

Wisconsin Damage Prevention Council



Utility Locating Challenges

Mike Meyer
Manager, I.T. Services
Diggers Hotline, Inc.

Wisconsin Public Service
Commission
2024 Pipeline Safety
Seminar



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**Utility Locating
Challenges**

*“I’ve filed my ticket. I’ve waited my time.
No one responds. Why have Diggers
Hotline if it is going to be this way?”*



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What is the WI DPC?



The WI DPC is the collaborative effort of stakeholders to address the main issues and concerns impacting safety and damage prevention.



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Why was the WI DPC formed?

- Utility locating issues increasing the past few years.
- Excavators and planners both blaming Diggers Hotline and looking to Diggers Hotline to “fix” the problems.
- Additional efforts such as reaching out directly to utilities and the Advisory Board Compliance Program are limited in their effectiveness.

- State Law also is limited and ineffective.

The WI DPC was formed because the ONLY way to improve this situation is to involve key industry stakeholders and build consensus on the specific issues causing utility locating problems and what can be done to fix them.



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Who is on the WI DPC?



Wisconsin Electric Cooperative Association



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Who can attend?

WI DPC meetings are open to anyone who wishes to attend.

The WI DPC met in January, and will be meeting again in February, and March, and then every other month after that.



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Short Term Goal of the WI DPC

- Review any and all potential solutions which can bring about improvements to the utility locating situation.
- The WI DPC decided to form subcommittees to address specific components of the overall locating issue.
- Subcommittee will prioritize solutions.
- Legislative improvements.
- Better sharing of data.
- Training and Resources



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Legislative Improvements

- Adding all facility types to enforcement.
- Review the current enforcement panel, process, and penalties.
- Accountability, not just enforcement penalties.
- Mandatory positive response.
- Requiring pre-marking or virtual white lining.
- Ticket expiration dates.
- Size and scope limitations on tickets.
- Exempting certain types of work – hand digging.
- Alternatives to the 3-working day wait time.
- Requiring maintaining of locate markings.



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Data Sharing Improvements

- Large-scale projects such as road construction and fiber expansion occurring yearly.
- Create an online repository of future project plans to allow locators time to adjust staffing needs in certain areas.
- Repository for stakeholder complaints of non-compliance with the law, policies, or rules.
- Centralized reporting of utility damage information. CGA DIRT system.
- Improving the utility mapping data and making data available for planning purposes.



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Training and Resource Improvements

- Addressing workforce concerns.
- Training requirements for locating professionals.
- Certification process for locators.
- Identifying best practices across locating industry.
- Mandating training for excavators, especially out-of-state companies.



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Long-Term Goals

Continue to be a forum for discussions on issues regarding damage prevention. More targeted on specific circumstances.

Regular meetings to address concerns more in real-time as they occur. Put out fires as they start instead of when they are raging.



