

KPIS

FOR DAMAGE PREVENTION

1. Ticket Volume and Turnaround Time

Efficient operations hinge on the ability to handle incoming 811 locate tickets promptly. Tracking the volume of tickets and the time it takes to process and close them is fundamental. Utilizing data analytics tools, such as those offered by Utilocate, provides real-time insights into ticket trends and processing times. A high volume with fast turnaround indicates operational efficiency, while prolonged processing times may suggest areas for improvement. Additionally, late locate fines can be mitigated through proactive monitoring.

2. Locator Productivity

The efficiency of locators is pivotal in minimizing downtime and preventing costly accidents. Metrics such as the number of locates completed per day and the accuracy of markings offer valuable insights into individual and team performance. Visibility into locator productivity facilitates optimized routes and schedules, contributing to improved overall efficiency in operations.

3. Damage Incidents and Patterns

Long-term monitoring of damage incidents allows for the identification of recurring patterns, common causes, and

high-risk areas. This data empowers organizations to develop targeted prevention strategies and allocate resources effectively. By understanding the underlying patterns, proactive measures can be implemented to reduce the likelihood of incidents, enhancing overall safety.

4. Ticket Accuracy

The accuracy of ticket information is paramount in preventing damages. Monitoring the frequency of inaccurate or incomplete locate requests is crucial for identifying training needs or communication gaps within the team. Regularly tracking and analyzing ticket accuracy rates enables prompt identification and resolution of issues, contributing to the overall enhancement of team performance.

5. Compliance and Audits

Maintaining compliance with regulations is paramount for underground asset owners. Tracking adherence to industry standards and maintaining a comprehensive audit trail of activities ensures legal requirements are met. Robust reporting capabilities, such as those offered by tools like Utilocate's, assist in demonstrating compliance and addressing any potential issues promptly.

6. Resource Utilization and Costs

Efficient allocation of resources is critical for maintaining profitability. Tracking the utilization of equipment, labor, and materials provides insights into opportunities for operational optimization and cost reduction. Regular analysis of resource allocation and expenditure empowers decision-makers to make informed choices that contribute to enhancing the bottom line and overall financial health.