

# An Operator Perspective: On the Benefits of DIRT



### How Many Of Us And Our Organization Do A Better Job:

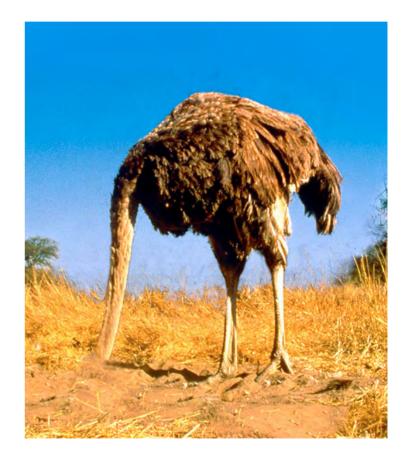


- If we have measureable results?
- If we know what contributes to make up the results?
- If we have goals?

### **Now What?**



 We needed useful 3<sup>rd</sup> Party Damage Root Cause Information



### What did we know at the end of 2007?



- 8267 Damages for the enterprise
- 1.5 Million locates for the enterprise
- Damage per 1000 locates 5.49
- All good information BUT?
- How do we get better?

#### We had measureable results!



2007-5.49 Damages per 1000 Locates

Now what?

### What was our 1st Step?



Modified our forms and made information required.

Third Party Name							
	Person or Company Name		Contact Person		Contact Phone #		
Third Party Address	Address			City	State	-	
	Address	9		City	81016	Zip	
Insurance Co		Ins. Agent			Ins./Phone Number		
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Company O Routine	otice O		ote Requested	Line Pressure  Lesk Area Sig. In.  Lesk Duration Minutes		Yes O No O	
Ministrative I	Time Located Com	ments:					

# By gathering this information and entering into DIRT; what did we learn?



- 48% of damages were caused by –
- "No Locate Requested"
- 25% of damages were caused by -
- "Failure to Hand Expose in Tolerance Zone"
- 18% of damages were caused by –
- "Inaccurate Mark"

 91% of damages are attributed to these three "Root Causes"

# By gathering this information and entering into DIRT; what did we learn?



- Contractors cause over 50% of damages to our system
- Followed by:
- Municipalities
- Other utilities
- Home Owners

#### Where does that leave us?



- 2007 5.49 damages per 1000 locates
- Measureable results
- Root cause (what is contributing to make up results)
- We need a GOAL!
- Goal for 2008 4.0 damages per 1000 locates
- Now what?

#### **Actions taken to reach our GOAL:**



- Enterprise Damage Prevention Team
- Ticket management system
- Positive response to all excavators
- Identified areas with high damage numbers and targeted specific groups for education/training
- We developed our own presentation/handouts that supervisors and others could use to educate
- Met with mayors and other public officials to educate them to the dangers
- Investigate all damages caused by "inaccurate mark" and try to determine reason

### **Actions taken to reach our GOAL:**



- Became active as a company in trying to enhance "dig laws"
- Starting in the few months all our outgoing correspondence to customers will have the 811 message on it
- Door hangers with 811 message and information concerning excavation safety
- New technology
- CHANGING OUR CULTURE!

### What did DIRT do for us?



