

**Ontario One Call**  
**2021 Annual General Meeting**



Meeting Date: Thursday, June 24, 2021  
Location: GoTo Webinar Meeting  
Time: Meeting Starts 9:00 a.m.

**1.0 Meeting Opening**

- 1.1 Call to Order – D. Dalpe calls meeting to order at 9:02 am.
- 1.2 Welcome from the Chair – D. Dalpe welcomes everyone. He outlines process of virtual meeting.
- 1.3 Description of Voting Process – Ballots sent via emailed to the voting members by the end of the meeting. Voting closes at 11PM on Thursday June 24.  
Three voting topics are:
  1. Slate of Director approval
  2. Appointment of 2021 auditor – Donna A. Goldson
  3. Proposed changes to the By-Laws
  4. Proposed changes to the Fee Schedule

**2.0 Previous Minutes**

- 2.1 Approval – W. Eichenberger motioned to accept AGM minutes from 2020, seconded by K. Marnier. None opposed. Carried.
- 2.2 Matters Arising – No matters arising brought forth.

**3.0 Report from Chair** – D. Dalpe (on behalf of S. Mudie) – updates attendees with a year in review.

- Board and MGCS working to establish new compliance model
- Recent appointments to Board of Directors increases out capabilities in areas of board HR and legal expertise
- Our goal is for a safer Ontario and we are working diligently to make that vision reality

#### **4.0 Report from Executive Director – Ben Hamilton, Executive Director**

- Map Selection Notification savings in 2020
- Ben reviews the 2020 priorities:
  - o Mandatory DIRT Reporting
  - o Single property ticket project is on track for 2022 implementation
  - o Improved ticket entry for larger projects in the public right-of-way
  - o Release of the Professional Locate Administrator Course
  - o Development of new policies on sharing locates
  - o Completed first Enterprise Risk Management study
  - o Late Locate Symposium work continued promoting dedicated locators concept
  - o By-laws approved to include a new compliance model based on mediation and arbitration and additional Board of Director representation from excavator sector
  - o Membership passed performance based billing to take effect in 2023
  - o Board Directors participated in first professional training session with ICD
- The plan for 2021:
- Member Focus & Value
  - o Mandatory DIRT damage reporting
  - o Launch new homeowner/ single property ticket in 2022
  - o Expand PLAC training
  - o Continue uninterrupted service during COVID-19 pandemic
  - o New business approaches for members and excavators
- Governance & Accountability
  - o Conduct excavator survey
  - o Add additional excavator representation on the Board of Directors
- Openness and Transparency
  - o Form new Compliance Committee
  - o Communication to the members, excavators and stakeholders on compliance expectations.
  - o Implementation of all new by-laws passed by members
- B. Hamilton delivered COVID-19 response update. Staff maintaining WFH model.
  - o Phone and online service continue uninterrupted

- Employee safety paramount – hands-free door opener, dispensers, heighten sanitation protocols and physical distancing implemented for staff in the office.

#### **5.0 Report from Treasurer – Karen Marner, Treasurer**

- Revenues exactly on target due to fixed assessment fee schedule
- On1Call costs per ticket down 18% since 2015
- Expenses decreased primarily due to pandemic related budget mitigation

#### **6.0 Appointment of Auditor for 2021-2022**

- K. Marner asked members to approve Donna A. Goldson as auditor for 2021 via electronic ballot

#### **7.0 Elections of Directors**

- D. Dalpe asked members to approve Slate of Directors via electronic ballot

#### **8.0 Report from Operations Committee – Bav Mistry, Chair of Operations Committee**

- B. Mistry introduced Operation Committee members
- Committee agenda items were:
  - Review and response to by-law amendments
  - Follow-up from Late Locate Symposium on sharing locates and locate validity
  - Refining work type list
  - Defining project work
  - Review of fee schedule proposal
  - Communications

#### **9.0 Update on System Changes - Katie Gotsman, Director of Operations**

- Ratio of members per locate request continues to reduce
- Campaign to educate member on the benefits of reducing their map coverage within our system
- Upcoming changes to the web portal include:
  - User friendly format and process
  - New and improved map features
  - Easy to submit design and planning requests
  - Customizable search criteria
  - 7” or larger mobile friendly system
  - Contractor single address request, advanced request, design and planning request and easy management of account settings

- Homeowner single address request and easy request and submission and search
- Member notification management and request search function
- More space for additional information
- Members and excavators who parse their notification will need to make changes to their systems to avoid disruption
- First, round Beta testing completed in April 2021. Second phase of Beta testing schedule for July 2021
- Streamlining types of work for excavators and homeowners and project work with assistance of the Operation Committee

**10.0 Update on Marketing Programs** – Ian Simpson, Director of Education, Marketing & Compliance

- **Marketing:**
- The “GET THE DIRT” marketing campaign expanded highlighting specific types and sizes of excavation
- ON1Call won two awards in 202- the Davey award for best design and the Award of Excellence for Integrated Campaign for communication.
- Sewer Safety Inspection initiative to Call Before you Clear
- Kate Campbell, of HGTV receives paid endorsement to promote Ontario One Call
- **Education:**
- Professional Locate Administrator course released in 2020. Over 500 registrants and certificates issued for the online course.
- **Compliance:**
- Year-over-year comparison depicts 2020 complaint decline attributed to the COVID-19 pandemic.
- The highest complaints by geographical area for 2020 was Toronto.
- 

**11.0 Review of Fee Schedule Item** – Ben Hamilton, Executive Director

- Requests membership to approve for 2.9% fee increase and an additional \$500K for the Compliance budget to support compliance activity.
- Increased telecommunications costs related to the increased usage of the web ticket platform
- Normal inflationary costs for services and compensation

**12.0 By-Law Change – Ben Hamilton, Executive Director**

- B. Hamilton outlines the minor changes proposed to align with Bill 257, Supporting Broadband and Infrastructure Expansion Act. Bill 257 creates 10 business day locate limit for designated broadband projects

**13.0 Questions from the Participants**

**14.0 Formal Adjournment of AGM Business**

- D. Dalpe closes the meeting following the Q&A session and reviews electronic voting process.
- Motion to adjourn by W. Eichenberger at 10:27 am. Seconded N. Taylor. All in favour.