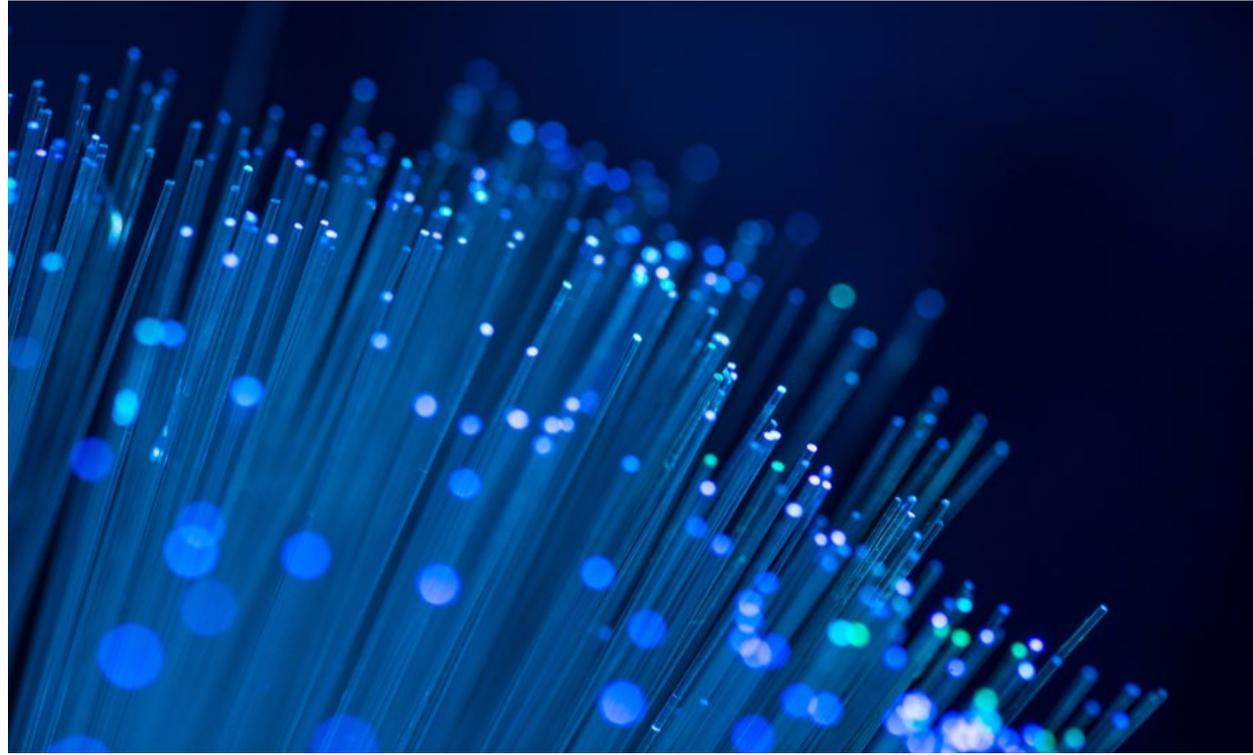


# Promark telecon



## LOCATES PRESENTATION Common Issues Regarding Locates

1. Chronically Late Locates
2. Inaccurate Locates
3. Abandoned utilities
4. Locates being cancelled or held
5. No response from the LSP (Locate Service Provider)
6. Unclear/Unwritten Policies and Procedures
7. Unclear Escalation Process
8. Understanding Locates
9. Common issues in Locating
10. Public vs Private

# Chronically Late Locates

Standard requests are meant to be completed and sent to the requestor within 5 business days, however, there are many reasons why jobs may not be finished within that time frame.

