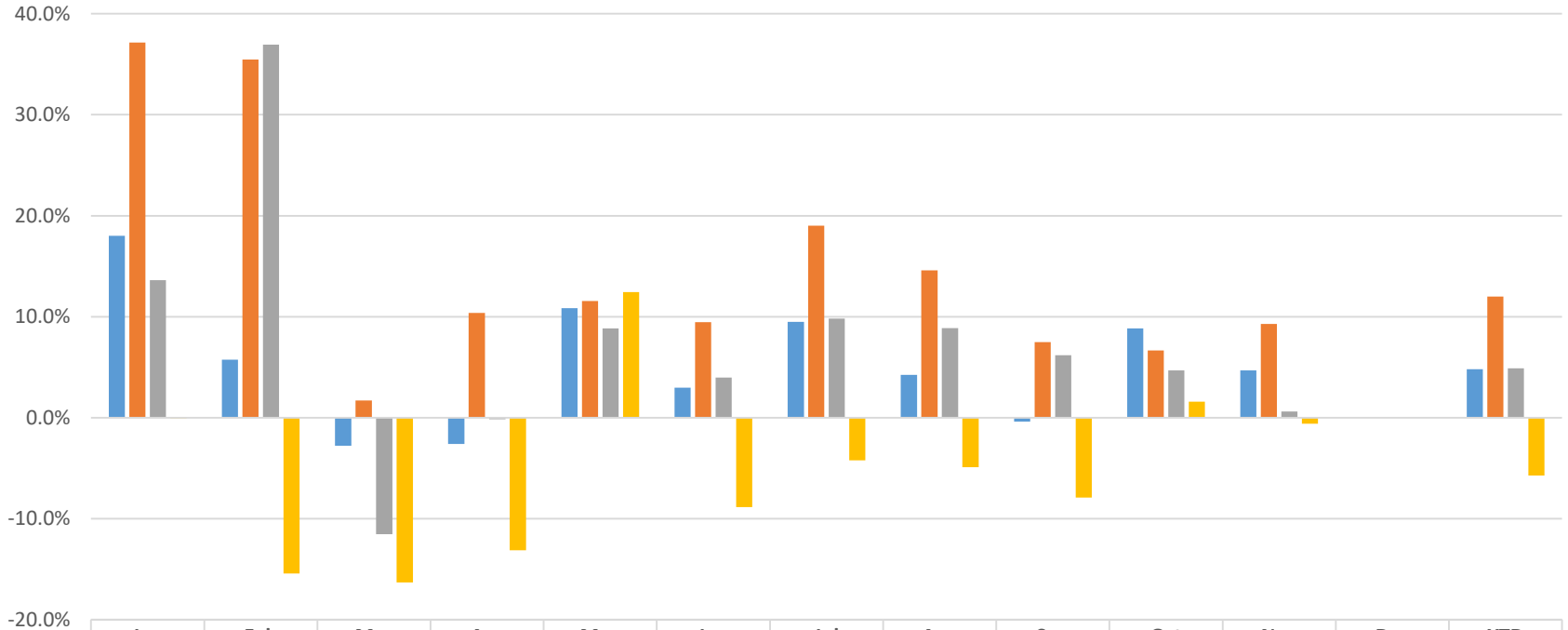
MISSOURI ONE CALL SYSTEM

ONE CALL CONCEPTS
When safety is on the line.

Regional Inbounds By Month (Current vs Previous Year)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
MO	18.0%	5.7%	-2.8%	-2.6%	10.8%	3.0%	9.5%	4.2%	-0.4%	8.9%	4.7%	0.0%	4.8%
NE	37.2%	35.5%	1.7%	10.4%	11.6%	9.4%	19.0%	14.6%	7.5%	6.7%	9.3%	0.0%	12.0%
IA	13.6%	36.9%	-11.5%	-0.1%	8.9%	4.0%	9.8%	8.9%	6.2%	4.7%	0.6%	0.0%	4.9%
KS	-0.1%	-15.4%	-16.3%	-13.1%	12.4%	-8.9%	-4.2%	-4.9%	-7.9%	1.6%	-0.6%	0.0%	-5.7%

ONE CALL CONCEPTS
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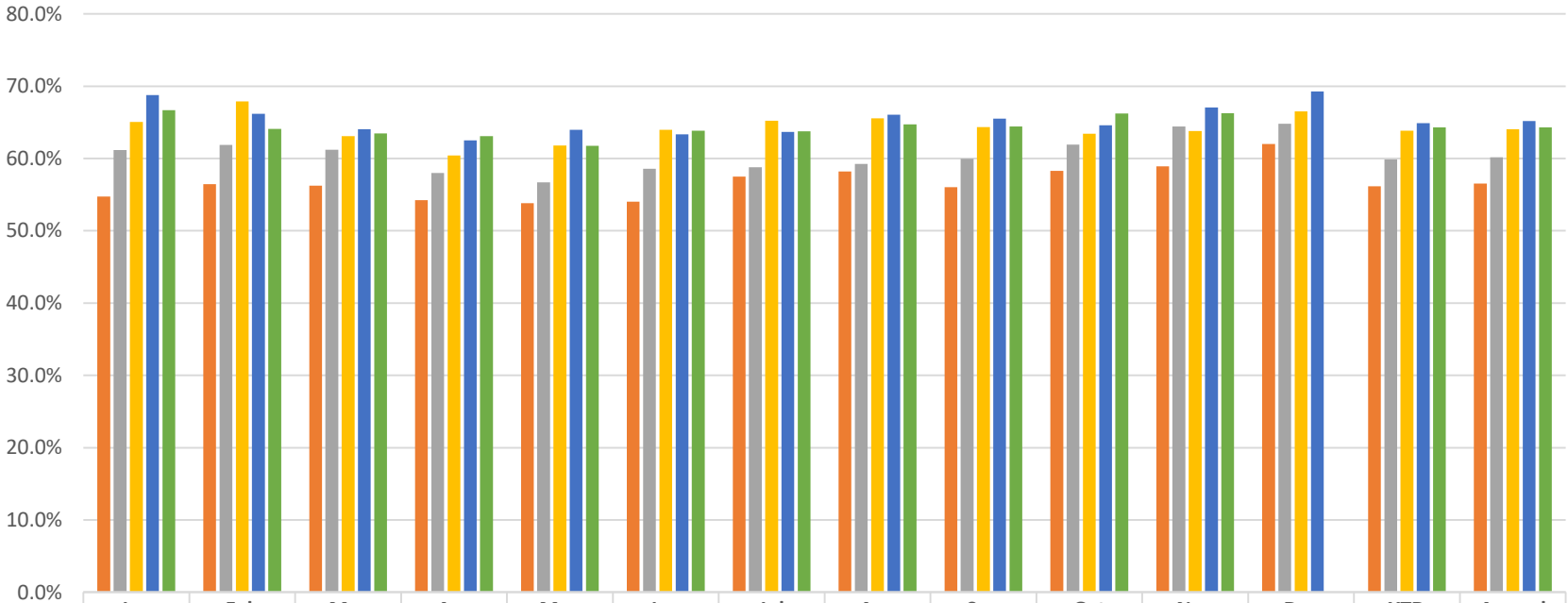
ITIC % By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Annual
2013	54.7%	56.4%	56.2%	54.2%	53.8%	54.0%	57.5%	58.2%	56.0%	58.3%	58.9%	62.0%	56.2%	56.5%
2014	61.2%	61.9%	61.2%	58.0%	56.7%	58.6%	58.8%	59.3%	60.0%	61.9%	64.4%	64.8%	59.9%	60.2%
2015	65.1%	67.9%	63.1%	60.4%	61.8%	64.0%	65.2%	65.6%	64.3%	63.4%	63.8%	66.5%	63.9%	64.0%
2016	68.8%	66.2%	64.1%	62.5%	64.0%	63.4%	63.7%	66.0%	65.5%	64.6%	67.1%	69.3%	64.9%	65.2%
2017	66.7%	64.1%	63.5%	63.1%	61.8%	63.8%	63.8%	64.7%	64.4%	66.2%	66.3%	0.0%	64.3%	64.3%

