

2024 Annual Report



Chair's Message

Dear Members and Partners,

In January 2025, BC 1 Call celebrated its 30th anniversary of helping British Columbians dig safely and protect our underground infrastructure from damages. Thank you to all our members, partners and stakeholders who have been so important to our success.

Many people have been part of BC 1 Call's journey but two stick out as having lasting contributions. Before retiring last fall, Chris Hyland spent 28 years as a board member and, since 2019, as BC 1 Call's President. His tenure is only surpassed by Darlene Dyson, who was BC 1 Call's first employee and has promoted damage prevention for over 30 years. My heartfelt thanks go out to Chris and Darlene for everything they've done for BC 1 Call over the years, and I wish Chris a long and happy retirement.

At the same time, we are thrilled to welcome Donna Grant as the new leader of BC 1 Call. With a wealth of experience and a fresh perspective, Donna has already brought new ideas and approaches to how BC 1 Call can spread the message of damage prevention. Donna is developing an inspiring vision for our future and her passion will undoubtedly propel us toward increased membership and expanded use of the system.

Best Regards,



Daren Sanders
Chair



President's Message

Dear Members and Partners,

It was with great enthusiasm that I accepted the role of President at BC 1 Call, starting October 21, 2024. Chris Hyland left very big shoes to fill upon retiring November 29, 2024. As the new steward of BC 1 Call, I will be vigilant in protecting his legacy.


I am honoured to work with a Board of Directors that demonstrates such tangible commitment and expertise. Their guidance and support have been invaluable. I look forward to the good work we will accomplish together—especially our June 2025 Strategic Planning sessions. Stakeholders can look forward to a fresh 3-year commitment that best addresses their needs today, with a keen eye to the future.

In this Annual Report, you will notice a change from past editions. BC 1 Call communications will be mindful of our readers' limited time and your need to access relevant information quickly and clearly. We hope you will find the new format inviting and helpful.

I am humbled by the importance of our work at BC 1 Call. I know I have much to learn, and I am heartened by the generosity of those around me who are eager to see our continued success.

Your input and participation are encouraged—none of us does it alone.

Thank you all!



Donna Grant
President



Celebrating 30 Years of Service



On Oct. 11, 1994, BC 1 Call was established when utility operators created a free, shared service to protect underground infrastructure and increase safety in BC. It was a passion project for the founding shareholders and members, requiring tremendous insight, planning, and commitment.

BC 1 Call officially opened its doors Dec. 31, 1994, with the first locate request placed Jan. 2, 1995. Darlene Dyson, Dir. of Operations and Education, was the first BC 1 Call damage prevention agent and continues to serve our members to this day.

To mark the occasion, we were very happy to celebrate our Board of Directors spanning 30 years, as well as our valued members, partners, and BC 1 Call service users. We are grateful to you all!

2024 Highlights: Reflecting on Our Progress

Service Volumes			
	2024	2023	Trend
Total Locate Requests	233,835	229,121	↑2.5%
Online Locate Requests	82%	83%	↓1.0%
Emergency Locate Requests	11,977	10,969	↑1.0%
Notifications	763,292	668,968	↑14.9%
Notifications per Locate	3.26	2.92	↑11.6%
Agent Interactions	65,180	51,353	↑27.9%

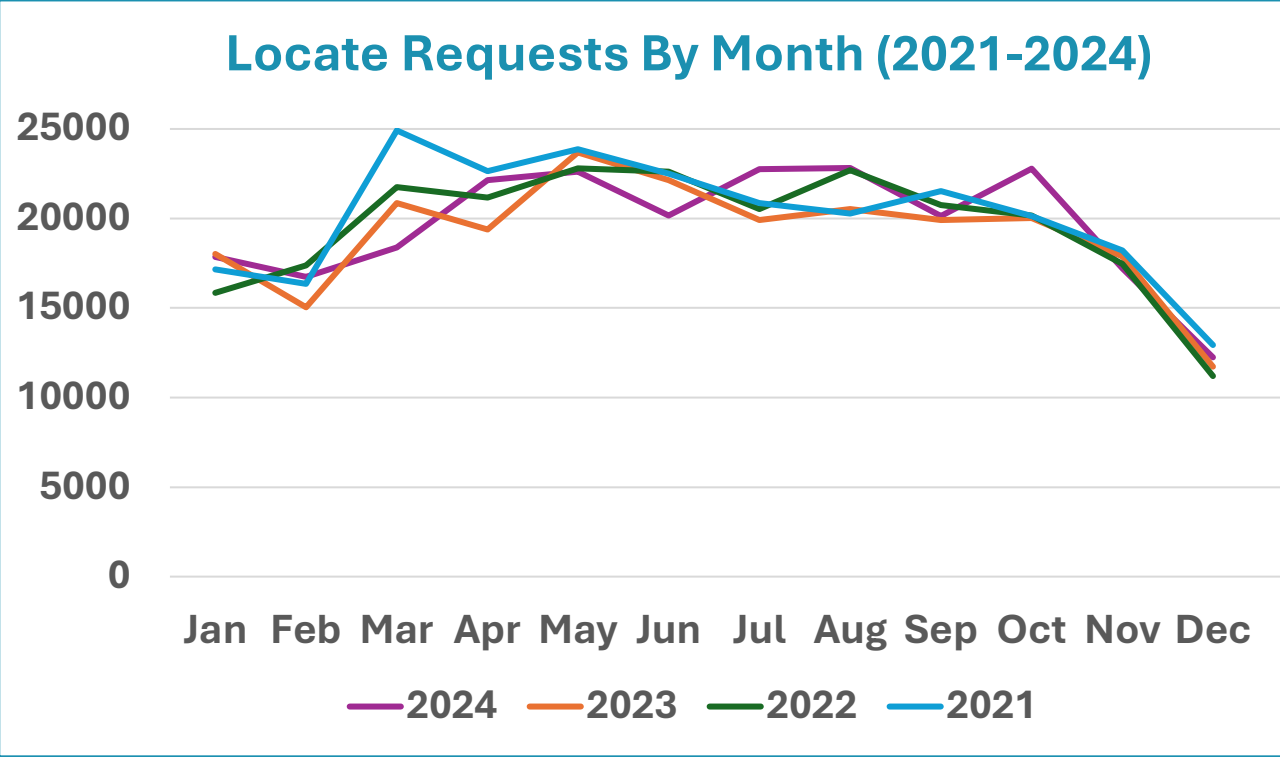
Service Excellence			
	2024	2023	Trend
Agent Service Satisfaction	92%	97%	↓5.1%
User Service Satisfaction	90.5%	94%	↓3.7%
Member Service Satisfaction	95.7%	89%	↑7.5%

Growth			
	2024	2023	Trend
Membership	370	363	↑1.9%
Registered Users	152,339	132,339	↑15.1%
Education Partners	43	41	↑4.9%

