



SCC/VUPS Damage Prevention 2012

Agenda

- VA811 Technologies
- ISO process
- Control of Records
- Training
- Quality Assurance
- Change Management
- Continuous System of Improvement
- Management Review

Virginia 811 Technologies

Virginia 811 Technologies

- Location Enhanced Ticket Search (LETS)
- Utility Conflict Awareness Mapping System (UCAMS)
- Excavator Work Order System (EWOS)
- Satellite Imagery
- Web Ticket Management System w/ mapping
- Electronic Manifest
- Electronic White lining
- Homeowner Ticket
- Update/Remark/Cancel

ISO Initiative

Overview

International Organization for Standardization

ISO Process

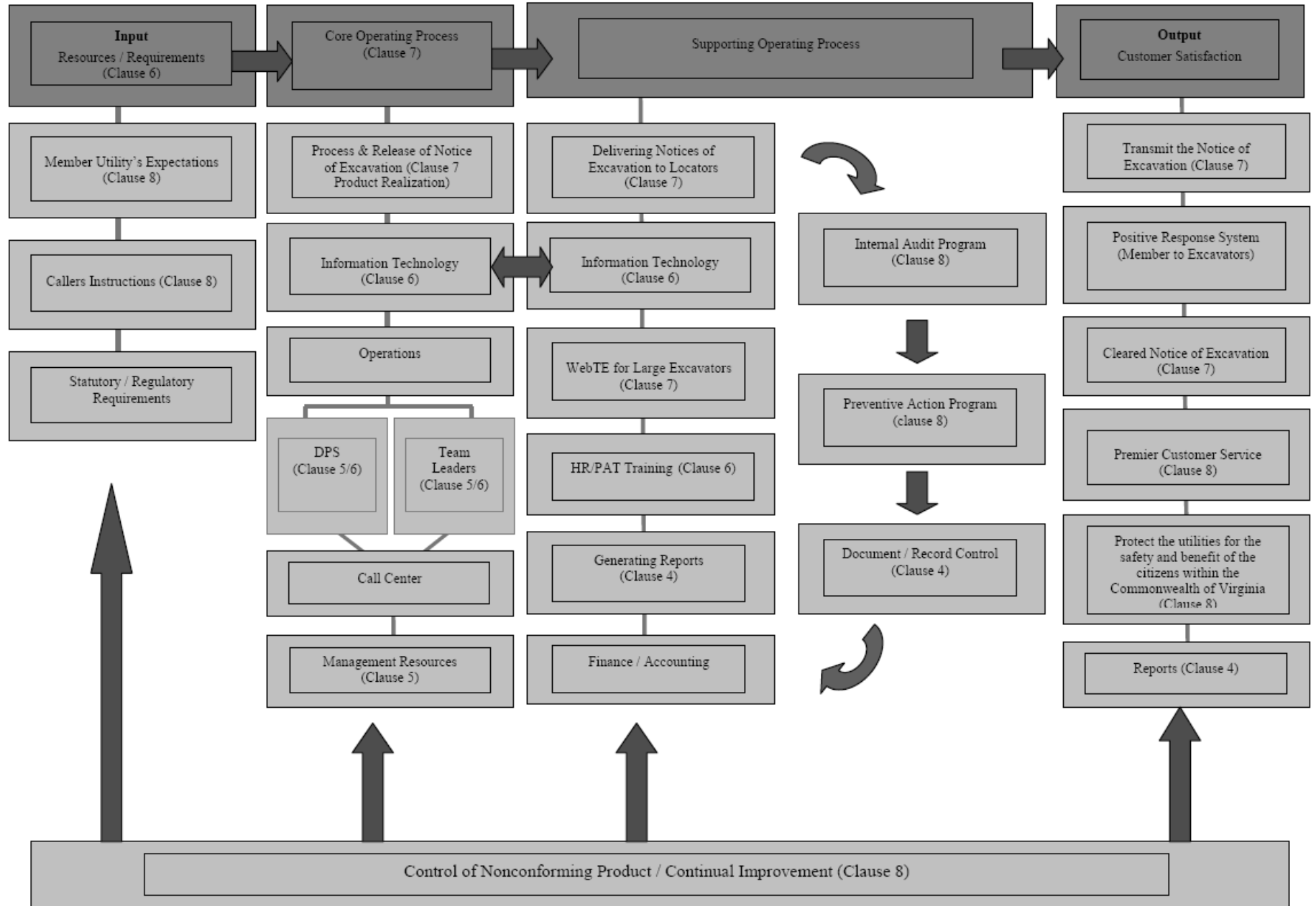
ISO 9001:2008

- A system to manage business with coordinated activities to direct and control an organization using *quality* as a driver.
 - ISO Monitors Process Management
 - Optimizes Company Tasks & Activities
 - Instead of Just Inspecting the Final Product

Benefits

- Improves Efficiencies and Productivities
- Facilitates Continual Improvement
- Improves Process Consistency and Stability

Management Operating Process (Clause 4, 5 & 6)



VUPS Enhancement Databases

- Succession Plan Wizard
- Training Database
- Change Management
- Continuous System for Improvement (CSI)
- PolicyTech

Control of Records

Control of Records & Documents

PolicyTech

- Systematic Way of Document & Record Control
- Unique Identifier, Version Number, Effective Date, Review Date
- Collaboration, Review and Approval Process
- Required Readers for Critical Documents
- Quiz – Verify Reader Comprehension
- Report Capability – Employee Sign Off on Documents
- Archive Old Documents
- Review Process of Documents

ABOUT | HELP

Policy List

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Add Custom

- [All Documents]
- [*Unfiled*] (1)
- Accounting (18)
 - Forms (7)
 - Policies (5)
 - Procedures (6)
- Administration
 - Forms
 - Policies
 - Procedures
- Business Continuity
 - Accounting
 - Administration
 - Human Resources
 - Information Technology
 - Operations
- Help Desk
 - Forms
 - Policies
 - Procedures
 - Working Documents
- Human Resources (109)
 - Exempt
 - Forms (32)
 - Nonexempt
 - Policies (41)
 - Procedures (36)
 - VUPS Employee Handbook
 - Working Documents
- Information Technology (9)
 - Policies (5)
 - Procedures (2)
 - Working Documents (2)
- Operations (56)
 - Forms (5)
 - Policies (15)
 - Procedures (25)
 - Working Documents (11)
- Public Awareness & Training (9)
 - Forms (2)
 - Membership (3)
 - Policies (2)
 - Procedures (1)
 - Working Documents (1)
- Quality Management (5)
 - Management Review
 - Policies
 - Procedures (1)
 - Quality Manual
- Regulatory (36)
 - Damage Prevention Act (6)
 - Policies (4)
 - Procedures (2)
 - Rules of Certification (25)
- Training (1)

ALL # A B C D E F G H I J K L M N O P Q R S T U V W X Y

Please click on the appropriate item on the left to see a list of documents.

Title: Quality Assurance Policy

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Policy: Tickets delivered to member utilities by VUPS will be sampled for quality. When critical errors are found, the sample size will increase in accordance with the risk based provisions of the quality assurance procedures. Any non-compliant ticket will result in additional training, termination of web ticket entry privileges or progressive disciplinary action (for VUPS staff), as appropriate, to ensure continual improvement.

Scope: Operations Department, Damage Prevention Specialists, Public Awareness & Training Coordinators, Web Ticket Entry Users

Definitions:


- Critical Error – Failure to follow policies and procedures that results in under-notification of utility members or in the failure to collect accurate data to complete the Notification Requirements.
- Non-Compliant ticket – A ticket that does not comply with VUPS Policies and Procedures, the Web Ticket Entry User Agreement, the notification requirements, or results in a critical error.
- Notification Requirements – As identified in Section 56-265.18 of the law. This data consists of a portion of the required information for a ticket.
- Required Information – The Newtin ticket entry fields that are labeled with a blue font.
- Ticket – A notice of excavation as defined in Section 56-265.15 and 56-265.18 of the Damage Prevention Act

Related Documents:

[20VAC5-300-90.C15 Training program for notification center's employees](#)
[Quality Assurance for DPS Procedure](#)
[Quality Assurance for Web User Procedure](#)

References:

[LIS > Code of Virginia > 56-265.15](#)
[LIS > Code of Virginia > 56-265.17](#)
[LIS > Code of Virginia > 56-265.18](#)
[LIS > Code of Virginia > 56-265.22](#)

Properties Current | [View overview on approved date \(08/26/2011\)](#)**Business Title**

Virginia Utility Protection Service, Inc.

