



In the chat section please type your name, company name & email.

Participant feature – raise hand. The meeting facilitator will acknowledge you.

Enter the meeting with your microphone on mute and unmute your mic when you need to speak.

Every meeting will be recorded, and the video will be posted on the ncucc.org website. You can watch the meeting by using the video link provided on ncucc.org. Visit your county UCC page for a listing of past meeting videos.

MONTHLY UPDATE

JANUARY
2023

CRAVEN/PAMLICO
COUNTY UCC



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

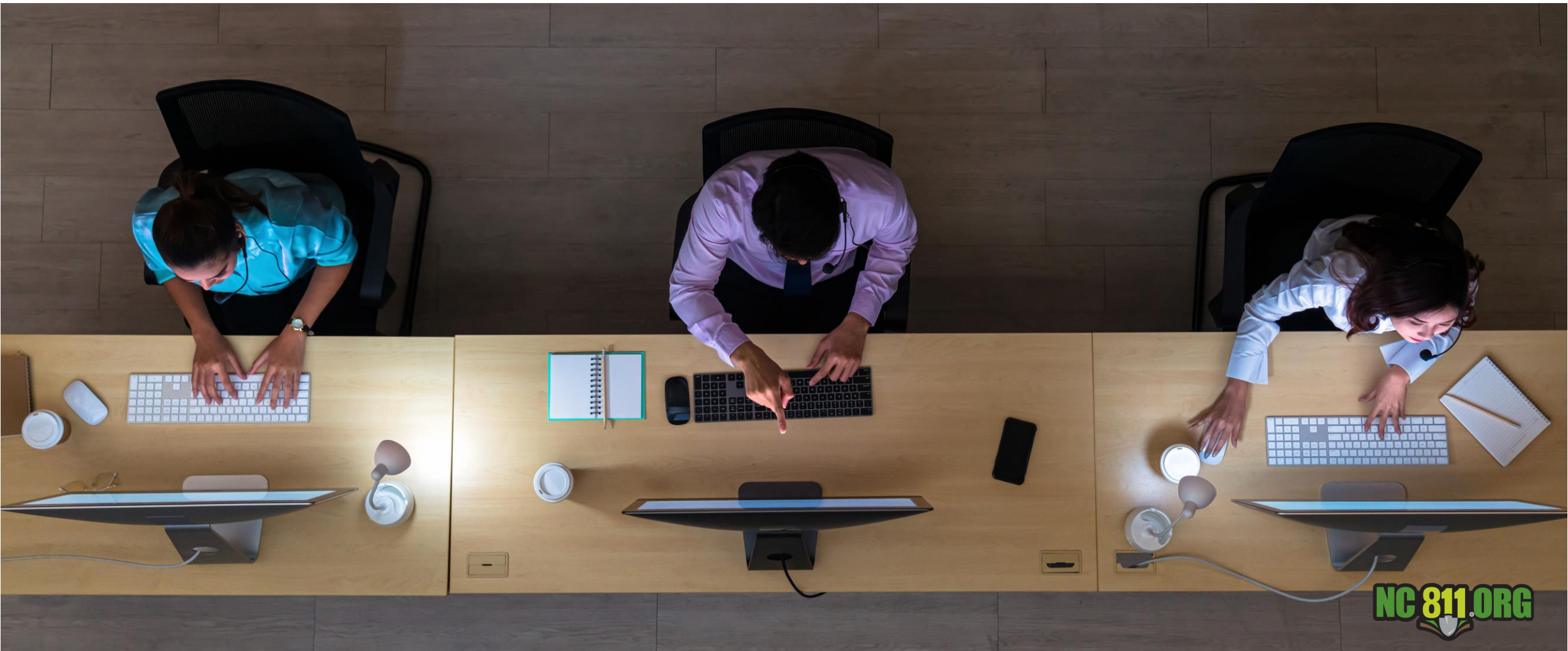
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

