

CGA Update: Data, Insights & Action

PA PUC Safety Conference | Sept. 10, 2026



Erika Lee
Executive Vice President

OUR MISSION

Common Ground Alliance is **dedicated to preventing damage** to underground utility infrastructure and protecting those who live and work near these important assets **through the shared responsibility of our stakeholders.**

Damage Prevention Industry Stakeholders





Damage Information Reporting Tool



2025

DATA SUMMARY & TRENDS

dirt.commongroundalliance.com

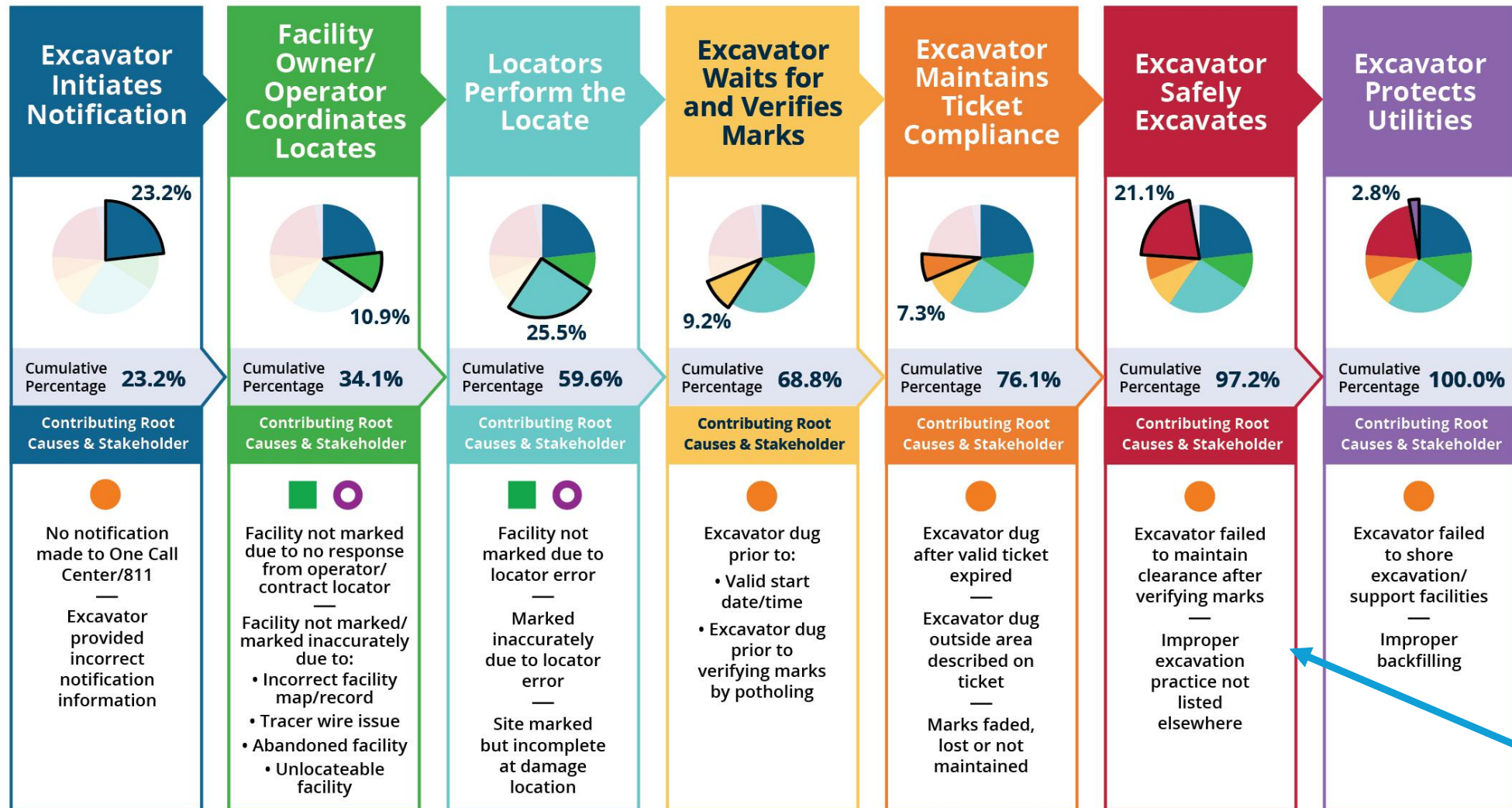


2025 Top 10 Known Damage Root Causes

Rank	Root Cause	2025 Reports	% of Total	2024 Comparison
1	No notification made to One Call Center/811	35,030	22.3%	↓ -2.2
2	Excavator failed to maintain clearance after verifying marks	23,240	14.8%	↓ -1.3
3	Facility not marked due to locator error	22,342	14.2%	↑ 2.3
4	Marked inaccurately due to locator error	14,392	9.2%	↑ 0.6
5	Excavator dug prior to verifying marks by potholing	11,340	7.2%	↑ 2.3
6	Improper excavation practice not listed elsewhere	9,698	6.2%	↓ -0.6
7	Facility not marked due to no response from operator/contract locator	6,607	4.2%	↓ -0.5
8	Excavator dug outside area described on ticket	4,753	3.0%	↑ 1.2
9	Excavator failed to shore excavation/support facilities	4,186	2.7%	↓ -0.6
10	Excavator dug after valid ticket expired	3,414	2.2%	↑ 0.1
	Top 10 Total	135,002	86.0%	

● Excavation Practices
● No Locate Request
● Locating Practices
● Invalid Use of Request

