



# 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 dig-site location is as easy as using Google Maps, providing users the flexibility to enter location information in a way that makes sense to them. The system does the rest of the work.

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 information is entered about the excavation. This information will include what Ticket Type is submitted, as well as relevant information about the project.

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

### Ticket Detail Fields:

Field Name	Description	Example
<b>Ticket Type *</b>	The type of ticket	Regular, Project,

being submitting.

Planning and Design

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

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

# Location

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

This section is broken down into three easy steps:

## 1. Locating the Dig Site

The first step is finding the dig site on the map. Several dropdown menus will help users find the physical location of the dig site. Users select a search type and simply provide any relevant information.

**Note:** It is not necessary to provide an exact address: the search options are only to find the 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

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## 2. Draw The Dig Site

Once the user has found the location of their dig site on the map, they need to provide the outline for their work area. Users select from the available map tools and simply draw their work area on the map.

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

When drawing the work area, the size of the dig site is limited to the maximum size of the work area as determined by the 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 The Dig Site

Once the user has finished drawing the work area on the map, the address of the dig site will be created automatically. Users can then 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

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#### Required Address Fields on Rural Tickets:

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

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

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

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## 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](#)

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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](mailto:info@beforeyoudigpartners.com)

Sincerely,  
Sher Kirk, Project Manager

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