



**Delmarva811**  
**UTILITIES SERVICE PROTECTION**  
**CENTER OF DELMARVA, INC**  
[www.delmarva811.com](http://www.delmarva811.com)



## **GENERAL MEMBERSHIP MEETING MINUTES**

Ditch Witch of VA  
Ross Station Event Center  
585 N Market St Ext  
Seaford, DE

**SEPTEMBER 19, 2024**

Prepared by Eric Cimo (Board Treasurer)

***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.***

### **APPROVED COPY**

#### **CALL TO ORDER, WELCOME AND INTRODUCTIONS**

- President Lyon called the meeting to order at 9:03 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- J. Lyon outlined the name and logo change from Miss Utility of Delmarva to Delmarva811. He also mentioned there is real-time data being presented on the website for inbound ticket volume on the dashboard. The data refreshes every hour.
- Ditch Witch provided welcome message & quick overview of their services & equipment.
- J. Lyon outlined the high-level items that the proposed law change is looking to revise. Asking for responses/feedback from stakeholders by Oct 1, 2024.
  - There was discussion regarding the ticket life in DE under the existing law. Currently, a ticket does not expire in DE if work starts within 10 days and is continuous and marks are valid. There are proposed changes with the new law.
  - Will the MD & DE tolerance zones be the same following law change? Currently they are not the same, but they will be under the proposed law change.
  - The PSC asked if there are any proposed changes in the definition of excavation. There are currently no proposed changes to this definition.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 29 participants in person and virtually.
- A motion to approve the meeting minutes dated August 15, 2024 was made by E. Cimo. The motion was seconded by S. Keyser. The motion carried.

#### **ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)**

- ITIC 2.0 has been retired as of 4/1/2024. J. Lyon gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. J. Arroyo provided dates for upcoming virtual trainings opportunities (10/3, 11/7 & 12/5 at 2:00 PM). Excavators are encouraged to use online system. Visit [www.Delmarva811.com](http://www.Delmarva811.com) to pre-register for these training classes and review the many resources offered. There is a Google registration. Register a minimum of two business days ahead for these free training. Interactive online training is available through the website along with several YouTube videos on how to use the system. The demo/sandbox site is still available. There is a link directly to the calendar to know when upcoming trainings are occurring. Online resources are available 24/7. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

## **EXCAVATOR/MEMBER/LOCATING CONCERNS**

- ULCS brought up excavation work in areas that are not available in mapping, like a development that is being constructed. They are having to call locators to try and get them to mark. There was discussion about the subdivision/development plans being uploaded to tickets and/or emailed to the utility companies. It was also suggested that GPS coordinates could be provided in ticket to assist. ULCS mentioned that sometimes these types of tickets get kicked back by OCC, so ULCS needs to call to center to discuss/explain. Utility company records often are delayed and getting the companies mapping updated with OCC also takes time.
- Reminder, if there is an issue with utility companies not being listed on ticket, notify OCC to have the company added. If a utility is on the ticket and is not marking, file a discrepancy. Please do not expand polygon to try and capture all companies. ULCS mentioned that they have to call daily to ask for companies to be added to tickets even though they do not “know” they’re in the work area to ensure the area is properly marked/cleared/investigated prior to crews coming on-site to work. Specifically noted issues with Mediacom, Comcast, and some other companies in the Greenwood & Bridgeville area. Is there anything happening to try to get these companies added to the system so there do not have to be constant calls? We are trying to reach out to companies via OCC to get this addressed. This is very difficult. J. Lyon mentioned the broadband expansion initiatives throughout the country adds to the difficulty. It takes time for records/mapping to catch up with installation work. ULCS requested that a mechanism be put in place to ensure mapping and polygon updates occur timely to help with these issues. Suggested there be comments to add something like this in the law change. Keep in mind, the mapping cannot happen real time. It was suggested that maps/polygons could be updated during the design phase and prior to construction to help improve these issues too. Another complexity is that some infrastructure is owned/maintained by the contractor until turned over or otherwise accepted by the utility/municipality. In those instances, the contractor is responsible to mark but is not listed on excavation tickets.
- If a company clears a ticket and the excavator notices peds or other evidence the utility exists, is the excavator responsible to put in a discrepancy? The answer was no by DE law but a good practice in the spirit of cooperation. Proposed law change has language

to assist. It was suggested, there should be a caveat in the law that quantifies the limits of finding “visible” appurtenances to meet the “clear evidence” requirement...maybe something like, visible evidence within the scope of the ticket limits.

- For pole replacement jobs, ULCS will put beginning pole number and put ending pole number. They use the “route” function since they are working between poles and not just replacing individual poles. Unfortunately, the current on-line system breaks the job into multiple tickets. There is confusion with locators because the way the system breaks out the tickets. Earlier tickets in route do not show the “ending” pole number. Might be able to fix by adding or verifying the full extent of work into all ticket. If this is something that a single locate company or utility is struggling with, there might need to be additional discussion with that entity. Sometimes companies/locators might be using a third-party software that does not show all information.
- There was a question about Town of Smyrna electric “services” from pole to buildings. The Town considers them private and will not mark even though in the ROW. This brought up discussion regarding services and how different companies have different business practices dictating their ownership and maintenance responsibilities, including providing marking in response to excavation tickets. If deemed private, the assumption is that the excavator would be responsible for the damage.

#### **DAMAGE REPORT – AUGUST 2024**

This was not presented during the meeting.

