

## **draft Data & Research Committee Minutes**

Tuesday, August 29, 2023, 10:00 a.m.

**Members:** Lee Tumminello, Melanie Lewis, Nate Rivera, Alba Vogland, Micah Brown, Kevin Hennessy, Connor Toney, Mitch Burghlea, Megan Moore, Andy Crocker, \*Josh Thomas, and \*Kitty O'Keefe.

**Guests:** Kim Boyd - OCC, Lynsay Demko - SW Gas and Marty Mead - SurvWest.

### 1. Announcements and Introductions

- a. Lee called the meeting to order at 10:01 a.m. and introductions were made.
- b. No minutes
- c. Lee thanked members and guests for attending. She shared the two primary objectives for this meeting: #1 Guiding Direction and #2 Proving Effectiveness.

### 2. New Business

- a. 2022 DIRT Report date, analysis (See Attachment for reference to discussion) Josh Thomas reported on the following topics:
  - i. Oregon numbers
  - ii. New heat map
  - iii. Dashboard
  - iv. Context on accuracy, limitations due to reporting
  - v. Sharing data/reporting with OUCC
- b. What data is available? (See Attachment for reference to discussion) Josh Thomas reported on the following topics:
  - i. Common Ground Alliance
  - ii. One Call Concepts
  - iii. OPUC and Oregon OSHA
  - iv. OUCC/UCCs
  - v. Oregon utilities
  - vi. Excavation Safety Alliance
  - vii. Questions from the board followed
    - o Mitch asked about the unknown/other category from DIRT. Accuracy depends on who is filling it out.
    - o Kevin suggested considering do we pursue DIRT? Is it effective? Suggests considering different data sources.
    - o Melanie feels we need something that is real time. If we want to educate these locators, DIY and excavators ... it needs to be immediate. Do we add a Damage Ticket to offer a real time account of the damage?
    - o Connor would like to make sure both sides are held to the same standard. He likes the Damage Ticket idea.
    - o Josh asked Kim Boyd if other states are using the damage ticket? Yes, she replied and shared how excavators call in to report the damage. She commented she not aware of a state that collects the fault information.
    - o Nate asked Kim if it's part of mandatory reporting. Kim commented, Kansas will start using damage ticket because their law changed. Nate feels in the rural areas if we had mandatory ticket updates it would be helpful.
    - o Andy shared they use emergency tickets when they were not located because trying to contact utilities after a strike is difficult.
    - o Kevin feels we can open up in the notification process. Maybe condense and provide more data. And he's open about the Damage Ticket.

- o Nate asked Kim if a damage occurred without a ticket how does that work? Kim said they create a damage ticket and go from there.
  - o Melanie asked Kim is there a checklist to close out the ticket from a damage ticket? Iowa has a positive response status on their ticket and asks additional questions. It is possible to add a status and ways to modify and add on the ticket.
- c. How to move the needle on damage prevention, how to measure our results
- i. Leverage additional data sources to fill the gap
  - ii. Strengthen strategic partnerships, sharing of info
  - iii. Target Publicity and outreach efforts
  - iv. Integrate takeaways in Training and Education classes and videos
  - v. Pursue measurable goals in concert with Strategic Plan
  - vi. Show presence at OUCC/UCC meetings
  - vii. Report to board, partners, Governor, and Oregon Legislature
  - viii. Continue assessment, reassessment; contact for expert analysis?

- d. Damage Prevention Data Guest Panel Discussion – Lynsay Demko and Marty Mead
- i. Question #1 – What sources of data/measurement have been used to reduce damages in your state?

Marty: he feels inaccurate data/garbage in garbage out. Working with individual utilities and partner with them. This helps get the root cause. This helped clean up their database.

Lynsay: Core things to focus on data: who is the person at fault and what is the root cause of the damage. Who and Why will help tactics on how to help them moving forward.

- ii. How have you used data? Targeting strategy/resources? Measuring effectiveness? Enforcement?