811 Process: Failure Points By Known Root Cause



Excavation begins

Stakeholder Groups



Facility Owner



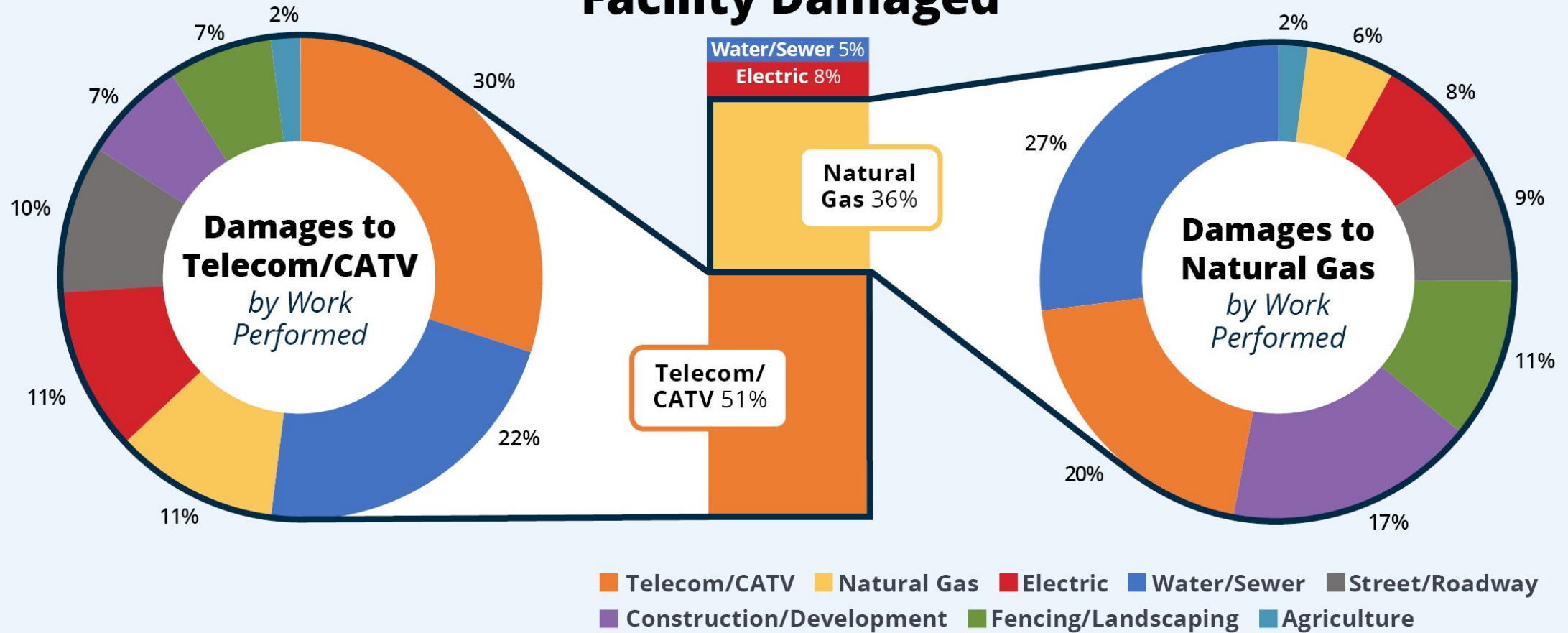
Excavator



Locator

Facilities Damaged by Work Performed

Facility Damaged

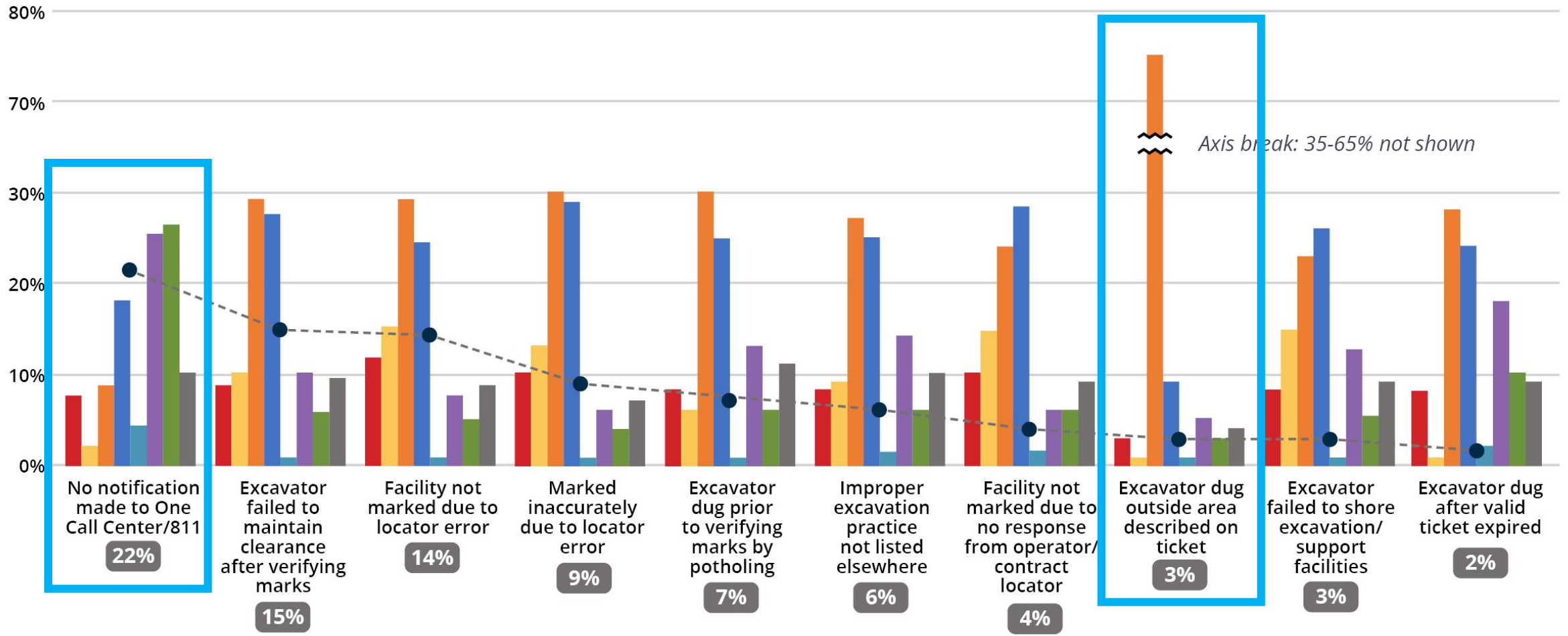


Work Performed by Top 10 Known Root Causes

UTILITY WORK PERFORMED: ■ Electric ■ Natural Gas ■ Telecom/CATV ■ Water/Sewer

NON-UTILITY WORK PERFORMED: ■ Agriculture/Irrigation ■ Construction/Development ■ Fencing/Landscaping ■ Street/Roadway

#% --●-- % of Total 2025 Reports



DIRT Dashboard: Pennsylvania

DIRT Explorer

One Call & DIRT Year-to-Year Trends

One Call & DIRT State & Province Data

DIRT Calendar Trends

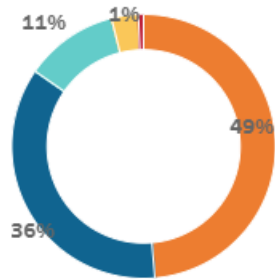


Root Cause ⓘ

Total Unique Damages: 5,110

Change Views Here:

Root Cause Detail ▾



ROOT CAUSE GROUP KEY

- Excavation Practices
- Invalid Use of Request by Excavator
- Locating Practices
- Miscellaneous
- No Locate Request

Marked inaccurately due to locator error	1,582	31.0%	
Excavator failed to maintain clearance after verifying marks	902	17.6%	
No notification made to One Call Center/811	585	11.4%	
Improper excavation practice not listed elsewhere	558	10.9%	
Facility marked inaccurately due to incorrect facility record/..	269	5.3%	
Facility not marked due to locator error	189	3.7%	
Marks faded, lost or not maintained	181	3.5%	
Facility not marked due to no response from operator/contr..	155	3.0%	
Excavator dug prior to verifying marks by potholing	147	2.9%	
Facility not marked due to incorrect facility record/map	122	2.4%	
Facility marked inaccurately due to abandoned facility	74	1.4%	
Excavator dug prior to valid start date/time	52	1.0%	
Excavator provided incorrect notification information	50	1.0%	
Excavator failed to shore excavation/support facilities	50	1.0%	
Facility marked inaccurately due to tracer wire issue	44	0.9%	
Excavator dug outside area described on ticket	44	0.9%	

commongroundalliance.com/damage-prevention-dashboard

DIRT Dashboard: Pennsylvania



Overview: Pennsylvania

Change Views Here:

One Call/811 Locate Reque...

