

VA811 Update

Rick Pevarski



Agenda

- Purchase of Norfield Development Partners (NDP)
- HTML 5 Ticket Entry
- Single Address Tickets
- Location Enhanced Ticket Search (LETS) Modifications
- Business Continuity
- Computer Based Training Program (CBT)
- ISO Initiatives
- Mobile LED Truck

Purchase of Norfield

- Purchased in March 2014
- Nine states
- Control the future development and direction of the software used to manage the processes key to fulfilling our role in the damage prevention industry



The screenshot shows the homepage of Norfield Development Partners. At the top is the company logo, which consists of a stylized 'ND' in blue and green, followed by the text 'norfield development partners' in a sans-serif font. Below the logo is a red navigation bar with four white text links: 'HOME', 'SERVICES', 'NEWS', and 'CONTACT'. The main content area features a large image of a smiling woman with a headset, talking on a red phone. Overlaid on this image is a dark red banner with the white text 'The next generation in damage prevention'. Below the banner are four yellow circular icons with white symbols, each followed by a label: 'DEVELOP' (with a person icon), 'PLAN' (with a pencil icon), 'IMPLEMENT' (with a speech bubble icon), and 'MANAGE' (with a person icon). At the bottom of the page, there is a paragraph of text: 'Norfield Development Partners marks the beginning of a new force in underground damage prevention. Nine state notification centers (Colorado 811, Virginia 811, Ohio Utilities Protection Service, USA North 811, MISS DIG System, Underground Service Alert of Southern California (DigAlert), JULIE, Inc., Blue Stakes of Utah and North Carolina 811) formed Norfield Development Partners, LLC (NDP). The mission is to provide enhanced products and services to the industry.' Below this paragraph is a line of smaller text: 'Hasmukh Parikh is CEO of the company and NDP will be directed by a Board consisting of the Executive Directors from each of

HTML 5 Ticket Entry

Enhancements

- Simplified User Interface
 - One screen
- Predictive Text for Streets and Cross Streets
 - Pre-built database of all intersections from the VGIN Road Centerlines mapping data
- Streamlined Mapping Tools
- Map shows when road crosses into another county
- User friendly warning boxes to alert user action needs to be taken
- More robust “behind the scenes” application cross checking
- Expanded word lists for the “excavation field” and “instructions field” to aid in data mining

Simplified User Interface – One Screen

Tickets taken here are not transmitted, use this only for testing purposes!

Full Tkt Abort
Normal

Caller Information

Phone

Caller

Caller Type

Company

Address

ZIP St City

Email Fax

Fld Contact Phone

Location Information

Work Type

Done For

County/City

Place

Subdiv

Lot #

Street

Cross St 1

Cross St 2

Boring? Blasting? White Paint?

Excavation Area

FACING THE PROPERTY THE MAIN ENTRANCE TO THE PROPERTY

Mapping

300 ft (37.313953/-79.901812)

Roanoke

+ - m Roads Seg Blk Line Dist x f Near 50ft ? Clear

Find Search Places GPS Mbrs Layers Near Tkt

Find

Zoom to

Highlight

Search

Swap

VGIN Streets Google Bing Muni Check Place

Notification Dates

Locate/Due By NORMAL

Update By

Expires

Instructions

Member Information

undefinedundefinedundefined
 undefinedundefined
 undefinedundefined

Code	Description	Type ^	L
WVW853	WESTERN VA - WATER & SEWER	BG	G
COX268	COX COMMUNICATIONS	O	G
VZN510	VERIZON	O	G
AEP111	APPALACHIAN POWER	R	GS

12:42

In-House Comments (Not transmitted to utility owner)

Predictive Text from VGIN RCL Database

The screenshot shows a web browser window titled "VA811 Ticket Entry" with the URL "vupsa.newtin.com/newtinweb/vups_ticketentry.html". The form contains the following fields:

- Email: **DHOFBAUER@VA811.COM**
- Fld Contact: **DEBBIE**
- Phone: **540-761-5810**
- Location Information: **Help**
- Work Type: **PLANT TREES OR SHRUBS**
- Done For: **SELF**
- County/City: **ROANOKE CITY**
- Place: [Empty]
- Subdiv: [Empty]
- Lot #: [Empty]
- Street: **1829 BLUE** (highlighted in yellow)
- Cross St 1: **BLUE HILLS CIR NE**
- Cross St 2: **BLUE HILLS DR NE**
- Borin: **BLUE HILLS VILLAGE DR NE**
- [Empty field]: **BLUE RIDGE DR SW**
- [Empty field]: **BLUEFIELD BLVD SW**
- [Empty field]: **BLUEMONT AVE SW**

Below the form is a map interface with the following controls:

- Map navigation: **+**, **-**, **m**, **Aerial**, **Seg**, **Blk**, **Line**, **Dist**, **x**, **f**, **Near**, **50ft**, **?**, **Clear**
- Map layers: **Find**, **Search**, **Places**, **GPS**, **Mbrs**, **Grids**, **Layers**, **Near Tkt**
- Map actions: **Find**, **Street**, **Intersection**, **Both Cross**, **Clear**, **Last Flag**, **Work Area**
- Map zoom: **Zoom to**, **County**, **Place**, **Work area**, **Found**, **Bullseye**, **Flags**
- Map highlight: **Highlight**, **Street**, **Cross1**, **Cross2**, **All**, **Zoom**, **Clear**
- Map search: **Search**, **ADR**, **Show**, **Address**, **Parcel**, **Both**, **Clear**
- Map swap: **Swap**, **Street><Cross1**, **Cross1><Cross2**, **Street Not Found**

The Windows taskbar at the bottom shows the system tray with a 100% battery level, network and volume icons, and the date/time: 2:26 PM 3/2/2015.

