



GENERAL MEMBERSHIP MEETING MINUTES

City of Wilmington
500 Wilmington Ave
Wilmington, DE

AUGUST 21, 2025

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 J. Lyon called the meeting to order at 9:00 AM.
- J. Lyon showed safety video from Facebook page, the Delmarva811 video that is being shown at theaters and gave an overview of safety posters.
- Delmarva811's Mission Statement was reviewed by the President.
- J. Lyon displayed the updated Delmarva811 website www.delmarva811.com which has training videos, 811 law information, a real-time dashboard provided by One Call Concepts, and details about the past and upcoming meetings.
- The meeting agenda was presented.
- 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 July 17, 2025 was made by B. Ebaugh. The motion was seconded by R. DiChristofaro. 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 (9/4/25, 10/10/25, 11/6/25 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

- Greg at Shore Utilities: Getting tickets cleared in timely fashion is issue. Status codes go to in progress or 48-hour delay without notice and without being completed during the required timeframes. Specifically mentioned VZ & UtiliQuest. Joe Fish from UtiliQuest said to call him and he will handle. Greg said not working and he is wasting resources. Joe gave Greg his cell number and said he would take care of tickets today.
- Greg a Shore Utilities: Cecil County issues with DPL. S. Keyser provided Greg with the locator for the area's cell number. Asked Greg to call him and provide ticket number(s).
- R. DiChristofaro: Same issues as Greg but wanted to speak about sending texts to locators. Ryan asked if there was an automated system that could be used to handle this and document situations better. J. Arroyo (One Call Concepts) has developed a way for excavator and utility/locator to communicate through the ticket. In testing right now to see how it interacts with 3rd party ticket management systems, but this should help once implemented. Not sure when it will be deployed for full use. Jen intends to give presentation of this new function at the October meeting. Iowa is the state OCC is piloting this in right now.

DAMAGE REPORT – JULY 2025

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 24% MD = 32%

Percentage of Reporting Transmitted Tickets;

DE = 48% (109,600 sent & 52,389 reported on)

MD = 12.5% (40,061 sent & 12,697 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	14/30	13	23	2	5	1
MD	10/16	5	17	4	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.84

MD = 2.05

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.40

MD = 0.65

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, RICKY@MRZ-SOLUTIONS.COM If zero damages, please report still.

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

NOTE: For a locating group to nominate a locator being eligible for the 2025 Locator Achievement Awards, the member must submit information about damages for at least 6 months throughout 2025

CALL CENTER TICKET VOLUME REPORT – JULY 2025

Reported by J. Arroyo

Incoming Delmarva = 27,571 tickets	2024-2025 YTD % change = 3.479%
Outgoing Delmarva = 149,661 tickets	2024-2025 YTD % change = 6.934%

Internet Ticket Processing

ITIC = 89%

ITIC Lite (homeowners) = 29%

- S. Casado mentioned there is a massive AT&T project that is getting ready to start within the City of Wilmington. S. Keyser said the contractor needs to outline the proposed installation will be in the sidewalk for all ticket descriptions to make it clear for locators. Excavator/contractor will be out of Texas but will discuss processes as they are coming into the area. Sounds like City will have a separate contractor performing sidewalk/curb work.

PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis

- Wyoming Peach Festival was held on 8/2/25 and was well attended. Handed out a lot of material and talked with a lot of folks. Beautiful day.
- Middletown Peach Festival was held on 8/9/25 and was well attended. Handed out a lot of material and talked with a lot of folks.
- Movie theater campaign was reiterated. Have a short video clip that shows prior to movies starting in Wilmington, Middletown & Milford.
- Marketing campaign with Justin Zook's race team. Vehicle wrap and race advertisement were shown. F. Jackson gave overview.
- Gave overview of Carvertise marketing campaign. 2 vehicles were sent to Harrington State Fair.
- Reminder for GCDPTC.