Title	Version	Reference #
Emergency Ticket Procedure	2	200

Date Created	Date Submitted	Date Approved	Publication Date	Next Review Date	Review Interval
07/29/2011	08/24/2011	08/26/2011	08/26/2011	08/26/2012	12 months

Document Owner

--Main Office--: Stern, Jackie (Manager of Operations)

Document Creator

--Main Office--: Stern, Jackie (Manager of Operations)

Writers

None

Reviewers

--Main Office--: Harris, Kari (DPS)	Skipped
--Main Office--: Roop, Nina (Executive Assistant to the President/CEO)	Skipped

Approvers

--Main Office--: Price, Dave (Director of Operations & Public Awareness)	Accepted (08/26/2011 3:29 PM)
--Main Office--: Pevarski, Rick (President/CEO)	Accepted (08/26/2011 12:56 PM)

Categories

Operations
 Procedures

Affected Department(s)

--Main Office--: Operations

Keywords

emergency, emergency ticket, processing emergency, taking a ticket, ticket taking, VA ticket type, Virginia ticket type, Emer, ?EMER, processing a ticket, emergency ticket procedure, processing an emergency ticket

URL

<http://docs/docview/?docid=576>

Training

Management Training

Core Curriculum

100 Series

- The “Respect” Relationship
- Communication –The Complete Circuit
- Training: Giving Clear Knowledge
- Coaching for Success

200 Series

- What it Means to be a Supervisor
- Understanding Individual Employees

- Communication - The Essence of Respect
- Motivation
- Setting Goals & Organization
- Orientation & Training

300 Series

- Managing Conflict
- Team Building
- Performance Appraisals
- EEO and the Law
- Time Management & Workplace Protocol

Supervisor/Leadership Key Points

Leadership is a learned skill
 Managing information and managing people are one and the same
 All leaders are not equally equipped to lead
 Leaders have created as many people have created
 Leadership is a balance between the right words and the right actions of the people they are leading

VUPS

Learn Ask about

Defining Leadership

To be a leader is to be responsible for the actions of others.
 - John Maxwell
 A leader is one who takes a little more than others by the back of the neck.
 - Robert K. Greenleaf
 A leader is one who has the ability to lead others.
 - John Maxwell

VUPS

As part response Then as Leaders to your define

Leadership Key Points

The Four Phases of Leadership Growth

- Phase 1: I don't know what I don't know
- Phase 2: I know what I don't know
- Phase 3: I know what I know and I know what I don't know
- Phase 4: I simply go because I know I know

John Maxwell
 Leadership 101

VUPS

Ask be p point why effe chap tips Lea

Defining Leadership

Your Leadership Ability, for better or worse, always determines your effectiveness and the potential impact of your organization.
 John Maxwell
 Leadership 101

VUPS

Scott A negativ use a D Handou

Tips for Team Leaders/Supervisors

- Be Proactive
- Put Yourself Forward
- Show Your Enthusiasm
- Be Encouraged in Your Team's Welfare
- Trust Your Members Fully
- Be Open

VUPS

Use part point

Leadership Key Concepts

Influence: Share your decisions
 Empowerment: A condition whereby employees have the authority to make decisions and take action at their own level without prior approval.
 Requires high degree of Respect for People.
 Robert K. Greenleaf, Model

VUPS

Remind comes strips. Ask the explain empow explain empow premie

Supervisor/Leadership Questions

- Why is it necessary?
- In leadership, the means is the message?
- Who is leadership?
- How do I get the message as a leader?

VUPS

Good Morning

VUPS

PP#A

Good Morning

VUPS

1. 2.

What it means to be a Team Leader/Supervisor!

VUPS Boardroom
 Thursday, February 21, 2008

VUPS

Ask th of the Histor How v Leader streng

Mission Statement

The mission of the Virginia State Personnel Service (VSPS) is to provide a high performance organization composed of professional, highly motivated, innovative, business and customer focused employees, dedicated to providing a superior Strategic Personnel Program to provide the solution for the safety and health of the commonwealth of Virginia.

VUPS Professional Standards

VUPS professionals maintain a high quality standard in providing the best professional service. They are committed to providing the best professional service to the commonwealth of Virginia. All employees take a part in ensuring such standards: integrity, transparency, professionalism, and accountability service.

VUPS

How d success Profes

Leadership: What it means to be a Team Leader/Supervisor Training Syllabus

Administrative Data:	
Preparation time:	2 Hours
Time of instruction:	2 Hours
Media	PowerPoint on CD, LCD Projector, White Board, Dry Erase Markers, Flip Chart
Method of Instruction	<ol style="list-style-type: none"> 1. Lesson Plan 2. Power Point Presentation 3. Handouts
Participant's Resources:	<ol style="list-style-type: none"> 1. Participant's Resource Manual 2. John Maxwell's book, Leadership 101
Learning Objective:	Leadership builds a foundation that enables a Team Leader/Supervisor to lead his/her team toward a shared goal: achieving VUPS Mission Statement. This session will focus on the skills needed to build respect between you and those you lead.
Outline	<p>Prerequisites</p> <p>Read John Maxwell's book, Leadership 101</p> <p>Each participant will write a paragraph explaining what it means to be a Team Leader/Supervisor.</p> <ol style="list-style-type: none"> 1. Welcome 2. Distribute participant's resource manual material. 3. Have each participant read their paragraph and explain why they are attending this session.
Course Content	<ol style="list-style-type: none"> 1. Would Thomas Jefferson be successful as a VUPS Team Leader/Supervisor? 2. Defining Leadership 3. Leadership: Key Concepts-Influence, Empowerment, and Respect. 4. "Leadership Key Points" comparison with Mr. Maxwell's four phases of Leadership. 5. Building a Leadership Legacy. 6. Summary: Answering the Leadership Question.

Training - DPS

- New Hire Training
- Continuous Training

Training Document / Storage

policytech DOCUMENTS MY TASKS REPORTS PREFERENCES

Welcome Susan Painter | LOG OUT

Virginia Utility Protection Service, Inc.

Site --Main Office--

Policy List

ABOUT | HELP

All Documents **New Document** Print

Search for

Arrange by: All Categories **Document(s) Found: 25** Documents Per Page 20

+ Add Custom

Page 1 of 2 Records 1 - 20 Show/Hide Columns

[All Documents]	Designer Ticket Procedure	2	Approved
[*Unfiled*] (1)	Emergency Ticket Procedure	1	Approved
Accounting (16)			
Administration			
Quality management (5)		1	Approved
Regulatory (35)		1	Approved
Training (1)		2	Approved
External		2	Approved
Internal		1	Approved
Continuous (1)		1	Approved
Management		2	Approved
New Hire		1	Approved
Manuals		3	Approved
	Procedure	1	Approved
		1	Approved

Page 1 of 2 Records 1 - 20

DPS Training Schedule

- 10 Days of Initial Classroom Training
- 4 Days of Parallel Training (OJT)
- Continuous Training
- Individual Training Plans

