



MD & DC SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors

Scott Brown (Gas Representative & Chairman)	Joe Shelton (Contractor Representative)
David Wilkins (Water/Sewer Representative & Vice Chairman)	Erik Phillips (Locating Representative)
Marc Haines (Electric Representative)	Kevin Woolbright (DPC Chairman)
Stephen Shelley (Communications Representative)	George Daffan (DPC Co-Chair)
Pieter Aarsbergen (Government Representative)	Susan Sullivan (Secretary)

Minutes of the Committee Meeting April 3, 2025

Miss Utility | Hanover

Prepared by Secretary, Susan Sullivan

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 10:00am.

Customary attendee introductions were made.

A motion to approve the January 9, 2025, minutes was made by Kevin Woolbright (DPC Chairman) and seconded by Erik Phillips (UtiliQuest). The motion carried by approval.

ATTENDANCE ROLL CALL

A roll call of the MD/DC Board of Directors was conducted. A quorum was present. In attendance were BOD members: Scott Brown, David Wilkins, Pieter Aarsbergen, Joe Shelton, Erik Phillips, Kevin Woolbright, George Daffan and Susan Sullivan. Marc Haines and Stephen Shelly were unable to attend.

OLD BUSINESS

Title 12 Law Review Committee | Scott Brown | Chairman

Board Chairman, Scott Brown (WGL) briefly discussed the purpose of the Title 12 Law Review Committee. He explained that the committee determined that the proposals below could be addressed at the board level and are no longer part of the Title 12 Review Committee's list of proposals requiring legislative change. The Board will need to address these potential call center changes at a later date.

- Difficult to Locate Code
- State of Emergency Code / Adverse Conditions Code
- Critical Facility into Law (keep optional for now)

Law change proposals can be sent via email to the Title 12 Law Review Committee Secretary at bod@missutility.net.

Tenure Log | Susan Sullivan | Board Secretary

The current Miss Utility Board Member Tenure Log was shared and reviewed. Member phone numbers to be added. Next terms to expire in April of 2027: Electric, Telecommunications, Government and Professional Excavator. Nominations will be accepted in October of 2026, voting will take place in January of 2027 and seating will take place in April of 2027.

Online DPT Module Spanish Translation

The Spanish translation documents were received and sent to OCC's Creative Team for the creation of a Spanish Language Miss Utility Damage Prevention Training Module. Many thanks to the Spanish-speaking Team at Washington Gas for their assistance in providing the translation: Greg Mason, Claudia Castellanos, and Rosemary Langowski. Matt Ruddo to take the lead on following the progress of project to completion.

Allegany County Accommodations

Overnight and meeting accommodations have been confirmed at the Rocky Gap Casino Resort for the Subscribers/BOD Meeting set for October 9-10. Please be sure to RSVP in a timely manner once the invitation and meeting information is sent out.

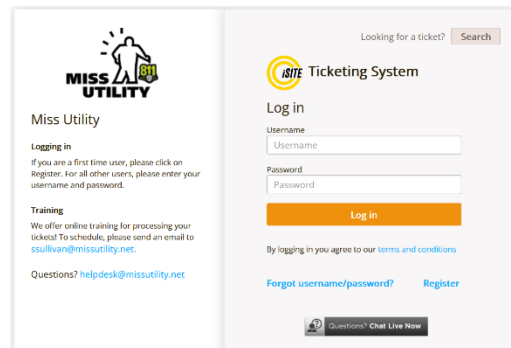
National Conferences

- CGA Conference & Expo | April 7-10, 2025 | Orlando, FL
 - Attended by Scott Brown, David Wilkins, and Kevin Woolbright
- GDPS | September 16-18, 2025 | Dallas, TX
 - Attended by Scott Brown, David Wilkins, Pieter Aarsbergen, Stephen Shelly, and Kevin Woolbright

NEW BUSINESS

Ticket Update Report Directions

- Log into iSITE/ITICnxt
 - <https://md.itic.occinc.com/>
- Click on:
 - Legacy Application
 - Reports
 - Ticket Reports
 - Update Report
 - Fill out the Fields
 - Run Report

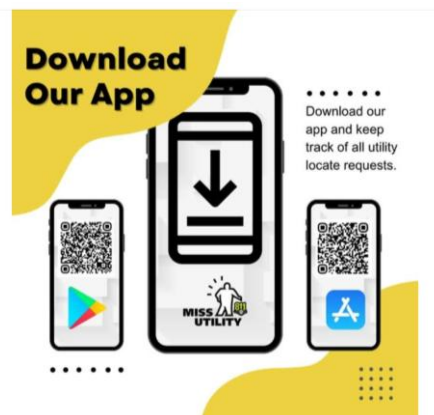


PUBLIC AWARENESS CAMPAIGNS | MGH

- 2025 GCDPTC | Matt Ruddo | Chairman
 - When: Tuesday, October 21 - Friday, October 24
 - Where: Ashore Resort & Beach Club
 - Registration: GCDPTC Early Bird registration will open on April 29
 - Sponsors/Exhibitors: All 2024 sponsors and exhibitors have been contacted to renew their contracts for 2025. If you or someone you know is interested in sponsoring this year, please contact Anna Trim at atrim@mghus.com. For exhibitor inquiries, please contact Nabeela Asif Tringali at nasiftringali@mghus.com.
- Ad Campaign Started April 1
 - April is National Safe Digging Month. Miss Utility ad campaign has launched across these platforms:

- Morning drive radio across the following markets:
 - Baltimore
 - Washington D.C.
 - Frederick
 - Hagerstown-Chambersburg
 - Endorsements - Arrollando Con Chepe on El Zol 107.9
 - Streaming Audio (Spotify)
 - NOTE: Need to reallocate \$2,400 from other spending for radio ad talent renewal.
 - Trade Show Updates
 - In March, Miss Utility participated in the following trade shows:
 - Washington County Home Builders Home Show
 - Maryland Spring Home & Garden Show
 - Maryland Asphalt Association & Maryland State Highway Administration Annual Paving Conference
 - Frederick Home & Garden Expo
 - 2025 Scholarship Program | Scott Brown | Chair
 - The 2025 Miss Utility of Maryland/D.C. scholarship opened Jan. 27
 - The deadline for applying is Friday, May 23 at 11:59 p.m.
 - The online application can be found at <https://form.jotform.com/MissUtility/Scholarship25>
 - Currently have 150 submissions
 - Awards Committee | Kevin Woolbright | Chair
 - 2025 Locator Achievement Awards nominations now closed
 - Recognizing 59 locators this year
 - Winning locators and their families will be recognized at a Chesapeake Baysox game at Prince George's Stadium on Friday, May 16.
 - Miss Utility Facebook | 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

Ticket Dashboards | Reported by Jenn Arroyo

- Ticket volume for the month of March 2025
 - Inbound ticket volume: 80,939 a monthly increase of 3.195% compared to 2024
 - Outbound volume: 407,665 a year-to-date decrease of 9.277% compared to 2024
- ITIC Percentages for the month of March 2025
 - Professional excavators: 90%
 - Homeowner's ITIC Lite: 50%
- Total Emergency Tickets: 5,068
- Total Update Tickets: 34,937

Start Date Data

Service Territory	January	February	March
Count	48,094	44,187	64,367
Extended	40,848	36,188	52,111
% Extended	84.93	81.90	84.92
Average Business Hours Ext	6	6	7

Critical Facility Data

Service Territory	January	February	March	Total for Quarter
Western Shore MD	0	0	0	0
Washington, D.C.	21	76	88	185
Total	21	76	88	185

Online DPT Module Data

Through	Viewed & Completed 100%	Viewed but incomplete
03.24.2025	50	27

Miss Utility App Engagement

2025: January1 – March 28	
Total Users	966
New Users	367
Event Count	76.4K
Sessions	5,334

ITICnxt

- Upcoming 2:00 PM ITICnxt Trainings: April 10 | May 1 | June 5
- ITICnxt ticket processing resources are available at <http://missutility.tryitic.com/>.
- Virtual training is 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/>.

Damage Reporting for February 2025

- Transmitted tickets: 310,118
- Reported damages: 84
 - No call or ticket: 14
 - Hit a marked line: 18
 - Line marked wrong: 32
 - Other: 20

One Call Concepts, 2024 Creative Team Report 4th Quarter details were reviewed with a total of 27:01:30 service hours being logged.

- Dashboards @ 5:30
- Online DP Training Videos @ 3:00
- Social Media @ 10:45
- Website Changes @ 4:15
- Management Review @ 3:31:30

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

MARYLAND AUTHORITY | Jim Barron, Executive Director

The Authority held Open Meetings and Closed Executive Sessions in January, February & March in the 1st Quarter of 2025. In those meetings:

- The Authority seated Hal Metzler in the MML seat vacated by Mickey Beall.
- The Authority pushed the Election of 2025 Officers due to low attendance in January to the February 12, 2025, Meeting.
- In the 1st Quarter the Authority investigated and reviewed eleven (11) NPV's.
- At the end of the 1st Quarter, the Authority has fifty-one (51) NPV's to investigate and review.
- Letters went out this week for two Formal Hearings at the May 14th Authority Meeting.
- Md Authority Attorney Paul Finamore attended the March Closed Executive Session to discuss the Protocols of Formal Hearing with Authority Members.
- The Authority contributed \$30,000 to the Miss Utility Media Campaign.
- The Authority renewed the CGA Government Membership for \$1,000 listing Jim Barron, Susan Stroud, Keith Dill & David Wilkins as the participating Authority members.
- The Authority is going to be a Gold Sponsor for \$3,750 at the Greater Chesapeake Damage Prevention Training Conference in October.

