

**Missouri 811
Operations Meeting**
824 Weathered Rock Rd.
Jefferson City, Missouri 65101

AGENDA

June 15, 2023

Time: 9:30 am

Location:

Missouri 811 Office

824 Weathered Rock Rd.

Jefferson City, Missouri 65101

- I. Missouri 811 Executive Director
- II. History of the "Operating Committee" and the evolution of the Operations Meeting.
- III. Utility Leadership.
- IV. Reports
 - A. One Call Concepts: Tyler Neshiem, Manager (OCC)
- V. Operational Updates
 - A. Renewals trending downward.
 - B. Request Cancel in development.
 - C. Call Center scripts are in process of being updated.
 - D. Comprehensive review of all communications sent out during a ticket, updating branding, verbiage, and presentation.
- VI. Open Floor Discussion and Ideas
- VII. Comments and Announcements
- VIII. Adjournment

Next meeting date September 21, 2023.