



MISSOURI ONE CALL SYSTEM

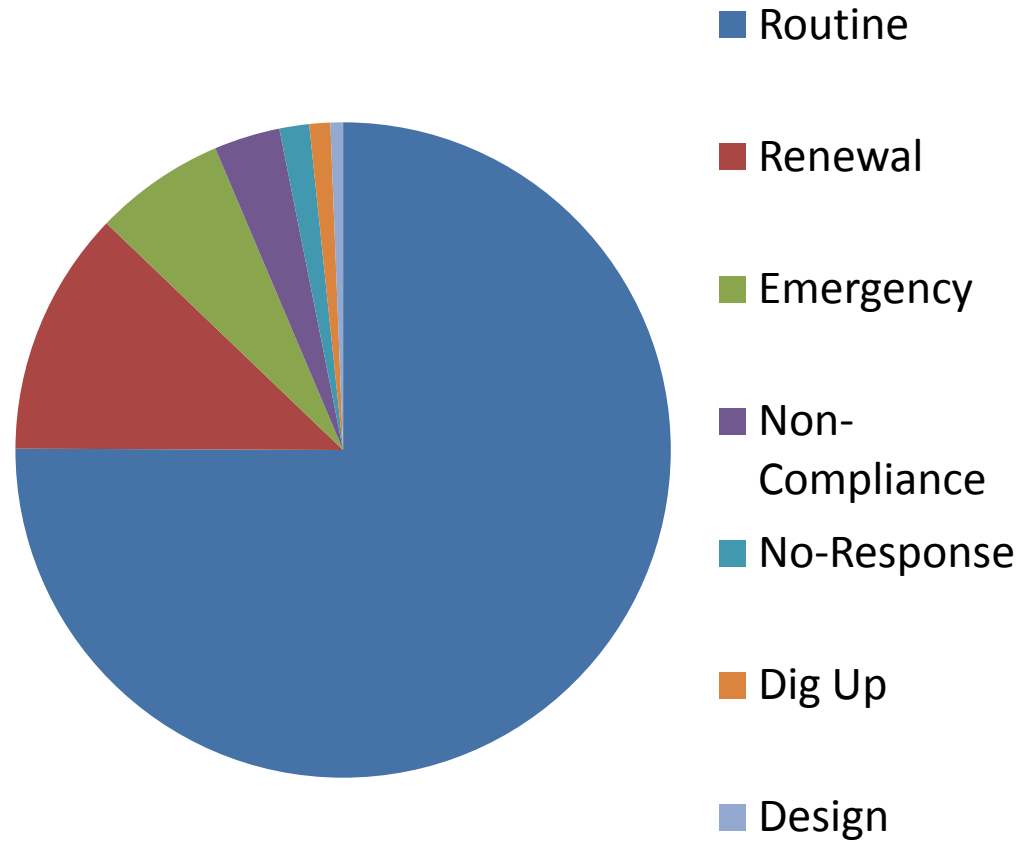
824 Weathered Rock Rd.
Jefferson City, MO 65101
(573) 635-1818

Incoming Ticket Type Statistics

TYPE	2008	2009	2010 (YTD)
Routine	474,814	457,628	317,123
Renewal	89,114	71,725	54,665
Emergency	38,567	37,026	27,447
Non-Compliance	14,676	19,946	13,344
No Response	8,650	7,368	6,485
Dig Up	7,530	6,314	4,500
Design	2,909	3,865	2,024
TOTALS	636,260	603,872	425,588

Incoming Ticket Type Statistics (Cont.)

