
MONTHLY UPDATE

JANUARY
2023

HENDERSON
POLK
TRANSYLVANIA





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

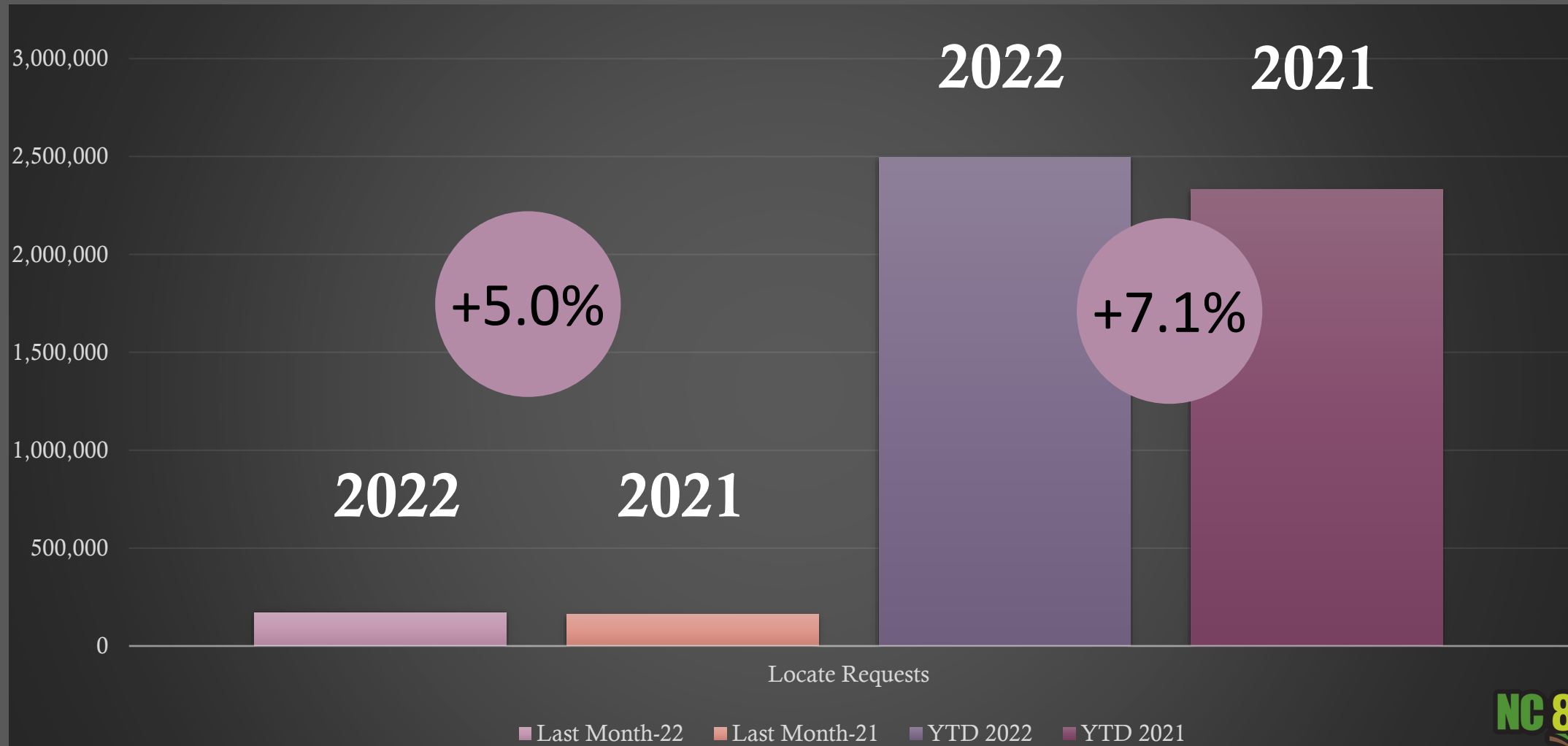
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

