



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 January 14, 2021 – Zoom Meeting

Hosted by Miss Utility Call Center – Hanover

Prepared by Susan Sullivan

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 10:05 am.

Customary attendee introductions were made.

A motion to approve the October 10, 2020 minutes was made by Mark Hamrick (Verizon) and seconded by Angela Johnson (AT&T). The motion carried by approval.

OLD BUSINESS

ITICnxt Update

- The iSITE login connecting all users to ITICnxt through the Miss Utility website, successfully went live November 17, 2020.
- Ticket processing resources are available at <http://missutility.tryitic.com/> and include:
 - Interactive Training Video
 - Sandbox Website
 - YouTube video segments
 - FAQ's
 - ITICnxt Training Manual
- ITICnxt Virtual Training Information and Zoom links are available at <https://www.missutility.net/calendar-events/>.

Contact Susan Sullivan at ssullivan@missutility.net with ITICnxt questions or comments.

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

Matt compared inbound ticket volume between the months of March-December 2020 to the same time period last year for both excavators and homeowners in order to recognize the impact Covid-19 has had on ticket volume totals in both the Miss Utility service territory and around the country at other One Call Concepts managed call centers.

NEW BUSINESS

Critical Facility- New Code Discussion

Scott Brown (WGL) led the discussion which included the following talking points: Possibility of new locator code and subsequent word choice; communication using the locator comment field; expected excavator response to a critical facility communication/code; definition of critical facility; committee creation to further discussion.

2021 National March Conferences

- CGA, October 12-15, Renaissance, Orlando. For more information please visit: <https://cgaconference.com/hotel-registration>
- IR, Global Excavation Safety Conference (GESC) April 6-8, Virtual Event. For more information please visit: <https://globalexcactionsafetyconference.com/>

PUBLIC AWARENESS

Carvertise Marketing Metrics reported by Dora Parks, Miss Utility

- Nine wrapped cars currently travel throughout 8 Maryland counties, Baltimore City and Washington D.C.
- Quantitative Performance Data for the month of December:
 - Miles traveled by fleet: 11,916 (3,816 above expectation)
 - Impressions per fleet: 1,700,145 (305,145 above expectation)

Miss Utility Facebook Awareness reported by Dora Parks, Miss Utility

With the assistance of the Grinch, aka Scott Brown (WGL) and a \$50 *finder's fee*, Miss Utility launched a fun "I Spy" contest encouraging safety and mindfulness during the holidays. The post directed participants to find the 811 Safety Ornament, well hidden in the Grinch's Christmas Tree, to keep him from stealing it away! Congratulations go to A. Rocco for correctly locating the ornament. Miss Utility thanks everyone who participated.

MGH Marketing and Outreach Team Update

Kelly Cahill of MGH provided an overview of 2021 Marketing Recommendations that included the shifting of budgets from sports marketing and events to digital advertising. Budgeting for public relations, awards, and scholarships programs, Carvertise and radio were also reviewed. The 2021 Budget was both proposed to and approved by the Board and MD/DC Subscribers Committee.

2021 Scholarship Program

- Seventh year of program kicks off this month.
- Application and scholarship details will be made available on the Miss Utility website.
- Please share program details with others in your network to increase both awareness and participation.
- Applications due on April 2.
- Interested in joining the Scholarship Committee? Please contact Gaby Tancona at gtancona@mghus.com

CALL CENTER REPORTS Reported by Dora Parks

The following reports were reviewed and discussed with committee attendees:

Damage Reporting for November 2020

- Transmitted tickets; 471,234
- Reported damages; 61
 - No call or ticket; 16
 - Hit a marked line; 23
 - Line marked wrong; 20
 - Other; 2

Ticket volume for the month of December 2020

- Inbound ticket volume: 76,464 a monthly increase of 19.908% compared to 2019
- Outbound volume: 499,779 a year to date increase of 4.545% compared to 2019

