
MONTHLY UPDATE

JANUARY
2023

CHEROKEE-
CLAY-GRAHAM



NC 811.ORG




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

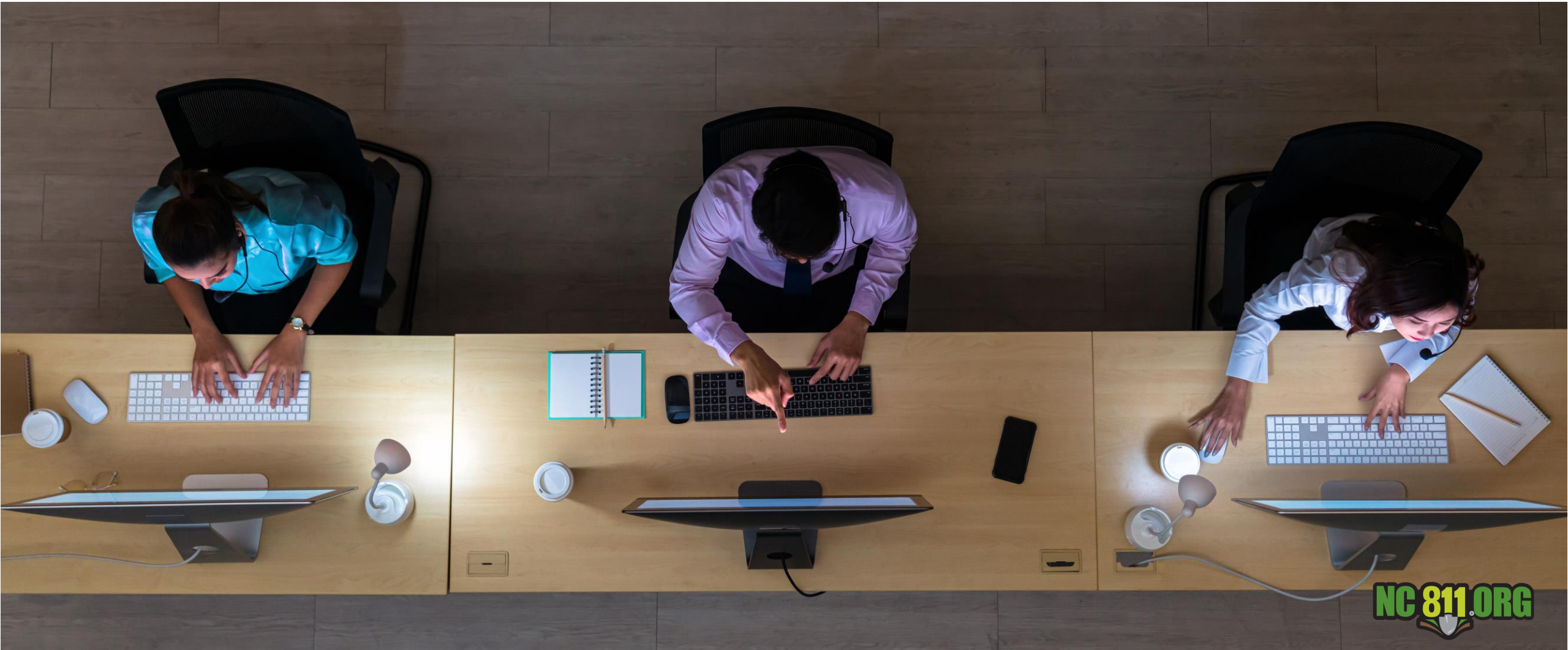
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

