

# Ontario One Call

## Operations Committee Meeting Minutes

**Meeting Date:** Monday October 07, 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 McGivery, 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:**

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### 1. Meeting Opening – 10 minutes

**Bav Mistry**

- 1.1 Call to Order – 9:04am
- 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: Nectar Tampacopoulos  
Seconded: Jason Meyer  
In favour: All  
Opposed: None

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### 2. Chair Items

**Bav Mistry**

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### 3. Matters for Discussion

#### 3.1 Update on Industry Reset Recommendations – (*Attach 2 & 3 – 2 pages*) - 30 minutes

**Bav Mistry**

The Industry Reset Recommendation was presented to the Board of Directors. They were very receptive and have already begun next steps on their recommendation of putting together a broader stakeholder group. The Chair of the Operations Committee and Executive Director have been working together on a list of attendees as well as a terms of reference for this working group.

Ernst & Young has been sought out to provide an engagement team to facilitate, organize and keep things on track with the working group.

In the past, Ontario One Call organized the Late Locate Symposium (LLS) however; this working group will be different. LLS was more of a way to generate ideas on how to improve the industry where as this working

group will have a heavy bias towards ideas that can be implemented in the near future. There will be a presence from the government in this working group and they are open to legislative changes.

The purpose of the working group is to endorse and/or develop sustainable solutions to improve locate system processes and delivery to meet industry needs for 2022 and beyond.

### **3.2 Types of Work – 30 minutes**

**Katie Gotsman**

The Types of Work lists are ready to be sent to a broader audience. The committee feels this step should be skipped, as there are multiple sectors around the table that have reviewed them. If anything needs to be added later on, it can easily be done.

The new types of work would be rolled out by the end of the first quarter of 2022 at the earliest. Once the Types of Work are changed, the members will have to adjust their filters (if based on types of work) to align with the new list.

**TASK** - Director of Operations to work on a communication to the membership regarding types of work

### **3.3 60 Day Validity Update – 30 minutes**

**Katie Gotsman**

A small group from the committee has been working together on a project to have members extend the validity of their locates to a minimum of 60 days from the work to begin date. This way, all members' expiration dates are the same for the excavator, which would result in less relocations. As a result, this will reduce some of the requests that are essentially duplicates.

The Ontario One Call staff put together options for communications that will go through the marketing agency before distribution to the membership.

The Member Services Department will track progress and their interactions with members regarding their validity period.

### **3.4 Difference Between Informal and Formal Complaint – 20 minutes**

**Ian Simpson**

Informal complaints were put in place to help excavators who were afraid of being impacted by sending out a formal complaint and potentially losing contracts or jobs but still needing help from Compliance in order to get locate requests completed on time. Informal complaints (FYI) are a non-recorded Compliance courtesy email usually for late locates to members for action. It is not recorded and not report to the Ministry of Government & Consumer Services.

Formal is opposite, they are recorded and reported to the Ministry of Government & Consuming Services.

The decision between informal and formal is typically at the excavator's discretion. If locates are tremendously late, sometimes at the Investigator's discretion, it will go straight to a formal complaint.

Under Enforcement of Schedule 2, By-Law 2 outlines that Ontario One Call's coherent policies to organize investigations and enforcement will be adopted, published and clearly articulate the rights and obligations. Policies on informal and formal complaints could not be found on the website. Ontario One Call is in the process of updating all policies and material on the website.

All members' rights and obligations are published on the website however Ontario One Call is in the process of updating the website and making it more user-friendly.

### **3.5 Review Action Register - (Attach 4 – 1 spreadsheet) – 10 minutes**

**Bav Mistry**

See action register.

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#### 4. Round Table – 25 minutes

All

##### 4.1 Meeting Dates – 2022

January 13, 2022  
February 03, 2022  
March 03, 2022  
April 07, 2022  
May 05, 2022  
June 02, 2022  
July 14, 2022  
September 15, 2022  
October 06, 2022  
November 03, 2022

Committee In-Person/Virtual discussion in 2022, possibly February would be best.

**TASK** – Next meeting to include an agenda item on Ontario One Call's vaccination and social distancing policies.

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#### 5. Meeting Finalization - 5 minutes

Bav Mistry

##### 5.1 Confirmation of next meeting date/location

November 04, 2021 at 9:00am

Teleconference

##### 5.2 Meeting Close

Motion to Adjourn – 10:26am

Motioned by: Nectar Tampacopoulos

Seconded: Malcolm Robertson

In favour: All

Opposed: None