ITIC Percentages for the month of December 2020

- Professional excavators; 88%
- Homeowner's ITIC Lite; 27%

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

COMMITTEE REPORTS

Maryland Authority Reported by Jim Barron, Executive Director

- The Authority received a \$97,000 PHMSA 2020 SDP Grant on 8/11/2020.
- New AUC of MD Representative is David M. Gaines.
- New MACo Representative is Paul Kwiatkowski.
- 2021 Elected Officers:
 - Chair- Michael Jewel, Columbia Gas
 - Vice Chair- Paul Kwiatkowski, Howard County
 - Treasurer- Tamara Neal, Washington Gas
 - Secretary- Kelly Ruddo, One Call Concepts
- There were 45 Notices of Probable Violation submitted in 2020; 61 in 2019; 94 in 2018.
- There were 7 Meetings held in 2020.

The next meeting of the MD Authority is scheduled for Wednesday, February 3, 2021.

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

- Governor Hogan vetoed SB0877 on May 7, 2020. Contact Jim Barron for a copy of the Governor's letter.
- The veto was a direct result of the Fiscal Note that accompanied SB0877.
- If the Veto Override is successful, SB0877 will become law 30 days after the formal vote in the Senate and House.
- If the Veto Override is unsuccessful it will have to run through the legislation again during the 2021 Legislative Session.

SB0877 and other legislative documents can be downloaded from the Authority Website at <https://mddpa.org> and clicking on Resources.

2021 Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- 2021 Conference Dates: October 26, 2021 - October 29, 2021.
- Location: Clarion Resort Hotel & Conference Center in Ocean City, Maryland.
- Keynote speaker: Dr. Bertice Berry.

- For more information visit; www.missutilityconference.com

The next planning committee meeting is scheduled for February 23, 2021.

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - Oct 8, 13, 14, 15 - Paradigm
 - Oct 12 - William’s Gas
 - Oct 13 - ADPT Anchor Construction
 - Oct 20-21 - Baltimore County
 - Nov 6 – ADPT Henkel’s and McCoy
 - Nov 12 – Virtual Open DPT
 - Dec 4 – Stella May
 - Dec 10 – ADPT PEI
- Upcoming DPTs:
 - January 28- Open Virtual DPT

MD/DC Awards (Locator Achievement and Dig Smart)

Mark Hamrick, Chair and Dora Parks, Co-Chair

- 2021 Kick off meeting is January 26, 2021.
- Interested in joining the Awards Committee? Please contact Dora Parks at dparks@missutility.net.

Construction Angels

Kevin Woolbright, CA Board Representative for MD/DC

- Next virtual meeting is scheduled for January 19, 2021.
- No 2021 events currently schedule due to Covid 19.

OPEN DISCUSSION

There was a brief discussion about golfing events and hole sponsorships.

There was a discussion concerning the excavation community, pole work and 5G.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 12:23pm.

The 2021 quarterly MD/DC Subscriber Committee and Board meetings are planned for;

- Second Quarter Meeting; April 8, 2021
- Third Quarter Meeting; July 8, 2021

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

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|------------------|---|----------------|-----------------------------|
| AT&T | Angela Johnson-Manager BOD, Communications Rep | (571) 218-9458 | aj1731@att.com |
| B. Frank Joy | Joe Shelton BOD, Contractor Rep | (240) 417-0200 | jshelton@bfjoy.com |
| Baltimore County | Brian Sahn BOD, Government Rep | (410) 887-1480 | bsahn@baltimorecountymd.gov |

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|---------------------------|---|----------------|--|
| 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 | 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 |
| MDDPA | Jim Barron Executive Director | (410) 782-2102 | jim.barron@mdapa.org |
| MGH | Kelly Cahill | (410) 902-5036 | kcahill@mghus.com |
| 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 |
| 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 Damage Investigations | (410) 610-1371 | Mark.a.hamrick@verizon.com |
| Washington Gas | Scott Brown BOD Chairman, Gas Rep | (703) 750-4388 | ssbrown@washgas.com |
| WSSC | Leba Brown Admin Contract Manager | (240) 484-7147 | leba.brown@wsscwater.com |
| WSSC | David Wilkins BOD, Water/Sewer Rep | (301) 648-6953 | david.wilkins@wsscwater.com |