



# Virtual UCC Meetings with Zoom

- The meeting room will be locked upon the start of the meeting for security.
- Every meeting will be recorded and the video will be posted on the [ncucc.org](https://ncucc.org) website
- In the chat section please type your name, company name, email and phone number
- Participant feature – raise hand. The meeting facilitator will acknowledge you.
- For those dialing in, \*6 will mute and unmute you. When you are not speaking, please put your phone on mute.
- If you miss the Zoom meeting you can watch the meeting by using the video link provided on [ncucc.org](https://ncucc.org). Visit your county UCC page for a listing of past meeting videos.

A man with a beard and a plaid shirt is pushing a wheelbarrow. A young child with blonde hair is sitting in the wheelbarrow, smiling. They are in a garden with green plants and a wooden fence in the background.

Protect  
the ones you  
**LOVE.**

Call 811  
before you  
**DIG.**



**Safety Sam**

Wake UCC

**North Carolina 811**  
www.nc811.org



# A message from the NC811 Executive Director



- UDPRB issued an RFP for Administrative Support
- Goal is to select a vendor and activate in 2020
- LRPC is working on member reports to continue to identify companies creating multiple short duration update ticket
- Make use of the SAT and RTE! Homeowner requests at an all-time high
- Homeowner requests take longer to process on the phone than experienced users
- Make sure that your companies are using the most efficient method to create tickets
- Get your flu shot!



## Is an update needed?

NC 811 wants to remind excavators that it is important to remember only update tickets when the work is continuing past the 15 working days. We know there are some projects that have been suspended or otherwise postponed. If this applies to you, please make certain to STOP updating the tickets for those jobs. When the job resumes, start a new ticket three full business days prior.



## Watch our latest video about excessive updates



<https://www.youtube.com/watch?v=mF6PRdbvn1w>



[nc811.org/single-address-ticket.html](http://nc811.org/single-address-ticket.html)



2.0

BURIED  
TELEPHONE  
CABLE

BURIED  
SEWER

BURIED  
GAS  
LINE

BURIED  
ELECTRIC  
CABLE

The new and improved, self-sufficient **Single Address Ticket** application for the excavation community. The improved application will allow for **IMMEDIATE** processing and delivery of the excavation/demolition notice. No more waiting for NC811 to view and process the notice on your behalf. The confirmation locate request number will be presented to you directly on the screen! Email Confirmations will continue to be sent as well.

# NC811 Tailgate Wrap Grant Campaign 2020

## - *October Winners* -

Eastern	City of Southport	Piedmont	City of High Point
Eastern	Star Communications	Southwest	Lincoln County Public Works
Eastern	Town of Maysville	Southwest	Electricities of NC
Eastern	Beaufort County Water Department	Southwest	City of Lexington
Eastern	Greenville Utilities	Southwest	City of Monroe NC
Eastern	Town of Wallace	Western	Yadkin Valley Sewer Authority
Eastern	Dare County Water Distribution	Western	City of Bessemer City
Eastern	City Of Southport	Western	City of Shelby
Eastern	City of Wilson	Western	City of Mount Holly
Eastern	ONWASA	Western	Town of Boiling Springs
Piedmont	Zebulon Public Works	Western	City of Hendersonville
Piedmont	Warren County Public Utilities	Western	Town of North Wilkesboro
Piedmont	City of Raleigh Water Department	Western	Town of Waynesville



# NC811 Data

Locate requests,  
transmissions, county  
ticket volume and  
distribution

# Locate Requests / Transmissions



SEPT. 2019 vs 2020

## TICKETS

2020: 193,200

2019: 186,592

Difference: 3.5%

## TRANSMISSIONS

2020: 1,084,790

2019: 1,032,861

Difference: 5.0%



Year-to-date

## TICKETS

2020: 1,639,229

2019: 1,724,421

Difference: -4.9%

## TRANSMISSIONS

2020: 9,347,853

2019: 9,385,706

Difference: -0.4%

**Safe Digging**  
at your fingertips

A close-up of a person's hands holding a smartphone. The screen shows the North Carolina 811 app interface with a blue header and several menu items: Apps & Tools, Education, Calendars, Social Media, NC811 News, and a Share button. The background is a blurred bokeh of warm lights.

