



# “Miss Utility” of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC



## MEMBERSHIP MEETING MINUTES VIRTUAL MEETING

February 17, 2022

Prepared by Dora Parks, Secretary

### CALL TO ORDER AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:00am.
- There were 25 attendees.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated January 20, 2022 was made by Jason Lyon and seconded by Brad Ebaugh, motion carried.

### PRESENTATION

Susan Sullivan (OCC) provided an overview for one of the new ITICnxt application mapping tools, the 'Other tool'. The *Other tool* is used when provided mapping tools (Radius, Route, Property and Street)) will not define the work site being mapped. Ticket text fields are not auto-populated when mapping via the *Other tool*. Any ticket processed using the *Other tool* will go into a mapping review queue for call center release regardless of current releasing ITIC user privileges. Susan reminder the membership attendees that live beta testers are needed prior to ITICnxt being released to all users. Please contact Susan at [ssullivan@missutility.net](mailto:ssullivan@missutility.net) for more information on live beta testers.

ITICnxt incorporates state law and business rules regarding ticket processing, mapping and ticket number creation. Users can map all worksites using one mapping session with ITICnxt autofilling many of the ticket text fields. ITIC users will use their current login credentials while accessing ITICnxt on the **ISITE** login page providing user access to all products based on current user privileges.

Delmarva users have access to an *ITICnxt practice sandbox* to become familiar with this new internet ticket processing application at; <https://sandbox.occinc.com>. Virtual ITICnxt training classes are available, please contact Susan at [ssullivan@missutility.net](mailto:ssullivan@missutility.net) for dates and signup information.

### EXCAVATOR/MEMBER/LOCATING CONCERNS

The group discussed the list of notified members on a ticket reminding all users to review the list of notified members and to contact the call center if known utility/owner-members are not listed. It was also discussed that users should not extend the work site polygon in hopes of catching a non-notified member as this impacts members who should not be notified due to the extent of work area. As a reminder, the call center notifies each member added to a ticket by the call center with the expectation that the district member will review their mapping for possible changes.

Ricky Lewis (Century Engineering) stated a concern regarding tickets in the Smyrna, DE area for FIOS installation, where currently no FIOS exists. In some cases, the excavator is digging without full notified member positive response. Dan Bates (Danella) stated he is aware of this concern and is actively working with the excavation company and that indeed, FIOS is being installed. Jenn Arroyo (OCC) offered her support for anyone having ticket processing concerns.

### DAMAGE REPORT - January 2022

### Member District Damage Response

DE = 11.76% MD = 10.92%

### Root Cause

Report Percentage of Transmitted Tickets

DE = 21.44% MD = 23.14%

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	20	7	6	3	4
MD	7	3	1	3	0

Ricky Lewis requested all Delmarva members to provide damage data. Please contact Ricky for any reporting questions, [rlewis@centuryeng.com](mailto:rlewis@centuryeng.com)

### CALL CENTER TICKET VOLUME REPORT- January 2022

Incoming 16,683 tickets 2020-2021 YTD % change = -3.192%  
Outgoing 100,024 tickets 2020-2021 YTD % change = -0.293%

#### Incoming tickets

Delaware = 11,752 Eastern Shore MD = 4,931

#### Internet Ticket Processing

ITIC = 87% ITIC Lite = 27%

Monthly Service Factors TSA/93% Abandonment/0.54% ASA/2 seconds

### PUBLIC OUTREACH COMMITTEE REPORT

#### 2022 Events

- Rural Water Conference, Feb. 21-22 in Harrington, DE.
- IR-Global Excavator Safety Conference, March 1-3, Phoenix, AR
- Milton, St. Patricks Parade, March 13 - Miss Utility of Delmarva float.
- CGA Conference and Expo, April 4-8, Anaheim, CA
- MD Municipal League (MML) Conference, June 12-14, Ocean City, MD
- 811 5-K Race Charity Event, August 11 at 6:30pm, Lewis, DE
- MD Association of Counties (MACO), August 17-19 Ocean City, MD
- GCDPTC, Oct 25-28, Ocean City, MD. Information at, [www.missutilityconference.com](http://www.missutilityconference.com)

