



MD & D.C. SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors (BOD)

Chairman, Scott Brown (Gas Representative)

Vice Chairman, Vince Healy (Communications Representative)

Secretary, Dora Parks (Miss Utility Representative)

Juan Vogel (Locating Representative)

Kevin Woolbright (Water/Sewer Representative)

TBD (Government Representative)

Marc Haines (Electric Representative)

Joe Shelton (Contractor Representative)

Minutes of the Thursday October 12, 2017 Committee Meeting

Columbia Gas, Hagerstown Office

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.

A motion to approve the June 20, 2017 was made by committee member Kevin Woolbright and seconded by committee member Michael Jewel. The motion carried by approval.

Approved minutes are posted at; <http://www.missutility.net/damageprevention/>.

ADVERTISING/PUBLIC AWARENESS

Chris McMurry (MGH) reported on the following;

An overview of 811 weekend; Miss Utility partnered with PHMSA at the Nationals Game in addition to Columbia Gas supporting the Hagerstown Suns game with 811 recognition and great crowd on Friday, Aug. 11th. The 811 awareness campaigns continued on Saturday, Aug 12th with the Touch A Truck event at the Bowie Baysox stadium and the Frederick Keys minor league baseball games. A successful regional effort promoting safety and damage prevention. The Touch A Truck event was published by Damage Prevention Professional, a national magazine distributed to stakeholders across the country. Components of each campaign were discussed by the committee.

The committee reviewed the three radio campaign messages with no changes being implemented at this time.

MGH is working towards the 2018 campaigns and budget that will be discussed in full at the Advertising meeting at their office on December 13th at 10:30am. An emphasis on an expanded partnership with MASN with added elements will be introduced.

We have two remaining trade shows for 2017; Chesapeake Region Safety Council on October 11th and the Maryland Fall and Home Garden Show during October 20-22th.

OLD BUSINESS

The One Call Concepts (OCC) User Group 17 meetings held in September 2017 in San Diego, CA was elaborated by the attending committee members. The attendees agreed the meeting was a benefit to the national call center members with relevant stakeholder content, interesting topics, great networking and social events, technology discussions and motivating speakers. Matt Ruddo presented a custom hand painted shovel by designer, Nub of Nub

Grafix. All member call center states received this special gift from OCC as part of their 20th year meeting anniversary. The Miss Utility shovel will be encased and displayed in the conference room by 2018.

NEW BUSINESS

Mr. McCadden (BGE) was unanimously recommended to serve a second two-year term on the Maryland Authority. Secretary Dora Parks will mail the Governor's office the recommendation notice and documentation for reappointment.

COMMITTEE REPORTS

Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- The 9th annual conference is a sell-out, with 400 registered attendees, 45 exhibitors and additional new sponsorships.
- The conference will be held in Ocean City, October 24 – 27th.
- David Miguel will be the key note speaker on Thursday morning and Carla Reid on Friday morning.
- Networking and social events; cornhole on Tuesday afternoon and a golf outing on Wednesday morning.
- Breakout sessions include some favorite returns and new relevant stakeholder topics.

MD/DC Damage Prevention Awards Committee

Reported by Kevin Woolbright, Chairman and Dora Parks, Vice Chairman

The 2016-2017 Dig Smart winners have been selected from the received entries. Winners were chosen in part for their exemplary commitment to safety and participation in damage prevention and awareness. These outstanding companies will be recognized during the GCDPTC on Friday morning.

Maryland Winner: Comer Construction

DC Winner: RB Hinkle Construction

Dig Smart Excellence Winner: B Frank Joy

Honorable Mention: Childs Landscape Contractors, Inc.

Each winner received two, two-night GCDPTC registrations in addition to an embedded silver shovel acrylic plaque award.

MD/DC Damage Prevention Committee (DPC)

Reported by Kevin Woolbright, Chairman, Mark Hamrick, Vice Chairman and Dora Parks, Secretary

There are six more damage prevention and safety trainings scheduled for 2017. The Damage Prevention Training Team participated in seven area Paradigm Pipeline Safety trainings throughout Maryland and DC. The 'open' training campaigns have expanded in 2017 with great success, two additional open trainings are scheduled; November 3rd at the Miss Utility center with 89 registered and the last one for 2017 on December 1st at the PEPCO office in DC, over 100 folks have registered.

Chairman Brown expanded on the success of the training team in relevant terms, reduced damages in Maryland and DC.

Maryland Authority

Jim Barron, Executive Director

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

The general-public representative seat held by Veronica Davila-Steele has termed; new member Joyce Brooks will be seated during the December meeting. Charlie McCadden will be reappointed for a second term as the MD Facility Owner Representative, Erik Phillips will be seated as the new Locator Representative, and Vince Healy will be Acting Chairman until a new Chairman is nominated in January 2018. The Authority will be submitting its final report for the 2016 PHMSA Grant by the end of the month and has signed documents for the 2017 PHMSA Grant. The Authority is working with Lufburrow & Co on the development of a Case Management System.