TYPE	% of Total Volume
Routine	74.84
Renewal	12.06
Emergency	6.44
Non-Compliance	3.25
No Response	1.46
Dig Up	1.03
Design	0.62



Outgoing Renewals

YEAR	2008	2009	2010 (YTD)
Outs	525,442	467,272	317,843
% Total Volume	15.4%	13.08%	14.06%
Ticket Cost (\$1.20 '08 & '09; \$1.30 '10)	\$630,530	\$560,726	\$413,195
Avg. Locate Cost (\$22.75)	\$11,953,805	\$10,630,438	\$7,230,928

Miscellaneous Statistics

- 52% of Renewals in 2010 YTD are from companies who have called in 100+
- 68.7% of companies calling in 100+ renewals are Utilities or Utility Subcontractors
- 60% of Utilities surveyed believed that MO Statute required renewals every 10 days
- Renewals account for the same amount of volume as Emergency, Non-Compliance, No-Response, Dig-Up, & Design tickets combined

Problems Caused By Unnecessary Renewals

- Utilities pay MOCS for each renewal ticket received - $\$1.30 \times \# \text{ of Renewals} = \$???$
- Utilities pay employees or contract locators to handle the ticket as required by law (Average of \$22.75 per ticket)
- Utilities are often requested to remark when marks are still clearly visible & usable
- Increased Call Center processing times

Company Counts 2010 (YTD.)

Company	Count
Diversified Contractors	1243
Akins Excavating Llc	1236
Hunter Chase And Associates	825
Hartman And Company	739
Winkler Trenching	705
Howco Utilities Llc.	643
Lantel Communications	640
Rylie Equipment	575
Beemer Construction Co Inc	568
X L Contracting	567
Radmacher Brothers	551
Schatz Underground, Inc	542
Gerstner Electric Inc	529
Traffic Zone Service	526
Mclaren Grading Inc	520
Rylie Equipment And Contracti	442

Project Example

- Ticket #102570166 Renewed 62 Times
- $62 \times \$1.30$ per ticket = \$80.60
- $62 \times \$22.75$ Locate Cost per ticket = \$1,410.50
- $\$80.60 \times 8$ Utilities Per Ticket = \$644.80
- $\$1,410.50 \times 8$ Utilities Per Ticket = \$11,284
- Total Potential Cost for Single Ticket Renewed 62 Times = \$11,928.80
- 6 Tickets on This Project – $6 \times \$11,928.80 =$
\$71,572.80

RSMo. 319.026 §6

When markings have been provided in response to a notice of intent to excavate, excavators may commence or continue to work within the area described in the notice for so long as the markings are visible. If markings become unusable due to weather, construction, or other cause, the excavator shall contact the notification center to request remarking. Such notice shall be given in the same manner as original notice of intent to excavate.

RSMo. 319.026 §6 (Cont.)

Each excavator shall exercise reasonable care not to unnecessarily disturb or obliterate markings provided for the location of underground facilities. If remarking is required due to the excavator's failure to exercise reasonable care, or if repeated unnecessary requests for remarking are made by an excavator even though markings are visible and usable, the excavator may be liable to the owner or operator for the reasonable cost of such remarking.

What Can You Do?

- Use the Relocate Report on the Member Reports tool available free of charge
- Contact habitual offenders and threaten to bill for unnecessary remarking
- Educate contractors and personnel about when renewals are required
- Avoid sending claims to contractors for damages if the marks are visible more than 10 days after the request is made



[Exit Report Application](#)

