

Durham County 811 Coordinating Meeting

PSNC Energy-South Durham Office

Located at 2541 Whilden Drive, Durham NC 27713

February 14, 2018

The Durham County Utility Coordinating Meeting was called to order by Kenneth Knighton at 11:05 am.

Total Members Present:

There was a total of **24** members present at the Durham County Utility Coordinating Meeting.

Safety Moment:

Ken Knighton discussed Road Rage with motorcycles and the incident in Raleigh where a guy in a car got aggravated that he couldn't pass the motorcycle group and so he hit one of them and as he was getting away they followed him to get his license tag and he hit another one of them. This was all captured on their helmet cameras. You should always leave yourself an out with bigger vehicles it's hard to stop when people try to pass you due to impatience.

John Conner with 811 discussed his presentation: John first went over the difference between a 3 hour ticket & destroyed marks ticket, (IT MUST BE ON A VALID EXISTING LOCATE TICKET NOT AN EXPIRED ONE).
SEE ATTACHED SHEET WITH DEFINITIONS**

Ann Rushing w/ 811 said they are noticing a trend statewide with folks using an emergency or a destroyed marks ticket in the wrong way. ***It cannot be submitted in the ticket system it has to be submitted orally.

811 is going to start looking at the top caller list when they see trends as a way to reach out and mitigate issues with the system when the locate system is not being used properly how they can reach out to correct issues. We need to make sure we are talking out issues so they can get resolved.

An example a customer retransmitted 60 tickets and then retransmitted again 60 more tickets he was obviously angry about an issue but didn't communicate the problem. This could have been a 3 hour ticket situation instead.

Ann discussed that if there is a dispute with how something was called in they do RECORD phone conversations (it may take a few days to find) but that if you have a damage line issue this information can be retrieved.

We discussed true emergencies and what that means; LIFE, HEALTH, or PROPERTY but that can mean some other things sometimes like, if a sewer line is backing up in the house is that an emergency? Yes but not all sewer calls are an emergency. Some people can be abusing the system as well.

John talked about an example of a person w/ city of Asheboro waiting for a locate for hours but he didn't want to damage or create a safety issue so he didn't start work right away after his 3 hour ticket lapsed, but he waited until he got a locator on site.

The Share 811 program is at www.nc811.org/share-nc811.html if you have questions about digging procedures.

April is national dig month and they are going to be doing some promotions and have a tool kit setup.

Doug w/ PRG- talked about an example with positive response codes. Basically stating that if someone puts down a Code 60 which is met with or talked with excavator and worked out what to locate**usually on the last day the ticket was valid, BUT that truly didn't happen because they couldn't leave a message or get in touch with the person because voicemail was full so they attempted but couldn't do all the numerous tickets and tried to communicate. These comments are not being captured because the contract locators (PRG, USIC, etc.) all use different types of programs that have to send their data to nc811 and it then processes the data and puts it under the most likely code and doesn't list any of the comments that could be helpful for the customers.

Should Code 30 (not complete) be used instead of Code 60 is not valid if you didn't agree or meet.

Kevin w/ USIC explained to us that they try to get to every ticket and try to reach out to every excavator but somethings there are extenuating circumstances. The locating company cannot put notes on the system.

Ann w/ 811- working on the new update to software systems to change codes and have the ability to put notes & positive response codes are in the works but not any time soon.

Doug w/ PRG : stated that he would also like to see the phone number of the person put on the locate so they can call them but Ann stated that it is a privacy issue due to anyone can download the info and have access to the data so that is why numbers aren't on there.

Guy w/ PNI : Asked about the dates on tickets and the timeframe for calling in those destroyed marks and 3 hour tickets.

Ann w/ 811: It can only be for a valid ticket.

On the APP when looking for the people working in the area of the locate ticket area you have options of 250' 500' or 1000' (some of the guys stated that only the 1000 worked on their phone)

Kevin w USIC mentioned that if someone's voicemail is full and you can't tell someone you can't get 60 tickets for sign installs after the snow event we had and you tried to reach them but couldn't and it's on them you can't give the green light to locate it but you can't tell them if you can't reach them.

Ann w/ 811-talked about the Snow event and possibly showing that as an extraordinary event maybe we could do things differently and she will share this info w/ the board about deeming this an "extraordinary event" to allow more time to locate.

Kevin w/ USIC stated that typically they have 300-310 locates per day and were down for days during the "Snow event" and then you are holding 1000's of tickets and rushing to get back to do them & the multi phone calls are a struggle.

Ann w/ 811 to talk w/ facility owners about doing the "extraordinary event" may change the clearance days for tickets from 3 to 5 days to get the tickets done during this time.

