



Automated “Dial Before You Dig” (www.bc1c.ca)

Herman Louie, City of Burnaby
GIS Analyst, FME Certified Professional



SCAN ME

**See what our
customers get**



www.burnaby.ca

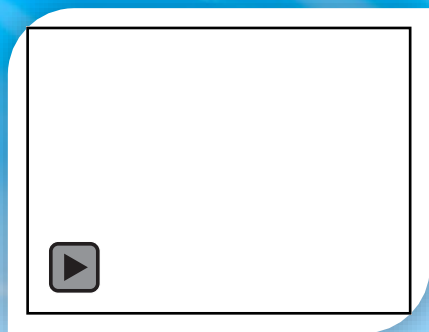
- Population 260,000 (2022)
- 98.6 sq km (38.1 sq mi)
- 16 GIS staff over 3 departments



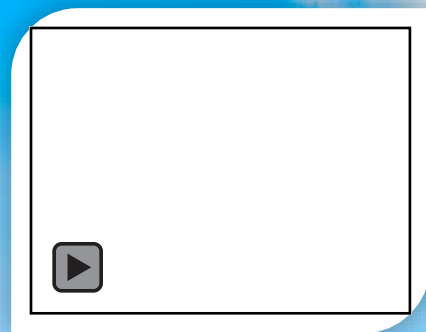
SCAN ME

ABOUT US





WHY do this



WHAT could happen

WHY and WHAT

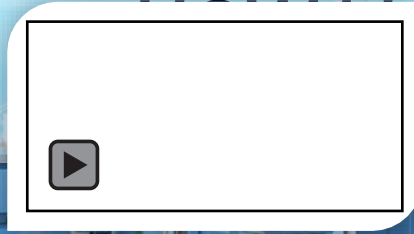


FTE

BC1C



STAFF with PAPER



History

Automation with STAFF

Read Email
JSON

Geo Database

Write
UNC SAN

Upload
SSH / SFTP

Send Email

Extract
XML / GML

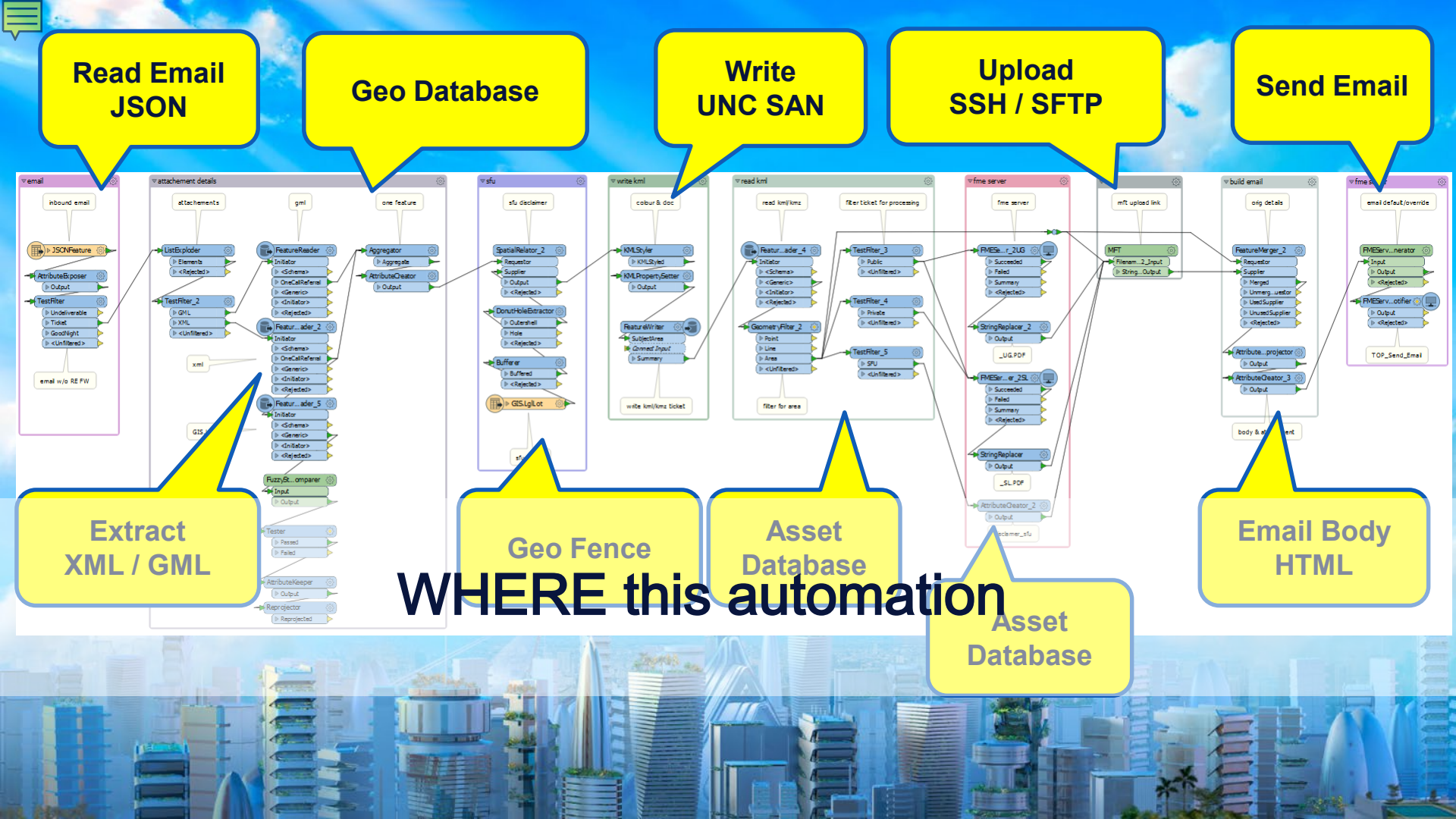
Geo Fence

Asset
Database

Email Body
HTML

WHERE this automation

Asset
Database



2017 2018 2019 2020 2021 →

- Financial Status Quo vs Automation

- Quick Reply
3-5mins per request

- Availability
24 hrs / 365 days

- Liability
Archive / Download

- Staff
Reduction of time

RECEIVED

RECEIVED	SIZE	C
Sun 12/27/2020 7:00 AM	120 KB	
Sun 12/27/2020 7:00 AM	16 KB	
Sun 12/27/2020 6:58 AM	105 KB	
Sun 12/27/2020 12:16 AM	14 KB	
Sat 12/26/2020 12:16 AM	14 KB	
Fri 12/25/2020 12:06 AM	15 KB	
Thu 12/24/2020 11:56 AM	110 KB	
Thu 12/24/2020 9:36 AM	112 KB	
Thu 12/24/2020 8:42 AM	115 KB	
Thu 12/24/2020 8:06 AM	119 KB	
Thu 12/24/2020 6:25 AM	111 KB	
Thu 12/24/2020 6:25 AM	120 KB	
Thu 12/24/2020 6:24 AM	113 KB	

Reply Reply All Forward

Sun 12/27/2020 6:57 AM

tickets@beforeyoudigpartners.com

BYDP TICKET: 20205300011 Original Emergency(BURNAB01)

To: Burnaby BCOneCall

This message was sent with High Importance

20205300011.GIF
77 KB

[REFERRAL DETAILS]
MESSAGE VERSION NO= 1.0.10
FROM= Before You Dig Partners
REQUEST MEDIUM= Phone
UTILITY ID= 22002

BURNAB01
NABY (CITY OF)
g BCOneCall

JOB NUMBER= 1535853
TICKET NO= 5300011
