2022 - YTD

Created: 690
Closed: 247
Tickets w/ Steps
Completed: 837

2023 - YTD

Created: 1,809
Closed: 302
Tickets w/ Steps
Completed: 1,238

Total Open Tickets: 7,508
Ready to Close: 1,040 (all steps completed)

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2022 - YTD
Created: 28
Closed: 1

2023 - YTD
Created: 33
Closed: 1

Total Open Tickets: 426

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Top Creators (PT)

- Evergy
- AT&T
- Kansas City Board of Public Utilities
- City of Garden City
- Vyve Broadband

Top Updaters (PT)

- Evergy
- Cox Communications
- AT&T
- Ideatek
- Google

Top Owners using PA

- Evergy

Active Users: 207
Active Member Codes: 160

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MEMBER CODES

- View codes in profile by clicking on Members (My Members)
- Ticket email –up to 4 email addresses
- Check Contact & Ticket Email
- Run report called "Member Codes By State"

- Send any updates to support@njuns.com

Ticket Types	Count of TicketType
Pole Replacement	1269
Transfer	302
Overlash	110
New	41
Attachment Request	33
Joint Trench	26
Other	25
Aerial Clearance Review	24
Violation	7
Pole Location Elimination	3
Pole Abandonment	2

See Ticket Type Definition document on the website under Training/Best Practices for help with deciding which one to use.

Approximately 147 active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count
Other	49
Previous Step Not Complete	39
Member Code Incorrect or Not Attached	25
Unable to Locate or Bad Address	16
Pole Owner Work Not Complete	12
Add New Step	2
Wrong Pole Owner	2
Duplicate Ticket or Step	2
Grand Total	147

Other –
- CTV is NTG – Use either 'Previous Step Not Complete' or 'Add New Step'
- Does not have facilities on pole – Use 'Member code incorrect or not attached'

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NJUNS Tips & Tricks

- My Members Filter previously shown, can be used for Filters & Reports
- Tickets created by me
- Filtering a ticket list
- Searching for multiple ticket numbers, saving to a set
  - Opening multiple tickets at one time
- Removing the counties filter so code can be typed in
- Searching for a Pole that is not #1 in list

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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

Take the Lat/Long survey