2021 4th Quarter Operating Committee Meeting Minutes

Date: 12/16/2021
Time: 9:30am
Location: Virtual

Attendees:

Nick Rasa, Jose Gonzalez, Bill Huth, John Lansford, Sarah Galbraith, Josh Faatz, Benjamin Baker, Brian Ducote, Verdis Green, David Shrout, Tyler Nesheim, Jon Phillippe, Kent Peetz, Russell Kopesky, Ramona Schatzer, Jared Kelley, Kyle Fisher, Terrie Berry, Dennis Bennett, Brad Milam, Amber Adcock, Shawn Dawson, and Mark Rees.

Introductions

1. Introductions were made while taking attendance.Many first time attendees.

Safety Message - Bill Huth, Enbridge

1. Bill volunteered to provide a safety message regarding teen abductions and awareness. Provided stats and recent examples.

Board Report - Chase Barnett, Liberty

1. Chase goes over the report and provides an update regarding pending issues and statuses.

OCC Report - Tyler Nesheim, One Call Concepts

1. Tyler goes over the report and mentions the ticket volume is already over 1mil for 2021, which is more than last year at the same time; another record year for locate requests.
2. The annual database review is currently underway which reminds members to review their notification areas and update if necessary.
3. Tyler reminds everyone to reach out to Sarah with any membership changes or questions.

MOCS Report - John Lansford, MOCS Executive Director

1. John introduces himself and those on the call from MOCS, including new employee Sarah as the Operations and Membership Manager. She's replacing Becky Harbaugh.

2. Nick provides an update on what DPMs are doing for the upcoming excavator meetings. The meetings will be the first two weeks of February. Sarah will collect dates, locations, and content for invites.
3. There will be a new MO1Call commercial for spring.
4. John discusses the MOCS hosted stakeholder meeting that included members, excavators and locators. There were both areas of agreement and disagreement, but overall it was good.
5. John goes over the record breaking numbers, and gives kudos to the call center for successfully handling the increased volume once again.
6. John provides an update regarding the report put out by the Infrastructure Protection Coalition. MO was in the bottom due to a lot of incorrect and misleading info. He had contacted them to respond and report corrections, and found valid research was not done. Kansas811 also didn't have accurate info within the report. There was a virtual meeting with the CGA that included the editor of the report. He/She could not include the calculation methodology concluding the report is not credible.

Sub-Committee Presentation - Vote

1. Locate Status Descriptions/popups
   a. Nick provides the description and purpose of the topic and hands it off to Tyler. Tyler goes over the statuses, along with the use and conversions. He introduces the idea of educational popup boxes that would display if certain statuses are selected. If these statuses are selected, the locator is provided with the popup box, and an email is sent to the excavator for notice and/or for them to respond with more info. These statuses include: Area of excavation cannot be determined, Locator could not gain access to property, and no locate. The idea is to limit the misuse of these statuses.
      i. Tyler suggests not voting on/locking in the language on the emails and popups since it can be changed easily as we learn.
      ii. Tyler goes over each popup currently being used in NE as examples, and discussions are had over each regarding verbiage ideas.
   b. This idea surfaces a new issue. A search for a solution to close the communication loop once an excav receives the email. How do they communicate back to the locator?
      i. Chase suggests a project completion status. Like who is doing what and when and who the project is waiting on, etc.
      ii. Sarah suggests a communication feature right in LTM, like chat or messaging embedded for each ticket (similar to attachments). Then the user can choose if they want an email, text, or push notifications when a new chat message is provided.
   c. Chase opens discussion and voting to move forward with adding these popups and emails attached to the specific statuses.
      i. Many vote to move forward with the popups for the specific statuses. No one opposes.

2. Open Discussion
    a. Josh Faatz makes a suggestion for the excavator's mailing address to be validated as a valid postal mailing address.
        i. Jose adds to flag the excavator/ticket/address for unvalidated mailing addresses.
        ii. Chase suggests Tyler look into a postal address validation program/system for excavator mailing addresses.
        iii. Dennis Bennett recommends pursuing this.
        iv. Ramona also expresses her concern for accurate mailing for MOCS outreach.
        v. John Lansford has agreed to meet with OCC to develop a specific recommendation for the March OpComm Meeting.
    b. Verdis volunteers for the March meeting safety message
    c. Josh requests an update regarding advanced ticketing.
        i. Nick confirms it was discussed at the MO CGA Summit and will be a topic in the upcoming excav meetings.
        ii. Chase adds he presented about it in the board meeting
    d. Dennis requests meeting attendance contact info.
    e. Jose motions to adjourn.

Adjournment
Meeting adjourned at 11:25am.