



1 MARK™ and the New Law Transferring Enforcement of PA 1 Call System to PUC

PMAA has tracked this issue for years to determine how the transfer of enforcement power to the PUC will affect authorities when it comes to their PA 1 Call tickets. Now that the new law looks like it is set to take effect sometime in 2018 we are bringing our membership up-to-speed with a software product that will make compliance with this new law easy and affordable. In fact, authorities that currently receive their 1 Call tickets by fax will actually save money!

PMAA is proud to introduce our newest endorsed member program called 1MARK™.

This new, web-based software product, developed by Breakthrough Concepts, LLC, will change the way your authority handles 1 Calls and provide an affordable solution to the issues resulting from the PUC takeover of enforcement for the 1 Call System.

This new law places duties on facility owners to maintain records of notice to the PA One Call System (POCS), verify where underground utility lines run and participate in 1 Call's member mapping program.

Many authorities will have compliance concerns regarding this new law and are asking:

How will we organize, archive and retrieve our paper 1 Call tickets?

What happens if our emailed tickets get deleted or lost?

How long will we be required to maintain these records?

How do we effectively archive any of our dig site photographs or videos?

How do we get our GIS mapping information into the hands of our field staff without breaking the bank?

Is there a better way to receive 1 Calls other than by fax or email?

Currently, the vast majority of authorities (and all other facility owners for that matter) receive their 1 Call tickets in an antiquated and inefficient fashion - by fax or by email from the POCS.

The POCS has struggled for years with moving their fax users to email receipt of their 1 Call tickets because people know that emails are inherently difficult to manage, especially over long periods of time. Authorities that are currently on email receipt spend a considerable amount of time and labor managing, tracking, processing and archiving their 1 Call tickets.

1MARK changes all of this by eliminating all of the labor associated with these activities; this is made possible by cloud computing and the storage capability offered within 1MARK. All that is required is to log into to the 1MARK website and view all of the 1 Call tickets in real-time with the POCS.

Because all of the KARL functions are built into 1MARK, processing the 1 Call tickets is easy and efficient.

1MARK utilizes the "Data Option" instead of fax or email from the POCS for receipt of 1 Call tickets. There is never any software to purchase or updates to load. This service is web-based and offered for a low-cost, monthly subscription based upon the number of service connections in a system. PMAA has negotiated with 1MARK to waive the \$150 setup fee for our members.

PMAA has teamed up with 1MARK because this software provides authorities with a web-based solution to comply with the new law and dramatically improve how our members handle 1 Calls within their operation. 1MARK will give our members:

- The ability to use any web browser and mobile device to graphically view their GIS mapping overlaid onto the 1 Call ticket dig site.
- Use of their mobile device or tablet to take and store an unlimited amount of date and time stamped photographs and videos of the markings of the dig site.
- The ability to retrieve instantly any 1 Call ticket from cloud storage to provide a digital paper trail of notice to the POCS.
- Built-in tools to upload their GIS shape files in order to keep mapping current.

1MARK is in use at several of our authorities throughout Pennsylvania and is ready to help our membership get ahead of this new law and improve how they do business.

For more information about 1MARK, or to arrange a demonstration of the Program, please visit the website at 1mark.org.



Cost Matrix for 1 Call Module

Subscriber Tier	Total Service Connections	\$/Month
A	1	\$50
B	151	\$75
C	1,501	\$125
D	5,001	\$150
E	10,001	\$225
F	30,001	\$325
G	50,001	\$500
H	70,001	Call to Discuss

What PMAA Members Are Saying About 1MARK™

The 1MARK technology represents a game-changer for us. 1MARK enables Highland's field staff to access and clear PA 1 Call tickets in the field, view our GIS data on Google Maps, and store photographs of our line markings for legal documentation purposes. 1MARK has made Highland's operations more efficient."

**Jeremy Horvath, Assistant Manager,
Highland Sewer & Water Authority**

1MARK is easy to use and quick to implement! My field staff are now equipped with Apple iPads to receive 1 Call tickets and view the dig site in Google Maps. The map shows the dig site with NBCMA's GIS overlaid. 1MARK allows my team to quickly mark, photograph and clear the marking or dig site. We are also working with 1MARK to allow us to view our Record Drawings using the Google Maps Viewer. With one click we will be able to see our Record Drawings which will really help my guys on late night emergency 1Calls.

**Jeff Greenwood, Chief of Operations
Northampton Bucks County Municipal Authority**

Manor Township Joint Municipal Authority came across 1MARK in our search to enhance the management of our PA-1 Call tickets.

Features we especially like include:

- Emergency tickets are now sent to multiple employees on their mobile devices which allows us to quickly respond to the ticket;
- Management knows that employees have been dispatched to respond to emergency tickets;
- Built-in tools allow us to test emergency contact phone numbers;
- Photographs of the worksite can be taken and stored with each ticket.

The conversion from our previous 1-Call delivery system to 1MARK was extremely easy. We are very pleased with 1MARK.

**April Winklmann, Manager
Manor Township Joint Municipal Authority**

