

# POSITIVE RESPONSE



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[HTTPS://WVGC.TEXAS811.ORG/GEOCALL/PORTAL](https://wvgc.texas811.org/geocall/portal)





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# Introduction to Positive Responses

The Positive Response system is used as a communication tool to notify an excavator about the status of a ticket provided by the utility member. It allows the excavator to know whether utility members have marked the requested area prior to the beginning of the excavation. This helps excavators understand if an underground utility is marked, unmarked, or not in conflict (clear or high priority).

Upon being contacted by the notification system, a utility member can provide a positive response allowing them to:

1. Notify the excavator that they have no underground facilities in the vicinity of the proposed excavation area.
2. Provide an "all clear" or "no conflict" notice using the method or methods that the excavator specified in accordance.
3. Make a record of the positive response regarding each notification received.

## Who uses the Positive Response system?

- Excavators
- Homeowners
- Utility Members
- West Virginia 811 Employees

## How Does the Positive Response system help?

This service helps eliminate any confusion as West Virginia 811 Damage Prevention Agents, excavators, and homeowners can review the response status of a locate request. Proactive communication helps support damage prevention. Damage Prevention Agents can provide callers with the information listed on the positive response history report verbatim. Responses submitted will help determine what facilities have been marked, if any facilities are clear of the excavation area, or if a locate request is delayed. The system will help reduce the number of Verification No-Responses and only focus on any utility member that has not responded.



# Description of Open & Close Response Actions

A final action closes the response and requires no further response. If the action is not final, the ticket will remain open awaiting another response to be made that will be a final response.

Below is a list of responses that may be selected to indicate the status.

Action	Description	Final
Located	Utilities Marked	True
Clear	No Conflict	True
In Conflict	Utility representative must be on site during excavation	
Locate Delayed		False
Cannot Locate	Contact Utility Members	False
Located to Meter Only	Private property beyond meter not located	True

# Signing Up to Enter Positive Responses

Customers who want to enter responses must first have a West Virginia 811 Portal account. You can continue to [Positive Response Member Form](#) if you already have a portal account.

## Portal Sign Up

Please follow the steps below to create a portal account.

1. Visit our website at <https://wv811.com/>
2. Under **Portal**, select **Excavators** (located at the top of our webpage)
3. Select **Sign Up** (located in the top right corner)
4. Fill out the appropriate fields and select **Submit**
  - a. Select the Positive Response option
5. You will receive an activation email to activate your account. (Please also check your spam folder)
6. You will receive an additional email containing information for the Positive Response feature

The Sign Up page will prompt you to fill out the information below.

1. User Information
  - a. Email - This must be an email address with some variation of the user's first and last name along with the company domain. If your organization does not have company emails, you may use Gmail, Yahoo, etc.
  - b. Password
  - c. First and Last Name
  - d. Address
2. Company Information
  - a. Name
  - b. Type
  - c. Address - If different than what was listed under User Information
3. Ticket Contact Information
  - a. First and Last Name
  - b. Phone Number
  - c. Email



## Positive Response Member Form

If you currently have a portal account, you may get signed up to enter responses into the Positive Response system.

1. Visit our website at <https://wv811.com/>
2. Under **Members**, select **Member Forms** (located at the top of our webpage)
3. Select **Positive Response Configuration Form**
  - a. [https://texas811.formstack.com/forms/west\\_virginia\\_811\\_positive\\_response\\_configuration](https://texas811.formstack.com/forms/west_virginia_811_positive_response_configuration)

The link will prompt you to fill out a form requiring the information below.

1. Contact Name (first and last name)
2. Contact Phone Number
3. Contact Email
4. Company Name
5. Provide the member code(s) associated with the configuration
  - a. A member code is an arbitrary set of characters used to identify specific assets. It is typically 3-4 characters and can be a combination of letters and numbers.
6. Are there multiple utility types that need to be configured?
7. Portal Username
  - a. The username is the email address used to login to the West Virginia 811 Portal

If you have any questions or need any assistance completing this form, feel free to contact our GeoCall Administrators at [GCAdmin@Texas811.org](mailto:GCAdmin@Texas811.org).



# GeoCall Portal Home Page

## The Homepage

The Positive Response area within the Portal is provided for utility members to respond and indicate the status of a locate request.

