



Enforcement – Policy and Procedures

Policy Title: Late Locates

Authority:	Effective Date:	Revised date:	Policy Number:
Issued by Board of Directors of Ontario One Call	February 16,2017		
Subject: Locates performed outside of statutory timeframes			
Regulation – <i>Ontario Underground Infrastructure Notification System Act, 2012</i> Section 6(1)(a)(b) - 2		Applies to: Members of Ontario One Call	

Policy: In the situation where the Manager of Investigations and Compliance of Ontario One Call (“**Manager of IC**”) becomes aware of a member’s performance in delivering timely locates and the performance is deemed to be outside the guidelines of the Act, S 6-1 (a) (b),-2, the Manager of IC will identify the late locate matter to the member and provide any relevant assistance and information in Manager of IC’s possession in order to assist the member in correcting the matter.

Purpose: To assist any member encountering late locates, in becoming compliant and staying within the scope of the Act and its Regulations, this policy gives a clear understanding of how the Manager of IC will action non-compliance regarding late locates.

Scope: All members of Ontario One Call.

Procedure: Members are responsible for tracking and reporting their own locate delivery performance. Ontario One Call shall assist members and stakeholders by providing transparency in how that data is collected and reported. The Manager of IC is to be guided by the following principles relating to the late provision of locates:

1. The amount of non-compliance, relative to a member’s overall volume of requests
2. The duration of non-compliance beyond the statutory time frame
3. The impact of non-compliance on excavators and other stakeholders
4. The impact of non-compliance on other members

The Manager of IC will use various methods that they consider useful for the disposition of the matter in order to assist the member, regarding the non-compliance of late locates, under Schedule 2, to By-Law No.2, Part II. These steps could include the provision of further information and analysis, support in determining different locate delivery options and other

actions to improve the member's performance through changes in their system settings with ON1Call.

If the volume of late locates exceeds that which can be reasonably excused on factors beyond the members' control (Acts of God, faulty information provided by excavators, etc.), the Manager of IC may refer the matter to the Compliance Committee of Ontario One Call for a hearing.

While members are evaluated on their overall performance, the Manager of IC will recognize and give appropriate weight to individual complaints which have been documented.

Compliance activities around late locates generally focus on a large volume of locates tracked over typically two or three months. Any improvement subsequent to the period in question does not constitute a "cure period" or an action which may mitigate the consequence of the previous non-compliance. A member could conceivably find themselves before the Compliance Committee for late locates multiple times in a given calendar year.