



MD & DC SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors (BOD)

Chairman, Scott Brown (Gas Representative)

Vice Chairman, Brian Sahn (Government Representative)

Angela Johnson (Communications Representative)

Marc Haines (Electric Representative)

David Wilkins (Water/Sewer Representative)

Secretary, Dora Parks (Miss Utility Representative)

Joe Shelton (Contractor Representative)

Juan Vogel (Locating Representative)

Kevin Woolbright (DPC Chair)

Mark Hamrick, (DPC Co Chair)

Minutes of the Committee Meeting May 13, 2020

Hosted by Miss Utility Call Center – Hanover

Prepared by Susan Sullivan & Dora Parks

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 1:00 pm.

Customary attendee introductions were made.

A motion to approve the January 9, 2020 minutes was made Mark Hamrick and seconded by Scott Moore. The motion carried by approval.

OLD BUSINESS

Maryland Title-12 Rewrite Update reported by Jim Barron, Maryland Authority

- Governor Hogan vetoed SB0877 on May 7, 2020 (any bill that had a negative fiscal impact was vetoed).
- The Md Authority plans on meeting with the sponsors and key legislators in the late fall regarding a veto override for the January 2021 legislative session.
- If the override is successful, SB0877 will become law 30 days after the formal vote in the Senate and House.
- If the override is unsuccessful, the bill will be re-introduced during the 2021 legislative session.

ITICnxt New Internet Ticket Processing Update reported by Susan Sullivan, Miss Utility

- ITICnxt cutover; April 17, 2020
- As of May 10, ITICnxt beta testers have processed 23% (259) of their internet tickets using NXT.
- Multiple Zoom trainings have occurred with 48 people completing the training course.
- Positive user feedback includes: availability of having excavator processed tickets visible with various sorting features, new excavation tools - ease of use; the batching feature, update batching and having access to all tickets in one place.
- Based on user feedback, new features are being added to the My Tickets display; an expiration date ticket filter and the 'update of' ticket number display.

Call Center Enhancement Update reported by Dora Parks, Miss Utility

- A new ticket field (trenchless excavation) was implemented based on member request and approval.
- Ticket Check excavator status enhancements to the discrepancy/dispute notice were completed. Dora provided information on how these new features work.

- Resources have been added to the Miss Utility website giving step-by-step directions on using the Discrepancy/Dispute features.
- All member receiving stations were given prior notice of new features for station testing prior to the cutover date.

NEW BUSINESS

COVID-19 Processed Ticket Volume reported by Matt Ruddo, OCC

Matt compared inbound ticket volume between the months of March-May 2020 to this time last year for both excavators and homeowners in order to recognize the impact Covid-19 has had on ticket volume totals in our region and around the country. Charts were made available.

In lieu of state face mask requirements, Miss Utility ordered 3,000 tubular bandanas for distribution among stakeholders. Pick up dates/times will be confirmed by Dora Parks or Susan Sullivan. Bandanas convey the Miss Utility safety message while protecting against COVID-19.

Dora Parks reported on the recent televised episode of ‘The Direction’ a reality fishing show, featuring Chase Savage of ‘No Person Left Behind’ (NPLB). NPLB, is a non-profit that seeks to connect with injured veterans through a variety of outdoor activities to promote positive relationships, lifelong successes and hope. Most recently, One Call Concepts, a sponsor of ‘The Direction TV’ show brought together host, Mark Stowe and Chase Savage for a day of great fishing in Florida while learning Chase’s story. The Direction promotes 811 safety and airs on The Pursuit Channel.

PUBLIC AWARENESS

Kelly Cahill of MGH provided an update of 2020 safety campaigns in lieu of COVID-19 affects;

- Radio (English and Spanish): Miss Utility safety ads are running with tons of added value.
 - 2,376 free spots negotiated.
- MASN: April/May sponsorship is on hold until the leagues start their season.
 - The “Don’t Ignore” PSA is running during National’s game re-runs.
- DC United: no longer recommending for 2020 due to COVID-19 restrictions.
 - Additional radio and digital ads are options for our Spanish safety target
- Minor League Baseball: Three of the four events are still planned at this time;
 - Bowie Baysox: Aug. 1 Touch-A-Truck and the Locator Achievement Awards
 - Aberdeen IronBirds: Aug. 8 & 9
 - Hagerstown Suns: Aug. 14 – additionally, the Hagerstown Suns leveraged their email database and social media presence to share Miss Utility’s safety messages for a potential 23,000 impressions. The Frederick Keys plan on providing the same outreach.
- Scholarship: deadline extended to May 29 due to early school closings.
- Awards programs: Locator Achievement and Dig Smart will continue with possible program changes.

