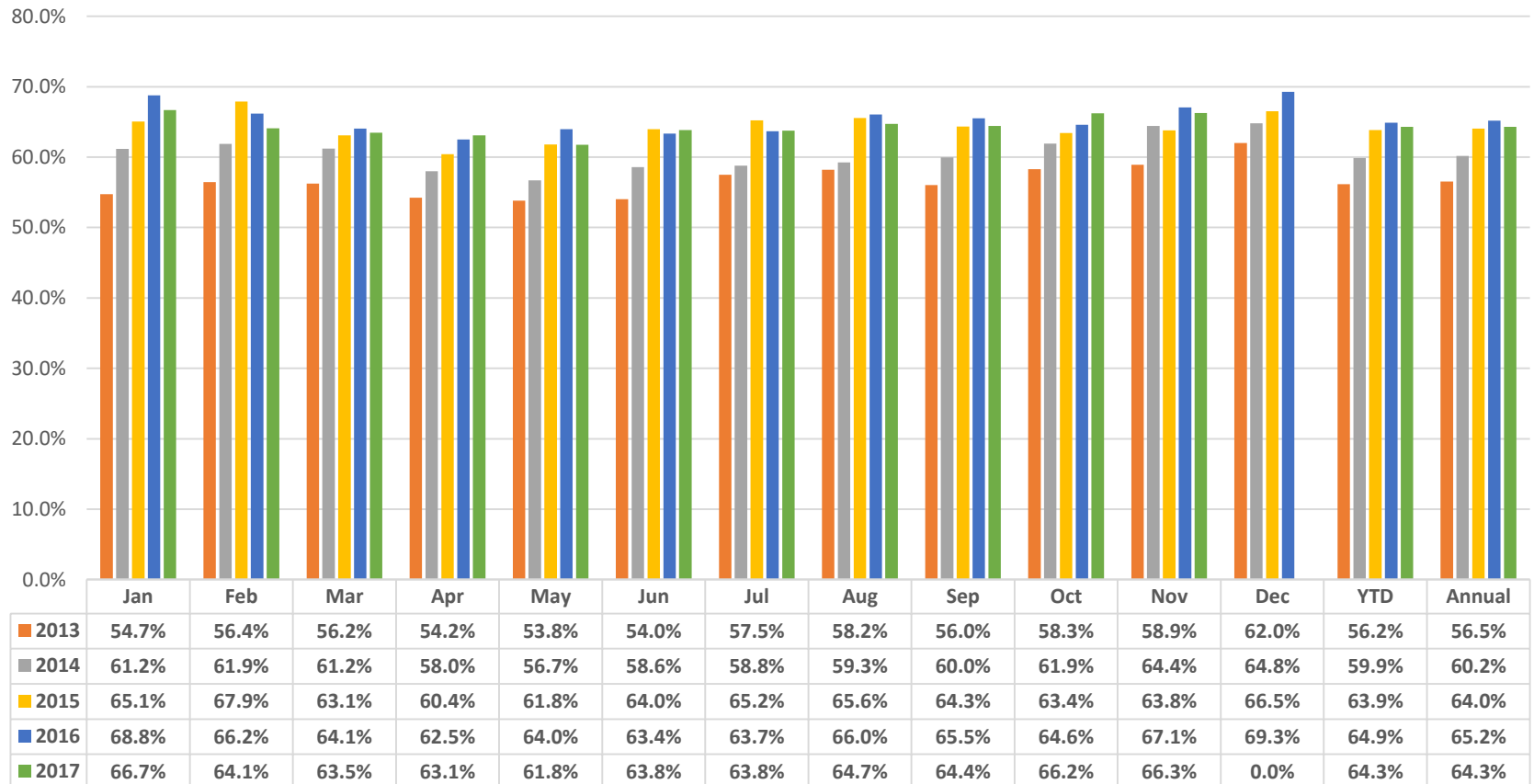


# MISSOURI ONE CALL SYSTEM

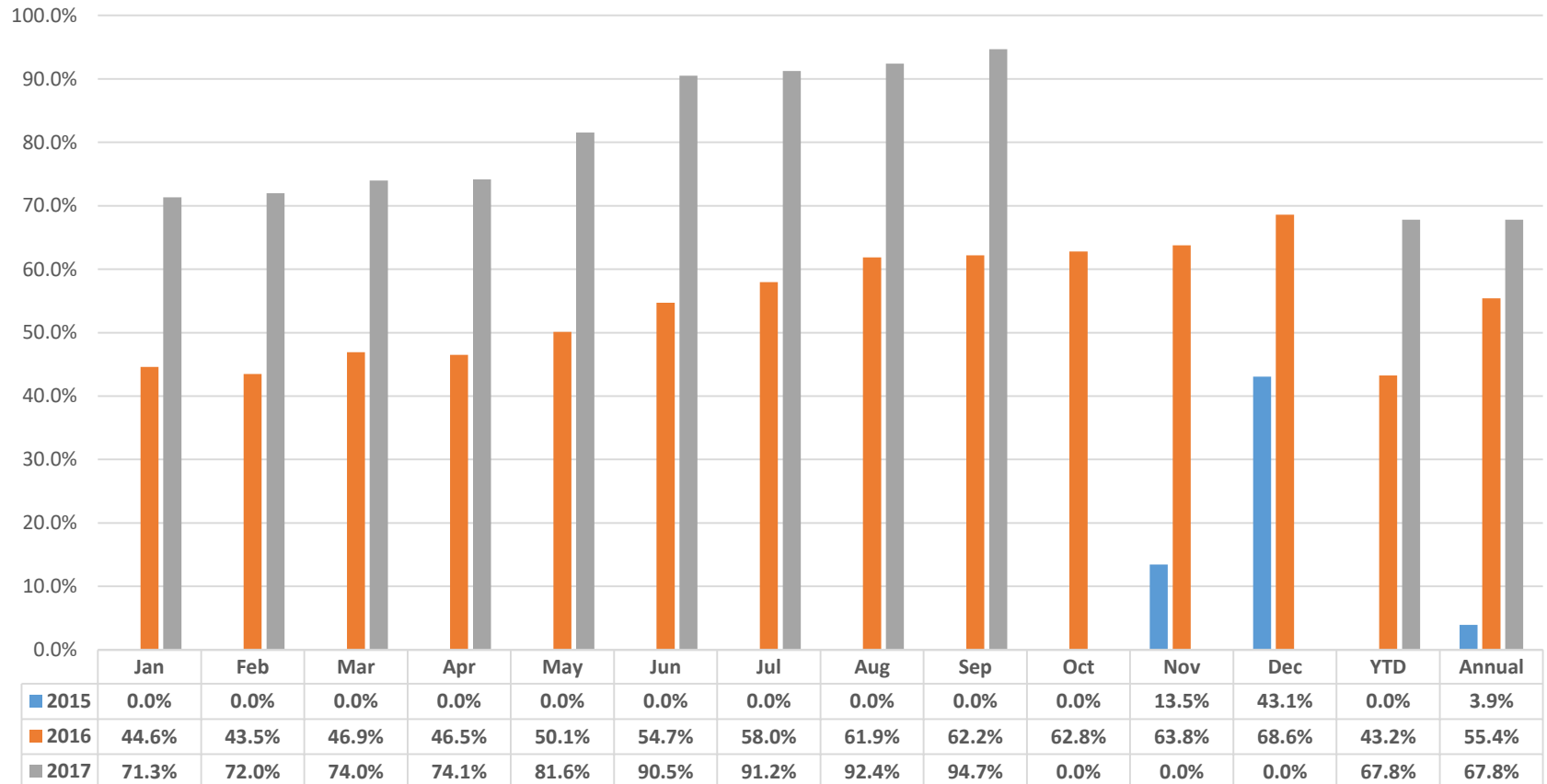
## Regional Inbounds By Month (Current vs Previous Year)



