

# Virginia 811 2013 Update

Rick Pevarski  
President & CEO



# Agenda

- Business Continuity through the 2012 Derecho
- Technology Initiatives
  - Network Upgrade
  - JSON Ticket Receiver
  - AGL Emergency Responder CBT
  - SCC Risk Base Audit Display
  - VA811 Mobile Website
  - 2013/2014 PHMSA Grant Initiative
- ISO Certification
- CGA Vault

# Business Continuity

# Business Continuity

- Business Continuity Plan
  - Utilized throughout the Derecho storm June/July 2012
  - VA811 remained operational throughout the disaster



# Business Continuity

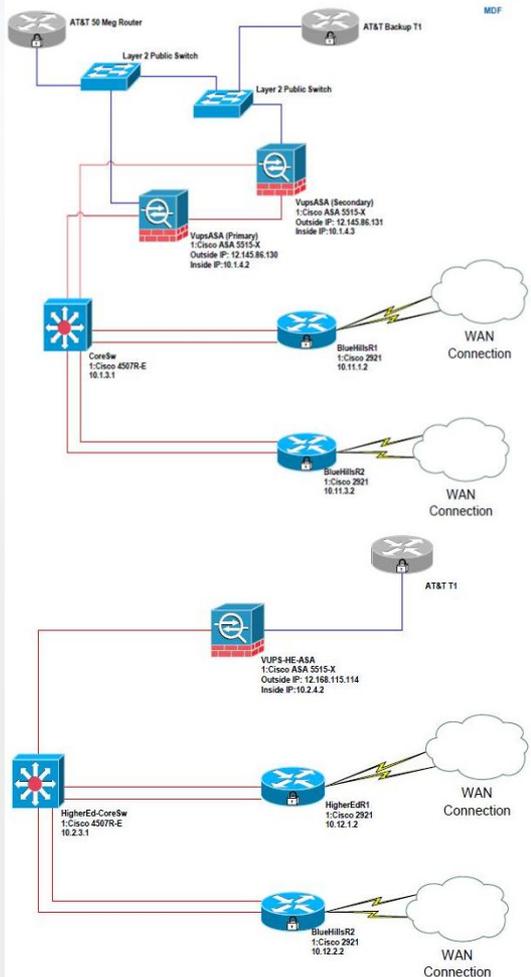
- Power outage
  - Approximately 5 days
- Multiple telecommunication outages
  - All 4 vendors with intermittent outages
  - Intermittent ISP provider outages
- Loss of generator

# Business Continuity

- Reviewed and implemented our Business Continuity Plan
  - Policy Tech
  - 24 X 7 staffing at Disaster Recovery site
  - Planned refueling of generator
  - Continuous monitoring of telecom ability to provide services

# Network Upgrade

# Network Upgrade



- End of life cycle
- Cyber threats
  - Filtering and monitoring software

# Work Order System Integration

# Work Order System Integration

- Utilized JSON (JavaScript Object Notation) Ticket Receiver Application (JTR)
- Beta tested and implemented with S&N Communications

# AGL First Responder CBT

# AGL First Responder CBT

- Jointly working with AGL, VGOA and the SCC
- Link will be available from the VA811.com home page