- Incoming work is 70% Project vs 30% Standard work.
- Locators have a lot of larger Project type Locates, and they take longer to complete.
- Issues with the utility being marked. Records, signal, traffic, weather, animals etc.
- Requestors don't always request what is needed and have difficulty understanding the entire locate system.
- LSP is inundated with requests that are not always needed right away, pushing other tickets that need to be complete to the bottom.
- The requestor pushes for the locate that might not be required right away, instead of working with the LSP to alter the agreed date. If its a large request, the locator may already have other sizeable projects at the time and this ticket will possibly go late if the contractor refuses to work with the LSP on an agreed altered work date.
- Locate Industry Capacity issues. Promark hired 220 new locators to aid with volumes and the locate demand.

# Inaccurate Locates

Inaccurate locates (ILR's), are something that all LSP's strive to avoid and Promark is heavily implementing their Quality Assurance Specialists to try and prevent some of these situations.

Why do LSP's submit Inaccurate Locates? It should be known that it is never intentional, however there are a few reasons things are missed, or mismarked, such as basic human error (locator going too fast, not focused on the job at hand, etc.), poor grounding/connection on the conductor, issues with records being inaccurate or missing/misinterpreted or misrepresenting the utility path on locate auxiliaries vs. what was marked in the field.

Also, the large influx of tickets all at one time can place stress on the locators in turn they would move too fast.

## Abandoned/Future use utilities

- Locators can only reference abandoned/future use utilities on the locate if instructed to do so by the utility owner. If the contractor comes across unmarked/abandoned utilities, DO NOT ASSUME it is abandoned. First make a call to the LSP. Please follow the specific utility excavation guidelines. Most utility owners will have a disclaimer attached/sent with the locate package to ensure safety for you, your crew and the public.



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# Locates Being Cancelled or Held

Many times, tickets that don't get completed and the requestor has not had any contact from Promark generally means the tickets never made it to the locator.

All tickets that are assigned to a locator cannot be cancelled without certain procedures being followed, this is an internal policy that is monitored.

If a locate is cancelled, or put on hold for any reason, Promark locators **must** have information as to why the locate was closed/held with no markings being done. If there is no notice, it is investigated internally and rectified as soon as possible.

# Locates Being Cancelled or Held

- 1. Wrong Addresses:** If the requestor has the wrong civic or street on the ticket, LSP's cannot complete the job. The civic address must be accurate in order to receive a proper locate, as well for the utilities to be able to respond to any situation that may arise i.e.. In result of a damage on site.
- 2. Locator has reached out for clarification or requested a site meet:** If the requestor ignores a phone call or email requesting a valid site meet or clarification on a ticket, and they do not receive a response after a set timeframe, the locate is send back to the office staff for a follow up.
- 3. Dangerous Situations:** If a locator determines that the work area places them at a safety risk and the contractor cannot provide adequate assistance, the locate will not be completed until the safety risk has been controlled. This can be anything from high-speed traffic (multi-lane highways needing crash trucks), major grade, equipment working on site in the area of the locate, fall risks, the area has too many obstacles including high bushes in the way.
- 4. Assistance Needed:** Often, locators will run into records discrepancies in the field or conductors that will not carry signal, no matter how much they try. In these instances, all Promark locators are expected to call the appropriate persons depending on the situation; be it utility representatives, team Lead Hands, Supervisors or their QA Department. Each time a locate is put on hold, information is placed into the ticket describing the situation.

# No Response from the LSP

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Communication in this industry is paramount, so why are requestors not getting a response? The industry has changed and has added more administrative task to locators, while locators are trying their best to get the locate done in the field.

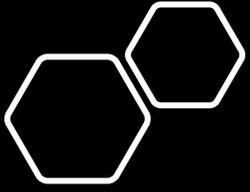


If there's a complaint of "no response" and a locator hasn't called the contractor regarding the tickets, it should be reported to the Promark. The individual, and potentially the supervisor, will be contacted to determine the issue and deal with it right away.

