
MONTHLY UPDATE

JANUARY
2023

**HOKE/SCOTLAND
UCC**



NC 811.ORG



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

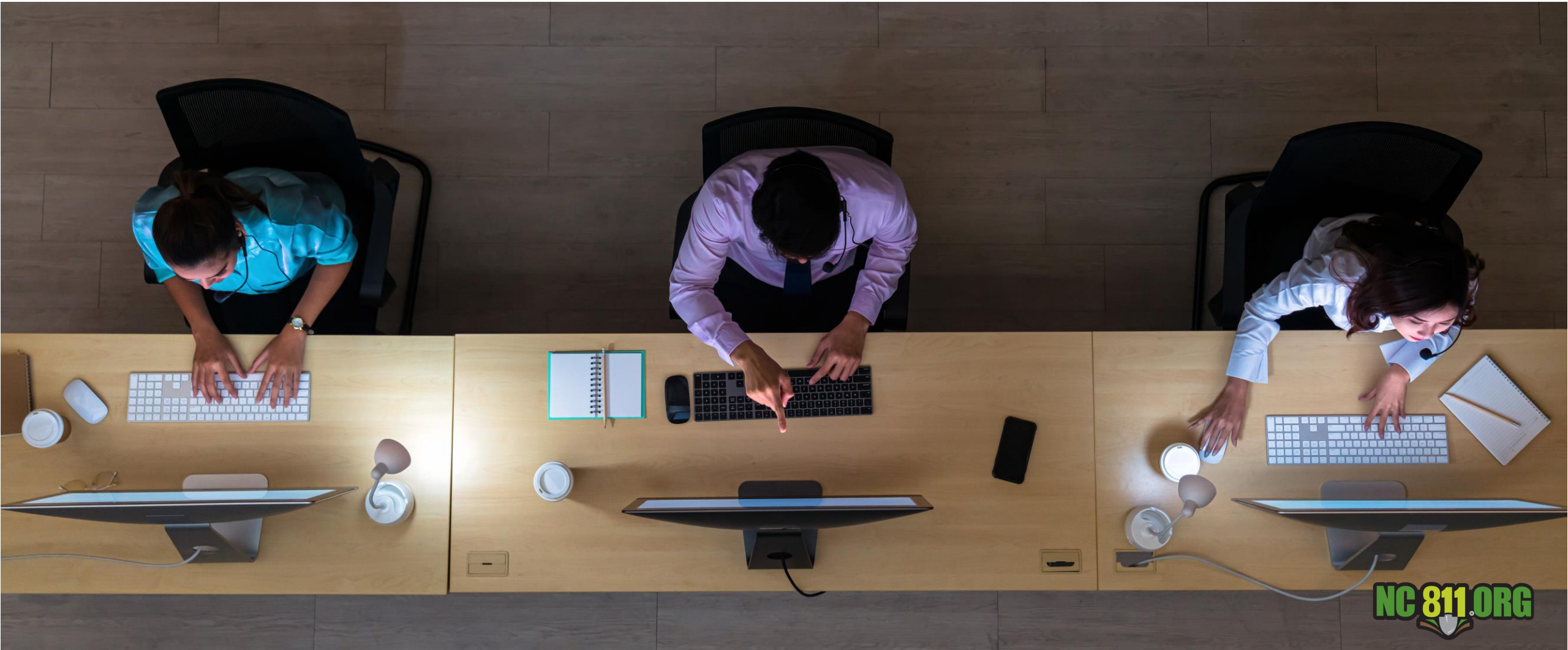
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

