Pennsylvania One Call System, Inc.

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President & CEO

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Pennsylvania One Call System, Inc.

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.

Some background…

Pennsylvania One Call System, Inc.

We are a privately funded non-profit Pennsylvania corporation.

(Funded by our Underground Facility Owner members Columbia Gas, National Fuel Gas, PECo, Peoples, UGI, Sunoco, EQT, 3525 strong…)

Know what's below.
Call before you dig.

www.paonecall.org

Pennsylvania 811

Key Statistics:

- 3,525 underground facility members.
- In 2015, our excavation stakeholders created more than 808,000 “tickets” and
- We sent almost 6 million notifications to our underground facility members as a result.
- Our call center is staffed 24 hours a day, every day of the year. Since 1972.

Our Investments in Safety…

…by investing in communications.

- Call Center is staffed 24 x 7 x every day of the year. Since 1972. ~ 45 Years
- We can notify every member (3525) of an emergency within the Commonwealth in about 9 minutes.
- We have the largest and most active Liaison staff of any One Call System in the nation.
- We strongly believe that communications is the key to damage prevention.

The system works best when everyone participates.

Investment: Regional Partners

We invest time, people and resources for CGA Regional Partner (Local Utility Coordinating Committees).

- Pittsburgh Public Service Coordinating Committee
- Johnstown Area Public Service Coordinating Committee
- Allegheny/Kiski Valley Coordinating Committee
- Indiana Public Service Coordinating Committee
- Delaware Valley Damage Prevention Council
- Lehigh Valley Regional Partners
- Lancaster/York Regional Partners (forming)
- North East PA Regional Partners (Wilkes-Barre/Scranton)

Current CGA Regional Partners:

www.paonecall.org

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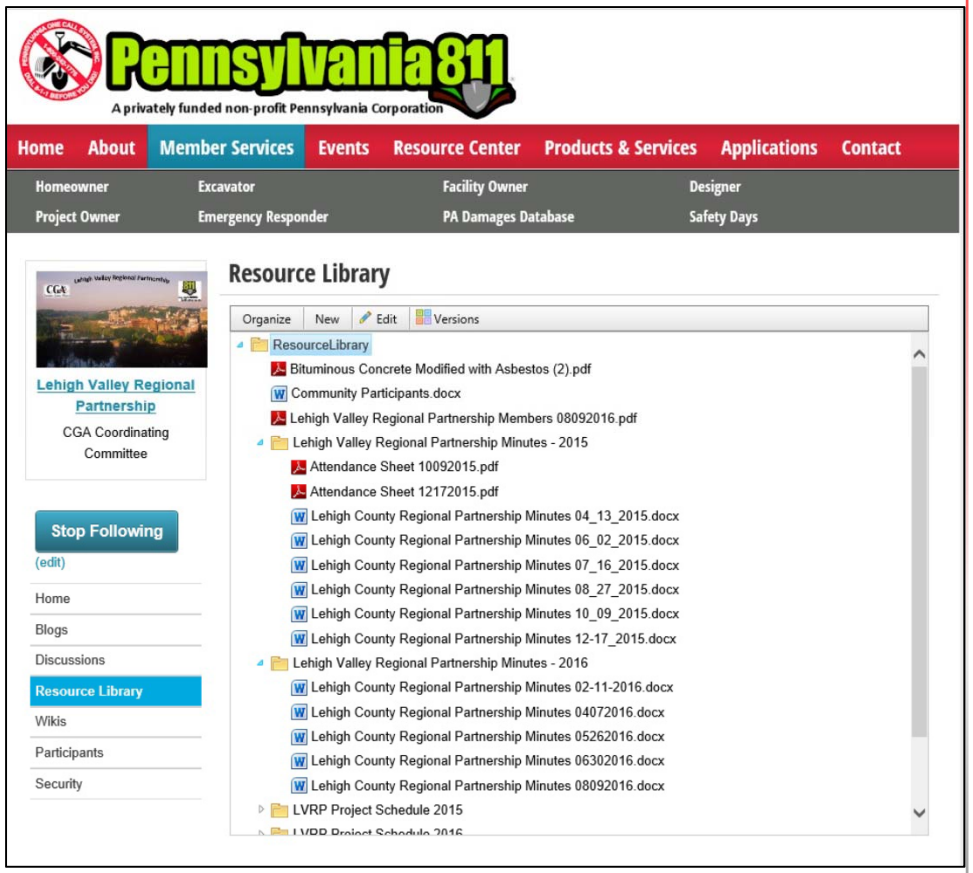
Investment: Website Communities

