



MD/DC Damage Prevention Committee

Kevin Woolbright, Chairman
Mark Hamrick, Vice Chairman
Dora Parks, Secretary

Minutes of the meeting for April 27, 2021
Zoom Meeting hosted by Miss Utility in Hanover, MD
Prepared by Susan Sullivan

CALL TO ORDER AND INTRODUCTIONS

Chairman Kevin Woolbright called the regular monthly meeting to order at 9:32 a.m. via Zoom. There were 50 virtual attendees and 7 attendees onsite.

APPROVAL OF MINUTES

A motion to approve the March 23, 2021 minutes was made by Dora Parks (DPC Secretary) and seconded by Mark Hamrick (DPC Vice Chairman). The motion carried by approval.

The approved meeting minutes will be posted at <https://www.missutility.net/excavators/>.

OLD BUSINESS

No old business to report.

NEW BUSINESS

Jennifer Arroyo was introduced as Miss Utility's new call center manager. She has been with OCC for 24 years serving in various positions of leadership and expertise. Welcome Jennifer!

MD Authority Locator Seat: The Damage Prevention Committee will soon be accepting nominations for the MD Authority Locator Seat. This seat is currently being filled by Authority Chairman, Erik Phillips (Utiliquet) whose second, two (2) year term is up in September. For more information about the role of the MD Authority, its Code of Conduct, Policies and By Laws, please visit <https://mddpa.org/>. Among other requirements, all nominees must reside in Maryland, be committed to damage prevention, and know MD Title 12 law. Once nominations have been vetted, a selection will be made and the selected nominee will be notified, by letter, this October. Dora Parks will provide the Maryland locating stakeholders with nominating information within the next few weeks.

OPEN DISCUSSION

Joe Shelton (BF Joy) started the discussion by complimenting George Daffan (Utiliquet) who assisted recently in getting a locate marked and completed ahead of an expected delay.

There was a lengthy discussion on the (SB877) Code 5 law changes. Jim Barron confirmed that an agreed upon marking schedule must be documented prior to a Code 5 (Not Complete/In Progress) being statused on a ticket. Dora Parks suggested the code 5 locator comments field be used for the SB0877 required documentation; if the excavator who receives a copy of the Ticket Check status disagrees with the comments, they can process a code 7 DISPUTE. For more information on Title 12 Law changes, visit <https://www.missutility.net/maryland/>.

As a confirmation after further inquiry, a code 5 cannot be prohibited from locator use and permission to use the 48-hour delay status by an excavator, is not required. Furthermore, a documented Code 5 status, on a valid ticket can be excavated on as long as the area of excavation has been marked per the agreement.

Chuck Baker (Verizon) continued the discussion by asking if a Code 5 drop-down menu could be developed that would assist with locator response. Scott Brown indicated it would be considered and further suggested that this might also be a way to force a locator to provide documentation prior to the Ticket Check code's submission.

Dora Parks complimented Mark Hamrick's team (Verizon) for resolving a homeowner issue that was brought to her attention and went on to express the call center's gratitude to all of those who participate in assisting our communities when concerns arise, help is requested and said concerns are resolved.

In response to excavator concerns over no response 48-hour delays and tickets expiring without positive response, Mike Burns (Utiliquest) assured everyone that Utiliquest and BGE were committed and working diligently to address these on-going issues. Measures include extending many work schedules to 7 days-a-week; aggressively bringing on and training new hires; bringing in out of state assistance and doing everything possible to get locates done. He asks that he be contacted directly with further questions and concerns.

MISS UTILITY CALL CENTER

- ITICnxt: Susan Sullivan (Miss Utility) provided an overview of ITICnxt's Advanced Search feature. This feature allows a user to find an excavation area, for mapping purposes, using multiple approaches. These include: Entering an address, an intersection or a named building, park, hospital, or school in the address field; using GPS coordinates, a previous ticket number or by simply zooming in on a known location on the map itself.
- Upcoming virtual ITICnxt trainings May 6, June 3, July 1. Please contact Susan at ssullivan@missutility.net with any questions.
- Dashboard Reporting: Dora Parks provided ticket volume data for the month of March 2021
 - Inbound ticket volume: 95,412 a monthly increase of 25.522% compared to 2020
 - Outbound volume: 628,032 a year-to-date increase of 38.315% compared to 2020
- Damage Reporting: Dora Parks provided YTD data through March 2021 of reported damages in MD/DC.
 - 177 utility damages (40 mains and 137 services)
 - 27.68% due to no call or valid ticket
 - 28.25% due to hitting a marked line
 - 36.72% due to incorrect locate marks
 - 7.34% due to other root causes

MARYLAND AUTHORITY Jim Barron, Executive Director

There was an Open Meeting and a Closed Executive Authority Zoom Meeting on April 7, 2021

- The Authority reviewed five (5) NPVs.
 - Fines were recommended along with one (1) Policy Letter Requirements and four (4) Damage Prevention Trainings Requirements.

