



OREGON USER GROUP MEETING

Nov 4, 2021

PT + USAGE

2020 – 10/31

Created: 9,129

Closed: 4,882

Tickets w/ Steps

Completed: 17,347

2021 – 10/31

Created: 11,166

Closed: 3,408

Tickets w/ Steps

Completed: 18,593

Total Open Tickets: 47,937

Ready to Close: 2,590



TOP 5 USERS (2021)

Top Creators (PT)

- Portland General Electric
- PacifiCorp
- Lumen (CenturyLink)
- Northwest Fiber (Ziplay)
- Central Lincoln PUD

Top Updaters (PT)

- Portland General Electric
- Comcast
- Northwest Fiber (Ziplay)
- Lumen (CenturyLink)
- Wave Broadband

Active Users: **453**

Active Member Codes: **234**



PA USAGE

2020 – 10/31

Created: 3,765

Closed: 1,998

2021 – 10/31

Created: 4,946

Closed: 2,456

Total Open Tickets: 25,252

Top Owners using PA

- PacifiCorp
- Portland General Electric
- Oregon Trail Electric Coop
- Lumen (CenturyLink)
- Douglas Electric Coop



MEMBER CODES

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



PRIORITY CODES

Oregon Priority Codes

- 0 – Imminent Hazard – Safety
- 1 – PUC Reported Violations
- 2 – Code Violations
- 3 – Street Improvement
- 4 – New Construction
- 5 – Pole Maintenance
- 6 – Undefined
- 7 – Pole Reconfiguring/Make Ready
- 8 – Routine Work
- 9 – FYI/MISC

Row Labels	Count of Priority
-1	71
0	2070
1	7090
2	15695
3	2293
4	6908
5	5943
6	1215
7	16684
8	82086
9	6197
Grand Total	146252



TICKET TYPES

Row Labels	Count of TicketType
Change of Ownership	194
Make Ready	19061
New	5380
Other	3970
Overlash	20
Oversize Load	1
0 Pole Abandonment	428
1 Pole Location Elimination	2061
2 Pole Replacement	19979
3 Transfer	87566
4 Violation	7592
5 Grand Total	146252



Approximately **688** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	6
Duplicate Ticket or Step	15
Legacy Dispute - No Reason	1
Member Code Incorrect or Not Attached	56
Other	414
Pole Owner Work Not Complete	54
Previous Step Not Complete	70
Unable to Locate or Bad Address	68
Wrong Pole Owner	4
Grand Total	688

Some reasons for 'Other' that have choices:

- Can't locate Pole
- Not on Pole
- CATV needs to transfer first



FUTURE UPDATES

- Step Remarks field can be expanded so all characters are shown (like Ticket Remarks) – Completed 10/15/21
- Mapping updates – coming soon
- Mapping demo

- Have suggestions? Email us at support@njuns.com



Available Training – visit training tab on www.njuns.com

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QUESTIONS

Any questions for us?

