

Ontario One Call

Operations Committee Meeting Minutes

Meeting Date: Thursday September 3, 2020
Location: Teleconference
Time: 10:00am – 12:00pm

In Attendance: Bav Mistry (Chair), Nectar Tampacopoulos (Vice Chair), Katie Gotsman (Secretary), Chris Faith, Reza Habibollahi, Terry Hall, Andrew Kottelenberg, Michael McGivery and Jason Meyer

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

Absent:
Absent with Regrets: Eric Boere, Nick DeStefano, Jason Henderson and Malcolm Robertson

1. Meeting Opening – 10 minutes

Bav Mistry

- 1.1 Call to Order – 10:10am
- 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: Nectar Tampacopoulos
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*) - 10 minutes

Bav Mistry

See action register

3.2 Proposed By-Law & Fee Schedule Changes (Performance Based) (*Attach 3–10*) – 45 minutes **Ben Hamilton**

Most of the proposed changes to the by-laws have already been reviewed with the Operations Committee. Feel free to read the handouts/slides for more details.

Fee Schedule Proposal

The proposed changes with the fee schedule are to make the Ontario One Call Compliance Department more effective. The new fee schedule takes away the typical, traditional compliance approach and makes it more of a business/operational approach.

Moving the fee schedule from a service model to a performance based model. Depending how late a locate is, that locate would receive a point value, a score graded based on the member's performance:

- 0-5 business days – 1 point
- 6-10 business days – 2 points
- 11-15 business days – 3 points
- 15+ business days - 4 points

The members would pay more if they are below the average membership performance but less if, they are above the average membership performance. A member would have incentive to be a better performer by saving money. The implementation of this fee schedule would not come into effect until 2022, based on the 2021 data.

New Board Policy – Late Locate Policy

The new structure of the Compliance Committee would be made up of impartial parties such as arbitrators and lawyers. Ontario One Call would pay for any sort of mediation or arbitration should Compliance decide to go down that route. The Board of Directors cannot interfere with the Compliance Committee.

For full details on the new policy, please read the corresponding handout.

Important Upcoming Dates:

- September 3, 2020 – Operations Committee Review
- September 8, 2020 – HR, Governance & Nomination Committee Review
- September 17, 2020 – Board of Directors Review
- September 18, 2020 – Official notice of Special Members Meeting with proposal package
- September 30, 2020 – Member Consultation Meeting
- September 30, 2020 to October 14, 2020 – Submission of stakeholders written feedback
- November 5, 2020 – Special Members Meeting/Official Vote

3.3 PLAC Overview/Update (*Attach 11 – 1 page*) – 10 minutes

Ian Simpson

The Professional Locate Administrator Course (PLAC) is currently in beta testing with 30 individuals; Ontario One Call is trying to find any glitches, issues or missing information.

Pre-registration of the course will be offered at a 25% discount and the course is launching the first week of October.

3.4 Feedback on Proposed Mapping Changes – 15 minutes

Katie Gotsman

Due to time restrictions, this item will be moved to the next meeting. Ontario One Call will send out a reminder to the committee to review mapping changes a week before the next meeting.

3.5 Executive Summary Review (August) (*Attach 12 – 13 pages*) – 10 minutes

Katie Gotsman

Committee members to review on their own.

4. Round Table – 5 minutes

All

5. Meeting Finalization

Bav Mistry

5.1 Confirmation of next meeting date/location

Thursday, October 1, 2020 at 10:00am

Teleconference

5.2 Meeting Close

Motion to Adjourn – 12:03pm

Motioned by: Reza Habibollahi

Seconded: Jason Meyer

In favour: All

Opposed: None

