



1-800-DIG-RITE | 811

2020 YEAR IN REVIEW

If ever there was an obvious statement, it would be that no one saw 2020 coming. Rather than rehash all that went wrong last year, we'd rather focus on the things that went right. And if we learned anything from 2020, it's that it required rapid change amidst significant uncertainty.

Despite the economy essentially stopping on a dime, utility infrastructure projects and excavation activity apparently didn't get the memo. For the first time in the history of Missouri One Call, the number of locate requests submitted surpassed the 1 million mark, with a final tally of 1,043,948 tickets. This was aided in part by a substantial increase in homeowner volume, as quarantining finally gave people the time to tackle those long-awaited projects that always seemed to be delayed for other priorities.

Under ordinary circumstances, responding to the exponential rise in requests would pose a significant challenge for the call center and utilities alike. But MOCS immediately shifted nearly 100% of operations to a remote workforce with experienced damage

prevention professionals seamlessly processing requests as though nothing had happened.



Last year also highlighted more than ever the critical need for reliable utility infrastructure. As countless companies shifted employees to remote work, the demands on the bandwidth for data-hungry video calls far outpaced supply. This led to an even more stark realization that the fiber optic installations occurring in countless communities across Missouri was more urgent and necessary than ever before. For us at Missouri One Call, it also reiterated how essential it is to keep these and other underground utilities free from damage.

We thank you for your patience and commitment in 2020 and we sincerely hope that you will continue to use Missouri One Call as your resource for all your damage prevention needs in 2021 and beyond. ◀

- Derek Leffert,
Director of External Affairs



MISSOURI
ONE CALL SYSTEM

824 WEATHERED ROCK RD.
JEFFERSON CITY, MO 65101-1839

THE
SCOOP
SPRING 2021



CALL OR CLICK
3 WORKING DAYS
**BEFORE
YOU DIG**

THE
SCOOP
SPRING 2021

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BEST PRACTICES



MISSOURI
ONE CALL SYSTEM



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KEEPING JOBSITES & EMPLOYEES SAFE

Missouri crews are gearing up for a BUSY summer construction season! Preventing injuries is critical for keeping employees on the job, controlling business costs and for completing profitable work on time. To prevent injury and incident, excavators and utilities are encouraged to:



Update and review the company safety plan with all employees



Ensure rules are enforced by management & followed by employees



Hold documented jobsite safety meetings that address top hazards, injuries, and safety controls



Provide training and ensure new employees understand jobsite & work safety rules



Develop and enforce a drug-free workplace policy



Company drivers and passengers must wear their seat belt and avoid distracted driving. Buckle UP, phone DOWN!



Follow the proper underground utility locate process and use ticket management programs offered by MOCS



Perform regular jobsite walk-around meetings to identify and discuss safe digging practices when in vicinity of underground and overhead utilities.



Use shoring, proper sloping or trench shields when trenches are unstable or greater than 5' in depth



Maintain a minimum 10-foot clearance to an overhead power line



Verify employees are wearing personal protective equipment like safety glasses and hard hats



Ensure employees working in roadside work areas are protected from traffic, wear high-vis garments, and use cones, signage & flaggers

Previsor
INSURANCE

MeM MISSOURI
EMPLOYERS
MUTUAL

- Flint Walton (fwalton@mem-ins.com) and Mark Woodward (mwoodwar@mem-ins.com)
Missouri Employers Mutual - www.mem-ins.com

BLOCKED SEWER LINE? IT COULD BE A CROSS BORE.

While rare, in some cases, a cross bore could be created when an underground utility line is unknowingly installed through an unmarked sewer line. Cross bores can lay dormant for months or even years, their exact locations unknown. Often, the first sign of a cross bore is a sewer blockage that may cause the backup of wastewater in a home or yard.



Plumbers typically use a mechanical rotary tool, or root cutter, to clear a sewer line. Clearing blockages with a mechanical rotary tool can damage a natural gas line that has been unknowingly bored through a sewer line. Natural gas can then migrate through the sewer line into a connected structure, including one without natural gas service. This migration creates the potential for a natural gas accumulation and possible deadly ignition.

Before clearing a sewer line with a mechanical cutting tool:

1

Request an emergency locate ticket by calling **811** or **1-800-DIG-RITE (344-7483)**, or visiting us online at **mo1call.com**. Be sure to reference **"SEWER CLEARING"** or **"CROSS BORE."**

2

A locator will immediately be dispatched to locate the natural gas lines on the property to help determine if there is a conflict between natural gas and sewer facilities.

3

If a natural gas line cross bore is discovered, your local gas company will immediately respond to correct the cross bore before you clear the sewer line.

