

A red silhouette of the state of Missouri with a silver shovel icon positioned over it. Below the map are two curved lines, one green and one gold.

MISSOURI ONE CALL SYSTEM

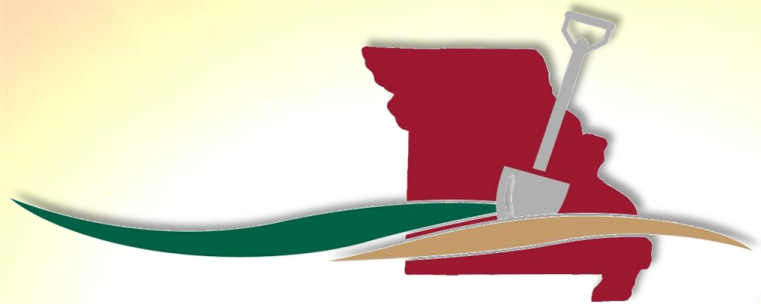
ALWAYS CALL (OR CLICK) 
**BEFORE
YOU DIG**

VISIT US ONLINE AT www.MO1CALL.com OR FIND US ON FACEBOOK!



ONE CALL CENTER REPORT

ONE CALL CONCEPTS
When safety is on the line.



MISSOURI ONE CALL SYSTEM



ONE CALL CENTER REPORT

- ITIC Mobile



ONE CALL CONCEPTS
When safety is on the line.

**PUT SAFE DIGGING
IN THE
PALM OF YOUR
HAND**

ITIC
INTERNET TICKET PROCESSING
MOBILE

HTML Version of Excavators Ticket



- HTML format for proper display on any device
- Allows for different fonts, colors and embedded links
- Printed copies use greyscale

4G LTE 12:34 PM

html email

MISSOURI ONE CALL

Thank you for using Missouri One Call. You must ensure that both the ticket information and mapping location are correct, and that no work will take place outside the area indicated on the map, by clicking on the [TicketLINK](#). Immediately call [800-344-7483](tel:800-344-7483), or 811, if you find any incorrect information.

The [TicketLINK](#) may also be used to view utility status, request a 'Relocate', report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your other requests.

TICKET SUMMARY

Ticket Number: [141800388](#) **ROUTINE** **Type:** I-Tic

Requested By: KEATON FREY

Type of Work: BURY PHONE DROP

Work For: ATT

Address/Street: 1121 NE 10TH ST, BLUE SPRINGS

At: NE LOCUST DR

Location Info: MARK PROPERTY AT 1121 NE 10TH ST FROM INTERFACE TO TERM AT 1121 NE 10TH ST

MEMBERS NOTIFIED

The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected. You must contact any other utilities directly.

Company Name	Utility Type	Marked	Clear
ATT DISTRIBUTION	TEL	_____	_____
CITY OF BLUE SPRINGS	S,TS,W	_____	_____
COMCAST CABLE COMMUNICATIONS	FO,TEL,TV	_____	_____
MISSOURI GAS ENERGY	G	_____	_____
KANSAS CITY POWER & LIGHT	E	_____	_____

EXCAVATOR RESPONSIBILITIES

- * In accordance with RsMO 319.037, the excavator is obligated to make careful and prudent efforts to confirm the horizontal and vertical location of any facility(s) before using power driven equipment in the area of any marked approximate location.
- * This ticket number serves as proof of your request and is valid for as long as markings remain visible and usable. You are only required to request a 'Relocate' when markings become unusable due to work or weather or if your work does not begin within 10 working days.
- * It is the excavator's responsibility to determine which utilities have, or have not, responded prior to beginning excavation. If any utility has not responded by 7/02/14 [12:00 AM](#) you are required by law to report a 'No Response'.
- * Any damage or disturbance of any buried utility during excavation must be immediately reported, as required by law, by calling [800-344-7483](tel:800-344-7483) and filing a 'Digup' ticket.

Thank you for using Missouri One Call. Dig Safely!

ONE CALL CENTER REPORT



• TicketLINK Enhanced for ETM

- Excavator TicketLINK
- Access to all tickets
- Ability to upload files after the fact
- Ability to set an 'Excavator' status
- Ability to add notes to the request

Missouri One Call

Start: 12/01/2014
End: 12/06/2014
Show Ticket List

Ticket No: 143352871
Original Call Date: 12/01/14 21:24 pm
Start Date: 12/04/14 12:00 am
Type: ROUTINE
WEB

TICKET ACTIONS: Retransmit View Utility Status Relocate No Response Cancel Add Attachment

CALLER INFORMATION
Caller Name: KEATON FREY
Phone: (660)238-6124

EXCAVATOR INFORMATION
Excavator Name: FREY UNDERGROUND
Address: 455 E MARKET ST WARRENSBURG, MO 64093
Phone: (660)238-6124
Fax Phone:
Contact Email: freyunderground@live.com
Onsite Contact: KEATON FREY
Phone: (660)238-6124

EXCAVATION INFORMATION
Type of Work: BURY PHONE DROP
Equipment: DROP PLOW
Work Being Done For: ATT
Trenchless Excav: Y
Explosives: N
Area Marked: N
Depth: 1FT

DIG SITE LOCATION
County: JACKSON
City: GRAIN VALLEY
Address: 709 NW EAGLE DR
City Limits: Y
At: NW SCENIC
Location of Work: MARK PROPERTY AT 709 NW EAGLE DR FROM INTERFACE TO TERM AT R 709 NW EAGLE DR
Remarks:

Map Coord NW Lat: 39.0201940 Lon: -94.2132271 SE Lat: 39.0197060 Lon: -94.2125797

MEMBERS NOTIFIED

District	Company Name	Utility Types
ATT401	ATT DISTRIBUTION	TEL
CMCST10	COMCAST CABLE COMMUNICATIONS	FO, TEL, TV
GRNVL01	CITY OF GRAIN VALLEY	S, SS, W
KI	MISSOURI GAS ENERGY	G
MJS	KANSAS CITY POWER & LIGHT	E

EXCAVATOR INFORMATION
Status: No Status
Comments:
Save

EXCAVATOR INFORMATION HISTORY
Time Status

INTERACTIVE MAP PopUp Map Hide Map
Search Map: Enter Street, Address, or City

• Software Update Summary



SOFTWARE

- 1 major map software upgrades
- 30 minor map software upgrades
- 1 communications package upgrade
- 9 + 1 ticketing application upgrades
- ITIC Mobile full release

- Network Update Summary



NETWORK

- MPLS Upgrade
- Wireless failover
 - Remove single point of failure
- Fiber to building
 - Increase available bandwidth