ONE CALL CONCEPTS
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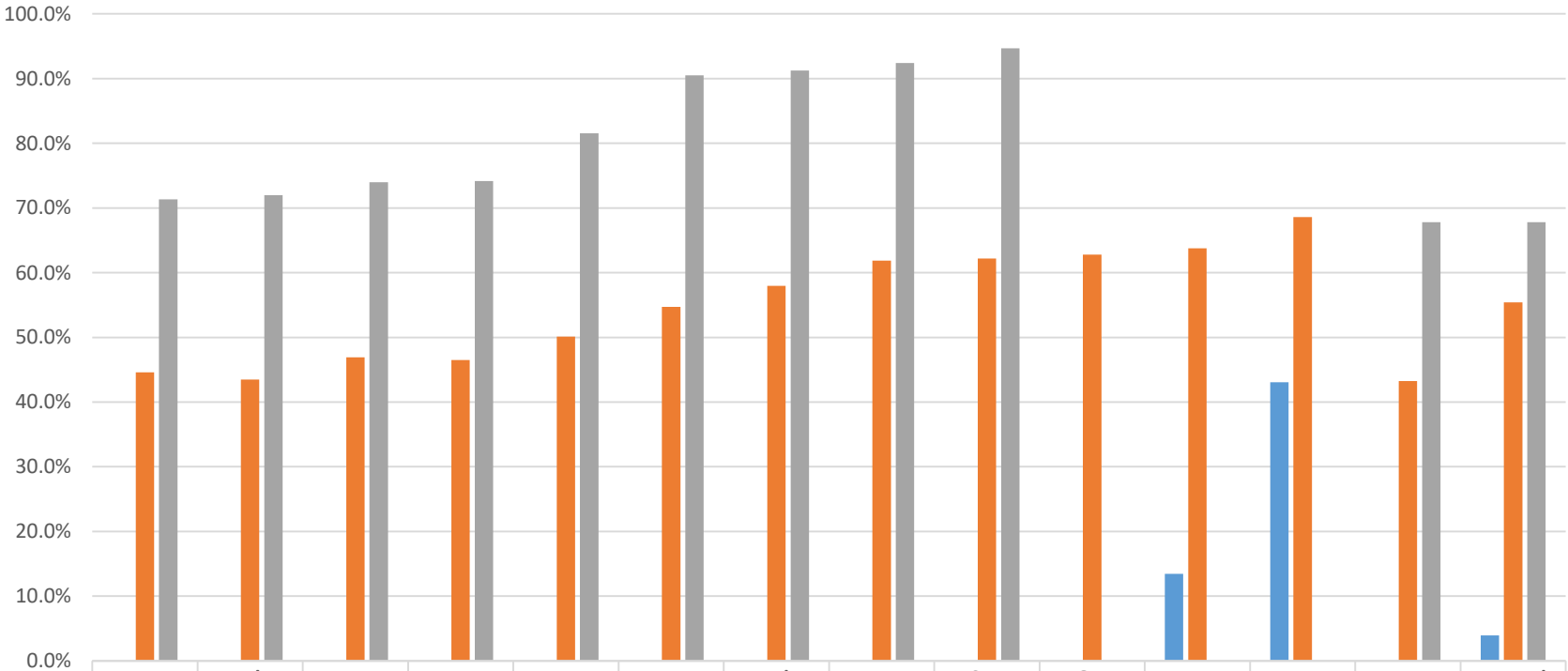
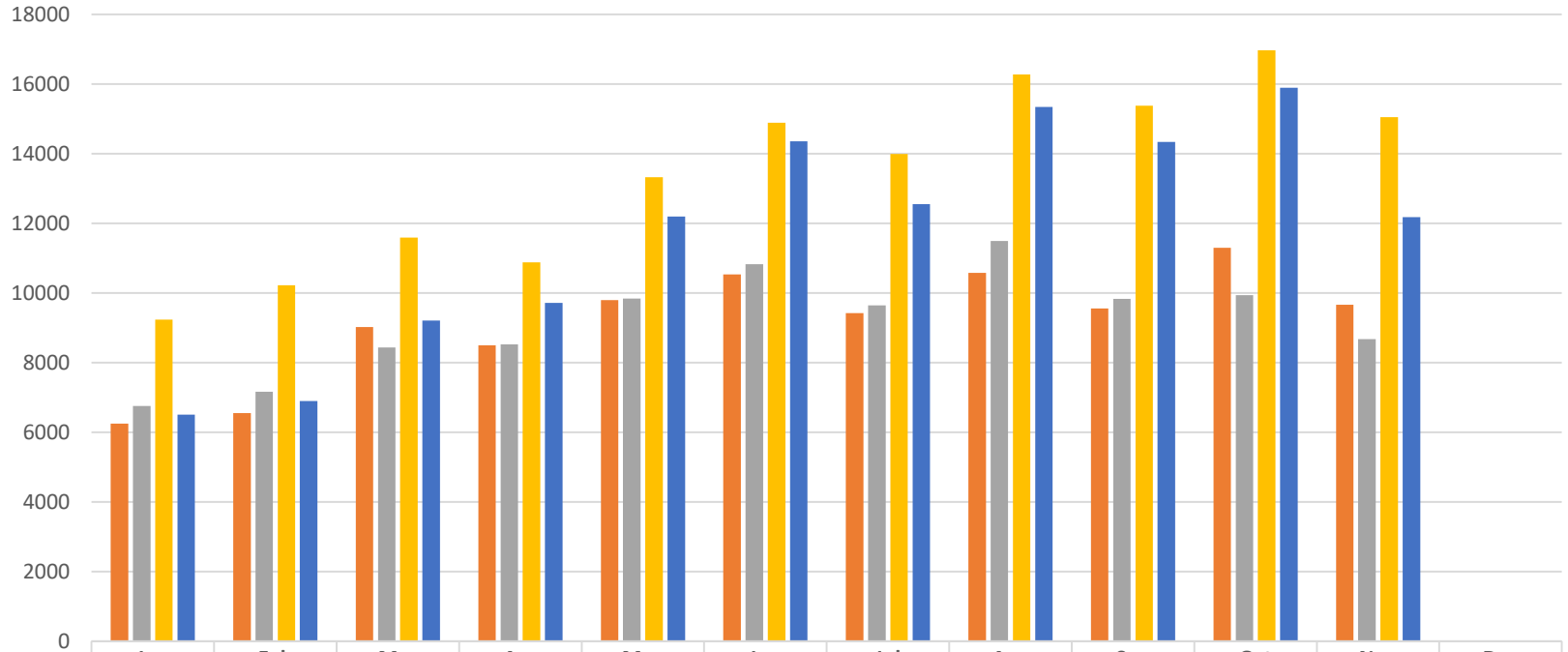
Next Gen % By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Annual
2015	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.5%	43.1%	0.0%	3.9%
2016	44.6%	43.5%	46.9%	46.5%	50.1%	54.7%	58.0%	61.9%	62.2%	62.8%	63.8%	68.6%	43.2%	55.4%
2017	71.3%	72.0%	74.0%	74.1%	81.6%	90.5%	91.2%	92.4%	94.7%	0.0%	0.0%	0.0%	67.8%	67.8%

