



UTILITY MANAGER TOOL KIT

What's included in your Tool Kit:

- PA One Call Response Management
- Work Order Management
- Public Contact Reporting & Tracking
- Collection / Distribution Systems
Maintenance Tracking



For additional information contact:

**Michael A. Schober, P.E., BCEE
717.205.4550
michael.schober@arroconsulting.com**

www.arroconsulting.com

Utility Manager Tool Kit

ARROtrac Management Solutions (AMS) offers a suite of applications to choose from to assist Utility Managers manage day-to-day activities both in the office, and in the field. We offer solutions for tracking and managing public information, work orders, property/equipment inspections and maintenance, PA One-call Responses, and more.

The requirements to operate water and wastewater facilities necessitates accurate record keeping for many different aspects of your operations. Assuring compliance with a variety of regulations and procedures is essential. AMS can be set-up to manage regulations specific to your facilities, track staff activity data, generate reports, and prepare submissions regulatory agencies.

AMS will save time for you, and your staff, offering comprehensive data tracking and storage, workflow automation, and detailed reporting methods; thereby, easing workloads to concentrate on other more important tasks.

Unlike many off the shelf software products that require your staff to adapt to their methods and procedures, every **AMS is customized to mirror your existing processes and workflows.**

Since **AMS** are developed using industry standard, open-source technology, much of your existing data may be directly compatible with our solution. Specifically, GIS maps or processes currently in use can be directly incorporated into your new system, saving set-up costs and assuring your software system is portable in the future.

AMS includes a user-friendly interface with easy-to-use screens, intuitive forms and checklists, and configurable notifications and reports that allow your staff to work efficiently and effectively.



Asset Inventories

**Inventorying your assets is
always a challenge!**

Tracking everything from buildings to equipment, **AMS can be customized meet rotational inventory of trucks and equipment to asset inventories for insurance evaluation and coverage limits.**

- Identify Fixed Assets
- Track Asset Quantities
- Automated Notifications for Reorders and Maintenance
- Maintenance and Inspection Tracking
- Create Summary Reports



Asset Inventories

Sanitary Sewer



.Maxaj | Microsoft | York County Assessment, YGPC | ARRO



Asset Inventories

Sanitary Sewer

INDICATORS

Activities					
Sewer 1 Inspection Total Filter	Sewer 1 Inspection Incomplete Filter	Sewer 0 Inspection Complete Filter	Sewer 2 Maintenance Total Filter	Sewer 0 Maintenance Incomplete Filter	Sewer 2 Maintenance Complete Filter
Sewer 1 Work Orders Total Filter	Sewer 0 Work Orders Incomplete Filter	Sewer 1 Work Orders Complete Filter	Sewer 1 Other Activity Filter	Sewer 0 Incomplete Other Filter	Sewer 1 Complete Other Filter
Manhole Inspections 4 Total Count Filter		Public Complaints 0 Total Filter	Public Complaints 0 Open Filter	Public Complaints 0 Closed Filter	
Features					
Manholes 613	Valves 13	Cleanouts 2,134	Grinder Pumps 0		
Pump Stations 3	Gravity Main 133,778.466 (Linear Feet)	Force Main 6,201.868 (Linear Feet)	Lateral 0 (Linear Feet)		

[Sewer Map](#)

[Sewer Indicators](#)

[Sewer Info](#)



Work Order

Management System

Having an easy-to-use work order management system leads to increased stakeholder satisfaction, and by documenting the work completed by staff, preserves a permanent record of work that was completed, and where and when it was completed. Many work orders are typically generated for tasks that need to be completed on a routine basis.

ARROtrac Management Solutions gives you the capability to set up a repeating reminder protocol that will automatically generate work orders as required.

- Work Order creation and tracking from inception to completion
- Generate reports for work order labor, start and completion dates, supplies and equipment used
- Real time notification of assigned/completed work order
- Automatic monthly report generation
- Staff assignments and task tracking

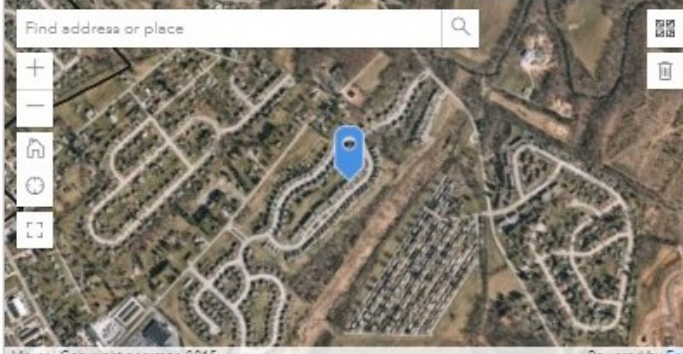


Work Order Management System

Work Orders

Location*

Find address or place



Lat: Lon:

Department*

Roads Facilities and Parks Administration

Sanitary Sewer Stormwater Water

Work Order*

Meter Change Outs MXU Installation High Usage

Pressure Issues Complaints Non Reads

Zero Readings Turn On-Turn Offs Other

Other Work Order

Address Of Assignment

Looking for 1860 Deerfield Dr, Dover, Pennsylvania, 17315?



Work Order Management System

The screenshot displays the Work Order Management System interface. On the left, a map shows an aerial view of a residential area with a green dot indicating a work order location. A pop-up window titled "Dover Work Order Form - Dover Work Order Form: 52" provides details for this work order. On the right, a sidebar titled "Work Order Forms" shows a "New Work Order" button and a list of work orders. The list includes details such as priority status, creation date, type, assignment address, notes, assigned to, assigned by, and due date.

Dover Work Order Form - Dover Work Order Form: 52

Open

Priority Status: Medium

Date Created: July 6, 2022

Type: Park Maintenance

Date Assigned: July 6, 2022

Assignment Address:

Notes: CRACK SEAL OPEN CRACKS NOT FILLED BY SEAL COATING IN PARKING LOT

Assigned To: Judd Wolfe

Assigned By: Wayne Latchaw

Zoom to

Work Order Forms
New Work Order

Sort By Case Status

Open

Priority Status: Medium

Date Created: July 6, 2022

Type: Park Maintenance

Date Assigned: July 6, 2022

Assignment Address:

Notes: CRACK SEAL OPEN CRACKS NOT FILLED BY SEAL COATING IN PARKING LOT

Assigned To: Judd Wolfe

Assigned By: Wayne Latchaw

Due Date: September 23, 2022

Public Concern
65
Incomplete

PA One-Calls
31
Incomplete

Work Orders
100
Incomplete

Public Concern
159
Total

PA One-Calls
2,104
Total

Work Orders
1
Total



PA One-Call

Response & Reporting

Pa One-Call response can be challenging given its potential for emergency status and reporting requirements. Typically, they are time sensitive with a short timeline.

ARROtrac Management Solutions can reduce response time leading to satisfied stakeholders. You will receive comprehensive detailed reports documenting all activities in a GIS format for accurate details and reporting.

