



Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
www.missutilitydelmarva.com



MEMBERSHIP MEETING MINUTES

HYBRID MEETING - DE CONTRACTORS ASSOCIATION (DCA), Newark, DE

March 16, 2023

Prepared by Dora Parks (Secretary)

Our mission is to assist excavators, facility owners and the public in the prevention of underground damages, service outages, personal injury and their associated repercussions through education and the promotion of the one call system.

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon's called the meeting to order at 9:04am, thanking our meeting host, DE Contractors Association (DCA).
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- Meeting attendance included 30 participants in person and virtually.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated February 16, 2023 was made by E. Cimo and seconded by B. Ebaugh, motion carried.

PRESENTATION

A video created by One Call Concepts (OCC) as an advertisement for Miss Utility of Delmarva (MUOD) to be televised during a summer episode of, "The Direction" was presented to the board and meeting attendees. The board agreed the video was well done and thanked OCC for this free advertisement. Mark Stowe is a professional fisherman hosting the television show, The Direction to which OCC is a partner. Mark Stowe is also a long time ambassador of 811. OCC has approved this video to be added to the MUOD website after the summer airing.

E. Cimo provided an update regarding the Delaware revision of the ARPA (American Rescue Plan Act) that will enable over 5,900 Delaware homes and businesses access to high speed broadband services. Phase One of the ARPA broadband build began in late 2022. During the next 18 months it is planned that 4,318 addresses will be connected using three service providers; Verizon, Comcast and Mediacomm. Funding to reach over 11,600 Delaware addresses is being provided by several federal programs targeting the need for high-speed internet access. For more information visit; broadband@delaware.gov

ITICnxt

Miss Utility of Delmarva offers a new ticket processing method, **ITICnxt!** ITICnxt is a digital ticketing encounter offering more maps, more mapping tools, easier ticket tracking, auto filling of ticket fields and enhancements throughout making ticket processing more precise and easier than ever. Please visit our website at www.missutilitydelmarva.com to participate in an upcoming virtual training, take a test drive using our NXT sandbox, watch short videos regarding the new features of ITICnxt, access the manual, FAQ's and interactive training. As of February 2023, 66% of our inbound ticket traffic is using ITICnxt with much satisfaction and success.

EXCAVATOR/MEMBER/LOCATING CONCERNS

The committee had a lengthy discussion regarding the following topics;

- Contractors digging without marks
- Ticket's safety message, what is provided and who receives this added information
- Contractor's Positive Response notices
- Ideas on how to better communicate law, safety & damage prevention laws to the work site laborers
- Struggles regarding the business culture towards sharing damage prevention and safety law
- Ticket load - impact of the 'Update' ticket on non-active work sites

DAMAGE REPORT - February 2023

Chair, R. Lewis - **Reporting percentages went up for both DE and MD**

Percentage Reporting by Membership;

DE = 18.47% MD = 10.83%

Percentage of Reporting Transmitted Tickets ;

DE = 23.74% MD = 20.91%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	12/21	9	18	5	1
MD	4/3	1	2	2	2

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, rlewis@centuryeng.com

CALL CENTER TICKET VOLUME REPORT- February 2023

Reported by OCC

Incoming Delmarva 19,834 tickets 2021-2022 YTD % change = 10.96%
Outgoing Delmarva 92,209 tickets 2021-2022 YTD % change = .61%

Internet Ticket Processing
ITIC = 87% ITIC Lite = 34%

CJ Myers commented on massive fiber projects and Osmose pole inspections could lead to uptick in ticket volume.

PUBLIC AWARENESS COMMITTEE REPORT

Co-Chairs; CJ Myers & R. Lewis

2023 Conference & Outreach Event Dates

- Feb 14-16 IR-Global ESC, Tampa, FL. (J. Lyon)
- Feb 21-23 Rural Water Conference, Harrington, DE (W. Stack, CJ Myers)
- Mar 12 Milton, St. Patricks Parade, MUOD sponsor & float (R. Cleveland)
- Mar 13 DP Training, Bolden Bros, Newark, DE (D. Parks, R. Lewis, S. Keyser)
- Apr 17-20 CGA Conference and Expo, Orlando, FL (R. Lewis, CJ Myers, R. Cleveland)
- Apr 28 Tony Gersitz Locator Achievement Awards Banquet, Harrington, DE
- May 6 22nd Annual Multicultural Festival & Avalon Foundation (R. Saduk)
- Jun 19-22, 131st MSFA Annual Convention, Ocean City, MD (Collaborate w/MU)

- Jun 25-28, MML, Ocean City, MD (Collaborate w/MU)
- Aug 16-19, MACO, Ocean City, MD (Collaborate w/MU)
- Sep 25-28 OCC UG/TECH Conference, Albuquerque, NM
- Oct 24-27 GCDPTC, Ocean City, MD. www.missutilityconference.com

2023 Outreach Initiatives

- Carvertise
- Placemat - safety awareness in Sussex County restaurants
- Shore Home & Garden
- Scoop Newsletter
- ITY Digital Damage Prevention Awareness campaign
- Miss Utility of Delmarva Facebook education to include Utility Defenders
- UOD Athletics MUOD Promotional Campaign
- MUOD's traveling trailer
- Training; Coming soon in 2023 - a new digital training course via the MUOD website

GCDPTC; The 2023 conference is planned during October 24 - 27 held at the Fontainebleau, Ocean City, MD

Tony Gersitz Locator Achievement Awards - Chair, B. Ebaugh

Each year MUOD seeks to honor the locator's who have excelled in damage prevention efforts with zero at fault utility damages and vehicle accidents and other criteria for the preceding year. Members and locating companies have the opportunity to nominate their outstanding locators based on territory zone limits. A banquet is held to recognize the accomplishments of these damage prevention ambassadors who will be awarded for their individual success on, Friday April 28th at the Harrington Casino. Banquet invitations will be processed shortly with a required, RSVP.

The committee is accepting door prize gift cards in the amount of \$25.00 each from all interested stakeholders.

LAW UPDATES

Maryland: J. Barron (MD Authority ED) - No report.

Title 12 law to include law changes effective 2021 and 2022 can be viewed at;

<https://www.missutilitydelmarva.com/resources/laws/>

Visit the Maryland Authority website at www.mddpa.org to file a Title 12, Notice of Probable Violation (NPV) and review resources.

Delaware - Title 26 law change effective August 2018 enforcing mandatory utility damage reporting to the PSC for damage repairs costing over \$3,000 and all gas damages regardless of repair costs.

Damages and violations of the Underground Utility Damage and Safety Act can be submitted at;

<https://dep.sc.delaware.gov/>

OLD BUSINESS - none reported

NEW BUSINESS

President Lyon's reported that the National Safe Digging Month DE Governor's Proclamation has been received. MD is forth coming.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh, seconded by CJ Myers, motion carried at 10:30 am.

he next hybrid General Membership meeting date is planned for April 20, 2023 at 9:00am.
Dover Public Library
35 Loockerman Plaza
Dover, DE 19901

A virtual link will be emailed in advance of the meeting date for those who prefer this meeting option.

www.missutilitydelmarva.com for event/meeting dates and related Board & Call Center information.

<https://www.facebook.com/missutilitydelmarva> for educational & information posts - please share us!

See next page for meeting attendees.

LAST NAME	FIRST NAME	COMPANY	PHONE	EMAIL
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BRASWELL	Bill	DE STATE POLICE		
Brown	Jeff	Choptank Electric	410-479-8582	jeffb@choptankelectric.ccop
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Cimo	Eric	DeIDOT	302-760-2642	eric.cimo@delaware.gov
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