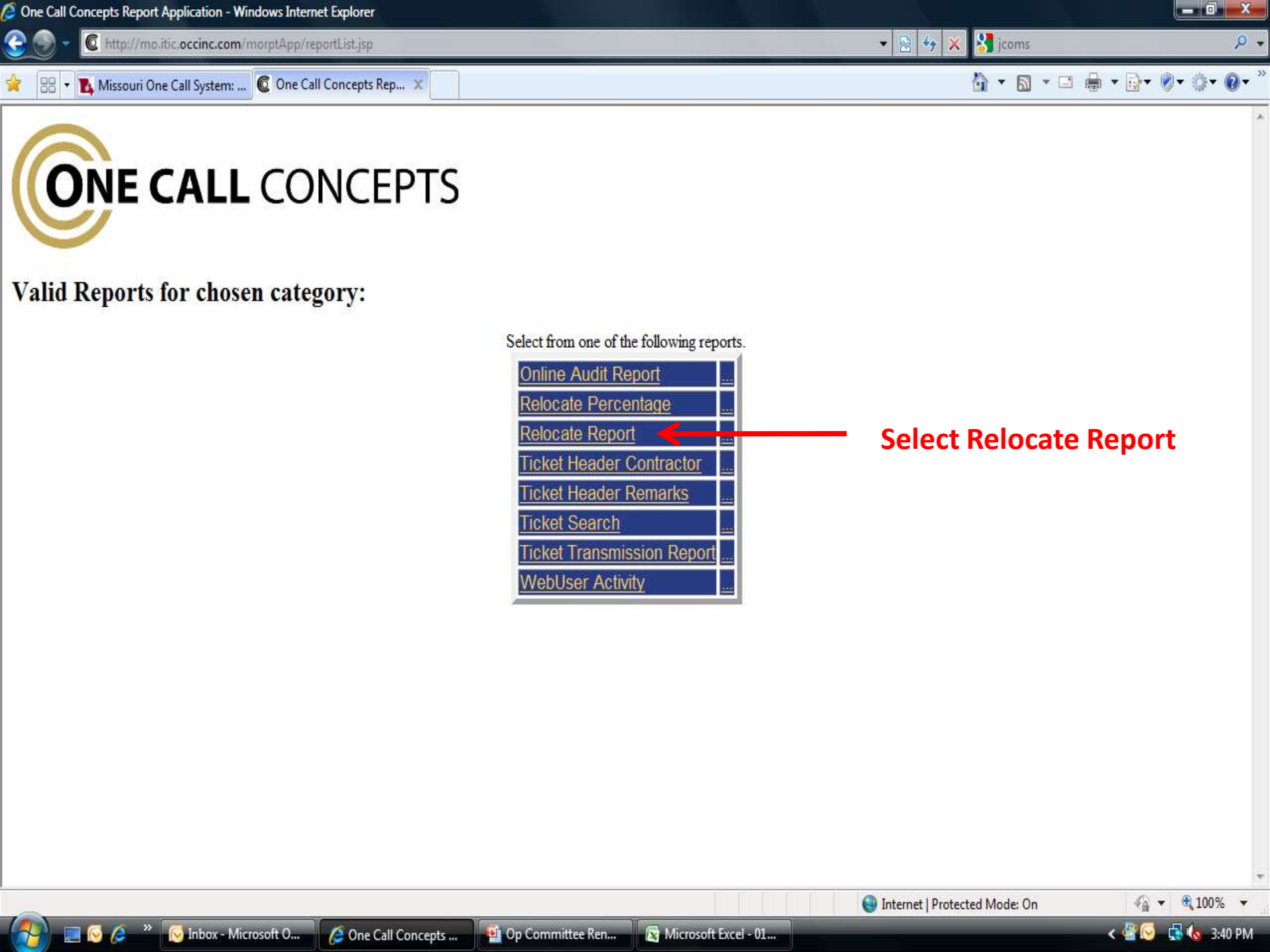
Current Information
Caller ID: 32723
Op ID: webusr7

Select from one of the following categories.

- Caller Reports
- District/Station Reports
- Ticket Reports
- Summary/Stats Reports