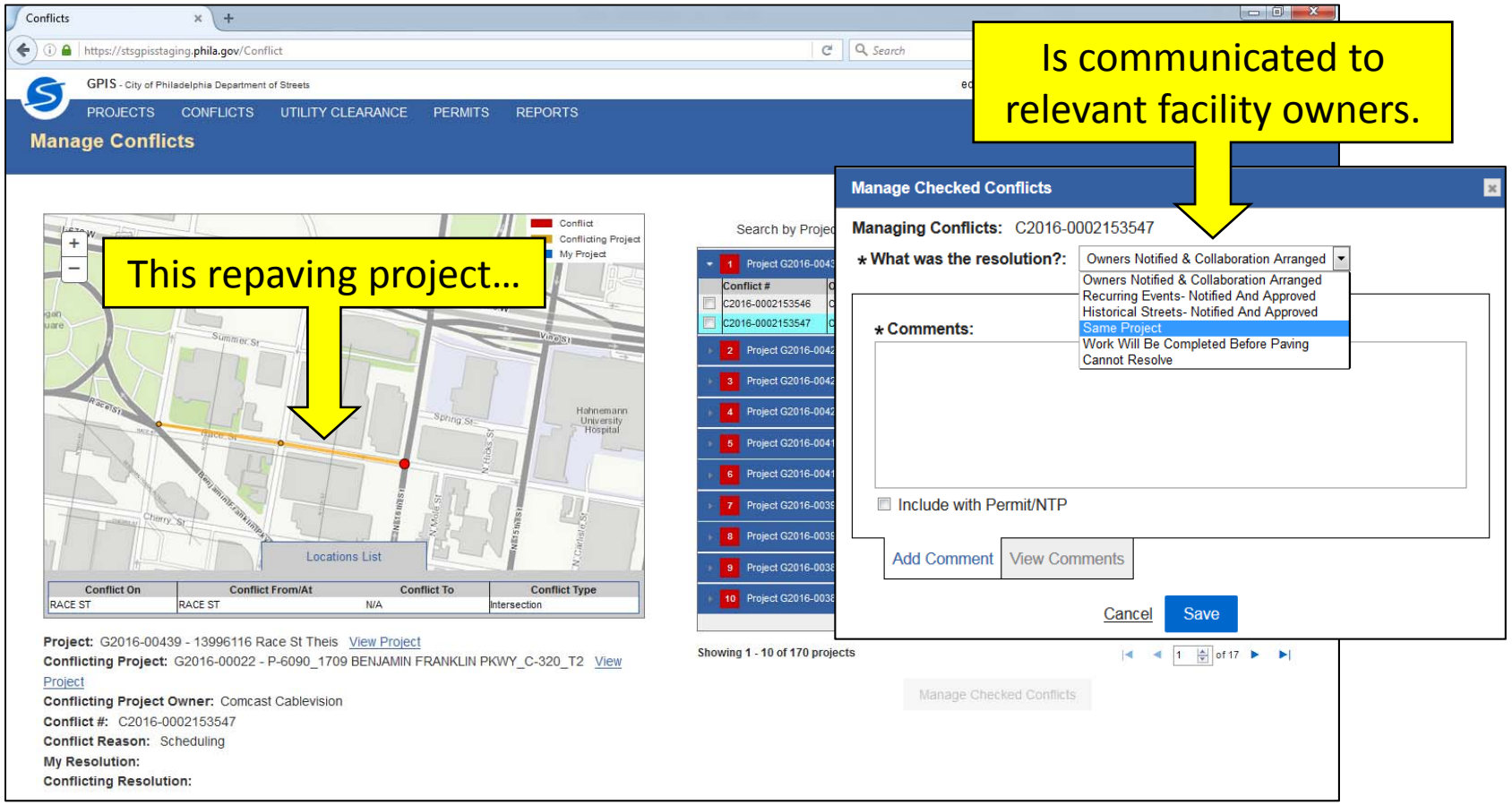
- We are investing in a website community for the Lehigh Valley Regional Partnership.
- Our goal is to make the website community a model for communications for each CGA Regional Partner.



