



# MD/DC Damage Prevention Committee

Kevin Woolbright, Chairman  
Mark Hamrick, Vice Chairman  
Susan Sullivan, Secretary

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Minutes of the meeting for November 22, 2022  
Hybrid Meeting hosted by Miss Utility in Hanover, MD  
Prepared by Susan Sullivan

## **CALL TO ORDER AND INTRODUCTIONS**

Chairman Kevin Woolbright called the regular monthly meeting to order at 9:32 AM. There were twenty-nine (29) virtual attendees and thirteen (13) onsite attendees.

## **APPROVAL OF MINUTES**

A motion to approve the September 27, 2022, was made by Jack Ellison (WGL) and seconded by Angela Johnson (AT&T). The motion carried by approval.

*The approved meeting minutes will be posted at <https://www.missutility.net/excavators/>.*

## **OLD BUSINESS**

No old business to report.

## **NEW BUSINESS**

No new business to report.

## **OPEN DISCUSSION**

Scott Brown (BOD Chair) introduced Ryan Reece as Washington Gas' new MD/DC Damage Prevention Supervisor. He has extensive experience in locating, damage prevention and damage prevention training. Welcome Ryan!

Tom Reynolds of Commercial Utilities introduced himself as the Safety & Quality Control Director of the company. He gave some history as to his past experiences with Miss Utility which have become much more positive as he has engaged with the Miss Utility team via damage prevention training and attendance at this year's GCDPTC. He looks forward to attending monthly Miss Utility Damage Prevention Meetings and is excited about sharing his newfound awareness and understanding of call center procedures and the role Miss Utility plays in the industry.

Tim Kaptein (Comer) asked about getting Bel Air traffic lights marked as the Town of Bel Air often does not show up on his tickets. Bill Jackson (MDOT) replied that streetlight ownership and marking responsibilities vary throughout the state and to ensure that the Right of Way questions are answered correctly. Becky Mellinger (Childs Landscape) recommended contacting Ben, Signal Shop Supervisor for P.G. County Traffic Lights at 240-602-4022 as he may be able to assistance.

Kevin Woolbright complimented Utiliquest for the fantastic and professional locate completed by a UQ locator working in his neighborhood. Scott Brown followed up by stating that Utiliquest is recognized as the best in the country with Maryland ranking as one of the best for accurate locates.

Mitzi Ambush (Pepco) spoke to damages being caused by contractors using vac trucks especially on 4<sup>th</sup> St. NW in D.C. She pointed out that contractors should use great caution when using this type of excavation equipment and that even minor damages to any underground facility or conduit requires work to cease and the damage reported. All damages, questions or inquires should be directed to Customer Service at 202-872-2000 (#2). She also complimented Troy Middleton (Utiliquest) and Jason Lewis (USIC) for great partnerships.

Ian Jones (BGE) said the same procedures should be followed per BGE at the same number, as both companies operate under the parent company Exelon.

Bob Kerns (Potomac Edison) complimented USIC and their assistance with ongoing concerns among sub-contractor ticketing and excavating recently experienced in Washington County. After a company conference call with the main company involved, ongoing issues have been minimized.

## **MISS UTILITY CALL CENTER**

- Updates Reported by Jennifer Arroyo (Miss Utility)
  - The Self Select Start Date section of ITICnxt ticketing is being revamped to make it more pronounced and user friendly.
  - Ticket quality and safe excavation are very important. For these reasons, users may receive calls from call center staff regarding concerns or questions pertaining to a processed ticket that may not follow ticketing procedures. Direct release users will be put back into review if concerns about accurate ticketing procedures are not resolved by the user.
  
- ITICnxt Virtual Training
  - WSMD/DC: December 1
  - DE/ESMD: December 2 & 16 (ITICnxt goes live on December 1<sup>st</sup>)
  - All 2023 Virtual ITICnxt Training dates and links are posted at <https://www.missutility.net/calendar-events/>
  
- Dashboard Reporting: Jennifer Arroyo provided ticket volume data for the month of October 2022.
  - Inbound ticket volume: 77,250 a monthly decrease of 16.787% compared to 2021
  - Outbound volume: 424,049 a year-to-date decrease of 25.506% compared to 2021
  
- Damage Reporting: Susan Sullivan provided YTD data through October 2022 of reported damages in MD/DC.
  - 750 utility damages (178 mains and 572 services)
  - 29.73% due to no call or valid ticket
  - 34.67% due to hitting a marked line
  - 28.80% due to incorrect locate marks
  - 6.80% due to other root causes

