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MONTHLY UPDATE

JANUARY  
2023

CABARRUS  
ROWAN  
STANLY  
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.
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# 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

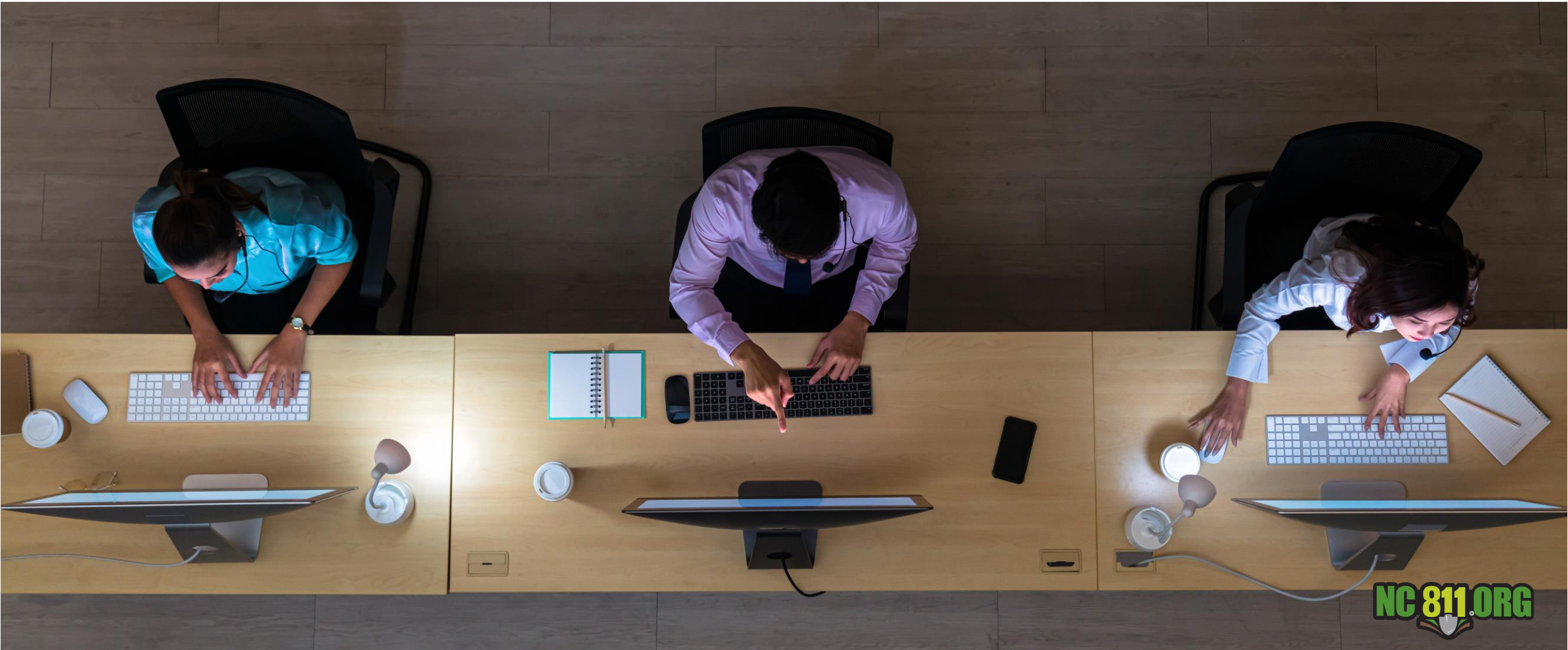
### Miscellaneous Root Causes

- 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

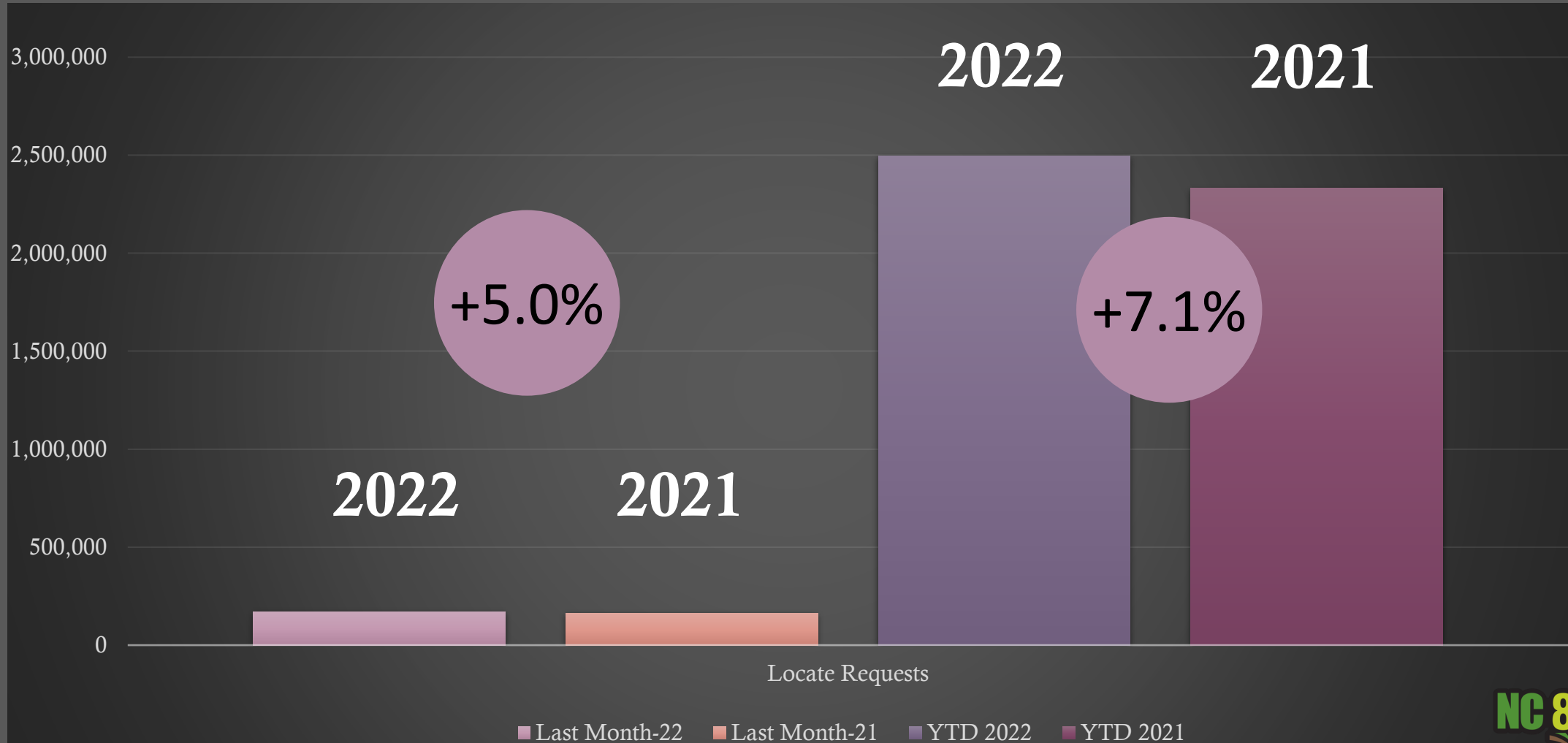




# LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

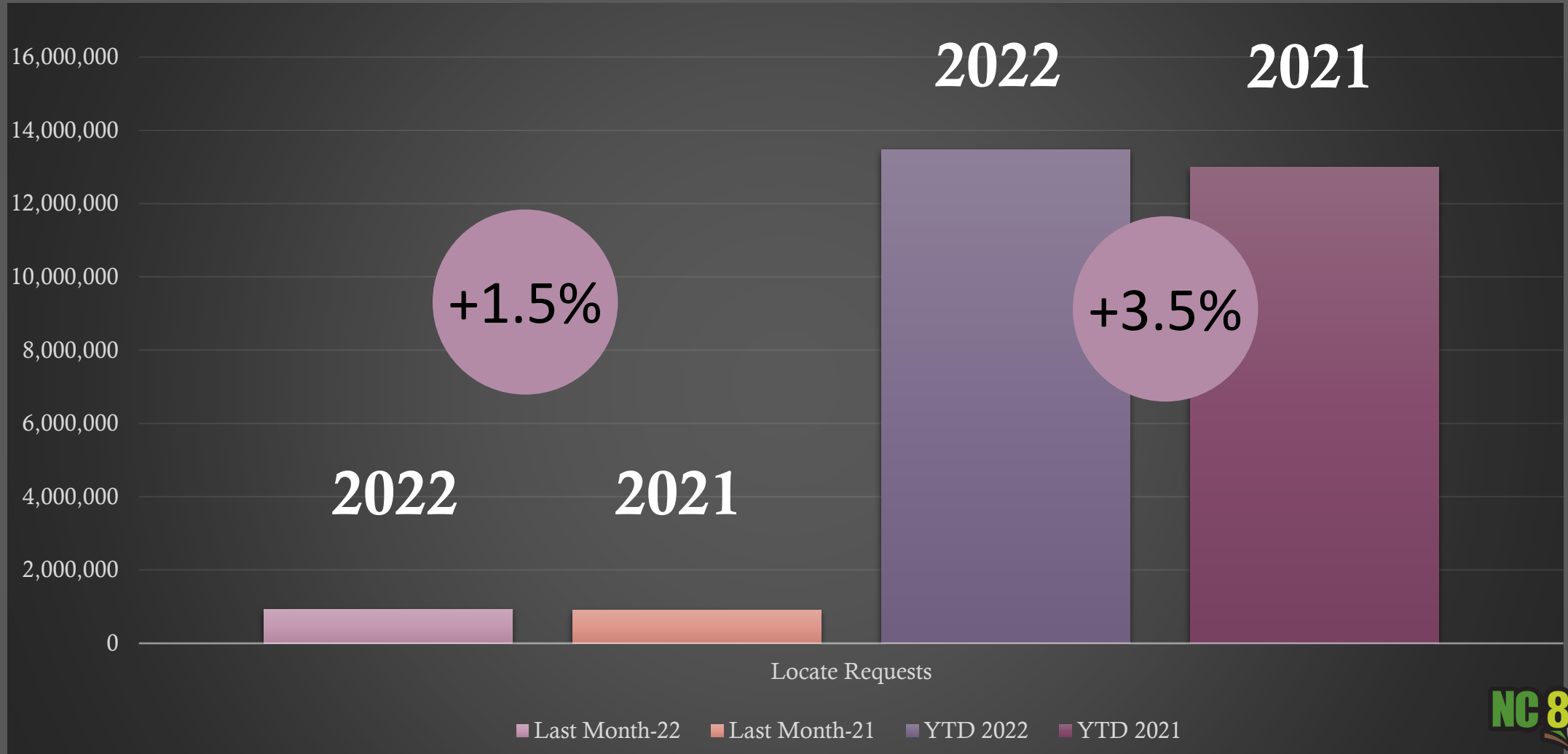
YTD 2022 vs 2021



# 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>TOTAL Tickets</b>
<b>2021</b>	128	21	<b>2612</b>	85	1225	<b>4071</b>
<b>2022</b>	244	43	<b>3068</b>	81	2514	<b>5950</b>
	90.6%	104.8%	<b>17.5%</b>	-4.7%	105.2%	<b>46.2%</b>
				Locates per day		298

# COUNTY TICKET VOLUME

2022 VS 2021

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2021</b>	58	8	<b>1278</b>	39	426	<b>1809</b>
<b>2022</b>	118	7	<b>1270</b>	26	1388	<b>2809</b>
	103.4%	-12.5%	<b>-0.6%</b>	-33.3%	225.8%	<b>55.3%</b>
				Locates per day		140



# COUNTY TICKET VOLUME

2022 VS 2021

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2021</b>	15	5	<b>572</b>	22	534	<b>1148</b>
<b>2022</b>	27	3	<b>600</b>	24	580	<b>1234</b>
	80.0%	-40.0%	<b>4.9%</b>	9.1%	8.6%	<b>7.5%</b>
				Locates per day		62

# COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2021</b>	2135	311	<b>35436</b>	1167	15318	<b>54367</b>
<b>2022</b>	3368	488	<b>41616</b>	1242	19755	<b>66469</b>
	57.8%	56.9%	<b>17.4%</b>	6.4%	29.0%	<b>22.3%</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>TOTAL Tickets</b>
<b>2021</b>	865	170	<b>16154</b>	600	5474	<b>23263</b>
<b>2022</b>	1219	244	<b>19232</b>	586	10002	<b>31283</b>
	40.9%	43.5%	<b>19.1%</b>	-2.3%	82.7%	<b>34.5%</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>TOTAL Tickets</b>
<b>2021</b>	408	123	<b>8067</b>	258	5693	<b>14549</b>
<b>2022</b>	378	116	<b>8916</b>	284	6439	<b>16133</b>
<b>+/- Var</b>	-7.4%	-5.7%	<b>10.5%</b>	10.1%	13.1%	<b>10.9%</b>



# COUNTY TICKET DISTRIBUTION

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<b>CABARRUS</b>	<b>5950</b>
CABARRUS	39
<b>CONCORD</b>	<b>3427</b>
GEORGEVILLE	9
HARRISBURG	974
<b>KANNAPOLIS</b>	<b>1266</b>
LOCUST	18
MIDLAND	128
MOUNT PLEASANT	82

# COUNTY TICKET DISTRIBUTION

<b>ROWAN</b>	<b>2809</b>
CHINA GROVE	460
CLEVELAND	45
EAST SPENCER	16
ENOCHVILLE	14
FRANKLIN	20
GOLD HILL	17
GRANITE QUARRY	23
<b>KANNAPOLIS</b>	<b>273</b>
LANDIS	54
MOUNT ULLA	52
ROCKWELL	68
<b>SALISBURY</b>	<b>1669</b>
SPENCER	53
WOODLEAF	22

# COUNTY TICKET DISTRIBUTION

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STANLY	1234
ALBEMARLE	444
BADIN	7
LOCUST	170
MILLINGPORT	4
NEW LONDON	67
NORWOOD	160
OAKBORO	116
RICHFIELD	24
STANFIELD	240

# 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
<b>CABARRUS</b>	<b>37</b>
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
<b>ROWAN</b>	<b>14</b>
RUTHERFORD	2
SAMPSON	0
SCOTLAND	2
<b>STANLY</b>	<b>2</b>
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, Mar 14  
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**

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.







Cabarrus/Rowan/Stanly Co UCC  
January 2023

Meeting opened by Chair, Leo Brooks

Level one safety moment done by Chair, Leo Brooks

Self-introductions were made

Safety moment – potholing/spotting utilities done by Leo Brooks

NC811 presentation given by Tami Groves

Let group know that I had been in contact with Rene/Daniel at PNG and we can begin meeting there again.

Discussed damage prevention luncheon. Looking for sponsors to assist. Can Duke Energy bring their line strike vehicle.

Vermeer – glad to be attending meetings again. Here to provide any assistance possible. The equipment inventory is getting better.

Jon Elzy with USIC – if there is anything USIC can do to be of assistance, please reach out to Jon. They have doubled the size of their project crews. Allows locators to provide more focus on single addresses.

Hyper Networks – Lots of work going on in Concord. Working with locate companies trying to keep up with work.

Prince Telecom – Ezra – new to area replacing Chad. Please reach out if you need him.

SEC – trying hard to keep up with all the work going on right now. Let them know if you need help.

Chris McCandless – Private locating is very busy. He's available if anyone needs assistance. Travels the entire state. Has recently added staff.

Piedmont Natural Gas – Marshel/Zac/Scott – new transmission line headed to Stanly Co. Cabarrus – decommissioning a line in Cabarrus Co. Zac – no big projects in district right now. Scott – Had a large outage in Oakboro previously. Contractor hit a 6" line. Affected 3300 customers. Don't dig on the marks.

Next meeting Feb 9 at 10:00 AM