

PA One Call 2021 Annual Update



**Pennsylvania One Call:
The Keystone of Damage Prevention**

PA One Call History

- PA One Call a non-profit 501 (c) (6) Company
- Governed by the Pennsylvania's Underground Utility Line Protection Act 287 as Amended (Act 50)
- Operations were established in September 1972 and the service then covered 6 utilities serving Allegheny County in Southwestern Pennsylvania
- Currently serves all 67 counties and employs over 80 people

PA One Call History

2022 is a milestone celebrating 50 years of operation.



PA One Call Membership

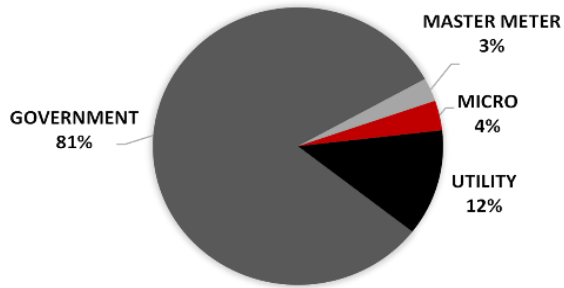
We have approximately **3,713** Members from the following industries:

Cable TV, Electric, Gas, Propane, Marcellus shale, Pipeline, Sewer, Telecommunications, Telephone, Water, and Government entities including State, County, City, Borough, Townships of the First Class, Townships of the Second Class, and Municipal Authorities.

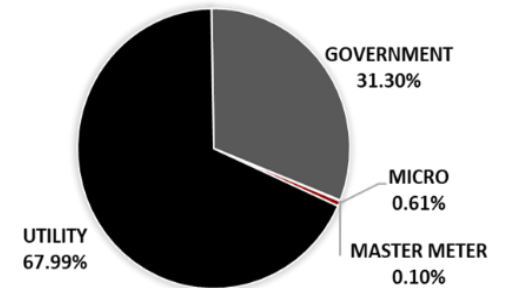
Members also include Private Master Meter companies, Manufactured Housing Communities and Private Entities, such as Schools, Hospitals, Manufacturing Sites, and others owning underground facilities which cross public roads.