Marty: Partnership is important. He developed a program where they watched repeat offenders and looking for patterns. They followed those folks over a 6-month period. Educate and trained them. They saw a 25% decrease from these folks in damages.

Lynsay: Very robust dashboards are used in her three-state territory. In Nevada when a damage occurs, they show up immediately at the site. On site educating that excavator is done. They provide a damage prevention packet. Their commissioner is very active as well and shows up at the damage site. They provide training using teams and have them take it within a week of damage.

- iii. Based on your experience, do you have suggestions or warning to share with us?

Marty: He suggests, 'don't trust the DIRT data'. Partnering with utility companies. Getting in front of them and educate. More important to train and educate than to fine those offenders.

Lynsay: core pieces of damage data have a similar pattern/picture. CGA has great tools for this effort. She feels the data is good and helps for next steps. She hopes people start to learn how to use these damage forms. Teach folks how to use Hit Kits; pictures help show a clear story of the damage. Utilization of funds at a state level is very important. Nevada uses a Damage Prevention Flow Chart.

Questions from board members:

Andy asked Lynsay – is staff provided to help the commission? Yes, 3 to 5 staff. And their commissioner shows up and he receives a damage notice (automated) She feels what Nevada is doing should be the model for other states.

Lee asked Lynsay how authority is given to you? Through Administrative Rule? Lynsay commented they provide options to the person/company. Their commissioner has the authority to assign training. Encourage training to avoid penalty fines. Marty shared most folks come in defensively but then realize they aren't being punished but building relationships with the excavator and or locator.

Connor asked if their process is the same for both excavator and locator? Yes, said Lynsay. They hold the locator and excavators the same. Investigations occur and sometime suspension to the locator. Retraining and qualification is expected. Mary shared CO is the same.

Kevin asked Lynsay if she's following the CGA damage prevention institute initiative? And if so, what are her thoughts? Lynsay shared, previously called the gold shovel standard. DPI will help with better reporting. This is helping excavators do better documentation; along with tools and knowledge needed to prevent less damages.

3. Old Business

4. For the Good of the Order

- i. Lee asked members if we should have more time at the next meeting? Members indicated yes.
- ii. Motions was made by Nate to have the next meeting 90 minutes and 2<sup>nd</sup> by Lee. Motion passed.

5. Next Meeting - tbd

*Meeting adjourned at 11:20 a.m.*

*Minutes submitted by Kitty O'Keefe 8.30.23*



# Primary Objectives

1. **GUIDING DIRECTION:** With all of the data available to us, how can we make better informed decisions about where to focus our efforts and allocate our resources?
2. **PROVING EFFECTIVENESS:** How can we use data to measure our effectiveness and prove our results?



# Damage Prevention Data Guest Panel Discussion

1. What sources of data/measurement have been used to reduce damage in your state?
2. How have you used data? Targeting strategy/resources? Measuring effectiveness? Enforcement?
3. Based on your experience, do you have suggestions or warnings to share with us?

## **Lynsay Demko**

Damage Prevention Administrator  
Southwest Gas (Nevada)

*formerly Manager of Public Awareness  
and Damage Prevention at MDU*



## **Marty Mead**

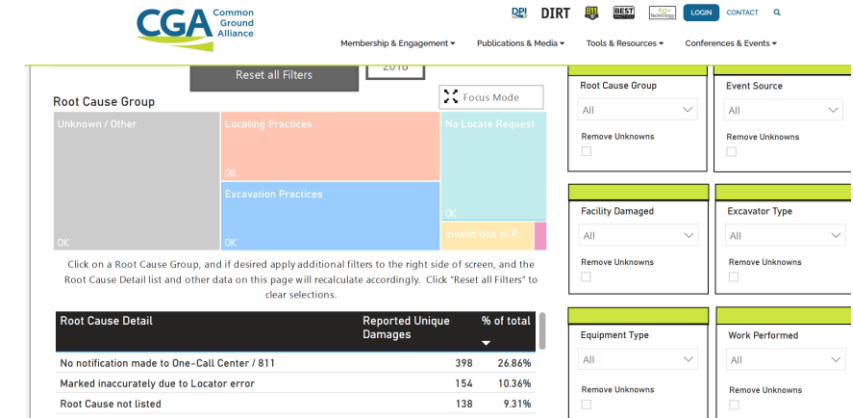
Utility Coordinator for SUE Projects  
SurvWest (Colorado)

