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Staff Report

Infrastructure & Public Works

Report To: Committee of The Whole
Meeting Date: April 3, 2017
Report Number: CSPW.17.001
Subject: 2016 Locate Summary Report
Prepared by: Sarah Merrifield, Water & Wastewater Operations Administrative Assistant

A. Recommendations

THAT Council receive Staff Report CSPW.17.001 entitled, “2016 Locate Summary Report” for their information.

B. Overview

This report provides a summary of locate activities in 2016.

C. Background

In 2012 Town of The Blue Mountains (Town) became a member of Ontario One Call, a call center specializing in the distribution of locate requests. A locate is the act by the owner of infrastructure providing locational information for its buried infrastructure. By law, all excavators are required to contact Ontario One Call prior to digging which results in locate requests being generated. Infrastructure owners including the Town have a responsibility to respond to these requests in a timely manner in accordance with the *Underground Infrastructure Notification System Act, 2012 (Act)*.

In order to manage and process the influx of locate requests, in addition to other operational duties, Staff in the Water and Wastewater Sections alternate on a semi-monthly schedule to undertake locates. Locates are received by the Water & Wastewater Operations Administrative Assistant (Assistant) who transmits the requests to the Section handling locates. The Town does receive locates for privately owned infrastructure (unassumed developments and condominium corporations) in addition to areas where no water and sanitary infrastructure exists. In these cases, the Assistant screens these locates and redirects them to the appropriate party (property management or developer) or provides clearance where no infrastructure exists. These types of locates are not forwarded to operations personnel. The Assistant tracks the time spent on these locates, usually no more than fifteen minutes per request. Occasionally locates are called in for storm and streetlight infrastructure. The Roads & Drainage Division is called upon periodically to assist with storm infrastructure locates while street light locate requests are directed to an electrical contractor given the expertise required.

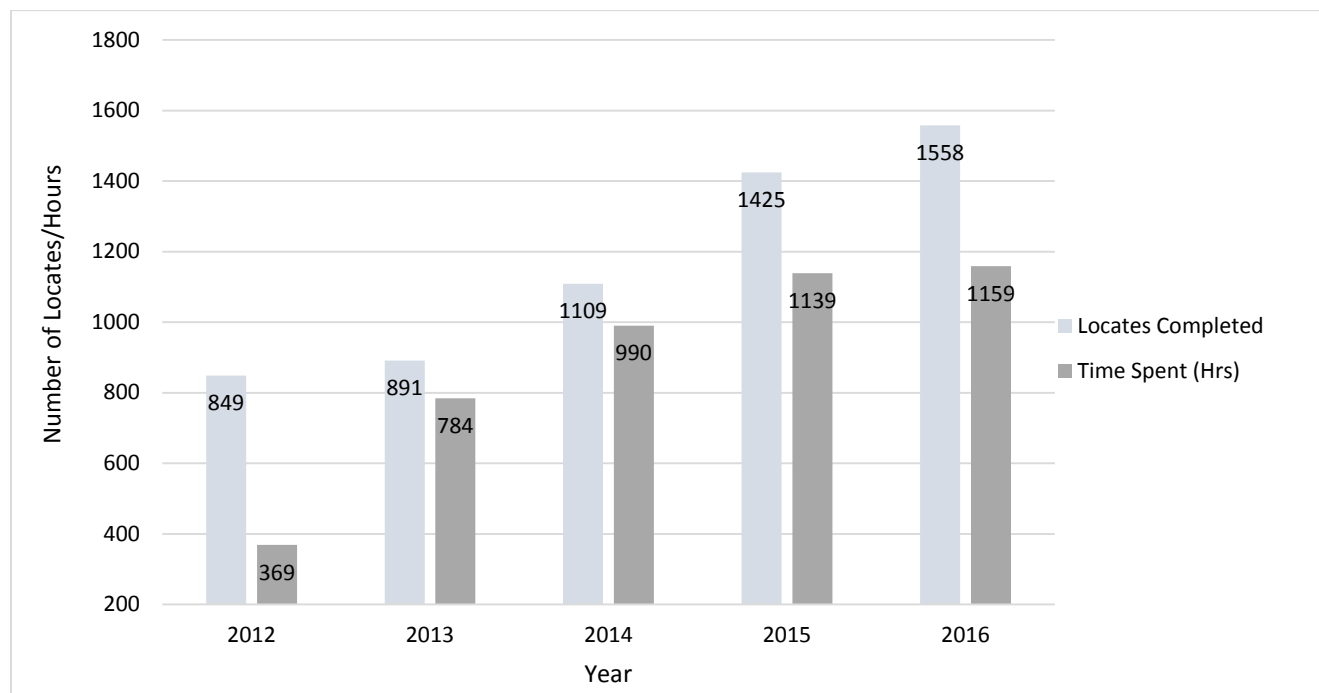
2016 resulted in one notable change to how locates are processed. Ontario One Call's main priority is protecting buried infrastructure. To ensure it is meeting this objective members are required to provide locate details in a digital reporting tool called 360* Feedback. This reporting tool is used by the Assistant to track and report locate information back to Ontario One Call to confirm locate completion and provide additional detail for record keeping purposes. In turn, Ontario One Call uses this information to ensure its continued effectiveness. This tool has been utilized by the Town since May 2016 and has successfully integrated into the Town's existing locate process.

