



# “Miss Utility” of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC



## MEMBERSHIP MEETING MINUTES

City of Dover, JW Pitts Center (Hybrid)

January 20, 2022

Prepared by Dora Parks, Secretary

### CALL TO ORDER AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:05am.
- There were 22 attendees.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated December 16, 2021 was made by Brad Ebaugh and seconded by Richard Lewis, motion carried.

### ANNUAL REPORT

President Lyon presented the Miss Utility of Delmarva 2021 annual report as provided for in the Bylaws of the USPCD concerning the activities of the corporation. The report included the following; information, the purpose of the corporation, board representation and members, annual conferences, call center operations and ticket volume reports, assets (liquid and other) various formats for public awareness, scholarships, locator awards, law update, monthly meetings, training efforts, damage reporting and 2022 initiatives.

According to the Bylaws, President Lyon announced there were (4) member representative board seats open for nominations with a two-year term. The current members representing the membership are agreeable to serving another two-year term; Tony Gersitz, Richard Lewis, Wendy Stack and Dora Parks. No other nominations were brought before the membership, the membership unanimously voted these (4) individuals to serve another term.

### PRESENTATION

Susan Sullivan (OCC) provided a how-to overview for one of the ITICnxt mapping tools, the ‘Street Tool’. All mapping rules are based on state law and business guidelines; all worksite tickets can be processed in one mapping session. Susan provided information on the ISITE login, providing users one login experience for all OCC applications contingent upon access privileges in addition to the benefits of using ITICnxt. All Delmarva users have access to an ITICnxt sandbox to become familiar with this new internet ticket processing application; <https://sandbox.occinc.com>. Virtual training classes are available, please contact Susan at, [ssullivan@missutility.net](mailto:ssullivan@missutility.net) for dates and signup information.

### EXCAVATOR CONCERNS

President Lyon’s received a complaint regarding emergency ticket abuse and thanked Bryon Peters (PHI) with his assistance to correct the matter.

### DAMAGE REPORT

No report for the month of December 2021.

## CALL CENTER TICKET VOLUME REPORT- MONTH ENDING DEC. 31, 2021

Incoming 17,167 tickets	2020-2021 YTD % change =5.73%
Outgoing 95,827 tickets	2020-2021 YTD % change =6.37%
Incoming tickets	
Delaware = 11,936	Eastern Shore MD = 5,231
Internet Ticket Processing	
ITIC = 86%	ITIC Lite = 32%
Monthly Service Factors	TSA/91% Abandonment/1.35% ASA/4 seconds

## PUBLIC OUTREACH COMMITTEE REPORT

### 2022 Events

- Smyrna event cancelled.
- Rural Water conference, Feb. 21-22 in Harrington, DE - needs assistance with booth support.
- IR-Global Excavator Safety conference, March 1-3, Phoenix, AR
- CGA Conference and Expo, April 4-8, Anaheim, CA
- MD Municipal League (MML) conference planned for June 12-14, USPCD will have a booth.
- Miss Utility of Delmarva 811 5-K Race planned for August in Lewes, more information to come.
- GCDPTC, Oct 25-28, Ocean City, MD. More information at, [www.missutilityconference.com](http://www.missutilityconference.com)

Miss Utility of Delmarva continues to advertise in the Shore Home & Garden magazine promoting homeowner awareness of 811 in addition to the 'Scoop' digital newsletter produced by the board.

Digital Awareness damage prevention outreach will start on Feb. 1, 2022.

Carvertise is being used in the Delmarva region with wrapped vehicles promoting the damage prevention safety and awareness message. Steve Keyser and Carvertise will present at the April CGA conference.

Improvements to the trailer will include interior shelving for organization of promotional materials.

## LAW UPDATES

### Maryland

Law revision Bill 0877 went into law on March 11, 2021. Many changes were made to Title 12 Damage Prevention law, please visit, <https://www.missutilitydelmarva.com/resources/laws/> to review the March 11, 2021 law.

Jim Barron (MD Authority, ED) reported there was a draft error to section 12-135 for SB 0877. A bill is being submitted as emergency legislation to correct this error. Mr. Barron also shared that the MD Subscribers are working on a Title 12 law draft to allow an excavating contractor to provide a work start date allowing utility locators the ability to better plan their work. The start date would calculate the 12-day ticket expiration. It is anticipated that this change could go into law in June 2022.