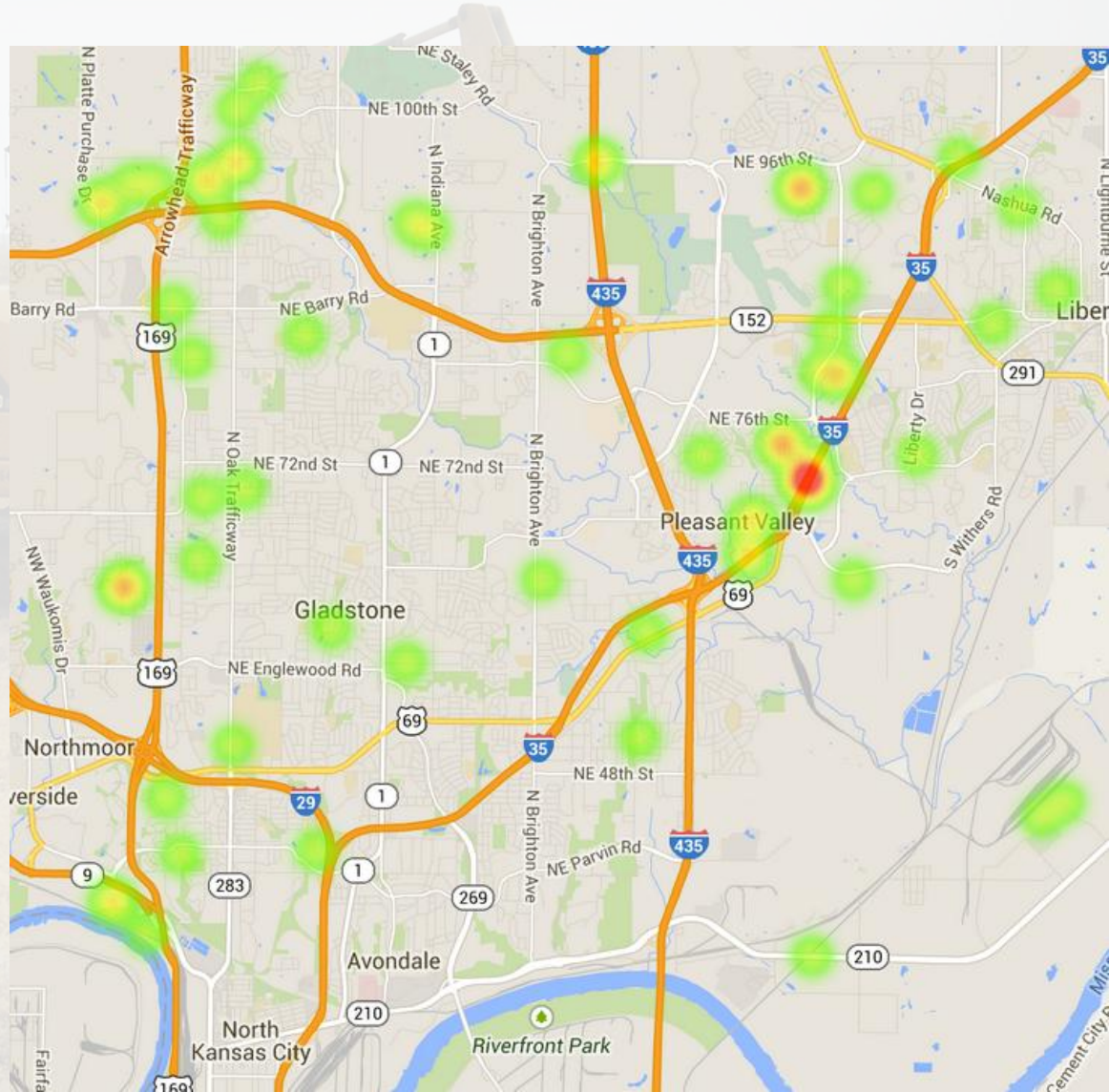
Map Update Summary



Heat Map to identify areas of concern

25768 adds/edits YTD

Tiger 2014 centerline road data in process with annual database updated

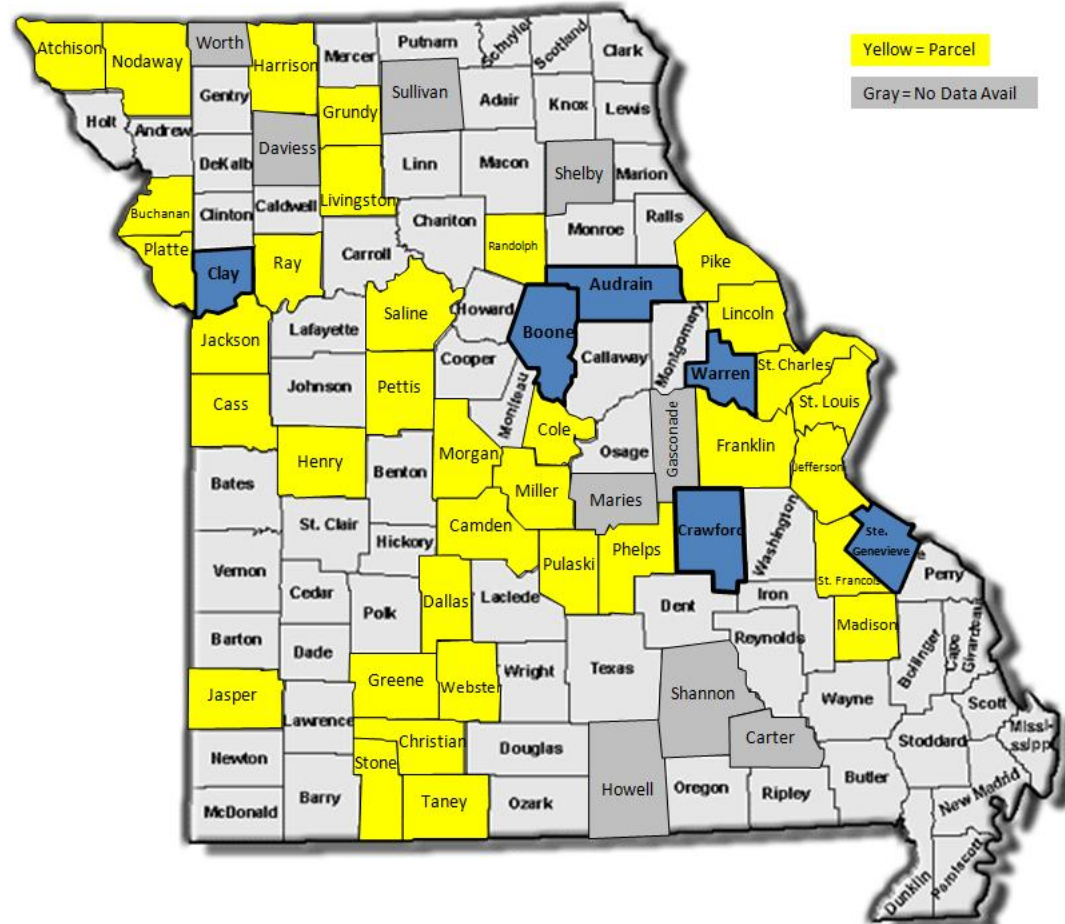


Parcel Update Summary – Complete



Parcel - Complete

- Boone
- Crawford
- Warren
- Clay
- Ste. Genevieve
- Audrain

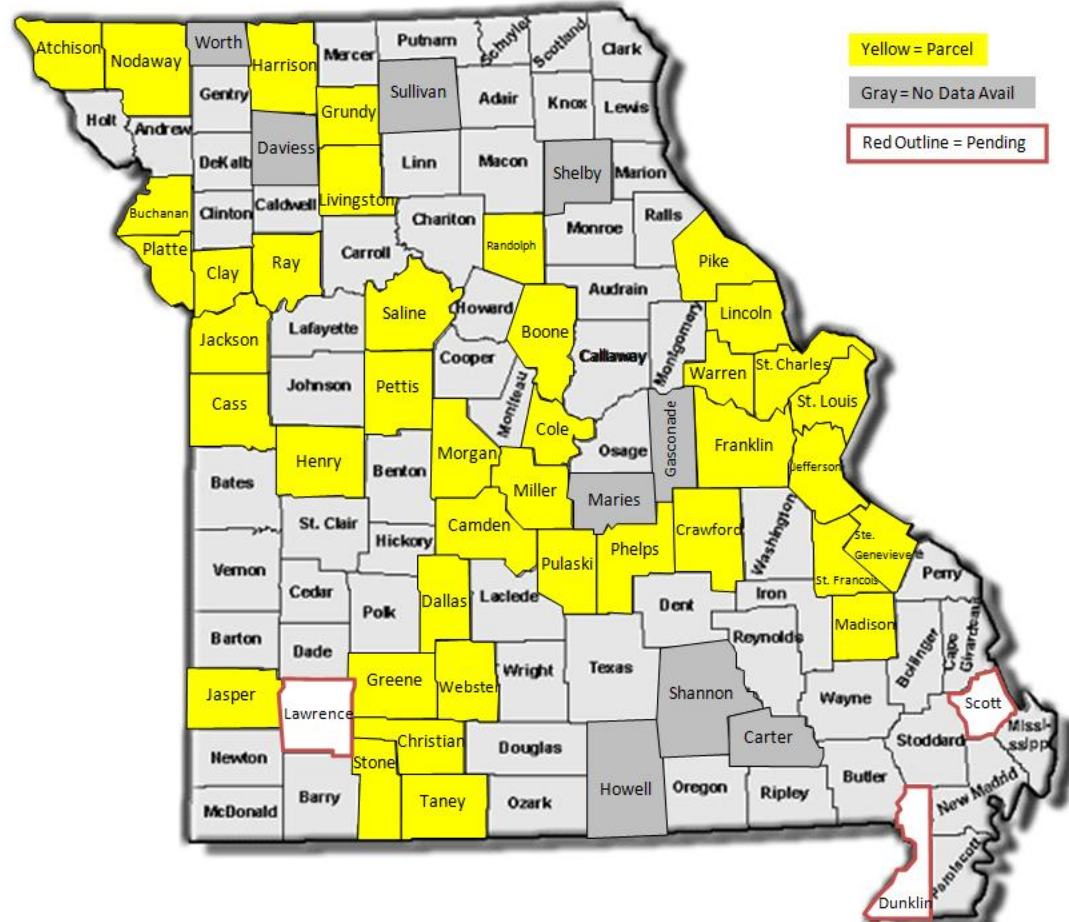


Parcel Update Summary – In progress



Parcel – In Progress

- Dunklin
- Scott
- Lawrence



Parcel Update Summary

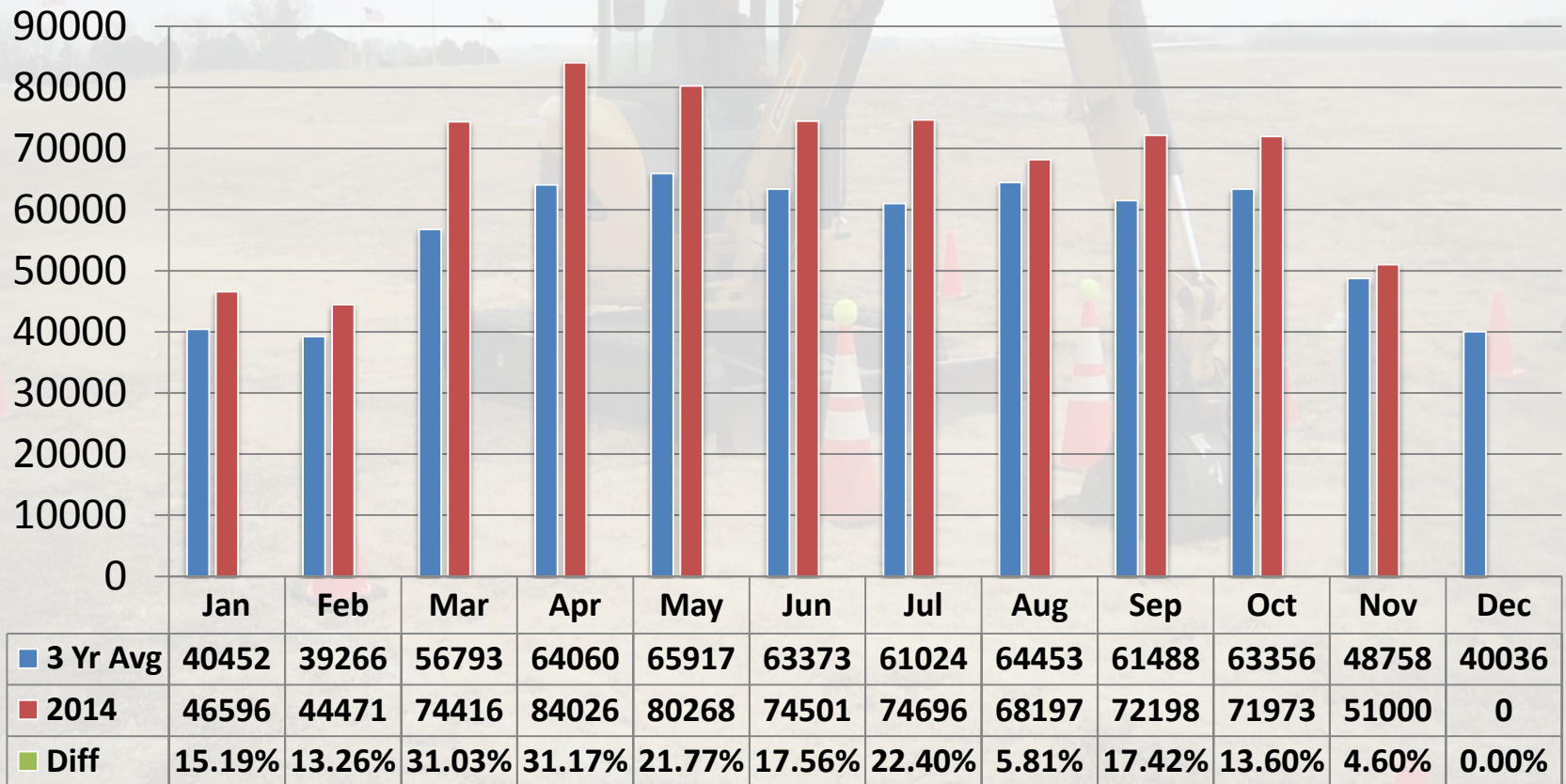


	<u>Counties</u>	<u>% Inbound Volume</u>
Parcel Complete	42	86.27%
Parcel In Progress	3	1.29%
Parcel Avail	11	1.91%
No Parcel Avail	59	10.53%
	115	100.00%

