

MISSOURI ONE CALL SYSTEM
MEMBER OPERATING SPECIFICATIONS

1. General

1.01 The MOCS one-call center (hereinafter referred to as the "Call Center") shall be established to serve the entire State of Missouri for the purpose of receiving and processing calls which pertain to the reporting of matters such as the intent to perform excavation related activities as defined in Chapter 319 RSMo; incorrectly located underground facilities discovered during the course of excavation related activities; the lack of response by a MOCS member to a report of the intent to perform excavation related activities; or damage to, or dislocation or disturbance of, underground facilities occurring in connection with excavation related activities. Such calls to MOCS shall be referred to as "Locate Request Notifications". Additionally, calls which pertain to the reporting of the odor of natural gas and calls pertaining to survey and design activity will be accepted by MOCS and will also be referred to as Locate Request Notifications.

1.02 Messages transmitted from MOCS to its members pursuant to the receipt of Locate Request Notifications at the Call Center shall be referred to as "Locate Request Messages". MOCS shall be operated in a manner that will provide for the transmission of Locate Request Messages to MOCS members to a computer link, an on-line printer, a facsimile machine (FAX) or by telephone.

1.03 The Call Center shall be operated on a fully automated basis, utilizing state of the art computer techniques, with data communication equipment being maintained in sufficient quantities to minimize delays in receiving Locate Request Notifications and transmitting Locate Request Messages.

1.04 Hereinafter Locate Request Notifications will be referred to as "Notifications" and Locate Request Messages will be referred to as "Messages".

1.05 For the purposes of these specifications, the term "working day" means: every day, except Saturday, Sunday or a legally declared local, state or federal holiday. The term "working hour" refers to the hours between 8:00 a.m. and 5:00 p.m., Central Time Zone time, of a working day.

2. Responsibilities of MOCS

MOCS, either directly or through a vendor, shall be responsible for:

2.01 Providing the facilities, computer programs, mapping landbase, computer services, communications equipment, all in-house services, management and personnel required to operate the Call Center, securing communications services from common carriers, and handling the processing and payment of invoices for costs related to the operation of the Call

Center. The Call Center will also provide reporting as outlined in 5.01 following.

2.02 Providing a continuing periodic program of training for MOCS' members' personnel. Such training shall include information on the function and operation of the Call Center, the interaction of members' terminals with the Call Center, the mutual responsibilities of the members and the Call Center, the updating of MOCS' and the members' data bases and other topics as shall promote an orderly and cost-effective system.

2.03 Coordinating with MOCS members in establishing, maintaining and updating their respective data bases. This shall include providing paper maps for designation of facility location by members, offering software alternatives for facility location, and providing internet options for dynamic mapping of facilities. MOCS will also coordinate with members who can provide direct transfer of electronic mapping data in order to "build" the members' database. In addition MOCS will ensure that requested and agreed upon additions of new and changes to the existing data bases are implemented in an expeditious manner.

2.04 Having a written disaster recovery plan approved by the MOCS Board of Directors which provides for timely operation of alternate Call Center facilities in the event that existing Call Center facilities become unavailable for use. The disaster recovery plan shall include: provisions for the establishment of a disaster recovery team; procedures for establishing contact between members of the disaster recovery team; provisions for the continued receipt of Notifications and transmission of Messages in times of either partial or complete unavailability of existing Call Center facilities; procedures for emergency shut-down, repair and replacement of equipment and for provision of back-up equipment, including electrical service, computer equipment, communications equipment and recording equipment; and procedures which provide for implementation of the provisions regarding the maintenance of backup programs and data bases.

2.05 Execute billing to members.

2.06 Ensuring that the personnel involved in receiving and processing Notifications, and the personnel directly supervising such personnel, are trained and knowledgeable in the processes used for such work.

2.07 Ensuring that the personnel involved in receiving and processing Notifications carry out their responsibilities in a courteous, efficient and professional manner.

2.08 Re-transmitting existing Messages to a particular MOCS member, upon request of the member, for a variety of reasons including the situation where the member indicates the original message transmission was not received.

2.09 MOCS will be responsible for performing any marketing functions required to promote its services and achieve its mission of underground facilities damage prevention.

3. Responsibilities of MOCS Members

MOCS members shall be responsible for the following items, as indicated in each item.

