

# 2021 DIRT Report: Root Causes Persist Amidst Increasing Construction Activity

CGA's 2021 Damage Information Reporting Tool (DIRT) Report analyzes all 2021 damage data submitted voluntarily by facility operators, utility locating companies, one call centers, contractors, regulators and others from the U.S. and Canada and provides recommendations for the damage prevention industry to address the persistent root causes of underground utility damages.

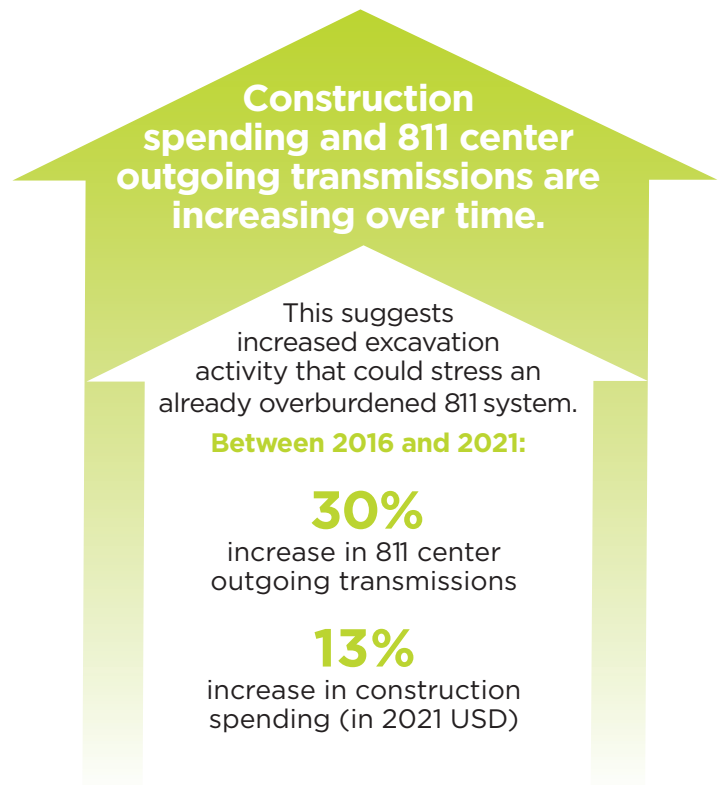
**76%** of damages are caused by just **SIX** root causes

These root causes are also some of the most persistent causes of damages year after year.

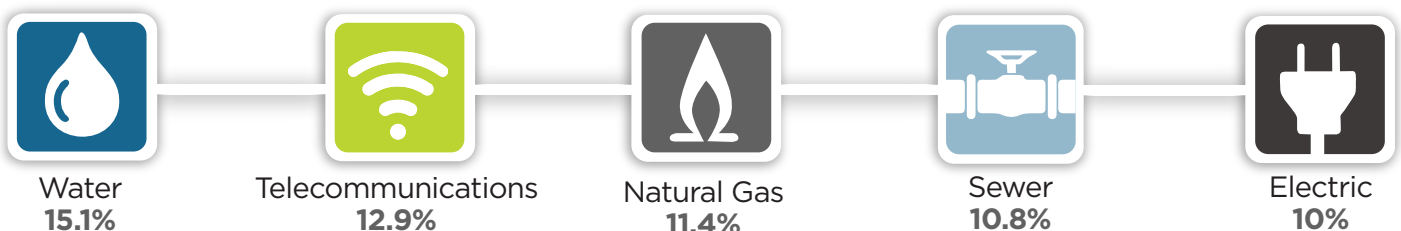
## Most Persistent Damage Causes\*

1. Digging without notification to the 811 center
2. Failure to pothole and/or maintain clearance
3. Locating issues caused by incorrect and/or outdated maps

\* List does not include "unknown" values



## Top Work Performed When Damages Occurred



## DIRT Report Recommendation and Implementation Strategies

Tailor damage prevention efforts and investments to address the leading individual root causes.

- ✓ Ensure your 811 messaging addresses common reasons that excavators fail to notify.
- ✓ Create multimedia educational materials about how to properly maintain clearance and pothole.
- ✓ Examine contracts with locators and excavators to ensure you build in adequate time and incentives for third parties to adhere to safe digging requirements.
- ✓ Update facility maps frequently and invest in GIS mapping expansion.



Source: 2021 DIRT Report