

**2013 State Damage Prevention Program Grants Final Report**  
**CFDA Number: 20.720**

**Award Number: DTPH56-13-G-PHPS14**

**Project Title:** Pennsylvania One Call System State Damage Prevention Grant

**Date Submitted:** *October 13, 2014*

**Submitted by:** *Sherry Harim*

**Specific Objective(s) of the Agreement**

Under this grant agreement, POCS will:

- Develop and implement methods for effective communication
- Foster support and partnership with stakeholders
- Support Public Awareness and Stakeholder Education

**Workscope**

- **Element 1(Effective Communications):** Participation by operators, excavators, and other stakeholders in the development and implementation of methods for establishing and maintaining effective communications between stakeholders from receipt of an excavation notification until successful completion of the excavation, as appropriate
- **Element 2 (Comprehensive Stakeholder Support):** A process for fostering and ensuring the support and partnership of stakeholders, including excavators, operators, locators, designers, and local government in all places of the program.
- **Element 5 (Public Education):** A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities.

**Accomplishments for this period (Item 1 under Article IX, Section 9.01 Progress Report: “A comparison of actual accomplishments to the objectives established for the period.”)**

**Element 1 (Effective Communications):**

Pennsylvania One Call System’s Education & Membership Committee began mailing the homeowner postcards. The postcard contains informative information about the call center. The postcard invites the homeowner to visit a website thanking them for their call. The address from the homeowner is geocoded and 4 – 5 postcards are mailed to surrounding addresses. This postcard offers general information about what the neighboring addresses can expect to see.

**Element 2 (Comprehensive Stakeholder Support):**

Pennsylvania One Call System for calendar year 2014 has expanded its public outreach to include Pandora Radio. This has been done in an attempt to reach stakeholders in areas that under previous education outreach programs may have been missed. Currently the system has realized a slight increase in the number of homeowner calls. This increase can be contributed partly to the postcard campaign in effect since 2012. The current campaign message makes the homeowner aware of the possibility of their responsibility of the location of service lines. The Local Government Committee continues to review

the possibility of local ordinance and adding information to the point of sale agreement with respect to service line location. During the period for which this grant covered POCS was able to mail 27,910 homeowner postcards and 105,720 neighbor postcards.

#### **Element 5 (Public Education)**

Pennsylvania One Call System's staff completed a Design Web Ticket Entry video to be used online. The video was developed to include the general information about a design notification. The tutorial will help users determine the differences for design stage tickets, understand the mapping tools available, upload a Geo-registered file, and review the KARL responses. The tutorial will review how Web Ticket Entry relates to the POCS' Drawing Exchange Portal.

#### **Quantifiable Metrics/Measures of Effectiveness (Item 2 under Article IX, Section 9.01 Project Report: "Where the output of the project can be quantified, a computation of the cost per unit of output.")**

Pennsylvania one Call System is seeing an increase in the number of homeowner calls. To date 27,910 postcards have been mailed to homeowners placing calls. 105,720 have been mailed to surrounding addresses. The website design has been updated to offer information for homeowners.

A number of committee meetings have been held in an effort to see what can be done at the local government level to encourage ordinances to include language about service lines.

The Web Ticket Entry tutorial has been released and in use.

#### **Issues, Problems or Challenges (Item 3 under Article IX, Section 9.01 Project Report: "The reasons for slippage if established objectives were not met. ")**

At this time the Local Government committee is not able to add an ordinance and the information of service lines being that of the homeowner being added to the point of sale documentation. POCS and the committee continue to work with Pennsylvania's members to come up with wording to encourage all to have an ordinance. It could also be possible to add legislation that will allow for the service line language to be added to point of sale agreements. The committee will continue to investigate this avenue and look to move forward within the next couple of years

#### **Final Financial Status Report**

The final financial report will be sent as a separate attachment to the AA.

#### **Requests of the AOTR and/or PHMSA**

No actions requested at this time.