ONE CALL CONCEPTS
When safety is on the line.

Next Gen Map Tools By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CIRCLE	6249	6553	9024	8499	9798	10530	9423	10583	9558	11297	9665	0
ROUTE	6755	7162	8434	8523	9839	10831	9647	11492	9834	9935	8673	0
POLYGON	9240	10220	11592	10885	13325	14891	13990	16272	15380	16974	15046	0
PARCEL	6507	6900	9207	9714	12200	14353	12555	15347	14336	15897	12180	0

ONE CALL CONCEPTS
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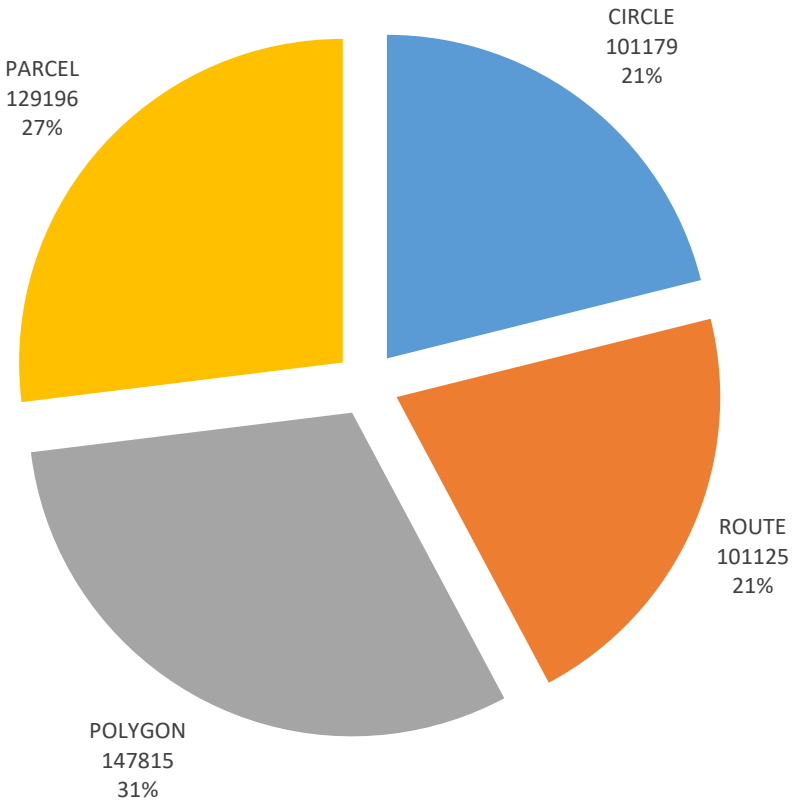
Next Gen Map Tools YTD



ONE CALL CONCEPTS
When safety is on the line.

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:

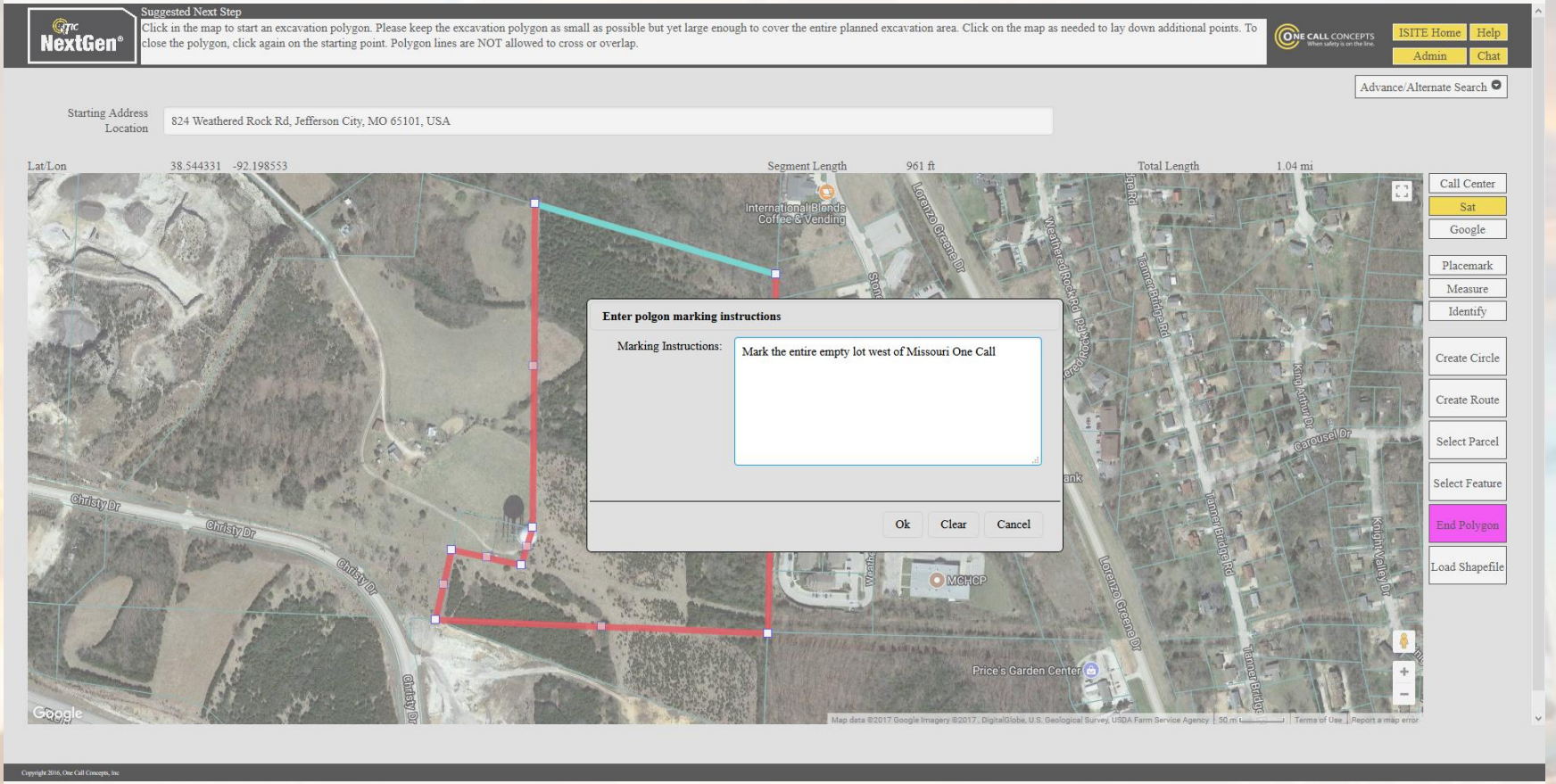
- Require user to enter marking instructions
- Send ticket to review unless the user is a 'never review any tickets' user

