



## **New York Users Meeting**

*January 23, 2014 at 9:30am Eastern*

*Presenter: Chris Benefield*

The meeting began at 9:30am Eastern

The following topics were discussed, as well as a PowerPoint was presented:

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS New York Sponsors: Central Hudson, Consolidated Edison, Frontier, LIPA, National Grid, NYSEG, NYSTA, Orange & Rockland, RG&E, and Verizon
- New Hampshire Directors: Kenny McDonagh – Consolidated Edison and Jennifer Michaud – Frontier Communications
- New York History: Joined NJUNS in 2012
  - First ticket created in November 2012
  - NY has a unique PT+ mask
- 2013 Yearly Numbers for the state of New York:
  - 16,831 created tickets
  - 15,659 tickets with steps completed
  - 2,263 tickets closed
- Demonstration Portion:
  - Closing/Updating Tickets:
    - To Update – change step status from pending to complete
    - To close – change ticket status from open to close
    - Emphasized the importance of updating and closing tickets due to the statistical data of state usage
  - User Forum/Website:
    - Training Videos: Updated interactive training videos
    - Users Guides
    - New York Forum: State Priority codes and Director/Sponsor information
    - Utilize State Forums for open topics within the state
  - Utilizing of Social Media: Suggested that users Like us on Facebook & Follow us on Twitter



- Reports
  - PT Close Report – new
    - This report lets you input your member code and it shows all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
  - PT+ Next To Go Reports – new
    - PT+ Next To Go – Pole Owner
      - Shows Next To Go tickets as the pole owner
    - PT+ Next To Go – Step Member
      - Shows Next To Go tickets for a member code
- Questions/Feedback:
  1. I am receiving a bootstrap error. What causes this?
    - a. This is a client side error that is blocking something in NJUNS. Send your error to [support@njuns.com](mailto:support@njuns.com) so that we can look into it.
  2. Is Connecticut interested in joining NJUNS?
    - a. We are unaware of them joining in the immediate future.
  3. How do you create a dispute?
    - a. An entity can dispute a step. To add a dispute, open the step and click on the dispute tab.
  4. How do you create a violation ticket?
    - a. A violation is just a type of ticket. You create the PT+ ticket the same, but chose violation as the ticket type.
  5. If someone creates a ticket and we're a step member, when will the ticket show up on our tickets of interest list?
    - a. It will show when you are Next To Go and will stay on the list for up to 30 days. Unless you are the pole owner or the creator, the ticket will only show on this list when you are NTG.
  6. Can you change how many days the work has to be completed?
    - a. Changing the days interval of a step will change the response request date. There is no "clock" in NJUNS.
  7. If someone disputes my step, how long to we have to respond to the dispute?
    - a. This is not up to NJUNS. NJUNS has no "clock", so it is up to the pole owner and the attacher to resolve the dispute in a time frame that follows their procedures.

The next New York State Users Meeting will be held on July 31, 2014 at 10:00 am Eastern.

The meeting ended at approximately 11:01am Eastern



**Attendees:**

Dan DeZafra
Andrew Dickey
Bill Kuehnle
Steven Lucas
Debra Martin
Tighe Massey
Patti Najdek
Kim Pearsall
Richard Peshkur
Mark Rohssler
Rick Samuels
Pauline Sealy
Eva Sipos
Michael Stirpe
Patricia Wolff
Kelley Issler