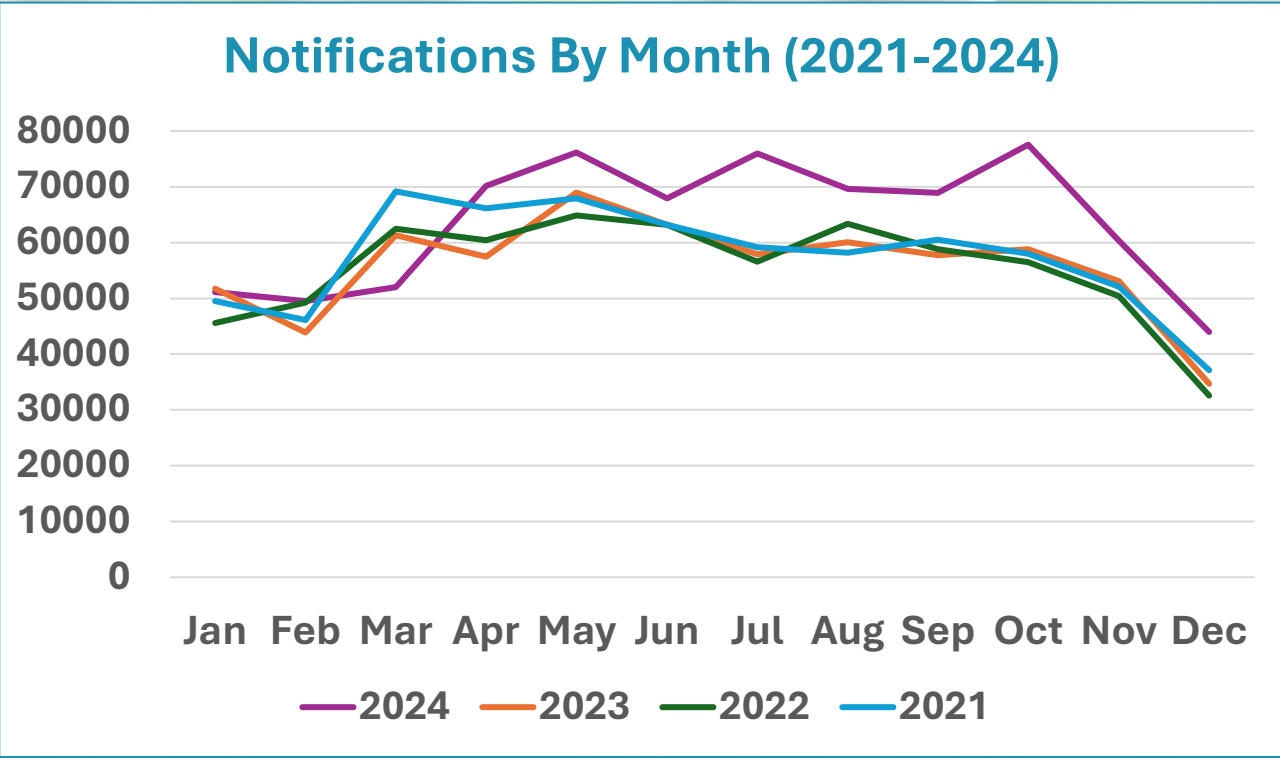
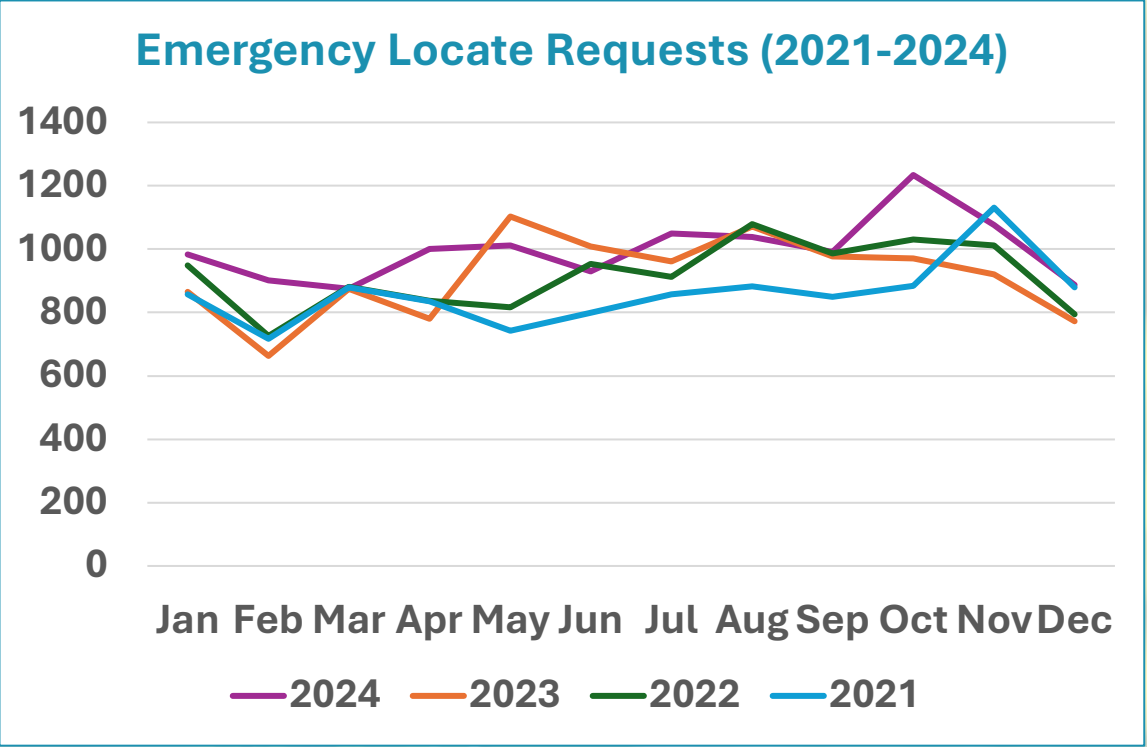
Membership & Revenue			
	Total Members	% of Members	% of Revenue
Oil & Gas	120	33%	27%
Municipalities	116	32%	11%
Water Districts	42	12%	0.5%
Telecommunications	31	9%	27%
Other Members	27	7%	0.5%
Regional Districts	17	5%	1%
First Nations	6	2%	0.1%
Energy	6	2%	26%

Welcome to BC 1 Call!	
New Members	1. Village of Masset 2. Van Anda Improvement & Water District 3. Mt. Belcher Improvement & Water District 4. R360 Environmental Solutions Canada Inc. 5. Buffalo Rail & Infrastructure GP Corp. 6. Strachan Point Estates 7. Covert Irrigation District
New Education Members	1. Pacific Northern Gas 2. BC Construction Safety Alliance
New Registered Users	20,000