☒ Map

☐ Chart

Reset to Map View ↺

Pennsylvania One Call System, Inc. dba Pennsylvania 811	
www.paonecall.org	

1,095,077
Incoming Tickets

Notification Period	3-10 business days for excavation & demolition 10 business days for complex..
Ticket Life	As long as work continues and equipment is not removed from the work site
Tolerance Zone	18 in

6,952,265
Transmissions

Mandatory Locate Requests	✓	Mandatory White Lining	✗
Locate Request Exemption: Agriculture	✗	Electronic Positive Response Required	✓
Locate Request Exemption: Depth	✗	Positive Response System (PRS) Used	✓
Locate Request Exemption: Emergencies	✗	Positive Response Confirmation Before Excavation	✗
Locate Request Exemption: Hand Digging	✓	Mandatory One Call/811 Center Membership	✓
Locate Request Exemption: Homeowners/Landowners	✗	Membership Exemption: DOT	✓
Locate Request Exemption: Landscaping	✗	Membership Exemption: Gravity/Sanitary/Sewers	✗
Locate Request Exemption: Minor Routine Road Mainte..	●	Membership Exemption: Railroad	✗
Design/Engineering Locate Request Type	✓	Membership Exemption: Storm/Sewers/Drains/Culv..	✗
Emergency Locate Request Type	✓		
Scheduled Locate Request Type	✓		

6.35
Transmissions/Incoming

5,423
Unique Damages

● Conditional, please see state law and provisions See [Help & Documentation](#) for definitions.

commongroundalliance.com/damage-prevention-dashboard





Between the Lines: The True Cost of Damage to America's Buried Utilities

ECONOMIC IMPACT REPORT – AUGUST 2026

The Ripple Effect:

How One Utility Damage Incident Creates Costs Across Five Dimensions

 One incident.

 Five dimensions.

 Multiple stakeholders impacted.



Direct Repair

- Emergency response
- Repair labor & materials
- Equipment & contractors
- Restoration
- Lost product

Operational Response

- Emergency services
- Traffic control
- Evacuations
- Investigations
- Insurance & litigation
- Regulatory compliance

Business & Economic Impact

- Service interruption
- Delayed utility projects
- Delayed third-party projects
- Business interruption
- Indirect impacts (blocked access)
- Reputational costs

Human Impact

- Worker injuries
- Public injuries
- Fatalities
- Medical costs

Community & Environment

- Evacuations and road repair
- Property damage
- Environmental remediation

Five Dimensions of Utility Damage Costs

IMPACT BY COST TYPE

39.2% \$32.6B

Community & Environment

Captures the physical, community, and environmental consequences of a utility damage incident. This includes public facility impacts, property damage and restoration, road and pavement repair, goodwill programs, temporary relocation or evacuation support, environmental assessment, soil and groundwater remediation, air quality impacts, and related cleanup or monitoring activities.

38.0% \$31.6B

Business & Economic Impact

Service interruption and lost revenue, delayed projects (both utility and third-party), direct business interruption for customers without service, indirect business impacts (e.g., retailers losing customers when road access is blocked), reputational costs to companies and the industry, and productivity/efficiency losses.



5.9% \$4.9B

Direct Repair

Emergency crew mobilization, repair labor and materials, equipment, contractor costs, coating repair, site restoration, and lost product (leaked natural gas, water, etc.).

7.5% \$6.2B

Human Impact

Worker and public injuries (medical costs, workers' compensation, lost wages), fatalities (legal settlements, using Value of Statistical Life methodology), and long-term disability.

9.4% \$7.8B

Operational Response

Emergency services (fire, police, EMS, hazmat), traffic control and road closures, evacuations, incident investigations, insurance claim processing, litigation and legal proceedings, regulatory compliance, and customer communications.

Systemic Damage Reduction



Current Standard



Data Collection



Awareness & Use



**Accreditation Metrics
Peer Review**

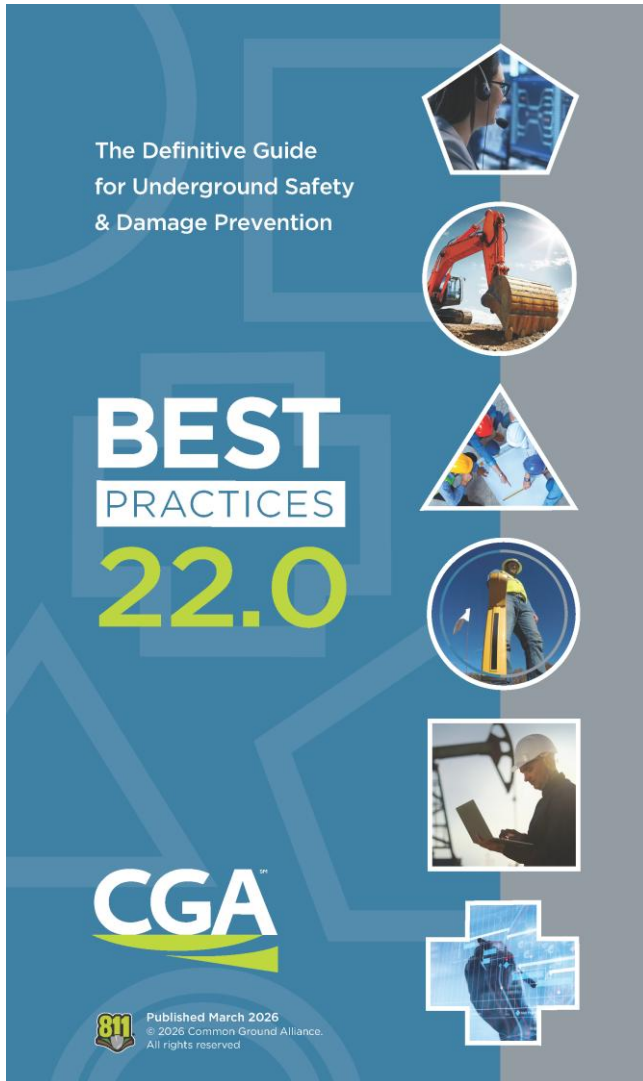


**Systemic
Issues/Opportunities**



Technology
**Incentivizing
Technology/Innovation**

Consensus-Approved Best Practices



- **Over 160** practices
- **Most accessed** damage prevention resource
- Nine chapters focused on **each part of the damage prevention** process
- Targets **all stakeholders** critical to damage prevention
- **Referenced in state laws, federal regulations,** and company policies and procedures

5-8: Positive Response^{94/}



Practice Statement:

The 811 center notifies the underground facility owner/operator of the proposed excavation area within the time specified. The owner/operator notifies the excavator/contractor of the status of the ticket by providing an electronic positive response through the 811 center.

