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Greater Toronto Airports Authority

# Facilities

## *Utility Locates Request Procedure*

Version 0.3

Toronto Pearson International Airport

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# 1. Introduction

## 1.1 Purpose

This document has been developed in response to the need to create a centralized call centre and process for requesting utility locates on the airport property. It will assist both GTAA personnel and contracted service providers (the Requestors) in obtaining locates prior to performing any type of soil disturbances. The Maintenance Dispatch Centre (MDC) shall be the intermediary between the Requestor and the Utility Locator who is part of the GTAA Construction Control Office. This document indicates the processes and procedures for the MDC when organizing requests for locates as all requests will be directed, by telephone, to the MDC at 6-WORK (416-776-9675) for handling.

## 1.2 Proposed Audience

This document is principally intended for MDC Dispatchers and Coordinators and the Utility Locator.

# 2. Locate Requests

## 2.1 Process Overview

The process for handling requests for locates does not significantly deviate from other procedures for handling requests. The overall process for the MDC when handling requests for locates includes gathering information from the Requestor, creating a request number to confirm to the Requestor that their request has been received and is now logged, selecting one of four pre-established meeting points, and transferring the information to the Utility Locator. Involvement on the part of the MDC is terminated at the point of transfer to the Utility Locator. At the point of transfer, the Utility Locator contacts the Requestor directly, based on information gathered and provided by the MDC, to establish the meeting time and place and to prepare all required documentation.

### 2.1.1 Meeting Points

Although setting up the meeting, in terms of the exact date and time, is the responsibility of the Utility Locator, the MDC shall establish a general meeting point based on four pre-established locations known to the Utility Locator. The general area in which work will be performed will determine the closest meeting point to select. These four meeting points are as follows:

General Airport Area	Meeting Point
Northwest	Fed Ex area at the corner of Derry and Bramalea Roads
Northeast	Vista Cargo at the corner of Airport Road and Orlando Drive
Southwest	Central De-icing Facility parking lot entrance
Southeast	GTAA Administration building visitor parking lot adjacent to Convair Drive

### 2.1.2 Standard Response and Lead Times

**Routine (scheduled) locate requests** require advanced scheduled notice of, and will be processed within, seven (7) business days from the time the request is received by the MDC. Routine requests require the MDC to process the request and simply e-mail it to the Construction Control Office for handling.

**Emergency locate requests** require response on part of the Utility Locator within two (2) hours of being paged and informed of the emergency by the MDC. Emergency requests require the MDC to immediately page the Utility Locator and send the request via e-mail to the Construction Control Office.

An emergency, for the specific purposes of this document (not to be confused with other event handling emergency definitions such as those provided in FCAP), is considered an occurrence that causes unexpected damage to, and/or discovery of, buried utilities which may have potential life safety implications, property damage, or possible operational impact. Poor project planning and schedule delays do not create an emergency. The MDC, as the exclusive call center for utility locate requests, will process emergency requests which do not require contact with, or transfer of the request to, the AOCC.

## 2.2 Routine Procedure

See 2.1.2 for information on what constitutes a valid emergency

The MDC shall treat all requests for locates as routine unless otherwise specified as a valid emergency by the Requestor or is otherwise determined to be an emergency by the MDC based upon the Requestor's information given. The routine procedure for processing requests for locates is as follows:

1. Gather, and simultaneously log into an AMMS request form, all information from the requestor including:
  - The Requestor's name
  - Contact number (including a mobile number, if available)
  - The work location where soil disturbance will occur
  - The date that the Requestor needs to commence work
2. Repeat the information back to the Requestor for accurate confirmation of their request
3. Select one of the four pre-established meeting points that is closest to where the work will be performed
4. Inform the Requestor that their request will be forwarded to the Utility Locator who will call them back to confirm the date and time of the meeting and perform the locate within seven (7) business days
5. Provide the Requestor with the AMMS request number (Rxxxx) and inform them that this is the number they shall quote to the MDC should they require follow up, have questions, or need to make changes to their request\*
6. Forward the request to the Utility Locator via e-mail at [zzg-utilitylocating@gtaa.com](mailto:zzg-utilitylocating@gtaa.com)

See 2.4 for information on changing or modifying requests

At the time of direct contact with, and transfer of information to, the Utility Locator, the MDC assumes no further responsibility for the locate request. It is the responsibility of the Utility Locator, based on the information provided by the MDC, to establish the meeting date and time and to organize all documentation and necessary approvals prior to the performance of work.

