Mr. Chairman and Members of the Committee, thank you for the opportunity to speak with you today. I am Bill Kiger, President/CEO of Pennsylvania One Call System, Inc. I would like to explain the One Call process as it exists today. Pennsylvania One Call System’s mission 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.

Please reference the attached flowchart while I review a summary of the one call process. Orange represents the excavator, green represents the steps taken at PA 811, and blue represents the facility owner responsibilities.

PA 811 can be reached using the national call before you dig number 8-1-1 or through the toll free telephone number 800-242-1776 by anyone requesting location of underground lines prior to excavating. Our service is available 24 hours per day, every day of the year. In addition to calling, authenticated users may enter their dig notices via our website. About 40% choose this method. Information is obtained from the person planning or scheduling excavation or demolition work.

The information collected by PA 811 includes who is doing the digging, where the work is taking place, when the work will start, and the type of work being done. We accept any special instructions, remarks, or additional information the excavator wishes to provide. The final, collected data is referred to as a ticket and is assigned a serial number. A confirming copy of the ticket is sent to the excavator
by email or fax. Samples of the data collection input screens and ticket output are included with the attachments.

During data collection, the work site is identified on a map which cross references the facility owner data for ticket delivery. “Member Mapping” allows underground facility owners to define a limited notification area with adjustable buffers to reduce the number of tickets they receive and process, saving themselves time and money, as they do not need to research or respond to tickets outside their identified service area. Facility owners can upload a file or manually draw map objects to define their notification areas. The Ticket Entry software uses these map objects to determine which facility owners to notify. Examples of the PA 811 “Member Mapping” functionality are provided in the attachments. Facility owners who do not utilize member mapping receive all tickets taken within the municipal boundaries they identify.

The ticket information is disseminated to facility owners via email, data modem, or fax. Facility owners have additional options available from PA 811 including voice relay to their emergency personnel outside normal business hours and text notifications for emergency tickets.

The facility owner determines conflicts with the proposed dig site based on the ticket information. If no conflict exists the facility owner responds “clear” through the PA 811 system. If a potential conflict is identified, the facility owner dispatches a locator to perform field markings at the work site. The locator then responds “marked” through the PA 811 system. PA 811 relays the collection of responses to the excavator prior to the scheduled dig date.

In 2016 PA 811 processed 812,682 inbound tickets. Each municipality has an average of 13.17 registered members receiving tickets. As a result of member mapping, ticket deliveries were reduced from 10.7 million to 5.9 million tickets sent to facility owners.
Mr. Boswell has already addressed the fee structure of the corporation; however, I would like to note that the cost per ticket in 1987 was $2.11. Through efficiencies and growth we have been able to reduce the cost to $0.80 per ticket today. The call center was a vendor run service until 1992 when operations transitioned in house and reduced operating costs by approximately 50%.

Enforcement of the Underground Utility Line Protection Law is the jurisdiction of the Department of Labor and Industry. Enforcement of the Act was reassigned from the Attorney General to the Department of Labor and Industry in 1996. PA 811 supports the enforcement efforts of the Department by providing information for incident investigations. PA 811 currently refers all violation reporting to the Department.

Education and public awareness are a critical part of the service we provide. Educational programs are offered targeting facility owners, designers, excavators, and locators. Safety presentations are available to all stakeholder groups including first responders. We heighten public awareness through our attendance at trade shows, safety conferences, and advertising.

I have given you an overview of the one call process, member mapping, and explained our role in enforcement as it exists today. We offer additional services to assist in the communication between those disturbing the earth and companies with underground assets. The example I have presented is the most basic and the core of our service. The purpose of our organization is to make Pennsylvania safer. Thank you for your time. I would be happy to answer any question you might have.
811 Call or Web Application Initiates

What is the classification of the work?

Excavation

Identify Excavator

Identify Location

Identify Work and Details

Locate on the Map

Notify mapped facility owners within the dig site and all non-mapped facility owners within the political subdivision boundary

Facility Owner determines if conflict with proposed dig site

Yes

Facility Owner dispatches locator to perform field markings

Locator responds “marked” to PA811

PA811 sends responses to excavator

No

Facility Owner responds “clear” to PA811

PA811 sends responses to excavator

Excavation Begins
PA 811 Sample Ticket Output

CDC 00000 POCS MM/DD/YY TT:TT:TT 20170885001-000 NEW XCAV RTN

================= PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST =================
Serial Number-[20170885001]-[000] Channel#-[0939A902][0068]
Message Type-[NEW][EXCAVATION][ROUTINE]

County-[MONTGOMERY] Municipality-[FRANCONIA TWP]
Work Site-[671 ALLENTOWN RD]
   Nearest Intersection-[INDIAN CREEK RD]
   Second Intersection-[HARVEST DR]
   At Intersection-[N] Between Intersections-[Y] Site Marked in White-[Y]
Subdivision-[

