



Delmarva811
UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
www.delmarva811.com



GENERAL MEMBERSHIP MEETING MINUTES

City of Dover
35 Loockerman Plaza
Dover, DE 19901

JANUARY 16, 2025

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.

APPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:06 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- J. Lyon provided the annual report to the membership for 2024, which encompassed: who we are, name/logo change, what we do, the diverse group represented by the board, meetings and conferences we either host or take part in, how we interact with the call center, the call center's performance metrics, our meeting attendance metrics, how we plan to spend our liquid assets this year, a list of other assets we use to run our organization, our public awareness efforts, various committees for the board, training courses and on-site training offerings, the Tony Gersitz Locator Achievement Awards (next scheduled for 4/25/25), required damage reporting by utility owners, and our goals for 2025.
 - W. Ericksen suggested including more radio spots for public awareness
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 32 participants in person and virtually.
- A motion to approve the meeting minutes dated December 19, 2024 was made by E. Cimo. The motion was seconded by R. Lewis. The motion carried.

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 (2/6/25, 3/6/25, and 4/10/25 at 2:00 PM). Excavators are encouraged to use online system. Visit 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) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- R. Lewis mentioned that after the snow, in one day his locating company was sent over 1,000 locate requests. He wanted to remind everyone of how this impacts the industry and encouraged excavators to consider all stakeholders when requesting locates for work after a weather event or state of emergency. W. Ericksen suggested to add some language to the law change to reflect that. R. DiChristofaro mentioned the safety issue too that everyone should consider.
- I. Powis from Danella mentioned they are working on switching over their Ticket Management System which will also send over an email on Danella letterhead stating how the ticket was responded to in addition to the response on the ticket.
- P. Dethlefs had a question about the DE law and the tolerance zone. He said there are two different distances listed in the law. As an excavator, you cannot excavate within 24 inches with mechanized equipment on either side of the locate mark, and the locator must be accurate within 18 inches of the facility. The proposed law change will work to clear that up.

DAMAGE REPORT – DECEMBER 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 24% MD = 18%

Percentage of Reporting Transmitted Tickets;

DE = 43% (76,090 sent & 33,094 reported on)

MD = 20% (32,426 sent & 6,621 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	6/17	6	11	4	2	0
MD	0/6	3	0	2	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.69

MD = 1.70

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.38

MD = 0.19

Delaware Year in Review				
			2023	2024
		Total Outbound Tickets	1,049,855.00	1,144,254.00
		Total Tickets Reported By Membership	317,335.00	388,345.00
		Average Percentage of MemberShip Reporting	19%	21%
		Average Percentage of Tickets Reported	30%	34%
		Total Number of Damages to Mains	90	89
		Total Number of Damages to Services	272	298
		Total Number of Damages to No Call/No Ticket	125	137
		Total Numbr of Damages due to Hitting Marked Line	134	149
		Total Number of Damages due to a Marking Issue	47	59
		Total Number of Damages due to Other Issues	49	33
		Total Number of Damgaes due to Unknown Issues	2	1
		Damages Per Thousand On Outbound Tickets	3.84	3.72
		Damages Per Thousand On Reported Tickets	1.15	0.99

Maryland Year in Review				
			2023	2024
		Total Outbound Tickets	350945	404,633.00
		Total Tickets Reported By Membership	102398	110,710.00
		Average Percentage of MemberShip Reporting	20%	21%
		Average Percentage of Tickets Reported	29%	28%
		Total Number of Damages to Mains	58	53
		Total Number of Damages to Services	95	103
		Total Number of Damages to No Call/No Ticket	41	49
		Total Numbr of Damages due to Hitting Marked Line	47	66
		Total Number of Damages due to a Marking Issue	48	30
		Total Number of Damages due to Other Issues	10	8
		Total Number of Damgaes due to Unknown Issues	6	0
		Damages Per Thousand On Outbound Tickets	0.44	0.39
		Damages Per Thousand On Reported Tickets	1.49	1.43

