

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday February 6, 2020
Location: Innovation Guelph, 361 Southgate Drive, Guelph, ON N1G 3M5
Time: 9:00am – 2:00pm

In Attendance: Bav Mistry (Chair), Nectar Tampacopoulos (Vice Chair), Katie Gotsman (Secretary), Shawn Bissell, Eric Boere, Nick DeStefano, Terry Hall, Andrew Kottelenberg, Michael McGivery and Jason Meyer

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

Absent:
Absent with Regrets: Jason Henderson, Malcolm Robertson and Nathaniel Ticar

1. Meeting Opening – 20 minutes

Bav Mistry

- 1.1 Call to Order – 9:09am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Safety Moment
- 1.4 Review of previous minutes and notes (*Attach 1 – 3 pages*)
- 1.5 Motion to approve previous meeting minutes as written

Motioned by: Michael McGivery
Seconded: Andrew Kottelenberg
In favour: All
Opposed: None

2. Chair Items

Bav Mistry

3. Matters for Discussion

3.1 Review Action Register (*Attach 2 – 1 spreadsheet*)

Bav Mistry

See action register.

3.2 Policy on Sharing Locates (*Attach 3 – 1 email*) – 30 minutes

Committee members believe that taking the wording from ORCGA best practices on locate requests would be beneficial. Ontario One Call should use the ORCGA best practices verbatim. The Operations Committee would recommend that the wording from the best practices be used and everything after 'However' should be bolded.

3.3 Types of Work for Portal and Dedicated Locator (Attach 4 & 5) – 20 minutes

Director of Operations is waiting on the rest of the committee members to provide their own lists:

- Top 20 Types of Work to keep for 'Contractor/Contractor Project'
- Top 20 Types of Work to keep for 'Homeowner'
- Top 10 Types of work to keep for the 'Dedicated Locator Model'

Once all lists are received, the Director of Operations will compile the information and review with the committee at the next meeting.

3.4 Scenarios for Unreasonable Requests – 30 minutes

All utilities (members) are frustrated on the abuse of unreasonable requests. They are looking for something to be done to rectify the problem.

The committee would like to identify a process that can be brought forward to the Ontario One Call Compliance Department. Creating some guidelines and receiving support. The committee members feel that if there is a complaint on an unreasonable request, it should be recognized as an invalid complaint.

The outcome the members would like to see is an excavator having to resubmit a reasonable request.

This item will continue at another meeting.

3.5 Relocates – Other Options – 10 minutes

Ontario One Call will explore options of changing the relocate process to allow changes to the map selection on a relocate. These options will be considered after the release of the currently planned new web portal, which is expected to be implemented in 2021. Changes to relocates will be analysed after that time.

3.6 Web Portal Redesign Feedback – 20 minutes

Right now, the members should only review the wording and structure. There is no function to it at this point.

3.7 Late Locate Symposium Conference Call – 10 minutes

Ben Hamilton/Ian Simpson

Updated some participants with the five different initiatives from the Late Locate Symposium, which are Dedicated Locator, Forecasting, Compliance, Pressure Points and Data in, Data Out. The Board of Directors will be making changes to the by-laws at the AGM in June. These changes include guidelines on formal/informal complaints, the structure of the Compliance Committee and performance based billing.

3.8 Vote on Replacement of Telecommunications Position: Chris Faith – 5 minutes

Bav Mistry

Motion to approve Chris Faith as the replacement of Shawn Bissell as a representative of the Telecommunications sector on the Ontario One Call Operations Committee

Motioned by: Andrew Kottelenberg
Seconded: Jason Meyer
In favour: All
Opposed: None

3.9 Vote on Replacement of Telecommunications Position: Reza Habibollahi – 5 minutes

Motion to approve Reza Habibollahi as the replacement of Nathaniel Ticar as a representative of the Telecommunications sector on the Ontario One Call Operations Committee

Motioned by: Jason Meyer
Seconded: Shawn Bissell
In favour: All
Opposed: None

4. Round Table – 20 minutes

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, March 5, 2020 at 9:00am

Innovation Guelph

361 Southgate Drive
Guelph, ON
N1G 3M5

5.2 Meeting Close

Motion to Adjourn – 12:15pm

Motioned by: Jason Meyer
Seconded: Terry Hall
In favour: All
Opposed: None