PA One Call Membership

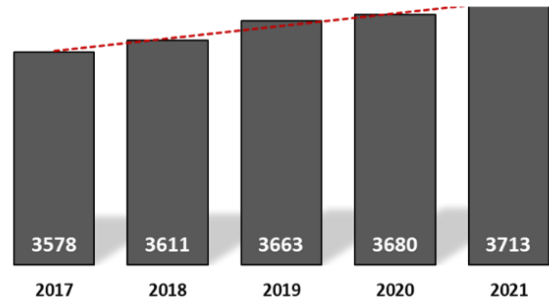
MEMBERSHIP BY ENTITY TYPE



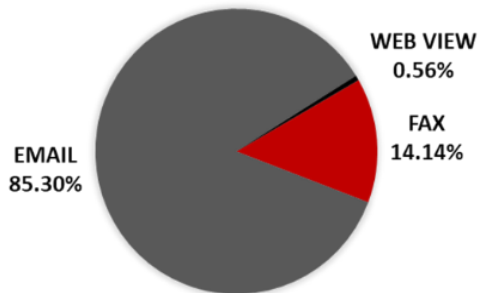
MEMBER TRANSMISSIONS BY ENTITY TYPE



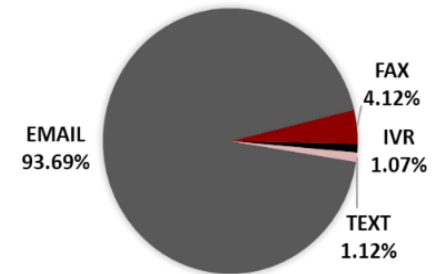
MEMBERSHIP 2021



MEMBERSHIP BY SERVICE TYPE



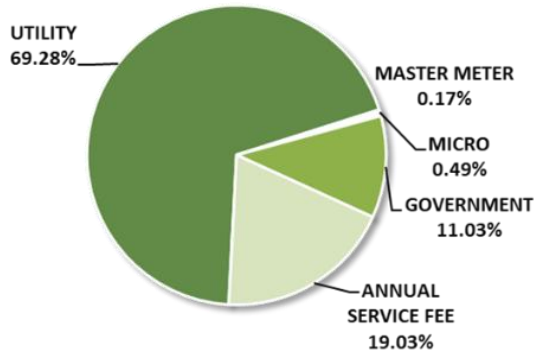
MEMBER TRANSMISSIONS BY SERVICE TYPE



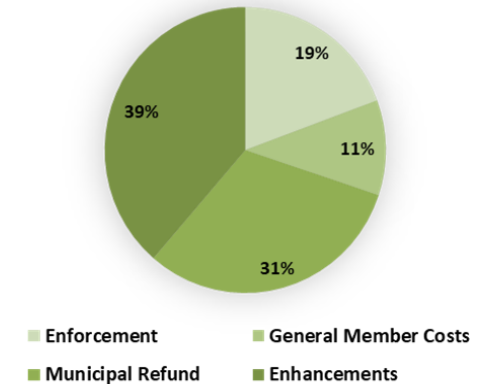
PA One Call Funding

- Pa One Call is non-profit 501 (c) (6) Company and is Funded by its Members

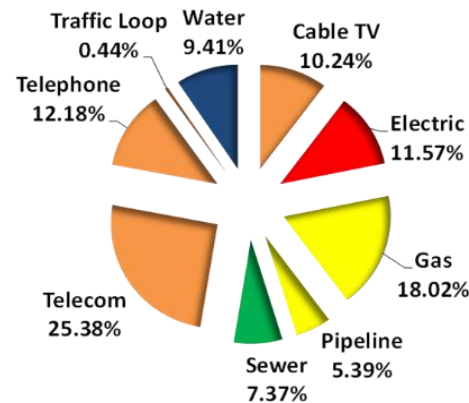
REVENUE BY STAKEHOLDER



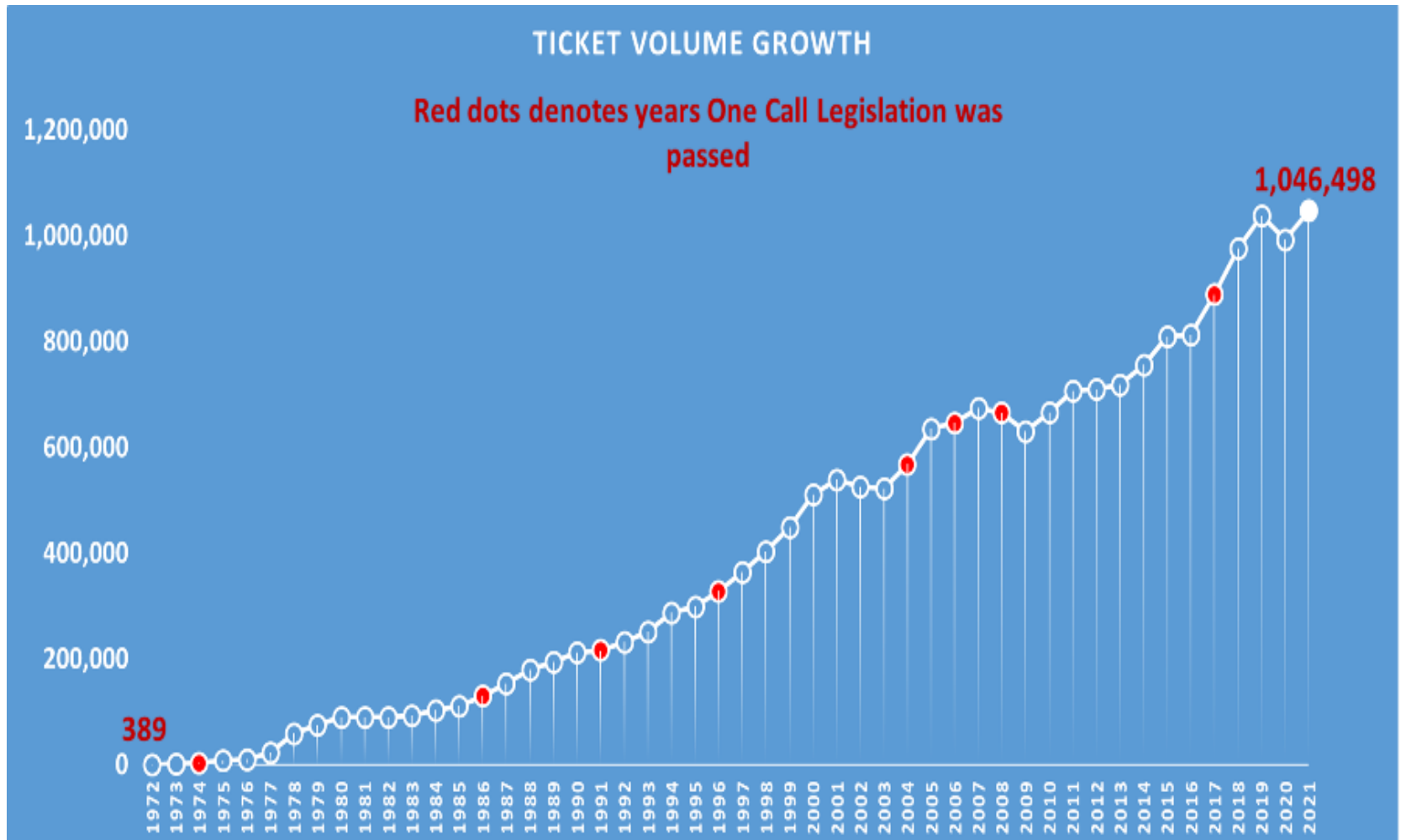
ANNUAL SERVICE FEE COLLECTIONS



NET REVENUE BY PRIMARY FACILITY TYPE

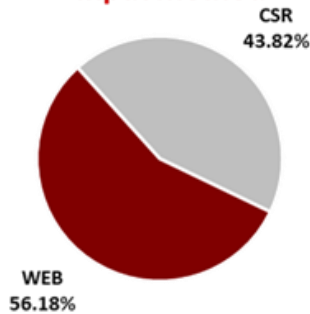


PA One Call Operations

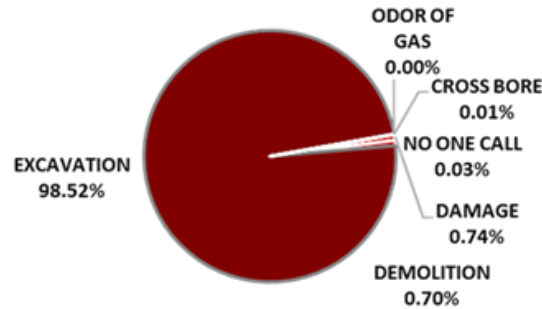


PA One Call Operations

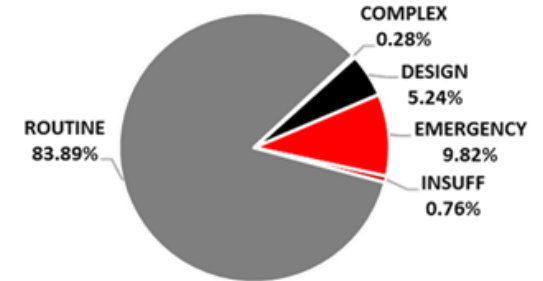
Input Method



Message Type

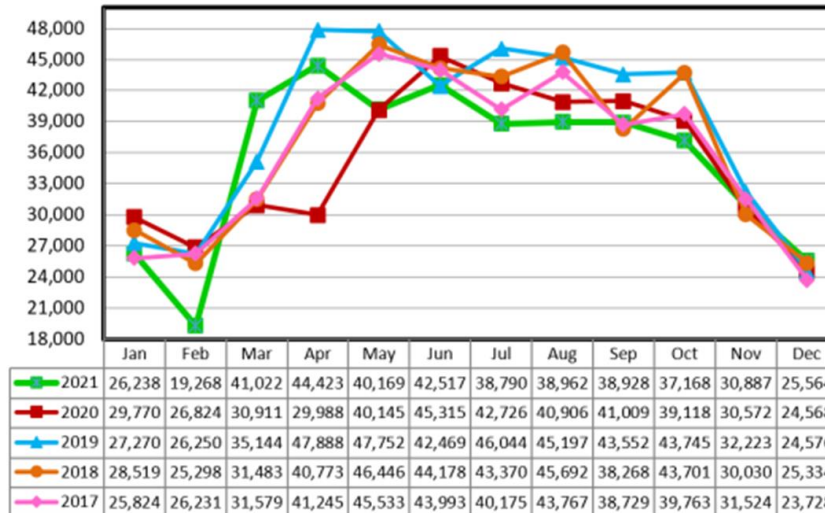


Message Class



INBOUND TELEPHONE CALLS

5 Year Telephone Stats - Inbound Calls



PA One Call Operations

Facility Owner Members

... Did You Ever Think About ...

- Avoiding notification in places where your organization has no underground facilities?
- Saving some time in responding to notifications?
- Reducing the number of emergency calls received at all hours, and in places with no facilities?
- Avoiding unnecessary locator dispatch?

Member Mapping May Be the Answer!

PA One Call Operations

Member Mapping with PA One Call

What is Member Mapping?

Member Mapping is an online tool developed by PA One Call to help facility owner members reduce the number of notifications they receive. Member Mapping is available to facility owner members at no charge to refine their notification areas using map objects instead of municipal boundaries. Member Mapping is designed to reduce the number of locate request notifications received as well as maintain the same high standards of damage prevention.

Over 1,200 facility owners use Member Mapping for an average reduction in the number of locate request notifications transmitted of 69%. These are the tickets you will never see, nor need to respond to, saving you handling costs.

PA One Call Operations

Why is Receiving Fewer Notifications Important to Me?

Using Member Mapping will save time and therefore money by:

- increasing the relevance of tickets received
- reviewing fewer maps for line conflicts
- no locator dispatch required on screened tickets
- responding only for notifications received
- handling fewer emergency tickets after hours

Excavators are not expecting a response from your company on tickets screened by Member Mapping.

Member Mapping can work for companies that have internal GIS systems and those that don't. The application has tools to upload GIS data and/or draw notification areas manually.

