



# Digging into PA One Call Enforcement with the Innovative Software of 1MARK™

This article is the latest in our series of articles describing how Authorities can use 1MARK™ software to easily and affordably connect its front office to its field staff for a seamless flow of information using cloud technology.

by the Staff at 1MARK™



The New PA One Call Law is now in effect. Act 50 of 2017 authorizes the Pennsylvania Public Utility Commission (PUC) to enforce provisions of the state's Underground Utility Line Protection Law, Act 287, also known as the "One Call Law." The PUC's Bureau of Investigation and Enforcement (B&I) has created a Section called "PA1Call Enforcement" with investigators dedicated to Act 50's enforcement.

## NEW AVR FORM

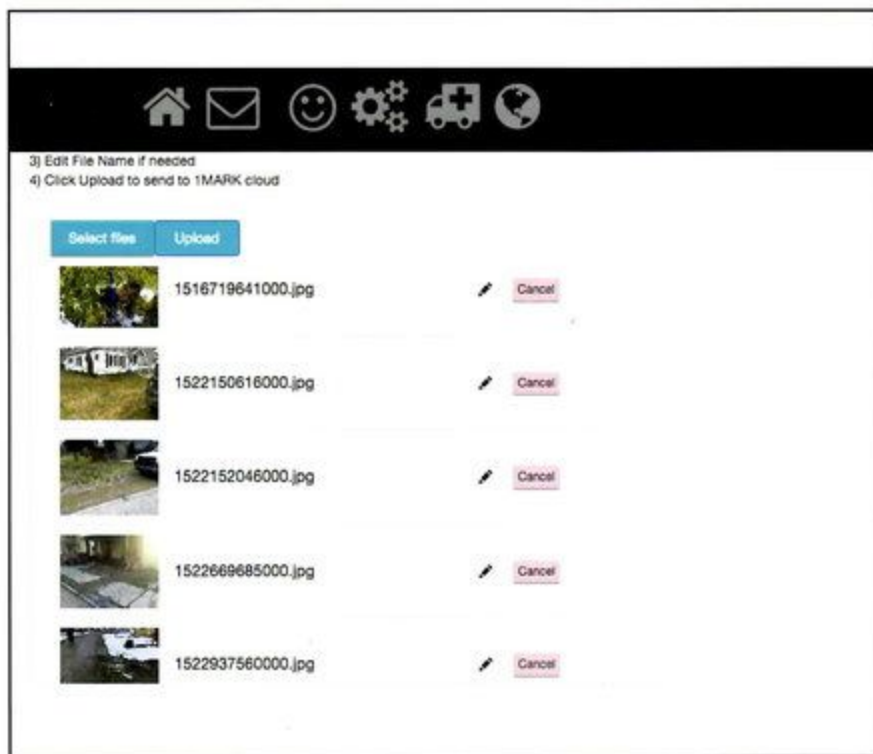
According to information provided on the website of PA One Call, the PUC will primarily depend on entities filling out an Alleged Violation Report (AVR) to enforce Act 50. All underground facility damages are to be documented and submitted to the PA One Call System via a facility damage investigation form (AVR) found on the PUC website and the PA One Call System website. At the bottom of the AVR is a button to upload documentation concerning the incident that is under investigation.

## DOCUMENTATION IS KEY

Therefore, documentation is key to complying with the new law. If asked, can you provide the PUC with the necessary documentation to complete an AVR form? Even if you are sure you have all the information, how long will it take you to retrieve it, especially if the dig ticket is several months old or even older? Can you find and upload your site photographs or video, if any?

## SOFTWARE TO DOCUMENT THE LIFECYCLE OF A TICKET

1MARK™ is a web-based one call ticket management software that replaces inefficient faxing and paper-based requests, paper files, and thousands of unorganized digital photographs or videos. It allows access to real-time information and to transmit accurate information back. This soft-



ware supports everyone involved in the lifecycle of one ticket call management. And, when you need to search for the history of a ticket, with one click, all supporting documentation is at your fingertips. As an example, let's follow the lifecycle of a dig ticket with this software.

## RECEIPT/INBOUND OF TICKET

1MARK™ is the link between facility owners and the PA One Call Center System (POCS) that serves all inbound tickets in real-time to a web-based application where they can be viewed, processed and archived. Paperless operations management saves time and money by reducing manual data entry errors, allowing field staff to complete work order reports in the field, and providing real-time reports and analytics.

Some facility owners maintain multiple Call Directing Codes (CDC) from the POCS for the purposes of receiving dig tickets at multiple locations.

1MARK™ has helped several authorities move from multiple CDC's to a single CDC, thereby saving a significant amount of money on their billing from the POCS. In these cases, the facility owner simply views the inbound dig tickets over the web using any web browser as opposed to having a fax or email sent to the alternate location. If an authority does not know if it has multiple CDC's (this happens more than you would think!) it can simply contact the POCS and inquire, or call the helpdesk at 1MARK™ and we can find out for you.