*formerly Director of Damage  
Prevention at Colorado 811*



# What Data is Available?

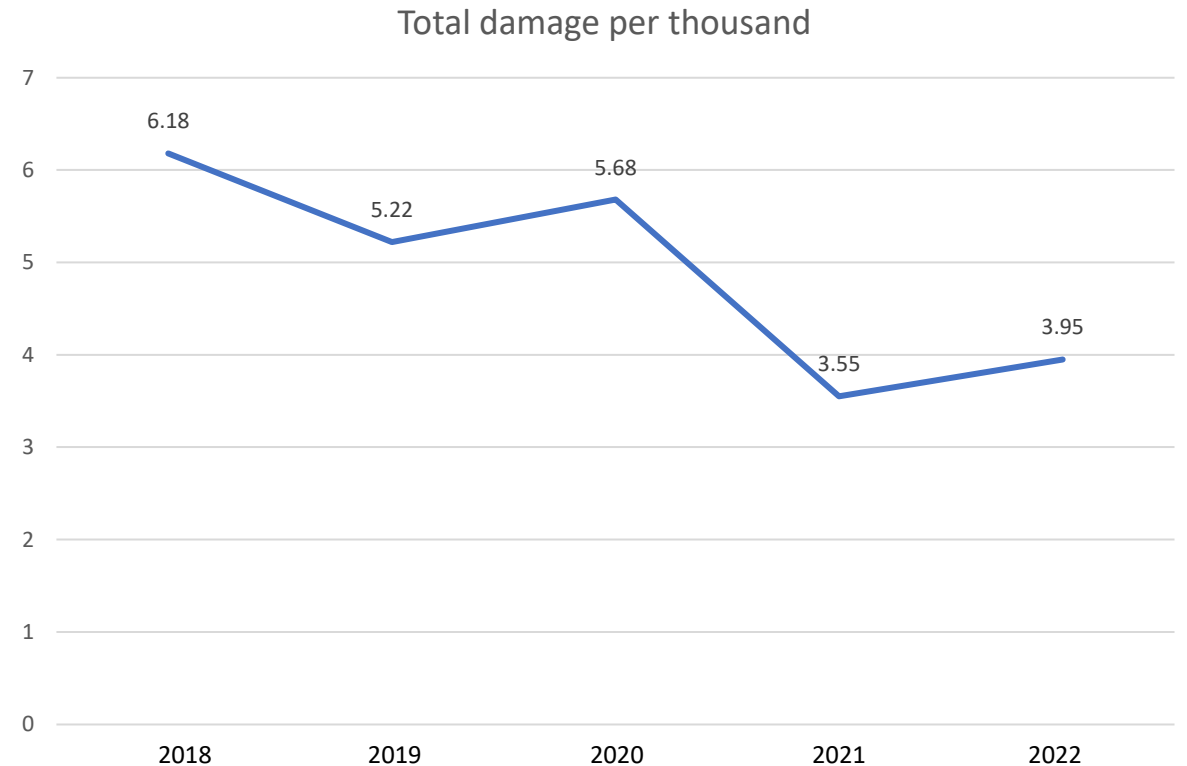
- Common Ground Alliance
  - Damage Information Reporting Tool
  - DIRT Dashboard
- One Call Concepts
  - Master report spreadsheet - tickets (by day, month, year, county), in/out ratio, ITIC, billing details, ASA, subscribers
  - Past Due Accounts
  - Queries
- Oregon Public Utility Commission, Oregon OSHA – complaint/enforcement data
- OUCC/UCCs – qualitative reports/updates, case studies, some regular reporting
- Oregon utilities – damage statistics and analysis; some is restricted/proprietary
- Excavation Safety Alliance – topic-based Town Hall events
- *Others?*