#### **CALL CENTER TICKET VOLUME REPORT – AUGUST 2024**

Reported by J. Lyon

Incoming Delmarva = 24,718 tickets  
Outgoing Delmarva = 136,433 tickets

2023-2024 YTD % change = 3.147%  
2023-2024 YTD % change = 10.649%

Internet Ticket Processing  
ITIC = 88%

ITIC Lite (homeowners) = 37%

#### **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by J. Lyon

- Showed Carvertise graphics & UD football campaign graphics.
- Mentioned GCDPTC in Ocean City.
- Inventory Update:
  - Miss Utility Logos:
    - 1250 – Hats
    - 750 – Dog Bowls
    - 250 – Ice Scrappers
    - 500 – Carpenter Pencils
    - 200 – Regular Pencils
    - 300 – Beach Cups

- 50 – Wine Toppers
- 4 – Water Bottles
- 811 Logos:
- Pallet - Bags
- 200 – Large Stickers
- 50 – Lapel Pins
- Utility Defenders:
- 5000 - Coloring Books
- 100 – Crayon Boxes
- 200 – Star Crayons
- 200 – Lunch Boxes
- 100 – Super Hero Caps
- Delmarva811:
- 1000 – Sunglasses

## **OTHER COMMITTEE REPORTS**

### **OLD BUSINESS**

### **NEW BUSINESS**

- W. Ericksen mentioned one of his inspectors has retired after 25 years.
- Comcast will be airing the PSC's video related to damage prevention.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser. It was seconded by B. Skrobot. The motion carried. The meeting adjourned at 10:16 AM.

The next hybrid General Membership meeting date is planned for October 17, 2024 at 9:00 AM.

Jonathan's Landing Golf Course  
1309 Ponderosa Dr.  
Magnolia, DE

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

[www.delmarva811.com](http://www.delmarva811.com) for event/meeting dates and related Board & Call Center information.

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

*Below is the list of meeting attendees.*

SEPTEMBER 19TH, 2024

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LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS	ATTENDANCE
AMALFITANO	MIKE	SERV. REQ. COORD	NEW CASTLE COUNTY	302-395-5357	<a href="mailto:MAMALFITANO@NCCDE.ORG">MAMALFITANO@NCCDE.ORG</a>	X
BROWN	JEFF	SUPER. SYS. CTRL	CHOPTANK ELECTRIC	410-479-8582	<a href="mailto:JEFFB@CHOPTANKELECTRIC.COOP">JEFFB@CHOPTANKELECTRIC.COOP</a>	X
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CAMPBELL	MIKE	JOB PLANNER	ULCS	302-358-4240	<a href="mailto:MCAMBELL5@ASPLUNDH.COM">MCAMBELL5@ASPLUNDH.COM</a>	X
CARNEY	DENISE	WORK PLANNER	DELMARVA POWER		<a href="mailto:denise.carney@delmarva.com">denise.carney@delmarva.com</a>	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	X
CONAWAY	TIM		BARTON'S LANDSCAPE	302-236-8115	<a href="mailto:TIM@BARTONS.PRO">TIM@BARTONS.PRO</a>	X
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDY/WINE CONSTRUCTION (BCCI)		<a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	<a href="mailto:WAYNE.ERICKSEN@DELAWARE.GOV">WAYNE.ERICKSEN@DELAWARE.GOV</a>	X
FISH	JOSEPH		UTILIQUEST		<a href="mailto:JOSEPH.FISH@UTILIQUEST.COM">JOSEPH.FISH@UTILIQUEST.COM</a>	X
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	<a href="mailto:TGILLESPIE@ONTHEMARKLOCATORS.COM">TGILLESPIE@ONTHEMARKLOCATORS.COM</a>	X
GOOCH	WILL		JADE UNDERGROUND/COMCAST			X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	<a href="mailto:ROBJ@CHOPTANKLECRICTRIC.COOP">ROBJ@CHOPTANKLECRICTRIC.COOP</a>	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	<a href="mailto:SKYSER9@GMAIL.COM">SKYSER9@GMAIL.COM</a>	X
LARKIN	RICHARD	UTILITES	DELDOT		<a href="mailto:RICHARD.LARKIN@DELAWARE.GOV">RICHARD.LARKIN@DELAWARE.GOV</a>	X
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MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	<a href="mailto:FRANK.MASSET@DELAWARE.GOV">FRANK.MASSET@DELAWARE.GOV</a>	X
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	<a href="mailto:MCELWEEF@COMCAST.NET">MCELWEEF@COMCAST.NET</a>	X
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST-NEWC	302-275-7262	<a href="mailto:KNOL_MCRAE@CABLE.COMCAST.COM">KNOL_MCRAE@CABLE.COMCAST.COM</a>	X
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SKROBOT	BRANDON		TOWN OF MIDDLETOWN	302-650-3121	<a href="mailto:BSKROBOT@MIDDLETOWN.DELAWARE.GOV">BSKROBOT@MIDDLETOWN.DELAWARE.GOV</a>	X
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ULIBARRI	DAN	JOB PLANNER	ULCS	302-515-6816	<a href="mailto:DULIBARRI@ASPLUNDH.COM">DULIBARRI@ASPLUNDH.COM</a>	X
WALSEN	RYAN	WATER OPERATOR/LOCATOR	CITY OF REHOBOTH		<a href="mailto:WATER@CITYOFREHOBOTH.COM">WATER@CITYOFREHOBOTH.COM</a>	X