Investment: Utility Coordination & Collaboration – "Coordinate PA"

- We're working to facilitate facility owner project collaboration tool integrated with the Notification
  - Augments Regional Partner Community Website
  - Designed to:
    - Coordinate Projects to reduce Overlaps
    - Coordinate/Mitigate Conflicts
    - Coordinate Clearances needed to proceed
    - Automate a Self Serve Permit process

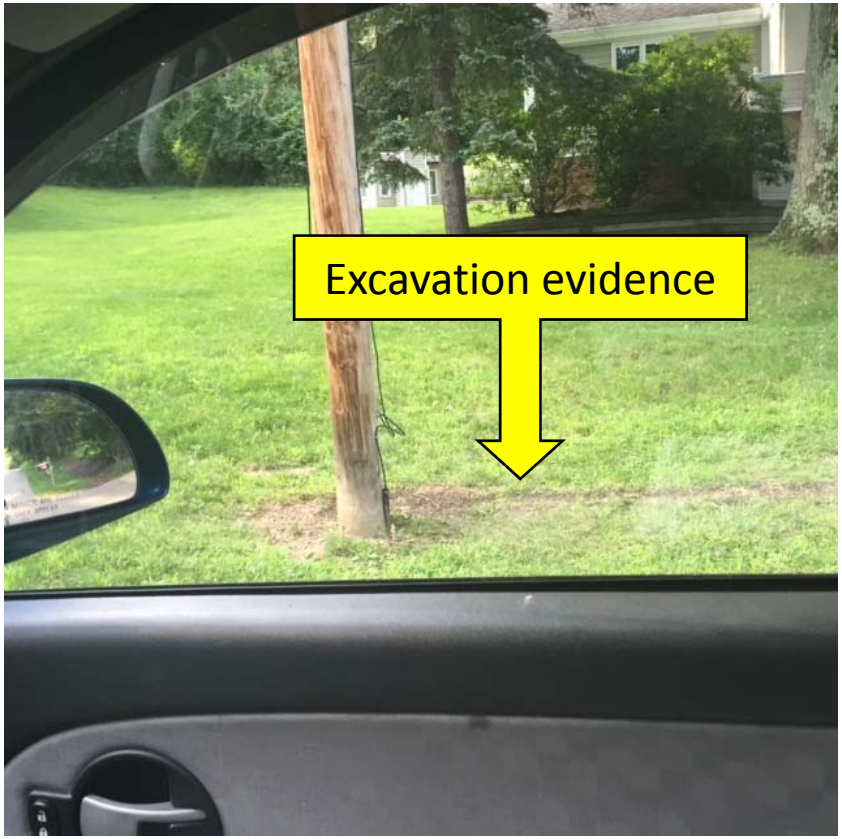
Automated Communications



Investment: "No One Call" Ticket

- An Industry FIRST.
- A Future Best Practice.
- ANYONE who sees excavation without "**temporary marks**" can call us to place a "No One Call" notification.
- We investigate the worksite described, and send an emergency ticket to nearby facility owners.

