

# BUSINESS RULES FOR THE PROVISION AND USE OF NOTIFICATION SERVICES IN WESTERN CANADA (BRITISH COLUMBIA, ALBERTA, SASKATCHEWAN AND MANITOBA)

## ABOUT THE BUSINESS RULE ALIGNMENT GROUP PROJECT

The Business Rule Alignment Group (BRAG) is comprised of representatives of damage prevention stakeholders from British Columbia, Alberta, Saskatchewan and Manitoba. The purpose of the group is to create a document that will align procedures around the use of the one-call system in these four provinces. Once procedures are aligned, it will allow the four provinces to use one software and to share promotion and advertising material, reducing cost, and reducing the risk of ticket errors due to processing differences between provinces.

Questions or comments about this document can be submitted through your regional Common Ground Alliance or sent directly to the project manager, Sher Kirk via [Info@AlbertaOneCall.com](mailto:Info@AlbertaOneCall.com).

## PURPOSE OF DOCUMENT

This document recommends standardized business rules for the provision and use of notification services in the provinces of British Columbia, Alberta, Saskatchewan and Manitoba.

## REFERENCE DOCUMENTS

The following existing materials were considered in the creation of this document:

- Member Agreements for BC One Call, Alberta One-Call, Sask 1<sup>st</sup> Call and Click Before You Dig MB
- [Canadian Common Ground Alliance – National Best Practices v.2](#)
- [Canadian Standards Association CAN/CSA-Z247-15 – Damage Prevention for the Protection of Underground Infrastructure](#)
- [The Damage Prevention Process in Alberta](#)
- Procedure Manuals for BC One Call, Alberta One-Call, Sask 1<sup>st</sup> Call and Click Before You Dig MB

The Business Rule Alignment Group aligned the business rules to these seed documents wherever possible.

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## 1. DEFINITIONS

- a. **Positive Response** - notification to an *excavator* either by a completed locate, or by written/electronic notice indicating that there is no underground infrastructure affected by the ground disturbance.  
**Note:** Positive response can also be called definitive response or 360 notification;
- b. **Agreement** - Agreement between the *notification service provider* and the registered *members* of the notification service;
- c. **Base Map** - a geographic system created and maintained by the *notification service provider* to contain the *data* supplied by the *member* to the *notification service provider*;
- d. **Business days**— every official working day of the week  
**Note:** Typically, these are the days between (and including) Monday to Friday, and do not include statutory/public holidays and weekends, which can vary from province/territory to province/territory;
- e. **Cancel** - an outgoing transmission from the *notification service provider* to the *member* which advises that a *notification* has been cancelled;
- f. **Correction** - an outgoing transmission from the *notification service provider* to the *member* which advises the *member* that the information on a *notification* has been revised;
- g. **Data** - information and material provided from time to time by the *member* to the *notification service provider* as to the location of the infrastructure which are the property of or under the control of the *member*;
- h. **Excavator** — any person, partnership, corporation, public agency, agent, or other entity that is responsible for carrying out a ground disturbance;
- i. **Emergency Ticket** - an outgoing request for locates from the *notification service provider* to the *member* which has a lead time of less than 2 hours, where ground disturbance is required to correct a condition that poses an immediate threat to life, health or property. The *excavator* must be on site or en route to the site to begin the work.
- j. **Homeowner** - the owner or tenant of a residential lot or farm whose *locate request* is restricted to that particular residential lot or farm and who is functioning as an *excavator* on that private property;
- k. **Locate Request** - an incoming communication which advises the *notification service provider* of the *requestor's* intent to disturb the ground at a particular location, and requests that the *member* be notified of this intent and the locations of *members' underground infrastructure* be identified at that location prior to the *requestor* disturbing the ground;

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- l. **Member** - any owner or operator of *underground infrastructure* who has entered into an *agreement with the notification service provider*;
- m. **Notification** - an outgoing communication from the *notification service provider* to the *member*;
- n. **Notification Centre** - the premises and/or the infrastructure maintained by the *notification service provider* to provide the service;
- o. **Notification Service Provider** – organization providing a single-point-of-contact service designed to improve public safety by reducing the number of contacts required to trigger the damage prevention process  
**Note:** *provides a single point of contact so that requestors can reach multiple owners of registered underground infrastructure*
- p. **Priority Ticket** – an outgoing request for locates from the *notification service provider* to the *member* which has a lead time of more than 2 hours but less than 3 days, where excavation is required to correct a condition that poses a potential threat to life, health or property;
- q. **Requestor** – the person submitting the *locate request*;
- r. **Service Interruption** – any system issue that prevents the *notification service provider* from receiving or transmitting *locate requests* for more than 30 minutes;
- s. **Short Notice Ticket** – an outgoing request for locates from the *notification service provider* to the *member* where the excavator requests a response prior to the minimum notice period;
- t. **Stakeholders** – Any party whose activity may be affected by the contents of this document;
- u. **System** - the network, hardware and software operated by the *notification service provider* to provide services to *requestors* and *members*;
- v. **Ticket Number** - a unique identifier assigned to each *locate request* for reference and record keeping purposes
- w. **Underground infrastructure** — cables, ducts, equipment, pipes, and vaults buried in public property and/or rights-of-way.  
**Note:** *Other underground infrastructure, such as tunnels, shoring, and/or encroaching structures, are not typically located in the field as part of the locate process.*
- x. **Work to Begin Date** – field on an outbound ticket that identifies when the *requestor* plans to begin the ground disturbance.

