

THE SCOOP

SPRING 2024

IN THIS ISSUE:

- ETM/LTM Guide
- White Lining
- Confirming Ticket Responses
- Pipeline Safety
- AND MORE!



Download your copy of The Scoop
or a previous issue, TODAY!

811 | MISSOURI-811.ORG

THE SCOOP

SPRING 2024

MISSOURI-811.ORG | 811

Excavator/Locator Ticket Management (ETM/LTM) Guide

The Excavator Ticket Management (ETM) and Locator Ticket Management (LTM) system was designed with excavators, locators, and underground facilities in mind. The system allows users to quickly review and update all the public locate requests submitted in one easy-to-read dashboard. Let's dive into some of its features to discover how the ETM/LTM system can help your team.

Features for Easier Management

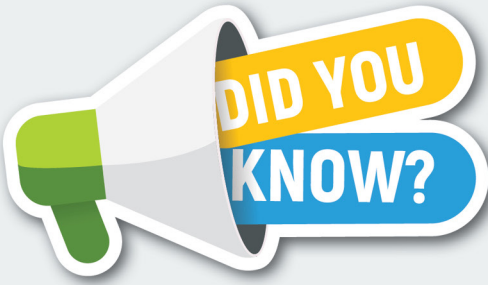
- **Sorting:** The ETM/LTM system allows users to quickly sort the dashboard in a variety of ways to include; by date, ticket type, ticket status, location, and more.
- **Status Updates:** Locators, excavators, and facility owners can all quickly and easily update a ticket status using the ETM/LTM system.
- **Upload Information:** Users can upload notes, pictures, or any other relevant information for each individual locate request to assist other stakeholders.
- **Submit/Update Request:** Users can submit a new locate request or make updates to existing requests in one simple location.

The ticket management system is all about making the excavation process smoother, more organized, and efficient for all stakeholders in the digging process. Whether you're filing new requests or managing existing ones, the ETM/LTM system provides the means to keep your team on track and up to date with any changes.

The screenshot shows the 'My Tickets' dashboard for the Missouri 811 system. The dashboard includes a search bar at the top, a sidebar with navigation options (My tickets, Locator tickets, Admin, Reports, Legacy application, User settings, Messages, Help and), and a main content area displaying a table of tickets. The table has columns for Release date/time, Address/street, City, County, Start date/time, Type, and Type of work. A dropdown menu is open under the 'I want to...' header, showing options like 'Cancel tickets', 'Extend start time tickets', 'Relocate tickets', 'No response/Incorrect Locate', and 'Report damage'. The table lists several tickets, including one for '240790149' and another for '240790147'.

Release date/time	Address/street	City	County	Start date/time	Type	Type of work
03/19/24 09:11 am	2050 N NORTHWEST CT	COLUMBIA	BOONE	03/19/24 11:15 am	INCORRECT LOCATE	INSTALL ELECTRIC CONDUIT
03/19/24 07:06 am	1 LK FOREST CIR	LAKE ST. LOUIS	ST. CHARLES	03/22/24 07:00 am	ROUTINE	PLACING GATEWAY FIBER
03/19/24 07:05 am	CO RD 134	ARMSTRONG	HOWARD	03/22/24 07:00 am	ROUTINE	INSTALL POLE
03/19/24 07:02 am	461 STATE HWY T	ARMSTRONG	HOWARD	03/22/24 07:00 am	ROUTINE	INSTALL POLE
03/18/24 07:39 pm	CO RD 134	ARMSTRONG	HOWARD	03/21/24 07:00 am	ROUTINE	REPLACE POLE
03/18/24 07:36 pm	CO RD 215	ARMSTRONG	HOWARD	03/21/24 07:00 am	ROUTINE	REPLACE POLE

811 | MISSOURI-811.ORG



MISSOURI 811
offers **FREE** training
Visit mocs.dpacdn.training
to get started **TODAY!**



White Lining: A Must-Do Step for Safe Excavation

When it comes to excavation, safety and precision are paramount. That's where white lining comes into play. It's a simple yet crucial practice every excavator should follow before starting any project. Let's dive into what white lining is and why it's essential for every dig.

What is White Lining?

White lining is the practice of marking the proposed excavation areas with white paint or flags on the ground. This preliminary step is done before you request a utility locate through Missouri 811. By clearly outlining where you plan to dig, utility locators will devote more attention to locating their underground utilities in the vicinity of the excavation area, ensuring that you avoid damaging underground utilities.

