

THE SCOOP

FALL 2021

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MISSOURI
ONE CALL SYSTEM



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Excavator Spotlight



PLATTIN CREEK
EXCAVATING

Plattin Creek Excavating has demonstrated their commitment to damage prevention and excavation safety through their participation and strong support of Missouri One Call, the Missouri Common Ground Alliance, and SITE Improvement Association.

Plattin Creek Excavating, LLC (PCX) provides site development services for commercial buildings, roads and bridges, and other structures, as well as the installation and maintenance of various transmission and site-specific water, wastewater, and sewer utilities. The firm's clients include contractors, construction managers, utilities, governmental entities, and institutional clients throughout the Midwest and Southeast regions.

We appreciate Plattin Creek's commitment to safety and are delighted to feature them as our excavator partner. ◀

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ENFORCEMENT

In 2013, following several fatal explosions and increased pressure from the United States Department of Transportation, the Missouri Attorney General worked with Missouri One Call to develop and implement a comprehensive enforcement program for individuals and organizations that violated the One Call laws. In addition to taking punitive actions against violators, the Attorney General wanted to ensure that education and outreach were integrated into the penalties imposed to dissuade companies from violating the law in the future.

Working in collaboration with MOCS to provide education, violators were given the option to pay a fine OR to pay a reduced fine if the violator agreed to take online and in person training and agree not to violate the law in the future. Most violators chose the reduced fine, and MOCS Damage Prevention Managers have conducted hundreds of training programs with violators from all across Missouri since 2013. Not surprisingly, the enforcement and training programs appear to be working.

In the 8th year of the enforcement initiative, it is rare to see a repeat offender. This suggests that the education component has been remarkably effective and that those who violate the One Call laws aren't inclined to bypass their legal obligations in the future.

Specific to enforcement, the Attorney General may pursue actions against excavators and utilities alike for failing to meet their legal responsibilities defined within the statute. For example, excavators can be fined for failing to submit a locate request, not waiting the required time, not having their own request, or for carelessly excavating in or near the marked approximate location of underground utilities. On the flip side, utilities can be fined for not marking a locate request or staking a ticket by the start date and time, or for failing to become a member of Missouri One Call when they have buried infrastructure in the public right-of-way.

This enforcement process was designed to facilitate compliance with the law by all One Call stakeholders. In addition to legal compliance, it is our hope that all stakeholders exercise best practices for damage prevention to avoid damaging utilities or creating a public safety hazard.

- Derek Leffert,
Director of External Affairs ◀

THE SCOOP is going DIGITAL

Starting in 2022, The Scoop and
Underground News will be available
EXCLUSIVELY online!

Expanded versions of this publication, as well as
all of next year's issues will be available at
mo1call.com/resources



SAVE THE DATE!
DAMAGE PREVENTION
& EXCAVATION SAFETY
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DECEMBER 1ST & 2ND, 2021

**All classes, certifications, events,
and meals are FREE to attendees.**

**For additional information visit:
mocommonground.org/summit**

**or find us on Facebook at:
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NEW MEMBERS 

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- Protiva Fiber
- i3 Broadband
- Kings Point Wind
- Smartlink Technology LLC
- Roeslein Alternative Energy
- Village of Stella
- SMSA Sewer District & Water Association
- Landis & Gyre
- Capital Region Medical Center
- Newton County 911



SAFETY
Presentations

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314-307-2122

Nick Rasa
Western Missouri
nickr@mo1call.com
660-221-1625



TICKET EXTENSIONS



In 2016, as a result of changes to the One Call law, the process to extend a locate request in Missouri changed. Previously, locators and contractors made handshake or telephone agreements to give the utility additional time to complete large or complex tickets, but the agreements were never documented in any specific way. To ensure that both the utility and the excavator mutually agreed to a ticket extension, Missouri One Call created a process designed to provide confirmation to both parties that an agreement had been reached.

Now, if a utility needs additional time to complete a locate request, the locator **MUST** initiate that request through Missouri One Call. Once the utility sends the request, the excavator may accept the extension, reject the extension, or ignore the extension. If the excavator agrees to extend the ticket, they select the date and time that they are granting to the utility and all utilities listed on the request receive an updated ticket with Extended Start Time as the header. By law, all utilities listed on that ticket would now have until the time provided by the excavator to complete the locate request. If the excavator does not agree to the extension, or if the excavator ignores the extension request, utilities must mark and status the locate request by the original start date and time on the ticket.

