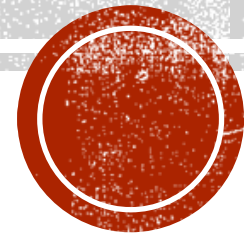


# **NEW YORK & NEW JERSEY USER GROUP MEETING**

**Oct 14, 2021**



# NEW YORK PT + USAGE

## 2020 – 9/30

Created: 34,414

Closed: 24,087

Tickets w/ Steps

Completed: 58,232

## 2021 – 9/30

Created: 36,152

Closed: 25,606

Tickets w/ Steps

Completed: 64,669

Total Open Tickets: 107,775

Ready to Close: 1,990



# NEW YORK PA USAGE

## **2020 – 9/30**

Created: 444  
Closed: 190

## **2021 – 9/30**

Created: 324  
Closed: 122

Owners: Central Hudson, Orange & Rockland

Total Open Tickets: 1,581



# NEW JERSEY PT + USAGE

## 2020 – 9/30

Created: 530

Closed: 89

Tickets w/ Steps

Completed: 680

## 2021 – 9/30

Created: 494

Closed: 292

Tickets w/ Steps

Completed: 1,006

Total Open Tickets: 2,165

Ready to Close: 294



# NEW JERSEY PA USAGE

## **2020 – 9/30**

Created: 15  
Closed: 6

## **2021 – 9/30**

Created: 22  
Closed: 14

Owner: Rockland Electric

Total Open Tickets: 44



# NEW YORK TOP 5 PT USERS (2021)

## Top Creators (PT)

- National Grid
- Verizon
- New York State Electric & Gas
- PSEG
- Rochester Gas & Electric

## Top Updaters (PT)

- Verizon
- Charter
- PSEG
- New York State Electric & Gas
- Cablevision (Altice)

Active Users: 886

Active Member Codes: 541



# NEW JERSEY TOP 5 PT USERS (2021)

## Top Creators (PT)

- Rockland Electric
- Verizon
- Orange & Rockland

## Top Updaters (PT)

- Verizon
- Rockland Electric
- Cablevision
- Level 3
- Warwick Valley Telephone

Active Users: **87**

Active Member Codes: **24**



# 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)





# NEW YORK PRIORITY CODES

## New York Priority Codes (Revised 4/11/19)

NY NJUNS Advisory Board

Priority Code	Description
1	Emergency – company has 24 hours from time of notification to respond
2	External Affairs, Municipality, large area complaints
3	Relocation
4	Routine
5	Single Customer complaints

Row Labels	Count of Priority
-1	3692
0	23
1	1138
2	1559
3	389
4	53082
5	15
7	7
<b>Grand Total</b>	<b>59905</b>



# NEW JERSEY PRIORITY CODES

Codes have not been defined

Row Labels ▼	Count of Priority
1	359
2	64
3	29
4	9717
5	4
<b>Grand Total</b>	<b>10173</b>

# NEW YORK TICKET TYPES

Row Labels	Count of TicketType
Make Ready	573
New	10811
Other	117
Pole Abandonment	780
Pole Location Elimination	21
Pole Replacement	18
Transfer	47583
Violation	2
<b>Grand Total</b>	<b>59905</b>



# NEW JERSEY TICKET TYPES

Row Labels	Count of TicketType
Make Ready	286
New	801
Pole Abandonment	628
Pole Replacement	31
Transfer	8427
<b>Grand Total</b>	<b>10173</b>



# NEW YORK STEPS

Approximately 5,792 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	139
Duplicate Ticket or Step	154
Legacy Dispute - No Reason	2
Member Code Incorrect or Not Attached	2293
Other	1137
Pole Owner Work Not Complete	398
Previous Step Not Complete	716
Unable to Locate or Bad Address	813
Wrong Pole Owner	140
<b>Grand Total</b>	<b>5792</b>

Reasons for 'Other':

- Can't locate Pole
- Company X needs to transfer first
- Not attached to the pole



# NEW JERSEY STEPS

Approximately 16 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Other	9
Previous Step Not Complete	3
Unable to Locate or Bad Address	4
<b>Grand Total</b>	<b>16</b>

Reasons for 'Other':  
- N/A - Attachment request



# FUTURE UPDATES

- The Full Text Search (FTS) was not always pulling tickets. It has been resolved and we apologize for the inconvenience.
- Step Remarks field can be expanded so all characters are shown (like Ticket Remarks)
- Mapping updates
- 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
- Filters





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
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# QUESTIONS

Any questions for us?

