

## **Schedule 4**

### **ONTARIO ONE CALL**

#### **PERFORMANCE STANDARDS AND SPECIFICATIONS**

Ontario One Call (ON1Call) performance standards and specifications, for the operation of the Call Centre, are as follows:

#### **1.0 CALL CENTRE OPERATIONS**

##### **1.1 ONTARIO ONE CALL CENTRE LOCATIONS & SERVICE AREA**

The Ontario One Call Centre (hereinafter referred to as the “Centre”) is located at:

806 Gordon St, Suite 201  
Guelph

It has the capability of providing Service to all areas within the Province of Ontario. It has a dependable and secure power supply as well as high speed communications facilities that are expandable to meet business growth requirements.

##### **1.2 HOURS OF OPERATION**

The Centre is open twenty-four (24) hours per day, seven (7) days per week, including statutory holidays.

##### **1.3 A BI-LINGUAL CENTRE**

The Centre has the ability to handle Locate Requests in both English and French.

##### **1.4 CONTACT CENTRE FACILITIES**

The Centre has sufficient positions to efficiently handle and process Locate Requests in a timely manner and provides additional services to Members. Included in the Centre are administration and supervisory space appropriate to a call centre of this size, a map department area, a training area for staff, an employee lunch room and lounge and an environmentally controlled equipment room. The Centre can accommodate visits by Members, Excavators and Stakeholders. It includes a reception and waiting area and a meeting room for up to ten people

The call centre site can accommodate expansion for future growth and additional services.

## **1.5 COMMUNICATION SYSTEMS AND 1-800 TELEPHONE NUMBER**

The Centre maintains a toll-free, 1-800, number that Excavators use to access the Centre.

The Centre is equipped with sufficient toll-free incoming and outgoing communication lines and modems to receive requests and forward Member notifications by voice, fax, FTP or E-mail and meet the Centre communication performance standards. Administrative/business lines are also provided as well as remote diagnostic lines, fax facilities, remote batch entry lines, and data and voice lines. The system also provides an Automatic Call Distribution (ACD) system with overflow announcement features to manage and measure centre access and staff-to-load performance measures. It is intended that faxes and fax facilities will be phased out.

## **1.6 RECORDING OF ALL OPERATION CALLS**

The Centre maintains a digital recording system to record all operational voice calls both incoming and outgoing (notifications). The recordings are kept at a secure location for a period of eighty-four (84) months from the occurrence. When required, the Centre shall make recordings of Locate Requests available to Members within five (5) business days for which Members may incur a cost.

## **1.7 CENTRE MANAGEMENT AND STAFFING**

The Centre provides all necessary trained personnel, supervision, supplies and materials in order to operate the Centre in a professional manner and meet the operational demands and service measurements of the Centre.

## **2.0 CENTRE HARDWARE & SOFTWARE REQUIREMENTS**

### **2.1 ONTARIO ONE CALL OPERATING SYSTEMS SOFTWARE**

Ontario One Call currently licences "Teldig One Call" Operating System software for the Centre. The Centre utilizes this software to provide the Service. The choice of operating system software is subject to future re-procurement decisions by the Board and hence the "Teldig One Call" software may change at some future time.

### **2.2 HARDWARE**

The Centre provides all the necessary hardware for the "Teldig One Call" Operating System software; thereby minimizing the risk of service disruptions and permitting the Centre to meet the expected service levels. A maintenance contract is included for all hardware components to minimize the risk of service disruptions.

## **2.3 HARDWARE/SOFTWARE SUPPORT**

System Support staff are available twenty-four (24) hours per day, seven (7) days per week for immediate assistance to quickly identify and resolve hardware problems or co-ordinate with the Teldig Operating System software support group or other system suppliers to maintain Centre operations at peak performance.

## **3.0 CENTRE MAPPING REQUIREMENTS**

### **3.1 MAPPING SYSTEM**

Ontario One Call maintains a GIS map database that is installed within the Teldig Operating System software. This is used to validate the location of the excavation. The Centre provides the staff with any additional maps where necessary to determine the dig site locations without undue delay.

