



# **NORTH CAROLINA 811**

**JUNE 2022**

**MONTHLY UPDATE**

**Henderson-Polk-Transylvania UCC**

# A message from the NC811 Executive Director

Norfield launches Locator Logix! Visit here to view demo

<https://www.norfieldddp.com/locatorlogix.html>

LRPC continuing to work on trending “system noise” Can you help us eliminate some?

Letters were mailed to 89 excavators that caused a damage with no ticket.

Stay safe, stay hydrated and stay cool!



*Louis Panzer*





**Annual  
Subscriptions  
as low as \$375**

## IMPROVE THE SAFETY OF WORKSITES THROUGH ACCURATE AND ON-TIME LOCATES.

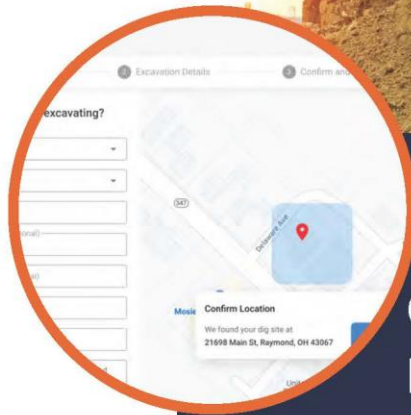
**Locator LOGiX** is a web-based locate management system designed for utilities and utility locators to manage their utility line locate requests sent by an 811 center.

Keep all parties in sync with advanced communication features such as alerts, broadcast messages from 811 centers, and even Electronic Positive Responses so utilities can communicate directly to the 811 center and excavators on the work being done.

**Locator LOGiX** modernizes your location procedures with state-of-the-art intelligence including advanced work planning, scheduling and load balancing capabilities.

**CLICK TO  
WATCH DEMO**

Contact us at [sales@norfielddp.com](mailto:sales@norfielddp.com)



## Core Features

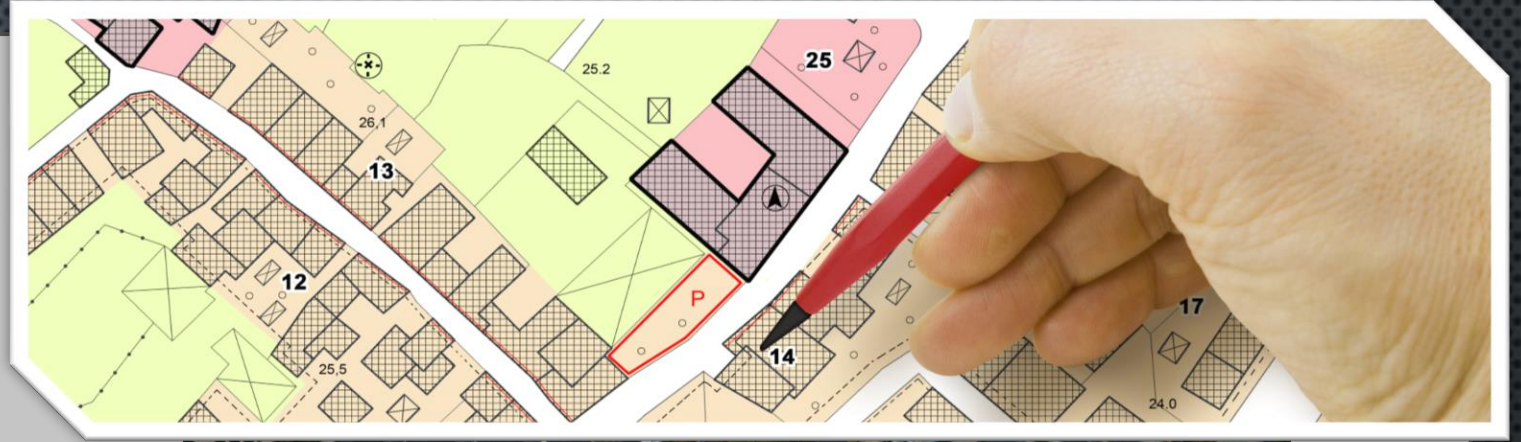
- RESPONSE AND LOCATOR ASSIGNMENTS
- PREDICTIVE ANALYTICS FOR RISK ASSESSMENT
- ACCURATE GIS MAPPING
- ROBUST REPORTING
- ADVANCED SEARCH FUNCTIONALITY
- ELECTRONIC POSITIVE RESPONSE (EPR)

<https://www.norfielddp.com/locatorlogix.html>





# Apartments on 1 parcel with multiple addresses



A ticket for each building address on the one parcel, helps both the excavator & the locator.