3.01 MOCS members shall: install, maintain and operate the necessary Message receiving devices and/or telephones at all Message receipt locations; notify the Call Center of all activity concerning additions, relocations and disconnections of Message receiving devices; and be responsible for all costs associated with Message receiving devices, their associated connecting networks and all telephone, voice and data communications necessary to transmit or receive data and information to/from the Call Center.

3.02 MOCS members shall: provide the Call Center with a telephone number for a primary and a backup Message receiving device (computer, printer, FAX or telephone) for each Message receipt location; provide the Call Center with a telephone number for each Message receipt location for the receipt of voice Message transmissions in the event of failure of the automated Message transmission system; provide the Call Center with a telephone number for each Message receipt location for the receipt of backup voice Message transmissions provided pursuant to subsection 4.07; and provide the Call Center with a name and telephone number of the member's designated liaison representative.

3.03 Based upon the established method, MOCS members shall provide the Call Center with data base information for each Message receipt location regarding the location of the underground facilities to be covered by the one-call system.

3.04 MOCS members shall request changes to their data base and site file information used by the Call Center as often as is necessary to keep the information up-to-date. Requests for changes to MOCS members' data base or site file information shall be made in writing.

3.05 MOCS members shall ensure the accuracy of all data and information provided to the Call Center which is used in the development, maintenance and updating of the members' data bases and site files used by the Call Center. This shall include the members reviewing and verifying in writing the data base and site file information provided by MOCS on an annual basis pursuant to subsection 5.01, paragraph (B) of this Specification. To the extent feasible, the review and verification of the data base and site file information shall be completed by the members no later than March 31 of each year.

3.06 MOCS members shall process and respond to all Messages transmitted from the Call Center to Message receipt locations, including the verification of the receipt of Messages from the Call Center through review of any Message transmission audits provided by the Call Center.

3.07 MOCS members shall respond to inquiries, conduct investigations and process claims relative to damage to their facilities as may be necessary.

3.08 MOCS members shall provide and use an automated terminal for the receipt of locate requests at all contact locations. Very low volume members may elect to receive Messages by direct voice contact.

3.09 RSMo Chapter 319.028 provides that a member may withdraw from membership in MOCS by providing written notice, if it is determined that with respect to the member, MOCS' inaccuracy rate specific to that member has reached fifteen percent (15%) for any twelve month period. For purposes of this Specification, a notice of excavation issued to the member by MOCS shall be deemed accurate if the excavation site as described in the notification is not more than one-half (1/2) mile from any part of an area identified as the general location of underground facilities in the member's data base at the notification center. Serial numbers of notifications considered inaccurate must be submitted to MOCS as soon as practical after receipt, but no less frequently than once a month. Prior to submitting a written notice of withdrawal, a member contemplating withdrawal from membership shall provide MOCS with adequate documentation confirming that inaccurate notifications are exceeding fifteen percent (15%) in any twelve month period.

4. Operation of the Call Center

4.01 The personnel of the Call Center shall consist of a Call Center manager, supervisor and sufficient operators as required to meet the Notification demands.

4.02 Call Center services shall be provided 24 hours per day, seven days per week, including holidays.

4.03 The telephone number 800-344-7483 (800-DIG-RITE) has been established by MOCS to receive all Notifications. A sufficient number of consecutive lines utilizing this number shall be available at the Call Center to handle the estimated level of Notifications .

4.03(1)MOCS shall provide remote Message entry capabilities for members and excavators including internet accessibility utilizing a dynamic interactive mapping system, along with appropriate instruction material and training to use the system. This system shall permit direct electronic entry of locate requests and validate the input information and allow the user to make corrections.

4.03(2)MOCS shall be capable of receiving notifications from a facsimile, and shall process the notification following MOCS' Fax-A-Locate Policy and Procedures. MOCS shall also be capable of receiving notifications via electronic mail following the same policy and procedures. See Attachment 2.

4.03(3)All notifications shall indicate the date and time (24-hour clock) the notification entered the computer and the date and time the Message was delivered to MOCS' Member's equipment or to those MOCS members who have selected voice notification. The system shall record each of these transactions.

4.03(4) MOCS shall provide its members the ability to identify their desired area of notification to within approximately 100 feet if desired.

4.04 All Notifications received at the Call Center shall be processed as set forth below:

(A) MOCS shall secure from the caller the information required by Attachment 1 hereto and such other information as is reasonably required to effectively process the Locate Request.

