

## What A Difference A Year Makes ...

Last year in June, OTM had only four (4) locators supporting the Orange & Rockland (O&R) Utilities One-Call program. At program launch March 2018, we had all kinds of struggles staffing this program. Although we were able to find prospective locators and train them, many had problems obtaining their NGA qualifications. We struggled with staffing from launch until the end of 2018. At one point we had only three (3) locators supporting a program that should have had a minimum of five (5) or six (6) locators.



Well, God is good and what a difference a year makes! As we head into this June, things are 180 degrees going in the other direction. With the steadfast leadership and work of both Doug Ashbery, Program Manager, and Alex Metiche, Field Supervisor, we have now staffed this program with seven (7) NGA qualified locators! The team consist of Vern Lyons, Marquis Roberts, Darryl Foster Jr., Darryl Foster Sr., Craig Zucker, Russ Dobler, and Rudy Paulino, who recently joined OTM.

This is a very good team. Although still very early in the year, this team is doing a good job of first being safe, secondly following the process for both O&R and OTM, and thirdly being productive. The team is processing over 600 NY gas/gas & electric and NJ electric tickets per week.

Recently, one of our locators Vern Lyons received the following feedback on his performance:

*On 5/13/19, Bella Vista Construction Corp. damaged the ½" AA gas service at 5 Five Oaks Ln in Valley Cottage, NY. The contractor dug on the marks with a backhoe without regard for the gas facility. The areas were marked by Vernon Lyons and the ticket number is 04259-071-047-00, if you would like to review.*

*The reason I'm mentioning this is to commend Vernon Lyons.*



**Vern Lyons**

*The mapping in this area was not accurate and the locate was not easy. Vernon marked the entire street pretty much for curbs and sidewalks. Every measurement was visible on the street. Areas that he found tones behind the curb and in the road, he marked them both and labelled correctly. His video was excellent and clearly showed the work areas and his marks with his comments for the job as well. I spoke to Vernon today and told him that his efforts on that job were exactly what we are looking for and that he did a great job! We put a lot on our locators daily. They have state laws, ORU procedures, OTM procedures it can be hard to remain focused on every job. But Vernon was and it paid off.*

**John Flynn**  
**Operating Supervisor**  
**O&R Damage Prevention/Locating**

Last year we had a moderate amount of O&R NJ electric territories, and we provided some secondary/back-up support for NY gas/gas & electric. This year, we are the primary one-call provider for NY, and we have almost all of their NJ electric. We went from being the distant second one-call provider to being the primary one-call provider for O&R within their two one-call provider strategy.

Yes. We are only in June and we have a long way to go in this excavation season, but this program is now fully staffed with a good team and positioned to do very well for this year!

Special thanks to Doug Ashbery for his leadership and management as well as Alex for his tireless management and personal work ethic. Alex not only manages the field staff, but he also locates and is the primary interface with O&R field personnel. We fondly call him Superman in terms of his work ethic and output which is incredible.

## **New OTM Leaders**



**T**

**Congratulations** to Twana White (or T), Chris Lofton, and Rob Polimeni. All three are now Damage Prevention Vehicle (DPV) Field Supervisors. T has been with OTM since April 2017, from the start of the Orange & Rockland (O&R) DPV program. She has been an exemplary DPV driver. Over the past year she has been in a Team Leadership role. Under her leadership and work, along with that of the team, management, and support staff, this team has exceeded the client's damage ratio goals. T is now the Field Supervisor for both the O&R DPV team and the ConEdison DPV team.

Like T, Chris Lofton has also been an excellent DPV driver. He has not only done this, but Chris has also trained many of the DPV drivers in both O&R and ConEdison, not to mention many of those in the RG&E program. For some time, he has taken on a leadership/mentorship role within the RG&E group and now assumes a formal role as DPV Field Supervisor.



Chris Lofton



Rob Polemini

Rob Polimeni is relatively young in his OTM DPV role but in a short period of time, he has proven himself very capable. Rob came into this role with prior experience as well as many other skillsets in the utility services industry. Along with Chris, he will be assuming the role of Field Supervisor and six (6) of the RG&E DPV drivers will be reporting to him.

Please congratulate these fellow OTM employees on a job well done and on their promotions into the new Field Supervisor's roles!

## Empire Access Program Growth

Empire Access - one of the area's leading telecommunications companies, providing the latest communication technologies for business and home customers - recently added the Pembroke NY area to our One -Call fiber & telephone program. This increases their annual ticket volume six times over! In addition to this expansion of the geographical area, Empire Access has



extended the term of our contract to the end of 2020 with an option to extend for successive 1-year terms.

This program will be supported full time by Adam Banks who was already supporting this one-call program along with providing on-call/emergency back up support for the Buffalo Sewer Authority (BSA) and Southern Tier Network fiber One-Call programs. Adam will be the lead locator for this program. He will also support the other one-call locating programs. Secondly, Adam will support OTM's private locating business and act as a back-up/fill in Damage Prevention Vehicle (DPV) driver as needed when available.

## She Has Arrived!

Abby and Greg have welcomed their new baby girl, Amelia Grace. She was born May 8, 2019. She weighed 6 lbs., 9 oz. Welcome to the world Amelia. We have a few job openings at OTM you may want to review. Lol.



## Inc. Best Workplaces 2019

First, a big "thank you" to everyone that participated in our survey. Our goal is to be a company where people enjoy coming to work and intend to stay into the future. By participating in this survey as an employer we want to demonstrate our commitment to foster that sort of environment for our employees and our commitment to engage our employees. The survey measured a wide range of workplace factors that impact employee engagement and satisfaction.

We had 33 employees participate in the survey. Scores ranged 0-100, 100 being the best possible score. Our score was 83.65. 69% of our employees felt highly engaged, 15% felt moderately engaged, 9% barely engaged and 6% disengaged completely. 57% of our male employees and 60% of our female employees felt there was an opportunity for growth and career development. As we grow, one of our goals is to create a career path for employees to be able to grow and go to the next level in their career.

We are a small company and we are working towards making OTM one of the Best Workplaces. With your input and participation to the survey, we have been able to glean on where we may be able to continue to improve. Once again thank you for your participation. We value your honest feedback.





# Changes Resulting from December Employee Survey



This past December we received the results of our internal Employee Survey. Our survey helps us know what you as the employee are thinking. Last year's survey results mostly spoke upon our employees' desire to build relationships, not coming out-of-pocket for car washes, refresher training, company-wide meetings (to be kept informed about changes), and employee and supervisor 1:1 meetings.

Since the last survey, we have started to make some changes to address those items that you as an employee would like to see.

- Purchased Car Wash vouchers
- New employee birthday recognition
- Quarterly department meetings and/or training / lunches
- New Field Supervisors to improve management/communications

We hope that these small changes in addition to the changes made from other surveys continue to help us grow as a company and we can continue to build better relationships. We value you as an employee and appreciate your feedback.

## Upcoming Picnics



We will be holding this year's summer picnic in August. More information to follow soon. Please be on the lookout! We would love you all to participate.