# Annual Results Over Five Years

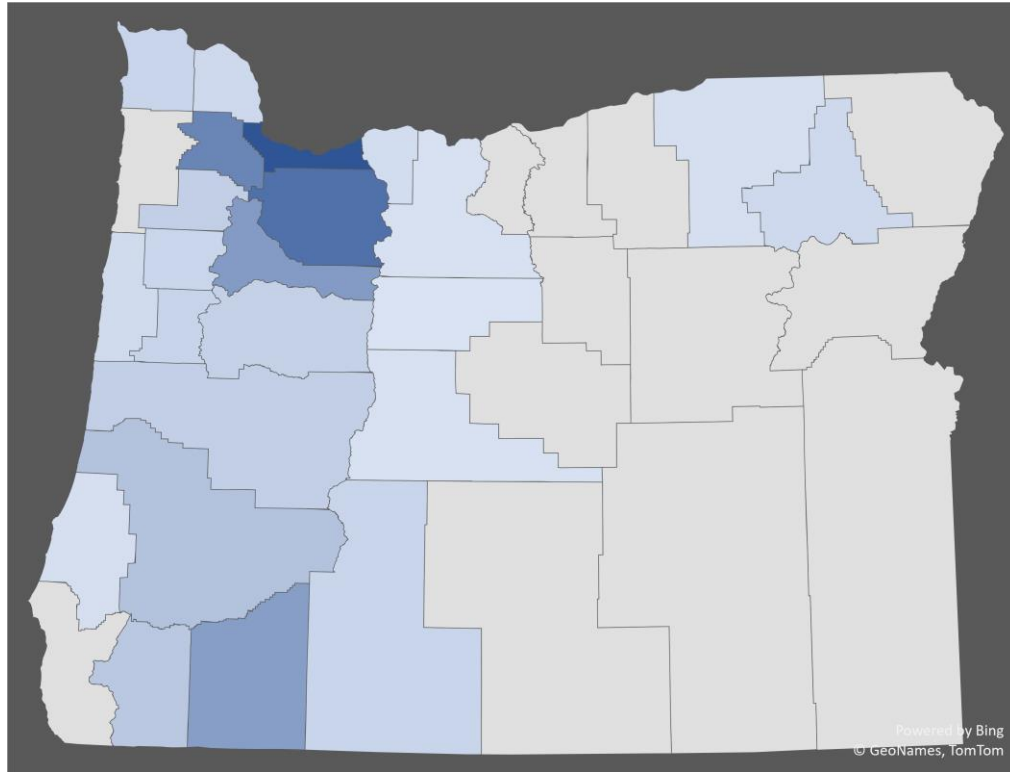
YEAR	TOTAL DAMAGES	DAMAGE PER THOUSAND
2022	1,405	3.95
2021	1,285	3.55
2020	1,989	5.68
2019	1,783	5.22
2018	2,034	6.18

*(totals do not match previous reports, but pulled directly from the DIRT database)*



# Total Damages Map is Fairly Predictable

*Higher population, more chances for damage to occur*



## 2021 Top Ten

Multnomah	177
Clackamas	143
Washington	117
Marion	90
Jackson	87
Douglas	42
Josephine	35
Lane	27
Yamhill	27
Linn	24

## 2022 Top Ten

Multnomah	183
Marion	160
Washington	134
Jackson	121
Clackamas	114
Lane	75
Deschutes	73
Douglas	67
Umatilla	56
Josephine	46





