

North Carolina One- Call Center Report

The Center

2009

Received YTD Locate Requests:

October 31, 2009 ----- 919,183 Tickets
15.0 % decrease from 2008

YTD Transmissions:

October 31, 2009----- 4,354,987
16.7 % decrease from 2008

Mark your Calendars.....

NCUCC

The next State UCC meeting will be held in Greensboro, NC at Piedmont Natural Gas, 2611 Greengate Drive, on January 12, 2010, at 10:00 AM.

2009 Holiday Schedule

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

Thanksgiving.....November 26 & 27, 2009
Christmas.....December 24 & 25, 2009

Next NCOCC Board Meeting

The 4th Qtr. Board Meeting for the North Carolina One Call Center, Inc. will be on January 22nd at 9:30 AM at The Grove Park Inn in Asheville, North Carolina.

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

For Your Information.....

“811” PSA’s

Charter Communications, Sudden Link, Star Vision, & Time Warner have agreed to broadcast 30 second Public Service Announcements (PSA’s) via the CATV system in North Carolina. The One-Call Center has provided Charter two (2) 30 second spots to use.

Such publicity is beneficial to all North Carolina One-Call Center members.

Positive Response Information Available:

In excess of 70% of the tickets issued by the North Carolina One-Call Center are updated in “Positive Response”. You can access this information by calling 1-800-632-5050 OR by accessing the information on line as follows:

1. Go to the NC One-Call website homepage at www.ncocc.org and “click on”:
Positive Response
2. “Click on”: Positive Response Status
3. Enter the Ticket Number that you want to check and “click on”: Submit
4. Response Codes:
 - 10 = No conflict, utility is outside stated work area
 - 20 = Marked
 - 30 = Not Complete
 - 40 = Could not gain access to property, locator will contact excavator
 - 50 = Critical facility not marked, locator or utility operator must contact excavator and must be present during excavation.
 - 60 = Locator and excavator agreed and documented marking schedule
 - 70 = Excavator completed work prior to due date
 - 80 = Member’s master contractor is responsible for locating facilities (effective 10-1-09)
 - 999 = Member has not responded by the required time

Mapping Database Entry Information

There is information on the NC One-Call Website providing information about entering Mapping Database information for One-Call members. Members can reduce the volume of Locate Request they receive and thereby reduce their cost by using the tools provided by the One-Call Center to be more specific about the location of buried facilities.

To access the Database information, go to the One-Call Homepage (www.ncocc.org) and near the top cent of the page click on “Database”. At the bottom of the “Database” page, there are “icons” for accessing instructions for “Gridding”, “Polygons” and “Street Guide Information”.

White Lining---Why Me?

The use of white paint or flags to outline a proposed excavation project is an important part the planning process for several reasons:

1. It reduces or eliminates any guesswork about the location of the work area.
2. It helps reduce the rainbow of colors on streets, sidewalks, curbs & parking lots.
3. The APWA Color Code references the use of white lining to identify the exact location of the proposed excavation.

Eliminating Guess Work

Clear and accurate information to one person may not be clear and accurate to another. Remember the school exercise in which a story is whispered to a person on one side of the room and then passed on until it reaches the other side. How much did it change???

White paint/flags help keep the information consistent as it passes from the excavator to the locator.

Reducing Industrial Graffiti

Color paint on streets, parking lots, curbs and sidewalks are considered by some as “industrial graffiti”. As more people grasp the importance of the “one-call process” the amount of paint increases. Responding to public outcry, some municipalities are regulating the use of paint to mark utilities. Use of white lining reduces the amount of paint on the ground.

In Conclusion

The use of white paint in excavation location identification is a vital part of a safe, successful excavation project. White lining should be used 100% of the time regardless of whether or not one can clearly and accurately identify the excavation location. Also, remember that white is the only color paint that is acceptable for use by excavators to mark the excavation site. The use of white paint eliminates any location guess work, eliminates gross amounts of industrial graffiti, is a part of many state laws and is becoming recognized on a national level. But, ultimately, it is the best step one can take to assist the locator in not only ensuring an accurate locate but ensuring that you and the neighborhood in which you are working remains safe as well. If everyone used white lining, the locator would get to your work site much sooner.

Local Report for Forsyth County

September & October 2009 – 6,362 Total Tickets

- **4,827 – New Tickets**
- **1,233 - Updates**
- **100 – Retransmits**
- **114 – Second Notice**
- **52 – Cancelled Tickets**
- **26 – Design Survey Locate Request**
- **10 – Damage Reports**

Out of 6,362 Total Tickets

- **199 - Emergency Locate Requests (immediate attention)**
- **216 – Rush Tickets (gave anywhere from 1 to 4 hour notice)**
- **155 – Short Notice Tickets (notice was more than 4 hours but less than a 2 working day notice)**
- **5,792 - Normal Notices (2 full working days or more)**