Streamlined Mapping Tools

vupsa.newtin.com/newtinweb/vups_ticketentry.html

Caller Information	
Phone	540-977-0565 <input type="button" value="Lookup"/>
Caller	DEBORAH HOFBAUER
Caller Type	OWNER ▾ Direct Line <input type="text"/> Ext <input type="text"/>
Company	HOMEOWNER
Address	5201 ORCHARD HILL DR
ZIP	24019 St VA ▾ City ROANOKE
Email	DHOFBAUER@VA811.COM Fax <input type="text"/>
Fld Contact	DEBBIE Phone 540-761-5810

Location Information <input type="button" value="Help"/>	
Work Type	PLANT TREES OR SHRUBS
Done For	SELF <input type="button" value="Other Info"/>
County/City	ROANOKE CITY
Place	<input type="text"/>
Subdiv	<input type="text"/>
Lot #	<input type="text"/>
Street	1829 BLUE HILLS CIR NE
Cross St 1	BLUE HILLS DR NE
Cross St 2	<input type="text"/>

Boring? y n Blasting? y n White Paint? y n

Excavation Area <input type="button" value="Help"/>	
<input type="text"/>	

Mapping	
<input type="button" value="+"/> <input type="button" value="-"/> <input type="button" value="m"/> Roads <input type="button" value="Seg"/> <input type="button" value="Blk"/> <input type="button" value="Line"/> <input type="button" value="Dist"/> <input type="button" value="x"/> <input type="button" value="f"/> Near 50ft ▾ <input type="button" value="?"/> <input type="button" value="Clear"/>	
<input type="button" value="Find"/> <input type="button" value="Search"/> <input type="button" value="Places"/> <input type="button" value="GPS"/> <input type="button" value="Mbrs"/> <input type="button" value="Grids"/> <input type="button" value="Layers"/> <input type="button" value="Near Tkt"/>	
<input type="button" value="Find"/> <input type="button" value="Street"/> <input type="button" value="Intersection"/> <input type="button" value="Both Cross"/> <input type="button" value="Clear"/> <input type="button" value="Last Flag"/> <input type="button" value="Work Area"/>	
Zoom to <input type="button" value="County"/> <input type="button" value="Place"/> <input type="button" value="Work area"/> <input type="button" value="Found"/> <input type="button" value="Bullseye"/> <input type="button" value="Flags"/>	
Highlight <input type="button" value="Street"/> <input type="button" value="Cross1"/> <input type="button" value="Cross2"/> <input type="button" value="All"/> <input type="button" value="Zoom"/> <input type="button" value="Clear"/>	
Search <input type="button" value="ADR"/> <input type="button" value="Show"/> <input type="button" value="Address"/> <input type="button" value="Parcel"/> <input type="button" value="Both"/> <input type="button" value="Clear"/>	
Swap <input type="button" value="Street><Cross1"/> <input type="button" value="Cross1><Cross2"/> <input type="button" value="Street Not Found"/> <input type="checkbox"/>	
<input type="button" value="VGIN"/> <input checked="" type="checkbox"/> Streets <input type="button" value="Google"/> <input type="button" value="Bing"/> <input type="button" value="Muni"/> <input type="button" value="Check Place"/> <input type="button" value="LOMS"/>	

Notification Dates	
Locate/Due By	Thu Mar 05, 2015 07:00 AM ET <input type="button" value="NORM"/>
Update By	Thu Mar 19, 2015 11:59 PM
Expires	Tue Mar 24, 2015 07:00 AM

Instructions	
<input type="button" value="Expand last word"/> <input type="button" value="Expanded Word List"/> <input type="button" value="Abbreviations"/>	

Member Information	
<input type="button" value="Get Mbrs"/>	<input type="button" value="Mbr Info"/> <input type="text"/> <input type="button" value="Add"/> <input type="button" value="Rem"/> <input type="button" value="Fit"/> <input type="button" value="Show"/>

05:46

In-House Comments (Not transmitted to utility owner)	
<input type="text"/>	

Expanded Word Lists

VA811 Ticket Entry

vupsa.newtin.com/newtinweb/vups_ticketentry.html

Wed Apr 15, 2015 07:00 AM

Caller Type: **OWNER** Direct Line: 540-283-2521

Company: **DEB HOFBAUER**

Address: 1829 BLUE HILLS CIRCLE NE

ZIP: 24012 St: **VA** City: **ROANOKE**

Email: **DHOFBAUER@VA811.COM**

Fld Contact: **DEB HOFBAUER**

Work Type: **LAWN SPRINKLER SYSTEM - INSTALL**

Done For: **VA811**

W/O #

County/City: **ROANOKE**

Place

Subdiv

Lot #

Street: 1829 BLUE HILLS CIRCLE NE

Cross St 1: 1829 BLUE HILLS DR

Cross St 2

Boring? y n Blasting? n y White P

Excavation Area

Excavation info is required

Expanded last word Expanded Word List

VA811 Test Server A

1.0.0

EXPANDED WORDS

This is the list of words that can be expanded for use in the above field. These expansions will shorten the time it takes to enter tickets by allowing the entry of a short word and having it expanded into a phrase. But, only use the expansions (and not the word expanded from) on the list and please don't try to be inventive. If in doubt, spell it out.

Filter

FOP	FRONT OF PROPERTY
FPS	FRONT OF PROPERTY TO INCLUDE STREET IN FRONT OF PROPERTY
FTH	AS FACING THE HOUSE FROM THE STREET
FWP	CALLER REQUESTS FLAGS WITH PAINT
GWS	GAS WELL SITE
HOS	THIS TICKET WAS REQUESTED BY AN INDIVIDUAL NOT ASSOCIATED WITH THE EXCAVATOR. SEE "
LFP	LEFT FRONT OF PROPERTY
LG	LOCKED GATE, PLEASE CALL BEFORE COMING OUT TO SITE
LL	LANGUAGE LINE
LRP	LEFT REAR OF PROPERTY
LSP	LEFT SIDE OF PROPERTY
MHP	MOBILE HOME PARK
NHS	NO HARD SURFACES
PLD	PICTURE ID + VEHICLE REGISTRATION + PROOF OF INSURANCE MAY BE REQUIRED TO GAIN ACCE
PLP	PROPERTY LINE TO PROPERTY LINE
RFP	RIGHT FRONT OF PROPERTY
ROP	REAR OF PROPERTY
ROW	RIGHT OF WAY
RRP	RIGHT REAR OF PROPERTY
RSP	RIGHT SIDE OF PROPERTY
SAT	ADDITIONAL INFO PROVIDED BY EXCAVATOR:
SCOS	SEE CREW ON SITE FOR FURTHER INSTRUCTIONS
SI	STARTING AT THE INTERSECTION
SPC	SPANISHCALLER
URA	UNRESTRAINED ANIMAL, PLEASE CALL BEFORE COMING TO SITE
VER	VERIZON

Exit

Single Address Tickets

Single Address Tickets (SAT)

- Single Address Ticket is a service available to homeowners and excavators as an online application for submitting single address locate requests to the VA811 System.