There being no other business brought before the board and committees, a motion was made to adjourn the meeting by Brad Ebaugh and seconded by Richard Cleveland, motion carried at 10:45am.

**Next Membership meeting date; February 17, 2022 at 9:00am.**

*\*For additional meeting information and minutes, please visit our website, [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)*

## MEETING ATTENDEES

Last Name	First Name	Title	Company	Phone Number	Email Address
Arroyo	Jen	General Manager	OCC		<a href="mailto:jennifer@occinc.com">jennifer@occinc.com</a>
Barron	Jim	Executive Director	MD Authority	410-782-2102	<a href="mailto:jim.barron@mddpa.org">jim.barron@mddpa.org</a>
Cahall	Ben	Supervisor	Danella	302-893-8064	<a href="mailto:bcahall@danella.com">bcahall@danella.com</a>
Cimo	Eric	BOARD TREASURER	DelDOT	302-760-2642	<a href="mailto:eric.cimo@state.de.us">eric.cimo@state.de.us</a>
Cleveland	Richard	BOARD MEMBER	Chesapeake Utilities	302-736-7610	<a href="mailto:rcleveland@chpk.com">rcleveland@chpk.com</a>
Crowley	Jim	Gas Manager	Easton Utilities	410-763-9492	<a href="mailto:jcrowley@eucomail.com">jcrowley@eucomail.com</a>
Ebaugh	Brad	Past President USPCD			<a href="mailto:bebaugh75@comcast.net">bebaugh75@comcast.net</a>
Gersitz	Tony	BOARD MEMBER	USPCD	302-424-2434	
June	Mike	Supervisor - Operations	DPL Gas	302-220-1918	<a href="mailto:michael.june@delmarva.com">michael.june@delmarva.com</a>
Keyser	Steven	BOARD MEMBER	DELMARVA POWER	302-465-2407	<a href="mailto:skyser9@gmail.com">skyser9@gmail.com</a>
Lewis	Richard	BOARD CO-VP	Century Engineering	302-423-2586	<a href="mailto:Rlewis@centuryeng.com">Rlewis@centuryeng.com</a>
Lyon	Jason	BOARD PRESIDENT	City of Dover	302-736-7025	<a href="mailto:jlyon@dover.de.us">jlyon@dover.de.us</a>
McElwee	Mickey	BOARD MEMBER	City of Wilmington	302-420-0343	<a href="mailto:fmcelwee@wilmingtonde.gov">fmcelwee@wilmingtonde.gov</a>
Myers	CJ	BOARD CO- VP	DEC	302-270-3554	<a href="mailto:cmyers@delaware.coop">cmyers@delaware.coop</a>
Parks	Dora	BOARD SECRETARY	Utility Defenders	443-695-2277	<a href="mailto:parks.dora29578@gmail.com">parks.dora29578@gmail.com</a>
Payne	Ken	BOARD MEMBER	Anchor Construction	202-821-7430	<a href="mailto:kpayne@anchorconst.com">kpayne@anchorconst.com</a>
Peters	Byron	BOARD MEMBER	Atlantic City Electric	630-926-5635	<a href="mailto:byron.petersjr@exeloncorp.com">byron.petersjr@exeloncorp.com</a>
Ross	Richard	Safety & Compliance	ESNG	302-270-7665	<a href="mailto:rross@esng.com">rross@esng.com</a>
Sapp	Jesse	DP COORDINATOR	Chesapeake Utilities	302-382-2415	<a href="mailto:jsapp@chpk.com">jsapp@chpk.com</a>

Shank	Ray	BOARD MEMBER	VERIZON	302-530-52 19	<a href="mailto:raymondj.shank@verizon.net">raymondj.shank@verizon.net</a>
Stack	Wendy	BOARD MEMBER	W. Locco	302-856-96 26	<a href="mailto:w.stack@mchsi.com">w.stack@mchsi.com</a>
Sullivan	Susan	ITIC Cord,	Miss Utility	410-782-20 30	<a href="mailto:ssullivan@missutility.net">ssullivan@missutility.net</a>