



# EXCAVATORS UPDATE



MISSOURI  
ONE CALL SYSTEM

SPRING 2018

Call or Click 3 working days before you dig!



## Ticket Check Confirming Utility Response

**Save yourself time and money.**  
Confirm utility response – Always check the status of your locate request.

**Before ever driving to the dig site to begin work, excavators can confirm utility response to their locate request.**

Missouri law requires utilities to status their response to an excavator's locate request.

"Ticket Check" is an application that allows a utility to send a documented response on each locate request to the excavator.

Using Ticket Check, each participating utility will have the ability to designate a particular ticket as:

- Marked
- Clear/No Conflict
- Area of Excavation Cannot Be Determined
- Locator Could Not Gain Access to Property
- Not Complete/In Progress
- No Locate - Work Completed
- Maps or Documents Provided

Once a ticket has been responded to, the utility communicates their response through the Ticket Check system, and **the status of their locate is emailed or faxed to the excavator** using the contact information they have provided. The excavator can also view the ticket through Ticket Search on the MOCS website or can call 573-636-1555 to check the statuses.

If all the utilities listed on the locate request have not been statused by the start date and time on the ticket, the excavator is required to place a "No Response" through MOCS for those specific utilities.

**This system will eliminate much of the confusion in determining if a locate has or has not been completed.**

### To Check Ticket Status:

1. Go to [www.mo1call.com](http://www.mo1call.com).
2. Click on the green "Ticket Search" button on the homepage.
3. Enter the number of your locate request.
4. Click on the "Search" button at the top of the page.
5. View the statuses at the bottom of the ticket.

**mo1call.com**  
**1-800-DIG-RITE**





## MISSOURI ONE CALL SYSTEM

824 Weathered Rock Rd.  
Jefferson City, MO 65101-1839

**Call or Click**  
3 Working Days  
**Before You Dig!**



1-800-DIG-RITE or mo1call.com

# EXCAVATORS UPDATE

**Look Inside...**

- **Ticket Check**
- **Map Link**
- **Safe Digging Month**

  
**mo1call.com**

1-800-DIG-RITE or 811



# EXCAVATOR TICKET MANAGEMENT

Excavator Ticket Management is a free online tool that is available for all excavators to manage their tickets.

## Using ETM, you can:

**EXCAVATOR TICKET MANAGEMENT Missouri** **ONE CALL CONCEPTS** [iSITE Home](#) [Contact](#) [Help](#)  
[Reports](#) [Admin](#) [Chat](#)

State: MO  
ETM Status: No Filter  
Ticket: [input]  
01/22/2018 and 03/22/2018  
iSite User: beckymclain@occinc.com

See the list of tickets you've processed for the last 6 years.

Process Relocate tickets, No Response tickets, ticket Extensions or Cancel a ticket.

Tickets from phone(s): 573-636-1554, 573-636-1566, 573-636-1562, 573-636-1550 between 01/22/2018 and 03/22/2018

MO	Advance Tkts	Process Selected Tickets	Map Tickets							
Se	Ticket #	Date Time	Start Date	Req Type	Address	City	County	Work Done For	View PDF	Email Tkt
<input type="checkbox"/>	<a href="#">180222982</a> NEW TICKET	01/22/18 15:47	01/25/18 14:00	ROUTINE	COCHRANS RD	GLENWOOD	SCHUYLER, MO	TEST		
	RELOCATED by 180253054	01/25/18 20:36								
<input type="checkbox"/>	<a href="#">180222993</a> NEW TICKET	01/22/18 15:49	01/26/18 08:00	ROUTINE	COCHRANS RD	GLENWOOD	SCHUYLER, MO	SPIRE		

### Missouri One Call

Ticket No: 180752258      ROUTINE  
Request Date: 03/16/18 14:52 pm  
Start Date: 03/21/18 02:00 pm

**TICKET ACTIONS**  
Hover over buttons for information on usage.

[Cancel](#) [No Response](#) [Relocate](#) [Extend Start Time](#) [Add Public Attachment](#)

**CALLER INFORMATION**  
Caller Name: BECKY MCCLAIN      Phone: [input]

**MEMBERS NOTIFIED**

District	Company Name	Utility Types	Status	Status History
ATT307	ATT DISTRIBUTION	TEL	Marked	
DOTSW02	MODOT SW DISTRICT -SPRINGFIELD	E,FO,SL,TS	Marked	
EDE211	EMPIRE DISTRICT ELECTRIC	E	Clear/No conflict	
EMCON01	EMPIRE CONNECT			
LIGHC01	CENTURYLINK FIBER			

Attach post locate photos to your tickets.

View the status of the utilities prior to going to the job.

For help or more information, Contact Becky McClain at moitic@occinc.com or 573-636-1566

# DAMAGE PREVENTION

## Safety Presentations Available

MOCS has four Damage Prevention Managers who will be happy to schedule a presentation for your company's employees.

If you need a presentation for a safety or an educational meeting, contact us at 573-635-1818 to schedule a date and time, or you may contact them direct.