Rule change:

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

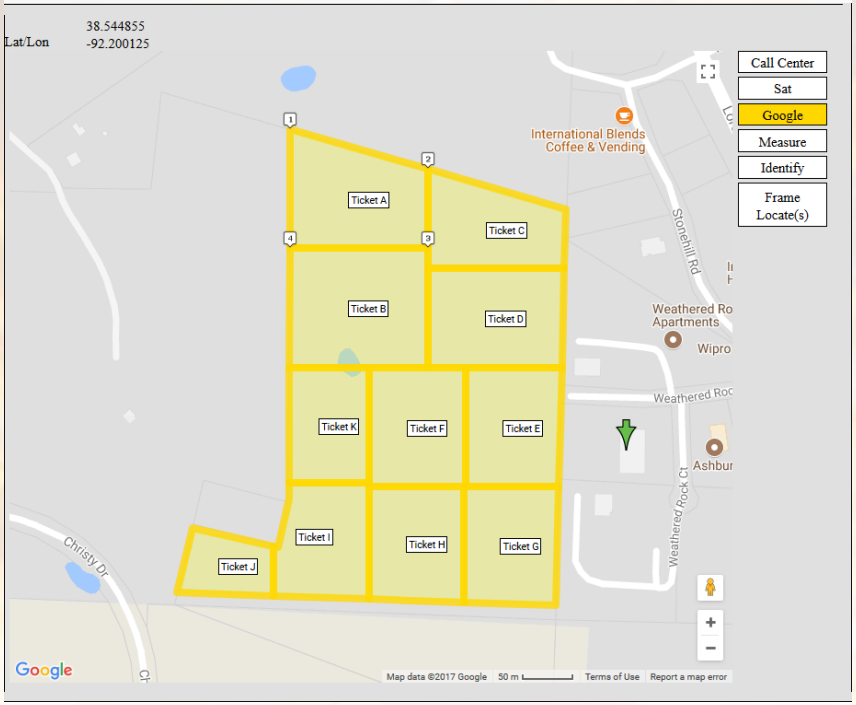
ONE CALL CONCEPTS
When safety is on the line.

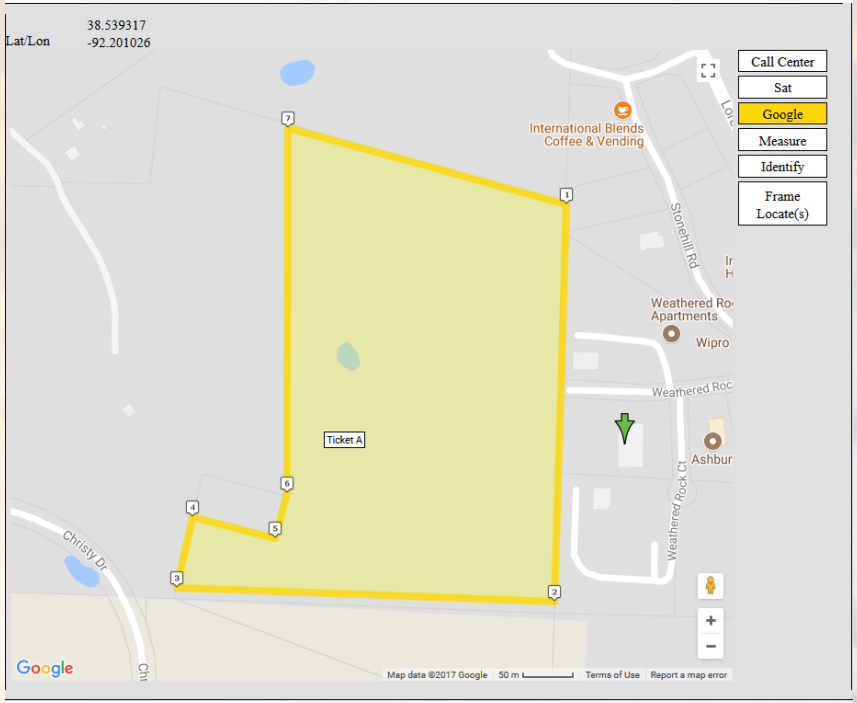
Polygon Change Order



ONE CALL CONCEPTS
When safety is on the line.

Polygon Change Order





ONE CALL CONCEPTS
When safety is on the line.

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.

