Damage Prevention Institute
Locator Metrics

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

On-Time Tickets

Total Number of Tickets

Numerator:
Total number of locate tickets marked or cleared on time, by utility type, per state.

Denominator:
Number of locate tickets received in the month by utility type, per state (see definition of *locate ticket* below).

Damages with Root Cause Related to Locating Issue

Per 1,000 Locate Tickets Received

Numerator:
Damages with locator root cause attributable to:
    Locating issue
        Facility not marked due to:
            ☐ *Locator error*
            ☐ *No response from operator/contract locator*
        Facility marked inaccurately due to:
            ☐ *Locator error*

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

Information Reported by Locators Monthly by State and Utility Type

1. All damages, with complete and accurate root cause information. (DIRT Incidents/Events)
2. Total number of locate tickets marked or cleared on time, by utility type per state. For single tickets that include requirements for marking more than one underground facility, please count each facility separately.
3. Total number of locate tickets received, by utility type, per state. For single tickets that include requirements for marking more than one underground facility, please count each facility separately. This figure should include all locates whether worked in the field or cleared from the office.

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, tickets #12345 and #12345-rev1 are counted separately. For single-locate tickets that require marking more than one underground facility type, count each facility type separately.

On-time locates: Those considered in compliance with the corresponding state law and/or regulatory requirements.