*Emergency Response Course*

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# SCC Risk Based Audit

# Risk Based Audit Display

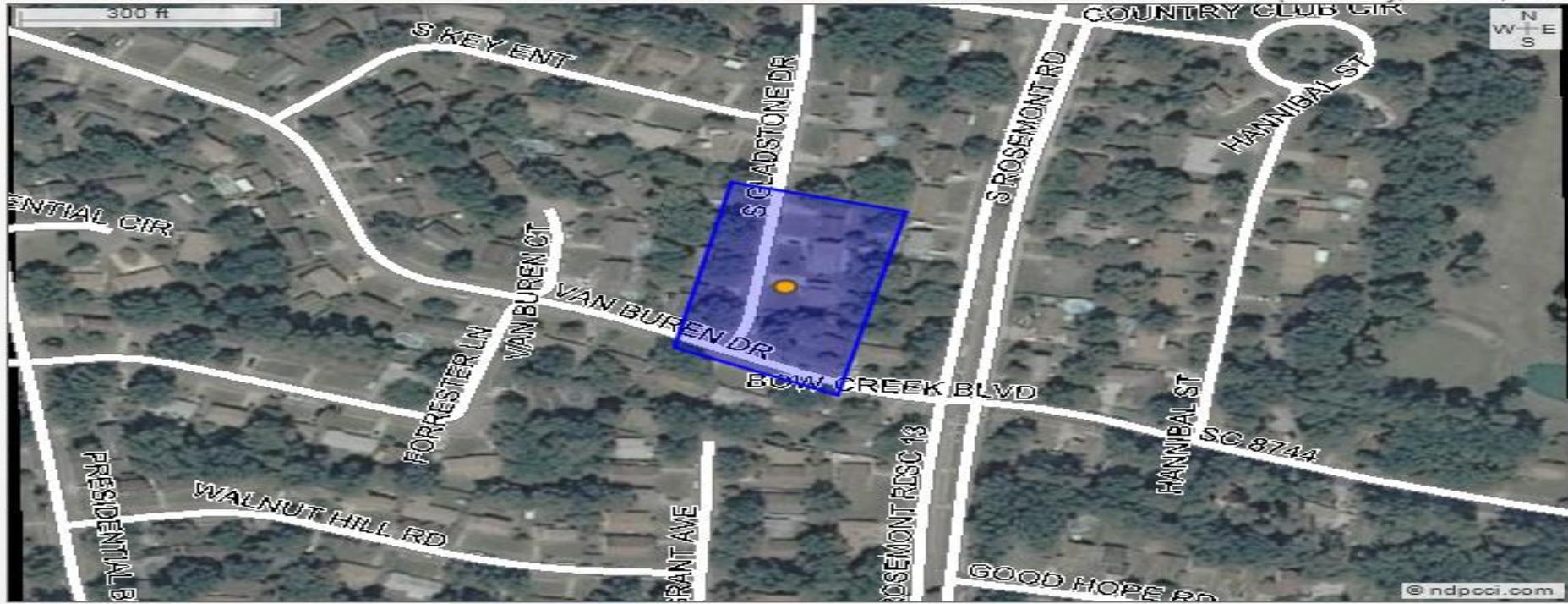
- Worked jointly with the State Corporation Commission to create a program to display the Risk Base Audits



VIRGINIA BEACH CITY, VA (51... ▼

● Very Low (0-249)
● Low (250-499)
● Moderate (500-699)
● High (700-899)
● Very High (900-1000)

Last Upload Friday, March 01, 2013



☆ State
☆ County
+ Zoom
- Zoom
⋮ Roads
📍 Select County
🔍 Ticket

1 matching ticket

🔍 Ticket A303502130 (Risk: 725)

**A303502130-00A**

Date: 2013-02-04 18:21 Type: UPDT Pri: NORM Cat: LREQ  
 County: VIRGINIA BEACH CITY, VA Place: Subdivision:  
 Address: 548-556 Street: S GLADSTONE DR  
 Work Type: OTHER - SEE EXCAVATION AREA FIELD FOR DETAILS

# VA811 Mobile Website

# VA811 Mobile Website



[Link to full site](#)



# 2013 / 2014 PHMSA Grant Application

# 2013/2014 PHMSA Grant Initiative

- Computer Based Training Course on the Virginia Damage Prevention Act
  - PHMSA will award grants by the end of their 2<sup>nd</sup> quarter

# ISO 9001:2008 Certification



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that

Virginia Utility Protection Services, Inc.  
1820 Blue Hills Circle NE  
Roanoke  
Virginia  
24012-8661  
USA

Holds Certificate No: FS 601704

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

Provides services for excavators, contractors and property owners planning any type of excavation or digging and other damage prevention services as deemed necessary including but not limited to training, educating the public about the Virginia Underground Utility Damage Prevention Act and providing general support services.