Strategic Outreach and Communications



VIDEO

[I Know PSA](#)

Wednesday, June 3, 2026



MEDIA

[I Know Radio PSA - Spanish](#)

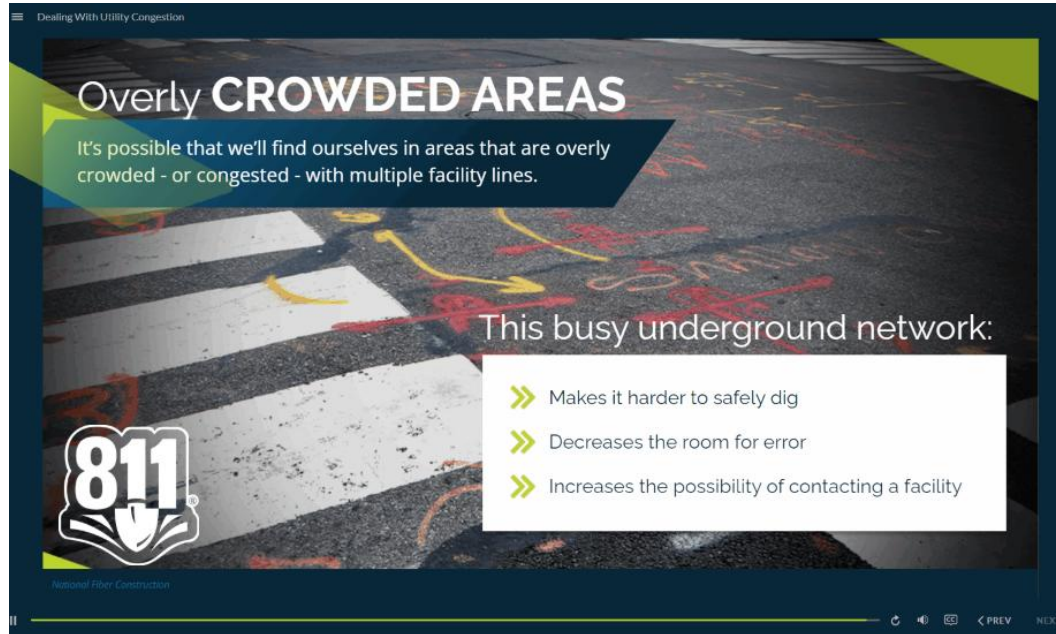
Wednesday, June 3, 2026

I Know PSAs

Available in 15, 20 and 30-second versions of radio and video in English and Spanish.

Customization available.

Targeted and Focused Training



CGA Online Training

- 24 modules developed
- Available in English and Spanish
- Critical behaviors targeted
- Data-driven messaging
- Customizable learning pathways
- Free for excavators
- Additional solutions available to members



Tolerance Zone 101

[View Training](#)



Protecting Facilities

[View Training](#)



Maintaining Clearance

[View Training](#)

Damage Prevention Accreditation: Roadmap

✓ **Safety Culture**

Build a leadership-driven culture with clear accountability

✓ **Risk Management**

Identify, assess, and proactively manage excavation risks

✓ **811 System Management**

Use the 811 system early, accurately, and consistently

✓ **Training**

Provide consistent, documented damage-prevention training

✓ **Damage Investigations**

Investigate incidents and implement corrective actions quickly

✓ **Data Analysis**

Collect, analyze, and act on damage and near-miss data



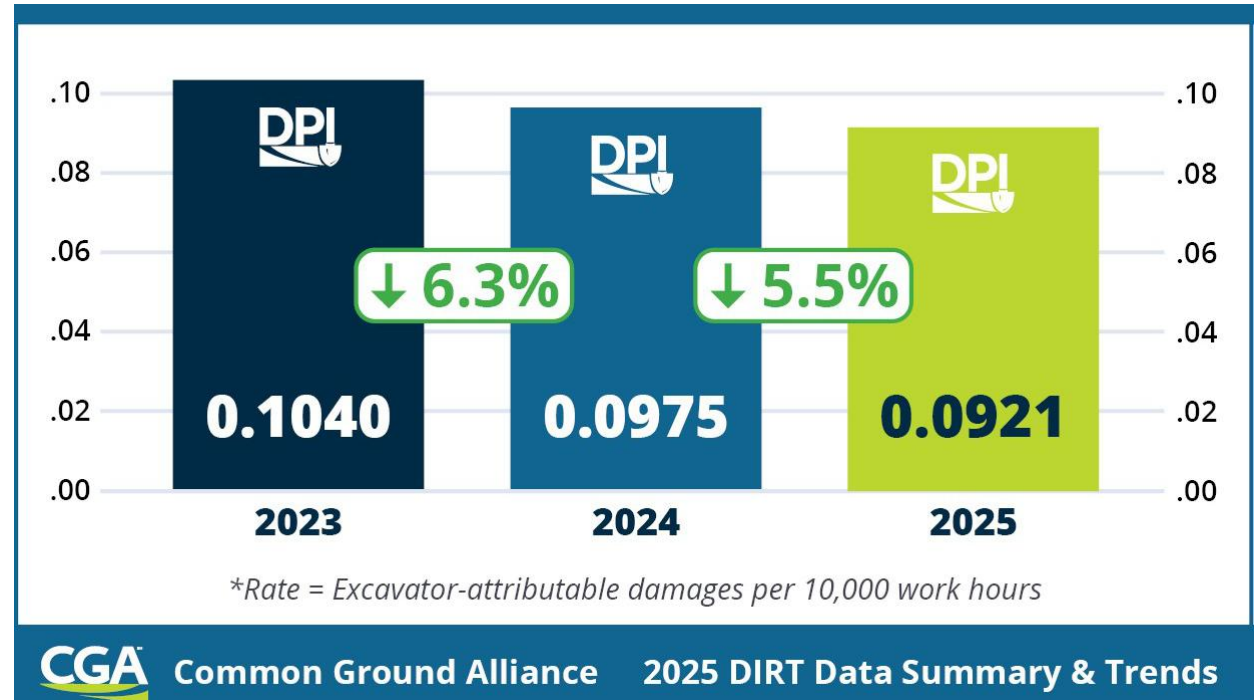
CGA's
Damage
Prevention
Accreditation
Program

DPI-accredited excavators are improving performance

-11.8%

decrease in damage rate for DPI-
accredited excavators

Excavator-attributable damages
per 10,000 work hours



What gets measured gets managed.

DPI makes improvement visible—and gives organizations a disciplined way to sustain it.

