

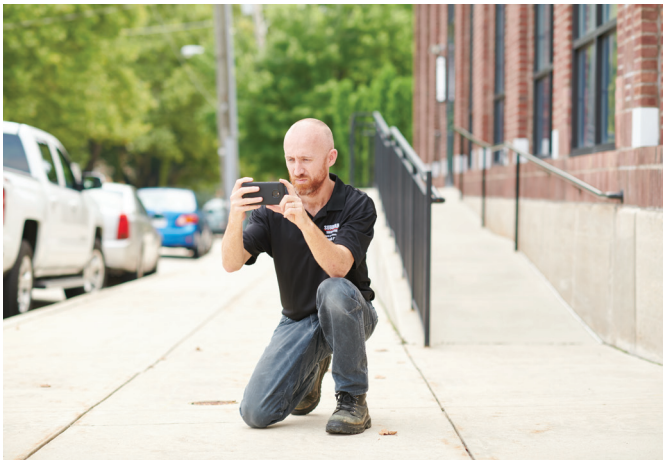
# SITE ENGINEERING & SERVICE VERIFICATION

Site engineering plays a critical and often overlooked role in the service verification process. From initial measurements to staff training, it serves as the foundation for how your team will successfully service and document its efforts, ensuring they align with the contracted level of service requirements.



## 1 MEASURE FOR ACCURACY

Nothing beats old-school, boots on the ground measurements. Understanding how much real estate you have to cover will allow you to allocate the best equipment and labor for efficient and proper service at a competitive price. This measurement also plays into understanding cycle times as you plan your routing for the season.



## 2 SITE PHOTOS

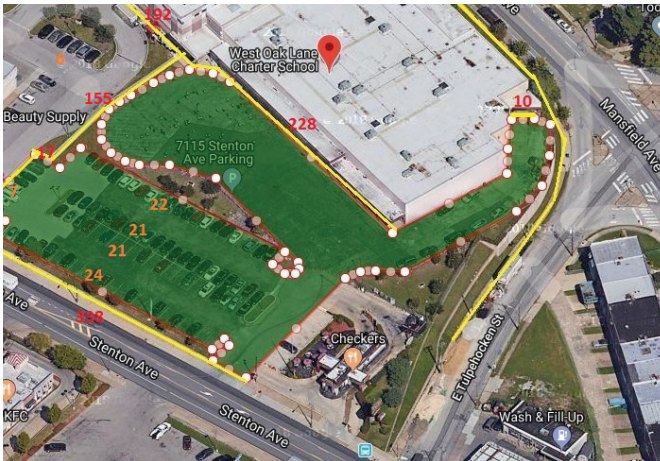
Photos are essential to the site engineering process. Capturing images of the site, including documenting existing damage and the overall site, identifying areas of importance or concern, etc., will allow you to communicate with your client and outline expectations.



## 3 VIDEO DOCUMENTATION & REVIEW

Complement your still photos with video as you walk the site. Use your smartphone or a GoPro (or even a drone if it's allowed on the site) to visually and verbally capture important site details that you might miss with only a ground-level perspective. Review these aerial images with your operations and management team as you build your site engineering plans and then use them as a training tool for storm service expectations.

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## 4 BUILD YOUR PLAN

Once you capture site measurements and visuals and understand the contracted level of service, the creation of site engineering maps using free or proprietary software tools will help guide crews toward a complete understanding of the site and service expectations. Share these plans with your client as well as any front-line employees that you may have to report to during a storm so everyone is on the same page.



## 5 PRESEASON SITE VISIT

Once the site engineering plans are complete, schedule a preseason walkthrough on site to train the team on service expectations outlined in the plans. If possible, invite your client or the site's decision-makers to attend so that all parties involved receive the same information, can ask questions, etc.



## 6 DOCUMENT & COMMUNICATE

Make sure your team is trained on what service verification data needs captured. Outline standard operating procedures for this critical task, including how you will communicate with clients to provide the information. Ensure you send an email or text (unless you use software that generates this step automatically) to the client letting them know when service is complete.

**FREE DOWNLOAD.** SIMA's Site Engineering Best Practices Checklist. [www.sima.org/bestpractices](http://www.sima.org/bestpractices)