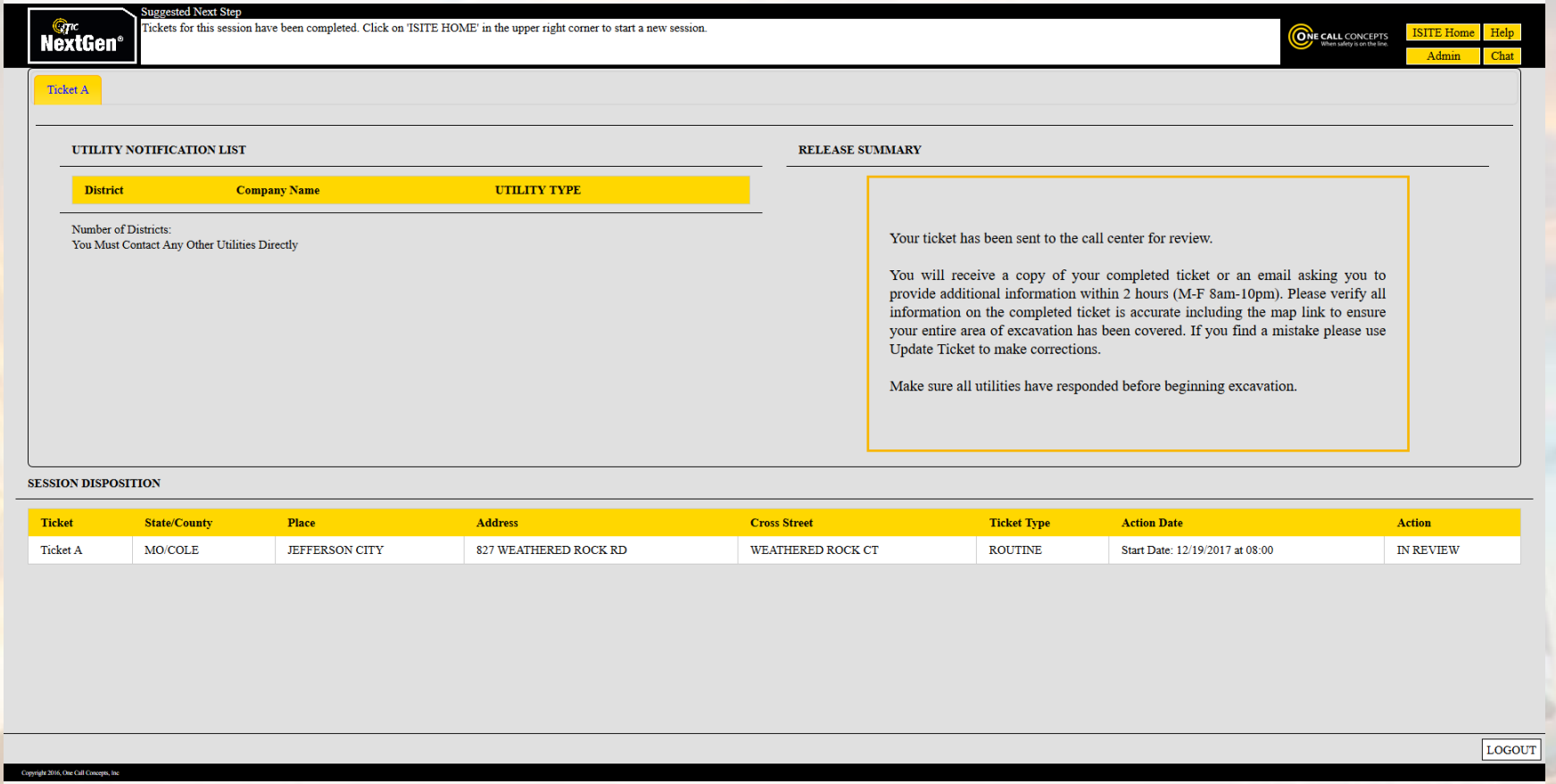
Point 1: Lat: 38.5443307 Long: -92.1985424
Point 2: Lat: 38.5439665 Long: -92.1969365
Point 3: Lat: 38.5432461 Long: -92.1969365
Point 4: Lat: 38.5432461 Long: -92.1985458

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.

ONE CALL CONCEPTS
When safety is on the line.

Polygon Change Order



ONE CALL CONCEPTS
When safety is on the line.

Conditional Review

Three levels of review

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

ONE CALL CONCEPTS
When safety is on the line.

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)

ONE CALL CONCEPTS
When safety is on the line.

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.

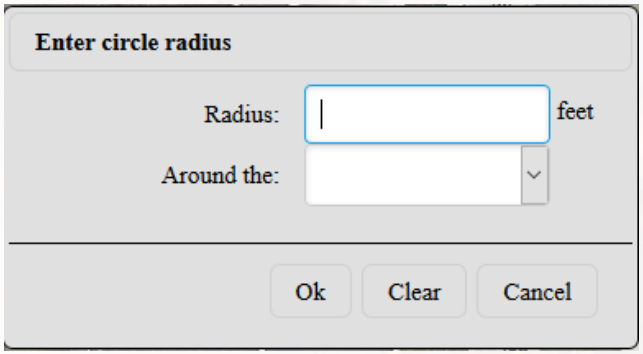
- Selecting parcel results in notification of the entire parcel out to the center of the street.
- The user is presented with a ‘Parcel’ dialog box to select marking instructions.
- Ticket is set for auto-release (unless an always review user) unless 'Custom Marking' instructions are entered in which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

ONE CALL CONCEPTS
When safety is on the line.

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):



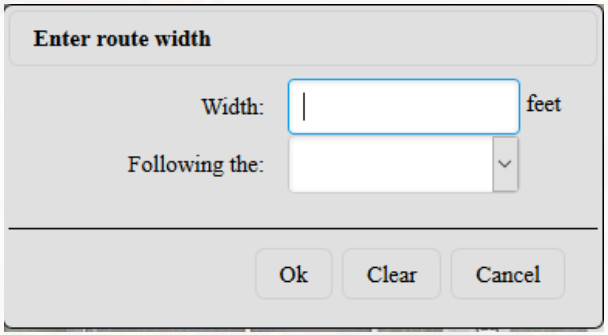
- The selection of center point requires user to enter a description of the point and is trigger for conditional review.
- Change 'drop' icon from 'hand' to either an 'x' or a circle of the appropriate size for placement on the map.

ONE CALL CONCEPTS
When safety is on the line.

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 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.

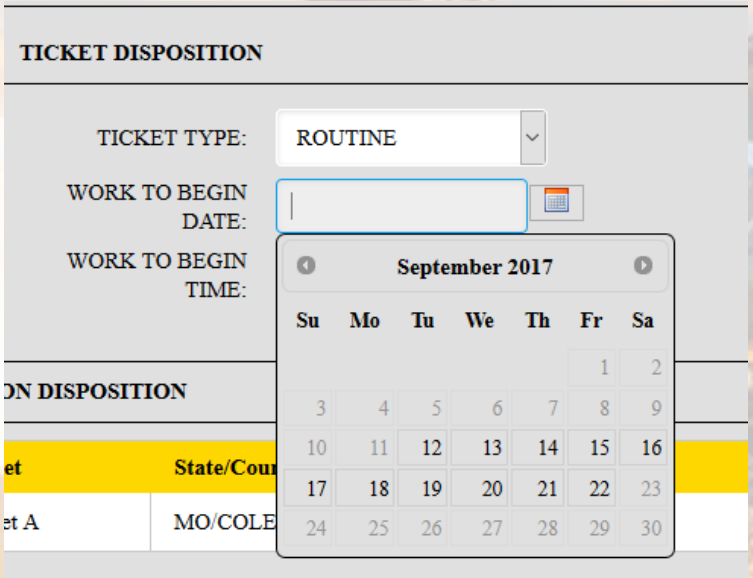
ONE CALL CONCEPTS
When safety is on the line.