# NC811 Data Insights

Locate requests, transmissions,  
county ticket volume and distribution



# Locate Requests & Transmissions for NC

May. 2021 vs 2022

## **TICKETS**

2022: 218,177

2021: 190,330

Difference: 14.6%

## **TRANSMISSIONS**

2022: 1,162,546

2021: 1,053,726

Difference: 10.3%

Year-to-Date

## **TICKETS**

2022: 1,013,733

2021: 958,656

Difference: 5.7%

## **TRANSMISSIONS**

2022: 5,514,862

2021: 5,383,303

Difference: 2.4%

# COUNTY TICKET VOLUME

YTD stats compared with previous year

Henderson	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	199	77	6779	182	2562	9799
2022	446	94	8270	200	3571	12581
+/- Var	124.1%	22.1%	22.0%	9.9%	39.4%	28.4%
Work Days 104		Avg Locates per Day 121				



# COUNTY TICKET VOLUME

YTD stats compared with previous year

Polk	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	34	16	1421	59	478	2008
2022	28	16	1096	32	153	1325
+/- Var	-17.6%	0.0%	-22.9%	-45.8%	-68.0%	-34.0%
Work Days 104		Avg Locates per Day 13				

# COUNTY TICKET VOLUME

YTD stats compared with previous year

Transylvania	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	25	25	1648	84	331	2113
2022	109	20	1906	69	1330	3434
+/- Var	336.0%	-20.0%	15.7%	-17.9%	301.8%	62.5%
Work Days 104		Avg Locates per Day 33				



# COUNTY TICKET VOLUME

2022 stats compared with 2021

Henderson						
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	49	33	1481	45	462	2070
2022	137	16	1923	49	830	2955
+/- Var	179.6%	-51.5%	29.8%	8.9%	79.7%	42.8%
Work Days 20		Avg Locates per Day 148				

# COUNTY TICKET VOLUME

2022 stats compared with 2021

Polk	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	8	3	237	13	157	418
2022	9	5	263	6	25	308
+/- Var	12.5%	66.7%	11.0%	-53.8%	-84.1%	-26.3%
Work Days 20		Avg Locates per Day 15				



# COUNTY TICKET VOLUME

2022 stats compared with 2021

Transylvania	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	3	3	269	14	75	364
2022	25	5	325	9	217	581
+/- Var	733.3%	66.7%	20.8%	-35.7%	189.3%	59.6%
Work Days 20		Avg Locates per Day 29				

# COUNTY TICKET DISTRIBUTION

<b>HENDERSON</b>	<b>2955</b>
EAST FLAT ROCK	42
EDNEYVILLE	52
ETOWAH	53
FLAT ROCK	271
FLETCHER	330
GERTON	16
HENDERSONVILLE	1775
HORSESHOE	42
LAUREL PARK	63
MILLS RIVER	188
MOUNTAIN HOME	10
SALUDA	53
ZIRCONIA	33



# COUNTY TICKET DISTRIBUTION

POLK	308
COLUMBUS	113
GREEN CREEK	13
MILL SPRING	35
SALUDA	40
SUNNY VIEW	12
TRYON	94

# COUNTY TICKET DISTRIBUTION

TRANSYLVANIA	581
BALSAM GROVE	41
BREVARD	221
CEDAR MOUNTAIN	31
DUNNS ROCK	12
LAKE TOXAWAY	43
PENROSE	37
PISGAH FOREST	84
ROSMAN	23
SAPPHIRE	75
TOXAWAY FALLS	9



# DAMAGES REPORTED FOR MAY 2022

ALAMANCE	5
ALEXANDER	1
ALLEGHANY	1
ANSON	5
ASHE	0
AVERY	1
BEAUFORT	0
BERTIE	0
BLADEN	2
BRUNSWICK	12
BUNCOMBE	24
BURKE	0
CABARRUS	43
CALDWELL	5
CAMDEN	1
CARTERET	5
CASWELL	0
CATAWBA	13
CHATHAM	6
CHEROKEE	0
CHOWAN	0
CLAY	1
CLEVELAND	4
COLUMBUS	1

