



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 website. You can watch the meeting by using the video link provided on ncucc.org. Visit your county UCC page for a listing of past meeting videos.

MONTHLY UPDATE

JANUARY
2023

WAKE 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

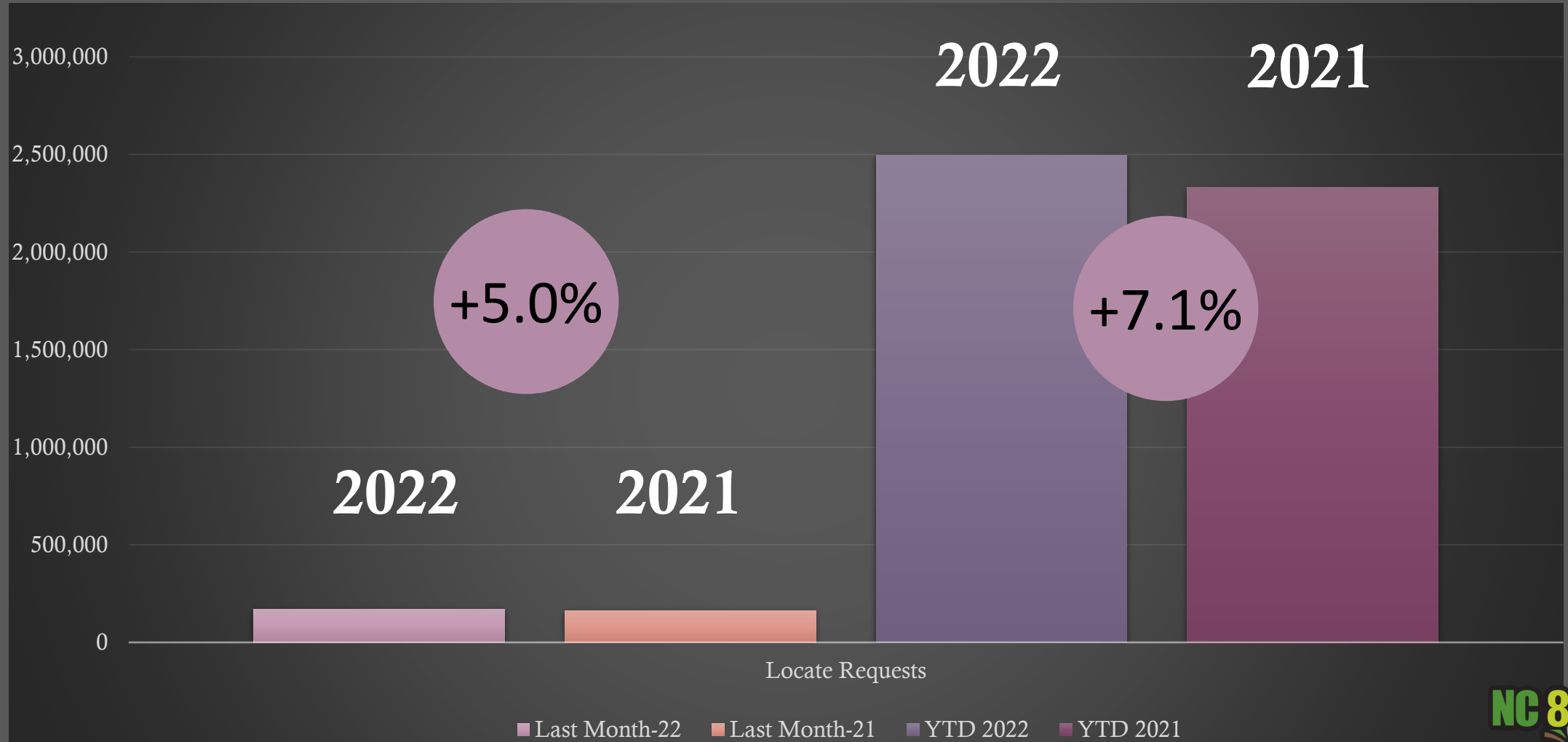
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

