In 2019, Pennsylvania One Call System’s (POCS) educational activities across the state consisted of numerous educational events with regional Damage Prevention Liaisons as well as outreach to stakeholders through social media, web, email, postcards, magazines, newspapers, sports sponsorship, and radio campaigns. The Damage Prevention Liaisons reached 113,318 stakeholders at over 520 events. The Liaisons educated stakeholders with 92 POCS Training Escavator and Locator Programs with 3,094 attendees; 142 PA Act 287, as amended for the Project Owner, Facility Owner, Locator, and Excavator presentations with 5,107 attendees; included in that overall total were the Act 50 Compliance Training courses for the Escavator and Locator. These courses were specifically designed in conjunction with the Public Utility Commission (PUC) to provide excavation operators and their employees with training and locations an educational opportunity to learn about their responsibilities under the Underground Utility Line Protection Law (UULPL), due to a violation of the UULPL. In 2019, there were a total of 65 Compliance Programs with 705 attendees.

The Education Department also had another great year with its Safety Day events. There were five Safety Day events across Pennsylvania with 2,000 attendees. The 2019 Safety Day event keynote presentation focused on overall individual safety practices and changing your behavior on how you think about safety. The events had breakout sessions which focused on key underground safety topics, i.e. Coordinate PA, Complex Projects, Four Components of a Correct Mark, and the alleged violation process.

Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Excavation Safety Awareness program, a gas safety survey, a Pennsylvania’s Public Utility Commission (PUC) 2019 Commission Report, a copy of the UULPL, and newsletters promoting educational events. Direct mail pieces in 2019 totaled 180,269 pieces. In addition, emails were sent to 181,391 recipients covering a variety of topics such as PA Act 287 training to invitees to events, and notifications of Utility Coordinating Meetings.

Social Media outreach grew in 2019 through Facebook and Twitter. With our social media outreach polls, the Education Department saw a significant increase with the number of Total Impressions (1.5M), Engagements (28K), Social Media outreach grew in 2019 through Facebook and Twitter. With our social media outreach posts, the Department’s outreach program. POCS believes strongly that early utility coordination is an important component of damage prevention, and devoted resources to starting, coordinating, and maintaining 21 active Utility Coordination Committees (UCC) throughout the Commonwealth. These committees provide the Liaison an opportunity to educate the committee members or POCS’s products and Services, and new developments with POCS’s ticket management applications.

In 2019, there were 1,268 attendees at 8 UCC meetings throughout the state. Additionally, during April, “National Safe Digging Month”, outreach was made to the Governor of Pennsylvania, the Pennsylvania House of Representatives, the Pennsylvania Senate, and every County and Municipality in the Commonwealth of Pennsylvania asking each entity to proclaim April as Safe Digging Month in support of the national campaign. The year 2019 total, country and state entities sent POCS official proclamations in support of National Safe Digging Month.

The Damage Prevention Liaisons completed 3,543 member contacts. These contacts were made to the facility owner Ticket Receiver Representatives in 2019. The Damage Prevention Liaison checks with an annual call to answer any questions and update each member on new developments. The call alternates each year between the company representative and the ticket receiving site representative. A survey is sent to each member after the call along with invitations to POCS educational opportunities and Safety Day events.
Dear PA One Call Stakeholders – Underground Facility Owners, Excavators, Designers, Project Owners, locations, 311-Hours, and Emergency Responders:

2019 was a record breaking year on several fronts. On Wednesday December 11, 2019 at 8:32 AM EST Pennsylvania One Call System Inc. received our one millionth dig notification for the year. Ticket volume increased by 6.3% over 2018 ending the year with 1,037,463 notifications. Increased technological and increased use of Coordinate PA impacted the productivity of all stakeholders.

In our first full year of submitting Alleged Violation Reports (AVRs), 8,397 reports were collected and forwarded to the Pennsylvania Public Utility Commission for enforcement of the Underground Utility Line Protection Law. This increased use of Coordinate PA projects increased over 290% from 2018 with a 460% increase in notifications. The increased coordination of all excavators and our call center, Facility Owners, Excavators, Project Owners and Designers can now manage their resources more effectively at significant cost savings. The online notifications removed the need for phone calls reducing the call volume by 8.5% and talk time in the call center decreased due to fewer runs of notifications taken by the CSRs. To help facilitate the additional meetings we added 2 regional Liaisons to the Education Department to assist with and meetings.

