

ONTARIO ONE CALL OPERATIONS COMMITTEE MEETING MINUTES



Meeting Date: Thursday March 03, 2022
Location: Teleconference
Time: 9:00 a.m. – 12:00 p.m.
In Attendance: Nectar Tampacopoulos (Chair), Katie Gotsman (Secretary), Eric Boere, Chris Faith, Reza Habibollahi, Terry Hall, Andrew Kottelenberg, Michael McGivery, Jason Meyer, Bav Mistry and Josie Trapani

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

Absent: Nick DeStefano and Malcolm Robertson

1. Meeting Opening

- 1.1 **Call to Order** – 9:01am
- 1.2 **Confirmation of Quorum** - Confirmed
- 1.3 **Safety Moment**
- 1.4 **Review of Previous Minutes** (*Attach 1 – 4 pages*)
- 1.5 **Motion to Approve Previous Minutes as Written**

Motioned by: Eric Boere
Seconded by: Michael McGivery
In Favour: All
Opposed: None

2. Chair Items

2.1 Vice Chair Position

Michael McGivery has volunteered to become the Vice Chair of the Operations Committee. Michael's third and final term on the committee as a gas sector representative comes an end November 2022. He will be the Vice Chair until this time and continue as Vice Chair should he remain on the committee after a call for nomination is sent to the rest of the membership.

Motion to approve Michael McGivery as Vice Chair of the Operations Committee

Motioned by: Bav Mistry
Seconded by: Josie Trapani
In Favour: All
Opposed: None

3. Matters for Discussion

3.1 Excavator Survey Results (*Attach 2 & 3*)

The 2022 Excavator Survey had over 1,000 respondents with great feedback for Ontario One Call, the upcoming dig season and solutions for late locates. Some of the key finds that came out of the survey were as follows:

- Excavators are saying that 2022 will be a busy year. Last year, 50% of respondents indicated that they would have more work, and locate volumes went up almost 10%. In this year's survey, 60% of respondents are saying they will have more work, so stakeholders should expect strong demand for locate services.
- There is a support for Dedicated and Self Locator options. Roughly ¾ of Excavators either agree or are neutral, with paying for Dedicated Locators and 3/5 of Excavators agree, or are neutral, about having the ability to Self-Locate their projects if their staff are properly trained and certified.
- Excavators strongly support (83%) a standardized 60 day locate validity period, and over 2/3 of Excavators feel that sharing locates with their subcontractors would greatly improve locate delivery performance.
- There are mixed views that mandatory white lining (requiring Excavators to pre-mark that excavation area with white paint), and Excavators needing to share detailed information about future projects in advance (3-6 months) would improve the timely delivery and quality of locates.
- There was almost an identical representation between the 2021 and 2022 surveys (e.g. sector, employer, geographical and company size).

There are a lot less excavators that believe the timely delivery of locates are better today than they were before legislation in 2012. Less excavators are confident in the system due to the difficult dig season in 2021. This is an area that Ontario One Call needs to improve on in 2022.

The committee suggested that Ontario One Call look into creating an LSP survey in the future. Ontario One Call will take this suggestion back and look at a possible implementation in the future.

3.2 Performance Based Billing Calculation

Effective January 01, 2023, Ontario One Call will be using each member's 2022 locate performance data via the 360 Feedback tool to determine an assessment amount that they will pay for all of 2023. Compliant locate responses will get a point value of 1. Point values will increase based on later, non-compliant time intervals.

What is included? Notifications (Standard, Emergency, Dedicated) and Notification Avoidance Services (Alternate Locate Agreements, Suppressions and System Filters).