For and on behalf of BSI:

Gary Ferrin, Global Assurance Director

Originally Registered: 01/18/2012

Latest Issue: 08/08/2012

Expiry Date: 01/18/2015



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Location

Approved Activities

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# ISO Quality Management

- Periodic review of entire business system
- Internal departmental audits
  - Utilize web-based application (SmartSheet)
- Continuous System of Improvement
  - Root Cause Analysis

# ISO Internal Training

- Internal training
  - Data driven training
    - Analyzing quality control data by all departments
    - Using the data
      - Track / trend training needs
      - Increase efficiencies
      - Improve processes
    - Communicate data-driven decisions

# Tracking / Trending by Internal Trainer

## New Tickets Entered by DPS; Audited by OPS Supervisors

	<b>Notification Requirements</b>	
<b>5</b>	5 - Obtained Company # - Field Contact	
<b>1</b>	5 - Obtained Work Type - White Paint	
	15 - Completed Excavation Area (avoided entire)	
<b>1</b>	5 - Provided Notification Guidelines	
	<b>Performance Standards</b>	
<b>8</b>	5 - Verified Company # - Field Contact (caller agreed)	
<b>14</b>	5 - Verified Dig Site address at time of entry (caller agreed)	
<b>43</b>	5 - Stated: Locator needs access to meters	
<b>65</b>	5 - Educated: Reason for mapping	
<b>5</b>	5 - Verified Work Type - Excavation Area	
<b>9</b>	5 - Asked for additions or changes	
	<b>Customer Service Expectations</b>	
<b>7</b>	5 - Began Call with Positive Messaging	
<b>25</b>	5 - Used customer's name (sir or ma'am)	
<b>3</b>	5 - Ended call with Positive Messaging	
	<b>Mapping Efficiency</b>	
<b>4</b>	10 - Used F1 - Find Command and described area / used tools	
<b>5</b>	15 - Drew Polygon to match Area of Excavation (caller acknowledged and agreed)	
	<b>Performance Errors</b>	
	<b>Critical Error</b>	
<b>17</b>	<b>Accuracy Error</b>	
<b>2</b>	<b>Professionalism Error</b>	
<b>5</b>	<b>VUPS Procedure Error</b>	

# ISO Internal Training Outcome

Provides an analytical approach to training

# ISO Internal ISO Audit Team

- Reviews data for trending based on;
  - Audit findings
  - Ticket process – Identified critical / accuracy errors
  - Smart Sheet review
  - Internal / external survey data

# ISO Certification

- Internal ISO Audit Team
  - Perform scheduled departmental audits
    - Record
      - Effectiveness
      - Audit findings
      - Action items and follow through to completion