No One Call: Field example



No One Call Ticket example

```
CDC    00000 POCS MM/DD/YY TT:TT:TT 20162470088-000 NEW  NOCL EMER

============PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST============
Serial Number--[20162470088]-[000] Channel#--[1023A027][0285]
Message Type--[NEW][NO ONE CALL][EMERGENCY]

County--[PHILADELPHIA]    Municipality--[PHILADELPHIA CITY]          Ward--[60]
Work Site--[4918 LOCUST ST]
     Nearest Intersection--[49TH ST]
     Second Intersection--[]
     At Intersection--[N] Between Intersections--[N]
     Subdivision--[]
Location Information--
     [CALLER STATES THEY SEE WORK BEING DONE IN THE REAR OF THE BUILDING.]
     Caller Lat/Lon--[]
Mapped Type--[P] Mapped Lat/Lon--
     [39.954810/-75.220524,39.955079/-75.220462,39.955092/-75.220529,
      39.954817/-75.220571]
     Attachments--[http://www.pa811.org/attachments/20162470088]
Type of Work--[NO ONE CALL]                                    Depth--[]
Extent of Excavation--[]                    Method of Excavation--[]
Equip Type--[]
Equip Present--[Y] Equip Identifier--[]
Active Digging--[Y] Markings Visible--[N]
Street--[ ] Sidewalk--[ ] Pub Prop--[ ] Pvt Prop--[ ] Other--[]
Private Front--[ ] Rear--[ ] Left--[ ] Right--[ ]

Lawful Start Dates--[          ] thru [          ] Response Due Date--[03-Sep-16]
                    Scheduled Excavation Date--[          ]

Caller--[CALLER NAME]
