



## MD & D.C. SUBSCRIBERS COMMITTEE & BOD MEETING

### Board of Directors

Chairman, Scott Brown (Gas Representative)

Kevin Woolbright (Water/Sewer Representative)

Vice Chairman, Vince Healy (Communications Representative)

Cal Brooks (County Representative)

Secretary, Dora Parks (Miss Utility Representative)

Marc Haines (Electric Representative)

Juan Vogel (Locating Representative)

Joe Shelton (Contractor Representative)

### Minutes of the January 12, 2017 Committee Meeting

#### Hosted by Miss Utility in Hanover, Maryland

Prepared by Secretary Dora Parks

### WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 10:00am.

Customary attendee introductions were made.

The minutes from committee meeting October 6, 2016 were approved with corrections. Approved minutes are posted at; <http://www.missutility.net/damageprevention/>.

Safety message; Scott Brown asked the question, “How many times do we see a safety violation and do nothing?” These decisions can have negative consequences in the lives of many people. Scott then read the poem by *Don Merrill, I Chose to Look the Other Way (copy provided on the last page of these minutes)*.

Dora Parks thanked BGE for their willingness and support to host the October and November MD/DC Damage Prevention meetings at their Lansdowne Training Center during the renovation of the Miss Utility conference room. A brief explanation of the renovation was provided and meeting attendees were invited to tour the newly renovated areas. The conference room will include a new state of the art video and audio capabilities in the near future.

### ADVERTISING & PUBLIC AWARENESS CAMPAIGNS

Reported by Chris McMurry (MGH);

Miss Utility MD/DC Subscribers were invited to attend an advertising and budget meeting held on December 13<sup>th</sup> at MGH, Owings Mills, Maryland. Chris provided information on that meeting’s 2017 education and outreach campaigns and budget.

Continued campaigns;

- Spring online – homeowner targeted paid media campaign
- Spring radio broadcast recommendations
- Minor league baseball; Frederick Keys and Bowie Baysox
- International soccer match at RFK stadium
- Awards; Locator Achievement and Dig Smart
- School scholarship program
- 811 Day promotions
- Trade Shows

- Fall, Greater Chesapeake Damage Prevention Conference

New initiatives for 2017;

- Major league baseball, MASN partnership (Orioles and Nationals)

Handouts for the 2017 campaigns and budget were provided and approved unanimously by the committee.

## **OLD BUSINESS**

Continued discussions regarding a proposed new ticket type, Responsible Contractor/Operator. The committee felt the conditions for this ticket type were outside of Maryland Title 12. Scott Brown asked that the Maryland Authority entertain this new ticket type during their future meetings for the Title 12 revision. Marc Haines (BGE) stated if the law was changed to accommodate the specifications for this new ticket type, BGE would support it.

Tom Israel (Dominion Transmission) revisited his recommendation for a Maryland Ticket Check code change regarding critical facilities. Tom provided the committee with a handout detailing the Virginia Code 70 for a critical facility marking. Some of the issues for Dominion are incorrect excavator contact ticket information in addition to excavators not following what they agreed to when dealing with Dominions on their critical facilities. The committee discussed the many pros and cons of adding this new code in addition to discussing what is currently available via Ticket Check. Brian Simmons (One Call Concepts) asked Tom and all attendees to contact Miss Utility if they discover incorrect excavator information on the ticket so it can be corrected in addition to inquiring about alternate excavator means of contacts. Brian also offered ticket alerts and other forms of communications available from the call center. Tom and Brian will work together to resolve ticket issues, make better use of current codes to include code comments and discuss call center options. The BOD will revisit the additional code matter at a later time.

Dora Parks asked the committee to consider sponsoring the MML June 2017 Conference bags in cooperation with the Maryland Authority. After discussions on how folks use the bags once the conference is over, it was decided to purchase a new promotional item for the exhibitor table that would provide safety awareness and education long after the conference was over. Dora also stated that there may be an opportunity through the MML, DPW meeting on June 26<sup>th</sup> to provide education on the Title 12 law.

## **NEW BUSINESS**

Scott Brown asked the committee to think about what the Maryland owner-members and BOD would like to see changed/revised in the current Title 12 law. The Maryland Authority under the direction of their Executive Director, Jim Barron will form a stakeholder steering committee in the near future to review the current law. Scott asked that the committee provide their feedback directly to Jim Barron. Kevin Woolbright (WSSC) stated that Jim has been maintaining a list of items to be reviewed by the stakeholder committee.

Term renewals for the Subscribers Committee and Board of Directors (BOD); Dora Parks stated that several BOD positions were up for renewal as of April 2017 to include the gas utility and water/sewer utility representatives in addition to the chairman position as elected by the BOD voting utility representatives. Non-voting BOD locator and excavator representatives were also up for term renewal.

