

MOCS MEMBER UTILITIES

underground news

SUMMER 2019



mo1call.com
1-800-DIG-RITE or 811

A Member Survey

completed in March
this year showed
some very

positive feedback:



83%

of members feel MOCS serves an important part in protecting their facilities.

42%

of excavators know how to order educational materials.

66%

of utility members know how to order educational materials.

59%

of members have attended MOCS safety meetings in the past.

80%

of members know they must status tickets.

57%

of MOCS members do their own damage prevention training.

71%

of MOCS members say their organization promotes safe digging and the "Call Before You Dig" message.

72%

of excavators are very satisfied or somewhat satisfied with the job MOCS is doing in educating the public.

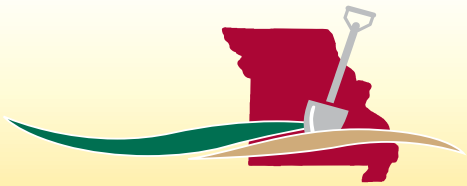
91%

of excavators are aware of the Ticket Check system.

95%

of member utilities are aware of at least one awareness campaign element.

Call or Click 3 Working Days Before You Dig!



MISSOURI ONE CALL SYSTEM

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

Call or Click
3 Working Days
Before You Dig!



811

1-800-DIG-RITE or mo1call.com

MOCS MEMBER UTILITIES **underground news**

Look Inside...

- **New Marking Standards Book**
- **Educate Your Employees**
- **Ticket Check**



MISSOURI
ONE CALL SYSTEM

1-800-DIG-RITE^{or} 811

mo1call.com

Ticket Check



Are you statusing your tickets?

Ticket Check is a free application that allows a member utility to send a document to the excavator showing their response to each locate request they receive.

Legislation passed in 2014 now requires all member utilities to status each locate request received.

Using Ticket Check, each participating member will have the ability to designate each of their locates as "Marked," "Clear/No Conflict" or the "Area of Excavation Cannot Be Determined." Excavators will now have the ability to determine the utility's response before ever driving to the job site to begin their work.

This system eliminates much of the confusion determining if a locate has or has not been done. The number of "No Response" tickets should also be greatly reduced. Records and search options are also available through the system for both the excavator and member.

Having registered is not enough!

Each utility must now make it part of their routine to status how they responded to each locate request received.

Failure to status before the start date and time will result in receiving and being charged for an additional ticket.

Registration with MOCS is required before you can begin documenting your response.

To Use Ticket Check:

1. Go to www.mo1call.com.
2. Click on the "Ticket Search" button in the center of the page.
3. Enter your ticket number in the ticket number field and click "Search."
4. Scroll down to the bottom of the ticket to see the status.

Once the utility has communicated their response through the Ticket Check system, the status of that ticket is e-mailed or faxed to the excavator.

If you need to register or have questions on how to use Ticket Check, contact the call center at 866-679-9076 and ask for "ticket check support," or e-mail moltm@occinc.com.

BOARD OF DIRECTORS

Rural Electric Cooperatives

Jimmy Goodnight
Manager of Operations
Boone Electric Cooperative

Small Municipals

Bruce Harrill
City Administrator
City of Waynesville

Pipelines

Gerry Germann
Office Manager
Sinclair Transportation

Rural Water and Sewer

John Overstreet
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Tri-County Water

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Regional Director-Midwest Region
USIC Locating Services

Advisory Member

Leon Keller
Vice President
Meyer Electric

Advisory Member

Bob Sellenriek
President
Sellenriek Construction



Every
6
minutes

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



New!

Check out our new **Quick Reference Marking Standards** booklet.

The booklet is available to order from our website under "Order MOCS Materials".

CO\$TS OF DAMAGES

In 2016, costs associated with underground facility damages in the U.S. were estimated at **\$1.5 billion dollars.**

This estimate does not include costs such as property damage, evacuations, road closures, environmental impacts, lawsuits, injuries and fatalities.

