



Web Ticket Entry Emergency Ticket Training Guide

INTRODUCTION

The Emergency Ticket Training Guide (guide) can be used by those users who learn best by reading and following written instruction. The guide allows you to take the course at your own pace and time schedule and can also be used along with the video and/or instructor-led courses or any time after you begin taking tickets on your own as a refresher course.

The guide is designed to walk you through the steps to accurately process an Emergency ticket. Following along and using the test server will assist with your learning.

This training guide will teach you how to:

- ✓ Determine if the ticket should be processed as an Emergency
- ✓ Complete the Field Contact information
- ✓ Include information about the crew in the Excavation Area field
- ✓ Complete the ticket
 - Review the ticket for accuracy and safety
 - Submit and release the ticket

The icons will prompt you to participate or provide you with some additional information to enhance your learning experience.



Practice using the ticket entry software as you follow along



You will receive tips along the way to help you with your learning



The Virginia Underground Utility Damage Prevention Act will remind you how to stay safe!

This reproduction of the Code of Virginia – the Underground Utility Damage Prevention Act, and Rules for Enforcement – is provided solely as a convenience for the person or persons reading this content and is not to be used as a legal reference document.



Web Ticket Entry Emergency Ticket Training Guide

TABLE OF CONTENTS

INTRODUCTION.....	2
DAMAGE PREVENTION PARTNERSHIP	4
The Excavator:.....	4
Virginia 811 / Notification Center	5
The Utility Operator / Contract Locator.....	5
GETTING STARTED.....	6
Activating an Emergency Ticket	7
Field Contact Information	9
Location Information	10
Excavation Area.....	12
Mapping	13
Accuracy and Safety	14
Releasing the Ticket	14
Instructions for Setting up your Account.....	Error! Bookmark not defined.



Web Ticket Entry Emergency Ticket Training Guide

DAMAGE PREVENTION PARTNERSHIP

An Emergency ticket is processed in the same manner as a Normal ticket with the addition of specific functions that will help you remain compliant with The Virginia Underground Utility Damage Prevention Act and the Rules for Enforcement. The information below defines the damage prevention partnership among you, the excavator, the utility operator/contract locator, and Virginia 811 (AKA the notification center).

The Excavator:

The Rules for Enforcement, 20VAC5-309-90 states the following:



“No person shall serve an emergency notice on the notification center unless the work to be performed is in response to an emergency as the term is defined in § 56-265.15 of the Code of Virginia.”

The Virginia Underground Utility Damage Prevention Act defines an emergency as:



“A sudden or unexpected occurrence involving a clear and imminent danger, demanding immediate action to prevent or mitigate loss of, or damage to life, health, property, or essential public services”.

Once you have successfully completed the training and have been authorized to process Emergency tickets, you are expected to consider the definition of an emergency as a guideline in determining if the work your company will be doing falls within the definition of an emergency. If it does not, process a Normal ticket.



Web Ticket Entry Emergency Ticket Training Guide

Notification Center / Virginia 811

The notification center as referred in the law is also known as Virginia 811. When you process a ticket using your WEB account, the notification center is responsible to transmit that ticket within a specific time frame.



An Emergency ticket must be transmitted within 5 minutes from the time the ticket is released as delineated in the Virginia Administrative Code 20VAC5-300-90 – C7: Rules for governing certification, operation, and maintenance of a notification center.

The Utility Operator / Contract Locator

The law further stipulates the specific timeframe that the utility operator / contract locator must respond to the ticket as outlined in § 56-265.19 H:



“An operator shall respond to an emergency notice as soon as possible but no later than three hours from the excavator’s call (notice) to the notification center.”

The markings for an Emergency ticket are valid until emergency conditions cease to exist, not to exceed 15 working days.



Web Ticket Entry Emergency Ticket Training Guide

GETTING STARTED

You will have full access to Virginia 811's ticket entry test server. Using the test server will help you become familiar with the basic functionality of an Emergency Ticket. *The Emergency tickets that you create during training will not be transmitted.*



Let's get started with your training:

1. Log into the test server by pasting https://vupsa.newtin.com/newtinweb/vups_ticketentry.html into any browser.
2. Copy and paste or enter the account and password listed below and select Submit:

The screenshot shows a 'Log In' form with the following elements: a title bar 'Log In', an 'Account' input field, a 'Password' input field, a 'Remember Me' checkbox, and a 'Submit' button. A red arrow points to the 'Submit' button.

wwteuserall = Account

*j6qu\$ = Password

Once you have successfully completed training for processing Emergency tickets, your user account will be updated to enable the Emergency ticket command on the ticket entry screen. Your user account information will not change, and the Caller Information fields will automatically prefill every time you activate the ticket entry software.