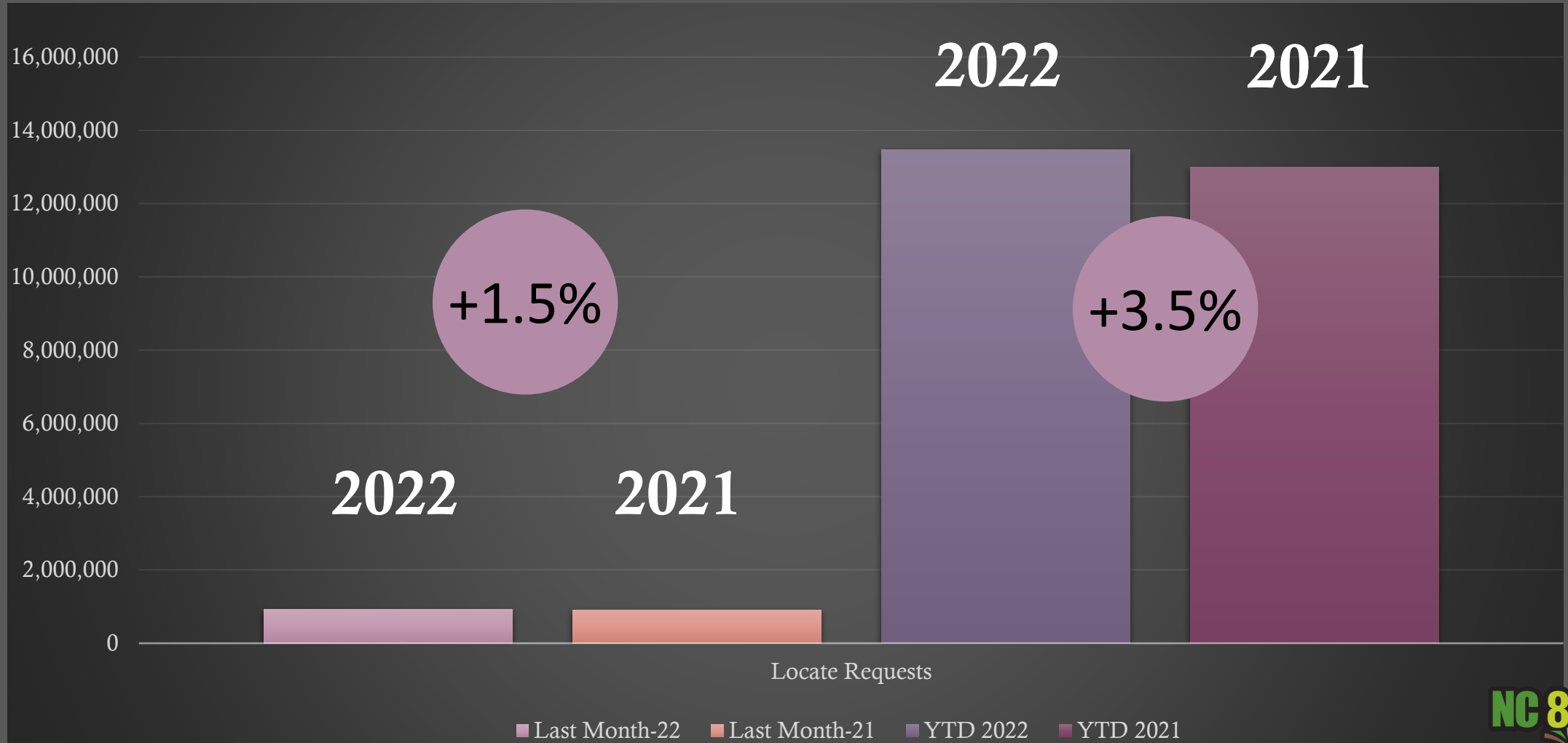
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	737	177	15190	359	6203	22666
2022	1286	106	12040	387	7337	21156
+/- Var	74.5%	-40.1%	-20.7%	7.8%	18.3%	-6.7%
				Locates per day		1058

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	19508	3143	220467	7088	96730	346936
2022	15283	2375	201414	5654	94731	319457
+/- Var	-21.7%	-24.4%	-8.6%	-20.2%	-2.1%	-7.9%
			Locates per day			1268

COUNTY TICKET DISTRIBUTION

County/Place	12 Dec
WAKE	21156
ANGIER	60
APEX	2309
CARY	1601
CLAYTON	55
DURHAM	14
FUQUAY VARINA	1980
GARNER	1226
HOLLY SPRINGS	884
KNIGHTDALE	601
MORRISVILLE	358
NEW HILL	51
RALEIGH	8823
ROLESVILLE	211
WAKE FOREST	1626
WENDELL	755
WILLOW SPRINGS	156
ZEBULON	420

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.

UCC Sign-In Sheet

County WakeDate: 1-31-2023

Name	Company	Email	Phone Number
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Ann Rushing	NC811	annrushing@nc811.org	336-944-5518
Matt Parsons	LUMEN	matt.parsons@lumen.com	336-549-2097
Sandra Johnson	Dominion Energy	Sandra.Johnson@Dominionenergy.com	919-836-2421
Myles Dawson	Raleigh Water	myles.dawson@raleighnc.gov	919-614-9494
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Charlie Hovelace	Raleigh Water		
Fred Howley	Town of Cary		

UCC Sign-In Sheet

County Wake

Date: 1-31-2023

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