[nc811.org/nc811app.html](http://nc811.org/nc811app.html)

**North Carolina 811**  
www.nc811.org



# County Ticket Volume

2020 stats compared with 2019

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
2019	1754	181	17511	881	5256	25583
2020	996	238	19588	529	6143	27494
+/- Var	<b>-43.2%</b>	31.5%	<b>11.9%</b>	-40.0%	<b>16.9%</b>	<b>7.5%</b>
				Locates per day		<b>1375</b>

# County Ticket Volume

YTD stats compared with previous year

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
2019	14161	1847	146742	8092	51370	222212
2020	9974	1904	138530	4911	50693	206012
+/- Var	-29.6%	3.1%	-5.6%	-39.3%	-1.3%	-7.3%
				Locates per day		1084

# County Ticket Distribution

County/Place	09 Sept
<b>WAKE</b>	<b>27494</b>
ANGIER	33
<b>APEX</b>	<b>2477</b>
CARALEIGH	2
CARPENTER	1
<b>CARY</b>	<b>4102</b>
CLAYTON	14
CLEGG	1
<b>DURHAM</b>	<b>143</b>
FELTONVILLE	1
FIVE POINTS	2
<b>FUQUAY VARINA</b>	<b>1710</b>
<b>GARNER</b>	<b>1194</b>
HOLLAND	1
<b>HOLLY SPRINGS</b>	<b>1209</b>
<b>WILLOW SPRINGS</b>	<b>165</b>
<b>ZEBULON</b>	<b>471</b>

HOPKINS	1
<b>KNIGHTDALE</b>	<b>585</b>
LEESVILLE	6
<b>MORRISVILLE</b>	<b>764</b>
<b>NEW HILL</b>	<b>138</b>
NEW LIGHT	1
PURNELL	2
<b>RALEIGH</b>	<b>11438</b>
RESEARCH TRIANGLE PA	1
<b>ROLESVILLE</b>	<b>272</b>
SHOTWELL	23
SIX FORKS	5
WAKE CROSSROADS	2
<b>WAKE FOREST</b>	<b>2122</b>
WAKEFIELD	2
<b>WENDELL</b>	<b>605</b>
WEST PARKLAND	1



# Upcoming Holiday Information

- **\*Veterans Day: Wednesday, November 11<sup>th</sup>**
- **Thanksgiving: Thursday, November 26<sup>th</sup>**
- **Day after Thanksgiving: Friday, November 27<sup>th</sup>**

*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.*

For information on nc811 and ncucc events, visit the calendar section of nc811.org or the nc811 app

←

→

↺

nc811.org

28

⋮

NC811 Calendar of Events

Today

◀

▶

May 2020

▼

Print

Week

Month

Agenda

▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	May 1	2
National Safe Digging Month					8am CANCELED- C	1pm CANCELED-Da
	1:30pm CANCELED-	8:30am CANCELED-	10am CANCELED-D	1pm Conf call w/ Jc	12pm CANCELED- Y	
				6pm CANCELED-Th		
3	4	5	6	7	8	9
		Canceled - NCLM CityVision 2020 Conference - 10 Conve			11am Seeland Meet	Postponed - Gree
		7:30am Canceled -		8:10am NCRWA - Vi		2:30pm Bowman Gr
10	11	12	13	14	15	16
		Canceled-Statewide Safety Conference - Joseph S. Koury			1pm Facebook Proj	3pm Safety Sam- C
		8am CANCELED- D	CANCELED- NCAM	CANCELED-NCAM		
		10am Canceled-NU	8am 811 Car on Di	8:10am Canceled -		
		<a href="#">+2 more</a>				
17	18	19	20	21	22	23
	5pm Cleveland Cou	9am UCLIS-Teleconf		7:15am Atrium Hoz		

9:27


⋮

📶


🔋

Calendars


Stay up-to-date with these calendars



NC811 Events Calendar



NCUCC Calendar



RTE Calendar

# NC811 EDUCATION TEAM



**Ann Rushing**

Education Manager

Office Phone: 336-855-5760

Cell Phone: 336-944-5518

email: [annrushing@nc811.org](mailto:annrushing@nc811.org)



**Brian Morehouse**

Education Liaison - Western Region

Office Phone: 336-855-5760

Cell Phone: 336-482-6890

email: [bmorehouse@nc811.org](mailto:bmorehouse@nc811.org)



**Howard Corey**

Education Liaison - Eastern Region

Office Phone: 336-855-5760

Cell Phone: 336-317-5999

email: [howard@nc811.org](mailto:howard@nc811.org)



**Parrish Reddick**

Education Liaison - Piedmont Region

Office Phone: 336-855-5760

Cell Phone: 336-707-4528

email: [parrish@nc811.org](mailto:parrish@nc811.org)



**Tami Stout**

Education Liaison - SW Region

Office Phone: 336-855-5760

Cell Phone: 336-601-8644

email: [tami@nc811.org](mailto:tami@nc811.org)



**Steven Moore**

Media Relations Specialist

Office Phone: 336-855-5760

Cell Phone: 336-382-4109

email: [smoore@nc811.org](mailto:smoore@nc811.org)





Thank you for your time and attention.

You can get a PDF copy of this presentation on

[www.ncucc.org](http://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.

If you would like to watch this Zoom meeting at a later date or share it with others, please visit [ncucc.org](http://ncucc.org). Go to County UCC's. The video will be listed under the month and year the meeting took place.