

Guilford County UCC Meeting

Greensboro Resource Center

January 25, 2016

Speaker(s): Wesley Walton, Jeff Bartley.

Meeting Topics Discussed:

- Locate Requests for December 2016 were 138,076 tickets. This was an increase of 18.7% from December 2015. Transmissions for December 2016 were 775,155 total. This was an increase of 26.5% from December 2015.
- County Ticket Volume: Tickets for Guilford County totaled 6581 tickets. This was an increase of 9.5% from 2015. Average locates per day totaled 395.
- County Ticket Distribution: Guilford County had the most with 6581 tickets; followed by Greensboro with 4095 tickets, and High Point with 1010 tickets.
- 2016 Damages: Mecklenburg had the most damages with a total of 172 events. There were 549 damage events in 48 counties.
- Facilities that were damaged when certain types of work were performed: Natural Gas facilities had 87 damages. Some of those damages include blind boring, pot holes, spotting, and under pavement events.
- Remote Ticket Entry: In December 2016, RTE had 93,219 tickets compared to 76,399 tickets in December 2015.
- Good Thru & Update: New app to know the life of your ticket and when to update it with the Good Thru & Update section on the NC811 App.
- Pipes Plus: Now available in Spanish. Go to www.ncpipesplus.org
- Safe Digging Partner: City of Raleigh received this month's award. The City of Raleigh went beyond the requirements to protect their facilities.
- NC Underground Damage Prevention Review Board Process: Complaint is received, response is sent within 10 days, response material is compiled, and case number is assigned. After reviewing the information received, then action or penalty is determined. Violator has 30 days to request a hearing if they disagree. Next meeting: April 18, 2017 at 2550 Operations Way, Raleigh, NC.
- NC811 Board Meeting: April 21, 2017 at Chetola Resort, Blowing Rock, NC.
- State UCC Meeting: March 14, 2017 at 4211 Global Street, Raleigh, NC.

NC811 UCC Report for January 2017

GUILFORD COUNTY UCC

JANUARY 25, 2017

Downtown Asheville





A graphic featuring a man in a suit pointing at a blue hexagon with the text 'business analytics'. The background is a dark blue grid of hexagons with various business icons. The man's hand is visible, pointing towards the hexagon. The overall theme is business and technology.

business analytics

North Carolina 811
www.nc811.org



Locate Requests & Transmissions

Dec. 2016 vs 2015

Tickets

2016: 138,076

2015: 116,302

Difference: +18.7%

Transmissions

2016: 775,155

2015: 612,719

Difference: + 26.5%

Year end totals 2016

Tickets: 1,949,995

26.9% increase over 2015

Transmissions: 10,655,012

38.5% increase over 2015

County Ticket Volume



County Ticket Volume

December stats compared with 2015

	Type Ticket						% Measured against Total Tickets					
GUILFORD	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	33	79	3959	73	1868	6012	2015	0.5%	1.3%	65.9%	1.2%	31.1%
2016	50	71	4339	98	2023	6581	2016	0.8%	1.1%	65.9%	1.5%	30.7%
+/- Var	51.5%	-10.1%	9.6%	34.2%	8.3%	9.5%	Diff +/-	0.3%	-0.2%	0.0%	0.3%	-0.4%

County Ticket Volume

2016 Stats Compared with 2015

GUILFORD	Type Ticket						% Measured against Total Tickets					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL	% 3 HR	% CNCL	% NEW	% RXMT	% UPDT	
2015	331	1183	57570	2119	25316	86519	2015	0.4%	1.4%	66.5%	2.4%	29.3%
2016	1298	1187	67578	1239	26173	97475	2016	1.3%	1.2%	69.3%	1.3%	26.9%
+/- Var	292.1%	0.3%	17.4%	-41.5%	3.4%	12.7%	Diff +/-	0.9%	-0.2%	2.8%	-1.1%	-2.4%