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## 2. FUNCTION

### 2.1 Notification Services

The *notification service provider's* role is to provide services to support and enhance the damage prevention efforts of *stakeholders*. The primary function of a *notification service provider* is to receive, process and transmit *locate requests* to *members*.

### 2.2 Support Services

The *notification service provider* supports the damage prevention industry by providing omnichannel contact centre support, *member* recruitment, education, awareness and advocacy for *stakeholders*.

## 3. COMMUNICATION SYSTEM

### 3.1 Outbound Communication Systems

The *Notification service provider* will utilize secure electronic data transmission methods to communicate *notifications* and related documents to the *member* or to a third party authorized by the *member*. The *notification service provider* may utilize the communications system to transmit free-format messages to *members* to provide system updates or other communications related to the provision of services.

The notification service provider may introduce other methods of communicating *notifications* to the *member* to improve efficiency and take advantage of technological advances. Any new methods of transmitting notifications shall continue to provide notifications in a format consumable by parsing software currently in use by the *members*.

It shall be the responsibility of *member* to ensure its equipment is properly maintained and repaired such that it is capable of receiving *notifications*, attachments to *notifications*, and free-format messages.

Transmissions shall be deemed to have been received by the *member* immediately upon release of the ticket from the *system*, unless the transmission is returned as 'undeliverable' or 'failed'.

### 3.2 Inbound Communications System

The *system* shall provide *requestors* access to services via multiple channels.

The *system* shall allow *requestors* to include supporting documentation with an electronic *locate request*.

### 3.3 System Protection

The *system* will incorporate sufficient redundancy to be available 99.9% of time, measured monthly

The *notification service provider* shall maintain a management system to notify *members* and *requestors* of a *service interruption*.

The *notification service provider* shall maintain a business continuity plan.

The *notification service provider* shall maintain a security management system to protect data.

### 3.4 System Changes

The *notification service provider* will provide *members* with not less than sixty (60) days written notice prior to making changes to the electronic data transmission process or sooner by mutual consent.

### 3.5 Test Environment

The *notification service provider* will maintain a current copy of the live software on a separate test system in order to provide the following:

- A training environment for staff and members to access for hands-on practice on the software;
- The option to temporarily activate live communications to create and transmit test tickets to members to check for errors and compatibility when system changes occur or a new member registers;
- The capability to test software updates prior to release on the live environment.

## 4. DATA REGISTRATION

### 4.1 Base Map

The notification service provider shall provide access to a *base map* on which *member data* can be registered and dig site locations can be identified.

The *base map* shall be current, precise and contain the most complete coverage available. The meta-data information should be available to permit two way conversion and exchange of *data*. A single standard geographic reference should be utilized.

The *base map* shall be compatible with a user-friendly interface consistent with current user expectations and readily-available technology.

The *base map* shall be updated a minimum of twice annually.

### 4.2 Data Submission

*Members* shall provide the *notification service provider* with *data* that indicates the location of their underground infrastructure for the purpose of identifying geographic locations where the *member* wishes to be notified of any digging activity on a *locate request*.

*Members* shall provide *data* in a format compatible with the *base map* and software provided in the *system*. The preferred format is digital geospatial *data* to minimize *data* manipulation errors. The *notification service provider* will accept *data* in other formats if the *member* is unable to provide digital *data*.

The *data* provided by the *member* shall include, at a minimum, all the known underground infrastructure operated or under the control of the *member* and/or its parent, subsidiaries, affiliates and related companies.

*Members* shall provide notification of any changes in, deletions from or additions to the *data* such that the *data* is current and accurate at all times

### 4.3 Data Verification

After a *data* submission has been loaded into the *system*, the *notification service provider* shall provide the *member* with access to view the loaded *data*, or shall return a copy of the data showing how it has been uploaded in the system. The *member* shall verify, in writing, the *data* is complete and geographically accurate on the *base map*.