- Real time notification of Pa One-Call requests and staff ratings
- Tracking of outstanding and completed One-Call requests
- Integration of One-Call requests with GIS mapping



PA One-Call Response & Reporting

Municipal Admin.

Menu

One Call: 3068

- Open
- Transmit Date/Time: 8/4/2023, 3:10 AM
- Work Site: HARMONY GROVE RD
- Serial Number: 20232160261
- Response Due Date: 8/7/2023
- Type Of Work: UTILITY POLE REPLACEMENT
- Depth: 8 FT
- Action Type: UPDATE
- Request Class: ROUTINE
- Excavator: METROPOLITAN EDISON CO/FIRSTENERGY
- Sanitary Sewer Response: 1 = Clear, no facilities - No Conflict or Facility Not Involved
- Water Response: 1 = Clear, no facilities - No Conflict or Facility Not Involved

Zoom to

Selected features: 1

PA One Call Forms
Create Total Report

Open

- Date Created: 8/4/2023
- Work Site: HARMONY GROVE RD
- Serial Number: 20232160261
- Response Due Date: 8/7/2023
- Type Of Work: UTILITY POLE REPLACEMENT
- Depth: 8 FT
- Action Type: UPDATE
- Request Class: ROUTINE
- Excavator: METROPOLITAN EDISON CO/FIRSTENERGY
- Sewer Rating: 1 = Clear, no facilities - No Conflict or Facility Not Involved
- Water Rating: 1 = Clear, no facilities - No Conflict or Facility Not Involved
- Stormwater Rating: 1 = Clear, no facilities - No Conflict or Facility Not Involved
- Roads Rating: 1 = Clear, no facilities - No Conflict or Facility Not Involved

Admin Map

Admin Indicators

Admin Tasks

Admin Info

< Prev

Next >



PA One-Call Response & Reporting

Stormwater Review

Response*

<input checked="" type="radio"/> 1 = Clear, no facilities - No Conflict or Facility Not Involved	<input type="radio"/> 2 = Conflict - Lines nearby, contact facility owner	<input type="radio"/> 3 = Marked - Location Marked
<input type="radio"/> 4 = Not Marked - Incomplete Information	<input type="radio"/> 5 = Not Marked - No Access	<input type="radio"/> 6 = Scheduled

Comments

Attachment

Drop file here or select file

Attachment

Drop file here or select file

Rating

<input checked="" type="radio"/> 1 = Clear, no facilities - No Conflict or Facility Not Involved	<input type="radio"/> 2 = Conflict - Lines nearby, contact facility owner	<input type="radio"/> 3 = Marked - Location Marked
<input type="radio"/> 4 = Not Marked - Incomplete Information	<input type="radio"/> 5 = Not Marked - No Access	<input type="radio"/> 6 = Scheduled



Inventory Control

Track your consumables to ensure you have replacement parts on the shelf such as signage, traffic control supplies, parts for snow removal equipment, vehicle maintenance supplies and other consumables typically used by the Public Works Department.

ARROtrac Management Solutions can be set-up to track consumables, re-order parts, and to send alerts that inventories are low, and reorder is required.

- Supplies and consumables management
- Automated alerts of re-order points for inventory replenishment



Inventory Control

Equipment Inventory

Open

CAT air filter 206-5234: 4/4

CAT air filter 206-5235: 4/2

CAT coolant: 1/1

CAT fuel filter 299-8229: 4/6 **ORDER REQUIRED**

CAT Fuel Water Separator 308-7298: 4/6 **ORDER REQUIRED**

CAT Oil Filter 7W-2326: 4/6 **ORDER REQUIRED**

Chainsaw chaps: 1/0

Chainsaw helmet with face shield: 1/0

Chicken wire: 1/0

CL -17 New CL-17: 0/0

CL-17 bottle tubing: 5/2

CL-17 communication wire block: 1/3 **ORDER REQUIRED**

CL-17 stir bar: 6/6

Clear flex seal: 1/0

CLR cleaner: 1/0

Colorimeter For CL-17: 4/6 **ORDER REQUIRED**

Colorimeter pressure plate tubing 4271700: 5/6 **ORDER REQUIRED**

Colorimeter screws : 2/2

Colorimeter tubing : 2/2

Compressor oil: 1/0

Copper shut off tool Copper crimper: 1/0

Coupling 3/4 CTS x 3/4 CTS quick joint: 35/5

Coupling 3/4 flare x 3/4 CT's quick joint: 6/5

Crack sealer Crack stuff: 2/0



Inventory Control

8" saddle 8.99-
9.79

8" saddle Metal
back

8" sleeve 12"
long

[Link To New Work Order](#)

Nitrax cable

12³ 1

8" saddle Metal back

12³ 2

8" sleeve 12" long

12³ 1

Submit



Facilities & Utility

Property Management

Property management is typically addressed on an as-needed basis. After work is completed, there is limited documentation available. How old are roofing shingles and when will they reach their life expectancy? When was the last time your steel holding tanks were inspected or painted?

ARROtrac Management Solutions software will generate work orders automatically for those tasks that are repeatable and track all other maintenance activities. The monthly or quarterly report can be generated to list all projects still open and those that were completed.

- Track building and property maintenance
- Automated work orders for building and grounds maintenance
- Staff assignments and task tracking



Facilities & Utility Property Management

Parks

Date: 8/4/2023 and before | Status: None

Brookside Park Tasks Needed [New Entry](#)

Task	Status	Interval
Empty Trash Cans	Required	Weekly
Pick Up Trash In Park	Required	Monthly
Walk Park And Pick Up Downed Limbs	Required	Monthly
Weed Check Playgrounds And Fields	Required	Monthly
Check Benches and Picnic Tables For Damage and Graffiti	Required	Monthly
Walk Through Each Building To Check For Damages	Required	Monthly
Check Lightbulbs	Required	Monthly
Walk Trail And Look For Damage	Required	Monthly
Clean Out Rain Gardens. Replace Plants, As Needed. Mulch.	Required	Monthly
Clean Out Sign Gardens. Replace Plants, As Needed. Mulch.	Required	Monthly
Check Bridge For Graffiti and Damage. Reseal, Stain, As Needed. Ch...	Required	Monthly

Brookside Park

Open
Date: 7/27/2023 1:45 PM
Case Status: Complete

Weekly
Empty Trash Cans
Issues To Report? no
Pick Up Trash In Park - Complete
Issues To Report? no
Walk Park And Pick Up Downed Limbs - Complete
Issues To Report? no
Weed Check Playgrounds And Fields - Complete
Issues To Report? no
Check Benches/Picnic Tables For Damage/Graffiti - Complete
Issues To Report? no
Walk Through Each Building To Check For Damages - Complete
Issues To Report? no
Check Lightbulbs - Complete
Issues To Report? no
Walk Trail And Look For Damage - Complete
Issues To Report? no

