2018Q4 Operating Committee Report

The regular meeting of the Missouri One Call System Operating Committee was called to order at 9:30 a.m. on December 13, 2018 by Co-Chairs Jerry Baker and Chase Barnett. 35 members in total were present 7 of which were first time attendees.

The following topics were discussed during the meeting:

A. Billy Cain (Spire) gave the safety message reviewing unsafe job-site practices.

B. **Board Report** – Chase Barnett (Liberty Utilities) gave an update of implemented items and notable items from the meeting of the Board of Directors.

C. **MOCS Report** –MOCS Staff gave a brief update of actions taken in the areas of Public Awareness and Damage Prevention including marketing.

D. **OCC Report** - Tyler Nesheim gave the OCC report. Presentation on rejected tickets was given to ensure the membership understands the criteria and the overall review process.

E. **Action Items** – Chase Barnett (Co-Chairmen)

　　1. 2017Q4-2 Back-Up Notification

　　　　– Members will email John Lansford to submit request until website can be modified to accept the request/allow user to make account change.

F. **Discussion Topics** –

　　1. 2018Q3-2 No Locate ticket status follow-up

　　　　a. Operating Committee unanimously agrees to not move forward using this status as an opportunity to implement an estimated duration.

　　　　b. Operating Committee unanimously agrees to not allow this status to be considered a final disposition status.

　　　　c. Sub-Committee formed to review existing ticket statuses in 2019.

　　　　d. No further recommendations at this time.

The following Recommendations were presented to the Board Technology Committee:

➢ Update on pending implementation items

➢ Review Priority List

➢ Brief update on the direction of the Operating Committee for 2019

Implementation Updates (Completed Items)

- ✓ 2017Q4-2 - Back-up Notification
    - o Development Complete
    - o MOCS website updates pending
    - o Requests handled manually for now via email to John Lansford
- ✓ 2018Q3-2 – No Locate Status Change
    - o "Work Complete" removed from status text
    - o 2019Q1 Operating Committee Sub-Committee formed for further discussion on this status.

Updated Implementation Priority

1. 2017Q2-4 - Incorrect Locate
2. 2017Q3-2 - Call-Back Virtual Queue Functionality