New Hire Training Syllabus

DAY 1





- Meet and Greet – Social Committee
- Orientation and On-boarding – Bruce Wood
 - Human Resources
 - VUPS Culture
 - Distribute DPS Trainee Information
 - Employee Handbook – Policytech
 - President & CEO Address – Rick Pevarski
 - Welcome
 - History
- Training Orientation – Susan Painter
 - SCC Video
 - Locating Video
- Preview of Systems and Resources
 - Resources
 - DPS Trainee Manual
 - Professional Excavator Manual
 - Virginia Marking Standards
 - Systems
 - Introduction to Newtin Ticket Entry
 - Using Policytech
- Parallel Partnership
 - Initial observation of the ticket taking process






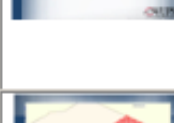
Training Schedule

Time	Duration	Location	Trainer	Subject
7:30 – 8:00	30	Training Room (TR)	Bruce Wood	VUPS Culture & Door Pass (enter with a Positive Mental Attitude)
8:00 – 9:00	60			Introduction to Employee Handbook / Initial Paperwork
9:00 – 10:00	60		Rick Pevarski	Welcome and History
10:00 – 10:15	15		Break	
10:15 – 10:40	25	TR	Susan Painter	Introductions: Exercise
10:40 – 11:00	20			Agenda / Working Agreement
11:00 – 11:45	45			The Seven Keys to a Positive Mental Attitude
11:45 – 12:00	15			Tour of the Center
12:00 – 1:00	60		Lunch	
1:00 – 1:15	15	TR	Susan Painter	Log In System: Windows & Newtin
1:15 – 1:45	30			Discover On-Line Resources
1:45 – 2:00	15			Life of a ticket
2:00 – 2:15	15		Break	
2:15 – 2:45	30	TR	Susan Painter	Introduction to Parallel Partnership
2:45 – 3:45	60	Call Floor	Parallel Partner	Introduction to Ticket Entry via Parallel Partnership
3:45 – 3:50	5	Return to Training Room		
3:50 – 4:25	35	TR	Susan Painter	Introduction to Locating: Other Side of the Fence
4:25 – 4:30	5		Log out of System	

Lesson Plan: Life Cycle of a Ticket

VIII. Life Cycle of a Ticket

Administrative Data:	
Preparation time:	0.5 Hour
Time of Instruction:	30 Minutes (1:45 – 2:15pm)
Method of Instruction:	Lecture
Media:	Power Point Presentation
Student Resources:	Observation
Learning Objective:	<ol style="list-style-type: none"> 1. Introduce new employees to: <ol style="list-style-type: none"> a. The CARE Message. b. The Virginia Underground Utilities Damage Prevention Act. c. The step taken to process a ticket. d. What role the law plays in the process.
	<p>The message we want to convey is Dig with CARE Keep Virginia Safe.</p> <p>811 was implemented across the nation to support these efforts.</p>
	<p>Let's dig a little deeper into the CARE Message. Obviously our role is at the very top of the message.</p>
	<p>The process gets started with the call the Miss Utility...</p>
	<p>Tell me: who do you think our customers are?</p>

	<p>Let's look at what the law says?</p>
	<p>There are some exemptions....Who do you think is exempt from calling in a ticket?</p>
	<p>Let's see how we did?</p> <p>Now that we know who our customer's are. Let's look at what the expectation is for providing service to those customers.</p>
	<p>There is some very specific direction written into the law with regard to the notification center.</p> <p>Let's take a look at it....</p>
	<p>The Law outlines specific expectations for the notification center:</p> <p>We must be open to everyone who operates underground facilities.</p> <p>We must maintain a database of the location of all underground facilities.</p> <p>We must transmit notices or tickets within one hour. (Emergencies and 3HR Notices are transmitted within 5 minutes).</p> <p>Keep in mind that the law was written in 1979....that was before everything was spontaneous.</p>
	<p>The database the law talks about is the location of underground facilities such as those of Roanoke Gas. This information is provided by each utility who is a member.</p>

Lesson Plan: Normal Ticket

V. Introduction to Newtin Ticket Entry Screen / Normal Ticket

Administrative Data:	
Preparation time	1 Hour
Time of Instruction	75 Minutes (10:45 – 12:00 p.m.)
Method of Instruction	Lecture, Demonstration, Interactive Discussion and Participation
Media	Lesson Plans, Newtin Software
Student Resources	Newtin Ticket Entry Screen, Newtin Ticket Entry Training Manual (pages 7-25)
Learning Objective:	1. Use Newtin Ticket Entry to complete a Normal ticket <ol style="list-style-type: none"> Know How to ask the correct questions Enter accurate data Verify the information provided by the caller
1. Caller and Field Contact	
Page 7	<ol style="list-style-type: none"> Select the Normal Command button When the Clear Fields Message Box appears, select YES <ol style="list-style-type: none"> Explain what happens if No is selected – used when processing multiple tickets Explain that the telephone number is how all the other data is connect to the caller Explain how to ask the caller for the phone number <ol style="list-style-type: none"> Have DPS enter their own phone number
Page 8	<ol style="list-style-type: none"> Explain that the caller's first and last name are in the Caller field Discuss how to ask for the caller's name Have DPS enter their own name Discuss the purpose of the caller survey (if applicable) and show how to gather the information
Page 9	l. Discuss the caller database by entering 540-985-9355 and show how the data is stored
Page 10	j. Discuss Company Lookup
Page 11	<ol style="list-style-type: none"> Explain the caller type and how to retrieve the correct type Discuss how to ask caller for this information Have DPS select contractor Explain the purpose for the direct line Explain how the Direct Line field automatically pre-fills w Discuss how to ask for the direct line information Discuss purpose of extension Have DPS enter another number
Page 12	<ol style="list-style-type: none"> Discuss the purpose and value of email Explain how to ask for email and the importance of asking the caller to spell

	it back is necessary <ol style="list-style-type: none"> Demonstrate how to ask for the email by providing the benefit before asking for the information Have DPS enter their own email address Explain that we typically do not ask for FAX but will ask if email is refused
Page 13	<ol style="list-style-type: none"> Explain the differences in how the Company field is used for a homeowner or contractor Have DPS Demonstrate how to ask for the company name Have DPS make up the name of their company <ol style="list-style-type: none"> Explain the company mailing address goes in the Address field Discuss how to ask for the company mailing address Have DPS enter a mailing address for their made up company
Page 14	<ol style="list-style-type: none"> Discuss how to use the Zip Code field Entering the Zip Code pre-fills city and State If the Zip Code is not know, enter the State and then the city A drop down selection of Zip Codes are available to choose from in some instances, select one (even if the caller is not sure) enabling you to proceed with the ticket entry. Have DPS practice by entering a zip code and by state and city
Page 15	<ol style="list-style-type: none"> Explain the purpose of the field contact Show how all the fields are used Demonstrate how to collect the data <ol style="list-style-type: none"> Have DPS enter a name and telephone Discuss how to handle the situation if the caller is calling in for a homeowner Explain that if the ticket were an Emergency or 3HR Notice how the field contact would be handled
Page 16	<ol style="list-style-type: none"> Discuss how the ticket is verified Established New
2. Area of Excavation	
Page 17	<ol style="list-style-type: none"> If the caller is a homeowner, explain the benefit of using a transition statement Demonstrate how to use the work type list. Explain that the actual work types will be explored in detail at a later time. Discuss how to ask the caller for the type of excavation the will be doing Explain how to use other <ol style="list-style-type: none"> Have DPS enter a type of work
Page 18	<ol style="list-style-type: none"> Explain the purpose of the Done For field <ol style="list-style-type: none"> Show how to format the field based on if the work is being done for the caller or someone else Show how to format the field if the work is being done for a homeowner <ol style="list-style-type: none"> Have DPS enter SAME Explain that the State field will always remain as Virginia as VUPS only takes tickets within the state of Virginia Explain that the County City Field designates where Demonstrate how to ask the caller for the county / city

Training Database



Current Location -->

Welcome : Susan B. Painter

Quality

Management Tools

Training

Fitness

Create Class

List Classes

Add Subject to Class

Add Class

Year:

2011

Title:

DPS Trainee - Day 1

Overview:



Training Database

Select Employee:

Brendan Dalglish

Select Class:

-Select Class-

Find Records

Clear

	Full_Name	Class_Title	Delivery_Method	Trainer_Name	Date_Completed
Delete	Brendan Dalglish	June Team Huddles	Team Huddles	-Multiple Trainers-	6/30/2011
Delete	Brendan Dalglish	Columbia Gas Pipeline Safety Training	Class Room	-Multiple Trainers-	6/9/2011
Delete	Brendan Dalglish	February Team Huddles	Class Room	-Multiple Trainers-	4/4/2011
Delete	Brendan Dalglish	DPS Trainee - Enhancement Training	Class Room	Susan Painter	4/4/2011
Delete	Brendan Dalglish	DPS Trainee - 3HR Notice / Damaged Line Review	Class Room	Susan Painter	6/1/2011
Delete	Brendan Dalglish	DPS Trainee - Day 4	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 6	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 1	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 2	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 3	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 5	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 7	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 8	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 9	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 10	Class Room	-Multiple Trainers-	2/11/2011
Delete	Brendan Dalglish	DPS Trainee - Day 11	One-on-One	-Multiple Trainers-	2/17/2011

Individual Training Records



SQL Server Reporting Services

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Year-Employee-Class

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New Subscription

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▣ Stacey Clark							
▣ August Coaches Training							
▣ Human Resources							
				Policytech	Functionality	8/24/2010	8/24/2010
▣ Mapping							
				QuickMap - Tabs	9 - Ortho	8/24/2010	8/24/2010
▣ Telephony							
				Software	Message Center Plus	8/24/2010	8/24/2010
▣ Ticket Entry							
				Ticket Types	Suspend	8/24/2010	8/24/2010
				Guidelines	Suspend Ticket	8/24/2010	8/24/2010

Regular Team Huddles

September Team Huddle

Month / Year:

September 2011

Effective Date:

September 1, 2011

Audience:

All DPS staff

Objective:

- At the conclusion of training DPS will understand how to respond to a caller who has selected “unmarked utility” from the pre-announcer and how to verify the ticket before processing the 3HR Notice, Remark or Update.
 - 3HR Notice (unmarked utility)
 - Listen for the whisper, “unmarked utility” and then ask; “I understand you have an unmarked utility, may I have your ticket number please?”
 - Ask for the City/County and Dig site address
 - It is no longer necessary to restate the Work Type, Cross Streets and Excavation Areas as part of verification.
 - Remark and Update
 - Asking the caller for County/City and Dig Site address is consistent when processing 3HR Notices, Updates and Remarks
 - It is no longer necessary to restate information from the Work Type to the Excavation Area field.

Learning Accountability

1. Questions & Answers

i You can make comments about the quiz in the [discussion](#) area.

Objective 1: To understand the updated procedure for verifying 3HR Notices, Remarks and Updates, how to respond to a customer who has selected "unmarked utility from the pre-announcer and how to correct an error made on a 3HR Notice.

1. What information must the caller provide before you begin processing a Three Hour Notice, Update or Remark?

- Name and Company, County / City and Dig Site address
- County / City and Dig Site Address
- All data from Work Type through Excavation Area fields

2. What statement should you make when you hear the whisper, "Unmarked Utility"?

- "How can I help you today?"
- "May I have your ticket number please?"
- "I understand you have an unmarked utility, may I have your ticket number please?"

3. What steps must you take to correct a mistake on a 3HR Notice?

- Cancel the 3HR Notice and process a new 3HR Notice
- Process a new ticket and send an email to your Team Leader
- Process another 3HR Notice explaining the reason for the correction

Quality Assurance

Quality Assurance Audits

- Gathering Departmental Metrics and Audits
 - Human Resources
 - Information Technology
 - Accounting
 - Public Awareness & Training
 - Operations
- Results of audits become part of the Management Review

New Hire Trainee QA

Audits and Call Reviews

- 100 % audit of ticket for the first 30 Days of employment
- Monthly random audits
- Assign continuous training on an as-needed basis
- 2 Initial call reviews
- Completion of Level T (Training) within first 90 Days

DPS - QA & Call Reviews

- Coach Audits – minimum 10 random tickets per DPS per month = 720
- Team Leader Review – 6 calls per month per DPS = 360 calls per month
 - 3 Calls - Silent Monitor: Consistency
 - 2 Calls – Interactive Call Reviews: Identify successes and opportunities for improvement
 - 1 Call – Side-by-Side: Personal coaching
- Risk-Based Audits – on as needed basis

Quality Monitoring

Evaluation

Header

DPS:	Clark, Stacey	Team Leader:	Karen
Ticket Type:	New Ticket	Total Score:	100
Contact:	20110816V7001...	Ticket #:	
Contact Date:	August 16, 2011	Review Date:	

Professionalism Error	Scoring	VUPS Procedure Error	
Performance Standards		Premier Customer Service	
Educating the Caller	General Information	Mapping Efficiency	Notification Requirements
Accuracy Error	Comments	Critical Error	Customer Service Expectations

- 5 - Verified Company # - Field Contact
- 5 - Verified Dig Site address
- 5 - Stated: Locator needs access to meters
- 5 - Educated: reason for mapping
- 5 - Verified Work Type - Excavation Area
- 5 - Asked for additions or changes

Total Score: 100

QM – Notification Requirements

Professionalism Error

Scoring

VUPS Procedure Error

Performance Standards

Premier Customer Service

Educating the Caller

General Information

Mapping Efficiency

Notification Requirements

Accuracy Error

Comments

Critical Error

Customer Service Expectations

- 5 - Obtained Company #- Field Contact (3)
- 5 - Obtained Work Type - White Paint
- 15 - Entered specific location (avoided entire)
- 5 - Provided Notification Guidelines

Total Score:

0

QM – Performance Standards

Professionalism Error

Scoring

VUPS Procedure Error

Performance Standards

Premier Customer Service

Educating the Caller

General Information

Mapping Efficiency

Notification Requirements

Accuracy Error

Comments

Critical Error

Customer Service Expectations

- 5 - Verified Company # - Field Contact
- 5 - Verified Dig Site address
- 5 - Stated: Locator needs access to meters
- 5 - Educated: reason for mapping
- 5 - Verified Work Type - Excavation Area
- 5 - Asked for additions or changes

Total Score:

0

QM – Premier Customer Service

Professionalism Error

Scoring

VUPS Procedure Error

Performance Standards

Premier Customer Service

Educating the Caller

General Information

Mapping Efficiency

Notification Requirements

Accuracy Error

Comments

Critical Error

Customer Service Expectations

- Displayed a "can do" attitude / avoided "have to" or "need to"
- Kept Caller on track / matched Caller's pace / minimized dead air space
- Was respectful and / or used empathy (focused on need or safety)
- Was attentive and listened to Caller
- Was expressive and used voice inflection
- Engaged Caller / asked probing questions
- Conducted professional conversation and / or educated the Caller

DPS Training Levels

Skill Base Training

- Level T (Training)
- Level 1
- Level 2
- Level 3
- Level 4

Detailed Training
Manuals are designed
for each level



Risk – Based Audits

- **Critical Error** – Failure to follow policies and procedures that results in under-notification of utility members or in the failure to collect accurate data to complete the Notification Requirements.
 - Audit 100 % of tickets – minimum 50 tickets
- **Nonconformity** - Non-fulfillment of processes; needs, expectations, or obligations; which may be stated or implied by an organization, its customers, or its stakeholders.
 - Audit 50% of tickets – minimum 25 tickets

Individual Training Plan

Virginia Utility Protection Service

Job Performance / Skills Development Plan

EMPLOYEE

Employee Name: DPS

Review Period: 8/30/2011

Department: Operations

Supervisor: Susan Painter
Coach:

Performance / Skill

Description: Processing accurate tickets (avoiding Critical and Accuracy Errors)

Training Goals

At the conclusion of training, DPS will have a clear understanding of errors she made during the period of 8/12 – 8/29 that has resulted in Risked-based audit of all tickets.