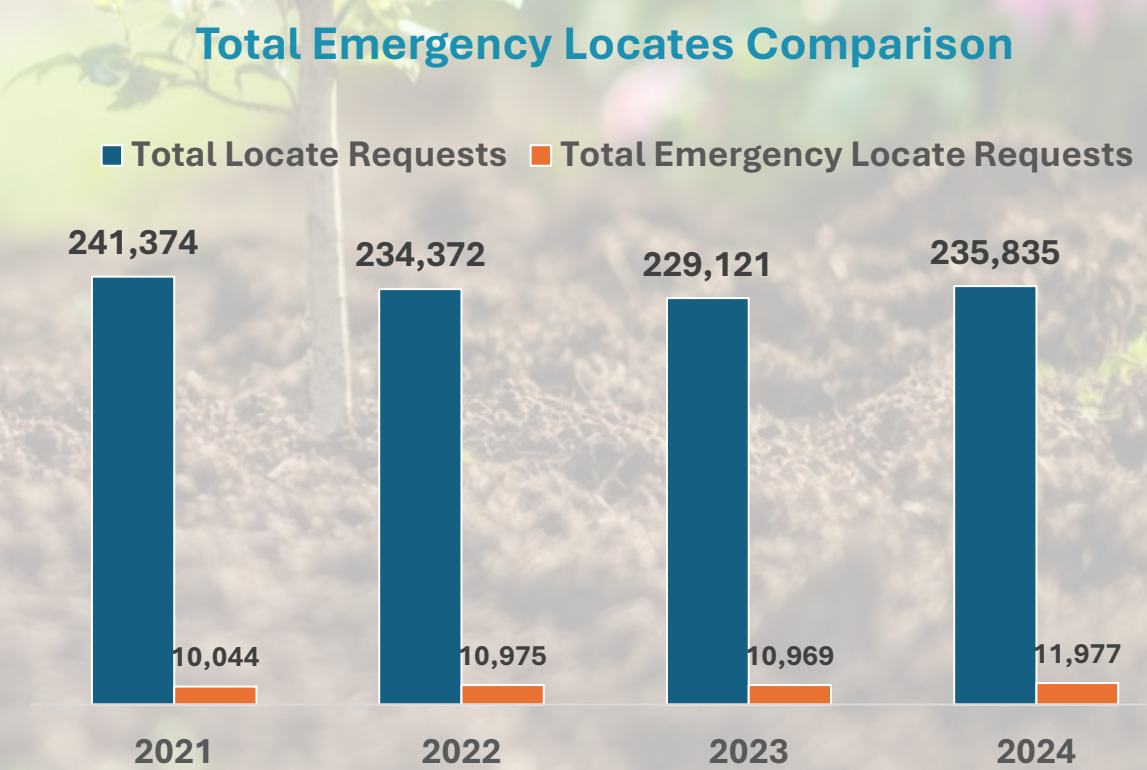
YOY Locate Requests, Notifications, & Emergencies



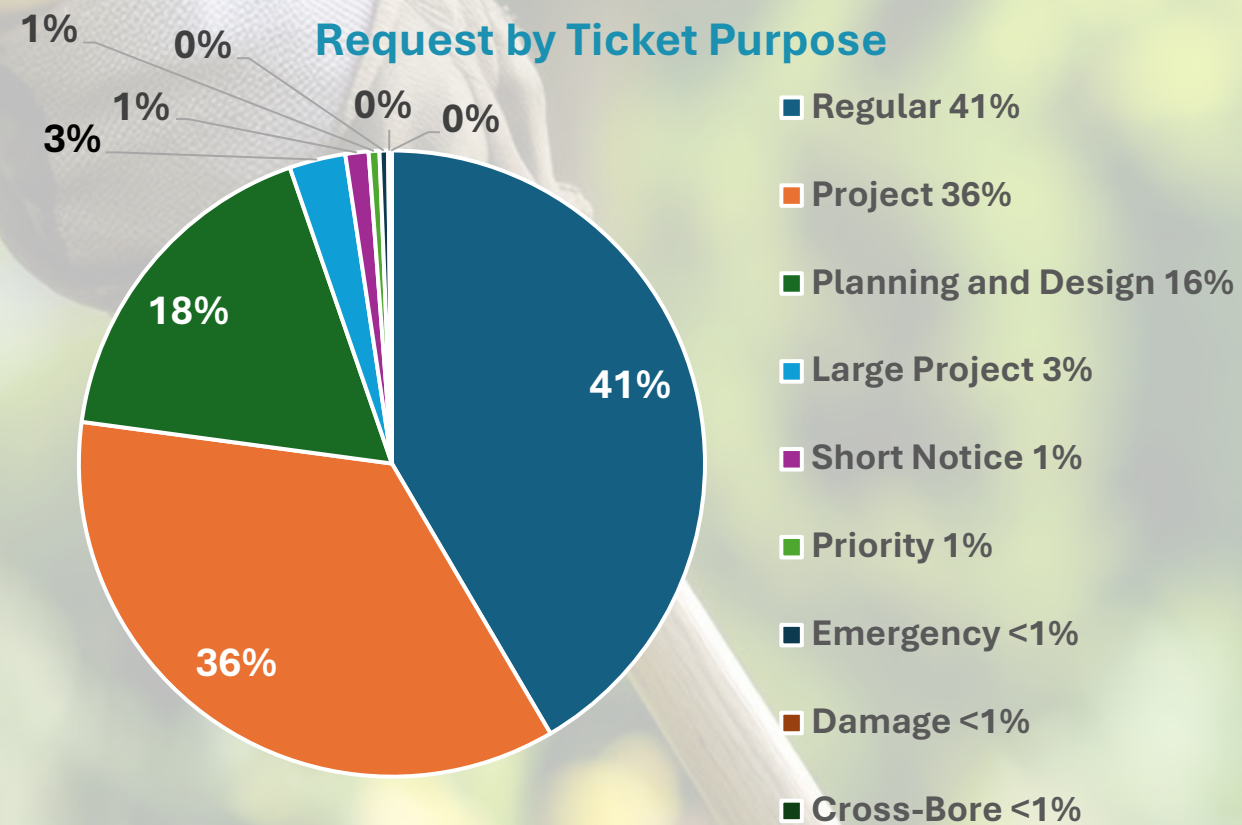
Year	Total	Trend
2024	235,835	↑2.9%
2023	229,121	↓2.2%
2022	234,372	↓3.0%
2021	241,374	↑13.4%



