

# Ontario One Call

## Operations Committee Meeting Minutes

**Meeting Date:** Thursday July 08, 2021  
**Location:** Teleconference  
**Time:** 9:00am – 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, Jason Meyer, Malcolm Robertson and Josie Trapani

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

**Absent:** Chris Faith

**Absent with Regrets:**

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### 1. Meeting Opening – 10 minutes

**Bav Mistry**

- 1.1 Call to Order – 9:03am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Safety Moment (Next Month – Eric Boere)
- 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: Andrew Kottelenberg  
In favour: All  
Opposed: None

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### 2. Chair Items

**Bav Mistry**

#### 2.1 Chair Update

Ontario One Call hosted a virtual AGM in June and a Board of Directors meeting followed right after. The Chair of the Operations Committee provided an update to the Board. There was an extensive discussion on whether or not a Board of Director should sit on the Operations Committee as a Board representative. There will be a recommendation from the Board regarding this matter in the future.

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### 3. Matters for Discussion

#### 3.1 Types of Work – 1 hour

**Katie Gotsman**

The Committee has reviewed the entire 'Types of Work' list; the Director of Operations will construct a comparison list for the Committee's review. Three steps going forward:

- One last review of the condensed 'Types of Work' list

- Committee to review the homeowner's type of work, removing work that will not be used by homeowners in order to simplify.
- Discussion around who else should review the 'Types of Work' list before implementation.

### 3.2 360 Reporting – 30 minutes

**Brandon Denton**

Ontario One Call received the list from Michael McGivery/Enbridge on what they would like included in the future reporting tool. The IT Manager said almost all of the items are possible.

Ontario One Call is currently at a standstill; feedback is needed by the Committee Members in order for Ontario One Call to capture the needs of the members for their internal reporting. IT Manager would like Committee Members to submit examples of how the data they already receive from Ontario One Call is used. This will help with what is needed for future reporting.

**TASK** – Committee Members to provide IT Manager with examples of how they currently use data that is provided by Ontario One Call. The deadline for this task is Friday July 16, 2021. Michael McGivery's list will be shared with the Committee along with notes from the meeting.

### 3.3 Communication to Requests/Excavators (Appropriate Conduct) – 15 minutes

**Jason Meyer**

Locate Service Providers (LSP) would like to see a memo/communication issued to the excavators from Ontario One Call regarding appropriate behaviour when communicating in the field. Every year, the LSP's face harassment from excavators in the field and over the phone. This year is particularly worse compared to previous years. The excavators tone and language is unacceptable and borderline harassment.

Ontario One Call as a body/regulator cannot put out a communication that they are okay with/approve untimely locates. Ontario One Call is looking into solutions whether through social media or an e-blast but it will be hard for the brand to put something out to the public. Ontario One Call has an abusive caller policy to protect the staff and allowing employees to walk away from an inappropriate call. It is suggested that the LSP's use the same approach.

### 3.4 Review Action Register - (Attach 2 – 1 spreadsheet) – 20 minutes

**Bav Mistry**

Review Action Register.

## 4. Round Table – 25 minutes

**All**

### 4.1 Service Level Change

**Katie Gotsman**

Effective July 1, 2021, the Ontario One Call service level will change from of 80% of calls in 20 seconds or less to 80% of calls in 5 minutes or less. This change does not apply to emergency calls; the average wait time for an emergency call is 15-20 seconds.

### 4.2 Schedule 2 to By-Law 2

**Eric Boere**

At the AGM, the Executive Director indicated that this summer and into the fall there would be efforts made to work with the Ministry to update the regulation on Schedule 2 to By-Law 2. Since that was reviewed by the Board of Directors last year there have been a number of inputs provided through the consultation process as well as after.

It is encouraged that Ontario One Call considers all the information received since the by-law was circulated and how the organization works with the Ministry for the inclusion of all needs identified.

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**5. Meeting Finalization - 5 minutes**

**Bav Mistry**

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

September 09, 2021 at 9:00am

Teleconference

**5.2 Meeting Close**

Motion to Adjourn – 12:19pm

Motioned by: Malcolm Robertson

Seconded: Reza Habibollahi

In favour: All

Opposed: None

