
MONTHLY UPDATE

JANUARY
2023

ASHE-
ALLEGHANY





FROM LOUIS PANZER

NC811 EXECUTIVE DIRECTOR

- Welcome to 2023!
 - We are bracing for more volume and you should too.
 - Norfield DigLogix is coming soon! This application will assist excavators in creating and managing requests.
 - Patience + Planning + Process = Productivity.
-

ROOT CAUSE OF DAMAGE



Part I: Description of the Root Cause

Choose most descriptive cause:

One Call Notification Issue

- ☐ No notification made to One-Call Center / 811
- ☐ Excavator dug outside area described on ticket
- ☐ Excavator dug prior to valid start date/time
- ☐ Excavator dug after valid ticket expired
- ☐ Excavator provided incorrect notification information

Locating Issue

Facility not marked due to:

- ☐ ...No Response from operator/contract locator
- ☐ ...Abandoned facility
- ☐ ...Incorrect facility records/maps
- ☐ ...Locator error
- ☐ ...Tracer wire issue
- ☐ ...Site marked but incomplete at damage location
- ☐ ...Unlocatable facility

Facility marked inaccurately due to:

- ☐ ...Abandoned facility
- ☐ ...Incorrect facility record/maps
- ☐ ...Locator error
- ☐ ...Tracer wire issue

Excavation Issue

- ☐ Excavator dug prior to verifying marks by test-hole (pot-hole)
- ☐ Excavator failed to maintain clearance after verifying marks
- ☐ Marks faded, lost or not maintained
- ☐ Excavator failed to shore excavation/support facilities
- ☐ Improper backfilling
- ☐ Improper excavation practice not listed above

Miscellaneous Root Causes

- ☐ One-Call Center error
- ☐ Deteriorated facility
- ☐ Previous Damage
- ☐ Root Cause not listed above (comment required)

DATA INSIGHTS

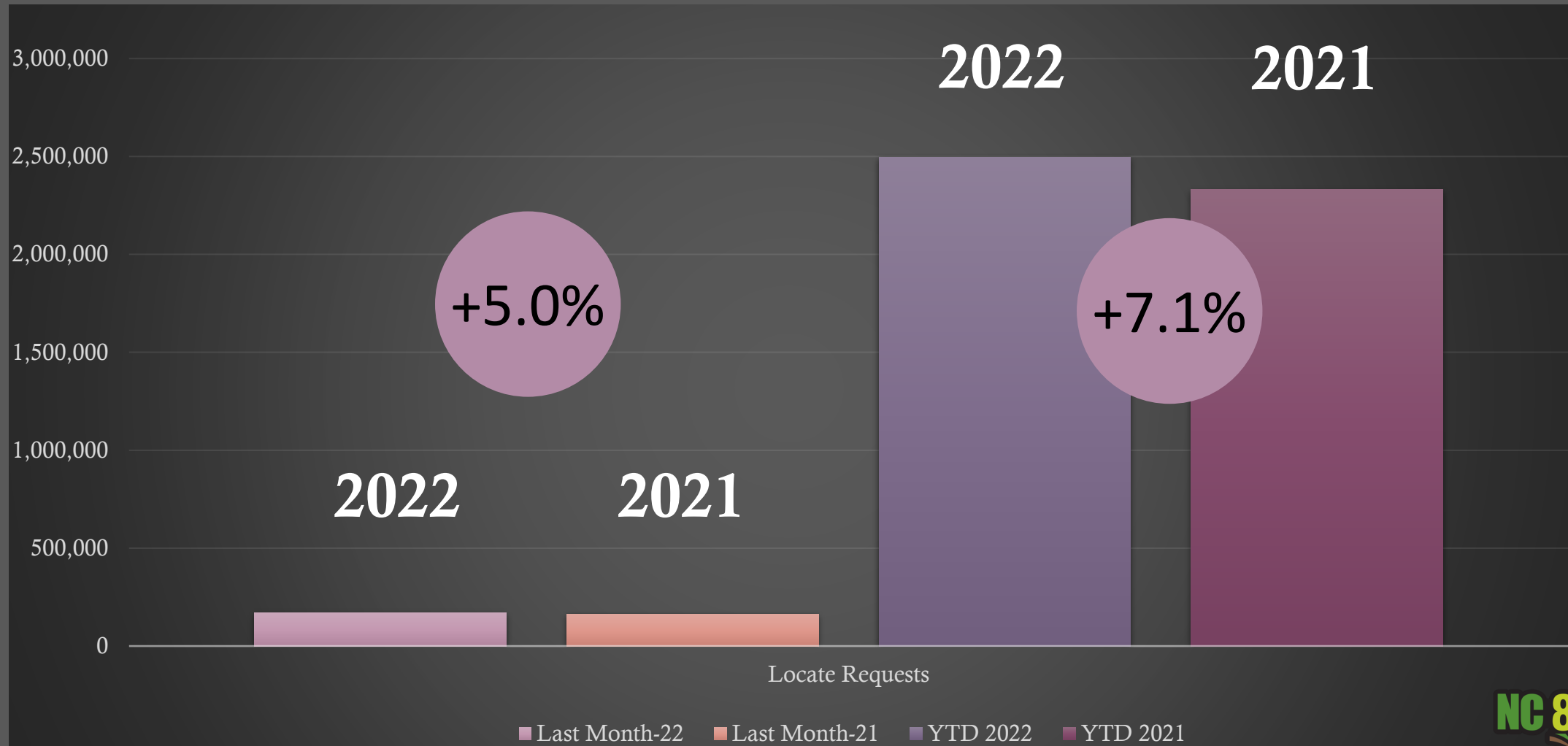
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