I serve on the PUC’s Damage Prevention Committee and we met nine times in 2019. Please check www.puc.pa.gov for a summary of actions from each meeting as well as a schedule of upcoming meetings.

Thanks to all who participated in making Pennsylvania a safer place to live and work!

President and CEO

Financials...

The company’s financial position is audited annually by the independent certified public accountants, Loss, and Blauer, in accordance with the auditing standards generally accepted in the United States of America.

Membership...

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 3,663 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include telephone companies, manufactured housing communities and private entities, such as schools, hospitals, manufacturing sites, and others owning underground facilities which cross public roads.

In 2019, Pennsylvania One Call System, Inc. was recognized as one of the top 50 utilities in the nation by member satisfaction. Pennsylvania One Call System, Inc. is a proud member of the Pennsylvania Municipal Authorities Association.
Dear PA One Call Stakeholders – Underground Facility Owners, Excavators, Designers, Project Owners, locations, 911-Humaneworks, and Emergency Responders:

2019 was a record breaking year on several fronts. On Wednesday December 11, 2019 at 8:32 AM EST Pennsylvania One Call System, Inc. received our one millionth dig notification for the year. Notification volume increased by 6.7% over 2018 ending the year with 1,037,463 notifications. Increased technological and educational efforts surrounding the underground facility protection program projects helped create the largest increase in usage of the collaboration box. Coordination PA projects increased over 28% from 2018 with a 46% increase in notifications. This increased usage of Coordination PA impacted the productivity of all excavators and our call center. Facility Owners, Excavators, Project Owners and Designers can now manage their projects more effectively and significantly. As these online-notifications increased, the example of some of the member companies who have increased the number of projects, we are seeing more of our members working on projects with Coordination PA. In the additional meetings we added 2 regional Liaisons to the Education Department to assist with and educate about CPA planning and coordination of their projects.

In our first full year of submitting Alleged Violation Reports (AVRs), 8,397 reports were collected and forwarded to the Pennsylvania Public Utility Commission for enforcement of the Underground Utility Line Protection Law.

In 2019, Pennsylvania One Call System’s total operating revenue was $13,436,661 and its total operating expenses were $12,221,113. More complete information in the form of financial statements is on file in the offices of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

Thank you for all of your participation in making Pennsylvania a safer place to live and work!

William R. Rogers
President and CEO

Pennsylvania One Call System, Inc.
2019 Annual Report

MEMBERSHIP...

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 2,663 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include contract excavators and private entities, such as schools, hospitals, manufacturing sites, and others owning underground facilities which cross public roads.

FINANCIALS...

The corporation’s financial position is audited annually by the independent certified public accountants, lawn, and Seidler, in accordance with the auditing standards generally accepted in the United States of America. As such, the financial statements are not audited by anyone other than the auditors. The opinion of the independent auditors in their report on the financial statements were $12,221,113. More complete information in the form of financial statements is on file in the offices of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

OPERATIONS...

Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service company dedicated to minimizing utility service interruptions, reducing the number of the agency injuries and deaths, promoting a higher level of public safety, and protecting the environment. The Pennsylvania One Call System is a 24/7/365 phone that anyone requesting location of underground utility lines prior to digging, or in creating notifications online through our website www.PA811.com. All services are available 24 hours per day, every day of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, fax or web. Additionally, text notifications can be sent to members when appropriate.

PA One Call also provides a member mapping service which allows members to view member maps on the system’s website or through its toll-free telephone number 800-242-1776 or respond to dig notices outside their spatial service area.

