



## MD & DC SUBSCRIBERS COMMITTEE & BOD MEETING

### Board of Directors

**Scott Brown (Gas Representative & Chairman)**  
**Brian Sahm (Government Representative & Co-Chair)**  
**Angela Johnson (Communications Representative)**  
**Marc Haines (Electric Representative)**  
**David Wilkins (Water/Sewer Representative)**

Kevin Woolbright (DPC Chairman)  
Joe Shelton (Contractor Representative)  
Juan Vogel (Locating Representative)  
Mark Hamrick (DPC Co-Chair)  
Susan Sullivan (Secretary)

Minutes of the Committee Meeting January 13, 2022 – Hybrid Meeting  
Hosted by Miss Utility Call Center – Hanover  
Prepared by Secretary, Susan Sullivan

### **WELCOME AND INTRODUCTIONS OF ATTENDEES**

The meeting was called to order by Chairman Scott Brown at 10:01 am.  
Customary attendee introductions were made.

A motion to approve the November 4, 2021, minutes was made by David Wilkins (WSSC) and seconded by Kevin Woolbright (DPC Chair). The motion carried by approval.

### **ATTENDANCE ROLL CALL**

Susan Sullivan (Miss Utility) conducted a roll call of the MD/DC Board of Directors. A quorum was present. In attendance were BOD members: Scott Brown, Brian Sahm, Marc Haines, Angela Johnson, David Wilkins, Kevin Woolbright, Mark Hamrick, Juan Vogel, Joe Shelton, and Susan Sullivan were present. All members participated either in person or remotely.

### **OLD BUSINESS**

#### ITICnxt Update

- Virtual trainings are held monthly. Training dates can be found on the Miss Utility website under the Calendar Events tab at <https://www.missutility.net/calendar-events/>. Request the pre-registration link from Susan Sullivan at [ssullivan@missutility.net](mailto:ssullivan@missutility.net).
- Next ITICnxt Training: February 3.
- Percentage of users as of 12/31/2021: 58.15%
- DPC presentations wrap up in January with an offer to take recommendations.
- ITICnxt ticket processing resources are available at <http://missutility.tryitic.com/>.
- Contact Susan Sullivan at [ssullivan@missutility.net](mailto:ssullivan@missutility.net) with ITICnxt questions or comments.

#### OCC Call Center Volume Report reported by Jennifer Arroyo, Miss Utility

- 2020-2021 Inbound % difference
  - WMD: 13.26%
  - DC: 7.30%
  - ALL STATES: 4.41%
- 2020-2021 Homeowner % difference
  - WMD: -2.50%
  - DC: -17.28%
  - ALL STATES: -8.89%

#### Title 12 System Updates reported by Jennifer Arroyo (Miss Utility)

- Testing continues with members confirming their ability to receive new ticket format.
- There are members who are in the process of updating their receiving software.
- SHA has stated that they will be ready to receive new ticket format prior to the 90-day window they have to complete any necessary software updates or changes.

#### Ticket Check, Critical Facility

- The goal of this proposal is to examine ways and to develop language whereby utility owner members can communicate via a Ticket Check code, that a proposed excavation area is in the vicinity of critical member facilities and that a standby is required on-site during excavation.
- Scott Moore, Colonial Pipeline, expressed, via virtual chat, that the Critical Facility ticket code remains on his priority list, but that he is unable to attend today's meeting. It is his plan to have something concrete (documents or PowerPoint) for the next MD/DC SUB/BOD meeting.
- Please email Scott Moore at [smoore@colpipe.com](mailto:smoore@colpipe.com) if interested in participating on this committee.

#### 2022 Conferences

##### IR's Global Excavation Safety Conference

- The 2022 GESG is scheduled for March 1-3 in Phoenix, AZ.
- Board Members requesting to attend: Scott Brown (WGL), David Wilkins (WSSC), Mark Hamrick (Verizon), Kevin Woolbright (DPC Chair). All requesting members were approved to attend.

##### CGA

- The 2022 CGA Conference is scheduled for April 4-8 in Anaheim, CA.
- Board Members and Subscribers requesting to attend: Scott Brown, David Wilkins, Kevin Woolbright, Michael Jewell (Columbia Gas). All requesting members/subscribers were approved to attend.
- Scott Brown commented on "Emerging Leaders," a new committee being designed to target and support younger/newer stakeholders who have the desire to do big things within various aspects of the damage prevention industry.

#### **NEW BUSINESS**

Jennifer Arroyo (General Manager, Miss Utility) gave a brief explanation of Miss Utility's ticket numbering system which, due to processing over one (1) million tickets in 2021, may need to undergo a change. After sharing various numbering options, the MD/DC Board voted to continue the ticket numbering system as is with the understanding that the first two (2) digits may no longer mirror the year of its processing.

Jenn also shared that the call center has been made aware of a possible fraudulent ticket processor and the steps being taken to end this potentially disruptive behavior.