When you login to your Portal account, you will notice your Home page displays **My Responses**. These are open tickets within the last five days, awaiting a response.

Home

Ticket Search

Responses

WEST VIRGINIA 811 GeoCall

Quick Ticket Search

GeoCall Portal Home

My Responses

Add Response

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM		
	2303720699	Normal	Electric	PC	American Electric Po...	Forrestal Ave	KANAWHA	02/06/2023 12:44 PM		
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		

Feedback



# My Responses

This view provides an interactive grid view of the open responses automatically sorted by the oldest date. Each column displays the following.

## Ticket Number

Ticket
Q
2303720698
2303720699
2303720700

You will notice the same ticket number displayed multiple times if your organization has multiple codes or utility types.

You can narrow down the view for each column by selecting the **filter** button in the top right corner of each section.

Ticket

☐ Select All  
☐ 2303720698  
☐ 2303720699  
☐ 2303720700  

OKCancel

You can also narrow down the view for each column by selecting the **search** button and typing in **key terms** located just below Ticket.

It will auto-populate the results as key terms are typed in this field.

You can view the results in ascending or descending order by selecting **Ticket**. Each column allows you to utilize this option.

Ticket

Q06

Contains

Does not contain

Starts with

Ends with

= Equals

≠ Does not equal

Reset



## Ticket Type

Ticket Type
<input type="text"/>
Normal
Normal
Normal

This column displays what ticket type the open response is — for example, Normal, Emergency, DigUp, No Response, etc.

## Facilities

Facilities
<input type="text"/>
Sewer, Water
Electric
Gas

The facility type is displayed in this column — for example, Electric, Gas, Sewer, Water, etc.

If multiple facility types are notified on one ticket, it will display the same ticket multiple times for each.

## Code

Code
<input type="text"/>
FMT
PC
CC

In this column, the member code is displayed.

A member code is an arbitrary set of characters used to identify specific assets and is typically 3-4 characters long.

If multiple member codes are notified on one ticket, it will display the same ticket multiple times for each.



**Organization**

Organization
<input type="text"/>
City of Fairmont
American Electric ...
Mountaineer Gas ...

The Utility Members organization name is displayed in this column.

**Street & County**

Street
<input type="text"/>
Gilbob St
Forrestal Ave
Sissonville Dr

County
<input type="text"/>
MARION
KANAWHA
KANAWHA

These columns display the street and county for each open locate request.



Created

Created
02/06/2023 12:40 PM
02/06/2023 12:44 PM
02/06/2023 12:48 PM

The Created column displays the date the original ticket was created.

By selecting the filter button in the top right corner of the section, you can narrow down the view.

You can select by year, month, date, etc.

Created

☐ Select All

▼ ☐ 2023

▼ ☐ February

▶ ☐ 6

OK Cancel

organization Street County Created

Q |

< FEBRUARY 2023 >

SUN MON TUE WED THU FRI SAT

29 30 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 1 2 3 4

5 6 7 8 9 10 11

Today

OK Cancel

You can narrow down the same information by selecting the calendar or typing key terms into the search field.

The view can also be narrowed down by selecting the **search** button.

You can select from the options listed in the picture.

Created Last

Q

= Equals

≠ Does not equal

< Less than

> Greater than

≤ Less than or equal to

≥ Greater than or equal to

↔ Between



### Last Action

Last Action	
Locate Delayed	

This column displays the most recent response added to the ticket that does not close it out.

### Last On

Last On	
02/06/2023 06:35 PM	

This column displays the date of the most recent response added to the ticket that does not close it out.

To display a more detailed view of the information provided on the GeoCall Portal Home page, you can double-click the ticket in question.

Ticket Detail

View Add Print

Ticket 2303720698

Type:Normal

Source:Voice

Date:February 06, 2023, 12:40 PM.

Company Information

PETER BONASSO

111 GILBOB ST

FAIRMONT, WV 26554

Phone:(304) 502-3197

Type:Excavator

Fax:

Caller Name:PETER BONASSO

Contact:PETER BONASSO

Caller Phone:(304) 502-3197

Contact Phone:(304) 502-3197

Caller Email:

Contact Email:

Callback:

Work Information

State:WV

Done For:PETER BONASSO

County:MARION

Explosives:False

Place:FAIRMONT

Directional Boring:False

Work Date:February 08, 2023 12:45 PM

Whitelined:False

Street:111 Gilbob St

Depth:2 Feet

Intersection:Mary Lou Retton Dr

Nature Of Work:French Drains

Length:100 Feet

# Responding to Tickets from the GeoCall Portal Home Page

The steps below show how to respond to a **single** open ticket per a **single** code or utility type from the home page.