The Pennsylvania One Call System Inc. received our one millionth dig notification for the year. Ticket volume growth year-over-year continued to increase in 2019. The graph below illustrates ticket volume growth for Pennsylvania One Call System from 2010 to 2019.
Dear PA One Call Stakeholders – Underground Facility Owners, Excavators, Designers, Project Owners, Location, 107-Harmenackers, and Emergency Responders:

2019 was a record breaking year on several fronts. On Wednesday December 11, 2019 at 8:32 AM EST Pennsylvania One Call System Inc. received our one millionth dig notification for the year. Ticket volume increased by 6% over 2018 ending the year with 1,037,463 notifications. Increased technological and educational efforts regarding Coordinate PA and complex projects helped create the largest increase in usage of the collaboration box. Coordinate PA projects increased over 28% from 2018 with a 46% increase in notifications. This increase used of Coordinate PA impacted the productivity of all excavators and our call center. Facility Owners, Excavators, Project Owners and Designers can now manage their notices more effectively and efficiently. At the online notice center, increased the example of the number of online notices. In the additional meetings we added 2 regional Liaisons to the Education Department to assist with and educate about CPA planning and complex projects. In our first full year of submitting Alleged Violation Reports (AVRs), 8,397 reports were collected and analyzed by the Pennsylvania Public Utility Commission.

Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service company dedicated to minimizing utility service interruptions, reducing the number of the agency injuries and deaths, promoting a higher level of public safety and protecting the environment. The company received an additional $243,776 from anyone requesting location of underground time prior to digging, or by creating notifications online through our website www.pnoc.org. All services are available 24 hours per day, seven days of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, fax or web. Additionally, test notifications can be sent to members when appropriate. Repeated notices are received, or voice relay is possible outside of normal business hours. The system accepts the required automated responses from facility operators and relays them to the originator of the notification. We provide supplemental electronic mapping service which allows members to view on the excluded notifications. To reduce the number of non-worked dig notices they receive, saving time and money on their end, we do not need to receive, research or respond to dig notice outside their special service area. There is no additional charge for this service and it can be managed completely online. The member still has online access to the excluded notices.

Use of the service by excavators increased from 389 tickets in the first year to 1,037,463 in 2019. Increased revenues from growth are used to offset operating expenses.

Ticket Volume with Municipal Activity

**Summary By County**

<table>
<thead>
<tr>
<th>County</th>
<th>Ticket Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Beaver</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Butler</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Cambria</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Centre</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Clarion</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Clearfield</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Columbia</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Lycoming</td>
<td>1,037,463</td>
</tr>
<tr>
<td>McKean</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Montour</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Northumberland</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Perry</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Snyder</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Somerset</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Sycamore</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Tioga</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Union</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Venango</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Washington</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Westmoreland</td>
<td>1,037,463</td>
</tr>
<tr>
<td>Wyoming</td>
<td>1,037,463</td>
</tr>
</tbody>
</table>

**Financials**

The corporation’s financial position is audited annually by the independent certified public accountants, Love, Scherle and Bauer, in accordance with the auditing standards generally accepted in the United States of America. The additional reporting fee for the services of Love, Scherle and Bauer, for the fiscal years ended December 31, 2019 and 2018 were $125,211.23. More complete information in the form of financial statements is filed in the office of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

**Membership**

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six to 6,633 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include landowner representative companies, manufactured housing communities and private entities, such as schools, hospitals, manufacturing sites, and other owning underground facilities which cross public roads.

**Operations**

**Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service company dedicated to minimizing utility service interruptions, reducing the number of the agency injuries and deaths, promoting a higher level of public safety and protecting the environment.** The company received an additional $243,776 from anyone requesting location of underground time prior to digging, or by creating notifications online through our website www.pnoc.org. All services are available 24 hours per day, seven days of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, fax or web. Additionally, test notifications can be sent to members when appropriate. Repeated notices are received, or voice relay is possible outside of normal business hours. The system accepts the required automated responses from facility operators and relays them to the originator of the notification. We provide supplemental electronic mapping service which allows members to view on the excluded notifications. To reduce the number of non-worked dig notices they receive, saving time and money on their end, we do not need to receive, research or respond to dig notice outside their special service area. There is no additional charge for this service and it can be managed completely online. The member still has online access to the excluded notices.

Use of the service by excavators increased from 389 tickets in the first year to 1,037,463 in 2019. Increased revenues from growth are used to offset operating expenses.
In 2019, Pennsylvania One Call System’s (POCS) educational activities across the state consisted of numerous educational events with regional Damage Prevention Liaisons as well as outreach to stakeholders through social media, web, email, postcards, magazines, advertisements, sports sponsorship, and radio campaigns. The Damage Prevention Liaisons reached 113,318 stakeholders at over 520 events. The Liaisons educated stakeholders with 92 POCS Training Excavator and Locator Programs with 3,094 attendees; 142 PA Act 287, as amended for the Project Owner, Facility Owner, Locator, and Excavator presenters with 5,107 attendees; included in that overall total were the Act 50 Compliance Training courses for the Excavator and Locator. These courses were specifically designed in conjunction with the Public Utility Commission (PUC) to provide education to utility and excavation contractors and educators an educational toolkit to learn about their responsibilities under the Underground Utility Line Protection Law (UULPL), due to a violation of the UULPL. In 2019, there were a total of 65 Compliance Programs with 789 attendees.