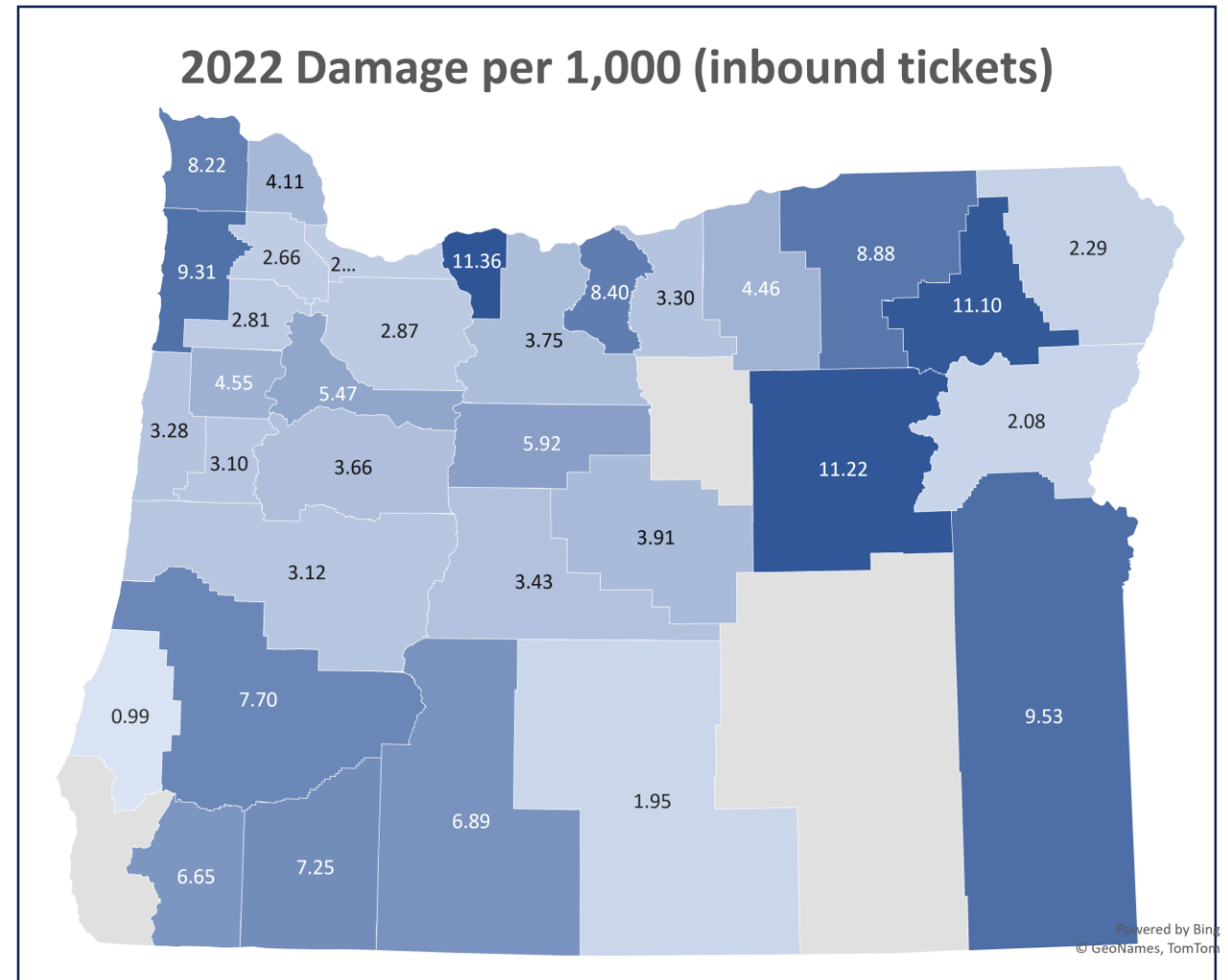
# Oregon Damage Heat Map (DPT)