Monthly
Clean Out Rain Gardens. Replace Plants, As Needed. Mulch
Issues To Report? no
Clean Out Sign Gardens. Replace Plants, As Needed. Mulch - Complete
Issues To Report? no
Check Bridge For Graffiti/Damage/Reseal, Stain, As Needed. Check Wood For
Damage - Complete
Issues To Report? no

Open
Date: 6/2/2023 1:47 PM
Case Status: Complete

Weekly
Empty Trash Cans
Issues To Report? no

Eagle View Park
Brookside Park
Lehr Park
Community Park
Open Land Park
Edgewood Park
Mayfield Park
Hadley Park

Parks Map
Parks Indicators
Parks Tasks
Parks Info
< Prev



Facilities & Utility Property Management

Brookside Park Tasks

Weekly ▼

Empty Trash Cans

 Complete Incomplete

Issues To Report

 Yes No

Comments

255 //

Monthly ▼

Pick Up Trash In Park

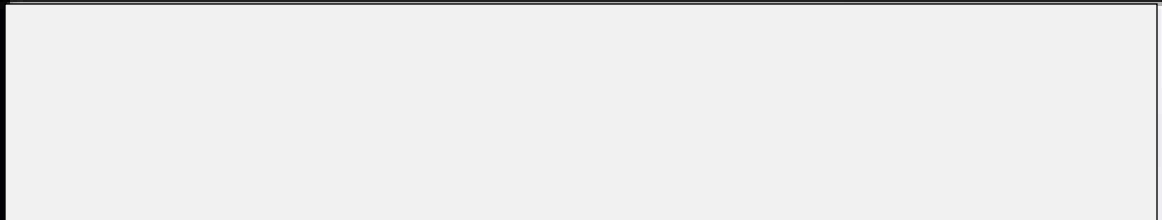
 Complete Incomplete

Date

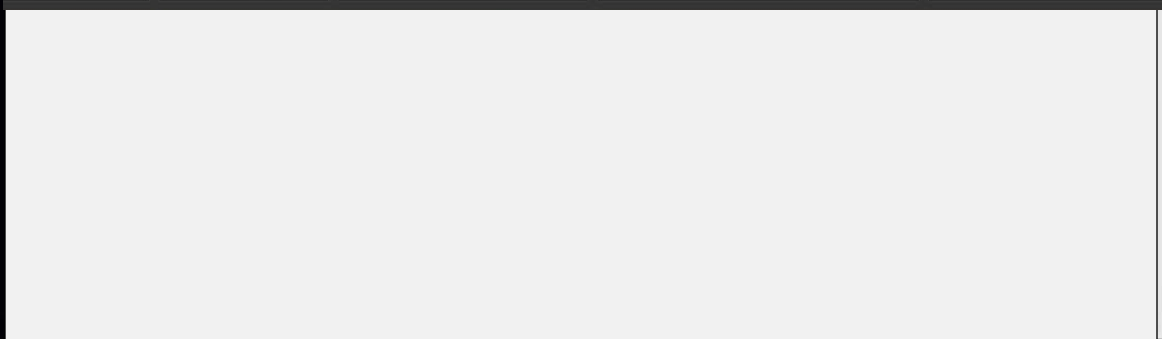
Staff



Facilities & Utility Property Management



Dewatering Press Sludge Pump <i>New Maintenance/Inspection</i>		Digestive Sludge Pump 1 <i>New Maintenance/Inspection</i>		High Flow Pump Wet Well <i>New Maintenance/Inspection</i>	
Check Belt Tension		Grease Status		Test Run	
		Incomplete	<i>Maintenance</i>	Incomplete	
Incomplete		Drive Coupler		<i>Inspection</i>	
		Incomplete	<i>Inspection</i>	Visual	
<i>Inspection</i>		Check Motor		Incomplete	
		Incomplete	<i>Inspection</i>	<i>Inspection</i>	
Primary Sludge Pump <i>New Inspection/Maintenance</i>		Raw Pumps 1,2,3 <i>New Maintenance/Inspection</i>		Secondary Grinder <i>New Maintenance/Inspection</i>	
Grease Status	Insp. Drive Coupler	Check Drive Coupler	Pump 1-Clean Pump Of Rags and Debris	Cutters	
Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	
<i>Maintenance</i>	<i>Maintenance</i>	<i>Inspection</i>	<i>Maintenance</i>	<i>Maintenance</i>	
Test Backflow	Exercise Valves	Check Motor	Pump 2-Clean Pump Of Rags and Debris	Drive Motor	
Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	
<i>Maintenance</i>	<i>Maintenance</i>	<i>Inspection</i>	<i>Maintenance</i>	<i>Maintenance</i>	
		Check For Leaks	Pump 3-Clean Pump Of Rags and Debris	Hydraulic Unit	
		Incomplete	Incomplete	Incomplete	
		<i>Inspection</i>	<i>Maintenance</i>	<i>Maintenance</i>	



Equipment Maintenance

Schedules

ARROtrac Management Solutions offers automated reminders and tracking for equipment maintenance.

You can track equipment useful life and replacement schedules. Including but not limited to exercising valves, pump maintenance, distribution and collection system maintenance, booster station, and pump stations, etc. You have the benefit of automated reminders and notifications, and the ability to assign staff and track progress. Forms can be customized to your specific equipment. Create custom monthly reports to track maintenance and more.

- Automated reminders and tracking for equipment maintenance
- Identify equipment useful life and track replacement schedules
- Create summary reports
- Automated reminders/notifications
- Staff assignments and tracking
- Customized maintenance forms and documentation



Equipment Maintenance Schedules

Sanitary Sewer

Date
9/15/2023 and before

Status
None

Vehicle Inspections [New Entry](#)

Truck Number	Vehicle Make Model Year	Status	Next Due Date
18	Ford P/U Utility 2011	Required	
28	Sterling Flush/Vac Truck 2003	Required	
35	P.J. Trailer Mfg CO. Trailer 2019	Required	
48	Chevy P/U 2012	Complete Open Form	10/31/2023
49	Pequea Trch20 2019	Required	
69	Ford F550 2020	Complete Open Form	12/31/2024

Good morning,

This e-mail serves as a reminder for the Borough's utility staff to complete the tasks that are required on a monthly basis.

Please note, this email only contains tasks that are required on a monthly basis. You may have received a similar email of tasks that also need to be completed pertaining to a different maintenance schedule.