CUMBERLAND	45
CURRITUCK	0
DARE	7
DAVIDSON	8
DAVIE	2
DUPLIN	1
DURHAM	45
EDGECOMBE	0
FORSYTH	42
FRANKLIN	10
GASTON	25
GATES	0
GRAHAM	1
GRANVILLE	2
GREENE	0
GUILFORD	52
HALIFAX	1
HARNETT	18
HAYWOOD	1
HENDERSON	7
HERTFORD	1
HOKE	2
HYDE	0
IREDELL	22
JACKSON	2

JOHNSTON	21
JONES	3
LEE	13
LENOIR	0
LINCOLN	11
MACON	0
MADISON	0
MARTIN	0
MCDOWELL	0
MECKLENBURG	191
MITCHELL	0
MONTGOMERY	1
MOORE	7
NASH	2
NEW HANOVER	16
NORTHAMPTON	0
ONSLOW	27
ORANGE	11
PAMLICO	1
PASQUOTANK	1
PENDER	6
PERQUIMANS	0
PERSON	1
PITT	37
POLK	2

RANDOLPH	9
RICHMOND	4
ROBESON	3
ROCKINGHAM	3
ROWAN	10
RUTHERFORD	4
SAMPSON	0
SCOTLAND	1
STANLY	3
STOKES	2
SURRY	4
SWAIN	0
TRANSYLVANIA	3
TYRRELL	0
UNION	53
VANCE	1
WAKE	165
WARREN	0
WASHINGTON	0
WATAUGA	2
WAYNE	2
WILKES	0
WILSON	13
YADKIN	0
YANCEY	0
RANDOLPH	9

