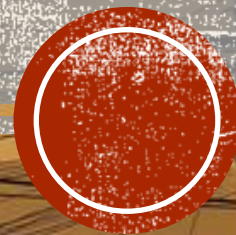


NEW YORK & NEW JERSEY USER GROUP MEETING

October 8 , 2024



Board of Directors

New York

Richard Peshkur – Verizon
richard.a.peshkur@verizon.com
631-206-7525

Paul Smith – Consolidated Edison
smithpa@coned.com
914-789-6816

New Jersey

Kenneth McDonagh - Crown Castle
kenneth.mcdonagh@crowncastle.com
845-659-7086

Ken Sullivan - Rockland Electric
sullivanke@oru.com
845-577-2214



PT+ USAGE

New York

2023 - YTD

Created: 42,420
Closed: 34,499
Tickets w/
Steps Completed: 79,239

2024 - YTD

Created: 51,813
Closed: 33,599
Tickets w/
Steps Completed: 86,322

Total Open Tickets: 141,814
Draft Tickets: 13,924
Tickets w/Steps Completed: 18,373
Ready to Close: 2,959 (all steps completed)

New Jersey

2023 - YTD

Created: 394
Closed: 556
Tickets w/
Steps Completed: 1,035

2024 - YTD

Created: 487
Closed: 359
Tickets w/
Steps Completed: 842

Total Open Tickets: 1,522
Draft Tickets: 10
Tickets w/Steps Completed: 842
Ready to Close: 517 (all steps completed)



PA USAGE

New York

2023 - YTD

Created: 508
Closed: 76

2024 - YTD

Created: 512
Closed: 123

Total Open Tickets: 2,882
Draft Tickets: 315

New Jersey

2023 - YTD

Created: 18
Closed: 40

2024 - YTD

Created: 16
Closed: 4

Total Open Tickets: 87
Draft Tickets: 17



TOP 5 USERS (YTD)

New York

Top Creators (PT)

- New York State Electric & Gas
- National Grid
- Verizon
- Long Island Power Authority (PSEG)
- Central Hudson Gas and Electric

Top Updaters (PT)

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

Top Owners (PA)

- Central Hudson Gas and Electric
- Orange and Rockland Utilities

Active Users: 1,286
Active Member Codes: 693

New Jersey

Top Creators (PT)

- Rockland Electric Company
- Verizon

Top Updaters (PT)

- Verizon
- Rockland Electric Company
- Cablevision Systems
- Lighttower Fiber Networks
- Teleport Communications Group

Top Owners (PA)

- Rockland Electric Company

Active Users: 146
Active Member Codes: 37



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 on profile - Members<Search<My Members.
- Run reports - Member Codes By State and Users Under Member Code
- 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 emails are correct.



TICKET TYPES (YTD)

New York - Ticket Type	Quantity
Pole Transfer	32,372
Pole Replacement	11,084
Make Ready	5,051
New	1,489
Pole Location Elimination	748
Pole Attachment	512
Other	55
Pole Abandonment	54
Violation	45
Common Crew	3
TOTAL	51,383

New Jersey- Ticket Type	Quantity
Pole Transfer	348
New	61
Pole Abandonment	56
Pole Attachment	16
Make Ready	15
TOTAL	496

See Ticket Type Definitions document located under Training – Best Practices



❖ Why are tickets being disputed?

New York - Dispute Reason	Quantity
Other	898
Previous Step Not Complete	823
Member Code Incorrect or Not Attached	504
Pole Owner Work Not Complete	390
Unable to Locate or Bad Address	156
Add New Step	142
Wrong Pole Owner	111
Duplicate Ticket or Step	47
Work Unnecessary	21
Step Order Incorrect	4
TOTAL	3,096

New Jersey- Dispute Reason	Quantity
Previous Step Not Complete	3
Other	2
Member Code Incorrect or Not Attached	1
TOTAL	6

“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”*)

INFO & ACTION ITEMS

- Visit Training tab on www.njuns.com for available training
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on www.njuns.com for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media  LinkedIn
NJUNS, Inc.  X(formerly Twitter)
@NJUNSINC
- Prepare for future user authentication
- Send all requests to support@njuns.com instead of direct emails to Angie, Mandy, Linda



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?

Contact us at support@njuns.com

818-485-2765, ext. 1

