
MONTHLY UPDATE

JANUARY
2023

JACKSON-
MACON-SWAIN



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

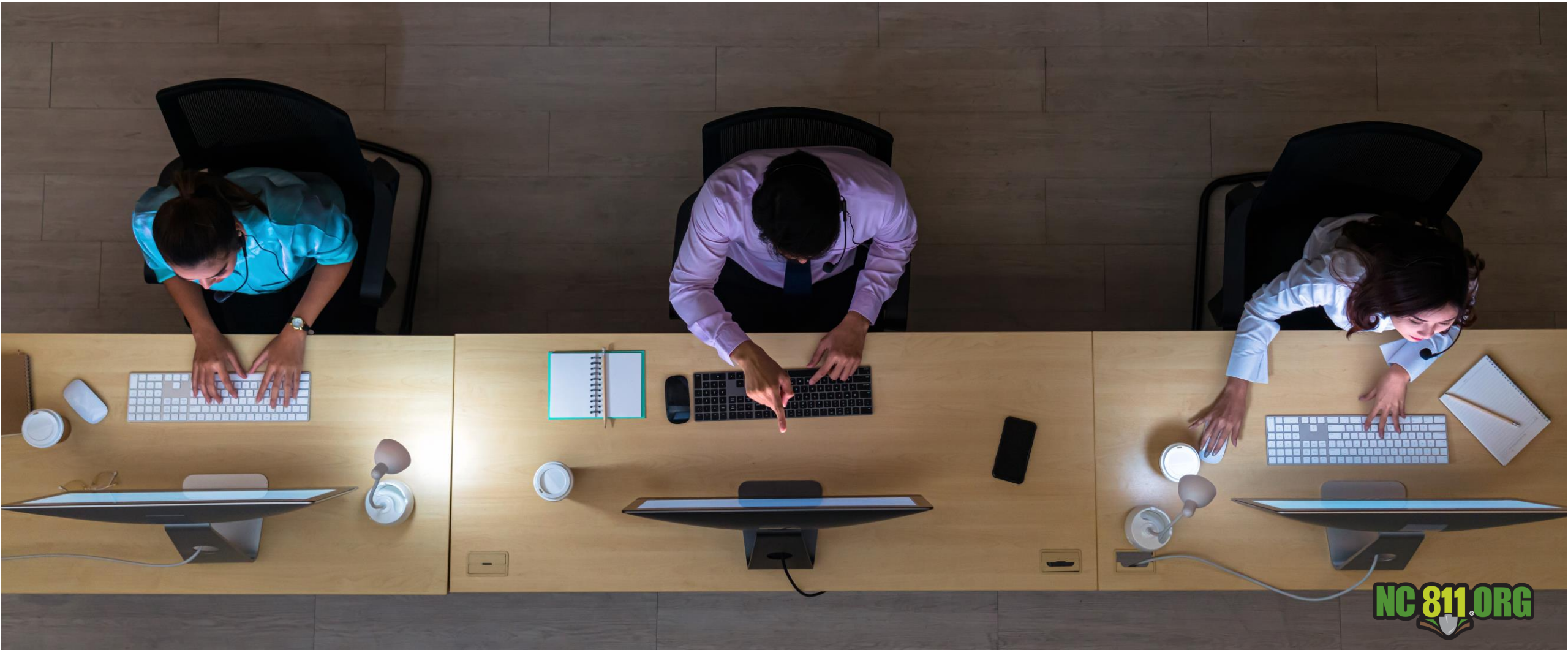
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