Operations Building

Dewatering Press Sludge Pump

Make	Model	SN#
Vogelsang	Rotary Lobe	A22599

Maintenance
Belt Tension

Link to maintenance/inspection form: [Dewatering Press Sludge Pump](#)

Digested Sludge Pump 1

Make	Model	SN#
Vaughn	H3M6-080	26424A

Maintenance
Grease

Inspections
Check Drive Coupler, Motor

Link to maintenance/inspection form: [Digested Sludge Pump 1 Maintenance](#)

High Flow Pump Wet Well

Make	Model	SN#
A. Marley Co.	S6L 1000M3-6	25003

Inspections
Test Run, Visual

Link to maintenance/inspection form: [High Flow Pump Wet Well](#)

Macerator Sludge Press

Make	Model	SN#
Vogelsang		A900974

Inspections
Check Motor, Leaks, Oil Level



Equipment Maintenance Schedules

Monthly: Maintenance

<p>Dewatering Press Sludge Pump</p> <p>↗ 0 / 1</p> <p><small>Check Belt Tension</small></p>	<p>Digested Sludge Pump 1</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>	<p>Digested Sludge Pump 2</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>	<p>Primary Sludge Pump</p> <p>↗ 0 / 4</p> <p><small>Drive Coupler, Backflow Valve, Exercise Valves, Grease</small></p>
<p>Raw Pump 1</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>	<p>Raw Pump 2</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>	<p>Raw Pump 3</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>	<p>Utility Water Pump 1</p> <p>↗ 0 / 1</p> <p><small>Grease</small></p>

Monthly: Inspections

<p>Digestive Sludge Pump 1 (Link)</p> <p>Drive Coupler</p>		<p>Check Motor</p>	<p>Digested Sludge Pump 2</p> <p>☑ 0 / 2</p> <p><small>Drive Coupler, Check Motor</small></p>	<p>High Flow Pump Wet Well</p> <p>☑ 28 / 2</p> <p><small>Tank Run, Visual</small></p>	<p>Macerator Dewatering Press</p> <p>☑ 0 / 3</p> <p><small>Motor, Oil Level, Leaks</small></p>
<p>Primary Grinder</p> <p>☑ 0 / 3</p> <p><small>Cutters, Drive Motor, Hydraulic Unit</small></p>	<p>Digested Sludge Pump 1</p> <p>☑ 0 / 3</p> <p><small>Drive Coupler, Check Motor</small></p>	<p>Secondary Grinder</p> <p>☑ 0 / 3</p> <p><small>Cutters, Drive Motor, Hydraulic Unit</small></p>	<p>Utility Water Pump 1</p> <p>☑ 0 / 3</p> <p><small>Drive Coupler, Clean Strainer Basket, Leaks</small></p>	<p>Utility Water Pump 2</p> <p>☑ 0 / 3</p> <p><small>Drive Coupler, Clean Strainer Basket, Leaks</small></p>	



Public Contact

Reporting & Tracking

What is more important than ensuring a positive experience when customers reach out to your staff either by phone, email, or your website portal?

ARROtrac Management Solutions can immediately log the contact and initiate a response. A work order can be instantly generated alerting staff if an emergency, or immediate response is required. Once a work order is generated and distributed to appropriate staff, **AMS** will track the work order with timed reminders to ensure your customer has a prompt reply and response. Monthly reports can be generated to track customer interaction and time to resolution.

- Digital, fillable reporting form on the municipal website
- Notification upon public report submissions
- Reporting form customization
- Mapping locations of public reports
- Internal public contact/report prioritization and tracking
- Resolution follow-up/communication



Public Contact Reporting & Tracking

Open

Date: 6/27/2023

Name:

Address:

Phone:

Concern Type: Programs & Events

Concern:

Open

Date: 7/31/2023

Name: Dawn

Address:

Phone:

Concern Type: Parks & Recreation

Concern: Hello! Just a quick question. I am interested in having a tree planted in memorial to my uncle who was a Marine and did a lot of service for Toys for Tots in the area and was just interested in how I would go about doing that?

Open

Date: 6/19/2023

Name:

Address:

Phone:

Concern Type: Parks & Recreation

Concern: for your dover days are you looking for any additional vendors? I travel and sell my handcrafted wine with a traveling pop up bar

< Prev

Next >



Public Contact Reporting & Tracking

Dover Township Public Concern Form (Admin)

Public Information ▼

Your Name*

Your Address*

Parcel Address

Phone Number*

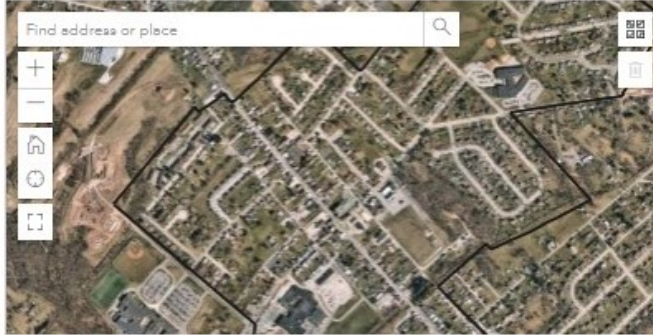
E-Mail

Confirm E-Mail Address

Date of Concern/Comment*

Location of Concern/Comment*

Find address or place



The map shows an aerial view of a residential area with a black outline highlighting a specific parcel. The search bar at the top contains the text 'Find address or place' and a magnifying glass icon. On the left side of the map, there are navigation controls: a plus sign for zoom in, a minus sign for zoom out, a house icon for home, a circular arrow for refresh, and a square icon for full screen. On the right side, there are icons for a grid and a location pin.

Public Contact Reporting & Tracking

Which Best Describes Your Type of Concern/Comment*

<input type="radio"/> Leaf Collection	<input type="radio"/> Building & Permits	<input checked="" type="radio"/> Code Enforcement & Property Maintenance
<input type="radio"/> GIS & Mapping	<input type="radio"/> Parks & Recreation	<input type="radio"/> Programs & Events
<input type="radio"/> Public Works Director	<input type="radio"/> Roads, Streets & Highways	<input type="radio"/> Sanitary Sewer Collections
<input type="radio"/> Stormwater Management & MS4	<input type="radio"/> Trash & Recycling	<input type="radio"/> Utility Billing (Water & Sewer)
<input type="radio"/> Water System	<input type="radio"/> Website	<input type="radio"/> Zoning

Please Describe Your Concern/Comment In Detail*

255 //

Do You Want To Receive Future Electronic Correspondence Regarding Your Submission?*

<input type="radio"/> Yes	<input checked="" type="radio"/> No
---------------------------	-------------------------------------

Attachment

Drop file here or select file

Attachment

Drop file here or select file

Attachment

Drop file here or select file



Lead & Copper Rule

Inventory & Replacement

The current Lead and Copper Rules Revisions (LRCC) requires you to meet a compliance deadline of October 16, 2024 to submit a full lead line inventory to your State Environmental Agency. Not only must you categorize four required categories of service line type (Lead, Galvanized Requiring Replacement, Non-Lead, and Lead Status Unknown), but you must back up each categorization with a host of qualifying documents for submission to State and Federal officials.

ARROtrac Management Solutions can capture all your supporting data, be formatted to meet LCRR reporting requirements, and populate the forms as required by State law. The software input screens allow for straightforward input of data to assist your staff in completing the reports.