Miscellaneous Root Causes

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

DATA INSIGHTS

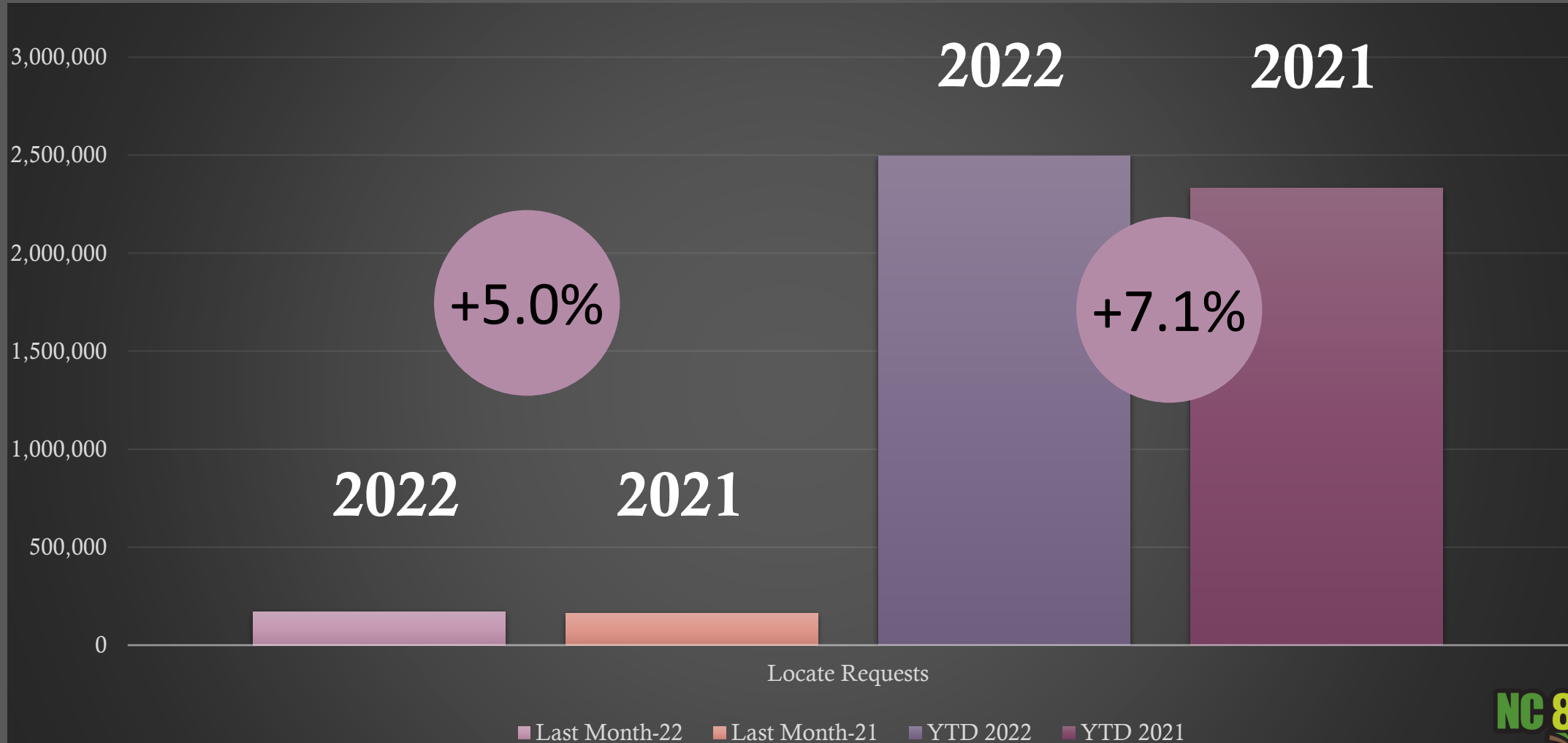
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