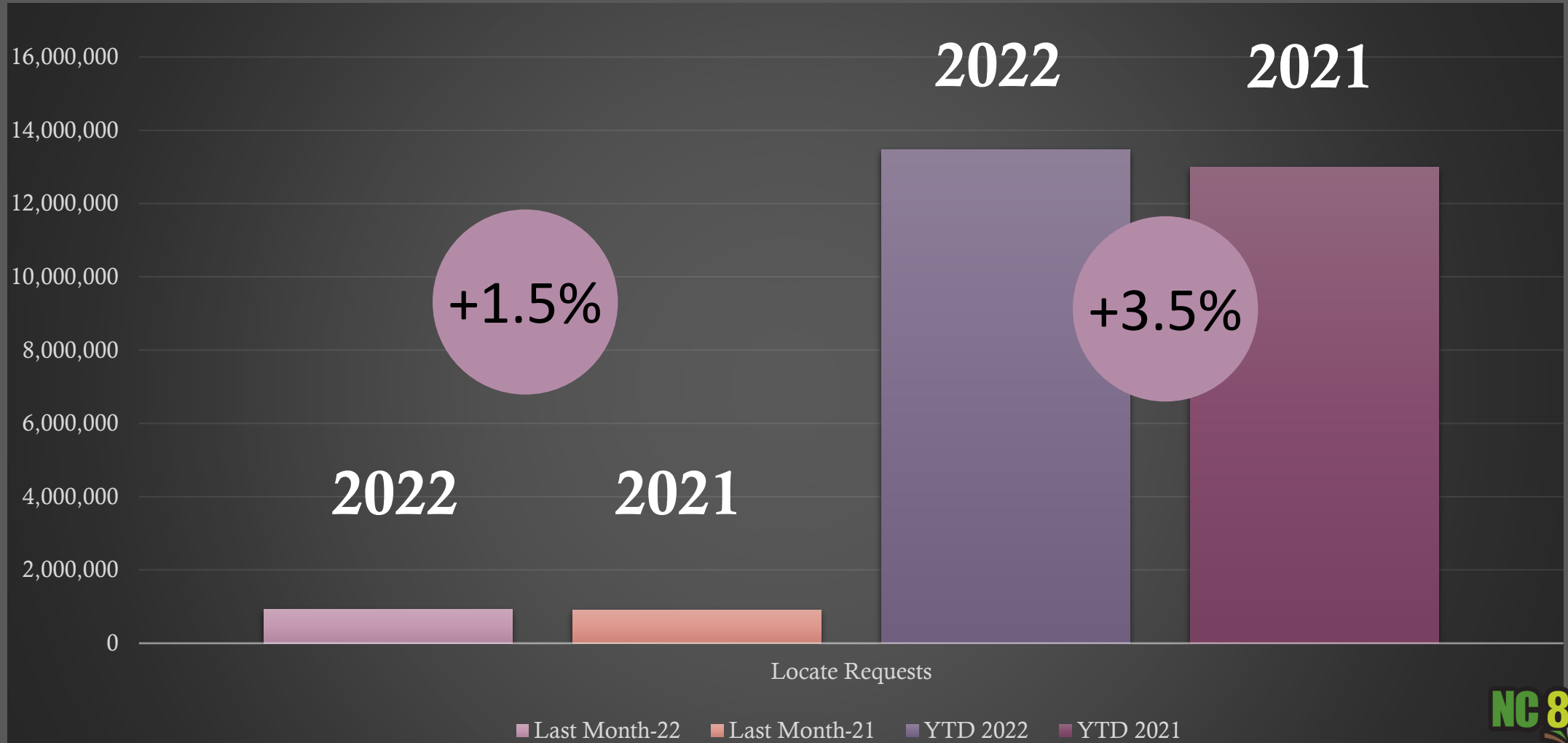
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

Ashe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	2	2	153	3	143	303
2022	3	1	141	2	53	200
	50.0%	-50.0%	-7.8%	-33.3%	-62.9%	-34.0%
				Locates per day		10

COUNTY TICKET VOLUME 2022 VS 2021

Alleghany	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1	1	52	1	11	66
2022	1	1	60	3	5	70
	0.0%	0.0%	15.4%	200.0%	-54.5%	6.1%
				Locates per day		4

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Ashe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	77	29	3066	120	1355	4647
2022	33	23	2524	67	887	3534
	-57.1%	-20.7%	-17.7%	-44.2%	-34.5%	-24.0%
			Locates per day			14