Inbound Statistics



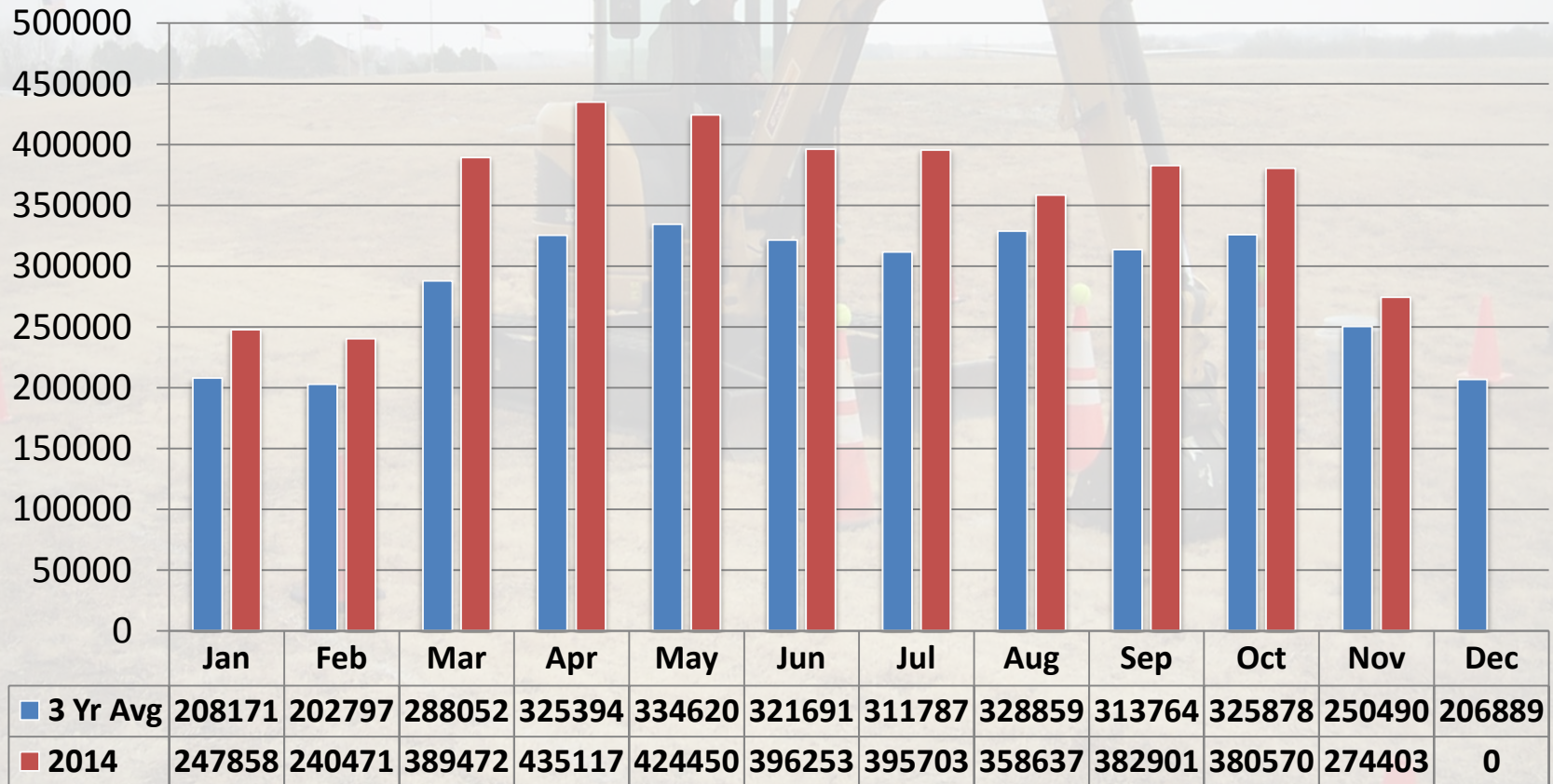
Inbounds By Month



• Outbound Statistics



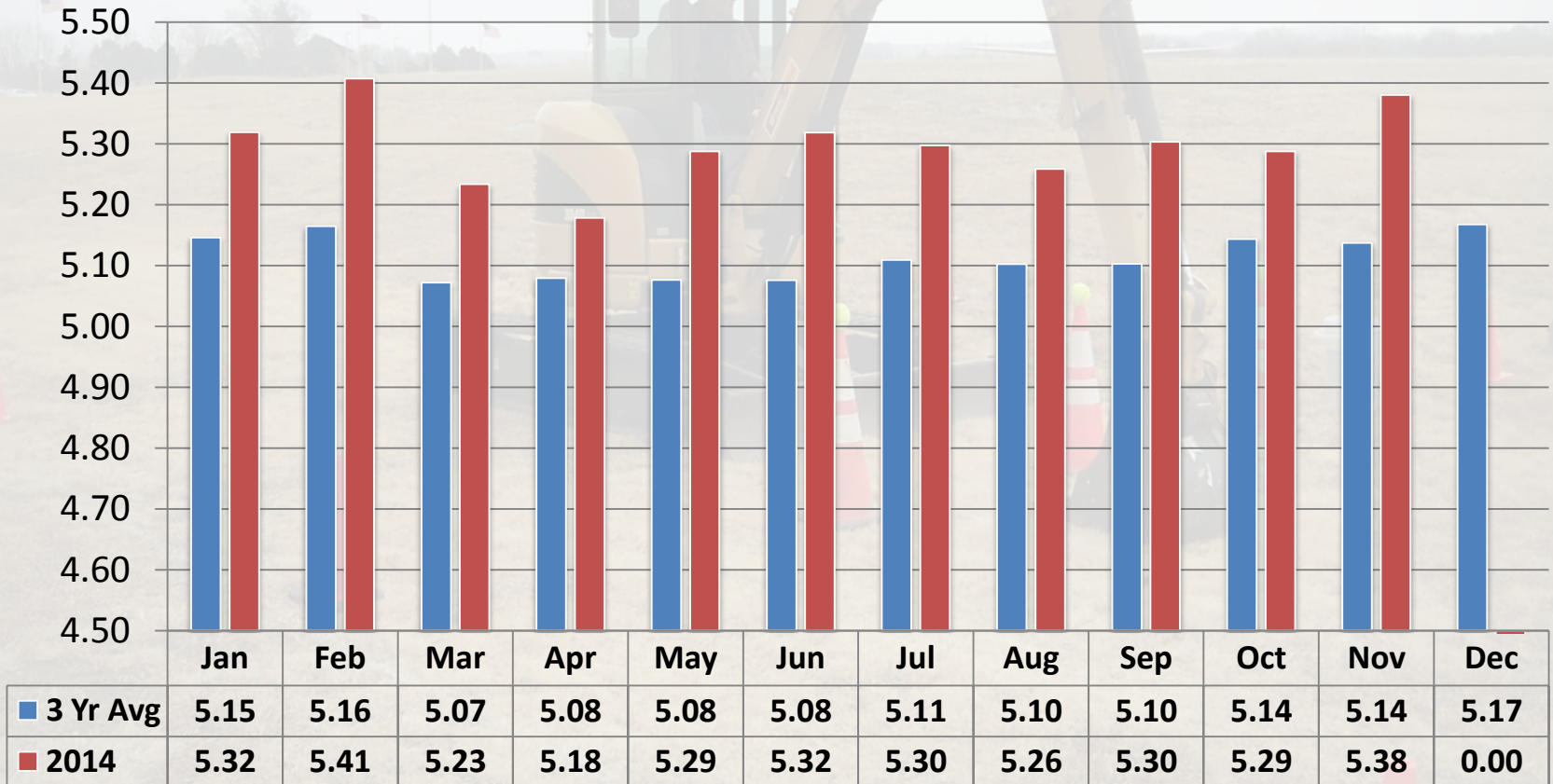
Outbounds By Month



Ratio Statistics



Ratio By Month

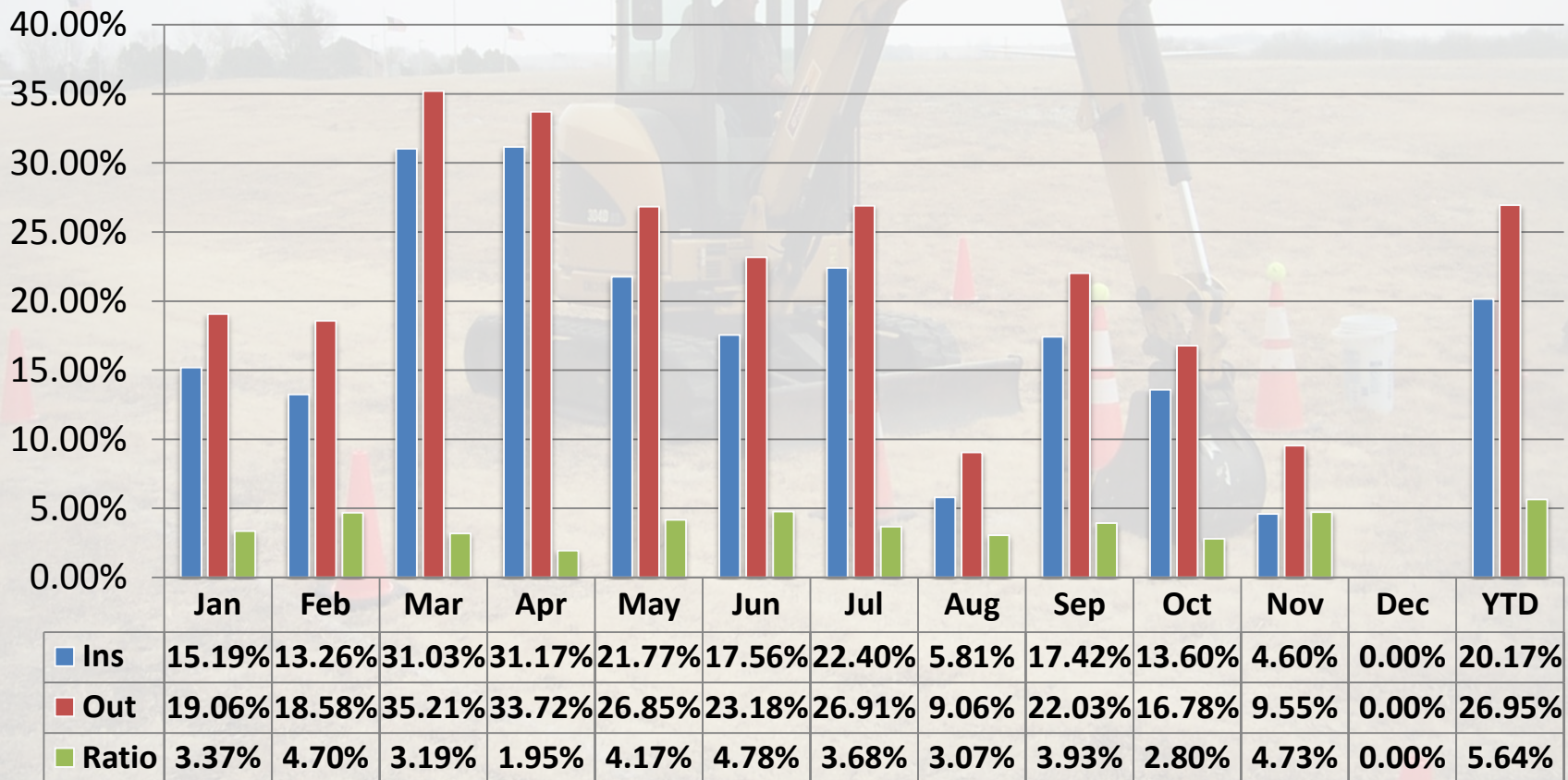


ONE CALL CENTER REPORT

YTD Summary



SUMMARY



ONE CALL CENTER REPORT

YTD Summary



Month	Ins	Outs	Ratio	ITIC %	Release	ASA	Aban %	Avg Call Tm
Jan	46596	247858	5.32	60.21%	71.29%	22	3.26%	303
Feb	44471	240471	5.41	60.98%	73.10%	19	3.09%	306
Mar	74416	389472	5.23	60.28%	69.40%	18	3.20%	349
Apr	84026	435117	5.18	57.11%	71.06%	20	3.13%	347
May	80268	424450	5.29	55.86%	71.71%	21	3.06%	321
Jun	74501	396253	5.32	57.66%	72.51%	22	2.98%	319
Jul	74696	395703	5.30	57.93%	72.72%	22	2.92%	321
Aug	68197	358637	5.26	58.37%	72.46%	21	2.93%	327
Sep	72198	382901	5.30	59.02%	74.05%	22	3.06%	321
Oct	71973	380570	5.29	60.99%	74.41%	23	3.04%	319
Nov	51000	274403	5.38	63.47%	73.90%	16	2.82%	306
Dec	0	0	0.00	0.00%	0.00%	0	0.00%	0
YTD	742342	3925835	5.29	58.97%	72.37%	21	3.04%	324

- Law Changes – Ticket Status



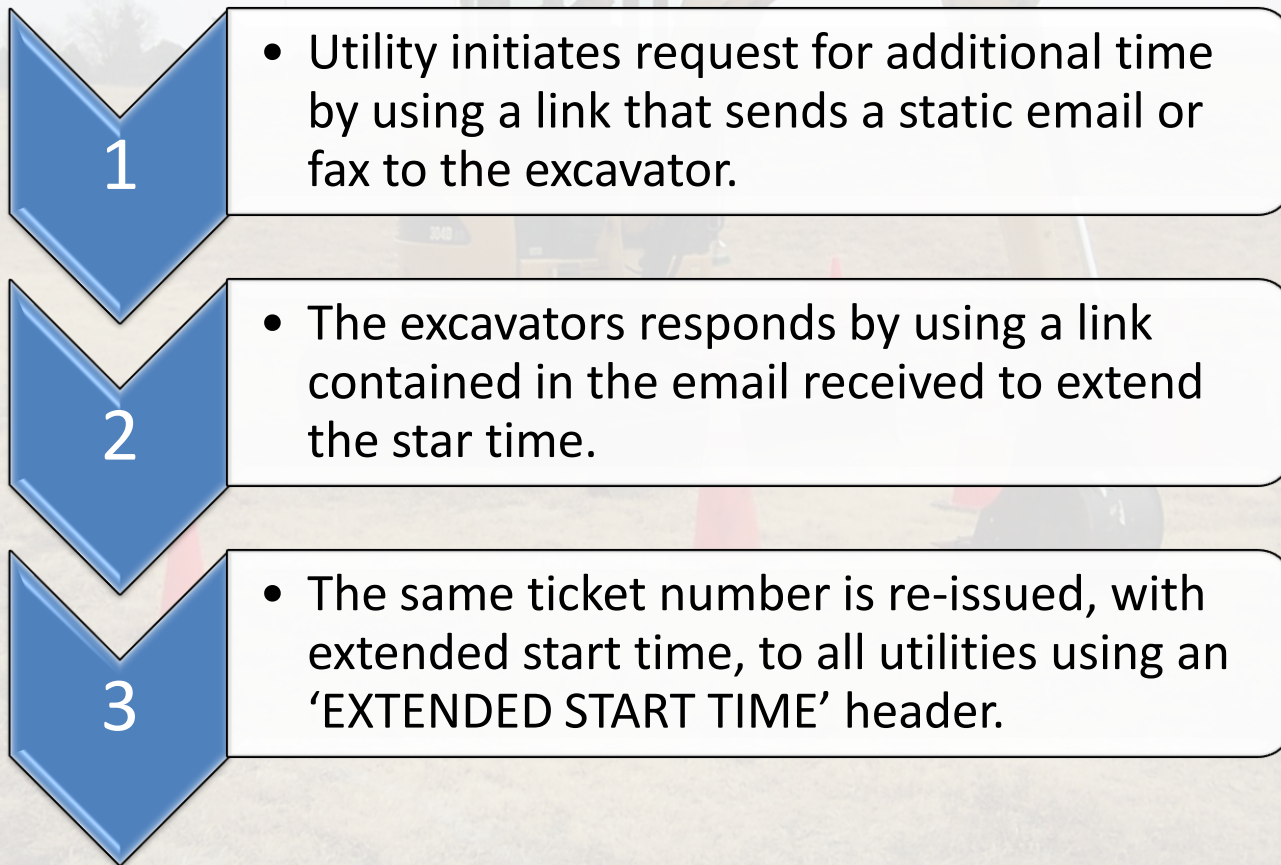
LTM for reporting ticket status

- 1185 district receive electronically
 - 784 signed up (66%)
 - 401 remaining (33%)