# Unclear/Unwritten Policies and Procedures

Promark follows the LAC Common Procedures manual, which is written and outlined by all LAC members to ensure proper policy is followed. As well as the industry best practices which are outlined by the ORCGA in the best practices manual. Each LAC/non-LAC member provides their own internal policies to Promark for their locators to follow in written form so that there are no misunderstandings. The Locators must abide by the procedures and best practices.





# Unclear Escalation Process

Escalations can be made to Promark by calling or emailing our office.

Ottawa and Eastern Ontario

[Ontario-ottescalations@promark-telecon.ca](mailto:Ontario-ottescalations@promark-telecon.ca)

GTA Area

[promarkescalations@promark-telecon.ca](mailto:promarkescalations@promark-telecon.ca)

These emails are monitored daily by Promark dispatchers, and the appropriate information is then relayed to the locator requesting a response. These requests can be regarding:

- Estimated time of locate completion
- Issues understanding the locate
- Compliments/Complaints
- Site meet requests

Inquiries can also be made through the Telecon website by selecting “Contact Us” and filling out the information requested.

# Understanding Locates

Promark receives many calls from the requestor on how to read and understand the locate. The requestor must be able to understand the locates they are given. There are walkthroughs available on the LAC Website for download under “Damage Prevention”- “Resources” and “How to Read a Locate”.

Several problems can be solved with the requestor better understanding the locate. Promark and the utilities offer education sessions regarding how to read a locate, abandon utilities, procedures, daylighting and process and procedures set out by the members etc.

**Sample Auxiliary Locate Sheet (Back)**

Date of issue: 28/04/2009  
 Page Number & Number of Pages: Page 2 of 2  
 Request No.: 1234  
 Request number or unique identifier of locate: 1234  
 Date Located: 28/04/2009  
 [Valid after 30 days]

**Auxiliary Locate Sheet**  
 [LSP company name]  
 [LSP phone / fax / email; minimum of 2]

Gas  
 Water  
 Hydro  
 Telecom  
 Street Lighting  
 Sewer  
 Other

**3 Services at #1, 2, 3, 4, 5, 6**

of NBL of #1, 3, 5 TO: Edge of SBL of #2, 4, 6  
 W of WBL of #1, 2 TO: 5m E of EBL of #5, 6

EA: EXCAVATOR SHALL NOT WORK OUTSIDE THE LOCATED AREA WITHOUT OBTAINING ANOTHER LOCATE

EA HAS BEEN ALTERED AS PER:

Hand dig cautiously within 1m as measured horizontally from the field markings to avoid damaging the underground utilities. If you damage the plant, you may be held liable. If you damage underground plant, contact the utility owner immediately. Depth varies and MUST be verified by hand digging or vacuum excavation.

**Legend describing symbols used on sketch**

(example)	Building Line	—BL—
	Fence Line	—FL—
	Face of Curb	—CL—
	Road Edge	—RE—
	Side	—PL—
	LA	—LA—
	DW	—DW—
	CB	—CB—
	SW	—SW—
	Demarcation	DM
	Railway	—
	Pole	O
	Flash to Grade	—
	Pedestal	FTG
	Pedestal	X
	Bell Buried Cable	—B—
	Bell Conduit	—C—
	Bell buried Service	—
	Wire	—BSW—
	Manhole	MH
	Bell Fibre Optic Cable	—FO—
	Gas Main	—GM—
	Gas Service	—GS—
	Gas Valve	—GV—
	Hydrant	O
	Transformer	▲
	Hydro	—H—
	Hydro Pole	X
	Street light Cable	—SL—

**The Locate Area is in BOLD and must be the same as the written Locate Area Description in the Caller's Remarks section from page 1**

**Warning auxiliary sheet is only valid in combination with primary locate sheet**

**Regulatory warnings about use of locate information**

THIS FORM VALID ONLY WITH Primary Locate Sheet

Any privately owned services within the located area have not been marked- check with service/property owner.