# CALENDAR OF EVENTS



# MEETINGS

## NC811 Board Meeting

**2Q22**

**Friday, July 22nd, 2022**

8:30 am to 10:30 am

Chetola Resort at Blowing Rock

*contact Stephanie Brown for details.  
stephanie@nc811.org*

## NC Underground Damage Prevention Review Board

**Thursday, August 4<sup>th</sup>, 2022**

NC811 Event Center - Greensboro

*Starts at 10 am*

*Visit: <https://udprb.nc.gov>*



# MEETINGS

## State UCC

**Tuesday, July 12<sup>th</sup>, 2022**

NC811 Events Center, Greensboro

*Starts at 10 am*

*Go to <https://ncucc.org/> for the virtual meeting link*

## NC Locate Resolution Partnership Committee

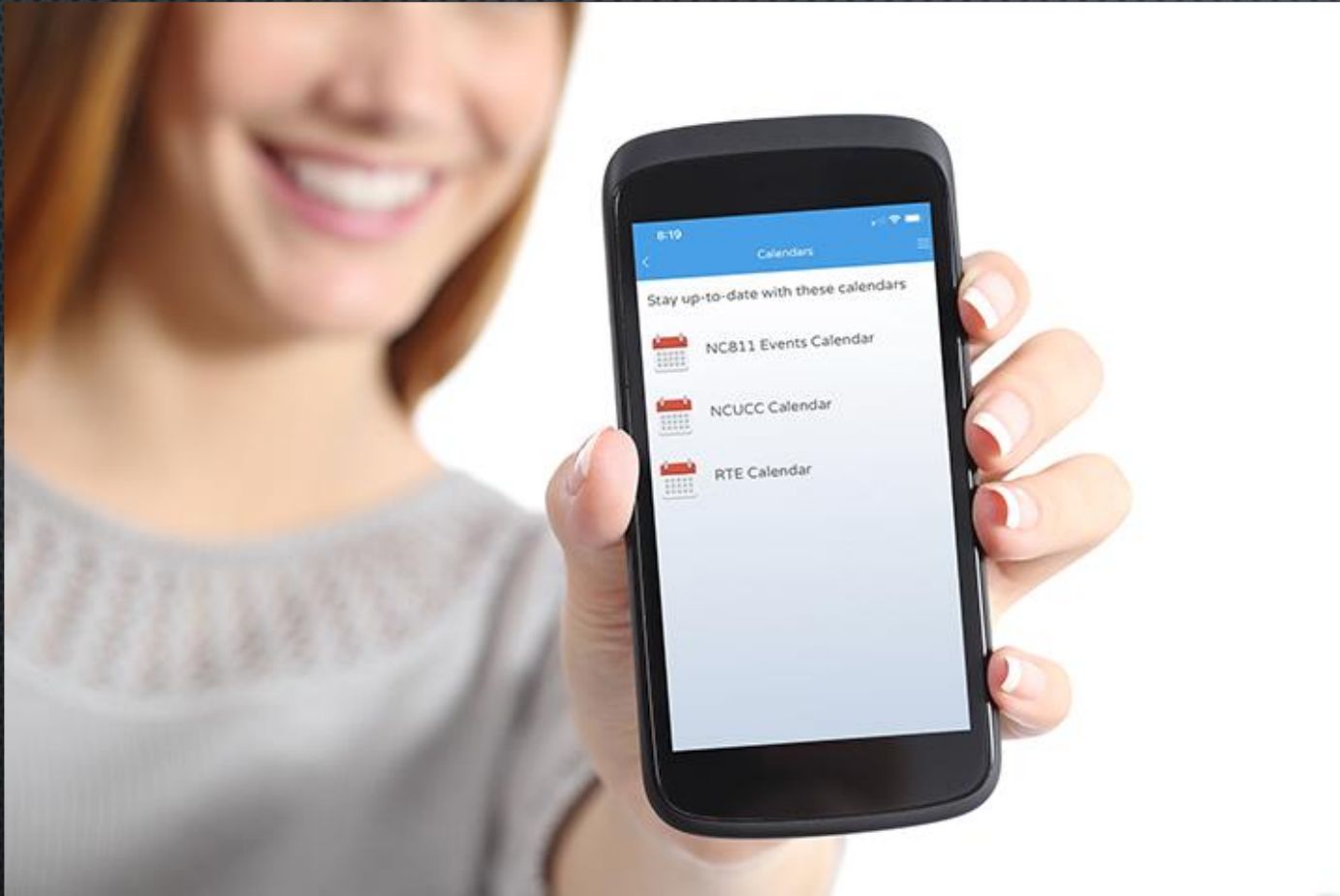
**Wednesday, July 20<sup>th</sup>, 2022**

*Virtual Teams Meeting*

*11 am – 1 pm*

*Go to <https://ncucc.org/> for the virtual meeting link*

# CALENDAR



For information on NC811 & NCUCC events, visit the calendar section of [nc811.org](http://nc811.org) or the nc811 app.



# NC811 Education Team



**Ann Rushing**

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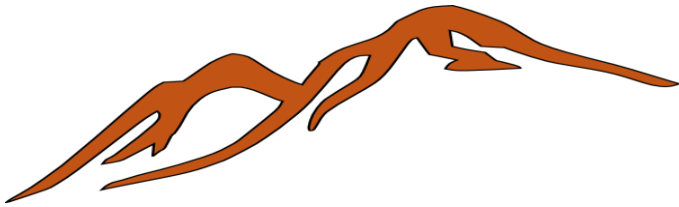
Thank you for your time and attention.  
A copy of this presentation is available at  
**[www.ncucc.org](http://www.ncucc.org)**



If this meeting was virtual or hybrid, a video is available on [ncucc.org](http://ncucc.org). Go to County UCC's. The video will be listed under the month and year the meeting took place.



# North Carolina Henderson-Polk- Transylvania Utilities Coordination Committee



## Meeting Minutes

Date: 5/12/2022

Place: Bay Breeze Seafood

Address: 1830 Asheville Hwy

Town: Hendersonville, NC

**Called to Order & Welcomed to Guest**

A total of **16** members attending today's meeting.

**Below are highlights of the NC 811  
Presentation for June 2022:**

1. A complete listing of all stats for the previous month of May 2022 are included in the **PDF presentation file** attached to the email used to send these minutes out. Listed below is a highlight of tickets transmissions for the past month:

- Brian Morehouse called the meeting to order @ **11:37** AM
- Brian Morehouse went over housekeeping and emergency evacuation.

### Introductions

- **Brian Morehouse** started introductions, and then went around the room.
- Safety Share presented by: **Brian Morehouse**
- Topic – **June is here-  
Going to be a “HOT” one**

### Old Business

- Any Changes to last month's minutes? (NONE)

### Officer Reports

**Chair-** Nothing new to report.

**Co-Chair/Secretary-** Please see attendance sheet attached. **Minutes –Henderson-Polk-  
Transylvania NC 811 Meeting**

2.