Susan Sullivan suggested that the BOD Tenure Log be reviewed and updated as necessary. Scott Brown recommended taking a detailed look at it during the April quarterly meeting. Susan to update information per current BOD membership prior to Board review. All were in agreement.

A short-term MD/DC Guidebook Committee is needed to review, edit, and approve an updated MD/DC Guidebook per current MD Title XII Law. Susan Sullivan, Kevin Woolbright and Jim Barron are interested in participating. Scott Brown requested that Greg Mason and Claudia Castellanos be included on any communication related to this committee.

## PUBLIC AWARENESS

### MGH 2022 Campaign and Budget Overview

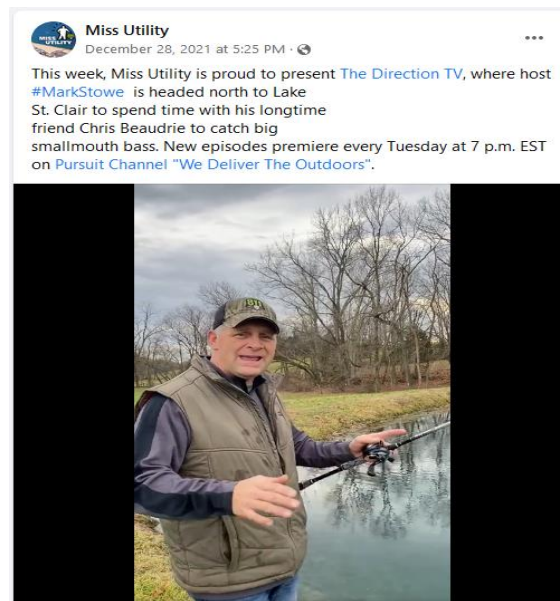
Kelly Cahill (MGH) gave a brief overview of 2022 Campaign Highlights along with the 2022 budget proposal. Changes and increases to Spotify and Minor League Baseball campaigns were noted. Kelly also provided an overview of the “Field of Dreams” Campaign which was quickly tabled due to the high cost/low visibility the campaign currently provides. A motion to approve the 2022 budget as written was made by David Wilkins (WSSC) and seconded by Angela (AT&T). The motion carried by approval.

### Carvertise Marketing Metrics reported by Susan Sullivan (Miss Utility)

- Nine wrapped cars currently travel throughout 8 Maryland counties, Baltimore City and Washington D.C.
- Quantitative Performance Data for the month of November:
  - Miles traveled by fleet: 13,006 (4,906 above expectation)
  - Impressions per fleet: 1,898,876 (716,276 above expectation)

### Miss Utility Facebook Awareness

- Please visit [www.facebook.com/missutilityofmd/](http://www.facebook.com/missutilityofmd/) for dig safe posts, holiday announcements, call center notices/information and current events. Please like or share posts to show your support for Miss Utility and the dig safe message.



## CALL CENTER REPORTS

The following reports were reviewed and discussed with committee attendees:

### Damage Reporting for November 2021

- Transmitted tickets: 477,090
- Reported damages: 64
  - No call or ticket: 18
  - Hit a marked line: 22
  - Line marked wrong: 17
  - Other: 7

### **Ticket volume for the month of December 2021**

- Inbound ticket volume: 71,363 a monthly decrease of 6.671% compared to 2020
- Outbound volume: 381,875 a year-to-date decrease of 23.591% compared to 2020

### **ITIC Percentages for the month of December 2021**

- Professional excavators: 90%
- Homeowner's ITIC Lite: 44%

Jim Barron to investigate the possibility of additional indicators (man hours or other state level information) that can be added to the Dashboard in order that it have more value to meeting attendees.

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

### **MARYLAND AUTHORITY** Reported by Jim Barron, Executive Director

- There was a Closed Executive Authority Zoom Meeting on December 1, 2021, and an Open Meeting with a Closed Executive Session on January 5, 2022.
  - During that two (2) month period, the Authority reviewed twenty-five (25) NPVs.
  - There are forty-five (45) New NPVs to investigation and review.
- The Authority:
  - Adopted a meeting calendar for 2022 (posted at <https://mddpa.org/>),
  - Is working on the Annual Report to the Governor,
  - Has submitted Emergency Legislation to be approved in this Legislative Session to put §12-135 (a) (2) back into the Title XII,
  - Elected Officers for 2022; Michael Jewell – Chair, Paul Kwaitkowski – Vice-Chair, Tamara Neal – Treasurer and Kelly Ruddo – Secretary; and
  - Voted to renew the Authority's Government/Municipality CGA Membership for 2022.
  - The MD/DC SUB/BOD to consider a grant renewal for 2022.

The next meeting will be a Zoom Closed Executive Session on February 2, 2022.