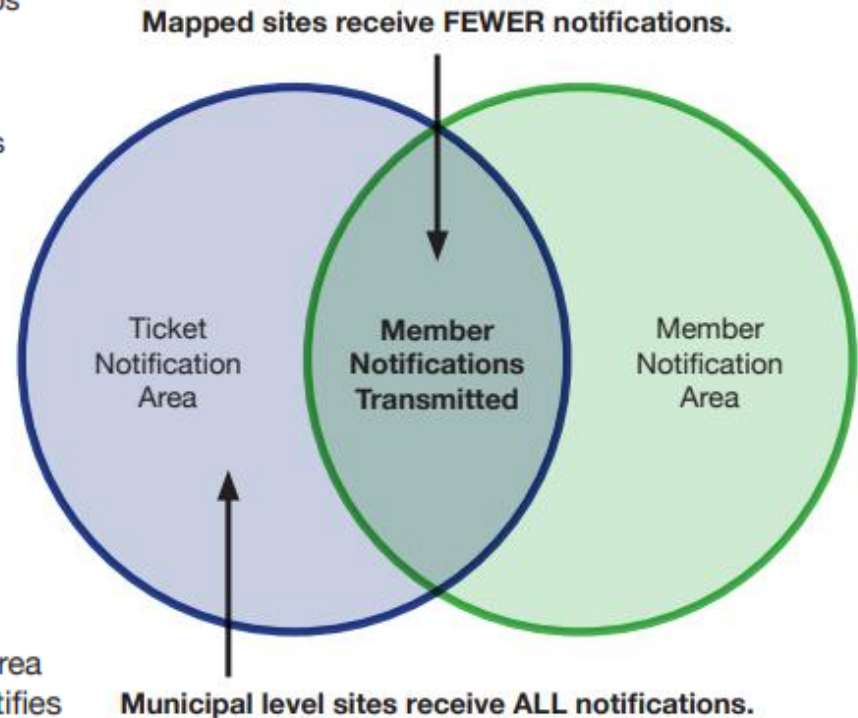
PA One Call Operations

How Does Member Mapping Work?

One Call notification requests — created by Customer Service Representatives (CSRs) or Web users via the Web Ticket Entry (WTE) application have defined excavation sites drawn on maps 99.9% of the time. This is the Ticket Notification Area.

A facility owner uses Member Mapping to identify where they wish to be notified for locating their underground facilities. This is the Member Notification Area.

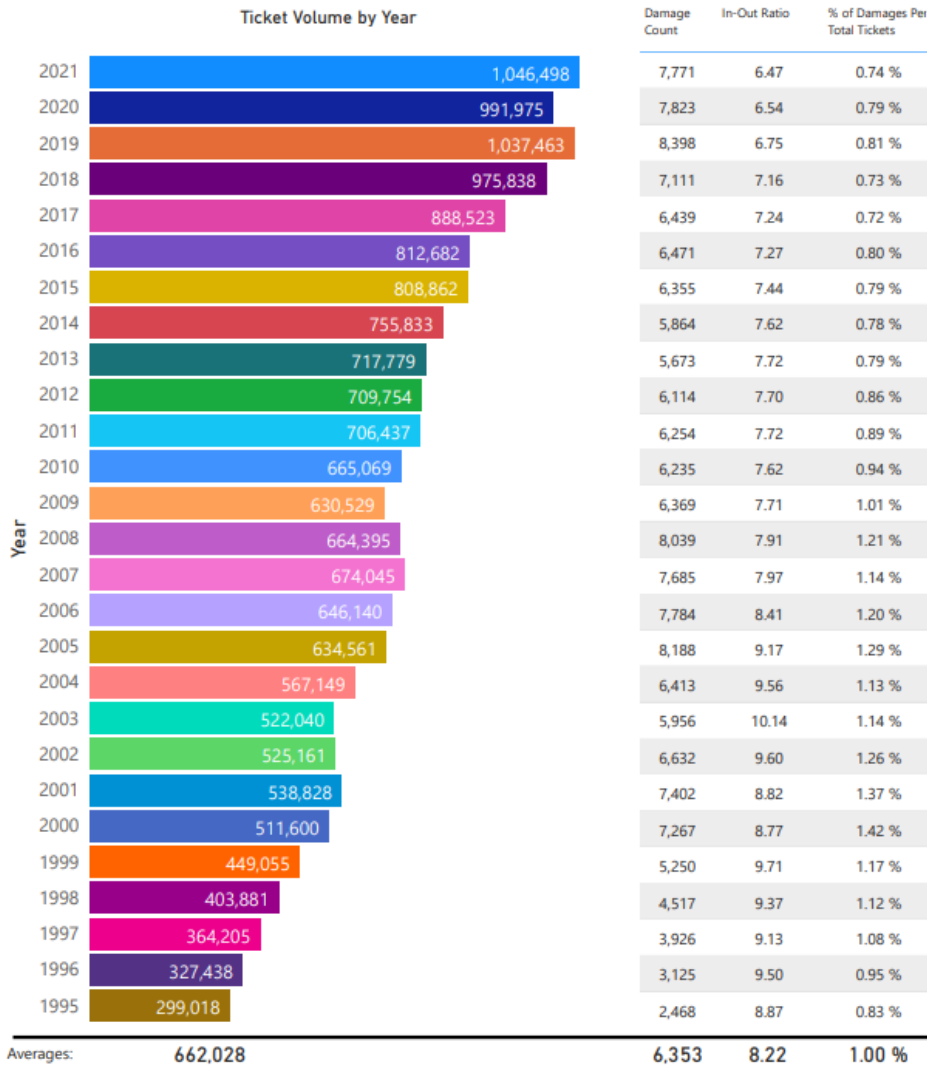
PA One Call software compares the Ticket Notification Area against the Member Notification Area. This process identifies which notifications to transmit to a Mapping Member based on the maps they defined. Members who do not use Member Mapping receive all notifications in the municipality.