Miscellaneous Root Causes

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

DATA INSIGHTS

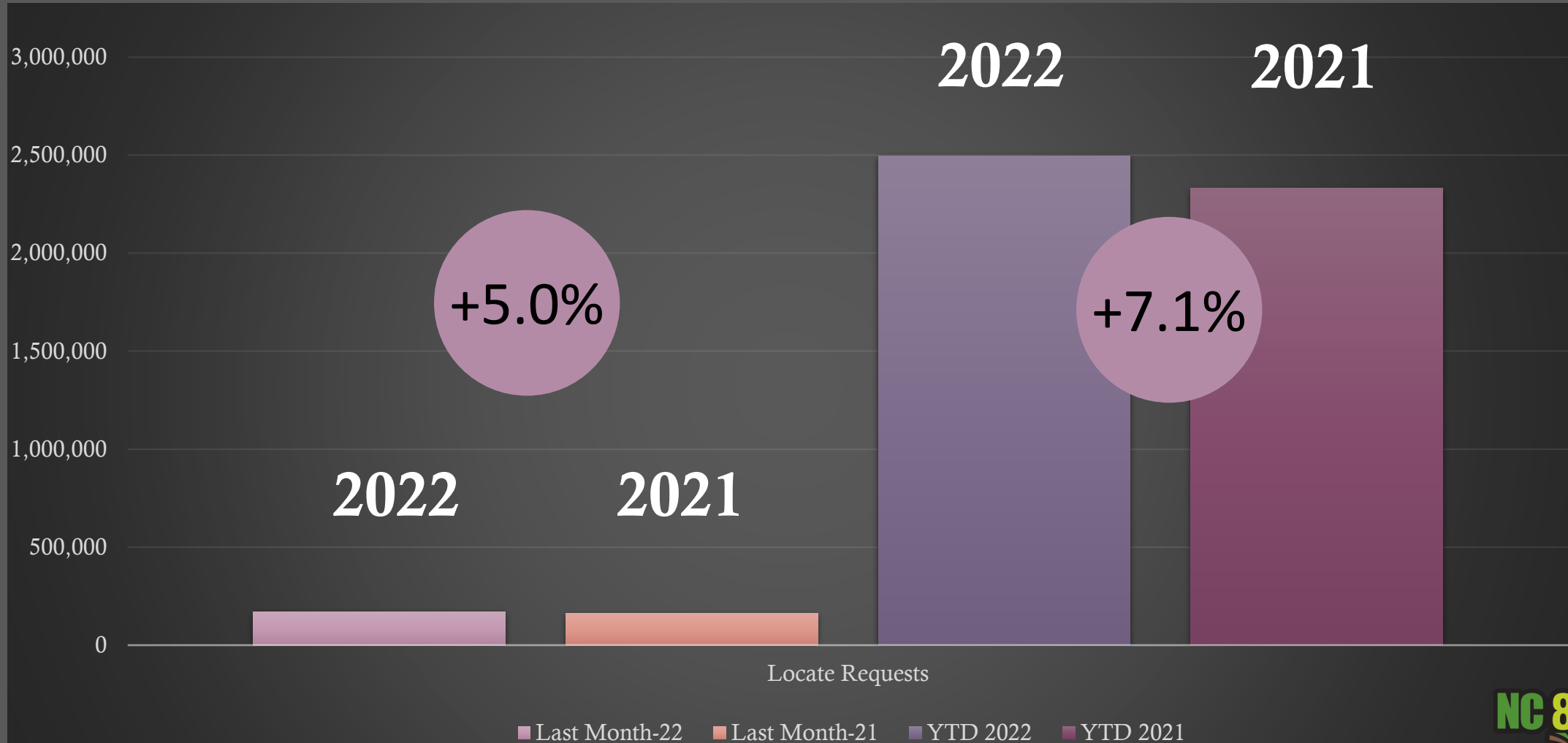
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

