



Before You Dig Partners

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New One-Call System: Required Information

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!

Required Information Fields

Before the new system goes live at the end of November, it is worth getting familiar with what ticket information is entered when requesting a locate. The new software simplifies the process of submitting a locate request allowing us to notify members of proposed ground disturbances faster than ever before.

With an easy-to-use interface and web-based mapping system, entering your dig-site location is as easy as using Google Maps, providing the flexibility to enter location information in a way that makes sense to you. The system does the rest of the work for you.

The new one-call software has just two tabs for inserting ticket information: the **Ticket Details** tab and the **Location** tab.

Ticket Details

The Ticket Details tab is where you will enter information about the excavation. This information will include what Ticket Type you are submitting, as well as relevant information about the project.

If you submit similar tickets on a regular basis, you can also configure several of these fields ahead of time in your user profile and they will autocomplete each time you submit a locate request.

Ticket Detail Fields:

Field Name	Description	Example
Ticket Type *	The type of ticket	Regular, Project,

you are submitting.

Planning and Design

Type of Work *	The category that best corresponds to the type of work you are doing.	Construction, Landscaping, Road Work
Activity *	The specific type of work you are doing.	Borings, Fencing, Disconnect
Excavation Method	The primary way you will be excavating.	Auguring, Hydro Vacuum, Machine Dig, Hand Digging
Depth	How deep you will be digging.	Less than 1 metre, 1 to 3 metres or greater than 3 metres
Ticket Start Date	The date you plan on beginning the work. <i>(You will not be able to choose a date before the minimum notice period)</i>	
Working on Behalf of *	The category that best describes who you are working for.	Local Government, Utility, Private
Utility/Authority	The specific entity you are working on behalf of.	
Location *	The type of property you will be working on.	Public, Private, Residential, Commercial, Road / Sidewalk
Is area pre-marked?	Indicate if there is paint, stakes, etc., marking out the work area on site.	Yes or No

*** These fields can be configured in your user profile**
(**'Ticket Type,' 'Type of Work,' 'Activity,' 'Working on Behalf of ' and 'Location'**)

Location

The location tab is where you will set the location and boundary of your dig site. Using our web-based mapping system, you will map your own dig site—controlling the shape, size and location—so that the locators get their information directly from you. The list of companies being notified of your request will be available as soon as you finish drawing your work area.

This section is broken down into three easy steps:

1. Locating the Dig Site

The first step is finding your dig site on the map. Several dropdown menus will help you find the physical location of your dig site. Select a search type and simply providing any relevant information.

Note: It is not necessary to provide an exact address: the search options are only to find your work area on the map. Information provided is used for searching purposes only.

Search Type

Search Fields

Street

- Street

Intersection

- First Street
- Second Street
- Town / City

LLD Grid

- Grid Reference

P&NG Grid

- Grid Reference

X & Y Co-ordinates

- Projection / Datum
- Longitude
- Latitude

2. Draw Your Dig Site

Once you have found the location of your dig site on the map, you need to provide the outline for your work area. Select from the available map tools and simply draw your work area on the map. Please be as accurate as possible.

Note: Providing an accurate representation of your work area is extremely important as it determines which utilities are notified.

When drawing your work area, the size of your work area is limited to the maximum size of your work area as determined by your ticket type:

- Regular ticket: Maximum dig area of 900 square meters with no one side exceeding 50 meters in length.
- Project ticket in an urban area: Maximum dig area of 15,000 square meters with no one side exceeding 1,000 meters in length.
- Project ticket in a rural area: Maximum dig area of 108,000 square meters with no one side exceeding 1,800 meters in length.

Please Note: In a previous email about ticket types, sent on October 12, it was stated incorrectly that project tickets cover up to 10 dig sites within both

urban and rural areas. There is no limit on the number dig-site locations within the maximum area for project tickets in *rural areas*.

3. Confirm Your Dig Site

Once you have finished drawing your work area on the map, the address of the dig site will be created automatically. Review the address provided and confirm that it is accurate.

Required Address Fields on Urban Tickets:

Field Name	Description
Street	Street Name
Town / City	Town / City Name
Province / Territory	Province or Territory Name

Required Address Fields on Rural Tickets:

Field Name	Description
Street	Street Name
Province / Territory	Province or Territory Name
Nearest Community	Name of Nearest Community

Once you've confirmed the address of your dig area, the last thing to do is include a description of where on the property you are doing the work and provide any additional information about your dig site.

Note: This field can be configured in your user profile and automatically added to every ticket. Additional information can be provided on each individual ticket over and above your pre-configured description.

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](#)

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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

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