## **MARYLAND AUTHORITY | Jim Barron, Executive Director**

- There was an Open Authority Meeting and a Closed Executive Authority Zoom Meeting on October 5, 2021. There was no November meeting.
  - The Authority reviewed fourteen (14) NPVs.
  - There are twenty-four (24) new NPVs to investigation and review.
  - The Authority:
    - Is currently drafting Legislation for the 2023 legislative session,
    - Had a booth and participated in the 2022 Greater Chesapeake Damage Prevention Training Conference in October 2022,
    - Is negotiating with a collection agency to handle unpaid fines recommended by the Authority,
    - Received a perfect 258 score in the 2021 Adequacy Evaluation by PHMSA, and
    - Will resume face-to-face Formal Hearings in February 2023.
- The following Authority Seats expired on September 30, 2022:
  - AUC of MD Seat – David Gaines – He will serve his 2<sup>nd</sup> two-year term,
  - Subscriber Seat – Michael Jewell – will be replaced by David Wilkins of WSSC,
  - One Call Seat – Kelly Ruddo – will be replaced by Jennifer Arroyo of One Call Concepts, and
  - MML Seat – Dereck Shreves – will be replaced by Michael Beall, DPW Director of the Town of University Park.
  - New appointees will not be officially appointed until the new Governor is sworn in.

The next meeting will be a Zoom Closed Executive Session on December 7, 2022.

## **COMMITTEE REPORTS**

### **2022 GCDPTC UPDATE | Matt Ruddo, Chairman (OCC) | Reported by Gaby Lothamer (MGH)**

A big thanks to everyone who attended the 2022 Greater Chesapeake Damage Prevention Training Conference! Of the 368 folks who preregistered, a total of 350 attended. We look forward to everyone joining us next year another great conference. 2023 Conference dates are October 24<sup>th</sup> -27<sup>th</sup> at Ocean City's Fontainebleau Resort. The next planning committee meeting is TBA.

### **MD/DC SUBSCRIBERS COMMITTEE & BOARD OF DIRECTORS | Scott Brown, Chairman**

Scott thanked MD/DC Board Members who were in attendance at today's meeting and reminded attendees that it is the job of the MD/DC Board to determine how monies are spent for outreach and education and to participate in meetings, events and conferences to stay up to date on industry practices and call center and law updates. He thanked those members who volunteer their time and talents to lead and participate in these various opportunities which are so important to Maryland's damage prevention success.

Kevin Woolbright noted that Mark Hamrick has announced his retirement and that Mark was honored during this year's Dig Smart Awards ceremony. Kevin noted Mark's dedication to and co-leadership of the Damage Prevention Committee and his tireless contributions to Miss Utility's Damage Prevention Training team.

## DAMAGE PREVENTION AND SAFETY COMMITTEE

Kevin Woolbright, Chairman | Mark Hamrick Co-Chair

- Training - Coordinator, Susan Sullivan (Miss Utility)
  - DPT Upcoming:
    - December 5 – Lane Construction
  - DPT Completed:
    - October 4 - Paradigm: Cumberland
    - October 5 – Paradigm: Hagerstown
    - October 6 – Paradigm: Columbia
    - October 7- Onsite @ Miss Utility Call Center
    - October 12 – Paradigm: Largo
    - November 4 – VDPT
    - November 9 – City of Aberdeen
    - November 10 - PSC
    - November 18 – VDPT in Spanish

All 2023 DPT dates and links are now posted at <https://www.missutility.net/calendar-events/>  
Onsite and Spanish Damage Prevention Training is available. Please reach out to Susan for more information.

### ➤ Miss Utility Facebook

Please visit [www.facebook.com/missutilityofmd/](http://www.facebook.com/missutilityofmd/) for dig safe posts, holiday announcements, call center notices/information and current events. Please like or share posts to show your support for Miss Utility and the dig safe message.



## HOLIDAY ANNOUNCEMENT

Below is a list of holidays observed by Miss Utility.  
These dates are not used when calculating a ticket's response due by date/time or expiration date/time as noted per state law.



OBSERVED HOLIDAYS 2022:  
Monday, January 17 Martin Luther King Jr. Day  
Friday, February 11 Lincoln's Birthday Observed (MD only)  
Monday, February 21 Presidents Day  
Friday, March 25 Maryland Day (MD Only)  
Friday, April 15, Good Friday (DE & MD Only)  
Friday, April 15, Emancipation Day (DC Only)  
Monday, May 30 Memorial Day  
Monday, June 20 Juneteenth Observed  
Monday, July 4 Independence Day  
Monday, September 5 Labor Day  
Monday, September 12 Defender's Day (MD Only)  
Monday, October 10 Columbus Day  
Tuesday, November 8 Election Day (MD & DE Only)  
Friday, November 11 Veteran's Day  
Thursday, November 24 Thanksgiving Day  
Friday, November 25 Day After Thanksgiving (MD & DE Only)  
Friday, December 23 Christmas Eve Observed (DE Only)  
Monday, December 26 Christmas Day Observed  
Friday, December 30 New Years Eve Observed (DE Only)

### ➤ Carvertise Marketing Metrics | Reported by Susan Sullivan, Miss Utility

- Nine wrapped cars currently travel throughout Montgomery, Prince George, Charles, Allegany, Garrett and Baltimore Counties Baltimore City and Washington D.C.
- Quantitative Performance Data for the month of October:

- Miles traveled by fleet: 12,765 (4,665 above expectation)
- Impressions per fleet: 1,863,690 (681,090 above expectation)

**MGH REPORTS** | Reported by Gaby Lothamer

➤ Digital Advertising

- Throughout September, MGH ran a Nextdoor campaign targeting homeowners throughout Maryland and D.C., resulting in more than 368,000 impressions and 1,000 clicks.