Caller Phone--[111-222-3333]              Caller Ext--[]-
Excavator--[]
Address--[123 MAIN ST]
City--[PHILADELPHIA]                          -    State--[PA] Zip--[99999]
FAX--[]                          Caller Type--[H]
Email--[]

Person to Contact--[]
Contact Phone--[]                          Contact Ext--[]
Best Time to Call--[]

Prepared--[03-Sep-16] at [1027] by [JOY STANCATO]
Remarks--
     []

CQ 0  CQ =COMCAST CABLE    KA 0  KA =PECO SCKL        PD 0  PD =PHILA C WTR DPT
PSD0  PSD=PHILADELPHIA ST  PZ 0  PZ =PGW PHLA         YA 0  YA =VERIZON PA PHIL

Serial Number--[20162470088]-[000]
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```

[NEW] [NO ONE CALL] [EMERGENCY]

[CALLER STATES THEY SEE WORK BEING DONE IN THE REAR OF THE BUILDING]

Type of Work--**[NO ONE CALL]**

Equip Present--[Y] Equip Identifier--[] Active Digging--[Y] Markings Visible--[N]

Investment: Education and Outreach

- We invest in stakeholder **education**.
  - "Deep Dive" of subjects following the RP 1162 *9 Elements*
  - Led by subject Matter Experts (Liaisons)
  - Learning Objectives and content review

- Examples:
  - Introductory Locator Program (DEP Certified)
  - The Five Steps to Safer Digging

Stakeholder education in 2015:

- **Education** programs (Instructor led, Learning Objectives) touched 5,498 stakeholders.
- **5 Regional Safety Days** ~ 3,000 attendees