PA One Call Damage Statistics



Damages Reported to PA One Call as a Percentage of Total Tickets 1995 through December 2021

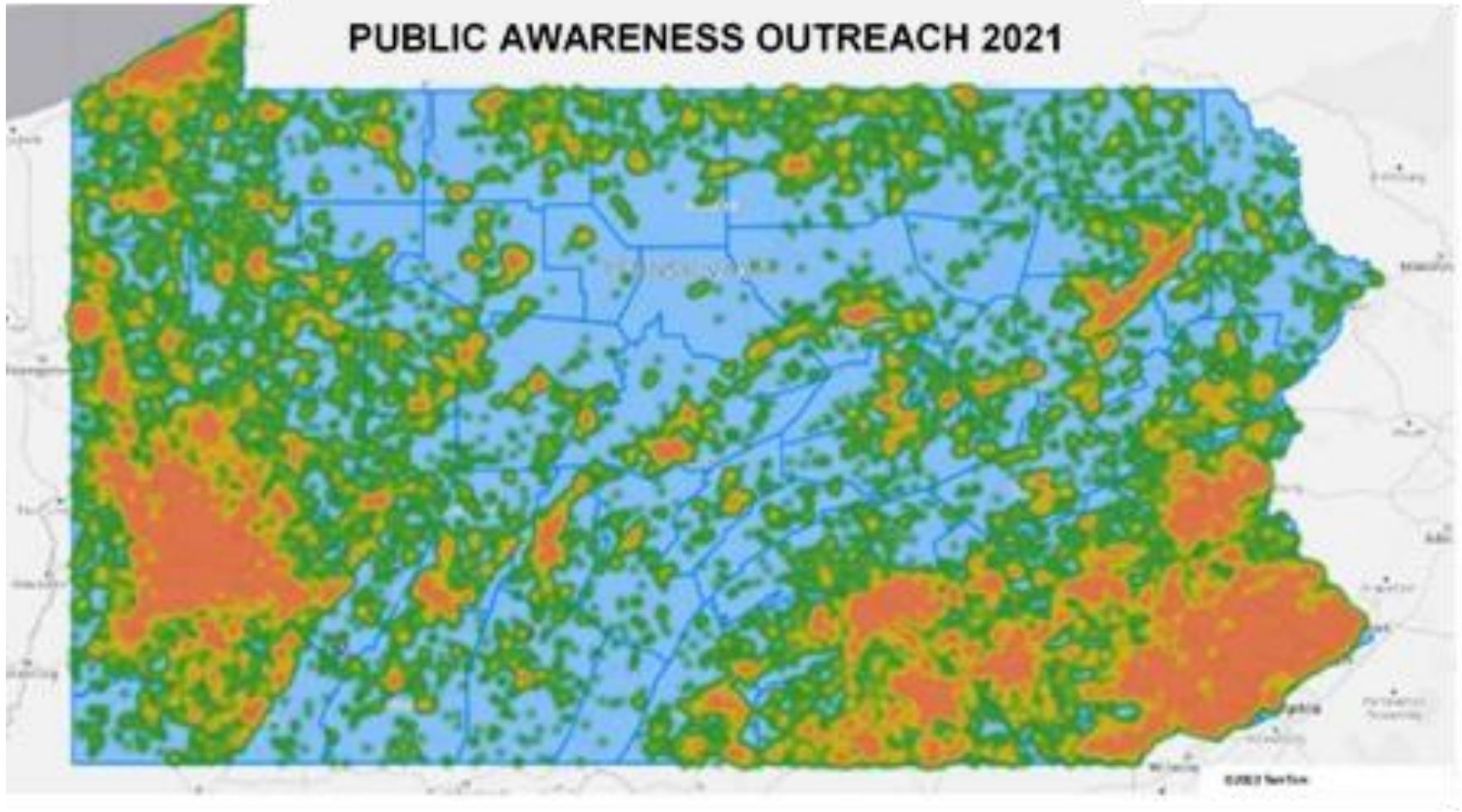


Member Count as of December 2021: 3,713

PA One Call Education

- PA One Call Outreach included:
 - Both Live (In-Person) and Virtual (On-Line)
 - Formal Training for Excavators, Locators, Designers, and Project Owners
 - Attending Preconstruction and UCC Meetings
 - Participating in various meetings with underground stakeholders
 - First Responder Training
 - Member Contacts
- Marketing
 - Direct Mailings
 - Digital Marketing i.e. Facebook & Twitter
 - Excavation Safety Guide
 - dp-PRO Monthly Newsletter

