

MOCS MEMBER UTILITIES underground news

WINTER 2018



Reports Available to MOCS MEMBERS

Did you know that you have access to all your old tickets and can generate reports that relate to your company's particular district code?

These reports are a strong tool you can use to evaluate all aspects of the locate requests you receive.

You can use your reports to:

- View and Search for tickets
- Sort by:
 - Company Name
 - Contractor
 - County
 - Ticket Type (Routine, Emergency etc.)
 - Geographic Location

Utilizing these reports will help you:

- Audit contract locators
- Identify problem excavators
- Track sub-contractors
- Support budget proposals
- Obtain excavator contact information
- Support damage investigations
- Research year to year history

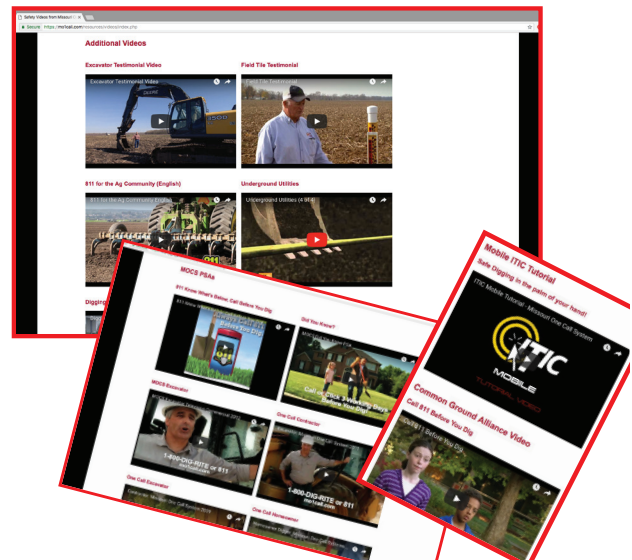
You can view your reports from the MOCS website.

- Click on "Utility Members" then "ISITE"
- Register or login to access and view your reports

VIDEO Library

Utilize this tool!

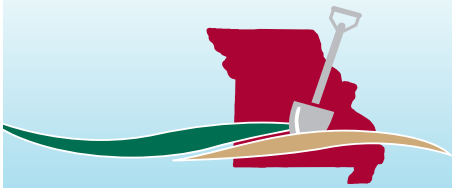
MOCS has a video library on their website that is full of short educational videos you can use for in-house safety meetings and to educate new employees.



Call or Click 3 Working Days Before You Dig!

MO1CALL.COM

1-800-DIG-RITE or 811



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



MISSOURI
ONE CALL SYSTEM

Look Inside...

- Ticket Check
- Why Damages Occur
- School Program

1-800-DIG-RITE or 811

mo1call.com

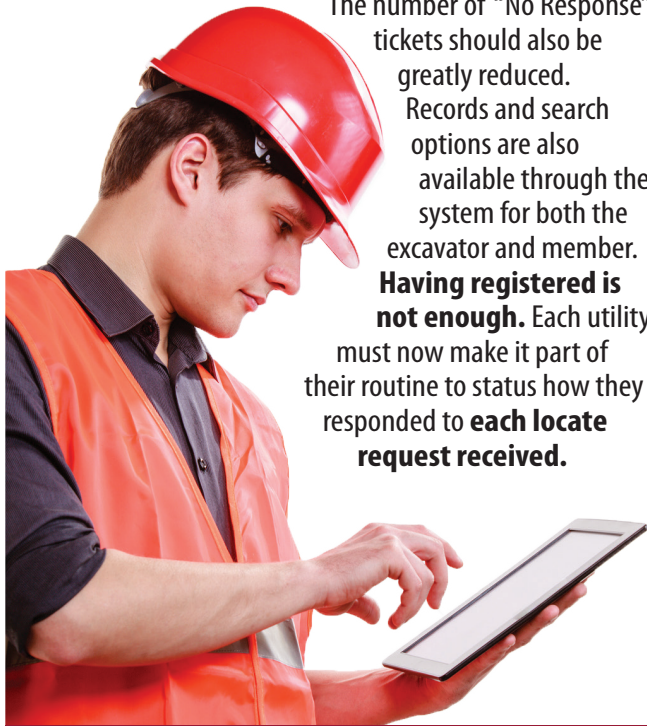
Ticket Check is a free application that allows a member utility to send a document to the excavator showing their response to each locate request they receive.

Legislation passed in 2014 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 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.**



Members That Receive By Internet:

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 emailed or faxed to the excavator.

Ticket Check

Do you status your tickets?



Members That Receive by FAX

Use a key pad phone system to numerically enter their ticket status or utilize a voice recognition system. Utilities that receive by fax will first need to register with MOCS at 866-679-9076 and be assigned an ID number before beginning.

If you choose to status your locates numerically, use the following procedure:

1. Call 573-636-1555.
2. Press '1' for touch-tone and hold for rotary.
3. Press '2' for utility or operator.
4. Enter the 10 digit operator ID number given to you when you registered.
5. Listen to the automated system repeat the operator ID number. Press '1' if it is correct. Press '2' to re-enter the operator ID.
6. Enter the ticket number you need to status.
7. Listen to the automated system repeat the ticket number and state the location. Press '1' if it is correct, and press '2' to re-enter the ticket number.
8. To put a status on the ticket, press:
 1. Clear/No Conflict
 2. Marked
 3. Area of excavation cannot be determined
 4. Not complete/In Progress
 5. Maps or other documentation were provided
 6. Unable to gain access to the property
 7. No Locate
9. Listen to the automated system repeat the status. Press '1' if this is correct. Press '2' to start over.
10. If you have another ticket to status, start again at step 6. If you are finished, hang up.