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The *notification service provider* will activate the *data* in the live system only after it has been verified as correct by the *member*.

The *member* shall verify its *data*, at a minimum, annually.

### 5. OPERATION

#### 5.1 Hours of Operation

During *business days*, the *notification service provider* shall process *locate requests* received by phone between 0800 hrs and 1630 hrs, in the time zone local to the service area.

The *notification service provider* shall accept *emergency locate requests* by phone and any other request type via web site 24 hours/day, 7 days/week.

#### 5.2 Notice Period

##### a. Minimum notice

The *notification service provider* shall accept *routine locate requests* only where the *requestor* has provided a minimum of 3 *Business Days'* notice in advance of the *work to begin date*.

##### b. Advance notice

The *notification service provider* shall transmit notifications to *members* when the *locate request* is received.

The system shall allow transmission rules to be configured by jurisdiction.

#### 5.3 Ticket Response Categories

The notification service provider shall transmit tickets and *notifications* identified with one of the following categories that indicate the notice period being given for a *positive response* from the *member*.

##### a. Routine Response Category

Tickets in the Routine Response category have at least the minimum lead time of 3 full *business days*.

Routine ticket types include:

I. **Large Area Project Ticket**

Any *locate request* where the minimum lead time is 5 *business days*, and the scope of work is larger than a Project ticket, meeting the following defined scope for one Large Area Project Ticket:

Inside the boundary of a city, town, village or hamlet, the scope of work for a single large project ticket is:

- A dig area no smaller than 60,000 square meters and no larger than 800,000 square meters.

In rural areas outside the boundary of a municipality, the scope of work for a single large project ticket is:

- A single or multiple dig location(s) within an area no smaller than 800,000 square meters and no larger than 4.2 square kilometers.

Where a single *locate request* must be divided into multiple large project tickets, each ticket shall indicate that the tickets are linked to a single project by an identifier entered by the User in the “User Reference” field.

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Where a single *locate request* must be divided into multiple project tickets, each ticket shall indicate that the tickets are linked to a single project

### II. **Project Ticket**

Any *locate request* where the minimum lead time is 3 *business days*, and the scope of work is larger than a regular ticket, meeting the following defined scope for one Project Ticket:

Inside the boundary of a city, town, village or hamlet, the scope of work for a single project ticket is:

- A dig area no smaller than 1000 square meters and no larger than 60,000 square meters.

In rural areas outside the boundary of a municipality, the scope of work for a single project ticket is:

- A single or multiple dig location(s) within an area no smaller than 1000 square meters and no larger than 800,000 square meters.

Where a single *locate request* must be divided into multiple project tickets, each ticket shall indicate that the tickets are linked to a single project request.

### III. **Regular Ticket**

Any *locate request* with a lead time of 3 *business days*, and which does not have a dig area larger than 1000 square meters.

### IV. **Planning and Design Notification**

Planning and Design tickets are requests for information and are not considered to be *locate requests* for digging purposes.

The minimum lead time for Planning and Design notifications will be 10 *business days*.

A Planning and Design notification will be transmitted to *members with underground infrastructure* in the proposed dig area if the *requestor* indicates and that location information is required for planning purposes only.

A valid *locate request* will be required before the *requestor* may commence a ground disturbance.

Each jurisdiction shall be able to choose whether it will accept Planning and Design requests.

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### b. Short Notice Category

Short Notice tickets have a lead time less than 3 full *business days*, where the requestor has not provided the minimum notice.

#### I. Priority Locate Request

Priority *locate requests* have a lead time of more than 2 hours but less than 3 full *business days*. The type of work taking place must be to correct a condition that poses a potential threat to life, health, or property.

The *requestor* must indicate when the crew will be on site to begin the work.

#### II. Short Notice Locate Request

Short Notice *locate requests* indicate the *requestor* has not provided the minimum notice for that ticket type, and is asking for an earlier response if possible.

The *notification service provider* shall advise the *requestor* that *members* may or may not be able to provide a *positive response* prior to the minimum notice date.

Providing *positive response* prior to the minimum notice period is at the discretion of each notified *member*.

### c. Emergency Ticket Category

Tickets in the Emergency category have a lead time of less than 2 hours in a rural area or less than 1 hour in an urban area. Emergency ticket types include:

#### I. Emergency Locate Request

The type of work taking place must be to correct a condition that poses an immediate threat to life, health or property. The *excavator* must be on site or en route to the site to begin the work.

## II. **Damaged (or Exposed) Information Notification (DIN)**

Notification to *member* to advise that a *stakeholder* has contacted the *notification service provider* to report damage to or the exposure of its *underground infrastructure*.