PREVIOUS TICKET NO=
SEQUENCE NO= 1
REQUEST DATE= 2020-12-27 06:55:14-08:00
WORK TO BEGIN DATE= 2020-12-27 07:30:00-08:00
WORK COMPLETION DATE=

Burnaby Received 6:57am

Burnaby Replied 7:00am

Request 6:55am


Construction 7:30am

- Pictures!

Lateral Service Lines

- Superman?

Augmented Reality

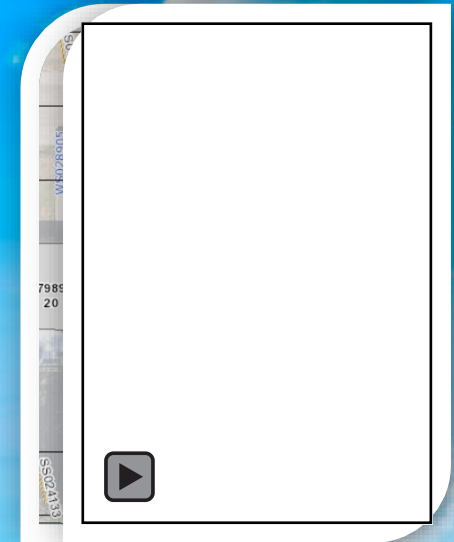


City of
Burnaby

Request by: ADHOC-T132536
Compiled on: 2018-JAN-31 for Address
7995 SUNCREST DR, BURNABY

Service	Details
WATER WS028906	Status: IN SERVICE Installed: 1950-SEP-18 Retired: P Lot No: 21 Permit No: Permit Passed: Type: DOM Diameter: 19MM Length: Material: CU Located off of: S PL Offset: 4.55M E OF W PL Comments:
STORM DS017507	Status: IN SERVICE Installed: 1988-FEB-23 Retired: P Lot No: 21 Permit No: 47428 Permit Passed: Y Type: Diameter: 150MM Length: 3.5M Material: PVC Located PL Offset: 8.3M W OF E PL PL Depth: 2.1M Riser at PL: Riser at Main: Lateral Located: 22M from: Comments:
SANITARY SS024134	Status: IN SERVICE Installed: 1963-FEB-01 Retired: P Lot No: 21 Permit No: 47427 Permit Passed: Y Type: Diameter: 100MM Length: 11.89M Material: Located o PL Offset: 17.07M N OF S PL PL Depth: 1.52M Riser at PL: Riser at Main: Lateral Located: 23M from: Comments: PERMIT 02256 ISSUED PRIOR TO 04/23/02

- The City of Burnaby does not guarantee the accuracy or completeness of the inform
responsibility for costs incurred as a result of errors, deficiencies, and/or omissions from
- It is the responsibility of the applicant to satisfy that the location and elevation of ser
approval of a building permit. In issuing this information the City of Burnaby does n
adequate for future property development



FUTURE ideas



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Questions
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