Local Engagement and Outreach



[Home](#) [Communities](#) [Directory](#) [Events](#) [Browse](#)
[Member Home \(Admin\)](#)



Create

Regional Partners Community Calendar (View Only)

Calendar

August - September 2025

August 2025						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
September 2025						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

CGA Regional Partners Community Calendar
CGA Regional Partner events and happenings.

CGA Regional Partners Calendar



CGA Regional Partners Map
Interactive map of CGA Regional Partners, with contact information for all Regional Partners.

CGA Regional Partners Map

Common Ground Alliance 101

Gateway to Common Ground Alliance Resources

Whether you're discovering the Common Ground Alliance for the first time or you're a seasoned member seeking quick access to our tools, this hub connects you to everything CGA offers. Here you'll find our complete collection of damage prevention resources, organized for easy navigation and immediate access.

CGA 101 Resource Gateway
This hub connects you to everything CGA offers.

CGA 101 Resources Gateway

Policy Positions

The [Damage Prevention Action Center's](#) policy focus areas are data-driven recommendations for modernizing U.S. [damage prevention](#).

Our positions are based on the data, research and analysis produced by the [Common Ground Alliance](#).

- **Effective, balanced enforcement for all stakeholders will drive behavior change.**
- **Removing special-interest exemptions for 811 notifications will reduce damages.**
- **Incentivize facility owner/operators to provide distributed real-time mapping and geospatial data to 811 centers in a timely fashion.**
- **Mandating reporting of all facility damages to the 811 center will provide additional information about how and why damages occur.**
- **Ensure laws allow effective implementation of Best Practices.**

CGA: www.commongroundalliance.com

Erika Lee: erikaa@commongroundalliance.com



Pennsylvania 811 PUC Annual Update

Pennsylvania Act 287

PENNSYLVANIA ONE CALL SYSTEM, INC

Our purpose is to promote safety and prevent damage to underground facilities.

HISTORY



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 127)
- Operations were established in September 1972 with service covering 6 utilities serving Allegheny County
- Currently serves all 67 counties and employs over 90 people in West Mifflin and across the State

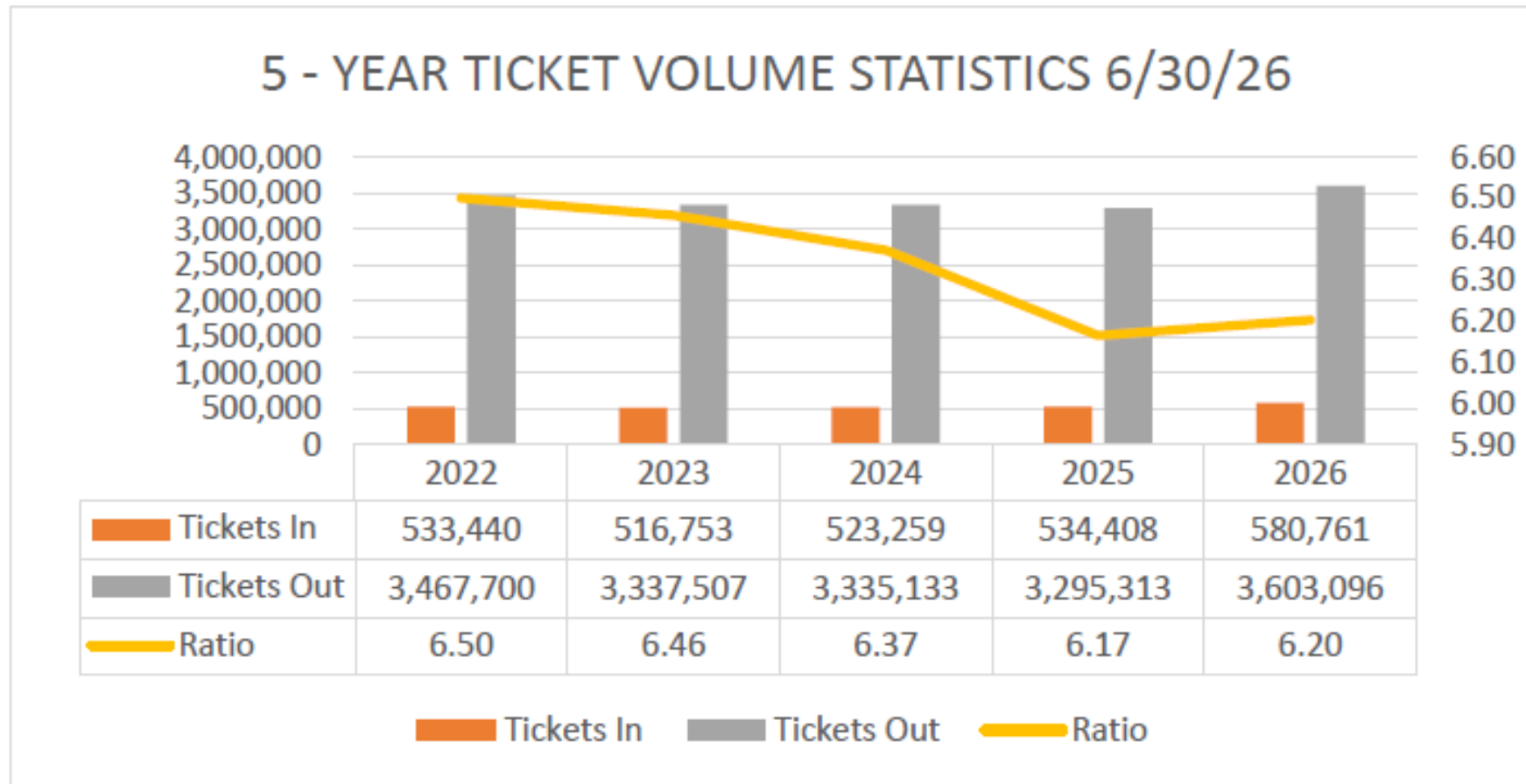
MEMBERSHIP

- We have approximately **3,815** 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, as well as Universities, Hospitals and other Micro-Users.
- 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.

MEMBERSHIP

- 3,815 Total Membership as of June 30, 2026
 - 2,236 Principal (*Paying Members*)
 - 1,579 General {*exempt from Payment*}

OPERATIONS



COMPLEX PROJECTS



RESOLUTION

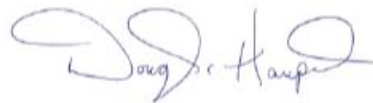
WHEREAS, on April 24, 2023, the Board approved the Users Guide language: “If the excavator is using horizontal directional drilling (HDD), he must, at a minimum, utilize the best practices published by the HDD Consortium.”

WHEREAS, the current legislation references trenchless technology Best Practices of the Common Ground Alliance,

WHEREAS, a Common Ground Alliance trenchless technology Best Practice does not exist,

NOW THEREFORE, the POCS Board determines that Section 8 of the Users Guide shall be amended to reflect the following language: “Where practicable use the National Association for Trenchless Technologies’ (NASTT) published guidelines on trenchless technology including pre- and post-bore plans. Submit the plans through Coordinate PA.”