- Digitizing lead service line inventory
- Creating a fillable input form to populate lead service inventory
- Integrate county parcels and property records to identify likely lead service line properties
- Identify likely hot spots for lead service liens within municipality
- Tracking lead service line replacements
- Automate letter, report creation



Lead & Copper Rule Inventory & Replacement

New Freedom Borough Utility Manager
Water Distribution Dashboard

Service Line Inventory
Blank Form

Open Report
Service Line ID: 0000001
Record Type: Initial
Ownership Type: Joint
Address: 5 BRICAD ST New Freedom Pa. 17349
School: No
Childcare Facility: No

System Owned:
Material: Q Unknown - Likely Lead
Year Built: 0
Installation Date Range: A) Pre-1901
Date Of Field Verification:

Customer Owned:
Year Built: 0
Installation Date Range: A) Pre-1901
Date Of Field Verification:

Service Line Connected To:
POE Treatment Present?
Interior Building Plumbing Contains Lead Solder?
Current LCR Sampling Site:

Print Annual Letter

Open Report
Service Line ID: 0000002
Record Type: Initial
Ownership Type: Joint

Water Distribution Map | Water Distribution Indicators | Staff | Lead and Copper Rule Revisions | Info

New Freedom Borough Utility Manager
Water Distribution Dashboard

Generate Service Line Inventory Document

Service Line Inventory
Blank Form

Inventory Methodology

1. Previous Materials Evaluation
Locations of Tier 1 lead tap sampling locations that are served by a lead service line.

Describe the Records Reviewed

Reviewed all historic as built plans

Level of Confidence in Records

Low Medium High

2. Construction and Plumbing Codes and Records
Local ordinance adopting an international plumbing code, Permits for replacing lead service lines.

Describe the Records Reviewed

Reviewed all historic as built plans

Service Line Inventory Cover Form | Public View | Date Range Graph | Material Graph | Batch Editor

Open Report
Service Line ID: 0000001
Record Type: Initial
Ownership Type: Joint
Address: 5 BRICAD ST New Freedom Pa. 17349
School: No
Childcare Facility: No

System Owned:
Material: Q Unknown - Likely Lead
Year Built: 0
Installation Date Range: A) Pre-1901
Date Of Field Verification:

Customer Owned:
Year Built: 0
Installation Date Range: A) Pre-1901
Date Of Field Verification:

Service Line Connected To:
POE Treatment Present?
Interior Building Plumbing Contains Lead Solder?
Current LCR Sampling Site:

Print Annual Letter

Open Report
Service Line ID: 0000002
Record Type: Initial
Ownership Type: Joint

Water Distribution Map | Water Distribution Indicators | Staff | Lead and Copper Rule Revisions | Info



Collection System Maintenance

ARROtrac Management Solutions brings you a specific module for collection system maintenance. Even though you may have many miles making up your sewer system, it can help you track your entire system easily and in real time.

AMS will help you identify potential problem areas in your system. It can alert you to above average service for a particular pump station or identify a section in your collection system that experiences higher flows than typical, allowing you to target and investigate. You can set up custom reminders for problem areas in addition to routine regular inspections and set up custom reports of all activity relating to your collection system.

- View/update collection system map on desktop/mobile devices
- Document inspection/maintenance upon assets
- Create digital, customized inspection and maintenance forms
- Automate notifications for required activities
- Online-based data portal to view utility locations, staff activities, and other relevant data
- Create summary reports
- Integrate utility mapping with other data sources and layers



Collection System Maintenance

Sanitary Sewer

The screenshot displays a GIS interface for sanitary sewer management. The main map shows an aerial view of a residential area with streets labeled 'FOX CHASE DR'. A green line indicates a sewer line segment. A pop-up window titled 'Sewer Lines Televised: 263.70' provides the following details:

- New Sanitary Sewer Inspection
- New Work Order
- Length: 263.70
- Pipe ID: PO8185-PO8138
- Owner: Dover Township
- Last edited by nua108 on 1/12/2022, 2:10 PM.

The sidebar on the right, titled 'Inflow And Infiltration', lists three inspection records:

- Open**
Date Door Hanger Distributed: 1/10/2023 12:00 PM
Property Address: 2737 Fox Chase Dr, Dover, PA, 17331, USA
Date Inspection Scheduled: 2/16/2023 10:00 AM
Follow-Up Letter Sent? No
Inspection Connection Passed? No
Inspection Status: Incomplete
[Print Report](#)
- Open**
Date Door Hanger Distributed: 1/6/2023 12:00 PM
Property Address: 1485 Equestrian Dr, Dover, PA, 17315, USA
Date Inspection Scheduled:
Follow-Up Letter Sent? No
Inspection Connection Passed? No
Inspection Status: Incomplete
[Print Report](#)
- Open**
Date Door Hanger Distributed: 1/6/2023 12:00 PM
Property Address: 2124 Fox Chase Dr, Dover, PA, 17315, USA
Date Inspection Scheduled:
Follow-Up Letter Sent? No
Inspection Connection Passed? No
Inspection Status: Incomplete
[Print Report](#)

At the bottom of the interface, there is a navigation bar with the following tabs: Sewer Map, Sewer Indicators, Sewer Tasks, Sewer Equipment, Sewer Info, and Pipew.

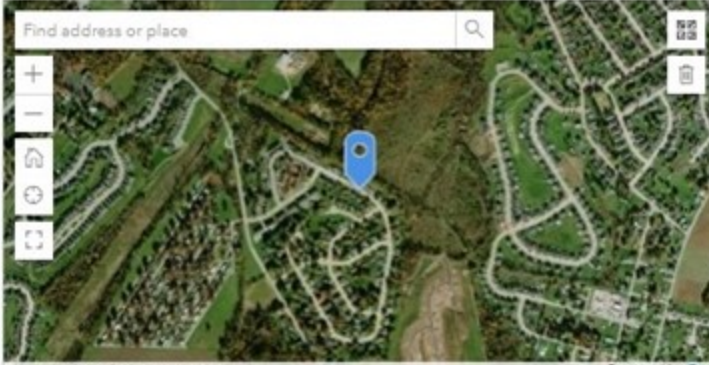


Collection System Maintenance

Manhole Inspection Form

Location*

Find address or place



Mapax | Copyright nearmap 2015 Powered by Esri

Lat: Lon:

Inspection Information ▼

Manhole Inspection For (Manhole ID):*

Date And Time Inspected*

Inspected By*

Rainfall (Last 24 Hours)

0.0 to 0.5 0.5 to 1.0 1.0+

Rainfall (Last 48 Hours)

0.0 to 0.5 0.5 to 1.0 1.0+



Collection System Maintenance

Has The Property Owner Contacted The Township To Schedule An Inspection?

Yes

No

Follow Up Letter Sent?

Yes

No

Correspondence Comments

Inspection Date And Time

Property Owner Present?

Yes

No

Observations (check all that are appropriate)

Outside

Roof/Spouting Drains drain to daylight?

Yes

No

Sump Pump discharges to daylight?

Yes

No



Water Distribution

System Maintenance

- **ARROtrac Management Solutions** brings you a specific module for water distribution system maintenance. Even though you may have many miles making up your distribution system, **AMR** can help you track your entire system easily and in real time.