Work Days	Total Tickets	Avg Locates per Day
247	97475	395

County Ticket Distribution



GUILFORD	6581
ARCHDALE	4
BROWNS SUMMIT	66
BURLINGTON	123
CLIMAX	25
COLFAX	18
FOREST OAKS	18
GIBSONVILLE	68
GLENWOOD	1
GREENSBORO	4095
GREENSBORO OUT	4
GUILFORD	12
HIGH POINT	1010
IRVING PARK	1
JAMESTOWN	232
JULIAN	41
KERNERSVILLE	54
KIMESVILLE	6
MCLEANSVILLE	179
OAK RIDGE	114
OSCEOLA	3
PLEASANT GARDEN	51
SEDALIA	6
STOKESDALE	126
SUMMERFIELD	194
WHITSETT	130

2016 Damages

By Events

County	Events	% of Grand Total
Mecklenburg	172	31.33%
Wake	106	19.31%
Durham	59	10.75%
Union	24	4.37%
Buncombe	15	2.73%
Guilford	14	2.55%
Orange	13	2.37%
Forsyth	11	2.00%
Cabarrus	10	1.82%
New Hanover	10	1.82%
Brunswick	9	1.64%
Lincoln	8	1.46%
Catawba	7	1.28%
Johnston	7	1.28%
Cumberland	6	1.09%
Davidson	6	1.09%
Gaston	6	1.09%
Iredell	6	1.09%
Pender	6	1.09%
Alamance	5	0.91%
Cleveland	4	0.73%
Burke	3	0.55%
Carteret	3	0.55%
Chatham	3	0.55%



Harnett	3	0.55%
Henderson	3	0.55%
Pitt	3	0.55%
Rockingham	3	0.55%
Craven	2	0.36%
Moore	2	0.36%
Rowan	2	0.36%
Wilson	2	0.36%
Caldwell	1	0.18%
Chowan	1	0.18%
Davie	1	0.18%
Franklin	1	0.18%
Granville	1	0.18%
Greene	1	0.18%
Haywood	1	0.18%
Lee	1	0.18%
Macon	1	0.18%
Montgomery	1	0.18%
Onslow	1	0.18%
Person	1	0.18%
Randolph	1	0.18%
Robeson	1	0.18%
Stanly	1	0.18%
Wayne	1	0.18%
Grand Total	549	100.00%

NC811, December 2016: 549 Damage Events in 48 Counties

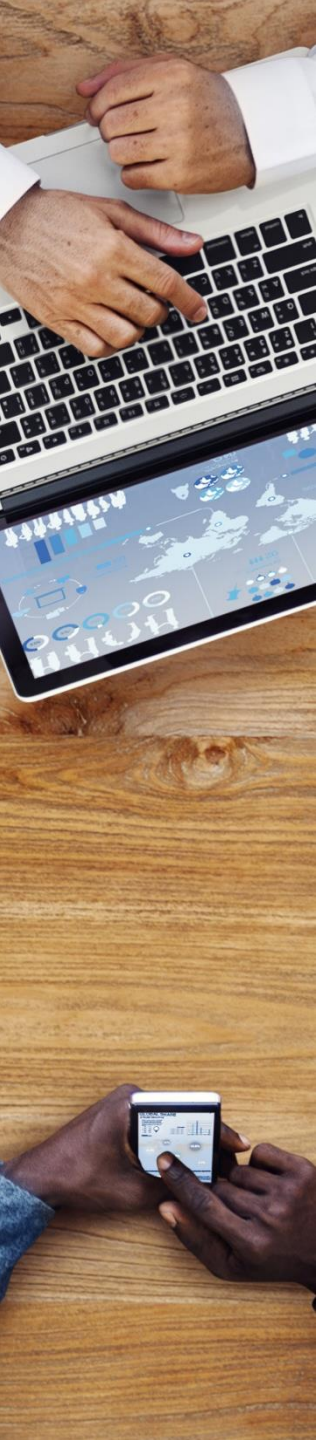
2016 Damages

Which Facility Was Damaged When What Work Was Performed?