DINs are not a request for locates.

Callers reporting a hit and blowing gas line shall be directed to call 911 or the gas service provider's emergency number directly.

Provinces shall have the option of not accepting DINs

In provinces where DINs are not accepted, the *notification service provider* shall direct the caller to contact underground infrastructure owners directly.

DIN tickets formatting shall align to the DIRT requirements

At a minimum, a DIN shall include the following information:

- Requestor's full name
- On-site contact phone number
- Requestor's email address
- Description of the location, depth and type of the damaged infrastructure
- Description of the extent of damage or exposure
- *Locate request* ticket number(s) associated to excavation that may have caused the damage

The *notification service provider* can report the damage into the regional Damage Information Reporting Tool (DIRT) at the request of the *member*. General DIRT information can be found here: <http://commongroundalliance.com/programs/damage-information-reporting-tool-dirt>

## III. **Cross-bore Notification**

Notification to gas utilities to identify a potential cross-bore (where there is potential for gas line to be inside / bored-through a sewer line), prior to sewer clearing or cutting activity.

*Members* may opt to accept cross-bore *notifications* or not.

## 5.4 Ticket Edits

### a. Correction

*Corrections* notify *members* that the information on a previously-transmitted *locate request* has been revised.

*Corrections* are created to revise the following information only:

- Requestor contact Information
- Dig Information – only if the revision does not alter the original scope of the work area or type of excavation.

*Corrections* will assign a new ticket number to the *locate request*

*Corrections* can only be processed within the minimum notice period.

*Corrections* can only be accepted from the original *requestor* or alternate contact listed on the ticket.

### b. Cancel

*Cancel*s notify *members* that a *requestor* no longer requires a response for a previously transmitted *locate request*.

*Cancel*s can only be processed for *members* that have not yet responded to the request.

*Cancel*s can only be accepted from the original *requestor* or alternate contact listed on the ticket.

### c. Update

*Update*s notify *members* that a previously-transmitted *locate request* has been canceled and resubmitted with new information as a new ticket.

*Update*s are created to revise the following information:

- location or scope of dig site, or
- type of work, or
- *work to begin date*

*Update*s are assigned a new ticket number and issues a *cancel* for the original *ticket number*. *Update* tickets shall contain a reference to the original *ticket number*.

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Updates can only be processed within the minimum notice period.

Updates can only be accepted from the original *requestor* or alternate contact listed on the ticket.

### d. Relocate

Relocates notify *members* that the *requestor* is asking that the location of *underground infrastructure* in a previously identified dig area be identified again.

Relocates are transmitted when:

- locate marks are no longer visible in the work area, or
- locate marks have been disturbed, or
- excavation not started within 14 calendar days of the original Work to Begin date, or
- excavation is not completed, and locates will expire before work is completed

Relocates are assigned a new *ticket number*.

Relocate tickets shall reference the most recent *ticket number* for that dig area.

Relocates do not preclude the responsibility of the *excavator* to maintain the site and protect the markings.

Relocates can only be processed where the Work to Begin Date is less than 30 days past

## 5.6 Ticket Information

### a. Requestor Information

Frequent users' contact information shall be stored by the *system*, and shall be retrieved and auto-populated on the ticket by either entering the email address or customer user name.

At a minimum, each *locate request* must contain the following information about the Requestor:

- full name of *requestor*
- full name of alternate contact (if one is provided)
- company name (unless *requestor* is a *homeowner*)
- *requestor* phone number
- on-site contact phone number
- *requestor* email address

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- company or individual the work is being done for
- *requestor* type (Member, Homeowner, or Contractor)

### b. Dig Location

#### I. Civic Tickets (Inside the boundary of a City, Town, Village or Hamlet)

At a minimum, each *locate request* inside a municipality must contain the following information about the dig site location:

- Place Name
- Civic Address, or Intersection (Note an intersection can be the dig location or a nearest reference point to the dig site location)

Multiple lots require an address range.

#### II. Rural Tickets (Outside the boundary of a City, Town, Village or Hamlet)

Rural ticket location information can be manually entered or be auto-populated from the dig site polygon mapped by the user - based on *base map* attribute available in the dig site area.

Information to be gathered may include:

- Nearest community
- Latitude and Longitude coordinates
- Land Grids where they exist
- Name of Rural Subdivision if dig location is within it
- Rural Address if one exists
- Lot Block Plan
- Name of Rural Municipality, IR or Municipal District

#### III. Vacant Lots

Vacant Lot locations shall request a Lot, Block and Plan.

#### IV. Non-gridded centres

Non-gridded centres or unincorporated places shall be treated as rural tickets.



