

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday January 10, 2019
Location: Union Gas Ltd, 8015 Esquesing Line, Milton, ON L9T 5C8
Time: 9:00am – 2:00pm

In Attendance: Bav Mistry (Chair), John Huber (Vice Chair), Katie Gotsman (Secretary), Eric Boere, Carrie Dudley-Tatsu, Andy Blokker, Nectar Tampacopoulos, Kevin Decaire, Malcolm Robertson and Shawn Bissell

Also in Attendance: Ben Hamilton, Ian Simpson, Brandon Denton and Cory Officer (Note Taker)

Absent:
Absent with Regrets: Jason Meyer

1. Meeting Opening

Bav Mistry

- 1.1 Call to Order – 9:04am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Review of previous minutes and notes (*Attach 1 – 4 pages*)
- 1.4 Motion to approve previous meeting minutes as written

Motioned by: Carrie Dudley-Tatsu
Seconded: Nectar Tampacopoulos
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

- 2.1 Safety Moment
- 2.2 Introduction of the New Director of Education, Marketing & Compliance - Ian Simpson
- 2.3 Review Action Register (*Attach 2 – 1 spreadsheet*)

- 5.3 (01-Mar-18) – Currently in development, testing to start March 2019. A communication will be sent out explaining how members can subscribe for this feature.
- 3.1 (04-Apr-18) – Diameter of tools to be set at 10m. The Ontario One Call Education & Training Dept. will be conducting webinars in February to train members on how to use the new tools. Videos on how the tools work will be sent to the committee members before the next meeting.
- 4.5 (12-Jul-18) – Ontario One Call is still waiting for committee members to provide examples.
- 3.4 (29-Nov-18) – Gas representatives on the committee to provide a communication to Ontario One Call. This information will be used on the Ontario One Call website and social media to inform visitors of 'Call Before You Clear (Your Sewer)'

2.4 Call for Nomination – Telecommunications Sector *(Attach 3 – 1 page)*

TASK – Ontario One Call to send out a communication to the membership for a Call for Nomination in the Telecommunications sector on Monday January 14, 2019

3. Matters for Discussion

All

3.1 Update – Board of Directors on Member Rebates

- Chair of the Operations Committee met with the Chair of the Board of Directors to express concerns regarding the change of the fee structure back in December 2017.
- It was stated that the Chair of the Board of Directors has sought a legal opinion on the matter.
- The Chair of the Board of Directors will provide a list of attendees (voters) and those who RSVP's to the membership vote in December 2017 as well as the sought out legal opinion.
- It is believed that whenever an assessment based fee structure is in place, there needs to be an appeal process.
- The Executive Director will be meeting with the ministry and will have a discussion on how to come up with an appeal process.
- At the Annual General Meeting in June (2019) the members will have an opportunity to speak to the fee structure and how it should/could be changed if that is how they feel.

3.2 Review of Ontario One Call's Strategic Plan *(Attach 4 - 1 page)*

Please review the attached document for a full list of Ontario One Call's 2019 objectives.

- A more rigorous DIRT Report with participation across the board
- Improvements on mapping
- Creating a user friendly online experience for homeowners
- Training and testing for members, certification and rewards at the end
- Only 9/15 Board Directors, looking for more directors to represent the Telecom, Gas and Excavator sectors. More diversity in terms of skills for new directors (ie. Accountants, Lawyers, etc.)

3.3 Executive Summary for 2018 *(Attach 5 – 13 pages)*

The 80/20 rule was not met this year being that the service level came in at 78%. Possible changes will be implemented in the future since 20 seconds is a tad unreasonable. There were 800,065 fewer notifications this year due to MSN and members changing their mapping.

3.4 Final Review of Communication Requested by Board of Directors *(Attach 6 – 2 pages)*

Tabled for the next meeting due to time constraints. This will allow the Director of Education, Marketing & Compliance to review the communication and discuss.

3.5 Quote for IT Resource and Next Steps

Ontario One Call typically drafts a report with the requirements for a project along with expectations. Teldig then analyses and responds back. Any committee members involved in this initiative, there would be a time commitment required.

John to invite a specialist to the next meeting to construct a proposal and discuss finances with the Executive Director. Proposal can be present at a Board Meeting

3.6 Public Interface to Access Locate Request Information

311 has brought forward an issue with homeowners and paint on their lawn/driveway. They would like to know where/how to direct these calls.

Ontario One Call would like to make it easier on 311, information can be provided to them to better assist in this area. They can direct any concerns to Ontario One Call.

4. Round Table

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, February 7, 2019 at 9:00am

Union Gas Ltd.
8015 Esquesing Line
Milton, ON
L9T 5C8

5.2 Meeting Close

Motion to Adjourn – 1:32pm

Motioned by: Carrie Dudley-Tatsu
Seconded: Andy Blokker
In favour: All
Opposed: None

