



# MISSOURI ONE CALL SYSTEM

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# Missouri One Call System



## AGENDA

- I. MOCS Overview
- II. Frequently Asked Questions/Complaints
- III. Legal Obligations of Excavators & Utilities
- IV. Miscellaneous Items

# Missouri One Call System



## MOCS SYSTEM OVERVIEW

- Reasons to use MOCS
- Call-Processing
- Statistics
- Cost

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## REASONS TO USE MOCS

- Safety
- Damage Prevention/Utility Reliability
- Cost/Liability
- Legal Obligation

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## CALL PROCESSING

- Call Received in Jefferson City
- Information Collected to Determine Location & Scope of Excavation
- Dig Site is Mapped
- Utilities are Notified to Locate Their Facilities
- Excavation Commences

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OCC Google Map Interface

Address: 605 HILDA ST AT MISSOURI BLVD JEFFERSON CITY MO Search

Map Satellite Hybrid

Google 200 ft 100 m Imagery ©2008 DigitalGlobe, Map data ©2008 Tele Atlas

Lat: 38.580589 Length: 2134 FT clear transmit  
Len: -92.200484 Area: 260093 SQFT

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## COST

- Excavators – MOCS is free of charge to callers
- Utilities - \$1.30 per ticket sent to utility
- No additional funding/revenue received
- MOCS is Non-Profit

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## FREQUENT AREAS OF CONCERN

- Mapping
- Emergency Tickets
- No-Response Tickets
- Excavator/Site Contact Information
- Ticket Size
- Vague Marking Instructions
- Unnecessary Renewal Tickets

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EXCAVATOR  
RESPONSIBILITIES/  
LEGAL OBLIGATIONS

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- Dig Carefully & Prudently
- Provide Proper Notification to Utilities
- Confirm Utility Response
- Notify Utilities of Incorrect Locates
- Notify Utilities of Damaged Facilities

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## WHO IS REQUIRED TO CALL

- Anyone who moves or removes earth, rock, or other material – RSMo. 319.025.1
- Exemptions include: Railroads regulated by the FRA, Pavement Replacement, Vacuum Excavation, & Agricultural Tilling – RSMo. 319.015.(4)

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## WHEN SHOULD YOU CALL

- Normal Circumstances require 2 but no more than 10 working days notice (The day the request is made is NOT considered a “working day”) – RSMo. 319.026.1 & 319.030.1
- When utilities did NOT respond to the initial request – RSMo. 319.030.1
- When you hit buried facilities – RSMo. 319.045.1
- As soon as practical in an EMERGENCY situation as defined by 319.015 – RSMo. 319.050
- Design Requests require 5 days notice – RSMo. 319.027

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## Call Timeline:

	Date of the Call - does not count
	Waiting period for locates, includes weekends
	Date when digging may begin

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
Mon		1	2								
Tue			1	2							
Wed				1	2						
Thu					1			2			
Fri								1	2		
Sat									1	2	
Sun									1	2	



## WHERE SHOULD NOTIFICATION BE MADE

- Locate requests must be made through a statewide notification center – RSMo. 319.025.1 & 319.015 (7)
- Damage to pipelines or natural gas facilities should be reported directly to the respective organization – RSMo. 319.045
- Damage to other facilities must be reported to the statewide notification center – RSMo. 319.045

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## HOW CAN NOTIFICATION BE MADE

- Internet Ticketing – [www.mo1call.com](http://www.mo1call.com)
- 1-800-DIG-RITE (344-7483)
- 811

RSMo. 319.026.1

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## DIG CAREFULLY & PRUDENTLY

- Excavation must be done carefully within 2' on either side of the buried utility – RSMo. 319.037.2
- Reasonable care must be taken to preserve marks, or be liable for costs for unnecessary remarking – RSMo. 319.026.6



## CONFIRM UTILITY RESPONSE

- Excavators must confirm which utilities listed on the ticket have & have NOT responded – RSMo. 319.026.3
- For those who did NOT respond, a no-response request is required – RSMo. 319.026.3
- Specify which utility did not respond



## NOTIFY UTILITIES OF DAMAGED FACILITIES

- Excavator must contact notification center for damage to underground facilities – RSMo. 319.045.1
- Damages include minor scrapes to protective devices such as cathodic protection, tracer wire, etc. – RSMo. 319. 045.1

## LOCATE REQUEST CLARIFICATION

- Utilities may request clarification by requiring white lining, project plans, or on-site meetings to determine the location and scope of work – RSMo. 319.025.4
- White lining and/or specific marking instructions should be helpful

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## UTILITY OBLIGATIONS

- Become a Member of MOCS
- Timely Respond to/Mark Locate Requests
- Maintain Accurate Records
- Correct Inaccurate Facility Information

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## MEMBER REQUIREMENTS

- All utilities with underground facilities on public right-of-way (except railroads regulated by FRA) are required to be a member of MOCS – RSMo. 319.015 (15) & 319.022
- All agencies and organizations possessing traffic signal & street lighting are required to be a member of MOCS – RSMo. 319.015 (15)

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## TIMELY RESPONSE TO LOCATE REQUESTS

- Utilities must respond to “routine” locate requests within 2 working days following the day the request is made – RSMo. 319.030.1
- Utilities must respond even if no facilities exist in the excavation area – RSMo. 319.030.1
- Utilities must respond to “emergency” locate requests within 2 hours – RSMo. 319.050
- Utilities must respond to “no-response” locate requests within 2 hours – RSMo. 319.030.3
- Utilities must respond to “design” requests within 5 working days – RSMo. 319.027.3

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## ITEMS OF INTEREST

- MOCS Operating Committee – Quarterly Meetings in Jefferson City
- Common Ground Alliance – Regional & Statewide Meetings to address common issues
- MOCS Newsletters – Please distribute to those involved in the process
- Employee/Contractor Training – Contact us for organization-specific training

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## ONLINE TRAINING MODULE

- Interactive tool to familiarize employees/contractors with MOCS laws & policies
- Pre-test & Post-test to gauge comprehension
- Able to serve as documented training

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## ENFORCEMENT

- Ability to enforce law granted solely to the Missouri Attorney General's Office
- Contact: Jack McManus  
Supreme Court Bldg.  
PO Box 899  
Jefferson City, MO 65102  
573-751-6579  
[Jack.McManus@ago.mo.gov](mailto:Jack.McManus@ago.mo.gov)

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