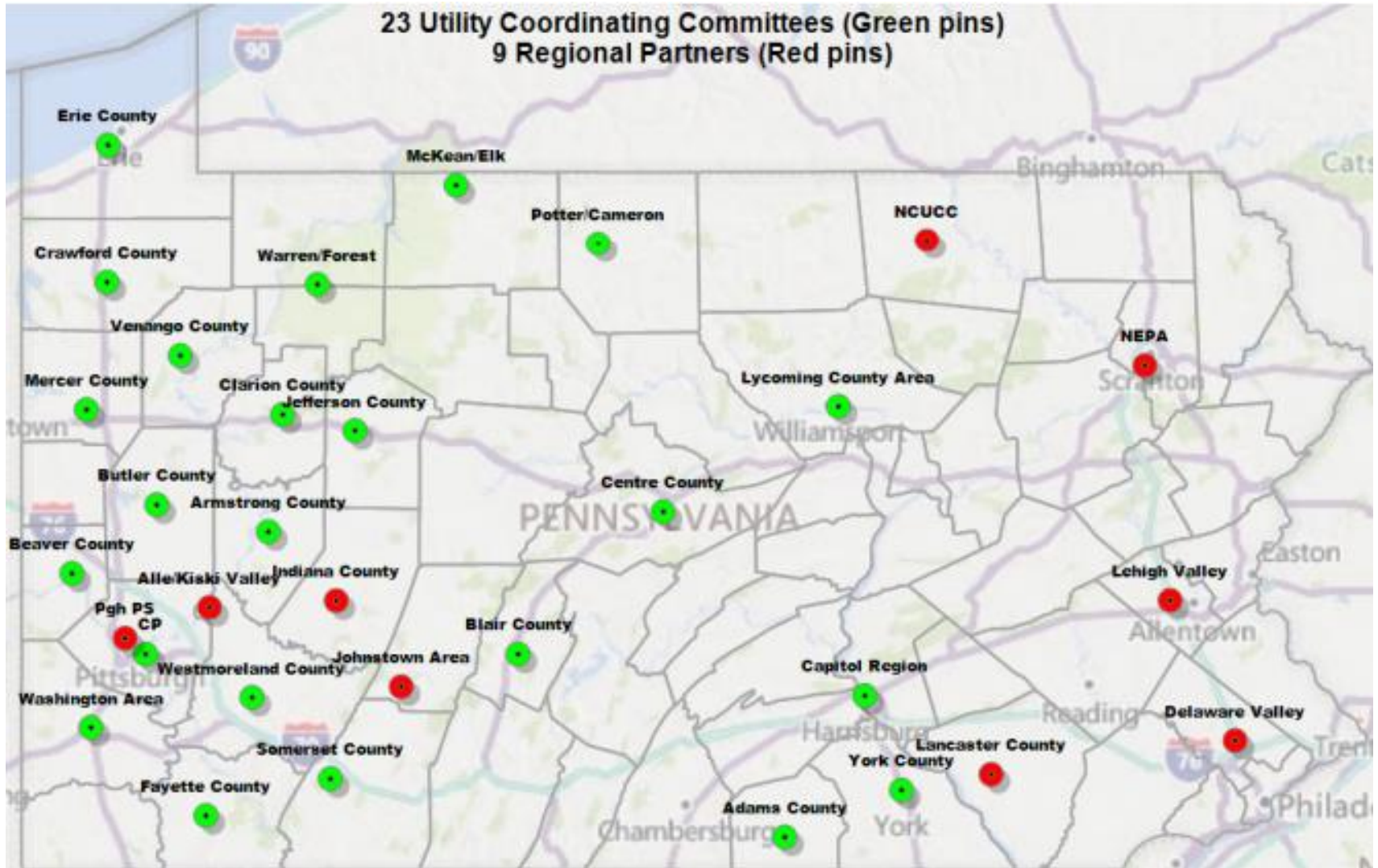
PA One Call Education



PA One Call Education



PA One Call Education



PA One Call Coordinate PA (CPA)

Coordinate PA is a web service application developed by Pennsylvania 811 to support Public Works and utility project planning and utility coordination within the Commonwealth of Pennsylvania. Coordinate PA uses the power of the Internet to represent a spatial, map-based look at underground utility and public works projects to help identify opportunities for coordination and collaboration when projects overlap in space and overlap in time.

Coordinate PA is the next generation of utility coordination. Instead of meeting to discuss plans, or copy maps, or create a spreadsheet of projects, Utility companies, public works directors and others describe their projects on a map. Coordinate PA then shows the projects and the project timeframes for users and automatically identifies opportunities for collaboration between projects. The user can see project overlap within a geographic area (for example, Main Street from First Avenue and Seventh Avenue) and can query for overlap within a specific time frame.

