



UNDERGROUND NEWS

WINTER 2022/2023

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- **DAMAGE PREVENTION MANAGERS**
- **MEMBER SPOTLIGHT - CITY UTILITIES**
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EXECUTIVE DIRECTOR'S CORNER: WHY THE NEW NAME?



What an exciting time as that which everyone has known as Missouri One Call, also known as Dig Rite, is changing the brand, and becoming Missouri 811!

Why? What's coming along with this?

For the most part, it's a mark of change. Many things are changing about Missouri One Call and it warrants a new set of clothes. One of the first changes? Allow me to introduce myself. I am Randy Norden, your new Executive Director of Missouri 811. I took over the helm of Missouri One Call in June 2022, and since then, I've been reviewing everything about the operations, transparency, communications, and general viability of Missouri One Call. The new year has been a portal of changes not to mention being rebranded Missouri 811.

Becoming Missouri 811 demonstrates a certain level of update, a certain level of solidarity with the growing damage prevention industry, and an expression of opening ourselves to ensure the safety of our member-utility's infrastructure and the people who excavate within our state. Nearly 80% of all locates are done online, not by calling. When we call, we should be supporting the national 811 network. Looking around us, for instance, it is Kansas 811, Kentucky 811, Okie 811. The shovel and 811 portion of our new logo come from the National Common Ground Alliance with whom we partner.

I remember the days when Missouri One Call used county maps to provide locates. Missouri One Call has done a tremendous job advancing the industry. When this began in 1986, one could stand in many places within Missouri and say, "There's nothing here." This is no longer the case. Underground infrastructure is everywhere. Together, utilities, excavators, and the notification center, must work together to make the system work better and be safer for everyone.

Come with me; let's go. Let's make it better.



Meet Sarah: Membership Operations Manager

Sarah is happy to assist with any of your membership questions including updating your company information and mapping database. Info can be updated 24/7 via the Member Portal, or contact Sarah at sgalbraith@missouri-811.org



Missouri 811 now offers Educational Packets in Spanish! These FREE packets include 8 different items that will help your crew follow all the best digging practices.

The items included are:

- Locate Request Forms
- Quick Reference Marking Standards
- Guide
- Cross Bore Informational Insert
- Excavator/Membership Responsibilities
- Reference Card
- Excavator Manual
- ULCC Color Code Plastic Card
- Sticker
- Pen

Visit our store to order yours today!

NEW TICKET MANAGEMENT SYSTEM

Missouri 811 is proud to announce the release of our new ticket management system. Using the new system makes the process of placing locate requests more streamlined and is now much easier to navigate. Overall, the system is more intuitive for all users.

The new ticketing system is a big upgrade for excavators. The Excavation Ticket Management (ETM) is now front and center, making it easier to view multiple tickets at login. Each individual ticket can then be quickly actioned, such as requesting a relocate or changing the excavation date, right from the front-facing page.

Ticket #	Release datetime	Address/street	City	County	Start datetime	Type	Type of work	Internal status
222981298	10/26/22 10:13 am	1000000000	GLENWOOD	SCHUYLER	10/26/22 04:00 pm	ROUTINE	DESIGN	
222979703	10/24/22 02:35 pm	1000000000	GLENWOOD	SCHUYLER	10/27/22 07:00 am	ROUTINE	VOID THIS TICKET	
222979840	10/14/22 02:36 pm	1000000000	JERKERSON CITY	COLE	10/19/22 01:00 am	ROUTINE	TEST	
222979840	10/14/22 11:30 am	1000000000	GLENWOOD	SCHUYLER	10/19/22 08:00 am	ROUTINE	REPLACE SIGN	Completed
222979840	10/09/22 10:00 am	1000000000	GLENWOOD	SCHUYLER	10/19/22 01:00 am	ROUTINE	TEST	
222979840	10/09/22 12:14 am	1000000000	GLENWOOD	SCHUYLER	10/09/22 01:00 am	ROUTINE	TEST TICKET - TEST TICKET	
222979840	10/09/22 12:14 am	1000000000	GLENWOOD	SCHUYLER	10/09/22 01:00 am	ROUTINE	TEST TICKET - TEST TICKET	

You will now be able to report “no responses” or damages directly from the ticket, as well as add attachments like photos of a site after it has been located, but before excavation has begun. You can also attach photos of any damages incurred. These attachments will be stored with the ticket and kept online for three to six years.