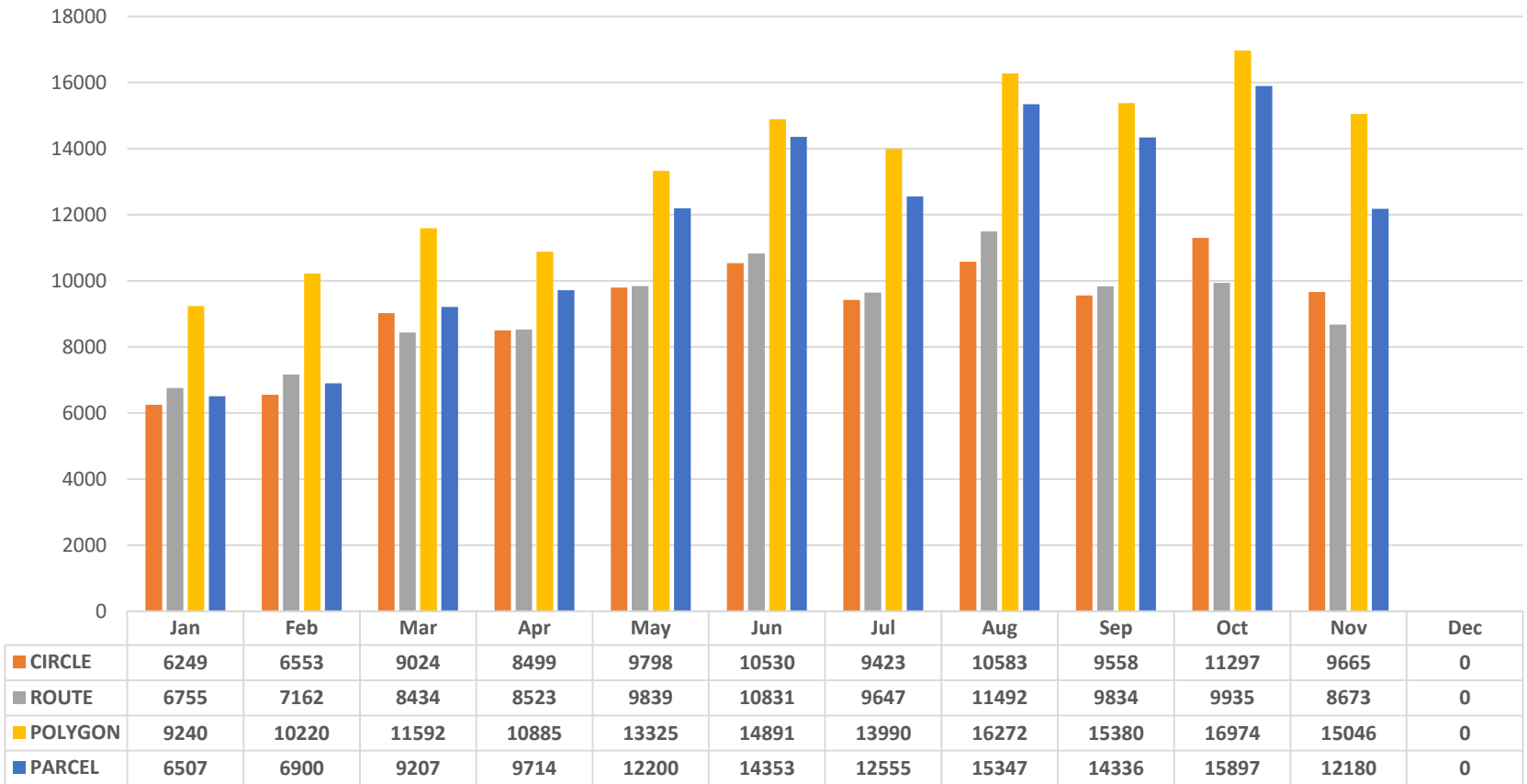
## ITIC % By Month



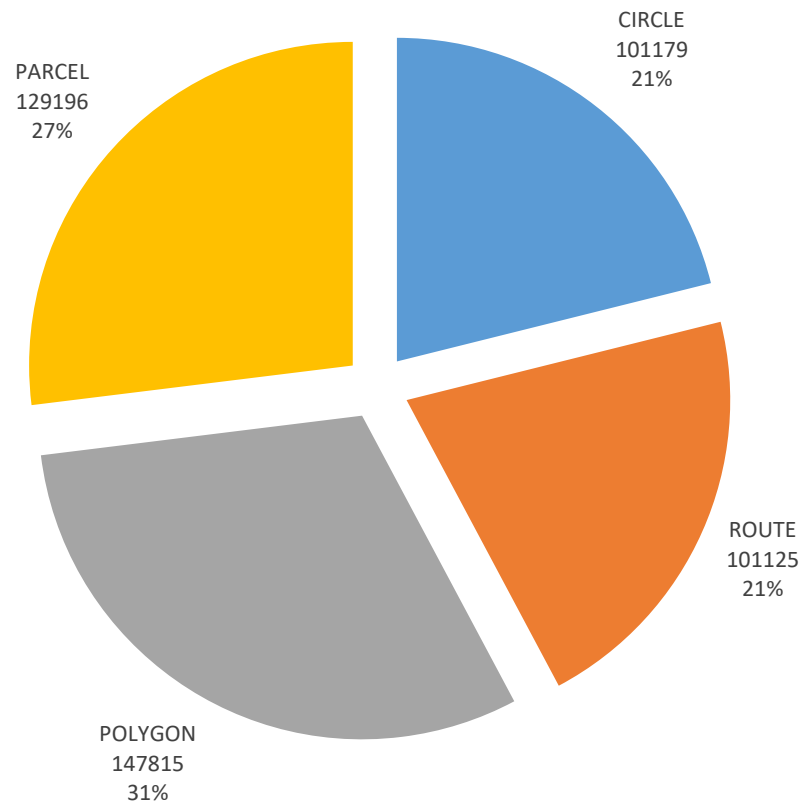
## Next Gen % By Month



## Next Gen Map Tools By Month



## Next Gen Map Tools YTD



# Polygon Change Order

Goal – reduce the number of characters provided in location of work, provide more 'locator friendly' marking instructions, and reduce the users use of the polygon tool when other tools are more appropriate.

Ticket entry changes:

- Require user to enter marking instructions
- Send ticket to review unless the user is a 'never review any tickets' user

Rule change:

- One polygon per ticket
- Force review
- Remove polygon limitation

# Polygon Change Order



### Suggested Next Step

Click in the map to start an excavation polygon. Please keep the excavation polygon as small as possible but yet large enough to cover the entire planned excavation area. Click on the map as needed to lay down additional points. To close the polygon, click again on the starting point. Polygon lines are NOT allowed to cross or overlap.



