



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)
George Daffan (DPC Co-Chair)
Susan Sullivan (Secretary)

Minutes of the Committee Meeting July 13, 2023
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 13, 2023, 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, Juan Vogel, Joe Shelton, George Daffan and Susan Sullivan. All attending members participated in person.

Special Guest Tim Vaughn, Executive Director of Kentucky 811 joined the meeting via Zoom to discuss their call center's use of damage tickets. Highlights of the discussion are below.

- The initial goal of the damage ticket was to collect data in order to ascertain 'what's going on in the field' as far as number, type and possible cause of damages. This information would then be used to create targeted damage prevention campaigns at a local more granular level.
- Damage tickets are voluntary and submissions have been sparse.
- Gives excavator option of reporting a damage or any other ticket issues.
- The Kentucky Board is looking into a compliance piece.
- Currently, only gas damages must be reported by law.
- A hindrance to the transparency of a Kentucky damage ticket and who may be causing the damage is that homeowners can call in tickets for excavators performing work for them.
- When asked, Tim stated that excavators are reluctant to use the damage ticket as they don't want to be on record as having caused or even reported a damage.

Scott Brown, MD/DC Board Chairman, thanked Tim for his time and added that keeping this discussion ongoing would be appreciated as more data is collected and decisions are made in how the damage ticket is used, possibly mandated, etc.

OLD BUSINESS

Damage Tickets | Scott Brown (Board Chairman)

Scott suggested that, for now, the committee take a wait and see stance on the creation of a damage ticket while continuing to learn more about other centers' experiences. He further suggested inviting Missouri 811 to share their damage ticket experience. Jenn Arroyo to extend the invitation.

Ticket Check, Critical Facility | Scott Moore (Colonial Pipeline)

Jenn confirmed that she has submitted all committee recommendations and that the code creation is in progress. Scott Brown explained that this code is being created to provide utility owner members an optional code to notify excavators of critical facility excavation and that a response from the excavator, at this time, is passive. Additional coding/comments and ticket copies can be established by individual utilities. The decision to take critical facility codes before the Legislation to be determined at a later date.

ITIC 2.0 Discontinued | Jenn Arroyo (Miss Utility General Manager)

Jenn stated that the full transition to ITICnxt and the discontinuance of ITIC 2.0 was smooth due to the ongoing notification to users who were made aware of this permanent change well in advance.

MD/DC Guidebook Committee | Susan Sullivan (Miss Utility)

The Maryland Damage Prevention Guide is currently available online at <https://www.missutility.net/resources/> in PDF. Delivery of hardcopy in 4-6 weeks.

CGA Feedback

Scott explained his appreciation of CGA's focus on utility operators more so than GESC which targets more of the call center side of safe excavation. Overall conference experience was excellent with great information, networking, and speaker presentations while noting that Jon Brix gave a great presentation on both personal and professional self-awareness.

October SUB/BOD Meeting at WISP

This year's 4th Quarter SUB/BOD Meeting will be held at the WISP resort in McHenry, MD on Wednesday, October 11th. Miss Utility's Damage Prevention and Safety Committee will host a Damage Prevention Training prior to the quarterly meeting. Anyone interested in hotel accommodations the night prior to the meeting should contact Susan with your request by September 1st.

NEW BUSINESS

The Board welcomed new member, George Daffan (Utiliquest), in his new position as Damage Prevention Committee Co-Chair, who replaces outgoing DPC Co-Chair, Mark Hamrick (Verizon) who recently retired.

An Online Damage Prevention Training Module Subcommittee was formed to continue work that began prior to the Covid-19 epidemic in the creation of an online training module. This online training will benefit folks who cannot otherwise attend in person or virtual damage prevention training. Committee members: Kevin Woolbright, Marc Haines, David Wilkins, Joe

Shelton, George Daffan, Michael Jewell, Greg Mason, Jim Barron, and Susan Sullivan. Susan to confirm participation and upcoming meeting opportunities with an email. Joe suggested meeting while at Wisp for the October SUB/BOD meeting.

MD Authority Facility Owner Member Seat

Two (2) notices of interest were received in regard to the Facility Owner Member Seat that will become available at the conclusion of Tamara Neal's (WGL) 2nd, 2-year term September 30, 2023. Applicants were Mr. Ryan Reese (WGL) and Mr. Marc Haines (BGE). There was a majority vote in accepting Mr. Haines' nomination to the seat. Jim Barron to send Mr. Haines a link to all relevant forms for Seat submission and Governor appointment.