By:



Douglas Haupt, Corporate Secretary

Dated: July 30, 2025

Design Notification Mandate

Effective **April 21, 2023**, the Pennsylvania 811 Board of Directors has mandated that **all Preliminary and Final Design Notifications must be submitted exclusively through the Pennsylvania 811 Coordinate PA (CPA) Application.**

COMPLEX PROJECT

A Complex Project means an excavation project that involves more than properly can be described in a single locate request.

It can be a single project, or a series of repetitive, small, short-term projects that are related in scope, that impacts facilities over a long period of time or a large area.

COMPLEX PROJECT

- **Complex Project Resolution of 2019** – Must use Coordinate PA to enter complex projects.
- **Design Resolution of 2023** – as of April, 2023 all design notifications must be placed using Coordinate PA.

COMPLEX PROJECT

DURATION
IMPACT
SIZE
COMPLEXITY



COORDINATE PA



COORDINATE PA

It's The Next Generation of Utility Coordination

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

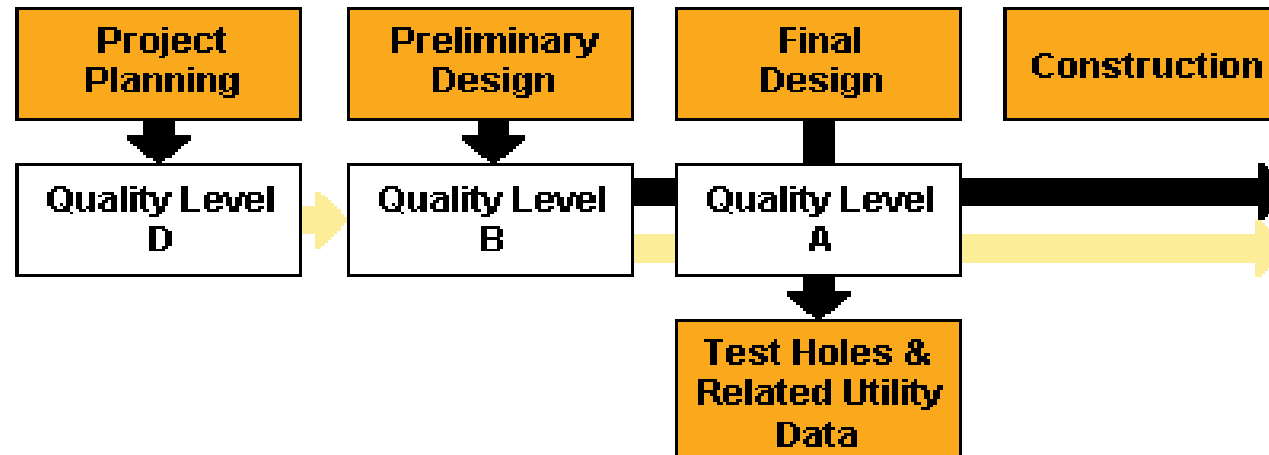
PROJECT OWNERS

- Project Owners are responsible for creating the project in Coordinate PA from conception.
- To furnish data obtained through Subsurface Utility Engineering (SUE) to the One Call system, through Coordinate PA (CPA), in a mutually agreeable format.

SUBSURFACE UTILITY ENGINEERING

Sufficient SUE Process is required for all
Complex/Large Projects under Act 127 Section 6.1 (1)

Project application should be entered through Coordinate PA from Concept to Completion of the project.



EXCAVATORS

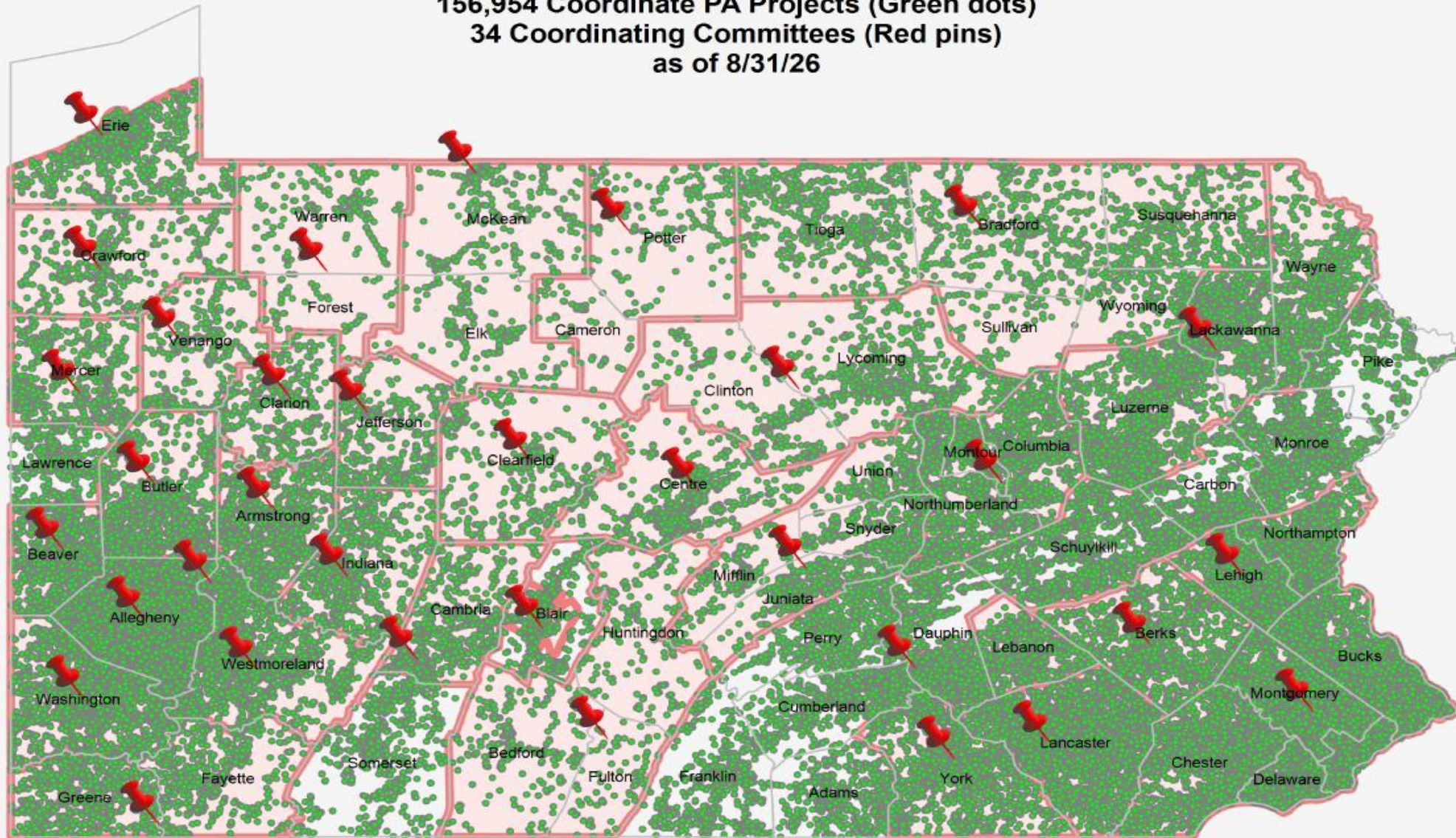
When the project moves to construction phase, the excavator creates a complex project ticket from within the CPA original project and indicates a preconstruction meeting is requested.