ISITE Home Help  
Admin Chat

Advance/Alternate Search

Starting Address Location  
824 Weathered Rock Rd, Jefferson City, MO 65101, USA

Lat/Lon 38.544331 -92.198553

Segment Length 961 ft

Total Length 1.04 mi

**Enter polygon marking instructions**

Marking Instructions: Mark the entire empty lot west of Missouri One Call

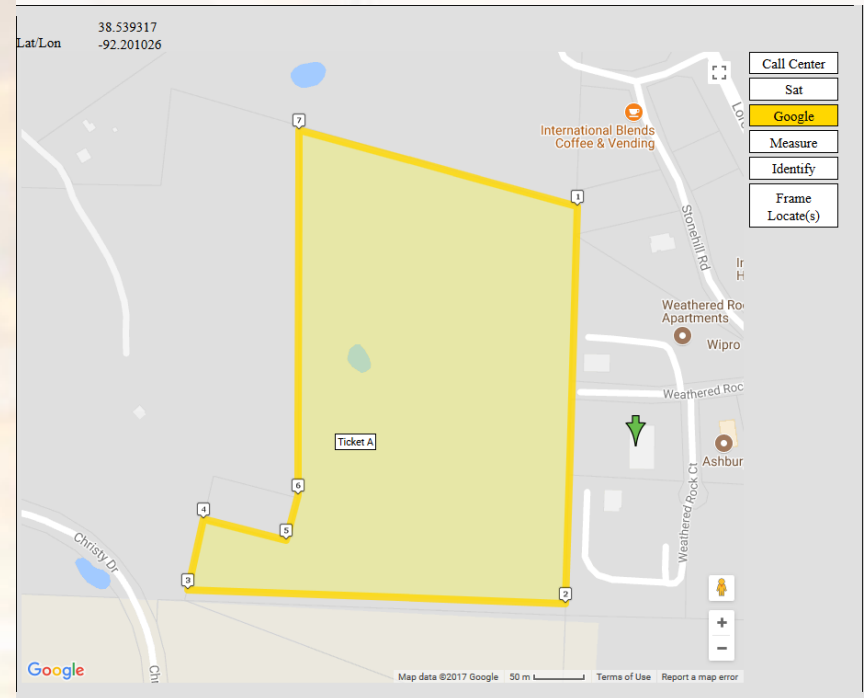
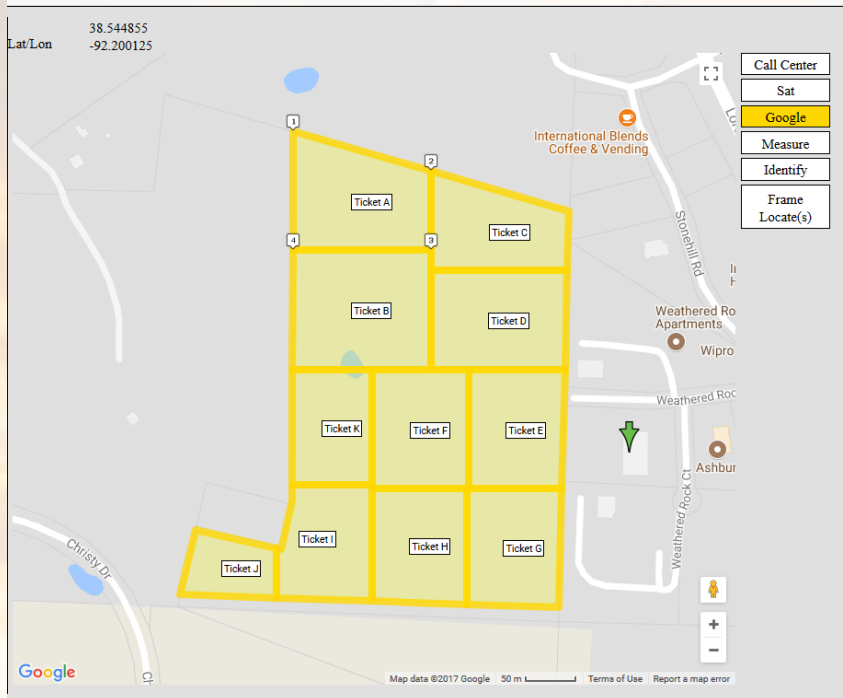
Ok Clear Cancel

Map data ©2017 Google Imagery ©2017, DigitalGlobe, U.S. Geological Survey, USDA Farm Service Agency, 50 m L

- Call Center
- Sat
- Google
- Placemark
- Measure
- Identify
- Create Circle
- Create Route
- Select Parcel
- Select Feature
- End Polygon
- Load Shapefile



# Polygon Change Order



# Polygon Change Order

The first point of the excavation polygon is located approximately 2290 feet SSE from the intersection of VETERANS LN and CHRISTY DR. Starting at the first point (point 1), proceed approximately 475 feet ESE to point 2; from that point approximately 260 feet S to point 3; from that point approximately 455 feet W to point 4; then proceeding back to the starting point. The excavation site is contained within this boundary.

The following are Google driving directions to the excavation site: From the intersection of VETERANS LN and CHRISTY DR, head southwest on Christy Dr for 0.3 mi. Turn left for 0.4 mi. From this point, head ENE approximately 770 feet to point 1.

Point 1: Lat: 38.5443307 Long: -92.1985424

Point 2: Lat: 38.5439665 Long: -92.1969365

Point 3: Lat: 38.5432461 Long: -92.1969365

Point 4: Lat: 38.5432461 Long: -92.1985458

Mark the entire empty lot west of Missouri One Call.

The following are Google driving directions to the excavation site: From the intersection of WEATHERED ROCK RD and WEATHERED ROCK CT, head east on Weathered Rock Rd toward Stonehill Rd for 299 ft. Turn left onto Stonehill Rd for 0.2 mi. From this point, head WSW approximately 335 feet to the site.

