

Locate System Improvements

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Chair, NCHCA Locates Committee
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Opening Remarks

- The NCHCA Locate Committee was initially formed to address the critical issue of late locates
- We appreciate the opportunity to collaborate with our locate system partners
- We are pleased to see meaningful improvements including those implemented by *Bill 93, Getting Ontario Connected Act*
 - the ability to share locates
 - 60 day minimum validity periods
 - the ability to seek compensation directly from utility owners
 - the recent development of administrative penalties to be enforced by Ontario One Call to promote compliance with timelines in the act

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Ongoing Challenges

- Despite significant efforts, late locates continue to be a problem
- In the past this was a difficult issue to quantify
- The new legislation requires that ON1Call make information about locate performance, including the number of locate requests received and when these locate requests were completed available to the public
- Significant step in promoting transparency
- Clearly outlines the extent and scope of the late locate challenge we're facing

<https://www.ontarioonecall.ca/compliance-reports/>

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Compliance Reports

**Ontario One Call Compliance Summary
Excavators Perspective**

% of requests compliant					% of requests by days to close					
360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response	Total	360_geographicRegion	0-5	11 - 15	6 - 10	15+	Total
Toronto	38.47%	34.82%	26.71%	100.00%	Toronto	38.47%	6.49%	21.73%	33.30%	100.00%
Simia	58.50%	24.25%	17.25%	100.00%	Simia	58.50%	2.25%	20.25%	19.00%	100.00%
ON-West	58.65%	23.62%	17.73%	100.00%	ON-West	58.65%	2.80%	17.11%	21.44%	100.00%
ON-Southeast	42.50%	26.83%	30.67%	100.00%	ON-Southeast	42.50%	4.96%	18.15%	34.39%	100.00%
ON-Northwest	64.47%	10.09%	25.44%	100.00%	ON-Northwest	64.47%	0.88%	7.02%	27.63%	100.00%
ON-North	69.67%	22.59%	7.74%	100.00%	ON-North	69.67%	1.90%	17.77%	10.66%	100.00%
ON-East	41.58%	21.06%	37.36%	100.00%	ON-East	41.58%	2.88%	15.97%	39.56%	100.00%
ON-Central	38.89%	40.24%	20.87%	100.00%	ON-Central	38.89%	5.10%	20.78%	35.24%	100.00%
London-St. Thomas	64.74%	25.41%	9.85%	100.00%	London-St. Thomas	64.74%	3.43%	16.77%	15.05%	100.00%
Hamilton-Niagara	63.95%	23.65%	12.40%	100.00%	Hamilton-Niagara	63.95%	2.31%	18.13%	15.61%	100.00%
GTA-East	40.76%	19.97%	39.27%	100.00%	GTA-East	40.76%	3.55%	13.14%	42.56%	100.00%
Grey-Bruce	49.21%	35.68%	15.11%	100.00%	Grey-Bruce	49.21%	7.56%	18.63%	24.60%	100.00%
Chatham-Essex	55.63%	33.79%	10.58%	100.00%	Chatham-Essex	55.63%	2.78%	22.65%	18.94%	100.00%
Total	49.42%	28.27%	22.31%	100.00%	Total	49.42%	4.13%	18.79%	27.66%	100.00%

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Compliance Reports for ON-East

Percent of requests by days to close

Month	0 to 5 days	6 to 10 days	11 to 15 days	over 15 days
December 2022	41.58%	15.97%	2.88%	39.56%
November 2022	29.78%	9.46%	1.27%	59.49%
October 2022	39.78%	16.35%	2.41%	41.46%
September 2022	28.16%	22.92%	7.57%	41.34%
August 2022	32.42%	27.57%	7.71%	32.30%
July 2022	22.35%	23.61%	13.43%	40.61%

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Impacts of Late Locates

- Delays in project start-up
- Unpredictable timelines create complications for obtaining time-constrained permits and scheduling sub trades
- Additional project management resources spent cancelling and rebooking activities and potential demobilization
- Late locates can force the contractor to change the desired work-flow creating inefficiencies
- Lost and unrecoverable working days
- Staff time spent applying for extensions of time on contracts and potentially deferring work for the season

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Industry Questions

1. Will the efforts by utility owners and locate service providers result in better compliance in 2023?
2. Have steps been taken to mitigate the labour shortage/lack of locators?
3. Will there be a mechanism for excavators to more widely utilize a dedicated locator model?
4. Will training and/or certification be developed and made available?

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Application of Penalties

1. How will administrative penalties be applied?
2. When will alternative methods such warnings and cautions be used instead?
3. Who will make this decision?
4. How and when will assessors be appointed?

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Suggestions for Excavators

- Ensure staff calling in locates have completed the Professional Locate Administrator Course (PLAC)
- Oversight by more experienced staff
- Plan to share locates with sub-contractors whenever possible
- Open and ongoing discussions with locate service providers to confirm if there are best practices that excavators can follow to ensure tickets are generated in a way that allows for the most efficient fulfillment
- Do not "ticket dump"
- Limit the boundaries of the locate ticket where possible

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Thank you!

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