### **MD TITLE 12** Reported by Jim Barron, Maryland Authority

- A copy of the new Title XII can be downloaded at [www.mddpa.org](http://www.mddpa.org).
- An Emergency Bill to put §12-135 (a) (2) back into the Title XII has been submitted.
- The Final Draft of the Subscriber's requested changes to Title XII is in the hands of the Bill Drafters.
- For a copy of the proposed changes in Legislative Format please contact Susan Sullivan.
- Jim gave an overview of Ticket Response Time and Self Select Start Time and how it will be written into Title XII if proposed changes become law.

### **COMMITTEE REPORTS**

#### 2022 Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- October 25 – 28, 2022
- Clarion Resort | Ocean City MD
- First 2022 Kickoff Meeting following today's DPC meeting.

### Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
  - November 10 – Charles County Public Works/Utilities
  - December 3 – Virtual ODPT
  - December 20 – Ultra Utilities
- Upcoming:
  - January 19 – Cecil County School of Technology
  - February 4 – Virtual ODPT
- Upcoming Virtual ITICnxt:
  - February 3
  - March 10
  - April 1

### Tradeshow Update

- Washington County Home Builders Home Show (March 5-6): MGH is confirming volunteers from Columbia Gas and Verizon can still staff booth (concerns over COVID)
- MD Spring Home & Garden Show (March 5-6 & 11-13): MGH followed up with volunteer email list to see if anyone else is able to help staff the booth. As of right now, we only have one volunteer.
- Allegany County Home Show (March 18-20): No information for 2022 yet and no response when MGH reached out to confirm if event was still taking place.
- MML Summer Conference (June 12-15): MGH registered Miss Utility for a booth.

### MD/DC Awards (Locator Achievement and Dig Smart)

Mark Hamrick, Chair

- Kickoff 2022 Awards Committee meeting today.
- New members are welcome.
- Contact Susan/Emily for more information.

### 2021-22 Miss Utility Scholarship Program

Scott Brown, Chair

- Launching January 25
- Applications open through May 27
- Visit <https://www.missutility.net/miss-utility-scholarship/> for more information.

### Construction Angels

Kevin Woolbright, CA Board Representative for MD/DC

- Next Zoom meeting is March 18, 2022.
- Once more information on 2022 event planning is gathered, Kevin will be requesting event funding from the MD/DC SUB/BOD and OCC.
- To keep the MD/DC Chapter viable, \$10,000 must be raised annually.
- Please visit <http://www.constructionangels.us/> for more information about CA.

### **OPEN DISCUSSION**

Mark Hamrick suggested there be a way to track update tickets. Jenn let him know that there are reports available to track this information.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 12:04 PM.

The 2022 quarterly hybrid MD/DC Subscriber Committee and Board meetings are planned for:

- April 14
- July 14
- October 13

**Meeting Attendees (O: onsite V: virtual)**

AT&T	<b>Angela Johnson BOD, Communication Rep</b>	(571) 218-9450	aj1731@att.com	V
B. Frank Joy	<b>Joe Shelton BOD, Contractor Rep</b>	(240) 417-0200	jshelton@bfjoy.com	O
Baltimore County	<b>Brian Sahn BOD, Government Rep</b>	(410) 887-1480	bsahn@baltimorecountymd.gov	V
BGE	Ian Jones Damage Prevention Manager		ian.jones@bge.com	V
BGE	<b>Marc Haines BOD, Electric Rep</b>	(443) 324-0371	marc.haines@bge.com	V
Columbia Gas	David Judy Damage Prevention	(301)707-2389	djudy@nisource.com	V
Columbia Gas	Tim Hamilton Damage Prevention	(301) 964-9117	hhamilt@nisource.com	V
Construction Angels	<b>Kevin Woolbright DPC Chair Board Member</b>	(301) 806-8745	bright.67@verizon.net	O
MD Authority	Jim Barron Executive Director	(410) 782-2102	jim.barron@mddpa.org	V
MGH	Kelly Cahill Public Relations	(410) 902-5000	kcahill@mghus.com	V
One Call Concepts/ Miss Utility	Jennifer Arroyo General Manager		jennifer@occinc.com	O
One Call Concepts/ Miss Utility	<b>Susan Sullivan BOD/ DPC Secretary DP Training and Education Liaison</b>	(410) 782-2030	ssullivan@missutility.net	O
Utiliquest	<b>Juan Vogel BOD, Locator Rep</b>	(703) 929-9710	juan.vogel@utiliquest.com	V
Verizon	<b>Mark Hamrick DPC Vice Chairman Board Member</b>	(410) 610-1371	mark.a.hamrick@verizon.com	O
Washington Gas	<b>Scott Brown BOD President, Gas Rep</b>	(703) 750-4388	ssbrown@washgas.com	O
WSSC	<b>David Wilkins BOD, Water/Sewer Rep Customer Advocate</b>	(301) 648-6953	david.wilkins@wsscwater.com	O
WSSC	Lisa Malone Administrative Contract Manager	(301) 206-8465	Lisa.Malone@wsscwater.com	V

WSSC	Satish Patel Section Manager	(301) 206-8559	satish.patel@wsscwater.com	V
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