



Before You Dig Partners

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New One-Call System Information: Ticket Types

Western Canada's One-Call partners are switching to a new one-call system on November 30, 2018. This new software simplifies the process to request a locate and allows one-call centres to process requests automatically, notifying members of proposed ground disturbances faster than ever before!

Available Tickets Types

When the one-call process was harmonized across all three provinces (British Columbia, Alberta and Manitoba), changes were made to the available ticket types in each province. These will be the available ticket types.

Ticket-Types

Regular Tickets

Regular tickets (formerly Routine Tickets) are now standardized across all three provinces.

- Regular Tickets cover excavations located within a single dig site no larger than 900 square metres, with no one side exceeding 50 metres in length.
- Require a minimum 3 full business days' notice.

Project Tickets

Project Tickets encompass a larger scope than Regular Tickets and can include up to 10 separate dig locations within a given work area.

- Project Tickets cover up to 10 dig-site locations within a 15,000 square metre urban area when no one side is longer than 1,000 metres.
- Project Tickets cover unlimited dig-site locations within a 108,000 square metre rural area, when no one side is longer than 1,800 metres.
- Require a minimum 5 full business days' notice.

Important: If a work area exceeds the maximum area, additional tickets can easily be created by clicking "continue ticket." Each additional ticket is linked

by the user reference and includes a note stating it is a continuation of the previous Project Ticket.

Planning & Design Tickets

New to Manitoba (Already Available in Alberta & BC)

Planning & Design Tickets cover requests for information rather than notification of intent to dig.

- Planning & Design Tickets request information about buried utilities within a proposed work area. Members will respond by sending maps and/or information about their infrastructure to be used for planning purposes.
- Members may decide not to visit the work site and mark the ground.
- Require a minimum of 3 full working days' notice.

Important: A valid locate request must be submitted before a ground disturbance can begin.

Short Notice Tickets

New to Alberta & Manitoba (Already Available in BC)

The Short Notice Tickets are equivalent to a Regular Ticket which has been submitted with less than 3 full business days' notice.

- Not available online and must be requested over the phone.
- Cannot apply to a work area that exceeds the maximum area of a Regular Ticket.
- Responding earlier than 3 business days is at the discretion of the member.

Priority Tickets

The definition of a Priority Ticket has been standardized across all three provinces in Western Canada. The type of work taking place must be to correct a condition that poses a potential threat to life, health or property.

- Excavator must indicate what time crew and equipment will be on site to begin work.
- Excavator must provide more than 2 hours but less than 3 full business days' notice.
- Member will make best effort to respond by the specified work-to-begin time.

Emergency Tickets

The definition of an Emergency Ticket has been standardized across all three provinces in Western Canada. The type of work taking place must be to correct a condition that poses an immediate threat to life, health or property.

- Emergency Ticket: Excavator must be on site or en route to the site to begin work.
- Member response within 1 hour in urban areas and within 2 hours in rural areas.

Cross Bore Tickets

New to Alberta & Manitoba (Already Available in BC)

The new Cross Bore Ticket type is an emergency notification to gas utilities prior to sewer clearing or cutting. The ticket is used to identify situations where a gas line may be bored-through a sewer line.

- Emergency Ticket: Excavator must be on site or en route to the site to begin work.
- Unavailable through the website; request must be made over the phone.
- Member response within 1 hour in urban areas and within 2 hours in rural areas.

Important: Cross Bore Tickets are optional. Member must advise one-call centre that they would like to receive cross-bore notifications.

Damaged (or Exposed) Information Notification

Available in BC and Alberta

A Damage Information Notification Ticket, or DIN, notifies members when an excavator has reported damage to or the exposure of underground infrastructure.

- Previously called a Dig-Up or Dig-Up Emergency.
- Member response within one hour in urban areas and within two hours in rural areas.
- Emergency Ticket: Excavator must be on site or en route to the site to begin work.
- Information provided for DIN tickets will be reported to DIRT.

Download Samples of the New Ticket Format

Members who parse ticket information into a ticket management system are encouraged to use the new XML format.

Samples of the outbound tickets are available at BeforeYouDigPartners.com for members to use when configuring their systems. Download the sample transmission type that matches your internal process and use it to prepare your systems for the upcoming changes.

These ticket formats will go into effect Nov. 30, 2018.

Ticket Testing

Members are encouraged to sign up for ticket testing. By signing up, you will receive test tickets from the new One Call system before the changes going live.

[Sign Up for Ticket Testing](#)

Join us for: Before You Dig Partners Webinar Series

Want to learn more about the new one-call software before it launches at the end of November?

Before You Dig Partners are hosting a series of user webinars for the new one-call software in Western Canada beginning on October 22, 2018.

[Click Here to Sign Up](#)

Thank you again for your time, and for helping us spread the word about the new One Call System in Western Canada. For more information or questions, please reach out to us at info@beforeyoudigpartners.com

Sincerely,
Sher Kirk, Project Manager

www.BeforeYouDigPartners.com