



Virginia/West Virginia User Meeting

October 26, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- **Virginia 2015 PT+ (1/1/15 – 10/25/15)**
 - Created: 6,069
 - Closed: 3,243
 - Tickets w/ Steps Completed: 9,298
- **Virginia 2016 YTD PT+ (1/1/16 – 10/25/16)**
 - Created: 5,755
 - Closed: 3,477
 - Tickets w/ Steps Completed: 9,051
- Total Open Tickets: 26,663
- Ready to Close: 1,168
- Active Users: 958
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 192
- Participating Members: 65
- Virginia Top Creators:
 - Dominion (4,169), American Electric Power (1,198), Potomac Electric Power (375)
- Top Updaters:
 - Dominion (5,331), Verizon (3,053), Comcast (1,224)

Virginia Pole Attachment

- **Virginia 2015 (1/1/15 – 10/25/15)**
 - Created: 751
 - Closed: 145
- **Virginia 2016 YTD (1/1/16 – 10/25/16)**
 - Created: 444
 - Closed: 148

Top Licensees: Comcast, Cox, Lumos Networks

Top Pole Owners: Dominion, Verizon, American Electric Power



- **West Virginia 2015 PT+ (1/1/15 – 10/25/15)**
 - Created: 349
 - Closed: 100
 - Tickets w/ Steps Completed: 355
- **West Virginia 2016 YTD PT+ (1/1/16 – 10/25/16)**
 - Created: 908
 - Closed: 86
 - Tickets w/ Steps Completed: 320
- **Total Open Tickets: 5,111**
- **Ready to Close: 4**
- **Active Users: 24**
 - Deactivated users with inactivity since 5/2015
- **Active Member Codes: 25**
- **Participating Members: 14**
- **West Virginia Top Creators:**
 - American Electric Power (918)
- **Top Updaters:**
 - American Electric Power (217), Suddenlink Communications(103), Shentel (21)
- **Demonstration:**
 - Favorites
 - Allows you to save tickets in a favorites folder where you can easily access them for future reference. You can have multiple favorites folder to represent different jobs, etc.
 - Audit History
 - Audit history allows the user to see who has made changes to a ticket. You can see the status changes as well as any header or step updates.
 - Closing Tickets
 - Use the bulk update feature to close tickets very quickly. Run the PT+ Close search (Pole owner) or Ticket creator version to see which tickets are ready to close.
 - Data Grids
 - Adding/removing columns
 - Exporting to excel
 - Rearranging columns
 - Filtering columns
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Attendees:

Last Name	First Name
BUCKLEY	SHEILA
Boyd	Herbert
Brewer	Candice
Christian	Marc
Cox	Dawn
DeWarf	Katie
Deyo	Shawn
Fadley	Amanda
Farmer	Dirk
Gilley	Mike
Guthrie	michael
HENSLEY	LOIS
Harris	Beth
Hasty	Machesha
Hines	Fred
Holloman	Melanie
Hoyt	Joe
Johnson	Sandra
Kneipp	Steve
Lavender	Frank
Livingston	Tod
McIlwee	Douglas
McKinney	Troy
Mills	Stephen
Nebinger	Michael
Newman	Kenrick
Oiler	Stephanie
Phares	Dawn
Rhodes	Dan
Salmon	Matthew
Sawyer	Shannon
Schmitt	Leslie
Smith	William
Taylor	Brian
Willis	Karen



Wright	Desmond
creasey	kayla
hensley	monica
lampe	jared