A copy of this Auxiliary Locate Sheet(s) and the Primary Locate Sheet must be on site and in the possession of the Excavator during work operations. Should sketch and markings not coincide, excavator must obtain a new locate.

2011-02-0004

**ATTENTION EXCAVATORS!**

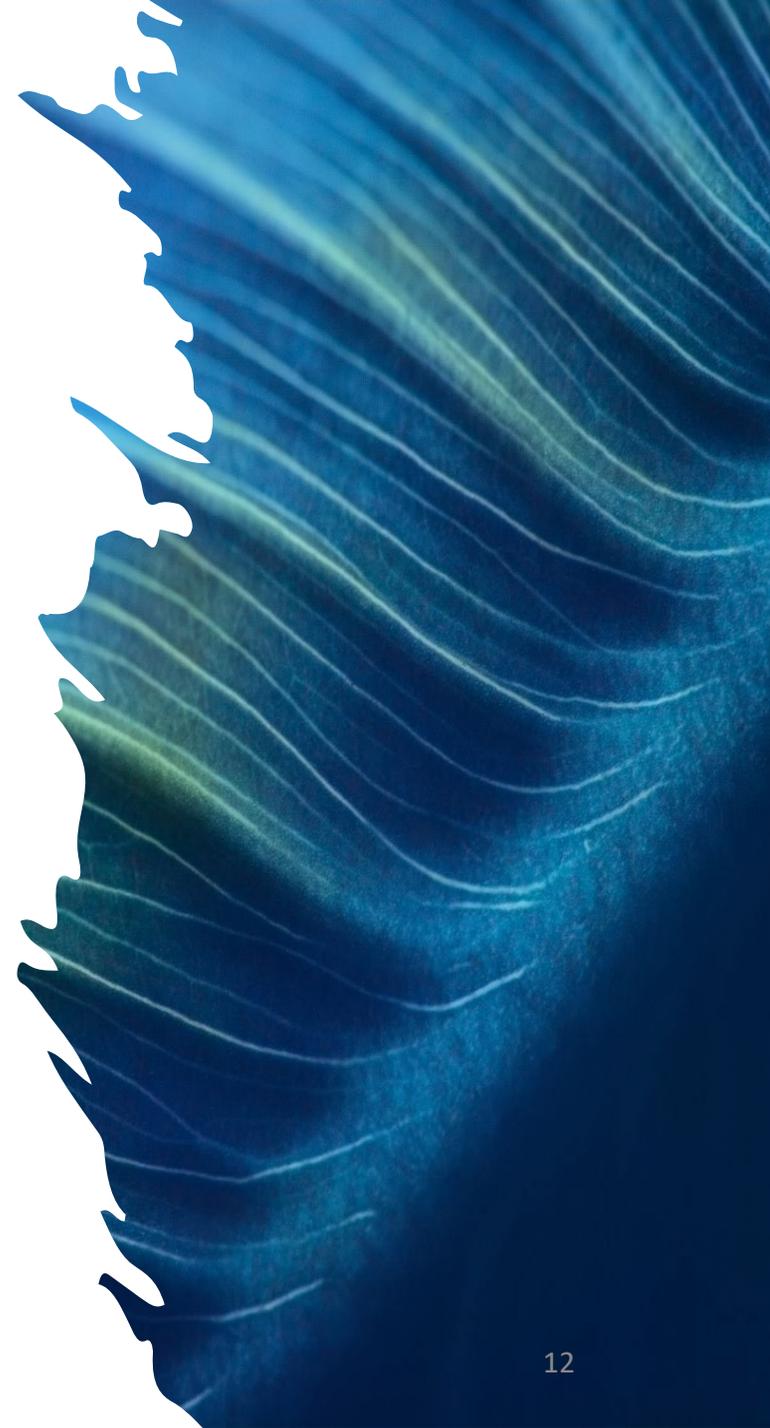
**IMPORTANT INFORMATION**

Please review carefully before you start digging!



