

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday November 04, 2021
Location: Teleconference
Time: 9:00am – 12:00pm

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

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

Absent:

Absent with Regrets:

1. Meeting Opening – 10 minutes

Bav Mistry

- 1.1 Call to Order – 9:02am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Safety Moment
- 1.4 Review of previous minutes (*Attach 1 – 3 pages*)
- 1.5 Motion to approve previous meeting minutes as written

Motioned by: Malcolm Robertson
Seconded: Nectar Tampacopoulos
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

3. Matters for Discussion

3.1 Update on Industry Reset Working Group – 30 minutes

Michael McGiverty

Yesterday the Locate Solutions Working Group held their first meeting with 30+ stakeholders within the industry. The working group has about five or six sessions planned to discuss the various items endorsed by the Board of Directors and Operations Committee.

Right now, the working group is identifying benefits, challenges and risks that could benefit the industry in the short term and long term.

3.2 Alternatives to Extending Locate Validity – 30 minutes

Bav Mistry

An opportunity to extend locate validity without having to relocate or remark a ticket. There were many challenges this year with performance and there needs to be a creative way to manage the volume and how tickets are issued.

A ticket that is about to expire, the current process is to relocate. What could replace a relocate? Could it be considered to extend the locate validity instead of a relocate?

The new web portal will have an 'expected completion date' option.

This would be a good topic for discussion at the CCGA Best Practices Committee.

3.3 Review/Feedback on Performance Based Billing (Attach 2 – 4 pages) – 30 minutes

Ian Simpson

Performance Based Billing was passed in 2020 on how Ontario One Call will assess fees starting January 01, 2023. All members of Ontario One Call will be billed based on their previous year's performance (i.e. fees in 2023 will be based on 2022 performance). Members are legally required to self-report their performance into 360 Feedback and Ontario One Call will be using this data to determine each member's assessment.

The law states that all members must make all reasonable attempts to complete a locate within five business days. In addition, members have a legal obligation to submit factual data into 360 Feedback within three business days of completing a locate. Points are determined based on how long it takes a member to complete a locate. See chart below:

| Category (Days) | Point Allocation |
|-------------------|------------------|
| 0 – 5 (Compliant) | 1.00 |
| 6 – 10 | 2.00 |
| 11 – 15 | 3.00 |
| 15+ | 4.00 |

Once the points are all calculated for all members, each member's assessment amount is determined based on their percentage of all points. A member's assessment amount cannot vary more or less than 30% per year.

The only compliant statuses in 360 Feedback that stops the clock (response time) is 'Cleared', 'Cleared by Look-up' and 'Completed'. Temporary Statuses are 'Not Completed', 'Notification Sent', 'Requestor Must Provide More Information', 'Sent to Locator' and 'Contact Member'. The only temporary status that changes the legal due date is 'Renegotiated' and it must be mutually agreed upon by the member/LSP and excavator.

If members are experiencing troubles with vague tickets, examples should be provided to Ontario One Call in order for the organization to improve the process.

TASK - Establish a working group to determine a valid locate request.

Only notifications in 360 Feedback will be measured for performance based billing. Services outside of 360 Feedback such as suppressions, alternative locate agreements (ALA) and checkbox clearances will continue to be services available to members but will not be used in performance based billing. These services will remain available to all members as a way to reduce notifications, when not necessary and help reduce late locates.

Committee members believe that the services outside of 360 Feedback (suppressions, ALA's and checkbox clearances) should be included in performance based billing to incentivize members to use these tools to improve the late locate problem the industry is currently facing. The Committee was under the impression (based on previous meetings) that these would be included in the calculation for performance based billing.

TASK – Ontario One Call to determine how suppressions, alternate locate agreements and checkbox clearances were positioned to the membership (if they were included in the performance based billing calculation or not) and how it was ultimately voted on.

3.4 Review Action Register - (Attach 3 – 1 spreadsheet) – 10 minutes

Bav Mistry

See action register.

4. Round Table – 25 minutes

All

4.1 Vaccination Policy

Ontario One Call's vaccination policy is that all employees must be vaccinated to work in the office. The Human Resources Department has collected all vaccination passports for all employees. Right now, the organization has provided a timeframe for employees to get vaccinated. If an employee chooses to not get vaccinated, they will be put on a protected leave of absence and eventually they may be let go. This will require a proper process and not an immediate decision. The Human Resources has consulted with the Ontario One Call legal counsel regarding vaccinations.

At the moment there is no policy around visitors but in order for visitors to enter the office, they must be vaccinated.

5. Meeting Finalization - 5 minutes

Bav Mistry

5.1 Confirmation of next meeting date/location

January 13, 2022 at 9:00am

Teleconference

5.2 Meeting Close

Motion to Adjourn – 11:00am

Motioned by: Andrew Kottelenberg

Seconded: Reza Habibollahi

In favour: All

Opposed: None