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 0.4 Probable Violations per 1000 tickets from 0.3 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

TAKE A MINIMUM OF

24 QUALITY PHOTOS
3’ & 6’ Rules
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
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
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
• Bill Williams
  – (804) 283-0714
  – bwilliams@traffordcorp.com