Miscellaneous Root Causes

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

DATA INSIGHTS

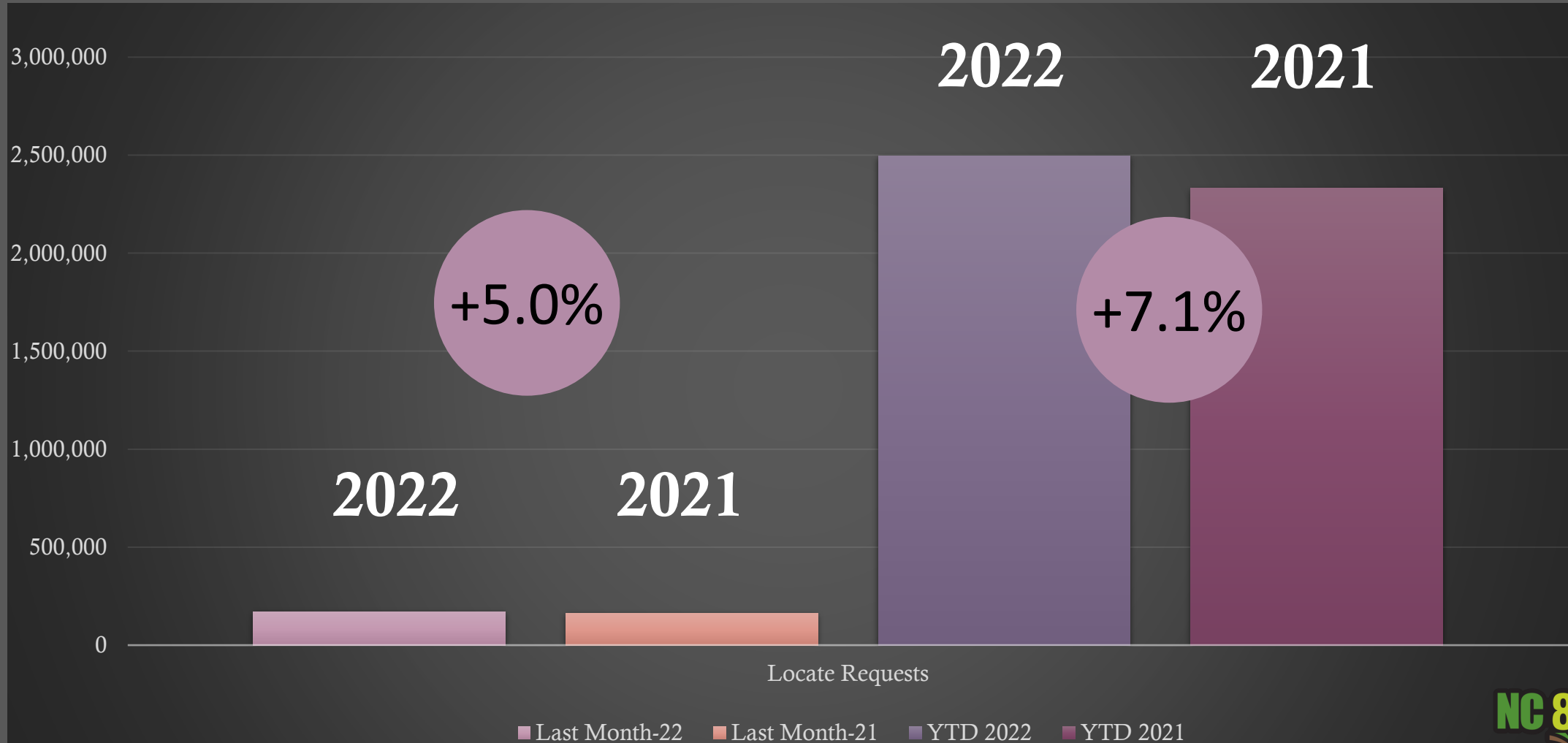
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