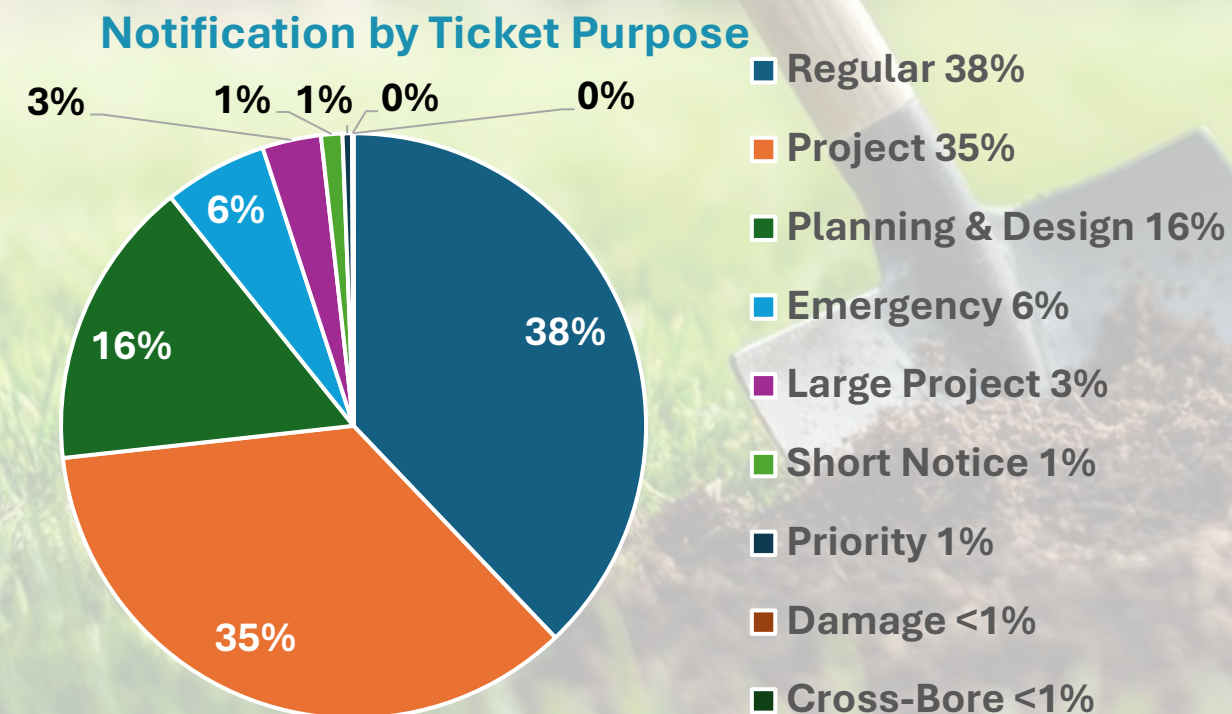
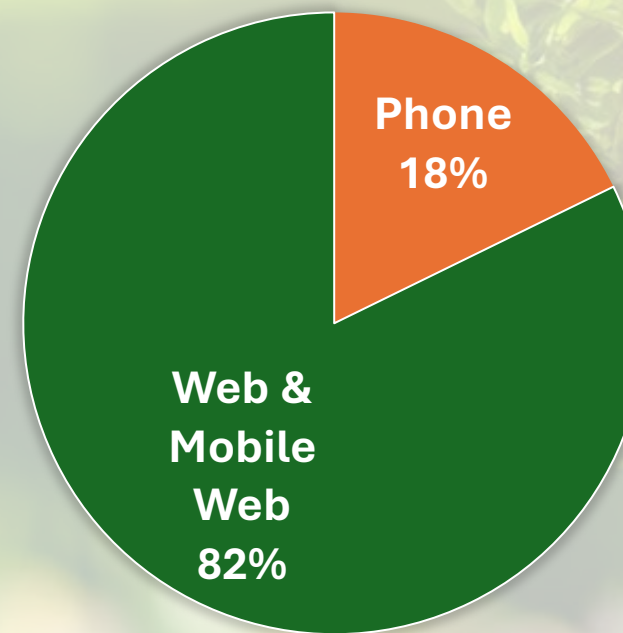
Year	Total	Trend
2024	763,292	↑14.1%
2023	668,965	↑0.69%
2022	664,384	↓3.3%
2021	687,075	↑12.8%



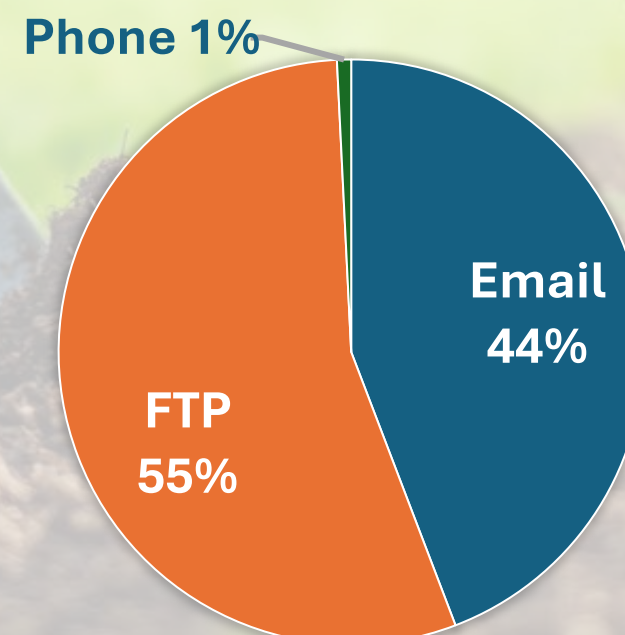
2024 Request & Notification by Ticket Purpose & Medium



Locate Request By Medium



Notification by Delivery Medium



Call vs Click

As some provinces are making the move to “click only” locate request service (except for emergencies), BC 1 Call remains committed to providing the most options for anyone engaged in ground disturbance to get the information they need.

With 18% of users continuing to use our Call Before You Dig phone service, we recognize there is an opportunity to increase online locate requests, which are proven to have a slightly higher level of accuracy.

BC 1 Call will continue to identify and implement strategies to encourage service use, while continuing to increase user satisfaction.

