

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday February 7, 2019
Location: Union Gas Ltd, 8015 Esquesing Line, Milton, ON L9T 5C8
Time: 9:00am – 2:00pm

In Attendance: Bav Mistry (Chair), John Huber (Vice Chair), Carrie Dudley-Tatsu, Andy Blokker, Nectar Tampacopoulos, Kevin Decaire, Malcolm Robertson and Jason Meyer

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

Absent:
Absent with Regrets: Katie Gotsman, Shawn Bissell and Eric Boere

1. Meeting Opening

Bav Mistry

- 1.1 Call to Order – 9:13am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Review of previous minutes and notes *(Attach 1 – 3 pages)*
- 1.4 Motion to approve previous meeting minutes as written

Motioned by: Carrie Dudley-Tatsu
Seconded: Nectar Tampacopoulos
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

- 2.1 Safety Moment
- 2.2 Review Action Register *(Attach 2 – 1 spreadsheet)*

To be moved to 'Matters for Discussion' going forward.

5.3 – Location coordinates to be in production environment by September/October.

3.1 – Mapping tools (trees, posts, etc.) ready for roll out March 29, 2019

3.4 – Information on 'Call Before You Clear' was provided to Ontario One Call from Carrie and John. Ontario One Call are now reaching out to other members that clear. All information will be reviewed and the website will be updated.

2.3 Update - Call for Nomination (Telecommunications Sector)

There were several people interested in sitting on the committee as the telecommunications representative; the following have reached out:

- Alain Tremblay – CochraneTel

- Michael Hryshenko – Potentia Renewables Inc.
- Gordon Campbell – Rogers Communications

Nathaniel Ticar, the replacement of Stan Swann at Rogers Communications has shown some interest in sitting on the committee as well.

TASK – Ontario One Call to provide a list of small and medium telecommunications members along with their contact information. Bav and John to reach out to these members before a final decision.

3. Matters for Discussion

3.1 Project Locate Initiative (*Attach 3 – 1 spreadsheet*)

John Huber

- Please see attachment for more information on Leslie Chapman's presentation.
- The first step is the discovery phase, mapping out the needs. This will provide a better idea of what the committee is looking for on a much bigger scale.
- This would typically take 1-3 months to complete; subcommittees would make this process go by faster.
- Leslie Chapman has created a timeline. The first four columns of the Analysis and Design stage should be tackled first. The business requirements document will be needed first to determine if this project can go through internally or if an RFI will be needed.

TASK – Ontario One Call to send an email to the committee members to determine interest in subcommittees for this project. Response deadline set for February 22, 2019.

3.2 Ontario One Call Member Survey Results (*Attach 4 - 34 pages*)

Ben Hamilton

- The survey is broken out by sector (48% Municipal, 16% Telecom, 21% Electrical, 12% Oil/Gas and 3% Other) and the their roles. A total of 67 participated.
- This was the first Membership Survey Ontario One Call has conducted
- The membership seems to agree with Ontario One Call's vision statement
- There are mixed views with timely delivery of locates now than before legislation back in 2012
- There are also mixed views on how members feel about Ontario One Call doing enough to fix timely locates.
- Overall, the membership has a good view on Ontario One Call. It is a diverse set of views and worth a read of the comments and good endorsements.
- The committee would like more input from the membership on the next survey since it was only 67 of 800+ members

3.3 Executive Summary for 2018 (*Attach 5 – 13 pages*)

Brandon Denton

Emergencies are down which is great, most of the emergencies that are occurring are broken water mains. January was a good month, requests are up but notifications are down. There is currently a training class of 11 agents, which will be hitting the contact centre floor on February 18, 2019 and a new class of 13 starting on February 19, 2019.

3.3 Communications Plan (*Attach 6 - 12 pages*)

Ian Simpson

- A combined marketing effort amongst Ontario One Call and the members, looking for more awareness and understanding in the industry. 43% of infrastructure damage occurred due to no locates or not waiting for locates. The campaign will start in March 2019 and run through peak season.

- Ontario One Call is looking to have a standardized education program for stakeholders (ie. LSP's, members and excavators), once completed, they would be 'Ontario One Call Certified'
- 34 – 42 years of age is the target, mixing education with humour. "Do you Dig?"
- Partnership and collaboration with the ORCGA

3.5 Final Review of Communication Requested by Board of Directors (Attach 7 – 2 pages) Carrie Dudley-Tatsu

Director of Marketing, Compliance and Education to review communication before sent out on March 5, 2019.

Motion to approve communication as is and send out to stakeholders on March 5, 2019.

Motioned by: Carrie Dudley-Tatsu
 Seconded: Bav Mistry
 In favour: All
 Opposed: None



4. Round Table

All



5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, March 7, 2019 at 9:00am

Union Gas Ltd.
 8015 Esquesing Line
 Milton, ON
 L9T 5C8

5.2 Meeting Close

Motion to Adjourn – 12:10pm

Motioned by: Andy Blokker
 Seconded: John Huber
 In favour: All
 Opposed: None