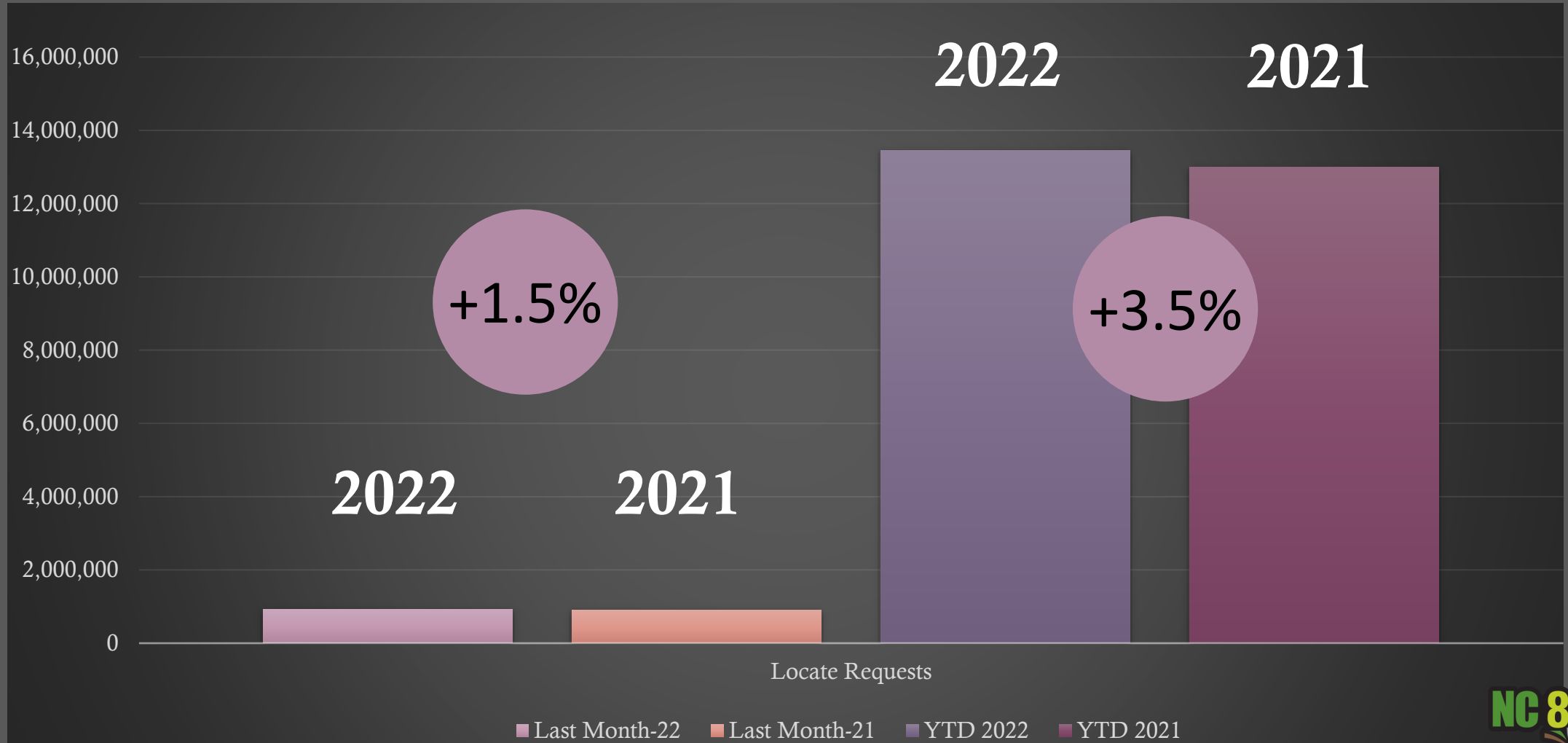
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

Henderson	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	37	9	1731	50	653	2480
2022	223	18	1944	78	1135	3398
	502.7%	100.0%	12.3%	56.0%	73.8%	37.0%
				Avg Locates per Day		170

COUNTY TICKET VOLUME 2022 VS 2021

Polk	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	82	13	2429	47	1016	3587
2022	123	36	2096	139	1141	3535
	50.0%	176.9%	-13.7%	195.7%	12.3%	-1.4%
				Avg Locates per Day		177

COUNTY TICKET VOLUME

2022 VS 2021

Transylvania	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	5	2	344	46	248	645
2022	26	5	395	17	55	498
	420.0%	150.0%	14.8%	-63.0%	-77.8%	-22.8%
				Avg Locates per Day		25

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Henderson	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	470	170	17271	435	6868	25214
2022	1216	214	20086	595	9714	31825
	158.7%	25.9%	16.3%	36.8%	41.4%	26.2%
				Avg Locates per Day		126

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Polk	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1278	314	34709	681	14364	51346
2022	2196	311	32495	1088	13298	49388
	71.8%	-1.0%	-6.4%	59.8%	-7.4%	-3.8%
				Avg Locates per Day		196

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Transylvania	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	65	80	4355	255	2022	6777
2022	309	57	4547	191	2308	7412
	375.4%	-28.8%	4.4%	-25.1%	14.1%	9.4%
				Avg Locates per Day		29

COUNTY TICKET DISTRIBUTION

HENDERSON	2025
BALFOUR	3
BAT CAVE	4
BLUE RIDGE	5
EAST FLAT ROCK	27
EDNEYVILLE	8
ETOWAH	67
FLAT ROCK	138
FLETCHER	263
GERTON	10
HENDERSONVILLE	1222
HOOPERS CREEK	17

HORSE SHOE	23
LAUREL PARK	39
MILLS RIVER	150
MOUNTAIN HOME	3
SALUDA	12
VALLEY HILL	8
ZIRCONIA	22

COUNTY TICKET DISTRIBUTION

POLK	242
COLUMBUS	123
MILL SPRING	23
SALUDA	26
TRYON	64

COUNTY TICKET DISTRIBUTION

TRANSYLVANIA	498
BALSAM GROVE	18
BREVARD	218
CEDAR MOUNTAIN	42
LAKE TOXAWAY	43
LITTLE RIVER	10
PENROSE	30
PISGAH FOREST	56
ROSMAN	51
SAPPHIRE	25

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



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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





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.

Henderson-Polk-Transylvania UCC Meeting January 12, 2023

Bay Breeze Seafood, Hendersonville, NC

- Meeting started at 11:45am
- NC811 presentation given
- Michelle Flowers provided copies of the DIRT field form for folks.
- Michelle Flowers, Utility Commission report- review of UDP dockets. Reviewed state reportable to create databases.
- Dominion discussed boring on the BRP. Having a few issues on locate request being completed. A few more subdivisions coming in that they are bringing online.
- NC DOT has no projects. Hoping to hire an engineer soon
- Henderson Water has a project in Etowah that is their current focus. Nothing pushing.
- Food served at 12:22pm

TYLER

ROSS

NC 811

Tony Woody

Dominion Energy

Josh Straupe

DOMINIONENERGY

Steve Alvarson

City of Hendersonville

Jonathan Owen

City of Hendersonville

Alan Bowen

City of Hendersonville

Samantha Ward

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