



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 July 14, 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 10:00 am.
Customary attendee introductions were made.

A motion to approve the April 15, 2022, minutes was made by Mark Hamrick (DPC Co-Chair) and seconded by David Wilkins (WSSC). 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. Attending members participated either in person or remotely.

OLD BUSINESS

Ticket Check, Critical Facility Reported by Scott Moore (Colonial Pipeline)

- Scott Moore confirmed the list of subcommittee members as: David Wilkins, Mark Hamrick, Michael Jewell, Angela Johnson, Kevin Woolbright, Joe Shelton, and Vladimir Ledesma.
- He recommends the new code be a request by the member to have a member representative onsite during excavation around critical facilities and not an obligation to the excavator.

MD/DC Guidebook Committee

Susan Sullivan (Miss Utility) will notify committee members of a future meeting date/time to finalize all changes and updates to the MD/DC Guidebook once new DC law changes have been made to the ticket.

OCC User Group Meeting

Matt Ruddo (OCC) shared the User Group meeting dates as September 26-29, 2022, at Washington, D.C.'s Mandarin Oriental. He reminded attendees that OCC covers the conference cost for one Maryland and one D.C. Representative and encouraged all MD/DC BOD Members to attend. Scott Brown affirmed Matt's recommendation and encouraged member attendance. Susan to send out an email whereby members can confirm a desire to attend.

Susan shared 2023 conference information for both GESC and CGA. Matt confirmed OCC's attendance at both conferences. OCC attends these national conferences to support the industry and to be a visible presence for OCC members who attend.

It was noted that GESC registration is \$811 if completed prior to 8/11 (August 11). Susan will include member attendance requests for these two conferences as well.

- GESC's 2023 Conference will take place in Tampa, Florida, February 14-16, 2023.
- CGA's 2023 Conference will take place in Orlando, Florida, April 17-21, 2023.

National Conferences: GESC & CGA Report

Reporting from both Mark Hamrick, a GESC attendee, and Kevin Woolbright, a CGA attendee, was shared. A copy of the report will be emailed to all board members. It will be used as a template for national conference reporting moving forward.

BOD Tenure Update

A motion to move the contract locator and professional excavator seats into voting member positions was made by Chairman Scott Brown and seconded by David Wilkins (Water/Sewer Representative). The motion carried by approval. This revision to MD/DC Subscriber/BOD By Laws will be made by board secretary, Susan Sullivan.

Due to Covid 19 and the consequential delays in accepting expiring board seat nominations, it was determined and agreed to by all board members that a temporary change in upcoming seat nomination term limits was necessary to realign the 3-year odd/even term limits by all board member seat representatives. Susan will create and send an email notifying and accepting nominations for the following board seats: Electric, Gas, Telecommunications, Government, Underground Facility Contract Locator and Profession Excavating Contractor. Self-nominations are accepted.

NEW BUSINESS

DC Law Changes

Jenn Arroyo (Miss Utility, General Manager) shared proposed call center ticket changes that will reflect new D.C. Title 34 Law Changes. This includes changes to D.C. emergency, standard and FTTP/FIOS tickets. This would also include the removal of Code 4/48-hour delay locator status response. A motion to accept all changes was made by Chairman Scott Brown and seconded by David Wilkins. The motion carried by approval. Jenn or Matt to report back an approximate release date for approved ticket changes. Jenn confirmed that a notification email would go out to all users declaring Miss Utility's compliance with Title 34 Law changes with a list identifying said changes.

MD/DC Subscriber Committee's Seat on the MUFDP

It was noted that Michael Jewell's Owner Member Seat on the Maryland Authority was soon to expire and that nominations would be elicited very soon. Kevin Woolbright nominated David Wilkins (WSSC). Susan to send out seat nomination email within next few weeks. Interested Maryland subscribers should reply accordingly.

PUBLIC AWARENESS CAMPAIGNS

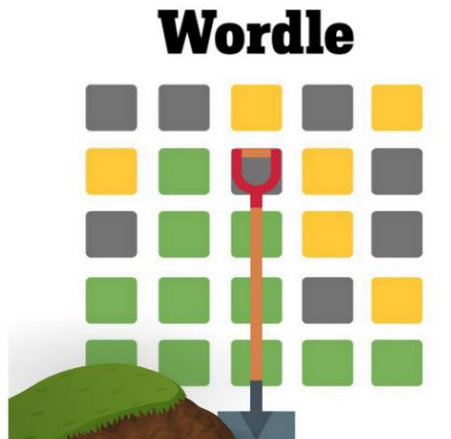
MGH Campaign Updates Reported by Kelly Cahill (MGH)

New team member, Anna Trim has joined the Miss Utility account full-time; she has already been interning and is familiar with many of the Miss Utility campaigns.

