

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



NEW YORK PT+ USAGE

2021 - YTD

Created: 34,268
Closed: 24,502
Tickets w/ Steps
Completed: 61,564

2022 - YTD

Created: 47,600
Closed: 46,131
Tickets w/ Steps
Completed: 98,114

Total Open Tickets: 113,907

Ready to Close: 2,232 (all steps completed)



NEW YORK TOP 5 PT USERS (2022)

Top Creators

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

Top Updaters

- Verizon
- New York State Electric & Gas
- PSEG
- Charter/TWC
- Rochester Gas & Electric



NEW YORK PA USAGE

2021 - YTD

Created: 309

Closed: 117

2022 - YTD

Created: 252

Closed: 44

Owners using PA: Central Hudson (141) , Orange & Rockland (111)

Total Open Tickets: 1,848



NEW JERSEY PT+ USAGE

2021 - YTD

Created: 487
Closed: 287
Tickets w/ Steps
Completed: 975

2022 - YTD

Created: 619
Closed: 871
Tickets w/ Steps
Completed: 1,694

Total Open Tickets: 1,858

Ready to Close: 705 (all steps completed)



NEW JERSEY TOP 5 PT USERS (2022)

Top Creators

- Rockland Electric
- Verizon
- Orange & Rockland

Top Updaters

- Verizon
- Rockland Electric
- Cablevision (Altice)
- Warwick Valley Telephone
- Orange & Rockland



NEW JERSEY PA USAGE

2021 - YTD

Created: 20

Closed: 12

2022 - YTD

Created: 77

Closed: 13

Owners using PA: Rockland Electric

Total Open Tickets: 113



USERS/MEMBER CODES

New York

- Active Users: 1,070
- Active Codes: 608

New Jersey

- Active Users: 129
- Active Codes: 31

Member

UPC2 *

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver -- Q x
Company	NJUNS Inc. -- x Q *
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
Auto Close Ticket	<input type="checkbox"/>
Description	NJUNS Training Code - Default PT Mask, Default PA mask

- View codes in profile by clicking on Members (My Members)
- Run report called “Member Codes By State”
- Send updates to 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

Priority	Total
4	46727
5	383
3	198
2	165
1	159
-1	7
6	6
8	1
9	1
7	1
Grand Total	47648



NEW YORK TICKET TYPES

Ticket Type	Totals
Transfer	38438
Pole Replacement	6335
New	2012
Pole Location Elimination	375
Make Ready	278
Attachment Request	252
Pole Abandonment	129
Other	42
Violation	37
Change of Ownership	2



NEW YORK STEPS

Approximately 6,415 active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Total
Member Code Incorrect or Not Attached	2391
Other	1432
Previous Step Not Complete	1132
Unable to Locate or Bad Address	539
Pole Owner Work Not Complete	455
Add New Step	161
Wrong Pole Owner	155
Duplicate Ticket or Step	149
Legacy Dispute - No Reason	1
Grand Total	6415

Examples for 'Other' selected but there are reasons:

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



NEW JERSEY PRIORITY CODES

NJ codes have not technically been defined but seem to follow NY.

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

Priority	Total
4	552
2	30
1	25
3	12
Grand Total	619



NEW JERSEY TICKET TYPES

Ticket Type	Total
Make Ready	437
New	114
Attachment Request	77
Pole Abandonment	53
Pole Replacement	14
Transfer	1



NEW JERSEY STEPS

Approximately **13** active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Total
Other	8
Previous Step Not Complete	2
Member Code Incorrect or Not Attached	2
Add New Step	1
Grand Total	13

Reasons for 'Other':

- N/A - Attachment request
- CATV still on pole



SHORT DEMO

- Have you tried creating a custom filter?
 - View the document called *Using Filters to Search for Tickets* under Training/Best Practices
 - Training Video called *Using and Creating Filters*



Available Training – visit training tab on
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?