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Summary



Future



Diggers Hotline

Updates and Information

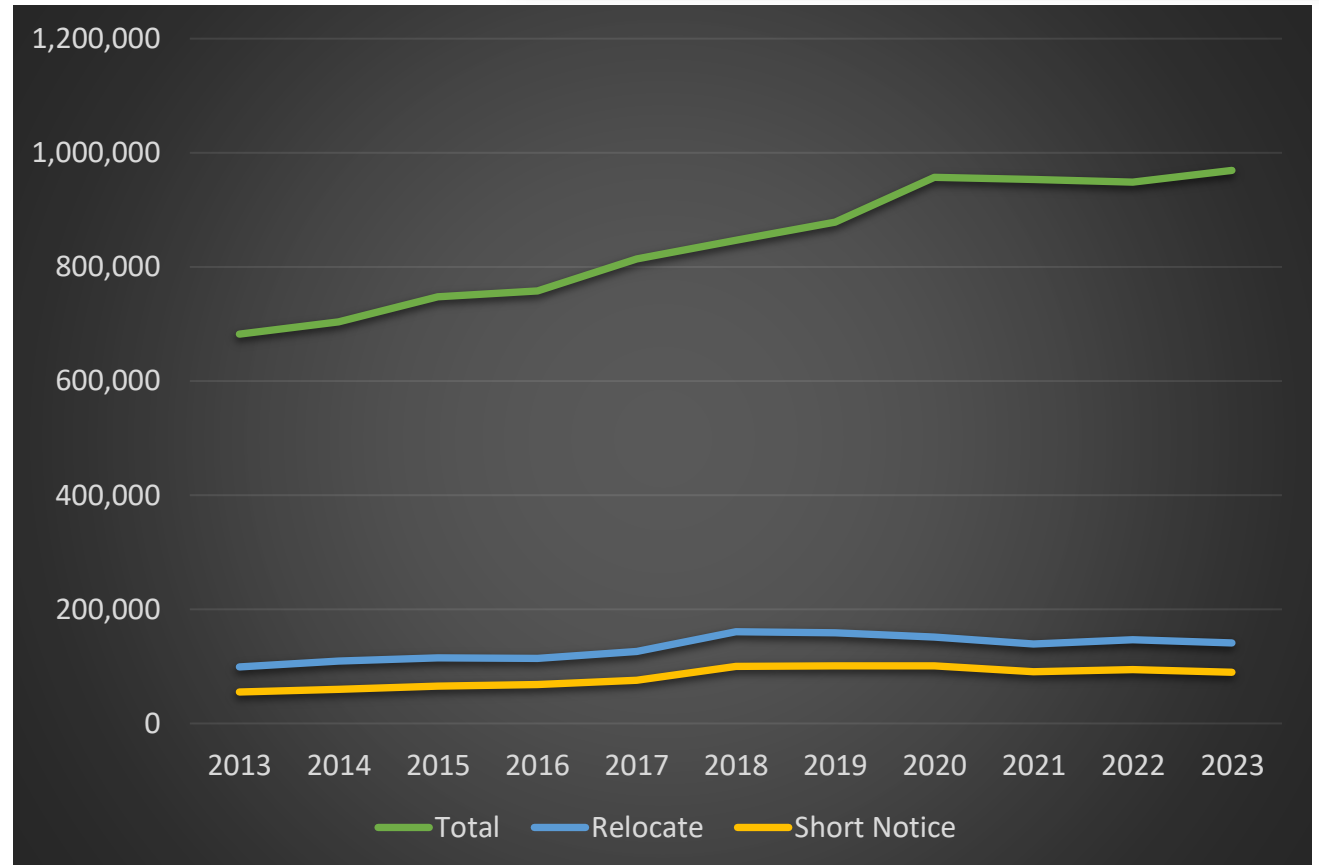
- The Diggers Hotline Board of Directors and Advisory Board are reviewing current policies and procedures to determine if there are opportunities to assist with the utility locating situation.
- Much of what is being reviewed relates to reducing ticket volume.
 - Education and correction of adverse ticket filing practices.
 - Utilities using software and mapping to reduce tickets.
 - Review of the types of tickets and their negative/positive impact.



Diggers Hotline

- Ticket volume compared to overall relocate volume and short-notice relocate volume.
- Overall ticket volume has increased from 682,330 in 2013 to 969,323 in 2023.
- Total relocate volume has increased from 99,450 in 2013 to 140,963 in 2023.
- Short-notice relocate volume has increased from 55,051 in 2013 to 89,575 in 2023.

