

# *Ontario One Call*

## *Operations Committee Meeting Minutes*

**Meeting Date:** Thursday May 2, 2019  
**Location:** Ontario One Call, 1-104 Cooper Drive, Guelph, ON N1C 0A4  
**Time:** 9:00am – 2:00pm

**In Attendance:** Bav Mistry (Chair), Katie Gotsman (Secretary), Andy Blokker, Nectar Tampacopoulos, Kevin Decaire, Jason Meyer, Shawn Bissell, Malcolm Robertson and Jason Henderson

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

**Absent:**  
**Absent with Regrets:** John Huber and Eric Boere

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### 1. Meeting Opening

**Bav Mistry**

- 1.1 Call to Order – 9:07am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Review of previous minutes and notes *(Attach 1 – 3 pages)*
- 1.4 Motion to approve previous meeting minutes as written

Motioned by: Nectar Tampacopoulos  
Seconded: Kevin Decaire  
In favour: All  
Opposed: None

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### 2. Chair Items

**Bav Mistry**

- 2.1 Safety Moment
- 2.2 Introduction of Guest

Chris Faith from Bell Canada, Chris will be replacing Shawn in the near future as one of the telecommunication representatives on the committee.

#### 2.3 Update – Board of Directors Meeting

Telecommunication Empty Seat – The direction from the Board was to select a representative that the committee found most suitable.

The Operations Committee Chair spoke to the Board about the project locate initiative and the dedicated locator model. They asked the committee to have a discussion around CSA S250 in a future meeting.

#### 2.4 Update – Gas/Oil/Pipeline Seat

A vacant seat in the gas/oil/pipeline sector.

**TASK** – Ontario One Call to send out a call for nomination to all gas members to find interest

## 2.5 Update – Committee Member Terms *(Attach 2 – 1 page)*

Bav Mistry and John Huber's second terms are up in Nov 2019. The Board is looking to change their Terms of Reference to include three, three terms instead of two, three year terms under Terms of Office. This item will be carried over to a meeting after the AGM to see the outcome of the by-law change

## 3. Matters for Discussion

### 3.1 Update on 2019 Initiatives

**Katie Gotsman**

There are not many initiatives left in 2019 other than the coordinates for map selections which will occur during the next big release in the fall (Oct/Nov 2019).

Ontario One Call has been working on new 2020 initiatives.

No news on the new mapping tools, no news is good news.

### 3.2 Executive Summary *(Attach 3 – 13 pages)*

**Katie Gotsman**

Service level was good for March but not that great for April; this is directly related to system issues. There is a new update on May 8<sup>th</sup> that will potentially elevate these issues.

There are fewer calls coming into the contractor queue, this is because only single civic requests can to come through. This is a way to move contractors to the web, so far it looks good.

### 3.3 Update – Communication Plan *(Attach 4 – 14 slides)*

**Ian Simpson**

Please see the attached PowerPoint for all information on the Ontario One Call marketing and communication efforts.

### 3.4 Update – Project Initiative

**John Huber**

The subcommittee for the Project Initiative have met four times altogether. Leslie Chapman, an IT Analyst from Enbridge Gas has been leading the workshops. The first three meetings were focused on gathering information. The fourth was a brainstorming meeting on how a project ticket will be segmented, trying to understand the systems capabilities and to suggest where it should go. Next meeting is on Monday May 6<sup>th</sup>.

### 3.5 CSA S250 – Best Practices

**Bav Mistry**

Carried over to next meeting

### 3.6 Planning Ticket Option at Initial Request (Standard, Project, Planning)

**Bav Mistry**

Ontario One Call will consider this item with other changes to the portal. Concerns should be resolved with the new format.

### 3.7 Submarine Cable Verbiage for Ontario One Call Website *(Attach 5 – 1 page)*

**Bav Mistry**

It would be beneficial to add some different types of work: Dock, Dredging, Shoreline, Submarine Cable Installation and Submarine Cable Repair. Committee sees the use of Dock, Dredging and potentially Submarine Cable, reducing it to a couple would be good since there are so many types of work.

Chair to take this information back to the Hydro One Team and come back with which ones can be eliminated.

### 3.8 Review Action Register *(Attach 6 – 1 spreadsheet)*

**Bav Mistry**

**TASK** – Director of Compliance, Education and Marketing to present information on the training piece for courses.

### 3.9 Vote on Telecom Seat

Bav Mistry

Carried over to the next meeting

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## 4. Round Table

All

### 4.1 AGM Business Matters

The Board is changing their Terms of Reference to reflect three, three-year terms instead of two, three-year terms under Terms of Office. New information on stipends, subcommittees, by-law updated, changes to their mandate and Terms of Reference.

There will be a vote on fee increase, an increase on the assessment amount. For three years, the revenue has been \$8,300,000 and Ontario One Call would like to add \$560,000 to that. This will provide more money to invest in the system.

A call will be set up later in May to discuss the vote with members, giving them a better understanding of the proposed increase.

### 4.2 Members Updating Mapping

Members should be updating their mapping. Members can send tickets to Planview where there is no infrastructure in the area and the tickets are always cleared. Planview can remove the infrastructure from their map coverage and update the Ontario One Call system.

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## 5. Meeting Finalization

Bav Mistry

### 5.1 Confirmation of next meeting date/location

Thursday, June 6, 2019 at 9:00am

Ontario One Call  
1-104 Cooper Drive  
Guelph, ON  
N1C 0A4

### 5.2 Meeting Close

Motion to Adjourn – 12:13pm

Motioned by: Andy Blokker  
Seconded: Jason Meyer  
In favour: All  
Opposed: None