Guy w/ PNI: w/ locate tickets asked who is over the converging of S&N, USIC & PRG, etc. systems info merging into the 811 system and whose responsibility is that?

Ann w/ 811: the Membership team is over that making sure that Leslie w/ services would see the 2 systems talk to each other. So 811 is responsible for that data compiling.

Guy w/ PNI stated that he thinks there may be some areas for improvement with the technology communicating and maybe they/811 could develop a technical team or area.

Doug w/ PRG agreed with the codes need to match the comments and have that information available to everyone involved in the process.

Michael Hall: operators do things differently in all the areas from the different companies and it would be good if that could be more streamline.

Ann: The better we communicate the better we can make systems work and with clarity. We need to be able to address issues and know about them to solve problems not just keep it to ourselves. This can alleviate some of the damages.

Guy: How is 811 funded?

Ann: We are non-profit paid for by you the customer not with tax dollars or not an agency or not with state funding. Even the Damage Prevention Board money goes to the education funding and NOT to 811.

Congratulations to Elizabeth Garvey and Michael Hall who won a nice new hat today in the drawing.

Special Thanks to Doug at PRG for providing lunch.

Volunteers to facilitate the meeting here at PSNC when Ken Knighton retires? Give Jennifer Miller a call at 919-598-7447 or email me at Jennifer.Miller@scana.com

If you want to volunteer to get lunch for a meeting Jackie Proctor is happy to get the order together for you if you want to just get her your company credit card info. You can call her at 919-598-7436.

Next meeting: April 11th



**Know what's below.
Call before you dig.**

DESTROYED MARKS

If locate marks have been destroyed, the excavator must contact NC811 to issue a Destroyed Marks ticket requesting a remark of the area from the original ticket. A Destroyed Marks ticket does not extend the life of ticket; it will expire the same day as the original locate request. A 3 Hour Ticket should not be used in case of destroyed marks.

3 HOUR TICKET

If an operator fails to respond to the positive response system, the excavator may proceed if there are no visible indications of a facility at the proposed excavation or demolition area, such as a pole, marker, pedestal, meter, or valve. However, if the excavator is aware of or observes indications of an unmarked facility at the proposed excavation or demolition area, the excavator shall not begin excavation or demolition until an additional call is made to the Notification Center detailing the facility and an arrangement is made for the facility to be marked by the operator within three hours from the time the additional call is received by the Notification Center. A 3 Hour Ticket should not be used in the case of destroyed marks.

UCC Sign-In Sheet

County: Durham Date: 02 / 14 / 2018

Name	Company	Email	Phone Number
John Conner	NC 811	jconner@nc811.org	(336) 690-8927
DOUG KNIGHT	FRG	DKNIGHT@FRGCONTRACTING.NET	919 441 1877
James Riddle	PRG	JR.RIDDLE@Plyconsulting.net	919-819-0052
PATRICK J. LANDRETH	S&H	PLANDRETH@S&HCOMM.COM	434-944-8668
MICHAEL HALL	S&H	MHALL@S&HCOMM.COM	757-769-7850
Ann Rushing	NC811	annrushing@nc811.org	336-944-5518
Jennifer Miller	PSNC	Jennifer.Miller@scana.com	919 598 7447
Russell Gregory	City of Durham	Russell.Gregory@durhamnc.gov	919-520-4326
Elizabeth Garvey	City of Durham	elizabeth.garvey@durhamnc.gov	336-908-3816
JEFF BARTLEY	NC811	JBARTLEY@NC811.ORG	336-707-4528
TOM MILLER	ITS	TMILLER@ITS-NC.COM	919-576-3353
Scott Parker	PSNC	Sparker2@scana.com	919-317-4564
Andrew Baranosky	TRC Construction	Drew@trcconstruction.us	919-257-0121
Diane Whitman	PSNC	lwhitman@scana.com	919-317-4595
MONIKA BROWN	NCDOT	mkbrown@ncdot.gov	919-491-7332
Jackie Proctor	PSNC	Jackie.Proctor@scana.com	919-598-7436
Clinton Brandle	SEC	cbrandle@seconnections.com	336-609-4646
Ron Bell	SEC	rbella@seconnections.com	336-202-5559
Bruce Woody	CITY OF DURHAM	BRUCE.WOODY@DURHAMNC.GOV	919-439-5212
Dalton Echols	City of Durham	dalton.edchols@durhamnc.gov	919 601 9429
Mike Ross	City of Durham	mike.ross@durhamnc.gov	919 601-4326 & 31277

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Wanner

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Durham County UCC

February 2018



North Carolina 811
www.nc811.org



**Welcome to
the Team!**



NC811 has 2
new liaisons
working hard
for you!