- ✓ DPS must be able to process accurate tickets without assistance
- ✓ The audit of DPS tickets must return to random status (*no longer in Risked-based audit status*)

Learning Objectives

Following the review of tickets that contain Critical or Accuracy errors, DPS should be able to:

- ✓ Match the map by using St, C1 & C2
- ✓ Match the Excavation Area with the Dig Site Polygon
- ✓ When no address is listed on the ticket, define the area of excavation by using an additional cross street or landmarks
- ✓ Define excavation area when caller provides Latitude and Longitude point
- ✓ When referencing an intersection, streets must intersect

Quality Assurance Web Ticket Entry

Web Ticket Entry - QA

- New WebTE users have 100% of tickets audited for the first 30 days.
- 1 Ticket per unique WTE user on the same business day
- Goal of at least 10 % of tickets by every WTE user
- Average of 40% - 50% overall

Notification Requirements

TicketEntry (1.0.153.0)

Inquire Normal Emergency Meeting Designer Special Project Unsuspend Full **Audit** Clock

Ticket: B122900229 Rev: 00B Prev: B122900229 **Normal** Work Type: ELECTRIC SECONDARY - INSTALL
 Taken: 08/17/11 08:34:53 AM Oper: WBWISEMAN Chan: WEB Done For: DOMINION VIRGINIA POWER Permit #:
 Excavator's WD #:
 State: VA County/City: FAIRFAX Place:
 Company #: 703-661-4250 Caller: BOB WISEMAN Type: CONT
 Direct Line: 703-661-4250 Ext: License No.:
 Email: bwisem
 Company: DA
 Address: 23
 Zip: 20166
 Field Contact: DA
 Members:
 Code:
 COX609
 DOM400
 FCU901
 FCW902
 MCI81
 MFN902
 VZN104
 WGL904
 XOC903

Audit

August, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: 8/17/2011

DPS RTE Report

RTE accounts for 8/17/2011

Account	Total	Verified	% Verifie
WAGIBSON2	1	0	
WBWISEM...	1	0	
WJMINOR	1	0	
WKWILEY	1	0	
WKYDONN...	1	0	
WMDILLON	1	0	
WMMCDAN...	1	0	
WMMOYER	1	0	
WTGIBSON	1	0	

Tkts for WBWISEMAN

Ticket	Rev	Time	Type
B122900229	00B	08:34	NEW
B122900233	00B	08:36	NEW

Verified Feedback Correction Exit

Grids
 3850A7721C-11 3850A7721C-12 3850A7721C-13 3850A7721C-21 3850A7721C-22
 3850A7721C-23

In-house Comments
 RULE MBRS: COX609>UTIL13, DOM400>UTIL13, FCW902>DHL001, VZN104>SNL221,
 XOC903>SCL365

Get Map
 Get Mbrs
 Mbr Info
 Add Mbr
 Locate By / Due By: 08/22/11 07:00:00 AM
 Update By: 09/06/11 11:59:59 PM
 Expires: 09/09/11 07:00:00 AM
 Abort
 Suspend
 SUBMIT

Cookie will be on call TL 8/11/11 thru 8/18/11 @ 353-6123

B

WTE Audit Guidelines

VERIFIED	FEEDBACK	CORRECTION
Ticket is accurate – no action needed.	One or more areas of concern have been identified but the ticket does not present a safety hazard.	One or more issues exist requiring immediate action .
The text <NONE> automatically populates in the Comment text box.	Enter specific comments in the Comment text box describing the identified area(s) of concern.	Enter specific comments in the Comment text box describing the identified area(s) of concern.
<p>Review the following:</p> <ul style="list-style-type: none"> ✓ Dig Site Information ✓ Excavation Area Field ✓ Instructions Field ✓ Mapping 	<p><u>Address/Street fields:</u></p> <ul style="list-style-type: none"> • Misspelling of street name, incorrect prefix or suffix, and/or does not match the map. • No Cross Street <p><u>Excavation Area field:</u></p> <ul style="list-style-type: none"> • Work type and description of proposed excavation area do not match. • Vague description of where excavation will take place. <p><u>Instructions Field:</u></p> <ul style="list-style-type: none"> • Contains information that should be in the Excavation Area field. • Contains data that should not be displayed on revision tickets.(reference to previously issued 3HR Notice) <p><u>Mapping:</u></p> <ul style="list-style-type: none"> • Dig site polygon does not include the complete excavation area described but the <u>correct</u> utilities were notified. • Dig site polygon covers a much larger area than described and utilities were notified unnecessarily. 	<p><u>Address/Street fields:</u></p> <ul style="list-style-type: none"> • Numerical portion of address is incorrect • There is a discrepancy between the address in the address field and the address in the excavation area. <p><u>Excavation Area field:</u></p> <ul style="list-style-type: none"> • Does not provide a description of the specific location of the proposed work or is written in a manner that the locator(s) may misinterpret where the excavation will take place. <p><u>Mapping:</u></p> <ul style="list-style-type: none"> • Dig site polygon does not match the excavation area and address fields. • Utility members were not notified.

Instant Communication

Newton - A (Roanoke, VA)

Message Center + Restricted

User WSPAINTER
You Have 3 Messages Waiting.
Last Checked on 08/31/11 09:51:04

Inbox (5) Unread (3) Sent Items (0)	<table border="1"><thead><tr><th>From</th><th>Date</th><th>Subject</th><th></th></tr></thead><tbody><tr><td>DPRICE</td><td>08/16/11 15:07:28</td><td>NEW FEATURES IN QUICKMAP FOR WEB TE</td><td>DELETE</td></tr><tr><td>DPRICE</td><td>08/01/11 15:43:58</td><td>TICKET ENTRY - CROSS STREETS AND WORK TYPE = "OTHER"</td><td>DELETE</td></tr><tr><td>SLIGHT</td><td>06/17/11 08:19:22</td><td>VA811.COM WEBSITE</td><td>DELETE</td></tr><tr><td>SLIGHT</td><td>04/12/11 11:43:54</td><td>NEW WEB TICKET ENTRY FEATURE</td><td>DELETE</td></tr><tr><td>DPRICE</td><td>09/09/10 13:57:30</td><td>MESSAGE CENTER PLUS</td><td>DELETE</td></tr></tbody></table> <p style="text-align: center;"><<First <Prev Next> Last>> (Results 1-5 of about 5)</p>	From	Date	Subject		DPRICE	08/16/11 15:07:28	NEW FEATURES IN QUICKMAP FOR WEB TE	DELETE	DPRICE	08/01/11 15:43:58	TICKET ENTRY - CROSS STREETS AND WORK TYPE = "OTHER"	DELETE	SLIGHT	06/17/11 08:19:22	VA811.COM WEBSITE	DELETE	SLIGHT	04/12/11 11:43:54	NEW WEB TICKET ENTRY FEATURE	DELETE	DPRICE	09/09/10 13:57:30	MESSAGE CENTER PLUS	DELETE
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DPRICE	09/09/10 13:57:30	MESSAGE CENTER PLUS	DELETE																						

The Message:

CC:	
Date:	08/16/11 15:07:28
Subject:	New Features in QuickMap for Web TE
Message:	<p>****SPECIAL NOTICE OF NEW FEATURE IN QUICKMAP FOR WEB TICKETS****</p> <p>VUPS is pleased to announce that TAB 0 - LAYERS has been added to QuickMap for Web Ticket Entry Users. This feature was added a few months ago and it provides additional search tools. It can provide the ability to see data that has been added to the map by municipalities that cannot be easily displayed in visual format.</p> <p>Examples:</p> <p>MILEPOST MARKERS - Interstate highway mile post data has been stored in QuickMap and the individual mile post markers can be located by number.</p> <ul style="list-style-type: none">- To use, open Tab 0-Layers and select the "Get Layers" command button- Select "mpm" in the Layer Column if it is available for that county/city- Select "Mile_Post" in the Column Name column- Select the "Show" command button <ul style="list-style-type: none">- To search for a Mile Post, enter the Mile Post number in the "Search" field- Select the "Search" command button- The milepost marker will highlight with a flashing yellow circle- Select the "Show" command button to display the marker and number <p>ADDRESS LAYER - Parcel Data is not available for all counties and cities in Virginia. Some municipalities have street names and point address information for new streets that is stored in the GIS but not readily viewable as normal "road centerlines" and street name data.</p> <ul style="list-style-type: none">- To use, select "addr" from the Layer Name column- Select ADDR from the Column Name column to view the address numbers- Select FULLNAME from the Column Name column to view the street names- Select the "Show" command button to display the address or fullname- Select the "Search" command button to find one

Scope of Work

QuickMap

Lookup

State County

Place

Address Not Found

Street

Cross 1

Cross 2

1-Find 2-Search 3-Intersection 4-Grids 5-Place 6-Lat/Long
7-Area 8-Mbrs 9-Ortho 0-Layers P-Parcel Flags Near

INSTALLING STREET LIGHTS - LOC SOUTH SIDE OF LEE HWY SERVICE RD TO 10FT BEYOND ROADWAY FROM 50FT EAST OF RONA PL WEST TO 250FT WEST OF RONA PL - REQUEST ALL LOCATORS MARK WITH PAINT AND FLAGS

Instructions

CALLER MAP REF: 5643C5

In-House Comments

RULE MBRS: COX609>UTIL13, DOM400>UTIL13,
ECL 1999-PUL 001, LBN1101-011, 001, L100000-001, 000

Dig site polygon matches excavation area

Map labels: Hwy 808, Hwy 29, Lee Hwy Service Rd, Forum Dr, Artery Dr, Glen Alden Ave, Sc 7437, Sc 10332, Sc 10275, Ansari Way, Rona Pl, Robertson Farm Cir, Federalsville Man.

Change Management

Change Management

Why have a policy and procedure for changes?

To standardize all changes of current business processes to a formal procedure

- Using a managed and orderly method , changes are requested and communicated prior to implementation (when possible) then;
 - Reviewed
 - Approved
 - Logged
 - Tested

Goal: Minimize risk and impact to the business.

Current Location --> [VUPS Central](#) > Change Management

Issues DB CSI **Change Management** Expenses MappingTracker ERP

Find Record **Insert Record** [Clear Form](#)

Change ID: 27
Issue ID: [N/A](#)
Requested Date:
Requested
Implementation Date:
Actual Implementation
Date:
Title:
Requested By:
Department:
Function:
Status:

Analysis Completed:
Act/Rule Affected:
Notification sent to SCC:

File Path:

Change Summary:

Unique Identifier / Links to CSI

Click [here](#) to collapse menu



VUPS Central



Current Location --> [VUPS Central](#) > Change Management

Welcome : Deborah G. Hofbauer

Issues DB

CSI

Change Management

Expenses

MappingTracker

ERP

Find Record

Insert Record

[Clear Form](#)

ID	Issue ID	Date of Request	Requested Implementation Date	Actual Implementation Date	Title	RequestBy	Department Name	Function Name	Status name	Change Summary	Analysis Completed	ActRule Affected	SCC Notification	Analysis Lin
26		8/11/2011			Changes to Pre-announcer	Deborah G. Hofbauer	Information Technology	Call Switch	Approved	Change the definition of an emergency and the call flow of the pre-announcer for normal and after hour operations. VUPS received a letter on July 25th, 2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Change Management Review

- Regular executive staff meetings
- Emergency meetings - as needed

VUPS Analysis Process

VIRGINIA UTILITY PROTECTION SERVICE

VUPS Analysis/Proposal

Office 365 Hosted Email

R Hogan

7/12/2011

|

Analysis

VUPS Proposal / Analysis Report

Table of Contents

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I. Executive Summary:

The current VUPS email system resides on a single Microsoft Exchange server located at Blue Hills. With this single server configuration, this system represents a single point of failure for email. Due to the critical nature of email at VUPS, it is proposed that we transition to the cloud based Microsoft Office 365 solution. Office 365 gives VUPS email with globally redundant reliability using multiple locations and automatic failover capabilities. The service is financially backed with a 99.9% uptime guarantee. Other benefits of this cloud offering include software and hardware upgrades performed as needed with no additional cost to VUPS. The maintenance of this system by VUPS is minimal as all updates and server maintenance procedures are performed by Microsoft subject matter experts. Office 365 also provides online meeting features as well as team collaboration software and web based office applications. Along with this solution, VUPS will also benefit by consolidating licensing costs for Microsoft Exchange and Office products which are billed monthly, rather than a yearly expense with the current solutions. Long terms costs for the Office 365 solution exhibit a significant cost savings in comparison to a redundant on premises email solution. The cost over 6 years for the Office 365 solution would be \$85,860, saving VUPS \$80,440 when compared to an on premises redundant email system.

II. Description – Process Change or Purchase:

Currently VUPS hosts a Microsoft Exchange 2007 server on premises to handle email for the company. An external filtering service is also in place to handle spam and virus filtering before email arrives at the server. We propose that this system be replaced with a hosted solution utilizing Microsoft Office 365. Office 365 is a hosted application solution that not only provides VUPS with email functionality, but also includes the integration of Microsoft Lync (similar to GoToMeeting or Webex), and SharePoint (a team / project collaboration platform). Along with these features, Office 365 also includes license options that allow us to consolidate our Microsoft Office licensing as well.

III. Detailed Solutions:

V. Appendix A: Cost Comparison

Exchange & Office On Premises Compared To Office365

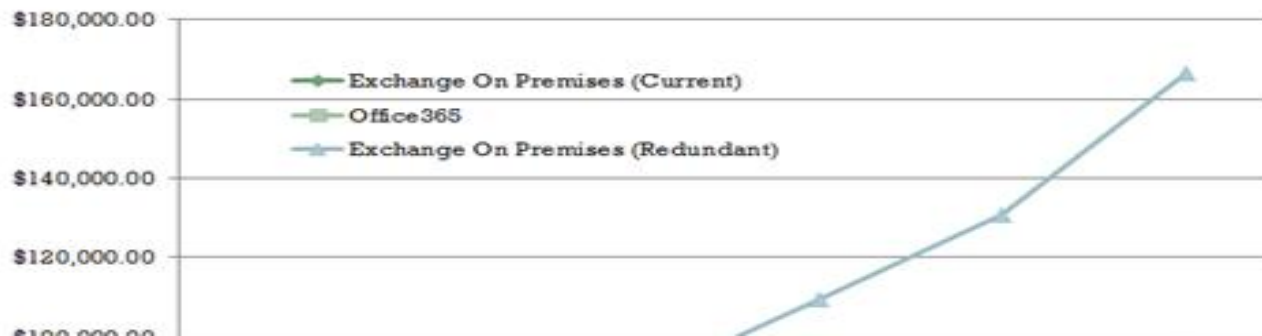
	Current On Premises			Redundant On Premises			Office365 Solution		
	Initial Cost	Monthly	Yearly	Initial Cost	Monthly	Yearly	Initial Cost	Monthly	Yearly
Exchange Server Licensing	\$8,954.00		\$2,172.63			\$12,254.00			
Exchange Hardware				\$4,700.00					
Office Licensing			\$3,529.85			\$3,529.85			
Antivirus/Spam Filtering		\$200.00	\$2,400.00		\$200.00	\$2,400.00			
Online Meeting Software			\$900.00			\$900.00			
Sharepoint Licensing	\$5,000.00			\$5,000.00					
Sharepoint Hardware	\$4,000.00			\$4,000.00					
Office365							\$1,190.00		
Totals	\$17,954.00	\$200.00	\$9,002.48	\$13,700.00	\$200.00	\$19,083.85	\$0.00	\$1,190.00	

	Current On Premises			Redundant On Premises			Office365 Solution		
	Total Cost			Total Cost			Total Cost		
Year 1 Total	\$26,956.48			\$40,183.85			\$14,280.00		
Year 2 Total	\$40,958.96			\$64,267.70			\$28,560.00		
Year 3 Total	\$54,961.44			\$88,351.55			\$42,840.00		
Year 4 Total	\$66,163.92			\$109,635.40			\$57,120.00		
Year 5 Total	\$77,366.40			\$130,919.25			\$71,400.00		
Year 6 Total	\$97,968.88			\$166,303.10			\$85,680.00		

*Current on premises solution (year 1) factors in licensing needed to bring Exchange to the latest version and the addition of Sharepoint licensing and hardware.