Access to SAT – Mobile / Computer



The mobile app interface features the va811.com logo at the top with the tagline "Dig With CARE". Below the logo is a large green button with a white telephone icon and the text "Call 811". Underneath are three icons: a house for "Homeowners", a briefcase for "Professionals", and a shovel for "Tickets". A second row of icons includes a question mark for "When/How?", a color wheel for "Color Code", and a house with a shovel for "Single Address Ticket". At the bottom, there is a "Visit Main Site" link and a copyright notice for 2013 Miss Utility of Virginia.



The desktop website interface includes the va811.com logo and social media icons for YouTube, Twitter, and Facebook. A navigation bar contains "Homeowners", "Professionals", and "Tickets". A main banner features a shovel of soil and a family, with a list of links: Ticket Search, Newtin Login, Ticket Revision Express, and Single Address Tickets. A secondary navigation bar lists "Events", "Member Information", "Resources", "FAQs", "Laws/Policies", "News", "Contact Us", and "About Us". The "Single Address Tickets" section explains the program and provides a link to access it. A search box is available for site navigation, and a footer contains additional links and a copyright notice for 2011 Miss Utility of Virginia.



SAT Usage

2015 Data - Normal New Single Address Tickets

(excludes WEB Tickets)

DATE	SAT TICKETS	SAT Caller CONT	SAT Caller OWNR	TOTAL SAT tickets single address	SAT tickets CONT single address	SAT tickets OWNR single address
Jan 15	361	225	136	1.87%	1.30%	6.95%
Feb 15	948	719	229	5.92%	5.00%	13.96%
Mar 15	5,316	3,488	1,828	17.02%	13.82%	30.44%
Apr 15	8,497	5,233	3,264	20.81%	17.10%	31.93%
May 15	8,674	5,914	2,760	22.76%	19.96%	32.59%
Jun 15	8,021	5,941	2,080	21.73%	19.88%	29.63%
Jul 15	7,409	5,593	1,816	21.39%	19.58%	29.95%
Aug 15	7,365	5,548	1,817	22.41%	20.63%	30.38%
Sep 15	7,992	6,043	1,949	23.35%	21.69%	30.59%
TOTALS	54,583	38,704	15,879	19.21%	16.80%	29.55%

Location Enhanced Ticket Search (LETS) Modifications

Location Enhanced Ticket Search

- Enhancement Requests from 2014 Conference
 - Ability to view active tickets only
 - Ability to view last 30 days of tickets and the associated Positive Responses
- Supported by NDP
 - System reliability

Location Enhanced Ticket Search

LETS

Location Enhanced Ticket Search

Help ?

Lookup Tickets to Display

Active Only 30 Days

GPS Lookup

Buffer 250' radius

Search GPS

Phone/Ticket Lookup

Phone or Ticket #

Search Phone/Ticket #

va811.com
Dig With CARE

Details for A430702689-00A

Work Type:	FTTP
Location:	LOCATE A 10' RADIUS OF BUILDING. RELOCATING VERIZON FIBER SERVICES.
Instructions:	CALLER MAP REF: NONE
Whitelined:	N
Blasting:	N
Boring:	Y
Company:	DUCTS UNLIMITED
Contact name:	PETE LEWIS

Map for A430702689-00A

Business Continuity

Business Continuity

- Diversity in Internet Service Providers
 - Added 20 Mb pipe through Cox Communications
- VMware Systems
 - Replaced 21 Servers with 3
 - Reduction of footprint
 - Provides resiliency in servers
- Replaced existing SANS with new SANS
 - Faster access to data
 - Increased storage
- Call Switch Upgrades
- Upgraded Local Area Networks (LAN) at both sites

Business Continuity – Cyber threats

- Yearly Network Security Penetration Test
 - Conducted on a weekend with only one individual from VA811 aware of the penetration test
 - Local Area Network and Wide Area Networks
 - Results indicated high security with recommendations to enhance security within Newtin

Business Continuity – Cyber threats

- Distributed Denial of Service (DDOS)
 - AT&T monitors VA811's internet traffic for specific misuse anomalies.
 - Alerts triggered based on thresholds set.
 - Actions taken based on alerts to prevent distributed denial of service.

Virginia Excavator Computer Based Training (CBT)

Goals of the CBT

- To prevent damage of underground facilities by providing easily accessible training to anyone planning on excavating within Virginia

Basic C.A.R.E. Module (Training Only)

Choose this option to view the Basic C.A.R.E. Training with no exam.



Basic C.A.R.E. Module (Training & Exam)

Choose this option to view the Basic C.A.R.E. Training and take the Basic C.A.R.E. exam, but NOT as part of settlement for a report or case. *Requires registration.*



[Already have a login?](#)

Basic C.A.R.E. Module (Settlement Training & Exam)

Choose this option to view the Basic C.A.R.E. Training and take the Basic C.A.R.E. exam as part of settlement for a report or case. *Requires registration.*



[Already have a login?](#)