Ontario One Call also announced in 2016 several compliance based policies that outline enforcement measures against members found to be acting in a manner that contravenes the *Act*. Supervisory Staff and Operators have reviewed these policies in detail and the Town regularly revisits and refines its locate procedures to maintain compliance. The Town remains compliant with the *Act* and the policies therein.

D. Analysis

The Town saw a marked increase in the number of water and wastewater locate requests that were received in 2016 over previous years. In total, 1,558 locates were processed and completed in 2016 and approximately 1,158 staff hours were dedicated to locate completion. This is a 9% increase over last year's total of 1,425 locates completed. Attachment #1 provides monthly detail on the number of locates received and the hours dedicated to completing them. Graph 1 below illustrates the number of annual locates completed and the time spent from 2012-2016.

Graph 1 – Locates Completed & Time Spent, 2012-2016



An increase of 54% is noted when comparing the number of locates processed between 2012 and 2016. The increase in Staff hours over the same time period is 32%. This increase has been absorbed by Water & Wastewater Sections with the same number of Staff performing locates in 2012 as in 2016. While the Staff is committed to maintaining compliance with all legislative requirements (both in the *Act* and other pertinent Water & Wastewater legislation), it should be noted that various maintenance and repair tasks are being routinely deferred or remaining incomplete particularly during the construction season when locate demands take precedence. With ongoing construction and future development projects, it is expected that locate demand will continue to grow.

Below is a list of tasks in Water & Wastewater which are sometimes deferred due to locate obligations. In addition, full works crews are broken up to respond to increase locate numbers and emergency locates.

Water

- Valve turning program;
- Repair and maintenance on curb stops;
- Locate and GPS curb stops for GIS.

Wastewater

- Low Pressure Forcemain (LPF) system flushing;
- Preventative maintenance of LPF curb stops, main valves, flushing chambers and relief chambers;
- Property line cleanout inspections and repairs;
- Annual inspection of maintenance holes within the collection system;
- Valve operation at Sewage Lift Stations.

Staff feel that the increasing work load associated with undertaking locates in a timely manner in combination with having to maintain an increasing water distribution and wastewater collection system will soon adversely impact the Town's abilities to efficiently manage and maintain the water and wastewater assets. Preventative or routine maintenance and repair within the water distribution and the wastewater collection systems results in long term cost savings and ensures that the Town continues to meet legislative requirements.