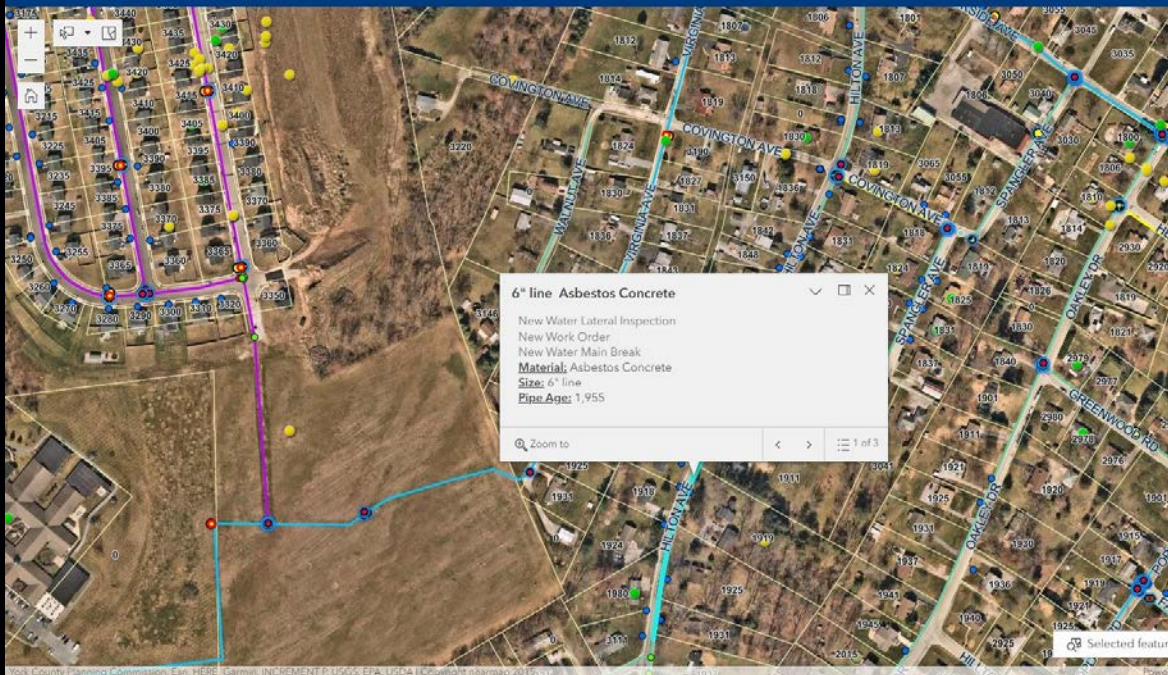
AMS will help you to identify potential problem areas in your system by tracking spikes in usage, geographically identify areas in your system with a higher percentage of service calls, or leaks. It could identify booster stations that are trending higher maintenance costs. You can setup routine maintenance visits to wellheads, tankage, booster stations, and more.

- View/update distribution system map on desktop/mobile devices
 - Map new feature locations and collect attribute information
 - Document inspection/maintenance upon assets
 - Create digital, customized inspection and maintenance forms
 - Automate notifications for required activities
 - Online-based data portal to view utility locations, staff activities, and other relevant data
 - Create summary reports
 - Integrate utility mapping with other data sources and layers



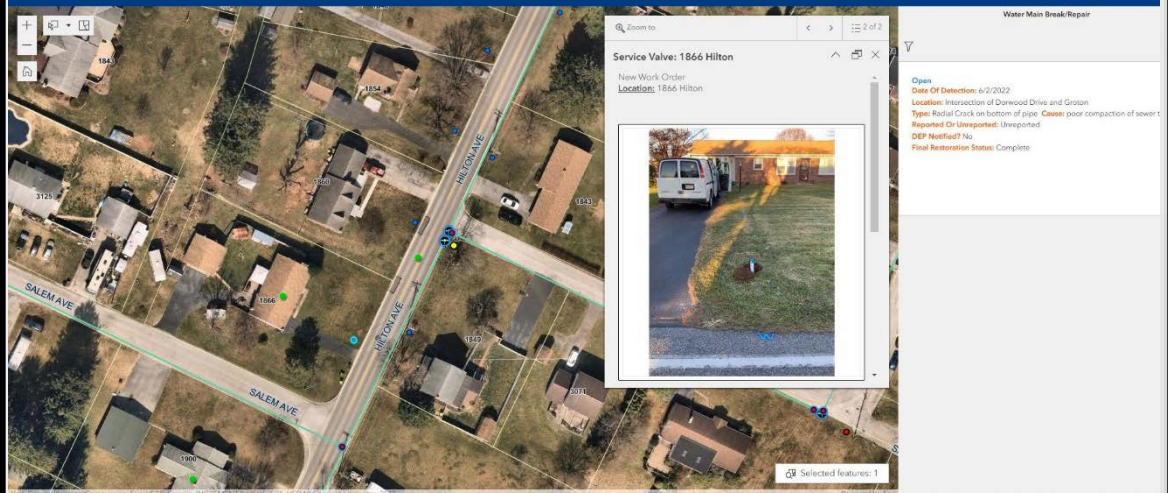
Water Distribution System Maintenance

Water Distribution



Water Map Water Indicators Water Facilities Tasks Water Equipment Water Info

Water Distribution



Water Map Water Indicators Water Facilities Tasks Water Equipment Water Info Prev



Water Distribution System Maintenance

Cause of Break or Leak*

Hydrants Flushed*

<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2
<input type="radio"/> 3	<input type="radio"/> 4	

Number Of Samples Taken*

DEP Notified?*

<input type="radio"/> Yes	<input type="radio"/> No
---------------------------	--------------------------

PA One Call Serial #

[Link To New Work Order](#)

Final Restoration Status*

<input checked="" type="radio"/> Complete	<input type="radio"/> Incomplete
---	----------------------------------

Staff Name*

Date Report Submitted*



Water Meter Replacement

The most common reason for revenue loss is older water meters. As meters age, their accuracy begins to wane leading to under reported water flow and hence, lost revenue.

ARROtrac Management Solutions can track every water meter in your system including location, type, age, and any other attributes you need to know. You can then establish a replacement plan, and budget a yearly allowance for meter replacements. **AMR** can track your replacement rotation schedule based on a frequency that you select.