## FIELD DOCUMENTATION

The documentation of your field staff is critical. Therefore, providing field staff a cost effective and efficient method of documenting a work site is not only smart for Act 50 compliance purposes but smart for business purposes as well because it keeps field staff where they're needed the most--working and marking in the field. As an

example, consider what field staff currently do with site photographs and videos.

## A PICTURE IS WORTH A THOUSAND WORDS

We all know that a picture or video can be worth a thousand words, but are thousands of unorganized pictures worth anything? Digital photos or video are a great way to document a dig site, but how do you take, store, manage, search and retrieve them?

We have found that one of the most favorite features that current IMARK-™ users rave about is the software's ability for field staff to almost instantly document and manage all the photographs and videos of the site while on site. Yes, while on site! In fact, some facility operators have stated that this feature alone is the reason they use the software, and their field staff are amazed at the simplicity and ease of using this feature, including the large, simple, color-coded icons on one mobile screen.

Let's contrast the fax/email approach with the software approach.

## FAX/EMAIL

If field staff is still using the fax or email to receive their ticket, then field staff, if they're taking photos or video at all, probably have to take all of the following steps:

- picks up fax or email dig ticket at the facility, and proceeds to site;
- takes photographs and/or records video on site with a digital camera or cell phone;
- takes the camera or cell phone back to the facility;
- downloads the photos and video onto the facility's computer;
- creates a file and labels it with identifying site information (date, time, job number, staff name, etc.);



## Video





- sorts or organizes the collection of files;
- repeats above for every dig ticket;
- monitors photo/video storage capacity on facility computer.

This can be a daunting task. And, the ticket itself is probably stored in another file, whether paper (if using fax) or electronic (if using email).

## SOFTWARE

With 1MARK™ software, digital photos and video are automatically linked to the history of the dig ticket while on site with the ease of a click. With software, this involves the following steps:

- proceeds directly to site, having received ticket on a mobile device (smartphone or tablet);
- takes photographs and/or records video at site with same mobile device;
- uploads all photos and/or video to ticket history on site using the same mobile device;
- close ticket at site when finished.

And, they are all stored in the cloud with unlimited storage capacity, and can be found in one place.

## MANAGE AND VIEW STATUS

As discussed in previous articles, facility operators can assign, manage, and view status of tickets from any computer or device.

## CREATE INCIDENT REPORT

1MARK™ has a function built into it that allows facility operators to create an Incident Report for any dig ticket and upload directly into the AVR (see page 45 for a screen shot of the form). This Incident Report contains a complete digital trail of the dig ticket along with photographic or video documentation that was taken by the field marking staff and any drawings or sketches

## What PMAA Members Are Saying About 1MARK™



**The Bradford City Water Authority converted to 1MARK™ for processing of our dig tickets. The BCWA had a duplicate Call Directing Code (CDC) from the POCs so that faxes of dig tickets could be sent to our distribution shop. We have now canceled the additional CDC and our staff simply logs onto 1MARK™ to view all dig tickets from anywhere. Deleting the CDC resulted in our bill from the POCs being reduced enough to pay for the 1MARK™ 811 base package. We have already moved up to 1MARK™ premium package and incorporated our 5,400 service tap cards so our staff can view these measurements in the field on the mobile device. Marking of our facilities for One Calls is now much faster and efficient.**

*Steve Disney, Executive Director*

that that may have been uploaded and attached to the ticket within 1MARK™.

## SEARCH TICKET HISTORY WITH A CLICK

Finally, let's get back to the AVR request. With 1MARK™ software, searches for ticket history and documentation are no longer daunting and cumbersome but can be performed with one click. It's Act 50 compliance smart and business smart.

Our next installment of articles will describe how 1MARK's Tracker Module connects the office to the field for management and staff notification for investigations, leaks and customers' complaints.

## About 1MARK™

An endorsed member program of PMAA that provides Authorities a low-cost, monthly subscription option to

connect the front office with the staff in the field for a seamless flow of information accessible on any web browser, tablet or smartphone. This web-based software platform processes and manages PA1 Call Tickets, includes a complete work order system tailored to the water and wastewater industry and provides a solution for transmitting all of your important geo-located information to field staff superimposed onto Google® Maps for viewing of your GIS mapping, field measurements and all of your Record Drawings.

For more information about 1MARK™ or to arrange a demonstration of the program, please visit PMAA's website and find us under the Endorsed Member Programs section.

### Alleged Violation Report

PA Act 267, as amended 73 P. S. § 176 et. seq.  
Powered by Pennsylvania One Call System, Inc.



First Name  Last Name

Company Name

Address

City

State

Zip Code

Email

Phone

Role

### Alleged Violation Information

Type of Alleged Violation

Reason

Add Reason

When did the alleged violation occur?

AM

Was the One Call System notified?

Was the excavation exempt from One Call notification?

### Event Information

Country

Municipality

Ward

Work Site

Nearest Intersection

Geolocation (?)

[Use current location or Specify coordinates](#)

### Work Information

Did Excavator incur down time?

Was a response posted to the One Call System?

Was the design serial number on the plans/bid documents?

Were the lines shown on the plans/bid documents?

### Summary and Attachments

Provide a summary of the event

Attachments

Submit

If more space is needed, attach additional pages or documents.

Upload