Why White Lining Matters

1. **Increases Safety:** White lining helps prevent accidents and injuries by ensuring that all underground utilities are properly marked before digging begins. This reduces the risk of hitting gas lines, electrical wires, or other critical infrastructure.
2. **Enhances Accuracy:** By providing a clear visual of the excavation area, utility locators will focus on providing detailed markings to help prevent damaging their underground public utilities.
3. **Saves Time and Resources:** With accurate locate markings, you're less likely to encounter unexpected utility lines, which can cause delays and costly repairs. White lining before making a locate request streamlines the process, helping your project stay on schedule.
4. **Promotes Communication:** White lining serves as a visual communication tool between excavators and locators. It visually conveys the scope of the project, ensuring everyone involved understands the work area.

How to White Line Effectively

- **Use White Paint or Flags:** Mark the proposed dig area with either white spray paint or flags. Ensure the markings are visible and cover the entire area where excavation is planned.
- **Be Specific:** If your project involves multiple excavation sites close to each other, clearly mark each area. These markings help locators understand the project's scope and mark utilities accurately for each section.
- **Include Details:** If possible, provide additional details next to your white lining, such as the depth of excavation or the nature of the work. This information can be invaluable for locators.

White lining isn't just a recommended step; it's a crucial part of safe excavation practices. By taking the time to mark the excavation site before contacting Missouri 811, you're taking an important step toward protecting yourself, your team, and your community. Always remember: a little white paint goes a long way in ensuring a safe and efficient excavation process.

Confirming Ticket Responses



Once a ticket is submitted, Missouri 811 is responsible for notifying all the public utility companies in the vicinity of the excavation site so they can mark their underground utilities. Missouri 811 also provides the ticket owner with continuous email updates that contain a list of all the public utilities that have been notified as well as the status for each utility. Here are a few helpful tips for excavators in the field:

Email Notification: Keep in mind that additional recipients can be added to the locate request emails provided by Missouri 811 to keep everyone involved with the project informed of the locate status.

Review Ticket Status: If you are the excavator doing the digging, you are responsible, by law, to make sure all public utilities have been marked. Review the ticket status before starting excavation.

No Response: If your locate ticket lists a status of "Not Yet Responded" for any utility, do not start digging. Promptly contact Missouri 811 to request a "No Response" ticket. If the notification is made before 2pm, the marking has to be completed within that working day. If the notification is made after 2pm, the marking is to be completed no later than 10am the next working day.

Incorrect Locate: In addition to confirming the ticket status for each utility, it is important to always conduct a site walkthrough to make sure everything is marked properly. If a utility is marked incorrectly, promptly contact Missouri 811 and request an "Incorrect Locate" ticket. We will arrange for the site to be re-evaluated and accurately marked, preventing potential hazards. Utilities are allowed 2 hours to respond to an Incorrect Locate request.

Ticket Check Status for MO Ticket 123456789		
	mo@occinc.com To John Q. Public	
	MISSOURI 811 One utility has not completed the locate! This ticket is NOT valid for excavation until all utilities have provided a status. Call 800-344-7483 immediately to contact the utility and avoid further delay.	
ROUTINE TICKET:	<u>123456789</u>	
Address:	42 WALLABY WAY, JEFFERSON CITY, MO	
Location:	DRIVING DIRECTIONS: FROM THE INTERSECTION OF HWY 1 AND HWY 2, TURN RIGHT ON WALLABY WAY. PLEASE MARK THE ENTIRE YARD.	
Company	Type	Status
ELECTRIC CO	E	MARKED
GAS CO	G	MARKED
WATER CO	W, S	NOT YET RESPONDED
CABLE CO	TEL, TV	MARKED
INTERNET CO	FO, TV	MARKED

NEW MEMBERS

- Briarwood Action Association
- City of Morrisville

Submit a locate request
24/7/365 online at
Missouri-811.org
or by calling 811

FOLLOW US ON SOCIAL MEDIA



@MISSOURI811



@MISSOURI_811



/COMPANY/MISSOURI811



Emergency Tickets: *What You Need to Know*

When unexpected dangers threaten public safety or property, Missouri 811's emergency ticket comes into play. Here's what constitutes an emergency ticket:

An emergency is a sudden, unforeseen situation presenting immediate danger that could result in loss or harm to life, health, property, or critical public services.