### **3.2 MEMBER SERVICE AREA DATA AND MAPS**

The Centre is responsible to install and maintain accurate up-to-date Member Service Area information in the Centre's mapping database, as provided by the Member. This Member Service Area information is the basis to determine if a Member will receive a notification of Locate request.

All such service area information processed through the Centre is documented and returned to the Member for their final approval. Under most circumstances, database polygons will be entered, documented and returned for verification within ten (10) Business Days.

### **3.3 MEMBER PLANT LOCATION DATA AND MAPS**

Further to the Member Service Area data, the Centre is responsible to install and maintain accurate up-to-date Member Plant Location information if it is provided by Members who require Selective Sending within their Member Service Area. Under most circumstances, database polygons will be entered, documented and returned for verification within ten (10) Business Days.

## **4.0 CENTRE PROCESSES**

### **4.1 EXCAVATOR LOCATE REQUESTS**

The Centre receives Excavator Locate Requests by voice, facsimile or web-based application (web-ticket).

The Centre obtains required information using a standard format. The Centre documents the required information utilising a standard ticket format.

A separate Excavator Locate Request will be prepared for each separate street segment or street segments identified as in the vicinity of the planned work, dig

street, road etc. where an excavation is planned. Multiple excavation sites on the same street can be included on the same Excavator Locate Request when the submitted addresses constitute a reasonable geographic entity. The extent of work (marking instructions) for each location must also be the same in order to be grouped on a single Excavator Locate Request. When these conditions are met, the limits of the ticket field lengths shall determine the maximum number of excavation sites that can be included on an Excavator Locate Request. Pre-marking by the Excavator, submission of marked documents to Members by the Excavator, or the arrangement of pre-construction meetings is encouraged by the Centre.

#### **4.2 DIRECT TICKET ENTRY**

Remote entry of single, multiple and project Locates requests is available to qualified high volume Excavators for Standard notification requests only. The Centre staff will provide the training and monitoring necessary to permit these Excavators to submit Locate Requests according to the quality standards required by the Centre.

#### **4.3 REQUESTS BY WEB**

The Centre accepts contractor Locate Requests by web based application for Standard notification requests only, with a minimum of five (5) Business Days notice. All incoming Excavator Locate Requests will be processed and notifications transmitted to the appropriate Member(s) within twenty-four (24) hours of receipt by the Centre. The Centre also automatically returns a copy of the notification to the Excavator at the time it is delivered to the Member(s). This permits verification of the entered information by the Excavator and allows the Excavator to contact the Centre for any changes.

#### **4.4 ATTACHED SKETCHES**

Sketches submitted online are transmitted to the member with the Locate request ticket if the Member has compatible software protocols. The Centre can attach sketches from the Excavator to the outbound notification and forward them to those Members equipped to receive them. The Operating System software permits this to be done in an efficient and paperless manner.

#### **4.5 REQUEST CATEGORIES**

Excavator Locate Requests received by telephone will be prioritized and numbered sequentially when sent to individual Members. The system will process the Excavator Locate Requests as defined by Ontario One Call as an Standard, Priority or Emergency request.

Locate Requests shall be defined as being one of the following levels of priority:

**STANDARD:** a Standard Locate Request is proposed work reasonably expected to commence in thirty (30) Business Days and reasonable attempts to do all things required for a Locate within a period of five (5) Business Days from its receipt on the system that the Member has designated for those purposes as required under section 16 of Part I below. Standard Locate Requests are transmitted to the Member within twenty-four (24) hours of receipt by the Call Centre's staff.

**PRIORITY:** a Priority Locate Request is planned work that is requested less than five (5) Business Days before the planned dig is to start but is not otherwise an Emergency Locate. A Locate is requested to be completed in less than five (5) Business Days from its receipt on the system that the Member has designated for those purposes as required under section 16 of Part I below, but such performance cannot be guaranteed. Non-Standard Locate Requests are transmitted to the Member within twenty-four (24) hours of receipt by the Call Centre's staff.

