2019Q4 - Operating Committee Agenda

10:30AM ---------- Introductions ---------- 12/12/2019

Safety Message – Ticket Status Check

Mission Statement – Jerry Baker, City Utilities

Board Report – Chase Barnett, Liberty Utilities

MOCS Report – John Lansford, Executive Director

OCC Report – Tyler Nesheim, One Call Concepts

Presentation – *Information*

1. **Advanced Ticket – Chase Shelley, Liberty Utilities**
2. **Call Center Features and Failures – Staff**

Open Operational Concerns Discussion

12:00PM ---------- ADJOURN ----------

To request agenda topics for the next meeting please contact:

chase.barnett@libertyutilities.com, or jerry.baker@cityutilities.net

See Operating Committee Website for updates and literature:

https://www.mo1call.com/resources/meetings/operating.php