

FLORIDA USER GROUP MEETING

November 12 , 2024



DIRECTORS

Ben Bowen - Florida Power & Light
Ben.Bowen@fpl.com
850-444-6726

Randy Lyle - Tampa Electric
RRLyle@tecoenergy.com
813-275-3018



PT+ USAGE

2023 - YTD

Created: 69,356

Closed: 51,918

Tickets w/Steps Completed: 129,177

2024 - YTD

Created: 88,974

Closed: 53,505

Tickets w/ Steps Completed: 130,687

Open Tickets: 380,927 / Draft Tickets: 8,021

Tickets w/Steps Completed: 130,687

Ready to Close: 7,175 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Florida Power and Light
- Duke Energy
- AT&T Southeast
- Choctawhatchee Electric Cooperative
- CenturyLink

Top Updaters (PT)

- Florida Power and Light
- AT&T Southeast
- Comcast
- Duke Energy
- Bright House Networks

Active Users: 1,222

Active Member Codes: 273



MEMBER CODES

Member	
UPC2	
^ Header	
Name	NJUNS, Two
Contact	Linda Brumeloe
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
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 reports - Member Codes By State/Users under Member Codes.
- 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)

Ticket Type	Quantity
New	109,631
Pole Transfer	61,368
Pole Location Elimination	27,268
Violation	8,856
Pole Replacement	8,102
Make Ready	978
Other	280
Pole Abandonment	31
Aerial Clearance Review	19
Change of Ownership	3
Overlash	2
Common Crew	1
TOTAL	216,539

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Dispute Reason	Quantity
Other	6,063
Member Code Incorrect or Not Attached	4,673
Previous Step Not Complete	938
Duplicate Ticket or Step	843
Unable to Locate or Bad Address	663
Add New Step	541
Work Unnecessary	391
Pole Owner Work Not Complete	272
Wrong Pole Owner	67
Step Order Incorrect	14
Legacy Dispute – No Reason	6
TOTAL	14,471

Approximately **14,471** active Dispute Steps



❖ Why are tickets being disputed?

“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 requests for assistance to support@njuns.com



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