**EMERGENCY:** an Emergency Locate Request is defined as a loss of service by a utility that in the circumstances would be considered essential, so that absence of the service can reasonably be expected to result in an imminent or significant safety or environmental hazard, or imminent threat to the person or the public. An Excavator crew is either on site or has been dispatched. The circumstances therefore require facility owners to take all reasonable steps to complete a Locate response (clear or locate) within two (2) hours from its receipt on the system that the Member has designated for those purposes as required under section 16 of Part I below. Emergency Locate Requests are transmitted to the Member within fifteen (15) minutes of receipt by the Call Centre's staff, and are often followed by a follow-up call to the Member (at the Member's option).

#### **4.6 EMERGENCY LOCATE REQUEST PROCEDURE**

Emergency Excavator Locate Requests will only be accepted through a phone call to the Centre. Emergency notifications will be automatically sent to the top of the queue for transmission to Members within fifteen (15) minutes of completion by Centre staff. The emergency notification may optionally be followed up with a telephone call to the Member within five (5) minutes of receipt of the Excavator Locate, if the Member has requested this system enhanced service.

#### **4.7 PRIORITY LOCATE REQUEST PROCEDURE**

Priority Excavator Locate Requests will only be accepted through a phone call to the Centre. Priority notifications will be automatically sorted to be transmitted to Members before any standard Locate Requests, based on the Excavator's intended date to begin work.

#### **4.8 CONTRACTOR FILE – EXCAVATOR ID**

The Contractor File - Excavator ID allows for a personalized number to be entered as the Centre is taking the call. This ID will automatically generate the contractor's name, address, name of caller, the caller's phone number, etc.

#### **4.9 LOCATION REQUEST NUMBER**

The Centre utilizes a request numbering system. The Centre assigns a request number to the Excavator Locate request and informs the Excavator. Each notification of an Excavator Locate request has a time stamp denoting the time the Excavator Locate request was received and a time stamp denoting when the notification was transmitted to the Member.

#### **4.10 MEMBER NOTIFICATION**

The Centre maintains a database documenting the notification instructions identified by the Member for their service area. The Centre operating system software determines the status of each Member for each Excavator Locate request (i.e. whether the Member receives a notification ticket, or not). The Centre informs the Excavator as to which Members will be notified. The Centre will send notification via voice and/or email and/or FTP to the Member or third party (or parties) as specified in writing by the Member.

The Centre will determine via each Member's Service Area which utilities will not be notified. Where the Member has signed the appropriate System Filter Addendum, the Centre will provide an "All Clear" on behalf of Members who do not need to complete a field Locate based on excavation characteristics established by the Member. The Centre will also inform the Excavator that it is their responsibility to contact any other owners of infrastructure in the vicinity of the planned work who are not Members with Ontario One Call directly.

#### **4.11 SYSTEM FILTERS (NON-NOTIFICATION)**

Locates may be screened based on specific excavation characteristics such as: depth; private property; and specific types of work. The Operating System software permits the Centre to provide this System Filtering service.

#### **4.12 EXCLUSION OR SUPPRESSION OR ALTERNATE LOCATE AGREEMENT**

The Centre will exclude a Member(s) (or its designated contractor) who is calling as an Excavator from the notification, if requested by such Member. Such requests shall be in writing from the Member and will be kept on file at the Centre. This feature will be activated by the Excavator's ID or Contractor File.

#### 4.13 DAILY AUDIT REPORT & BROADCAST MESSAGES

Each evening, the Centre will transmit an “audit report” message, summarizing that day's notification numbers in numerical sequence, to each Member's location.

The Centre will issue “broadcast” messages for items of interest to Members or Excavators. These messages can be programmed to target specific groups or geographic locations.

