

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. One half mile 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) 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 Approved: Sept 2015

Date Revised: Sept 2018