# Polygon Change Order



#### Suggested Next Step

Tickets for this session have been completed. Click on 'SITE HOME' in the upper right corner to start a new session.

[ISITE Home](#)[Help](#)[Admin](#)[Chat](#)

Ticket A

#### UTILITY NOTIFICATION LIST

District	Company Name	UTILITY TYPE
----------	--------------	--------------

Number of Districts:  
You Must Contact Any Other Utilities Directly

#### RELEASE SUMMARY

Your ticket has been sent to the call center for review.

You will receive a copy of your completed ticket or an email asking you to provide additional information within 2 hours (M-F 8am-10pm). Please verify all information on the completed ticket is accurate including the map link to ensure your entire area of excavation has been covered. If you find a mistake please use Update Ticket to make corrections.

Make sure all utilities have responded before beginning excavation.

#### SESSION DISPOSITION

Ticket	State/County	Place	Address	Cross Street	Ticket Type	Action Date	Action
Ticket A	MO/COLE	JEFFERSON CITY	827 WEATHERED ROCK RD	WEATHERED ROCK CT	ROUTINE	Start Date: 12/19/2017 at 08:00	IN REVIEW

[LOGOUT](#)

# Conditional Review

## Three levels of review

- Always Review
- Conditional Review (default)
- Never Review

# Conditional Review

Review priority:

Review based on ticket rules (polygon, etc)

Never review Cancel

Never review tickets sent to Advance

Never review priority tickets (emergency, etc)

# Parcel Change Order

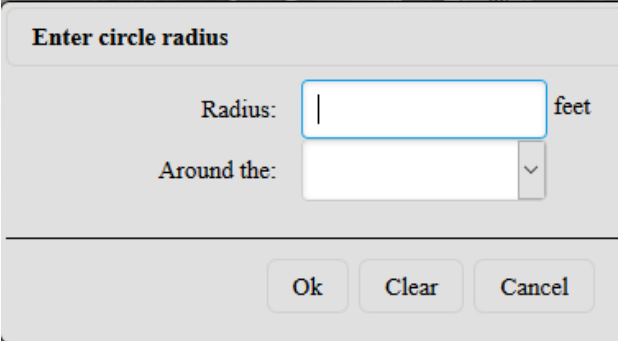
Goal – reduce the number of characters provided in location of work, provide more 'locator friendly' marking instructions, and reduce the number of tickets where work is taking place outside the defined scope.

- Selecting parcel results in notification of the entire parcel out to the center of the street.
- The user is presented with a 'Parcel' dialog box to select marking instructions.
- Ticket is set for auto-release (unless an always review user) unless 'Custom Marking' instructions are entered in which case the ticket is sent to review (unless a never review user).

# Circle Change Order

Goal – Provide more 'locator friendly' landmark based marking instructions.

- Force the user to select a landmark instead of defaulting 'Center point' (see image):



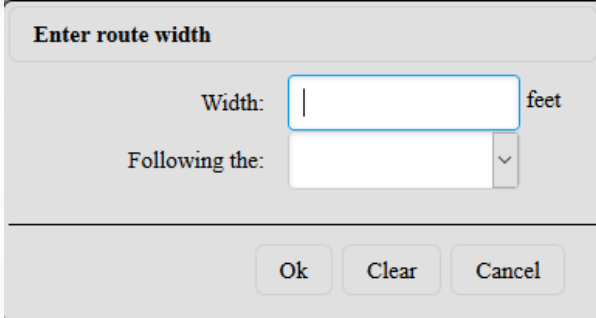
The image shows a dialog box titled "Enter circle radius". It contains two input fields: "Radius:" followed by a text input field and the unit "feet", and "Around the:" followed by a dropdown menu. At the bottom of the dialog box are three buttons: "Ok", "Clear", and "Cancel".

- The selection of center point requires user to enter a description of the point and is trigger for conditional review.
- Change 'drop' icon from 'hand' to either an 'x' or a circle of the appropriate size for placement on the map.

# Route Change Order

Goal – Provide more 'locator friendly' landmark based marking instructions.

- Force the user to select a landmark instead of defaulting 'Points in the route' (demonstrated in the image below):



The image shows a dialog box titled "Enter route width". It contains two input fields: "Width:" followed by a text input field and the word "feet", and "Following the:" followed by a dropdown menu. At the bottom of the dialog are three buttons: "Ok", "Clear", and "Cancel".

- The selection of 'points in the route' requires user to enter a description of the point and is trigger for conditional review.
- Change 'drop' icon from 'hand' to either an 'x' or a circle of the appropriate size for placement on the map.



# Changed Start Time Prompt & Required ITIC Start Time Entry

Work can not be scheduled until (2 day notice).  
When will crew and equipment be on site to begin work?

