

# THE IMPORTANCE OF UTILITY LOCATES IN THE SUCCESS OF YOUR PROJECT

**ORCGA**®



2023 ORCGA DAMAGE PREVENTION SYMPOSIUM

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# 4D

LOCATE SOLUTIONS INC.

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The Project  
Paradox  
"If everyone falls  
even just a little  
short, individual  
minor shortfalls  
compound until the  
project falls behind,  
and subsequently  
costs more  
money."\*

### Primary Locate Factors that drive project delays

- Lack of Accountability
- Lack of Predictability
- Lack of Communication
- Lack of Quality

### Components that drive project success

- Critical Path – how is your project timeline affected by locates?
- Task Ownership – who's responsibility, is it?
- Transparency – do you have the full picture?
- Communication – the most important factor in your success?
- Managing change and expectations – an approach that resolves problems and improves future projects?

\*Source: The Root Cause of Project Delays and the Math Behind It By Mike Psenka

# The Maladies

- Late locates
- Insufficient locates
  - Garbage in – Garbage out
  - Deficiencies
- Lack of training
  - Locate administrators
  - Excavators
  - Locators
- Uncontrolled and unknown costs
- Unused or Under-used Data

## COMPLIANCE SUMMARY

Review of the complaints Compliance received as they relate to the Ontario Underground Infrastructure Notification System Act, 2012 and the corresponding regulations.

Overall Complaints in 2021 as they Relate to the Below Stakeholders:

Complaints against Members:  
**2,376**

Complaints against Excavators:  
**0**

Complaints against Ontario One Call:  
**25**

Year-Over-Year Comparison of the Total Number of Complaints 2016-2021

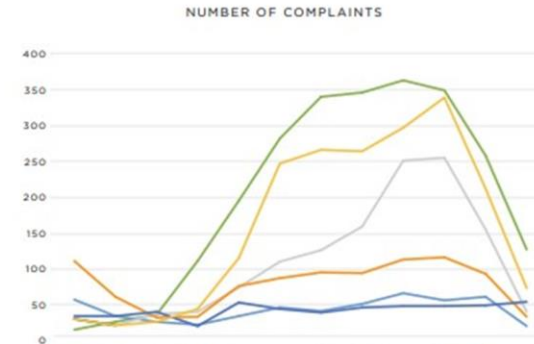
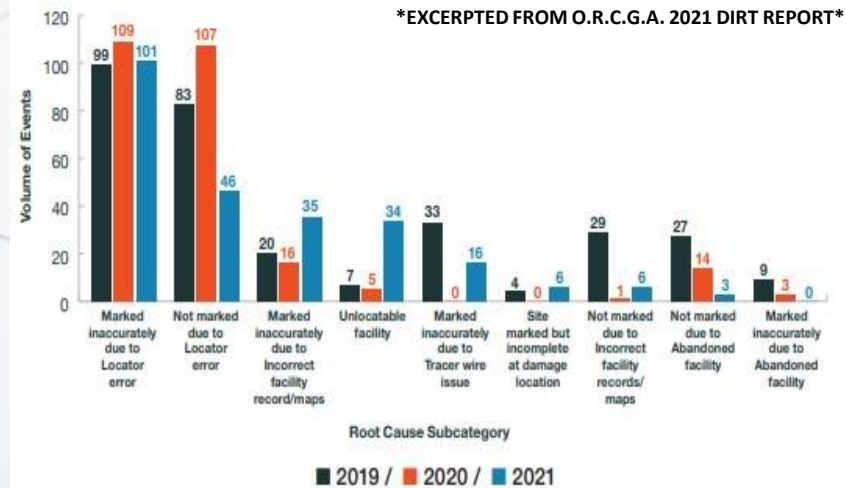


Figure 13: Facility Events by Locating Issues



# LATE LOCATES ARE A PROBLEM! AND IT'S ONLY GETTING WORSE!

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\*EXCEPTED FROM ORCGA 2021 DIRT REPORT\*

Year-Over-Year Comparison of the Total Number of Complaints 2016-2021



**2021 HAD THE HIGHEST NUMBER OF ONE CALL COMPLAINTS ON RECORD!**

## \* Complaints are broken down into offence and validity groups:

MEMBERS	VALID TOTAL	INVALID TOTAL
Late Locates	2,303	7
False Renegotiated Date	39	0
Delinquent Account	8	0
Incomplete Locates	8	0
Deficient Clearance	7	0
Emergency Abuse	5	0
Excavation Without Locates	3	0
Other	2	0

Late locates may consist of multiple members, and/or multiple request numbers. In 2021 the total number of requests involved in late locate complaints was 5,967.

