

# Ontario One Call

## Operations Committee Meeting Minutes

**Meeting Date:** Thursday May 7, 2020  
**Location:** Teleconference  
**Time:** 10:00am – 12:00pm

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

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

**Absent:**

**Absent with Regrets:** Andrew Kottelenberg & Jason Henderson

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### 1. Meeting Opening – 15 minutes

**Bav Mistry**

- 1.1 Call to Order – 10:17am
- 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: Nectar Tampacopoulos  
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*) - 5 minutes

**Bav Mistry**

See Action Register

#### 3.2 Impact of COVID-19 on Operations/Pandemic Plan (*Attach 3 – 3 pages*) – 15 minutes

**Ben Hamilton**

The contact centre service levels and suspended web ticket turnaround time are above 90%.

Ontario One Call closed both offices and had all their employees move to a work from home model in mid-March. Typically, Ontario One Call has 90 agents at this time but due to COVID-19, some agents were laid off, as they were unable to work from home. This has resulted in only 70 agents to operate the phones/web tickets. Turnover is low, most likely due to less job being available; this means Ontario One Call should be able to retain the current staffing level.

Locate performance has proven to be in great standing during the pandemic however over the last several days, normal seasonal volume has been coming in. This could mean an influx of late locates.

Financially, Ontario One Call is in good standing as there has been less travel, benefit usage, office expenses and advertising/marketing. This has resulted in a 5%-10% savings in total expenses.

### **3.3 Update on AGM and By-Law Changes – 15 minutes**

By-law changes will be pushed to a potential special meeting in the fall. Ontario One Call wants to make sure that the by-law changes are given the proper attention by all.

At the AGM, there will be a 2% increase in fees proposed and the financials will be up for approval.

### **3.4 2020 Volume to Date/Trending (Attach 4 – 13 pages) – 10 minutes**

**Katie Gotsman**

Total ticket volume was low in March and April but the industry has been back to full speed in the last week. The service levels are taking a bit of a hit due to staffing levels (as indicated above in 3.2).

### **3.5 COVID-19 LSP Impact & Issues – 15 minutes**

**Jason Henderson/Jason Meyer**

There was little impact on LSP's in March however; April is when they were impacted the most. Currently, they are in the process of trying to bring back laid off staff for May as the volume is back to normal. A number of their employees are unable to return to work due to childcare being unavailable.

There are not as many large-scale projects but there are a lot of homeowner and landscaping requests. They are hoping for patience from the industry and excavation community.

### **3.6 Late Locate Symposium Update – 10 minutes**

**Ian Simpson**

The Late Locate Symposium (LLS) took place back in December 2019. Many individuals from the damage prevention/excavation industry attended; Ontario One Call is hoping those who attended can influence others in the industry by continuing to spread the message and outcomes from the LLS.

Ontario One Call has been sending email blasts, utilizing the ORCGA and their geographic councils and posting articles in various media channels to spread the message. There will also be a monthly newsletter going out members and excavators, which will highlight the progress of the LLS. LLS panels will resume their meetings hopefully by June 2020.

The development of the Professional Locate Administrator Course (PLAC) is moving along well. It should be available to enrol sometime this summer for anyone requesting locates. The purpose of this course is to help those requesting locates make the perfect locate request and improve accuracy. Currently, they are working on the testing, identity and launch plan for the course. At this moment in time, a cost to take the course has not been decided. The launch date will be announced at the Ontario One Call Annual General Meeting.

### **3.7 Marketing Update – 5 minutes**

The marketing budget was cut in half due to COVID-19. Outreach marketing has been completely eliminated and Ontario One Call is now focusing on organic social media posts and limited digital marketing.

Ontario One Call is hoping that the membership will push their message (Call or Click Before You Dig). Resource tools are available on the Ontario One Call website for members to utilize in their marketing campaigns.

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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, June 4, 2020 at 9:00am

Teleconference

### 5.2 Meeting Close

Motion to Adjourn – 11:48am

Motioned by: Eric Boere

Seconded: Jason Meyer

In favour: All

Opposed: None