Location Information--
   [WORKING IN THE SOUTH CORNER OF THE PROPERTY NEAR THE STREET. TREES WILL BE PLANTED BETWEEN THE STREET AND THE TENNIS COURTS.]
   Caller Lat/Lon-[
Mapped Type-[P] Mapped Lat/Lon--
   [40.312614/-75.364588, 40.312346/-75.364052, 40.312002/-75.364427,
   40.312323/-75.364945]
   Attachments-[http://www.pa811.org/attachments/20170885001]
Type of Work-[PLANTING TREES] Depth-[3FT]
Extent of Excavation-[250FTX20FT] Method of Excavation-[AUGERING]
Equip Type-[AUGER]
Private Front-[ ] Rear-[ ] Left-[ ] Right-[ ]

Lawful Start Dates-[03-Apr-17] thru [12-Apr-17] Response Due Date-[31-Mar-17]
   Scheduled Excavation Date-[03-Apr-17] Dig Time-[0800] Duration-[1 DAY]

Caller-[SAMPLE EXCAVATOR]
   Caller Phone-[111-222-3333]
   Caller Ext-[
   Excavator-[SAMPLE EXCAVATION COMPANY]
   Address-[123 MAIN STREET]
   City-[ANYWHERE] State-[PA] Zip-[12345]
   Caller Type-[B]
Fax--[
Email-[sample.excavator@email.com]
Work For-[FRANCONIA TOWNSHIP]
Person to Contact-[SAMPLE EXCAVATOR]
Contact Phone-[111-222-3333]
   Contact Ext-[
Best Time to Call-[0800-1700]

Prepared-[29-Mar-17] at [0940] by [REMOTE TESTER 1]
Remarks--
   []

AGKO AGK=AMERIGAS PROPAN CK10 CK4=COMCAST CABLE HRB0 HRB=COMCAST-FIBER
KC 0 KC =PECO PLMG KW 0 KW =COMCAST C SLRV NPW0 NPW=N PENN WA
PI 0 PI =PPL ELEC LEHGH RM10 RM1=FRANCONIA SA&T SDO SDT=Souderton Boro

Serial Number-[20170885001]-[000]
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**PA 811 Member Mapping**

*Member Mapping* is a Web application that allows a PA One Call member to refine their notification areas using map objects instead of municipal boundaries. *Member Mapping* reduces the number of locate request tickets received.

**Overview: How Member Mapping Works**

Two components of *Member Mapping* work together to identify if a ticket should be transmitted: the Ticket Notification Area and the Member Notification Area.

The *Member Mapping* online application is used to define facility object areas to be notified. When a Ticket Notification Area map intersects with the Member Notification Area map, a ticket will be transmitted, and the excavator will be notified of the member's involvement. When the Ticket Notification Area map does NOT intersect with the Member Notification Area map, the member transmission is EXCLUDED, specifically a ticket is NOT transmitted to the member and the excavator is not notified of an involvement.

- **When both areas overlap** – the member receives the ticket
- **When both areas do NOT overlap** – the member is excluded from the ticket

In example 1, both map sites intersect, and PA One Call will transmit this ticket to the Member.

In example 2, because the sites do NOT intersect, the ticket will NOT transmit.
Biography

William G. Kiger
President/CEO – Pennsylvania One Call System, Inc.

Bill Kiger has been involved in the One Call industry for 43 years. Mr. Kiger’s One Call experience started during his employment with Bell of Pennsylvania, where he held the positions of Field Engineer, Conduit Inspector, Outside Plant Mapping & Records Supervisor-WPA, and was the designated representative to the PA One Call System 1974-1978. Mr. Kiger left Bell of Pennsylvania to pursue underground damage prevention initiatives. He became the General Manager of One Call Operations in PA in 1978 while employed by the one call vendor. He was responsible for sales and management for five states, including PA, WV, NY, TX, MO, and one Canadian province. In 1987, Pennsylvania One Call System, Inc. hired its first professional staff and named Mr. Kiger the Executive Director of the non-profit. Mr. Kiger has worked exclusively for PA One Call System, Inc. since 1987.

During his tenure as a damage prevention professional, Mr. Kiger founded One Call Systems International (OCSI) in 1975. OCSI joined with the Common Ground Alliance (CGA) in 2000. Mr. Kiger was recognized as a One Call Pioneer in 2005, and was inducted into the CGA Hall of Fame in 2008. He is a lifetime member of the American Public Works Association, a 2nd Lieutenant in the Civil Air Patrol – Pennsylvania Wing. Mr. Kiger serves on the following: Governor’s Pipeline Infrastructure Task Force, PA State 911 Committee, Outage Reporting Task Force, One Call Systems International, CGA Best Practices Committee, Damage Reporting and Evaluation Committee, National Essential Services Interoperability Council, Department of Homeland Security HIFLD Working Group, APWA/UPROW Utilities in the Right of Way Committee, 811 Telecom Technical Support, One Calls of America Board of Directors, Pittsburgh Business Coalition for Homeland Security, and PA Geospatial Advisory Board.


Mr. Kiger served in the US Navy Reserve 1964-1972 as an Electronics Technician 3rd Class on the USS Mauna Loa AE-8 and is a Vietnam Veteran.