we are

ALL TOGETHER

New Jersey Natural Gas

ARCOS Automated Call Out & Overtime System
New Jersey Natural Gas:

- Headquarters in Wall, New Jersey
- >600,000 customers
- 1,516 square miles
- 229 miles of transmission main
- 7,100 miles of distribution main
- Steel and HD Plastic Pipe
- No Cast Iron
Workload Management:

Workload Demands:
- Emergencies
- Compliance Work
- Customer Work

5 Primary Work Groups in 5 Reporting Centers:
- Distribution
- First Responders
- Utility Techs
- C&R
- PMT

Staffing:
- Fixed Schedules
- Pre-arranged OT
- Emergency Call Out
Technology Overview:

• Workload management: CGI Pragma CAD

• GPS: Fleetmatics

• Automated Call Out & Overtime System: ARCOS

• Android Smart Phones
  • Audible alerts for priorities
  • Driving directions
  • ARCOS mobile app
What is ARCOS?

• ARCOS is an automated callout and overtime software solution designed specifically to meet the needs of utilities:
  – Improve emergency response time
  – Address coverage issues quickly
  – Automate a manual process

• ARCOS is widely used by AGA utilities throughout the United States.

• The ARCOS software has been specifically configured to comply with our unique callout and overtime rules.
Benefits:

• ARCOS reduces the time required to obtain the appropriate number of employees by automating the calling process:

  – Respond to events and emergencies faster
    • Emergency Call Out (unsafe)

  – Maintain coverage
    • Emergency Call Out (fill open shift)

  – Pre-arrange overtime

• Allows Dispatchers to focus their attention on managing the workforce and handling emergency orders versus manually making outbound phone calls.
Implementation Timeline:

• August 2015: Contract signed

• October 2015: Project Kick Off/Implementation Workshop
  – Define structure:
    • Reporting Locations
    • Rosters
    • Call out & OT rules, including when & how the sort sequence of the lists update
    • Define inbound & outbound call flows

• November/December: ARCOS builds our system
  – Q/A environment
  – File upload process

• January 2016: System Delivery Walkthrough
  – NJNG system configuration, including:
    • Building rosters
    • Chaining rosters
    • Inputting employee schedules

• April 2016: Train the Trainer Workshops
  – Administrators
  – Supervisors
  – Mobile SME’s

• May 2016: Field Employee Training

• Go live: May 2016.
Initial ARCOS Set Up:

- Employee Information:
  - Imported into ARCOS from our HR system

- Employee Contact Information:
  - Imported into ARCOS from our existing callout/OT system

- Employee Duty Phone Information:
  - The number to use when an employee is working

- Callout & Overtime Lists:
  - Rosters are built in ARCOS for each business unit (callout and OT rosters)
  - The sort sequence of the list updates weekly after payroll rolls (mirroring our before-ARCOS process)
Define NJNG Responsibilities:

• Admin Responsibilities:
  – Maintain employee schedules in ARCOS.
    • When a callout or overtime request is initiated, ARCOS will cross-reference the schedule to determine who is available for the shift.
  – Update rosters as required.

• Employee Responsibilities
  – Establish a Personal Identification Number (PIN) in the ARCOS Voice Response Unit (VRU).
  – Record their name.
  – Update/add permanent phone numbers.
  – Add/update any temporary phone numbers.
Define Process:

• ARCOS is used for:
  – All Emergency Call Outs
  – Future Day Fill Shifts

• We do not use ARCOS when securing same-day continuous overtime.
How does ARCOS work?

**Emergency Call Out:**

– ARCOS will call each available employee, starting at the top of the list.

– ARCOS will call the primary contact number
  
  • If the employee answers, the ‘Yes’ or ‘No’ response will be captured.
  
  • If the employee doesn’t answer, ARCOS will leave a message on the primary contact number and then immediately call the secondary contact number:
    – If the employee answers, the ‘Yes’ or ‘No’ response will be captured.
    – If the employee does not answer, ARCOS will leave a message and then immediately move onto the next employee on the list.
How does ARCOS work?

Pre-Arranged Overtime:

– ARCOS will call each available employee, starting at the top of the list.

– ARCOS will call the primary contact number
  • If employee answers, the ‘Yes’ or ‘No’ response will be captured.
  