PA One Call Coordinate PA (CPA)

Coordinate PA enables users to add and/or import existing projects, find opportunities with others who want to coordinate, share project documents and communications with designated contacts, and notify facility owners and other contacts at any stage of a project.

PA One Call Coordinate PA (CPA)

- Share project information with stakeholders months or even years in advance
- Supports clear communication between stakeholder groups during project discussions
- Identify project collaboration opportunities
- Save money for all parties
- Improve the level of service to constituents
- Assists users in complying with Act 287 as amended
- Allows users to Manage **“COMPLEX PROJECTS”**

PA One Call Coordinate PA (CPA)



Summary of Coordinate PA Activity from 1/1/2021 to 12/31/21

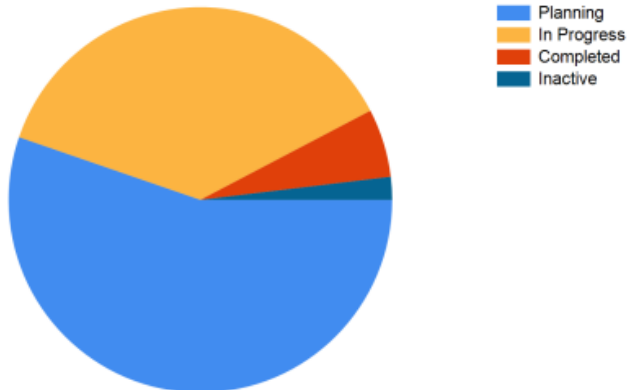
Projects by Status

Planning	In Progress	Completed	Inactive	Total
4,266	2,861	443	148	7,720
55.26%	37.06%	5.74%	1.92%	

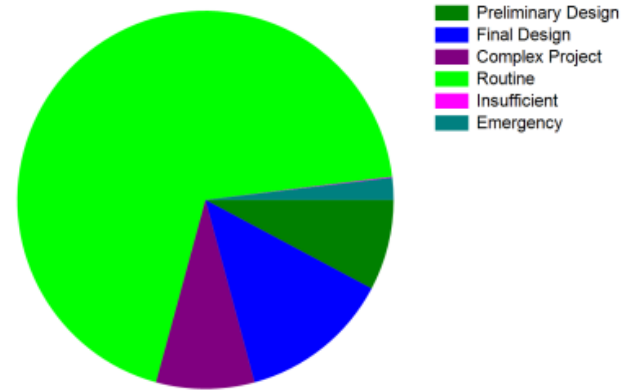
Project-Related Tickets

	Preliminary Design	Final Design	Complex Project	Routine (Construction)	Insufficient	Emergency	Total
WEB-Coord_PA User	2,728	4,571	2,958	22,099	N/A	N/A	32,356
CSR	4	14	14	2,112	30	661	2,835
Totals	2,732	4,585	2,972	24,211	30	661	35,191
	7.76%	13.03%	8.45%	68.80%	0.09%	1.88%	

