

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday March 4, 2021
Location: Teleconference
Time: 10:00am – 12:00pm

In Attendance: Bav Mistry (Chair), Nectar Tampacopoulos (Vice Chair), Katie Gotsman (Secretary), Eric Boere, Nick DeStefano, Chris Faith, Reza Habibollahi, Terry Hall, Michael McGivery, Jason Meyer, Malcolm Robertson and Josie Trapani

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

Absent:
Absent with Regrets: Andrew Kottelenberg

1. Meeting Opening – 10 minutes

Bav Mistry

- 1.1 Call to Order – 10:01am
- 1.2 Confirmation of Quorum – Confirmed
- 1.3 Safety Moment
- 1.4 Review of previous minutes and notes (*Attach 1 – 2 pages*)
- 1.5 Motion to approve previous meeting minutes as written

Minutes to be amended with the following:

- Discussion on a mandatory 60-day validity during the review of the action register to be added to the minutes and not just the action register.
- Combine '60-Day Validity Period' & 'Ticket Validity' items in the action register

Both February and March 2021 minutes will be presented for approval at the April 2021 meeting.

2. Chair Items

Bav Mistry

2.1 Board Update - 10 minutes

The Board of Directors asked if the Operations Committee feels as though they are effective and see changes happening. The committee feels as though initiatives should be prioritized and there should be more discussion around initiatives.

TASK - Next month, the committee will discuss priorities, committee members to bring forward items that the committee can focus on for 2021.

3. Matters for Discussion

3.1 Review Action Register - (Attach 2 – 1 spreadsheet) - 10 minutes

Bav Mistry

Review action register.

60-Day Validity Period – The Chair to reach out to the Executive Director on how to proceed with changes to the by-laws. Director of Operations and IT Manager to determine system capabilities and how members with less than a 60-day validity can be increased.

3.2 Reviewing Work Types Continued - (Attach 3 – 1 spreadsheet) – 35 minutes

Katie Gotsman

Carried over to the next meeting

3.3 Proposed Mapping Changes – Max Surface Area – (Attach 4 – 1 spreadsheet) – 20 minutes

Katie Gotsman

Committee members could not reach an agreement on the size of the max surface area or if Ontario One Call should proceed with this new feature at all.

The advanced request in the new web portal will set a project locate for all tickets coming through that feature. The Operations Committee will need to build criteria to differentiate between a standard and project work request.

TASK – Committee members to list what qualifies a project work request in their opinion. For example, map selection is greater than or equal to X or max depth of excavation. Director of Operations to talk with Chair offline on how to proceed with this initiative.

3.4 Sewer Safety Inspection Script Review – (Attach 5 & 6 – 2 page each) – 10 minutes

Katie Gotsman

There were a couple proposed changes made to the Sewer Safety Inspection Script that the agents use in the contact centre. Director of Operations will send the script back accepting all proposed changes with a couple exceptions.

TASK - Director of Operations to present a final copy with all approved edits to the committee before implementation.

3.5 SWIFT/Broadband Projects – Impact on 2021/2022 – 20 minutes

Bav Mistry

The committee is worried about the impact this volume of locates will have on the industry as well as the expectations from the Ontario One Call Compliance Department. There has not been much communication on the locations of these projects and the timelines are expected to be quite aggressive.

Director of Education, Marketing & Compliance explained that the best course of action would be to figure out when they plan to get the shovels in the ground. From a Compliance standpoint, if it is a legitimate locate, the requirements are still within the act and have to be completed within the obligated timeframe. It was mentioned that a dedicated locator model is a great solution to this problem. The best course of action is for members to reach out to these broadband companies and ask them directly when and where the work is being done.

A communication from Ontario One Call to the broadband companies was proposed, asking to reach out and provide options like dedicated locator or self-locate in order to help move things along. Ontario One Call will look into more communication but it is not guaranteed that they will read the communication or action it.

4. Round Table – 10 minutes

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday April 8, 2021 at 9:00am

Teleconference

5.2 Meeting Close

Motion to Adjourn – 12:00pm

Motioned by: Reza Habibollahi

Seconded: Malcolm Robertson

In favour: All

Opposed: None

