

## North Carolina One- Call Center Report

### The Center

#### Received YTD Locate Requests:

September 30, 2008 -----975,960 Tickets  
6.6 % decrease from 2007

#### YTD Transmissions:

August 31, 2008-----4,716,295  
12.4 % decrease from 2007

#### Monthly Caller & RTE Comparison for 2007/2008:

	<u>2007</u>	<u>2008</u>	<u>%</u>
Jan	106,197	99,236	0.93
Feb	98,415	97,588	0.99
Mar	121,264	106,774	0.88
Apr	114,963	115,511	1.00
May	125,644	110,734	0.88
June	116,835	113,924	0.98
Jul	115,731	114,655	0.99
Aug	128,535	104,111	0.81
Sept	110,088	106,839	0.97
Oct	124,316	0	0.00
Nov	101,662	0	0.00
Dec	<u>81,814</u>	<u>0</u>	0.00
Totals	1,347,471	971,380	

#### Mark your Calendars.....

#### NCUCC

The next “regular” meeting of the North Carolina Utility Coordinating Committee will be at 10 AM on November 13<sup>th</sup> at 10:00AM at the Piedmont Natural Gas in Tarboro, NC.

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## 2008 Holiday Schedule

Please plan your work!!! The dates listed below are NOT part of the 2 working day notice:

**Veterans Day.....November 11, 2008**  
**Thanksgiving.....November 27 & 28, 2008**  
**Christmas.....December 24, 25 & 26, 2008**

## One-Call Board Action

At the 1<sup>st</sup> Quarter Board Meeting on April 18<sup>th</sup>, all Board Members present voted to make a change in the “start time” of a normal locate request. Beginning on 7/1/08, the minimum 2 working day notice begins at 12:01 AM on the first Working Day following the day that the ticket is entered.

## NCOCC Board Meeting

The 3rd Qtr. Board Meeting for the North Carolina One Call Center, Inc. will be on October 17, 2008 at 8:00 AM at Rumbling Bald Resort (formerly Fairfield Mountains) in Lake Lure. The deadline for room reservations was **August 15**, 2008. This doesn't mean there are no rooms available; it means the block reserved by One-Call was released if not reserved by an attendee.

For more information, please contact Christy Burgess at 336-855-5760.

**Please take Note.....**

## Remote Ticket Entry News

Through the end of April, approximately 48% of the tickets issued by the NC One-Call Center were entered by Remote Ticket Entry Users (the excavators). This reduces costs and help hold ticket prices down.

The 50 ticket per month minimum for Remote Ticket Entry users has been eliminated. If you are interested in entering you own tickets via the internet, go to the NC One-Call Website ( [www.ncocc.org](http://www.ncocc.org) ), click on “Remote Ticket Entry” and request training. Some of the advantages for you:

1. Saves time and money
2. Ticket can be entered 24/7
3. You can SEE the information on the Locate Request prior to entering the ticket.

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## **Easy Steps to Membership in One-Call**

1. Sign Membership Agreement and complete necessary forms.
2. Pay \$17 per county in which you operate for recording a document at the Reg. of Deeds Office saying that One-Call takes notifications for you.
3. Receive training on Mapping Database entry.
4. Enter Mapping Database information.
5. Notify One-Call that you are ready to begin receiving tickets.
6. Pay 65 cents (current rate) for each notification that you are sent by The NC One-Call Center, Inc.

## **Local Report for Burke County**

### **September 2008 – 635 Total Tickets**

- 537 - New Tickets
- 82 – Updates
- 3 – Retransmits
- 9 – Second Notice
- 3 – Cancelled Tickets
- 1 – Design Survey Locate Request
- 0 – Damage Reports

### **Out of 635 Total Tickets**

- 22 - Emergency Locate Request (immediate attention)
- 16 – Rush Tickets (gave anywhere from 1 to 4 hour notice)
- 13 – Short Notice Tickets (notice was more than 4 hours but less than a 2 working day notice)
- 584 - Normal Notices (2 full working days or more)

## **Local Report for Caldwell County**

### **September 2008 – 535 Total Tickets**

- 438 - New Tickets
- 83 – Updates
- 5 – Retransmits
- 4 – Second Notice
- 5 – Cancelled Tickets
- 0 – Design Survey Locate Request
- 0 – Damage Reports

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### **Out of 535 Total Tickets**

- **31 - Emergency Locate Request (immediate attention)**
- **11 – Rush Tickets (gave anywhere from 1 to 4 hour notice)**
- **22 – Short Notice Tickets (notice was more than 4 hours but less than a 2 working day notice)**
- **471 - Normal Notices (2 full working days or more)**