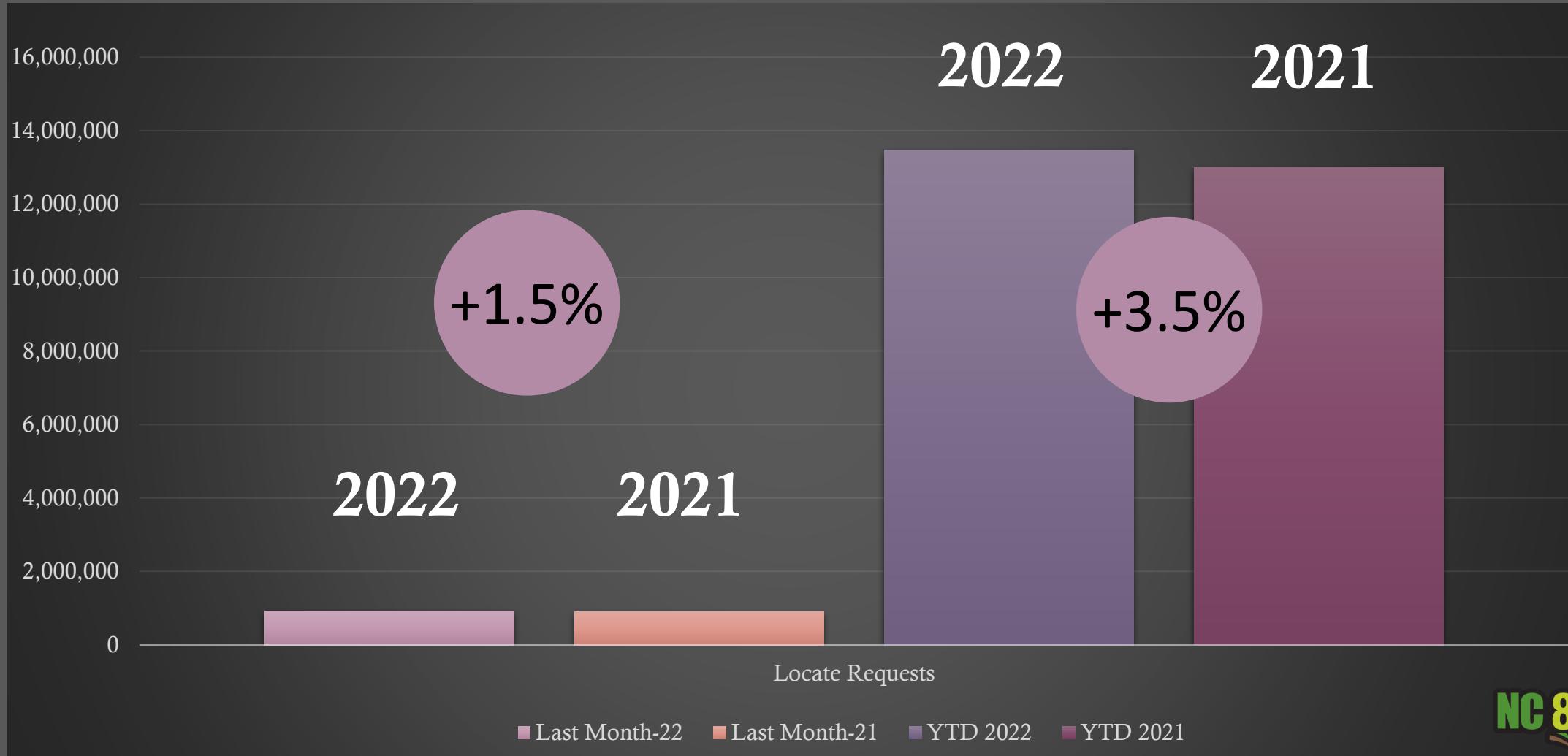
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

Jackson	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	24	4	225	12	220	485
2022	22	4	241	28	159	454
	-8.3%	0.0%	7.1%	133.3%	-27.7%	-6.4%
				Avg Locates per Day		23

COUNTY TICKET VOLUME 2022 VS 2021

Macon	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	23	0	190	0	100	313
2022	1	2	245	6	221	475
	-95.7%	0	28.9%	0	121.0%	51.8%
				Locates per day		24