The Education Department also had another great year with its Safety Day events. There were five Safety Day events across Pennsylvania with 2,000 attendees. The 2019 Safety Day event keynote presentation focused on overall individual safety practices and changing your behavior in new ways that think about safety. The events also had breakout sessions which focused on key underground safety topics, i.e. Coordinate PA, Complex Projects, Four Components of a Correct Mark, and the alleged violation process. The Damage Prevention Liaisons reached 113,318 stakeholders at over 520 events. The Liaisons educated stakeholders with 92 POCS Training Excavator and Locator Programs with 3,094 attendees; 142 PA Act 287, as amended for the Project Owner, Facility Owner, Locator, and Excavator presenters with 5,107 attendees; included in that overall total were the Act 50 Compliance Training courses for the Excavator and Locator. These courses were specifically designed in conjunction with the Public Utility Commission (PUC) to provide education to utility and excavation contractors and educators an educational toolkit to learn about their responsibilities under the Underground Utility Line Protection Law (UULPL), due to a violation of the UULPL. In 2019, there were a total of 65 Compliance Programs with 789 attendees.

In 2019, there were 1,206 attendees at 81 UCC meetings throughout the state. In 2019, there were 1,206 attendees at 81 UCC meetings throughout the state. Utility Coordination Committees (UCC) throughout Pennsylvania building, contributing and maintaining 21 active Utility Coordination Committees (UCC) throughout Pennsylvania. These committees also provide the Liaison an opportunity to educate the committee members or POCS’s products and Services, and new developments with POCS’s ticket management applications.

Social Media outreach grew in 2019 through Facebook and Twitter. With our social media outreach posts, the Education Department saw a significant increase in the number of Total Impressions (1.5M), Engagements (28K), and Followers (3K). Facebook advertising campaign continued to encourage the use of online web single address for locating underground facilities. Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Evaluation Safety Guide, which contained a complete copy of the UULPL, and newsletter promoting educational events, direct mail pieces in 2019 totaled 180,391 pieces. In addition, emails were sent to 181,391 recipients covering a variety of topics such as PA Act 287 training, invitations to events, and notifications of Utility Coordinating Meetings.

Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Evaluation Safety Guide, which contained a complete copy of the UULPL, and newsletter promoting educational events, direct mail pieces in 2019 totaled 180,391 pieces. In addition, emails were sent to 181,391 recipients covering a variety of topics such as PA Act 287 training, invitations to events, and notifications of Utility Coordinating Meetings.

Additionally, during April, “National Safe Digging Month”, outreach was made to the Governor of Pennsylvania, the Pennsylvania House of Representatives, the Pennsylvania Senate, and every County and Municipality in the Commonwealth of Pennsylvania asking each entity to proclaim April as Safe Digging Month in support of the national campaign. This year 209 local, county and state entities sent POCS official proclamations in support of National Safe Digging Month.

POCS believes strongly that early utility coordination is an important component of damage prevention, and devoted resources to starting, building, contributing and maintaining 21 active Utility Coordination Committees (UCC) throughout the Commonwealth. These committees also provide the Liaison an opportunity to educate the committee members or POCS’s products and Services, and new developments with POCS’s ticket management applications.

In 2019, there were 1,268 attendees at 81 UCC meetings throughout the state. Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Evaluation Safety Guide, which contained a complete copy of the UULPL, and newsletter promoting educational events, direct mail pieces in 2019 totaled 180,391 pieces. In addition, emails were sent to 181,391 recipients covering a variety of topics such as PA Act 287 training, invitations to events, and notifications of Utility Coordinating Meetings.

Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Evaluation Safety Guide, which contained a complete copy of the UULPL, and newsletter promoting educational events, direct mail pieces in 2019 totaled 180,391 pieces. In addition, emails were sent to 181,391 recipients covering a variety of topics such as PA Act 287 training, invitations to events, and notifications of Utility Coordinating Meetings.