#### 2022 Outreach

- Carvertise - see below.
- Restaurants in the Sussex area promote the Miss Utility of Delmarva safety message using restaurant placemats.
- Shore Home & Garden, March issue promoting
- Scoop Newsletter - Spring Edition
- Damage Prevention Awareness campaign will start on Feb. 1, (ads via digital, Spotify and FB)

Carvertise has provided the 811 safety message in every Delmarva county over the past three years. During COVID-19, Carvertise was the only constant source of educational outreach. Steve Keyser (Delmarva Power) was instrumental in implementing the Carvertise outreach campaign. Carvertise will have a booth on the expo floor of IR/GESC in Phoenix and again during CGA in Anaheim. During the CGA conference, Carvertise will present the benefits of using this mobile method of safety promotion with Steve. Additionally, a wrapped vehicle will be displayed in the exhibit vendor area and Carvertise will be mentioned during a CGA networking event. CGA will utilize Carvertise with wrapped CGA 811 Uber and Lyft conference vehicles.

### ANNUAL LOCATOR RECOGNITION AWARDS

Delmarva nominated locators will be individually recognized for their dedication, commitment and partnership to damage prevention and safety on April 29th at the Harrington Casino. Locators will receive a custom jacket, awards certificate and a delicious dinner with their guest.

***Nominators, please provide pictures of your locators for the dinner slide presentation. Contact Brad Ebaugh, [bebaugh75@comcast.net](mailto:bebaugh75@comcast.net).***

## **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) provided an explanation regarding new Excavator Responsibilities.

12-127 - Excavation after notice that facilities marked or not in vicinity, new laws;

Documented agreement - Code 5,

May not replace or repair an obliterated mark,

Have a copy of the ticket on site,

Trenchless excavation, expose intersecting utilities to depth of excavation plus 18 inches in addition to five foot parallel to pipe/line

Mr. Barron provided excellent information and entertained a Q&A session to address MD Law concerns. It is the responsibility of all excavators to be acquainted with all state laws.

Additionally, 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.

Jenn Arroyo stated the call center is ready to implement new call taking/processing procedures with respect to the MD Law of March 11, 2021. A user notice will be emailed in advance of changes.

### Delaware

Wayne Ericksen (DE PSC) reported Ann Marie (PHSMA) retired; Wayne's team is working towards improving the current PSC online damage reporting module that will include canned root causes, drop downs and codes for PSC to better analyze the data. The PSC receives approximately 35 damage reports monthly.

## **NEW BUSINESS**

President's Day (February 21st) will impact ticket calculations regarding response due by.

Steve Keyser stated the Delmarva Damage Prevention handbook be reviewed for possible updates.

There being no other business brought before the board or committees, a motion was made to adjourn the meeting by S. Keyser and seconded by K. Payne, motion carried at 10:37am.

Next Membership meeting date: March 17, 2022 at 9:00am

*\*Please visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) for additional information and events.*

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Arroyo	Jen	OCC	<a href="mailto:jennifer@occinc.com">jennifer@occinc.com</a>
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Batze	Dan	Danella	<a href="mailto:dbatze@danella.com">dbatze@danella.com</a>
Cahall	Ben	Danella	<a href="mailto:bcahall@danella.com">bcahall@danella.com</a>
Carter	Matheu	Delaware Center for Trans.	<a href="mailto:matheu@udel.edu">matheu@udel.edu</a>
Cimo	Eric	DelDOT	<a href="mailto:eric.cimo@state.de.us">eric.cimo@state.de.us</a>
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Anderson	Mark	DELAWARE ELECTRIC COOP	
Ward	William	Mediacom	