

# Ontario One Call

## Operations Committee Meeting Minutes

**Meeting Date:** Thursday March 5, 2020  
**Location:** Innovation Guelph, 361 Southgate Drive, Guelph, ON N1G 3M5  
**Time:** 9:00am – 2:00pm

**In Attendance:** Bav Mistry (Chair), Katie Gotsman (Secretary), Eric Boere, Nick DeStefano, Chris Faith, Reza Habibollahi, Terry Hall, Jason Meyer and Malcolm Robertson

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

**Absent:**  
**Absent with Regrets:** Andrew Kottelenberg, Jason Henderson, Michael McGivery and Nectar Tampacopoulos

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### 1. Meeting Opening – 20 minutes

**Bav Mistry**

- 1.1 Call to Order – 9:12am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Safety Moment
- 1.4 Review of previous minutes and notes (*Attach 1 – 3 pages*)
- 1.5 Motion to approve previous meeting minutes as written

Motioned by: Jason Meyer  
Seconded: Eric Boere  
In favour: All  
Opposed: None

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### 2. Chair Items

**Bav Mistry**

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### 3. Matters for Discussion

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

**Bav Mistry**

See action register.

#### 3.2 Marketing Strategy – 15 minutes

**Ian Simpson**

Professional Locate Administrator Course (PLAC) - specifically designed for locate administrators. This course will help stop abuse of the system and manage locates. Ontario One Call is looking for people who would like to participate who can help shape the course, make changes and upgrades. The course is 100% online and it has an expected launch sometime this summer.

Takeaways:

- OntarioOneCall.ca (new website) all members should change web links, bookmarks and marketing material associated with the Ontario One Call brand.

- New Marketing Materials – Available the week of March 23<sup>rd</sup>, visit the resource section of OntarioOneCall.ca
- Members Need to Push the Ontario One Call Message – Use social media and digital, Ontario One Call material, suggested posts, bill inserts, post cards and other media buys in order to maintain consistent messaging

### 3.3 Policy/Communication of Sharing Locates – 20 minutes

**Bav Mistry**

The committee agreed on adding two scenarios (GC includes subs in request and shares locates, GC does not include subs in request and shares locates) and disregarding the scenario of an excavator sharing a locate with another excavator. Guidelines should be provided for the GC sharing the locate as well as the sub receiving the locate from the GC.

If a GC has an ALA, locates should not be shared as the subs may not have an ALA.

### 3.4 Proposed By-Law Change from Committee – 20 minutes

Per Members T&C Schedule 2 – By-Law 2:

**“Locate Request”** means one of a Standard Locate Request, Priority Locate Request or Emergency Locate

Modification Proposed:

**“Locate Request”** means one of a Standard Locate Request, Priority Locate Request or Emergency Locate for which the excavator has provided mandatory information and where applicable a prepayment has been made to the member or member’s delegate.

Mandatory information could include standard contact information as well as information about the specific location of the excavation area. Prepayment is an optional tool for members and allows them to refuse a locate until payment is made in situations of locate abuse despite education and training being provided to the excavator. Though members can charge for locates, this is not proven to be effective in correcting excavator behaviour as indicated by Terry who indicated NPU is still in litigation four years later when they charged an excavator.

As an alternative and longer-term solution, Eric Boere recommended the definition of members be expanded to include excavators and therefore hold utility members and excavators the by-laws and the Act. The Director of Operations recommended a mechanism for the provision of design and planning ticket requests/notifications be incorporated. This change would help with forecasting and link the design ticket with the locate request for when excavation is actually occurring. The committee believes this is a good suggestion for future development and would require a by-law change to expand the scope.

### 3.5 Communication Strategy – 60 Day Locate Validity – 20 minutes

Late Locate Symposium resulted in five solutions. Nectar has prepared a communication regarding locate validity, Ontario One Call will be including it in the newsletter going out next week.

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## 4. Round Table – 20 minutes

**All**

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## 5. Meeting Finalization

**Bav Mistry**

### 5.1 Confirmation of next meeting date/location

Thursday, April 2, 2020 at 9:00am

Innovation Guelph

361 Southgate Drive  
Guelph, ON  
N1G 3M5

## 5.2 Meeting Close

Motion to Adjourn – 12:17pm

Motioned by: Terry Hall  
Seconded: Reza Habibollahi  
In favour: All  
Opposed: None