Totals for Both Areas				
			2023	2024
		Total Outbound Tickets	1,400,800.00	1,548,887.00
		Total Tickets Reported By Membership	419,733.00	499,055.00
		Average Percentage of MemberShip Reporting	19%	21%
		Average Percentage of Tickets Reported	30%	31%
		Total Number of Damages to Mains	148	142
		Total Number of Damages to Services	367	401
		Total Number of Damages to No Call/No Ticket	166	186
		Total Numbr of Damages due to Hitting Marked Line	181	215
		Total Number of Damages due to a Marking Issue	95	89
		Total Number of Damages due to Other Issues	59	41
		Total Number of Damgaes due to Unknown Issues	8	1
		Damages Per Thousand On Outbound Tickets	4.27	4.12
		Damages Per Thousand On Reported Tickets	2.63	2.42

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, 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 – DECEMBER 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 20,172 tickets

2023-2024 YTD % change = 4.567%

Outgoing Delmarva = 108,516 tickets

2023-2024 YTD % change = 10.566%

Internet Ticket Processing

ITIC = 90%

ITIC Lite (homeowners) = 32%

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
- M. Carter mentioned the Roadway Management Conference will be at the Ashore Hotel in Ocean City next October. Date is still being confirmed. If there is interest in having a table at the conference, he can talk to the organizing committee at our next planning call.

OTHER COMMITTEE REPORTS

- Locator Achievement Awards - Nomination forms for the Locator Achievement Awards will be sent out by 1/17 via Google Form. There is a 3 week window to return submissions The event will be held on 4/25 at Harrington Raceway and Casino.
- PSC
 - L. Padgett from DE PSC has been tracking submitted damages and provided a report for the group.
 - County damage percentages stayed roughly the same as in 2022, 2023, and 2024
 - No Call to 811 accounted for just under 30% of total damages in DE
 - In 2024, they sent out 84 warning and 44 penalty letters with fines totaling \$44,400
 - Underground Utility Damage Prevention Events
 - DE State Fire School 4/12/25 – 2311 McArthur Dr New Castle DE 19720
 - DE State Fire School 5/10/25 – 1461 Chestnut Grove Rd Dover DE 19904
 - DE State Fire School 5/3/25 – 22705 Park Ave Georgetown de 19947

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 10:25 AM.

The next hybrid General Membership meeting date is planned for February 20, 2025 at 9:00 AM.

Choptank Electric Coop
24820 Meeting House Rd.
Denton, MD 21629

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

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.

LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS	ATTENDANCE
AMALFITANO	MIKE	SERV. REQ. COORD	NEW CASTLE COUNTY	302-395-5357	MICHAEL.AMALFITANO@NEWCASTLEDE.GOV	X
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	JENNIFER@OCCINC.COM	X
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM	X
BRYAN	GREG		SHORE UTILITIES	410-463-1426	GREG@SHOREUTILITIES.COM	X
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	X
CEPHAS	KYLE		DELAWARE ELECTRIC COOPERATIVE	302-399-1571	kcephas@delawarecoop.com	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	X
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	GLOFIBER		philip.dethlefs@emp.shentel.com	X
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	X
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	X
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
HASTINGS	MARK	UTILITY TECH	NEW CASTLE COUNTY	302-299-9852	MARK.HASTINGS@NEWCASTLEDE.GOV	X
JACKSON	FORREST		DELAWARE ELECTRIC COOPERATIVE		FJACKSON@DELAWARE.COOP	X
JACOBS	CHRISTINA	SAFETY ADMIN ASSISTANT	DXI CONSTRUCTION	443-981-9851	Cjacobs@dxiconstruction.com	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	X
LARKIN	RICHARD	UTILITES	DELDOT		RICHARD.LARKIN@DELAWARE.GOV	X
LEWIS	RICHARD	BOARD CO-VP	KLEINFELDER ENGINEERING	302-423-2586	RILEWIS@KLEINFELDER.COM	X
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	X
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	X
MICELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	MICELWEE@COMCAST.NET	X
MEREDITH	JIM	DAMAGE PREVENTION (MD)	VERIZON		JAMES.S.MEREDITH.JR@VERIZON.COM	X
MYERS	CJ	BOARD CO-VP	DELAWARE ELECTRIC COOPERATIVE	302-270-3554	CMYERS@DELAWARE.COOP	X
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		Lorraine.padgett@delaware.gov	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERSJR@EXELONCORP.COM	X
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	IPOWIS@DANELLA.COM	X
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	RSADUK@EUCMAIL.COM	X
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X