



MD & D.C. SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors (BOD)

Chairman, Scott Brown (Gas Representative)

Vice Chairman, Vince Healy (Communications Representative)

Kevin Woolbright (Water/Sewer Representative)

Brian Sahm (Government Representative)

Marc Haines (Electric Representative)

Secretary, Dora Parks (Miss Utility Representative)

Joe Shelton (Contractor Representative)

Juan Vogel (Locating Representative)

Minutes of the Thursday January 11, 2018 Committee Meeting

Miss Utility Call Center

Prepared by Secretary, Dora Parks

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 10:01am.

Customary attendee introductions were made; Chairman Brown introduced new Board Member, Brian Sahm.

A motion to approve the October 12, 2017 was made by committee member Brian Sahm and seconded by committee member Vince Healy. 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;

The 2018 educational campaigns to include radio advertising during nine weeks in the Spring on 40 stations. The committee is considering using Pandora (streaming radio) in counties where the damage ratio is higher than other reporting counties as reported by the MD/DC Subscribers Damage Report. The committee will partner with MASN (Mid-Atlantic Sports Network) during April and May sponsoring their post-game show, 'Who Dug Deep' report. Miss Utility (811) logo will be prevalent during the television report with show announcers making reference statements regarding Miss Utility. The committee will subscribe to a new campaign with MASN in 2018, the Beltway Series which includes six Orioles and National games; three games during Memorial Day holiday and three more games in mid-June 2018.

An initiative to build stronger relationships with First Responders will be explored; after discussion, the first outreach consideration may be to participate in their conference as an exhibitor in the summer of 2018. WGL and BGE will provide insight to their RP1162 requirements. The committee will continue to explore beneficial ways to assimilate with our area First Responders. Kelli Martin (Miss Utility) will take the lead on this campaign.

The committee discussed the need to update the current Miss Utility DVD; whether to redo the entire video or just the outdated parts with a future approach of a sectioned video to make changes easier and less costly. Suggestions to view the video are via; You Tube, website, flash drive and DVD.

The Maryland Authority may also be moving towards damage prevention and law education via digital format and testing options.

Matt Ruddo (Miss Utility/One Call Concepts) provided information regarding usage of the OCC 811 car and bike during 2018. The committee will be given a free 811 car and bike display; the committee reviewed the possibilities and best audience for this display. The elements of the annual Barbara Fritchie bike race in Frederick, MD on July 4th were shared in addition to Bike Week in Ocean City, MD and Budd's Creek racing in Charles County. MGH will explore all options and report back to the committee.

OLD BUSINESS

Chairman Brown announced that Governor Hogan approved the reappointment of Charlie McCadden as the MD Subscribers representative on the Maryland Authority Board. The approval letter was also received by Jim Barron, Executive Director of the Authority. This will be Charlie's second and last consecutive term. Vince Healy (Subscriber's representative) will finish up his second term on September 2018; the BOD will discuss replacement possibilities during their April 2018 meeting.

Ticket Check; allowing excavator comments on Discrepancy and Dispute notices. Mark Hamrick (Verizon) reviewed the current process for adding locator comments, the committee agreed allowing excavator comments for these codes would provide valuable information and communication. A suggestion of allowing a photo during the comment process might be added value. Prior to final approval, the committee would like to get Delmarva's endorsement; Dora Parks (Miss Utility) will bring this matter to the Board during their January meeting.

NEW BUSINESS

The committee had a lengthy discussion regarding reduced outbound ticket volumes as it relates to the subscriber's escrow account (education and outreach), Maryland Authority, operations and damage ratio reporting. The reduced volume is due in part to excavators using the new mapping polygon method for member notification that started June 30, 2017. The committee discussed many options that included raising the subscriber escrow collected fee from \$0.10 to \$0.20 per transmitted ticket. After much discussion, the committee decided to wait on establishing any new increases in consideration of the escrow surplus at this time.

Rail Road entry; Angela Johnson (AT&T) asked if other owner-members were having issues locating along rail road property; members stated they did and efforts/communication to locate within RR ROW have proven futile. Members will keep the committee abreast of any changes or information.

COMMITTEE REPORTS

Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Committee Chairman; Matt Ruddo

The 2018 GCDPTC is planned for October 24-26, 2018 at the Clarion Resort Hotel in Ocean City, MD. This will be the 10th anniversary of this regional damage prevention and safety conference; special recognition will go

to those who have supported the conference since its inception. Conference planning will start on January 23rd with the committee meeting at Miss Utility.

MD/DC Damage Prevention Awards Committee

Chairman Mark Hamrick, Vice Chairman; Dora Parks

The committee will convene on January 23rd to start planning the 15th year of the Locator Achievement Awards. Last year, (66) area locators were recognized for their participation in damage prevention. The 2018 Awards Banquet will be held on Friday, May 11th.

MD/DC Damage Prevention Committee (DPC)

Chairman; Kevin Woolbright, Vice Chairman; Mark Hamrick, and Secretary Dora Parks

During the year 2017, the Damage Prevention Training Team presented at (64) requested trainings with a total attendance of 5,171 people. This is our peak record in training outreach. The success of the training program in Maryland and DC is a direct result of Kevin Woolbright for his leadership and vision for the training program six years ago in addition to the utility member partnerships the training team is afforded. The team has worked diligently to secure the affected utility members in any given county to participate in presenting their damage prevention and safety message. The training team is made of no less than four team members and often six members in addition to our MOSH partners for each presentation. We all look forward to exceeding our 2017 record in 2018 as we promote safety in Maryland and DC.