- Statewide Radio Campaign: April & May
 - Reached professionals and homeowners across Maryland & D.C.
 - Targeted Spanish-speaking excavators and homeowners with translated ads airing on two D.C. stations (one of which is simulcast in Baltimore).
 - DJ Chepe from El Zol's morning show recorded three endorsement spots promoting Miss Utility.
 - Targeted mobile Spotify users in our demographic.

- Nextdoor Campaign: April & May
 - Targeted homeowners in Maryland and D.C. as they are reading about their neighborhoods to build awareness for Miss Utility
 - Launching second Nextdoor ad campaign in September - targeting homeowners across Maryland & D.C., reminding them to contact Miss Utility.
- Facebook Campaign: June-August
 - Reaches English and Spanish speaking excavators across Maryland & D.C.
 - Running six new ads for 2022, as well as the six Facebook ads from 2021 to test against each other.
- Trade Shows and Minor League Baseball
 - Aberdeen IronBirds Game Sponsorships for 8/11 Day
 - Friday, Aug. 19 (Star Wars Night) & Sunday, Aug. 21 (Family Fun Day)
 - Touch a Truck at the Bowie Baysox
 - Saturday, Aug. 27
- Touch a Truck
 - Touch-A-Truck will take place Saturday, Aug. 27 at the Bowie Baysox Stadium.
 - Please contact Gaby or Susan for more information.
- Scholarship Program
 - The 2022 Miss Utility/District One Call scholarship closed May 27 and received 160 applications.
 - Winners for each zone were chosen. Miss Utility of Delmarva chose a winner for zone 8.
 - Along with the \$1,008.11 scholarship, winners will also receive a Miss Utility swag bag and \$50 Amazon gift card.
- 8/11 Day
 - For 8/11 Day this year, MGH proposes having custom cakes/desserts delivered to TV stations in Baltimore and Washington, D.C. Participating stations would be asked to promote 8/11 Day, Miss Utility and the importance of calling 811 on-air and on their social pages. Out-of-pocket cost would be around \$1,000 which was approved by Scott Brown.
 - MGH would also reach out to print/online outlets to promote 8/11 Day. We plan to offer photos and labels of markings that readers may see around their community.
- Miss Utility Facebook Awareness Reported by Susan Sullivan (Miss Utility)

Please visit 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

Updates Reported by Jennifer Arroyo (Miss Utility)

- All changes to self-select start date/time went live June 2 and are working as expected.
- Reporting detailing the effect and use of self-select start date/time will be made once available.
- As of July 1, insufficient and short notice ticket headers were removed.

ITICnxt

- 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.
- Next ITICnxt Training: August 10.
- Percentage of users as of 06/30/2022: 64.35%
- ITICnxt ticket processing resources are available at <http://missutility.tryitic.com/>.
- Contact Susan Sullivan at ssullivan@missutility.net with ITICnxt questions or comments.

Ticket Dashboards

- Ticket volume for the month of June 2022
 - Inbound ticket volume: 83,330 a monthly decrease of 11.674% compared to 2021
 - Outbound volume: 433,776 a year-to-date decrease of 25.096% compared to 2021
- ITIC Percentages for the month of June 2022
 - Professional excavators: 89%
 - Homeowner's ITIC Lite: 52%

Damage Reporting for May 2022

- Transmitted tickets: 463,092
- Reported damages: 96
 - No call or ticket: 31
 - Hit a marked line: 40
 - Line marked wrong: 23
 - Other: 2

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

MARYLAND AUTHORITY Reported by Jim Barron, Executive Director

- There was a Closed Executive Zoom Meeting on June 1, 2022.
- An Open Meeting with a Closed Executive Session was scheduled for July 13, 2022. It was canceled when the internet connection was lost due to storms. The plan is to reschedule that meeting on August 3rd. There was no meeting in May.
 - During the June meeting, the Authority reviewed eleven (11) NPVs.
 - There are thirty-one (31) New NPVs to investigation and review.
- The Authority:
 - Made a \$20,000 donation to the Subscriber's 2022 Media Campaign,
 - Submitted the PHMSA 2023 Damage Prevention Grant on May 4, 2022,
 - Submitted the PHMSA 2021 State Damage Prevention Enforcement Evaluation on June 30, 2022,
 - Voted to secure a Gold Sponsorship for the 2022 Greater Chesapeake Damage Prevention Training Conference in October 2022,
 - Attended and had a booth at the MML Conference, June 13-15, 2022, and will be attending the MACo Conference on August 17-20, 2022,

- Is working on a Website Portal that will be used to house meeting documents for the Authority Members and Documents & Evidence for future Hearings,
- Has eleven (11) requests for Formal Hearings and,
- Made a policy change to reserve the right to make a change in the submitted Probable Violation on the NPV Submission Summary after the investigation and review suggests the Complainant chose the wrong Probable Violation.
- The following Authority Seats expire on September 30, 2022:
 - AUC of MD Seat – David Gaines – Eligible for a 2nd Term
 - Subscriber Seat – Michael Jewell – Terms Out,
 - One Call Seat – Kelly Ruddo – Terms Out, and
 - MML Seat – Dereck Shreves – Terms Out,
- The next scheduled meeting will be a Zoom Closed Executive Session on September 7.

