

2019Q3 – Operating Committee Minutes



The 3rd quarterly Missouri One Call Operating Committee meeting of 2019 began with introductions at 9:30 am on 9/19/19. 21 people were in attendance, 4 of which were first time attendees.

Amy Barton (AmerenMO) gave the safety message on back to school safe driving tips.

Chase Barnett (Liberty Utilities) gave the Board report which included updates on pending implementation items 2019Q2-1&2 approved by the Board of Directors.

Tyler Nesheim (OCC) reported on call center statistics which included an overall ticket volume increase for both excavators and homeowner requests coming in at over 6% increase each compared to 2018. OCC conducted a fact finding exercise to identify potential opportunities associated with underutilization of extension request tool. 1,043 extension requests were initiated in August. 13% (150 tickets) of these ticket recipients were contacted. Approximately 30% indicate a lack of understanding with the process while the majority simply state they are unwilling to take the time to document an extension request. Discussed status email proposal; offering two separate views, one for proficient user and one for homeowners. GIS team is addressing uptick in mapping errors. In 2018 17,476 manual changes took place and already in 2019 more than 28,000 have been completed. Solutions for improvements are being pursued.

Group discussion regarding incorrect locate being called in prior to ticket start date and time. Currently this can only be done if all utilities have responded. Communication mechanism tool that committee is proposing could also alleviate this gap, allowing opportunity to respond to only those utilities that have stasured the ticket.

Group discussion took place regarding duplicate tickets. Behavior occasionally occurs in the field where an excavator calls in a dig ticket and advises homeowner to call in a ticket as well. An algorithm is in place to flag duplicate tickets given the request was by the same company and the same dig site address. Outside of this programming, currently there is no mechanism to identify and correct this behavior.

John Patterson (Missouri American Water) asked if it would be possible to include communication on a ticket request that states liability/ownership of water service lines to heighten awareness of customer owned facilities. John took action to draft an example of this communication and present it to Tyler Nesheim. Discussions continued and focused around customer lines within easements. Recommendation was made to refer to CGA handbook and provide documented best practices to excavators.

John Lansford provided a MOCS report. MO1Call continues to host meetings for members and excavators to come together to discuss concerns and solutions. These have proven constructive, positive and a means to collect candid feedback in an effort to continually improve. Three more events are scheduled across the state and members are encouraged to attend. John indicated that five of the top six months ever in MO1Call history have occurred in 2019. Infrastructure work continues so opportunities to come together and work together at these meetings is critical. Numerous activities are taking place in conjunction with public awareness including mass advertising, sponsorships, 811 day, digital display ads and four new commercials which we previewed. Excavator manual has undergone revision; mostly grammatical however a few changes did take place including the removal of the abbreviated marking standards (refers user to website now for full version) and inclusion of committees changes that impacted design and preliminary design tickets.

John Lansford shared information he received from Common Ground Alliance, regarding FMSA's pursuit to modify pipeline safety act to allow a maximum number of days for the life of a ticket to not exceed 30 days.

Nick Rasa (MOCS Damage Prevention Manager) updated committee on upcoming Summit scheduled in Springfield on 12/11/19 and 12/12/19. Locator rodeo will take place on 12/12/19 and 12/13/19. Work continues with web developers; expecting to have registration open within two weeks. Seeking additional volunteers for locate rodeo judges, if interested please contact Nick Rasa. 2019Q4 committee meeting will be held at Summit. Venue details are forthcoming. Strategically holding meeting at Summit to advertise committee in an effort to get additional attendees and participation. Agenda will be shortened to approx. 2 hours and content will consist of short presentations (soliciting for volunteers, see Chase Barnett) and then open forum for discussion around operational concerns.

Discussion Topics:

Communication Mechanism Update

Sub-committee consisting of eight members was formed to work with MO1Call staff and OCC. Reviewing options to utilize technology that already exists within the system vs benefits of developing a new tool. Sub-committee provided OCC with initial goals along and project specifications (Chase Barnett (Liberty Utilities)) gave a progress update to the committee and asked anyone interested in serving on this subcommittee to email him at chase.barnett@libertyutilities.com.

Compliance Alert to Notified Utilities

Discussed sending alerts to utilities if excavator started digging prior to ticket being statused. Caution raised about this communication being titled non-compliance and OCC advised that we can design and title this however we choose. Today, MOCS Damage Prevention Managers are made aware of these instances and address directly with excavators. A system enhancement was just implemented, allowing users to upload photographs to a compliance ticket. Committee is envisioning adding this functionality to the communication mechanism. Group opinion vote leant conclusion that all utilities would want to know as soon as information is received by call center. Board recommendation 2019Q3-1 created.

Group discussion to require excavator to validate on-site contact phone number on every locate request. Charlie Peel (Enbridge Energy) made motion to make a recommendation. Motion was seconded and it carried. Board recommendation 2019Q3-2 created.

Suggestion was made to also include instances where excavation is taking place without a ticket and make this easier to do by adding a button to the ITIC home screen for reporting violations. Benefits of executing this would be the ability to catalog and document law violations. Verdis Green (KCPL) made motion to implement this functionality, it was seconded and it carried. Board recommendation 2019Q3-3 created.

Extension Request Deadline

Effort being put forth to increase acceptance rate of extension requests. Discussed placing a deadline on locator to request an extension; i.e. prohibit requests after 2:00 pm. Committee members agreed that workload should be managed by locate company and utilities and not by the MO1Call system. Discussion turned to opportunities that exist to improve upon the contact data, both phone numbers and email addresses for onsite contacts. Several suggestions were discussed including the use of existing profile functionality.

Topic discussions evolved into the need for onsite contacts email address. Josh Faatz (AmerenMO) made motion to implement functionality to require an email address for onsite contacts. Opposition raised and after lengthy debate, Josh Faatz revoked his motion, asking the committee to table this opportunity for future consideration. Committee saw benefit in adding the field, however, felt it more appropriate for it to be an optional field. Multiple email addresses presents a problem because all formal communication from the center must go to the excavator email listed on the ticket regardless of any additional emails provided. Motion stricken.

Open Operational Concerns Discussion

Tim O'Brien (SPIRE Kansas City) addressed the group, opening discussions around his desire to make changes to the business rules, reducing the allowed limits for route length per ticket. Suggesting that 1,500 feet be the max route length inside all city limits and 3,000 feet be the max route length outside all city limits. Chase Barnett (Liberty Utilities) referred to and read aloud the current business rules for route length. Tim O'Brien (SPIRE Kansas City) made motion to implement a business rule change to route definition to be a max of 1,500 feet within all city limits, it was seconded and it carried (no recommendation made at this time for outside all city limits). Board recommendation 2019Q3-4 created.

Volunteer for 2019-Q4 Safety Message was left unidentified.

Meeting concluded at 12:15 pm.