John Conner
Piedmont Triad
Region



Brian Morehouse
Western Region

A business analyst in a dark suit and red tie is pointing with his right hand towards a central blue hexagonal graphic. The background is a dark blue grid of hexagons, some containing faint icons like a pie chart, a person silhouette, a globe, a bar chart, a clock, a gear, a presentation board, and a hierarchy diagram.

business analytics

North Carolina 811
www.nc811.org



Locate Requests & Transmissions

Jan. 2018 vs 2017 (Statewide)

Tickets

2018: 152,459

2017: 147,568

Difference: +3.3%

Transmissions

2018: 864,096

2017: 834,883

Difference: +3.5%

County Ticket Volume



County Ticket Volume

2018 Stats Compared with 2017

	Type Ticket					
DURHAM	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
2017	119	122	4,335	151	1,754	6,481
2018	95	33	4,063	201	1,252	5,644
+/- Var	-20.2%	-73.0%	-6.3%	33.1%	-28.6%	-12.9%

Work Days	Total Tickets	Locates per Day
22	5644	257

County Ticket Distribution

DURHAM	5,644
BAHAMA	155
CHAPEL HILL	60
DURHAM	5,324
GORMAN	1
MORRISVILLE	56

OAK GROVE	3
RALEIGH	25
RED MOUNTAIN	1
RESEARCH TRIANGLE PA	9
ROUGEMONT	10

Top Callers by County

RANK	NAME	TOTALS	WORKING FOR	WORK BY TYPE
1	PIKE ELECTRIC	640	DUKE ENERGY	UG CONSTRUCTION
2	AT&T UTILITY OPERATIONS	397	AT&T/ANSCO	BURY PHONE DROP
3	INFRASTRUCTURE TECHNOLOGY SERVICES	350	PSNC	NEW GAS SERVICE
4	SOUTHEAST CONNECTIONS, LLC	301	PSNC	RETIRE GAS
5	STAY SAFE TRAFFIC CONTROL	280		

Destroyed Marks & 3 Hour Tickets

When to properly use each

A series of several parallel white lines of varying lengths, slanted diagonally from the bottom-left towards the top-right, located in the lower right quadrant of the slide.

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**We share the 811 message all the time,
but it means so much more coming from you.**
Create a link to nc811.org on your company website.
We provide everything your webmaster will need.

Visit www.nc811.org/share-nc811.html for more

April is National Safe Digging Month



Get the toolkit and help us promote safe digging month.

www.nc811.org/safe-digging-month.html

National Safe Digging Month Toolkit

- Social media infographics and campaign messages
- The 5 steps to safe digging (graphics)
- NSDM proclamation template: So cities and counties can officially make the proclamation! Reach out to your mayors and county commissioners.
- Generic Press Release articles
- Safe digging videos on our YouTube channel
- NSDM, Safe Digging Partner graphics
- "Can You Dig It?" game graphic HTML code:
Game starts each year on April 1 at safedigging.me.

www.nc811.org/safe-digging-month.html

2018 NC811 Board Meetings



1Q18

April 20, 2018
Harrah's
Cherokee, NC

2Q18

July 20, 2018
Lake Lure, NC



For booking info, contact Tonya Hargraves: tonya@nc811.org



2018 State UCC Meetings

March 13th, 2018
4211 Global Street
Raleigh, NC

**NC/SC Joint Utility
Coordinating
Committee Conference**
Wed., May 2nd, 2018
thru Fri, May 4, 2018
Harrh's Cherokee Casino Resort,
777 Casino Dr, Cherokee, NC



NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way,
Raleigh, NC

- April 17, 2018 - 10am to 4pm
- July 17, 2018 - 10am to 4pm
- October 16, 2018 - 10am to 4pm



NC811 Holiday Schedule

HOLIDAY	DATE	DAY OF WEEK
Good Friday	March 30	Friday
Memorial Day	May 28	Monday
Independence Day	July 4	Wednesday
Labor Day	September 3	Monday
*Veterans Day	November 12	Monday
Thanksgiving	November 22	Thursday
*Thanksgiving Day After	November 23	Friday
Christmas Eve & Christmas Day	December 24 & December 25	Monday / Tuesday
*Christmas Day After	December 26	Wednesday

All above holidays are excluded from the three working day notice. Denotes Observed Holidays. NC811 will be open to accept all locate requests on observed holidays. The observed holiday is excluded from the three working day notice as well.*

How can an NC811 liaison help you today?



Thank you for your time and attention.
You can get a PDF copy of this presentation
on www.ncucc.org

Use the UCC Issues form to voice your concerns
to both local and state level UCC meetings in North Carolina.
Available on both the NCUCC website and the NC811 app.