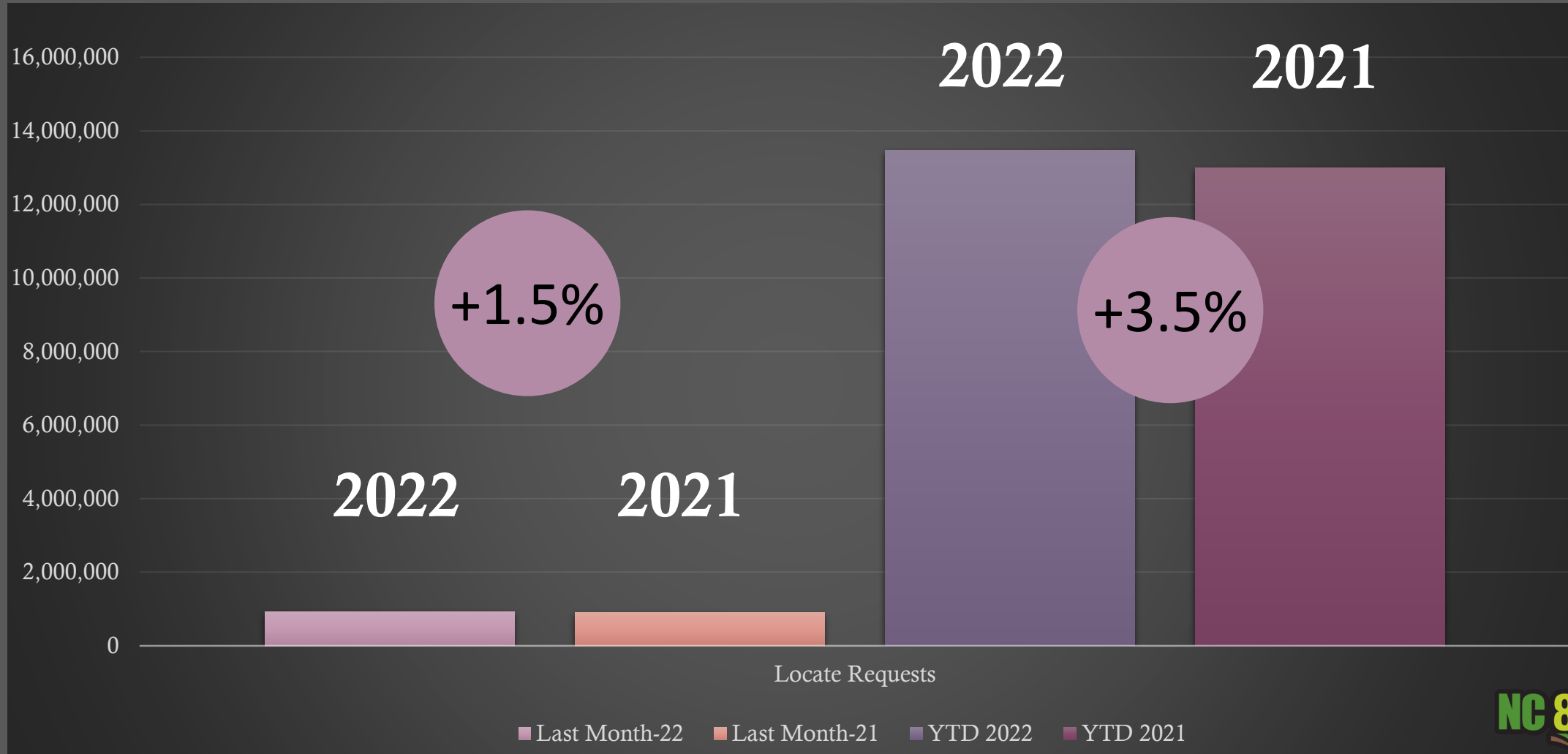
YTD 2022 vs 2021



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	42	4	1048	11	146	1251
2022	30	6	442	11	152	641
	-28.6%	50.0%	-57.8%	0.0%	4.1%	-48.8%
				Locates per day		32

COUNTY TICKET VOLUME

2022 VS 2021

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1	6	178	0	7	192
2022	5	2	196	5	128	336
	400.0%	-66.7%	10.1%	500%	1728.6%	75.0%
				Locates per day		17

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	180	52	6235	104	1135	7706
2022	209	75	8471	119	1798	10672
	16.1%	44.2%	35.9%	14.4%	58.4%	38.5%

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	69	32	2415	95	448	3059
2022	50	31	2504	81	1246	3912
	-27.5%	-3.1%	3.7%	-14.7%	178.1%	27.9%

COUNTY TICKET DISTRIBUTION

HOKE	641
ANTIOCH	2
ASHLEY HEIGHTS	4
BUFFALO SPRINGS	1
DUNDARRACH	5
FIVE POINTS	8
JOHNSONS MILL	2
MCCAIN	6
RAEFORD	566
RED SPRINGS	9
ROCKFISH	37
SILVER CITY	1

COUNTY TICKET DISTRIBUTION

SCOTLAND	336
EAST LAURINBURG	1
GIBSON	27
LAUREL HILL	62
LAURINBURG	149
MAXTON	26
SPRING HILL	1
WAGRAM	70

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



Coordinating Committee Conference

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.