If you need to make changes to your account, call 811 and a Web Ticket Quality Coordinator will be happy to assist you.



Web Ticket Entry Emergency Ticket Training Guide

ACTIVATING AN EMERGENCY TICKET

An Emergency ticket is activated when the Emergency command is selected.



Select the Emergency command

When the “Are you aware that Virginia Law contains a specific definition of an emergency?” message box displays, select the “Yes” command to activate the Emergency ticket screen.



If “No” is selected, an additional message box displays with the definition of an emergency.



Web Ticket Entry Emergency Ticket Training Guide

Emergency Defined

The law defines an Emergency as a sudden or unexpected occurrence involving a clear and imminent danger, demanding immediate action to prevent or mitigate loss of, or damage to, life, health, property or essential public services. Would you still like me to put this through as an emergency?



When the next screen displays, select the “Yes, clear everything” command.

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

<p>Caller Information</p> <p>Phone: 540-985-9355 Caller: WTE USER ALL Caller Type: UTIL Direct Line Ext Company: VA811 ACADEMY Address: 1830 BLUE HILLS CIRCLE ZIP: 24012 St VA City ROANOKE Email: VA811@ACADEMY.COM Fax Fld Contact: Phone</p> <p>Location Information</p> <p>Work Type Done For County/City Place Subdiv Lot # Street Cross St 1 Cross St 2</p> <p>Boring? [n y] Blasting? [n y] White Paint? [n y]</p> <p>Excavation Area</p>	<p>Mapping</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"><p>Clear ticket?</p><p><input type="button" value="Yes, clear everything"/></p><p>OR</p><p><input type="button" value="Keep fields and keep mapping"/></p><p><input type="button" value="Keep fields and clear mapping"/></p></div>	<p>Notification Dates</p> <p>Locate/Due By: Wed Jul 14, 2021 07:00 AM ET NORM Update By: Wed Jul 28, 2021 11:59 PM Expires: Mon Aug 02, 2021 07:00 AM</p> <p>Instructions</p> <p>Expand last word Expanded Word List Abbreviations</p> <p>Member Information</p> <p>Get Mbrs Mbr Info Add Rem Fit</p>
--	---	---

VA811 Test Server A for WebTE Users 1.0.44

**For Training purposes,
select “Yes, clear
everything”**

As a safety precaution, the ticket entry screen immediately turns red to distinguish the Emergency ticket entry screen from the Normal ticket entry screen and is further defined as an Emergency ticket in the top right-hand corner.



Web Ticket Entry Emergency Ticket Training Guide

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

Full Tkt | Abort
Emergency

<p>Caller Information</p> <p>Phone: 540-985-9355 Caller: WTE USER ALL Caller Type: UTIL Direct Line Ext Company: VA811 ACADEMY Address: 1830 BLUE HILLS CIRCLE ZIP: 24012 St VA City ROANOKE Email: VA811@ACADEMY.COM Fax Fid Contact: Phone</p> <p>Location Information</p> <p>Work Type Done For Other Info County/City Place Subdiv Lot # Street Cross St 1 Cross St 2</p> <p>Boring? <input type="checkbox"/> Blasting? <input type="checkbox"/> White Paint? <input type="checkbox"/></p> <p>Excavation Area</p>	<p>Mapping</p> <p>Home Search Places GPS Grids Layers</p> <p>Find Street Intersection Both Cross Work Area Save Clear</p> <p>Zoom County Place Work area Found Bullseye Distance Flags</p> <p>Highlight Street Cross1 Cross2 All Zoom Clear</p> <p>Search ADR Show Address Parcel Both Clear</p> <p>Swap Street-<Cross1 Cross1-<Cross2 Street Not Found</p> <p>VGIN <input checked="" type="checkbox"/> Streets Google Bing Check Place</p>	<p>Notification Dates</p> <p>Locate/Due By: Fri Jul 09, 2021 02:54 PM ET EMER Update By: Expires:</p> <p>Instructions</p> <p>Expand last word Expanded Word List Abbreviations</p> <p>Member Information</p> <p>Get Mbrs Mbr Info Add Rem Fit</p> <p style="text-align: right;">Submit 00:01</p>
---	--	--

Welcome to testing for VA811 HTML5 Ticket Entry 1.0.44

FIELD CONTACT INFORMATION

When ticket entry is activated, the cursor is automatically placed at the Field Contact fields. For an Emergency ticket, utility operators / contract locators are not required to respond to the Positive Response System. They may go to the excavation site or contact the caller by telephone (*Response may also be posted*).

