

NY / NJ USER GROUP MEETING

November 16, 2023



PT+ USAGE

NY 2022– YTD

Created: 55,290
Closed: 56,953
Tickets w/ Steps
Completed: 112,180

NY 2023 – YTD

Created: 50,958
Closed: 39,359
Tickets w/ Steps
Completed: 89,834

Total Open Tickets: 120,178
Ready to Close: 2,833 (all steps completed)

NJ 2022– YTD

Created: 709
Closed: 1,205
Tickets w/ Steps
Completed: 1,834

NJ 2023 – YTD

Created: 419
Closed: 616
Tickets w/ Steps
Completed: 1,101

Total Open Tickets: 1,487
Ready to Close: 530 (all steps completed)



PA (POLE ATTACHMENT) USAGE

NY 2022–YTD

Created: 324
Closed: 58

NY 2023 –YTD

Created: 575
Closed: 91

Total Open
Tickets: 2,436

NJ 2022–YTD

Created: 79
Closed: 14

NJ 2023 –YTD

Created: 19
Closed: 40

Total Open
Tickets: 94



TOP 5 USERS (YTD)

Top Creators (PT)

NY

- National Grid
- New York State Electric & Gas
- Verizon New York
- Long Island Power (PSEG)
- Rochester Gas & Electric

NJ

- Rockland Electric/O&R
- Verizon – New Jersey
- Warwick Valley Telephone

Top Updaters (PT)

NY

- Verizon New York
- New York State Electric & Gas
- Long Island Power (PSEG)
- Time Warner/Charter
- National Grid

NJ

- Verizon New Jersey
- Rockland Electric
- Cablevision
- Lighttower Fiber
- Warwick Valley Telephone

Top Owners (PA)

NY

- Central Hudson
- Orange & Rockland

NJ

- Rockland Electric

Active Users:

1,128 (NY) 129 (NJ)

Active Member Codes:

653 (NY), 36 (NJ)



MEMBER CODES

Member

UPC2 *

Header

Name: NJUNS, Inc.

Contact: Angie Weaver ... Q x

Company: NJUNS Inc. ... x Q *

Is active: ☒

Ticket Email: aweaver@njuns.com; mjohnson@njuns.c

Auto Close Ticket: ☐

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 any updates to support@njuns.com
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct & ticket email are correct



TICKET TYPES (YTD)

New York Ticket Types	Count of TicketType
Transfer	39754
Pole Replacement	7128
New	2936
Pole Location Elimination	648
Make Ready	627
Pole Abandonment	92
Other	86
Violation	50
Change of Ownership	1
Common Crew	1
Aerial Clearance Review	1
Grand Total	51324

New Jersey Ticket Types	Count of TicketType
Transfer	340
New	52
Make Ready	17
Pole Abandonment	8
Pole Replacement	2
Grand Total	419

See Ticket Type Definitions document located under
Training – Best Practices



Approximately 4,596 active Dispute Steps in New York
Approximately 15 in New Jersey

New York	Count of StepDescription
Other	1151
Previous Step Not Complete	1135
Member Code Incorrect or Not Attached	894
Pole Owner Work Not Complete	531
Unable to Locate or Bad Address	478
Add New Step	179
Wrong Pole Owner	135
Duplicate Ticket or Step	89
Work Unnecessary	3
Legacy Dispute - No Reason	1
Grand Total	4596

New Jersey	Count of StepDescription
Other	10
Member Code Incorrect or Not Attached	3
Previous Step Not Complete	2
Grand Total	15

Reasons to select something besides Other:

- CATV (or another company) still needs to transfer. Use "Previous Step Not Complete"
- Not on the pole. Use "Member Code incorrect or Not Attached"

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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- ****Start providing Lat/Lon today as it will be required in January – See News on the website for more information.**



QUESTIONS

Any questions for us?



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

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts - **new update
- Visit News on our website for updates – **new update
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