Point Allocation

Standard Locates		Notification Avoidance Services		Emergency Locates		Dedicated Locates (TBC)	
Category (Days)	Point Allocation	Category	Point Allocation	Category (Hours)	Point Allocation	Category (Days)	Point Allocation
0 – 5 (Compliant)	1	ALA's	1	0 – 2 (Compliant)	1	0 – 5 (Compliant)	1
6 – 10	2	Suppressions	1	3 – 6	2	6 – 10 (Compliant)	1
11 – 15	3	System Filters	1	7 – 10	3	11 – 15	3
15+	4			11+	4	15+	4

- Based on current system all dedicated locates are suppressed. With the new proposed legislation, locates will have to be completed in 10 days and uploaded to 360 feedback. If it cannot be completed in 10 days, a person managing the locate can request a renegotiated date.
- According to the current legislation, an emergency locate must be completed in 2 hours and the locator will have 3 days to enter the information into 360 feedback after completion.
- There was some confusion on the timeline for an emergency locate. Committee Members believe that it is required that the locator be on site in 2 hours however Ontario One Call says that the legislation states that the emergency locate must be completed in 2 hours.
- Member's fees may not differ by more or less than 30% against the previous year.

TASK – Ontario One Call to send Committee Members the wording around emergency locates as per the current legislation.

Member Responsibilities & 360 Feedback Statuses

- Members are responsible for tracking and reporting their own locate delivery performance
- Members must input accurate data into 360 Feedback.
 - Inputting inaccurate data into 360 Feedback is an offense per the Act and By-Laws and could result in compliance action.
- Members must also evaluate their own performance and make adjustments, if needed, to stay in compliance.
- 360 Feedback is a web-based solution provided by Ontario One Call that Members or Members' designates (LSPs) are required to use to notify Ontario One Call whenever the status of a notification has changed.
- Temporary Statuses: Not Completed, Notification Sent, Requestor Must Provide More Info, Sent to Locator, Contact Member and Renegotiate
- Complete Statuses: Cleared, Cleared by Look-up Centre and Completed
- The clock starts when notification is sent, regardless of time there is no mechanism to stop clock.
- If more information is requested, it will be showed in the statuses, and that will not stop the clock. There will be five days to complete the locate, but if there is problem completing the locate, the Member can renegotiate the date.
- A renegotiated date must be agreed upon by the Excavator and Member
- Operations Committee offered to put forward a recommendation to Board of Directors for additional staff in the Compliance Department
- The Professional Locate Administrator Course (PLAC) has been updated with all the great changes to the new web portal, the new content will be available tomorrow. There is a spring sale starting on Monday should anyone want to provide this course to their team.

3.3 Web Portal Launch Update

The official launch of the web portal was January 27, 2022, most of the initial problems were rectified by Pelican within the first week of the launch. The first two weeks Ontario One Call was able to resolve any emergency level items that were reported. Emergency level items were anything that would prevent Ontario One Call or external user from processing requests (inability to use the system). There are currently ten unresolved issues left, these items are not critical and should be resolved by mid-March.

- Future issues will be resolved considering the emergency and priority level. The web portal has created the opportunity to be able to adjust a request, there is more future opportunity to improve the process.
- One item missing on the web portal is the ability to search by a specific status and export the current 360 statuses.
- If members are experiencing any issues with the new web portal, they should reach out to Ontario One Call's Member Services team for assistance or to report the issue.
- Ontario One Call is still receiving the 360 Feedback from members without any issues, the only problem is with the search window and there is already a ticket open for a resolution.

3.4 Reporting Enhancement Recommendations (*Attach 5 – 1 spreadsheet*)

It was suggested, that few things can be added to improve 360 Feedback.

Monthly Ontario One Call Report

- Include all other members notified on the ticket
- Show all previous ticket numbers for relocate request – only show first previous ticket number
- Add 'Dedicated' category in 'Notification Type' field

Ontario One Call 360 Search

- Pull a report by completion status: completion dates
- Pull reporting for time periods larger than 30 days; min. up to 1 year of data is preferred
- Pull more than one station code at a time
- Pull a report to determined number of relocates on a request

Ontario One Call 360 Data Reporting

- Capability to pull up all outstanding tickets, regardless of age of ticket, request date, etc. Open up date range to a rolling 1 year.
- Ability to replicate reports provided by Ontario One Call for Hydro One station codes
- Ability to export list of ticket numbers associated with compliance along with start, renegotiated and completed dates.