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



ONE CALL CONCEPTS
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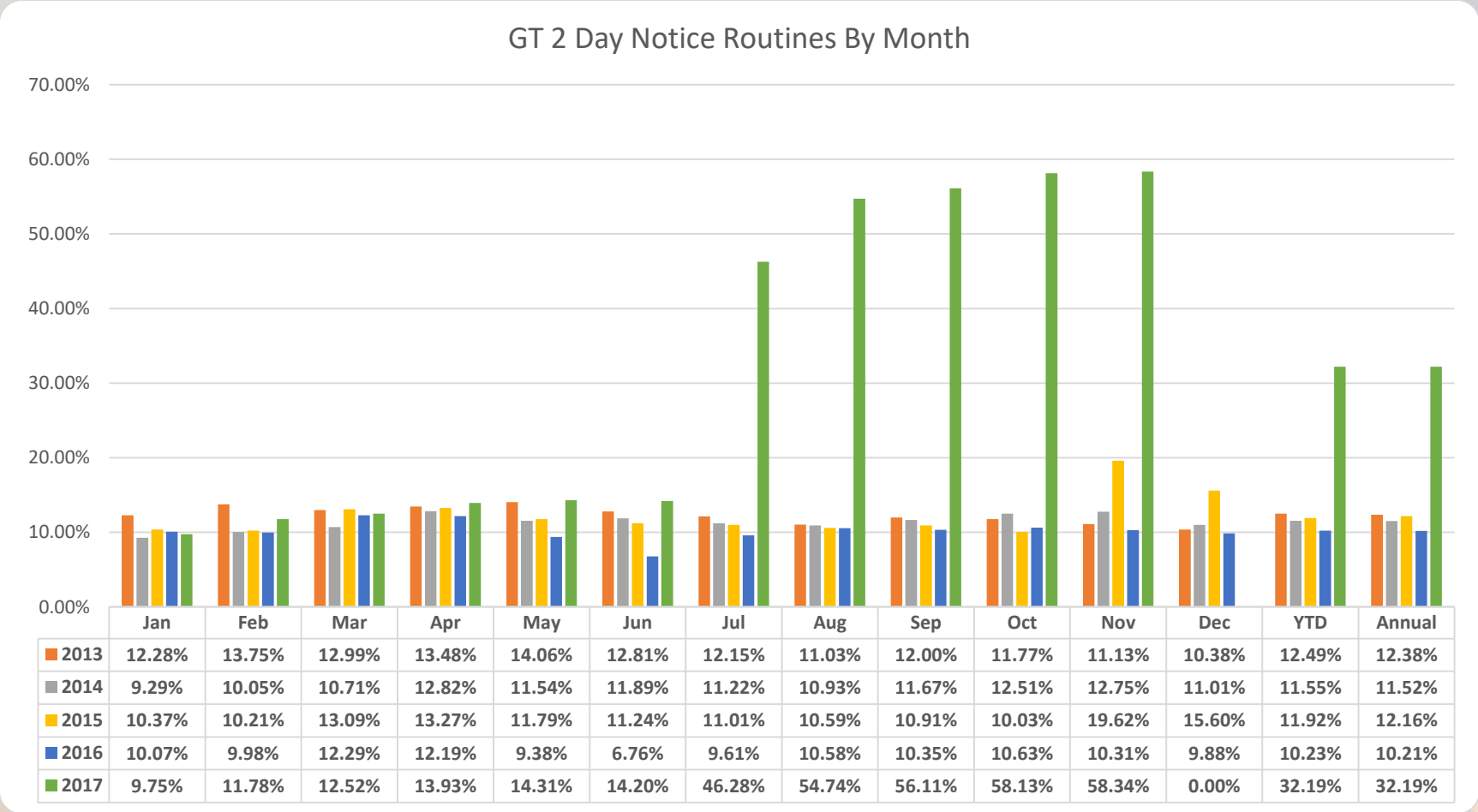
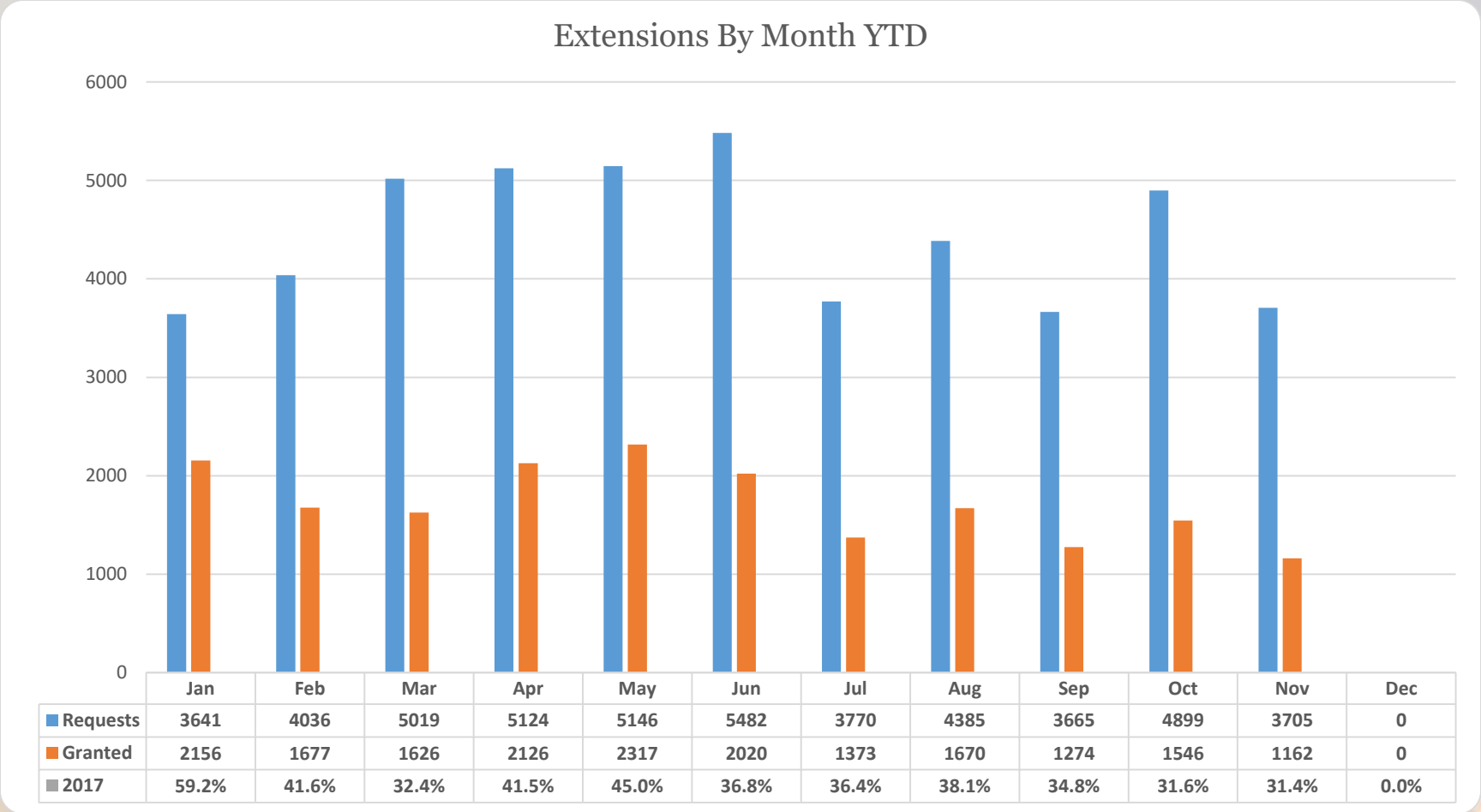
Changed Start Time Prompt



	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%

ONE CALL CONCEPTS
When safety is on the line.

