



Your Digital Paper Trail for the One Call Process

by the Staff at 1MARK

This is the third in a series of articles describing how authorities can use 1MARK to easily and affordably connect the front office to the field staff for a seamless flow of information using cloud technology.

Most authorities are aware that changes are coming to the One Call process in Pennsylvania due to the passage late last year of the Underground Utility Line Protection Act (a/k/a the “PA One Call Law”).

This article discusses the changes in the law, which places new duties on facility owners and provides for enforcement by the Public Utility Commission (PUC) including audits and penalties, which will take effect on April 30, 2018. Next, this article explains how 1MARK can assist authorities to comply with the new Law.

The intent of the changes to this law is to reduce the number of hits on underground facilities and strengthen enforcement (by imposing fines) when hits occur. Having documentation of everything you do in the processing of One Call tickets will play an important role going forward.

New to the One Call Law is the reporting of alleged violations to the PUC through the PA One Call System (POCS). Specifically, facility owners will be required:

“To submit a report of alleged violation to the commission through the One Call System not more than thirty business days after receipt of notice that the facility owner’s lines have been damaged by excavation or demolition work or if the facility owner believes a violation of this act has been committed in association with excavation or demolition work. The report of alleged violation shall be in a form and manner as required by the commission. No report may be required where the cost to repair the damage to the facility owner’s lines is less than two thousand five

hundred dollars (\$2,500), unless the same person damaged the facility owner's lines two or more times within a six-month period."

Further, when reporting an alleged violation, facility owners will need to include all the information used to process the ticket in question, such as photographs, photocopies and drawings, essentially an entire audit trail of the who, when and how a dig ticket was handled.

Currently, the vast majority of facility owners receive their One Call tickets by an antiquated and inefficient fashion - by fax or email from the POCS. Preparing an audit trail could prove challenging for these facility owners given the inherent difficulty of managing emails or paper faxes, especially over long periods of time.

The POCS will be responsible for providing to the PUC access to or photo

PA 1-CALL DOCUMENTATION

Your digital trail

each day

copies of POCS response records, tickets or other similar information related to matters covered by this act under investigation by the PUC.

1MARK was developed to provide facility owners a new alternative for the receipt and processing of their One Call tickets and allows the fax and email

Water • Wastewater • Municipal

KLH

ENGINEERS, INC

412.494.0510 www.klhengineers.com



options to be abandoned. This new alternative utilizes the POCS's under-used "data option" and provides direct communication with the POCS in real-time for the processing of One Call tickets.

This cloud-based software takes the entire One Call process that facility owners encounter on a daily basis to the web where it is stored and archived indefinitely and provides field staff the ability to photo-document the dig site using their mobile device.

Consequently, the entire audit trail and photo-documentation can be instantly accessed over the web at any time for any ticket from any computer.

Therefore, if an alleged violation needs to be reported, an incident report can be generated at the click of a button within 1MARK to provide a complete digital paper trail audit for any One Call ticket.

This report includes a complete audit of who, when and how a ticket was

closed along with the photo-documentation that was taken of the dig site.

Any additional drawings or information used by the field staff to process the ticket can easily be attached by uploading a PDF scan. The incident report can then be printed and mailed or emailed to the POCS for processing.

The PUC will be issuing warnings and penalties to assure that the provisions of this Act are met. Administrative penalties can be up to \$2,500 per violation; however, if violation results in injury, death or property damage greater than \$25,000, the penalty can be up to \$50,000.

About 1MARK™

1MARK™ is our newest endorsed member program that provides authorities a low-cost, monthly subscription option to connect the front office with the field staff for a seamless flow of information accessible on any web browser, tablet or smartphone.

This web-based software platform processes and manages PA One 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 digital, 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™, which is produced by Breakthrough Concepts, LLC, or to arrange for your personal demonstration, please visit PMAA's website and find 1MARK under the Endorsed Member Programs section in this magazine (pages 18–19).



What PMAA Members Are Saying About 1MARK™



1MARK has exceeded my expectations! In less than sixty minutes CRW converted to 1MARK and training was completed in a few hours, it was extremely simple.

1MARK greatly assists CRW with the documentation requirements of the new 811 legislation by keeping a complete, digital paper trail of the 811 tickets my team processes.

With one click my team can easily take multiple pictures of their markings or a dig site before they sink the backhoe bucket.

My field techs are clearing 811 tickets faster and have instant access to CRW's GIS data with 1MARK's one-stop-shop approach providing locators with immediate information on their mobile devices, as well as access to record drawings .

Maynard Gardner, Distribution Field Supervisor, Capital Region Water

HRG

Herbert, Rowland & Grubic, Inc.
Engineering & Related Services

AN EMPLOYEE-OWNED COMPANY

[BUILDING RELATIONSHIPS.
DESIGNING SOLUTIONS.]



Designing customized cost-effective solutions to protect the health of local communities.

www.hrg-inc.com

717.564.1121