- The Authority asked Susan Stroud to get an estimate on the cost of creating an Authority Member only portal on the website that would allow Authority Members to review documents prior to a scheduled meeting.
- Jim Barron participated in sessions with PEPCO and Gray & Sons to review key updates to Title XII effective March 11, 2021.

The next meeting of the Authority is a Zoom Closed Executive Session, Wednesday, May 5, 2021 at 9:00 AM.

MARYLAND TITLE 12 RE-WRITE Jim Barron, Executive Director

- Chapter 18, Senate Bill SB 877 officially became law on March 11, 2021.
- Law is currently in Legislative Format. A clean written copy of the law will not be available until fall of 2021.
- To view or download Chapter 18 (SB 877) go to www.mddpa.org and click on Resources. Scroll down to Archives. You can also download the document Susan Stroud prepared titled “2021 Title XII Law Changes – Comparison Table” which highlights the changes in the law.

Legislative documents can be downloaded from the Authority Website at <https://mddpa.org> and clicking on Resources.

2021 GREATER CHESAPEAKE DAMAGE PREVENTION TRAINING CONFERENCE

Matt Ruddo, Chairman (OCC)

- Dates: October 26-29
- Location: Clarion Resort Fontainebleau Hotel in Ocean City, MD
- Keynote Speaker: Dr. Bertice Berry
- All attendees will be expected to follow Covid safety measures as outlined by the state.
- New this year: OCC is sponsoring the New York 811 VR-X-Sim: a mobile, virtual reality training program that is designed to be the future of damage prevention.
- For more information, please visit www.missutilityconference.com

The next planning committee meeting is scheduled for April 27, 2021.

MD/DC SUBSCRIBERS COMMITTEE & BOARD OF DIRECTORS MEETING

Scott Brown, Chairman

A Virtual MD/DC Subscribers Committee and BOD meeting was held April 8th. Scott Brown shared that the newly enacted MD Title 12 Law (SB877) was updated to further damage prevention. Additionally, he explained smaller ticket requests may allow locates to be completed quicker while minimizing locate duplicates on sections of larger excavation areas that are no longer being actively worked on. Scott also congratulated Tamara Neal on her second term with the MD Authority and commented on what a great job she has done representing facility owner members in her role as the Authority Treasurer.

DAMAGE PREVENTION AND SAFETY

- Training - Coordinator, Susan Sullivan ssullivan@misstuality.net
 - Virtual DPT Completed:
 - April 16: Virtual ODPT by request for individuals, small groups, NPVs.
 - Virtual DPT Upcoming:
 - May 18 @ 6:00 PM: Dora Parks, guest speaker, Maryland Society of Surveyors
 - June 18: Virtual ODPT by request for individuals, small groups, NPVs.

- National Conference
 - CGA Conference & Expo
 - October 12-15 at the Renaissance, Orlando at Sea World
 - OCC and the MD/DC BOD will be represented.
 - Attendance is open to all.
 - For more information, please visit <https://cgaconference.com/>

- Miss Utility Facebook reported by Dora Parks, Miss Utility

Dora shared that in recognition of NSDM, Miss Utility, in partnership with OCC's Creative team, created a Facebook Safe Digging Month Scavenger Hunt. Together with Governor Hogan's State NSDM Proclamation, the hunt encourages visitors to find answers to damage prevention, safety and ticketing questions that can only be found by searching the Miss Utility website. With 4 separate contests to enter (weekly during the month of April) one (1) contest participant will be chosen each week to win a \$50 Amazon gift card. Everyone is invited to participate.

