

Operator One-Call Ticket Management Systems

Purpose	This purpose of this document is to share an operator’s experiences with utilizing electronic Operator One-Call Ticket Management Systems.
Reference	Refer to individual State Regulations through your State One-Call System DOT 49 CFR 195.442 “Damage prevention program” Common Ground Alliance Vendor supplied information
Related Toolbox Topics	<ul style="list-style-type: none">• One-Call Notification Screening• One-Call Notifications Response and Communications• Line Locating and Marking• Excavation Monitoring and Observation• One-Call Quality Assurance Program

What is an Operator One-Call Ticket Management System?

Operator One-Call Ticket Management Systems can manage every aspect of processing a One-Call notification, including receiving tickets from the One-Call Center, locating the site on a mapping system, transmitting the information to field personnel and sending responses back to contractors, and documenting all actions.

Processing One-Call Tickets Utilizing a One-Call Ticket Management System:

One-call centers provide one-call dig site location information that enables field personnel to clear a one-call ticket utilizing a One-Call Ticket Management System. These systems can process one-call dig site location information such as dig site address, city, state, GPS points (both state one-call provided and contractor provided) and grids which are state provided. These systems can store company designated infrastructure and buffers that are utilized in the screening process. This one-call ticket information is received automatically from the one-call center directly into the One-Call Ticket Management System and the information is then processed according to the individual system capabilities. It should be noted that an Operator should have an additional screening process for evaluating a dig site which may fall just outside of the identified company buffer boundaries. Once the system processes the dig site information, it is distributed electronically to the applicable field locations where field employees will conduct the final screening based on the individual company's procedures. Some of these Operator One-Call Ticket Management Systems can even process and record positive responses as required by individual states.

CONSIDERATIONS: Operator One-Call Ticket Management System

- Have a vendor provide you with a detailed demonstration of the One-Call Ticket Management System's capabilities
 - Have the software vendor explain what total IT infrastructure will be required to implement such a system
- Know your IT network specification in order to understand its limitations related to processing and disseminating the one-call ticket information to field locations
- Establishing company proximity buffers along entire right-of-way
- Type of coordinates received from one-call systems
 - GPS, township/section/range, grids, or state specific requirements
- Knowledge of utilizing GPS equipment and knowledge of variations in coordinate systems:
 - Examples: Deg/Min/Sec, Decimal Degree
 - Examples: selection of the same Datum point such as, NAD83 or WGS 84
- Accuracy of equipment:
 - Examples: level of sub-meter accuracy, as required by company or state regulation
- Consider implementing a consistent map color coding scheme for identifying different types of infrastructures to ensure consistent interpretation of information
 - Examples:
 - Blue=Near Street
 - Green=One-Call Center (OCC) Dig Area
 - Color scheme for operator defined routes

Operator One-Call Ticket Management System Optimization:

Each operator should have in depth working knowledge of its individual software programs, by knowing its system's functionality and limitations in order to minimize impact of end users.

CONSIDERATIONS: System Optimization

- Have knowledge of how to maintain current base map data or where to find it if company services were to be lost
- Maintaining current GIS information which includes pertinent company infrastructure data
- Knowledge of network speed limitations
 - If the operator has a slow network then consider:
 - Limiting/turning off some of the mapping imagery, such as water features, points of interests
- Items required regardless of network speed:
 - Dig site information
 - Company GIS information
 - Grids and quads
 - Streets
 - Railroads
- Additional items that may be included if operator has a fast network:
 - Company infrastructure information including valve sites, mileposts, meters, cathodic protection systems
 - Foreign line crossings
 - Foreign lines/utility infrastructure in proximity to company established buffers

Training:

Training may be provided by Operator One-Call Ticket Management System's software vendor or may be developed in house. Training may be provided via different mediums such as in person, online, video, etc. Continuing education/training is essential to stay current with changes in software, state, or company requirements. Although it is preferred to have staff members that are GIS professionals, it is not specifically required for a successful program.

CONSIDERATIONS:

- Training programs should address GIS staff and end user needs
- GIS staff should have a working knowledge of how to link GIS mapping system with state one-call programs
- Vendor supplied or company supplied GPS mapping software training
- Utilization of GPS equipment
 - Examples, selection of correct coordinate system, and Datum point
- Company mapping screening processes for the end user
- Company required documentation processes
- Knowledge of individual state documentation requirements which includes one-call ticket clearing processes

Records Information:

Record repository processes should be developed and implemented. Electronic back up schemes should be developed and implemented in order to maintain data integrity. For disaster recovery purposes and system continuity, the backup scheme should incorporate scheduled back up location. An operator should maintain mapping backup data at different locations depending on software vendor.

Pertinent mapping records need to be retained according to company retention policies.

CONSIDERATIONS:

- Company required documentation processes
 - Electronic filing systems
 - Back storage processes
 - Attempt to establish a one stop shop to store all information related to individual dig sites by linking all data electronically by using mapping location
- Knowledge of individual state documentation requirements