Introducing a new OneCallAccess Feature

Multi Dig Site Drawing (on a single ticket)

- What is Multi Dig Site Drawing?
- What are the benefits (and for whom)?
- Who does it impact/affect?
- What are the changes?
- How does it get enabled?
- What is "in scope" and "out of scope" for Multi Dig Site Drawing?
- How is it used?

What is Multi Dig Site Drawing?

Call Centers that allow a "virtual white line" (aka dig site) are typically restricted to a single drawn dig site per ticket. The introduction of OneCallAccess feature Multi Dig Site Drawing, allows people to create multiple dig sites on a map for a single ticket providing higher accuracy of information on their excavation request.

Rather than drawing a large single object covering a full property and then free-text writing and describing what is required, you will now be able to draw multiple precise objects on a map to help improve and streamline the quality of locating by the Facility Owners and Locators



Single object



Precise multiple objects

What are the benefits (and for whom)?

Excavators (end users)

- Create OneCall tickets easier and quicker
- Multiple precise dig site objects can lead to less work description writing
- Able to precisely depict the work areas on a single ticket
- Potential to reduce splitting tickets (ie, able to draw multiple power poles in a single ticket)

Facility Owners

- Can reduce "over notification"
- Reduction in "over notification" can mean less locating
- Able to identify exact excavation areas quicker on a single ticket
- Provide clearer and quicker responses on a ticket
- Leveraging the digital multi dig sites allows for better screening
- Increased Damage Prevention with precise dig site drawing on a single ticket

Locators

- Have a precise "virtual white line" even before getting on site
- Reduces locate times as drawn dig sites are now precise rather than entire coverage
- Know exactly where locates are required with multiple precise dig site on a single ticket
- Less time reading work site descriptions to understand where the locates are required

Call Center

- Reduce time to take tickets that require multiple dig sites (ie, reduces need to split tickets)
- Description on how to get to different locations is reduced
- Eliminates generalizations from verbal descriptions

Who does it impact/affect?

Excavators (end users)

• Although this feature is very intuitive and made with end users in mind, some re-training may be required

Facility Owners and Locators

- GIF image will now show multiple objects on a single ticket
- GML Some development may be required to accept the Multi Object GML for full benefit of this new feature
- Will need re-education and communication for successful acceptance
- Positive Response (if required) will still be performed on "the ticket" and NOT per dig site drawn
- Once enabled, Facility Owners and Locators will have to accept and process "multiple dig sites" on single ticket. There is no ability for only some Facility Owners to accept single objects vs multiple dig sites

Call Center

- Provide initial "re-training" to users
- Ensure Facility Owners and Locators understand and accept the shift to "multi dig sites" on a single ticket

<u>Ticket Entry UI – Map Screen</u>



AOI Intersection is still determine by the Dig Sites, not the convex hull

Any AOI in the middle will <u>not</u> be triggered as there are no dig sites in the middle



Image output – both GIF and PDF

Dig Site and Ticket Details



Open Map

Ticket Status

Previous Ticket No

Ticket Type

Ticket Date

Work to Begin Date

Work Legal Start D

Work Expiration Da

Address

Nearest Cross Stre

Lot Number/Subdiv

Type of Work

Activity

Excavation Method

Excavation Depth

Working for

Onsite Company

Onsite Contact Nar

The PDF and GIF format does not change. Simply what the GIF image shows is slightly different, showing multiple dig sites

GML output for Facility Owners



How does it get enabled?

Prior to enabling Multi Dig Site Drawing, PelicanCorp recommend the Call Center to:

- Run campaigns on the benefits, changes and what this new feature means
- Obtain acceptance from Facility Owners of the new mode moving forward
- Once enabled, they will receive multiple dig sites on a single ticket

Multi Dig Site Drawing is a feature that can enabled/disabled by PelicanCorp.

It is a 'System Wide' feature meaning, once enabled it will be active for all users and Facility Owners. Ie, it's not controlled per user or at the Facility Owner level.

PelicanCorp and the Call Center will work together to determine the best time to enable this feature.

What is "in scope" and "out of scope" for Multi Dig Site Drawing?

In Scope

- Excavators (end users) will have full control on determine if they want to draw a single object, or multiple objects on the map
- The same "dig site" extent business rules do not change, they will now be calculated across the entire extent of the multi dig site area (ie, the entire convex hull)
- The current GML format for Facility Owners does not change. If multiple dig sites are drawn, the GML will simply contain a "multiGeometryProperty" with multiple objects
- AOI intersection is still based on the dig site objects. In this case, OneCallAccess will intersect each drawn dig site on a single ticket to determine which Station Codes are on the ticket
- Positive Response is still performed on "the ticket"
- ✓ Any Ticket Actions performed will still be for "the ticket" and not for selected drawn objects

Out of Scope

- * A single object covering the entire site will not be delivered to Facility Owners (as this negates all the benefits of Multi Dig Sites)
- × AOI intersection is not based on the total extent (ie, the convex hull). This is to reduce "over notification"
- Positive Response per drawn object
- Ticket Action (ie, a "Remark") selecting only a specific drawn object
- Separate description per dig site drawn
- Different Work Activity Types per drawn object