**Current on premises solution (year 6) factors in hardware costs to replace servers to meet typical additional requirements on new versions

***Redundant on premises solution (year 6) factors in hardware costs to replace servers to meet typical additional requirements on new version



Continuous System of Improvement CSI

CSI at VUPS

- A combination of process and database
 - Involves management review
 - Provides opportunities for continual improvement

How It Works

- An event or activity occurs
 - Is there conformity or nonconformity?
 - Relating to our processes/procedures
 - Did our process/procedure cause the issue?

Investigation

- Collect data
- Analyze information
- Determine root cause
- Set objectives
- Implement corrective and preventative actions

Corrective Action

- Outline steps to be taken to prevent recurrence
- Does our process/procedure need to change?

Preventive Action

- Proactively identify potential nonconformities in order to prevent their occurrence
 - Help Desk
 - Surveys
 - Caller survey
 - Membership Meeting surveys
 - Training surveys

CSI Database

					Cookie Rader. "Approx 5:10, I received a call from Michael Murphy a homeowner, needing assistanc	
12	Operations	Ted Woolard	Mildred T. Rader	8/8/2011	Red and organe paint cans were tossed into Mr Ted Woolard's field.	Create Change Record
4	Human Resources	Dorothy Smith	Nina Roop	8/5/2011	Improve on efficiencies for handing out payroll biweekly. Move the 13 employees who currently receive "live" checks to direct deposit. Elimate the paper check stub by accessing all information online.	Create Change Record
9	Operations	Barbara Gleason	Victoria L. Settle	8/2/2011	Barbara Gleason with D & E landscape is complaining that we should not be asking her all these questions. That she should not have to provide the county she is working in as all she has is Midlothian.	Create Change Record
10	Operations	Sandra Wallace	Venessa Payne	7/27/2011	Home Owner, Sandra Wallace, reported an unmarked Cement	Create Change Record

Click [here](#) to collapse menu



VUPS Central



Current Location --> [VUPS Central](#) > CSI

Welcome : Steven W. Light

- Issues DB
- CSI
- Change Management
- Expenses
- Maintenance
- ERP

[Reset Form](#)

Record Loaded Successfully

ID: 4

VUPS Department:	<input type="text" value="Human Resources"/>	Issue Source:	<input type="text" value="Dorothy Smith"/>
Issue Entered By:	<input type="text" value="Nina Roop"/>	Issue Date:	<input type="text" value="08/05/2011"/>
Employee/DPS:	<input type="text" value="-Select Employee-"/>	Team Leader:	<input type="text" value="-Select Team Lead-"/>

Ticket#

Change DB ID:

Matter of Concern

Category:

Matter of Concern:

Improve on efficiencies for handing out payroll biweekly. Move the 13 employees who currently receive "live" checks to direct deposit. Eliminate the paper check stub by accessing all information online. Moving to a web based application so payroll can be processed for any computer.

Investigation:

Discussed the changes necessary with the sale rep for ADP.

Root Cause

Root Cause:

Management Review

Notes:

VUPS Conformity:

Audit Type:

Action Type:

Criteria:

ISO

VUPS Conformity:

Audit Type:

Action Type:

Criteria:

- a) to approve documents for adequacy prior to issue,
- b) to review and update as necessary and re-approve documents,
- c) to ensure that changes and the current revision status of documents are identified,
- d) to ensure that relevant versions of applicable documents are available at points of use,
- e) to ensure that documents remain legible and readily identifiable,
- f) to ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and
- g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Evidence:

```
ADP is offering a web based application that gives VUPS a back up for processing payroll. Currently, the HR Assistant must always be in the office the Tuesday prior to pay day to approve the time cards / Hours.
```

Action Plan / Follow-up

Action Plan:

Test

Date Entered:

08/05/2011

Action Required:



Save

Follow-up Notes:

Follow-up Date:

Effective:



Save

Master List of Documents

Master List of Records

Human Resources								
Doc #	Record	Rev #	Storage	Filed By	Retention Time	Disposition	Internal/ External	
82094	401k Election/Change of Beneficiary Form	n/a	HR File room	Name	At least 6 yr after term	Shredded	External	
143710	401k Participant Deferral Contribution Change Form	n/a	HR File room	Name	At least 6 yr after term	Shredded	External	
149385	401k Employee Data Change Request	n/a	HR File room	Name	At least 6 yr after term	Shredded	External	
12729MUMEN	Anthem Life Short Term Disability Claim Form	3/10	HR File room	Name & w/Anthem Life	At least 3 years after term	Shredded	External	
12730MUMEN	Anthem Life Long Term Disability Claim Form	3/10	HR File room	Name & w/Anthem Life	At least 3 years after term	Shredded	External	
14469ANEENLBS	Anthem Life Beneficiary Designation Form	n/a	HR File room	Name	At least 3 years after term	Shredded	External	
AL-2114	Anthem Life Insurance Claim Form	n/a	HR File room	Name & w/Anthem Life	At least 3 years after term	Shredded	External	
HR-4001	Account Deactivation Checklist (completed at termination)	3	HR File room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4002	Applicant Interview Summary	2	HR File room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4004	Applicant Testing Form	1	HR File room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4006	Background Check Release Authorization Form	3	HR File room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4008	Code of Business Conduct Agreement	1	HR File room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4010	Consent for On-The-Job Injury Treatment Form	3	HR File Room EE file	Name	At least 3 years after term	Shredded	Internal	
HR-4012	Departure Checklist Form	3	HR File room	Name	At least 3 years after term	Shredded	Internal	
HR-4014	Departure Questionaire Form	3	If returned, EE file EE Term file	Name	At least 3 years after term	Shredded	Internal	
HR-4016	Departure Review Form	2	HR File room	Name	At least 3 years after term	Shredded	Internal	
HR-4018	Direct Deposit Authorization / Cancellation Form	2	HR File Room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4020	Disciplinary Action Form	3	HR File Room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4022	DPS New Hire Interview Questions	1	HR File Room	Hired: EE File by name	At least 3 years after term,	Shredded	Internal	
HR-4023	DPS Performance Review Form	1	HR File Room, EE file	Name	At lease 3 years after term	Shredded	Internal	
HR-4024	Drug / Alcohol Use Agreement Form	3	HR File Room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4026	Drug Test Appointment Form	3	Given to EE at time of	N/A	N/A	N/A	Internal	
HR-4027	Employee Information Form	1	HR File Room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4030	Exempt Employee Annual Performance Evaluation Form	2	HR File Room	EE File by name	At least 3 years after term	Shredded	Internal	
HR-4032	Exempt Paid Time Off Request Form	7	HR Coordinator Office File	By name, by year	at least 1 year	Shredded	Internal	
HR-4034	Handbook Acknowledgement Form	2	HR File Room	Name	At least 3 years after term	Shredded	Internal	
HR-4036	Human Resources Confidential Fax Cover Sheet	1	N/A	N/A	N/A	N/A	Internal	
HR-4038	Insurance for Open Enrollment Election / Waiver Form	2	HR File Room	Name	At least 3 years after term	Shredded	Internal	
HR-4039	Insurance Premium Repayment Agreement Form	1	Bi-weekly payroll folder	By pay period	Permanent	N/A	Internal	
HR-4040	Internal Posting Announcement Form	3	HR File Room	Date	at least 1 year	Shredded	Internal	
HR-4042	Job Requisition Form	2	HR File Room	Date	At least 1 year	Shredded	Internal	
HR-4044	Mentoring Agreement Form	2	HR File Room	Name	At least 3 years after term	Shredded	Internal	
HR-4046	Monitoring and Recording of Telephone Communiations Form	2	HR File Room	Name	At least 3 years after term	Shredded	Internal	
HR-4048	Pay /PTO Adjustment Form	4	Bi-Weekly Payroll Folder	By pay period	Permanent	N/A	Internal	
HR-4050	Pay Advance Request Form	2	HR File room, EE file	Name	At least 3 years	Shredded	Internal	
HR-4052	Personal Information Form	3	HR File room	Name	At least 3 years after term	Shredded	Internal	

