



**Ontario One Call (OOC)
Stakeholder Advisory Council (SAC)
Meeting Minutes – September 18th, 2024**

The following provides meeting minutes from the inaugural Stakeholder Advisory Council (SAC), which was held at 155 University Avenue, Toronto, Ontario on September 18th, 2024 (10:00 am to 12:00 pm).

Attendance:

SAC Members -

- Karen Nesbitt as Chair (AMO), Patrick McManus as Vice Chair (OSWCA), Tom Aiken (IO), Nameer Rahman (OEA), Nadia Todorova (RCCAO), Moranne McDonnell (PromarkTelecon), Enrico Scalera (City of Burlington), Ryan Quesnel (Thomas Cavanagh Construction), Ted Wigdor (for Teresa Sarkesian, Electricity Distributors Association)

OOC Officials -

- Jim Keech (CEO and President), Jean Lepine (Chief Strategy Officer), Samantha Pinto (Chief Regulatory Officer), Mohamed Reghabi (Chief Digital Officer), Abiola Sulaiman (Senior Project Manager)

Special Guest(s) / Standing Invitee(s) -

- Mary Beth Fazzari (MPBSDP, Government of Ontario)

Regrets -

- Rob Figliuzzi (ITPA), Kirstin Jensen (OHBA)

Agenda Item One – OOC 2025 – 2027 Strategic Plan

- The Chief Strategy Officer (CSO) led a presentation and discussion on OOC's 2025-2027 Strategic Plan, which is set to take effect on January 1st, 2025.
 - Highlighted that the development of OOC's first strategic plan was a formal process led by OOC's Board with engagement and support provided by the organization's executive leadership team. A third-party was utilized to guide the planning and development of the Plan.
 - Emphasized that the existence and purpose of SAC stems from the Strategic Plan, particularly in response to the need to enhance industry and stakeholder engagement.
 - Advised that the Strategic Plan would be presented to OOC's Board for final approval at the end of September, followed by publication shortly thereafter, in preparation for execution in 2025.



- Safety was identified as the primary key and driver for OOC. The CSO detailed the various strategic goals, imperatives, and proposed initiatives encompassed in the Strategic Plan, with the overarching goal of providing efficiency to the industry and sectors OOC supports.
- Improving awareness was highlighted as a full-time effort for OOC, with annual measurements developed to track progress. While awareness is high among stakeholders, homeowners are the primary target for the organization's efforts in this area. OOC continues to invest in awareness campaigns, which will evolve over time.

Agenda Item Two – Digital Roadmap

- The Chief Digital Officer (CDO) led a presentation and discussion on OOC's Digital Roadmap (the roadmap).
 - A key focus of the roadmap is IT modernization, including addressing cybersecurity efficiencies and enhancing investments in OOC's maintenance system, as well as the optimization of OOC's legacy systems.
 - OOC's digital vision is to facilitate efficiency across all services the organization offers, enabling quicker excavation without compromising safety.

Agenda Item Three – Industry Trends

- A conversation was held on industry trends, noting that the excavation and construction industry is in a period of constant change due to various market forces, regulatory changes, and technological advancements. Three questions were posed:
 - What emerging trends in technology and innovation are impacting the construction and excavation industry in Ontario, and how can Ontario One Call adapt to support these advancements?
 - How are environmental and sustainability considerations shaping the future of construction and excavation projects in Ontario, and what role can Ontario One Call play in facilitating environmentally responsible practices?
 - What are the most significant challenges currently facing the construction and excavation industry in Ontario, and how can enhanced collaboration between industry and Ontario One Call address these?

Agenda Item Four – Wrap Up and Next Steps

- Decision made for longer in-person meetings to facilitate more fulsome discussions.
- The Chair formally adjourned the meeting.