\*EXCERPTED FROM O.R.C.G.A. 2021 DIRT REPORT\*

**ALMOST ALL OF THEM ARE FOR LATE LOCATES!**

# The Remedies

- **Effective locate request processes**
- **Digital tracking, reporting, and analytics**
- **Thorough job planning and component excavation task scheduling**

What kinds of excavations will you perform?

Is it an Emergency or planned work

Who requires the locate deliverable – Designer, Project manager, Excavator, sub-contractor - and in what format?

What is the proposed scheduled start date?

What is the proposed flow of execution?

How long will the work take to complete?

Will excavations occur repeatedly within the work area?

How is the work confirmed to be completed?

# Effective Locate Requesting – Initial Process

- Prepare a detailed excavation schedule
- Request only what is needed for excavation and submit 30 days in advance of a scheduled start date
- Communicate your excavation timeline and priority sequence in writing to the LSP or utility owner and update regularly
- Break linear project requests into smaller tickets and only submit what is needed
- Provide drawings and/or an accurate detailed description of work

# Effective Locate Requesting – On-going Process

- Use a dashboard tracking system to provides real-time updates for informed decision making
- Establish contact with the locator assigned to your tickets an update them regularly on project priorities or changes to flow.
- Audit documents for deficiencies prior to sending to the field
- Analyse your data



# Effective Locate Requesting – Finalizing

- Review all documents and address administrative discrepancies in documentation prior to sending to field
- Contact the utility or LSP immediately to address and discrepancies with accuracy or deficiencies
- Trust but verify. Once all locates are received, review them and use a competent locator to verify their accuracy on-site
- Perform additional staking or flagging/painting to ensure markings remain visible
- Utilize ALAs if possible to perform daylighting on high risk/high traffic area or potential conflicts in advance of full mobilization

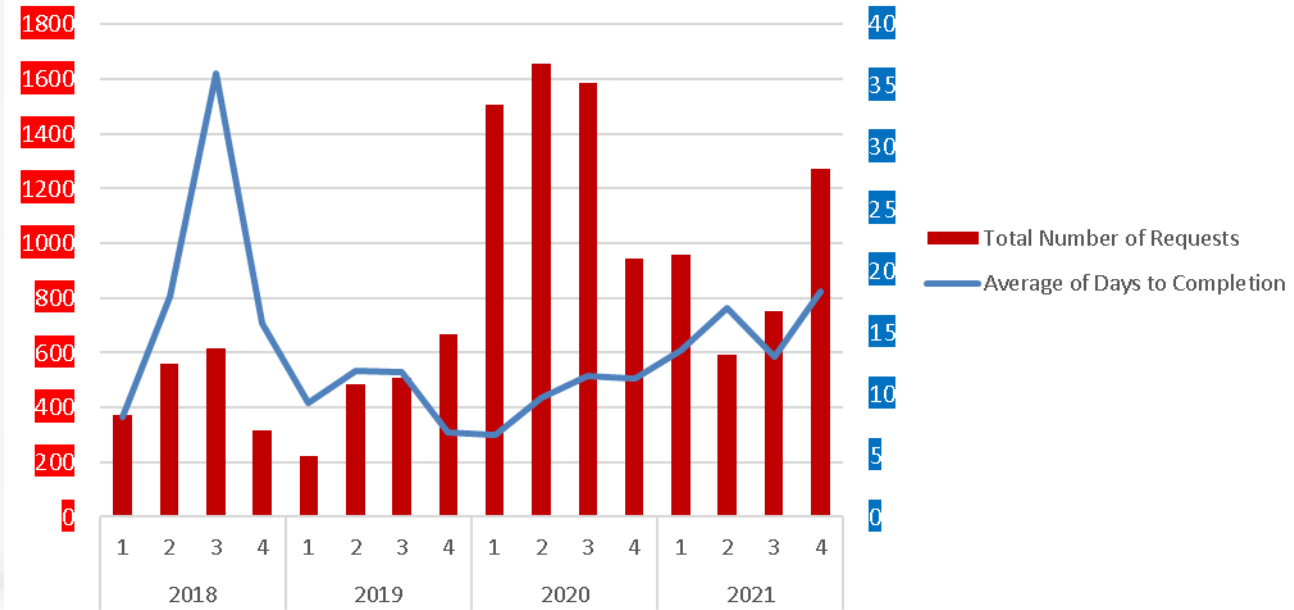
# Effective Locate Requesting – Next Steps

