

# Asset Inspection Survey Results

## How do you inspect your assets for maintenance?

With the exception of Water & Sewer, 43% of whom use Asset Inspection Software, all industries overwhelmingly report their inspections are still done using paper forms. The Communications industry reports the highest percentage (65%). Public Works is the industry reporting the most use of custom internal software (31%) while the Electric industry has the highest percentage relying on visual inspections alone (20%).

## At what frequency do you inspect your assets?

The Gas & Oil industry reports that 73% inspect their assets yearly at a minimum, with Water & Sewer close behind at 60%. The Electric industry reports most inspections at 2-3 years (60%) while the Communications industry is most likely to inspect only when conditions indicate (55%).

## What is the biggest difficulty you face with asset inspection?

The Electric industry overwhelmingly find downtime/disruption of normal operations to be their biggest difficulty related to asset inspection (80%), with Communications (50%) and Water & Sewer (48%). Gas & Oil reports accessing historical data (40%) as equally difficult as downtime (40%). Water & Sewer also believes accessing historical data is a major concern (41%). Inspection costs seem of the least concern to all industries with Public Works reporting highest (22%).

## What is the most common reason for asset failure?

Asset failure is not easily attributable to any single reason regardless of industry, although Operate to Failure mentality leads in most. 56% of surveyed Engineers, from across multiple industries, said that Operate to Failure mentality was the most common reason for asset failure.

## What factors most contribute to poor decision making for asset maintenance?

Budget constraints are the biggest single factor for Communications (40%), Public Works (56%) and Water & Sewer (43%). Bureaucracy is the biggest factor for Electric (40%), and Gas & Oil is fairly equally distributed across all categories.

## Which part of asset management most needs to improve?

The Electric industry lists accurate mapping as the area most requiring improvement (60%) with all other respondents indicating Field inspection process (40%). The Communications industry believes budgeting is the most improvable factor (47%) along with Public Works (40%).

## What is the best way to reduce asset inspection/maintenance costs?

All industries agree better planning is the best way to reduce costs, with Gas & Oil leading (60%). Public Works (50%) sees the need for increased spending/budget a close second (44%), while Electric rates them equally (40%).

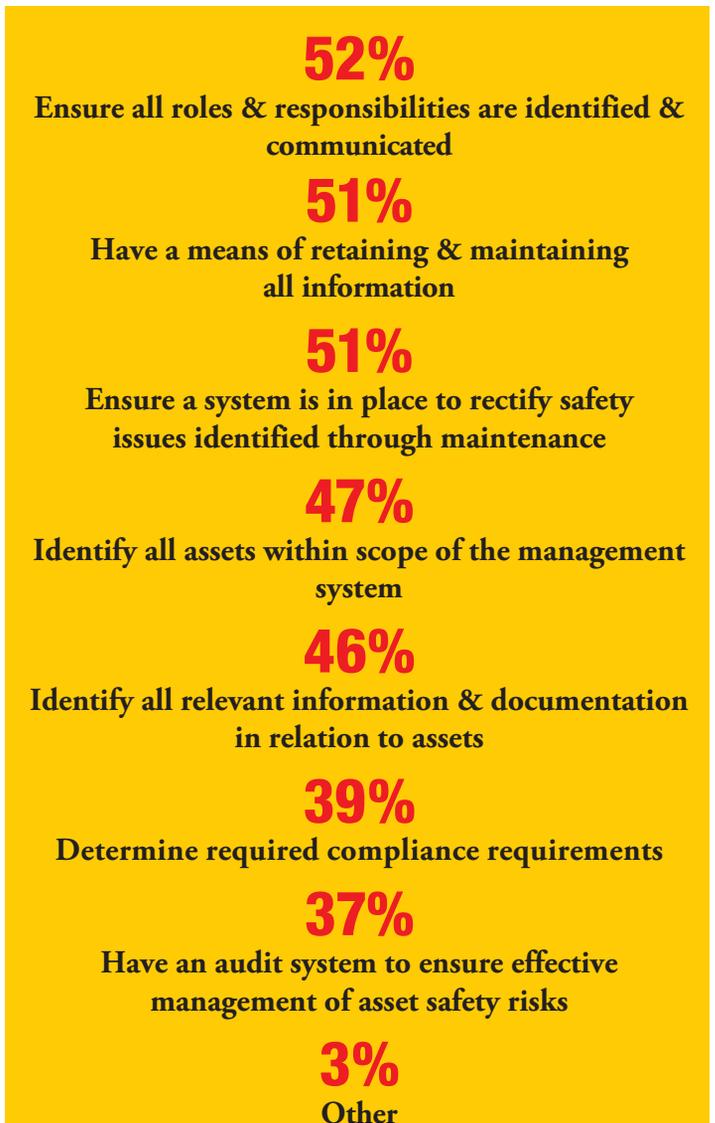
## What is your primary focus in protection of the utility infrastructure?

All industries felt education and training as the primary focus was important, except Public Works (7%). Electric led (60%), Communications agrees (25%) but focuses more on regular maintenance (40%). Water &

Sewer focuses on efficient field inspections procedures (23%) although other industries rated this low. Public Works focuses mainly on Updated GIS to the field (40%) followed closes by regular maintenance (33%).

## What are the best ways to increase safety in asset maintenance?

Respondents were asked to select as many options as they wished. In order of selected importance:



Some of the most dramatic response differences were not found across industries but across job titles, regardless of industry. For example, when asked the most common reason for asset failure, 60% of Executives answered, "Failure to perform preventative maintenance". In comparison, Field Operations employees provided that answer 39% of the time, Upper Management 31%, and Middle Management 24%.

Our thanks to PelicanCorp for helping to underwrite the cost of this research. Individual responses are not shared with the underwriter or sold in any way. Infrastructure Resources employees assisting with research will have access to responses as needed.