Require ITIC user to  
enter start date & time  
on every ticket

**TICKET DISPOSITION**

TICKET TYPE: ROUTINE

WORK TO BEGIN DATE:

WORK TO BEGIN TIME:

**SEPTEMBER 2017**

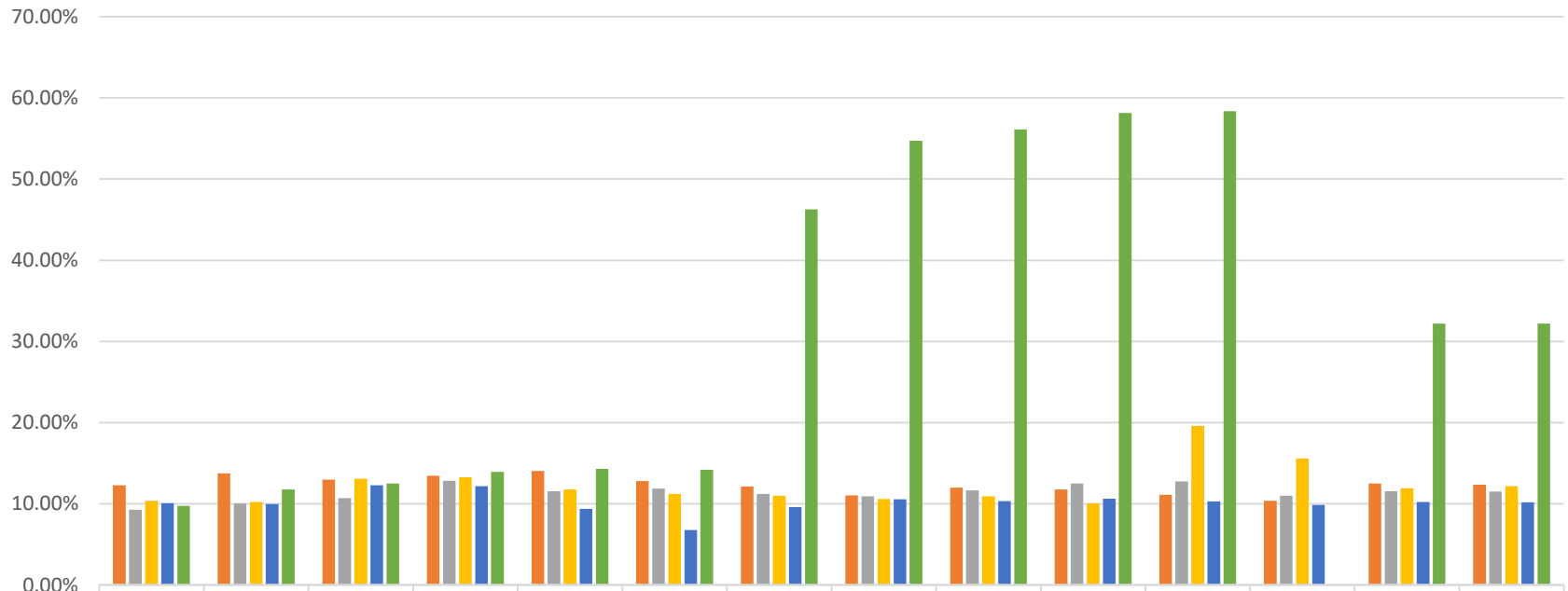
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**ON DISPOSITION**