#### 4.14 SUBSEQUENT NOTIFICATION CATEGORIES

After an original notification is sent to a Member, the Centre may receive additional information from the Excavator that must be communicated to the Member in a subsequent (follow-up) notification. There are five (5) types of subsequent notifications:

- Correction:** A change of non-critical information to the original request. Such a revision does not affect the extent of field work and does not require the centre to redraw the excavation polygon. The request number on the correction remains the same as the original request and the original call time is retained (the sequence number will change in the audit report) “CORRECTION” is typed in the top right field of the ticket. This will be treated as a new request for billing purposes.
- Update:** A change of critical information to original request. These revisions affect the location/extent of work field and require the centre to redraw the excavation polygon. An Excavator may also subsequently notify the Centre that they now have an emergency Locate request and a change must subsequently be made from a standard or non-standard to a priority request category. A new request number is issued and the old request number is referenced. “UPDATE” is typed in the top right field of the ticket. A cancellation is issued for the original request. This will be treated as a new request for billing purposes.
- Cancellation:** An Excavator may cancel a request, up to a particular date/time. The Centre will issue a cancellation of the request. A new request number is not issued for a cancellation “CANCELLATION” is typed in the top right field of the ticket. While the original request will be treated as a new request for billing purposes, the cancellation notification will not be billed.
- Relocate:** If thirty (30) Business Days has elapsed from the “work to begin date” and if the excavation work has not been completed as identified in the notification ticket, the Excavator can request notification to be sent to the Member as a relocate. A new ticket number is issued and the old ticket number is referenced.

“RELOCATE” is typed at the top right field of the ticket. This will be treated as a new request for billing purposes.

**Re-Mark:** A Locate request is current for thirty (30) Business Days. A Member is expected to maintain their Locate marks up to the thirty (30) Business Days and to use the request number from the Centre for this period as their instruction. When an Excavator requests new markings on a given site while within the thirty (30) Business Day window, the Centre will generate notification for the affected utilities only per the Excavator’s request. This will be treated as a new request for billing purposes.

#### **4.15 MEMBER FORMAT REQUIREMENTS**

The Centre will provide documentation of the telecommunications protocol, including control characters, message formats, field descriptions and field lengths to each Member requesting such information. This will include all the various types of notification formats that the Centre issues.

#### **4.16 EXCAVATOR INQUIRIES FOR LOCATE STATUS**

To assist stakeholders in tracking the status of Locates the Centre maintains a web-based positive response system (“360 Feedback”) for Members to post the status of Locate Requests and for Excavators to view this status for their requests.

Once a Member receives a notification it is their responsibility to take appropriate and timely action. Ontario One Call assumes no responsibility for the action of the Member.

When an Excavator requests the status of their request on or after the ‘work to begin date’ the Centre’s compliance personnel will check the status of the Locate electronically on behalf of the Excavator and contact the requested Member for follow up.

#### **4.17 INTERRUPTION OF SERVICES**

The Centre maintains an emergency response to resume business immediately or as soon as possible following any event that causes service to be disrupted.

Emergency Locate Requests only will be processed for the duration of the interruption.



## **5.0 CENTRE PERFORMANCE STANDARDS**

### **5.1 CENTRE ACCESS PERFORMANCE STANDARDS**

Centre communication facilities are designed to meet the historical inbound request volume. An "all trunks busy" condition should not exceed five percent (5%) in any thirty (30) minute interval.

### **5.2 ACD AND PERFORMANCE STANDARDS**

The Automatic Call Distribution (ACD) system provided will record and measure, as a minimum, the following customer service standards in 30 minute intervals:

- Average number of agents in queue
- Telephone Service Factor (TSF)
- Average answer delay
- Maximum answer delay
- Number of calls that hit first RAN (recording)
- Calls accepted
- Percentage of calls accepted
- Average call duration
- Calls abandoned
- Total calls
- Average hold time

The performance measures expected for these categories under normal conditions is as follows:

- Eighty percent (80%) of all calls will be answered by a live voice within twenty (20) seconds
- TSF will be in range of eighty to ninety percent (80-90%)
- Hold time will be zero
- Abandoned calls will not exceed 1%

### **5.3 NOTIFICATION INTERVALS FOR EXCAVATOR LOCATE REQUEST**

#### **Voice Requests**

Emergency notifications will be transmitted within fifteen (15) minutes. Priority and standard notifications will be transmitted within twenty-four (24) hours of receipt.

