



Next Practices: “Pathways to Improving U.S. Damage Prevention” Status Report

The Next Practices “Pathways to Improving U.S. Damage Prevention” Status Report provides an analysis of barriers and incentives for each systemic improvement identified in the initial Report to the Industry, documents successful practices that are already in place across the country, and identifies pathways for exploring and documenting additional improvements.

HIGHEST-ROI OPPORTUNITIES FOR SYSTEMIC IMPROVEMENT

Contractually incentivize adherence to Best Practices and address incidents via effective enforcement mechanisms

- **Impacts** of Weak Contracts
 - Lack of consequences
 - Erosion of confidence in the system
 - Costly damages
- **Barriers** to Strong Contracts
 - Siloed procurement and damage prevention departments
 - Buy-in from less regulated facility owners
- **Incentives** for Strengthening Contracts
 - Better damage prevention outcomes at a lower cost long-term
 - Environmental, Social and Corporate Governance (ESG)

Pursue an accurate, accessible GIS-based mapping system/database

- **Impacts** of Inaccurate, Inaccessible Facility Maps
 - Planning and design revisions
 - Inefficient locating
 - Over-notification to facility owners
 - Failing to arm excavators with additional safety information
- **Barriers** to Creating and/or Sharing GIS Facility Maps
 - Lack of political will to share information
 - Upfront costs
 - Technology development
 - Lack of centralized body or stakeholder to own/operate a national GIS database
- **Incentives** for Creating and/or Sharing GIS Facility Maps
 - Locating efficiency
 - Excavator safety
 - Cost savings over time

Increase effective implementation of electronic white-lining (EWL)

- **Impacts** of Lack of EWL
 - Uncertainties in the overall scope of work
 - Over-notification to facility owners
- **Barriers** to EWL
 - One call and ticket management software
 - Cost of real-time aerial photography
- **Incentives** to EWL
 - Improve excavator confidence in the damage prevention system
 - Reduce system volume
 - Increase locating efficiency

Utilize technology/software to account for variability in demand for locates and across the damage prevention process

- **Impacts** of Unchecked System Demand
 - Overburdened and unreliable damage prevention system
 - Influxes of requests make timely locating impossible in some regions
 - Decreases stakeholder confidence in the system overall
- **Barriers** to Leveraging Technology to Manage Demand
 - Inflexible state damage prevention laws
 - Liability-focused interpretations of state laws by owner-operators
 - Facility owners are often primary drivers of system volume
 - The focus of one call and ticket management software on ease of request submission and ticket updating
- **Incentives** for Addressing System Demand
 - Technology already exists to address many issues
 - Understanding primary drivers of system volume is key to adjusting demand

DOCUMENTING NEXT PRACTICES

The Pathways Status Report documents multiple case studies, pilot programs and practices currently being implemented across the country that address persistent damage prevention challenges, including:

- **Southwest Gas:** Reducing Utility Infrastructure Damage Frequency Through Best Value Contract Deliverables
- **Elements of an Effective Locating Contract**
- **UtiliSource:** Impact of Accurate, Accessible GIS Mapping at the City Level
- **Dominion Energy** and GPS/GIS Mapping
- **Spire** and GIS Mapping
- **Gopher State One Call:** White-Lining of Excavation Areas by Digital Methods
- **CGA Excavator Electronic White Lining Survey, 2021**
- **Missouri One Call System:** Managing Locate Volume via Voluntary Time Extensions



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to download the Next Practices Pathways Status Report and case studies, and join us at the 2022 CGA Conference & Expo, April 4-8 in Anaheim, Calif., to continue the conversation.

If your organization has an innovative approach to reducing damages, submit your information to the Next Practices Initiative via the CGA website for consideration.