

THE SCOOP

SPRING 2022

MISSOURI
ONE CALL SYSTEM



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NEW EXECUTIVE DIRECTOR OF MISSOURI ONE CALL SYSTEM MR. RANDY NORDEN



On April 18th, 2022, in Jefferson City, MO, Missouri One Call System hired Randy Norden as Executive Director.

Randy Norden refers to himself as a non-profit executive from the utilities industries focusing on thought leadership and membership service. He currently resides in Columbia, MO but will be relocating to Jefferson City, MO. He is a graduate of the University of Missouri-Columbia.

Mr. Norden began his career in the drinking water industry serving in both state government and non-profit membership-driven capacities. As a field staff technician for Missouri Rural Water Association (MRWA), developed the skills of serving membership while learning adult education and lobbying skills. Mr. Norden is passionate about protecting life and limb and underground utility infrastructure. As more underground utilities develop in the coming years, he fervently believes that they should be planned wisely and with respect to their natural surroundings.

Mr. Norden held various positions with Missouri Rural Water Association in his 26 years' employment there eventually leading to Executive Director. Following his time with MRWA, he served as the Federal Programs Director for the National Rural Water Association based in Duncan, Oklahoma. Mr. Norden returned to Missouri to assist his elderly mother and then began working in the position of Director of Business and Member Development with the Missouri Public Utility Alliance (MPUA) based in Columbia, MO. This position enabled a broader experience with electricity, natural gas, and broadband and added to his previous experience with drinking water and wastewater.

While working for the MPUA, Mr. Norden received a request for consideration as a candidate for the Executive Director of Missouri One Call System (MOCS). He was thrilled about the consideration for this opportunity! He has watched MOCS mature over the years and become the organization it is today. Mr. Norden sees that the mission of helping MOCS build upon the excellent service it has performed thus far by improving service to its membership, balance, and justice for excavators, and broadening the state and national exposure of the One Call purpose. He will work with the professional MOCS staff to raise awareness of the need to call 811 before digging and ensure follow-up of properly marking utilities.

Mr. Norden is excited to work with a membership again and serve the greater good. He also feels strongly about his representation of the MOCS membership and respect of the excavation community. Open communication between them is important and is provided for by the utilization of the 811 system. He stated, "I see this as something that can never be perfected, but we can strive for excellence; we can strive for no lives lost and minimal damage." In closing, he remarked, "I'm very appreciative to the search committee and the board of directors for their decision to accept me as the incoming Executive Director of the Missouri One Call System."

Mr. Norden will continue to collaborate with his predecessor, John Lansford, until Mr. Lansford's retirement in June.



¿HABLA ESPAÑOL?

SPANISH version of the Excavator Manual, coming SOON!

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2021 YEAR IN REVIEW

To no one's surprise, 2021 was yet another record year for Missouri One Call System. Countless large-scale projects dotted the landscape all throughout Missouri, with utility installation excavation responsible for the lion's share of the work. All totaled, locate requests initiated through Missouri One Call were up almost 6% in 2021 over the record volume of 2020. Regionally, Missouri outpaced our bordering states by 5% - 15%, with call volumes in Nebraska, Kansas, and Iowa declining through 2021.

Requests from homeowners were up slightly (0.4%) in 2021 with a significant projected drop expected in 2022. Homeowner volume reached an all-time high at the height of the pandemic, as many took advantage of time at home to finish projects through the shut-downs. But as people return to work, we fully expect homeowner volume to continue a descent.

Usage of Internet Ticketing continued to climb in 2021 to the highest level recorded since it was launched in Missouri. Nearly 78% of locate requests were submitted online, demonstrating the value that most excavators see in submitting their own requests through the various online tools offered by Missouri One Call. One of these tools (introduced in 2021) is known as "advanced ticketing" which we discuss in greater detail in this newsletter.

For the year to date, locate requests are up yet another 7%, no doubt foretelling an extraordinarily busy year ahead that will almost certainly place significant demands on utilities, locators, and excavators alike. Add in unpredictable weather, ongoing supply chain issues, and a pervasive workforce shortage, and it is safe to assume that the challenges from 2021 will continue to affect the One Call System in 2022 and beyond. We encourage you to be patient and continue to follow the law and feel free to reach out to Missouri One Call if we can be of service to you.



NEW MEMBERS

- GTECH Fiber
- CWE Business Community Improvement District
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- Current Electric, Heating and Air Inc
- Marshall Municipal Utilities Fiber
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- Central Methodist University
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EXCAVATOR SPOTLIGHT

In 1938, in the middle of the dust bowl crisis and only two years after the USDA established the Soil Conservation Service, a group of foresighted contractors formed the Missouri Land Improvement Contractors Association (LICA) to teach landowners and contractors how to preserve our most precious resources - soil and water. Today, LICA is a national trade association with chapters across the country, educating landowners and contractors on the latest technology and practices to achieve that goal. LICA has been one of the fastest growing associations, representing owners and operators of heavy equipment in the agricultural, commercial, and residential environments.

Safety has always been a priority for LICA. Whether in the classroom, online, or in the field, LICA offers safety training to its members and their employees and has served as a Platinum Sponsor for the Damage Prevention and Excavation Safety Summit. In addition, LICA has hosted the equipment rodeo during every Summit since 2011. This two-day safety event has been another great source of safety training for all excavators in Missouri. Our dedication to the "Call Before You Dig" process has also extended to the legislative arena. LICA representatives have been a part of every proposed change to the law, voicing our concerns and agreements as the System has grown and improved over the years. The valuable partnership between LICA and the Missouri One Call System has allowed the voice of the excavating community to be heard, as we strive to meet our common goal - safety.



ADVANCED TICKETING

Missouri One Call System, in close collaboration with One Call Concepts, has released a new "Advanced Ticketing" tool that is designed to aid excavators, project managers, One Call operators, and locators, when planning future excavations, throughout the state of Missouri.

Previously, excavators were required to enter a Locate Request online or via phone 3 to 10 days in advance of starting their dig project. The 3-day limitation is imposed by law and has not changed with the new Advanced Ticketing tool. However, the 10-day limitation caused several scheduling concerns with excavators who are trying to forecast jobs weeks or months in advance. Additionally, the 10-day limitation also resulted in schedules and project planners having to place re-locate requests when the project timeline was postponed. These delays place an avoidable burden on the One Call operators and utility locators to keep up with increased demand.

The advantage of the new Advanced Ticketing tool is that it allows schedulers to plan out projects during the planning process, often months in advance of breaking ground. When utilizing the Advanced Ticketing tool, users can place locate requests in a 'tentative' status and will receive an automatic email notification 7 days in advance of the project start date that was entered in the ITIC system. When the notification is received, the user will be prompted to either submit the locate request, edit the request, or delete it altogether. From here, the scheduler can proceed with finalizing the locate as their excavation plans dictate.

Leaders in the industry should encourage their teams to utilize the Advance Ticketing tool to increase overall productivity, resulting in better, more accurate locates. In turn, this makes excavation sites safer and project timelines more compact.

**HARD HAT
STICKERS**



FREE resources available at:
MO1CALL.COM/RESOURCES/ORDER-MOCS-MATERIALS

EXCAVATOR MANUAL

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