Pennsylvania One Call System, Inc.

Bill Kiger
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.
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:

- Allegheny Kiski
- Indiana
- Pittsburgh
- Johnstown
- Lehigh Valley
- Delaware Valley

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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

This repaving project...

Is communicated to relevant facility owners.

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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.

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No One Call: Field example

Excavation evidence

Excavation evidence
**No One Call Ticket example**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Work</strong></td>
<td>[NO ONE CALL]</td>
</tr>
<tr>
<td><strong>Active Digging</strong></td>
<td>[Y]</td>
</tr>
<tr>
<td><strong>Markings Visible</strong></td>
<td>[N]</td>
</tr>
<tr>
<td><strong>Equip Present</strong></td>
<td>[Y]</td>
</tr>
<tr>
<td><strong>Equip Identifier</strong></td>
<td>[]</td>
</tr>
<tr>
<td><strong>Caller</strong></td>
<td>[CALLER NAME]</td>
</tr>
<tr>
<td><strong>Caller Phone</strong></td>
<td>[215-222-9999]</td>
</tr>
<tr>
<td><strong>Excavator</strong></td>
<td>[1]</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>[123 MAIN ST]</td>
</tr>
<tr>
<td><strong>City</strong></td>
<td>[PHILADELPHIA]</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>[900000]</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Prepared</strong></td>
<td>[09-08-16] by [JOY STANCA]</td>
</tr>
<tr>
<td><strong>Remarks</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Location Information**: [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.
With all of this investment...

We are still good stewards of your funding.
Questions?
(Thanks! for your time!)

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