- Carvertise Marketing Metrics reported by Dora Parks, Miss Utility
 - Nine wrapped cars currently travel throughout 8 Maryland counties, Baltimore City and Washington D.C. and has served to communicate the safe digging message well during this time of Covid.
 - Quantitative Performance Data for the month of March:
 - Miles traveled by fleet: 12,945 (4,845 above expectation)
 - Impressions per fleet: 1,979,973 (584,973 above expectation)

2021 AWARDS COMMITTEE Mark Hamrick, Chairman

- Nominations for the 18th Annual Locator Achievement Awards have closed.
- 47 winners will receive recognition for meeting eligibility criteria and maintaining faultless safety and damage prevention practices throughout this past calendar year.
- Due to ongoing Covid restrictions, the LAA banquet is cancelled this year.
- Each winning locator will receive a custom-embroidered safety jacket, 811 logo T-shirt, awards certificate, Miss Utility baseball cap, pen, a Locator Achievement Award Winner car magnet, and a \$100 restaurant gift card. Congratulations to all LAA winners!
- The Awards Team will transition into the 2021 Dig Smart Awards as this year's LAA's comes to a close.

Next committee meeting is TBA.

SCHOLARSHIP PROGRAM Scott Brown, Chairman

- There have been more than 3,850 views on the online form and 108 applications.
- The extended deadline is May 28, 2021 and is open to all graduating seniors from the eight (8) zones throughout MD and DC.
- Winners will receive a single year scholarship of \$1,008.11 to a college of their choosing.
- Winners to be notified in June.
- Email gtaconca@mghus.com for more information.

MGH MARKETING & OUTREACH TEAM UPDATE

Reported by Kelly Cahill & Gaby Tancona

- Trade Show Updates
 - Miss Utility will have a booth at the MML Summer Conference, June 27-29 and the MACo Summer Conference, Aug. 18-21. Both take place in Ocean City, MD.

- Radio Campaign
 - Miss Utility's statewide radio campaign began airing in late March in Washington, D.C.; Baltimore; Frederick; Hagerstown; Cumberland; Lexington Park and Mt. Lake Park.
 - Endorsement ads will began running on El Zol in late March and are being read in Spanish by well-known host DJ Chepe during his morning show.

- Digital Marketing Campaign
 - Kelly gave updates and shared images of the follow digital ads that will run March – September: Facebook, Instagram, YouTube, NextDoor and Google Search. These ads will target homeowners and English and Spanish-speaking excavators.
 - Additionally, images were shared of the three (3) new Miss Utility landing pages that are linked directly from these digital ads.

CONSTRUCTION ANGELS

Kevin Woolbright, CA Board Representative for MD/DC

- An in-person 5K Run/Walk outreach event is scheduled for August 15, 2021 in Lewes, DE that will support the CA Delmarva Chapter. All are welcome to participate.
- OCC is an event sponsor with Miss Utility hosting a booth. The 811 Trike and Bike will be on hand as well.
- More information is available at <https://raceroster.com/events/2021/47149/3rd-annual-miss-utility-of-delmarva-811-5k-1-mile-fun-walk-and-kiddie-k>.
- Due to on-going Covid restrictions, it is undecided as to whether a CA MD Golf Tournament will take place in 2021.
- Please visit <http://www.constructionangels.us/> for more information about CA.

There being no further business brought before the committee, the meeting adjourned at 11:34 a.m.

Upcoming 2021 MD/DC Damage Prevention & Safety Meetings via Zoom

- May 25
- June 22
- July 27

- MEETING ATTENDEES: This meeting took place over Zoom and accurate attendance is not available.

Onsite Attendees:

Construction Angels	Kevin Woolbright DPC Chairman CA Board Representative for MD/DC	(301) 806-8745	bright.67@verizon.net
One Call Concepts/Miss Utility	Dora Parks Committee Secretary Board Member Manager, Client Relations	(410) 782-2026	doraparks@missutility.net
One Call Concepts/ Miss Utility	Matt Ruddo Director, Client Relations	(410) 782-2025	matt@missutility.net
One Call Concepts/Miss Utility	Susan Sullivan ITIC Coordinator	(410) 782-2030	ssullivan@missutility.net
Verizon	Mark Hamrick DPC Vice Chairman Damage Investigator	(410) 610-1371	mark.a.hamrick@verizon.com
Washington Gas	Scott Brown BOD President, Gas Rep	(703) 750-4388	ssbrown@washgas.com
WSSC	David Wilkins BOD, Water/Sewer Rep Customer Advocate	(301) 648-6953	david.wilkins@wsscwater.com