NEW MEMBERS

- Alliance Water Resources - Rich Hill
- Eli Directional Drilling
- Elm Hills UOC Central Rivers
- Seth Baker Water
- Osage UOC
- CyberSecurity Corporation
- High Prairie Wind
- Lightwave Communications
- Rathburn Regional Water Assoc



DAMAGE PREVENTION

SAFETY PRESENTATIONS AVAILABLE

Damage prevention safety presentations are provided free of charge. Schedule today by calling **573-635-1818** or directly by contacting:

Charlie Peel
Central Missouri
charliep@mo1call.com
573-721-7657

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

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

THE MISSOURI ONE CALL APP

Download the Missouri One Call System (MOCS) app and keep all your digging resources in the palm of your hand!

Excavators, homeowners, and facility operators can use the app to:

- Quickly and easily initiate, manage and monitor locate requests. Find and review previously submitted tickets with Ticket Search. View the positive response history and an online worksite map through Ticket Search.
- Log in to ISITE for access to all of MOCS online tools such as IMAP, Locator Ticket Management, and ITIC.
- Access a Resource Center with links to the Call Timeline Chart, CGA Best Practices, Color codes, Marking Standards, Excavator Manual, and instructional videos. View and share these items with the click of a button.
- Get the latest News and Events announcements from MOCS.



DAMAGE INVESTIGATION - BEST PRACTICES

When it comes to a damage investigation, we all understand the importance of documentation, but what does that look like? Is a single picture of the damage itself sufficient, or are several pictures necessary? Are written statements required?

The real answer is—it depends on the situation. Each jobsite is unique and presents a new set of challenges and possibilities of damaging a utility line. So, to aid in the collection of data, the Common Ground Alliance (CGA) developed a Damage Information Reporting Tool (DIRT) - Field Form. This form is designed to "aid" the user in the data collection process and to help feed the annual CGA DIRT report

which summarizes all damages, and near misses, across the country each year. In addition to utilizing this form, all excavation companies should create a customized Damage Investigation Program to compliment the CGA DIRT - Field Form.

At Sellenriek Construction, we have developed our own Damage Investigation Program through years of trial and error and hard lessons. Our program mandates that we submit ALL damage reports to include: at fault, not at fault, and near misses. Through the strict enforcement of our program, we are holding ourselves accountable and contributing to the accuracy of the DIRT report which supports the excavation ▶▶

DAMAGE INVESTIGATION - BEST PRACTICES (CONTINUED)

community and future legislation governing this industry. Our program consist of three major steps: 1) Site Survey, 2) Damage Investigation, 3) DIRT - Field Report. We utilize the SiteRight app to accomplish all three steps.

SITE SURVEY

This is a big picture view of the jobsite. During this phase, a member of the crew documents address, date, locate ticket number, job name and any special comments relative to the work. The crew member then walks the jobsite and takes photos of existing locate marks relative to any landmarks (e.g., utility pole, tree, etc.), existing damage (e.g., broken sidewalk) and any other item that he or she feels is necessary. The app also allows for video input. This can be beneficial if there is something specific that photos cannot clarify or is too lengthy for written comment. The photos are not only date and time stamped, but they have GPS coordinates and heading associated with them. The survey data can be printed into a PDF report form, or the photos and video can be downloaded directly.



DAMAGE INVESTIGATION

Much like the Site Survey, the address, date, and time are recorded during the damage investigation, along with any photos and videos. However, the SiteRight app allows for some unique data collection. The investigation form follows the DIRT report form, allowing for consistent and relative data collection across the board. Additionally, it allows for timely and accurate information to be collected. The crew on-site is completing the form and is in the best position to gather the information. This limits any miscommunication or chances of data being lost or incorrect.



The photo section provides for comparison photos to be taken. You can stand in the location where you took one of your site survey photos, select the comparison photo option, and it will overlay your previous photo to your existing view allowing you to take the exact same picture relative to the original perspective. Like in the survey portion, this data can be downloaded or printed in PDF form.

DIRT REPORT SUBMITTAL

After the damage investigation has occurred, it is reviewed by the safety department. At this point any corrections can be made or related information added. Once the report is verified for accuracy and integrity, it is submitted to DIRT through SiteRight. It then becomes part of the data set used to create CGA's annual report.



As with any good program, constant monitoring and evaluation are key. We must review each incident and take corrective action when necessary. As time, workforce, and conditions change, we must also adjust. We should all understand that utilization of 811, proper training, and safe digging practices are the best method of damage prevention. When damages do occur, we need to not only educate collectively, but also put ourselves in the best possible position to defend ourselves individually and as a community. Technology provides for that now like no other time in history. And I see it only getting better. Documentation alone does not depict an accurate picture; quality documentation and practices do. ◀

- Jeremy Davenport,
Director of Safety, Sellenriek Construction