Select Ticket Reports



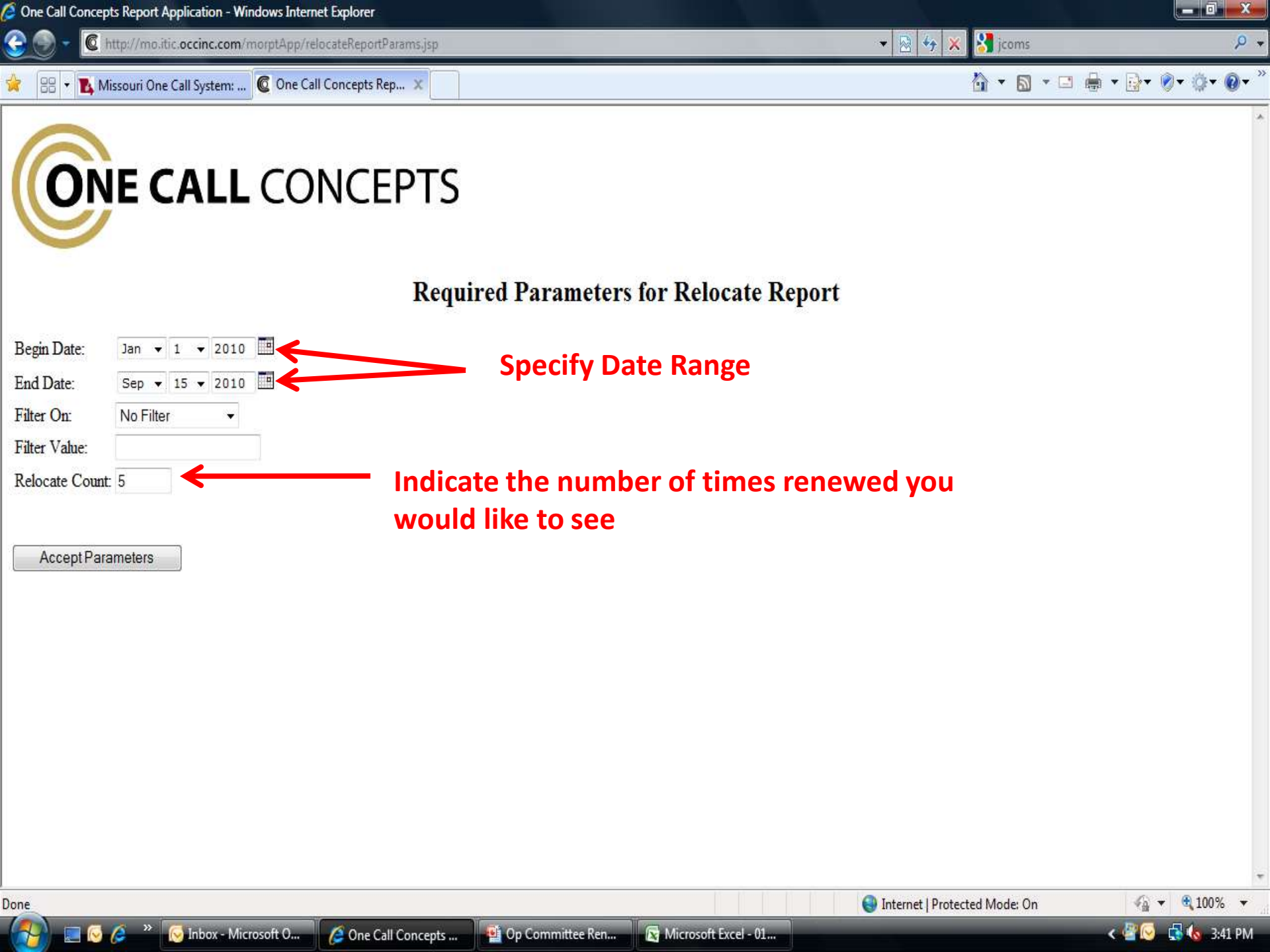
ONE CALL CONCEPTS

Valid Reports for chosen category:

Select from one of the following reports.

- Online Audit Report ...
- Relocate Percentage ...
- Relocate Report ...
- Ticket Header Contractor ...
- Ticket Header Remarks ...
- Ticket Search ...
- Ticket Transmission Report ...
- WebUser Activity ...

