



# Late Locate SYMPOSIUM

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**I**n December 2019, twenty-five industry leaders participated in a Late Locate Symposium to improve the timely delivery of locates within Ontario. The goal of the three-day intensive event was to develop solutions that would make a positive impact on the 2020 dig season.

Twenty-five industry leaders representing various stakeholder groups came together. The group consisted of Excavators, Utilities, Municipalities, Locate Service Providers (LSPs), and representatives from Ontario One Call. Each participant was selected because of their ability to make substantial decisions within their own organization, and be able to influence others in the industry.

Lead by an independent facilitator, the group worked cross-functionally

and delved into the systematic issues affecting locate delivery. Each participant actively engaged in building the plans, and the viewpoints from all stakeholder groups were interwoven into the design of each solution.

As a result, five implementable solutions were developed. Stakeholders within the industry should expect to see these strategies starting in 2020.

1. Dedicated Locator
2. Forecasting
3. Pressure Points
4. Compliance/Enforcement
5. Data In, Data Out

#### Dedicated Locator

This solution will move major infrastructure projects to a dedicated locator model to relieve stress and free up the regular pool of locator resources.

The program will have Utilities being responsible for the dedicated locator model for their own capital projects. This dedicated locator model would allow capital projects to stay on time. Resources would be independent of the regular pool of locator staff. In 2020, certain infrastructure types will put into this model with more to follow in the coming years.

#### Forecasting

Being able to accurately forecast the amount of staff required in a specific region/area to deliver timely locates has been an ongoing issue affecting delivery. To help solve this, a new forecasting model is being developed to give visibility into the resource demand that is required. Utilities, Municipalities, and LSPs will forecast

workloads by collecting and distributing on-going details related to capital projects and major capital work. LSPs are to show calculations outlining resource requirements to the Utilities and Municipalities based on the data. There will be ongoing check-ins to assess the success of the forecasting. A pilot program will start in Ottawa early 2020.

### Pressure Points

There are multiple pressure points that are affecting not only the timely delivery of locates but also the ability of an Excavator to complete a dig after receiving a locate. The managing of locates is one of the biggest issues.

This solution will focus on getting Utilities and Municipalities to change their locate validity period to 60 days, and standardize the expiry date to land on the same date. This will help reduce the number of relocates going into the system and will help excavators reduce the strain of managing varying expiration dates.

This solution will also develop proper guidelines on how to share locates with subcontractors.

### Compliance and Enforcement

This solution will help to alleviate confusion in the industry and mitigate the continual delivery of late locates.


To overcome confusion in the industry, this solution will ensure that there is greater communication about the rules, compliance process, and the roles and responsibilities of each stakeholder. Ontario One Call will also look to implement a change to billing with a performance-based model. This model will reward Utilities and Municipalities with good locate delivery performance and penalize those with poor performance. Under performance-based billing, Utilities and Municipalities with late locate delivery will incur a higher share of membership billing costs.

### Data in, Data Out

There is a disconnect with the information being provided on a

locate request and what is needed by LSPs in order to perform an efficient locate delivery service. To reduce over-notification, and to eliminate other factors affecting LSP productivity, a group will be set-up to define the criteria that are necessary. This data will be used to create a checklist that will be implemented through pilot areas.

The finalized process will be incorporated into the curriculum of the

Professional Locate Administrator Course (PLAC) being launched through Ontario One Call in 2020. Designed for locate administrators, PLAC will simplify the request process, increase the level of consistent high-quality tickets, and help with the timely delivery of locates. 

*If you would like to find out more about any of the above topics please reach out to: [training@OntarioOneCall.ca](mailto:training@OntarioOneCall.ca).*

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