*Based on 2022 data from the Damage Information Reporting Tool*

## CONSIDERATIONS AND LIMITATIONS:

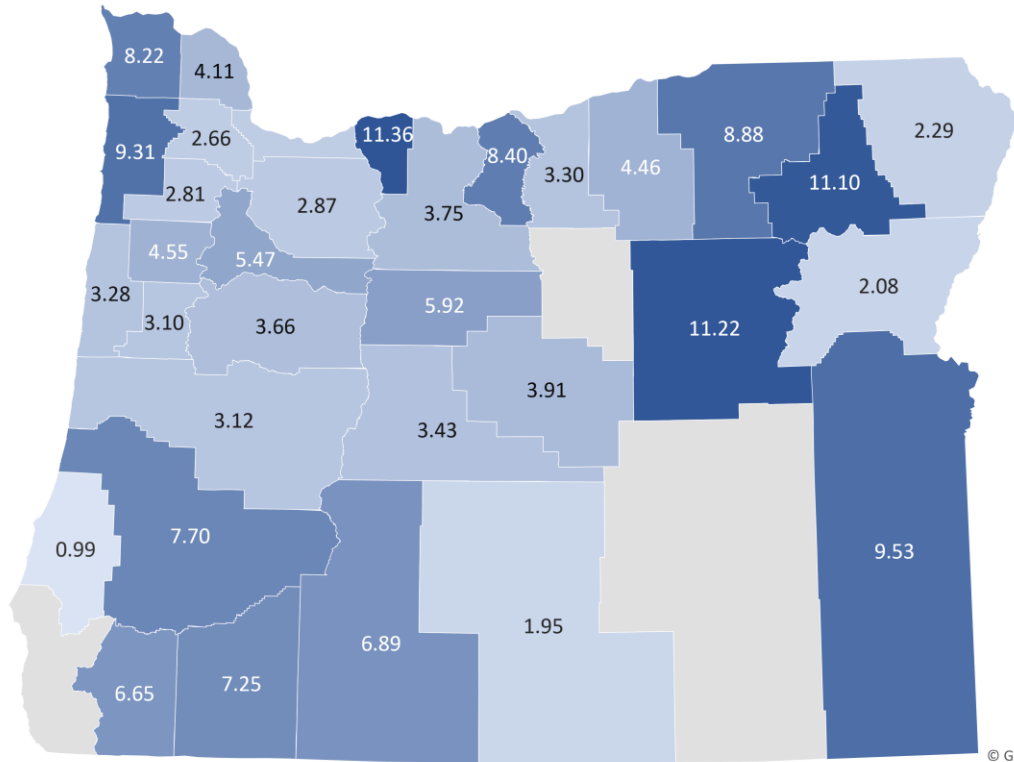
- Not all facility operators/owners submit excavation damage information.
  - Oregon does not require excavation damage reporting.
  - Only regulated pipeline operators are mandated to collect/track excavation damage information.
- Some flawed, conflicting, duplicate entries
- “Hot spots” are often not in the top ten list
- Heavy use of the “other” and “unknown/other” categories

*The map shows higher damage rates, but also reflects consistent and reliable reporting.*



# Top Counties by Damage Per Thousand

2022 Damage per 1,000 (inbound tickets)



Top 10 inbound/1,000	DPT/damages
Hood River	11.36 (23)
Grant	11.22 (8)
Union	11.10 (23)
Malheur	9.53 (23)
Tillamook	9.31 (24)
→ Umatilla	8.88 (56)
Sherman	8.40 (2)
Clatsop	8.22 (30)
→ Douglas	7.70 (67)
→ Jackson	7.25 (121)

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# Tracking Root Causes



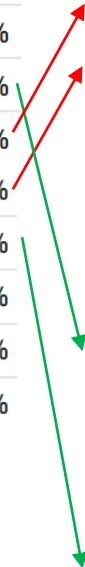
2021

Root Cause Detail	Reported Unique Damages	% of total
No notification made to One-Call Center / 811	398	26.86%
Marked inaccurately due to Locator error	154	10.36%
Root Cause not listed	138	9.31%
Excavator dug prior to verifying marks by test-hole (pot-hole)	136	9.14%
Excavator failed to maintain clearance after verifying marks	122	8.24%
Improper excavation practice not listed above	120	8.09%
Not marked due to Locator error	93	6.24%
Marks faded, lost or not maintained	65	4.39%
Excavator failed to protect/shore/support facilities	51	3.41%
Excavator dug prior to valid start date/time	43	2.90%
Excavator dug after valid ticket expired	37	2.46%

