

WASHINGTON USER GROUP MEETING

April 23, 2024



Board of Directors

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PT+ USAGE

2023 - YTD

Created:	1,647
Closed:	1,483
Tickets w/Steps Completed:	4,001

2024 - YTD

Created:	1,670
Closed:	1,076
Tickets w/ Steps Completed:	3,474

Total Open Tickets: 19,647

Ready to Close: 627 (all steps completed)



PA (POLE ATTACHMENT) USAGE

2023 - YTD

Created: 1,263
Closed: 337

2024 - YTD

Created: 1,148
Closed: 542

Total Open Tickets: 15,197



TOP 5 USERS (YTD)

Top Creators (PT)

- Puget Sound Energy
- Snohomish County PUD
- Tacoma Power
- PacifiCorp
- Clark Public Utilities

Top Updaters (PT)

- Puget Sound Energy
- Tacoma Power
- Wave Broadband (Astound)
- Lumen Technologies (CenturyLink)
- Comcast

Top Owners (PA)

- Puget Sound Energy
- PacifiCorp
- Clark Public Utilities
- Ziplly Fiber Northwest
- Lumen

Active Users: 581

Active Member Codes: 289



MEMBER CODES

Member

UPC2

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.c
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 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 and ticket email are correct.



TICKET TYPES (YTD)

Ticket Type	Quantity
Pole Attachment	1,148
Transfer	880
Pole Replacement	471
Common Crew	70
Violation	61
Other	52
Make Ready	46
New	40
Pole Location Elimination	40
Change of Ownership	6
Pole Abandonment	2
Overlash	2
TOTAL	2,818

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Other	89
Previous Step Not Complete	83
Pole Owner Work Not Complete	47
Member Code Incorrect or Not Attached	12
Duplicate Ticket or Step	4
Unable to Locate or Bad Address	4
Wrong Pole Owner	1
Work Unnecessary	1
TOTAL	241

Approximately **241** active Dispute Steps

“Other” may have better choices:

- Can't Locate Pole
(Use “Unable to Locate or Bad Address”)
- Not on Pole
(Use “Member Code Incorrect or Not Attached”)
- CATV needs to Transfer First
(Use “Previous Step Not Complete or Add New Step”)

SHORT DEMO

NJUNS Tips & Tricks

- Review new Lat/Long requirement
- Using the Ticket Map feature
- Adding tickets to sets
- Cloning tickets



QUESTIONS

Any questions for us?



INFORMATION

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

- Training Calendar, User Guide, Training Videos, Best Practices
- Pay attention to System Alerts
- Visit News on our website for updates
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