

# Ontario One Call

## Operations Committee Meeting Minutes

**Meeting Date:** Thursday July 9, 2020  
**Location:** Teleconference  
**Time:** 10:00am – 12:00pm

**In Attendance:** Bav Mistry (Chair), Nectar Tampacopoulos (Vice Chair), Katie Gotsman (Secretary), Eric Boere, Andrew Kottelenberg, 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:** Nick DeStefano, Chris Faith, Reza Habibollahi, Terry Hall and Jason Henderson

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### 1. Meeting Opening – 15 minutes

**Bav Mistry**

- 1.1 Call to Order – 10:07am
- 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) - 10 minutes

**Bav Mistry**

Review Action Register

#### 3.2 Performance Based Billing Discussion – 20 minutes

**All**

In early September, the proposed by-law changes and performance based billing model will be presented to the Operations Committee and Board of Directors in order to approve a Member Consultation meeting by the end of September. Following the Member Consultation meeting, there will be a couple weeks for members to provide feedback. The Board of Directors may make changes depending on the feedback provided by the membership. At the end of October, a Special Members Meeting will be held to vote on the proposed by-law changes and new fee schedule.

Ontario One Call will be using the 2021 performance data to determine the member's fees in 2022. Performance Based Billing will take effect on January 1, 2022.

In this particular billing model, all members are treated the same, it does not benefit one sector over another. The member's fees will be determined by a point system weighted by their locate performance delivery.

**3.3 Valid Locate Request By-Law Change – 20 minutes**

**Bav Mistry**

Under the law, there is no definition of what a proper locate looks like. Ontario One Call decides what a proper locate request looks like.

There is nothing in the act or by-laws that discusses payment. If an excavator does not pay the member, they have the choice to take them to small claims court.

**3.4 Executive Summary Review (June) (Attach 3 – 13 pages) – 10 minutes**

**Katie Gotsman**

Ontario One Call has 33 less agents than they did at this time last year due to COVID-19 halting recruitment. This has resulted in lower service levels for the months of May and June. Furthermore, homeowners were very active in May and June, most likely because they are working from home or unemployed and would like to do yard work or some DIY projects.

Even though Ontario One Call is short staffed, 75% of calls were answered within 10 minutes or less and all emergencies were answered on time.

Suspended web tickets have taken a hit as the agents are answer the phones and do not have much down time to work on the web tickets.

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**4. Round Table – 20 minutes**

**All**

**4.1 Late Locate Symposium**

**Ian Simpson**

The Late Locate Symposium (LLS) initiatives have been halted due to COVID-19. There will be a call in a couple of weeks to get back on track. There are a few members on the Operations Committee that will be participating.

**4.2 Professional Locate Administrator Course (PLAC)**

**Ian Simpson**

The Professional Locate Administrator Course will be launching this fall.

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**5. Meeting Finalization**

**Bav Mistry**

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

Thursday, September 3, 2020 at 9:00am

Teleconference

**5.2 Meeting Close**

Motion to Adjourn – 11:55am

Motioned by: Andrew Kottelenberg

Seconded: Jason Meyer

In favour: All

Opposed: None