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### b. Excavation Information

At a minimum, each *locate request* must contain at least the following information about the *ground disturbance*:

- I. **Work to Begin Date**  
Indicates when the *requestor* plans to begin the *ground disturbance*  
Date must allow for notification period in accordance with *ticket* priority
- II. **Type of Work**  
Indicates the specific type of ground disturbance taking place.  
Examples: drilling, trenching, building a deck, planting a tree, encroachment check, etc...  
  
Indicate – hand dig vs. mechanical vs hydrovac
- III. **Where in relation to the address information the excavation is taking place**  
Examples: rear yard, 20 M west of intersection
- IV. **Scope of the dig area**  
Indicates the size of the dig site – including maximum depth
- V. **Type of property being excavated**  
Indicates whether the excavation includes public property such as the street, sidewalk or alley or if the excavation is contained within a lot
- VI. **Meet request**  
Indicates if the *requestor* has asked to meet with the locator on site
- VII. **White lining**  
Indicates if the *requestor* has pre-outlined the dig area with white paint or stakes
- VIII. **Additional Information**  
The request form shall provide an area for the *requestor* to include other details relevant to the excavation.
- IX. **Site Restrictions**  
The request form shall provide a means for *requestor* to indicate there may be restrictions on the site that affect a locator's ability to physically mark the *underground infrastructure*.  
Examples: locked gate, site check-in required, traffic restrictions, etc.

c. Sketches

Web users must indicate the dig area on a map when placing *locate requests* online.

## 5.7 Notification Process

a. Mapping the Dig Site

A geographic representation of the dig area (in the form of a dig site polygon forming a boundary around the dig area) must be created on the system *base map* either by the web user or by a *notification service provider* agent for each ticket.

*Members* will be notified of the *locate request* if their registered *data* intersects with the dig site polygon.

b. Additional notifications to member

If the *member* is not notified by *data* registration on a *locate request*, but the requestor expresses knowledge that the *member* has *underground infrastructure* in the dig area, that *member* shall be manually added to the list of notified *members*.

If the *member* is manually added per the *requestor's* information, the *member* shall not be charged for the notification.

When the *member* is manually added to a ticket based on information from the *requestor*, the *notification service provider* will follow-up with the *member* to verify the accuracy of the registered *data*.

c. Notifying Affected Members

The ticket(s) for each *locate request* will be transmitted to affected *members* electronically immediately following the completion of the ticket creation process.

I. Emergency Tickets, Priority Tickets and Damaged (or Exposed) Infrastructure Notifications

The *notification service provider* shall provide automated follow up on the ticket transmission to confirm that the ticket has been received by the *member*. (via text alert, automatic voice message or other automated follow-up that requests a positive response to confirm receipt)

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### II. Emergency Tickets, Priority Tickets and Damaged (or Exposed) Infrastructure Notifications - Outside of *Business Hours*

Outside of *business hours*, if no confirmation of the automated follow up is received within 15 minutes, the *notification service provider* shall make voice contact with the *member* or their authorized representative to ensure that the ticket has been received by the *member*.

#### d. Filtered Notifications

Each *member* shall be able to choose to not be notified on certain tickets based on any of the following criteria:

- the *member* is the *requestor*
- depth of work
- type of property

## 5.8 Outbound Ticket Format

### a. Member Ticket Copy

*Locate requests* shall be transmitted in the form of a ticket.

Each notified *member* shall be able to choose whether to receive a transmission of the *ticket* in either a readable format, or an electronic format. The *notification service provider* shall ensure that electronic formats can be consumed by existing parsing software (Example: xml format)

Tickets shall be transmitted with a copy of any attachments or maps associated with the *locate request*.

Tickets shall contain all information described in Section 5.5, as well as geo-reference (either latitude and longitude or other GIS shape file format) that indicates the boundary of the dig site polygon created by the either the web user or the processing agent.

Header information shall include:

- ticket priority
- ticket type
- *ticket number*

If the ticket is an Update or Relocate, a reference to any previous ticket numbers associated to the same *locate request* shall be included in the ticket header information

b. Requestor Ticket Copy

A copy of the ticket shall be transmitted electronically to the *requestor* in a readable format.

The *requestor's* copy of the ticket shall contain the information transmitted in the *member's* copy listed in 5.7(i)

The *requestor's* copy of the ticket shall contain the full name of all *member* companies being notified.

The *requestor's* copy of the *ticket* shall be transmitted with instructions about how to proceed with a safe excavation, the next steps in the damage prevention process, expected *member* response and a statement of liability.

A copy of the dig site polygon shall be included with the *requestor's* copy for verification.

## 5.9 Positive Response

The *system* shall provide a means for *members* to record a *positive response* to each *locate request* on which they are notified.

