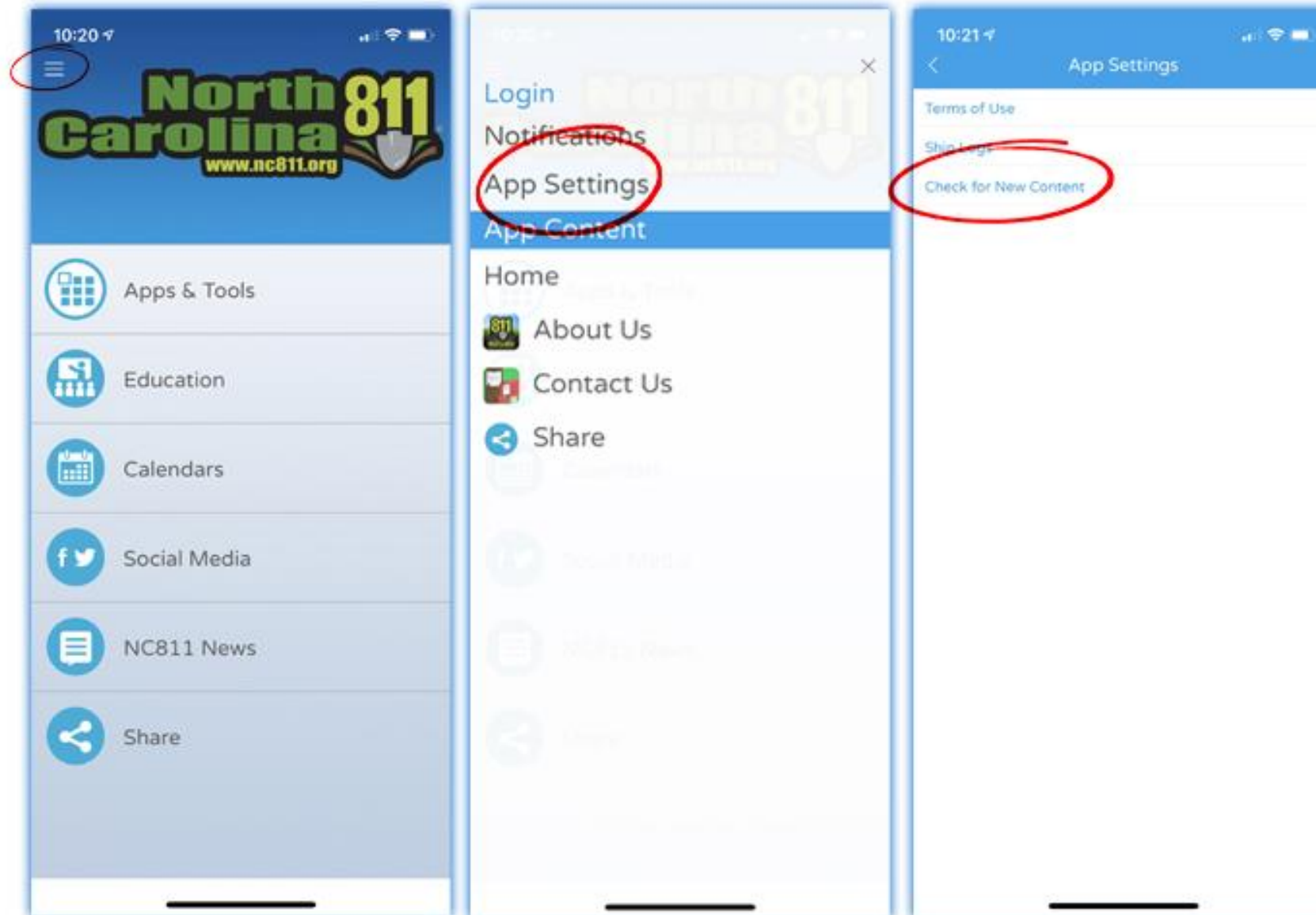




January 2019

Surry-Wilkes UCC

Make sure your app is up-to-date



Help us – Help you

North Carolina 811 is the 2nd largest call center for ticket volume in the country. Everyone needs to work together, to assist in helping locators with the influx of locate tickets.



Please use these following tips / practices to reduce the burden on our system

- *Wait as close to the 12th Day to update your locate tickets
- *Only request locate tickets for addresses that will be worked on in 3-4 days
- *White Line your work area if possible. This will allow the locator to finish your ticket quicker and speed up the process for everyone.
- *Make sure your white lining – matches your locate ticket
- *If you are not digging use a design/survey ticket

Members must respond to Survey Design tickets in 1 of 3 ways:

- **Locate**
- **Provide Maps**
- **Access to Maps**



Please use proper Positive Response codes



THE 2017 NC INCIDENT ANALYSIS IS HERE

DETAILED COUNTY BY COUNTY DATA ANALYSIS THROUGH USE OF NC 811 TICKET DATA AND DIRT REPORTED INCIDENTS

The Supermega™ Spreadsheet (SMS) was developed in 2013 to compare damage information by county using a variety of variables, including positive response codes, first time caller survey data and percentages, “failure to call” root cause and a wide range of education activities. The purpose of the sheet is to identify counties in which “incidents per thousand” tickets and transmissions have increased or decreased from year to year.



