



Operating Committee Meeting Minutes

Date: 9/15/2022

Time: 9:30am – meeting delayed until 9:50am.

Location: 824 Weathered Rock Rd, Jefferson City, MO

Attendees: see sign in sheet, all attendees present (no virtual option)

Introductions

Chase starts and introductions go around the room.

Safety Message

Chase vehicle visibility.

Exec director report

Randy introduces himself and welcomes Arch E York as the newest MOCS DPM.

The new learning management system (LMS) is now up and running to deliver training and education online. It's interactive, tracks time and completion. May be used for training forced by AG office since it's trackable. Randy encourages members to use it, test it, inform their crews and contractors about it.

Randy discusses movement on "TEA" - Training, Education, and Advertisement.

Training = specific topic to specific audience as opposed to basic MOCS education, and includes identifying habits, focused effort to identify issues, and alleviating issues by teaching people about the tools we already have.

Focus on CLICK over CALL before you dig with a push for ITIC use.

Focus on call 811 over DIG-RITE.

Homeowner education with focus on private facilities and what will NOT be marked.

Website redo and updates.

Improve MOC customer service which includes addressing every compliance issue submitted.

NXT – Jan 1 will be ONLY web ITIC/LTM option. 3 announcements: 90 day, 60 day, 30 days.

Excav manual updates have been accomplished along with Spanish versions.

Phone recordings need updating- some messages still mentioning covid.

Membership Manager (Sarah) will be a complimentary DPM with a membership focus instead of excavators.

Rebranding coming soon! MO811, Missouri811, ShowMe811? All suggestions welcome.

Legislative update: partnering with AGC. AGC is wanting to make legislative changes and Randy wants to discuss and work with them instead of taking to legislative. AGC says excavators what to be able to bill for downtime if utils can charge for damages. Also interested in an arbitration board modeled after Indiana.

Legislative committee meeting in Oct to discuss.

Concept of the Op Comm Meeting – Exec Director can make operational decisions to get things done. Taking things to the board not always be necessary.

Formalizing what it is and the intention...”it’s not really a committee.”

Randy and Chase to meet prior to next meeting to discuss changes to Operating Committee structure / branding and discuss with group at next meeting.

Board report

Given by Chase.

Phone number and address validation is pending

Start date warning when submitting many tickets/segments will be implemented to coordinate with the NXT push for Jan 1.

Board approved Chase to continue to be chairman of Op Comm.

Tech committee (subcommittee) reevaluation. Includes Chase Shelley, Laura Scheider, and Jerry Baker. Tech changes get presented to them before board as whole.

Chase goes over new board member positions.

OCC report

Given by Tyler highlighting record months and exemplary staff performance within metrics despite volume increases.

Volume: March all time record 108K, broken in May, then again in June, and then again in Aug with 114K. Total is about 6percent increase over last year (which was a record year as well).

Projecting 1.1mil inbound for 2022.

Itic percentage up to about 75percent, which is appx 6percent growth.

Up for homeowners as well.

90percent of staff is working from home with customers not knowing.

All contractual obligations met even with increase.

Countdown clock to be added on login page for countdown to NXT on Jan 1.

Homeowners will NOT switch to the new ticketing system, which leads to discussion about a beginner and pro version of NXT with the beginner being for one-time users (homeowners) and new excavators.

Open Discussion

Nick pushes LMS, and mentions there will be 2 open forum meetings scheduled before end of year. Dates and invites will be out in Oct. Open for utils, excav, locators, all.

Excav meetings to start in Jan/Feb. Nick encourages any issues that need to be addressed be sent MOCS to be included in the meetings.

Josh Faatz suggests white flags with metal instead of plastic. Nick will discuss with Randy. Believes there was a liability issue regarding the metal.

Arch introduces himself, and gives brief background.

Josh suggests the ability for locators to send an email or notification to excavators to cancel tickets..."request to cancel" similar to "request to extension" for jobs no longer happening and discussed. Randy suggests to think about how this can be used and abused (request to cancel).

Jose will meet with team to develop formal recommendation on request cancel at Q4 meeting.

Tyler suggests the options for excavator to provide preferred communication method (text, email, push notifications, just visible online or on the ticket)

Charlie asked which status people are using to bypass locating now. John S said area cannot be determined.

Charlie brought up advance ticketing which led to discussion on intended use.

Jose requested usage data on advance ticket

Ramona asked about education for advance ticketing

Adjournment

Chase motions to adjourn, Jake seconds, all in favor and meeting adjourned at noon.

3rd Quarter MOCS Operating Committee Meeting 09/15/2022

9:30am @ 824 Weathered Rock Rd, Jefferson City, MO 65101

Welcome! Please sign-in for attendance.

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