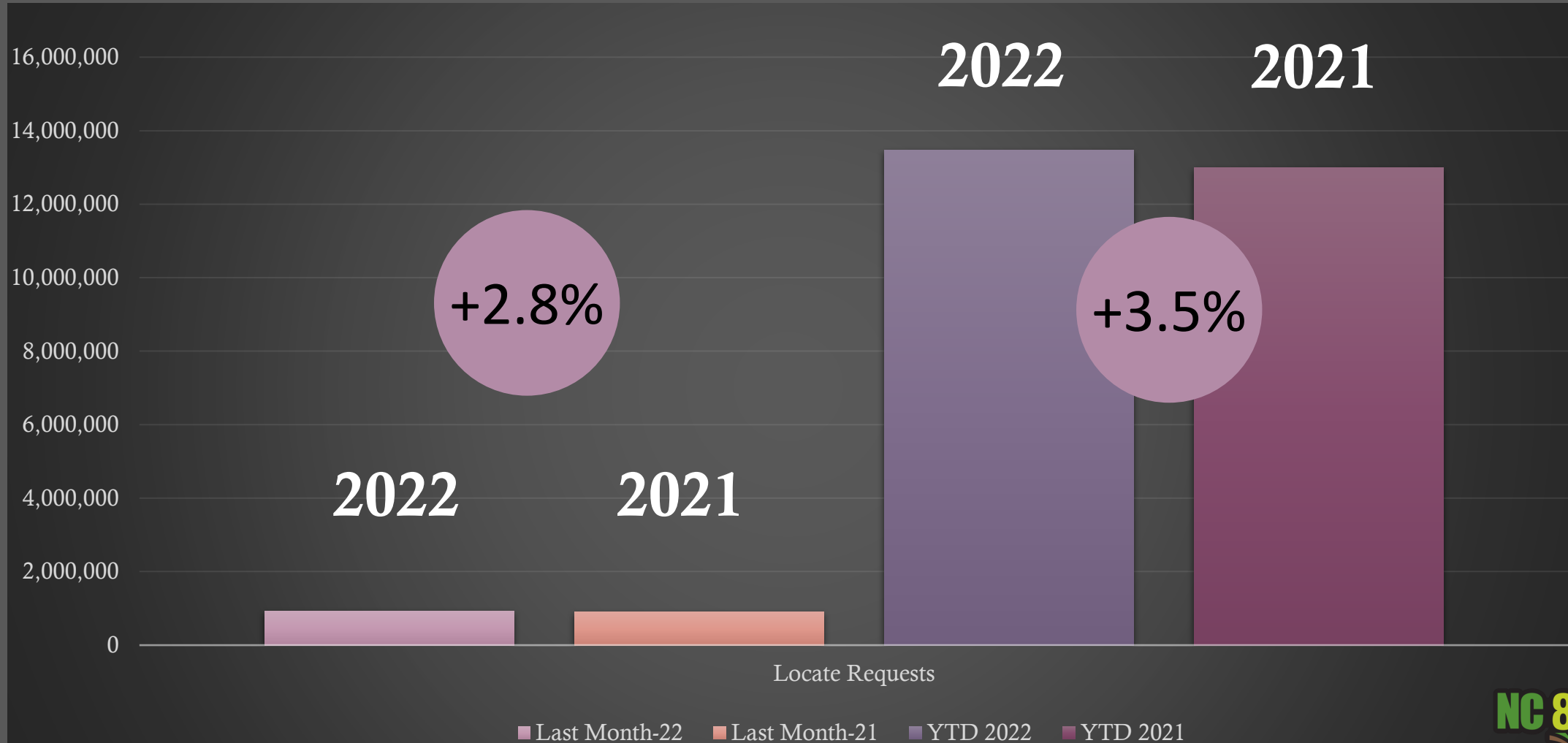
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

| Craven | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|---------------|-------------|-------------|---------------------|-------------|-------------|----------------------|
| 2021 | 22 | 6 | 855 | 21 | 276 | 1180 |
| 2022 | 24 | 17 | 1110 | 22 | 646 | 1819 |
| +/- Var | 9.1% | 183.3% | 29.8% | 4.8% | 134.1% | 54.2% |
| | | | Avg Locates per Day | | | 91 |