COUNTY TICKET VOLUME 2022 VS 2021

Swain	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	3	2	78	6	42	131
2022	3	2	83	5	107	200
	0.0%	0.0%	6.4%	-16.7%	154.8%	52.7%
				Avg Locates per Day		10

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Jackson	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	109	53	3781	199	2142	6284
2022	331	120	4706	285	3457	8899
	203.7%	126.4%	24.5%	43.2%	61.4%	41.6%
				Avg Locates per Day		35

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Macon	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	117	45	2885	125	996	4168
2022	113	57	3731	120	1894	5915
	-3.4%	26.7%	29.3%	-4.0%	90.2%	41.9%
				Avg Locates per Day		23

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Swain	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	20	46	1252	45	700	2063
2022	48	9	1239	48	874	2218
	140.0%	-80.4%	-1.0%	6.7%	24.9%	7.5%
				Avg Locates per Day		9

COUNTY TICKET DISTRIBUTION

JACKSON	454
CASHIERS	145
CULLOWHEE	88
DILLSBORO	4
GLENVILLE	15
HIGHLANDS	4
QUALLA	4
SYLVA	128
TUCKASEGEE	10
WHITTIER	54

COUNTY TICKET DISTRIBUTION

MACON	475
AQUONE	9
BURNINGTOWN	8
CARTOOGECHAYE	34
FLATS	3
FRANKLIN	323
HIGHLANDS	84
OTTO	9
SCALY MOUNTAIN	4

COUNTY TICKET DISTRIBUTION

SWAIN	200
ALARKA	1
ALMOND	12
BRYSON CITY	131
CHEROKEE	41
ELA	1
NANTAHALA	2
WHITTIER	12

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.

Jackson-Macon-Swain UCC Meeting January 23, 2023

Tuckasee Water and Sewer Authority, Sylva, NC

- Meeting started at 12:02pm
- NC811 presentation given by Tyler Ross with Louis Panzer
- Jeff with Duke Energy
- Sumter Utilities/Duke increase in tickets especially for this time of year. Sourcing issues for material and well as issues with completing locates. Discussed working with 811 on issues they have experienced in the past. Discussed the challenges of wet weather and doing the work. Glenda with Sumter discussed the challenges of new companies coming into the area and not becoming members. Discussed the challenges of member companies not following procedure or updating and clearing tickets. Louis agreed and let folks know that 811 reaches out annually and we have roughly 60% response and how we are not getting the contact information for the member companies. Examples was of companies being bought and sold or folks retiring who were the primary contacts. A local municipality was discussed. Issues were brought up and discussed with Louis.
- Discussion on the issues with locating. All are feeling the effects of staffing and volume
- Barbara Lacy discussed the amount of fiber coming from the Investment Act and other Rural Broadbands initiatives. Many, if not all of the telecom folks and some power are going to be putting fiber in across the region. Anticipate that it will increase the volume drastically.
- Discussion of issues with a sub contractor for NC DOT who is calling in tickets and completing work before the 3 days as well as positive response. This company has also moved flags after locating. Tyler spoke

with company and they claimed it was a mistake. Tyler is going to continue work with local municipalities to monitor the situation. Question was asked about making white lining a definite part of the law instead of a requirement if not adequately described.

- Discussion on Constant Contact and emails from Tyler to let know about the meetings. Recommended checking Spam and adding Tyler to safe list.
- Dominion had a question about updates on tickets and tickets being called in with the assumption that work would begin before the tickets expires. John with Dominion offered to call him or Bobby if there is any issue with their stuff, or their sub contractors.
- Issue was brought up from Duke about having a Sumter crew available for short work, but the ticket is just for Duke. Louis let them know they could add them as a sub to the ticket as long as they are going to be doing the work. Needs to be in the comments for the ticket.
- Louis let those in attendance know that a homeowner needs to have the excavator/contractor as the one who calls the ticket in.
- Questioned was asked about the laws requirements on being a member of 811. Louis cited the law
- Meeting adjourned at 1:30 pm

