

Data-Driven Insights for Enhanced Damage Prevention Management

Jason Poyser – Director of Locating, Metronet

Brian Peters – Chief Product Officer, KorTerra

Core industry challenges

- Resource management ☒ not enough locators
- Unpredictable ticket volumes ☒ infrastructure projects
- Transient contractors unfamiliar with local infrastructure

The Importance of Data-Driven Decision-Making

Challenges Without Data:

- Unidentified risks
- Inefficient resource allocation
- Higher operational costs

Benefits of Utilizing Data:

- Improved risk assessment
- Enhanced efficiency
- Significant cost savings

Performance vs Predictive

- **Performance Analytics** involves the measurement and analysis of historical and real-time data to assess how well the ticket management system is functioning. It focuses on key performance indicators (KPIs) to understand past and current performance, identify trends, and uncover areas for improvement.
- **Predictive Analytics** uses statistical models and machine learning algorithms to analyze current and historical data to forecast future events. In a ticket management system, it aims to predict future trends, potential issues, and outcomes to enable proactive decision-making.

Performance Metrics

- On time performance
- Completion percentage
- Cycle time
- Office screen ratios
- Ticket sizes
- Ticket duration
- Incidents per ticket

Predictive Metrics

- Risk analysis
- Ticket duration times
- Trending cycle times
- Forecasted ticket volumes
- Load balancing
- At risk late tickets

How data can help - Brian

- Resource management
- Reduce damages
- Process improvements

How to Harness the Power of Data

Assess Current Data Practices:

- Identify gaps in data collection and analysis.

Implement Effective Solutions:

- Consider tools like KorTerra for comprehensive data management.

Train and Empower Teams:

- Ensure staff can utilize data insights effectively.

Technology

- Create a data first culture to validate anecdotes
- Data is not the enemy
- Invest in data and data resources
- Challenge your vendors

Future/how Metronet is addressing this - Jason

- Current case study insights
- New insights since case study was done
- Future expectations and how Metronet is preparing