

B4 U DIG

An Educational Newsletter from:



Pennsylvania 811
A Privately funded non-profit Pennsylvania Corporation

Fall 2024

Meet Web Ticket Entry and Web Single Address - "Click Before You Dig!"

If you're an excavator digging in Pennsylvania then you know by now that it's the law to call 811 before you dig. This ensures that facility owners have the opportunity to mark their lines at your work site which allows you to dig as safely as possible. But think about this - when was the last time you *called* to order a pizza? Or *called* to buy concert tickets? Heck, when was the last time you *called* your mom? Most of the things we used to make phone calls for have been streamlined to mobile apps and other modern, quicker methods. You practically never have to call anyone for anything!

The same is true for Pennsylvania 811. Did you know you can place your dig notifications online in a fraction of the time it takes to call 811? Web Ticket Entry allows you to place routine and emergency tickets quicker, easier, and more accurately than by dialing 811. Our intuitive web-based program lets you easily locate your dig site, draw the dig box, provide all the excavation details, and receive your serial number in about five minutes or less.

Or maybe you're the type that needs a little more time to place a ticket – we get it. It can be hard to explain your worksite to someone on the phone. Or maybe you had some notes about the job but lost them, leaving you unprepared. Maybe it's your first time working in Shickshinny, PA, and you have no idea where anything is! These instances and more can slow down your call and lead to frustration. But not so with Web Ticket Entry! Placing your tickets online puts you in control, allowing you to work as fast or slow as you need. Plus, Web Ticket Entry gives you the ability to attach files and photos to your tickets, making it even easier to communicate critical information to facility owners. You can't do that on the phone!

New to Web Ticket Entry? Not to worry. We offer a brief, yet informative training video that provides all the info you need to get started. Need more help or have questions? Check out our monthly, live Web Ticket Entry webinar schedule at www.pa1call.org/events. During this presentation you'll have the chance to hear from one of our expert Damage Prevention Liaisons and dive a little deeper into the application.

But wait, there's more! Are you a contractor just doing work at a single address and like to keep things simple? Then check out Web Single Address for Excavators. Just pop in the address of your worksite, provide some details of what you're

doing, and voila – you'll receive your official Pennsylvania 811 dig notification in no time! Just keep in mind that Web Single Address is only for work you're performing at a single address, not multiple locations.

But of course, not every project is confined to 1,000 feet or single addresses, right? When it comes to those larger, complex projects you'll need to check out Coordinate PA (CPA). CPA allows you to plan your project from conception to construction, beginning with engineers and design tickets and excavators and project meeting tickets. Not only does CPA give you the added benefits of project contacts, file saving and sharing, and communicating all from within the application, but entering a ticket couldn't be simpler – it's just like Web Ticket Entry! If you can do one, you can easily master the other.

Pennsylvania 811 offers multiple web-based options to get your dig tickets submitted quicker and easier, which helps you get to work faster! So, the next time you're digging, *Click 811* and start submitting all of your tickets online!

Brandon Dujmic, Senior Damage Prevention Liaison, Pennsylvania 811

In this issue:

1. **Meet Web Ticket Entry and Web Single Address**
2. **Happening Today With APWA**
3. **Why Is My Response Rate Not 100%?**
4. **811 Day in PA**
5. **Look! We're on YouTube**

UPCOMING WEBINARS

Sept 4, 2024	Coordinate PA	9:00am
Sept 10, 2024	Online Ticket Management	8:00am
Sept 24, 2024	Web Ticket Entry	8:00am
Oct 1, 2024	Coordinate PA	8:00am
Oct 8, 2024	Online Ticket Management	8:00am
Oct 15, 2024	Web Ticket Entry	1:00pm
Nov. 5 2024	Coordinate PA	9:00am

Visit www.pa1call.org/events to sign up and to see additional upcoming events!