It's important to note that the definition of what qualifies as an emergency is determined by the utility owner/operator when it involves their facilities. They have the authority to deem whether an incident requires urgent attention as an emergency.

Be aware that if an emergency ticket is filed without a valid basis, and it turns out to be a non-emergency, the utility owner/operator may issue a bill for the costs incurred due to the false alarm, as stated in section 319.015.

Understanding Marking Standards for Safe Digging

Safe digging starts with understanding how to correctly identify underground facilities. By following the CGA Marking Standards, we ensure that each facility is marked according to the type of service it provides, using a specific color code.

When you see markings, you'll notice:

- **Appropriate Color:** Each color corresponds to a different type of underground facility which helps in identifying what lies beneath.
- **Company Identifier:** Look for the name, initials, or an abbreviation to know which company owns the facility.
- **Facility Details:** The total number of facilities and their sizes are indicated, along with a description (e.g., HP for high pressure, FO for fiber optic).
- **Marking Tools:** Paint, flags, stakes, whiskers, or a combination thereof are used for clear visibility.

Chapter 319.015 (7) states that "Marking," emphasizes using paint, flags, stakes, whiskers, or a combination of these to indicate the field location of underground utilities or the area of proposed excavation. The standard follows the Common Ground Alliance Best Practices Version 10.0, highlighting that the "approximate location" must be within a strip not wider than the utility plus two feet on either side. However, in complex situations, a broader area might be marked to ensure safety.

These markings are not just guidelines—they are crucial for preventing damage and ensuring the safety of everyone involved in excavation projects.

Damage Prevention Managers are well-versed in the Missouri 319 statutes and are available to provide training, FREE of charge. Schedule today by calling 573-635-1818 or directly by contacting:

Charlie Peel
Eastern Missouri
cpeel@missouri-811.org
573-721-7657

Bill Murray
St. Louis Metro
bmurray@missouri-811.org
314-307-2122

Arch E. York
Western Missouri
ayork@missouri-811.org
660-221-1625

Andrea Fuhrer
Kansas City Metro
afuhrer@missouri-811.org
816-876-7330



Pipeline Safety and Procedure

Statute 319.500 states that anyone who owns or operates pipelines that transport dangerous liquids must regularly provide reports to the Department of Natural Resources. The reports should include information such as the operator's contact details, the location of the pipeline facilities, the characteristics of the pipelines, the products being transported, the manual for operating and maintaining the pipelines, an emergency response plan, recent pipeline tests and their results, and any other information that the department deems important. The purpose of these reports is to keep the state informed about the pipelines and their operations to ensure safety and preparedness.

Summary 319.026.6 - Requirements for Relocate Requests

Excavation can continue as long as the provided markings are visible. If an excavator is unable to begin excavation within ten working days, the excavator shall make a relocate request before beginning excavation. If the markings become unrecognizable, the excavator shall request a remarking. If remarking is required due to the excavator's carelessness or unnecessary requests, the excavator may be charged.

Summary 319.026.2 - Information Needed on Locate Request

- Filer name and contact information
- Excavator name and contact information
- Excavation start date and method
- Name of person in charge of excavation
- Detailed location of excavation
- Description of the dig site
- Location details in relation to site
- Directions to excavation site

Summary 319.026.7 - Potholing

Before excavation, the excavator must plan the best methods to confirm the facility's horizontal and vertical locations, considering site conditions such as geology, accessibility, and paved surfaces. Hand or soft digging should be used when possible.

Summary 319.026.8 - Notification of Damages

If any underground facility is damaged or disturbed during excavation, the responsible person must notify Missouri 811. This includes damage to items used for protection. If a pipeline leaks hazardous liquid or gas due to damage, 911 must be contacted immediately.



Read the FULL Missouri Underground Facility Safety and Damage Prevention Act HERE!

COLOR CODE	WHITE	Proposed Excavation	ORANGE	Communication, Alarm or Signal Lines, Cables or Conduit
	PINK	Temporary Survey Markings	BLUE	Potable Water
	RED	Electric Power Lines, Cables, Conduit and Lighting Cables	PURPLE	Reclaimed Water, Irrigation and Slurry Lines
	YELLOW	Gas, Oil, Steam, Petroleum or Gaseous Materials	GREEN	Sewers and Drain Lines

THE SCOOP

SPRING 2024



CLICK OR CALL
3 WORKING DAYS
BEFORE
YOU DIG