

Ad Hoc Notification Center Operations Committee Meeting Minutes  
December 3, 2024

Voting Members: KC Chumachenko, Andy Crocker, Robbie West

Non-voting members: Josh Thomas and Kitty O'Keefe

Guests: Frank Planton and Scott Gallegos from One Call Concepts

1. Announcements and Introductions
  - a. KC called the meeting to order at 10:00am and introductions were made
  - b. No prior meeting minutes
  - c. Chair Statement – KC welcomed members, and guests.
  
2. Ad Hoc Business Rule Committee Items
  - a. OAR 952-001-010-(10) Business Rule (See Attachment #1 Concept Submission Form by KC Chumachenko) KC shared his overview to members and discussion followed:
    - i. What type of business rule can be put in place at the call center?
      1. Should excavators be able to create multiple tickets in one session or require them to submit each 750' segment separately? Members discussed.
      2. Do we have footage data at the call center to determine a fiscal impact on tariffs? Members discussed
        - o Josh suggested two things to consider: #1. Is there a way to reflect a split ticket? This would help the locator. #2. Revenue impact; concern from board members. Asking OCC, can you show the number of tickets last few years that were impacted by this operational change? Provide a few examples of an urban/rural split? In out ratio and revenue could help with their decision.
        - o Frank commented can provide in bound, not sure about out bound
  
- b. Positive Response
  - i. Discuss concept form to allow positive response at the call center to remain open for the life of the ticket.
    - o Members reviewed Issue Summary #24-09-0044 (See Attachment #2)

Committee Action: Members will table this discussion. When OCC runs some reports on data per discussion and report back. Josh and KC will decide when to hold the next committee meeting.

Committee Action: Motion by Andy to recommend to the OUNC Board, 'Move to allow One Call Concepts to set positive response status expiration with the ticket expiration date'. 2<sup>nd</sup> by Robbie. Motion passed.

- ii. Do contractors receive emails for status changes?
  - o Members reviewed Concept Submission Form by Jennifer Bates (See Attachment #3)

Committee Action: Motion by Robby to recommend to the OUNC Board, 'To allow One Call Concepts to provide email notifications to excavators reflecting the current positive response status at the excavation start date. Email will include a link to Search and Status. 2<sup>nd</sup> by KC. Motion passed.

3. Old Business
4. New Business
5. For the Good of the Order
6. Next Meeting:

Meeting adjourned at 11:23am  
Minutes submitted by Kitty O'Keefe on 12.4.24

## Concept Submission Form

The Oregon Utility Notification Center (OUNC) Board of Directors welcomes ideas and suggestions that prevent damage, ensure safety, and improve OUNC's contact center and programs. To submit a concept for consideration by the OUNC Board or its committees, please fill out this form.

**1. Give an overview of the issue you would like OUNC to address. Provide background and purpose.**

Emerald PUD (EPUD) just began participating in Ticket Check for updating the status of locate tickets we're obligated to respond to when EPUD-owned facilities are in the vicinity of the excavator's dig area. It is an additional feature for those already utilizing Locator Ticket Management (LTM). It has a feature available that allows locators to post an external status that will go back to the excavator. If the excavator has a properly formatted email address on the ticket, the Ticket Check system will send the locate status to the excavator via email. If there is not an email address on the ticket, the status information is available Search & Status on the iTic website. It is my understanding that in Oregon, Ticket Check was set up to NOT have an email message go out to the excavator notifying them of the status, only posting it on the online iTic website. I've been told that it is possible to turn on that active email notification to excavators, however, it is something that would need to be approved/authorized by the OUNC Board.

**2. If applicable, what rule, law and/or policy exists currently that you would like to address?**

**3. What change or changes are you proposing? Be as specific as possible, including draft language.**

I would like to propose that the OUNC Board authorize the change for Ticket Check in Oregon to implement the excavator notification feature allowing external status notifications to be sent to excavators.