	Facility Damaged							Grand	
	Telco	Cable TV	Electric	Nat Gas	Water	Unk/Other	Sewer	Total	GT%
Telecommunications	34	40	28	72	54	4	4	236	42.99%
Natural Gas	25	19	15		9	2	2	72	13.11%
Water	29	11	8	1	2	6		57	10.38%
Electric	22	14	11	2	3			52	9.47%
Sewer	5	13	8	1			1	28	5.10%
Cable TV	12		5	4	5			26	4.74%
Unknown/Other	5	5	5	3			2	20	3.64%
Fencing	4	2	4				1	11	2.00%
Landscaping	5	2		1				8	1.46%
Road Work	5	1		1			1	8	1.46%
Storm Drain/Culvert	1		2	1	1			5	0.91%
Pole	4	1						5	0.91%
Irrigation	1	3						4	0.73%
Bldg. Construction			3				1	4	0.73%
Street Light	1	1	1	1				4	0.73%
Drainage	1		2					3	0.55%
Driveway	2							2	0.36%
Site Development	1							1	0.18%
Curb/Sidewalk	1							1	0.18%
Grading							1	1	0.18%
Traffic Signal		1						1	0.18%
Grand Total	158	113	92	87	74	18	7	549	100.00%
	28.78%	20.58%	16.76%	15.85%	13.48%	3.28%	1.28%		

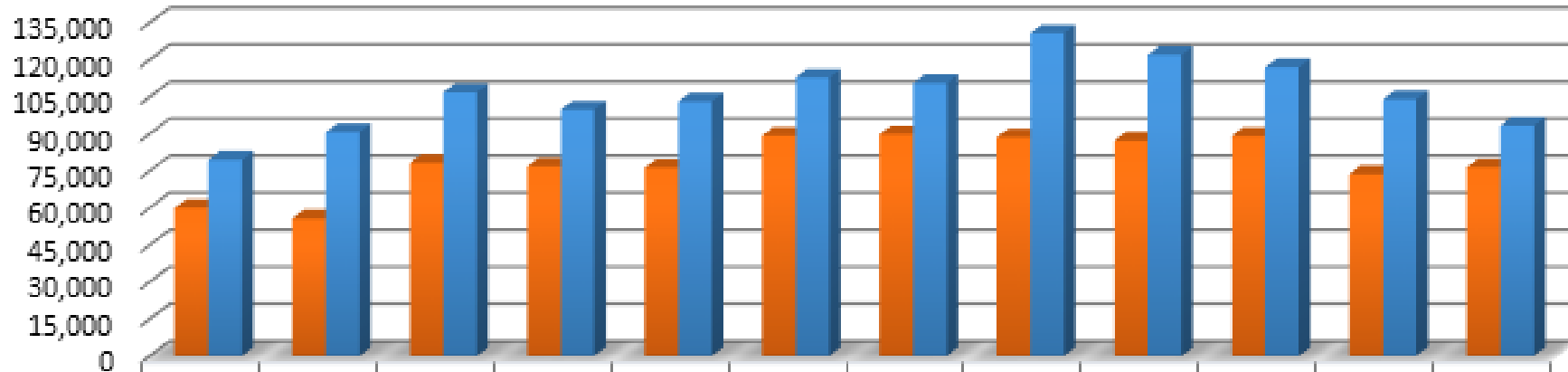
NC811, December 2016: 549 Damage Events in 48 Counties

REMOTE TICKET ENTRY



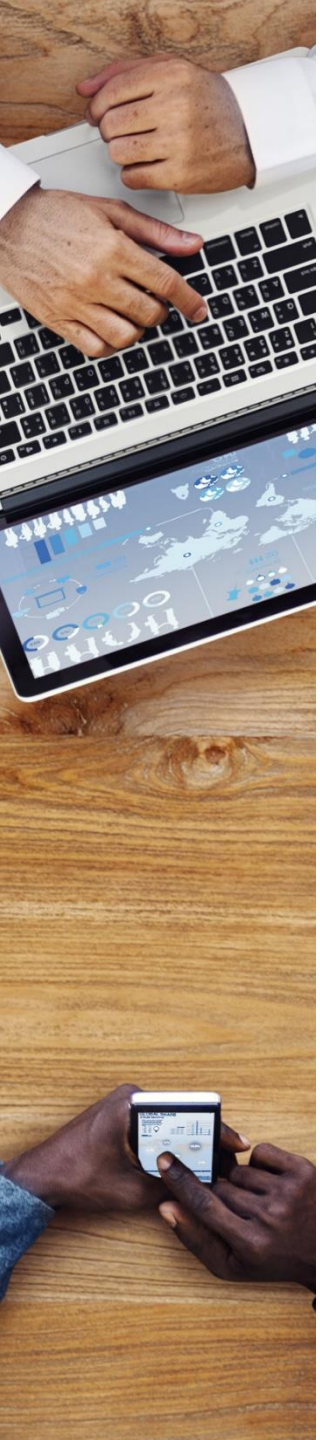
Total Tkt Summary	138,076
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