- View/update water system map on desktop/mobile devices
- Map new water meter locations and collect attribute information
- Track water meter locations, ID, and other attributes
- Create digital, customized inspection and maintenance forms
- Online-based data portal to view water meter locations, staff activities, and other relevant data
- Create summary reports



Water Meter Replacement

Water Distribution

Service Valve: 1866 Hilton
New Work Order
Location: 1866 Hilton

Water Main Break Report

Date Of Detection: 6/2/2022
Status: Intersection of Downwood Drive and Gravel
Type: Road Crack on bottom of pipe. Cause: minor compaction of sewer trench
Reported On (Unreported): Unreported
DEP AssetID? No
Final Restoration Status: Complete

Water Map | Water Substations | Water Facilities Tasks | Water Equipment | Water Info | Prev | Next



Fire Hydrants

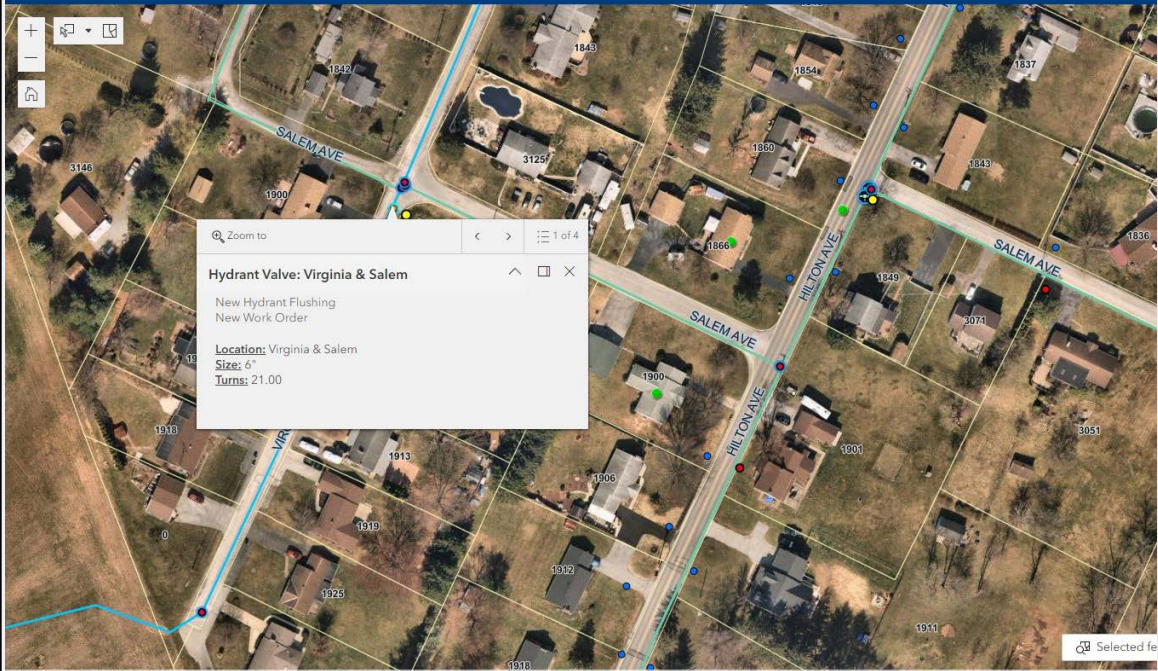
ARROtrac Management Solutions software can not only document the location of the hydrants in your community, but also the attributes such as pressures and capacities. This allows your local fire department, in an instant, to know the capacities of the hydrants closest to an emergency event and direct apparatus such as pumpers matching their capacity with a capacity of the hydrant.

AMR can establish maintenance schedules for hydrant flushing and generate maintenance reports as work is performed.

- View/update water system map on desktop/mobile devices
- Map fire hydrant locations and collect attribute information
- Track hydrant locations, ID, and other attributes
- Create digital, customized inspection and maintenance forms
- Online-based data portal to view water meter locations, staff activities, and other relevant data
- Create summary reports

Fire Hydrants

Water Distribution

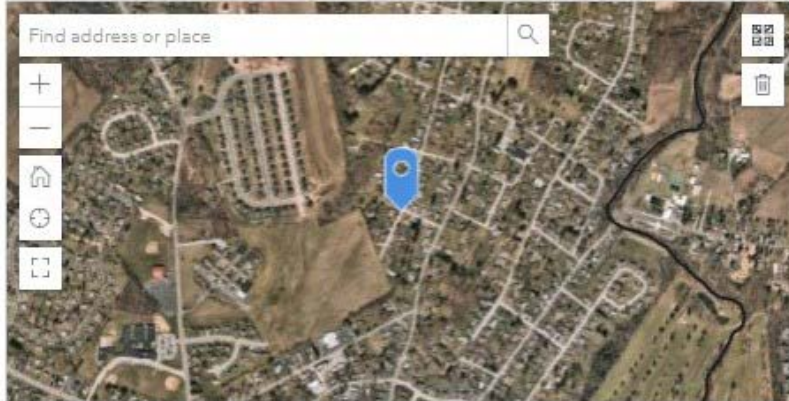


Fire Hydrants

Fire Hydrant Flushing

Location*

Find address or place



Mixer | Copyright nearmap 2015 Powered by Esri

Lat: Lon:

Property Address*

Date And Time*

Gallons Per Minute*

Total Gallon Loss*

CL Residual*

Wastewater Device

Management, Fog Devices, and Septic Systems

If your community requires regular septic tank pumping, **ARROtrac Management Solutions can be set-up to manage the process based upon your specific ordinance, including frequency reminders sent directly to owners, and tracking their proof of pumping and disposal.** Fats, oils and grease are the problem children of any collection system and pump station, **AMS** can track all properties that require FOG removal devices and maintain schedules and inspections to ensure devices are working properly and owners are following maintenance protocols.

- Identify properties with private wastewater devices
 - Oil Water Separators
 - On Lot Septic Tanks
 - Grease Traps
 - Pretreatment Devices
- Create database of properties with wastewater devices and customized service, inspection schedules based upon utility/municipal ordinance
- Automated letter creation for required submissions demonstrating service
 - Reminders
 - Past-Due Notifications



Wastewater Device Management, Fog Devices, and Septic Systems

- Internal Report Summaries
- Digital, fillable forms for haulers, property owner to submit proof of service
- Digital, customized inspection forms for utility/municipal staff
- One portal showing each property's submission status, property owner information, and other relevant attribute information
- Integration with county parcels and other third-party data
- Customized helpdesk, support tool creation for customers
- Customer tracking



Wastewater Device Management, Fog Devices, and Septic Systems



publicservices <publicservices@bethlehemtp.com>
To

☺ Reply Reply All Forward

Thu 8/3/2023 9:06 AM



Follow_Up_Inspection_Mitzi's Table_ID438_08-03-2023.pdf
128 KB

Hello,

Please find attached a summary of the recent Fats, Oils, and Grease (FOG) inspection conducted at your facility by Bethlehem Township Municipal Authority (BTMA) representatives. Refer to the following critical items noted on the report:

- Overall Inspection Rating: Satisfactory
- Comments and Observations: Kratzer Septic Services was onsite to open and clean the grease trap. Trap was at full capacity before cleaning. Recommend to clean the grease trap on a weekly basis with a full clean once a month with a shop vac while maintaining cleaning records. Kratzer was to leave the bolt off of the grease trap for easy removal of lid for cleaning.
- Action Items:

You are required to address any "Action Items" noted in this report and provide a written response within five (5) days of this email.