Miscellaneous Root Causes

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

DATA INSIGHTS

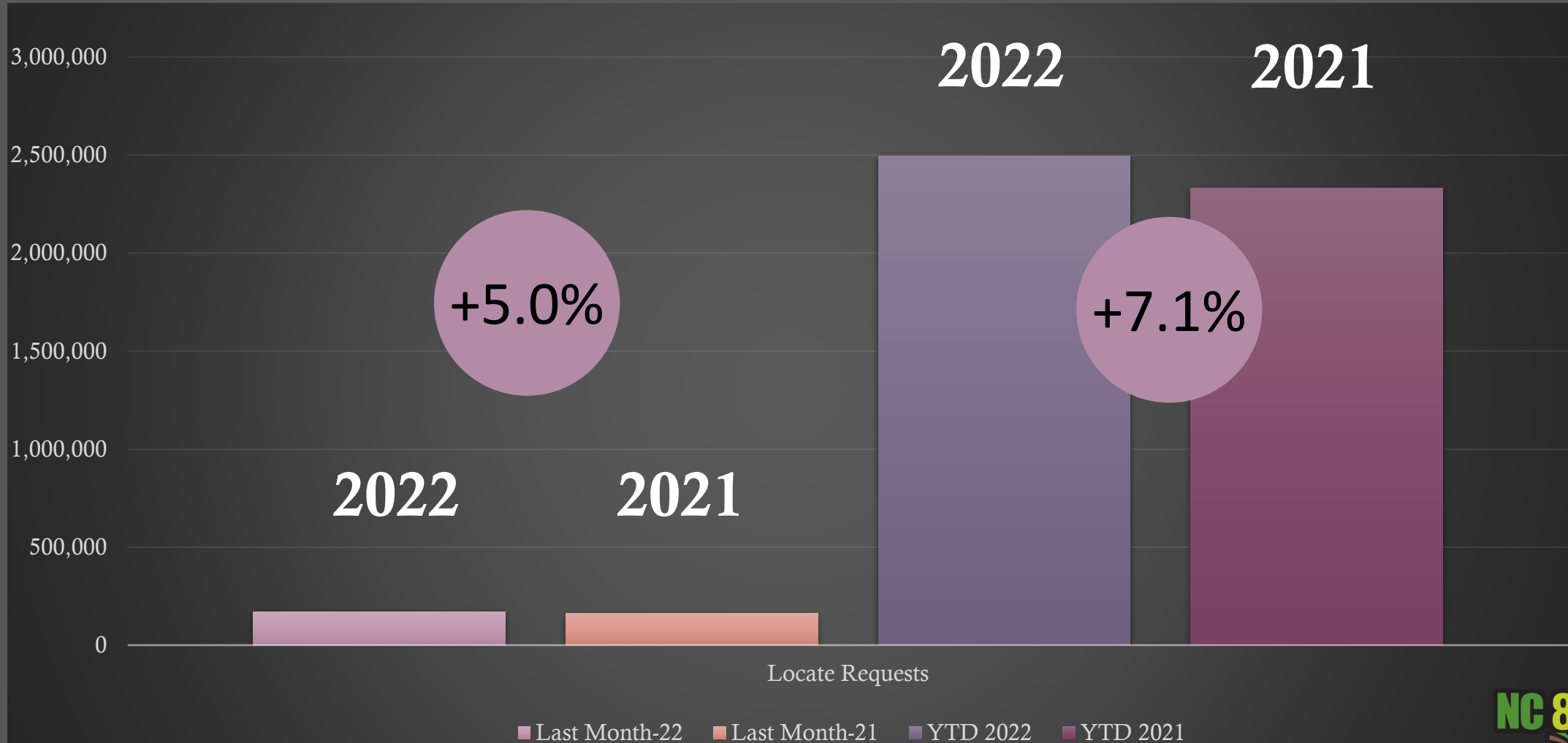
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