# Common Issues in Locating

- Locators face several issues in the field that at times could unfortunately go un-resolved for weeks.
- Together, we can overcome some of these challenges through understanding the industry of locates and working together.



1. **Relocates**: A big issue locators face is relocating, where the requestor will submit a ticket multiple times and doesn't start excavating within 30/60days of calling in the locate and letting the locates expire. If a locate has been requested repeatedly with no excavation it can cause a backlog in the system and wastes the LSP's resources when they could focus on other necessary projects. Many relocate requests are not small jobs, they are generally long drilling, trenching and ditch projects. Ensuring contractors will be beginning their work before expiry will help locators with their workloads and a lot of unnecessary marking and escalations to utilities.
  
2. **Over-Requesting Work Areas**: The quicker an LSP can finish a locate, the better it is for everyone involved and contractors can help get their tickets completed faster in many ways by implementing some of the following recommendations:
  - Breaking up their work areas into separate tickets or requesting only the area that is needed.
  - Doing site meets and marking out the beginning and ending parameters in the field.
  - Only calling in what they can reasonably plan to complete in 60 days.
  - Only calling in what is needed, ex. Changing out 3 culverts on a road, however the request is for 3km worth of roadway instead of just requesting each culvert separately.
  - Avoid requesting an area as a "just in case scenario". Contractors should ensure they know the full scope of the work area needed prior to requesting. Locates should not be requested in case an excavator "might" need to dig. Often, locators will mark multiple city blocks or kilometers only to have a small section excavated.
  - Contractors not responding to requests of site-meets/more info needed/clarification.
  
3. **"What If" Requests**: Often contractors aren't planning to excavate within 30 days but want to know what is in the ground in order to place bids on projects or to be able to excavate in an area not yet needed or planned. This also comes into play with Pre-Engineering tickets. Public locates are not meant for pre-planning projects, there is a separate system in place for engineering projects at Ontario One Call.

**4. Excavating Prior to Locates:** Some contractors don't wait for locates to be completed prior to beginning excavation. Therefore, contractors need to ensure they are checking the appropriate notifications in order to make sure they have the entire package. Also, LSP's do try to ensure a locate within the 5 days, however if the locate is not completed yet, escalating and requesting an ETA is safer for everyone.

- Making sure that contractors understand their locates and fully read any notices, guidelines, disclaimers from the LSP is important . Sometimes one utility may be put on hold, requiring the excavator does not perform any excavation until the entire package is completed.

**5. Requestors treatment towards Locators:** Many locators have been verbally assaulted on site or on the phone and often it's nothing that the locator has caused, from late locates, missing locates in the system, not marking private utilities, requesting site meets/information and more.

**6. False Emergency Requests:** Emergency locates are meant to only be requested when there is a loss of essential service and a danger to the public; or there is an imminent safety hazard requiring a locate response by facility owners within two (2) hours of the call. Most cases an excavator must be on-site or on-route within the two-hour timeframe to meet the LSP. Emergencies are not meant to be used to avoid the 5-day turnaround, when a contractor forgot to call in their locate or when excavating is not beginning urgently.

# Public vs Private Locates- The Differences

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- Many times, a locator will be contacted by either their dispatch or a requestor stating that they missed a utility. No one wants to hear they potentially missed a plant, however typically on investigation after returning to site the conductor being mentioned is deemed private.

Promarks public division does not mark private utilities, legally they cannot provide markings past the demarcation (sometimes that is the property line, a utility meter or pole, etc.). Some contractors don't understand the differences and don't know how or when to request a private locate.

- In general, a public locator is given drawings/as-builds records and access to facilities by the public utility owner, whereas a private locator must request drawings and access from the person who hired their services. A private locator can be hired by a third-party excavator or directly by the private landowner.
- Private locators hook onto anything they find accessible and attempt to mark out infrastructure not covered by the public utilities. Whereas Public locators must follow the procedures put in place by the specific utility owner.

