



**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.**

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MONTHLY UPDATE

JANUARY  
2023

LEE UCC



**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

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Locate Request, Transmissions,  
County ticket volume and distribution

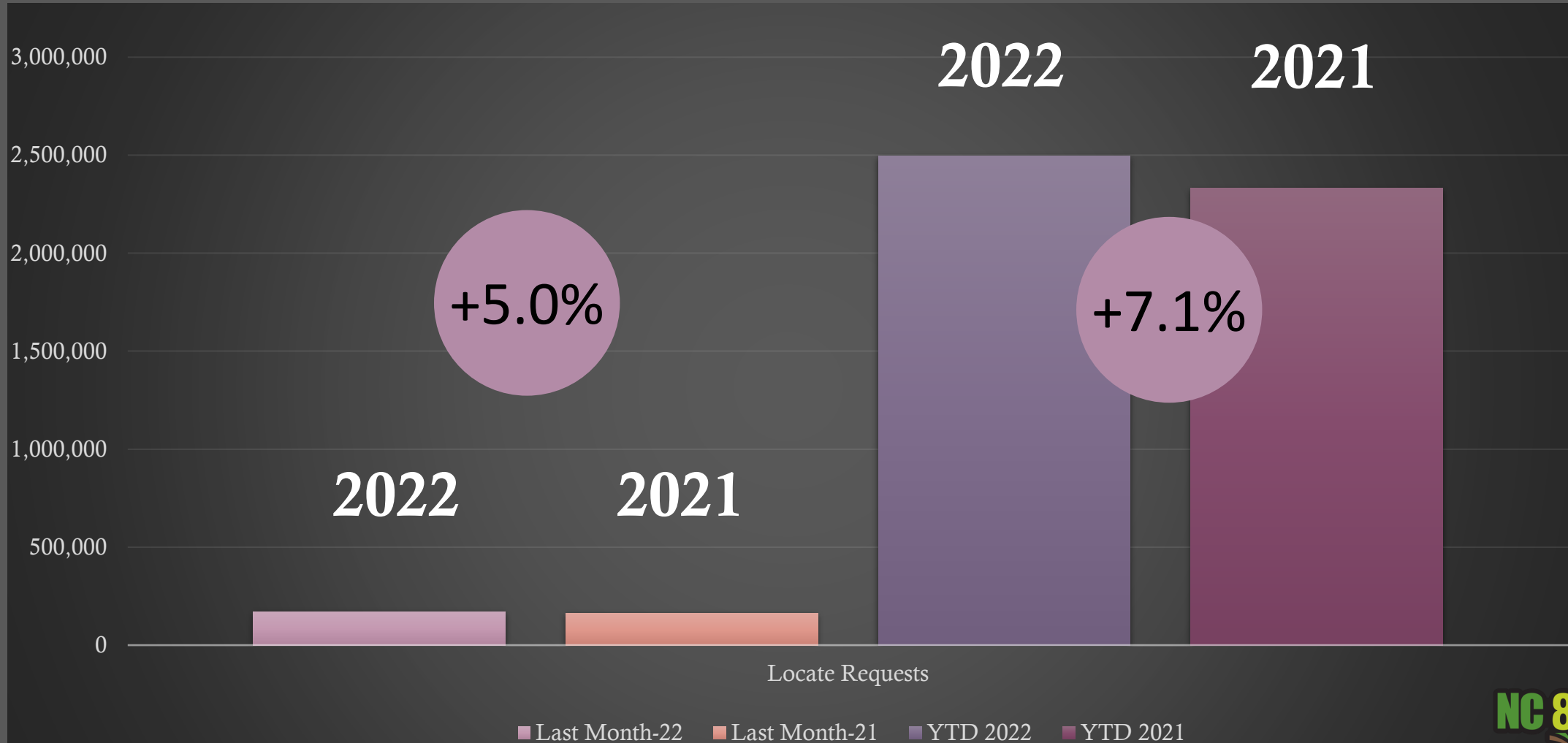




# LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021

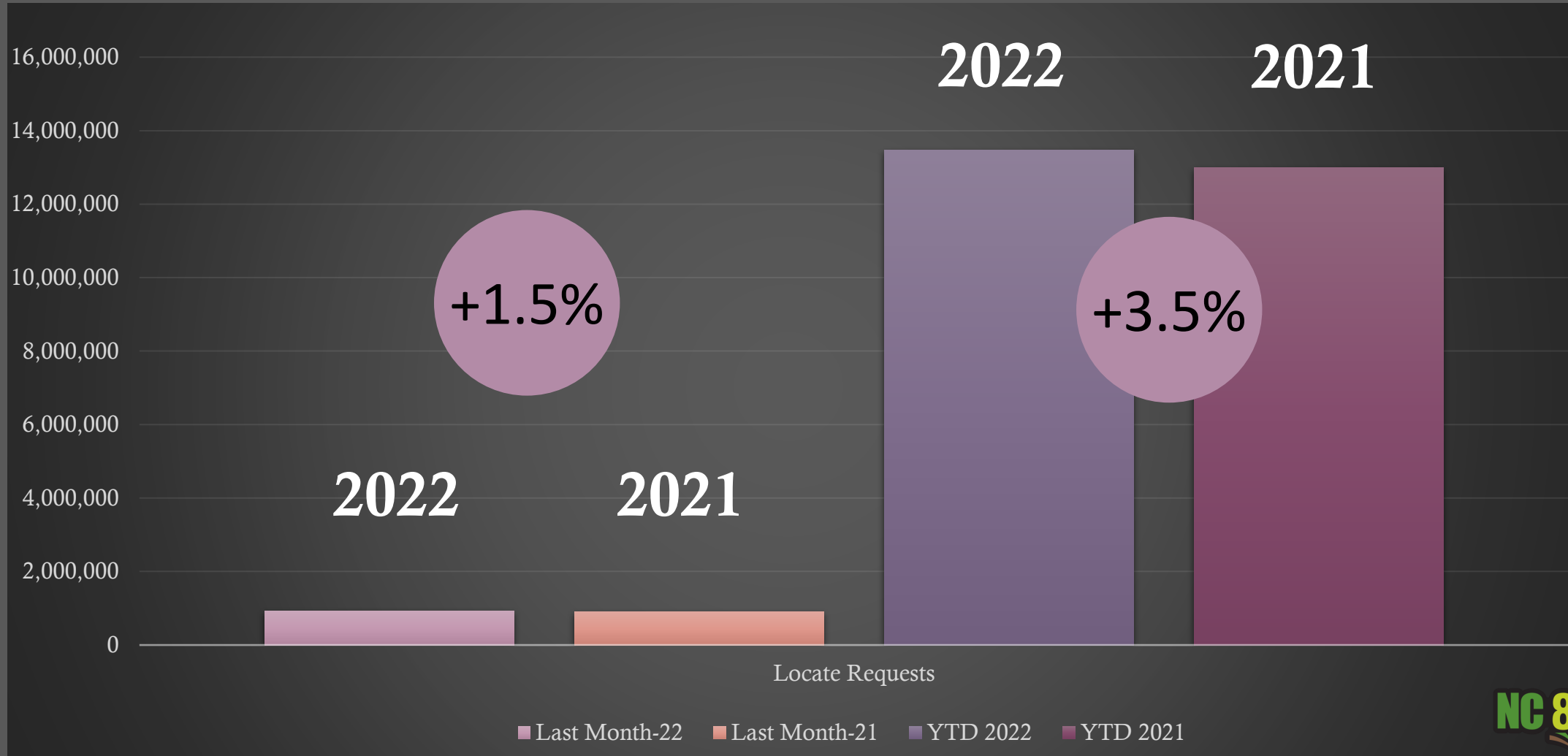




# TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



# COUNTY TICKET VOLUME 2022 VS 2021

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Tickets</b>
<b>2021</b>	<b>22</b>	<b>4</b>	<b>449</b>	<b>14</b>	<b>176</b>	<b>665</b>
<b>2022</b>	<b>61</b>	<b>15</b>	<b>684</b>	<b>21</b>	<b>431</b>	<b>1212</b>
<b>+/- Var</b>	<b>177.3%</b>	<b>275.0%</b>	<b>52.3%</b>	<b>50.0%</b>	<b>144.9%</b>	<b>82.3%</b>
				<b>Locates per day</b>		<b>61</b>

# COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Tickets</b>
<b>2021</b>	<b>484</b>	<b>62</b>	<b>7192</b>	<b>297</b>	<b>2645</b>	<b>10680</b>
<b>2022</b>	<b>471</b>	<b>101</b>	<b>7749</b>	<b>255</b>	<b>2896</b>	<b>11472</b>
<b>+/- Var</b>	<b>-2.7%</b>	<b>62.9%</b>	<b>7.7%</b>	<b>-14.1%</b>	<b>9.5%</b>	<b>7.4%</b>
				<b>Locates per day</b>		<b>46</b>

# COUNTY TICKET DISTRIBUTION

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<b>County/Place</b>	<b>Dec</b>
<b>LEE</b>	<b>1212</b>
BROADWAY	31
CAROLINA TRACE	1
COLON	2
JONESBORO HEIGHTS	2
LEMON SPRINGS	6
OSGOOD	3
<b>SANFORD</b>	<b>1158</b>
TRAMWAY	2
WHITE HILL	7



# 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

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



**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







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**THANK YOU**

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[www.ncucc.org](http://www.ncucc.org)

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