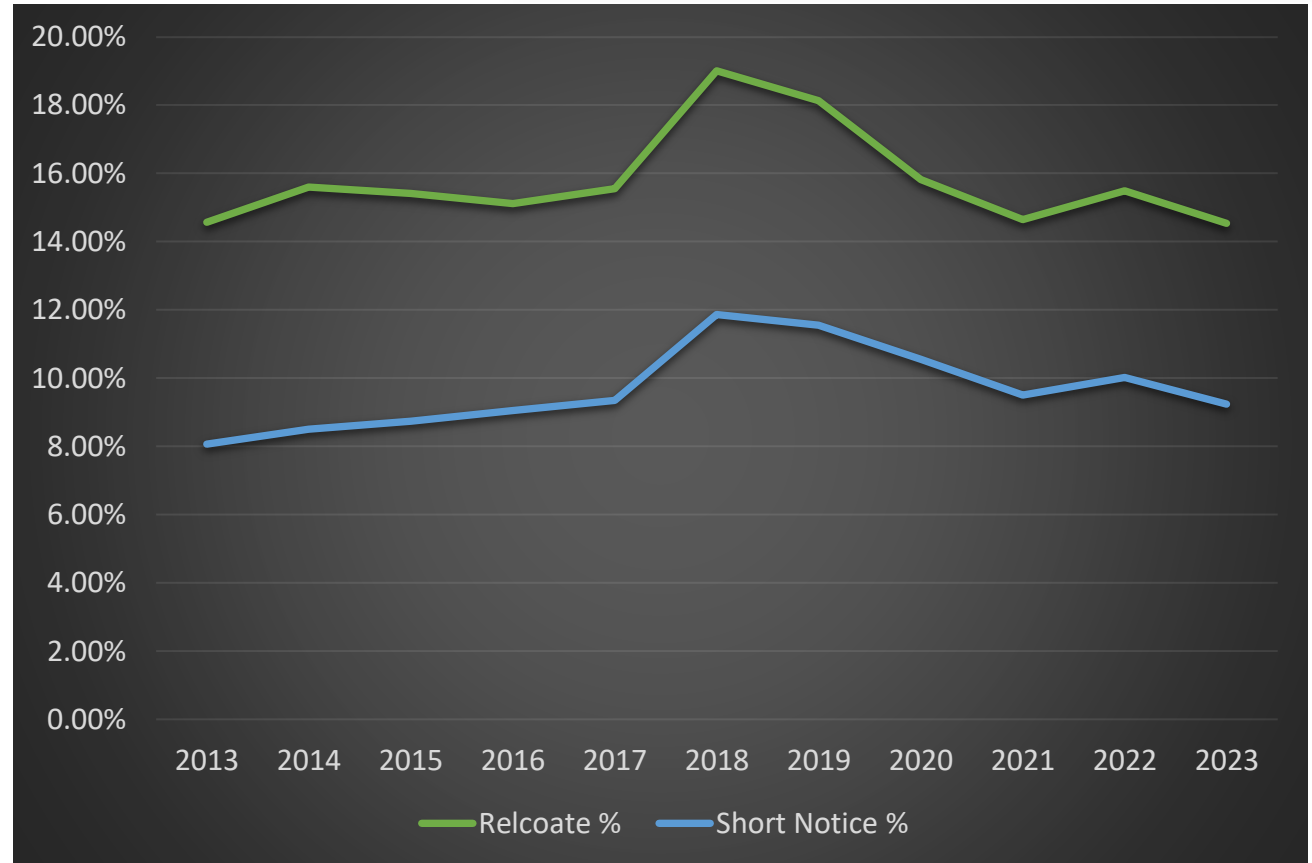
Ticket Data and Statistics



Diggers Hotline

- The green line shows total percentage of relocates to all tickets. The blue line is short-notice relocate percentage.
- If you take out 2018 and 2019, relocates have been consistently between 14% and 16% of the total ticket volume.
- The relocate percentage for 2023 is actually the lowest since 2013.
- Short-notice relocates have been between 8% and 10% of total ticket volume.

Ticket Data and Statistics

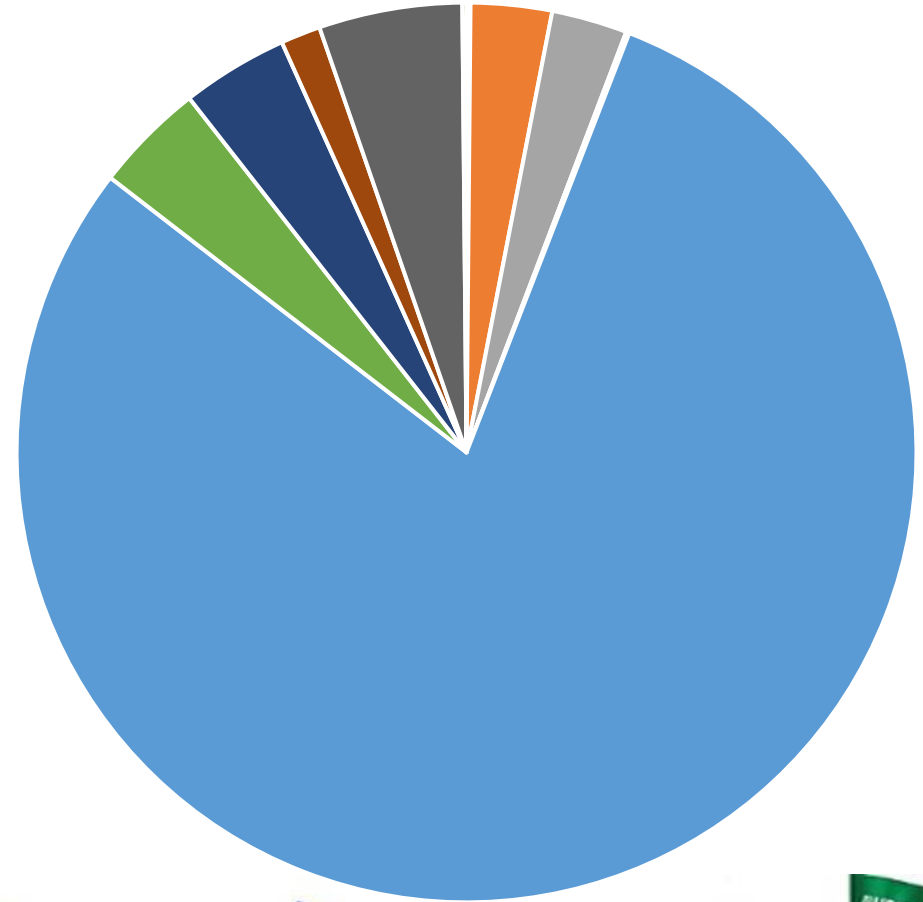


Diggers Hotline

- This shows the common types of tickets and how they compare to each other in 2023 in terms of overall volume.
- The large blue area is Standard tickets. They are always far and away the most used ticket type.
- Standard tickets were 79.5% of the total ticket volume. 3 Working Day relocates were second at 5.2%. 24 Hour relocates were third at 4%. Crew on Site relocates were 3.8%. Emergencies were 2.9%.

Ticket Data and Statistics

- Appointment
- Emergency
- Planning
- Project
- Standard
- Relo-24
- Crew on Site
- No-Show
- Relo-Stand
- Relo-Other



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Questions?

