

2022Q1 Operating Committee Report

A virtual meeting of the Missouri One Call System Operating Committee was held for 2021Q4, called to order by Chase Barnett 3/17/2022 at 9:30AM. There were 21 total attendees present, 5 first time attendees.

The following topics were discussed during the meeting:

Safety: URL Safety, Chase Barnett (Liberty)

Board Report: Chase Barnett (Liberty) delivered the Board report.

MOCS Report: John Lansford, Nick Rasa, and Derek Leffert (MOCS) gave an update of actions taken in the areas of Public Awareness, Damage Prevention, and marketing. Derek gave the legislative update with emphasis on HB1236. Derek also briefed the group on marketing efforts related to the Advance Ticket process.

OCC Report: Tyler Nesheim, OCC gave the OCC report that included call center statistics and information relating to map updates and enhancements. Emphasis was placed on recent updates regarding 2021Q4-1.

Discussion

1. Excavator Contact Validation

- John Lansford presented recommendation based on discussion with Staff regarding excavator contact information validation. Discussion was held by the group. Steve Schelp (Spire), made motion to move forward with changing the call center prompt to request a callback number of the caller and utilize 3rd party services to validate mailing addresses in the database. Motion seconded.
- 2021Q1-1 created.

2. No Locate Emergency Ticket Status for Requested Cancel

- Discussion was held regarding the system capture capabilities for a locator to request a locator cancel a ticket on which they no longer need a locate performed.
- No recommendations yielded.

3. Open Discussion

- Steve Schelp (Spire) relayed an issue regarding excavator ticket creation. Discussion yielded solution.
- Tim O'Brien (Spire) recommended the system provide a method to easily identify pending tickets that have a declined extension request. Staff to discuss a possible solution with Tim to be presented at the next meeting.

Implementation Items:

1. 2021Q4-1 - Status Detail ITIC Pop-Up Windows - COMPLETE
2. 2022Q1-1 - Excavator Contact Validation