

On The Mark Utility Locating Services, Inc.

1/21/2019

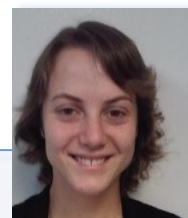
Edition 1, Volume 8



Safety First

Safety is one of our core values, second only to Faith in God. This past year, we had 1 near miss field safety incident with one of our DPV drivers losing his balance and falling during his work day. Thank God his injury was minor and he had no lost time from work. We also had 7 vehicle accidents all of which were the other driver's fault and not the OTM employee. While this is pretty good, it is not perfect which is what we are striving for. 1 near miss

safety incident is 1 too many. 7 vehicle accidents is 7 too many. As we start this new year, and as we move through the winter season, we encourage you to continue to focus on safety and doing your absolute best to be safe in your work and at home. We are well into the season of winter where the risks of incidents/accidents increases due to the weather. All the more reason to be mindful and focused on not only safe driving but safe work site practices as you do your jobs such as damage prevention vehicle (DPV), 811 one-call locating, private locating, and other jobs. Let's achieve a 0 safety incident year in 2019.

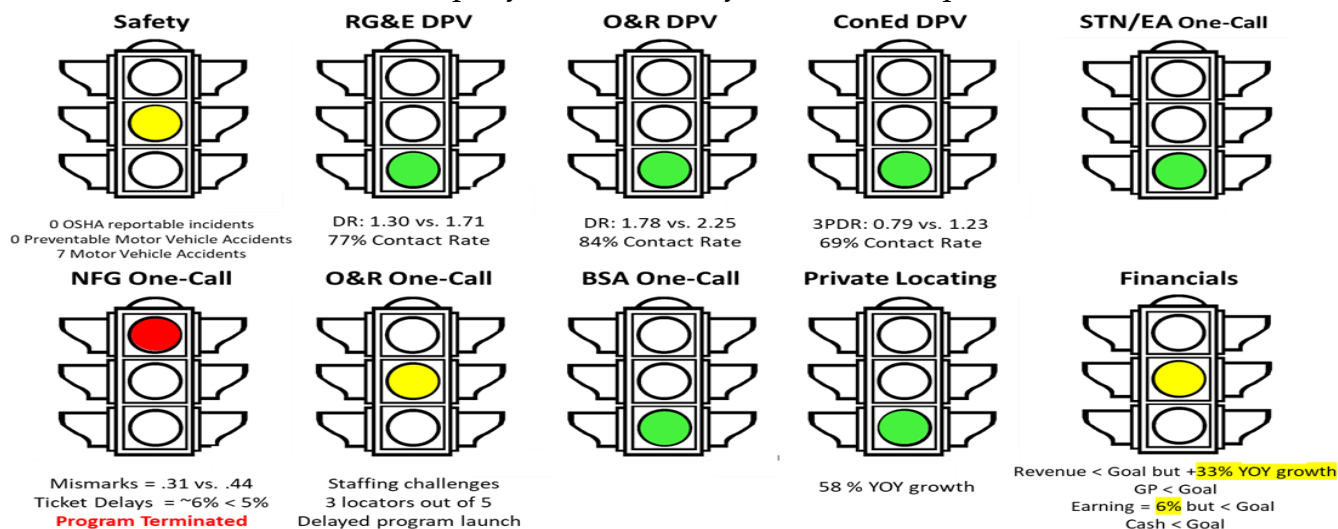


Safety Tips from Abby, DPV Dispatcher

- Make sure all PPE is in good, working condition and is being worn properly daily.
- Watch your footing when walking on ice. Wear boots with good tread. For extra precaution, purchase a pair of cleat grips for the bottom of your work boots.
- Be aware of your speed and make wise decisions when driving, especially in bad weather conditions.

2018 Year End Traffic Light Report

Below are the 2018 traffic lights for all of our lines of services and for the company's overall safety and financial performance:



Program Performance

First and foremost, our performance on safety is 'yellow'. In 2018, we had 0 OSHA reportable incidents and 0 preventable motor vehicle accidents (PMVA). While this is good, we nevertheless had 7 vehicle accidents which is not acceptable. Most of these were not our fault but with our core value of Safety First, we can not in good faith score ourselves a green on this goal as we can do better.

On a program basis and using client defined program metrics, we did very well! All of our damage prevention vehicle (DPV) programs were run well in terms of contact rates and damage ratios. Great job teams! Also, great leadership and support from Lisa O'Neal, Abby and Deidre.

Our One-Call programs was a little bit of a mixed bag. For the smaller programs such as Buffalo Sewer Authority (BSA), Southern Tier Network, and Empire Access, we did well in terms of managing volume and doing quality locating work.

With regards to the National Fuel & Gas (NFG) One-Call program we were keeping up with the overall 811 ticket volume, managing ticket delays, and overall mismark ratio but the mismarks we had unfortunately resulted in a couple of Public Service Commission (PSC) citations. Ultimately, NFG determined that they did not want to continue the program for its 3rd year and they terminated it at the end of 2018. While this is of course not what we wanted, we did our best and 'fought the good fight'. Thank you, to the entire NFG team and a special thanks to Ron Austin, Field Supervisor, and Doug Ashbery, Program Manager. Also, a special thanks to Al Sullivan who worked in the field with the team for a number of months at the end of 2018 to help the team when we were very short on staffing.