- **We met** with 2,259 stakeholders to talk about damage prevention, and
- **We presented** a variety of damage prevention topics to 7,269 stakeholders.

(We also staffed 62 industry-specific shows with 42,963 attendees).

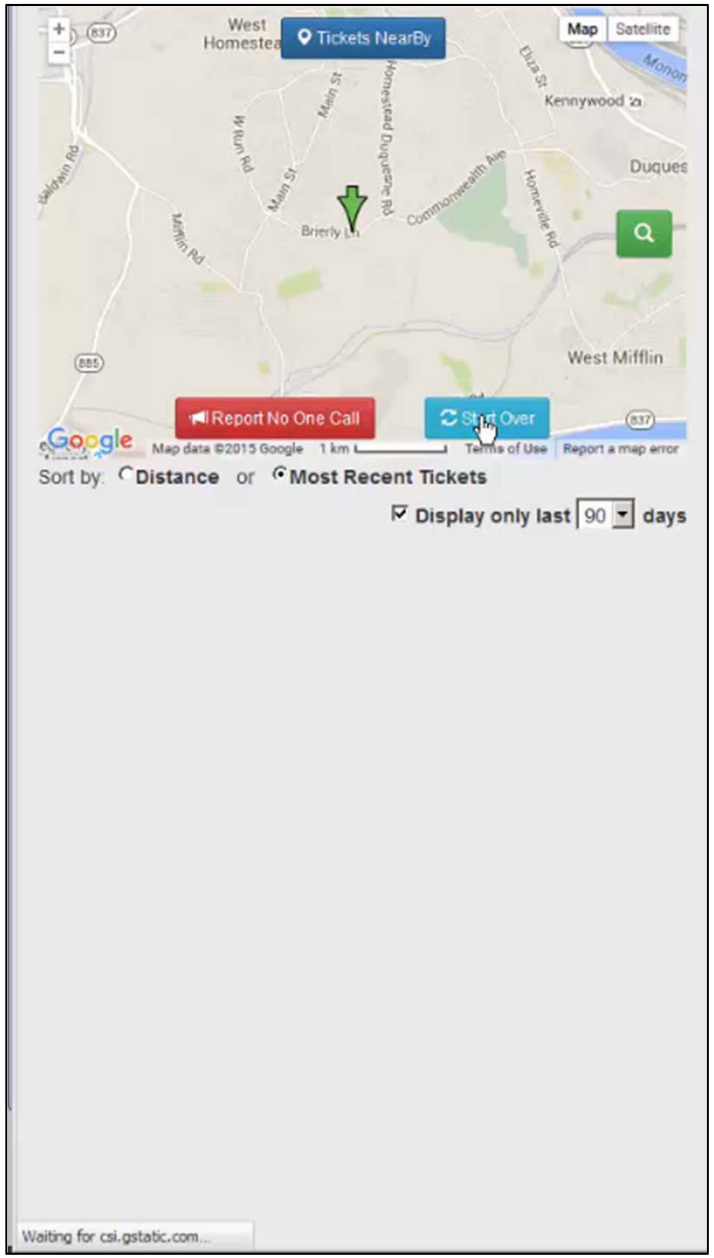
General Public Outreach in 2016:

- "Call Before You Dig" outdoor campaign targeted to Philadelphia Spring 2016
  - Est. 3,000,000 impressions
  - Raised 8-1-1 awareness by 13%

- "Gladys Kravitz" direct mail campaign
  - Through 2Q2016, 16,363 homeowner postcards and 61,277 neighbors near temporary marks.
  - Generates **hundreds** of tickets from new homeowners.

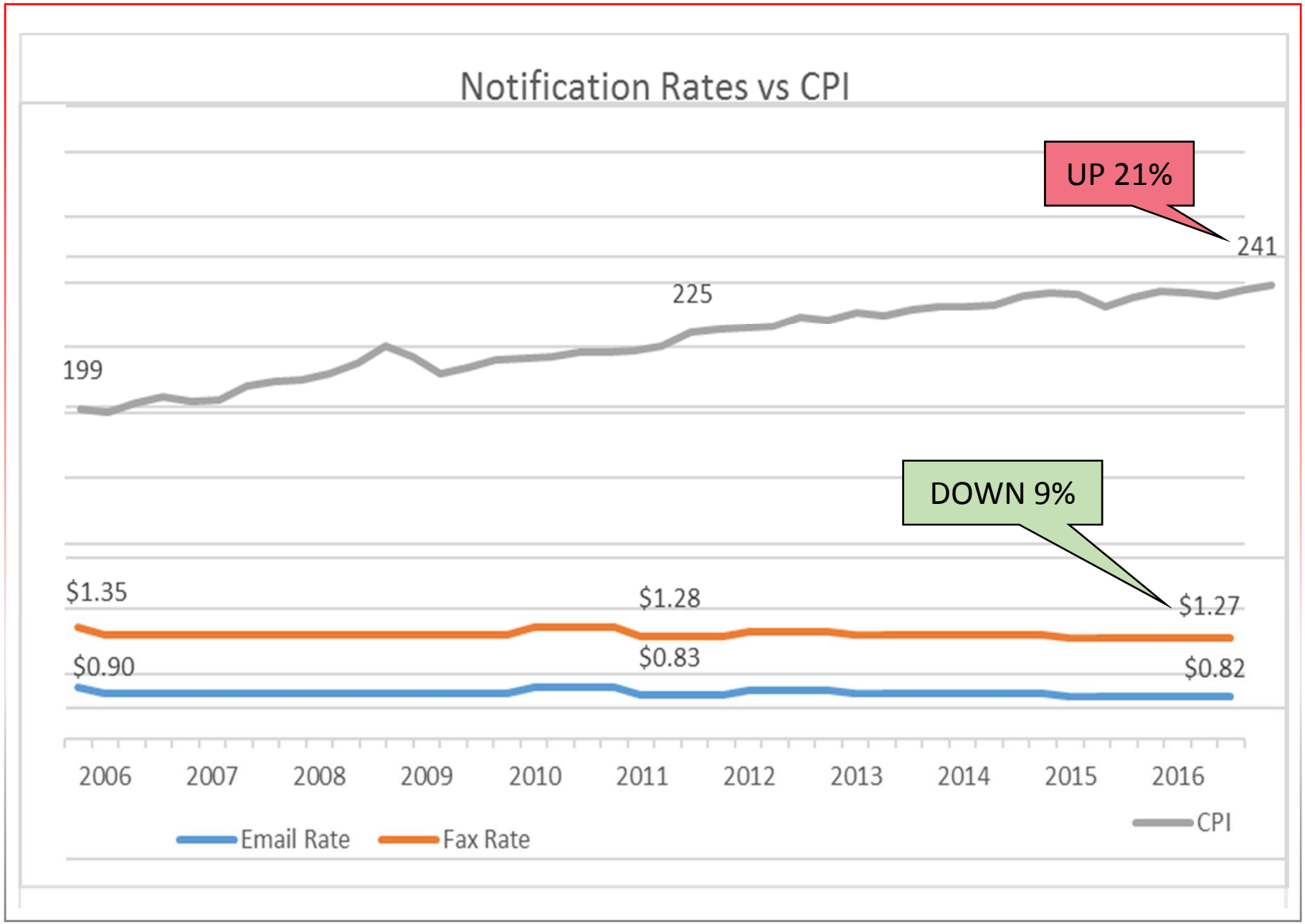
Investment: Tickets Nearby App

- Designed for our **members**.
- Spatially-aware view of tickets close to an address
- Drill down for details
- Color Coded for emergencies.


Tickets NearBy
Map
Satellite
Report No One Call
Start Over
Map data ©2015 Google
1 km
Terms of Use
Report a map error
Sort by: Distance or Most Recent Tickets
Display only last 90 days
Waiting for csi.gstatic.com...

With all of this investment…

We are still good stewards of your funding.


Notification Rates vs CPI
UP 21%
241
225
199
DOWN 9%
$1.35
$1.28
$1.27
$0.90
$0.83
$0.82
2006
2007
2008
2009
2010
2011
2012
2013
2014
2015
2016
Email Rate
Fax Rate
CPI

Questions?

(Thanks! for your time!)

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