Tickets that may require action are now grouped based on the action needed. For example, you may have a list of “relocates” followed by a list of “no responses”.

From the ticketing perspective, emergency and damage tickets are now available to all users. Also, users are able to add attachments while entering the ticket. It is much easier to create and manage job profiles that are specific to each user.

For utility members and locators, the Locator Ticket Management (LTM) is now easier to manage and set up locators and alerts, as well as has additional features like filtering and grouping tickets based on specific criteria or rules.

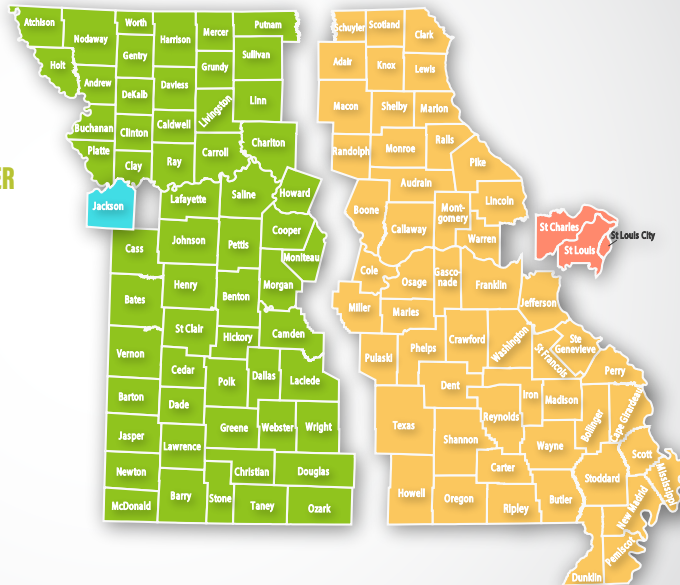
Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
222979840	ROUTINE	2022/10/01 12:14 am	2022/10/05 01:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979840	ROUTINE	2022/10/01 12:14 am	2022/10/05 01:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979840	ROUTINE	2022/10/01 12:14 am	2022/10/05 01:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979841	ROUTINE	2022/10/06 10:32 am	2022/10/19 01:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222984643	ROUTINE	2022/10/13 09:58 pm	2022/10/19 08:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222984643	ROUTINE	2022/10/13 09:58 pm	2022/10/19 08:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979840	ROUTINE	2022/10/14 11:26 am	2022/10/19 08:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979840	ROUTINE	2022/10/14 04:36 pm	2022/10/19 08:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222979840	ROUTINE	2022/10/14 02:30 pm	2022/10/19 01:00 am	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded
222981298	ROUTINE	2022/10/25 10:13 am	2022/10/28 04:00 pm	1000000000	GLENWOOD	SCHUYLER	MO	TEST04	Locator 2 Becky	Not yet responded

The new interface and flexibility of this system will make steps of the location and excavation processes more efficient.



**DAMAGE
PREVENTION
MANAGER**
BY TERRITORY

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Damage Prevention Managers are available to answer any One Call law questions, and provide onsite assistance or classroom training for excavators, homeowners, utility members, or other damage prevention stakeholders. Subjects may include One Call law, marking standards, damage investigations, excavation safety, and homeowner assistance. There is no fee for assistance or training provided by Damage Prevention Managers.

Our Damage Prevention Managers are here to educate you and your crews.

Topics include (but are not limited to):

- Compliance (Excavator & Utility)
- One Call Law
- Marking Standards
- Ticket Types
- Damage Investigation
- Attorney General Enforcement Training
- Project Coordination
- Membership Onboarding
- Excavation Safety
- Locator Ticket Management
- Excavator Ticket Management
- Internet Ticketing
- Reports/Data Management



Courses:

- Available online or in person
- Length is dependent on topic(s)

A Damage Prevention Manager will be in contact you to schedule the training and to talk to you about your training needs.

NEW!

Learning Management System

The One Call process, the laws, the responsibilities, and all the various components of damage prevention can be complex. The Missouri 811 staff and website exist as resources to help you understand your role and what tools, assets, and technologies are available to help you do your part to help keep the public safe and your underground utilities protected throughout Missouri. We are proud to introduce the newest tool in the damage prevention toolbox - the Learning Management System. This is a comprehensive training program that provides education about excavating of all types. These courses are intended to clarify the process of performing your duties safely and efficiently.