A *positive response* to a *locate request* may include a clearance, a copy of a locate document, a meeting schedule or other information regarding the identification of the location of the *member's* infrastructure in the defined dig area.

*Requestors* shall be able to view *positive responses* to their *locate requests* through the *system*.

*Requestors* shall be able to download documentation from the *positive response system*.

*Requestors* shall be able to send a notification reminder through the *positive response system* to any notified *member* that has not recorded a response to the *locate request* after the minimum notification period has passed.

*Positive response* information shall be available to the *requestor* as long as the *locate request* is valid.

## 6. RECORDS

The *notification service provider* shall retain recordings of all calls and electronic records of *locate requests* seven years or according to applicable statutes.

## 7. REPORTING

### 7.1 Ticket Summary Reports

#### a. Daily Ticket Summary

Each *member* shall have the option of receiving a daily Ticket Summary Report.

The daily Ticket Summary Report shall be transmitted to the same destination where the tickets are received.

The daily Ticket Summary Report shall be a list of all transmissions sent to the destination during the previous day between 12:00 h and 23:59 h.

#### b. Monthly Ticket Summary

The *notification service provider* shall transmit a monthly Ticket Summary Report to all *member* receiving destinations on the first day of each calendar month.

The monthly Ticket Summary Report shall be a count of all notification types transmitted to the *member's* receiving destination during the preceding calendar month.

### 7.2 Notification Centre Monthly Operations Reports

The *notification service provider* shall produce monthly operations reports including but not limited to:

- Volume of locate requests and notifications
- Performance level of notification centre
- Origin of *locate requests* by geographic area and *requestor* type
- Percentage and volume of *locate requests* received through each medium
- Membership activity report (indicating new or canceled memberships)
- Attachment type (percentage)
- Suppression Report (where *member* did not receive a copy of the ticket because the *member* is the *requestor*)

### 7.3 Annual Summary Report

The *notification service provider* shall produce an annual report on the following:

- Operational achievements in previous year
- Strategic goals for coming year
- Damage Prevention activity summary

### 7.4 Ad Hoc Reporting

All records pertaining to the *member* shall be made available to the *member* upon request and within a reasonable period of time.

Where the gathering and provision of such information is estimated to require more than 3 hours to produce, the *notification service provider* may charge the *member* for the cost of producing the requested report.

Where possible, the system should allow *members* to log in to the system to produce a report related to *locate requests* on which they were notified.

## 8. NOTIFICATION SERVICE PROVIDER PERFORMANCE LEVELS

The *Notification service provider* shall establish performance standards for the operation of the notification centre for the purpose of promoting a positive customer experience, accuracy, cost-effectiveness and efficiency.

The *Notification service provider* shall measure and report on performance relative to contact centre industry metrics known as Key Performance Indicators (KPIs)

KPIs include, but are not limited to:

- Service Level – percentage of calls answered in a target time-frame
- A.S.A – Average time it takes for a caller to speak to an agent
- Average Handle Time (AHT) – average amount of time it takes to complete a call or process locate requests received online
- Web processing turnaround – amount of time between when a *requestor* submits an online *locate request* and a when the ticket is returned to the customer
- Support Request Response Time – amount of time it takes to respond to a customer support request email
- Customer Satisfaction – percentage of customers who indicate they were satisfied or very satisfied with the service

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The *notification service provider* shall maintain a quality management auditing program which requires that agent transactions be regularly reviewed for accuracy, customer service and adherence to policy and procedure.

### 9. MEMBER RESPONSIBILITIES

#### 9.1 Maintain current information

*Members* shall update contact information and *data* registration immediately following any change to the information, and annually at a minimum.

The *system* shall allow *members* to update their contact information and *data* registration through a secure log in.

#### 9.2 Receiving Notifications

The *member* shall ensure that equipment and software used for receiving notifications from the Notification service provider is operative at all times.

The *member* shall ensure that incoming *locate requests* are monitored regularly during *business hours*.

The *member* shall ensure that after-hours contacts are provided and kept current for the purpose of receiving follow-up contact regarding Emergency notifications.

#### 9.3 Response to Notifications

Within the minimum notice period notification, the *member* shall respond to *locate requests* by one of the following actions:

- Identify the location of their underground infrastructure; or
- Contact the *excavator* to arrange a reasonable time to complete the locates; or
- Provide clearance to proceed with the project; or
- Follow any other method of response to the *locate request* approved by legislation that may be introduced from time to time

Alternate Locate Agreements (ALAs) may be used providing the *member* and *requestor* agree on the terms and conditions.

For each notification, the *member* shall electronically provide *positive response* to the *notification service provider* identifying the action(s) taken in relation to the request for locates, and the date on which the action was completed.

