

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday November 7, 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), Jason Meyer, Nectar Tampacopoulos, Terry Hall, Kevin Decaire, Shawn Bissell, Andy Blokker and Jason Henderson

Also in Attendance: Michael McGivery, Andrew Kottelenberg, Nick DeStefano, Nathaniel Ticar, Ben Hamilton, Ian Simpson, Brandon Denton and Cory Officer (Note Taker)

Absent:
Absent with Regrets: John Huber, Malcolm Robertson and Eric Boere

1. Meeting Opening

Bav Mistry

- 1.1 Call to Order – 9:03am
- 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: Jason Meyer
Seconded: Kevin Decaire
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

2.1 Introduction:

Michael McGivery:	Enbridge
Andrew Kottelenberg:	Avertex
Nick DeStefano:	Alectra
Nathaniel Ticar:	Rogers

2.2 Safety Moment – Water and sewer winter preparation presented by Nectar Tampacopoulos

2.3 Committee Meeting 2020 Schedule

Operations Committee 2020 Schedule	
January 16, 2020	July 9, 2020
February 6, 2020	September 3, 2020
March 5, 2020	October 1, 2020
April 2, 2020	November 5, 2020
May 7, 2020	December 3, 2020
June 4, 2020	

The meeting scheduled for August has been removed due to busy schedules with peak season and vacations.

The January 9th meeting has been pushed to Thursday January 16, 2020.

3. Matters for Discussion

3.1 Review Action Register (*Attach 2 – 1 spreadsheet*)

Bav Mistry

See action register.

3.2 Project Definition – Revisit

Bav Mistry

The new web portal design will have two modes, single civic or project. It will start as standard, there will be certain criteria that will classify it as a project.

Current 'Project Work' definition on OOC website:

"The Project Locate is defined as any of the following criteria; a request:

- that encompasses an area greater than one city block in an urban environment or 1000 metres in a rural setting
- that will take longer than 30 days' duration to complete i.e. water/sewer replacement, deep servicing, utility relocation
- where the same type of work is being requested in multiple geographical locations (i.e. pole replacements, tree planting, stump removal, anode replacement, mailbox installations, etc.)

Use this option if the work you are doing meets any or all of the criteria above."

Depth, duration and urban vs. rural or distance, these are items within the redesigned web portal that could trigger a standard ticket to become a project ticket. Further work needs to be done to define the criteria.

3.3 Late Locate Symposium

Ben Hamilton

From Monday December 2, 2019 to Wednesday December 4, 2019, there will be an intense two-day session, focusing on solutions for the 2020 dig season. Currently, there is a record high amount of complaints coming into Compliance regarding late locates requiring an immediate change.

Mark Thompson will be the facilitator for the Symposium. The attendees will consist of 10 members, 5 LSP's, 5 excavators and 5 Ontario One Call.

Ontario One Call is going to have a series of pre-meetings for attendees to ensure all are well informed. A segment on system changes and improvements, another on discussing the laws and a final one including raw data and information like types of work.

3.4 Vote on New Committee Members and Vice Chair

Motion to approve Michael McGivery as John Huber's replacement as one of the Electrical representatives on the Ontario One Call Operations Committee

Motioned by: Jason Meyer
Seconded: Terry Hall
In favour: All
Opposed: None

Motion to approve Nick DeStefano as Kevin Decaire's replacement as one of the Electrical representatives on the Ontario One Call Operations Committee

Motioned by: Jason Henderson
Seconded: Nectar Tampacopoulos
In favour: All
Opposed: None

Motion to approve Andrew Kottelenberg as Andy Blokker's replacement as one of the Excavator representatives on the Ontario One Call Operations Committee

Motioned by: Jason Meyer
Seconded: Shawn Bissell
In favour: All
Opposed: None

Motion to approve Nathaniel Ticar as the new Telecommunications representative on the Ontario One Call Operations Committee

Motioned by: Nectar Tampacopoulos
Seconded: Shawn Bissell
In favour: All
Opposed: None

Motion to approve Nectar Tampacopoulos as the new Vice Chair of the Ontario One Call Operations Committee

Motioned by: Kevin Decaire
Seconded: Jason Henderson
In favour: All
Opposed: None

3.5 Contingency Planning for Unforeseen/Unexpected Events

Bav Mistry

Firstly, Ontario One Call can create pop-up messages on the website, which can be created at a moment's notice. Secondly, there could be a message included in the front-end menu web portal landing page upon login, however, this is not an immediate option. Ontario One Call would require a script and a couple days' notice to complete. Finally, an email blast could be sent out to members and stakeholders.

Each situation would be assessed for severity and impact and monitored on a case-by-case basis.

The Chair will come back with a template and the committee can review.

3.6 System Enhancements Planned for 2020

Katie Gotsman

- Renegotiated dates
- Data bridge (encourage committee to provide input)
- Coordinates
- Secure FTP
- Redesign of the Web Portal - 2021
- More members moving to defined mapping

3.7 Locate Validity

Bav Mistry

An issue with locate validity is generating relocates when one utility has a shorter validity than others do on the ticket. Enbridge is moving to a 60-day validity period, which should help with reducing relocates.

Using the date of the last completed locate to start validity would be challenging as it would be difficult to implement for utilities, confusing for requester and may receive pushback from legal.

3.8 Executive Summary Report (Attach 3 – 13 pages)

Katie Gotsman

Right now, service level is up 8% compared to last year

4. Round Table

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, January 16, 2020 at 9:00am

Location to be determined.

5.2 Meeting Close

Motion to Adjourn – 12:22pm

Motioned by: Andy Blokker

Seconded: Jason Meyer

In favour: All

Opposed: None