➤ 2022 Dig Smart Awards Committee | Mark Hamrick, Chairman | Reported by Gaby Lothamer

- Congratulations to this year's Dig Smart Award Winners who were awarded and recognized in Ocean City, Maryland during this year's GCDPTC.



**EXCELLENCE AWARD: GRAY & SON**



**MARYLAND: COMER CONSTRUCTION**



**DISTRICT OF COLUMBIA:  
CW & SONS INFRASTRUCTURE, INC.**



**HONORABLE MENTION:  
BALTIMORE TREE TRUST**

## **CONSTRUCTION ANGELS**

Kevin Woolbright, CA Board Representative for MD/DC

Kevin thanked everyone for their support of Construction Angels this year. As previously reported, there were a total of three Maryland fatalities reported to CA this year. Each family received both monies and CA services. He also thanked Scott Brown and the MD/DC Subscribers and Board Committee as well as Jim Barron and the Maryland Authority for their support and sponsorships.

Kevin has attended various events promoting and educating attendees about Construction Angels and spoke to suggestions presented by various supporters about fund raising ideas. He also participates in monthly CA calls and encourages partnerships with various associations. He also plans to attend the 2023 Con Expo, as a CA representative and where CA will be highlighted. Please contact Kevin for more information about CA or with questions or fundraising ideas.

Scott Brown ended the meeting by emphasizing that monies funded by new legislation will increase not only the number of excavation projects across the country but also the number of damages. He therefore, reminded contractors and excavators to make use of Maryland's Self Select Start Date to reduce spikes in locating and to limit the scope of work per ticket to that which can be completed within the validity period of a Maryland ticket, which is twelve (12) business days starting on the Self Select Start Date. This reduces the number of update tickets created by users because they are unable to complete the work detailed on a given ticket within its validity period. Both reminders are based on Maryland's Title 12 'Dig' Law which can be read in its entirety at:

<https://mgaleg.maryland.gov/mgawebsite/Laws/StatuteText?article=gpu&section=12-101&enactments=false>

There being no further business brought before the committee, the meeting adjourned at 11:12 AM.

### **Upcoming 2022 Hybrid MD/DC Damage Prevention & Safety Meetings**

- December (No meeting: Enjoy the holidays!)

### **Upcoming 2023 Hybrid MD/DC Damage Prevention & Safety Meetings**

- January 24
- February 28
- March 28

MEETING ATTENDEES: This was a hybrid meeting. Onsite attendance is below. Accurate Zoom attendance is not available.

ONSITE ATTENDANCE FOLLOWS ON NEXT PAGE.

COMPANY	ATTENDEE NAME & TITLE	TELEPHONE #	EMAIL ADDRESS
AT&T	<b>Angela Johnson</b> BOD, Communications Reg	(571) 218-9458	aj1731@att.com
BGE	Ian Jones Supervisor	(410) 470-8217	ian.jones@bge.com
Comer Construction	Tim Kaptein Director of Safety	(443) 807-2391	tkaptein@comerconstruction.com
Commercial Utilities	Tom Reynolds Director of Safety & Quality Control	(443) 784-2140	tomr@commercial-group.com
Construction Angels	<b>Kevin Woolbright</b> DPC Chairman CA Board Representative for MD/DC	(301) 806-8745	bright.67@verizon.net
Gray & Son	Lenny Corbin Safety Director	(410) 365-4156	lcorbin@graynson.com
Gray & Son	Shelly Welling Safety Specialist	(410) 771-4311	swelling@graynson.com
MGH	Gaby Lothamer PR & Marketing Senior Account Executive	(410) 902-5025	glothamer@mghus.com (virtual)
MUFDPA	Jim Barron Executive Director	(410) 782-2102	jim.barron@mddpa.org
One Call Concepts/ Miss Utility	<b>Susan Sullivan</b> DPC Secretary Damage Prevention Liaison	(410) 782-2030	ssullivan@missutility.net
One Call Concepts/ Miss Utility	Jennifer Arroyo General Manager	(410) 782- 2101	jennifer@occinc.com
WGL	<b>Scott Brown</b> BOD Chairman, Gas Reg	(703) 750-4388	ssbrown@washgas.com
WGL	Jack Ellison Sr. Specialist Damage Prevention	(703) 750-5128	jellison@washgas.com
WGL	Ryan Reese Supervisor, Damage Prevention	(571) 512-0537	RReese@washgas.com