

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday September 12, 2019
Location: Ontario One Call, 1-104 Cooper Drive, Guelph, ON N1C 0A4
Time: 9:00am – 2:00pm

In Attendance: Bav Mistry (Chair), John Huber (Vice Chair), Katie Gotsman (Secretary), Andy Blokker, Jason Meyer, Malcolm Robertson, Jason Henderson, Eric Boere, Shawn Bissell, Nectar Tampacoulos and Terry Hall

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

Absent: Kevin Decaire

Absent with Regrets:

1. Meeting Opening

Bav Mistry

- 1.1 Call to Order – 9:06am
- 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: Eric Boere
Seconded: Jason Henderson
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

- 2.1 Safety Moment
- 2.2 Chair and Vice Chair Positions (*Attach 2 – 1 page*)

Both Bav Mistry and John Huber's terms are ending in November.

Bav would like to stay on the committee and remain the Chair. She is going to bring it up with the Board of Directors next week and seek a recommendation. Ideally, the Board of Directors will extend Bav's term to bridge the gap. Committee members should think about whether or not they would like to be the Vice Chair of the committee.

TASK – Ontario One Call to send out a call for nomination for an LSP

3. Matters for Discussion

3.1 Review Feedback on Business Requirement Documents on Project Locate Initiative

John Huber

The committee members we required to review and endorse the business requirement documents however there was not much feedback. It is assumed that they are good to go.

TASK – Director of Operations to review documents with Executive Director and discuss next steps

3.2 Executive Summary (*Attach 3 – 13 pages*)

Katie Gotsman

Ratio of notifications to requests are staying solid under six, Director of Operations is putting together a communication with the Member Services Dept. to inform members that improving their mapping would reduce their notifications.

There is a 17% decrease in calls since changing the contractor queue to a single civic only. Simultaneously, web tickets have increased.

3.3 Definition of Private Property

Katie Gotsman

With the development of the new web portal for homeowners to submit tickets online. There is a section where they will be asked if their area of work is public or private. The Director of Operations requested at the last meeting, an official definition of 'Private Property'.

After discussion with the committee, there were several options put on the table:

1. Providing three options:
 - a. Public
 - b. Private
 - c. Unknown (both)
2. Removing the question altogether and checking both Public and Private automatically
3. Providing just the two options Public and Private but also providing an official definition of 'private property', an image or a disclaimer

TASK – Committee members to take this away and come back with a decision on one of the above options

TASK – Director of Operations to send potential definitions of 'private property' to the rest of the committee to word smith and edit. She needs feedback right away.

3.4 Review of 2014 Segmentation

Katie Gotsman

On December 1, 2014 Segmentation released into the web portal

Right away, members were notifying Ontario One Call of an increase in notifications, unnecessary tickets being generated and additional work due to the implementation of segmentation. Ontario One Call was asked to turn it off in March 2015.

By April, it was turned off but it created issues within the system, which required it to be turned back on partially to avoid members being under notified. It was officially turned off in July 2015.

Because of segmentation, an additional 255,000 notifications were generated for the few months it was active. Members were very upset with the outcome.

3.5 Review Action Register (*Attach 4 – 1 spreadsheet*)

Bav Mistry

See action register

4. Round Table

All

4.1 Education, Marketing and Compliance Update

Late Locates are on the rise across the province. All parties push the blame onto each other meanwhile everyone is to blame. Ontario One Call is working on resolving/improving the issue.

Working on a Locate Administrator Course, which will be available in early 2020.

A 2020 plan for public awareness where members could help Ontario One Call with signage on their infrastructure/equipment (i.e. pipelines, fences, etc.).

New website will launch for Ontario One Call by the end of October. www.on1call.com will now be www.ontarioonecall.ca. If the old domain is used, the user will be redirected to the new website automatically.

4.2 Sharing a renegotiated date

Director of Operations would have to find out if sharing renegotiated dates would be systematically possible.

TASK – Director of Operations to look into sharing renegotiated dates with Pelican and discuss at the next meeting

4.3 2020 Initiatives

The committee is hopeful that the Project Locate initiative will wrapped up by the end of 2019. The Chair would like to have a brainstorming exercise at the next meeting to discuss where the committee should focus their time and 2020 initiatives.

TASK – Committee members to think about areas that should be of focus for 2020 and discuss at the next meeting

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, October 3, 2019 at 9:00am

Ontario One Call
1-104 Cooper Drive
Guelph, ON
N1C 0A4

5.2 Meeting Close

Motion to Adjourn – 1:01pm

Motioned by: Nectar Tampacoulos
Seconded: Andy Blokker
In favour: All
Opposed: None