

PA-Section

AWWA 2017 Annual Conference

1 MARK

A Web-Based Software Platform that Processes PA1-Call's Email of the Dig Tickets to You in the Cloud

“The Next Generation Technology for PA1-Calls”



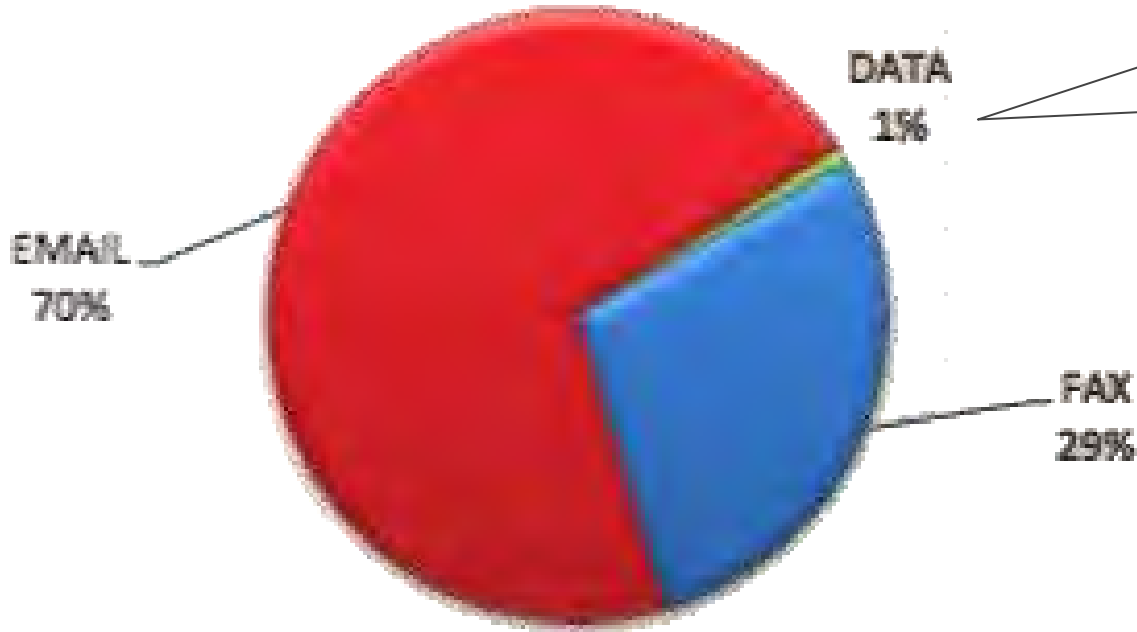
1MARK Case Study

- 1MARK was Developed and Field Tested at both a Water Authority and a City in Pennsylvania
- POCS Staff Were Key to 1MARK's Field Trials
- 1MARK is a Proven Cloud-Based Interface with POCS with No Lost Tickets or Responses
- This Proven Technology Provides Pennsylvania Utilities with a New Tool to Assist with the Burden of Processing 1-Calls, Gain Operational Efficiencies and get ahead of a law change concerning maintenance of records to POCS

The Operational Problem:

- FAX
 - Antiquated and Expensive (\$0.47/ticket)
 - PA1-Call Indicates Fax is Being Phased Out
- Emails
 - Difficult to Manage/Track Tickets From an Email Box
 - Cheaper at \$0.02/ticket
 - After Hours Access is Difficult
 - Office Staff on Vacation
 - Adds Extra Step - Print Tickets
 - PC Failures/Unreliable Local Net Providers
- Communication with Fax and Email is Only 1-Way from PA1-Call to Utility

PA One Call Membership by Service



Option Available but Unused by Utilities Due to Lack of Technology

The 2017 Legislative Session:

This year's legislative session may result in new requirements upon facility owners for maintenance of records of notice to the One Call System.

1Mark has allowed our Authority to get ahead of any possible new requirements by getting rid of our fax, bypass the email option and move directly to cloud-based storage.