You can find the Excavator Learning Center at missouri-811.org under the Resources tab, in the Field Education and Training section. The first course, Missouri 811 Damage Prevention Awareness, is available now for free. Over time, many more courses will be made available. Register to create a username and password, enabling you to log in and track your progress on your training dashboard. This will keep a running total of how many courses you have completed and how much time you've dedicated to this training. Also located on the dashboard, you'll find the number of badges you have earned. Badges are acquired by completing a module and passing the tests given at the end of each module. Points are earned with every page you interact with and are also tracked on the dashboard. Click the green "Points" button at the top of the page to see where you rank on the leaderboard among others that have participated in the Learning Management System.

The beginning of the first video explains the purpose of Missouri 811 and why the information included in the following modules is important for everyone who may be working around underground utilities. There is a brief instructional portion that will help to make navigation easier. It highlights the important function buttons and includes clickable buttons for a glossary, resource documents, and other helpful tools.

The modules of the first course are comprised of several topics. This includes the prevention of damage to underground facilities, an explanation of commonly used excavating terms and clarification on the responsibilities of anyone participating in excavation. Other topics include the process of planning and preparing to dig, including types of facilities that may be in or around a worksite. There is also a section that includes information about how to maintain a safe worksite. These and several other subjects related to excavation and safe digging are explained in this fundamental training.

Visit Missouri 811 today on any device to take part in this informative program. Keep checking back to be further educated by the many upcoming courses. This free training was prepared to provide information about how to prevent damage, injury and especially loss of life. Participating in this exercise will help prepare you before you excavate. If someone you know is preparing to break ground on a project, make sure to suggest they complete this study first as well.

MEMBER SPOTLIGHT:



City Utilities of Springfield, Missouri (herein "City Utilities") owns and operates the water, gas, electric, transit, and the SpringNet Fiber Network in and around Springfield. City Utilities has 1,288 miles of gas distribution, 49 miles of gas transmission, 1,269 miles of water distribution, 1,837 miles of electric distribution, 210 miles of electric transmission, along with 1,441 miles of fiber. In addition to these facilities, the City of Springfield owns and operates the sewer and traffic systems.

In February of 2020, City Utilities kicked off its fiber expansion project. Just under 5 million feet of fiber was installed on the project with roughly 3.5 million feet being aerial while the remaining 1.5 million feet was buried underground.

Having recently completed a similar fiber build, the company tasked with managing the project knew the locate volume and damages to existing facilities posed some of the greatest threats to our timeline. If damages to our infrastructure weren't enough to deal with, City Utilities personnel also had to manage damages to all underground facilities. Understanding the risk at hand, City Utilities Damage Prevention department's main goal was to minimize the effects the project had on our community, while not delaying scheduled excavation.

To achieve this goal, Damage Prevention personnel actively monitored ticket volume and assisted our contract locator in the high-risk areas. In order to stay ahead of construction, it was important to know how many tickets contractors were calling in, as well as the number of renewals that had to be called in to complete that section of the project. When renewals were called in, a member of the Damage Prevention team would contact the contractor and ask what took place that prohibited them from completing the work that was called in. The Damage Prevention team also monitored the contract locator's performance throughout the project; both the quality of the locates and the on-time performance. Each damage was investigated, and the responsible party was educated on proper excavation techniques.

The Damage Prevention personnel would go into the field and audit the paint that was placed by the contract locator before the contractors started their excavation on the locates. This allowed the damage prevention team to catch and/or correct around 1,500 locates that needed to be fixed before construction could take place. City Utilities was also willing to pay a premium price per locate to the contract locator so that adequate personnel was allocated to the project.

Success of the project can be measured in many ways, but the fact that no one was injured during the project has to be City Utilities proudest accomplishment. Of the 20,000 plus tickets, only 438 Dig Ups occurred during the project between public and private facilities. City Utilities allocated \$1.9 million to cover the cost of damages during the project, and of that allocation, \$81,000 was spent. This is the result of when the Utility, locating company, and excavators work together. Communication across all parties led to the overall success of the Fiber Expansion Project.