CALL CENTER REPORTS Reported by Dora Parks

The following reports were reviewed and discussed with committee attendees;

Damage Reporting for March 2020

- Transmitted tickets; 426,356
- Reported damages; 78
 - No call or ticket; 16

- Hit a marked line; 31
- Line marked wrong; 23
- Other; 8

Ticket volume for the month of April 2020

- Inbound ticket volume; 71,939 a monthly decrease of 14.6% compared to 2019
- Outbound volume; 409,637 a year to date decrease of .202% compared to 2019

ITIC Percentages for the month of April 2020

- Professional excavators; 86%
- Homeowner's ITIC Lite; 44%

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

One Call Concepts, Creative Team Report 1st Quarter details were reviewed with a total of 119:53 hours being logged.

COMMITTEE REPORTS

Maryland Authority Report by Jim Barron, Executive Director

- The Authority has met twice in 2020, January and March
 - February cancelled due to lack of NPV's
 - April cancelled due to lack of NPV's and then COVID-19
 - May cancelled due to COVID-19
- The June 3rd meeting is still scheduled with two (2) Formal Hearings, normal business and NPV Reviews.
 - The Formal Hearings are both Wash Gas vs. Arundel Excavating
 - They will be postponed if the face to face meeting is cancelled
 - There are now 22 NPV's currently being investigated
 - The meeting could go to a ZOOM meeting for NPV review only
- No meeting is scheduled in July at this time. That may change.
- The August 5th meeting is still scheduled with Two (2) Formal Hearings, normal business and NPV Reviews.
 - The Formal Hearings are DXI (Dixie Const) vs. BGE and Gaines & Company vs. BGE

The next meeting of the MD Authority is scheduled for Wednesday, June 3, 2020.

Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- The conference is scheduled for Tuesday, October 27, 2020 - Friday, October 30, 2020.
- It will take place at the Clarion Resort Fontainebleau Hotel in Ocean City, Maryland.
- Returning attendee registration is launching on May 13th.
- A registration policy will be sent to attendees explaining refund and transfer information in the event the conference is cancelled due to the COVID-19 environment.
- The committee will continue to monitor registrations and state guidelines.

- Keynote speaker is Dr. Bertice Berry “Sociologist Bertice Berry, Ph.D., a best-selling author and award-winning lecturer, has been named “Comedian of the Year,” “Lecturer of the Year” and “Entertainer of the Year.” She has published 11 best-selling books in both fiction and nonfiction and has won numerous awards and accolades for both her writing and presentations.”
- Break-out sessions include, gas and electric safety demonstrations, updates on law, damage prevention enforcement, CGA, call center ticket and positive response enhancements and returning conference favorites.
- For more information, visit; www.missutilityconference.com

The next planning committee meeting is scheduled for June 23rd.

Damage Prevention & Safety; Training, Shows and Presentations

2020 Open Damage Prevention and Safety Training Schedule:

- Thursday, January 23rd – English @ Miss Utility Call Center
- Thursday, March 12th – English @ Hagerstown Regional Airport (2 Training Session Times)
- Thursday, May 14th – CANCELLED DUE TO COVID-19 RESTRICTIONS

Due to COVID-19 restrictions, (7) onsite May DPT trainings were cancelled. One DPT was successfully held, with 30 in attendance, using the Zoom platform.

Ten days of Miss Utility Events have taken place so far in 2020. Unfortunately, due to COVID-19, (10) have been cancelled, including the MD State Fireman's Association and MD Municipal League conferences both of which take place in Ocean City, MD.

MD/DC Awards Committee

Mark Hamrick, Chair and Dora Parks, Co-Chair

The Awards committee met via Zoom on April 28, 2020 to discuss alternative arrangements in the event the LAA ceremony is cancelled due to Covid-19 gathering restrictions. The Locator Achievement Awards ceremony is currently scheduled to take place Saturday, August 1, 2020 at Prince George's Stadium to coincide with Miss Utility's annual Touch a Truck event. The sixty (60) winners this year will each receive a beautifully embroidered two-tone navy-blue jacket, an LAA high visibility t-shirt, an awards certificate and other gifts. In the event that the ceremony is cancelled, each winner will also be awarded a \$100 restaurant gift card to have a family dinner in recognition of their accomplishments last year.

The next Locator Achievement Awards committee meeting is scheduled for June 23, 2020.