- A complex project ticket **requires** a 10-business day notice.



Pennsylvania 811

156,954 Coordinate PA Projects (Green dots)
34 Coordinating Committees (Red pins)
as of 8/31/26



Pennsylvania 811

BROADBAND



PENNSYLVANIA BROADBAND DEVELOPMENT AUTHORITY (PBDA)

- Created by Pennsylvania Legislature
- Within the Department of Community and Economic Development (DCED)
- Pennsylvania Broadband Deployment Plan
- It's mission is “ *To foster and create equitable, affordable, and robust high-speed broadband infrastructure and services for the 21st century and beyond.* ”



2026 Statewide Broadband Plan: How should we prepare?

Background

In 2020 the Pennsylvania Broadband Development Authority (PSDA) authorized a program called the Capital Projects Fund Broadband Infrastructure Program (BIP). The BIP program aims to provide grants for broadband infrastructure projects in unserved and underserved areas of the Commonwealth.

Since then, this initiative has gained support both locally and federally, amassing more than \$711M to allocate to our Commonwealth. As of April 2026, these funds are being distributed to entities who applied and qualified. These funds are being used to improve broadband connectivity throughout the Commonwealth.

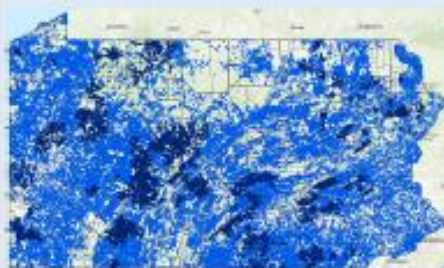
Challenges

- Fiber Project owners tend to have a disconnect between speed to market and actual construction
- Poor project planning, coordination, and design leads to unrealistic timelines
- Unwillingness to factor delays into the build further exacerbates the unrealistic timeline
- Out-of-state contractors are unfamiliar with PA Act 287, as amended
- Improper or No Design: Causes increased danger to public safety, increased timeline, and increased project cost
- Too many locate requests for the facility owners to keep up with

Recommendations

- Reach out to your local Damage Prevention Liaison at Pennsylvania 811**
 - Learn about the best practices
 - Mandate new excavators and project managers take the free education training prior to creating tickets
 - Coordinate PA must be used for all large projects
 - Have project managers participate in local Utility Coordination Committee (UCC)
- Before your first ticket is submitted make sure you have your local permits**
 - Permits help ensure public safety by reducing potential hazards of unsafe construction
- Assign an official to represent the broadband company/companies for the county**
 - Helps local cities and municipalities by knowing who their local liaison is for the broadband rollout
- Participate in regular meetings with the local governments to keep them up to date on the broadband progress and troubleshoot issues**
 - This taskforce can discuss best practices, brainstorm solutions, and share timeline updates
- White line proposed underground installation areas**
 - Helps underground utility locations identify the excavation area more quickly so that they can be more efficient with complying with the proposed locate schedule

Broadband Equity, Access, and Development (BEAD) Program



NTIA Funded – Planned | ACPA Funded – In progress
130,000 State Projects

www.broadband.pa.gov

Know Before You Go

- Coordinate PA
- Subsurface Utility Engineering (SUE)
- Preconstruction Meetings
- Renotify vs Update Tickets
- Free training through PA811

Utility Coordination Meetings (34)

Contact your local liaison for one in your area

Contact

Pennsylvania 811 | 1-800-242-1776
www.pa811.org/liaisons

Damage Prevention Liaisons:

Greg Denko, (Southeast) | 215-834-2069
Jim Reynolds, (Southeast) | 215-859-2868
Ryan Parrish, (Southeast) | 610-906-5137
Kevin Goldblum, (Central) | 717-487-0797
Blaine Prough, (Central) | 717-602-5976
Brandon Dujmic, (Southwest) | 412-427-0112
Chance Montgomery, (Southwest) | 412-503-3662
Dan Nemanic, (Southwest) | 412-509-7232
Erika Dominic, (Southcentral) | 814-615-7047
Marie White, (Northeast) | 570-954-3545
Kirk Kirkpatrick, (Northwest) | 814-572-8113
Brett Jones, (Central) | 717-490-0452