By utilizing this process, both the locator **AND** the excavator can ensure that any agreement made between the parties is documented by a neutral third party (MOCS). That is, all actions taken on a locate request (assignment of status, extension agreement, etc.) are documented and retained in the record for that specific request, thereby providing protection for all parties involved.

While locators may still contact the excavators to request the extension, it is important to note that any agreement made between the parties is **not legally valid unless it has been confirmed by the excavator** through Missouri One Call.

Additionally, in order to maintain trust and good working relationships between stakeholders, it is essential that if an excavator agrees to an extension, that utilities uphold that agreement and mark the request by the agreed upon time. Failure to do so may discourage excavators from granting extensions on future tickets.

We sincerely hope that the process created by Missouri One Call is a user-friendly and intuitive system that helps provide additional methods of communication between stakeholders. If you have any ideas on how we can improve the process, please reach out and let us know.

1

Utility contacts excavator to request extension and submits the request through Missouri One Call.

2

Excavator confirms, rejects, or ignores the extension request.

3

If confirmed, the excavator provides a date/time for the extension.

4

MOCS sends an updated ticket to all utilities listed on the original request.

5

Utilities mark and status the ticket by the agreed upon time.

6

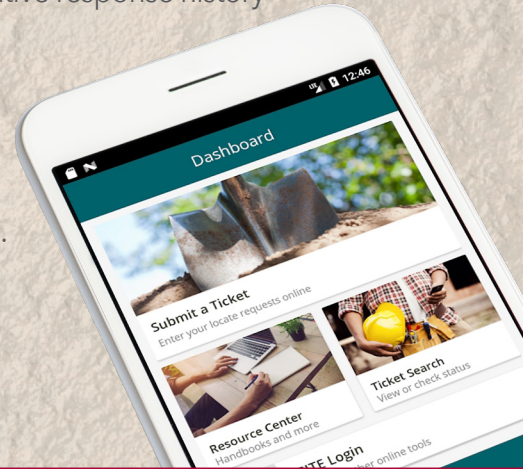
Excavators confirm markings and status and excavate carefully within the approximate location.

THE MISSOURI ONE CALL APP

Download the Missouri One Call System (MOCS) app and keep all your digging resources in the palm of your hand!

Excavators, homeowners, and facility operators can use the app to:

- Quickly and easily initiate, manage and monitor locate requests. Find and review previously submitted tickets with Ticket Search. View the positive response history and an online worksite map through Ticket Search.
- Log in to ISITE for access to all of MOCS online tools such as IMAP, Locator Ticket Management, and ITIC.
- Access a Resource Center with links to the Call Timeline Chart, CGA Best Practices, Color codes, Marking Standards, Excavator Manual, and instructional videos. View and share these items with the click of a button.
- Get the latest News and Events announcements from MOCS.



REMOTE CALL CENTER OPERATIONS



Like every other business that existed in 2020, Missouri One Call couldn't have anticipated how quickly and drastically the world would change. In the blink of an eye, businesses were shuttered, operations were substantially modified, and the world as we knew it shifted to remote environments for all types of organizations.

Even if you were paying attention, chances are that you didn't even notice Missouri One Call's transition to completely remote operations. Our call center transformed from 30+ in-person Damage Prevention Specialists in our call center to in-home representatives with no noticeable difference. Previously, Damage Prevention Specialists processed all calls and Internet tickets through our call center in Jefferson City. DPSs processed an average of 3,000 – 4,000 locate requests each day (excluding weekends and holidays). This was achieved through extensive training, cross-functional teams, and regular analysis of operator performance focusing on the user experience and efficiency. While you would expect that volume to decrease when so much was shut down, the exact opposite occurred.

Without missing a beat, the fully remote call center processed record numbers of incoming calls and ITIC requests. Every month in 2020 (except February and April) were the busiest months ever in Missouri One Call history, with a 24% increase in homeowner tickets submitted as people took the opportunity while at home to knock out those lingering projects that they hadn't otherwise had time to accomplish. This, in turn, placed a significant increased demand on utility locators and their workload.

For the foreseeable future, Missouri One Call will continue to operate remotely until we are able to return to the office environment without risks to public health. The call center and the MOCS administrative staff continue to be open and accessible for ticket processing, training and education, and limited in-person meetings when necessary. Although the world we live in has certainly changed, our commitment to our stakeholders hasn't. MOCS will continue to be a resource for excavators, utilities, and homeowners no matter what challenges come our way and we appreciate your patience these past 18+ months. ◀



MISSOURI ONE CALL SYSTEM

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3 WORKING DAYS
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