The *member* shall refer any direct request for locates from a *requestor* to the *notification service provider*.

## 9.4 Education and Awareness

*Members'* education and awareness programs shall promote awareness of the *notification service provider* and shall include contact information where *requestors* can submit *locate requests* to the *notification service provider*, including the national portal: [ClickBeforeYouDig.com](http://ClickBeforeYouDig.com).

## 10. ADDITIONAL SERVICES

### 10.1 Advertising and Promotion

The *notification service provider* has a documented, pro-active public awareness, education, and damage prevention program.

A public awareness program shall

- be current and designed to raise awareness of the presence of underground infrastructure and safe ground disturbance practices, and;
- elicit positive behavioural changes by the public, and;
- Inform, educate, promote, and enhance the safety message to the public

#### **Notes:**

- 1) *The members providing ongoing public awareness programs is a component of damage prevention to all underground infrastructure.*
- 2) *In Canada, a public awareness program should promote awareness of the local notification service provider, and Canada's one-window locate request portal, [www.ClickBeforeYouDig.com](http://www.ClickBeforeYouDig.com)*

### 10.2 Secondary Screening

The *notification service provider* may offer optional secondary screening services to *members* at an additional cost; the fee for which is determined on a cost-recovery basis.

If a *member* participates in secondary screening, the notifications shall be transmitted to the *notification service provider's* secondary screening department for further analysis and action on behalf of the *member*.



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Secondary screening service shall utilize detailed location information and business rules provided by the participating *member* in order to provide a clearance or conditional clearance to the requestor when it is determined that the proposed ground disturbance will not impact the *member's underground infrastructure*.

Participation in Secondary Screening service requires a separate Secondary Screening Service Agreement between the *notification service provider* and the *member*.

### 10.3 Emergency Response Transmissions (E.R.T.)

The *notification service provider* may offer E.R.T. notification services to *members* at an additional cost; the fee for which is determined on a cost-recovery basis.

Emergency Response Transmissions are triggered when a live incident is reported within a defined geographic area.

Emergency Response Transmission notifies participating *members* whenever there is a direct or indirect threat to their *underground infrastructure*. This immediate awareness allows the ability to respond accordingly, including the ability to provide mutual aid.

## 11. BUSINESS MANAGEMENT

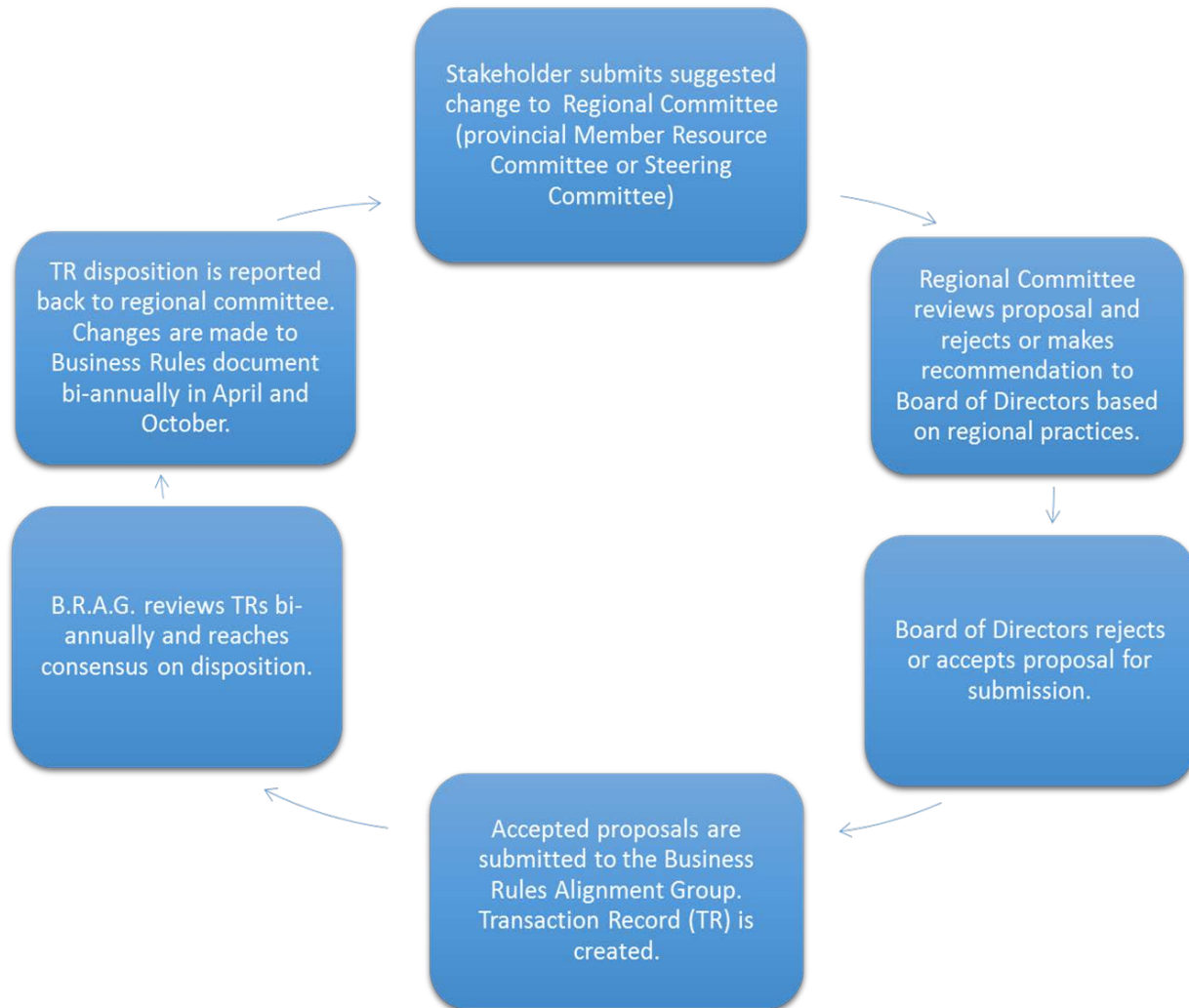
The *notification service provider* shall be a non-profit organization governed by a Board of Directors with input from *stakeholders*.