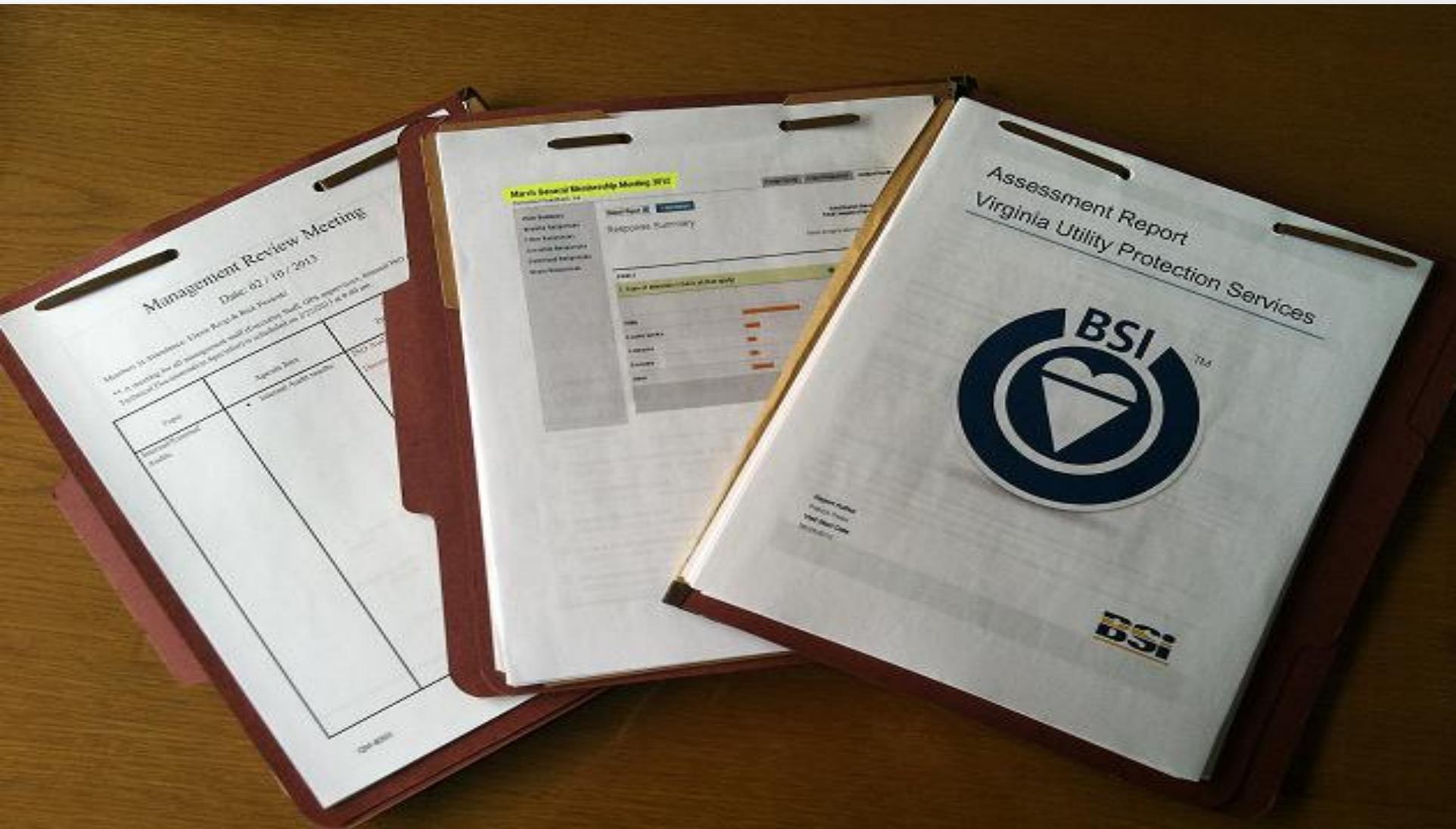
# Internal Audit Schedule

i	Departmental Audits	Assigned	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	<input type="checkbox"/> Internal Audits													
	Accounting	Elaine Roop					2nd						6th	
	Design & Development	Sue Snyder					18th					3rd		
	Human Resources	Elaine Roop			28th						25th			
	Information Technology	Elaine Roop					2nd					29th		
	Operations	Elaine Roop		12th-14th			15th-16th						5th-7th	
	Public Awareness & Training	Elaine Roop					1st					3rd		
	Quality Management	Sue Snyder					18th							
	Management Review	Elaine Roop		4th Q		1st Q			2nd Q			3rd Q		
	<input type="checkbox"/> External Audit													
	Surveillance Audit	Brendan Pelan						25th-26th						
	<b>Legend</b>													
	Completed													
	In Progress													
	Delayed													
	Not Started													
	Not Met													

# ISO Management Review

- A quarterly synopsis of all quality management audits
  - Departmental audits
- Open action items reviewed & documented
  - Both previous & current quarters

# Quarterly Management Review



# ISO Certification Maintenance

- Maintaining certification based on the International Standard – ISO 9001:2008
  - External audits performed yearly
    - 3 day process
    - Random sampling performed on each department
  - Recertification audit performed every 3 years
    - 4.5 day process
    - Encompasses a more in depth random sampling on each department

# ISO Certification Value

- Full circle transparency
  - Meeting with all management staff
  - Create information to be reviewed in Team Huddles
- Focus on Continual Improvement

# CGA Vault

# CGA Vault

[www.cga-vault.com](http://www.cga-vault.com)



## CGA VAULT

The Common Ground Alliance, CGA, VAULT is an online damage prevention technology information source that serves as a tool to easily locate and review technologies by technology category, CGA best practice, related root causes, and stakeholder group.

