

One-Call Notification Screening

Purpose	The purpose of this document is to share learnings with pipeline operators related to the process of receiving, analyzing, and managing notifications from the State One-call Center to decide the appropriate course of action for each ticket (including whether or not a site visit investigation is warranted).
Reference	49CFR 195.442 “Damage prevention program” API RP1166 “Excavation Monitoring and Observation” State Damage Prevention Laws and Regulations
Appendices	<ul style="list-style-type: none"> • Appendix A: Forms and Reports
Related Toolbox Topics	<ul style="list-style-type: none"> • Operator One-Call Ticket Management Systems • One-Call Notification Response and Communications • Line Locating and Temporary Marking • Excavation Monitoring and Observation • One-Call Quality Assurance Program

CONSIDERATIONS: Factors Affecting Regulations

IMPORTANT: Refer to individual State Regulations. Each state may have different requirements for managing ticket notifications. Consider determining things such as required notice prior to excavation, and positive response laws. (i.e. Wisconsin law is 72 hours instead of 48 hours, or Positive Response requirements in Minnesota state the operator must positively respond to the One-Call Center instead of to the excavator).

Receiving State One-Call Tickets:

As a member of a State One-Call Center, an operator furnishes the State One-Call Center with pipeline location information and provides a designated buffer zone or grid for receiving notifications from the State One-Call Center. The information provided is in a format acceptable by the State One-Call Center. The State One-Call Center will then notify the Operator of calls or messages received concerning proposed excavations on or near the furnished pipeline locations. Operators may receive notifications from a State One-Call Center at a centralized location, various field locations, or a combination of the two.

CONSIDERATIONS: Factors for an Operator to Consider when Developing a System for Receiving and Screening -all Notifications from a State One-Call Center

- Management of emergency notifications 24/7 from the State One-Call Center (i.e. Centralized processing center, after hours operations control center, e-mail system for emergency line locates)
- Response required by State regulations for marking or responding
- Work date on a ticket for ascertaining screening priority
- State specific regulations or guidance for notifications with for large proposed excavation or work areas, proposed project or design notifications and land survey notifications
- Performing a daily audit of State One-Call Notifications Received versus what the State One-call reports indicate were sent

Analyzing One-Call Tickets:

Operators may consider including in their process some general steps for analyzing one-call tickets and the requirements necessary to make a decision on the final status of a ticket. After reviewing the detailed information described on the notification, the first step taken by an Operator is to determine whether or not the scope of the proposed excavation has the potential to impact the integrity of the pipeline system. Operators may establish additional screening criteria to assist in analyzing one-call tickets.

CONSIDERATIONS: Additional Screening Criteria

- Type of excavation
- XX feet from centerline or secondary buffer zone
- Experience with excavator
- High construction/excavation activity areas
- High consequence areas and unusually sensitive areas

Clearing One-Call Tickets:

Clearing the notification may be done in a variety of methods.

Clear by map:

Many Operators use an electronic screening process whereby the proposed excavation location is automatically placed on their map within the operator one-call management system. If the ticket indicates a specific, verifiable work location and meets company designated criteria, then it may be analyzed and cleared by map.

If the dig site location and physical landmark descriptions, provided on One-call ticket, can be verified on the Operator's mapping system and the dig site location is outside of the Operator's additional screening criteria, then the ticket may be cleared and the excavator should be informed that no conflict exists. Some states require the operator to notify the excavator that no conflict exists.

CONSIDERATIONS: Factors to Consider when Clearing a Ticket by Map

- If the work location is outside the designated buffer zone, investigate why the ticket was received or consider there may be a different work location than the initial location found
- Contact with the Excavator may not be required if the exact work location is known and the proposed work or activity falls outside the Operator additional screening criteria. Note some states require a positive response even when tickets are cleared
- Map should be aligned with excavation location description referencing such things as roads, creeks, intersections, coordinates, landmarks, addresses (i.e. SW corner of intersection of Main and Beacon Streets, Front property line of 704 Byrne, going east for 500 feet, stated latitude and longitude)

Clear by contact:

Another method that can be used by the Operator is to contact the Excavator directly to determine the scope of proposed excavation. This method is used when contact with the Excavator is necessary to obtain more information than what is described on the ticket or when the information contained on the notification needs clarification.

Contact the Excavator if

- The address cannot be located on map or appears to be incorrect (e.g. street number and name don't correspond)
- Ticket indicates location map or additional information is available upon request
- Ticket contains conflicting or unclear information on work location or work scope
- Examples of general work locations requiring Excavator contact:
 - Approximately five miles east of city on Highway 77, then 1 mile south on lease road
 - 704 Byrne (rural location and property size unknown)

Clear by site visit:

An Operator may elect to visit the proposed excavation site to determine if the proposed excavation work or activity has the potential to affect the pipeline. This method may be used when a map or contact with the excavator does not provide enough information to clear the one-call notification. A site visit to secure additional information or to validate the scope of the work may be required.

CONSIDERATIONS: Factors to Consider when Clearing a Ticket During a Site Visit

When evaluating the proximity of proposed excavation work or activity at the site, additional considerations may influence whether or not the notification should be cleared.

- Does the excavator have a proven record of following pipeline company procedures and requirements
- Has the proposed excavation area been white lined or marked by the excavator (is the area a well defined excavation area)
- Has the pipeline operator or appointed representative confirmed the type of equipment to be used
- Does the work plan indicate the need for special considerations or individual operator designated procedures, such as:
 - Blasting
 - Seismic testing
 - Mining
 - Quarry Operations
 - Dredging
 - Heavy Surface Loading
 - Multiple Pipeline Corridors
 - Abandoned Pipe Segments
 - Boring / Directional Drilling
 - Pile Drilling

Conflict Tickets:

If the proposed excavation will be in conflict with the pipeline, an Operator will notify the excavator that proposed excavation has the potential to impact the integrity of the pipeline. Usually State regulations require the Operator to send a “positive response” to the excavator notifying him of the no conflict analysis or that the pipeline at the proposed excavation location has been located and marked. A Company representative can contact the excavator about the type of temporary markings that will be used, notes on the ticket the actions taken, and file the tickets.

Training/Responsibilities:

Operators may assign people within their organizations or outside their organizations, to ensure all tasks associated with One-Call Screening are performed. Personnel assigned to perform screening activities are responsible for receiving the notice, analyzing the notice, dispatching personnel for temporary marking and inspection, and maintaining the documentation.

CONSIDERATIONS: Personnel Associated with One-Call-Notification Screening

- Initiating a training and qualification program for personnel responsible for screening One-Call notifications
- Coordinating an oversight program to ensure One-Call Notification Screening is being handled in accordance with the company procedures

One-Call Ticket Documentation:

- If there is not a conflict: the ticket will be marked “Not a Conflict or Clear” and filed.
- If there is a conflict: the operator’s line locating procedure should be followed and the information regarding the one-call ticket is documented and filed.
- Verify positive response requirements are met, documented and filed.
- The One-call Tickets should be maintained in compliance with the company’s retention policy or as required by regulation.