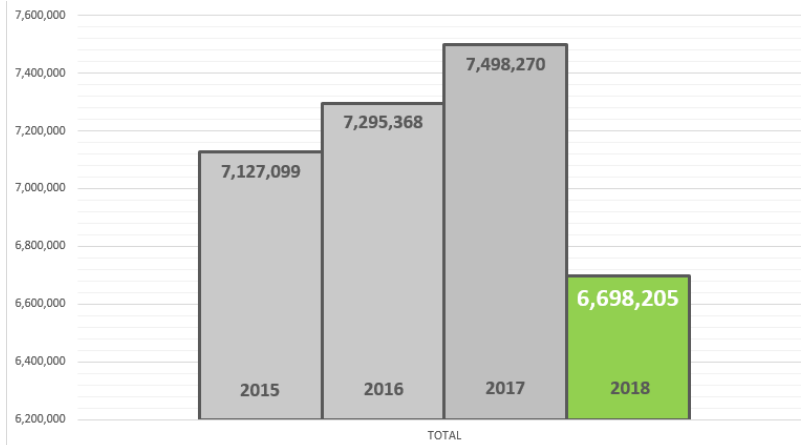


Prior to Map Selection Notification (MSN), Ontario One Call notified based on street segments, which would send notifications to all Members in the area including some who may not have infrastructure at the actual dig site. MSN introduced notification based on the map selection drawn by the excavator or an Ontario One Call agent directly in the locate request. The map selections allowed for a much more accurate notification process, meaning Members with more detailed mapping will not receive a notification in an areas where they do not have any infrastructure identified. The result was a reduction of the number of Members included on a request, lowering the ratio of Members per request from 7.2 in 2017 to 6.2 in 2018,



Ontario One Call wished to reduce notifications to reduce the workload for Members and expedite the completion of locates. This reduction can be seen in the chart to the left, which shows an actual reduction of 800,065 notifications from 2017, which with the increase of requests in 2018, means there was a relative decrease of approximately 1 million unnecessary notifications.

Based on the 2018 DIRT Report this reduction has **not** resulted in more damages. The 2018 DIRT report chart below actually demonstrates that from 2016 to 2018 damages caused by incorrect notification have dropped significantly.

Ontario One Call will continue working with Members to assist them in improving their mapping to take advantage of MSN, while continuing to work with Excavators to improve the accuracy of their map selections. If you have any questions or concerns, please contact Client Services at solutions@on1call.com or if you are an owner of Infrastructure Member Services at memberservices@on1call.com.

