

COMMITTEE OF THE WHOLE - MARCH 31, 2009

MEMBERSHIP AGREEMENT FOR ONTARIO ONE CALL

Recommendation

The Commissioner of Engineering & Public Works, in consultation with the Director of Legal Services, the Director of Purchasing Services, and the Manager of Special Projects/Licensing & Permits, recommends that the Mayor and Clerk be authorized to sign the Service Agreement from Ontario One Call so that the City of Vaughan can obtain Membership status.

Economic Impact

The one time \$1,000 membership fee has been paid by the City's street light maintenance contractor, as per the requirements in contract T08-052.

Communications Plan

Each utility owner routinely advises the residences and businesses of the "Call Before You Dig" campaign through various advertising initiatives. Ontario One Call is a well known number among the construction industry (1-800-400-2255), and no additional communications are required.

Purpose

The purpose of this report is to obtain Council approval for the Mayor and Clerk to sign the Service Agreement to allow the City to become Members of Ontario One Call.

Background - Analysis and Options

In order to reduce damage to underground utilities and promote safe excavation practices, "Ontario One Call" was established as a call centre for underground utility locate requests in the Province. "Ontario One Call Ltd." or "ON1Call", is a private, not for profit corporation. They receive excavator locate requests on behalf of utility owners within the Province of Ontario, and then notify the participating utility owners, who then schedule and locate the utility. Ontario One Call receives locate requests from both commercial excavators and the general public who are planning to perform an excavation.

Membership in Ontario One Call was predominantly utility companies, and a few municipalities and contractors. Recently, membership was changed and restricted to utility owners only. Contractors can no longer claim membership. The City's former street light repair contractor was one of the member contractors, and received locate requests for Vaughan's buried street light power supply from Ontario One Call. Due to the new membership requirements now in place, the City's current street light repair contractor can not be a member of Ontario One Call. As such, in order to have Ontario One Call continue to provide locate referrals for street light issues, the City of Vaughan must become a member as the utility owner.

Currently, Ontario One Call receives approx. 15,000 locate requests from excavators annually to locate and mark out the City's street light underground power supply lines. The locate tickets generated by Ontario One Call are forwarded to the City's contractor, who will then provide the locate services.

As a member of Ontario One Call, the City has the benefit of increased notifications of excavation activity near its underground street light power supply, which will:

- Reduce risk of damage to the streetlight power supply wires

- Reduce the risk of accidents and injuries to public and employees
- Result in fewer interruptions to streetlight service as a result of damaged wires
- Result in fewer dissatisfied residents due to broken wires
- Potentially reduce costs associated with emergency repairs

To further limit the City's liability, Ontario One Call uses recorded voice tapes, and documents all ticket requests. They are open 24 hours a day, 7 days a week, 365 days per year to process locate requests.

The City does not have the ability or staffing to handle the number of locate requests that are received by Ontario One Call for locating the City's underground street light power supply. As such, membership in Ontario One Call is required to ensure that this service is uninterrupted, and excavators can continue to call a familiar number to request underground street light power supply locates.

The fees that Ontario One Call charged prior to April 1, 2008, were the one time membership fee of \$1,000 (plus GST), and an administrative fee of \$1.80 per locate ticket created. When the former contractor provided the street light repairs, the cost for this service was included in the unit price for locating the streetlight conductor.

As of April 1, 2008, Ontario One Call introduced a one time membership fee of \$1,000 (plus GST), and eliminated the ticket fee to encourage municipal membership. The City's current street light repair contractor has paid the membership fee directly to Ontario One Call on behalf of the City.

The membership agreement has been reviewed by staff from Legal, Risk Management, and Records Management, and all the required changes have been incorporated into this agreement.

Relationship to Vaughan Vision 2020/Strategic Plan

The recommendations in this report relate to the following Vaughan Visions 2020's Goals and Objectives:

Goal: Service Excellence
Objective: Pursue Excellence in Service Delivery

Goal: Management Excellence
Objective: Maintain Assets and Infrastructure

Regional Implications

N/A

Conclusion

Ontario One Call has provided this service for the City's street light conductor previously without issues. Membership will continue to provide the City with a call centre to receive, log, and refer street light locate requests from excavators which will reduce damage to the City's street light infrastructure. As was noted earlier, the City does not have the ability to handle this number of calls and create the necessary work orders on a 24/7/365 basis.

Staff from the various departments have reviewed this service agreement and all requested changes have been made. Therefore, it is recommended that the Mayor and Clerk be authorized to sign this agreement on behalf of the City

Attachments

N/A

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Respectfully submitted,

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