



# Cumberland County Utility Coordinating Committee

Minutes of January 5<sup>th</sup>, 2022

Meeting Location:

PWC Operations Center – Water Construction Conference Room

955 Old Wilmington Rd, Fayetteville, NC 28301

Howard Corey called the meeting to order and welcomed everyone.

**Members present:**

Howard Corey	NC811
Chastity White	PWC – Water Resource Construction
Tiffany Faulk	PWC - Water Resource Engineering
Kenny Hart	PWC – Water Resource Construction
Randy Johnson	Vermeer
Matt Sharpe	Vermeer
Tim Johnson	SREMC

**Member Project Discussions:**

Howard Corey presented the narrative with important information such as:

- Ticket volume for Cumberland County statistics.
- Upcoming Meetings & Events

**I have attached Howard’s narrative for your reference.**

Kenny Hart with PWC had no updates at this time.

Randy Johnson with Vermeer had no updates at this time.

Tim Johnson with SREMC had no updates at this time.

Tiffany Faulk with PWC had no updates at this time.

## Contact List – Cumberland County Utilities Coordinating Committee

Name	Initial Attended	Company	Telephone #	E-mail address
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**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](https://ncucc.org) website. You can watch the meeting by using the video link provided on [ncucc.org](https://ncucc.org). Visit your county UCC page for a listing of past meeting videos.**

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MONTHLY UPDATE

JANUARY  
2023

CUMBERLAND  
COUNTY



**NC 811.ORG**





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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.
-

# 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

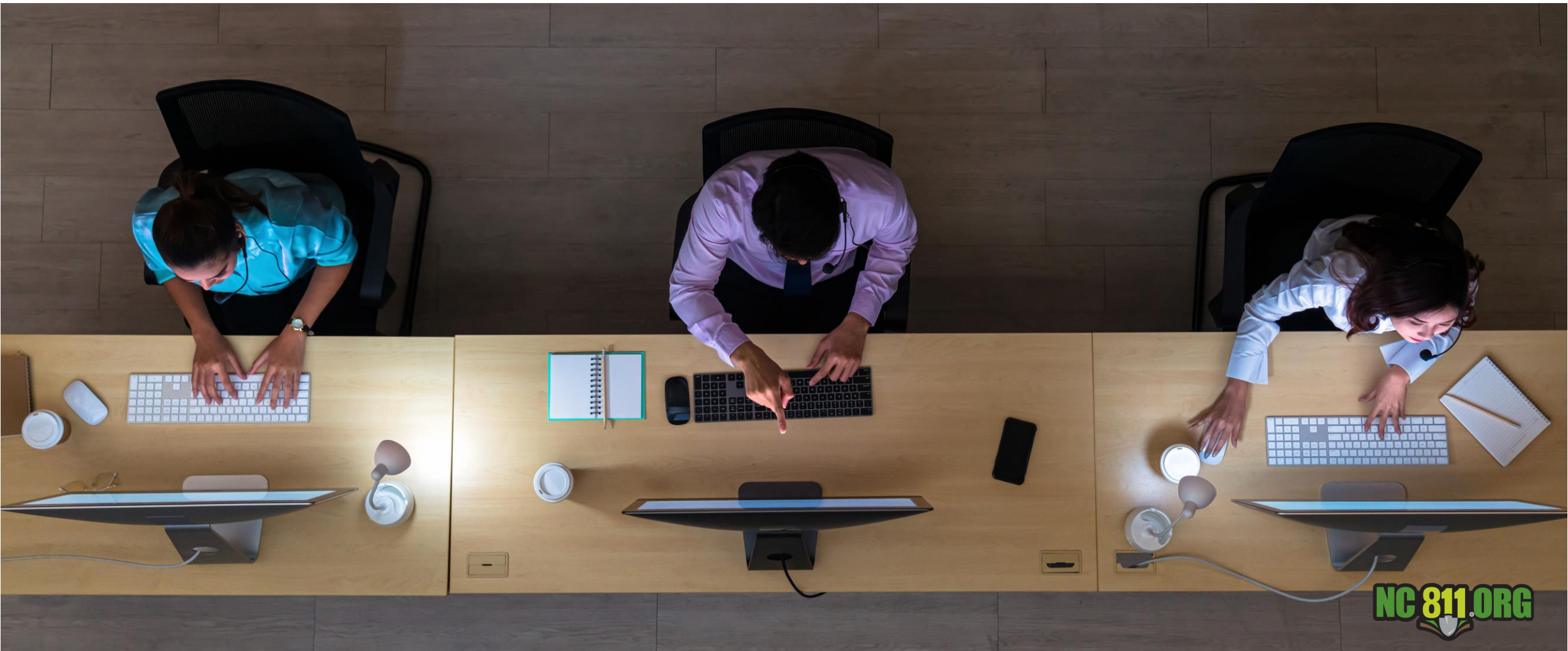
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

