



# Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC  
[www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)



## MEMBERSHIP MEETING MINUTES

HYBRID MEETING - DELMARVA POWER CONFERENCE CENTER, NEWARK, DE

May 18, 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.*

### UNAPPROVED COPY

President Lyon opened the Membership meeting presenting the board's website tribute to long time board member and friend, Tony Gersitz. The tribute includes a memorial page with messages and pictures set to music honoring the years of service to the Miss Utility of Delmarva board and the damage prevention industry. Stories and pictures can be added, if you have something you would like to share about Tony, please forward to [jlyon@dover.de.us](mailto:jlyon@dover.de.us).

### CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon's called the meeting to order at 9:00am.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- Meeting attendance included 30 participates in person and virtually.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated April 20, 2023 was made by B. Ebaugh and seconded by M. McElwee, motion carried.

### PRESENTATION; Cleavon Thomas - DPL

Mr Thomas provided a presentation authored by Dr. Scott Davis regarding the negative health impact on long sitting. Screen time has increased for most Americans by four hours daily in addition to two hours average of TV time leaving folks at risk for a multitude of health risks. Noting that 40% of Americans do not participate in exercising adds to the increased factors of heart attacks, high cholesterol, strokes, high blood pressure and the probability of diabetes. It was suggested that after thirty minutes of sitting, folks should get up and move. A healthy diet with routine exercising was also suggested to avoid the pitfalls of an unhealthy lifestyle.

### ITICnxt - DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

J. Arroyo provided an overview of the ticket processing benefits of ITICnxt compared to ITIC 2.0.

- One login for all your ITIC products,
- Decreased ticket processing time,
- All locate ticket work sites can be identified using one mapping session,
- Three map resources provide ease and flexibility in creating the work site mapping,
- Multiple mapping drawing tools that correlate to type of work,
- Mapping features include a measure tool and the ability to drop pins on the map,
- Many of the ticket fields are auto populated based on the ticket mapping,

- Create unlimited work type ‘profiles’ to reduce processing time,
- No need to remember state law or business rules for ticket processing,
- Work site mapped polygons are automatically split into individual tickets based on state laws and member business rules,
- Offering the most comprehensive processes for effective ticket processing and work site communication.

J. Arroyo reported, Miss Utility of WSMD/DC will no longer offer ITIC 2.0 as of June 1, 2023 for web ticket processing. Professional excavators will be moved to the newer ticket processing platform, ITICnxt.

ITICnxt virtual training is scheduled for June 8th. Visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) to pre-register for training classes, review the many resources offered and take an ITICnxt test drive.

**EXCAVATOR/MEMBER/LOCATING CONCERNS**

The committee discussed the following member topics;

MD, Title 12 law with regards to excavators being able to change the original assigned response due date, known as, ‘select a date’.

Washington DC’s City Council recently made multiple changes to their District law, Title 34.

Visit, [www.missutility.net](http://www.missutility.net) to review both the revised MD and DC laws.

**DAMAGE REPORT - April 2023**

Chair, R. Lewis

Percentage Reporting by Membership;

DE = 15.92% MD =10.19%

Percentage of Reporting Transmitted Tickets ;

DE = 23.74% MD = 30.79%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	7/24	17	5	2	7
MD	4/10	7	0	5	2

R. Lewis shared that at the CGA April 2023 conference, the big initiative is to reduce damages by 50% in five years. South Carolina provided a case study regarding damages. R. Lewis will secure a copy of the report to share with the board. There was a general conversation that revealed the following;

- Excavator’s misconception of law regarding the requirement for a processed ticket based on type of work
- False beliefs of ticket responsibility when working with a general
- MUOD By-Laws being strengthened for member damage reporting
- The need for continuous excavator education

R. Lewis plans to bring the current MUOD reporting module in line with the CGA DIRT reporting module.

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

## CALL CENTER TICKET VOLUME REPORT- March 2023

Reported by OCC

Incoming Delmarva 22,767 tickets	2021-2022 YTD % change = 12.65%
Outgoing Delmarva 113,429 tickets	2021-2022 YTD % change = 2.54%
Internet Ticket Processing ITIC = 84%	ITIC Lite = 33%

## PUBLIC AWARENESS COMMITTEE REPORT

Co-Chairs; CJ Myers & R. Lewis - Reported by J. Lyon

### 2023 Conference & Outreach Event Dates

- Feb 14-16 IR-Global ESC, Tampa, FL.
- Feb 21-23 Rural Water Conference, Harrington, DE
- Mar 12 Milton, St. Patricks Parade, MUOD sponsor & float
- Mar 13 DP Training, Bolden Bros, Newark, DE
- Apr 17-20 CGA Conference and Expo, Orlando, FL
- Apr 22 UOD Fandemonium, DE Athletic Complex
- Apr 25 DelDot Safety Day, Newark, DE
- Apr 28 Tony Gersitz Locator Achievement Awards Banquet, Harrington, DE
- Apr 29 Earth Day Fordham & Dominion Brewery in Dover, DE
- May 6 22nd Annual Multicultural Festival & Avalon Foundation
- May 30 - Jun 2 MDEMA 2023 Conf, OC, MD
- Jun 25-28, MML, Ocean City, MD
- Aug 5 Camden/Wyoming Peach Festival
- Aug 16-19 MACO, Ocean City, MD
- Aug 19 Middletown Peach Festival
- Sep 25-28 OCC UG/TECH Conference, Albuquerque, NM
- Oct 24-27 GCDPTC, Ocean City, MD. [www.missutilityconference.com](http://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
  - o NSDM \$100.00 Gift Card contest - S. Mills was the winner
- UOD Athletics MUOD Promotional Campaign
- MUOD's traveling trailer
- Training; coming soon - digital training course via the MUOD website (working through revisions)
- Camden/Wyoming Little League Sponsorship

J. Lyon reviewed the outreach and events covered by MUOD during April's NSDM;

ITY Digital 811 safety campaign went online

Locator Awards banquet held

Board participation in the national CGA damage prevention conference

Multiple FB posts bringing attention to 811 safety and state laws

Little league (Camden/Wyoming) fence banners in place promoting ‘call before you dig’ safety awareness.