2024 Service User Analysis

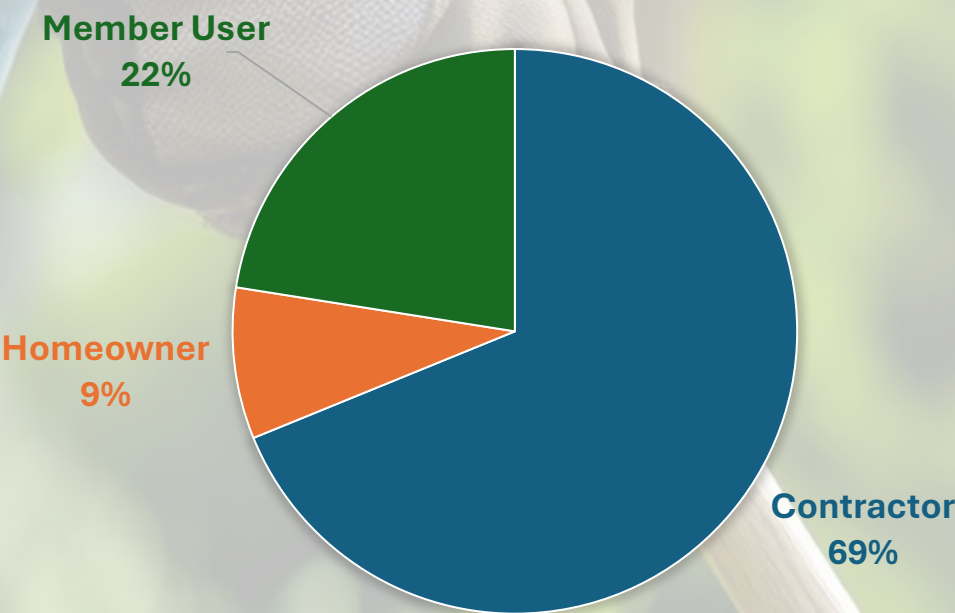
BC 1 Call Service Users

In 2024, Homeowner Users (those requiring service for a personal not commercial project) exceeded 100,000 locate requests and did so by phone 60% of the time.

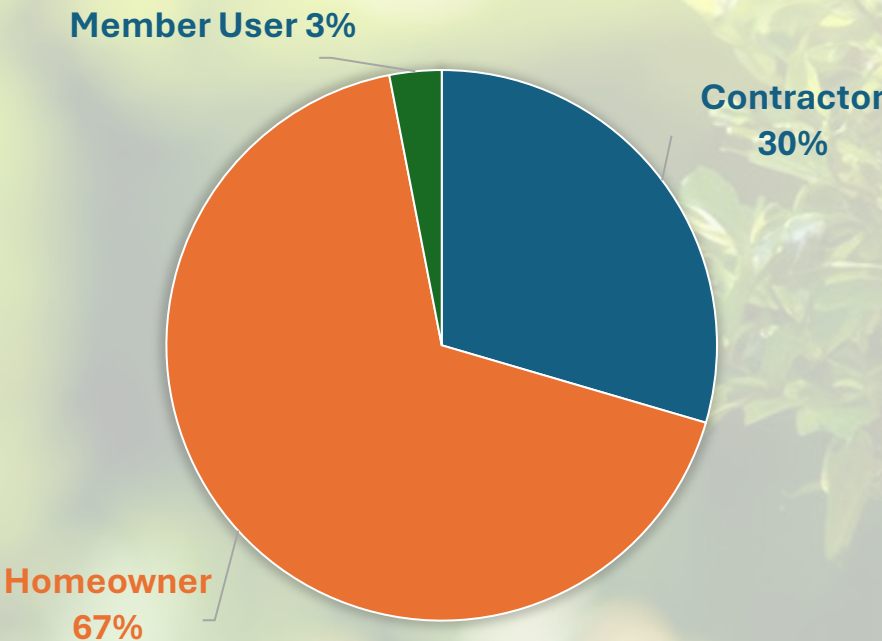
While Member Users account for the smallest percentage of Total Registered Users, they make up almost one quarter of locate requests. All Member User notifications are completed at no cost to the member.

Registered Contractor Users are less than half of Homeowner Users, but account for almost 70% of all locate requests. They are also the largest volume of online requests, exceeding 135,000 in 2024.

