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## **Locates Program Excavator Guidelines**

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**“Fax - A – Locate Excavator Information Package”**

**INFORMATION PACKAGE**

- ❖ GUIDELINES FOR EXCAVATORS
- ❖ FAX PROGRAM GUIDELINES
- ❖ REQUEST CATEGORIES
- ❖ GUIDELINES FOR COMPLETING THE LOCATE REQUEST FORM
- ❖ ABBREVIATIONS
- ❖ OUTLINE / MARK & FAX PROGRAM
- ❖ SAMPLE NOTIFICATION FORMAT FROM CENTRE
- ❖ LOCATE REQUEST FORM (SINGLE)
- ❖ LOCATE REQUEST FORM (MULTIPLE)

**REMEMBER:**

***“CALL BEFORE YOU DIG” AND THEN WAIT TO OBTAIN LOCATES OR CLEARANCES FROM ALL UNDERGROUND FACILITY OWNERS IN THE VICINITY OF YOUR DIG SITE BEFORE YOU START YOUR EXCAVATION ACTIVITY.***

**VISIT OUR WEBSITE AT [www.york.ca/locates](http://www.york.ca/locates) FOR ADDITIONAL FORMS**

## **GUIDELINES FOR EXCAVATORS**

To fulfill its role in damage prevention, York Region records the excavation request information accurately and processes each Locate Request Received. The script used by operators on telephone requests, as well as the standard fax form, is designed to accomplish this. Excavators who have this information ready and follow the process will find their requests are handled more efficiently.

A locate request number is assigned by York Region to each request. This should be recorded by the excavator and referred to when requesting a follow up status report or communicating with the locator.

York Region will process emergency Locate requests in an immediate fashion. Faxed requests will be acknowledged within 24 hours with a "Locate Request Number".

York Region tracks each Locate request and the status information for each request can be accessed by using the "Locate Request Number". Updates to Locate requests must also use this number to refer to the original Locate.

The York Region Locates Hotline is available at 1-866-888-1517 and is open 24 hours per day, 7 days per week, and 365 days per year. The York Region Locates Fax receiving line is 905-771-2137.

## **FAX PROGRAM GUIDELINES**

This program is a free service provided by York Region for Excavators who agree to provide the level of detailed information required for York Region to properly process your requests. Your understanding and co-operation is essential in order for you to realize the benefits this process offers.

York Region will not accept a request until we have identified the location of the dig site on our mapping database. Correct spelling and cross street information is essential for validation purposes. In new subdivisions, on a new street or a rural area, the distance and direction **FROM** the nearest major intersection to the dig site is necessary information in order to guide York Region staff in correctly identifying the work location. If we cannot identify the work location, your request will not be processed. It will be faxed back to you for additional information. In these cases a follow-up telephone request is recommended to complete the information required.

1) York Region will accept your locate requests by fax for **STANDARD** notification requests, with a minimum notice of **TWO WEEKS**. Properly completed requests received by fax will be delegated to Locators within 24 hours. Upon receipt of the Locate Request fax, a confirmation fax will be sent back to you. This permits you to note the Request Number for future reference and to verify that the fax has been received. Please contact us for any changes to the information. If you have not received your notification copy by the next business day, please call **1-866-888-1517** to speak with a representative.

2) Fill in the Locate Request Form completely and accurately (**PLEASE PRINT CLEARLY AND LEGIBLY**). Always use the York Region Fax-a-Locate form which includes key information such as the Company name, Contractor ID, the fax return station code, contact name and phone number plus alternate contact, details of the work and number of pages sent. Use **standard abbreviations** to save space. If information is incomplete or unclear York Region will return the request unprocessed.

3) List all the essential information necessary for York Region to locate your dig site and be aware that since we cannot ask you questions, you should anticipate that we need more information and guidance on your location when you are digging in rural areas or a new street/subdivision.

4) Updates and corrections are required any time that the information provided on the original request has changed. You must reference the original ticket number. York Region will re-issue the request to our locators with the corrected information.

5) For your convenience, locate requests can be sent to York Region 24 hours per day, 7 days per week, including holidays.

6) **Emergency requests** must be telephoned into York Region at 1-866-888-1517 Any faxed request **with less than TWO WEEKS** of notice will be returned to the sender and will not be processed by York Region.

7) Locates are valid for 60 days from the date the locate was issued.

**REQUEST CATEGORIES & NOTIFICATION INTERVALS**

York Region will accept all locate requests (standard, priority and emergency) from excavators at any time of the day or night.

Excavators are reminded of the guidelines for the categories of requests:

**Emergency Locate Request**

\*A loss of essential service by a utility and crew on site or dispatched, or a serious potential safety or service hazard requiring an emergency response immediately.

**\*Note:** A phone call is required to provide the Region with the maximum lead time in order to respond to this request.

**Standard Locate Request**

Planned work where a minimum of 10 full business days notice is provided if the request is made by telephone or fax.

Excavators are requested to provide additional lead-time where possible for the planned work so that York Region can maximize their effectiveness in providing timely locates to all excavators.