If you need to register or have questions on how to use Ticket Check, contact the call center and ask for Ticket Check support.

You can also call 866-679-9076 or email moltm@occinc.com.

BOARD OF DIRECTORS

Rural Electric Cooperatives

Jimmy Goodnight
Boone Electric Cooperative
Manager of Operations

Small Municipals

Bruce Harrill
City of Waynesville
City Administrator

Pipelines

Gerry Germann
Sinclair Transportation
Office Manager

Rural Water and Sewer

John Overstreet
Tri-County Water
General Manager

Municipal Water and Sewer

John Thigpen
Kansas City Water Services
CAO/Assistant Director

Gas Distribution & Transmission

Craig Hoeflerlin
The Laclede Group
Vice President, Operations Services

Transportation

Becky Allmeroth
MoDOT Central Office
State Maintenance Engineer

Cable Communications

Jarad Falk
Time Warner Cable
Director of Government Relations

Large Telephone Distribution

Doug Galloway
CenturyLink
Director Governmental Affairs

Gas and Electric Distribution

John Luth
Ameren
Director, Contractor Management

Large Municipals

Heath Silvey
City Utilities of Springfield
Damage Prevention/System Claims

Small Telephone Distribution

Jack Coles
Bluebird Network
Director OSP

Electric Distribution

Ryan Mulvaney
Kansas City Power & Light
Director, Resource Management

Gas and Electric Distribution

Chase Shelley
Empire District Electric
Manager, OMS/Mapping

Telephone Transmission

Steve Barron
AT&T
Damage Prevention Manager

Advisory Member

Russell Reeves
USIC Locating Services.
Regional Director-Midwest Region

Advisory Member

Leon Keller
Meyer Electric
Vice President

Advisory Member

Bob Sellenriek
Sellenriek Construction
President



IN THE UNITED STATES
THERE ARE MORE THAN
100 BILLION FEET
OF UNDERGROUND UTILITIES

That's over a Football Field in length
for every man, woman and child.

DAMAGE COSTS

NATIONWIDE,
THE AVERAGE COST PER DAMAGE OF AN
UNDERGROUND FACILITY IS **\$4,021.06**

- CGA DIRT REPORT

Why Damages Occur

2017 DIRT Stats:

439,000 Recorded Damages Nationwide!

50% Excavation Practices
Not Sufficient

- Failure to maintain clearance
- Failure to support exposed facilities
- Failure to use hand tools
- Failure to pot hole
- Improper backfilling
- Failure to maintain marks

25% Notification Not Made

- No notification made to the call center

Location Practices Not Sufficient

- Incorrect facility records/maps
- Facility marking or location not sufficient
- Facility was not located or marked
- Facility could not be found or located

17%

1% Notification Practices Not Sufficient

- Notification to call center made but not sufficient
- Wrong information provided to call center

Miscellaneous Other Causes

7%

Current Membership is 1434

New Members:

- Village of Cosby
- Optic Communications
- Callabyte Technology
- KC Green Infrastructure
- S and B Operating
- Kansas Fiber Network
- City of Raymore, Street Lights
- City of Hazelwood
- Central Missouri Community Action
- Tamko Business Products
- Bike Share KC

The CGA's 811 Hot Air Balloon

participated at the Forest Park Hot Air Balloon Festival and Race Sept 14th & 15th. There was an estimated crowd of

150,000.



We mailed out 101,000 white flags in 2017!
Everyone is ordering 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 a fast and accurate locate which in turn benefits the excavator.

NEW Educational Training Videos



Take a few minutes to check out these five short educational training video segments. They are located on our homepage at www.mo1call.com. Click on our video library tab.

These five quick videos cover the One Call Process and 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 **15,000 times!**



A DIG MISTAKE

CAN BE A

BIG MISTAKE



SCHOOL PROGRAMS

MOCS participated in the Progressive Ag Day Safety Programs at several grade schools this fall. Hundreds of 3rd and 4th grade students viewed a video and learned about the dangers of digging around underground facilities.

Teaching young people why **calling before you dig** is *essential* to promoting the MOCS safety message.



Damage Prevention and Safety Presentations Available!

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 would like a presentation for a safety or an educational meeting, contact us at 573-635-1818 to schedule a date and time. Or, contact:

Arch York
Kansas City and Western Missouri
archy@mo1call.com
913-219-4174

Derek Leffert
North & Central Missouri
derek1@mo1call.com
573-280-8500

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

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

Check us Out on



and make sure you "like" our page!



FREE VEHICLE STICKERS

MOCS member utilities have ordered over **30,000** free vehicle stickers!



Placing the free stickers on your company's vehicles and excavation equipment helps promote public awareness of the "Call Before You Dig" message. And, the best part is they are **free!**

Order your free stickers today!

You can easily access the order form directly from the MOCS homepage: www.mo1call.com.