Damage Prevention Institute
Facility Owner/Operator Metrics

Profile Questions for Facility Owner/Operators

Facility owners/operators will answer the following questions as a component of annual accreditation. These questions would be asked by utility type for facility owner/operators with multiple utility types.

1. **How often do you provide mapping record updates to your mapping records department or an equivalent department (on average)?**
    - ☐ Never
    - ☐ Once per year
    - ☐ Every six months
    - ☐ Once per quarter
    - ☐ Every other month
    - ☐ Once per month
    - ☐ Multiple times per month
    - ☐ Daily

2. **How often do you provide mapping records updates and record corrections to locators (on average)?**
    - ☐ Never
    - ☐ Once per year
    - ☐ Every six months
    - ☐ Once per quarter
    - ☐ Every other month
    - ☐ Once per month
    - ☐ Multiple times per month
    - ☐ Daily
    - ☐ Direct data feed/real-time

3. **How often do you provide mapping updates to 811 centers (on average)?**
    - ☐ Never
    - ☐ Once per year
    - ☐ Every six months
    - ☐ Once per quarter
    - ☐ Every other month
    - ☐ Once per month
    - ☐ Multiple times per month

Reporting Guidance

Monthly reports of damages and metrics data are due by the end of the following month (example: May reports are due at the end of June). Metrics should be submitted by state and by facility type.

Metrics

Damages with Root Cause Related to Mapping Records Errors

Per 1,000 Locate Tickets Received

Numerator:
Damage reports for the month with the following root causes in DIRT:

> *Locating issue*
>> *Facility not marked due to:*
>>> ☐ Incorrect facility records/maps (includes no maps)
>> *Facility marked inaccurately due to:*
>>> ☐ Incorrect facility records/maps (includes no maps)

Denominator:
Number of locate tickets (see definition of *locate ticket* below) received in the month, divided by 1,000.

Projects Completed

Number of Mapping Records Updates to Records Department

Numerator:
Number of installation and/or replacement projects completed in the month. Only count completed projects that necessitate an update to mapping records.

Denominator:
Number of times in the month that mapping record updates were provided to the internal mapping records department (or equivalent department).

Trouble Locate Tickets	
Locate Tickets Received	

Numerator:
Number of trouble locate tickets received in the month (see definition of *trouble locate ticket* below).

Denominator:
Total number of locate tickets received in the month.

Information Reported by Facility Owners/Operators Monthly by State and Utility Type

1. All damages, with complete and accurate root cause information. (DIRT Incidents/Events)
2. Number of locate tickets received.
3. Number of trouble locate tickets received.
4. Number of times that mapping record updates and mapping record corrections were made available to locators. DIRT will calculate a quarterly average for these monthly reports and compare the average to the answer to question #2 in the profile questions listed above.
5. Number of times that mapping record updates were provided to the internal mapping records department (or equivalent department).
6. Number of installation and/or replacement projects completed that required update to mapping records.

Definitions

Locate ticket: Each locate request issued by the 811 center with a unique identifier, excluding damage tickets, design tickets or tickets that do not require a mark-out or clear. These include refresh/renewal tickets, even if the original ticket number does not change. For example, ticket #12345 and #12345-rev are counted separately. For single-locate tickets that require marking more than one underground facility type, count each facility type separately.

Trouble locate ticket: A trouble ticket occurs when, upon initial arrival at the location, the tolerance zone for an existing facility cannot be established with confidence consistent with the law and the owner/operator's requirements. A trouble locate ticket is escalated internally for advanced/enhanced resolution measures (e.g., vacuum truck, line tracer, ground penetrating radar, in-line 3D gyro mapping technology, etc.).

Mapping records updates: Any changes to mapping records associated with new facilities and any facility work that requires a modification to existing mapping records.