et	State/Cou
et A	MO/COLE

# Changed Start Time Prompt

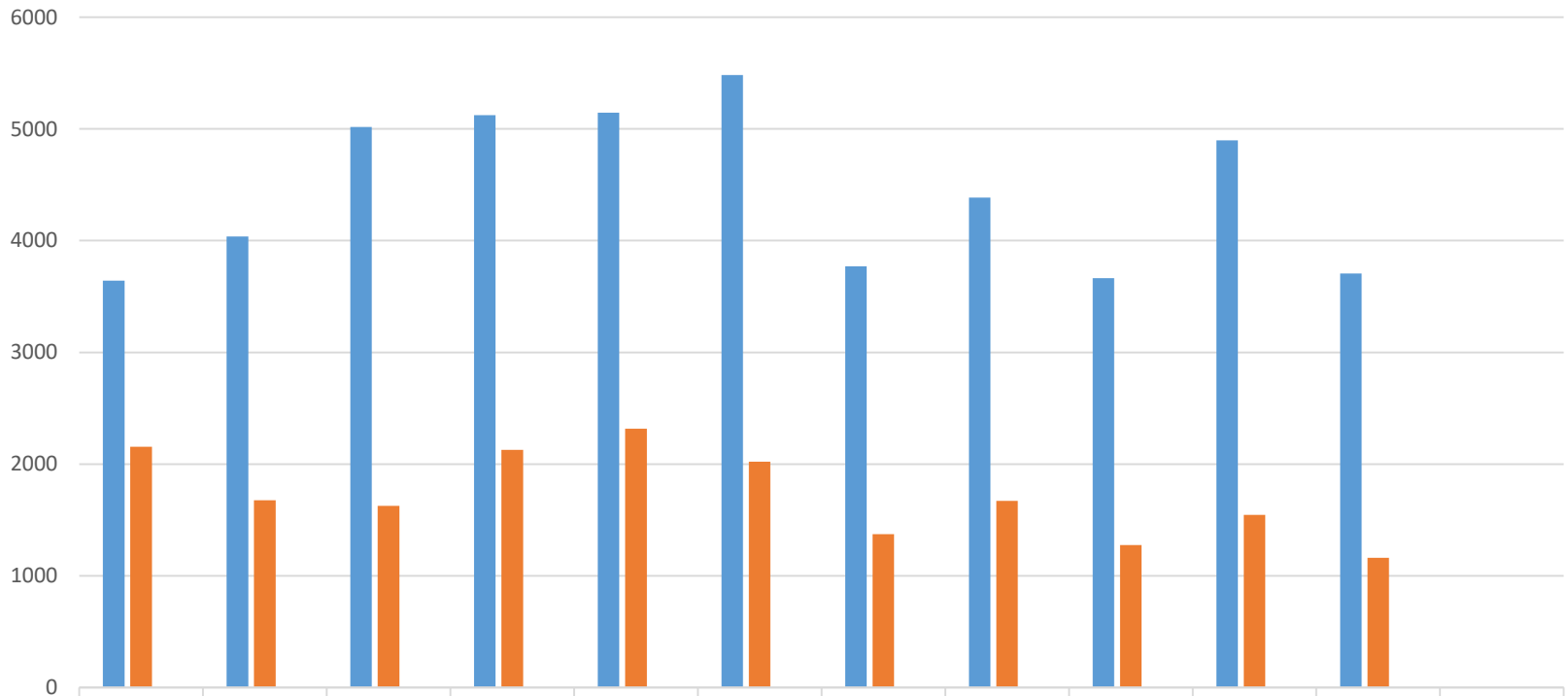
GT 2 Day Notice Routines By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Annual
■ 2013	12.28%	13.75%	12.99%	13.48%	14.06%	12.81%	12.15%	11.03%	12.00%	11.77%	11.13%	10.38%	12.49%	12.38%
■ 2014	9.29%	10.05%	10.71%	12.82%	11.54%	11.89%	11.22%	10.93%	11.67%	12.51%	12.75%	11.01%	11.55%	11.52%
■ 2015	10.37%	10.21%	13.09%	13.27%	11.79%	11.24%	11.01%	10.59%	10.91%	10.03%	19.62%	15.60%	11.92%	12.16%
■ 2016	10.07%	9.98%	12.29%	12.19%	9.38%	6.76%	9.61%	10.58%	10.35%	10.63%	10.31%	9.88%	10.23%	10.21%
■ 2017	9.75%	11.78%	12.52%	13.93%	14.31%	14.20%	46.28%	54.74%	56.11%	58.13%	58.34%	0.00%	32.19%	32.19%