- Law Changes – Extended Start Time



Extended Start Time Process





- Law Changes – Extended Start Time



Extended Start Time Process



- Utility initiates request for additional time by using a link that sends a static email or fax to the excavator.



Request Extension Email

To: tyler@occinc.com
From: noreply@occinc.com
Subject: Extension Requested Ticket 18982

Body: CITY OF COLE CAMP is requesting additional time to respond to ticket 18982. Section 319.030.1 of the newly revised Missouri law requires any mutually agreed extension beyond 2 working days to be documented by Missouri One Call. If you agree to extend the start date and time please confirm your agreement by selecting the link below and adjust the start time accordingly. If you do not agree to the extension the utility will remain required to mark by the start date and time listed on the initial locate request.

[Send Email](#)

- Law Changes – Extended Start Time



Extended Start Time Process



- The excavators responds by using a link contained in the email received to extend the star time.

From noreply@occinc.com

Subject **Extension Requested Ticket 18982**

To Me <tyler@occinc.com>

2:41 PM

Other Actions ▾

CITY OF COLE CAMP is requesting additional time to respond to ticket 18982. Section 319.030.1 of the newly revised Missouri law requires any mutually agreed extension beyond 2 working days to be documented by Missouri One Call. If you agree to extend the start date and time please confirm your agreement by selecting the link below and adjust the start time accordingly. If you do not agree to the extension the utility will remain required to mark by the start date and time listed on the initial locate request.

<http://mo.itic.occinc.com/tmoaremY2S2-28J-2T2-VU4>

- Law Changes – Extended Start Time



Extended Start Time Process



- The excavators responds by using a link contained in the email received to extend the star time.

Step 4: Start Date Information

Ticket Type:

Work To Begin Date:

At: :

December 2014							January 2015						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	29	30	31
4	5	6	7	8	9	10	1	2	3	4	5	6	7

[< GO BACK](#) [CANCEL](#) [NEXT STEP >](#) [CC Email](#) [ATTACHMENTS](#)

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• Law Changes – Extended Start Time



Extended Start Time Process



- The same ticket number is re-issued, with extended start time, to all utilities using an 'EXTENDED START TIME' header.

MISSOURI ONE CALL

You must ensure that both the ticket information and mapping location are correct, and that no work will take place outside the area indicated on the map, by [clicking on the TicketLINK](#). Immediately call 800-344-7483, or 811, if you find any incorrect information.

The [TicketLINK](#) may also be used to view utility status, request a 'Relocate', report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your other requests.

TICKET SUMMARY

Ticket Number: 18939 **EXTENDED START TIME** **Type:** CALL
Requested By: TYLER NESHEIM
Type of Work: INSTALL CATV SERVICE
Work For: CHARTER
Address/Street: 824 WEATHERED ROCK RD, JEFFERSON CITY
At: WEATHERED ROCK CT
Location Info: MARK ENTIRE PROPERTY.

MEMBERS NOTIFIED

The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected. You must contact any other utilities directly.

Company Name	Utility Type	Marked	Clear
CENTURYLINK	TEL,TV	_____	_____
COLE COUNTY PWSO 2	W	_____	_____
CITY OF JEFFERSON WASTEWATER	S	_____	_____
CITY OF JEFFERSON STREET DEPT	S,SS,TS	_____	_____
MEDIACOM	TEL,TV	_____	_____

EXCAVATOR RESPONSIBILITIES

- * This ticket number serves as proof of your request and is valid for as long as markings remain visible and usable. You are only required to request a 'Relocate' when markings become unusable due to work or weather or if your work does not begin within 10 working days.
- * It is the excavator's responsibility to determine which utilities have, or have not, responded prior to beginning excavation. If any utility has not responded by 11/20/14 12:00 AM you are required by law to report a 'No Response'.
- * Any damage or disturbance of any buried utility during excavation must be immediately reported, as required by law, by calling 800-344-7483 and filing a 'Digup' ticket.

Thank you for using Missouri One Call. Dig Safely!

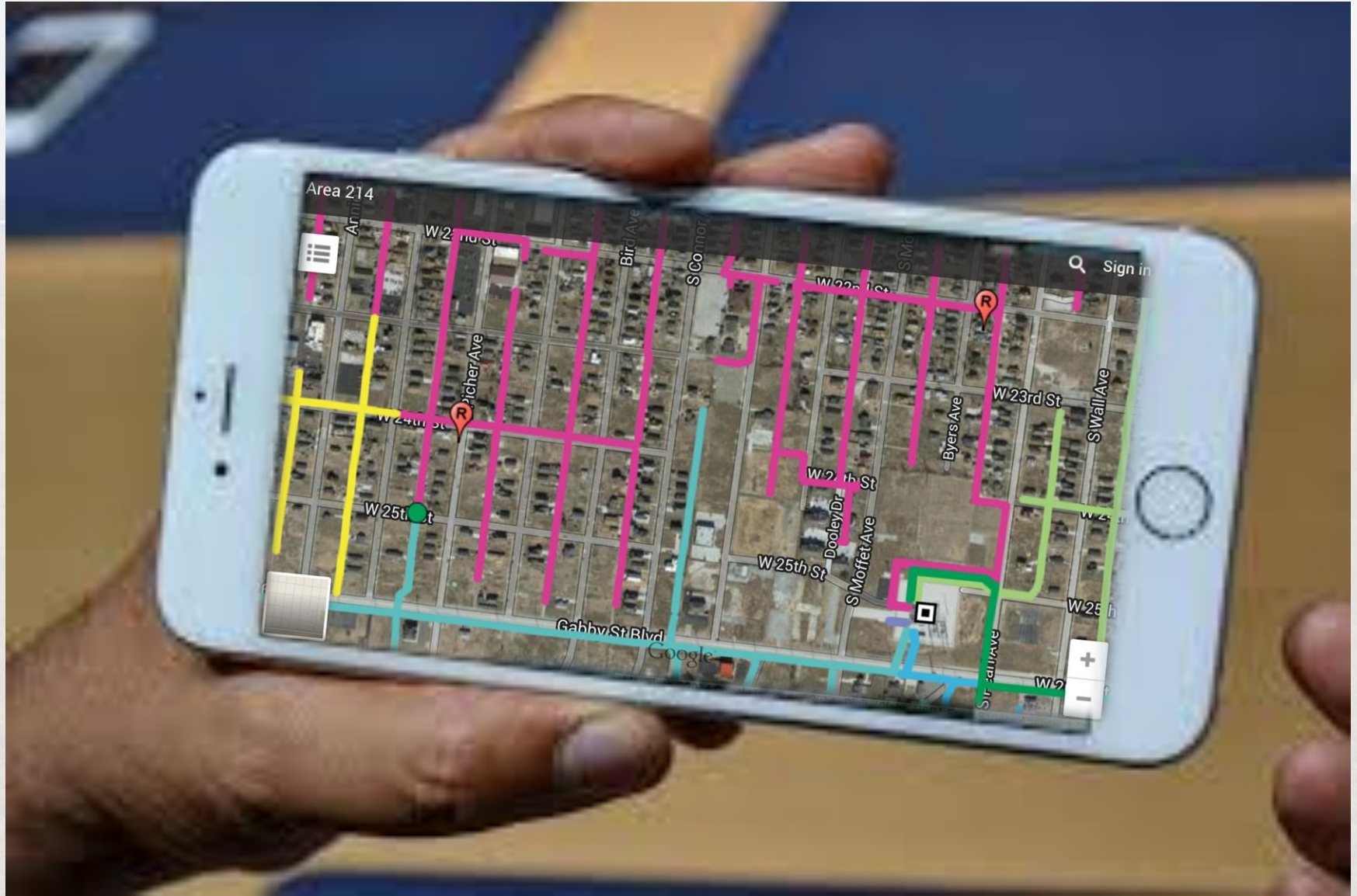
• The Future

- **ISITE**
- **NTMS Merge**
- **Next Generation ITIC**
- **Violation Reporting**
- **Improved GIS capabilities**
 - **Facility Centerline Data**
 - **Defined Notification Areas**
 - **Virtual Polygons**



ONE CALL CENTER REPORT

- An Idea Is Born!



ONE CALL CENTER REPORT

• An Idea Is Born!



ONE CALL CENTER REPORT

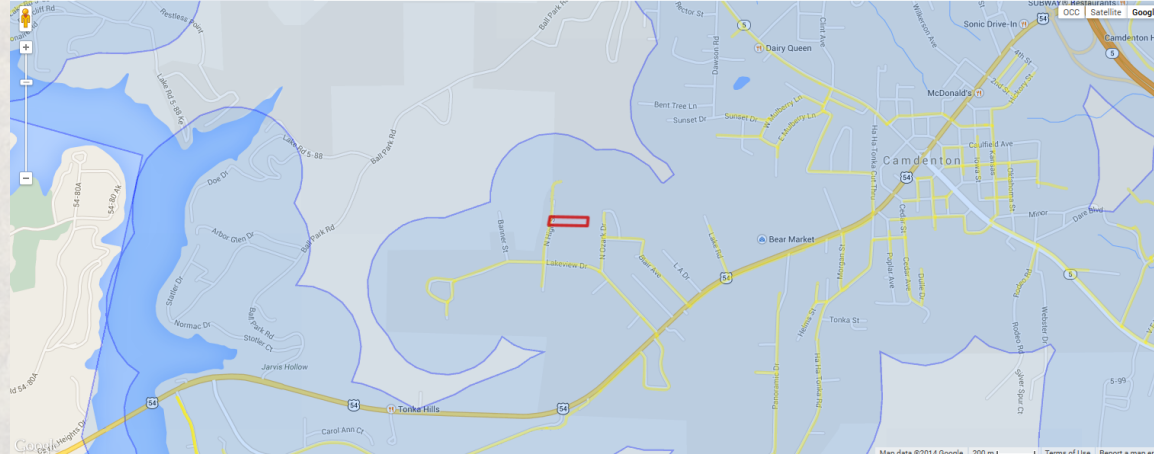
Facility Centerline Project



Missouri One Call			
Start:	12/10/2014		
End:	12/10/2014		
Show Ticket List			
Ticket No:	143441104	ROUTINE	
Original Call Date:	12/10/14 11:42 am	Type:	CALL
Start Date:	12/13/14 12:00 am		
TICKET ACTIONS			
<input type="button" value="Retransmit"/> <input type="button" value="View Utility Status"/> <input type="button" value="Add Attachment"/>			
CALLER INFORMATION			
Caller Name:	CHARLIE MEYER	Phone:	(417)531-5312
EXCAVATOR INFORMATION			
Excavator Name:	CE MEYER, LLC	Phone:	(417)531-5312
Address:	131 S OAK GROVE ST MARSHFIELD, MO 65706	Fax Phone:	(417)468-6280
Contact Email:	charlmy8@aol.com		
Onsite Contact:	CHARLIE MEYER	Phone:	(417)531-5312
EXCAVATION INFORMATION			
Type of Work:	REPLACE ELECTRIC SECONDARY		
Equipment:	BACKHOE		
Work Being Done For:	LACLEDE ELEC		
Trenchless Excav:	Explosives: N	Area Marked: Y	Depth: 3FT
DIG SITE LOCATION			
County:	CAMDEN		
City:	CAMDENTON	City Limits:	Y
Address:	132 N HIGH ST		
Between:	LAKEVIEW DR and DEAD END		
Side of Road:	EXCAVATION IS ON THE E SIDE OF THE ROAD.		
Location of Work:	MARK REAR OF PROPERTY.		
Remarks:			
Map Coord NW Lat:	38.0056144	Lon:	-92.7656325
SE Lat:	38.0052047	Lon:	-92.7634011
MEMBERS NOTIFIED			
District	Company Name	Utility Types	
ATT308	ATT DISTRIBUTION	TEL	
CAMD01	CITY OF CAMDENTON	S,W	
CHRO02	CHARTER COMMUNICATIONS	FO,TV	
LE2	LACLEDE ELECTRIC COOP	E	
SUMNG01	SUMMIT NATURAL GAS OF MO	G	