OTHER COMMITTEE REPORTS

- PSC (update on next page)

Damage Repair Cost Estimate In Delaware

2022 = \$567,680.16 over 356 Total Damage Reports EOY
2023 = \$494,865.66 over 284 Total Damage Reports EOY
2024 = \$903,622.06 over 325 Total Damage Reports EOY
2025 = \$583,078.00 over 185 Total Damage Reports to date

Specifically, the root causes of damage that concern us greatly are:

N1- Failure to Notify the One Call Center/Delmarva 811 for a mark out

2022 = 86 over 356 Total Damage Reports EOY= 24.15% of total damages
2023 = 83 over 284 Total Damage Reports EOY= 29.2% of total damages
2024 = 94 over 325 Total Damage Reports EOY= 28.9% of total damages
2025 = 53 over 185 Total Damage Reports to date

E1 - Excavation Practices not Sufficient -Dug prior to verifying marks

2022 = 73 over 356 Total Damage Reports EOY= 20.5% of total damages
2023 = 52 over 284 Total Damage Reports EOY= 18.3% of total damages
2024 = 62 over 325 Total Damage Reports EOY= 19.9% of total damages
2025 = 56 over 185 Total Damage Reports to date

L1- L11 = Locating Practices not sufficient

2022 = 53 over 356 Total Damage Reports EOY= 14.9% of total damages
2023 = 56 over 284 Total Damage Reports EOY= 19.7% of total damages
2024 = 58 over 325 Total Damage Reports EOY= 17.8% of total damages
2025 = 26 over 185 Total Damage Reports to date

- Discussion ensued about violators vs. training requirements. This is still in the infancy stage at the PSC. They are working through specifics.

OLD BUSINESS

- Registration is open for the GCDPTC (Greater Chesapeake Damage Prevention Training Conference) which will be held in Ocean City, MD from 10/21-24.

NEW BUSINESS

- PSC is running 811 radio campaign this month.
- Law Change
 - J. Lyon gave quick summary where things stand.
 - Several members from surveying companies were in the audience at the meeting.
- J. Lyon reminded attendees that there is a damage reporting requirement for companies in order to nominate locators for next year's Locator Achievement Awards. R. Lewis mentioned that this is a requirement of the member agreements so it should be occurring anyway. Message was sent out re-emphasizing this requirement too.

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 10:03 AM.

The next hybrid General Membership meeting date is planned for September 18th, 2025 at 9:00 AM.

Ditch Witch ACE
 Ross Station Event Center (Near Ditch Witch ACE dealership)
 585 N Market St. Ext
 Seaford, DE 19973

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. 1 attendee joined by cellphone during this meeting and was unidentified.

AUGUST 21ST, 2025

Delmarva811
 UTILITIES SERVICE PROTECTION
 SOCIETY OF DELAWARE, INC.
www.delmarva811.com

SIGN-IN SHEET

LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE #	EMAIL ADDRESS	ATTENDANCE
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	JENNIFER@OCCINC.COM	*
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM	*
BIDDLE	SHAINA		BCCI	302-388-4702	sbiddle@bccico.com	*
BROWN	ANDREW	ENGINEER	DE PSC	302-382-6401	ANDREW.BROWN@DELAWARE.GOV	*
BRYAN	GREG		SHORE UTILITIES	410-463-1426	GREG@SHOREUTILITIES.COM	*
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	*
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	SMCASADO@WILMINGTONDE.GOV	*
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	*
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	*
FISH	JOSEPH		UTILIQUEST		JOSEPH.FISH@UTILIQUEST.COM	*
GROWER	DONALD	SURVEYOR	DONALD GROWER, PLS, INC	302-632-1979	DBGROWER@COMCAST.NET	*
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	*
JACKSON	FORREST		DELAWARE ELECTRIC COOPERATIVE	302-612-5969	FJACKSON@DELAWARE.COOP	*
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	*
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	*
KIRWAN	MICHAEL		DANELLA	302-242-5168	MKIRWAN@DANELLA.COM	*
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DBFINC.COM	*
LARKIN	RICHARD	UTILITIES	DELDOT		RICHARD.LARKIN@DELAWARE.GOV	*
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	*
LUNDIN	THOR	SURVEYOR	VAN, DEMARK & LYNCH	302-287-7456	TLUNDIN@DLENG.COM	*
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	*
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1499	MCELWEEF@COMCAST.NET	*
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	*
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	*
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	*
RALLS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	KERWIN.RALLS@EMP.SHENTEL.COM	*
REYNOLDS	KEN	SURVEYOR	CENTURY ENGINEERING	302-545-3666	KREYNOLDS@KLEINFELDER.COM	*
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	*