Select Relocate Report



Required Parameters for Relocate Report

Begin Date: Jan 1 2010

End Date: Sep 15 2010

Filter On: No Filter

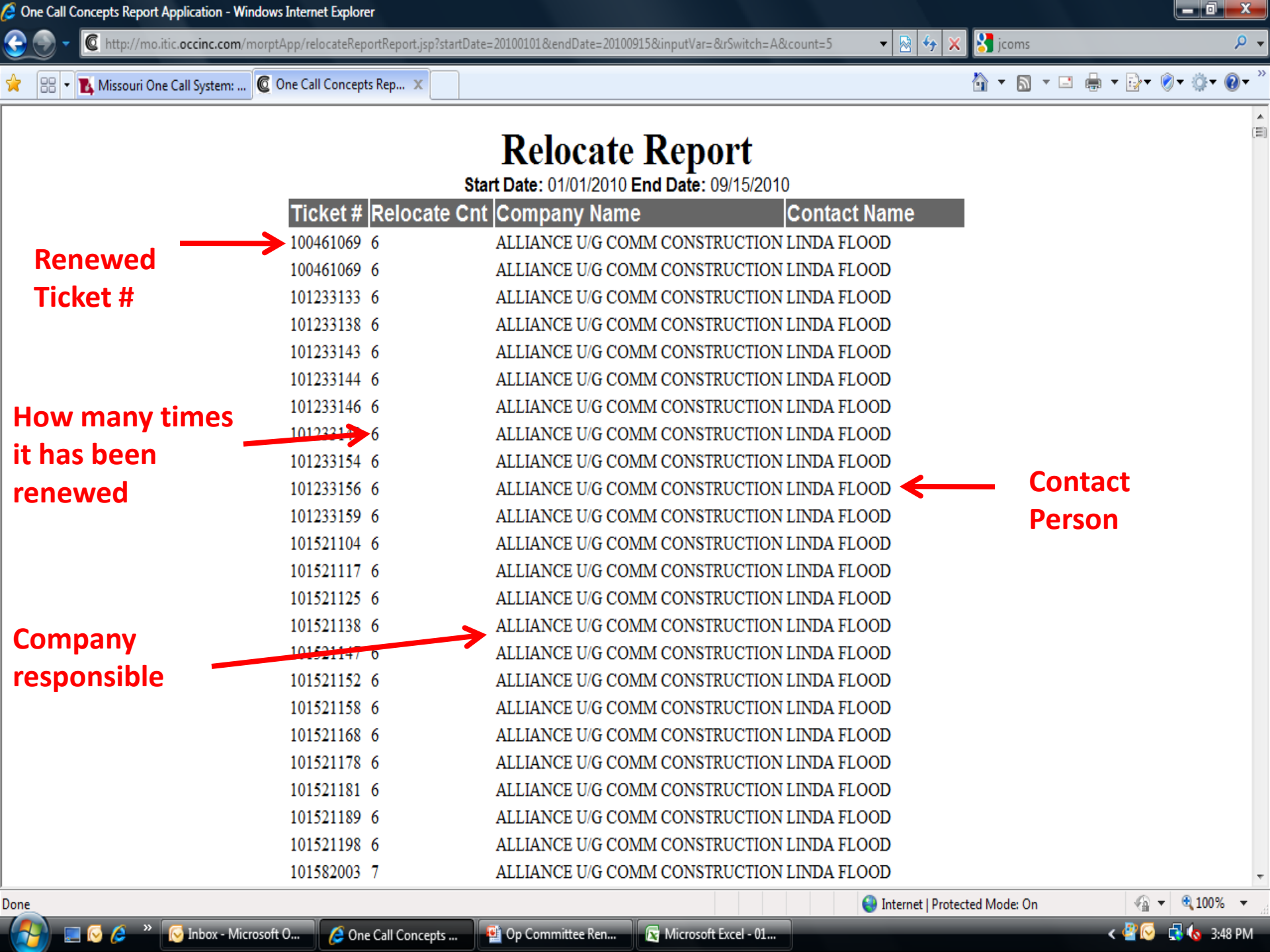
Filter Value:

Relocate Count: 5

Specify Date Range

Indicate the number of times renewed you would like to see

Accept Parameters



Relocate Report

Start Date: 01/01/2010 End Date: 09/15/2010

Ticket #	Relocate Cnt	Company Name	Contact Name
100461069	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
100461069	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233133	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233138	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233143	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233144	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233146	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233150	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233154	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233156	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101233159	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521104	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521117	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521125	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521138	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521147	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521152	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521158	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521168	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521178	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521181	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521189	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101521198	6	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD
101582003	7	ALLIANCE U/G COMM CONSTRUCTION	LINDA FLOOD

Renewed Ticket #

How many times it has been renewed

Company responsible

Contact Person