MAKING UNDERGROUND INFRASTRUCTURE SAFER

Facilitating a System For Residents That Promotes Safe Digging

Previously, numerous initiatives were taken to prevent damage occurring to underground infrastructure while digging. They successfully lowered the number of annual hits by 80%, but later became stagnant especially for residents. To continue innovating successful damage prevention initiatives, the human centred design approach was taken to generate solutions to enhance the level of safety while residents dig around their houses.

How do we solve this?

Awareness Stickers System

Call!

Before you dig
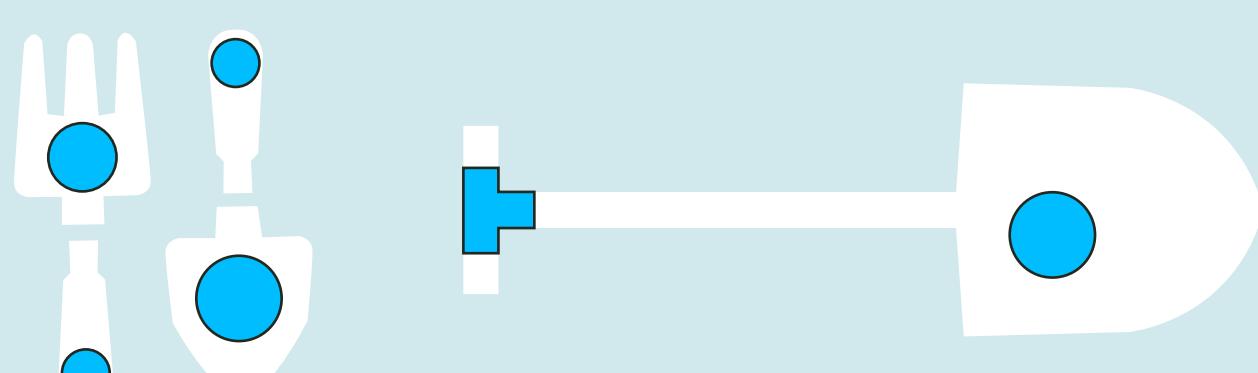
Why? Currently there isn't an effective way of informing residents of their legal duties prior to digging.
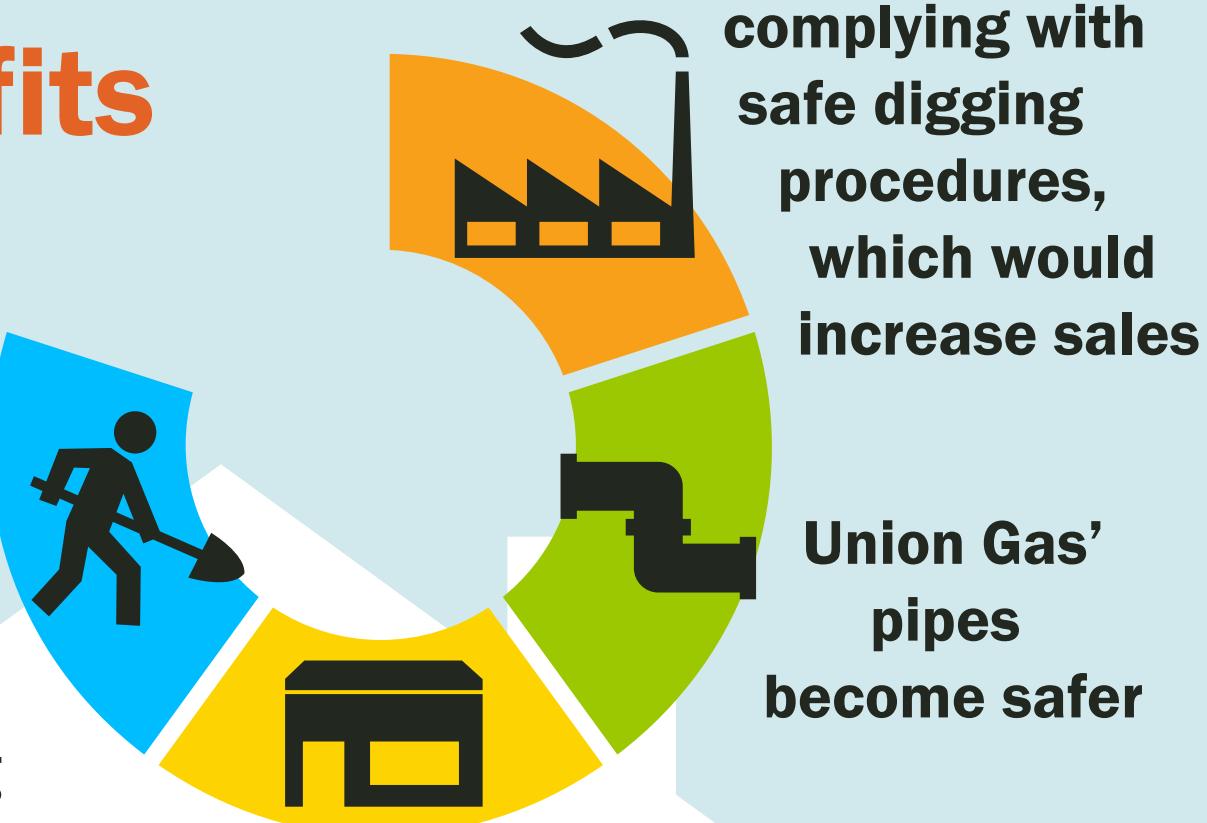
How? On digging tools at rentals & retailers, & meter boxes