QR Code / E-wallet Card

- QR Code – printed from user profile
- E-wallet QR Card – Ordered from vendor



Verizon 3:59 PM

ITS OnBoard Learning Management System Digital Wallet Card

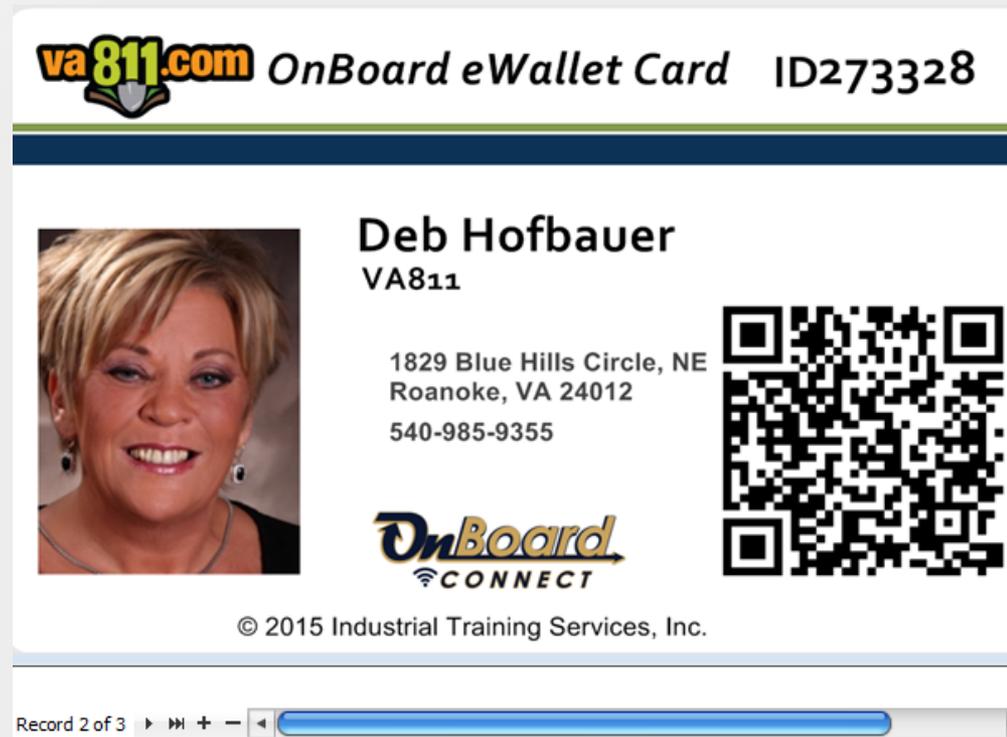
Steve Light
Company: VA811
Job Title: Company Manager, cards
Supervisor: None listed
Company: None listed
Phone:

Task type: K = Knowledge, S = Skill.
Time now: 3/24/2015 2:57:54 PM. [Refresh](#)

View Qualifications Only

Type	Task	Date Performed	Expires	Is Qualified
K	VA811 Dig with C.A.R.E. (TSK-33550770)	12/16/14		
K	VA811 Settlement Training Exam (TSK-80750240)	12/16/14		

OnBoard Learning Management System
© 2015 Industrial Training Services, Inc.



va811.com OnBoard eWallet Card ID273328

Deb Hofbauer
VA811

1829 Blue Hills Circle, NE
Roanoke, VA 24012
540-985-9355



OnBoard
CONNECT

© 2015 Industrial Training Services, Inc.

Record 2 of 3

CBT

Option 1 (Course Only)

Homeowner		Professional		Other	
Completed Course	In Progress	Completed	In Progress	Completed	In Progress
9	75	145	281	24	59

CBT

Care Module + Exam

- 2,695 registered accounts
- 142 companies represented

CARE Module			
Completed Course	Completed Course & Passed Exam	Completed Course & Failed Exam	In Progress
787	639	156	51

CBT

Trenchless Technology

Trenchless Module			
Completed Course	Completed Course & Passed Exam	Failed Exam	In Progress
276	223	38	13

International Organization for Standardization (ISO) Initiatives

Quality Assurance / Quality Control

- ISO 9001:2008 Certification
 - Certified – July 2012
 - Surveillance audits – 2 subsequent years
 - Recertification audit – May 2015 - Passed

bsi.



Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

Client: [Faded text]
Address: [Faded text]

Registration No.: BS 90015

Registration Valid From: [Faded text] **Registration Valid Until:** [Faded text]

The BSI Group has audited the Quality Management System of [Faded text] and is pleased to certify that the system conforms to the requirements of the standard.

[Signature]

Authorised Signatory:

[Faded text]

Registration Valid From: [Faded text]

Registration Valid Until: [Faded text]



Registration No. BS 90015

Registration No.: BS 90015

Client: [Faded text]
Address: [Faded text]

Registration Valid From: [Faded text] **Registration Valid Until:** [Faded text]

The BSI Group has audited the Quality Management System of [Faded text] and is pleased to certify that the system conforms to the requirements of the standard.

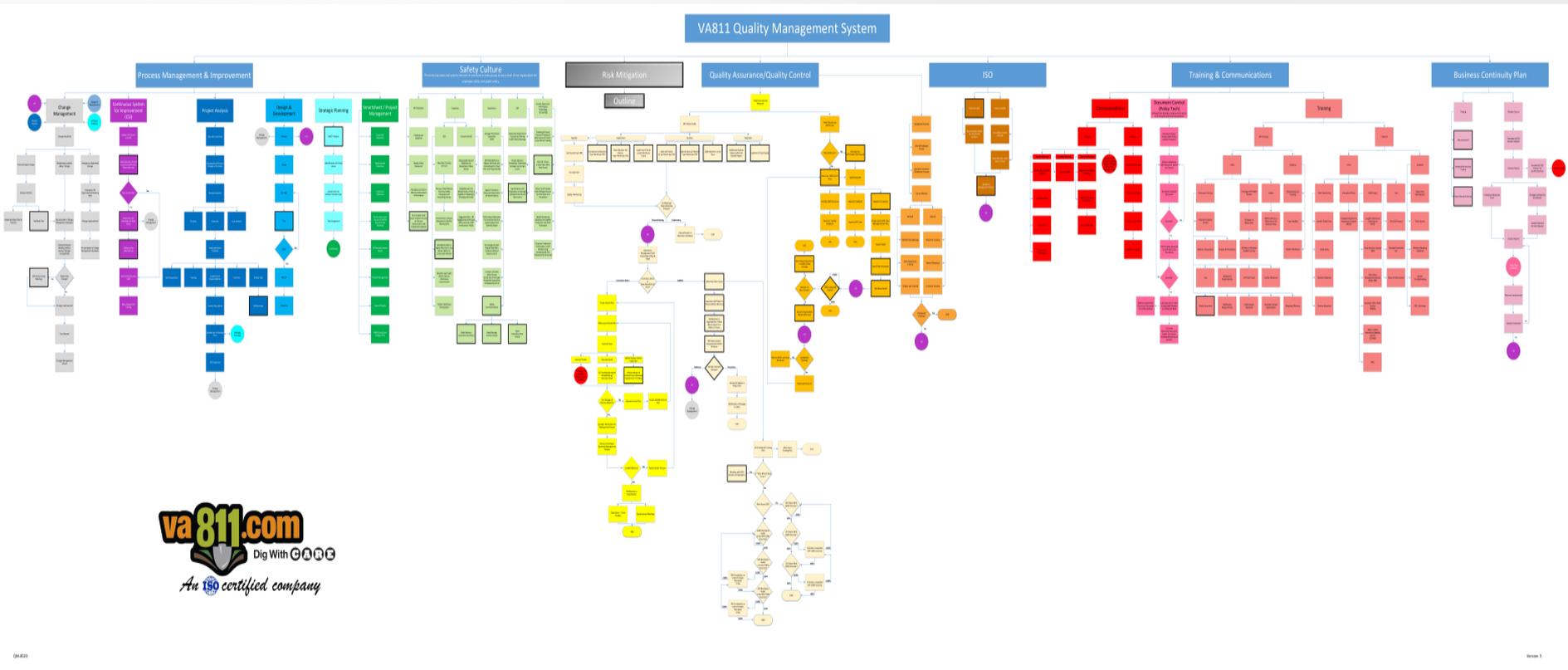
Authorised Signatory: [Faded text]