Ticket Extensions



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Requests	3641	4036	5019	5124	5146	5482	3770	4385	3665	4899	3705	0
Granted	2156	1677	1626	2126	2317	2020	1373	1670	1274	1546	1162	0
2017	59.2%	41.6%	32.4%	41.5%	45.0%	36.8%	36.4%	38.1%	34.8%	31.6%	31.4%	0.0%

ONE CALL CONCEPTS
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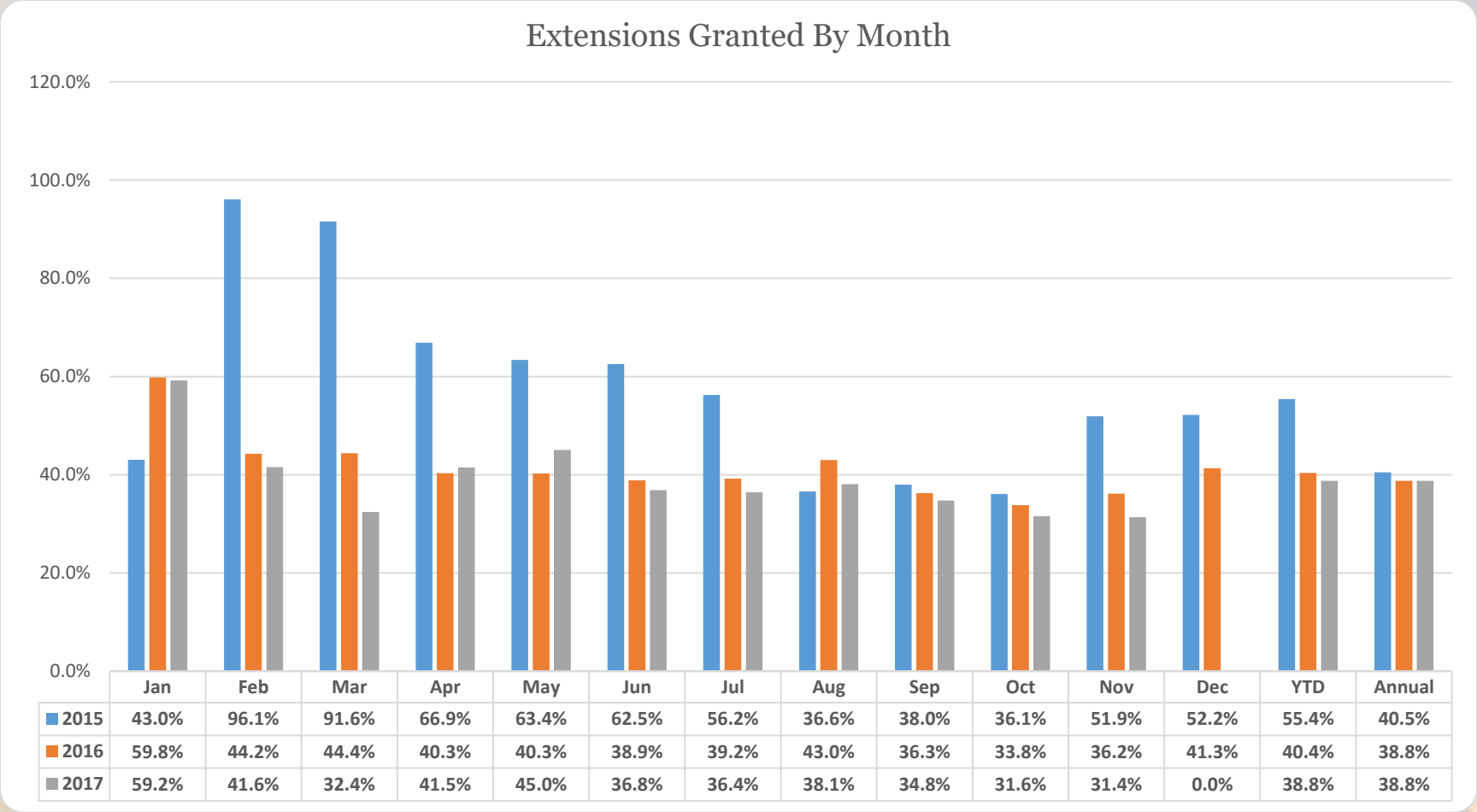
Ticket Extensions



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Annual
2015	43.0%	96.1%	91.6%	66.9%	63.4%	62.5%	56.2%	36.6%	38.0%	36.1%	51.9%	52.2%	55.4%	40.5%
2016	59.8%	44.2%	44.4%	40.3%	40.3%	38.9%	39.2%	43.0%	36.3%	33.8%	36.2%	41.3%	40.4%	38.8%
2017	59.2%	41.6%	32.4%	41.5%	45.0%	36.8%	36.4%	38.1%	34.8%	31.6%	31.4%	0.0%	38.8%	38.8%

ONE CALL CONCEPTS
When safety is on the line.