Busy across the system, please remember to call in your locates. Also, working very hard to reduce un-needed Updates. Please look over the Updates for your office, if the work isn't taking place, please don't call in an Update Ticket.

V

Locate Requests & Transmissions for NC

May, 2021 vs 2022

TICKETS

2022: 218,177

2021: 190,330

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Difference: 5.7%

TRANSMISSIONS

2022: 5,514,862

2021: 5,383,303

Difference: 2.4%



3. **Upcoming Meeting Dates (Refer to the attached presentation for further details):**

- State UCC Meeting will be held on, Tuesday, July 12<sup>th</sup>, 2022 @ 10am, NC811 Event Center, Greensboro, NC
- **2Q Quarter Board Meeting** will be held on Friday July 22, 2022, 8:30 AM to 10:30 AM in Blowing Rock, NC. Contact Stephanie for details at: [Stephanie@nc811.org](mailto:Stephanie@nc811.org).
- **The NC Underground Damage Prevention Review Board**: Will meet on Thursday, August 4<sup>th</sup>, 2022, at 10:00 AM. <https://udprb.nc.gov/>

4. NCLRPC- Meeting will be held on Wednesday, July 20<sup>th</sup>, 2022, at the NC811 Event Center, Greensboro, NC, 10 AM

**SPECIAL REMINDERS:**

- **Damage Reporting:** Remember that if you damage an underground utility, it is **your responsibility to report this damage to NC 811 UCC. Offices in Greensboro.**
- Below is the website where you can go to communicate "Damage Violations."  
<https://www.nc811.org/report-a-violation.html>
- **Remember!** If you hit an underground objective, and you think it is a Gas Line, do the following in this order:
  - **Call 911 to report the accident!**
  - **Call the Gas Company and let them know the specifics concerning the damage!**
  - **Call 811 to report the accident to our office!**
- **Damage Reporting:** It is **YOUR** responsibility to report ALL damages to underground utilities. The reports must be reported to the NC 811UCC offices in Greensboro.

**Brian Morehouse – NC 811 Comments:** .

- If you do not already have the NC811 app installed on your mobile device, get it, it is a helpful tool to use in your daily jobs.
- If you have damages made to your systems, you can look into filing a complaint with the UGDPRB. Please visit the [udprb.nc.gov](https://udprb.nc.gov) website for more details. Remember, to take several photographs from various angles to be submitted with your written claim.

### **New Business**

**Great turnout and looking to keep growing. Please invite contractors from the field and others within your organization. We want to hear from everyone.**

### **Open Discussion**

**Brian Morehouse went over calling tickets in. Please make sure you give correct contact information. If you are doing a project, please give a good description on what is being done. No need to have entire property located if you are only working on the front of property. This will save time on locator marking unnecessary locations.**

○ 2

### **Round-table Discussions:**

Thank you to everyone who came to our meeting today. Please come back at any time you can.

### **Open Discussion**

○ 2

### **Reports**

- A. **NC 811 / One Call** – Brian provided us with the monthly 811 update. Also Brian talked to us about 811 having them come to your office and do an 811 Safety Presentation.
- B. **N.C.D.O.T Work is being released and work continues to move forward on 26. Carl Ownbey will retire in September, Larry Ammons will take his place.**
- C. **Dominion Energy** – Locates tickets coming in is heavy. Staying on top of things and moving ahead. The day after Memorial Day was the highest number of tickets received by Dominion Energy. Over 3,000 in one day.
- D. **USIC – NA**
- E. **Comporium- NA**
- F. **Duke Energy NA**
- G. **Steel Creek- NA**
- H. **Spectrum –**
- I. **AnSCO- NA**
- J. **AT&T – N/A.**
- K. **Foremost- NA**
- L. **The Oaks HOA-NA**

M. City of Hendersonville- Hired a new locator, they now have (3) locators. Request more information on tickets. Having a problem with contractors calling in a ton of tickets at one time. They are not able to keep up. Emergency locates seem to still be an issue.

N.

**Next Meeting – Thursday, July 14th, 2022 at 11:30 am at Bay Breeze Seafood, 1830 Asheville Hwy, Hendersonville, NC**

Meeting adjourned at 1:18 pm

Minutes submitted by: Brian Morehouse- NC 811 Education Liaison



# HENDERSON - POLK - TRAILS

June 9th 2022

Brian Morehouse	NC811	Bmorehouse@nc811.org (336) 482-6858
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