Registration Valid From: [Faded text]

Registration Valid Until: [Faded text]



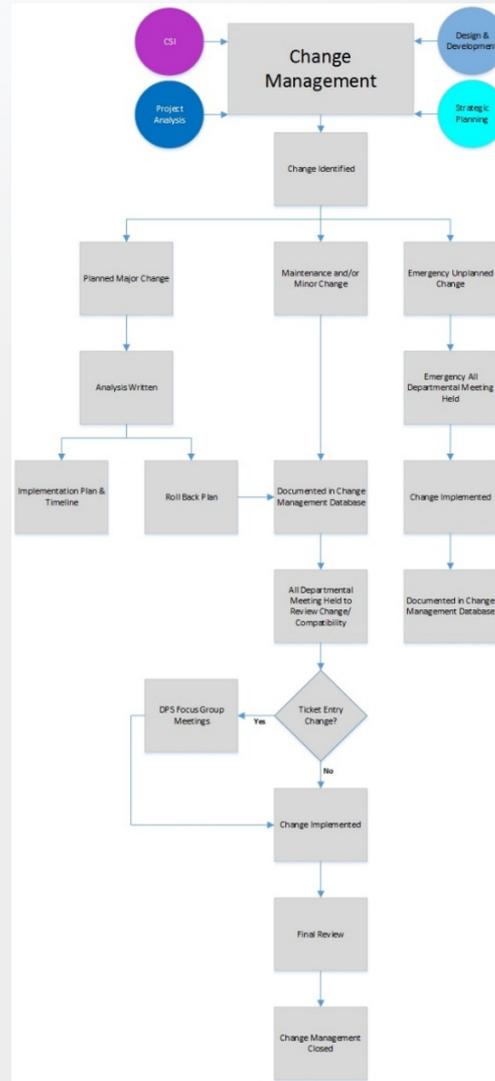
QMS Flow Chart



QMS Flowchart

- Process Management & Improvement
 - Change Management
 - Continuous System for Improvement (CSI)
 - Project Analysis
 - Design & Development
 - Strategic Planning
 - Smartsheet Project Management
- Safety Culture
- Risk Mitigation
- Quality Assurance/Quality Control
- ISO
- Training & Communications
 - Training
 - Communications
 - Document Control (Policy Tech)
- Business Continuity Plan

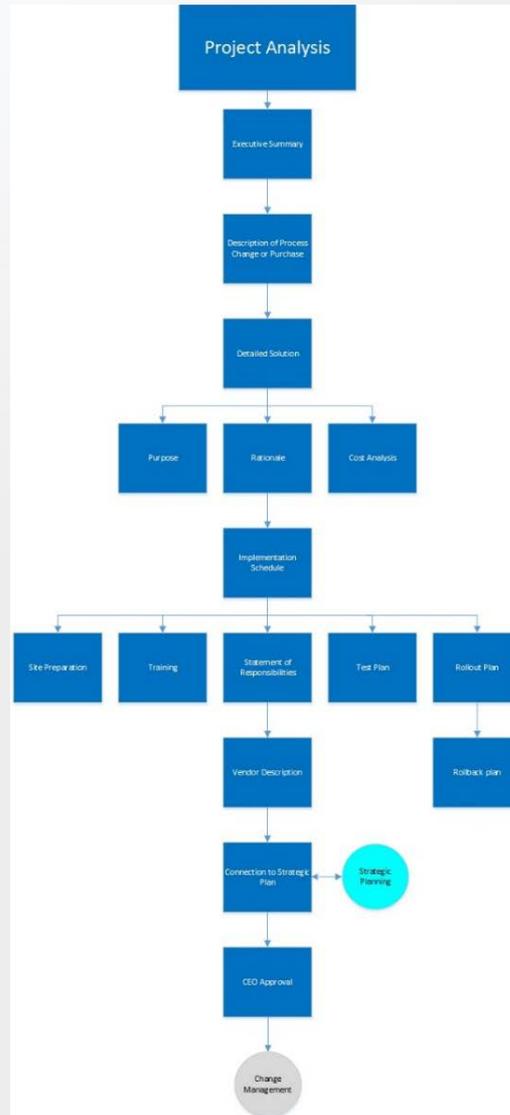
Change Management



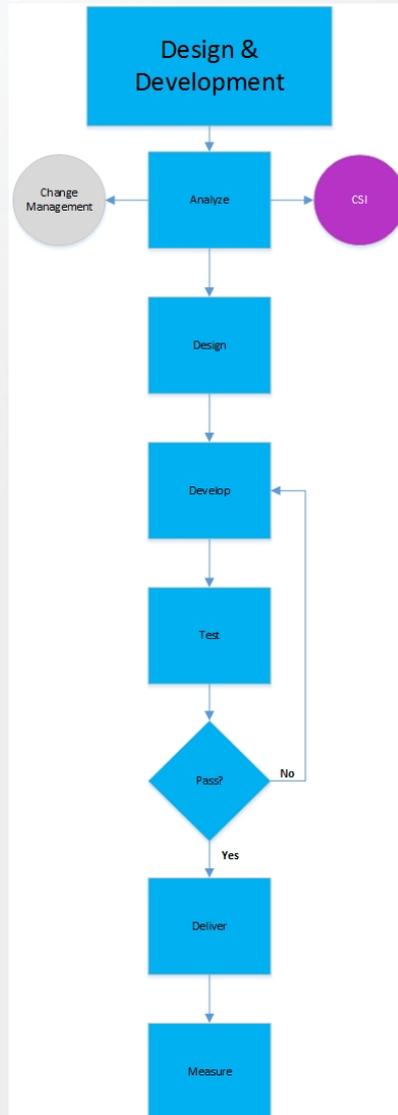
Continuous System for Improvement (CSI)