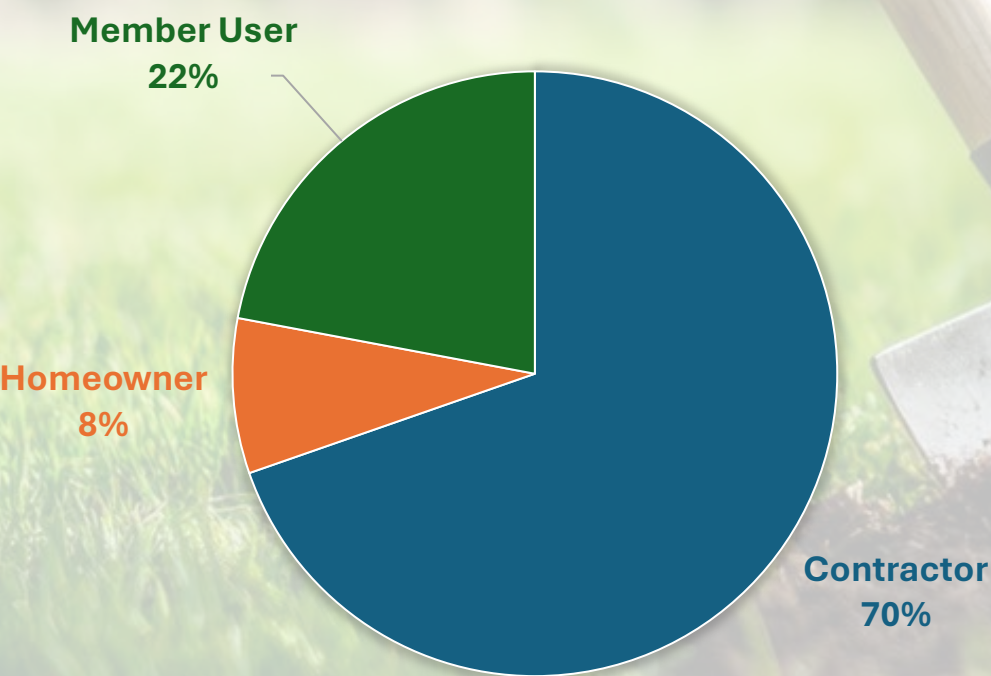
Locate Request Volumes by User



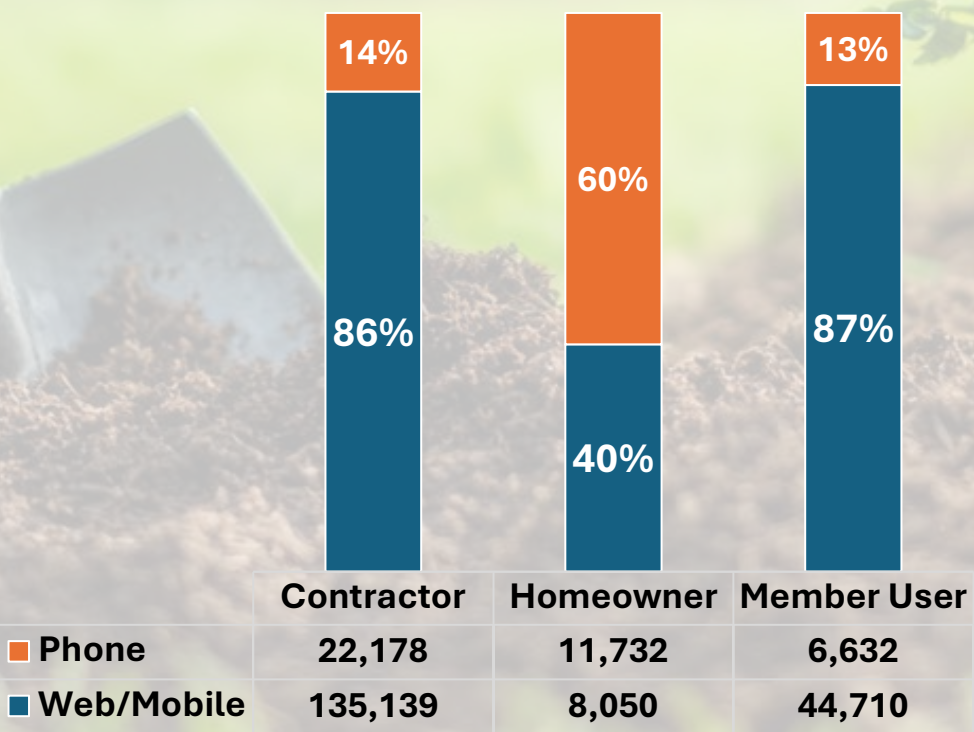
Total Registered Users



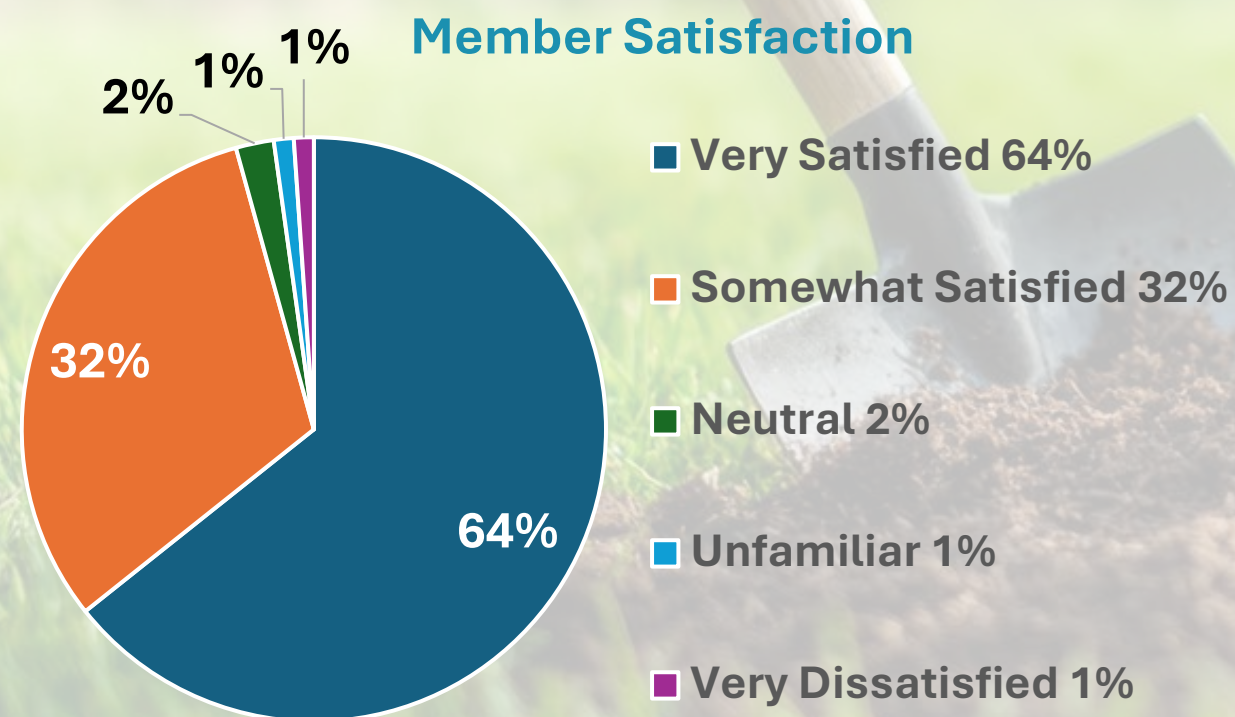
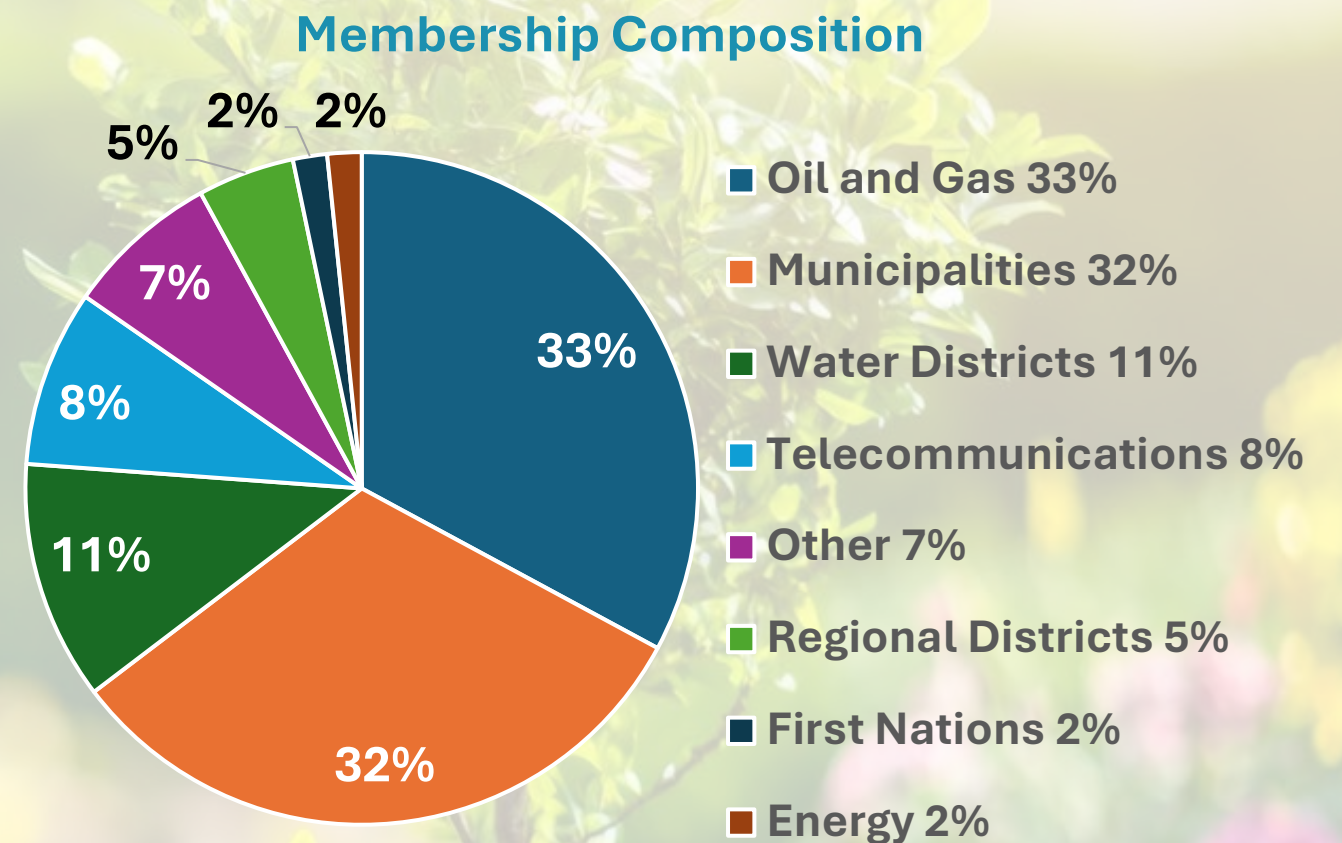
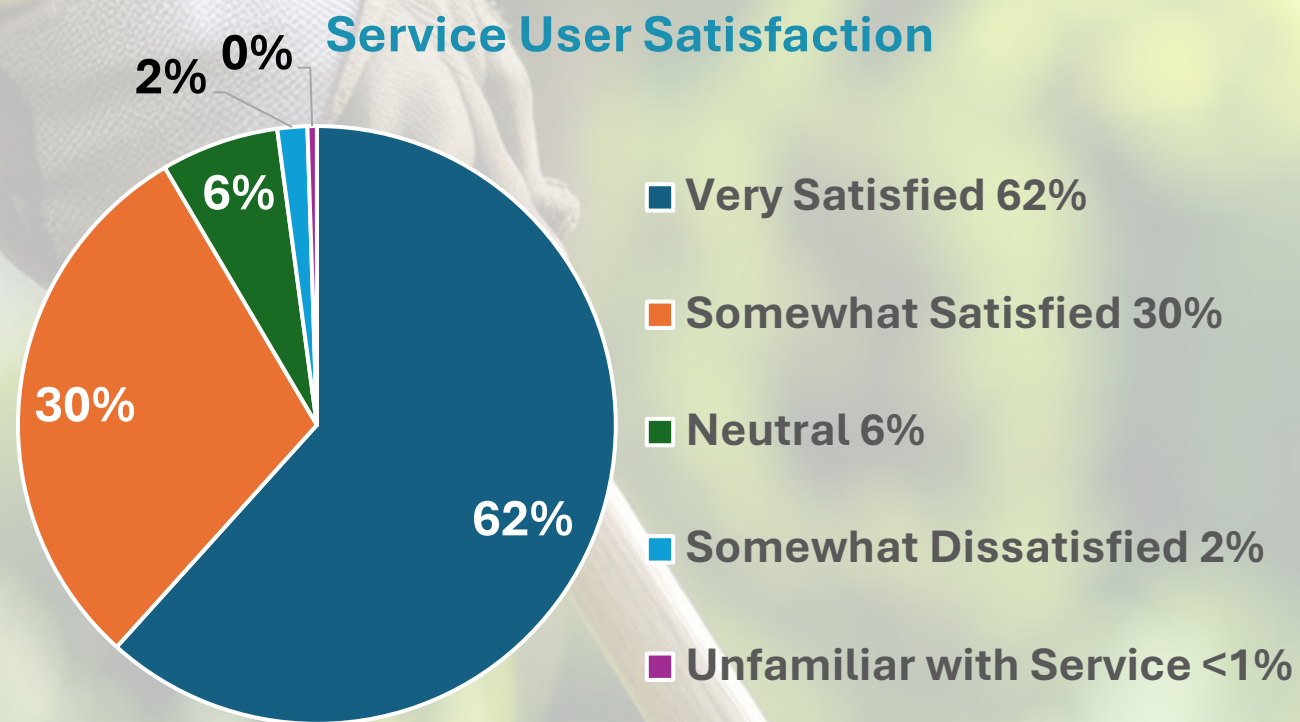
Notification Volumes by User



