Reporting & Evaluation

Task Team Report

June 30, 1999

Safe and Livable Communities

The Challenge

- To develop best practices for reporting & evaluation of data relative to damage prevention effectiveness & damage statistics.

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Team Composition -
8 Members

- Pipeline Operators

- Telecommunications

- State Government

- One Call Centers

- Contractors

- Locators

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Best Practices

- Criteria:
  - Practical & useful;
  - Easy to implement;
  - Currently in use;
  - Promoting consistency between one-call notification centers'
  - Supported by industry; and
  - Cost effective.

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Best Practices:Reporting Damages

- Who reports & what is reported?
  - All stakeholders report info that led, or could have led, to damage
  - Non-compliant party is identified
  - Person reporting provides the most complete info available at the time of reporting
  - Information may change as root causes are identified, state statutes change, or as industry technology evolves

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Best Practices: Reporting Damages, cont.

- How is the info gathered?
  - A standardized, 1-page form with simple Q&A or checkbox format
  - Flexible methods for submitting info: web page forms, telephone, or self-addressed pape forms
  - Training provided on how to complete the standardized form
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Best Practices: Reporting Damages, cont.

- Who collects the info?
  - A centralized independent entity that reaches all stakeholders is identified to collect data.

Best Practices: Evaluating Reported Information

- Who evaluates the data?
  - An organization representing all stakeholder evaluates reported data.

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Best Practices: Evaluating Reported Information, cont.

- What should be considered in the evaluation?
  - Data are summarized by key components & root causes identified
  - Performance levels & trends are considered, as well as a <u>standardized risk factor</u>

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Best Practices: Evaluating Reported Information, cont.

- How are data used?
  - Evaluation used to improve damage prevention efforts via training & education

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SAMPLE FORM:

Damage Prevention

Reporting Information

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Lessons Learned

- Communication is the key to preventing damages

- To determine the greatest risk factors, need to collect info from <u>all</u> stakeholders

- Currently contractors are not typically reporting as often as facility owners/operators

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Lessons Learned, cont.

- Prudent excavators can report problems with the one-call system before damage occurs

- Recognizing causes of near-misses or downtime can <u>prevent</u> damage

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Path Forward

- All states should promote reporting & evaluation of damage prevention info

- All stakeholders should be encouraged to report info

- Info can be used to measure improvement:
  - Assess benefits of different best practices
  - Determine if changes to state damage prevention programs are effective

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