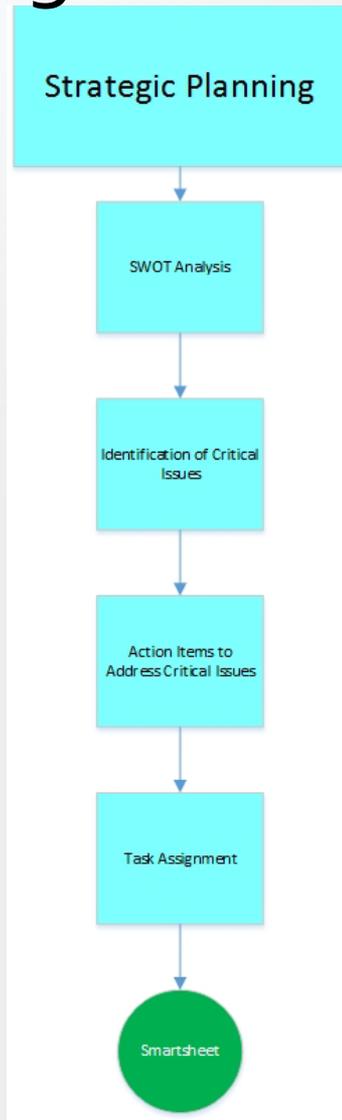
Project Analysis



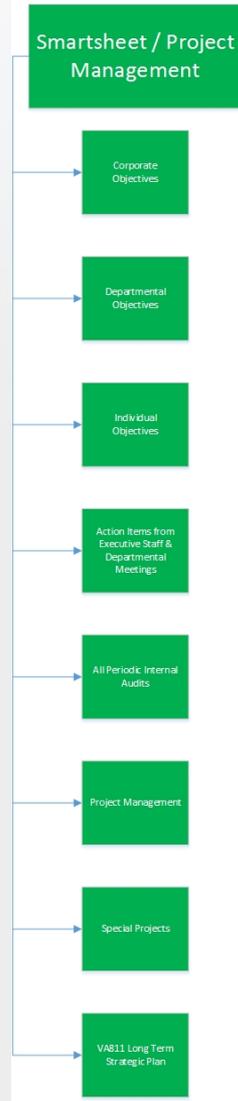
Design & Development



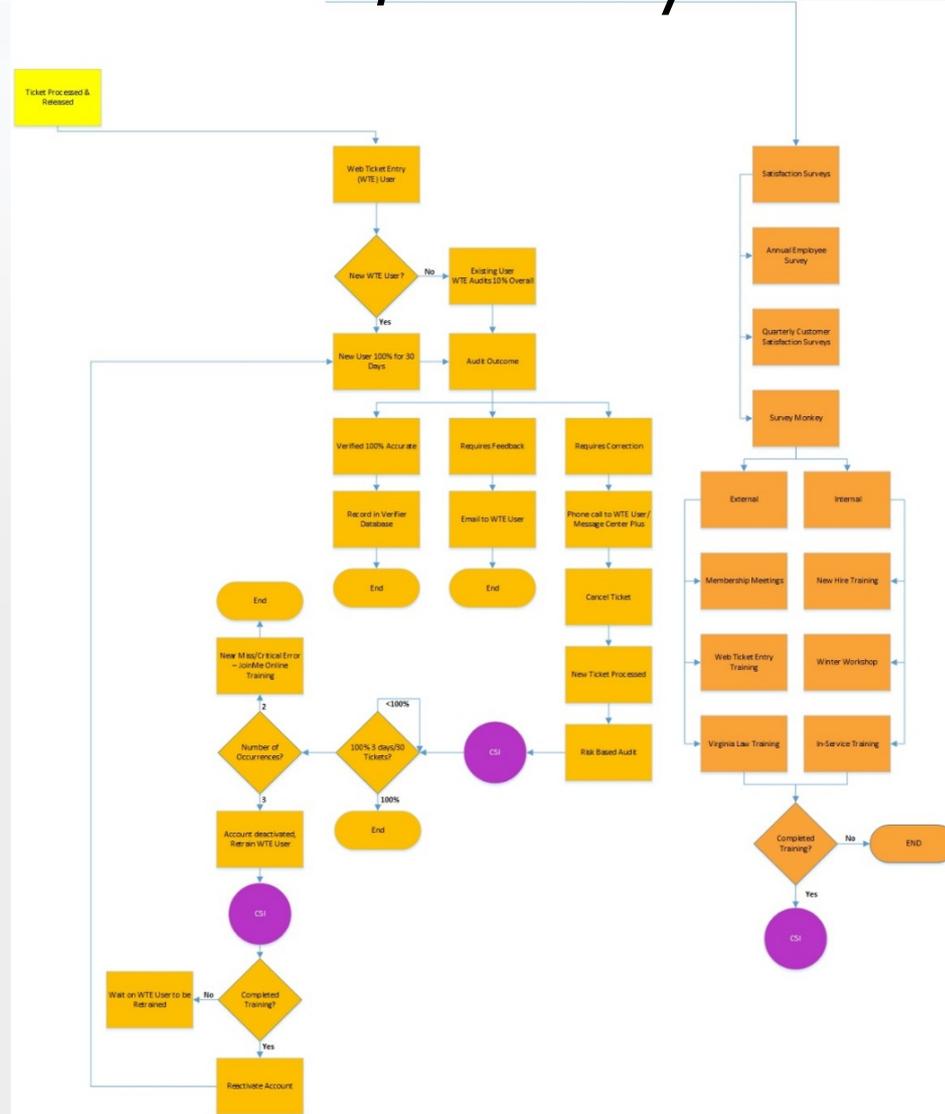
