

MISSOURI ONE CALL SYSTEM, INC.

Business Rules for Call Center Operations

It shall be the policy of Missouri One Call System, Inc. to implement the following:

A) County Boundaries

- a. Locate requests continuing into two or more counties require a request for each county.

B) Municipal Boundaries

- a. Locate requests continuing into two or more municipal boundaries require a request for each municipality.
- b. Locate request starting or ending in a municipality will use municipality business rules. It has been found that members receiving notifications with a neighboring municipality listed, yet with excavation continuing into their municipality, are discarding the notification. In the interest of safety the practice of a notification for all municipalities is suggested until further notice.

C) Routes

- a. 1500 feet within city boundaries.
- b. One mile outside city boundaries.
- c. Minimum length of a route is ten feet.
- d. Minimum of ten feet either side of the route.
- e. Maximum of fifty feet either side of the route.
- f. Route has to be continuous.
- g. Only one route will be permitted on a notification to the membership.

D) Circles

- a. Ten foot minimum radius.
- b. One hundred foot maximum radius.
- c. Not more than ten circles within one half mile, measured distance, within city boundaries.
- d. Not more than twenty circles within one mile, measured distance, outside city boundaries.
- e. Not to exceed 300' distance between any 2 circle entities.

E) Parcels

- a. The selection of a parcel results in the entire parcel selected extended to the street centerline to cover utility easements.
- b. Dialogue is presented to allow user to select front/rear/side of parcel or to enter custom marking instructions.
- c. Custom marking instructions will force the ticket to internal review.
- d. Tiered review system will allow for trusted users.
- e. No more than ten parcels within a 500 foot measured distance will be allowed.

F) Polygons

- a. User enters marking instructions that correspond to locations specified in excavation entity mapping.
- b. Conditional Review of polygon tickets will be applied.
- c. Tiered review system will allow for trusted users.

G) Emergency Ticket Transfer

- a. Functionality only available to member utilities of Missouri One Call that made the original locate request.
- b. All ticket transfers must occur before excavation begins.
- c. This process is an administrative function; all ticket information other than excavator contact information remains intact.
- d. Only excavator contact information fields can be modified.
- e. User must have same contact phone or company name as the original ticket in order to transfer.
- f. User specifies ticket to transfer, verifies location of work information, and updates excavator contact information by providing recipient phone number.
- g. Remark "The excavator information on this ticket has changed." is added to the ticket.
- h. All statuses follow the ticket as it's retransmitted to the notified utility members.
- i. Original Excavator no longer has a ticket.
- j. Ticket remains searchable by ticket number with the most recent excavator information will be presented.

H) Emergency Internet Ticketing

- a. Users who have completed 40 good tickets in ITIC NextGen and have taken the NextGen Training Course with OCC will be allowed to create emergency locate requests via ITIC.
- b. This ability can be revoked if invalid tickets are submitted.

I) Incorrect Locate

- a. Allow excavators to use the incorrect locate ticket to report utilities that responded incorrectly to the ticket in the field based on their ticket status.
- b. Incorrect locates can be reported prior to start date/time once all notified members have positively responded and excavation has commenced.
- c. Only allow a no-response if a utility has not set a positive response status (Marked/Clear) and start/date time has passed.
- d. Inform caller of the ticket type that is being created by definition and inform caller of the response time for that ticket type.

J) Only one type of location entity will be permitted on a notification to the membership.

Business rules may be changed by action of the Board of Directors as warranted by the membership, to the ability of programming.

Date Revised: January 7, 2020