### Miscellaneous Root Causes

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

# DATA INSIGHTS

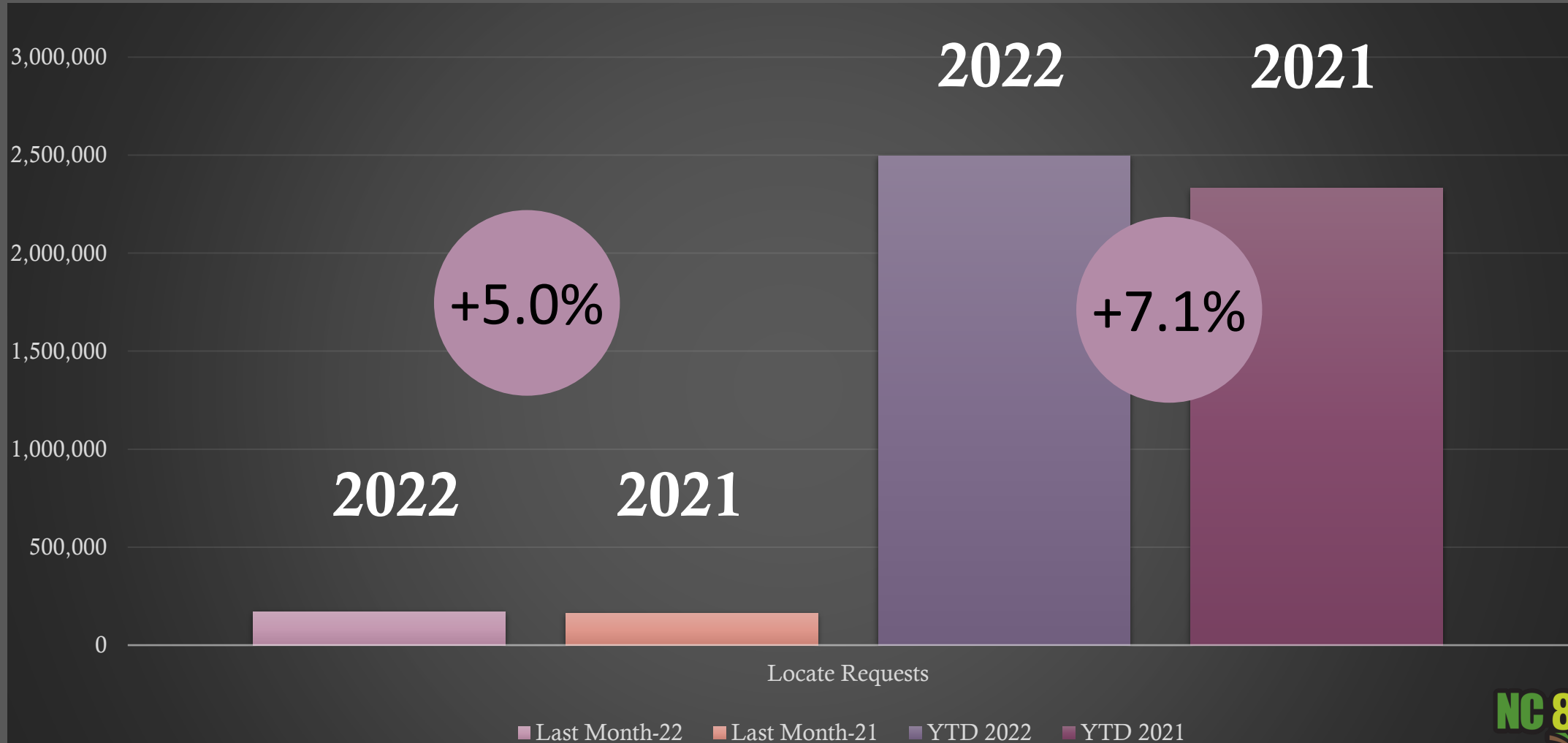
Locate Request, Transmissions,  
County ticket volume and distribution



# LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

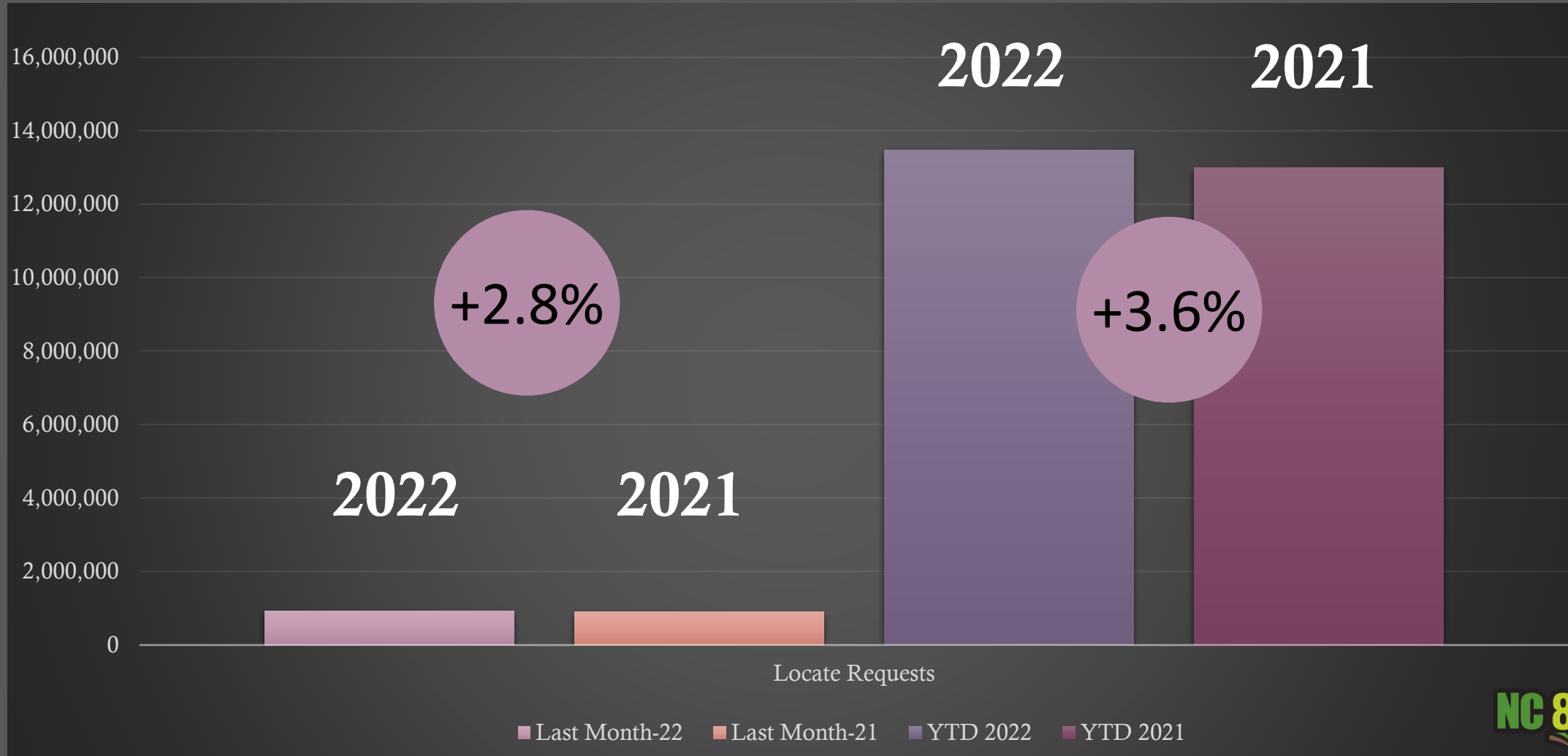
YTD 2022 vs 2021



# TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



# COUNTY TICKET VOLUME

2022 VS 2021

<b>Cumberland</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
2021	441	40	3952	37	1089	5559
2022	55	28	2177	29	917	3206
+/- Var	-87.5%	-30.0%	-44.9%	-21.6%	-15.8%	-42.3%
			Avg Locates per Day			160

# COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Cumberland	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	2005	497	44147	809	15171	62629
2022	2285	546	45388	910	17175	66304
+/- Var	14.0%	9.9%	2.8%	12.5%	13.2%	5.9%
			Avg Locates per Day			263

# COUNTY TICKET DISTRIBUTION

County/Place	12 Dec
<b>CUMBERLAND</b>	<b>3206</b>
BETHANY CROSSROADS	7
CEDAR CREEK	10
CUMBERLAND	4
<b>EASTOVER</b>	<b>104</b>
FALCON	52
<b>FAYETTEVILLE</b>	<b>2175</b>
<b>FORT BRAGG</b>	<b>100</b>
GODWIN	69
GRAYS CREEK	19
<b>HOPE MILLS</b>	<b>397</b>
<b>LINDEN</b>	<b>101</b>
POPE AIR FORCE BASE	17
SPRING LAKE	39
STEDMAN	64
VANDER	5
WADE	41




# TOP 15 CALLERS FOR CUMBERLAND COUNTY

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Rank	Name	Totals
1	RG COMMUNICATIONS, INC	330
2	A & L CABLE SERVICES, INC	238
3	DIRECTIONAL SERVICES, INC	180
4	CANOS SERVICES LLC	147
5	FAYETTEVILLE PWC	136
6	DPW	108
7	JP PIPE INSTALLATION, LLC	103
8	S T WOOTEN CORPORATION	94
9	MASTEC	84
10	LAMBERTS CABLE SPLICING, LLC	70
11	CAVO COMMUNICATIONS	70
12	SOUTHEAST CONNECTIONS, LLC	58
13	MASTEC	54
14	SOUTH RIVER EMC	49
15	S T WOOTEN CORPORATION	47

# 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

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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

NC811 Events Center,  
Greensboro  
Hybrid Meeting  
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



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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.