

MOCS MEMBER UTILITIES

# underground NEWS



MISSOURI  
ONE CALL SYSTEM

WINTER 2020

## Dave Jones Retirement Thank You For All You've Done

With over 23 years of service with Missouri One Call, Dave Jones has decided to retire from his duties as Operations Manager. Dave has been integral in getting the word out about the importance of safe digging. He has worked tirelessly to impress upon the public that everyone, home owners and professional excavators alike, need to call prior to all digging projects, no matter the size. Throughout his time with MOCS, Dave has kept a keen eye toward the company's mission statement: enhancing public safety and preventing damage to underground facilities. Please join us in congratulating Dave on his retirement. Thank you, Dave, for your work and dedication to a safer Missouri!



**MO1CALL.COM**

**1-800-DIG-RITE OR 811**

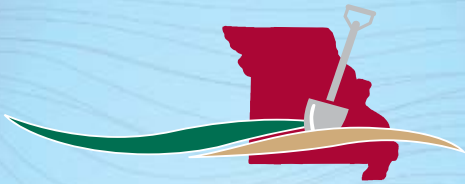
# ONE MILLION

This has been an unusual year for everyone, but a sure sign that the construction industry is still thriving: Missouri One Call has hit a record ONE MILLION locate requests for a calendar year!

**LOCATE REQUESTS**

**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!**



1-800-DIG-RITE or [mo1call.com](http://mo1call.com)

MOCS MEMBER UTILITIES

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# LOOK INSIDE...

- Why Damages Occur
- Knowledge Is Power
- Enforcement of the Law



# MISSOURI ONE CALL SYSTEM

1-800-DIG-RITE or 811  
[MO1CALL.COM](http://MO1CALL.COM)



# REPORTS AVAILABLE TO MOCS MEMBERS

Did you know that you have access to all of your old tickets and can generate reports that relate to your company's particular district code? These reports are a strong tool that you can use to evaluate all aspects of the locate requests you receive.

## You can use your reports to:

- **View tickets**
- **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**



These reports are available through ISITE. For any questions on how to access these reports contact Web Support at

**866-679-9076**  
or e-mail  
**[moltm@occinc.com](mailto:moltm@occinc.com)**

## Knowledge Is Power

The more awareness and knowledge the general public and the excavating industry have about the One Call System, the safer your underground facilities are going to be.

As a member of the Missouri One Call System, your company benefits from the statewide Damage Prevention and Public Awareness campaign efforts conducted by the staff at Missouri One Call.

MOCS is constantly traveling the state educating the public, partnering with member utilities, and doing whatever they can to convey the damage prevention message.

### ONGOING EFFORTS ON BEHALF OF MOCS UTILITY MEMBERS INCLUDE:

- **Safety meetings**
- **Television commercials**
- **School programs**
- **Radio commercials**
- **Safety fairs**
- **Billboards**
- **Training and presentations**
- **2 newsletters annually to active excavators**
- **Distributing Educational materials**
- **2 newsletters annually to member utilities**
- **Minor league baseball advertising**
- **Damage Prevention Summit**