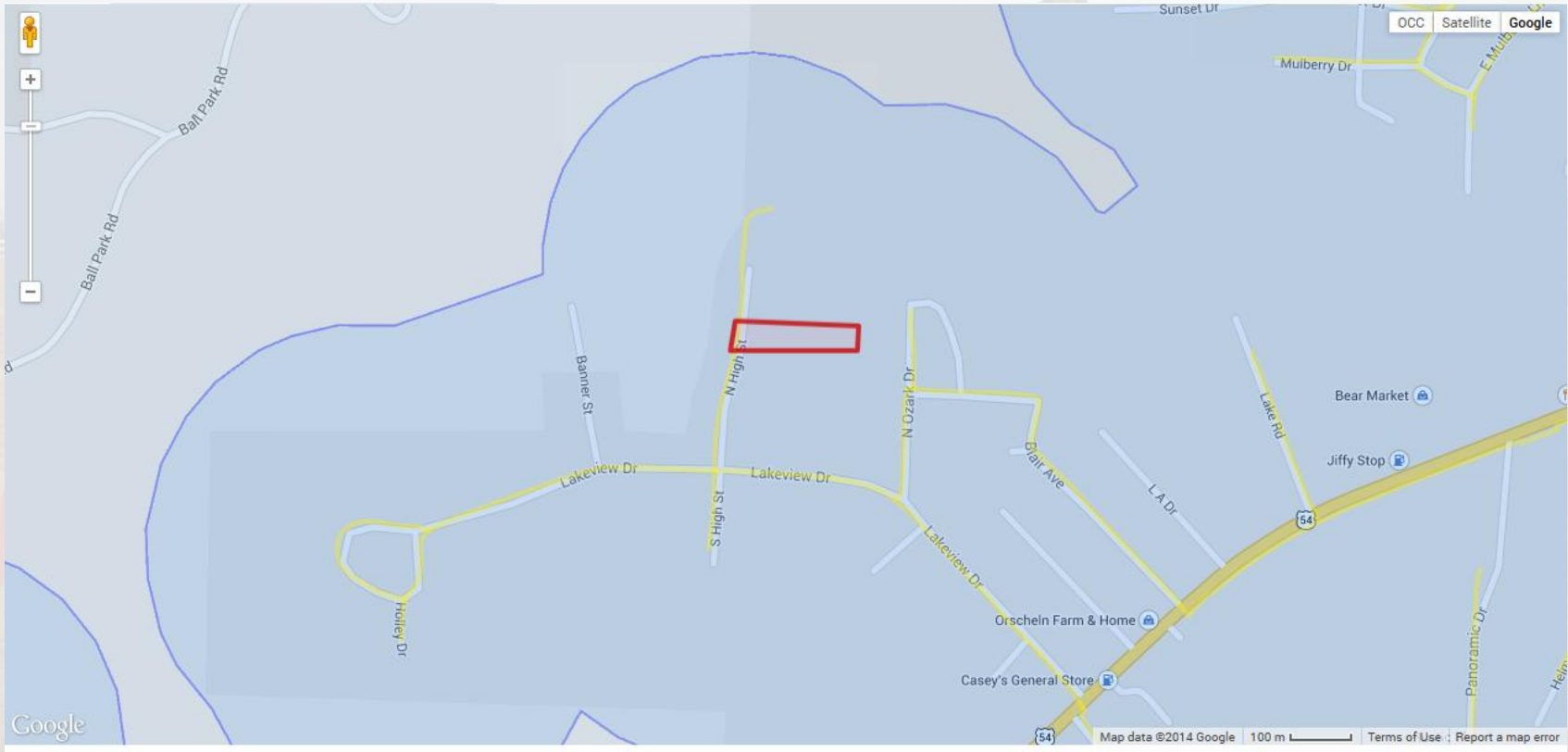
INTERACTIVE MAP [Popup Map](#) [Hide Map](#) [Hide District Polygons](#) [Locate Polygon](#)

