
MONTHLY UPDATE

JANUARY
2023

BLUE RIDGE
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

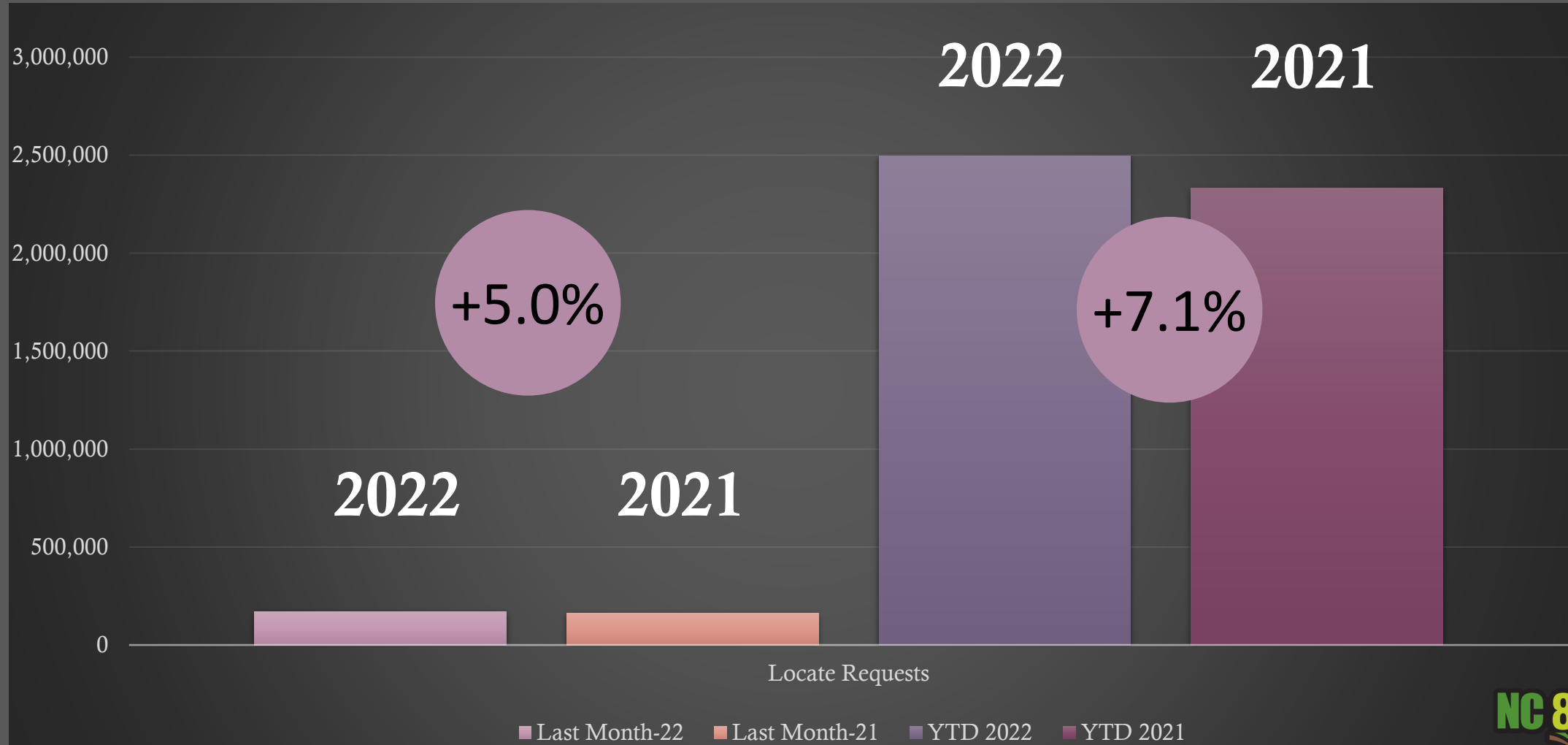
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