Strategic Planning



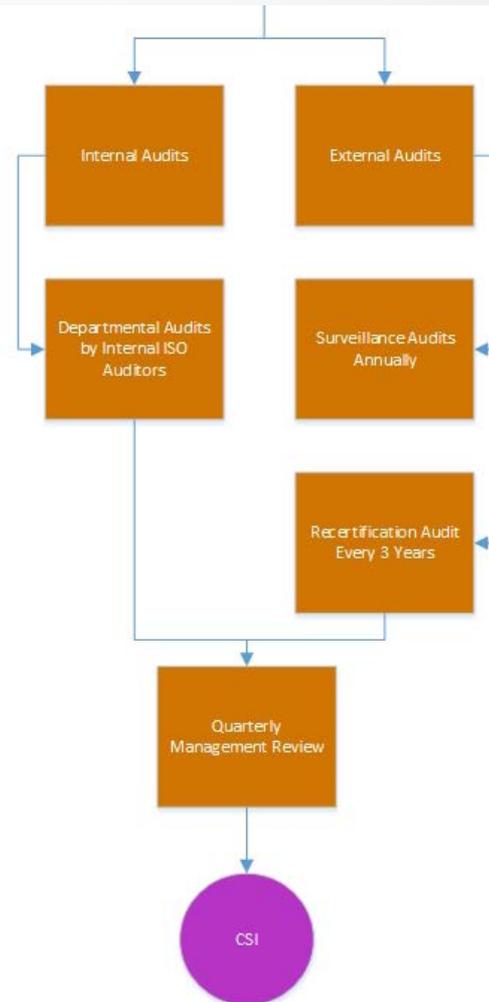
Project Management



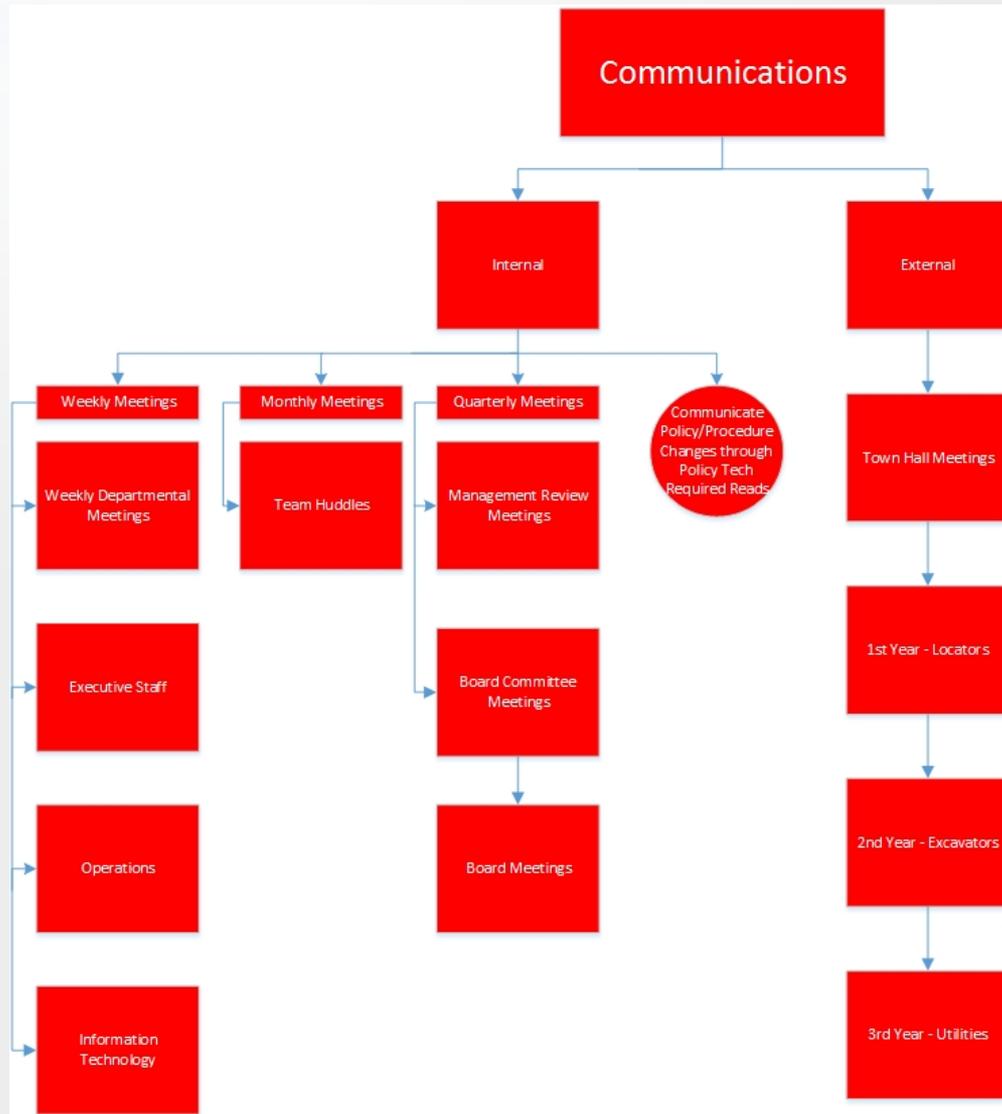
Quality Assurance / Quality Control (cont.)



