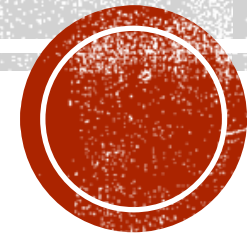
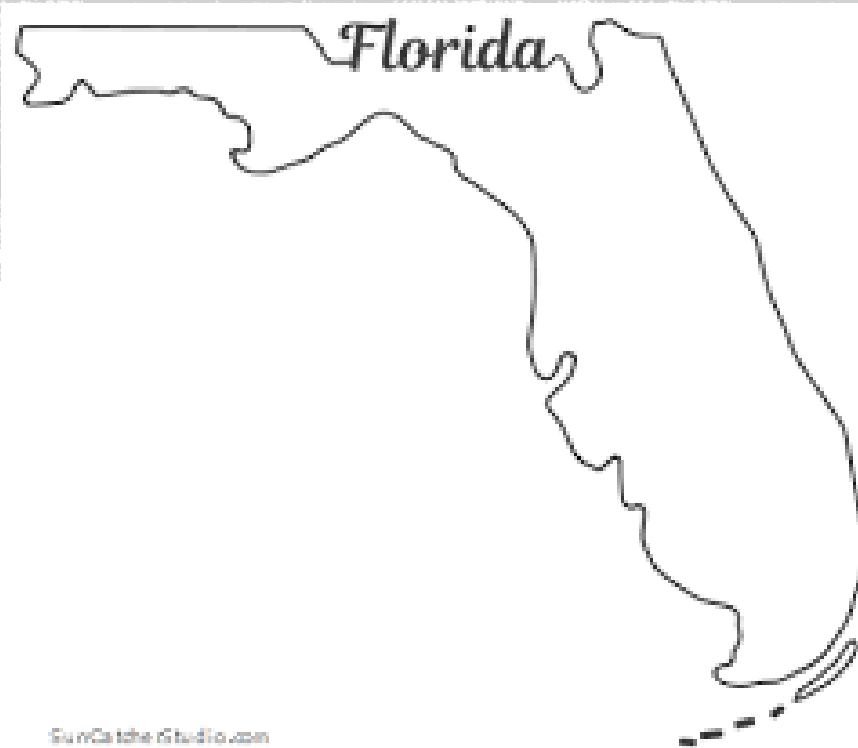


# **FLO RIDA USER GROUP MEETING**

Feb 9, 2021



# PT + USAGE

## **2019**

Created: 60,398  
Closed: 35,979  
Tickets w/ Steps  
Completed: 101,496

## **2020**

Created: 74,743  
Closed: 49,834  
Tickets w/ Steps  
Completed: 146,156

Total Open Tickets: 281,550  
Ready to Close: 12,126

## **Jan 2020**

Created: 4,052  
Closed: 2,226  
Tickets w/ Steps  
Completed: 12,645

## **Jan 2021**

Created: 5,646  
Closed: 4,843  
Tickets w/ Steps  
Completed: 20,019



# TOP 5 USERS (2020)

## Top Creators (PT)

- Florida Power & Light
- Duke Energy
- AT&T Southeast
- Clay Electric Coop
- Gulf Power Company

## Top Updaters (PT)

- Florida Power & Light
- Comcast
- AT&T Southeast
- Bright House Networks (Charter)
- Crown Castle

Active Users: 863

Active Member Codes: 247



# MEMBER CODES

- View codes by clicking on Members (My Members)
- Run report called “Member Codes By State”
- Send any updates to [support@njuns.com](mailto:support@njuns.com)



# PRIORITY CODES

## Florida Priority Codes

- 0 – Safety
- 1 – Customer Complaint
- 2 – Rush Work
- 3 – Maintenance/Relocations
- 4 – Make Ready
- 5 – Coordinating with Other Utilities
- 6 – Violation
- 7 – PSC Violation
- 8 – Miscellaneous
- 9 – Reserved

Row Labels	Count of Priority
-1	17
0	1339
1	1362
2	584
3	67807
4	249
5	113
6	3579
7	110
8	16
9	2
<b>Grand Total</b>	<b>75178</b>



# TICKET TYPES 2020

New (NEW) – 56,484

Transfer (PT) – 12,835

Violation (VIO) – 3,271

Pole Replacement (PR) – 2,111

Other (OTH) – 247

Make Ready (MR) – 107

Pole Location Elimination (PLE) – 91

Pole Abandonment (AB) – 28

Change of Ownership (COO) – 4



Approximately **8,088** active Dispute Steps

Why are tickets being disputed?

Dispute Description	Count of StepDescription
Add New Step	703
Duplicate Ticket or Step	106
Legacy Dispute - No Reason	9
Member Code Incorrect or Not Attached	1110
Other	2124
Pole Owner Work Not Complete	222
Previous Step Not Complete	3285
Unable to Locate or Bad Address	513
Wrong Pole Owner	16
<b>Grand Total</b>	<b>8088</b>

Completed Steps in 2020: **247,659**

Avg days to complete step: **200**

Longest time to complete step: **7,321**



# WHAT'S COMING IN 2021

- Working to improve email notifications
- Updated API Documentation and procedure
- Other improvements
  
- Have suggestions? Email us at [support@njuns.com](mailto:support@njuns.com)





# SHORT DEMO

- Have you tried the new mapping features?
  - View the document called *Mapping Quick Guide* under Training/Best Practices
- Searching for Tickets Filters and Reports



Available Training – visit training tab on [www.njuns.com](http://www.njuns.com)

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook



# QUESTIONS

Any questions for us?

