

Ontario One Call
2022 Virtual Annual General Meeting



Meeting Date: Thursday June 16, 2022
Location: Virtual Webinar Meeting
Time: Meeting Starts 9:00 a.m.

D. Dalpe called the AGM meeting to order at 9:02 am and welcomed the participants to the virtual meeting. Registered voting members will receive an electronic ballot via email at the end of the meeting. Voting closes at 11PM on Thursday June 16.

The members will vote on the following items:

1. Appointment of the 2022 auditor
2. Board of Directors slate
3. By-Law No. 3
4. By-Law No. 3, Schedule 1

W. Eichenberger motioned to approve the 2021 AGM minutes. E. Scalera seconded the motion. All in favour. There were no matters arising brought forth.

Report from Chair – The Chair recapped the activities of the organization and industry. The Board priorities, set out in September 2021, focused on shaping the legislative framework for the industry, establishing effective Compliance structure and working towards systematic solutions to ensure timely locates. The Dedicated Locator Working Group continue their work with all stakeholders. The implementation of Bill-93 and signing of new MOU in the next year will affect the resources of the organization.

Report from Executive Director – B. Hamilton reviewed the 2021 achievements and commented on future developments.

- The implementation of MSN further reduced member notifications and costs.
- The release of the new web platform simplified ticket entry and reduced suspended tickets.
- Ontario One Call conducted the first excavator survey in 2021.

- The LSWG supported the compliance approaches and became a key part of Bill 93.
- Preparation of new by-laws resulting from passage of Bill 93 is a top priority.

Member Focus & Value for 2022

- Implementation of outputs from LSWG.
- Finalize new Memorandum of Understanding later this year.
- Internal staff to expand and support dedicated locator users.

Governance & Accountability for 2022

- Implement new compliance model outlined in the by-laws.
- External review of organizational structure.
- Implement enhanced cyber security plan.
- Enhance Board governance to move OOC from service provider to regulator.

Openness and Transparency for 2022

- Improved stakeholder resources.
- Greater communication to the members, excavators and stakeholders for on changing mandates.

Report from Treasurer – K. Marner advised the current assessment-based billing model kept revenue on target for 2021. In 2023, a performance-based billing model becomes the basis of the new fee schedule. The expenses remained stable in 2021. At the end of 2021, the organization recognized \$4.2 M in current assets on hand. The Board approved \$3M in reserves to ensure sufficient liquidity.

Appointment of Auditor for 2022 - The Treasurer asked members to approve Goldson & Associates CPA Professional Corporation as auditor for 2022 via electronic ballot.

The Chair requested members to approve Slate of Directors via electronic ballot.

Report from Chair of Operations Committee – N. Tampacopoulos

The Operations Chair introduced the 2022 Operation Committee members.

The Operations Chair outlined the items for 2022:

- Locate delivery industry reset initiative.
- Development of a communication, supported by testimonials, for members to move to a sixty-day validity period.

- The committee conducted review of performance-based billing model set for implementation in 2023.
- Reporting enhancement recommendations for members and LSPs. These recommendations would assist groups with planning and resourcing.
- Representation on the committee from MGCS.
- A future communication promoting the use of automated clearances for members and excavators.

Update on System Changes - Katie Gotsman, Director of Operations.

In 2021, MSN reduced members per locate to 5.73 members. Although requests continue to grow each year, the implementation of MSN is the key factor in decreasing notifications since 2018. The reduction of member's mapping coverage is highly beneficial both financially and in the timeliness of locates.

In January 2022, OOC introduced a new web portal with a user-friendly format, process, improved map features and customizable search functions. Less than ten percent of requests suspend in the new system. Ninety-five percent of requests are process through web submissions. Future changes include technical expansion for Dedicated Locator use and live chat feature for web portal users.

Update on Marketing Programs – Ian Simpson, Director of Education, Marketing & Compliance Marketing:

OOC won their third and fourth marketing awards in 2021 for the "GET THE DIRT" marketing campaign. Our slogan has officially switched to "Click Before You Dig". The HGTV celebrity, Brian McCourt, working to spread the "Dig, Safe", message. Additional content is available on Spotify and TicTok. Through our partnership with Service Ontario, we are currently running the English and French versions of the "Click Before You Dig" campaign on all their digital bill boards across the province. All the OOC digital assets are free of charge on our web site.

Compliance - There were 2376 complaints against members in 2021. The primary complaint related to late locates.

Education - The online PLAC program offers a new designation for the participant and improved ticket submission. Over 1000 students enrolled in the program in 2021.

Review of By-Law Proposal – B. Hamilton, Executive Director.

Ontario One Call requires by-law changes to align with the requirements of Bill 93. The Compliance and Appeals Committees no longer exist. There are new powers governed by the Board and MGCS to create Rules and Policies documents to govern compliance. The Minister has powers to make appointments to the Board. Legislative changes created the dedicated locator model and the introduction 60-day validity period.

By-Law No. 2 becomes By-Law No.3 and By-Law No. 2, Schedule 2 & 3 becomes By-Law No.3, Schedule 1.

The *Rules* document associated to By-Law No. 3 is a summary of the obligations of the members and excavators. The *Policies* document, under the same By-Law, describes the method and amounts of AMA's for non-compliance.

By-Law No. 3, Schedule 1 replaces By-Law No.2 Schedule 2 & 3 in its entirety. OOC creates the rules for the members and excavators that the Board will review annually. Bill 93 requires publication of certain compliance information and updating the definition of emergency locates. The items carried over from the previous schedule include mandatory use of 360 feedback, the technical processes, ownership of data, insurance and confidentiality between members and OOC.

B. Hamilton responded to questions submitted from the participants.

Formal Adjournment of AGM Business - D. Dalpe closes the virtual AGM meeting session and reviews electronic voting process. K. Marner motioned to adjourn the meeting. E. Scalera seconded the motion. All in favour.