- Authority members made the decision to become State Sponsors of Construction Angels at the Bronze level. The cost is \$2,500 for mention in all of their statewide and some national publications as well.
- The Deputy Director submitted the Annual Report to the Governor and the Legislature in early February. The report is available on the Authority website www.mddpa.org.
- The PHMSA State Damage Prevention Grant is currently on hold.
- The PHMSA State Damage Prevention Program Evaluation for C/Y 2024 notices were received yesterday, responses are due back by COB May 30, 2025. The Deputy Director will be preparing the responses to PHMSA. Last year the Authority received a perfect score of 258, and we will be shooting for that same score again this year.
- Five stakeholder seats expire on September 30, 2025. The Locator Member Seat held by Jimmy Jennings who is completing his 2nd term; the Public Member Seat held by James Dudley who is completing his 2nd term; a Contractor Member Seat held by Keith Dill who is completing his 1st term; and two Subscriber Member Seats held by Marc Haines and David Wilkins each who is completing their 1st term. Letters will be sent to the corresponding organizations in April outlining the new terms and conditions for replacement or reappointment of the current seats.
- It should be noted that the Governor's Appointments Office is now requiring that at least two nominees be given to them for consideration. The Governor has the right to refuse any of these individuals and request new nominees or he can nominate someone else. Authority members who are eligible for a second term are no longer guaranteed reappointment. Their names must be submitted along with a second candidate, which means they could be displaced by someone else. The Deputy director has prepared draft legislation addressing these changes to the appointments process. The draft legislation also suggests that terms be extended to 3 years, in order to create more continuity and to capitalize on acquired skills the Authority members have attained.
- The Subscriber's 2025 Grant has \$7,800 remaining in it!
- The next meeting will be an Open meeting held on May 14, 2025. Formal Hearings will be held at the beginning during the Open Meeting, with deliberations to follow in Closed Executive Session.

COMMITTEE REPORTS

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - Jan 23: P Flanigan
 - Jan 31: DC Water
 - Feb 04: Montgomery County Public Schools
 - Feb 07: VDPT
 - Feb 18-20: Gray N Son
 - Feb 28: Concrete General
 - March 3: Howard County DPW

- March 07: Spanish VDPT
- March 10: Childs Landscape
- March 14: ODPT
- March 18: P Flanigan
- March 21: Calvert County Highways
- March 31: Montgomery County Public Schools
- Upcoming DPTs:
 - April 15: Town of Manchester
 - April 28: ODPT in Hagerstown
 - May 2: VODPT
 - May 7: Deckmaster Inc
 - May 9: Baltimore Tree Trust
 - May20: Cecil County School of Technology
 - June 11: Precision Utility Construction
 - June 13: ODPT
 - June 20: The Berg Company
 - June 27: Howard County Recs/Parks

CONSTRUCTION ANGELS | Kevin Woolbright | Board Representative for MD/DC Construction Angels, Inc., a 501(c)3, is a non-profit organization that provides immediate financial assistance and grief counseling to the children and spouse left behind when a construction worker is involved in an accidental work-related fatality. They offer construction scholarship opportunities to qualified applicants, and additional scholarships to surviving children of fallen workers.

- Funds are raised locally through donations and the Miss Utility/Construction Angels annual Golf Tournament which generally takes place in October. Details to come.
- Will be requesting that Miss Utility sponsor this year's annual Golf Tournament at the Gold Level for \$4,000.
- Construction Angels scholarship program is now open. Please visit <https://www.constructionangels.us/> for more information.

OPEN DISCUSSION

The 3rd Quarter Subscribers/BOD Meeting was moved from July 10th to July 17th.

Kevin Woolbright shared about attending the Chesapeake BaySox Ceremonial Ground-breaking event on March 27th. He also shared that he will be supporting the DC Water Safety Day Fair on May 21, 2025.

Anyone interested in attending upcoming NUCA of DC events should contact Susan Sullivan.

Subscribers and current members interested in serving on the Miss Utility Board of Directors or serving on the Maryland Authority should contact Susan Sullivan with their intentions.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 12:40 PM.

Meeting Attendees

BF JOY	Joe Shelton BOD Contractor Rep	jshelton@bfjoy.com
BGE	Michael Stein Supervisor of Damage Prevention	Michael.stein@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
Howard County	Pieter Aarsbergen BOD, Government Rep	paarsbergen@howardcountmd.gov
Maryland Authority	Jim Barron Executive Director	jim.barron@mddpa.org
Maryland Authority	Susan Stroud Deputy Director	susan.stroud@mddpa.org
MGH	Chris McMurry EVP/COO	cmcmurry@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	Matt Ruddo Director, Client Relations	mruddo@missutility.net
On The Mark Locators, LLC	Tyese Gillespie President/Managing Director	Tgillespie@onthemarklocators.com
State of Maryland Department of Information Technology	Karl Strootman Broadband Manager	karl.strootman@maryland.gov
UTILIQUEST	Erik Phillips BOD Locator Rep	erik.phillips@utiliquest.com
UTILIQUEST	George Daffan DPC Co-Chair	george.daffan@utiliquest.com
WGL	Scott Brown BOD Chairman Gas Rep	ScottBrown@washgas.com
WGL	Ryan Reese Supervisor – Damage Prevention MD	RReese@washgas.com
WSSC	David Wilkins BOD Vice Chairman Water/Sewer Rep	david.wilkins@wsscwater.com