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Alleghany	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	28	9	1290	47	141	1515
2022	26	20	1447	36	226	1755
	-7.1%	122.2%	12.2%	-23.4%	60.3%	15.8%
			Locates per day			7

COUNTY TICKET DISTRIBUTION

ASHE	200
BALDWIN	3
CRESTON	8
CRUMPLER	7
FLEETWOOD	14
GLENDAL SPRINGS	2
JEFFERSON	66
LANSING	13
TODD	8
WARRENSVILLE	7
WEST JEFFERSON	71

COUNTY TICKET DISTRIBUTION

ALLEGHANY	70
GLADE VALLEY	7
LAUREL SPRINGS	6
PINEY CREEK	2
ROARING GAP	23
SPARTA	27

DAMAGES REPORTED LAST MONTH

ALAMANCE	6
ALEXANDER	2
ALLEGHANY	0
ANSON	1
ASHE	0
AVERY	0
BEAUFORT	0
BERTIE	0
BLADEN	2
BRUNSWICK	11
BUNCOMBE	16
BURKE	2
CABARRUS	37
CALDWELL	3
CAMDEN	1
CARTERET	0
CASWELL	0
CATAWBA	11
CHATHAM	4
CHEROKEE	0
CHOWAN	0
CLAY	0
CLEVELAND	4
COLUMBUS	5
Craven	9

CUMBERLAND	26
CURRITUCK	0
DARE	3
DAVIDSON	12
DAVIE	1
DUPLIN	2
DURHAM	35
EDGEcombe	0
FORSYTH	20
FRANKLIN	7
GASTON	15
GATES	0
GRAHAM	0
GRANVILLE	4
GREENE	0
GUILFORD	32
HALIFAX	0
HARNETT	11
HAYWOOD	4
HENDERSON	8
HERTFORD	0
HOKE	5
HYDE	0
IREDELL	13
JACKSON	1

JOHNSTON	22
JONES	0
LEE	9
LENOIR	1
LINCOLN	2
MACON	0
MADISON	0
MARTIN	0
MCDOWELL	2
MECKLENBURG	101
MITCHELL	0
MONTGOMERY	0
MOORE	7
NASH	4
NEW HANOVER	17
NORTHAMPTON	2
ONSLOW	8
ORANGE	8
PAMLICO	2
PASQUOTANK	2
PENDER	5
PERQUIMANS	0
PERSON	0
PITT	45
POLK	1

RANDOLPH	9
RICHMOND	3
ROBESON	5
ROCKINGHAM	1
ROWAN	14
RUTHERFORD	2
SAMPSON	0
SCOTLAND	2
STANLY	2
STOKES	0
SURRY	1
SWAIN	0
TRANSYLVANIA	1
TYRRELL	0
UNION	40
VANCE	1
WAKE	104
WARREN	0
WASHINGTON	0
WATAUGA	1
WAYNE	4
WILKES	1
WILSON	6
YADKIN	1
YANCEY	0

IMPORTANT DATES

NCUDPRB

Tuesday, Jan 17
10 am

Visit <https://udprb.nc.gov>
for location info

State UCC

Tuesday, Jan 10
10 am

Visit
<https://ncucc.org>
for location info

NCLRPC

Wednesday, Jan. 18
11 am

NC811 Events Center,
Greensboro
Hybrid Meeting
Visit <https://ncucc.org>
for meeting link

BOARD

Friday, Jan 20
8:30 am

Grandover Resort,
Greensboro

contact
Stephanie Brown for
details.
stephanie@nc811.org

CALENDAR

NC811 & NCUCC event
calendars can be found
on nc811.org or the
nc811 app



EDUCATION TEAM



Ann Rushing
Education
Manager



Tami Groves
Southeast
Liaison



Howard Corey
Eastern Liaison



Tyler Ross
Western Liaison



Parrish
Reddick
Piedmont Liaison



Steven Moore
Media Relations
Specialist





THANK YOU

A copy of this presentation is available at
www.ncucc.org

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

Ashe-Alleghany UCC Meeting January 17, 2023

Winner's Circle Restaurant, West Jefferson, NC

- Meeting started at 11:37 am
- NC811 presentation given
- BRE doing system improvements from 1 to 3 phase
- Sky Line putting in fiber optic.
- Had some issues with tickets showing due date, work date and completion on same date for multiple tickets. Updating tickets to change the work date and due date the same.
- Need to put Laurel Springs in Ashe County. A lot of laurel springs tickets are attributed to Jefferson in Alleghany.
- Discussed reaching out to Town of Jefferson. Said they are not on the ticket when we call 811.
- Discussed Sky Lines issues for service in Va where 811 in NC or Va won't take the call and the customer has to call Sky Line.
- Michelle Flowers reminded everyone of the proper protocol for alerting 811 for damage and gave folks the DIRT Field Form.
- Meeting adjourned at 12:18 pm

2 Sign-In Sheet

County Ashe-Alleghany

Date: 1/17/23

[illegible]