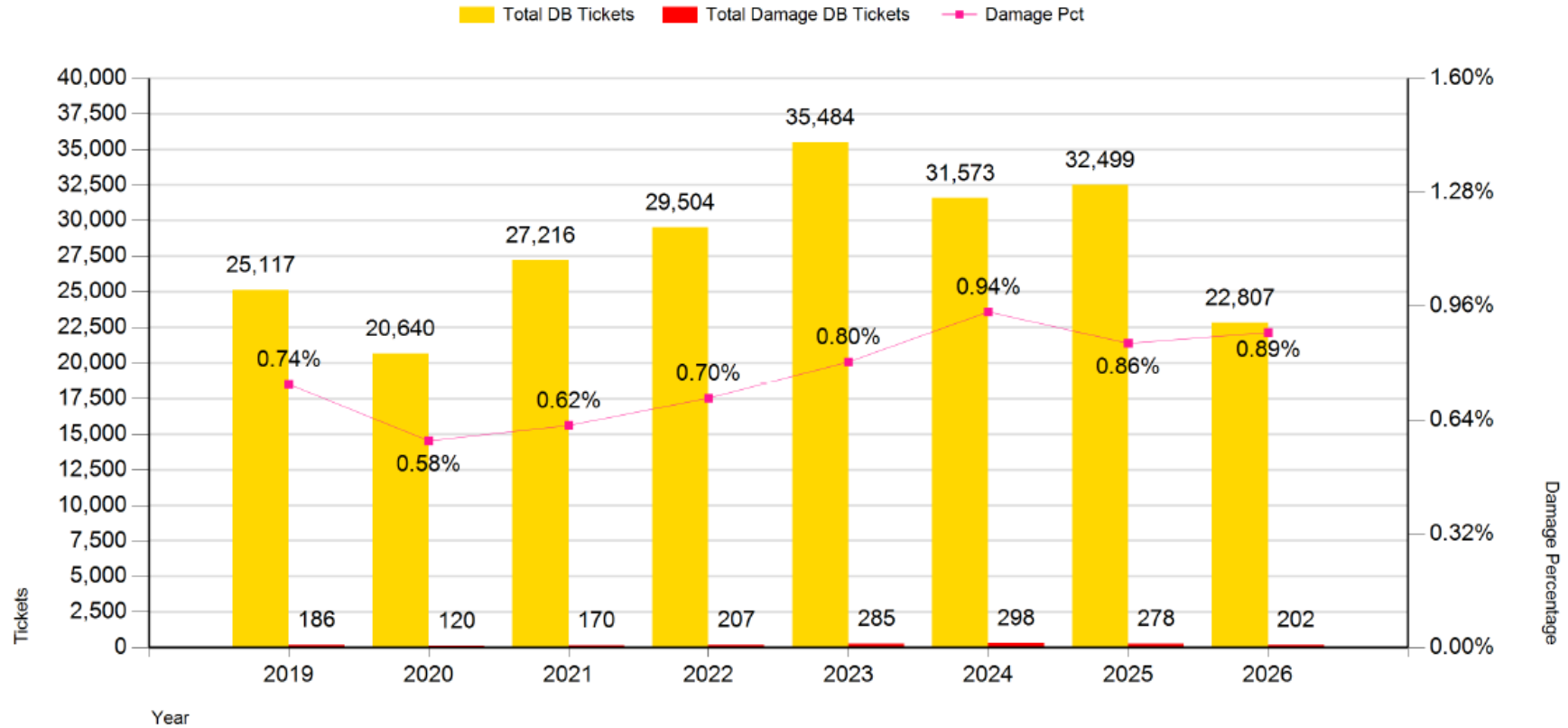


TRENCHLESS TECHNOLOGIES

- Where practicable use the National Association for Trenchless Technologies' (NASTT) published guidelines on trenchless technology including pre- and post-bore plans. Submit these plans in Coordinate PA.



"Directional" or "Boring" Method of Excavation Through August 2026



Total Tickets:	1,037,463	991,975	1,046,498	1,054,010	1,020,498	1,054,177	1,095,077	798,637
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Pennsylvania One Call System, Inc. Proprietary

*Data where "Directional" or "Boring" are provided during ticket entry as the method of excavation.



ALLEGED VIOLATION REPORTING



WHEN TO SUBMIT AN AVR

When a person by action or inaction is alleged to have failed to fulfill the obligations of this act.

This includes reporting all facility damages.

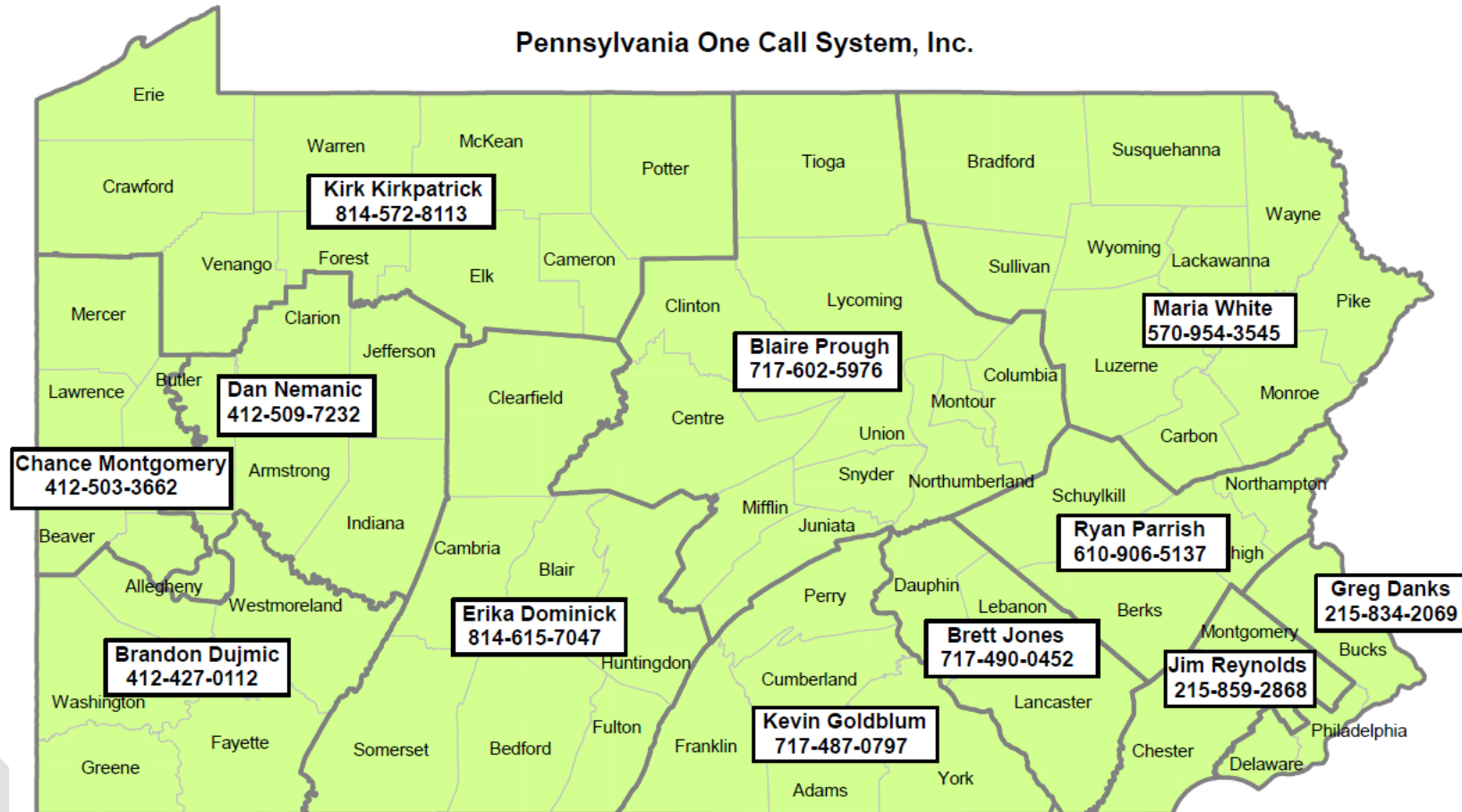
ROOT CAUSE DAMAGE TYPES – FACILITY OWNERS

Marked inaccurately due to abandoned facility
Not marked due to a locating error
Marked inaccurately due to a locating error
Marked inaccurately due to a facility record/map error
No response from the facility owner/contract locator
Marked inaccurately due to a tracer wire error

ROOT CAUSE DAMAGE TYPES - EXCAVATORS

No one call notification
Improper excavation practices
No test holes to verify marks
No prudent techniques used within the Tolerance Zone
Marks were not maintained
Digging without a valid ticket
Digging outside the scope of the ticket
Failure to support and protect facilities
Provided incorrect information on the ticket

DAMAGE PREVENTION LIAISONS



QUESTIONS