The Board of Directors shall appoint a *Member Resource Committee* to receive and consider input from *stakeholders* regarding the operation of the *notification service provider*.

The Member Resource Committee shall be comprised of representatives from regional *members* and the provincial Common Ground Alliance.

The Member Resource Committee shall make recommendations to the Board of Directors based on consideration of input from *stakeholders*.

## 12. DOCUMENT CHANGE PROCEDURES



BUSINESS RULES FOR THE PROVISION AND USE OF NOTIFICATION SERVICES IN WESTERN CANADA (BRITISH COLUMBIA, ALBERTA, SASKATCHEWAN, MANITOBA)

Sample TR form (Available for download [here](#))

  	Name:	
	Date:	
<b>Before You Dig Partners Business Rule Revision &amp; Proposal Transaction Record</b>	Affiliation:	
	Phone:	
	Email:	
Transaction Request # (internal use only):		

**TRANSACTION RECORD**

1. PURPOSE: DESCRIBE THE PURPOSE OF THE PROPOSED NEW BUSINESS RULE AND PROVIDE REASONS / SUPPORT WHY IT IS NECESSARY FOR BEFORE YOU DIG PARTNERS TO IMPLEMENT IT. INCLUDE EXAMPLES IF POSSIBLE.
  
2. PURPOSE: DESCRIBE THE PROPOSED REVISION TO AN EXISTING BUSINESS RULE AND PROVIDE REASONS / SUPPORT WHY IT IS NECESSARY FOR BEFORE YOU DIG PARTNERS IMPLEMENT IT. INCLUDE EXAMPLES IF POSSIBLE.
  
3. **References:** Provide references supporting the proposed new or revised TR.

### **Consensus Decision-Making**

*TRs will be considered by the BYDP's Committee by consensus.*

Consensus decision-making is a way of reaching agreement between all members of a group. Instead of simply voting for an item and having the majority of the group getting their way, a group using consensus decision-making is committed to finding solutions that everyone actively supports, or at least can live with.

Each DPC agenda shall reference the definition of "consensus decision-making" language above on the reverse side of every agenda and review it prior to the beginning of each meeting.

# BUSINESS RULES FOR THE PROVISION AND USE OF NOTIFICATION SERVICES IN WESTERN CANADA (BRITISH COLUMBIA, ALBERTA, SASKATCHEWAN, MANITOBA)

## DOCUMENT CHANGES

### Version 1.2 – August 2018

- 5.3(a) I. Project Ticket dig area redefined
- 5.3(a) II. Regular Ticket dig area redefined
- 5.6(c) Removed: *or they must attach maps, plans or other attachments that supplement the information on the locate request.*
- 5.7(d) Removed “Type of Work” as a required filter criteria (may be considered for single criteria “Hydrovac” in the next revision)

### Version 1.3 – June 2019

- 5.3(a) II. Project Ticket notice period and dig area redefined
- 5.3(a) I. Large Area Project Ticket defined
- 12. Addition of TR Form
- 5.3 (a) IV. Planning and Design tickets – added minimum lead time