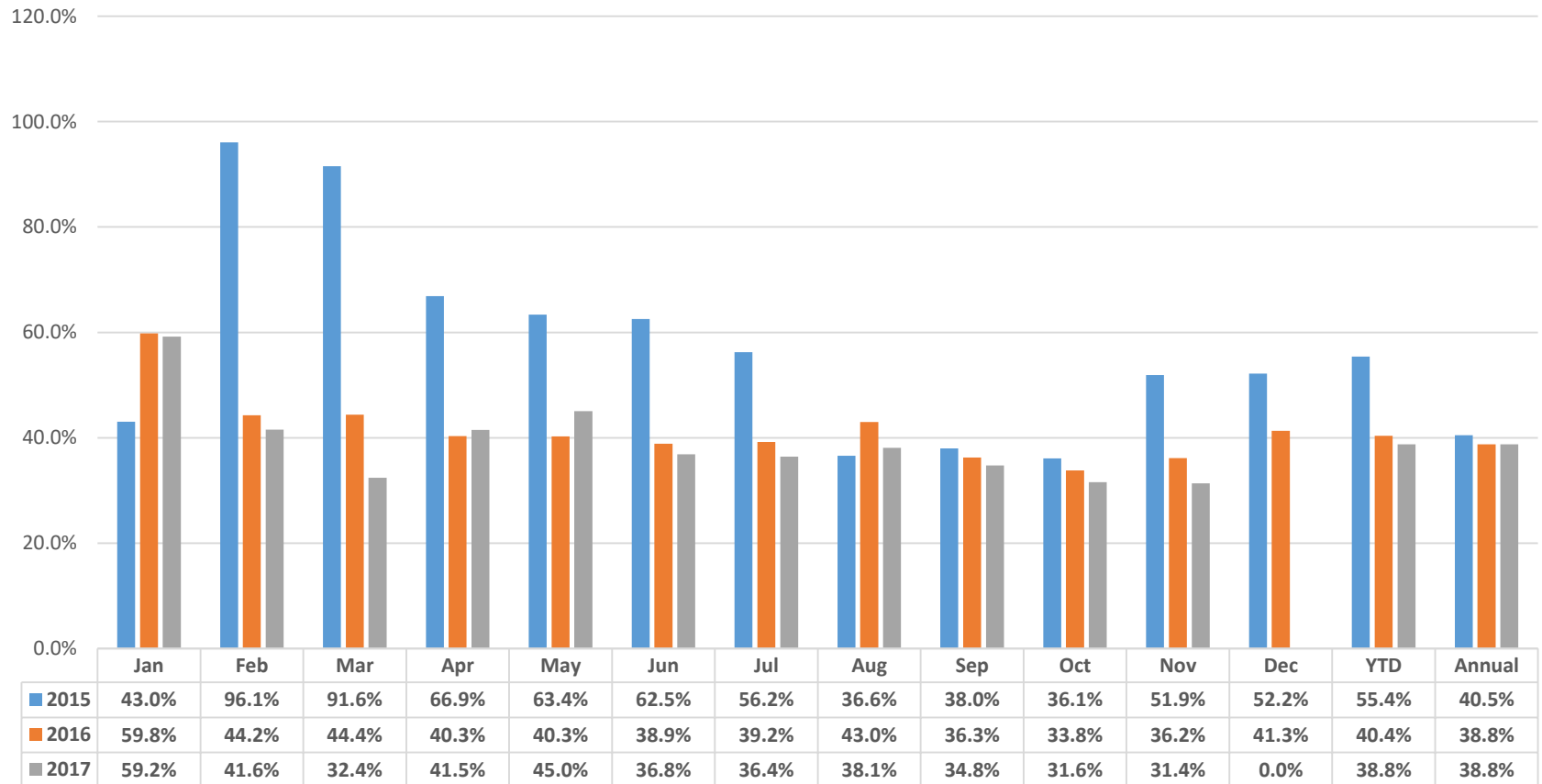
# Ticket Extensions

Extensions By Month YTD



# Ticket Extensions

Extensions Granted By Month



# Ticket Extension Change Order

## Simplify Extension Process:

- Utility requests extension and selects proposed extension date/time
- Excavator receives an email with the request and can accept or reject with a single click

*Note: Potential to use automated phone call to excavator allowing them to accept or reject via DTMF*

# WMS

## Interactive Map

**Legend:**  
Excavator mapped polygon  
Facility Operator polygon  
