



**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.**

---

MONTHLY UPDATE

JANUARY  
2023

ROBESON UCC







---

# 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

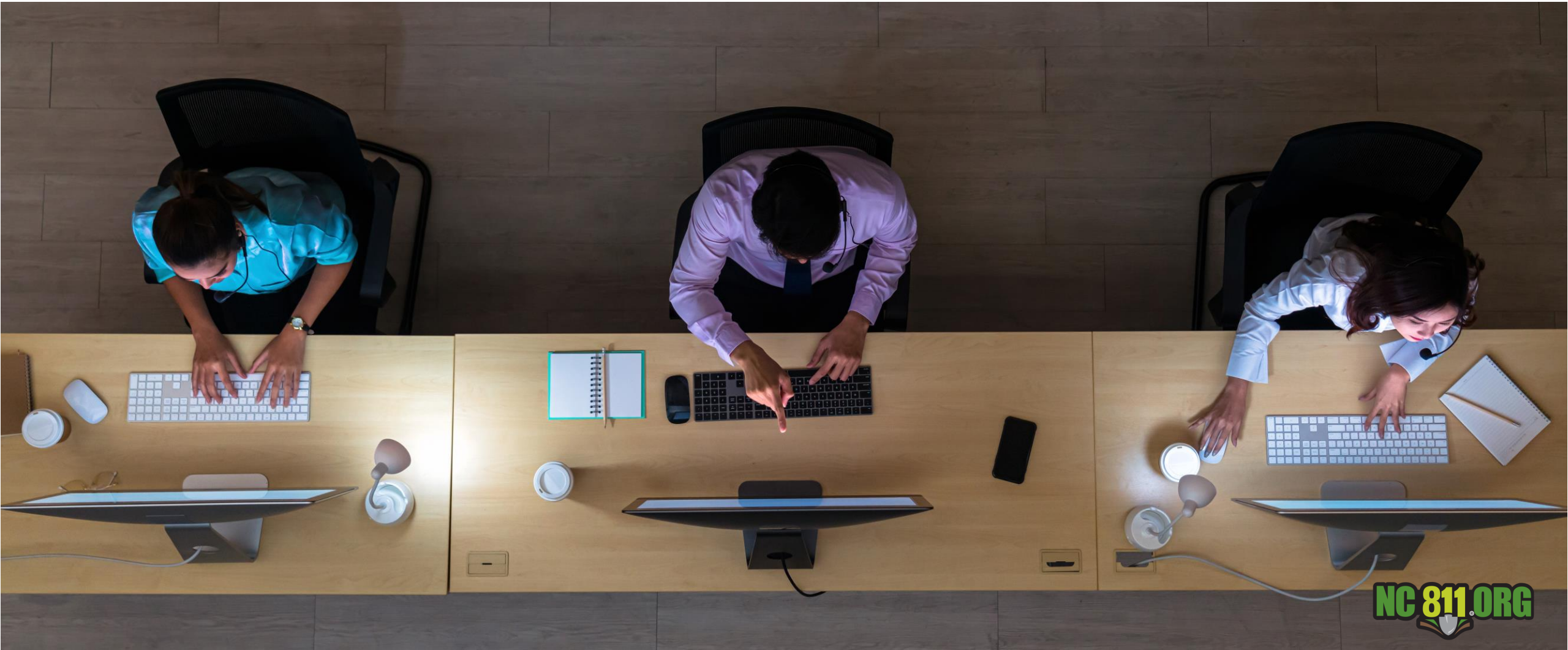
- ☐ One-Call Center error
- ☐ Deteriorated facility
- ☐ Previous Damage
- ☐ Root Cause not listed above (comment required)