Contact Medium Type By User



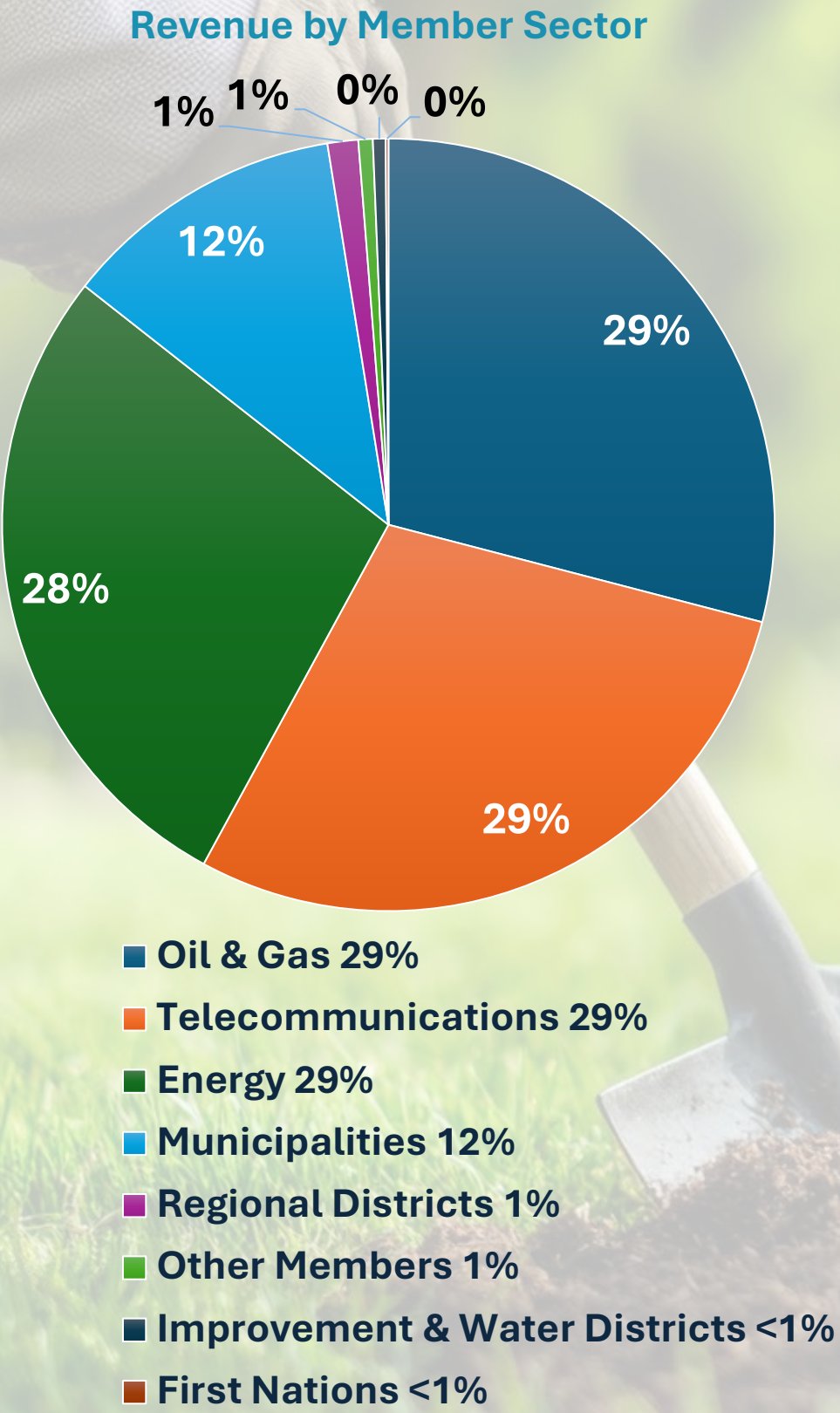
2024 Service Satisfaction Levels & Membership Composition