Scholarships Committee

Scott Brown, Chair

The Scholarship Luncheon is scheduled to take place at the Miss Utility Call Center on July 9, 2020. The application process for the 2019-2020 school year is currently underway with the original application due date of April 3rd being extended to May 29th. To date, 150 applications have been submitted. Scott shared the application form analytics, as of May 11, indicating the website had received 5,483 views, 142 responses, and an average time on-site of 20:46 minutes. At this time, alternate plans are being considered in the event the luncheon has to be canceled due to Covid-19 gathering restrictions.

Construction Angels

Kevin Woolbright, CA Board Representative for MD/DC

Due to current Covid-19 gathering restrictions and future uncertainties, Kevin recommended not committing to this year's annual CA golf tournament event. Donations can still be made and there is currently an on-line auction available at <http://www.constructionangels.us/> which attendees are welcome to participate in. Kevin also offered to find out whether available CA scholarship money can be re-allocated to this year's Miss Utility Scholarship fund for regional distribution. He will share his findings in a future meeting.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 2:20pm.

The 2020 quarterly MD/DC Subscriber Committee and Board meetings are planned for;

- July 7, 2020 at the Miss Utility Call Center
- October 8, 2020 at the Miss Utility Call Center

ZOOM ATTENDEES – THIS LIST MAY NOT BE ALL-INCLUSIVE DUE TO CALL-INS.

AT&T	Angela Johnson-Manager BOD, Communications Rep	(571) 218-9458	aj1731@att.com
Baltimore County	Brian Sahn BOD, Government Rep	(410) 887-1480	bsahn@baltimorecountymd.gov
BGE	Bryan Tansky		bryan.tansky@bge.com
BGE	Ian Jones		Ian.Jones@bge.com
BGE	Marc Haines BOD, Electric Rep	(443) 324-0371	marc.haines@bge.com
Colonial Pipeline Company	Scott R Moore Right of Way	(443) 821-1797	smoore@colpipe.com
Columbia Gas	Michael Jewell MD AUTHORITY-Subscriber Rep Leader Operations/ Support Specialist	(614) 307-5304	mjewell@nisource.com
Columbia Gas	Tim Hamilton Damage Prevention	(301) 964-9117	hhamilt@nisource.com
Construction Angels	Kevin Woolbright BOD, DPC Chair Construction Angels Rep	(301) 806-8745	bright.67@verizon.net
Garrett Co Government	Joe Schroyer Risk Manager	(301) 334-8089	jschroyer@garrettcountry.org
Garrett Co Public Utilities	Brian King Assistant Division Chief	(301) 616-4168	bking@garrettcountry.org
GARRETT COUNTY ROADS	Randy DeWitt	(301) 895-4584	rdewitt@garrettcountry.org
MGH	Kelly Cahill	(410) 902-5036	kcahill@mghus.com
MUFDPA MD Authority	Jim Barron Executive Director	(410) 782-2102	jim.barron@mddpa.org
One Call Concepts	Dora Parks BOD Secretary Manager, Client Relations	(410) 782-2026	dora@missutility.net

One Call Concepts	Matt Ruddo Director, Client Relations	(410) 782-2025	matt@missutility.net
One Call Concepts	Susan Sullivan ITIC Coordinator	(410) 782-2030	susansullivan@missutility.com
PHI	Malik English Supervisor Damage Prevention	(202) 872-2457	Malik.English@exeloncorp.com
Potomac Edison	Bob Kern Dist Tech II	(301) 790-6322	rkern@firstenergycorp.com
UtiliQuest	Juan Vogel BOD, Locating Rep	(703) 929-9710	juan.vogel@utiliquest.com
Verizon	Mark Hamrick DPC Co-Chair Investigations	(410) 610-1371	Mark.a.hamrick@verizon.com
Washington Gas	Greg Mason Damage Prevention Specialist	(871) 666-1493	gregory.mason@washgas.com
Washington Gas	Jack Ellison Senior Specialist	(703) 750-5128	jellison@washgas.com
Washington Gas	Rosemary Langowski Sr. DP Specialist	(703) 750-4233	rlangowski@washgas.com
Washington Gas	Scott Brown BOD Chairman, Gas Rep	(703) 750-4388	ssbrown@washgas.com
Washington Gas	Vladimir Ledesma Sr. Specialist, Damage Prevention	(571) 550-1718	vladimir.ledesma@washgas.com
WSSC	Leba Brown Admin Contract Manager	(240) 484-7147	leba.brown@wsscwater.com
WSSC	Diane Spriggs Section Manager	(301) 206-8315	
WSSC	Satish Patel Section Manager	(301) 206-8559	satish.patel@wsscwater.com