



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

DeIDOT

800 S Bay Rd.

Dover, DE 19901

**DECEMBER 19, 2024**

Prepared by Jesse Sapp (Board 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**

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

- President Lyon called the meeting to order at 9:12 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. There is also a copy of the proposed law change draft.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 38 participants in person and virtually.
- A motion to approve the meeting minutes dated November 21, 2024 was made by R. Lewis. The motion was seconded by B. Ebaugh. The motion carried.
- E. Cimo from DeIDOT shared 3 informational videos they created which can be found on YouTube about road signage, snow plow safety, and move over day.
  - [DeIDOT Snow Plow Safety](#)
  - [Move Over Day 2024](#)
  - [Ambassadors of Safety Presents: Delaware Department of Transportation, Sign Installation Group](#)

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

- ITIC 2.0 has been retired as of 4/1/2024. S. Sullivan gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. S. Sullivan provided dates for upcoming virtual trainings opportunities (1/2/25, 2/6/25, and 3/6/25 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

- R. Lewis met with Glo Fiber last week and is very supportive and willing to work with locators and utility owners in the area where they are installing fiber (currently Sussex county).
- Verizon – Danella did resign 3-year contract

### DAMAGE REPORT – NOVEMBER 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 22% MD = 19%

Percentage of Reporting Transmitted Tickets;

DE = 31% (89,785 sent & 27,480 reported on)

MD = 26% (31,061 sent & 8,003 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	5/29	12	14	5	2	0
MD	3/11	3	8	2	1	0

Damage Per 1000 Rate (Reported Tickets)

DE = 1.24

MD = 1.70

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.38

MD = 0.45

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, [rilewis@kleinfelder.com](mailto:rilewis@kleinfelder.com). If zero damages, please report still.

Please remember that all gas damages need to be reported. Any other utility damages over \$3,000 need to be reported.

### CALL CENTER TICKET VOLUME REPORT – NOVEMBER 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 21,450 tickets

2023-2024 YTD % change = 3.774%

Outgoing Delmarva = 120,846 tickets

2023-2024 YTD % change = 10.221%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 32%

10% Increase in outgoing ticket volume for Delmarva

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis

- Carvertise – 5 cars in the Delmarva region with wrap
- No new events until DRWA event in Harrington at the end of February.

## **OTHER COMMITTEE REPORTS**

- Locator Achievement Awards - Nomination forms for the Locator Achievement Awards will be sent out in January. The event will be held on 4/25 at Harrington Raceway and Casino
- GCDPTC – M. Ruddo will be providing a recap during the next meeting.
- PSC
  - L. Padgett from DE PSC has been tracking submitted damages and provided a report for the group. There is an increase in no 811 call damages year over year and the reported damage cost has nearly doubled.
  - W. Ericksen brought up a scenario where a locator from Chesapeake called to ask what they could do about an excavator refusing to stop work even though they did not have a locate ticket to excavate. You must file a formal complaint. They do not mediate disputes nor give legal advice. There is an option to call the police for violation of Law 26 Del C. 806(a)(2), but there should be a policy created by the operator.
  - W. Ericksen spoke about their Tri-Annual Safety Seminar which was attended from members across the country.
  - L. Padgett brought up the educational events planned for next year.

## **OLD BUSINESS**

None

## **NEW BUSINESS**

None

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. Ebaugh. The motion carried. The meeting adjourned at 10:13 AM.

The next hybrid General Membership meeting date is planned for January 16, 2024 at 9:00 AM.

City of Dover  
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.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.*

DECEMBER 19TH, 2024

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LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS	ATTENDANCE
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	<a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>	X
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	<a href="mailto:DBATZE@DANELLA.COM">DBATZE@DANELLA.COM</a>	X
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	<a href="mailto:JEFFB@CHOPTANKELECTRIC.COOP">JEFFB@CHOPTANKELECTRIC.COOP</a>	X
BURKE	CODY	LOCATOR	CHESAPEAKE UTILITIES		<a href="mailto:CBURKE@CHPK.COM">CBURKE@CHPK.COM</a>	X
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	<a href="mailto:MATHEU@UDEL.EDU">MATHEU@UDEL.EDU</a>	X
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	<a href="mailto:SMCASADO@WILMINGTONDE.GOV">SMCASADO@WILMINGTONDE.GOV</a>	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	X
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER		<a href="mailto:philip.dethlefs@emp.shentel.com">philip.dethlefs@emp.shentel.com</a>	X
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		<a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>	X
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WATERS	SHAWN		D.R.HORTON		<a href="mailto:SEWATERS@DRHORTON.COM">SEWATERS@DRHORTON.COM</a>	X
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