TASK – Ontario One Call to take the recommendations away and look into the capabilities of the system. Some items on this list may be able to be done faster than others, the organization will have to look into what is possible and deliver on anything that is reasonable at this time.

3.5 Halton Region's Automated Clearances

Typical Urban Section

It was mentioned that Halton Region's infrastructure is deep on the water/wastewater side to traffic with good connectivity. The records are not always good because the location of assets are not accurate and tracer wire was not used until 1986. It is virtually impossible to locate some of their utilities in five business days.

Risk Assessment

When Halton Region considered what type of filters they wanted to put in place, they had to decide their risk tolerance. Across the board, municipalities have low rates of damage therefore they have the ability to absorb some risk tolerance that other utilities may not. Worker safety – Wastewater, storm water, telecom are low risk, water is medium risk and pipelines, natural gas distribution and hydro are high risk. Public safety – Wastewater and storm water are low risk, water is medium risk and pipelines, natural gas distribution, telecom, hydro and traffic are high risk.

Key to 4 Successes: Automated Clearances & Damage prevention Technicians

Reduce Damage
Increase Safety
Reduce Cost
Increase Effectiveness

Return on Investment

Halton Region is able to compare themselves with municipalities across the country. Even though Halton Region's costs are very low, they are paying double amount of performing locates compared to their peers across the country.

Looking at how long it takes to do locates of individual infrastructure, if you have good conductivity and it's a shallow utility, the electromagnetic devices that are used to do locates, you can do a reasonable amount of locates on good conductivity in a day or two. However, if there are not records of certain utilities like sewer laterals, there is a lot of work involved. It can take up to 15 days if they want a precise locate so they are not able to be compliant, it is physically impossible but Halton Region has the benefit of clearing those tickets.

Business Case for Automated Clearances

Most damages are on water main replacement projects where:

- the infrastructure has less than one year service life remaining
- the excavator is usually at fault, and incurs the expense

Locates of concern:

- Major projects; particularly water/sewer
- Boreholes
- Transmission mains

Each \$15k in damage avoidance costs \$50k in locates expenses

Halton Region is filtering the following: hand dig, vacuum excavation (at low pressures) and up to 4 feet in depth. If there is an addition being added to a building, they filter that type of work. Municipalities only up to the property line therefore they can clear this. They also filter aeration as their infrastructure is so deep that it would not be at risk.

Present/Future Concerns

Single criteria rule is too limited (e.g. 'Private' checkbox)

Inaccurate requests are problematic:

- 'One Call' only true for excavator requests
- Two+ Calls still required; burden shifted from excavator to member/LSP

2023 proposed change:

- will reduce effectiveness for 'Work Types'
- may increase effectiveness for other criteria, e.g. 'Working For'

Member managed clearance more effective, but policy/proposed changes influence timing

TASK – M. McGivery to draft a communication to the membership from the Operations Committee on how to properly use automated clearances.

4. Routine Items

4.1 Executive Summary (*Attach 6 – 14 pages*)

According to the executive summary, January was considered to be a good month, February had dip because of some problem solving and troubleshooting with the new web portal.

4.2 Review of Action Register (*Attach 7 – 1 spreadsheet*)

See Action Register.

5. Round Table

5.1 Update on Legislation

The introduction of legislation is scheduled for March 07, 2022, the draft of the legislation is confidential until it is introduced. Ontario One Call will receive a copy of the finalized legislation and send a communication to members, excavators and stakeholders. Ontario One Call will organize a webinar on Friday March 11, 2022 from 12:00pm to 2:00 pm. to review the proposed changes.

6. Meeting Finalization

6.1 Confirmation of Next Meeting Date/Location – April 07, 2022

6.2 Meeting Close

Motion to Adjourn – 12:03pm

Motioned by: Bav Mistry

Seconded by: Reza Habibollahi

In Favour: All

Opposed: None