- Stored off site for an indefinite period of time
- Automatically backed up
- Cloud storage is redundant across data centers
- Record retrieval is quick and efficient (tickets and photos)

The Solution is 1MARK:

- POCS Remarks on Ease of Use and Low User Cost
- Web-Based Program that Resides in the Cloud
- Acts as an Real-Time Interface Between PA1-Call and the Utility with 2-Way Communication via Email (You Don't Ever See the Actual Email Due to the Interface)
- Utilities Can Now Use 1Mark to Process, Manage, Assign, Track, Close and Store Data Including Videos and Pictures
- Facility Owners Access 1Mark over the Internet
- Utilities Without Internet Can Run on Texting

Operational Efficiencies of 1MARK?

- Manage Dig Tickets on One Screen by Due Date
- Overlay GIS Mapping on the 1-Call Ticket
- Clear Tickets in Field Providing for Less Truck Rolls
- Take Pictures and Videos of Sites - Important if Marks are Ever Called into Question in a Lawsuit or a Dispute
- View Real-Time Status of Our Emergency Dig Tickets to See Who Has and Who Has Not Responded
- Receive Emergency Tickets as a Text Alert on our Mobile Devices for Quicker Response
- View On-line Ticket History to Eliminate Paper Storage
- Have Your Dig Ticket On-Site on Your Mobile Device
- Save on Printing and Copying Cost - No Need to Print!

Modules Added to 1MARK

1. Cloud Tap Card Module
2. Leak Tracker
3. Complaint Tracker
4. Work Order Module
5. Application Programming Interface Module for GIS



Demonstration

Subscriber Tier	Total Service Connections		\$ / Month
A	1	150	\$49.95
B	151	1500	\$75
C	1501	5,000	\$100
D	5,001	10,000	\$150
E	10,001	30,000	\$225
F	30,001	50,000	\$325
G	50,001	70,000	\$500
H	Over 70,000		Call to Discuss

PMAA Member all setup fees waived !

Fax Example



Financial Analysis Calculator

Enter # Connections # 1Call Tickets
 7000 1400

PA-1 Call Cost Breakdown - Fax

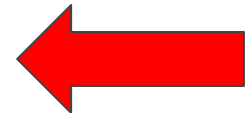
	\$/Ticket	Total/Year
Annual Number of PA-1 Calls Received		1,400
PA 1 Call PA 1 Call Base - Montly Activity Fee / Ticket	\$0.80	\$1,120.00
Fax Delivey Charge	\$0.47	\$658.00
PA-1 Call Cost / Year		\$1,778

PA-1 Call Cost Breakdown - 1MARK

Eliminate One Call Fax Charge / Ticket	\$0.45	100%	630.00
1MARK Solution / Month	\$150.00		(1,800.00)
Email Delivey Charge / Ticket	\$0.02		(28.00)
Cost / Truck Rolls Fuel	\$3.0	35%	490.00
Cost / Truck Rolls Labor	\$15	30%	2,100.00
Printing / Copying	\$0.03		42.00
Phone Line For Fax	\$24	12	288.00
Annual Saving Using 1MARK Solution / FAX			\$1,722

**7000
Connections**

**1400 PA One
Call
Tickets/Year**



Email Example



Financial Analysis Calculator

Enter # Connections # 1Call Tickets
7000 1400

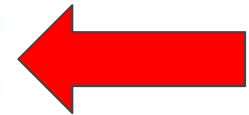
**5000
Connections**

PA-1 Call Cost Breakdown - Email

	\$/Ticket	Total/Year
PA 1 Call PA 1 Call Base - Montly Activity Fee / Ticket	\$0.80	\$1,120.00
Email Delivey Charge	\$0.02	\$28.00
PA-1 Call Cost / Year		\$1,148

**1000 PA One
Call
Tickets/Year**

1MARK Solution / Month	\$150.00		(1,800.00)
Cost / Truck Rolls Fuel	\$3.0	35%	490.00
Cost / Truck Rolls Labor	\$15	30%	2,100.00
Printing / Copying	\$0.03		42.00
Phone Line For Fax	\$24	12	288.00
Annual Saving Using 1MARK Solution / Email			\$1,120





Get Started 15 Minutes

Sign Up for 30 Day Free Trial
1mark.org/trial



Contact POCS Call Center



Log-In to **1mark.online**



1-Call Tickets Automatically
Start Flowing through 1MARK
to/from YOU!



Thank You for Your Time
Any Questions ?



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