Nationwide, the average cost per damage of an underground facility is **\$4,021.06**
-2016 CGA DIRT Report

Call Volume



Even though it's been very wet this spring, a good economy and our extensive on-going public awareness efforts are making 2019 another record year. Year-to-date locate requests are running **6.2% over 2018.**

MOCS
Membership Totals
1466!

New Members:
LumenOne Communications
Alliance Water Resources/Ashland
Everstream Solutions
Vero Fiber Networks

Educate *YOUR EMPLOYEES*

The most effective way to protect your facilities is having knowledgeable employees that know the legal responsibilities of both their utility and the excavator and can communicate how the One Call system works.

MOCS members that have taken a proactive effort to educate the excavators in their area have seen a dramatic decrease in damages to their facilities.

MOCS works every day to provide education by hosting meetings, providing training classes, advertising statewide, publishing newsletters and making presentations, but your employee's one-on-one communication with the excavator at the dig site is the most effective tool. MOCS strives to provide you with the

materials & tools
to help you educate your employees!

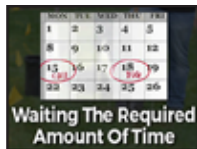
Use these Tools!

EDUCATIONAL MATERIALS

Educational/Training Videos

MOCS has five short educational/training video segments located on our homepage at www.mo1call.com.

Take a few minutes to check out these five quick videos that cover the One Call process to digging safely. These can serve as an educational tool for new employees and as a quick review for all active excavators.



Year to date, these videos have been viewed over **20,200** times!



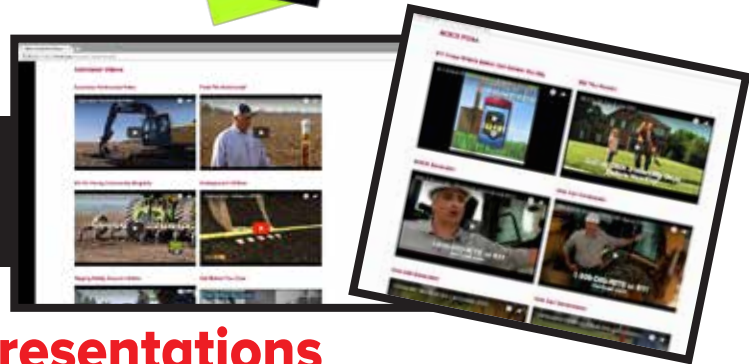
- Excavator Manuals
- Color Code Cards
- Quick Reference Cards
- Cross Bore Brochure
- White Flags
- Stickers
- Bumper Stickers
- Vehicle Stickers
- Educational Packets
- 5 Step Employee Training Videos

ALL FREE OF CHARGE!

Easily ordered from our website.

Video Library

MOCS also has a full video library of short videos, useful for your in-house safety meetings and for educating employees. Access these videos by clicking on the "Video Library" button on our homepage.



Damage Prevention - Safety Presentations

MOCS has four Damage Prevention Managers who will be happy to work with you 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
KC and Western Missouri
archy@mo1call.com
913-219-4174

Bill Murray
STL and Eastern Missouri
billm@mo1call.com
314-307-2122

Derek Leffert
North and Central Missouri
derek@mo1call.com
573-280-8500

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



TORNADO DAMAGE

Close Call!

We were lucky to avoid major damage to the MOCS truck and trailer from the EF3 tornado that hit Jefferson City May 22.

The storage unit that housed it was completely destroyed, but the truck only suffered a couple of small dents.



FREE White Flags!

We mailed out over **80,000** white flags in 2018!

Everyone else is ordering them. You should too!

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

Free white flags can be obtained from the MOCS website. Click on the "Order MOCS Materials" tab on the homepage to submit your order.

DIGITAL ADVERTISING

MOCS has been advertising online. Digital ads are shown on Facebook and placed as display ads. Combined, the ads have generated millions of impressions and resulted YTD in **30,600 homeowners and excavators** clicking-through to our website for additional information.



LOOK FOR US

AT THE STATE FAIR!

AUGUST 8TH-18TH

Our Damage Prevention Trailer will be located near the grandstand!



STOP BY AND SAY hello!