It is important that the **Field Contact** fields are completed with the name and the phone number of the person who can be contacted by phone during the 3-hour time that the utility line locator must respond to the ticket.



Utility operators have 3 hours to respond to an emergency as delineated in § 56-265.19 Subsection H.

If you are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.



Web Ticket Entry Emergency Ticket Training Guide

Caller Information	
Phone	540-985-9355
Caller	WTE USER ALL
Caller Type	UTIL <input type="checkbox"/> Direct Line <input type="checkbox"/> Ext <input type="checkbox"/>
Company	VA811 ACADEMY
Address	1830 BLUE HILLS CIRCLE
ZIP	24012 St VA <input type="checkbox"/> City ROANOKE
Email	VA811@ACADEMY.COM Fax <input type="checkbox"/>
Fld Contact	<input type="text"/> Phone <input type="text"/>



Enter the name and phone number of the field contact available by phone, if applicable.

LOCATION INFORMATION

The Location Information section of the ticket entry screen contains the specific location of where the emergency excavation is taking place to include the type of work you are doing and for whom the work is being done.



Practice as you follow along!

Work Types

The types of work are arranged alphabetically for ease of use and will populate a list of options when you begin entering the type of work to be done. Select the type of work that best describes the emergency conditions.

WATE
SEWER AND WATER - INSTALL
WATER - FIRE HYDRANT REPAIR OR REPLACE
WATER AND SEWER - INSTALL
WATER MAIN - INSTALL
WATER MAIN - REPAIR, REPLACE OR ABANDON
WATER METER - INSTALL
WATER METER - REPAIR OR REPLACE
WATER SERVICE - INSTALL
WATER SERVICE - REPAIR, REPLACE OR ABANDON

Done For



Web Ticket Entry Emergency Ticket Training Guide

Enter the name of the person or company for whom the work is being done as follows:

- ❖ If the emergency excavation is being done for yourself, enter SAME.

Location Information		Help
Work Type	WATER MAIN - REPAIR, REPLACE OR ABANDON	
Done For	SAME	Other Info

- ❖ If the emergency excavation is being done for a private or commercial business, enter the name of the business.

Location Information		Help
Work Type	GAS SERVICE - REPAIR, REPLACE OR ABANDON	
Done For	FITZ WAREHOUSES	Other Info

- ❖ If emergency excavation is being done for a homeowner, enter the homeowner’s name and phone number if available (Example: HO/Bill Smith/540-789-3214)

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	HO/BILL SMITH/540-789-3214	Other Info



Take a few minutes to fill out the Location Information section as shown below:

The **County/ City** and **Street** fields are required. The additional fields are optional. *See explanation.*

Optional fields

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	SAME	Other Info
County/City	ROANOKE CITY	
Place		
Subdiv	BLUE HILLS COMMUNICATION CENTERS	
Lot #		
Street	1830 BLUE HILLS DR NE	
Cross St 1	BLUE HILLS CIR NE	
Cross St 2		
Boring?	<input type="checkbox"/> N <input checked="" type="checkbox"/> Y	Blasting? <input type="checkbox"/> N <input checked="" type="checkbox"/> Y
		White Paint? <input type="checkbox"/> n <input checked="" type="checkbox"/> Y

- ✓ *The **Cross 1** field is not a required field; however, it is always beneficial to include the nearest intersecting street*
- ✓ **Cross 2** - Optional
- ✓ The **Place** field is not a required field. If available, enter the name of the town or community within the county or city where the work is taking place
- ✓ The **Subdiv** (Subdivision) is also an optional field. You can enter the name of a residential subdivision or the name of a commercial property
- ✓ The **Lot#** field is entered when the property has not been assigned a street address (or there is an assigned street address with a lot number posted on site)



Web Ticket Entry Emergency Ticket Training Guide

Boring and Blasting

The Boring and Blasting fields require an answer.

If you are using a boring machine or horizontal drill, then select “Y”.

Boring? N y Blasting? N y White Paint? N y

If you are using explosives or blasting, then select “Y”.

Boring? N y Blasting? N y White Paint? N y

White Paint



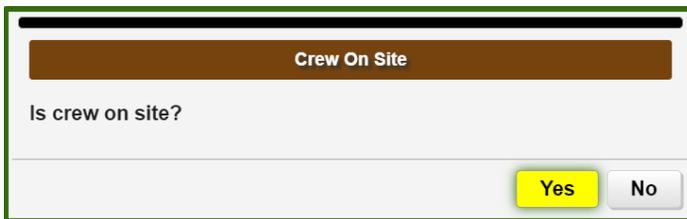
§ 56-265.17 E. In the event a specific location of the excavation cannot be given as required by subdivision 2 of § 56-265.18, prior to notifying the notification center pursuant to subsection A of this section, the person proposing to excavate or demolish shall mark the route or boundary of the site of the proposed excavation or demolition by means of white paint, if practical.