The emergency notification may be followed up with a telephone call to the Member within five (5) minutes of receipt of the Excavator Locate request, if the Member has requested such additional service.

**Electronic Requests** All incoming Excavator Locate Requests received by electronic means will be processed and notifications transmitted to the appropriate Members within twenty-four (24) hours of receipt by the Centre.

#### **5.4 QUALITY OF SERVICE INDEX**

The Centre maintains a "Quality of Service" index to measure the satisfaction with the level of Service provided by the Centre to the various stakeholder groups. This includes a process to document all customer complaints and respond to all queries as quickly as possible, with the goal of taking appropriate action to address and resolve any problems or issues raised concerning Centre services within twenty-four (24) hours.

### **6.0 ADDITIONAL PROGRAMS**

#### **6.1 ADVERTISING, PROMOTION & EDUCATION**

Ontario One Call will assist in developing and implementing damage prevention educational programs for Members, Excavators, and related individuals on a continuous basis.

These programs may contain the following: audio-visual aids; literature; attendance at trade shows, contractor association gatherings and utility safety groups; media releases; promotional items; information notices to Excavators as well as owners and operators of underground facilities.

The purpose of these programs is to highlight how use of the Centre can help decrease damage to facilities, reduce buried plant repairs, and provide a safer and more efficient working environment for both workers and the general public whenever excavation is undertaken.

#### **6.2 MEETING PARTICIPATION AND PROBLEM RESOLUTION**

The Centre's management team will be available to answer questions or address concerns expressed by Members, system participants, Excavators or others involved in damage prevention, in a timely manner. The Centre will respond to all queries as quickly as possible with the goal of resolving all raised issues within twenty-four (24) hours.

#### **6.3 SUMMARY REPORTS**

The Centre will provide reports as defined below utilizing the Operating System software. The Members can receive related reports electronically.

Individual Daily "Goodnight" report

- Breakdown of all tickets that should have been received by the Member

- Individual Monthly Report
- Volume of Notifications
- Volume of Phone Calls to the Member for notification purposes
- Volume of Suppressions
- Volume of Alternate Locate Agreements
- Volume of Clearances
- Breakdown by Member Station Code
- Centre-wide Report
- Average speed of answer
- Average hold time
- Number of abandoned calls
- All trunks busy
- Average call duration
- Custom Reports
- Optional customized reports available electronically at an additional cost
- Members may run their own reports via the 360 Feedback tool for no cost

#### **6.4 MEMBERS BILLING**

The Centre will prepare and forward invoices to Members on a monthly basis.

#### **6.5 ADDITIONAL MEMBER SERVICES**

The Centre may provide additional Member services customizable to the Member's needs. These include a Secondary Screening (Look Up) service for Members that provide more detailed location records digital files. The Centre staff will receive guidelines and training from the Members to read and interpret Member Plant Location maps and determine if a notification must be sent to the Member for a Locate or the request can be cleared for that Member and the Excavator notified accordingly.

### **7.0 PRACTICES**

**7.1** Ontario One Call follows and promotes among its membership and users, best practices for safe excavation, in particular the Best Practices guide of the Ontario Regional Common Ground Alliance (ORCGA).

1.0 Planning and Design

2.0 One Call Centre

3.0 Locating and Marking

4.0 Excavation

5.0 Mapping

6.0 Compliance

7.0 Public Education

8.0 Reporting and Evaluation

**8.0 DEFINITIONS**

**8.1** Defined terms used in this Schedule 4 and not otherwise defined herein will have the defined meanings set out in By-Law 2 or its other Schedules.