



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 October 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 10:09 am.
Customary attendee introductions were made.

A motion to approve the July 14, 2022, 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. Attending members participated either in person or remotely.

OLD BUSINESS

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

- Scott is looking to get the committee together before year's end.

MD/DC Guidebook Committee

It was decided by committee members, that the next production of guidebooks would be created into separate Maryland and DC copies. Susan to send Kelly Cahill (MGH) current version of guidebook for development of proposed Scope of Work. Susan will separate the current MD/DC version into two separate guidebook documents. Once copy is finalized for both territories, MGH will provide Spanish translation services. Jennifer Arroyo (Miss Utility) stated that call center changes, per new DC Law, are expected to be complete first quarter, 2023.

OCC User Group Meeting

Scott Brown (BOD) would like Board Member attendees to provide written feedback to present at January's MD/DC SUB/BOD meeting.

National Conferences: Attendee List

- Global Excavation Safety Conference | February 14-16, 2023 | Tampa, Florida
 - Scott Brown | Kevin Woolbright | David Wilkins | Juan Vogel
- CGA | April 17-20, 2023 | Orlando, Florida
 - Scott Brown | Kevin Woolbright | David Wilkins | Joe Shelton | Juan Vogel

BOD Tenure Update

David Wilkins (BOD) asked about voting privileges for the MD/DC Damage Prevention Chair. When asked about other call center boards, and how they manage the voting rights of a DP Chair, Matt Ruddo (OCC) explained that although other states have similar scenarios, they are not structured quite like Maryland. Scott Brown added that subscribers are made up of utility companies whereas a DP Chair may not be utility company employed. He continued by saying, that in light of voting rights having been recently approved for the Contract Locate and Excavator Board Members, he suggested board members put some thought into whether the DP Chair, who is not a paying member, have a vote.

A motion to approve the MD/DC BOD Tenure Log (revised 22.7.14) was made by David Wilkins (Board Member) and seconded by Joe Shelton (Board Member). The motion carried by approval.

A motion to approve the MD/DC Subscribers Committee & Board of Directors By-Laws and Structure (revised 22.7.14) with changes made, was made by David Wilkins (Board Member) and seconded by Joe Shelton (Board Member). The motion carried by approval.

NEW BUSINESS

David Wilkins of WSSC and current MD/DC Board Member was congratulated on being nominated to the Maryland Authority serving as one of two underground facility owners that are Maryland members of the Maryland/DC Subscribers Committee. He will be sworn in after the new Governor is announced and also sworn in.

Scott Brown (Board Chair) asked about Self Select Start Date (SSSD) tracking. Jenn stated that in September, 11 tickets used the SSSD option. Jenn further explained that the ITICnxt platform is being revamped in a way that will guide ticket processors to a more pronounced SSSD section of ticketing, better promoting its use. Scott proposed adding information to the Miss Utility homepage that brings attention to the Self Select Start Date option in addition to adding a note about all recent changes to TITLE 12 to the bottom of all MD ticket copies and changes to Title 34 on all DC ticket copies. Jenn suggested a pop-up that appears prior to ticket processing.

Scott also suggested a pop-up appear to users processing an update ticket asking them to confirm whether they are still on the jobsite. He also requested a copy of the top 10 update ticket processors.

Scott then shared his vision for a new “Look out for the mark out” App. It would allow users to search for a ticket when they see excavation taking place. If no ticket is found, it would send a courtesy notice to utilities within the area of excavation. The goal would be to bring down the number of *no ticket* damages the has remained at about 30% for many years. Matt noted that Adam Franco (OCC) was aware of this proposal.

PUBLIC AWARENESS CAMPAIGNS

MGH Campaign Updates Reported by Kelly Cahill, MGH

- Public Relations
 - 8/11 Day: Cakes were delivered to locale TV/radio stations which resulted in multiple mentions about Miss Utility and 8/11 day.
 - 8/11 Day & Touch-a-Truck: A big thanks to all who supported the return of this popular community event. Hundreds of families attended while volunteers raised awareness about underground utilities and the importance of contacting Miss Utility/811 before digging.
- Digital Advertising
 - META (Facebook) and Nextdoor analyses were provided and reviewed, and 2023 recommendations given.

