**2013 State Damage Prevention Program Grants Progress Report**

**CFDA Number: 20.720**

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

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

**Date Submitted:** *April 27, 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 postcard. The postcard contains informative information about the call center and what the homeowner should expect. 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.

**Element 5 (Public Education)**

Pennsylvania One Call System’s staff has been working in the development of online training material. Recently POCS has been able to release a web ticket entry tutorial. Currently staff is working to release a PCMR tutorial. The tutorial will help in the use of the system.

**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 6,003 postcards have been mailed to homeowners placing calls. 22,443 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 only challenge Pennsylvania One Call System is experiencing is the possibility of Local Government adding an ordinance and the information of service lines being that of the homeowner being added to the point of sale documentation. There is the possibility of making small steps before the grant period ends; however, with the number of meetings and the investigation that is taking place the goal may not be complete.

**Mid-term Financial Status Report**

**Plans for Next Period (Remainder of Grant)**

Pennsylvania One Call will continue with the mailing of the post cards. Data will be gathered and analyzed as to the affect the postcards are having on the education of the public. The staff will continue to develop the on tutorial to assist stakeholders on the use of applications available for use on line.

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

**No requests at this time.**