Members Resource Council

BC 1 Call is committed to delivering service excellence to our Members and Users and are pleased to see our Satisfaction ratings stay above 90%. To best identify any issues or concerns, and to monitor our technical service, we are very grateful to the participants in our Members Resource Council. Quarterly, the MRC brings together a cross section of stakeholders, including utilities, municipalities, engineers, locators, landscapers, educators, excavators, regulators, and others, to discuss the ways BC 1 Call can better deliver our services.

2024 Financial Sustainability



Revenue Breakdown by Sector		
Sector	Actual	% of Total Revenue
Oil & Gas	\$560.1K	29%
Telecommunications	\$556.7K	29%
Energy	\$533.2K	28%
Municipalities	\$228.7K	12%
Regional Districts	\$24.7K	1%
Improvements & Water Districts	\$10.3K	0.5%
Other Members	\$11.6K	0.5%
First Nations	\$2.2K	0.1%

The most notable change in our operations and financial metrics in 2024 was the result of long-standing member Rogers Communications’ acquisition of assets from non-member Shaw. Locate requests previously made through Shaw’s stand-alone ShawDigs platform are now being processed through BC 1 Call, increasing our revenues and notifications. Importantly, this change—made possible with Rogers’ support—brings British Columbia closer to having a true “one call” system in the province.

The 2024 Member fee per billable notification was \$2.65; free to service users. BC 1 Call’s six shareholders were responsible for \$1.3 million in revenue, or 67.4% of total revenue for 2024.

2024 Marketing & Communications

BC 1 Call Awareness Campaign: Digging Season 2024

\$175K Investment

**TV, Radio, & Digital
coverage across 5
platforms**

**6-month Duration
(April - Sept)**

**Results: 61 Million
impressions;
38% over target**

Creating awareness of the BC 1 Call service and the importance of safe digging practices, is critical to what we do. In 2024, we expanded our annual Awareness Campaign to 6 months, from the previous 3. A reduction in underground infrastructure strikes for our members was noted in 2024.

Governance: 2024's Bold Transition



Daren Sanders
Board Chair
Director, Finance and
Audit Committee



John Bevacqua
Director, Governance and
Nomination Committee



Paul Chernikhowsky
Vice Chair
Director, Governance and
Nomination Committee Chair



Michelle Furlong
Director, Finance and
Audit Committee



Jamie Kereliuk
Treasurer
Director, Finance and
Audit Committee Chair



Karen Coldham
Director



Pat Miller
Independent Director,
Governance and Nominations
Committee



With the announcement of Chris Hyland's November 2024 retirement, the Board engaged a professional recruitment firm. Analysis of BC 1 Call's needs and priorities lead the Board to reimagine the management structure, ultimately deciding to engage a full-time employee in the role of president. Donna Grant joined the organization in October 2024. The Board has worked closely with Donna, providing guidance, support, and oversight for a successful transition.

2024 Education Partners

We are grateful to the following organizations who include BC 1 Call content in their education and training programs across the province.

With every student who is trained to Click or Call Before You Dig, we reduce the threat, disruption, and costs of avoidable damage to critical underground infrastructure.

- AANWI
- ACBC Consulting Inc.
- Alberta BC Safety
- Astec Safety Inc.
- BC Common Ground Alliance
- BC Construction Safety Alliance
- BCIT Public Works
- BC Landscape & Nursery Association
- BC Municipal Safety Association
- BC Small Water Systems Community Network
- BC's Utility Locator School
- BC Water and Waste Association
- CLAC
- Construction Industry Training Network
- Dragonetti Group
- Danatec
- Environmental Operators Certification Program
- eSafety First Canada
- Excavation Safety Alliance
- FortisBC – Street Team, Community Ambassadors
- Global Training Centre
- Hort Education
- ICBA
- Interior Heavy Equipment Operator School
- IUOE Local 115 Training Association
- Kwantlen Polytechnic University
- Leavitt Training
- Locate Management Institute
- Maintenance Training Systems
- Northern Regional Construction Association
- Northern Lights College
- O'Brien Training Ltd
- Operators Training School
- Pacific Northern Gas
- Public Works Association of BC
- Quadra Utility Locating Ltd.

- Southern Interior Construction Association
- Technical Safety BC
- Thompson Rivers University
- Tradesman Association of BC (English & Punjabi)
- Vancouver Island Construction Association
- Vancouver Regional Construction Association
- WCOWMA
- WorkSafeBC



In Memoriam: Scott Henley



With respect and gratitude, we honour the memory of Scott Henley, an individual whose legacy looms large in the damage prevention community.

Henley was a key figure in establishing One Call centres in both British Columbia and Alberta as well as a fierce advocate of keeping underground safety top of mind in both industry and the larger public sphere.

Henley was the first general manager of Alberta One-Call (now Utility Safety Partners) and was initially contracted for seven months in 1983 to update feasibility and perform vendor evaluations on behalf of Alberta One-Call Corporation's first board of directors. The directors went on to ask Scott to remain on board to secure office space, hire staff, and implement a province-wide computerized communications system.

Henley left Alberta One-Call in 1989, created Henley Consulting, and went on to help build One Call services in both B.C. and Ontario. He was also involved with the Canadian Standards Association.

His work led to the creation of CSA Standard S250 "Mapping of Underground Utility Infrastructure" and CSA Z247 "Damage Prevention for the Protection of Underground Energy and Utility Networks".

Henley was also involved in founding One Call Systems International and both the CGA (Common Ground Alliance) and CCGA (Canadian Common Ground Alliance). He served as the first Executive Director of the BC Common Ground Alliance from 2006 to 2008. Scott will be dearly missed by his peers and friends across the country.

click or
call **before**
you dig.