The O&R One-Call program albeit comprised of only three persons – Alex Metiche, Field Supervisor, Vernon Lyons, and Michael Fratacci – had a very good year overall. The team did well addressing the ticket volume in both New Jersey and New York with only 1 at-fault damage. This upcoming year, the goal is to add 2 – 7 additional locators to the program, particularly in the Orangetown, NY territory and scale up the program.

Lastly, our private locating service continues to grow like it is on steroids. In 2018, the team did over 400 different jobs for 147 different customers! In addition, they achieved a 58% year-over-year growth in overall revenue/gross receipts. In case you do not know, our private locating team consists of Al Sullivan, Gary Dunham, Wayne Coleman, Adam Banks, and Lorenzo Davis. These guys collectively did an awesome job and 2019 looks to be even better as we are adding another service (Underground faults) that is in association with locating underground electric.

Financial Performance

While we did not achieve any of our financial goals for the year, we did generate a 33% year-over-year growth in our top line revenue and we did achieve a 6% bottom line earnings. So, we had a solid financial year and this performance allowed us to do a number of things like pay rate adjustments in June and the implementation of a 401K plan with an initial match of up to 1%.

In Summary,

So overall we had a good year. Not an excellent year but a good year with many accomplishments we can all be proud of. Thanks Team!

Employee Survey

To everyone that participated in our 4th quarter (of 2018) OTM Employee Survey – So Tell Us What You REALLY Think - Thank you!

Results:



80%

Overall satisfaction with OTM - While approx. 80% are extremely or somewhat satisfied with OTM, 18 % is somewhat dissatisfied. As this is our 3rd survey over the past almost 2 years, the feedback is starting to align with a common theme such as enjoying the ‘family like environment’, enjoying the independent/self-governing nature of the jobs. On the opportunity side, the themes are ‘more/improved communications’ and ‘better pay & benefits’.

Satisfaction with Department - Almost 80% of you were somewhat or extremely satisfied with your department but we have room for improvement as 20% were somewhat/very dissatisfied.



80%



86%

Would recommend OTM – This continues to be the most positive area of the survey. We had 86% saying they Strongly or Agree Completely in recommending OTM as a good place to work. This is awesome as a positive reference to a friend or family member says a lot about how someone truly sees the company.

The OTM leadership team has reviewed these results and selected some specific actions to add to the items we are already working on like annual performance review, annual goals, and annual pay rate adjustments (as appropriate and as we are able to do financially). You will hear more about these actions in the upcoming newsletters, in your group meetings, and 1:1s with your supervisor/leader.

Thank you again for taking the time to **tell us what you really think!**

DSNY Utility Coordinating Committee Meeting

The Utility Coordinating Committee of Dig Safely New York (DSNY) 811 held an emergency meeting on January 10th at OTM.

Check out the team (top right to top left) Chris Flaherty, Field Representative, Ed Pozzulo - OTM, Don Josselyn – Kodak/Red Rochester, Bill Van Dame, Vice Chairperson - City of Rochester, Wayne Coleman, Treasurer - OTM, Lisa O'Neal – OTM, Cindy Schoen – RG&E, Mike Fusco - Liberty, Steve Smythe - PC&G



The UCC/DSNY group which consist of contractors, utility companies, city and town officals, etc. meet monthly at different locations, to discuss issues that may come up, safe excavation concerns, promoting Code Rule and many other topics. Some area DPV drivers have attended a few of these meetings.

EMPLOYEE CORNER

1st Quarter Birthdays!

**HAPPY
BIRTHDAY**

January

Ronald Austin
Marquis Roberts
Lorenzo F. Davis, Sr.
Thomas M. Farrell
Lorenzo Rambo

February

Andrew Specia
Benjamin M. Brisbane
Leo H. Rhodes, Jr.
Robert Ingerick
Samuel A. Cammilleri, Jr.

March

Elias Maldonado
Alex Metiche
Michael Fratacci
Glenn Hines
Darryl Foster

Happy Anniversary!

Congratulations to the following employees on their work anniversary during this 1st Qtr!

2 Years

Alphonse Sullivan Leo H. Rhodes, Jr.

3 Years

Chris Lofton

meet our
NEW HIRES

Join me in welcoming our new team members! (4Q18, 1Q19)

Miguel Ortiz Elliott Noble Marquis Roberts
Robert Polimeni Colin Decker Darryl Foster

EMPLOYEE REFERRAL BONUS PROGRAM

OTM is always looking for great people, and you can help. If you know someone who you think would be a great addition to our organization and they meet the qualifications for an existing job opening, it will be worth \$500.00 if you refer them for employment and they are hired. Please contact our HR Manager, Julie Varela, jvarela@otmlocating.com, to learn more about this program.

CURRENT JOB OPENINGS:

- **Damage Prevention Vehicle (DPV) Driver** – Rochester (full & part time positions available)
- **Damage Prevention Vehicle (DPV) Driver** - Orange & Rockland (full & part time positions available)
- **Utility Locating Technician** – New York City Area (full time positions available)

If you know of someone needing a job and you think they would be a good fit refer them to the OTM website ([OTM online application](#)) under the careers page so that they can submit an application. You never know, you may get a referral bonus out of it!



Research has shown that hires who come into organizations through employee referrals are excellent contributors, stay longer, and are more cost effective to recruit.

The referral bonus program has very few rules. Please refer to our Employee Referral Bonus Program for more information.