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

ONE CALL CONCEPTS
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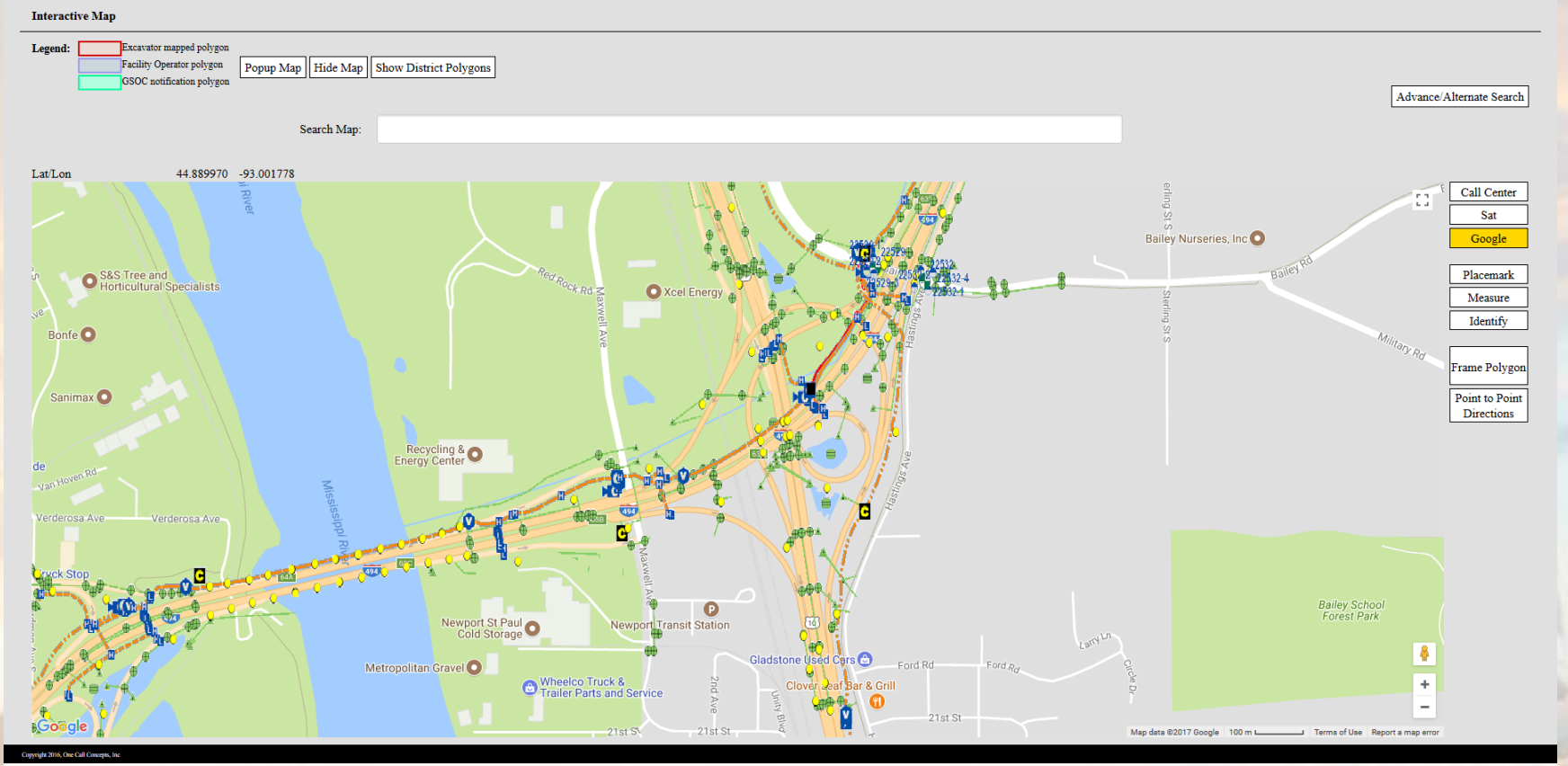
WMS



ONE CALL CONCEPTS
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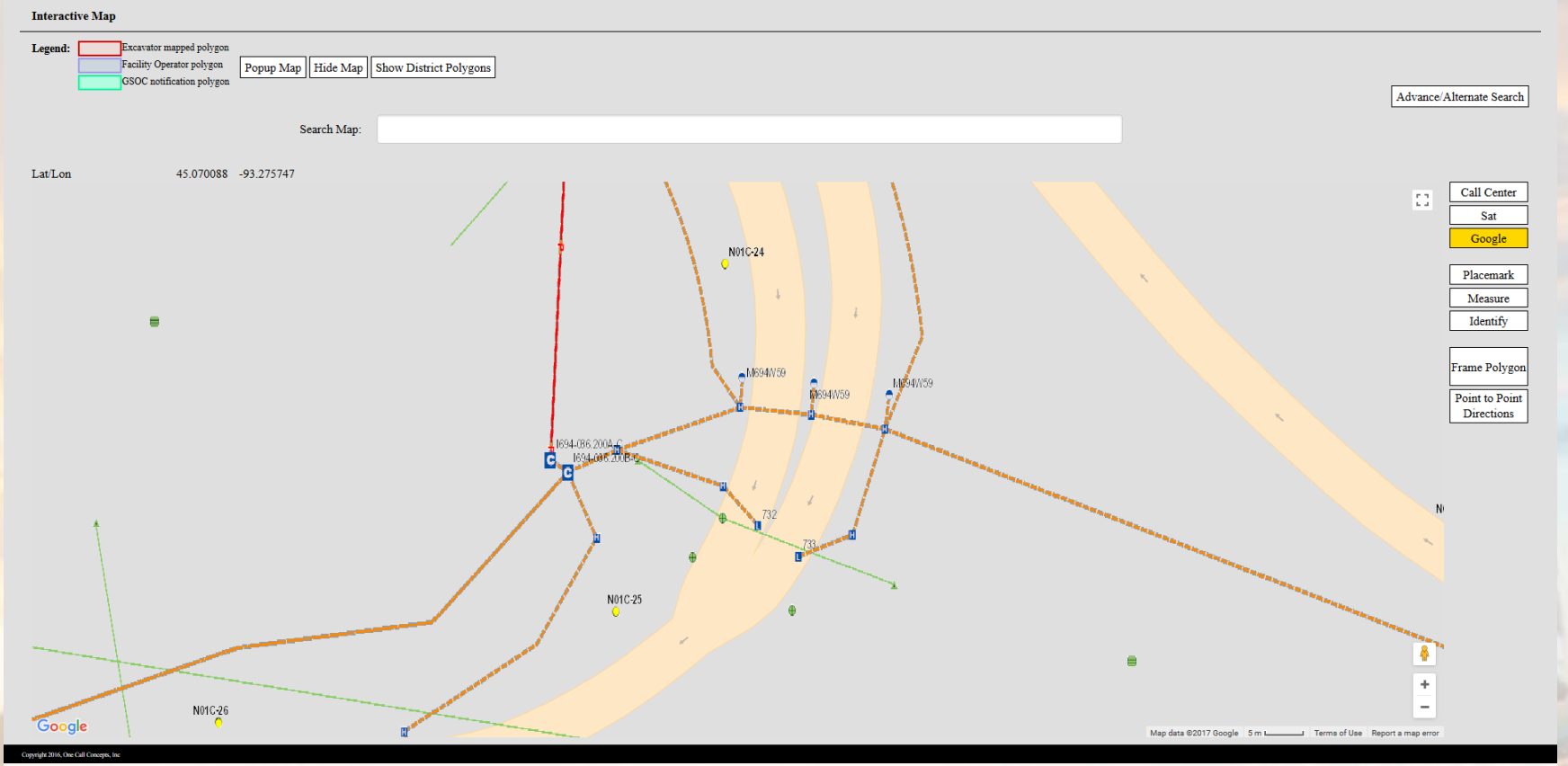
WMS



ONE CALL CONCEPTS
When safety is on the line.

Questions

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ONE CALL CONCEPTS
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