\* Note: It is anticipated that the Requestor will organize changes to requests, as necessary, directly with the Utility Locator without MDC involvement. However, if the Requestor contacts the MDC to modify their request (quoting their request #), the MDC shall cancel the original request, create a new request following the above procedure, and inform the Utility Locator accordingly. See section 2.4 for further information.

## 2.3 Emergency Procedure

See 2.1.2 for information on what constitutes a valid emergency

This procedure assumes that the Requestor has indicated, via a live telephone conversation, that their request is an emergency or is otherwise determined to be an emergency by the MDC. The procedure for processing emergency requests for locates is as follows:

1. Gather, and simultaneously log into an AMMS request form, all information from the Requestor including:
  - The Requestor's name
  - Contact number (including a mobile number, if available)
  - The work location where the emergency has occurred (as specific as possible)
2. Repeat the information back to the Requestor for accurate confirmation of their request
3. Establish a meeting point that is closest to where the emergency has occurred
4. Provide the Requestor with the AMMS request number (Rxxxx)
5. Inform the Requestor that the Utility Locator will be paged and in contact with them to confirm a time to meet at the pre-arranged meeting point and will arrive at the site within two (2) hours
6. Page the Utility Locator using the pre-programmed pager number in your *Zetron* console and, upon your page being returned, describe the emergency situation exactly as it was explained by the Requestor
7. Provide the Utility Locator with the arranged meeting point and the Requestor's contact information
8. Forward the formal request to the Utility Locator via e-mail at [zzg-utilitylocating@gtaa.com](mailto:zzg-utilitylocating@gtaa.com) for their records

At the time of direct contact with, and transfer of information to, the Utility Locator, the MDC assumes no further responsibility for the locate request, other than e-mailing the request to the Utility Locator for their records. Within the standard two (2) hour response period, it is the responsibility of the Utility Locator, based on the urgency of the situation, to contact the Requestor and inform them of their anticipated time of arrival to the site and to prepare all documentation as appropriate.

**Note:** If you are ever unsure of how to handle an emergency request, immediately contact your on-shift Maintenance Manager as appropriate. Should the AOCC contact the MDC regarding the situation, the MDC shall provide them with an up to date synopsis of the situation, including confirmation that the Utility Locator has been dispatched to the site.

## 2.4 Canceling and Modifying Requests

Although it is anticipated that modifications to requests will be handled between the Requestor and Utility Locator without any MDC involvement, should any changes or modifications to a request be called in to the MDC by the Requestor, the MDC shall cancel the original request completely and create a new request. Because emergencies are exceptional situations whereby buried utilities are unexpectedly discovered or damaged, changes to these types of occurrences will be rare or nonexistent and will undoubtedly require the Utility Locator to attend to the site and situation within the allotted two (2) hour response time. Therefore, this section covers cancellations and modifications to routine/scheduled requests.

The Requestor will have request number (Rxxxx) provided by the MDC after processing the original request. Assuming the request number is not offered or has been forgotten by the Requestor, the MDC shall search for the original request form in AMMS and once it is found, the MDC shall e-mail it to the Utility Locator at [zzg-utilitylocating@gtaa.com](mailto:zzg-utilitylocating@gtaa.com) citing the word “cancellation” in the e-mail subject line followed by the original AMMS request number (Rxxxx). For instance, “*Cancellation: Utility Locates Request # R2235.*”

If the Requestor is canceling the request altogether, the MDC need only e-mail the Utility Locator to inform them of the cancellation as indicated. Changes or modifications to a request also require the MDC to cancel the original request as well as create a new request in AMMS following the routine procedure in Section 2.2.