A Full Time Equivalent (FTE) position is equated to 2,080 person hours annually. Based on time spent locating in 2016 (approximately 1,092 hours in Operator time) over half of an FTE is utilized not including the Assistant's time. Table 1 below provides a comparative illustration of the increasing FTE demand dedicated to locates year over year since the introduction of the *Act* in 2012. By calculating the yearly increase in number of locates, the operating impact is understood more easily. As the number of locates continue to rise, so too does the demand on Operations Staff.

Table 1 – Full Time Equivalent Increase, 2012-2016

Year	Total Number of Locates ¹	% Increase Over Previous Year
2011	852	-
2012	653	-23%
2013	676	4%
2014	780	15%
2015	1,118	43%
2016	1,226	10%

¹Does not include Assistant totals

Staff reviewed the percentage increase year over year to determine that a five year annual average increase of 7.5% is recognized.

Locate obligations are an important operation within the Infrastructure and Public Works Department, but they are starting to affect operation and maintenance activities. Staff foresee a need to increase capacity either by additional staff within the operating group, contracted services, or by creating a dedicated locating position. Staff will monitor and consider the options over 2017 and will propose alternatives for consideration during the development of the 2018 Operating Budget.

E. The Blue Mountains Strategic Plan

Goal #4: Promote a Culture of Organizational & Operational Excellence

Goal #5: Ensure Our Infrastructure is Sustainable

F. Environmental Impacts

N/A

G. Financial Impact

Ontario One Call imposed a fee structure on members in June 2015. The Town currently pays \$1.10 per Standard locate received with the cost increasing by \$1.65 to total \$2.75 for Emergency locates. Added to this cost is the expense for locate paint and markers. The Town budgeted \$1,500 for locate expenses in 2016 with that amount spent to December 31, 2016. Future Operating budgets will continue to account for locate expenses.

Currently all costs outlined in this report are being funded through the annual operating budgets for Water and Wastewater. The bigger issue is the hours lost that could be spent on preventative maintenance and other duties.

The potential financial impact from hiring another full-time or part-time operator or contracting this duty will be presented to Council for their approval in the 2018 budget.

H. In consultation with

John Caswell, Manager of Water & Wastewater Services

Sam Dinsmore, Deputy Treasurer/Manager of Accounting & Budgets

Ruth Prince, Director of Finance & IT Services/Treasurer

I. Attached

1. 2016 Monthly Locate Summary

Respectfully submitted,

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Reg Russwurm

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2016 Monthly Locate Summary

MONTH	OPERATIONS			OPERATIONS SUBTOTAL	ADMINISTRATIVE ASSISTANT ¹	MONTHLY TOTAL	
	WATER	WASTEWATER	EMERGENCY				
January	#	12	13	2	27	11	38
	Hours	10.25	11.00	2.00	23.25	2.90	26.15
February		10	23	4	37	13	50
		7.75	17.00	3.00	27.75	3.75	31.50
March		20	32	2	54	7	61
		18.50	27.25	2.00	47.75	2.65	50.40
April		63	50	2	115	37	152
		60.25	51.00	2.00	113.25	7.60	120.85
May		86	66	2	154	34	188
		71.50	58.00	1.00	130.50	8.90	139.40
June		64	66	3	133	36	169
		55.00	59.75	2.15	116.90	6.80	123.70
July		59	71	0	130	28	158
		49.40	57.80	0.00	107.20	4.85	112.05
August		72	74	3	149	35	184
		69.05	67.20	2.00	138.25	6.10	144.35
September		62	55	1	118	38	156
		53.10	50.75	1.00	104.85	6.15	111.00
October		64	77	0	141	44	185
		53.75	72.25	0.00	126.00	7.20	133.20
November		68	52	5	125	34	159
		66.00	48.60	3.65	118.25	5.95	124.20
December		31	10	2	43	15	58
		28.15	8.65	1.50	38.30	3.45	41.75
YEARLY TOTAL #		611	589	26	1,226	332	1,558
Hours		542.70	529.25	20.30	1,092.25	66.30	1,158.55

¹The Administrative Assistant's locates are those which are requested for private property or unassumed development, or where no infrastructure exists. These locates are screened and are not sent to Operations Staff.