2022

No notification made to One-Call Center / 811	342
Root cause not listed	187
Improper excavation practice	168
Not marked due to Locator error	153
Marked inaccurately due to Locator error	149
Excavator dug prior to verifying marks by test-hole (pot-hole)	140
Excavator failed to maintain clearance after verifying marks	52
Excavator failed to protect/shore/support facilities	42
Marks faded, lost or not maintained	33
Not marked due to Incorrect facility records/maps	30

*The top three defined causes account for approximately half of total damages.*



# What types of projects and equipment are involved?



Type of Work Project	
Unknown/Other	309
Natural Gas	161
Sewer	143
Water	137
Electric	95
Telecommunications	71
Landscaping	65
Grading	61
Site Development	50
Building Construction	49
Fencing	47
Storm Drain/Culvert	41
Curb/Sidewalk	33
Road Work	32
Pole	31

Type of Equipment	
Backhoe/Trackhoe	696
Unknown/Other	248
Hand Tools	203
Trencher	64
Auger	54
Boring	49
Directional Drilling	42
Grader/Scraper	17
Drilling	12
Probing Device	8

## Includes:

- Shovel
- Pickaxe
- Mattock
- Post hole digger
- Trench digger
- Spade

## Observations:

- 1) Top 5 projects are also utilities we are working to protect.
- 2) These lists help prioritize our audiences and messaging.

# What was damaged? Who caused it?



Facility Damaged	
Natural Gas	791
Telecommunications	423
Electric	140
Water	25
Sewer	13
Cable TV	8
Unknown/Other	5

Type of Excavator	
Contractor	789
Unknown/Other	357
Occupant	135
Utility	75
Municipality	36
Developer	6
County	3
Farmer	2
State	2

# Moving the needle and measuring results



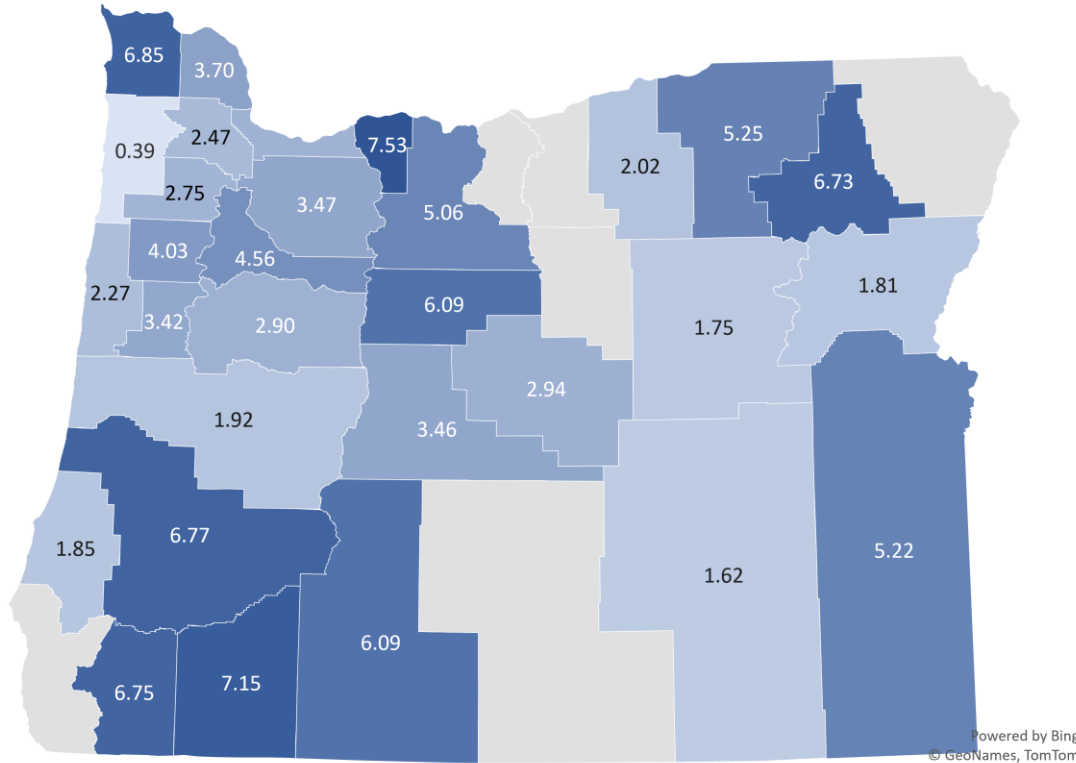
- Leverage additional data sources to fill gaps
- Strengthen strategic partnerships, sharing of information
  - Utilities, OUCC/UCC, agencies, contractors, locators, trade organizations
- Target Publicity and outreach efforts
- Integrate takeaways in Training and Education classes and videos
- Pursue measurable goals in concert with Strategic Plan
- Show presence at OUCC/UCC meetings, two-way communication
- Report to board, partners, Governor and Oregon Legislature
- Continue assessment, reassessment