RTE Volume 2016 vs 2015



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015 RTE Volume	59,903	55,718	78,178	76,785	76,318	89,232	89,754	88,621	87,231	89,046	73,662	76,399
2016 RTE Volume	79,493	90,702	106,800	99,782	103,117	112,746	110,517	130,712	122,033	116,951	103,975	93,219

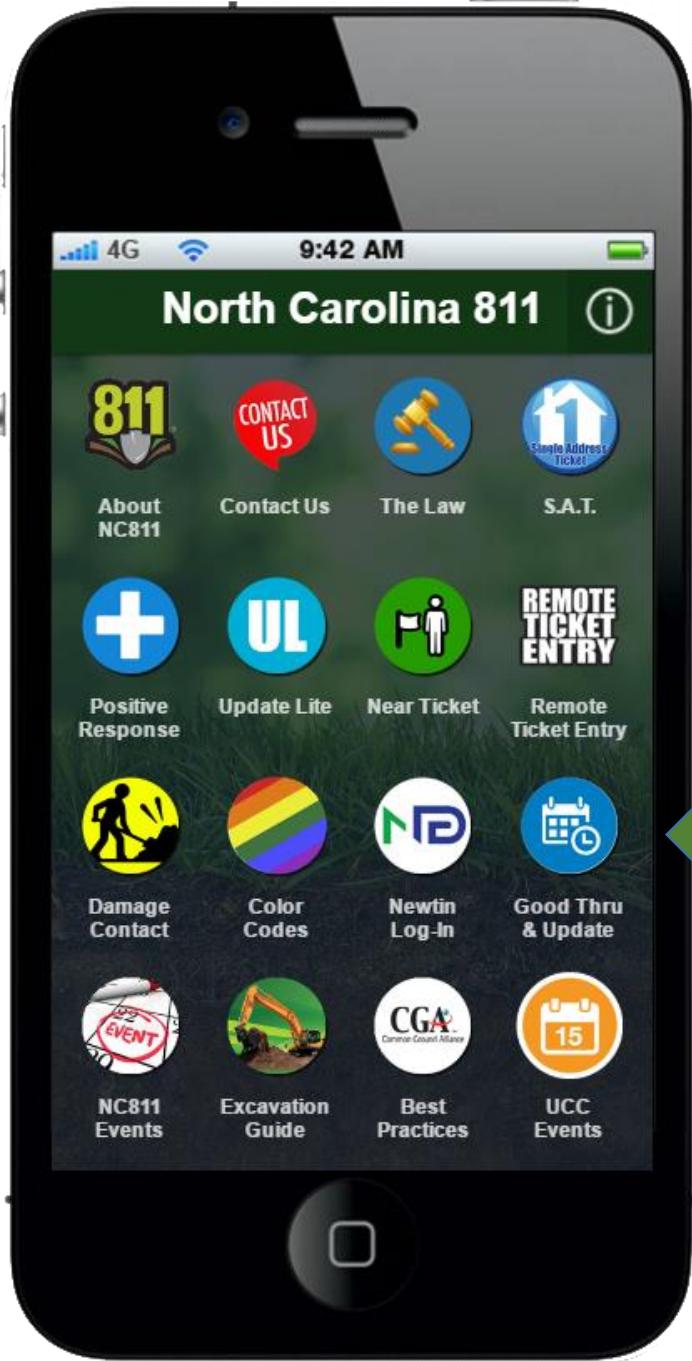
REMOTE TICKET ENTRY



Acquired RTE Participants 2016 vs 2015

Qtr	Month	2016	2015	Difference (+/-) 2016 v/s 2015
1QTR	Jan	71	76	-5
	Feb	87	62	25
	Mar	85	57	28
2QTR	Apr	81	54	27
	May	83	46	37
	Jun	82	66	16
3QTR	Jul	49	62	-13
	Aug	82	78	4
	Sep	67	57	10
4QTR	Oct	61	67	-6
	Nov	65	52	13
	Dec	47	48	-1
YTD Total		860	725	135
1Q		243	195	48
2Q		246	166	80
3Q		198	197	1
4Q		173	167	6

