



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



GENERAL MEMBERSHIP MEETING MINUTES

Denton Fire Hall

400 S 5th Ave

Denton, MD 21629

FEBRUARY 19, 2026

Prepared by Mr. 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

- Mr. Lyon called the meeting to order at 9:03 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- Mr. 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 31 participants in person and virtually.
- A motion to approve the meeting minutes dated January 15, 2025 was made by Mrs. Masone-Davis. The motion was seconded by Mr. Lewis. The motion carried.

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

- ITIC 2.0 has been retired as of 4/1/2024. Mrs. Arroyo gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. Mrs. Sullivan provided dates for upcoming virtual trainings opportunities (3/5/26, 4/2/26 and 5/5/26 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 Mrs. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- Mr. Sapp brought up with the recent snow experience in DE, there was a state of emergency driving restriction put in place. He asked is there a way to communicate to all excavators with open tickets that the travel restrictions will likely result in delayed responses by locators. Mr. Ruddo suggested using Code 5 or 48-hour delays and over communicate with the excavators as best you can. Mr. Keyser brought up having success with coding locates as no access if he was unable to safely locate the property. Mrs. Arroyo said it would be possible to send a system-wide message informing excavators about possible delays due to the weather event. The Board will consider coming up with language for such an event.
- Mr. DiChristofaro shared his appreciation for the locators who did go out immediately after the state-of-emergency was lifted to get locates completed.
- Mr. DiChristofaro asked about when his company is excavating and uncovers facilities that might be located incorrectly, are their practices/procedures as utility owners to handle that situation. Mr. Cahall said that Easton does take screenshots and re-draws the drawing and updates that information with his GIS team.
- Mr. Lardner mentioned there will be a 6 mile vacuum main to slaughter beach beginning in June.
- Mr. Cahall large sewer main running to University of Maryland Shore Medical Center in Easton starting soon.

DAMAGE REPORT – JANUARY 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 30% MD = 28%

Percentage of Reporting Transmitted Tickets;

DE = 46% (83,858 sent & 38,550 reported on)

MD = 49% (30,035 sent & 14,637 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	11/23	6	17	4	7	0
MD	11/8	7	5	3	3	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.88

MD = 1.30

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.41

MD = 0.63

Please contact Mr. 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 2026 Locator Achievement Awards, the member must submit information about damages for at least 7 months throughout 2026.

CALL CENTER TICKET VOLUME REPORT – JANUARY 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 18,906 tickets	2024-2025 YTD % change = -11.74%
Outgoing Delmarva = 113,888 tickets	2024-2025 YTD % change = -2.27%

Internet Ticket Processing
ITIC = 92%

ITIC Lite (homeowners) = 31%

Ticket Talk is a new two-way communication feature available as an option to all Delmarva811 system users. This tool was created to improve communications between excavators and operators/locators.

Excavators have requested a system that enables two-way communication via the Delmarva811 locate ticket system, allowing them to both respond to messages initiated by operators or locators and initiate messages themselves. This new option is designed to enhance clarity and reduce miscommunication by facilitating direct, real-time communication between parties. All messages will be stored within the Delmarva811 system and can be accessed via the Ticket Check/Locator Tickets and My Tickets platforms.

Test messages are being sent showing the new ticket header along with new information contained in the remarks field for these ticket revisions. Please contact the center at sstultz@missutility.net if you need additional test tickets transmitted or have any questions.

For software vendors who use special receiving software, changes are needed to your receiving software to accept this new ticket revision. Please contact sstultz@missutility.net to obtain another copy of the webservice requirements document.

A training video will be available online shortly.

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lyon and Mr. Lewis

- DRWA Event in Harrington, DE at the Ice Rink. Potential to hold a training 2 times in 2026 for DRWA contractors.

- Participated in 2 UUPD presentations with the DE PSC. 1 more will be held in Dover, DE on 2/26/26.
- Mr. Lyon presented in the Wicomico Civic Center for the Pest Management Association of Maryland – 190 attendees
- Reviewed Cartvertise campaign

OTHER COMMITTEE REPORTS

- Greater Chesapeake Damage Prevention Training Conference has begun planning for 2026 and registration will open in the end of April. Mr. Zook will bring the Delmarva811 sponsored dirt track car to the conference.
- Mrs. Masone-Davis brought up that construction angels has moved their golf outing from the fall to the spring this year.
- Locator Achievement Awards – Mr. Keyser brought up that we have 49 nominated locators for the awards which will be held on 4/24/26 at the Harrington Raceway & Casino.

OLD BUSINESS

NEW BUSINESS

There being no other business brought before the board or committee; a motion was made to adjourn the meeting by Mr. Keyser. It was seconded by Mr. Payne. The motion carried. The meeting adjourned at 10:08 AM.

The next hybrid General Membership meeting date is planned for March 19th, 2026 at 9:00 AM.

Delaware Contractors Association
527 Stanton Christiana Rd.
Newark, DE 19702

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 #	EMAIL ADDRESS	ATTENDANCE
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	CHRISTOPHERALCHOKHACHY@VERIZON.COM	*
AMALFITANO	MIKE	SERV. REQ. COORD	NEW CASTLE COUNTY	302-395-5357	MICHAEL.AMALFITANO@NEWCASTLEDE.GOV	*
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	JENNIFER@OCCINC.COM	*
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	*
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	*
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	*
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	*
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	*
COLLISON	GALEN	DAMAGE INVESTIGATOR	DELMARVA POWER	403-786-5033	GALEN.COLLISON@EXELON.COM	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
HUFFMAN	DANIEL		DELAWARE		Daniel.Huffman@delaware.gov	*
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	*
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	*
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DBFINC.COM	*
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	*
LIGON	TONYA	OPS MANAGER	UNIVERSITY OF DELAWARE	302-831-0759	tligon@udel.edu	*
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	*
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	*
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	*
MOONEY	BRIAN	DAMAGE PREVENTION	TIDEWATER UTILITIES	302-381-7903	BMOONEY@MIDDLESEXWATER.COM	*
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	*
PAYNE	KEN	BOARD MEMBER	TUCKAHOE UNDERGROUND	202-821-7430	kpayne.tuckahoe@gmail.com	*
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERSJR@EXELONCORP.COM	*
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	*
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	*
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	*
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING		KSTERLING@KLEINFELDER.COM	*
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	*
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	*