Maryland Authority

Chairman; Vince Healy (Verizon) Vice Chairman; Charlie McCadden (BGE)
Jim Barron, Executive Director

New Authority officers were voted in during the January 3, 2018 meeting as follows:

Chairman	Vince Healy (Subscriber Representative)
Vice Chairman	Charlie McCadden (Subscriber Representative)
Treasurer	Matt Ruddo (Call Center Representative)
Secretary	Erik Phillips (Locating Representative)

A new public representative Joyce Brooks started her term effective on September 30, 2017.

Title 12 Rewrite Committee

Facilitated by Jim Barron, Maryland Authority

Title 12 rewrite meeting minutes and law working draft are available on the Authority website; www.mddpa.org, click on the Capital for information. The rewrite committee is addressing all aspects of the current law, current attention is on the following topics; definitions, Responsible Contractor/Rental Contractor ticket type, Authority legislative authority, ticket copy of the work site, reimbursement, detectible wires and civil penalties.

The next meeting is scheduled for January 17th at the Miss Utility call center.

Scholarship Committee

Chairman; Scott Brown

MGH is revising the 2017 forms based on a previous meeting with the committee and will notify Maryland and DC schools of the scholarship. The committee agreed to recognize the awardees at their July 12th meeting. Vince Healy suggested renaming the region zones to damage prevention partners instead of Zone #1. The committee will have further discussions.

Call Center Reports

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

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

Ticket Volume

Inbound ticket volume was 56,337 a decrease of 19.34% compared to 2016

Outbound volume was 330,951 a decrease of 33.70 % compared to 2016

ITIC Percentages

Professional excavators, 87%

Homeowner's - ITIC Lite, 31% (December homeowner ticket processing = 3.18% of all user types)

Damage Reporting - January – November 2017;

Total reported damages were 1,012; 0.72 per 1,000 tickets

241 due to no call or ticket

357 due to hit a marked line

278 due to utility marked wrong

137 due to other root causes.

Based on the 2017 county damage report for reported tickets, St. Mary's County may be targeted with additional funds for damage prevention awareness.

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

Call Center Operations Update

Taylor Jones (One Call Concepts, Creative Team) presented an overview via Go-To Meeting of the new Miss Utility website. Taylor explained the approach to the new website, color scheme, interactive calendar and organized data. The committee approved the format and thanked Taylor for providing the overview and her work on the new website. The goal is to have the new website on line by end of March 2018.

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

OPEN DISCUSSION

One Call Concepts (OCC) organizes a User Group three-day meeting that allows our members from across the country to convene in one place to learn, share and participate in all matters relating to damage prevention,

awareness and safety. This venue provides an opportunity for our members to network and share concerns, brainstorm on resolutions, communicate damage prevention trends and reveal marketing strategies. This year's meetings will be held from September 25th – 27th, 2018 in Coral Gables, Florida. OCC handles all travel, hotel and meeting expenses for a state representative; we will invite a Maryland, DC and Delaware representative to join the meeting. The Boards often allocate money to send additional representatives to learn from this unique experience based on their By-laws. The OCC team looks forward to the involvement from each attendee as we grow together in knowledge and understanding of national damage prevention matters.

There being no further business brought before the Subscribers Committee, the meeting ended at 1:18 pm.

The next quarterly committee meeting is planned for April 12, 2018 hosted by Columbia Gas of Maryland in their Cumberland office. Meeting starts at 10:00am.

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
AT&T	Angela Johnson Manager	(571) 218-9458	aol7313@att.com
B. Frank Joy	Joe Shelton BOD, Contractor Rep	(240) 417-0200	jshelton@bfjoy.com
Baltimore County	Brian Sham BOD, Government Rep	(410) 887-1480	bsahm@baltimorecountymd.gov
BGE	Marc Haines BOD, Electric Rep	(443) 324-0371	marc.haines@bge.com
Columbia Gas	Calvin Swauger Damage Prevention	301-268-9452	clswauger@nisource.com
Columbia Gas	Tim Hamilton Damage Prevention	(301) 964-9117	hhamilt@nisource.com
MDTA	Bill Pross Utility Coordinator	(410) 537-7829	wpross@mdta.state.md.us
MGH	Chris McMurry SVP	(410) 902-5036	cmcmurry@mghus.com

One Call Concepts	Dora Parks BOD Secretary Manager, Client Relations	(410) 782-2026	dora@missutility.net
One Call Concepts	Kelli Martin Outreach Specialist & ITIC Coordinator	(410) 782-2030	kmartin@occinc.com
One Call Concepts	Matt Ruddo Athority Member	(410) 782-2025	matt@missutility.net
PHI Holdings	Jason Cardenosa Manager, Damage Prevention	(609) 625-6924	jason.cardenosa@exeloncorp.com
Potomac Edison	Bob Kern Dist Tech II	(301) 790-6322	rkern@firstenergycorp.com
Thompson Distribution	Stacy Silvers Safety Manager	(301) 788-0482	ssilvers@thompsongas.com
UtiliQuest	Juan Vogel BOD, Locating Rep	(703) 929-9710	juan.vogel@utiliquest.com
Verizon	Mark Hamrick DPC Co-Chair	(410) 610-1371	Mark.a.hamrick@verizon.com
Verizon	Vince Healy Authority Member BOD Vice Chairman	(301) 791-5690	Vincent.c.healy@verizon.com
Washington Gas	Scott Brown BOD, Gas Rep & Chairman	(703) 750-4388	ssbrown@washgas.com
WSSC	Kevin Woolbright BOD, Water & Sewer Rep DPC Chair	(240) 205-3684	kwoolbr@wsscwater.com

End of Minutes