(B) The Call Center shall establish the location(s) of the matters being reported by the caller through manual definition by the Customer Service Representative (CSR) of the proposed excavation site. The system utilized by MOCS shall be capable of accepting street addresses, highway mile markers, railroad markers, MTR information, near intersection information, latitude and longitude coordinates, and Missouri State Plane coordinates to facilitate and expedite the mapping process by the CSR.

(C) The Call Center shall determine which MOCS members have underground facilities located within the proposed excavation site based on the information furnished to the Call Center. The system will be capable of identifying members that are using either a lat/long system or MTR system as their facility data base.

(D) The Call Center shall notify the caller of the names of all MOCS members identified as having underground facilities located within the affected area, and shall further notify the caller whether any of such MOCS members have notified the Call Center of a legally declared holiday on the day the call is received from the caller or on the next two subsequent working days. Each caller shall be informed that the one-call system notifies only members of the Missouri One Call System and that all other underground facility owners or operators must be contacted directly.

(E) Except as provided for in paragraphs (G), (H) and (I) of subsection 4.05, each Notification shall receive a unique identifying number which shall be given to the caller and contained on all Messages sent to MOCS members. The caller shall be told that this number is proof of his/her call to the Call Center. Each unique identifying number shall include the date and serial number of the Notification.

(F) If it is determined that no MOCS members have underground facilities within the affected area, the caller shall be so advised. In such a case, the operator must check with available maps to ensure that the caller is providing valid information regarding the work location.

(G) If a caller specifically requests the Call Center to notify a MOCS member that does not show up in the data base lookup for a particular Notification, the Call Center will add the requested member to the Message list via identification per the member's

call directing codes (CDC) using a county wide CDC list and shall note on the Message that the member was added on.

(H) If a caller specifically requests, MOCS shall send the caller a list of all MOCS members.

(I) Pursuant to the provisions of subsections 4.05, 4.06, and 4.07, the Call Center shall transmit a Message via the computer network, FAX network or by a telephone call to the appropriate MOCS members identified as having underground facilities located within the affected area. The Message will contain the information designated by MOCS to be secured from the caller, as shown on Attachment 1 hereto, and will be transmitted to the appropriate MOCS members within the time frames indicated in subsection 4.06.

(J) If an automated Message has not been verified as having been received by a MOCS member by the end of a working day, MOCS shall notify such member that its Messages have not been verified as being received.

4.05 Notifications received at the Call Center and Messages to be transmitted to MOCS members shall be classified and prioritized as set forth below. Under normal operating conditions, Messages shall be transmitted within the time frames indicated.

(A) Notifications reporting damage to underground facilities shall be classified as "Dig-up" Notifications. Messages to be transmitted as a result of Dig-up Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Dig-up" Messages.

(B) Notifications reporting an odor of natural gas shall be classified as "Gas Odor" Notifications. Messages to be transmitted as a result of Gas Odor Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Gas Odor" Messages.

(C) Notifications reporting excavation related activities due to an emergency as defined in Chapter 319 RSMo shall be classified as "Emergency" Notifications. Messages to be transmitted as a result of Emergency Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Emergency" Messages.

(D) Notifications reporting the intent to perform excavation related activities with less than sixteen (16) working hours advance notice, and which are not emergencies or dig-ups, shall be classified as "Non Compliance" Notifications. Messages to be transmitted as a result of Non Compliance Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Non Compliance" Messages.

(E) Notifications reporting the lack of a response by MOCS members to a previous Notification and Message will be classified as "No Response" Notifications. Messages to be transmitted as a result of No Response Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "No Response" Messages and shall use the previously assigned identification number provided the original Message was transmitted within the previous ten (10) working days.

(F) Notifications reporting the intent to perform excavation related activities with at least sixteen (16) working hours advance notice shall be classified as "Routine" Notifications. Messages to be transmitted as a result of Routine Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Routine" Messages.

(G) Notifications reporting the incorrect location of underground facilities by MOCS members in response to a previous Notification and Message will be classified as "Bad Locate" Notifications. Messages to be transmitted as a result of Bad Locate Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "Bad Locate" Messages and shall use the previously assigned identification number provided the original Message was transmitted within the previous ten (10) working days.

(H) Notifications which result in changes to the information provided for a previous Notification shall be classified as "Overwrite" Notifications. Messages to be transmitted as a result of Overwrite Notifications shall be classified based upon the matters being reported and/or the advance notice time provided, shall be identified and transmitted to the appropriate MOCS members accordingly, and shall include a reference to the identification number assigned to the previous Message transmitted. However, Notifications which result in changes to the data base lookup information or address information will be handled by canceling the original Message and transmitting a new Message with a newly assigned serial number.