Our purpose is to prevent damage to underground facilities, as well as provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.
In 2019, Pennsylvania One Call System’s (POCS) educational activities across the state consisted of numerous educational events with regional Damage Prevention Liaisons as well as outreach to stakeholders through social media, web, email, print, radio, magazines, brokers, social media, sports sponsorship, and radio campaigns.

The Damage Prevention Liaisons reached 113,318 stakeholders at over 520 events. The Liaisons educated stakeholders with 93 POCS Training Eartha and Locator Programs with 3,094 attendees. 142 PA Act 287, as amended for the Project Owner, Facility Owner, Locator, and Excavator presentations with 5,107 attendees. Included in that overall total were the Act 50 Compliance Training courses for the Excavator and Locator. These courses were specifically designed in conjunction with the Public Utility Commission (PUC) to provide excavation and locator educational opportunities to learn about their responsibilities under the Underground Utility Line Protection Law of PA (UULPL), due to a violation of the UULPL. In 2019, there were a total of 60 Compliance Programs with 765 attendees.

The Education Department also had another great year with its Safety Day events. There were five Safety Day events across Pennsylvania with 2,060 attendees. The 2019 Safety Day event keynote presentation focused on overall individual safety practices and changing your behavior on how you think about safety. The events had breakout sessions which focused on key underground safety topics, i.e. Coordinate PA, Complex Projects, Four Components of a Correct Mark, and the alleged violation process.

Direct mailings continue to be an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Exavation Safety & Locating Guide, which contained a complete copy of the UULPL, and newsletters promoting educational events, direct mail pieces in 2019 totaled 180,351 recipients covering a variety of topics such as Act 287 training on site to events, and notifications of Utility Coordinating Meetings.

The Damage Prevention Liaisons completed 3,343 member contacts. These contacts were made to the facility owner. The Call 811 Before You Dig message was advertised during sporting events such as the Pittsburgh Steelers, Philadelphia Eagles, major and minor league baseball, and horse racing. Print ads were run in newspapers, magazines, and township directories.

Additionally, during April, “National Safe Digging Month,” outreach was made to the Governor of Pennsylvania, the Pennsylvania House of Representatives, the Pennsylvania Senate, and county and Municipalities in the Commonwealth of Pennsylvania asking each entity to proclaim April as Safe Digging Month in support of the national campaign. This year 256 local, county and state entities sent POCS official proclamations in support of National Safe Digging Month.

Social Media outreach grew in 2019 through Facebook and Twitter. With our social media outreach posts, the Education Department saw a significant increase with the number of Total Impressions (1.5M), Engagements (28K), and Followers (3K). Facebook advertising campaign continued to encourage the use of online web single address for locating EDCC underground utility facilities and locators an educational option to learn about their responsibilities under the Underground Utility Line Protection Law of PA (UULPL), due to a violation of the UULPL. In 2019, there were a total of 60 Compliance Programs with 765 attendees.

Social Media outreach grew in 2019 through Facebook and Twitter. With our social media outreach posts, the Education Department saw a significant increase with the number of Total Impressions (1.5M), Engagements (28K), and Followers (3K). Facebook advertising campaign continued to encourage the use of online web single address for locating EDCC underground utility facilities and locators an educational option to learn about their responsibilities under the Underground Utility Line Protection Law of PA (UULPL), due to a violation of the UULPL. In 2019, there were a total of 60 Compliance Programs with 765 attendees.

The Keystone of Damage Prevention

Public Awareness Outreach

Pennsylvania 811 is a nonprofit membership organization that promotes public awareness of the Pennsylvania One Call System and encourages the public to call the free 811 Before You Dig service before any project involving digging. Pennsylvania 811 is supported by the Pennsylvania One Call System, Inc. and the Pennsylvania Utility Companies. Pennsylvania 811 is a registered trademark of Pennsylvania One Call System, Inc.

Pennsylvania 811 is a coordination of 16 underground utility companies and provides a single call for underground utility location services. Pennsylvania 811 is not for emergency services, and does not cover data communications and fiber optic cables.

For any questions or concerns, call Pennsylvania 811 at 1-811-811 or visit www.PA811.org.