For Emergency tickets, “N” is automatically selected for White Paint. If the emergency excavation has been pre-marked with white paint or flags, then select “Y”.

Boring? N y Blasting? N y White Paint? N y

EXCAVATION AREA

When the cursor enters the Excavation Area field, the “Is crew on site?” message box displays.



If the crew is already on site, select the “Yes” command to automatically populate the “CREW IS ON SITE” message.



Web Ticket Entry Emergency Ticket Training Guide

Excavation Area
Help

CREW IS ON SITE

If the crew is not currently on site, select the “No” command and enter the time the crew will be on site within the next 3 hours:

Excavation Area
Help

CREW WILL BE ON SITE AT AT 3:15 PM

When completing the Excavation Area, it is important to define where on the property the emergency excavation is taking place. Keep in mind that you are describing where on the property the emergency excavation is taking place, not where you want the locators to locate or mark. Avoid using the word “Mark” or “Locate” in the description of excavation.

Excavation Area
Help

CREW IS ON SITE

STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND
ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE ROAD
FROM EDGE OF PAVEMENT

Expand last word
Expanded Word List
Abbreviations

Use the acronym **B.E.D.S** to describe where the emergency excavation will be taking place (linear):

B = Beginning

E = End

D = Distance or direction

S = What side or how far off edge of pavement

Non-linear = use boundaries to describe the emergency excavation.

MAPPING

Draw the Notification Polygon to notify the utility operators that your emergency excavation may be taking place within the vicinity of their underground lines.



Web Ticket Entry Emergency Ticket Training Guide

Location Information		Help
Work Type	WATER MAIN - REPAIR, REPLACE OR ABANDON	
Done For	ROANOKE CITY	Other Info
County/City	ROANOKE CITY	
Place		
Subdiv		
Lot #		
Street	1830 BLUE HILLS CIR NE	
Cross St 1	BLUE HILLS DR NE	
Cross St 2		
Boring?	<input type="checkbox"/> N <input checked="" type="checkbox"/> y	Blasting?
	<input type="checkbox"/> N <input checked="" type="checkbox"/> y	White Paint?
	<input type="checkbox"/> N <input checked="" type="checkbox"/> y	



ACCURACY AND SAFETY

Caution: To ensure everyone’s safety, always compare the Notification Polygon to the description of excavation to ensure that they match before releasing the ticket.

Excavation Area		Help
CREW IS ON SITE		
STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE ROAD FROM EDGE OF PAVEMENT		

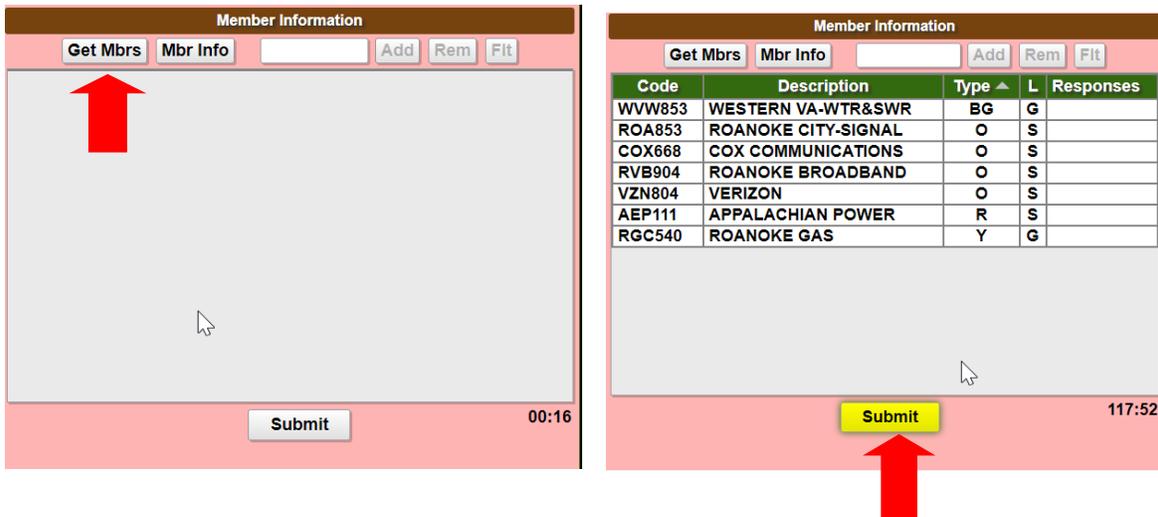


RELEASING THE TICKET

Once you have compared the description of excavation to the Notification Polygon to ensure that they match, select **Get Mbrs** to display the list of utilities who will respond to your Emergency ticket.