**Questions?**

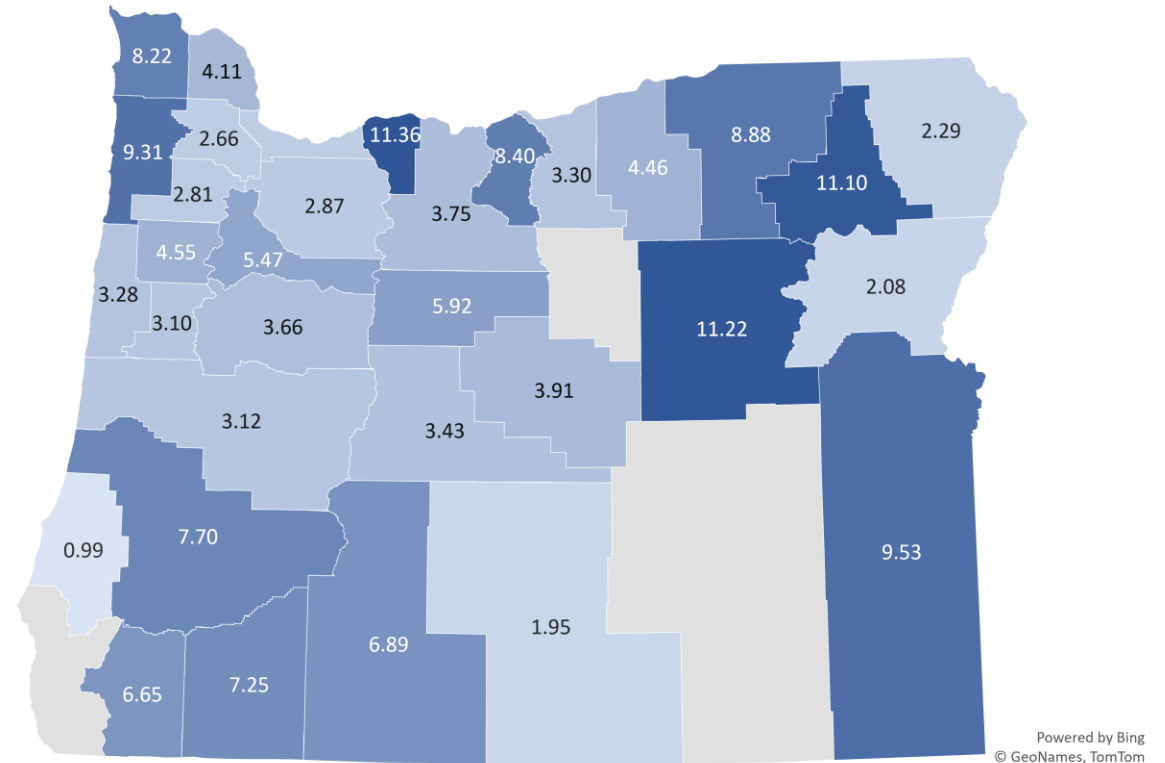
# Year over Year Comparison

2021 Damage per 1,000 (*inbound tickets*)



Total damages: 1,285  
Damage per 1,000: 3.55

2022 Damage per 1,000 (*inbound tickets*)



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