



## ATTENTION: UTILITY OWNERS & MANAGERS PENNSYLVANIA ONE CALL SYSTEM (POCS) EFFORT AND EXPENSE SURVEY RESULTS

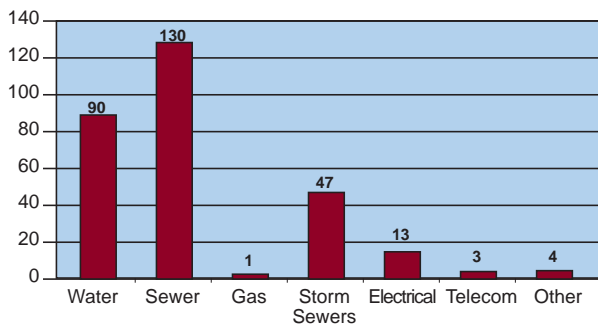
The following is a summary of the results of the recent Pennsylvania One Call System Effort and Expense Survey conducted by CET. CET thanks the respondents for their participation in the survey and for the information provided. If you have any questions or comments about these survey results, please contact Ray Myers at 1-800-643-8260 or rmyers@cet-inc.com.

### SUMMARY OF 156 SURVEY PARTICIPANTS

#### 1. What type of underground utility(ies) do you own that require POCS response?

All 156 survey participants responded to this question. A large number of the survey participants indicated they own sewer **or** water facilities; a significant number indicated they own **both** sewer and water facilities. Some survey participants indicated they own storm sewers, while a small number indicated they own gas, electrical, telecom, and other utilities.

**Underground Utilities Requiring POCS Response**



Note: Some survey participants indicated they owned more than one type of underground utility; values shown in the chart columns are not additive.

#### 2. How many POCS excavation notices for specific work locations does your utility receive?

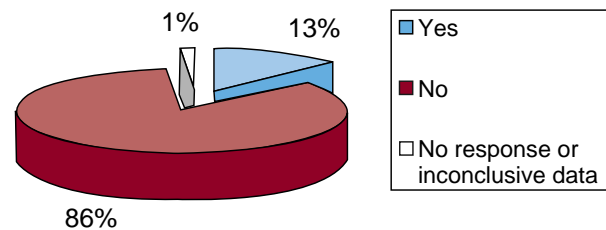
There were 138 survey participants that responded to this question with data on a per day, per week, **and/or** per month basis. This table summarizes the data provided on a per day basis. One large, privately-owned public utility indicated it receives 300 notices per day across its service areas.

	POCS Excavation Notices Received Per Day
Low	1
High	300
Average	21
Median	4

#### 3. Do you find it difficult to respond to the notice within 3 days?

There were 154 conclusive responses to this question. Some, 13 percent, of the survey participants indicated they found it difficult to respond within 3 days for the following reasons:

- not enough time,
- private property issues,
- dig sites not marked clearly,
- limited manpower,
- poor weather conditions, and
- vague information.

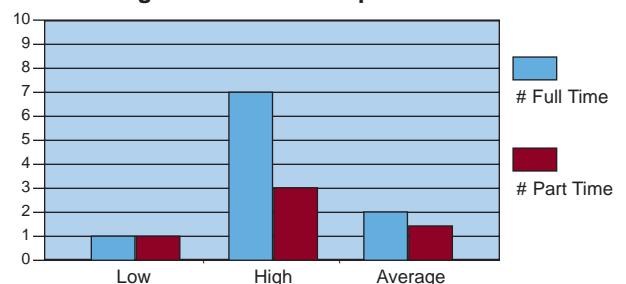


#### 4. Do you have designated staff to respond?

All 156 survey participants responded to this question. Most, 72 percent, indicated they have designated staff to respond. A smaller percentage, 28 percent, indicated they do not have designated staff to respond.

Of the 156 survey participants responding to this question, 95 survey participants provided data on the number of designated staff to respond. Based on the data, full time staff ranges from 1 to 7 and part time staff ranges from 1 to 3, with 1 to 2 designated staff being typical.