Search Map: Enter Street, Address, or City



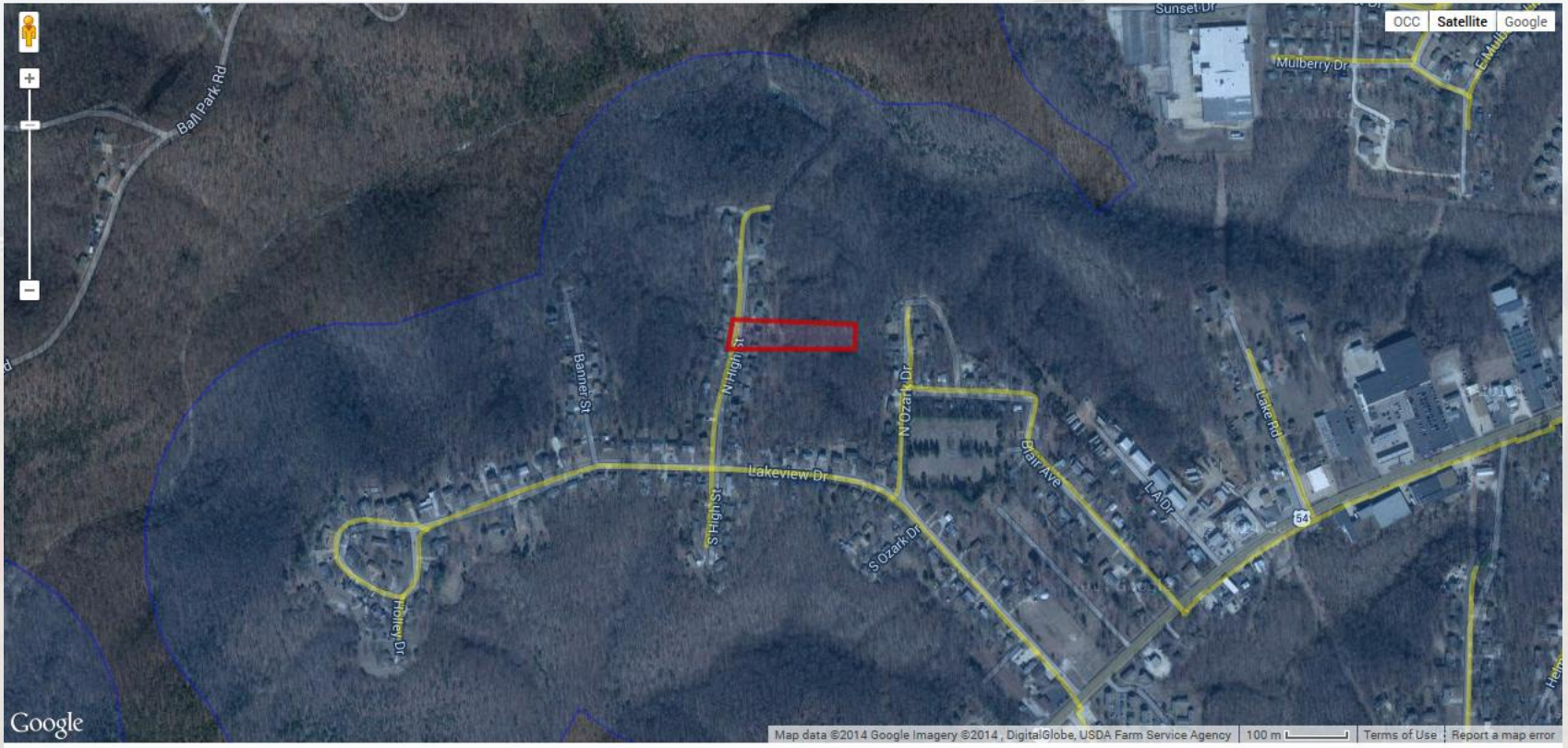
ONE CALL CENTER REPORT

- Facility Centerline Project



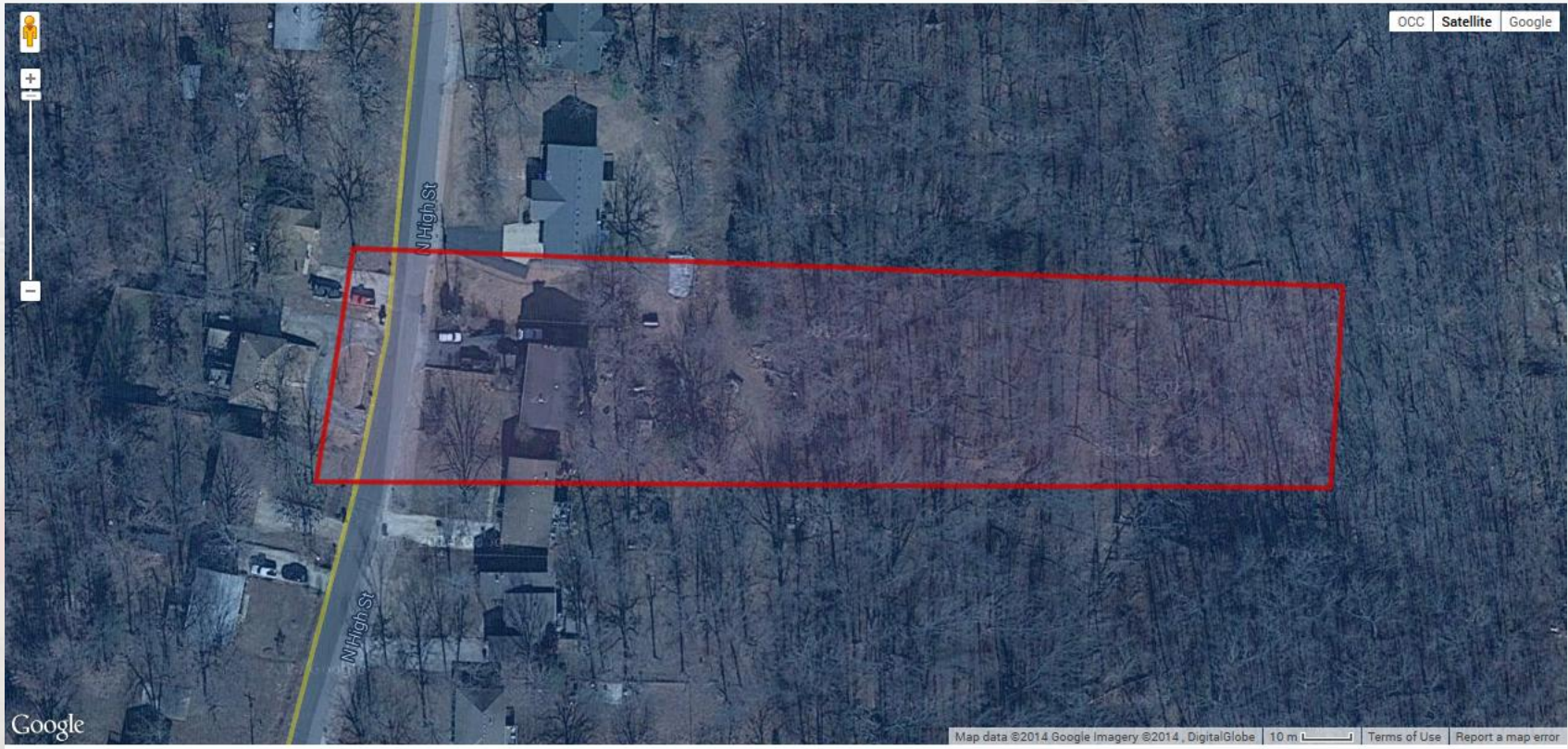
ONE CALL CENTER REPORT

• Facility Centerline Project

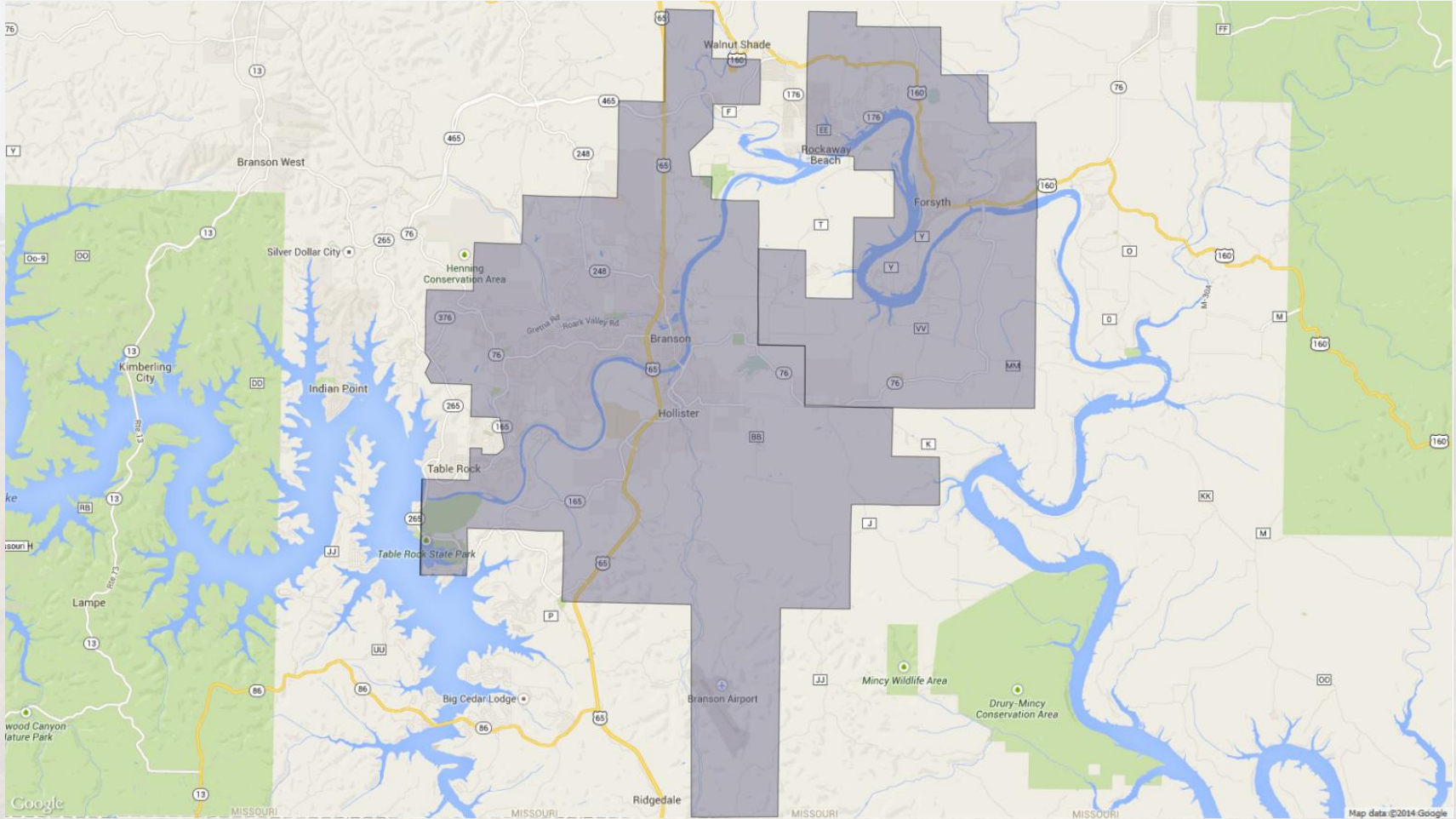


ONE CALL CENTER REPORT

• Facility Centerline Project

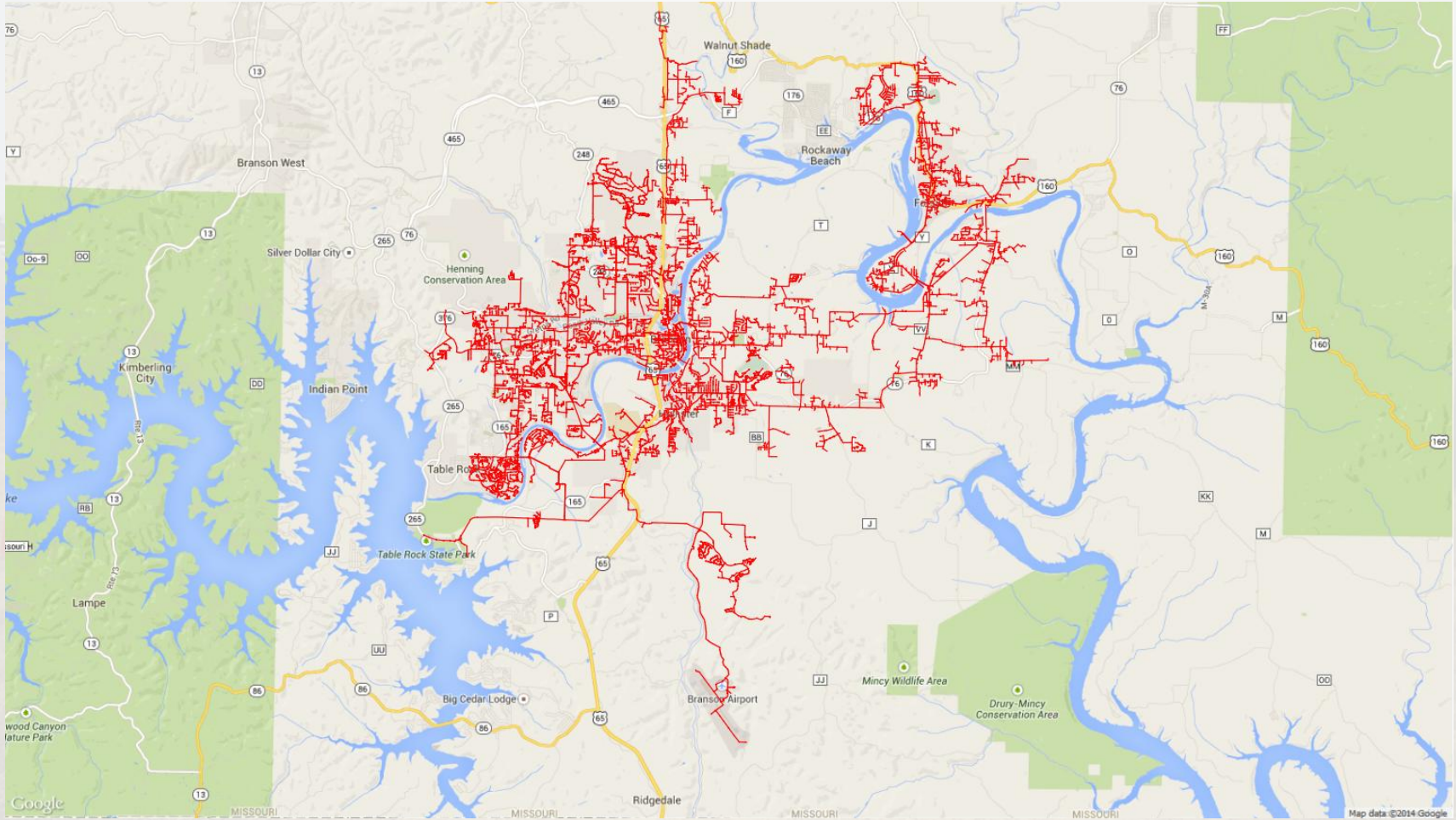


Boundary Notification

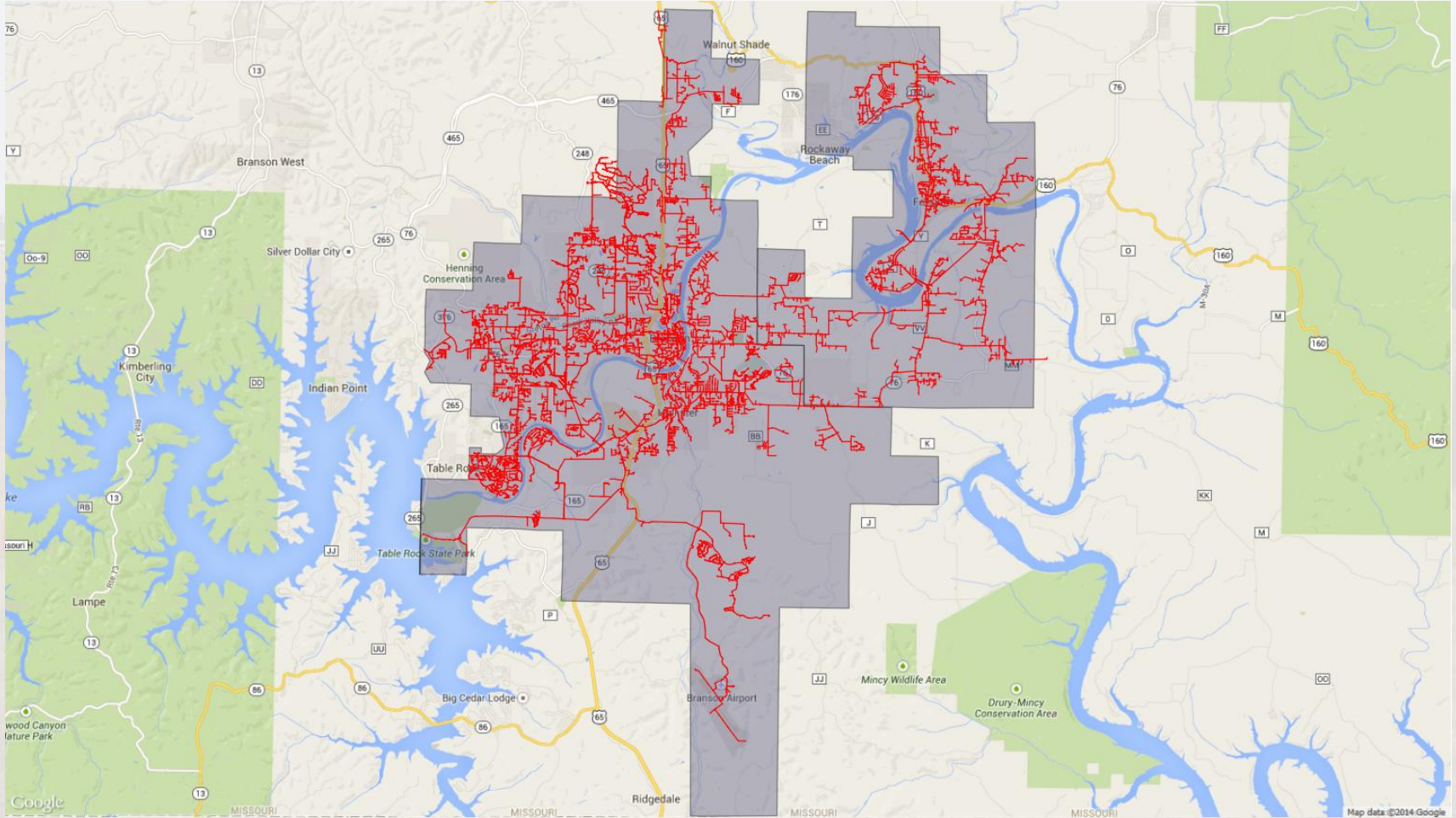


ONE CALL CENTER REPORT

- Defined Notification

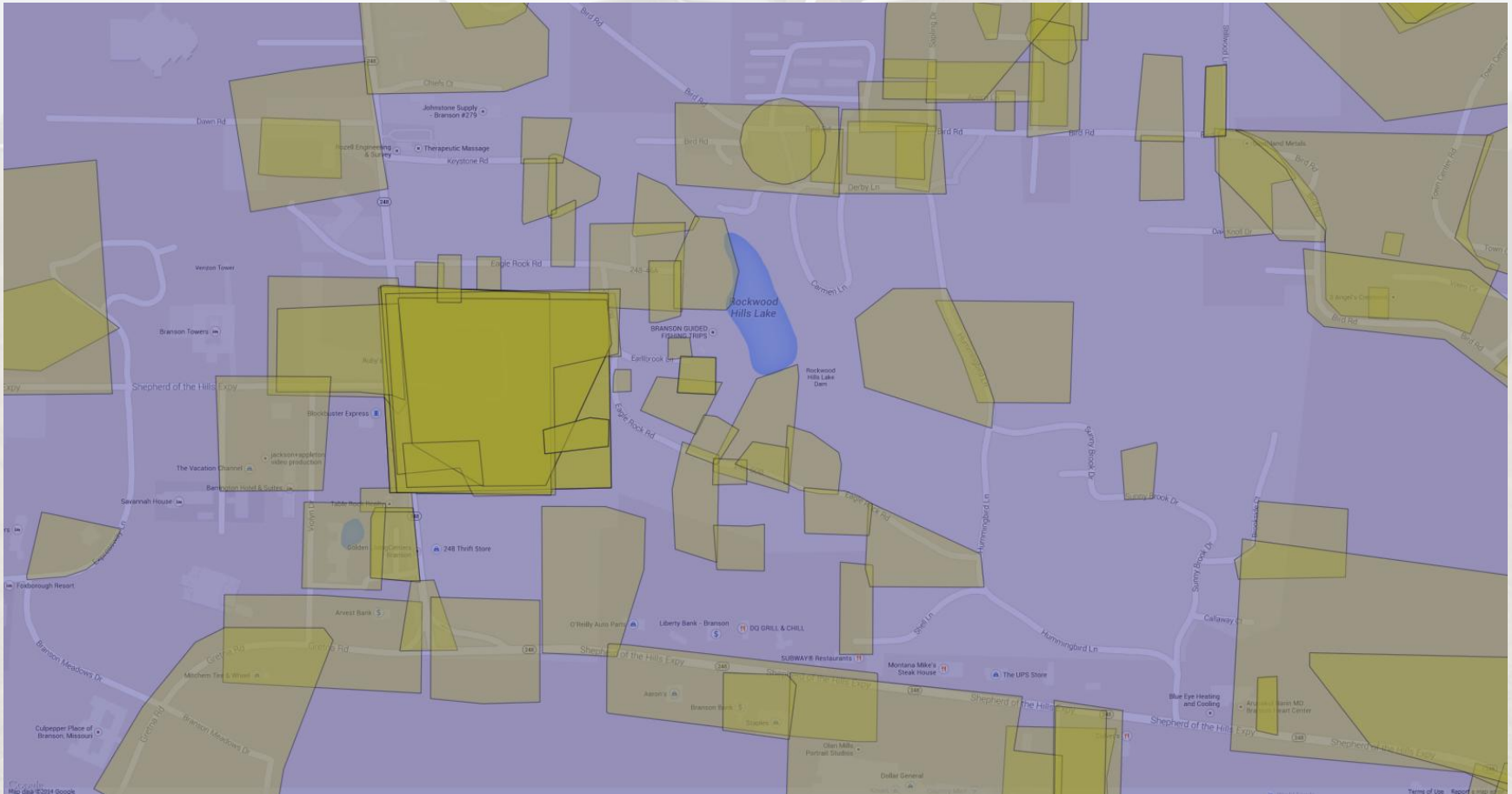


Boundary vs Defined Notification



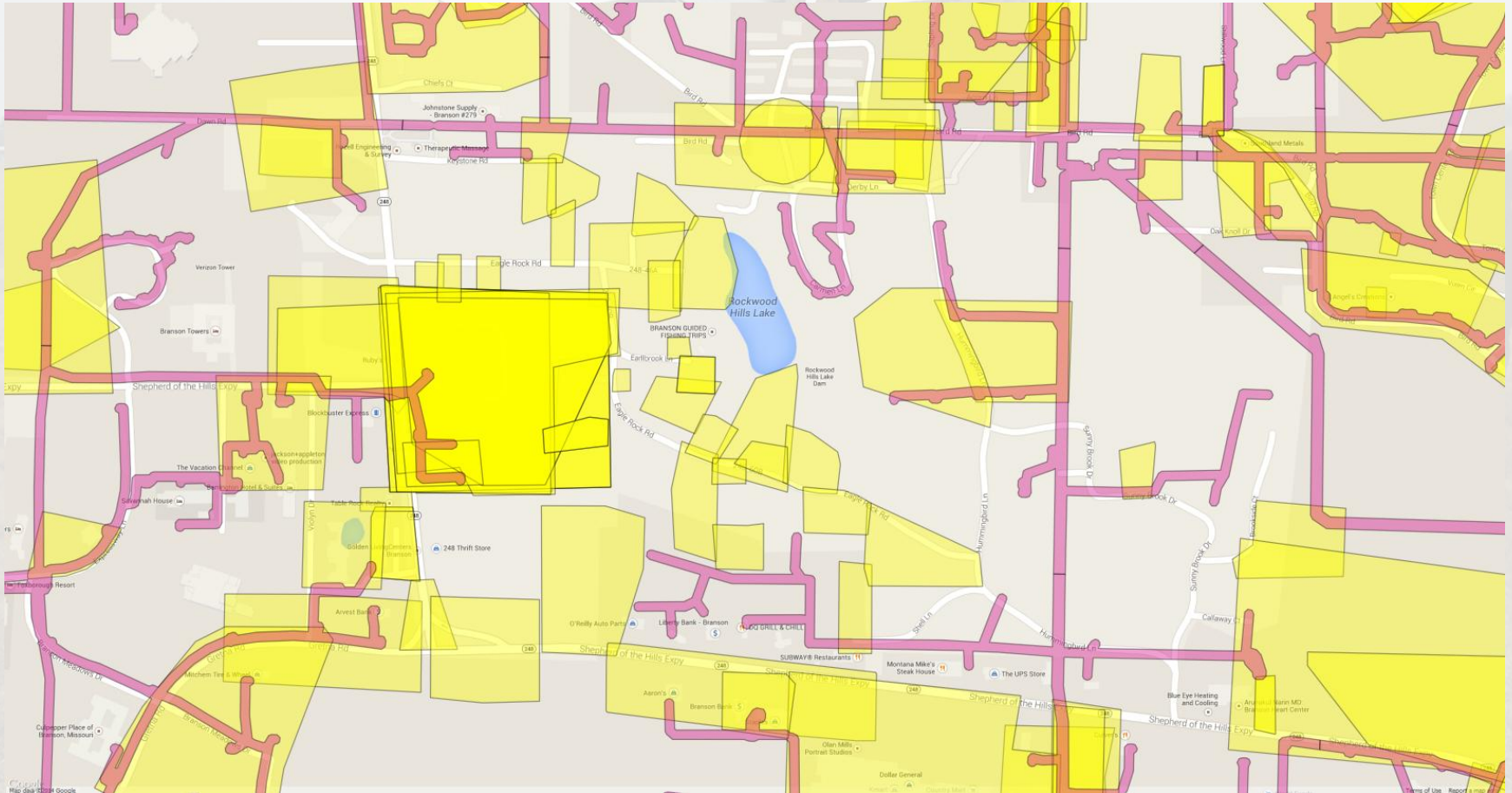
ONE CALL CENTER REPORT

Data Analysis – Boundary Coverage



ONE CALL CENTER REPORT

Data Analysis – Defined Coverage



ONE CALL CENTER REPORT

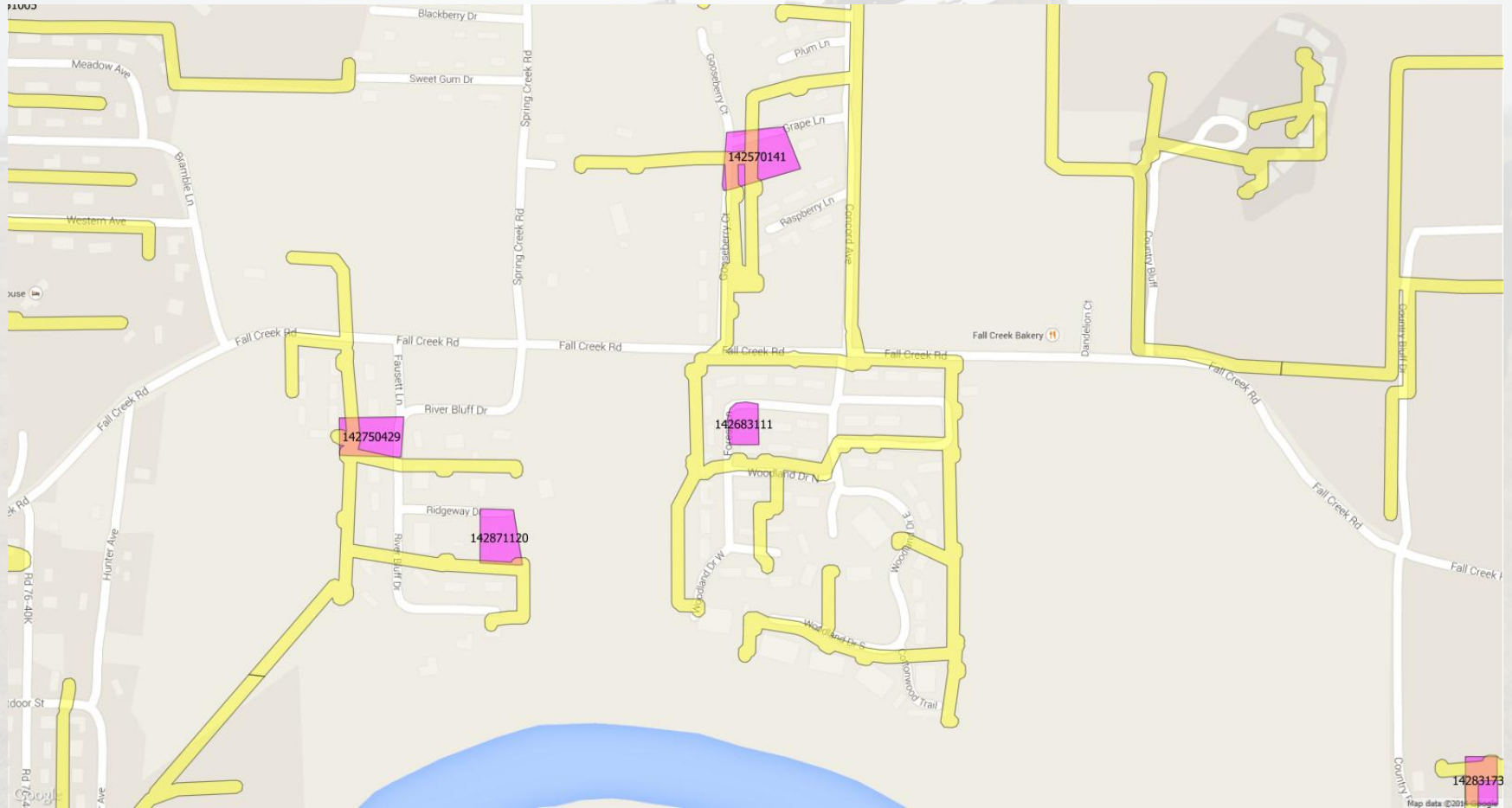
• Data Analysis – Tabular



<u>NEW</u>	<u>SCREENED</u>											
140240777	142532796	141060280	141772551	142611090	142080181	140621749	141813651	140171230	142332454	141061491	142250998	141220698
140512489	140562400	140030376	140922741	140770633	142420278	142731022	140560320	140030772	142390852	141811065	142092174	142122037
140802618	142602275	141530984	141921030	141952701	140030983	141812658	141012883	142373209	142552143	141181174	141460052	141952746
140931927	140440917	141362932	140511770	142091904	140271042	140833373	141893089	141842104	142663104	141982324	141063525	140773952
141280051	142452500	141020177	141602158	141952712	142182835	142340539	140551873	140873010	141002228	141620172	140732521	140833514
141400160	142182829	142031391	141630562	140651035	141040117	141623007	140700487	141533211	140270843	141963444	142653108	140932546