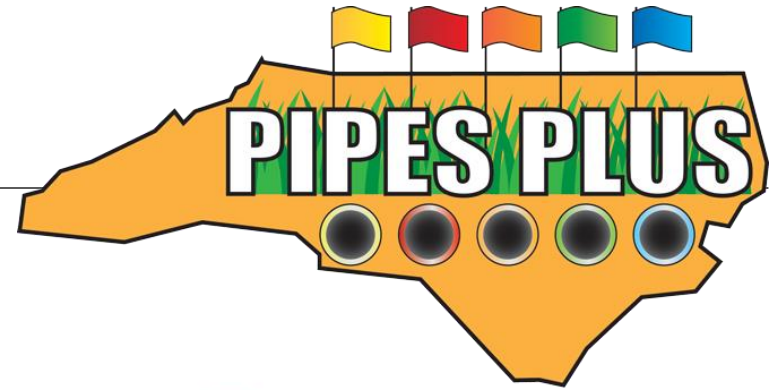
Good Thru & Update



Know the life of your ticket and when to update it with the Good Thru & Update section on the NC811 App

Pipes Plus in Spanish

Available online now!



www.ncpipesplus.org

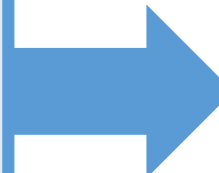
www.nc811.org/safe-digging-partner.html




Safe Digging Partner

NC Underground Damage Prevention Review Board Process

Complaint received,
response sent within
10 days, response material
compiled, case number
assigned



Board reviews the
information provided by the
parties and determines
whether a violation
occurred or if there is
insufficient evidence. Action
or penalty is determined.



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graph TD; A[Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.] --> B[If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.]; A --> C[If no response within 30 days, case is docketed with Utilities Commission and an order is issued.]; B --> D[If penalty is upheld, case is docketed with the Utilities Commission and an order issued.]; C --> E[Any future appeals are handled directly through arbitration.];
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Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.

If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.

If penalty is upheld, case is docketed with the Utilities Commission and an order issued.

If no response within 30 days, case is docketed with Utilities Commission and an order is issued.

Any future appeals are handled directly through arbitration.



An order issued from Utilities Commission from arbitration, may be appealed to the superior court division of the General Court of Justice in the county of alleged violation or in Wake County

The party cited with a violation will have (90) days to comply with the training requirement once docketed by the Utilities Commission. Their order will explain the details of compliance for fines and training to the individual receiving the order.

NC Underground Damage Prevention Review Board Process

NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way, Raleigh, NC



- January 17, 2017 - 9am to 4pm
- April 18, 2017 - 10am to 4pm
- July 18, 2017 - 10am to 4pm
- October 17, 2017 - 10am to 4pm

NC811 Holiday Schedule



HOLIDAY	DATE	DAY OF WEEK
New Years Day	January 2	Monday
*Martin Luther King Jr's Birthday	January 16	Monday
Good Friday	April 14	Friday
Memorial Day	May 29	Monday
Independence Day	July 4	Tuesday
Labor Day	September 4	Monday
*Veterans Day	November 10	Friday
Thanksgiving	November 23	Thursday
*Thanksgiving Day After	November 24	Friday
Christmas Eve & Christmas Day	December 25 & December 26	Monday / Tuesday
*Christmas Day After	December 27	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.*

2017 NC811 Board Meetings



4Q16

January 20, 2017
Grandover Resort &
Conference Center
Greensboro, NC

1Q17

April 21, 2017
Chetola Resort
Blowing Rock, NC

2Q17

July 21, 2017
The 1927 Lake Lure
Inn and Spa
Lake Lure, NC



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

2017 State UCC Meetings

March 14th, 2017
4211 Global Street
Raleigh, NC

SC/NC Joint Utility Coordinating Committee Conference

Wed, April 5, 2017 thru
Fri, April 7, 2017
10000 Beach Club Dr.,
Myrtle Beach, SC 29572





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.