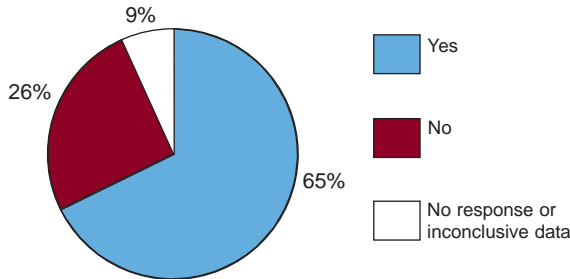
**Designated Staff to Respond**



**5. Does your utility typically provide a response to the POCS service Kathy Automated Response to Locates (KARL)?**

There were 142 conclusive responses to this question. The majority of the survey participants indicated they typically provide a response to KARL.

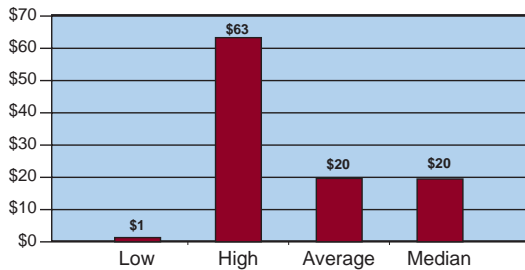
**Kathy Automated Response to Locates (KARL)**



**6. What expense does your utility incur in responding to the POCS?**

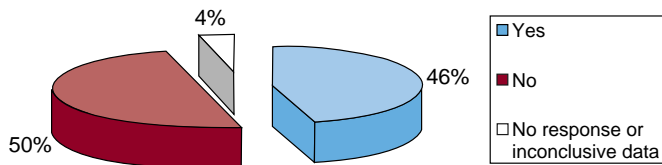
There were 78 conclusive responses to this question, with data provided on a per individual notice, per month, and/or annual basis. This chart summarizes the data provided on a per individual notice basis. One Pennsylvania authority that provided data on an annual basis indicated it spends \$80,000 annually responding to POCS.

**Expense Per Individual Notice**



**7. Do the excavators typically have the proposed excavation zone marked with white paint at the dig site?**

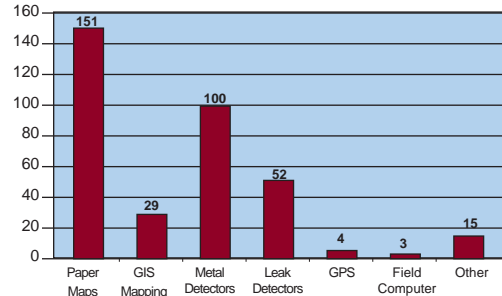
There were 150 conclusive responses to this question. The yes/no responses were virtually split down the middle.



**8. Does your utility have mapping or locating equipment that allows your staff to locate your infrastructure within the POCS defined "Location Tolerance Zone"?**

All 156 survey participants responded to this question. Based on the survey results, paper maps and metal detectors seem to be the predominant location methods.

**Mapping/Locating Equipment**



Note: Many survey participants indicated they used more than one locating method; values shown in the chart columns are not additive.

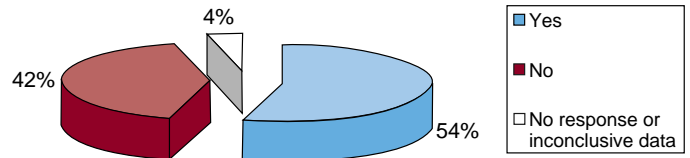
**9. If your staff has worked with multiple technologies for locating lines, which have you had the most success with?**

There were 56 conclusive responses to this question. Listed below (in no particular order of preference) are some of the responses to this question.

- Heath line locators
- accurate as built drawings
- Metrotech 810
- metal detectors and experience
- maps and metal detectors
- paper maps
- noise detectors
- mini camera with transmitter and locator
- GIS
- GIS mapping verified by video inspection

**10. Do you update your mapping each time you receive a "dig" notification if changes in underground utilities are installed?**

There were 150 conclusive responses to this question. About half, 54 percent, of the survey participants indicated they update their mapping each time they receive a "dig" notification if changes in underground utilities are installed.



If there are other issues that you would like surveyed, please contact CET Engineering Services.

CET Engineering Services is a full-service environmental engineering firm and is dedicated to providing practical, cost effective services from planning through operation. For more information on CET Engineering Services, please call or visit us at [www.cet-inc.com](http://www.cet-inc.com).