**MISSOURI**  
ONE CALL SYSTEM

## BOARD OF DIRECTORS

### Rural Electric Cooperatives

**Jimmy Goodnight**  
Manager of Operations  
Boone Electric Cooperative

### Small Municipals

**Derek Brown**  
City Administrator  
Albany, MO

### Pipelines

**Gerry Germann**  
Office Manager  
Sinclair Transportation

### Rural Water and Sewer

**John Overstreet**  
General Manager  
Tri-County Water

### Municipal Water and Sewer

**Rob Thieman**  
Kansas City Water Services

### Gas Distribution & Transmission

**Craig Hoeflerlin**  
Vice President, Operations Services  
The Laclede Group

### Transportation

**Becky Allmeroth**  
State Maintenance Engineer  
MoDOT Central Office

### Cable Communications

**Alan Shaw**  
Charter Communications

### Large Telephone Distribution

**Don Palmer**  
Director of Field Operations  
CenturyLink

### Gas and Electric Distribution

**Laura Schneider**  
Director, Contractor Management  
Ameren

### Large Municipals

**Heath Silvey**  
Damage Prevention/System Claims  
City Utilities of Springfield

### Small Telephone Distribution

**Ryan Johnson**  
Chief Operating Officer  
Chariton Valley Communications

### Electric Distribution

**Tina Steele**  
Manager, Contractor Programs and Joint Use  
Evergy

### Gas and Electric Distribution

**Chase Shelley**  
Manager, OMS/Mapping  
Empire District Electric

### Telephone Transmission

**Steve Barron**  
Damage Prevention Manager  
AT&T

### Advisory Member

**Russell Reeves**  
Regional Director-Midwest Region  
USIC Locating Services

### Advisory Member

**Leon Keller**  
Vice President  
Meyer Electric

### Advisory Member

**Bob Sellenriek**  
President  
Sellenriek Construction



Regardless of the pandemic, excavation projects and **strong** homeowner participation coupled with our ongoing public awareness efforts are making 2020 another record year.

Year-to-date locate requests are running **6%** over 2019.

## 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.

So far in 2020, **115 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 accessed to date was for \$110,000.**

A strong continued effort in enforcement of the law, involving both excavators and utilities, is anticipated.

**New Members:**

US Cellular

Aptitude Internet Solutions

Alliance Water-Rich Hill

**Total Number of Members:**

**1470!**



# WHY DAMAGES OCCUR

DIRT Report - 2019  
Reported Damages  
by Root Cause

14%

## INVALID USE OF REQUEST

- Excavator dug before start date/time
- Excavator dug after valid ticket expired
- Excavator dug outside area described on ticket

29%

## NO LOCATE REQUEST

- No notification made to one call center / 811

28%

## LOCATING PRACTICES

- Facilities marked inaccurately due to locator error
- Facility marked inaccurately due to abandoned facility
- Facility not marked due to locator error
- Facility marked inaccurately due to incorrect facility record/map

29%

## EXCAVATION PRACTICES

- Excavator failed to maintain clearance after verifying marks
- Improper excavation practices
- Excavator failed to shore excavation/support facilities
- Marks faded, lost or not maintained

# DAMAGE PREVENTION

## Damage Prevention/ Safety Presentations Available

MOCS has four Damage Prevention Managers who are eager 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:

### Charlie Peel

Central  
Missouri

charliep@mo1call.com

**573-721-7657**

### Bill Murry

St Louis & Eastern  
Missouri

billm@mo1call.com

**314-307-2122**

### Derek Leffert

North & Central  
Missouri

derek1@mo1call.com

**573-280-8500**

### Nick Rasa

West & Southern  
Missouri

nickr@mo1call.com

**660-221-1625**

# FREE WHITE FLAGS!

We mailed out over  
**80,000**  
white flags in 2020!

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" button on the homepage to submit your order.

**Everyone else is ordering them.  
You should too!**



# MapLINK



Excavators and utilities that provide an email address on their locate requests, when they call in or when they do their locate requests on-line, will receive an email confirmation on each ticket.

This email includes a summary of the ticket, as well as 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 locate requests they have processed.
- View the status of the utility response.
- Process a Relocate/Renewal locate request.
- Cancel a locate request.
- View attached plans, prints and photographs.
- Retransmit a copy of the locate request to their email address.
- Email a copy of the locate request to another person.

**click** on the **Map Link!**   
You will find that this is a strong tool that is easy to use.

## USE THESE **FREE** TOOLS TO **EDUCATE** YOUR **EMPLOYEES**



### Order your educational materials today!

Educating your employees and area excavators is an ongoing process. These free materials are some of the best tools you can use to protect your facilities.

- White Flags
- Stickers
- Bumper Stickers
- Vehicle Stickers
- Color Code Cards
- Quick Reference Cards
- Excavator Manuals
- Educational Packets
- Employee Training Videos

To order, visit the MOCS website **mo1call.com**.

Click on the green icon **“Order MOCS Materials”**.

Everything on the form is free and will be mailed UPS the next day.

# FREE VEHICLE STICKERS



Placing stickers on your company vehicles and excavation equipment helps promote public awareness of the “Call Before You Dig” message.

You can easily access the order form from the MOCS homepage **www.mo1call.com** under the “Order MOCS Materials” button.

**If you haven’t already, order your FREE stickers today!**

12” 9” and 3” circle sizes available!

Check us Out on 

and make sure you “like” our page!