GSOC notification polygon

Popup Map

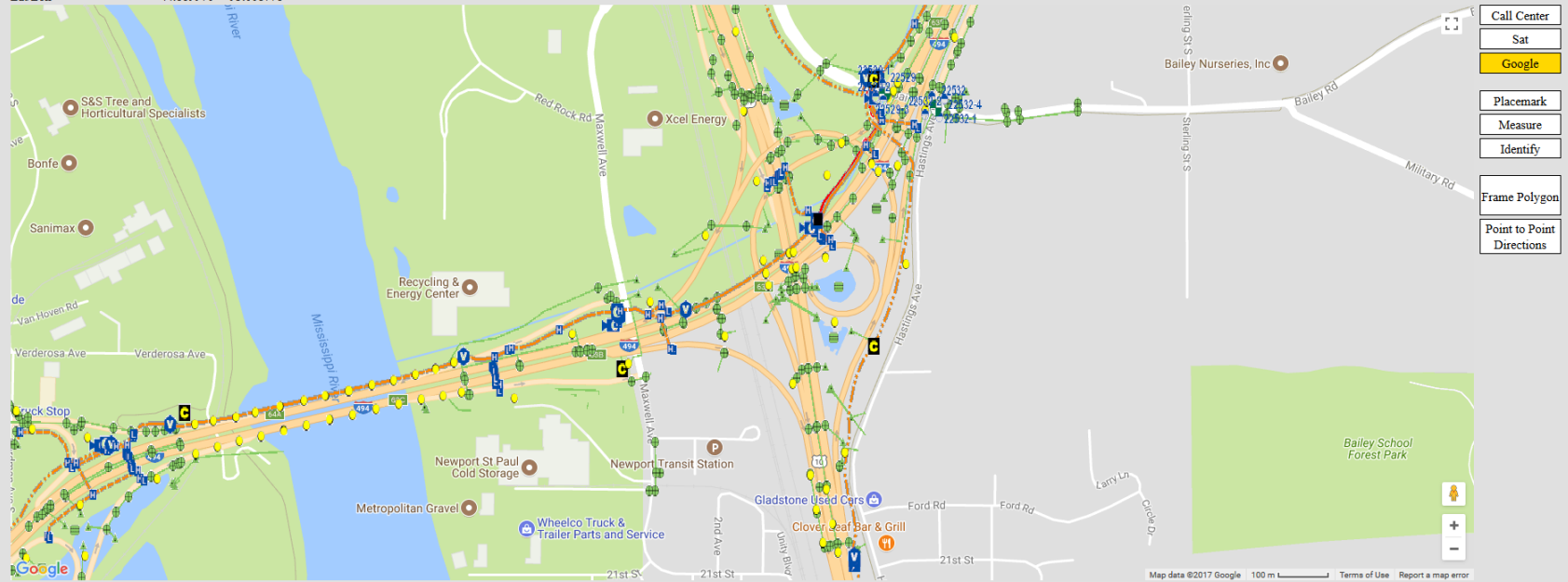
Hide Map

Show District Polygons

Advance/Alternate Search

Search Map:

Lat/Lon 44.889970 -93.001778



- Call Center
- Sat
- Google
- Placemark
- Measure
- Identify
- Frame Polygon
- Point to Point Directions

# WMS

## Interactive Map

**Legend:**  
■ Excavator mapped polygon  
■ Facility Operator polygon  
■ GSOC notification polygon

Popup Map

Hide Map

Show District Polygons

Advance/Alternate Search

Search Map:

Lat/Lon 45.070088 -93.275747



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