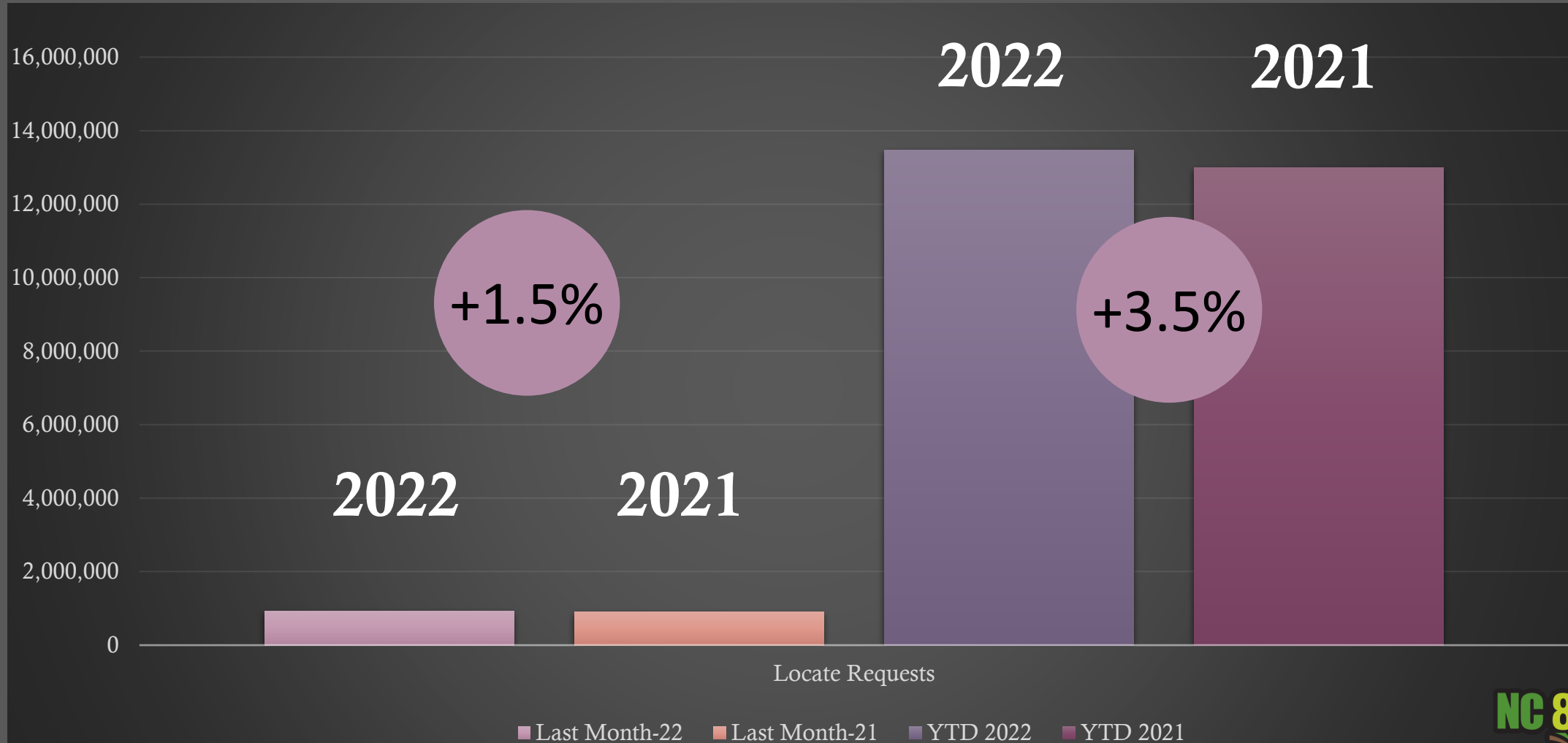
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

Cherokee	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	2	0	183	9	50	244
2022	13	4	230	3	44	294
	550.0%	-	25.7%	-66.7%	-12.0%	20.5%
				Avg Locates per Day		15

COUNTY TICKET VOLUME 2022 VS 2021

Clay	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	13	1	143	6	143	306
2022	3	0	106	6	70	185
	-76.9%	-100.0%	-25.9%	0.0%	-51.0%	-39.5%
				Avg Locates per Day		9

COUNTY TICKET VOLUME 2022 VS 2021

Graham	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1	1	49	0	32	83
2022	0	2	37	1	84	124
	-100.0%	100.0%	-24.5%	-	162.5%	49.4%
				Avg Locates per Day		6

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Cherokee	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	20	12	2441	145	626	3244
2022	96	22	3140	74	872	4204
	380.0%	83.3%	28.6%	-49.0%	39.3%	29.6%
				Avg Locates per Day		17

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Clay	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	32	6	1628	83	1858	3607
2022	111	6	1806	65	1375	3363
+/- Var	246.9 %	0.0%	10.9%	-21.7%	-26.0%	-6.8%
				Avg Locates per Day		13

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Graham	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	2	9	593	13	646	1263
2022	20	12	675	16	582	1305
	900.0%	33.3%	13.8%	23.1%	-9.9%	3.3%
				Avg Locates per Day		5

COUNTY TICKET DISTRIBUTION

CHEROKEE	294
ANDREWS	29
HOTHOUSE	2
MARBLE	11
MURPHY	252

COUNTY TICKET DISTRIBUTION

CLAY	185
BRASSTOWN	7
HAYESVILLE	170
TUSQUITEE	1
WARNE	7

COUNTY TICKET DISTRIBUTION

GRAHAM	124
ROBBINSVILLE	122
SANTEETLAH	2

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

SAVE THE DATE

Joint NC/SC Utilities



May 3-5, 2023

Harrah's of Cherokee

More information coming soon.





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.

Cherokee-Clay-Graham UCC Meeting January 24, 2023

Main Street USA, Murphy, NC

- Meeting started at 12:07pm
- NC811 presentation given by Tyler Ross with Louis Panzer
- Blue Ridge EMC asked about codes about on tickets and responses. Louis explained the current system and what codes were available.
- Blue Ridge and Nc DOT discussed fiber coming in from Rural Broadband and Investment Act.
- Discussion about speaking with Cable Company about membership.
- NC Dot said that there were some road expansions coming in Graham county.
- Meeting adjourned at 12:37 pm