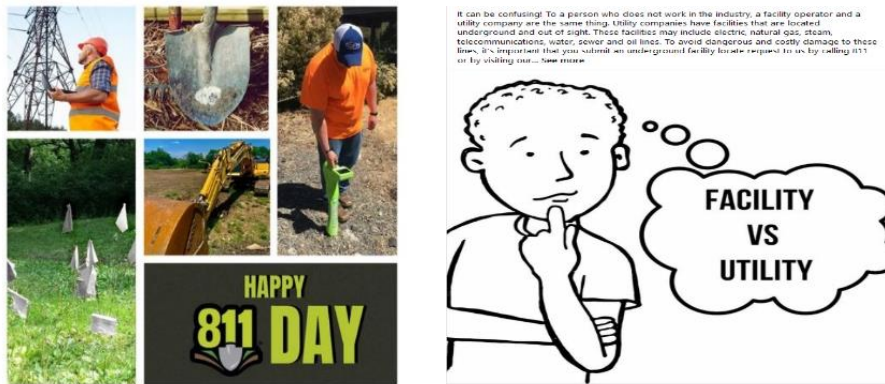
- The 2023 Recommendations Meeting was scheduled for December 2 at 10:00 AM at the Miss Utility Call Center.

Carvertise 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 September 2022
 - Miles traveled by fleet: 11,646 (3,546 above expectation)
 - Impressions per fleet: 1,659,204 (476.604 above expectation)

Miss Utility Facebook Awareness Reported by Susan Sullivan

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

- Jenn reported that an Emergency No Response ticket will now go out on the 3rd business day following ticket submission instead of after 3 hours. Credits are being processed.
- The ITICnxt platform is being revamped in a way that will guide ticket processors to a more pronounced SSSD section of ticketing, better promoting its use.
- DC Law ticket formatting is scheduled to go live during the first quarter of 2023.
- Jenn asked that Marc Haines (Board Member) send her ticket numbers that address his concern about the color-coded legends provided on processed tickets.

OCC Call Center Volume Report reported by Jennifer Arroyo

- 2021-2022 Inbound % difference Q3
 - WMD: -5.44%
 - DC: -4.23%
 - ALL STATES -.56%

ITICnxt Reported by Susan Sullivan

- 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 preregistration links from Susan Sullivan at ssullivan@missutility.net.
- Upcoming ITICnxt Trainings: November 3rd and December 1st
- Percentage of users as of 09/30/2022: 65.31%

- 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 September 2022
 - Inbound ticket volume: 78,938 a monthly decrease of 11.604 % compared to 2021
 - Outbound volume: 423,624 a year-to-date decrease of 25.611% compared to 2021
- ITIC Percentages for the month of September 2022
 - Professional excavators: 89%
 - Homeowner's ITIC Lite: 46%

Damage Reporting for August 2022

- Transmitted tickets: 451,724
- Reported damages: 80
 - No call or ticket: 20
 - Hit a marked line: 27
 - Line marked wrong: 26
 - Other: 7

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

One Call Concepts, Creative Team Report 2nd Quarter details were reviewed with a total of 134:50:15 service hours being logged.

MARYLAND AUTHORITY Reported by Jim Barron, Executive Director

- There was an Open Meeting with a Closed Executive Session on August 3 and October 5, 2022. There were no meetings in July or September.
 - During those meetings, the Authority reviewed twenty-six (26) NPVs.
 - There are twenty-four (24) new NPVs to investigate and review.
- The Authority:
 - Made a \$750.00 sponsorship to the Miss Utility, Construction Angels Golf Tournament,
 - Received \$4,701.00 from the PHMSA 2023 Damage Prevention Grant out of the \$90,000 requested,
 - Received an "Adequate" evaluation in the PHMSA 2021 State Damage Prevention Enforcement Evaluation with a perfect score of 258,
 - Provided a Gold Sponsorship for the 2022 GCDPTC in October 2022, and will be attending and have a booth,
 - Attended and had a booth at the MACo Conference on August 17-20, 2022,
 - Has twelve (12) requests for Formal Hearings we hope to begin scheduling in February 2023, and
 - Adopted a new process for recommendations and collections following the initial review by the Authority.
- The following Authority Seats expired on September 30, 2022:
 - AUC of MD Seat – David Gaines – He will serve his 2nd two-year term,
 - Subscriber Seat – Michael Jewell – will be replaced by David Wilkins of WSSC,
 - One Call Seat – Kelly Ruddo – will be replaced by Jennifer Arroyo of One Call Concepts, and
 - MML Seat – Dereck Shreves – will be replaced by Michael Beall, DPW Director of the Town of University Park.
 - New appointees will not be officially appointed until the new Governor is sworn in.