### **TONY GERSITZ LOCATOR ACHIEVEMENT AWARDS** - Chair, B. Ebaugh

The awards committee held the locator recognition banquet on April 28th at Harrington Casino’s, Gold Room in conjunction with April’s National Safe Digging Month and the Locator Safety & Appreciation Week. Over 80 guests attended the banquet to honor our Delmarva locator’s for their contributions to utility safety. Thirty-five locators received a custom jacket, award certificate, a Miss Utility baseball cap and for those who attended, \$50.00 in cash. Dora Parks was the guest speaker bringing attention to the vital importance of the locator’s role in a culture saturated with utility damage prevention safety efforts outlining utility prevention, protection and participation. The evening ended with door prizes and desserts. Congratulations to every locator receiving this honor recognizing their commitment to damage prevention and safety during 2022.

### **GCDPTC - Miss Utility of Delmarva is a Title Sponsor** - Chair M. Ruddo

The keynote speaker for this year’s safety conference will be, Colonel Mike Mullane who will address the importance of teamwork, leadership and safety. Mike Mullane has been inducted into the International Space Hall of Fame and is the recipient of many awards, including the Air Force Distinguished Flying Cross, Legion of Merit and the NASA Space Flight Medal.

There will be an ‘all conference session’ featuring CGA’s President, Sarah Magruder who will share information regarding CGA’s newest national initiative to reducing 811 damages, ‘50% in 5 years’.

The 2023 GREATER CHESAPEAKE DAMAGE PREVENTION TRAINING CONFERENCE that is planned for October 24 - 27 at the **Ashore Resort and Beach Club** (formerly, the Fontainebleau Resort) in Ocean City, MD. Conference registration now open with sponsorship and exhibitor opportunities.

*“For more than a decade, the GCDPTC has been regarded as the region’s premier damage prevention event where hundreds of industry professionals gather for four days filled with educational sessions, an engaging keynote speaker and popular networking opportunities, including the annual corn hole tournament, golf tournament and paint & sip event, and more!”*

Please visit, [www.missutilityconference.com](http://www.missutilityconference.com) for updated conference details.

## **LAW UPDATES**

### Maryland - Title 12 - J. Barron (MD Authority ED)

Mr. Barron provided updates on 2022 Authority activities;

- Major Title 12 (MD) law changes.

- Eighty-six NPV’s issued resulting in \$144,00.00 issued fines with required training (\$122,000 collected).

- \$230,000 collected based on ticket volume five cents surcharge.

- Received a perfect PHSMA score.

- Governor’s annual report was submitted.

- Created a mobile app.

- Contributed \$20,000 to the MD radio campaign.

- A Gold sponsor of the 2022 GCDPTC

- Construction Angels annual golf tournament sponsor

The MD Authority will start open meetings in July on a quarterly basis.

Title 12 law current law can be viewed at;

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

Visit the Maryland Authority website at [www.mddpa.org](http://www.mddpa.org) for up to date Authority information or to file a Title 12, Notice of Probable Violation (NPV) and review resources.

#### Delaware - Title 26 - W. Ericksen (DE PSC)

J. Lyon reported that Sen. S. Hansen (Democrat, District 10) is amenable to having conversations with the DE MUOD Board and stake holders regarding the current DE Title 26 and proposals for revision.

W. Ericksen (DE PSC) stated three additional contractors received warning letters and the PSC plans to have their first violation meeting in the near future. Also, a meeting will be planned with the PHSMA director.

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

Damages and violations of the Underground Utility Damage and Safety Act can be submitted at;  
<https://depsc.delaware.gov/>

#### **OLD BUSINESS**

New digital training video is ready to be reviewed based on changes made on the last draft. J. Lyon encouraged board members to review this latest revised training video.

E. Cimo is interested in attending a future DCA meeting with the hope of building a relationship between MUOD and the association. D. Parks suggested MUOD provide news worthy call center data to DCA for their newsletter that could include, law updates, ticket volume, damage information, outreach efforts, training, conferences, etc.

#### **NEW BUSINESS**

M. Ruddo inquired if the board would consider collaborating with Miss Utility of MD/DC in creating a single GCDPTC title sponsor logo. The current GCDPTC logo includes both individual title sponsor logos. The board is not entirely opposed to this suggestion but will need time for further discussion.

The board recognized Dora Parks' final retirement from the 811 industry with well wishes and a beautiful coastal silver tray with embellishments of the famous, Maryland Crab. D. Parks has fulfilled board secretarial duties for about two years after retiring from OCC in June 2021, after thirty-two years of damage prevention and safety service. E. Cimo volunteered to temporarily handle this duty until this seat is secured by another board member.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by E. Cimo seconded by B. Peters, motion carried at 10:38 am.

The next hybrid General Membership meeting date is planned for June 15, 2023 at 9:00am.  
Chesapeake Utilities - Safety Town Training Center  
500 Energy Lane  
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](http://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.*

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Barron	Jim	MD Authority	410-782-2102	<a href="mailto:jim.barron@mddpa.org">jim.barron@mddpa.org</a>
Bullock	Tucker	Easton Utilities	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>
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