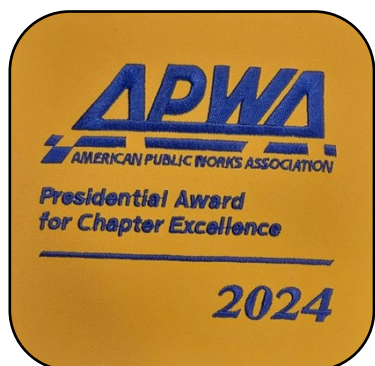
HAPPENING TODAY WITH



Pennsylvania 811 is actively involved with the American Public Works Associations (APWA) chapters across the state. This close relationship fosters collaboration and cooperation, creating a platform for shared expertise and resources. Through this partnership, both organizations work together to effectively assist all stakeholders, ensuring the smooth and efficient execution of public works projects and enhancing the overall safety and infrastructure management within the community.



The Central PA chapter was recently highlighted in the National Magazine at the beginning of this year and recently won the President's Award for Excellence, to be received at the PWX Conference. Be sure to check out their chapter website of [https://centralpenn.apwa.org/!](https://centralpenn.apwa.org/)



The chapter's largest annual event is the Annual Symposium and Equipment Show, which is being held this year on Sept. 19, 2024, at the Overlook Activities Center 301 Golf Drive Lancaster. Registration for the event is required!

For more information contact Kay Dohm at 717-629-6429 or kwhitson@lanastertruckbodies.com.



The Western Pennsylvania Chapter is hosting their Public Works Golf Classic on Friday, Sept. 6 at South Park Golf Course, located at:

2050 Buffalo Drive
South Park Township, PA 15129

Check in will be at 7 a.m. with an 8 a.m. shotgun start. Food and refreshments will be provided for all golfers at the conclusion of the golf at the Home Economics Building. Have questions? Please contact Marcos Bernal at 412-999-8009 or marcos.bernal.apwa@gmail.com

Sponsorship Opportunities:

- Hole - \$100
- Door Prize - \$100
- Putting Contest - \$250
- Long Drive - \$250
- Closest to the Pin - \$250
- Snack - \$1,000
- Lunch & Foursome - \$2,000

Golf Pricing:

- \$100 Per Golfer
- \$400 Per Team



South Park Golf Course
E Park Dr
Pittsburgh, PA 15236

Why Is My Response Rate Not 100%?

You may be thinking...does it-matter if I miss a ticket and don't post a response?

Of course it does ! Think about it. Every time an excavator begins a job, they are required to review the responses from each facility owner on the ticket. The last thing they want to encounter is a non-response, which causes delay by requiring the excavator to submit a re-notify to the unresponsive facility owners. This delay can result in the loss of excavation time, the project owner's resources, and even facility owners' money since most members pay for each ticket received.

Not to mention that an excavator could report your non-response to the Public Utility Commission (PUC), which may result in a monetary penalty. Even if there is no monetary fine, the PUC might still issue a written violation, which may not fare well with your constituents.

Below are some common reasons we hear as Liaisons for a response rate of less than 100%.

1. *I respond using Web Ticket Response, and I looked at the ticket when it came in, but I got pulled away to do another task. When I returned, the ticket was "gone."*

The ticket isn't gone, rather to view it change the search criteria "status" field to "not responded to" and the "expiry" field to all. Or it would be best to migrate to using Online Ticket Management (OTM), a newer free web-based application for viewing and responding to tickets that allows the user to use the integrated map and custom widgets to enhance ticket viewing.

The screenshot displays the Pennsylvania 811 OTM 1.0 web interface. At the top left is the Pennsylvania 811 logo. The top right shows user information: User ID: BDDUCMIC, Company Name: PENNSYLVANIA ONE CALL SYSTEM INC, Access Type: ADMIN, Current Date: 12-AUG-2024. Below this is a search bar for 'Current CDC' with a dropdown menu showing 'QQQ' and a 'User Preferences' button. The main navigation bar includes 'OTM 1.0', 'Dashboard', 'Tickets', 'Responses', 'Messages', 'Reports', 'Help', 'Web Ticket Entry', and 'Return to My Applications'. The dashboard features three expandable widgets:

- Tickets Not Responded To For QQQ**: A table with 5 rows of ticket data.
- Last Tickets Responded To For QQQ**: A table with 5 rows of ticket data.
- Pending Deliveries For QQQ**: A table showing 'No Data Available'.