Vince Healy (Verizon) nominated Scott Brown (WGL) to serve another two year term as the gas utility representative on the BOD, the committee unanimously approved the nomination and Scott accepted.

Scott Brown (WGL) nominated Kevin Woolbright (WSSC) to serve another two year term as the water/sewer utility representative on the BOD, the committee unanimously approved the nomination and Kevin accepted.

The voting BOD representatives elected Scott Brown to continue as the BOD chairman.

The locator and contractor/excavator term positions will be handled at the next monthly meeting of the Damage Prevention Committee meeting in preparation of the BOD's appointment at their quarterly April 2017 meeting.

## **COMMITTEE REPORTS**

### Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

Matt reported that the committee will be meeting on January 24<sup>th</sup> to start planning the 2017 conference. During that meeting the committee will review the 2016 conference survey results. Matt stated that David Miguel had received the highest speaker rating according to the survey and that the committee would consider David for the 2017 keynote speaker.

Other 2016 conference highlights included;

- The unveiling of the new One Call Concepts 811 Damage Prevention icon, the 811 car that had local Delmarva Television exposure.
- 381 registered attendees, the highest since the conference's inception
- 31 sponsors (3 new sponsors for 2016)
- 38 exhibitors (7 new exhibitors for 2016) and multiple outdoor exhibits
- Relevant damage prevention and safety breakout sessions
- Networking events
- Exciting exhibitor hall that included the heavy equipment training simulator provided by NUCA of DC
- Dig Smart Awards and recognition

The 2017 conference will be held during October 24-27<sup>th</sup>, at the Clarion Resort Fontainebleau Hotel in Ocean City, MD.

Full conference information and the 2016 conference pictures are available at, [www.missutilityconference.com](http://www.missutilityconference.com)

### DC Law Rewrite Committee

Scott Brown, Committee Chairman

Scott Brown stated the Title 34 damage prevention law rewrite has the potential for leading the best safety practices in the Nation if approved and adopted by the DC Government. The committee discussed the forth coming DC Damage Report as requested by the DC PCS. A future notice issued by the call center will be delivered to all DC excavators informing them that DDOT (public space) and the DCRA (private space) requires that all damages be reported to the call center as a condition of their DDOT or DCRA permit. The report will not be transmitted, but available through the call center reporting. Regarding enforcement, it was stated that DDOT and DCRA fine excavators working without Miss Utility tickets.

### MD/DC Damage Prevention Awards Committee

Kevin Woolbright, Chairman and Dora Parks, Vice Chairman

The 2016 Dig Smart Award winners were recognized during the GCDPTC on Friday morning;

Maryland winner	Gray and Son
DC winner	Anchor Construction
Excellence Award winner	B. F. Joy

Winners received an awards acrylic shovel plaque and (2) two-night conference registrations to the GCDPTC.

Please visit, [http://www.missutility.net/missutilityawards/maryland\\_awards.asp](http://www.missutility.net/missutilityawards/maryland_awards.asp) to learn more about the awards, recipients and to view pictures.

#### Scholarship Committee

Vince Healy, Chairman and Scott Brown, Vice Chairman

The 3<sup>rd</sup> annual scholarship program is underway. For this year, the committee decided to extend the zone area scholarships applications for the 2016-2017 school year to all Maryland and DC schools as an awareness device of 811 safety and damage prevention. Awardees will receive a \$1,008.11 single-year scholarship. Applications are due on April 21, 2017, the recipients will be notified in May 2017. The application and information is posted at [www.missutility.net/scholarship](http://www.missutility.net/scholarship)

#### MD/DC Damage Prevention Committee

Kevin Woolbright, Chairman and Mark Hamrick, Vice Chairman

Dora Parks reported for 2016, the Damage Prevention Team has conducted (70) damage prevention trainings and attended (31) trade shows to further the public damage prevention and safety awareness. This could not have been accomplished without the hard work and support of the utility owner-members of Miss Utility and supporting excavators. The training is a team effort that includes utility representatives providing valuable information on how to be safe working around their gas, electric, communications, water and sewer facilities. Training includes call center ticket processing, Ticket Check codes and rules and the Title 12 law. Many excavators realize the benefit of the training and schedule annual trainings at their offices and shops.

Dora also stated that the October and November 2016 monthly meetings had record attendance. This was due to excavators receiving meeting invitation emails, this practice will continue on a quarterly basis.

A call center representative reported that they processed a ticket for a new user, the person heard the Miss Utility radio damage prevention ad and realized they needed to call. Radio works!