(I) Notifications reporting that the work related to a previously made Notification will not be done shall be classified as "Cancellation" Notifications. Messages to be transmitted as a result of Cancellation Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "Cancellation" Messages and shall use the previously assigned identification number.

(J) Notifications requesting that a special Message be transmitted to all MOCS members with Message receipt devices in a particular data base lookup area shall be classified as "Broadcast" Notifications. Messages to be transmitted as a result of Broadcast Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Broadcast" Messages.

(K) Notifications requesting remarking of previously furnished markings that have

become unusable due to weather, construction or other causes shall be classified as "Renewal" Notifications. Messages to be transmitted as a result of Renewal Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Renewal" Messages.

(L) Notifications which result in no MOCS members being identified as having facilities in the affected area shall be classified as "No Facilities" Notifications. Messages to be transmitted as a result of No Facilities Notifications shall be transmitted to the MOCS business office at Contractor's convenience on a daily basis and shall be identified as "No Facilities" Messages.

(M) Notifications reporting the intent to perform survey or design related activities shall be classified as "Design" Notifications. Messages to be transmitted as a result of Design Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Design" Messages.

4.06 All Messages shall be transmitted in the order of their priority, and within the time frames indicated:

Dig-Up	-	within 5 minutes of receipt;
Gas Odor	-	within 5 minutes of receipt;
Emergency	-	within 5 minutes of receipt;
Non Compliance	-	within 30 minutes of receipt;
No Response	-	within 30 minutes of receipt;
Routine	-	within 1 hour of receipt;
Bad Locate	-	within 1 hour of receipt;
Overwrite	-	determined by lead time;
Cancellation	-	within 1 hour of receipt;
Broadcast	-	within 1 hour of receipt;
No Facilities	-	within the same day received;
Design	-	within 1 hour of receipt;
Renewal	-	within 1 hour of receipt.

If a higher priority message is received, it shall take messages in queue for a specific member and deliver them in one transmission. This shall not be time sensitive, and time of the day messages in queue shall be delivered along with messages of higher priority. Queue shall be adjustable, set by the time of day and the proximity of the end of the business day and by the number in the queue.

(A) Gas Odor Messages shall be transmitted to MOCS Member gas utilities identified by the data base lookup or added to the data base lookup at the request of the caller.

(B) Dig-Up, Emergency, Non Compliance, Routine, Overwrite, Renewal, Design, and

Cancellation Messages shall be transmitted to all MOCS Members identified by the data base lookup or added to the data base lookup at the request of the caller.

(C) No Response and Bad Locate Messages shall be transmitted only to the MOCS members directly involved in the situation causing the Message to be transmitted. Involvement shall be determined based upon information obtained from the caller.

4.07 Backup voice Messages will also be provided by the Call Center, as requested by individual MOCS members, for certain Emergency, Dig-up, Gas Odor and Non Compliance Messages and will be made at the earliest practical time subsequent to receipt of the Notifications resulting in the Messages.

4.08 Certain Notifications received by the Call Center will require additional information to be conveyed to the caller. They should be handled as follows:

(A) All Non Compliance Notifications shall be accepted with the understanding that a commitment for response cannot be made on behalf of MOCS members. The caller shall be: informed of the two working days advance notice requirement; told that MOCS members may not be able to respond to the Notification prior to the indicated start time; and told that beginning excavation activities prior to response by the affected MOCS members may result in liability for damaged facilities.

(B) If the caller states the call is of an emergency nature, operators will refrain from any reference to the two day advance notice requirement, and read the following statement and question.

"The law in the state of Missouri defines an emergency as a situation resulting from a sudden unexpected occurrence and presenting a clear and imminent danger demanding immediate action to prevent or mitigate loss or damage to life, health, property or essential public services. Does your work meet that criteria?" If the caller decides the work does not meet the criteria, operator will then advise of the two working days requirement and handle the call based on the start date and time. If, however, the caller insists it is an emergency, operator will read the following statement: "An emergency Message will be sent to our member utilities in the area".

4.09 For Notifications received after 5:00 p.m. (Central Time Zone time), or on Saturdays, Sundays or legally declared holidays, the Call Center shall give the caller the following message: "The two working days notice required by MOCS members to mark their facilities will not commence until 8:00 a.m. of their next normal work day".

The Call Center shall not accept incoming location requests for which the excavator will not begin work within ten (10) working days from the date of notification.