**Arch York**  
Kansas City  
and Western Missouri  
913-219-4174

**Bill Murray**  
St. Louis  
and Eastern Missouri  
314-307-2122

**Derek Leffert**  
North  
and Central Missouri  
573-280-8500

**Nick Rasa**  
Southern Missouri  
660-221-1625



an underground facility is damaged because someone didn't call for a locate request.

## Map Link



Excavators that provide an email address on their tickets will receive an email confirmation on each ticket.

This email includes a summary of the ticket, as well a link to a map showing the excavation area. The map can be displayed in many views including google maps, satellite and street view.

### Clicking on the Map Link allows an excavator to:

- Search for all other tickets they have processed.
- View the status of the locate response from utilities.
- Process a Relocate/Renewal Ticket.
- Cancel a Ticket
- View attached plans, prints and photographs.
- Retransmit a copy of the ticket to their email address.
- Email a copy of the ticket to another person.

When you receive your next ticket confirmation,

# click

on the

# Map Link!

and check it out.

**This is a strong tool, designed especially for the excavator.**





## 2017 Call Volume ~ Record Numbers!

A solid economy, good weather and our extensive on-going public awareness efforts made 2017 another record year.

Excavators across the state have again called in a record amount of locate requests for the sixth year in a row.

The total number of 2017 locate requests were **4.8% higher than 2016.**

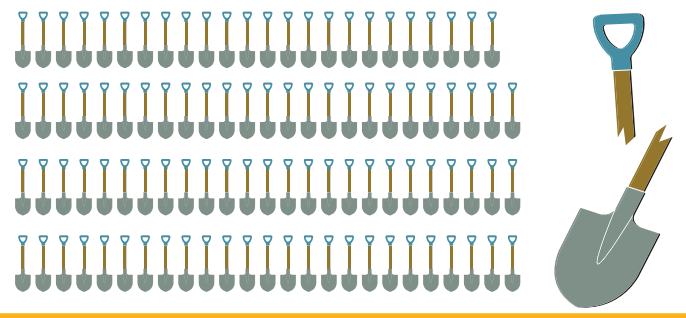
**Safe Digging Month** is a nationwide effort to encourage all stakeholders to promote the safe digging message.

April is when digging activity peaks in Missouri and across the nation. Safe Digging Month serves as a reminder for homeowners, excavators and utilities that participating in the one call system is an essential part of safe excavation.

**No matter what type of work** --- never proceed without placing a locate request and confirming utility response.

### Think About This Stat...

When a locate request is placed, damages only occur **1** in every **100** locates!



# Enforcement of the Law

## Actions by the State Attorney General's Office Continue. Civil Penalties Being Issued to Excavators and Utilities.

Enforcement of the Underground Damage Prevention law continues to result in fines and warning letters by the AG's office. To date, **119 warning letters and civil penalties were issued** to both excavators and utilities for failing to comply with the Missouri Damage Prevention law. The typical first offense penalty is \$1,000. If those issued a penalty take and pass

the on-line test, attend a MOCS safety meeting and/or schedule a presentation by one of the MOCS field staff, the penalty is usually reduced to \$500. The highest penalty assessed in 2016 was \$110,000. A strong continued effort in enforcement of the law, involving both excavators and utilities, is anticipated.

# EDUCATIONAL TRAINING VIDEOS

Viewed Almost **8000** Times!

There are five educational videos on the MOCS homepage that are designed to educate the excavator on all aspects of the one call system.

## Take a few minutes to check them out!



These videos will help you:

- Comply with the law
- Understand and provide a review of the processes of the One Call System
- Provide a strong training tool for yourself and your employees

## FREE White Flags!

**101,000** mailed out in 2017!

Everyone else is ordering and using them. You should too!

When you visit the dig site prior to calling in your locate request, it is to your advantage to "white line" the area where you intend to work.

Carry white paint or flags in your trucks. When you define your dig site, it improves the utilities ability to do fast and accurate locates which in turn directly benefits the excavator.

Free white flags can be ordered from the MOCS website [www.mo1call.com](http://www.mo1call.com). Click on "Order MOCS Materials" to submit your order.



## New Members

# Total Member Count 1446

Altec Industries

ADB Companies

Villas of Grandview

Ameren Missouri CEC

Missouri Water Association

Total High Speed Internet

Alliance Water Resources

– St James

Buchanan County

St Louis County and  
St Louis City

Camden County

Callaway County

Camden, Miller and Morgan  
Counties

Christian County

Phelps County

## THINGS to REMEMBER

- Each excavator must have his own ticket number. You cannot legally work off of someone else's number.
- It is important to provide a good contact phone number on your locate request.
- Always call in "No Response" and "Dig Up" notifications.
- White line the dig site to increase locator speed and accuracy.
- Do not trust anyone else to call in your locate request or to relay ticket information. Print out the ticket for field reference.
- Always Confirm utility response by checking the status of the utilities response before beginning.
- Use "Ticket Search" on [mo1call.com](http://mo1call.com). Before beginning excavation, you must have corresponding marks or the ticket must have been statused "No Facilities" for each of the utilities named on your locate request.