The next Damage Prevention meeting is planned for Tuesday, January 24<sup>th</sup> at the Miss Utility call center.

#### Maryland Authority

Jim Barron, Executive Director

Subscriber Representatives, Vince Healy (Verizon) & Charlie McCadden (BGE)

Vince Healy (Verizon) stated his Authority second term seat expires on October 1, 2017. The committee will need to provide a facility owner name for the Governor's approval prior to September 2017.

Charlie McCadden's (BGE) initial term expires on October 1, 2017, he may desire to serve a second 2 year term.

The locator seat held by Tom Hastings (OCCLS) will expire on October 1, 2017 – the Maryland Damage Prevention Committee will need to submit a name from the State's underground utility locator community.

The next Authority Open meeting is scheduled for Wednesday, February 1, 2017, there are hearings scheduled for this meeting date.

#### Call Center Reports

Reported by Dora Parks (One Call Concepts/Miss Utility)

The following 2016 reports were reviewed and discussed with committee attendees;

**Ticket Volume, Year to Date (December 2016);**

Inbound ticket volume was up by 3.9% compared to 2015

Outbound volume was up by 5.3% compared to 2015

**ITIC Percentages;**

86% of December's inbound tickets were processed using ITIC

34% of homeowner's processing tickets used ITIC Lite

**Damage Reporting,**

January through November 2016; 19.7% (1,146,415) of transmitted tickets are being reported

Total reported damages were 1,036

20.08% due to no call or ticket

33.20% due to hit a marked line

20.75% due to utility marked wrong

25.00% due to other root causes

There was a lengthy committee discussion regarding ticket damage reporting. This report provides damage data to the Maryland Authority for their annual reporting to the Governor and could be used to secure a PHMSA grant for damage prevention outreach and awareness. This report provides insight regarding county needs for damage prevention support and attention; where to spend money for additional outreach. Dora Parks will provide all owner-members of the call center with information on damage reporting and how to provide the voluntary data prior to the next quarterly meeting. All data collected is reported on a county basis, not a member/district basis.

**Schedule of Advertising report was reviewed by committee attendees.**

Call Center Operations Update

Reported by Brian Simmons (One Call Concepts/Miss Utility)

The call center will start training all ticket users on how to use the new poly on poly mapping for ticket processing starting in April, the mapping application will be available to use during the second quarter. There will be multiple opportunities for training; onsite training, call center training, webinars and tutorials. A training 'sandbox' will be available to users in preparation of implementing the new mapping member/district notification. Large users will be targeted for initial training. Mapping grid click will continue to be available as usage is tracked, based on the percentage of poly on poly users; grid users will be contacted and trained prior to the full cutover of the new mapping member method of ticket notification. We will also offer, train the trainer opportunities.

The new mapping will not impact the ticket format, all transmitted ticket fields remain as they currently are.

Call center owner-members have inquired about developing a damage ticket type, other states refer to this as a 'Dig-up'. The call center can provide the damage/dig up rules for committee approval. Brian stated he would provide volume from other OCC call centers who use this type of ticket for further discussions.

**OPEN DISCUSSION**

Tom Israel (Dominion Transmission) stated that he is aware of bogus emergency tickets and asked what the call center does when processing the emergency ticket. Brian Simmons responded that the caller is informed of what qualifies as an emergency ticket based on state law. If the caller insists the ticket is an emergency, the ticket is processed leaving it up to the receiving members to respond to the excavator. Maryland law (12-121) includes

violation language regarding emergency ticket abuse, members can file a claim with the Maryland Authority if they feel an excavator is abusing 12-121.

There being no further business brought before the committee, the meeting ended at 1:20pm.

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**The next quarterly committee meeting is planned for April 12, 2017 at the SMECO Engineering & Operations Center, 14950 Cooperative Place, Hughesville, MD 20637**

Previous meeting minutes and the attendee list is available to all owner-members at; <http://www.missutility.net/facilityowners/>