Title 12 Rewrite Committee

Facilitated by Jim Barron, Maryland Authority

General discussions by committee attendees;

- Emergency three-hour notice
- Responsible Contractor ticket
- Current Title 12 exemptions; storm drains and cross bores
- Definitions

Scholarship Committee

Reported by Vince Healy, Chair

The committee recognized the scholarship recipients with a lunch and cake reception following the Subscriber's meeting on June 20th; five awardees attended each receiving an additional gift bag. Each of the seven awardees received a check to their selected college for \$1,008.11. The following students were awarded scholarships;

Megan McGee – zone 1
Braden Buegel – zone 2
Autumn Jenkins – zone 3
Sarah King – zone 4
Cameron Smith – zone 5
Jacobby Hicks – zone 6
Jordan Harmon – zone 7

Call Center Reports

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

The following 2017 reports were reviewed and discussed with committee attendees;

Ticket volume for the month of September 2017

Inbound ticket volume was 72,302 a decrease of 7.975% compared to 2016
Outbound volume was 421,950 a decrease of 23.607 % compared to 2016

ITIC Percentages for the month of September 2017

Professional excavators, 85%
Homeowner's - ITIC Lite, 35%

Damage Reporting - January – September 2017;

Total reported damages were 703; 0.03 per 1,000 tickets

140 due to no call or ticket
255 due to hit a marked line
184 due to utility marked wrong
124 due to other root causes.

For the next meeting, the committee would like to review county outbound ticket volume that will be included in the report data.

The committee reviewed the Schedule of Advertising report and budgetary items.

Call Center Operations Update

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

The call center is working on a new Miss Utility website with the support of the OCC Creative Team. The new website will include an interactive calendar, new color theme, organized information, quick connect to ITIC and Search & Status (Ticket Check) in addition to events and resources.

There will also be a Miss Utility mobile app in 2018 following the theme and titles of the new website.

Call Center mapping; 873 new street names and corrected street names have been added to Maryland maps during the time frame of August 29th through October 11th. This is an ongoing call center process for street name recognition to include alias names for ticket processing.

OPEN DISCUSSION

Juan Vogel announced that he is now the Vice President over the UtiliQuest Eastern US operations that includes eleven states. Juan remains committed to his position on the BOD and participation in outreach events and campaigns.

Columbia Gas will once again participate in the annual Mummers Parade being held in Hagerstown on October 28th. The parade is about four miles long and attracts over 100,000 attendees. Columbia Gas will have a float for this year's parade.

A suggestion from Vince Healy was discussed by the committee regarding a national construction fund to financially assist families with construction injuries or deaths. The campaign could be funded by golf outings. The question arose if CGA would take the lead on this; Chris McMurry stated CGA would possibly support this initiative with tools and templates but would leave the fund raising to each interested state.

COMMITTEE ACTION ITEMS

- Linda Durbin to inquire about promoting 811 education and outreach with Comcast in the MD/DC market television land.
- Mark Hamrick to provide rules to Discrepancy comments.
- Dora Parks to include county outbound volume on future damage reports.

There being no further business brought before the Subscribers Committee, the meeting ended at 1:10 pm with a BOD meeting to immediately follow.

The next quarterly committee meeting is planned for January 11, 2018 at the Miss Utility call center.

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

MEETING ATENDEES

COMPANY NAME	ATTENDEE NAME and TITLE	TELEPHONE NUMBER	EMAIL ADDRESS
Columbia Gas	Calvin Swauger	(301) 268-9452	clswauger@nisource.com
Columbia Gas	Michael Jewell	(301) 784-3374	mjewell@nisource.com
Columbia Gas	Tim Hamilton	(301) 964-9117	hhamilt@nisource.com
Colonial Pipeline	Scott Moore	(443) 821-1797	smoore@colpipe.com
Dominion Energy	Tom Israel	(202) 329-1849	tom.israel@dominionenergy.com
MGH	Chris McMurry	(410) 902-5036	cmcmurry@mghus.com
One Call Concepts	Dora Parks BOD, Secretary	(410) 782-2026	dora@missutility.net
One Call Concepts	Matt Ruddo Authority Member	(410) 782-2025	matt@missutility.net
Potomac Edison	Bob Kern	(301) 790-6322	rkern@firstenergycorp.com
Potomac Edison	Steven McLucas	(301) 582-5261	smcluca@firstenergycorp.com
UtiliQuest	Juan Vogel BOD, Locating Rep	(703) 929-9710	juan.vogel@utiliquest.com
Verizon	Vince Healy Authority Member BOD Vice Chairman Communications Rep	(301) 791-5690	Vincent.c.healy@verizon.com
Washington Gas	Scott Brown BOD Chairman Gas Representative	(703) 750-4388	ssbrown@washgas.com
WSSC	Kevin Woolbright BOD, Water & Sewer Rep	(240) 205-3684	kwoolbr@wsscwater.com