

Documenting & Investigating Utility Damages

Bill Williams





- In Virginia Trafford had 8,614 Tickets in 2010
- Performance Program = 1.4 Probable Violations per 1000 tickets for Excavator
- Trafford's number rose to .4 Probable Violations per 1000 tickets from .3 last year
- Trafford is currently Working 32 Gas Crews
- Trafford Southeast

Documenting A Damage

- Foreman Makes Sure Area is Safe
- Foreman Notifies His Supervisor & the Safety Coordinator
 - Safety Coordinator knows Foreman's weakness's as an investigator
 - Safety Coordinator becomes aware of incident early
- Office Will Notify Others
 - Damaged Utility Owner
 - Miss U if 3 hour is needed
 - Customer
 - Repair Personnel
- Investigation / Documentation Begins

Foreman Will

- Complete a Utility Damage Report
- Take Photos
- Submit Documentation to His Supervisor

Documenting A Hit

- Incident report to Richmond within 24 hours
 - Hard Copies
- Incident report to Corporate within 48 hours
 - Electronic Copies



After the Documentation is Complete

- Safety Coordinator will Review all Incident Reports
 - Miss U Ticket
 - Photos Shared Drive
 - Checklist
 - If Safety Coordinator does not understand report, how can an Attorney or a Collection Agency
- Safety Coordinator Reports all Deficiencies
 - More for future reports

After the Documentation is Completed

- At Fault Hit - Hold Training with Crew & Foreman
- Weekly all Incidents Reviewed by VP, Senior Safety Director, Area Managers & Safety Coordinator on a Conference Call
 - Details of incident
 - History of foreman
 - Discipline determined
 - Discipline documented

DUI Tools

- Use DUI tools to **Paint Your Innocence**
 - Mark/Damage Stands
 - 3' Rule &/or 6' Rule
 - Camera w/Date Stamp



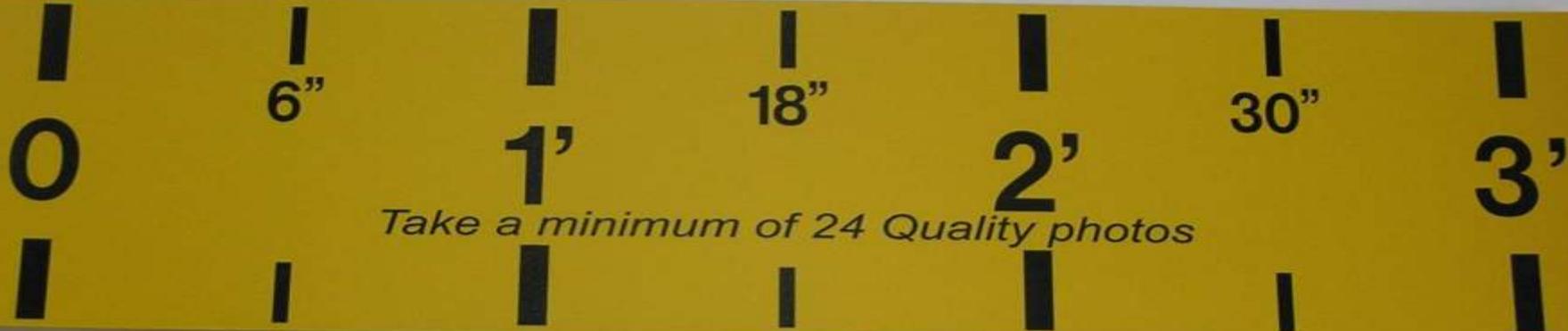


Newer Stands



3' & 6' Rules





0

6"

18"

30"

1'

2'

3'

Take a minimum of 24 Quality photos

Mark

6' Roll Up Rule



Safety Coordinator's Kit

- Standard 3' Rule
- Bi-fold Rule
- Tri – fold Rule
- 6' Roll Up Rule
- Mark/Damage Stands
- Painted soccer mini cones
- White paint
- Tape measures
- Incident Report
- Graph Paper
- Colored Pens, Markers & Pencils
- Clip Board
- Cameras





Bi-fold Ruler



Painted Soccer Mini Cones



Good Overview of all Marks



Tape Measures



Used Not Only for Measuring



30' Tape



Utility Damage Checklist

- Minimum of 24 Photos
- Photos Self Explanatory or Description Included
- Employee Statements
- DUI Tools in Photos
- Depth of Damaged Utility shown with Tape
- Date Stamp on Photos
- If Marked Hit - Detailed Repair Info Included
- Downtime Included in an Unmarked Hit
- Was Safety Coordinator Notified on Day of Hit
- Disciplinary Action Form if Necessary
- Photos Saved with Proper File Name
- Quality sketch Included
- Did Richmond Receive Report Within 24 Hours

Photos

- Minimum of 24 Photos
- Equipment Causing Damage
- All Crew Members
- Street Signs
- House w/House Number
- Mail Box w/House Number
- Repair Personnel & Vehicle
- Utility Locater & Vehicle
- Depth of Utility w/Large Tape
- Close Up of Damage



22

1

4

23

2

3

19

20

24
21
18

3
DAMAGE
15

6
9
12

8

7



17

14

11

16

13

10

I
O
I



Equipment Causing Damage



Equipment Even if it is a Shovel



All Crew Members



Street Signs



House w/House Number





Mail Box w/House Number



Repair & or Investigating Personnel & Vehicle



Utility Locator & Vehicle



Depth of Utility w/Large Tape



Drop Depth



Close Up Of Damage



Currently Working On

- Sketches
 - Larger
 - In Color
 - Standard Legend
 - North Arrows
 - Streets
 - Dimensions
 - Should tell the Story of the Photos

Training & Awareness

- New Employees
 - 2 DVD's
 - Call Before You Dig – NUCA
 - Dig With CARE Keep Virginia Safe!
 - Safety Test
 - Several Utility Damage Questions
 - Trafford's Damage Prevention and Investigation Guide
 - Professional Excavator's Manual
 - Underground Utility Marking Standards
 - APWA Color Code Wallet Card

Employee Training

- Train The Trainer
- Several of Trafford's Weekly Tool Box Talks are on Damage Prevention
- Dig With CARE Keep Virginia Safe DVD shown Annually
- Animated DVD – Wally's Digging Adventure
- Truck Decals
- SCC Sewer Presentation
- SCC Marking Presentation
- Coordinator Required to Perform 3 Investigations Annually
 - Posted on shared safety drive

Digital Frame





Robert W. McCall
Janet V. Fildes



Wall of Knowledge



Tree Root 36" Deep



Another Tree Root



Result of a Probing Rod



Sharp Shooter



Pre Excavation/Damage Documentation

- Encourage Photos
 - Saved on Camera Card
- Audits
 - DUI Tools
 - Miss U Locates
 - Safe Digging Practices

Large Projects

- Photo Running Line
- Video Running Line
- Photo Marks
- Meet Ticket
- Notebook of Contractors Tickets

In Closing

- 5 Year Process
- Stake Holders Please Contact Me If
 - You have Suggestions
 - Concerns
 - Questions
- We Dig Under the names Trafford & Lineal
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