COUNTY TICKET VOLUME 2022 VS 2021

| Pamlico | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|----------------|-------------|-------------|---------------------|-------------|-------------|----------------------|
| 2021 | 1 | 2 | 118 | 5 | 13 | 139 |
| 2022 | 13 | 2 | 183 | 4 | 176 | 378 |
| +/- Var | 1200.0% | 0.0% | 55.1% | -20.0% | 1253.8% | 171.9% |
| | | | Avg Locates per Day | | | 19 |

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

| Craven | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|---------|------|--------|---------------------|--------|-------|---------------|
| 2021 | 651 | 198 | 13540 | 639 | 6532 | 21560 |
| 2022 | 668 | 174 | 19690 | 309 | 6402 | 27243 |
| +/- Var | 2.6% | -12.1% | 45.4% | -51.6% | -2.0% | 26.4% |
| | | | Avg Locates per Day | | | 108 |

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

| Pamlico | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|----------------|-------------|-------------|---------------------|-------------|-------------|----------------------|
| 2021 | 104 | 24 | 1904 | 79 | 463 | 2574 |
| 2022 | 159 | 22 | 2341 | 92 | 817 | 3431 |
| +/- Var | 52.9% | -8.3% | 23.0% | 16.5% | 76.5% | 33.3% |
| | | | Avg Locates per Day | | | 14 |

COUNTY TICKET DISTRIBUTION

| County/Place | 12 Dec |
|----------------------|---------------|
| CRAVEN | 1819 |
| BRICES CREEK | 14 |
| BRIDGETON | 10 |
| CHERRY POINT LANDING | 15 |
| COVE CITY | 56 |
| DOVER | 12 |
| ERNUL | 7 |
| FAIRFIELD HARBOUR | 4 |
| HAVELOCK | 285 |
| HAVELOCK STATION | 6 |
| JAMES CITY | 348 |
| NEUSE FOREST | 10 |
| NEW BERN | 838 |
| RIVER BEND | 18 |
| TRENT WOODS | 127 |
| VANCEBORO | 66 |

COUNTY TICKET DISTRIBUTION

| County/Place | 12 Dec |
|-------------------|------------|
| PAMLICO | 378 |
| ALLIANCE | 4 |
| ARAPAHOE | 21 |
| BAYBORO | 62 |
| GRANTSBORO | 71 |
| HOBUCKEN | 2 |
| MERRITT | 18 |
| MESIC | 3 |
| MINNESOTT | 3 |
| MINNESOTT BEACH | 4 |
| OLYMPIA | 1 |
| ORIENTAL | 180 |
| REELSBORO | 1 |
| STONEWALL | 2 |
| VANDEMERE | 6 |

TOP 10 CALLERS FOR CRAVEN COUNTY

| Rank | Name | Totals |
|------|--------------------------------|--------|
| 1 | KNIGHT BROADBAND, LLC | 136 |
| 2 | MASTEC | 134 |
| 3 | ANSCO & ASSOCIATES, LLC | 114 |
| 4 | DIVERSIFIED UTILITY GROUP, LLC | 109 |
| 5 | MID ATLANTIC CABLE SOLUTIONS | 88 |
| 6 | FROEHLING & ROBERTSON | 60 |
| 7 | RCA UNDERGROUND UTILITIES, INC | 54 |
| 8 | MAY ROAD | 53 |
| 9 | AT&T UTILITY OPERATIONS | 50 |
| 10 | AT&T UTILITY OPERATIONS | 50 |

TOP 10 CALLERS FOR PAMLICO COUNTY

| Rank | Name | Totals |
|------|------------------------------|--------|
| 1 | LAMBERTS CABLE SPLICING, LLC | 115 |
| 2 | MID ATLANTIC CABLE SOLUTIONS | 96 |
| 3 | MASTEC | 33 |
| 4 | A T UTILITIES, LLC | 31 |
| 5 | K AND L UNDERGROUND | 21 |
| 6 | TIDELAND EMC | 13 |
| 7 | RIVER CITY CONSTRUCTION | 12 |
| 8 | TWIN RIVERS PLUMBING INC. | 5 |
| 9 | DUKE ENERGY | 5 |
| 10 | RIVER CITY CONSTRUCTION | 4 |

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

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