MD Authority Locator Seat

Jimmy Jennings (OCCLS) to be seated for second, 2-year term. Jim Barron has sent Mr. Jennings a link to relevant forms for Seat continuance.

BOD Seats Expiring

The Board was notified of 2024 Seat expirations in order to prepare for the nomination process. Affected Board Members will be sent, via email, an opportunity to confirm an end to their service upon expiration or to declare an interest in continuing another 3-year term. Notices of intent will be discussed during the October Board Meeting with any necessary voting taking place during 2024's first quarterly meeting in January and nominees being seated in April.

This year's OCC User Group Meeting is scheduled for September 26-28, 2023, in Albuquerque, New Mexico at the Hotel Albuquerque. For meeting information, networking opportunities and agenda, please visit <http://www.occugmeeting.com/>. Scott, David, Michael and Kevin noted an interest in attending. Susan to confirm with follow up email and attendee registration.

PUBLIC AWARENESS CAMPAIGNS

MGH | Gaby Lothamer

- Gaby shared information and various benchmarks on the following radio, digital and social network campaigns:
 - Statewide Radio Campaign: April
 - Spotify Digital Radio: April
 - Nextdoor Campaign: March 27- June 25
 - Meta Campaign: June 1 - Aug. 31
 - Statewide Radio & Spotify Digital Radio Campaigns: Sept. & Oct.
- Trade Show
 - In Q2, Miss Utility participated in the MML Summer Conference and the MDEMA Symposium.
 - Miss Utility will have a booth at MACo (Aug. 16-19).
- Touch a Truck
 - This year's free Touch a Truck event will take place Saturday, Aug. 5 at the Bowie Baysox Stadium. MGH is working to secure vehicle volunteers and activities for during the event. Please visit www.missutility.net and click on the TAT Banner for more information about participating, volunteering, and attending.

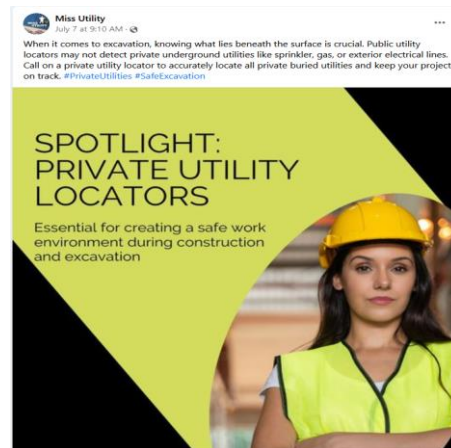
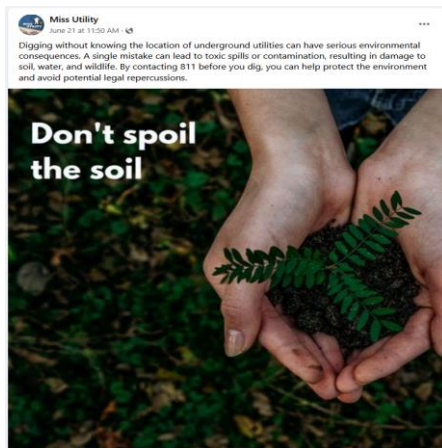
- Scholarship Program
 - The 2023 Miss Utility of Maryland/D.C. scholarship closed on May 26 and received 286 applications!
 - The committee met last week and selected winners for each of the seven Western Maryland/D.C. zones. Miss Utility of Delmarva selected the Eastern Shore zone winner.
 - Along with the \$1,008.11 scholarship, winners will also receive a Miss Utility swag bag and \$50 Amazon gift card.
- 8/11 Day
 - After last year's success, MGH is once again having custom cakes delivered to TV stations in Baltimore and Washington, D.C. on Friday, Aug. 11.
 - MGH will be asking the stations to promote 8/11 Day, Miss Utility and the importance of contacting 811 both on-air and on their social pages.
 - MGH will also reach out to print/online outlets to promote 8/11 Day.
- Gaby ended by giving an overview of Meta's newest social network Threads.