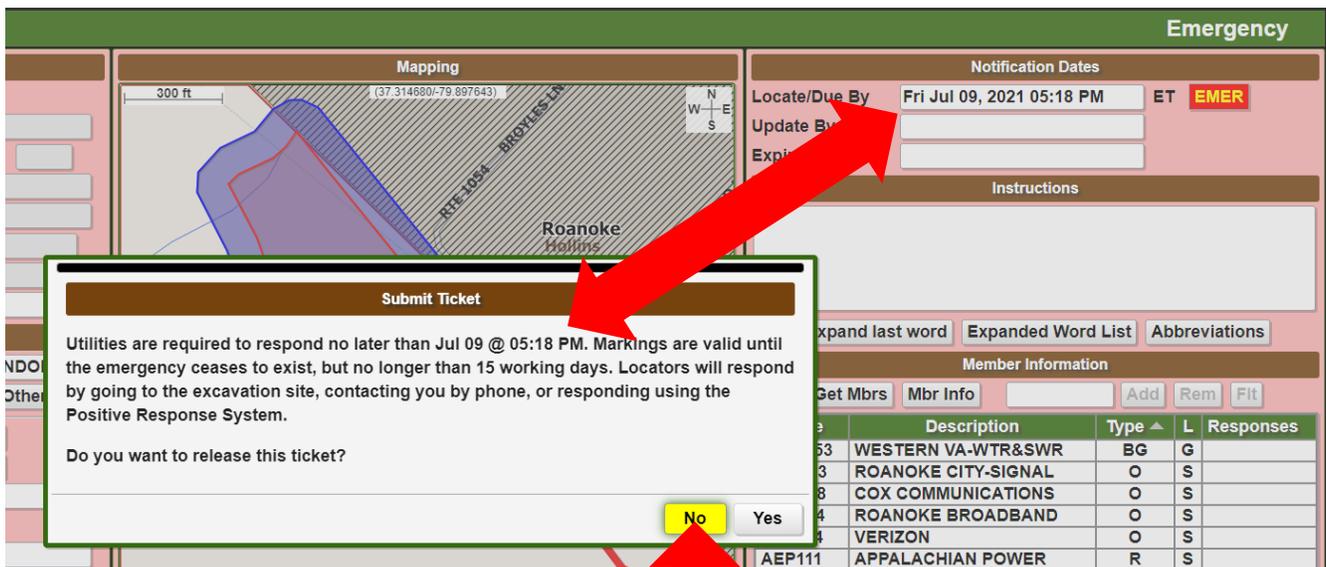


Web Ticket Entry Emergency Ticket Training Guide



Then select the **Submit** command.

In the message box that appears, notice that the date matches the Locate/Due By Date.



If you need to make changes, select



Web Ticket Entry Emergency Ticket Training Guide

Prior to submitting the ticket, a message box will appear that reminds users that locators can contact the excavator one of the three ways:

- locator may go straight to the job site to determine the need for marking.
- directly contacting the excavator by phone to clarify the emergency and determine the need to mark.
- the locator may post a response to positive response.

The screenshot shows a dialog box titled "Submit Ticket". The text inside reads: "Utilities are required to respond no later than Jul 09 @ 05:18 PM. Markings are valid until the emergency ceases to exist, but no longer than 15 working days. Locators will respond by going to the excavation site, contacting you by phone, or responding using the Positive Response System." Below this text is the question "Do you want to release this ticket?". At the bottom right, there are two buttons: "No" (highlighted in yellow) and "Yes". A red arrow points from the "Yes" button to the text "Select Yes to release the ticket" below the dialog box.

Select **Yes** to release the ticket

The screenshot shows a confirmation dialog box. The text inside reads: "Your **Emergency** ticket number is A119090002-00A" and "Dig with CARE, Keep Virginia Safe!". The word "Emergency" is circled in red. At the bottom right, there is a yellow "OK" button. A red arrow points from the "OK" button to the text "Select OK to confirm the release" below the dialog box.

Select **OK** to confirm the release

Congratulations! You have completed your training for emergency access on your WTE account!