Do not reply to this email. Please send the necessary information to the following email address:

pplantone@bethlehemtp.com

You may also submit a question or request to the Authority using the link below. Please provide your name, location address, permit number, and a valid e-mail address with your submission. The Authority will respond to you submission upon receipt and review.

https://survey123.arcgis.com/share/16a0c6a520b748b0bfe6bd49ca893616?field=emailclass=inspection%20Response&field=device_type=FOG&field:useremail=Sisterscafe8889@gmail.com&field=permitnumber=438

Thank you for your cooperation. Should you have any questions, please let us know.

Sincerely,

System Operator
Bethlehem Township FOG Program
610-814-6424

FOG FOLLOW-UP INSPECTION REPORT



Bethlehem Township
3535 Orth Street
Bethlehem, PA 18020

Overall Inspection Rating: Satisfactory

Comments And Observations: Kratzer Septic Services was onsite to open and clean the grease trap. Trap was at full capacity before cleaning. Recommend to clean the grease trap on a weekly basis with a full clean once a month with a shop vac while maintaining cleaning records. Kratzer was to leave the bolt off of the grease trap for easy removal of lid for cleaning.

Action Items:

Customer ID: 438

Business Name: Mitzi's Table

Date: 2023-08-02

Business Address: 3650 Linden St, Bethlehem, PA, 18020

Hours Of Operation:



41

Wastewater Device Management, Fog Devices, and Septic Systems

BTMA FOG System Certifications

Edit
Menu

Customer Summary

Active Customers 93 Filter	Inactive Customers 5 Filter	Exempt Customers 4 Filter	Interior Grease Traps 42 Filter	Exterior Grease Traps 13 Filter	
Customers Compliant 23 Filter	Customers Late 0 Filter	Customers Non-Compliant 47 Filter	Initial Inspection Not Scheduled 60 Filter	Interior Grease Traps 15 of 42 Certs. Received Filter	Exterior Grease Traps 10 of 13 Certs. Received Filter

Initial Inspections

Required (This Month) 0 Filter	Required (Total) 18 Filter	Incomplete 10 Filter	Unsatisfactory 8 Filter	Satisfactory 5 Filter	Action Items Incomplete 7 Filter
--	--	--	---	---	--

Follow-Up Inspections

Required (This Month) 1 Filter	Required (Total) 7 Filter	Incomplete 6 Filter	Unsatisfactory 1 Filter	Satisfactory 7 Filter	Action Items Incomplete 4 Filter
--	---	---	---	---	--

Customer Info

Sort By ID ▾ | 53

Open Customer Summary
Customer ID: 101
Facility Name: COUNTRY MEADOWS
Facility Street Address: 4005 25 GREEN POND RD, BETHLEHEM, PA 18020
Facility Contact Name:
Telephone Number: 610-882-3190
Customer E-mail: jdrohr@countrymeadows.com
Company Address: 4005 25 GREEN POND RD, BETHLEHEM, PA 18020
Device Type:
Most Recent Hauler:
Cleaning Frequency:
Last Pump/Cleaning Date:
Next Certification Due Date:
Initial Inspection Date: 5/19/2023
Initial Inspection Rating:
Last Follow-Up Inspection Date:
Last Follow-Up Inspection Rating:
Notes: Confirm current e-mail on file. Email Returned Saying Address Not Found.
Customer Status: Active
Compliance Status: NON-COMPLIANT

Start Certification
[Start Initial Inspection](#)
[Start Follow-Up Inspection](#)

Open Customer Summary
Customer ID: 103
Facility Name: Kung Fu II
Facility Street Address: 4402 BIRKLAND PL, EASTON, PA 18045
Facility Contact Name: CJT ASIAN CUISINE

FOG Map
FOG Indicators
FOG Tables
FOG Duplicate Addresses
FOG Info
< Prev
Next >



Wastewater Device Management, Fog Devices, and Septic Systems

Business Activity Information

Narrative Description Of The Primary Activity At The Facility

Example: "We are a diner serving breakfast, lunch, and dinner"

255

Water Sources

Raw Water Sources*

<input type="radio"/> Public Water Supply	<input type="radio"/> Private Well(s)
---	---------------------------------------

Wastewater Information

Discharge Method For Sanitary Sewage (i.e. waste from restrooms)*

<input type="radio"/> Public Sewer	<input type="radio"/> Waste Hauler	<input type="radio"/> Other
------------------------------------	------------------------------------	-----------------------------

FOG Control Devices

Device Type

Do You Have A Grease Interceptor (Exterior Device) Or A Grease Trap (Interior Device)*

<input type="radio"/> Grease Interceptor (Exterior Device)	<input type="radio"/> Grease Trap (Interior Device)	<input type="radio"/> Both
<input type="radio"/> N/A - This facility does not have a FOG device		

Wastewater Device Management, Fog Devices, and Septic Systems

BTMA OLDS System Certifications

The screenshot displays a web interface for BTMA OLDS System Certifications. On the left, a satellite map shows a residential area with numerous colored markers (red, green, pink) indicating different system statuses. On the right, a sidebar titled 'Customer Info' provides details for two selected customers:

- Customer 102:** FRANK'S PIZZA, 4422 BIRKLAND PL, EASTON, PA 18045. Contact: Jamie Guerra. Telephone: 610-252-7002. Email: jguerra@verizon.net. Property Owner: FRANK'S PIZZA. Last Pump/Cleaning Date: 12/28/2021. Next Pump Due Date: 7/1/2022. Note: Cur device is cleaned and serviced every Monday to be sure it is getting property.
- Customer 145:** ITALIAN DOMENICO & GEMMA, 5301 & 5375 GREEN POND RD, BETHLEHEM, PA 18045. Contact: ITALIAN DOMENICO & GEMMA. Last Pump/Cleaning Date: (blank). Next Pump Due Date: (blank). Note: (blank).

Navigation tabs at the bottom include: OLDS Map, OLDS Indicators, Late Submissions, OLDS Info, Prev, and Next.

BTMA OLDS System Certifications

INDICATORS



Wastewater Device Management, Fog Devices, and Septic Systems

Self-Certification Date:*

Please Provide Your Customer ID In The Space Below*

Please Select One Of The Following Options

<input checked="" type="radio"/> I Have Registered Before And Have My Customer ID	<input type="radio"/> I Have Registered Before But I Don't Know My Customer ID	<input type="radio"/> I Am A New Customer And Need A Customer ID
---	--	--

Customer ID*

Land Use:*

<input checked="" type="radio"/> Residential	<input type="radio"/> Commercial	<input type="radio"/> Industrial
<input type="radio"/> Institutional		

Please Select The Following That Applies To Your Property:*

<input checked="" type="checkbox"/> On-Lot	<input type="checkbox"/> OWS	<input type="checkbox"/> Pretreatment	<input type="checkbox"/> Other
--	------------------------------	---------------------------------------	--------------------------------