Carvertise Marketing Metrics | Susan Sullivan

- Seven wrapped cars currently travel throughout Montgomery, Prince George, Charles and Washington and Frederick Counties and Washington, D.C.
- Quantitative Performance Data for the month of June 2023:
 - Miles traveled by fleet: 10,552 (2,152 above expectation)
 - Impressions per fleet: 1,466,728 (299,128 above expectation)

Miss Utility Facebook Awareness | 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 | Jennifer Arroyo

Changes to the required Select Start Date ticket field make it more visible and user friendly. Recent reporting showed 83% of tickets were extended by an average of seven (7) hours.

OCC Call Center Volume 2023 Q2 | Jennifer Arroyo

- WSMD incoming ticket volume shows a year-to-date decrease of 5.05%
- DC incoming ticket volume shows a year-to-date increase of 20.84%

ITICnxt | Susan Sullivan

- Jenn suggested putting together a subcommittee to revisit ITIC business rules. Ryan Reese and Marc Haines to participate. Jenn to follow up via email.
- Virtual trainings are held monthly. Training dates and preregistration links can be found on the Miss Utility website under the Calendar Events tab at <https://www.missutility.net/calendar-events/>.
- Upcoming 2:00 PM ITICnxt Trainings: Aug 3 | Sept 7 | Oct 4
- Percentage of users as of 06/31/2022: 84.54%
- ITICnxt ticket processing resources are available at <http://missutility.tryitic.com/>.
- Contact Susan Sullivan at ssullivan@missutility.net with ITICnxt questions or comments.

Ticket Dashboard

- Ticket volume for the month of June 2023
 - Inbound ticket volume: 81,493 a monthly decrease of 2.204% compared to 2022
 - Outbound volume: 415,715 a year-to-date decrease of 3.872% compared to 2022
- ITIC Percentages for the month of June 2023
 - Professional excavators: 89%
 - Homeowner's ITIC Lite: 41%

Damage Reporting for May 2023

- Transmitted tickets: 450,939
- Reported damages: 111
 - No call or ticket: 30
 - Hit a marked line: 37
 - Line marked wrong: 43
 - Other: 1

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

One Call Concepts, 2023 Creative Team Report 1st Quarter details were reviewed with a total of 255:18:00 service hours being logged.

MARYLAND AUTHORITY | Jim Barron (Executive Director)

- The Authority has not had a meeting since 4.12.2023 waiting for our new members to be Appointed by the Governor and seated on the Authority. We moved our July 12, 2023, Quarterly Meeting to August 9, 2023, in hopes that the new members can be seated then. Those new members are:
 - David Gaines (Gaines & Co) 2nd 2-Year Term, AUC of MD
 - Michael Jewell replaced by David Wilkins (WSSC), Subscriber's Seat
 - Kelly Ruddo replaced by Jennifer Arroyo (OCC Inc), One Call Seat
 - Derek Shreves replaced by Michael Beall (DPW Director, University Park), MML Seat

- There are also five (5) Authority Terms expiring on 9.30.2023 that will require Appointments by the Governor. They are:
 - Amber Brengel (Beltsville Supply) to be replaced by Keith Dill (David A Bramble), PWCA Seat
 - James Dudley (Public Member), 2nd 2-Year Term
 - Paul Kwiatkowski (Howard County) to be replaced by Bahareh Inanloo (Mont Co DPW), MACO Seat
 - James Jennings (OCCLS), 2nd 2-Year Term, Locator Seat
 - Tamara Neal (Wash Gas) to be replaced by Marc Haines, Subscriber's Seat.
- The Authority had a booth at and participated in the MML Conference in June where we focused on homeowners and the changes in the law that affect them.
- The Authority will have a booth at and be participating in the MACo Conference in August where we will again focus on homeowners.
- The Subscriber's 2023 Grant has \$12,400 remaining in it.
- Jim Barron announced that he and Susan Stroud are targeting a possible retirement from the Authority by the end of 2024 and that a new revenue source will be needed to accommodate the hiring and training of replacements. He asked that the Subscriber's consider another \$0.05 per outgoing ticket to fund the Authority.
- The next Open Meeting with a Closed Executive Session is scheduled for August 9, 2023.