2. *I only work part-time and by the time I get into the office to view and respond to a ticket, it's too late.*

Pennsylvania 811 recognizes that we have members who are small entities, such as rural municipalities and municipal authorities, with a limited budget for paid staff to monitor tickets Monday through Friday. However, Pennsylvania 811 offers a variety of ways to enhance your notifications. For example, you may opt into Member Mapping , a free tool which allows facility owners to submit the locations of their facilities to Pennsylvania 811. Member Mapping will enable tickets to be screened out that do not intersect with the proposed excavation area. You can even opt into receiving text messages and/or phone calls in the event there is an emergency ticket that is submitted after business hours which will require excavation before business hours begin the next day . (There are additional costs associated with receiving supplementary texts or calls.) We know you value sleep, but you should also value the safety and peace of mind of folks working around your lines!

3. *My township only owns storm drains and culverts, so it's not the end of the world if I don't respond to each ticket.*

While it's true that gas, water, and electric lines are the most dangerous utilities to dig around, it still would cost the township taxpayer money to repair a storm drain, culvert, or cross-pipe if an excavator damaged their facility in the line of duty.

All in all, the safest, most financially conscious, and lawful thing to do is to respond to all tickets on time. Reach out to your local PA 811 liaison if you need additional coaching to get there!

Written by: Dan Nemanic, Damage Prevention Liaison, Pennsylvania 811

811 Day 2024



Pennsylvania 811 sponsored the Pittsburgh Riverhounds FC match versus San Antonio to celebrate 811 Day at Highmark Stadium in Pittsburgh. Damage Prevention Liaisons Dan Nemanic, Brandon Dujmic and Chance Montgomery delivered the game ball! Chance spoke to the crowd on the importance of contacting 811 before every dig.



Education Manager Norm Parrish gave remarks on the field as the York Revolution celebrated 811 Day in York. Damage Prevention Liaison Aaron Rugh giving an interview with their broadcaster. Norm also threw out the first pitch of the game!



Pennsylvania 811 also joined the Williamsport Crosscutters and Lehigh Valley IronPigs to celebrate 811 Day.

[Click here to check out more 811 Day happenings around Pennsylvania!](#)

LOOK! WE'RE ON YouTube

Check Out Pennsylvania 811's Damage Prevention Channel!

Take a look at some of the newly added videos that highlight important issues, tools and services that promote safe underground excavation practices today!

Basics of PA 811

Learn the ABCs of the One Call process, including when you should contact Pennsylvania 811, how to do so and what happens after a dig notification is placed.

Contacting PA 811

Want to know what happens when you contact Pennsylvania 811? This video explains how to place a dig notification, either through one of our customer service representatives or via Pennsylvania 811's Web Ticket Entry, Coordinate PA and Web Single Address applications.

Coordinate PA

This video explores the benefits of using Coordinate PA, a free web-based application used to support public works, utility project planning and utility coordination.

Preconstruction Meetings

These meetings are a vital part of any project. Learn what happens at these meetings and how they can benefit those involved with the project.

Broadband Projects

This video highlights the importance of the One Call process and project coordination in the broadband expansion currently happening across Pennsylvania.

Subsurface Utility Engineering

Bill Kiger, President and CEO of Pennsylvania 811 and Nick Zembillas, CEO of Subsurface Utility Engineering LLC discuss applying the subsurface utility engineering (SUE) process to projects and some of the cost benefits recognized through the process.



Contact us!

Follow us on social media!



To place a dig or design notification in Pennsylvania, please call 8-1-1 or 1-800-242-1776

Administrative offices
1-800-248-1786
925 Irwin Run Road
West Mifflin, PA 15122

contact@pa1call.org