  • If employee doesn’t answer, ARCOS will leave a message on the primary contact number and then immediately call the secondary contact number.
    – If employee answers, the ‘Yes’ or ‘No’ response will be captured.
    – If the employee does not answer, ARCOS will leave a message but will not call the next employee immediately – giving the employee an opportunity to call back into ARCOS to accept the shift.
Using ARCOS:

- To initiate a Call Out or Overtime Request:
  - Log into ARCOS website
  - Select the location/workgroup
  - Click Callout, then Create
  - Enter the following information, then click Save:
    - Type
    - Work order # (if applicable)
    - Trouble Location
    - Work Start & Work End Dates/Times
    - Custom Message (if applicable)
- Select the roster to be used
- Enter the # of employees needed
- Submit
- Preview the roster or list of employees who are eligible for the shift. Edit as needed.
- Initiate callout
Call Out Entry Screen:

Callout Edit Page - ID: 4494 - Closed

- Type: Call Out: Emergency
- Work Start: Mar 23, 2017 18:49:00
- Work End: Mar 23, 2017 22:49:00
- Workorder #: 9902609
- Reason: Leak Holding
- Trouble Location: Northern Division
- Custom Mag: PTH leak holding
- Custom Mag Tnt: Leak Holding 105 North Beverwyck Road Parsippany
- Attr: Serial Call: 
- Email: 
- Vacation: Yes

1 Sub-Callout(s):

- CO Id: 5089
- Class / WG: Call Out-915 First Responder
- Location: First Responder-Northern
- # Req: 1
- # Filled: 1
- Curr Att: 1
- Status: Closed
How ARCOS works:

• As the callout/OT request is running, ARCOS will display:
  – Which employees are currently being called, including the phone # that the system is currently calling.
  – The results from those employees who have been called.

• When an employee accepts a shift, their schedule in ARCOS will automatically update so that the system recognizes that they are working during the requested timeframe.

• ARCOS will stop when:
  – The request has been filled, or
  – All employees on the list have been called but the request has not been filled:
    • Note: Lists are ‘chained’ together per our business rules. ARCOS will automatically move to the next list if the request is still open after everyone on the primary list has been asked.
ARCOS is calling you!
ARCOS is calling me – what to expect

• Say Hello!
  – ARCOS needs to know you are there

• Confirm Your Identify:
  – Press 1 to confirm the employee has answered the phone
  – Press 3 if more time is needed to get the employee to the phone
  – Press 7 if the employee is not home
  – Press 9 to repeat the options

• ARCOS will communicate the details of request:
  – Type of request (Emergency, Future Day Fill Shift)
  – Reason (coverage, fill shift, broken service, etc.)
  – Location (Northern, Bay, Central, Ocean, GO)

• Enter your response: Are you available to work this shift?
  – If yes, press 1
  – If no, press 3
  – If no one else accepts and you want to be called again, press 7
  – Press 9 to repeat the options
I missed the ARCOS call – now what?

• What to do when you miss a call from ARCOS:

  – Call into ARCOS system (toll-free number)
    • Enter 4-digit Company Code
    • Enter Employee ID # and Pin #
    • ARCOS will communicate the following:
      – The following information is for <employee>
      – You have <#> of pending requests
        » If the shift has been filled, ARCOS will state that you have ‘0’ pending requests.
        » If the shift is still available, ARCOS will communicate the shift information and ask for the employee if they wish to accept or decline the shift.
        » Note: if ARCOS is calling another employee, your call will not be answered until the other call has been completed.

  – The Call Out can also be accepted from the ARCOS mobile app.
Benefits of ARCOS

• ARCOS Functionality:
  – Able to contact multiple employees at one time
  – Able to run multiple calls outs at one time
  – ‘Chaining’
    • Lists are ‘chained’ together per our business rules. ARCOS will automatically move to the next list if the request is still open after everyone on the primary list has been asked.

• Research:
  – Easy to research a call out.
  – ARCOS electronically captures a wave files of all phone calls and messages that are left, all telephone inputs and all key strokes that are entered through the mobile app

• Support:
  – Research individual call outs
  – Functionality questions/clarifications
  – Excellent response times

• Used by Business Units across the company:
  – Field Operations: First Responders, Distribution, C&R, Utility Techs
  – Support Business Units: Fleet, Dispatch, Storeroom Meter Shop
  – Meter Reading
  – Call Center
  – Snow Removal

• Reporting Functionality:
  – Length of time to fill individual call out as well as cumulative results
  – Acceptance %’s by employee (use to set acceptance rate goals in the future)
Challenges

• Challenges:
  – Culture Change
  – Schedules must be correct
  – Set up is key

• Next steps:
  – SIREN messaging
  – Closest to Trouble
Questions?