Benefits

Residents become aware of calling before digging

Retailers/Rental stores promote their tools & promotions on ON1Call attracting more customers

Union Gas' pipes become safer
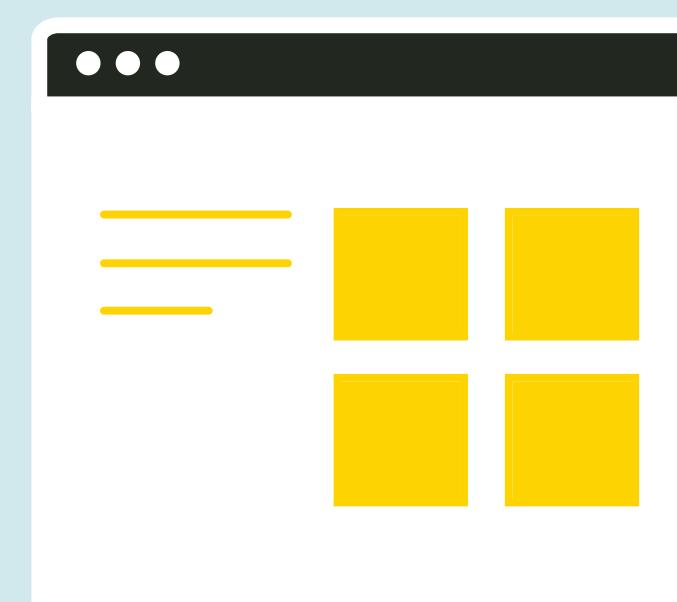
Manufacturers get an improved sense of reputation for complying with safe digging procedures, which would increase sales

ON1Call Website Redesign
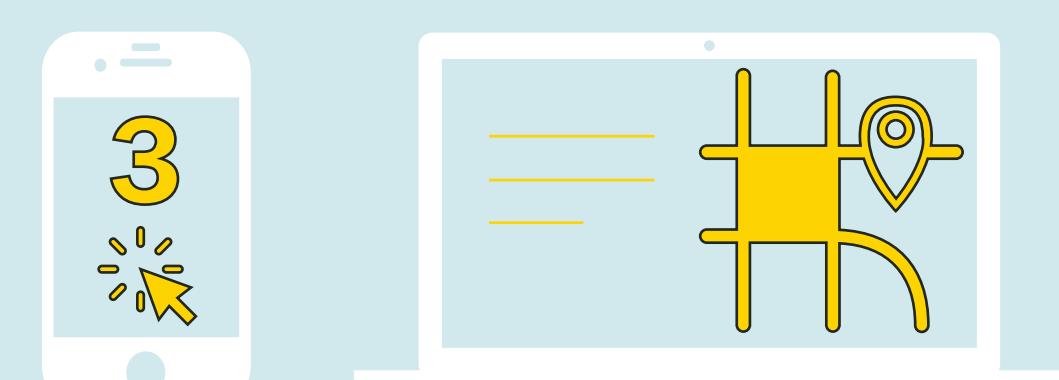
Why? Currently ON1Call website isn't very user friendly, especially for residents.

How? A request process will require only 3 clicks, & is integrated with an interactive map

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ON1CALL

Benefits

User-friendly interface removes any barriers to request a locate. Thus greater safety for residents digging

More locates mean fewer pipe hits and thus lower costs

To ON1Call, this means more locates requests from residents. Thus greater safety for residents and utility companies like Union Gas

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In collaboration with **WBOOTH**, **Union Gas**, **ON1Call**, and **DigSafe**