COMMITTEE REPORTS

2022 Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- October 25 – 28, 2022
- Ocean City Fontainebleau Resort | Ocean City MD
- Keynote Speaker: Spencer Beach
- Early bird pricing runs through August 28
- 93 registrants vs 79 last year
- Twenty-five (25) sponsors to date with several new sponsorships
- Thirty-one registered exhibitors
- Site visit by Matt and Kelly planned very soon
- Condominiums are not part of the Fontainebleau and must be self-booked

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - April 22 – Virtual DPT
 - May 6 - Clark Construction
 - May 13 – Virtual SPANISH DPT
 - June 2 – Cecil County School of Technology
 - June 2 –AEM / CGA / OSHA / BF JOY
 - June 6 – OTIS Eastern Services
 - July 5 – Green Future Construction- SPANISH
 - July 8 - DPT @ Miss Utility Call Center
- Upcoming Virtual ITICnxt:
 - July 15 – VDPT
 - September 9 – VDPT
 - October 8 – DPT @ Miss Utility Call Center

MD/DC Awards (Locator Achievement and Dig Smart)

Mark Hamrick, Chair

- Locator Achievement Awards
 - On May 20, forty-three (43) locators were recognized at the Locator Achievement Awards Banquet for maintaining faultless safety and damage prevention practices in 2021.
 - Winners were treated to a fun night of Bowie Baysox Baseball where they were recognized before the crowd, presented with an LAA certificate, enjoyed a catered buffet and received a monogrammed Class 3 Waterproof Bomber Safety jacket along with other Miss Utility swag.

- Dig Smart Awards
 - First meeting held June 28.
 - Entry forms went out Monday July 11.
 - Entry forms due no later than August 19.

Construction Angels

Kevin Woolbright, CA Board Representative for MD/DC

- Next Zoom meeting is July 26, 2022.
- CA Scholarship Program is accepting applications through August 1.
- CA was contacted by a local general contractor who recently suffered a loss when one of their employees from Prince Georges County was killed while performing work duties. Kevin reported that the family was contacted, offered counseling services, and awarded \$6,000 from the CA Fund.
- The Board approved Kevin’s CA fund raising proposal for initial 2022 golf package of \$5,000. More details to come. Please contact Kevin with sponsorship, participation, volunteer, or committee member interest.
- Please visit <http://www.constructionangels.us/> or contact Kevin for more information about CA or volunteering for future events.

OPEN DISCUSSION

It was noted that the September 27th DPC meeting takes place during OCC’s User Group. Kevin and Susan to take the lead on running the meeting.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 1:50 PM.

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

- October 13

Meeting Attendees (O: onsite V: virtual)

AT&T	Angela Johnson BOD, Communication Rep	(571) 218-9450	aj1731@att.com	O
B. Frank Joy	Joe Shelton BOD, Contractor Rep	(240) 417-0200	jshelton@bfjoy.com	O
Baltimore County	Brian Sahn BOD, Government Rep	(410) 887-1480	bsahn@baltimorecountymd.gov	V
BGE	Marc Haines BOD, Electric Rep	(443) 324-0371	marc.haines@bge.com	V
Colonial Pipeline Co.	Scott Moore Right of Way	(443) 821-1797	smoore@colpipe.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	Kevin Woolbright DPC Chair Board Member	(301) 806-8745	bright.67@verizon.net	O

MD Authority	Jim Barron Executive Director	(410) 782-2102	jim.barron@mddpa.org	O
MGH	Kelly Cahill Public Relations and Marketing Account Director	410-504-8312	kcahill@mghus.com	O
One Call Concepts/ Miss Utility	Jennifer Arroyo General Manager		jennifer@occinc.com	O
One Call Concepts/ Miss Utility	Matt Ruddy Director, Client Relations	(410) 782-2025	matt@missutility.net	O
One Call Concepts/ Miss Utility	Susan Sullivan BOD/ DPC Secretary DP Training and Education Liaison	(410) 782-2030	ssullivan@missutility.net	O
Potomac Edison	Bob Kern Dist Tech II	(301) 790-6322	rkern@firstenergycorp.com	V
SMECO	Lisa Hurley Locating Coordinator	(410) 535-9403	Lisa.Hurley@smeco.coop	V
Utiliquest	Juan Vogel BOD, Locator Rep	(703) 929-9710	juan.vogel@utiliquest.com	V
Verizon	Mark Hamrick DPC Vice Chairman Board Member	(410) 610-1371	mark.a.hamrick@verizon.com	O
Washington Gas	Scott Brown BOD President, Gas Rep	(703) 750-4388	ssbrown@washgas.com	V
WSSC	David Wilkins BOD, Water/Sewer Rep Customer Advocate	(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