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MONTHLY UPDATE

JANUARY  
2023

BUNCOMBE









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# 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.
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# 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

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Locate Request, Transmissions,  
County ticket volume and distribution

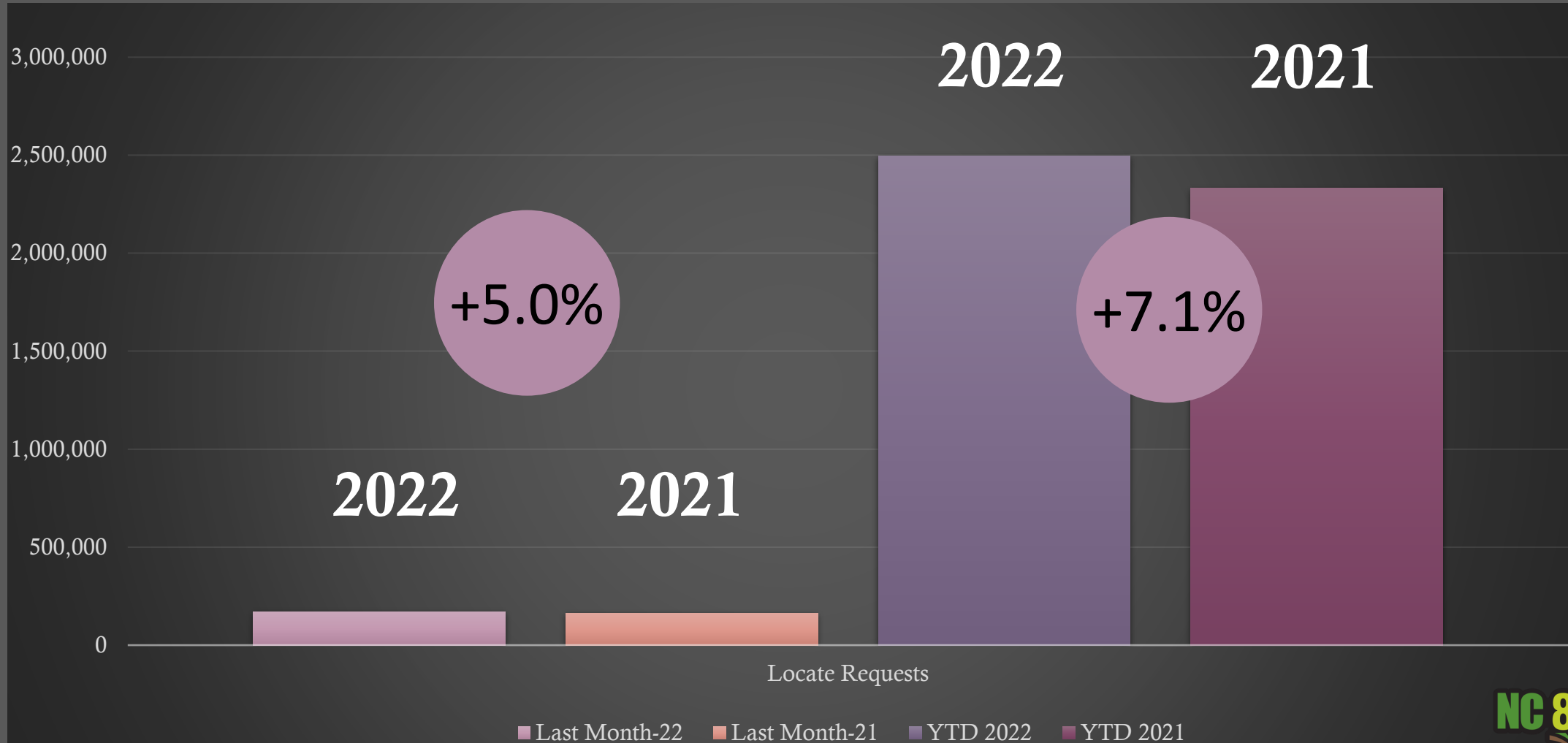




# LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

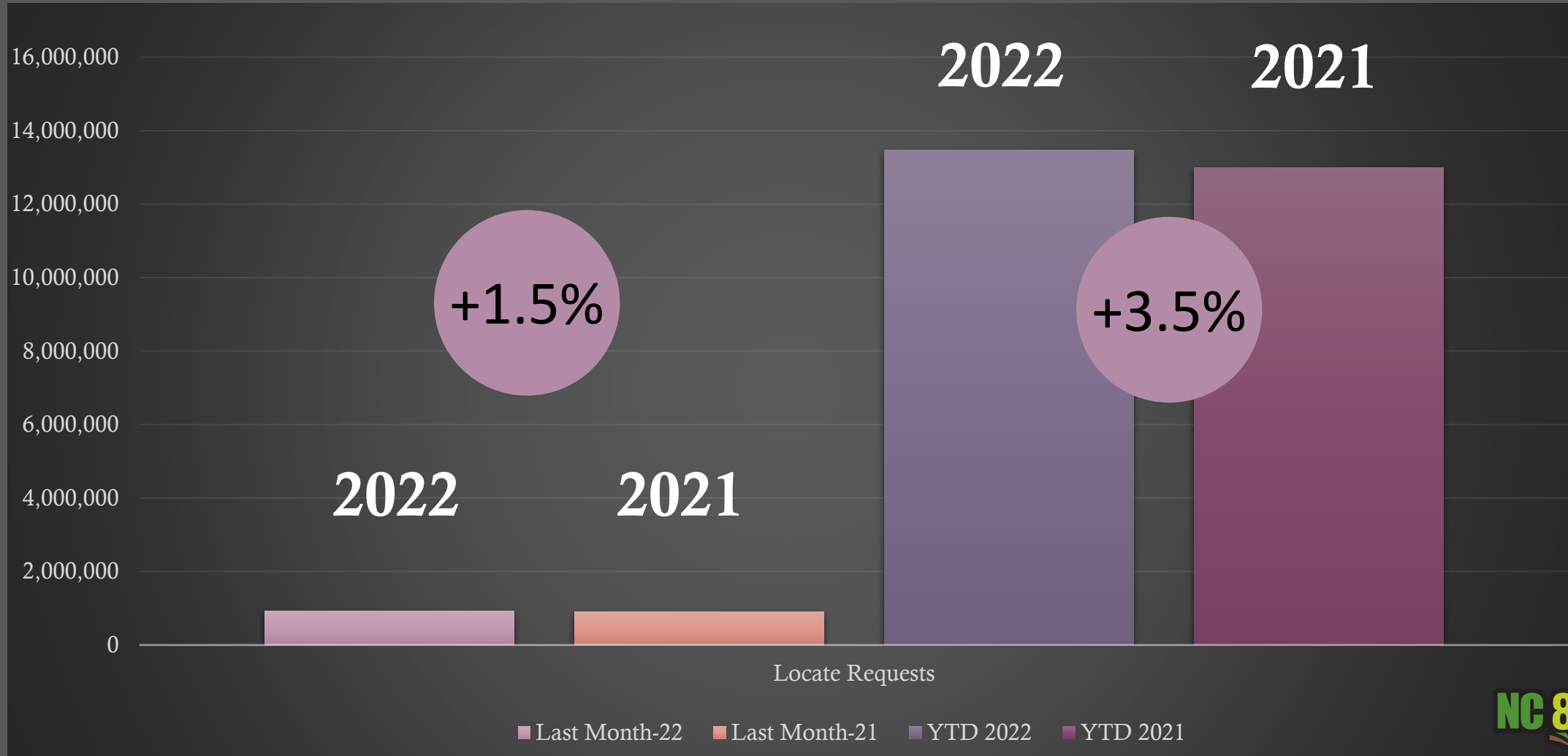
YTD 2022 vs 2021



# TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



# COUNTY TICKET VOLUME 2022 VS 2021

Buncombe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	109	27	2287	63	1127	3613
2022	182	20	2108	88	1027	3425
	67.0%	-25.9%	-7.8%	39.7%	-8.9%	-5.2%
				Locates per day		171



# COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Buncombe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1786	330	<b>31910</b>	1268	15872	<b>51166</b>
2022	2126	379	<b>32553</b>	1241	18658	<b>54957</b>
	19.0%	14.8%	<b>2.0%</b>	-2.1%	17.6%	<b>7.4%</b>
-				Locates per day		<b>218</b>

# COUNTY TICKET DISTRIBUTION

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<b>BUNCOMBE</b>	<b>3425</b>
ALEXANDER	30
<b>ARDEN</b>	<b>368</b>
<b>ASHEVILLE</b>	<b>1897</b>
AVERY CREEK	14
BARNARDSVILLE	7
BILTMORE FOREST	12
BLACK MOUNTAIN	214
CANDLER	278
ENKA	4
FAIRVIEW	175

HOMINY	4
LEICESTER	89
MONTREAT	6
SWANNANOA	105
WEAVERVILLE	170
WOODFIN	33

# DAMAGES REPORTED LAST MONTH

ALAMANCE	6
ALEXANDER	2
ALLEGHANY	0
ANSON	1
ASHE	0
AVERY	0
BEAUFORT	0
BERTIE	0
BLADEN	2
BRUNSWICK	11
<b>BUNCOMBE</b>	<b>16</b>
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

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# 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](mailto:stephanie@nc811.org)





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# CALENDAR

NC811 & NCUCC event  
calendars can be found  
on [nc811.org](http://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





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**THANK YOU**

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.

## Buncombe UCC Meeting January 19, 2023

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Galatic Pizza, Sardis Road, Asheville, NC

- Meeting started at 11:50 with Tyler Ross giving NC 811 Presentation
- Dominion Energy- Nothing new
- ATT- nothing new to report. Continuing with light dig.
- Duke- nothing going on
- COA- still on the 24" waterline. Currently at old Kmart and Payton, doing a small section of line in Haywood Road. 24" will run from Louisiana to Haywood
- MSD- starting a project on bell road on 1,000' of sewer line. Finished up wind street to Mtn street project. Still getting multiple single address tickets. Continuing on the 3 hr locates for positive response.
- USIC- new crews and large volume of tickets still. Large daily volume of tickets come in per day. Averaging close to 180/day.
- NCDOT- connector project coming. More projects coming late 2023 or earlier 2024. Mills Gap Road- July of 2024 widening project. A lot of small bridge stuff.
- Southern Cross- training 2 new employees. Locate request 39-60 per day.
- Meeting adjourned at approximately 1:20 pm



Sign-In Sheet

County Brunswick

Date: 1/19/23

Name	Company	Email	Phone Number
Ross	NC811	Tyler@nc811.org	336-944-1087
Jon Fry	COA Water	jfly2@ashville.nc.gov	828-777-1602
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Scott Demick	COA Water	sdemick@ashville.nc.gov	828-777-9750
Kevitt Houle	COA Water	khoule@ashville.nc.gov	777-1683
USA Webb	COA Water	lwebb@ashville.nc.gov	450 0133
Tim Lands	Duke	Tim.Lands@Duke-energy.com	412 2730
Brad Bullock	Duke	brad.bullock@duke-energy.com	828 2805319
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DAVID WINTENBERG	DUKE	David.wintenberg@duke-energy.com	828-280-5360
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MC BRIDE	MSD		
MIKE PRESLEY	MSD		
Billy Centrell	MSD		
R.L. Haynes	MSD	rlhaynes@msdbr.org	828-255-0161
CHIP LANCE	ATT		
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Colton Anderson	Southern Cross	CAnderson@SouthernCrossInc.com	770-417-6220
Andrew Magruder	Southern Cross	Andrew.Magruder@southerncrossinc.com	470 4934113
Keith Radeliff	NC DOT	kradeliff@ncdot.gov	828-778-8027



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