

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday April 8, 2021
Location: Teleconference
Time: 9:00am – 12:00pm

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

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

Absent: Nick DeStefano

Absent with Regrets: Chris Faith, Jason Meyer & Malcolm Robertson

1. Meeting Opening – 10 minutes

Bav Mistry

1.1 Call to Order – 9:15am

1.2 Confirmation of Quorum – Confirmed

1.3 Safety Moment

1.4 Review of February 2021 minutes (Attach 1 – 2 pages)

1.5 Motion to approve previous meeting minutes as written

Motioned by: Eric Boere
Seconded: Josie Trapani
In favour: All
Opposed: None

1.6 Review of March 2021 minutes (Attach 2 – 3 pages)

1.7 Motion to approve previous meeting minutes as written

Motioned by: Nectar Tampacopoulos
Seconded: Reza Habibollahi
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

3. Matters for Discussion

3.1 Review Action Register - (Attach 3 – 1 spreadsheet) - 20 minutes

Bav Mistry

Review action register.

3.2 Bill 257 Update – 20 minutes

Ben Hamilton

The Ministry of Infrastructure concocted Bill 257 regarding the expansion of Broadband for high-speed internet across the province however; Ontario One Call or the Ministry of Government & Consumer Services were not consulted. If Bill 257 was approved in the first draft, it would have given excavators permission to dig without locates and if damage occurred, the infrastructure owners would not be able to sue for damages. The Executive Director of Ontario One Call and many others spoke with the government on Bill 257 and how digging without locates is reckless and could have huge ramifications.

All sections regarding excavation without locates were removed from the bill however, still included in the bill, the Minister of Infrastructure has the power to fine infrastructure owners without a hearing for late locates. The fines could be as high as \$500,000.

3.3 360 Reporting – 20 minutes

Michael McGivery

It was brought to the attention of the committee that extracting reports from 360 Feedback is difficult and since Ontario One Call is moving to Performance Based Billing as per the by-law changes in 2020, it is important that members have a fully functional application to report on their locate performance.

Ontario One Call has already began working on a new 360 portal; eventually this will be accessible to the membership. The new 360 portal will primarily show compliant vs. non-compliant reporting. Should Committee Members have any special requests for the new 360 portal, they are encouraged to reach out to Ontario One Call.

Development of the new 360 portal is currently ongoing; Ontario One Call will reach out to members for feedback after internal testing is complete.

3.4 Committee Progress - 20 minutes

Bav Mistry

While providing an update to the Board of Directors, the Chair of the Operations Committee was asked if the Committee is effective at making progress and if the goals/initiatives are being accomplished.

Some Committee Members feel as though the Committee has not been given the opportunity in the past (i.e. changes to the by-laws back in 2020) to speak to significant changes. As per the Committee's Terms of Reference, the Operations Committee reports to the Board of Directors and the Committee's mandate is to review and endorse significant operational changes that include changes to process, policies or communications that may have significant impact on member or stakeholder operations.

Ontario One Call mentioned that the Committee Members need to be held to higher expectations when asked to complete action items. There is disconnect when Ontario One Call asks for feedback or review, it is not taken seriously.

Some other issues that were address:

- Low engagement
- Too many agenda items
- Not enough time
- Hesitation on making decisions
- Not meeting enough
- Spend too much time on each item
- Personal agendas

The Operations Committee would like to provide the following updates to the Board of Directors:

The Operations Committee Chair recommends to the Board of Directors that working groups be formed by the Operations Committee members or their delegates to support non-confidential technical operational improvements on an as-needed basis.

The Operations Committee Chair recommends to the Board of Directors that the committee and staff develop procedures to ensure adequate review and endorsement of process and policy changes (such as fees, by-law, late locate policy, operational standards, etc.)

3.5 Sewer Safety Inspection Script Review (Final) – (Attach 4 & 5 – 2 pages each) – 10 minutes **Katie Gotsman**

Motion to approve the Sewer Safety Inspection Scripts as presented.

Motioned by: Eric Boere
Seconded: Andrew Kottelenberg
In favour: All
Opposed: None

3.6 Reviewing Work Types (Attach 6 – 1 spreadsheet) – 40 minutes **Katie Gotsman**

Carried over the next meeting.

3.7 Proposed Mapping Changes – Max Surface Area (Attach 7 – 1 spreadsheet) – 25 minutes **Katie Gotsman**

There was a task for all Committee Members to provide the Director of Operations with a list of what qualifies a project work request (i.e. map selection size, max depth of excavation, etc.). There was no feedback provided by the committee.

The committee had defined 'project work' in the past however within that definition, it only mentions working within 30 days and work area as one urban block or 1,000 metres in a rural area. Ontario One Call needs more criteria in order to move forward.

Eric Boere would like the Operations Committee to consider adopting 'Project' as designated by O. Reg. 213/91: Construction Projects under Occupational Health and Safety Act. Currently, there are no questions that follow the items mentioned in O. Reg. 213/91. If this were of interest to the committee, there would need to be an additional development after the new web portal implemented.

TASK – Chair and Director of Operations to discuss how to proceed with this initiative. The Director of Operations will send a summary email on project locates and what criteria could trigger a project work request. Committee Members to respond to the email with their feedback before the next meeting.

4. Round Table – 10 minutes

All

5. Meeting Finalization - 5 minutes

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday May 6, 2021 at 9:00am

Teleconference

5.2 Meeting Close

Motion to Adjourn – 12:05pm

Motioned by: Eric Boere
Seconded: Josie Trapani
In favour: All
Opposed: None