141412100	142621061	141620022	142102312	140020400	140441340	140380651	140591578	140161395	140970978	140862990	141813496	141602446
141650018	141020184	141641098	141630995	141222079	141222388	141551046	142602201	141830239	141761413	141001034	140180297	140562512
141650019	140271076	142602884	141270173	141632651	140520914	142323190	140080938	140260177	141012147	141971650	142111839	142053198
141700064	142581639	141902399	141152701	141983130	141830642	141491414	140120074	142692697	140703210	142531291	140760195	140873062
141760789	141050677	142021202	140941201	140250472	142400033	140421461	141030148	141123614	142380296	141283489	142681822	142312477
141760795	141693103	142341415	140871740	141660097	141121443	142240429	142733678	140862651	142463369	142650241	140520658	140512523
141883104	141133644	140691946	142332277	140300575	141812543	141392427	140091163	141812560	140773781	142382008	140441017	142171093
141952790	141261452	140632698	142131892	142021011	141143248	140910352	140390212	141540324	142731894	141752223	142132102	140722900
141952803	142021000	140650321	141121623	142482616	141631473	140712707	142250533	140834352	142651926	142272362	140090285	140481989
141962392	141430085	142471647	142243115	141562725	141530114	141641625	141003732	141940407	141630240	141050667	141060147	140903487
142090027	140940429	140900314	141140495	142663447	141842192	140130028	140301312	142090025	141901017	141570602	141062286	140211155
142462967	141882044	140572051	141963239	142332435	142582898	142663549	140802348	141120260	140912652	141692920	140862976	141211782
