



MISSOURI ONE CALL SYSTEM'S RESPONSE TO COVID-19

As our state and nation deal with the unprecedented threat posed by COVID-19, Missouri One Call System (MOCS) would like to keep our stakeholders informed about our business operations and ever-evolving plan moving forward. The scale of this event is unlike anything we have ever encountered, but we're doing everything we can to ensure public safety and prevent damages to the vital utility infrastructure that our state needs now more than ever.

ONE CALL OPERATIONS

With respect to operations, Missouri One Call has a robust business continuity plan that ensures that our call center will continue to operate without interruption. Even before this event, MOCS had disaster plans in place to continue business operations in cases of natural disaster or other significant unforeseen events in our state. However, since this event is a nationwide crisis, we have moved to expedite alternative contingency plans. Our call center operations has responded immediately to the global event by mobilizing experienced operators to work remotely to process calls as well as locate requests submitted online. Additionally, we are prepared in the event that we need to process locate requests exclusively on the Internet.

UTILITY RESPONSE

As you can imagine, our utility members are primarily focused on ensuring public safety and maintaining reliable service. Like many other businesses, they are facing uncharted times. However, as of this writing, utilities are still legally required to respond to all locate requests received within the time explicitly specified by law. For routine and renewal requests, utilities have 2 days plus the day of the call. For emergency, no response, and incorrect locate requests, utilities are required to respond within 2 hours. For design tickets, utilities should respond within 5 days plus the day of the call.

While all locate requests will be processed, we encourage you to only submit tickets that you fully intend to excavate on within the next 2-10 days. Additionally, please confirm that ALL utilities listed on your locate requests have been marked and stasured before beginning excavation.

It is possible that you may experience delays in facilities being marked or stasured. We would encourage you to communicate with your utility locally when possible to minimize any disruptions and appreciate your patience as we work through these challenges.

SUSPENSION OF MEETINGS/EVENTS

For the foreseeable future, Missouri One Call System is well-prepared, sufficiently capitalized, and fully capable of continuing business operations. However, all meetings, events, and in person interactions with MOCS staff will be suspended until further notice. In the interim, if you would like to set up an online webinar with one of our staff members, please visit our website at <https://www.mo1call.com/resources/education/request.php> and fill out the online form.

We appreciate your patience and understanding as we work together through the unknowns. Now more than ever, damage prevention is a shared responsibility and we will do everything we can to keep the public safe and protect the vital underground utility infrastructure throughout the state.

Stay SAFE and feel free to contact us with any questions.

Sincerely,

John Lansford
Executive Director
Missouri One Call System