**York Region will process Locate Requests as follows:**

Emergency request	forwarded to Locator immediately
Standard request (by fax)	forwarded to Locator within 24 hours of receipt

## **GUIDELINES FOR COMPLETING LOCATE REQUEST FORMS**

### **Provide a minimum notice of TWO WEEKS for fax requests**

If this is a **change to a previous request**, provide the original request number, identify the change and use the "Remarks" section if appropriate to elaborate

- Excavator Info:** Require contact and alternate contact info plus your contractor identification number, (York Region will establish one for you) and your fax return station number to ensure you receive your fax copy of the notification received by York Region.
- Depth:** Specify the **maximum** depth in **meters** of excavation
- Type of Work:** Installation of a service (gas, electric, communication cable, etc.); installation of distribution network or trunk lines (gas, sewer, water, etc); installation of a pool; sprinkler system; landscaping; driveways; fencing; road construction; tree planting; signposts; poles; catch basins; ditching; culverts; repair pits (utility damages, curb box etc.); repairs to sidewalks, curbs, manholes
- Work being done for:** Homeowner or proper name of Company, utility, municipality etc.
- Municipality:** York Region needs to correctly identify where in the region you are planning to dig. This involves verifying the municipality.
- Address:** Please provide the complete info (including suffix, e.g. St, Ave, Cres, etc.) to assist the centre to correctly find and identify the location in our computerized map database
- Telephone Number:** If known, provide the telephone number with area code at the dig site (not a cell phone).
- Cross Streets:** This information helps validate the correct dig site location and assists members to find and complete the locate for you
- Major Intersection:** Required when digging in a new subdivision/street or rural area that may not yet be clearly identified in our map database. Distance and direction **FROM THIS MAJOR INTERSECTION** to the dig site is also essential.

- Area marked/not marked:** Is the excavation site marked with white paint, flags or stakes
- Road Crossing:** Does the excavation involve a road crossing (long service)
- Side of Street:** This info helps the locator to identify the dig site
- Where on the property:** This info helps the locator to identify the limits of the dig site
- Extent of work:** Linear excavations (trenches etc.); indicate the overall length, location of start and finish (address range, from street A to street B etc.) direction and distance from a landmark (curb, sidewalk etc.); Area excavations (pits, pools, road/driveway const. etc.) how extensive an area is the dig site (1 sq. metre, P/L to P/L etc.)
- How will you dig:** By machine or hand; specify if this involves boring
- Remarks:** Provide additional info that is important about your request such as site meet required, diagrams available, how to obtain copies of plans, etc.
- Work to begin:** The date you plan to start excavating, provide **at least two weeks** and more where possible, particularly for large projects.

**ABBREVIATIONS**

<b><u>MISCELLANEOUS</u></b>		<b><u>STREET EXTENSIONS</u></b>	
Feet	FT	Avenue	AVE
metre	M.	Boulevard	BLVD
		Circle	CIR
Area is Marked	AIM	Court	CRT
Area not Marked	ANM	Crescent	CRES
		Concession	CONC
North Side	N/SD	Drive	DR
South Side	S/SD	Expressway	EXPY
East Side	E/SD	Extension	EXT
West Side	W/SD	Highway	HWY
		Lane	LANE
Intersection	INTER	Mount	MT
Right-of-Way	R.O.W.	Parkway	PKWY
		Place	PL
Property Line	P/L	Road	RD
Curb Line	C/L	Sideroad	SDRD
Street Line	S/L	Square	SQ
Building Line	B/L	Street	ST
Road Crossing	RDXING	Terrace	TERR
		Trail	TRAIL
Underground	U/G		
Manhole	M.H.	<b><u>UTILITIES:</u></b>	
Pedestal	PED.	Gas	GAS
Driveway	DRWY	Cable TV	CATV
		Electric	ELEC
Building	BLDG	Sewer	SWR
Right Front Corner	R/FC	Telephone	TEL
Left Front Corner	L/FC	Utility	UTIL
Right Back Corner	R/BC	Water	WTR
Left Back Corner	L/BC		

## **“OUTLINE, MARK & FAX” (OMF)**

### **Benefits**

- Outline, Mark & Fax (OMF) is a promotion to make the locate process easier and less time consuming for both the contractor and York Region.
- The goal of “OMF” is to reduce the need for site meets between excavators and locators. No more travel time for appointments, no re-booking for “No shows due to emergencies, traffic or vehicle problems”, no more multiple phone calls to change appointments.

### How OMF Works

- The Requestor outlines the dig site boundaries in white (paint, stakes, flags, etc.)
- Faxes the request with attached drawings, indicates the area is marked (outlined), and selects the Mark and Fax procedure on the request
- A locator will be dispatched and complete the locate within the boundaries of the dig site outline.
- Upon completion, the locator will fax back to the excavator, the status of the locate.
- Sometimes due to ground and weather conditions it is not practical to physically outline the area. A field meet can still be avoided if the dig site request is "Boxed In" in words using identifiable landmarks such as curbs, fences, buildings, etc.

### **Note:**

- Extensive project work or excavations in the vicinity of sensitive underground facilities may not lend itself to “OMF”. In these cases a site meet should be scheduled to communicate your intent and scheduling needs.
- The goal is to accurately communicate your locate requirements and avoid the risk of damage in the most efficient manner for all parties concerned

**Locate Request Forms**



Issued Ticket # (If this is a correction/cancellation of a previously submitted Locate Request):

***Detailed Sketch of Excavation Site:***