# DATA INSIGHTS

---

Locate Request, Transmissions,  
County ticket volume and distribution

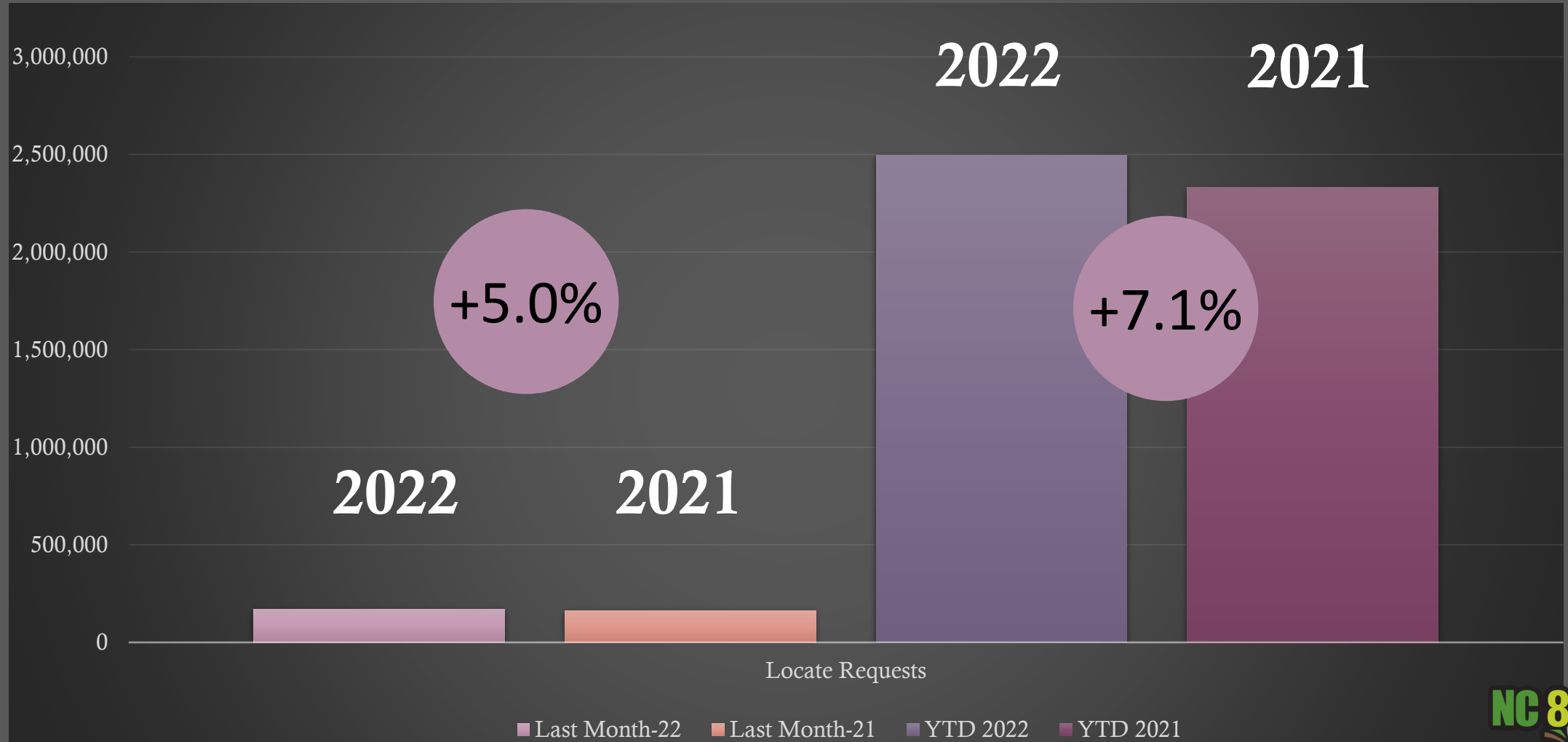




# LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

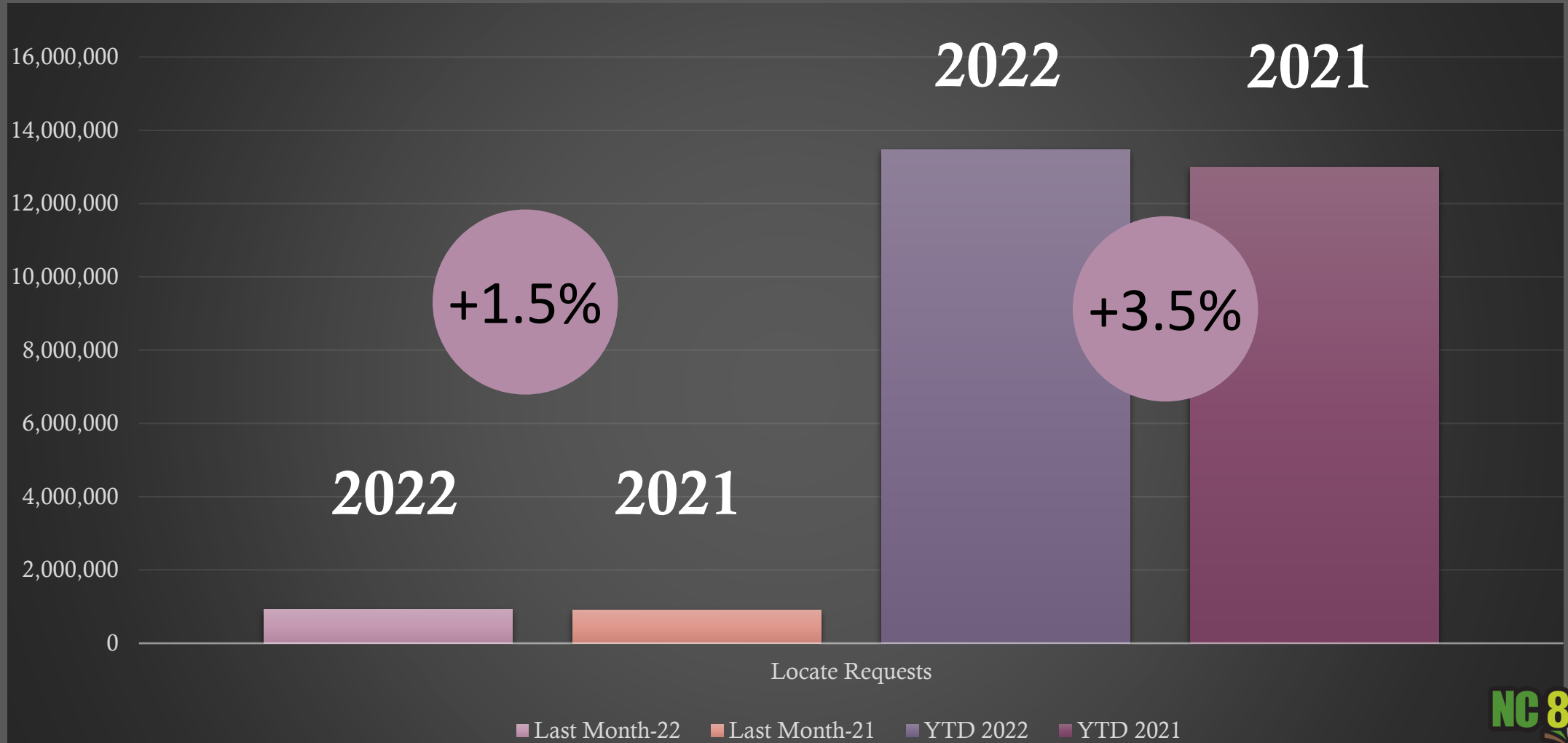
YTD 2022 vs 2021



# TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021





# COUNTY TICKET VOLUME

## 2022 VS 2021

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Tickets</b>
<b>2021</b>	<b>47</b>	<b>61</b>	<b>1314</b>	<b>24</b>	<b>370</b>	<b>1816</b>
<b>2022</b>	<b>32</b>	<b>4</b>	<b>634</b>	<b>16</b>	<b>390</b>	<b>1076</b>
<b>+/- Var</b>	<b>-31.9%</b>	<b>-93.4%</b>	<b>-51.8%</b>	<b>-33.3%</b>	<b>5.4%</b>	<b>-40.7%</b>
				<b>Locates per day</b>		<b>54</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>519</b>	<b>233</b>	<b>13443</b>	<b>538</b>	<b>5819</b>	<b>20552</b>
<b>2022</b>	<b>498</b>	<b>203</b>	<b>17398</b>	<b>872</b>	<b>5870</b>	<b>24841</b>
<b>+/- Var</b>	<b>-4.0%</b>	<b>-12.9%</b>	<b>29.4%</b>	<b>62.1%</b>	<b>0.9%</b>	<b>20.9%</b>
			<b>Locates per day</b>			<b>99</b>

# COUNTY TICKET DISTRIBUTION

---

County/Place	Dec
<b>ROBESON</b>	<b>2427</b>
FAIRMONT	<b>747</b>
LUMBER BRIDGE	16
<b>LUMBERTON</b>	<b>886</b>
MAXTON	<b>105</b>
ORRUM	25
PARKTON	97
PEMBROKE	<b>102</b>
RED SPRINGS	64
ROWLAND	68
SAINT PAULS	<b>270</b>
SHANNON	34

# 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](mailto:stephanie@nc811.org)

---

# CALENDAR

NC811 & NCUCC event  
calendars can be found  
on [nc811.org](https://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](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.



## UCC Sign-In Sheet

County Robeson Date: 12 Jan 2023

[illegible]