TITLE-12 RE-WRITE

The Authority plans to go to the Legislature in 2024 to change the date when Authority Members' terms expire from September 30th to April 30th. The Authority also plans to include the addition of \$0.05 per outgoing tickets in legislation if approved by the Subscriber's.

COMMITTEE REPORTS

2023 Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- Conference Dates: October 24-27, 2023
- Conference Venue: Ashore Resort and Beach Club
- Keynote Speaker: Mike Mullane, former NASA Astronaut
- Three networking events will include: Cornhole (with monies raised going to the local chapter of Construction Angels), the annual Golf Tournament and Paint and Sip.
- Save the Date Contest is up and running. Register for updates by emailing 2023gcdptc@gmail.com for your chance to win a two-night package to the 2023 Conference.
- Early bird registration runs through August 17, 2023.

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - April 28: ODPT @ Miss Utility
 - April 29: Jimmy Richards & Sons
 - May 2: Pepco
 - May 3: Clark Construction

- May 9: Pepco
- May 12: Pepco
- May 16: Pepco
- June 2: VDPT
- June 5: Cecil County School of Tech
- June 7: JJB DC, Inc
- June 8: Ashton Manor
- June 29: PGPCS
- Upcoming Virtual ITICnxt:
 - July 17: Frederick County DPW
 - July 28: ODPT @ Miss Utility
 - July 31: Frederick County DPW
 - August 14: Frederick County DPW
 - August 28: Frederick County DPW
 - October 11: ODPT @ WISP

MD/DC Dig Smart Awards Kevin Woolbright Chair | George Daffan Co-Chair

- No changes were made to the 2022-2023 Dig Smart Awards nomination/entry form, award categories or number of awardees.
- The nomination form was sent out via an email blast July 10th.
- All nomination forms are due by August 18, 2023.

CONSTRUCTION ANGELS Kevin Woolbright | MD/DC Director

- CA Scholarship Applications are available and due by July 14, 2023. Monies will be evenly distributed among those who submit.
- Save the Date: The CA/Miss Utility Tournament is scheduled for October 13, 2023.
- \$130,566.85 additional dollars were received through donations via CA for the victims of the recent I-695 beltway crash. \$21,761.13 went to each affected family in addition to the \$7,000.00 originally given.
- Attended and spoke at the June 16th CRSC Awards Event with special guest, Kristi Gibbs, CEO CA, in attendance.
- Kevin to attend and guest speak at an upcoming event in Arizona.

OPEN DISCUSSION

The Board voted in favor of \$3,000 in discretionary spending for new 811 Outreach and Miss Utility Training equipment and materials. Items to include new hand carts, and booth and display materials.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 12:56 PM.

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

- October 11 at the Wisp Resort in McHenry, MD* Please note date/location change.

Meeting Attendees

AT&T	Angela Johnson BOD Communications Rep	aj1731@att.com
Baltimore County	Brian Sahn BOD Government Rep	bsahm@baltimorecountymd.gov
BF JOY	Joe Shelton BOD Contractor Rep	jshelton@bfjoy.com
BGE	Marc Haines BOD ELECTRIC Rep	marc.haines@bge.com
Colonial Pipeline	Scott Moore NED Right of Way Team	smoore@colpipe.com
Columbia Gas	Michael Jewell Leader Operations Support Specialist	mjewell@nisource.com
Construction Angels	Kevin Woolbright DPC Chairman	bright.67@verizon.net
Kentucky 811	Tim Vaughn Executive Director	tvaughn@ky811.com
Maryland Authority	Jim Barron Executive Director	jim.barron@mddpa.org
MGH	Gabriella Lothamer Public Relations	glothamer@mghus.com
MISS UTILITY/ OCC	Jennifer Arroyo General Manager	jennifer@occinc.com
MISS UTILITY/ OCC	Susan Sullivan BOD Secretary	ssullivan@missutility.net
One Call Concepts	Dan Florenzo President & CFO	
PEPCO	Daniel Ullrich Supervisor	DUllrich@pepco.com
UTILIQUEST	Juan Vogel BOD Locator Rep	juan.vogel@utiliquest.com
UTILIQUEST	George Daffan DPC Co-Chair	george.daffan@utiliquest.com
WGL	Scott Brown BOD Chairman/Gas Rep	scottbrown@washgas.com
WSSC	David Wilkins BOD Water/Sewer Rep	david.wilkins@wsscwater.com