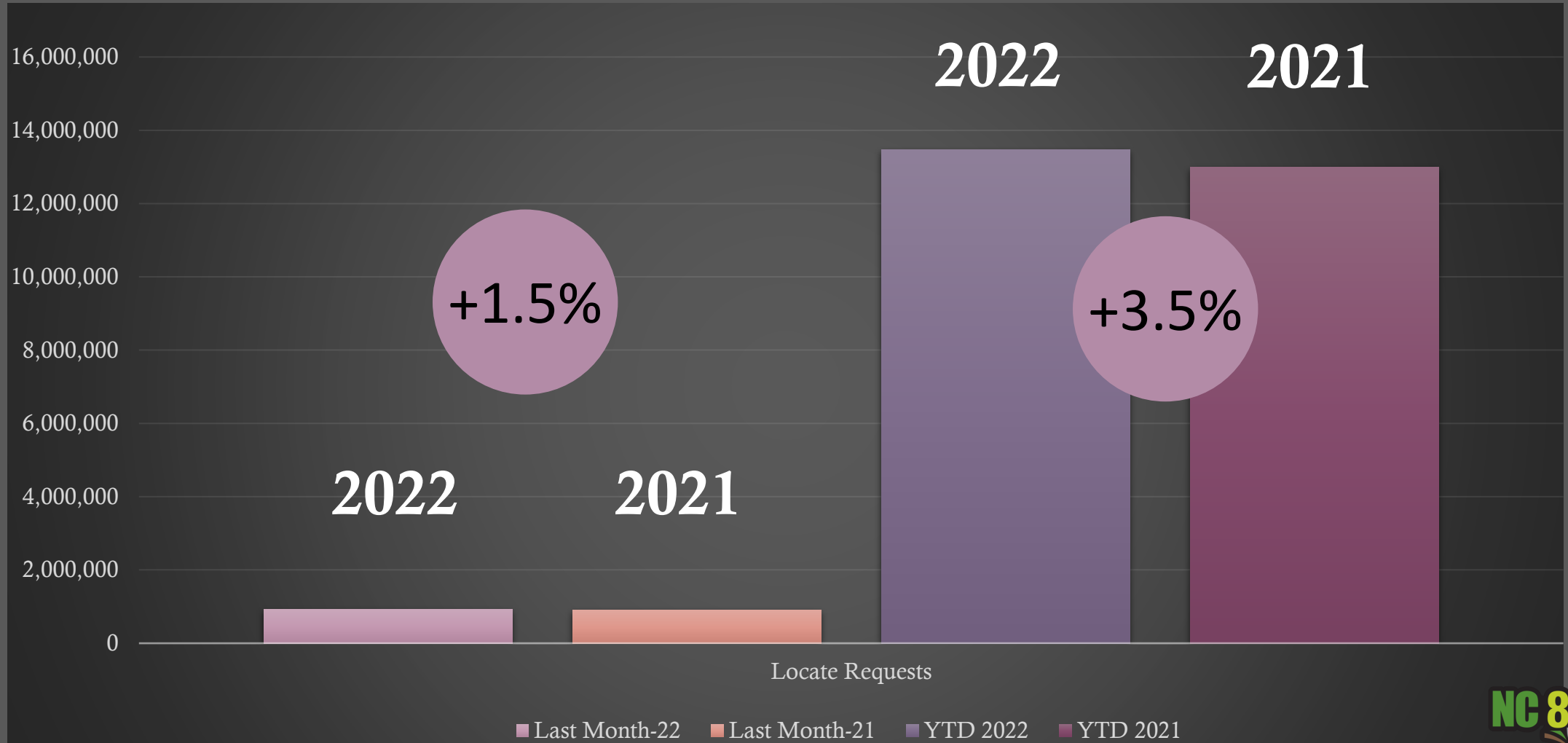
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME

2022 VS 2021

Alexander	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	12	3	267	4	51	337
2022	25	0	259	19	94	397
	108.3%	-100.0%	-3.0%	375.0%	84.3%	17.8%
				Locates per day		20

COUNTY TICKET VOLUME

2022 VS 2021

Catawba	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	79	34	1867	42	712	2734
2022	108	12	1619	39	963	2741
	36.7%	-64.7%	-13.3%	-7.1%	35.3%	0.3%
				Locates per day		137

COUNTY TICKET VOLUME

2022 VS 2021

Lincoln	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	55	21	1130	53	401	1660
2022	76	5	900	30	463	1474
	38.2%	-76.2%	-20.4%	-43.4%	15.5%	-11.2%
				Locates per day		74

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Alexander	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	107	35	3569	109	667	4487
2022	134	34	3627	121	1023	4939
	25.2%	-2.9%	1.6%	11.0%	53.4%	10.1%

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Catawba	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	622	276	18475	477	8613	28463
2022	1182	266	22277	667	11829	36221
	90.0%	-3.6%	20.6%	39.8%	37.3%	27.3%

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Lincoln	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	976	157	16552	789	6441	24915
2022	1168	131	15485	577	6213	23574
	19.7%	-16.6%	-6.4%	-26.9%	-3.5%	-5.4%

COUNTY TICKET DISTRIBUTION

ALEXANDER	397
BETHLEHEM	68
HIDDENITE	43
LITTLE RIVER	5
MILLERSVILLE	1
STONY POINT	44
TAYLORSVILLE	236

COUNTY TICKET DISTRIBUTION

CATAWBA	2741
CATAWBA	201
CLAREMONT	97
CONOVER	310
HICKORY	1166
LAKE NORMAN	18
MAIDEN	255
NEWTON	218
SAINT STEPHENS	13
SHERRILLS FORD	367
TERRELL	67

COUNTY TICKET DISTRIBUTION

LINCOLN	1474
CROUSE	28
DENVER	706
IRON STATION	100
LINCOLNTON	474
LOWESVILLE	24
MAIDEN	37
VALE	63
WESTPORT	26

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



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

Date: 1-18-2023

[illegible]