	141281913	141600813	141283154	142420013	141041008	141532888	141472759	141370411	141271756	140932661	140200865	140650144
	140801468	140973135	141650017	141332600	140692201	141902994	141633133	140431434	140180225	142132240	142530596	141550484
	140420013	140651931	141623252	141253710	141883669	141970052	142301440	142253034	140700904	142302007	140770617	141142189
	141952706	141020162	141421914	141562981	140290297	141953784	142090026	140030840	140800379	140800438	141902969	141553560
	142381818	142240154	142620540	142670281	141394085	142382650	142381986	141550511	142381742	142102217	141700779	142200441
	142371364	141060128	142300712	142381506	140030972	142472488	141952855	142721364	142311659	141071498	141893113	
	142303579	141413362	141202564	141960924	140641518	140711207	141000834	142170013	141761380	140921369	140780887	

ONE CALL CENTER REPORT

• Data Analysis – Geospacial



• Data Analysis Summary – 1990 Tickets



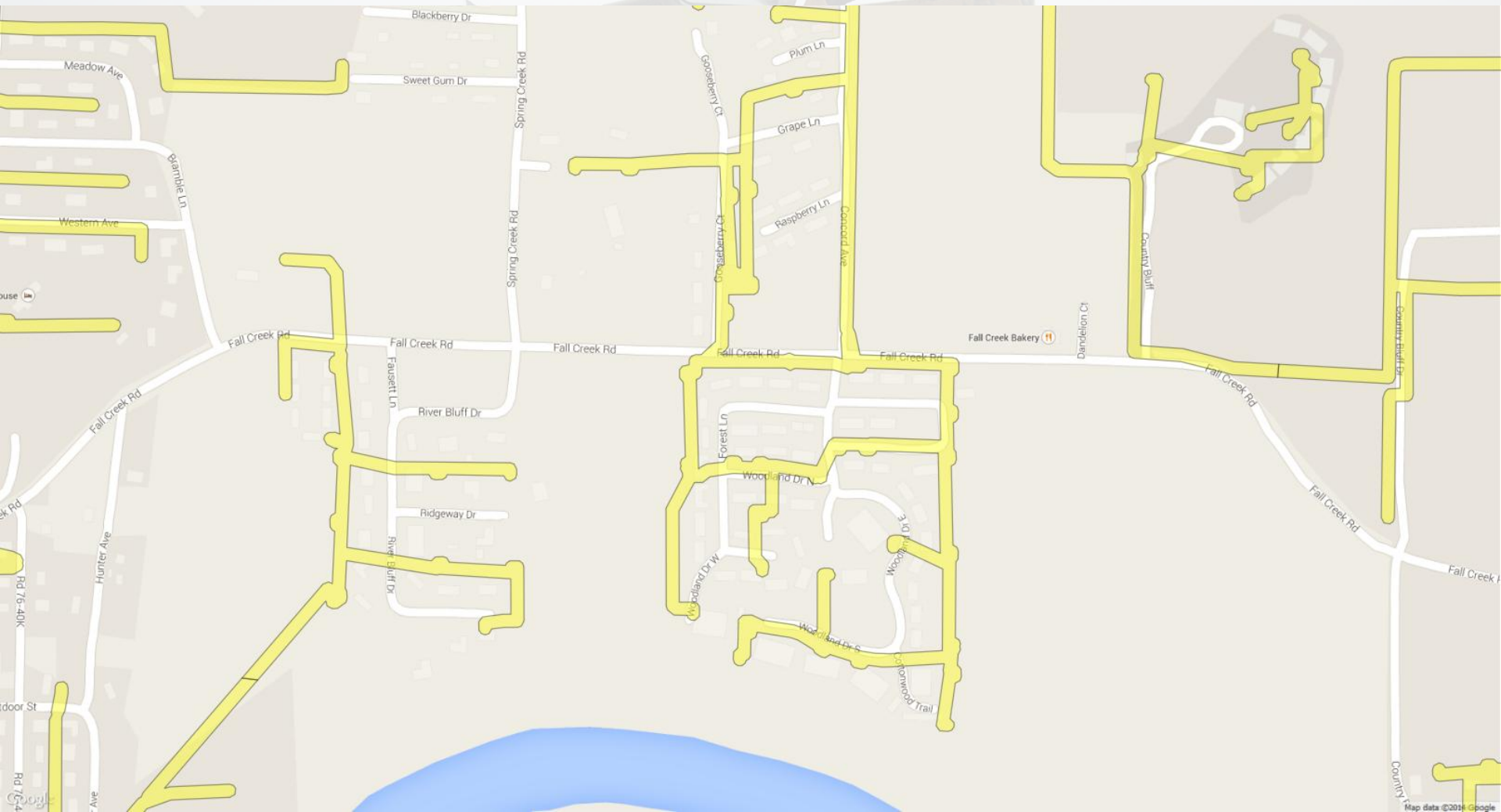
Buffer	Ticket	Reduction	% Reduced
25 ft	1656	334	16.78%
50 ft	1673	317	15.93%
100 ft	1711	280	14.07%

Buffer	Reduction	Reduced	New
25 ft	334	350	16
50 ft	317	335	18
100 ft	280	298	18

Virtual Polygons – Dynamic Notification



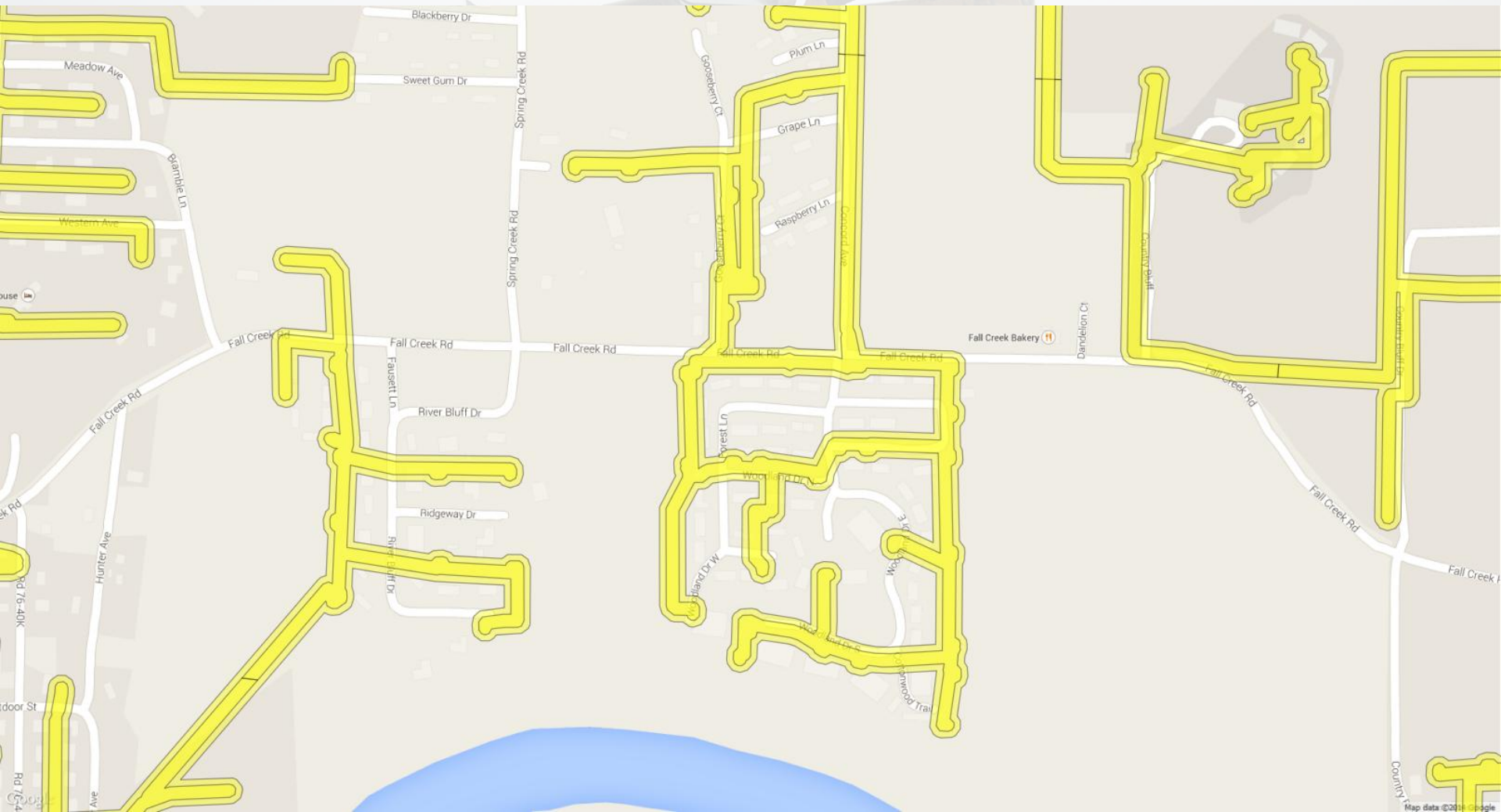
Default Notification



Virtual Polygons – Dynamic Notification



Default Notification + 25ft conditional trigger



• Virtual Polygons – Dynamic Notification



Default Notification + 25ft conditional trigger + 50ft conditional trigger





QUESTIONS or COMMENTS?

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