- Perform a critical analysis of the processes you use to manage locates
- Periodically review and update your policies and procedures to ensure compliance with regulations and best practices
- Digitize your locate request process through the use of locate management software
- Provide formalized training for all responsible parties involved in the process
- Assess the cost/benefit of utilizing dedicated locators

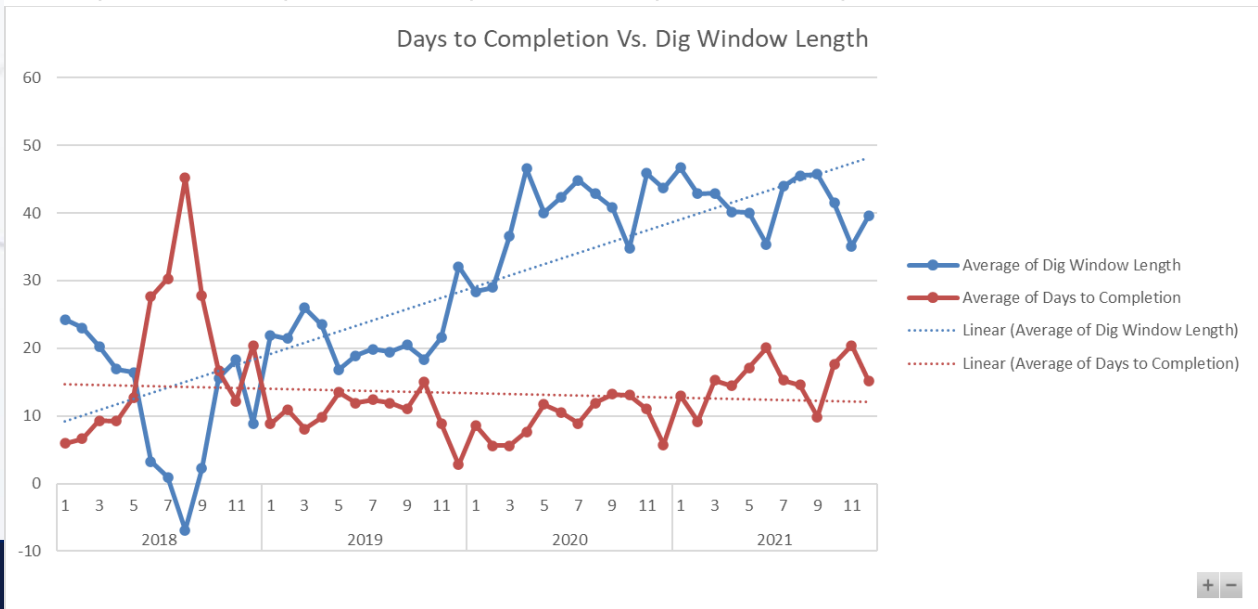
# The Results

- Reduced and Controlled costs
- Improved request quality
- Better communication between office and field
- More locates ready when and where you need them
- Increased 'Dig Window' validity period
- Fewer relocates
- Reduce or Eliminate locate deficiencies
- Greater control of project timelines
- More efficient construction

Avg. Days to Completion Vs. Total Requests



Days to Completion Vs. Dig Window Length



# QUESTION AND ANSWER

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Thank you!

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# **Please fill out your survey!**

Open the **Attendee Hub App**,  
tap on **Agenda** and then tap on

**The importance of locates to the success of your  
projects**

and complete the survey for this session.

**OR**

**If you are unable to download the app, a paper  
survey is available.**