

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday January 14, 2021
Location: Teleconference
Time: 10:00am – 12:00pm

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

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

Absent:
Absent with Regrets: Chris Faith, Jason Meyer and Josie Trapani

1. Meeting Opening – 10 minutes

Bav Mistry

- 1.1 Call to Order – 10:03am
- 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: Reza Habibollahi
Seconded: Nectar Tampacopoulos
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

3. Matters for Discussion

3.1 Review Action Register - (*Attach 2 – 1 spreadsheet*) - 10 minutes

Bav Mistry

See action register.

3.2 Excavator Survey Results - (*Attach 3 – 13 pages*) – 20 minutes

Ian Simpson

Ontario One Call conducted an Excavator Survey before the New Year and there was almost 1,100 participants from all sectors, types of work and regions of Ontario.

The first several questions were for Ontario One Call to get to know the participants better (personal questions). This will help when examining the data, how they answered the questions based on where they are located, the type of work they do, the size of the company they work for, etc.

After the participants filled out the personal questions, they were asked to strongly agree, agree, neutral, disagree, strongly disagree or have no opinion with multiple statements. The first section were statements were based on 'Working with Ontario One Call' followed by the next section on 'Opportunity Areas'.

The final questions of the survey were focused on COVID-19, the impact that the pandemic had on their excavation work and what kind of volume they are expecting for 2021.

Ontario One Call was pleasantly surprised by the positive feedback provided in the comments section as well as the large number of responses.

3.3 Proposed Mapping Changes – Max Surface Area – 20 minutes

Ian Simpson

The Director of Operations received a couple emails regarding this item however, the committee members were to take some time and draw out what their thoughts are on the sizes. This would help the entire committee understand what the area looks like under specific measurements and surface area. These drawings and map selections were not provided.

The purpose of the activity is to land on a decision but more so that the committee as a whole understands and everyone is on the same page, as this change would affect everyone.

TASK – Director of Operations to recirculate the presentation on the mapping changes. Committee members to come to the next meeting with some examples of their own measurements and sketches.

3.4 Relocate Dates - 15 minutes

Malcolm Robertson/Bav Mistry

Currently the relocate delays are not lining up and the excavator has to call because one locate is expiring and then the next day another is expiring and so on and so forth all on the exact same ticket.

The proposition is that relocate delay or expiries happen from the day that the ticket originated or was transmitted through the system. Ontario One Call has time stamps when they receive or process a locate request so the proposition is that the delay or expiry will be equal to 60 days from the day that Ontario One Call processes the request irrespective of when the locate is completed the first time. The excavator will only have to call back 5 days before the end timeframe which is 60 days from the original submission and only call back once for all members on the ticket instead of multiple times for each member.

Out of 3000 station codes, 1151 have a 50-day validity period. Typically, members with a 50-day validity period are actually at 60 days but they are accounting for the five business days that the excavator submitted the locate at the beginning and the other five days they submit the relocate at the end. They are making sure that if a locator submits their original locate and then relocates it near the end of the validity period, they are actually notified because the ticket will be expiring by the time they intend to do their work.

TASK – A priority for 2021 as a committee, moving the membership to a 60-day validity period would be beneficial for both excavators and members. Bav, Brandon, Katie and Malcolm to take this project offline to formulate a plan.

3.5 Closed Date in 360 - 15 minutes

Bav Mistry

The IT Manager thinks tickets that are cleared through check box clearances are not included in the results for 360 reports. They are cleared before Ontario One Call would have sent the notifications to the members who need to be notified.

TASK – Bav to send an email to Brandon on close dates for system clearances so he can look into this further with Katie and Pelican.

3.6 QC/Audit of 360 Data - 15 minutes

Bav Mistry

Ontario One Call proactively monitors for members that stop flowing/reporting into 360. Typically, the Compliance Department looks into these matters. As far as auditing the data, the onus is the member to make sure they are reporting accurate information to Ontario One Call. A member could audit it through the web portal or Ontario One Call could send a member a data dump of their 360 data.

4. Round Table – 10 minutes

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday February 4, 2021 at 10:00am

Teleconference

5.2 Meeting Close

Motion to Adjourn – 12:00pm

Motioned by: Reza Habibollahi

Seconded: Malcolm Robertson

In favour: All

Opposed: None