- The Subscriber's 3/02/22 \$10,000 Grant has \$3,400 remaining in it to cover Filing Fees.
- The next scheduled meeting will be a Zoom Closed Executive Session on November 2nd.

MD TITLE 12 Reported by Jim Barron

- The Authority will be sponsoring legislation in 2023 to
 - Allow us to use Administrative Judges from the Office of Administrative Hearings for future Formal Hearings on NPV's
 - Change the expiration and appointment dates for future Authority Members.

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
- Attendance is at 340 (with 80 registering for golf and 26 registering for Paint and Sip).
- Exhibit Hall is sold out.
- Sponsorships are up over last year.
- Thank you, BF Joy, for matching the monies raised by the Construction Angels' Cornhole Tournament.
- The Rhino Marker session has been replaced by Joe Shelton and Roger Sampson.
- Kelly Cahill and Matt Ruddo to conduct site visit on Oct. 17th.

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - July 15 – VDPT
 - August 30 – Precision Utility Construction Inc
 - September 8 – Lanham Construction
 - September 9 – VDPT
 - September 12 – Sagres Construction
 - October 4 – Paradigm Cumberland
 - October 5 – Paradigm Hagerstown
 - October 6 – Paradigm Jessup
 - October 8 – DPT @ Miss Utility Call Center
- Upcoming Virtual ITICnxt:
 - October 12 – Paradigm Largo
 - November 4 – Virtual DPT
 - November 9 – City of Aberdeen
 - November 18 – Virtual DPT in Spanish

MD/DC Awards (Locator Achievement and Dig Smart)

Mark Hamrick, Chair

- Dig Smart Awards
 - Maryland: Comer Construction
 - District of Columbia: CW & Sons Infrastructure, Inc.
 - Excellence Award: Gray & Son
 - Honorable Mention: Baltimore Tree Trust

- All winners to be recognized on Friday, Oct. 28 at the Greater Chesapeake Damage Prevention Training Conference. Congratulations!

Construction Angels

Kevin Woolbright, CA Board Representative for MD/DC

- Next Zoom meeting is October 18, 2022.
- The Miss Utility Construction Angels’ Golf Tournament, taking place October 14th, has 77 pre-registrants.
- There will be a 50/50 raffle, putting and door prizes and a CA Cornhole hole.
- CA Scholarship Program has awarded two (2) Maryland applicants each with \$4,000 scholarships.
- CA monies and support were recently awarded to a family in Prince Georges County due to a construction-related fatality.
- Please visit <http://www.constructionangels.us/> or contact Kevin for more information about CA or volunteering for future events.

OPEN DISCUSSION

- Matt thanked all who attended this year’s OCC Users’ Group Conference in Washington, D.C. He noted a special thanks to Scott Brown and Joe Shelton (Board Members) who participated in various sessions. The conference had many fantastic meetings and networking events.
- Kevin Woolbright (Board Member) noted disappointed that more Board Members did not attend UG.
- Joe Shelton (Board Member) thanked OCC and the MD/DC Board for attendee sponsorships. He also spoke to a great networking night held at the National Air and Space Museum and appreciates all the special treatment OCC affords guests during the conference.
- Scott Brown noted that the 2023 first quarter meeting would be the last offering a virtual option.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 1:12 PM.

2023 quarterly hybrid MD/DC Subscriber Committee and Board meetings are planned for:

- January 12 | April 13 | July 13 | October 12

Meeting Attendees (O: onsite V: virtual)

AT&T	Angela Johnson BOD, Communication Rep	(571) 218-9450	aj1731@att.com	V
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	O
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

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 Ruddo Director, Client Relations	(410) 782-2025	matt@missutility.net	O
One Call Concepts/ Miss Utility	Susan Sullivan BOD/ DPC Secretary DP Liaison	(410) 782-2030	ssullivan@missutility.net	O
Potomac Edison	Bob Kern Dist Tech II	(301) 790-6322	rkern@firstenergycorp.com	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	O
Washington Gas	Jack Ellison Senior Specialist, Damage Prevention	(703) 750-5128	JohnEllison@washgas.com	O
WSSC	David Wilkins BOD, Water/Sewer Rep Customer Advocate	(301) 648-6953	david.wilkins@wsscwater.com	O
WSSC	Satish Patel Section Manager	(301) 206-8559	satish.patel@wsscwater.com	V