www.nc811.org/incident-analysis.html

Locate requests & transmissions

Dec. 2018 vs 2017

- Tickets
2018: 135,072
2017: 120,249
Difference: 12.33%
- Transmissions
2018: 751,039
2017: 695,757
Difference: 7.9%

YTD

- Tickets
2018: 2,012,022
2017: 1,906,148
Difference: 5.6%
- Transmissions
2018: 10,988,418
2017: 10,661,644
Difference: 3.1%



County Ticket Volume

YTD Totals 2018

Surry	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2017	66	111	6897	106	2532	9712
2018	78	85	6158	124	1619	8064
+/- Var	18.2%	-23.4%	-10.7%	17.0%	-36.1%	-17.0%
				Locates per day		34

County Ticket Volume

YTD Totals 2018

Wilkes	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2017	40	85	4995	107	1515	6742
2018	42	69	4448	131	1683	6373
+/- Var	5.0%	-18.8%	-11.0%	22.4%	11.1%	-5.5%
				Locates per day		27

County Ticket Volume

2017 Compared to 2018

Surry	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2017	4	5	371	10	215	605
2018	3	10	472	4	131	620
+/- Var	-25.0%	100.0%	27.2%	-60.0%	-39.1%	2.5%
Locates per day						30

County Ticket Volume

2017 Compared to 2018

Wilkes	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2017	7	3	500	14	198	722
2018	2	6	341	11	100	460
+/- Var	-71.4%	100.0%	-31.8%	-21.4%	-49.5%	-36.3%
Locates per day						22

County Ticket Distribution

WILKES	6759
ELKIN	203
HAYS	261
MILLERS CREEK	412
MORAVIAN FALLS	350
NORTH WILKESBORO	2133
PURLEAR	240
ROARING RIVER	239
RONDA	236
WILKESBORO	1965

County Ticket Distribution

SURRY	8573
DOBSON	1066
ELKIN	1099
LEVEL CROSS	210
MOUNT AIRY	3229
PILOT MOUNTAIN	970
SHOALS	470
STATE ROAD	201
WESTFIELD	267



Meetings and Events

Meetings

- **NC811 Board Meeting**
April 26, 2019
Doubletree by Hilton -Biltmore
115 Hendersonville Rd.
Asheville, NC
- **NC Underground Damage Prevention Review Board**
April 16, 2019 from 10 am to 4 pm
2550 Operation Way, Raleigh, NC
- **Locate Resolution Partnership Committee**
The 3rd Wednesday,
Feb, April, June, August, Oct, Dec
11:00 am - 1:00 pm
5009 High Point Rd., Greensboro, NC
- **State UCC**
March 12, 2019 from 10 am to noon
Dominion Energy/PSNC
421 Global St., Raleigh, NC

Holiday Calendar

HOLIDAY	DATE	DAY OF WEEK
New Years Day	January 1	Tuesday
*Martin Luther King Jr's Birthday	January 21	Monday
Good Friday	April 19	Friday
Memorial Day	May 27	Monday
Independence Day	July 4	Thursday
Labor Day	September 2	Monday
*Veterans Day	November 11	Monday
Thanksgiving	November 28	Thursday
*Thanksgiving Day After	November 29	Friday
Christmas Eve & Christmas Day	December 24 & December 25	Tuesday / Wednesday
*Christmas Day After	December 26	Thursday

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.

The NC811 Education Department

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.



Surry-Wilkes Feb 2019 UCC Meeting

Cagney's Kitchen

Friday February 1st 2019

Attendance Sheet Attached.

Meeting started at 8:36 am

Brian Morehouse- NC811 Opened the meeting

Introduction of all in attendance

Brian Morehouse- Western Region Education Liaison, opened the meeting by seeing if there were any issues that needed to be addressed. He reminded the group to always reach out to him with any issues that they may be having, need a ticket # and a brief explanation given on the problem that they are having.

Brian Morehouse went over the stats for the area (presentation will be on our website). Show a show video of the NC811 Year in review. As we all know 2018 was a very busy year for all, the video showed the many things that NC811 was involved in.

The stats for the area showed that there was a 23% increase in ticket volume for the Month of January. Very busy Month. Weather had been good and everyone agreed that their workload had increased.

Safe Winter driving tips was discussed with the group. Again this month the group was told how to download the NEW 811 App on their phone or tablets. A slide within our presentation talked about Damage Contacts and how to be able to use that from the App or by going to our NC811 website, nc811.org

It was mentioned to the group if anyone is interested in Pipes Plus Training, to please let Brian Morehouse know and NC811 will schedule a date and time to come out and do this class. You can have from 5 people to 100, NC811 will be able to accommodate all.

Tee- Shirts will be for purchase off of the NC811.org website. The cost for a shirt will be \$4.20 per shirt. They will come in two colors, blue and green with the 811 logo on the front and a brief message on the back. Deadline to order in February 28th 2019 (This was not discussed at this meeting but an email was sent out to those in attendance)

Open Table- Discussion about locates within the area.

Old Business- NONE

New Business-

Surry Yadkin has contractors on 3 phase work off of Hwy 77, General maint work being completed, cable replacement

NCDOT- Bridge repair/replacement continues throughout the county, roadside work and general maint work within the counties. Many projects are under review and expected to be released in march 2019

Frontier- NO major projects at this time to report

Next Meeting will be the first Friday in April 2019

Meeting adjourned at 9:22 am

Date: 2 / 1 / 19

[illegible]