



# DIGGING IN TO BEST PRACTICES

## NEW SUBDIVISIONS

### What you need to know..

Certain locations require a detailed description explaining the distance and direction to the dig area from the nearest visible or existing intersection. Your request will suspend when there is a discrepancy or incomplete information such as; incorrectly or un-labeled streets, the satellite map shows an empty field and/or the new street name does not populate within the Address Search list.

### Why you want to do this...

You know the proposed work area best! Our Contact Centre team reviews suspended requests to compare the Map selection(s), Dig Locations and Dig Information submitted. If an agent finds a discrepancy they will send a clarification email from [donotreply@On1Call.com](mailto:donotreply@On1Call.com) requesting more information and/or a change to ensure you have valid locate paperwork.

### Who can help fix mapping issues?

We are continuously making improvements to our online service and value your feedback. If you have any questions or would like to provide us with mapping feedback for streets that do not populate in the menu, appear on our maps, or you have found an error, please send an email to [Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca) and include any GIS maps or Developer Site Plans you may have.

### Where can you find resources?

- Local Municipality GIS maps
- Developer's plans
- Your crew onsite!
- Ontario One Call Client Services

### Our recommended Best Practice when a street does not appear on the satellite map:

- Reference the local Municipal GIS map
- Select "Advanced Request" type. If the "street" name is not available in the Address Search menu, enter the City name and/or closest known intersection to your proposed dig area; this will load the satellite map.
- Use the web portal measuring tool, approximate civic pin drop, and street view tool to aid with creating an accurate map selection.
- Draw a shape around your proposed dig area; you may need to draw a larger map selection depending on the information you have.
- "Review Your Address" and if the new civic and/or street is not an available option, manually type in and select the City name where the proposed work will be occurring. **\*\*IMPORTANT STEP\*\*** If the "Review Your Address" does not appear, click on the map selection and use the 'edit address' to select the city name only.
- Create your "Map Selection Label" and "Name" the "new" street you are working on and Attach your map selection.
- **\*\*IMPORTANT STEP\*\*** "Confirm your Dig Location" and ensure the information is correct; Your map selections should be on or parallel to the "Dig Street" and the map selection(s) should be between the two closest intersecting streets provided – use the new "Dig Street" and "Intersection" names where the excavation is actually taking place.
- **\*\*IMPORTANT STEP\*\*** Include a description indicating this is a new subdivision (i.e. New street located N of Ontario Rd and E of One Call St.)
- Provide the Members/locate service providers with more information by attaching any new subdivision site/developer plans you may have in "Your Additional Sketches".