4.10 The system used to transmit Messages has the capability to allow MOCS members

with automated terminals to receive Messages and to acknowledge the receipt of Messages.

4.11 On all working days, the first transmission from the Call Center shall be an audit message. This will serve the dual purpose of alerting the receiving stations that the Center is operational and checking the operational status of the Message receipt devices. The audit message shall contain a listing of the Messages transmitted to each Message receipt location since the previous audit by Type, including the unique identifying number for each Message and the sequence number for each Message by CDC.

4.12 Computer or network failure will necessitate telephoning Messages to the MOCS members involved. When normal automated service is restored, Messages will be transmitted to the appropriate Message receipt devices for record purposes. These Messages will serve as confirmation of the previous telephonic Messages.

4.13 All actions taken by the Call Center with regard to the receipt and processing of Notifications and the transmission of Messages will be properly documented. Documentation shall be in accordance with the following:

(A) A current media recorder shall record all incoming and outgoing calls, pertaining to Notifications and/or Messages, to/from the Call Center, with the recorder system identifying the date and time of each recording made. Recordings made pursuant to these provisions shall be retained for a period of at least sixty (60) months. All voice recordings shall be indexed to the locate request notification serial number for quick lookup.

(B) Information received from the caller during the course of a Notification shall be logged by the operator handling the call and a record of such information shall be made and retained for a period of at least sixty (60) months.

(C) The system used to transmit Messages shall identify the date and time of each Message transmission and shall be able to verify the receipt of Messages at Message receipt locations. Records of Message transmissions and Message receipt verifications shall be made and retained for a period of at least sixty (60) months.

(D) The record keeping system utilized is able to produce printed copies of the records stored in the system.

(E) Copies or transcripts of recordings and printed copies of other records pertaining to specific Notifications and Messages shall be available to involved MOCS members and/or the involved caller for a reasonable fee.

5. Reports

5.01 MOCS shall submit the following to the designated liaison representative of each MOCS member, and/or to a designated alternate contact person, within the time frames indicated.

(A) Written confirmation of changes to a member's data bases or site files, within five (5) working days of the date the change is made.

(B) A printed listing of the information contained in the data bases and site files for each of the member's CDC locations, prior to December 31 of each year, or within five (5) working days of the receipt of a written request from a member for the listing with such a requested listing being paid for by the member.

(C) A copy of the Monthly and Year-to-Date summary of the number of Messages transmitted to MOCS members by CDC, including a total for each member and the total for the State within ten (10) working days after the end of each month.

5.02 Reports to MOCS' members shall be available on the MOCS website for downloading. The reports will be available through a secure log-in procedure and not available to the general public. Also, data comprising the reports will be filed and accessible to MOCS and MOCS members to "customize" reports via the internet through a secure log-in procedure.

ATTACHMENT 1

INFORMATION TO BE OBTAINED FROM CALLERS

1. Name, address, telephone number and facsimile number of any caller
2. Name, address, and telephone number of excavator
(Company name if applicable)
3. Start date and start time of excavation activity
4. Location of excavation activity
 - a. Township, Range, Section, 1/4 Section
 - b. County
 - c. Town/City and whether or not within city limits
 - d. Specific street address and/or lot number
 - e. Nearest intersecting street/road/highway
 - f. Latitude/longitude or Missouri state plane coordinate
5. Type of excavation activity, including whether tunneling or horizontal boring is involved
6. Depth of excavation activity
7. Whether the use of explosives is anticipated
8. Type of equipment to be used
9. Areas involved in excavation activity
 - a. Street
 - b. Sidewalk
 - c. Private Property i. Front ii. Rear iii. Side
10. For whom the work is being done
11. Person to contact (caller or someone else)
12. Whether someone is available between 8:00 a.m. and 5:00 p.m. on working days at the telephone number given
13. Is excavator's telephone equipped with a recording device

14. A description of the location or locations of the excavation at the site described by direction and approximate distance in relation to prominent feature of the site such as existing buildings or roadways. For excavations occurring outside the limits of an incorporated city, the following additional information shall be provided: the location of the excavation or relation to the nearest numbered, lettered or named state or county road which is posted on a road sign, including the approximate distance from the nearest intersection or prominent landmark; and if the excavation is not on or near a posted, numbered, lettered or named state or county road, directions as to how to reach the site of the excavation from the nearest such road.
15. Additional remarks the caller wishes to add