

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday January 16, 2020
Location: Innovation Guelph, 361 Southgate Drive, Guelph, ON N1G 3M5
Time: 9:00am – 2:00pm

In Attendance: Bav Mistry (Chair), Nectar Tampacopoulos (Vice Chair), Katie Gotsman (Secretary), Eric Boere, Nick DeStefano, Terry Hall, Jason Henderson, Andrew Kottelenberg, Michael McGivery, Malcolm Robertson and Nathaniel Ticar

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

Absent:
Absent with Regrets: Shawn Bissell & Jason Meyer

1. Meeting Opening

Bav Mistry

- 1.1 Call to Order – 9:12am
- 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: Terry Hall
Seconded: Jason Henderson
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

- 2.1 Safety Moment
- 2.2 Board of Directors Update

At the end of November following our final meeting of 2019, the Chair met with the Board of Directors to discuss the following items:

- New committee members
- Additional third terms for existing committee members
- Nectar Tampacopoulos taking over the Vice Chair position on the committee
- Contingency planning, locate validity and 2020 planning following the Late Locate Symposium

2.3 Committee Structure

Starting in 2020, there will be a few changes to the structure of the committee. They are as follows:

- Timelines will be added to each agenda item to keep the meeting on track
- Committee members are asked to read all tasks and review the minutes from the previous meeting prior to the next meeting in order to be prepared

- Side discussions can be distracting. If a committee member would like to make a point, please make it to the group and not one individual
- Being present at the meeting is very important, should a committee member have to take a call or type an email, stepping out of the room to do so would be a good idea.
- The start time will remain at 9:00am however, the meeting will come to a hard stop at 12:00pm
- An orientation package for new committee members is readily available. This package includes the act, by-laws, previous minutes, contact information and much more.

3. Matters for Discussion

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

Bav Mistry

See action register.

3.2 Late Locate Symposium *(Attach 3 & 4)*

Ben Hamilton/Ian Simpson

Committee Member Feedback

- There were good discussions however, nothing particularly new. Discussion around compliance and fines are especially intriguing.
- Many ideas from the symposium could lead to solutions
- Good facilitator, well structured

Five Action Items from Late Locate Symposium – The yellow highlighted items in the attached spreadsheet outline what the Operations Committee is assigned to work on.

- **Dedicated Locator** – a member initiative, members will have to push it forward.
- **Forecasting** – Compliance held forecasting meetings in four regions of the province in 2019. Members will have to talk to their LSP's in order to be on the right track
- **Compliance** – Many members, even members that attended the Late Locate Symposium did not know all of the rules/laws. Communications are going out regarding that issue. Ontario One Call is hoping to move to a performance based billing model and the Compliance Committee will be back up and running.
- **Pressure Points** – Same expiry date for all on the same ticket, based on the work to begin date and sharing locates.
- **Data-In, Data-Out** – What information is needed from each party, which can result in LSP's working more effectively.

HR & Governance Committee

The committee is working on by-law changes including by-laws around compliance. Creating a clearer picture.

Performance Based Billing Model

Each notification is weighted based on how quickly the locate is completed. Rewarding members who are doing the locates on time and penalizing those who are not. Automatic consequences without the cumbersome compliance process.

TASK – Director of Education, Marketing & Compliance to provide an example of 2018 assessment based billing with performance based billing structure for the next meeting

3.3 Policy on Sharing Locates

Bav Mistry

This item came out of the Late Locate Symposium and was assigned to the Operations Committee.

Committee will have to come up with four or five scenarios of sharing locates and then determine if the Ministry of Labour and TSSA will allow it.

TASK – Eric Boere to send a draft policy statement on sharing of locates to the Committee.

3.4 Identify Other Project Work for Dedicated Locator Model

Bav Mistry

With the development of the new web portal, the Director of Operations was going to send the list of 'Types of Work' to the committee asking them to pick their top 20 for the new web portal for homeowners and contractors. She will include a section for the Dedicated Locator Model (DLM). Committee members can choose their top 10 for the DLM and send back.

TASK – Director of Operations to send the list of 'Types of Work' to the committee. Members are to select the following and send back before Friday January 24, 2020:

- Top 20 to keep for 'Contractor/Contractor Project' table
- Top 20 to keep for the 'Homeowner' table
- Top 10 to keep for the 'Dedicated Locator' table

3.5 Executive Summary Report - 2019 (Attach 5 – 13 pages)

Katie Gotsman

Over the course of 2019, Ontario One Call maintained an average of 85% service level each month.

Notifications are still going down; the ratio was 6.23 in 2018 and is now 6.04 in 2019.

4. Round Table

All

4.1 New Web Portal

Director of Operations to send a link to all committee members for the new web portal. It is in the early stages of development however, it will give the committee a glimpse of what to expect. Ontario One Call would like feedback from the Operations Committee.

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, February 6, 2020 at 9:00am

Innovation Guelph

361 Southgate Drive
Guelph, ON
N1G 3M5

5.2 Meeting Close

Motion to Adjourn – 12:49pm

Motioned by: Eric Boere
Seconded: Malcolm Robertson
In favour: All
Opposed: None