Master List of Documents

Human Resources						
Document #	Name of Document	Internal/ External	Owner	Rev #	Creation Date	
HR-4007	Anti Harassment Policy	Internal	Bruce Wood	3	9/19/2011	
HR-4225	Anti Harassment Procedure	Internal	Bruce Wood	4	9/19/2011	
HR-4009	Anti Nepotism Policy	Internal	Bruce Wood	2	8/25/2010	
HR-4011	Anti Nepotism Procedure	Internal	Bruce Wood	2	8/26/2010	
HR-4013	Anti Violence in the Workplace Policy	Internal	Bruce Wood	3	5/10/2011	
HR-4015	Anti Violence in the Workplace Procedure	Internal	Bruce Wood	3	5/10/2011	
HR-4221	Bereavement Leave Policy	Internal	Bruce Wood	3	11/9/2011	
HR-4002	Blood Donation Policy	Internal	Bruce Wood	2	1/26/2011	
HR-4003	Blood Donation Procedure	Internal	Bruce Wood	3	8/26/2010	
HR-4017	Compensation Policy	Internal	Bruce Wood	1	9/1/2010	
HR-4404	Compensation Procedure	Internal	Bruce Wood	1	9/1/2010	
HR-4019	Confidentiality Policy	Internal	Bruce Wood	1	9/2/2010	
HR-4021	Confidentiality Procedure	Internal	Bruce Wood	2	8/26/2010	
HR-4078	Conflict Of Interest Policy	Internal	Bruce Wood	2	8/25/2010	
HR-4031	Crime Victim and Witness Rights Policy	Internal	Bruce Wood	1	8/3/2011	
HR-4200	Crime Victim and Witness Rights Procedure	Internal	Bruce Wood	1	8/3/2011	
HR-4408	Damage Prevention Specialist / Accounting Assistant Job Description	Internal	Dorothy Smith	1	1/23/2012	
HR-4406	Damage Prevention Specialist / Coach Job Description	Internal	Dorothy Smith	1	1/23/2012	
HR-4405	Damage Prevention Specialist / Help Desk Job Description	Internal	Dorothy Smith	1	1/23/2012	
HR-4409	Damage Prevention Specialist / IT Liaison	Internal	Dorothy Smith	2	1/23/2012	
HR-4407	Damage Prevention Specialist / Web Ticket Coordinator Job Description	Internal	Dorothy Smith	1	1/23/2012	
HR-4403	Damage Prevention Specialist Job Description	Internal	Dorothy Smith	2	1/23/2012	
HR-4219	Document Destruction Policy	Internal	Bruce Wood	1	3/5/2012	
HR-4220	Document Destruction Procedure	Internal	Bruce Wood	1	3/5/2012	
HR-4035	DPS Essential Communication Policy	Internal	Bruce Wood	1	8/30/2010	
HR-4037	DPS Essential Communication Procedure	Internal	Bruce Wood	1	8/30/2010	
HR-4041	Dress Code Policy	Internal	Bruce Wood	2	8/25/2010	
HR-4043	Dress Code Procedure	Internal	Bruce Wood	3	8/26/2011	
HR-4201	Drug / Alcohol Free Workplace Policy	Internal	Bruce Wood	3	8/25/2010	
HR-4217	Drug / Alcohol Free Workplace Procedure	Internal	Bruce Wood	1	7/26/2010	
HR-4047	Employee Classification Policy	Internal	Bruce Wood	2	8/25/2010	
HR-4029	Employee Classification Procedure	Internal	Bruce Wood	2	8/26/2010	
HR-4055	Employee Decisions Policy	Internal	Bruce Wood	2	8/25/2010	
HR-4805	Employee of the Quarter – Year Procedure	Internal	Bruce Wood	1	3/26/2012	

Outsourced Processes

Information Technology	
Norfield Data Products	Ticket Entry, Web Ticket Management Software, and Phase I & II , Message Center+,LOMS
Virginia Geographical Information Network	Orthos, Road Center Line (RCL) Updates
Go Daddy	Website hosting
Microsoft	Office 365
Professional Network Services	Networking
Avaya	Call switch
CWTG	Alert sever and archive ticket search
AT&T	Internet, telecommunications
Cox Communications	Point to Point T1 Lines
Level 3	Point to Point T1 Lines
Verizon Wireless	Cell Phone Service
Lumos	Local PRI T1 Line
Finance	
Brown, Edwards & Company	Financial auditing
Enterprise	Rental cars
Hunton & Williams	Corporate Legal Counsel
Operations	
Language Line	Foreign Language Interpreter
Go To Meeting	WTE User Training
Public Awareness	
Automated Mailing	Monthly, quarterly mailings to members and excavators
Access Public Relations	Marketing
Joann Contracting	Customer Satisfaction

Commonwealth Technology Group, Inc.	Website hosting of online training module for WTE Users
SBK, Inc.	Newsletter editing and layout
Cox Communications / Comcast	Assisting in Statewide Campaign
Premier Innovations	Customized Handout Items
Chalaine's	Embroidered Apparel
Human Resources	
VA State Police	Background Check
Clint Morris	HR Legal Counsel
National Testing Association, Inc.	Random selection drug testing
Carilion Occupational Medicine	Drug testing
ADP	Payroll
Capital Retirement	401k
Anderson & Reed	401k Auditors
Coventry / Southern Health	Health Insurance Provider
Anthem Life	ST/ LT/ Life Insurance Provider
Dearborn National	Dental Insurance Provider
One Calls of America	Vision / Voluntary Life / Travel Insurance Provider
Bowers Insurance Group	Errors & Omissions / Directors & Organization / Business Insurance Provider
Infinisource	COBRA Administration

Management Review

Management Review

- Metrics
 - Review & analyze
- Audit Findings
 - Internal
 - External
- CSI Database
 - Corrective / Preventive Actions
 - Opportunity for Improvement
- Change Management
 - Assess any risk prior to implementation
 - Create an implementation plan

System Improvements

System Improvements

- Independent consulting review of management processes
- Critical ASA Procedures
 - Built in delegation
- All reports are evaluated on a periodic basis by the CEO to determine the overall health of the organization
- Written processes has made jobs easier to replicate
- Improved consistency in all areas and departments
- One location for all information (Document control)

VUPS Moving Forward

- Identifying Opportunities for Improvements
- Training
 - Root Cause Analysis
 - Record & Document Control
 - Ensure all documents are placed within PolicyTech
 - Ensure consistency
 - Annual review of documents
 - Internal Audit Team

Employee Feedback

"Adds value to what we do and makes us better" – Help Desk

"I can always find what I'm looking for in PolicyTech." – Help Desk

"Continual improvement can always be a good area to focus on – particularly regarding customer service." - DPS

"Consistency is the key." - DPS

"The consistent review allows us to improve our procedures." - Management

"Design & Development folders work, keeps things more organized, better defines the design process makes me keep track of dates and determines whether it's an input, revision or output." – IT Department

Q & A

Thank You