VAULT is used to find technologies that help reduce damage to underground utility facilities. VAULT provides practical information about each technology type (locating and detection, encroachment monitoring, excavation, etc.) such as equipment capability, company representative, and contact information. It serves as a useful reference source to stakeholders and contains an overview of the different technologies with general operating principles. It is designed to:

- Provide a comprehensive and easy to use cross referenced directory of technologies,
- Associate specific technology solutions to applicable Best Practices,
- Identify the major CGA stakeholders who might use each technology solution, and
- Associate specific technology solutions to applicable Root Causes in the DIRT report.

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## TECHNOLOGY SEARCH

Technology Description

Search

Reset

Categories

Select Categories...

Best Practices

Select Best Practices...

Root Causes

Select Root Causes...

Stakeholders

Select Stakeholders...

### Search Results

10 records per page

Search:

Technology Name

Description

Company Name

Details

No data available in table

Showing 0 to 0 of 0 entries

← Previous

Next →



# TECHNOLOGY SEARCH

Technology Description

Search

Reset

Categories

Select Categories...

Best Practices

Select Best Practices...

Root Causes

Select Root Causes...

Stakeholders

Locator

## Search Results

10 records per page

Search:

Technology Name	Description	Company Name
No data available in table		

Showing 0 to 0 of 0 entries

- Electric
- Emergency Services
- Engineering/Design
- Equipment Manufacturer
- Excavator
- Gas Distribution
- Gas Transmission
- Insurance
- Locator
- Oil
- One Call
- Public Works
- Railroad
- Road Builder
- State Regulator
- Telecommunications

## Search Results

10  records per pageSearch: 

Technology Name 	Description 	Company Name 	Details 
1205CX-A cable test	<p>The 1205CX-A provides the CATV field technician with unparalleled fault finding capability.</p> <p>Advanced Cable Test Fault find combines high level functionality and TDR performance for the experienced user. The instruments are tailored for the telecoms, CATV and power markets. They provide advanced features such as dynamic horizontal and vertical zoom, large high resolution screens, return loss measurements, intuitive operation and full PC connectivity to simplify the fault finding process.</p>	Radiodetection (SPX)	
150R/T Utility Locator	<p>Hand-held 150R/T, 830R/T, with the multichannel 970 transmitter to electronically find and locate pipe and cable.</p> <p>Includes the 2450GR ground penetrating radar unit to find non tracer wire facilities such as water, sewer, and drain lines</p>	DitchWitch	
17-300R utility locator	<p>Underground utility locator and tracer. Uses the Jamison digital transmitter to energize conductive paths. The wand signal receiver is a one hand compact detector ideal for short runs. The 17-300R has an ergonomic one hand design and highly visible display featuring a back lit LCD display. Locates any energized conductive path using four active frequencies and/or two passive.</p>	Jameson	
2450GR	<p>The 2450GR ground penetrating radar unit to find non tracer wire facilities such as water, sewer, and drain lines.</p>	DitchWitch	
3200 TDR CATV	<p>The 3200 unit is a mid-spec TDR optimized for use on CATV cables. With a single BNC connector, rechargeable batteries and printer connectivity, the product provides a cost effective and easy to use unit for first line technicians. See also the 1205CX-A.</p>	Radiodetection (SPX)	

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### Technology Information

Technology Name

Description

#### Technology Categories

Locating and Detection

#### Best Practices

Mapping

Reporting and Evaluation

#### Root Causes

Locating Practices Not Sufficient

#### Stakeholders

Gas Distribution

Gas Transmission

Insurance

Oil

Public Works

Railroad

Road Builder

Telecommunications

### Company Information

Company Name

Phone Number

Address 1

Alt Phone Number

Address 2

Fax Number

City

Email Address

State

Website Address

Zip Code

Contact Name

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### Technology Comments

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**Questions ??**