**MEETING ATTENDEES**

<b>COMPANY NAME</b>	<b>ATTENDEE NAME</b>	<b>TELEPHONE NUMBER</b>	<b>EMAIL ADDRESS</b>
<b>AT&amp;T</b>	<b>Angela Johnson</b>	<b>(571) 218-9458</b>	<a href="mailto:aj1731@att.com"><u>aj1731@att.com</u></a>
<b>BGE</b>	<b>Marc Haines BOD, Electric Rep</b>	<b>(443) 324-0371</b>	<a href="mailto:marc.haines@bge.com"><u>marc.haines@bge.com</u></a>
<b>Columbia Gas</b>	<b>Calvin Swauger</b>	<b>(301) 268-9452</b>	<a href="mailto:clswauger@nisource.com"><u>clswauger@nisource.com</u></a>
<b>Columbia Gas</b>	<b>Tim Hamilton</b>	<b>(301) 964-9117</b>	<a href="mailto:hhamilt@nisource.com"><u>hhamilt@nisource.com</u></a>
<b>Dominion Transmission</b>	<b>Tom Israel</b>	<b>(202) 329-1849</b>	<a href="mailto:tom.israel@dom.com"><u>tom.israel@dom.com</u></a>
<b>Howard County</b>	<b>Cal Brooks BOD, County Rep</b>	<b>(410) 313-4952</b>	<a href="mailto:cbrooks@howardcountymd.gov"><u>cbrooks@howardcountymd.gov</u></a>
<b>MDTA</b>	<b>Bill Pross</b>	<b>(410) 537-7829</b>	<a href="mailto:wpross@mdta.state.md.us"><u>wpross@mdta.state.md.us</u></a>
<b>MGH</b>	<b>Chris McMurry</b>	<b>(410) 902-5036</b>	<a href="mailto:cmcmurry@mghus.com"><u>cmcmurry@mghus.com</u></a>
<b>One Call Concepts</b>	<b>Brian Simmons</b>	<b>(410) 782-2101</b>	<a href="mailto:bsimmons@occinc.com"><u>bsimmons@occinc.com</u></a>
<b>One Call Concepts</b>	<b>Dora Parks BOD, Secretary</b>	<b>(410) 782-2026</b>	<a href="mailto:dora@missutility.net"><u>dora@missutility.net</u></a>
<b>One Call Concepts</b>	<b>Matt Ruddo</b>	<b>(410) 782-2025</b>	<a href="mailto:matt@missutility.net"><u>matt@missutility.net</u></a>
<b>PEPCO</b>	<b>Sean Parran</b>	<b>(240) 882-6999</b>	<a href="mailto:slparran@pepco.com"><u>slparran@pepco.com</u></a>
<b>Potomac Edison</b>	<b>Bob Kern</b>	<b>(301) 790-6322</b>	<a href="mailto:rkern@firstenergycorp.com"><u>rkern@firstenergycorp.com</u></a>
<b>UtiliQuest</b>	<b>Juan Vogel BOD, Locating Rep</b>	<b>(703) 929-9710</b>	<a href="mailto:juan.vogel@utiliquest.com"><u>juan.vogel@utiliquest.com</u></a>
<b>Verizon</b>	<b>Mark Hamrick</b>	<b>(410) 610-1371</b>	<a href="mailto:Mark.a.hamrick@verizon.com"><u>Mark.a.hamrick@verizon.com</u></a>

<b>Verizon</b>	<b>Vince Healy BOD, Communications Rep &amp; Vice Chairman</b>	<b>(301) 791-5690</b>	<b><u><a href="mailto:Vincent.c.healy@verizon.com">Vincent.c.healy@verizon.com</a></u></b>
<b>Washington Gas</b>	<b>Scott Brown BOD, Gas Rep &amp; Chairman</b>	<b>(703) 750-4388</b>	<b><u><a href="mailto:ssbrown@washgas.com">ssbrown@washgas.com</a></u></b>
<b>WSSC</b>	<b>Deena Joyce</b>	<b>(301) 206-8259</b>	<b><u><a href="mailto:deena.joyce@wsscwater.com">deena.joyce@wsscwater.com</a></u></b>
<b>WSSC</b>	<b>Kevin Woolbright BOD, Water &amp; Sewer Rep</b>	<b>(240) 205-3684</b>	<b><u><a href="mailto:kwoolbr@wsscwater.com">kwoolbr@wsscwater.com</a></u></b>

## I CHOSE TO LOOK THE OTHER WAY

I could have saved a life that day  
but I chose to look the other way.  
It wasn't that I didn't care  
I had the time and I was there.

But I didn't want to seem a fool  
or argue over a safety rule.  
I knew he'd done the job before  
if I spoke up he might get sore.

The chances didn't seem that bad  
I'd done the same, he knew I had,  
So I shook my head and wailed on by,  
He knew the risks as well as I.

He took the chance, I closed an eye,  
and with that act, I let him die.  
I could have saved a life that day,  
but I chose to look the other way.

Now every time I see his wife,  
I'll know I should have saved his life.  
That guilt is something I must bear,  
but it isn't something you need share.

If you see a risk that others take  
that puts their health or life at stake.  
The question asked or thing you say  
could help them live another day.

If you see a risk and walk away  
then hope you never have to say,  
I could have saved a life that day  
but I CHOSE to look the other way.

*Author: DON MERRILL*