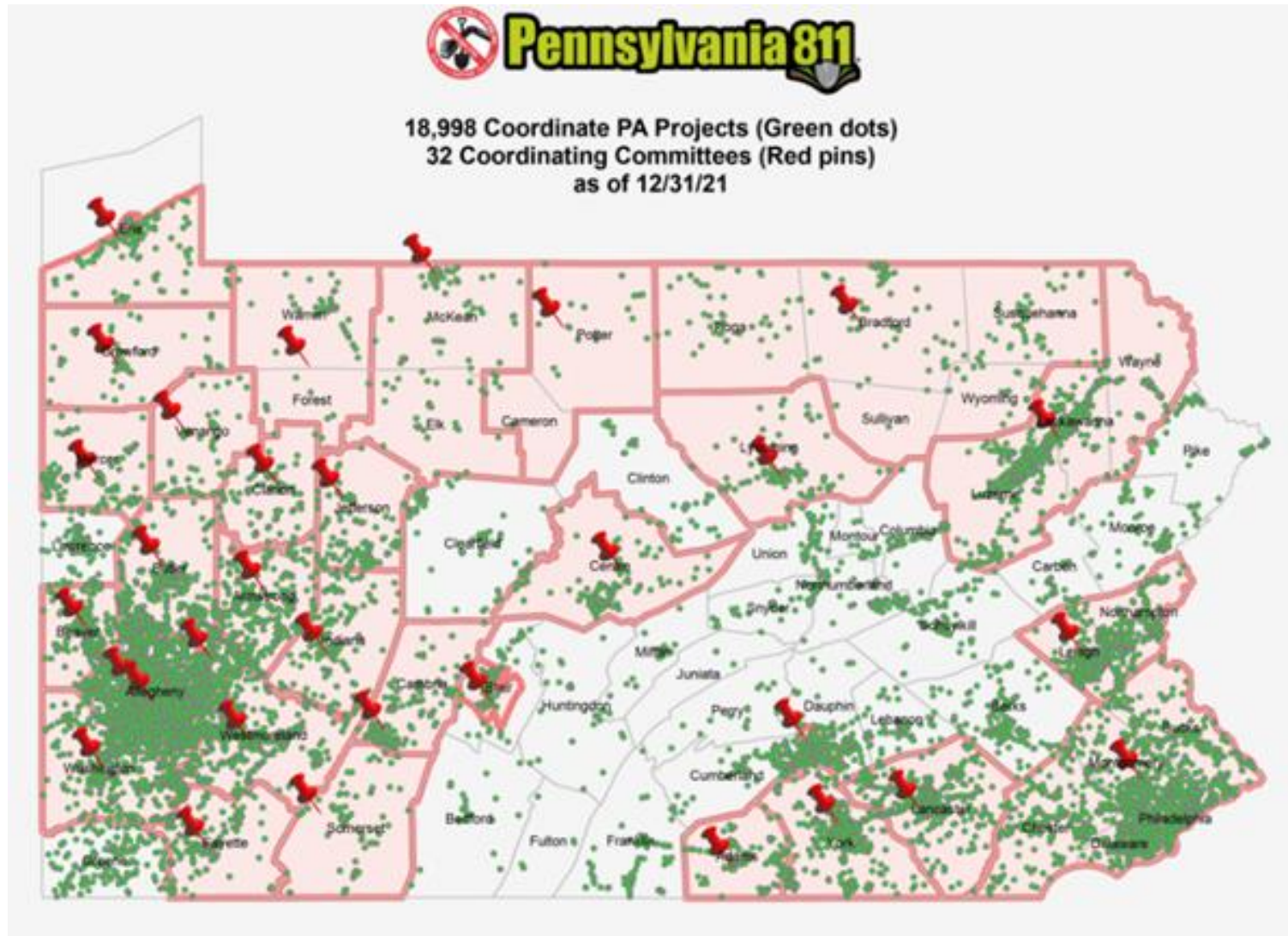
Projects By Status



Project-Related Tickets



PA One Call Coordinate PA (CPA)



PA One Call What's on the Horizon?

- Designers – New Updated Guidelines for Subsurface Utility Engineering (**SUE**)
 - ASCE Standard Guideline for Investigating and Documenting Existing Utilities/**ASCE 38-22**
 - ASCE Standard Guideline for Recording and Exchanging Utility Infrastructure Data/**ASCE 75-22**

PA One Call What's on the Horizon?

- ASCE Standard Guideline for Investigating and Documenting Existing Utilities/**ASCE 38-22**
 - New standard changes reflect the advancement in technologies for detecting, locating and documenting utilities and other infrastructure
 - It is more prescriptive, defining specific performance goals that are required
 - Has explicit survey accuracies for quality levels C, B and A
 - 3D data has become an essential part of the new standard

PA One Call What's on the Horizon?

- ASCE Standard Guideline for Investigating and Documenting Existing Utilities/**ASCE 75-22**
 - New standard changes specifies essential elements for recording and exchanging data about location, size, orientations, function, ownership and other attributes of underground and above ground utility infrastructure, with a focus on newly installed, repaired, or otherwise exposed or accessible utility infrastructure

PA One Call Contacts

Pennsylvania One Call System Contacts

Bill Kiger	President & CEO	412-464-7111	
Ellen Kiger	Vice President & COO	412-464-7115	
Sherry Harim	Director – Member Services & Accounting	412-464-7116	
Jonathan DeMoss	Director – Technology	412-464-7150	
Linda Covelli	Manager – Operations	412-464-7110	
Kelly Pearl	Manager – Member Services & Accounting	412-464-7106	
Norm Parrish	Manager – Education	484-366-6647	
S. Robin Johnson	Compliance Coordinator	412-464-7127	
Penny Modrick	Executive Secretary	412-464-7118	
Donna Williams	Business Analyst	412-464-7119	
Marcos Bernal	Supervisor – Education	412-999-8009	
Mark Lipka	Supervisor – Education	570-939-7042	
Brandon Dujmic	Liaison Representative (Southwest)	412-427-0112	
Erica Dominick	Liaison Representative (Southwest)	814-615-7047	
Kevin Goldblum	Liaison Representative (South Central)	717-487-0797	
Kirk Kirkpatrick	Liaison Representative (Northwest)	814-572-8113	
Greg Danks	Liaison Representative (Southeast)	215-834-2069	
Ryan Parrish	Liaison Representative (Southeast)	610-906-5137	
Blaire Prough	Liaison Representative (Central)	717-602-5976	
Jim Reynolds	Liaison Representative (Southeast)	215-859-2868	
Maria White	Liaison Representative (Northeast)	570-954-3545	
			Administrative Offices 800-248-1786
			Accounting 412-464-7137
			Education 412-464-7136
			Member Services 412-464-7168
			KARL Response System 800-222-6470

Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.

Pennsylvania 811



Questions?