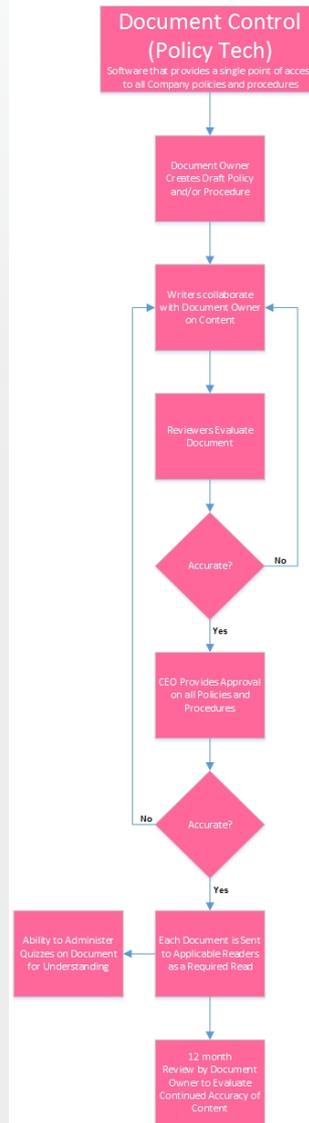
ISO



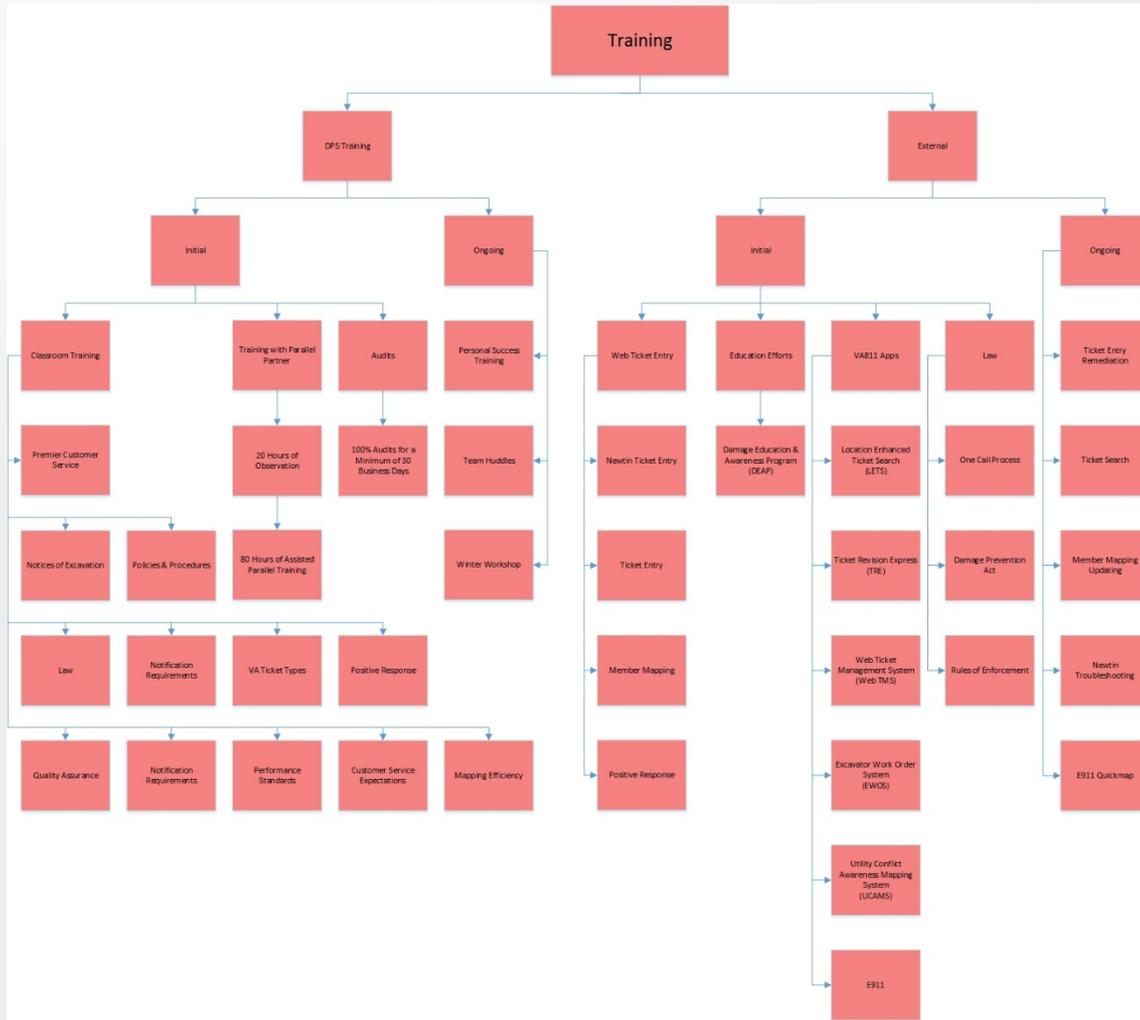
Communications



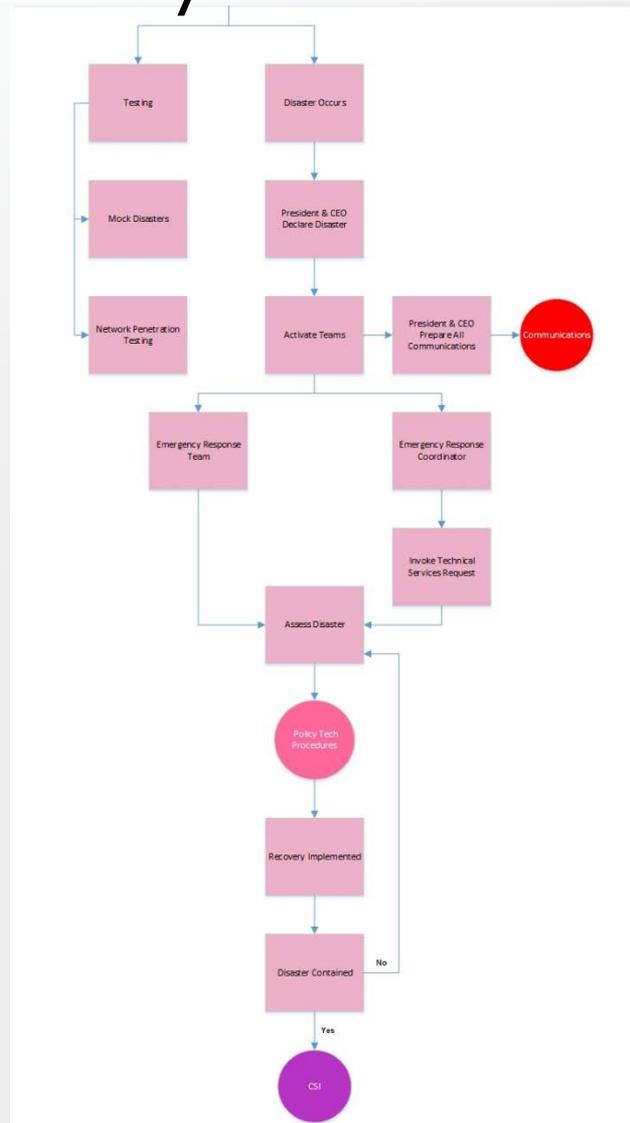
Document Control



Training



Business Continuity Plan



Safety Culture



Mobile Video Truck



Mobile LED Truck



Possible Uses

- Tailgating
- Display Events
- Races
- Parades
- Safety Meetings
- Home Shows

Questions????