**4. What committee should consider this matter?**

Board of Directors

**5. Is there anything else we should know about this issue or your proposed concept?**

Although the updated status on the iTic website alone may be sufficient to meet minimum requirements, we feel it is in the excavators best interest to receive emailed notification of locate status when available. Some excavators, such as

homeowners, do not know to use the Search & Status option on the the iTic website to get status information.

**6. Name**

Jennifer Bates

**7. Date**

10/09/2024

**8. Company/Organizational Affiliation**

Emerald People's Utility District

**9. Title**

Work Order Support Specialist

**10. Email Address**

[jennifer@epud.org](mailto:jennifer@epud.org)

**11. Phone**

541-744-7465

**12. Attach documents or photos**

DRAFT



## ISSUE SUMMARY

### #24-09-0044

**SUBJECT:** Locked Positive Response Status on Tickets  
**DATE:** September 12, 2024  
**PREPARED BY:** Josh Thomas, Executive Director  
**COMMITTEE:** N/A – RE: One Call Concepts operations

Currently, when a locate ticket is processed through the Oregon Utility Notification Center by One Call Concepts, the positive response status is “locked” by the system after five days. This unfortunately keeps positive response status from being updated after that point because the locator/operator can no longer update the ticket after the due date.

This suggested change was submitted by Micah Brown, Manager of Facility Protection & Locates for Zply, and former OUNC Chairperson. We believe Linescape has expressed concerns about this issue previously as well. One Call Concepts is able to make this change with board support/direction.

#### **Background**

The locked status was originally devised to keep system users from changing the response status after the fact, preventing attempts to make it look like something was marked when it wasn't. But because the positive response status is date/time stamped now, the original need for that control is no longer valid. The system captures when the status is entered or changed.

#### **Problem**

The status lock can cause confusion in the field for excavators viewing positive response notifications because tickets still show locates are not done after the due date even in cases when they are. An example could be the inability to simply update a status from 'ongoing' to 'marked.' Five days is not always enough time to allow for positive response status updates, and there is no compelling reason to prevent this useful information from being entered into our system.

#### **Solution**

While this is a relatively simple operational change for One Call Concepts, this may be in place due to past board action. To formally make this change, we will recommend the following motion, which is consistent with operations working successfully in other states:

***MOTION: Move to allow One Call Concepts to set positive response status expiration with the ticket expiration date unless the operator responds with a final status.***

## Concept Submission Form - KC Chumachenko

The Oregon Utility Notification Center (OUNC) Board of Directors welcomes ideas and suggestions that prevent damage, ensure safety, and improve OUNC's contact center and programs. To submit a concept for consideration by the OUNC Board or its committees, please fill out this form.

**1. Give an overview of the issue you would like OUNC to address. Provide background and purpose.**

Large locate requests should be divided into segments of up to 750 feet, with each segment scheduled for marking independently within the two-business-day standard. This phased approach will improve accuracy and allow manageable sections to be completed in a timely manner. Accurate and on time locates prevents utilities from being damaged.

**2. If applicable, what rule, law and/or policy exists currently that you would like to address?**

The existing language for "Large area" means a proposed excavation requiring more work or time to locate utility facilities than can reasonably be completed within the parameters of section (1) of OAR 952-001-0050 (Excavator to Give Notice of Proposed Work; Exemption).

Defining "large area" as a project exceeding seven hundred fifty linear feet. [amends OAR 952-001-0010 (10)]

**3. What change or changes are you proposing? Be as specific as possible, including draft language.**

Business rule at the call center level.

For any excavation, utility marking, or similar field work that extends continuously for 750 linear feet or more, a new locate request must be created for each additional 750-foot segment. Each locate request will cover up to 750 feet of excavation to ensure locate mark integrity and dig law compliance.

**4. What committee should consider this matter?**

Unknown

**5. Is there anything else we should know about this issue or your proposed concept?**

No

**6. Name**

**7. Date**

10/31/2024

**8. Company/Organizational Affiliation**

Locating Inc

**9. Title**

Manager of Safety

**10. Email Address**

[konstantin.chumachen@utiliquest.com](mailto:konstantin.chumachen@utiliquest.com)

**11. Phone**

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