1. Select the ticket you would like to respond to by clicking on it. It will then be highlighted in a dark gray color.

Add Response

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM	Locate Delayed	02/06/2023 06:35 PM
	2303720699	Normal	Electric	PC	American Electric Po...	Forrestal Ave	KANAWHA	02/06/2023 12:44 PM		
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		

2. Select **Add Response**. A pop-up box will then be displayed.

My Responses

Add Response

	Ticket	Ticket Type	Facilities	C
Q	Q	Q	Q	C
	2303720698	Normal	Sewer, Water	F
	2303720699	Normal	Electric	F
	2303720700	Normal	Gas	C

SaveCancel

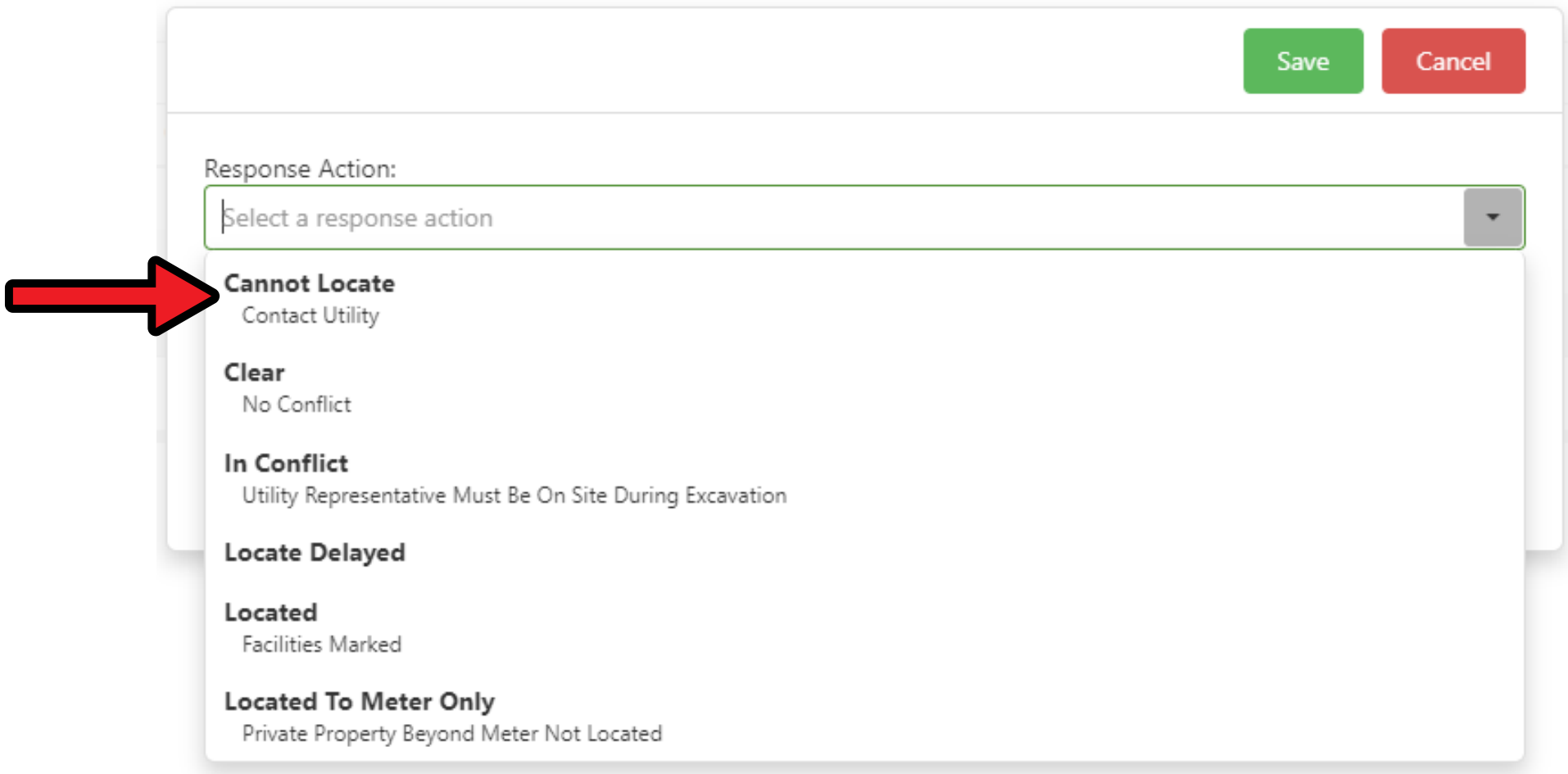
Response Action:

Select a response action

Comments:



3. From the pop-up box, you will select the **response** you wish to add to the selected ticket.



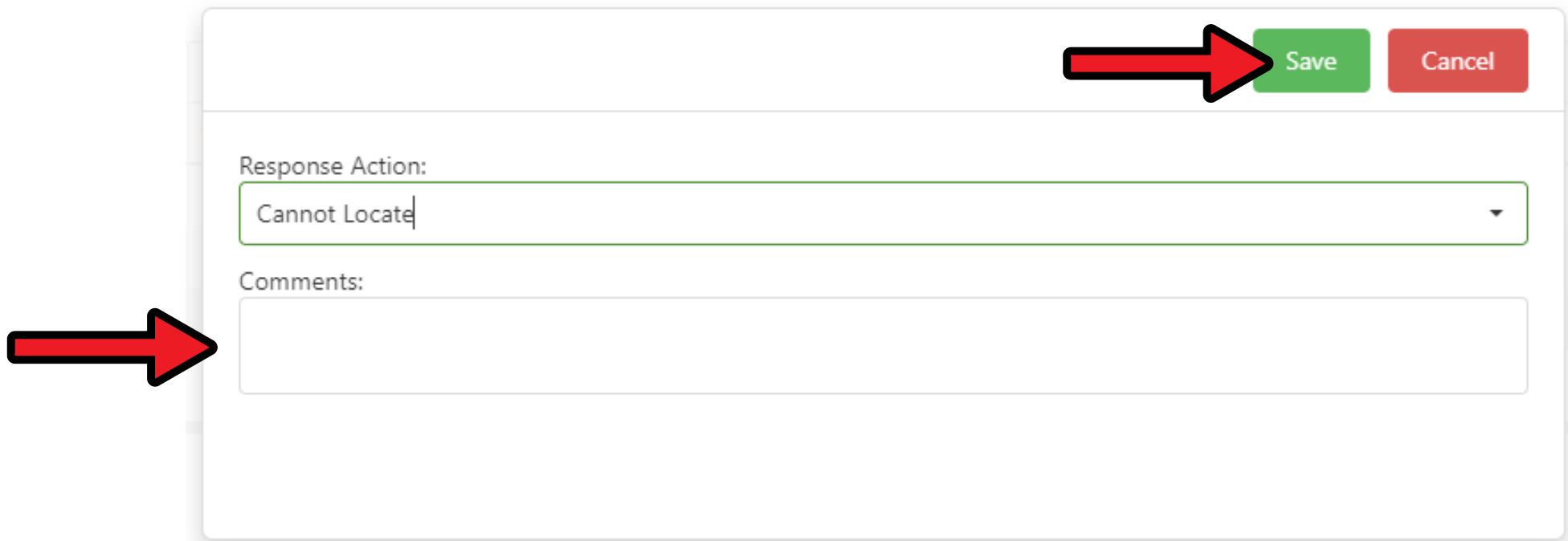
The screenshot shows a pop-up box with a 'Response Action:' dropdown menu. The dropdown is open, showing several options. A red arrow points to the 'Cannot Locate' option. The options are:

- Cannot Locate**  
Contact Utility
- Clear**  
No Conflict
- In Conflict**  
Utility Representative Must Be On Site During Excavation
- Locate Delayed**
- Located**  
Facilities Marked
- Located To Meter Only**  
Private Property Beyond Meter Not Located

At the top right of the pop-up box are 'Save' and 'Cancel' buttons.

**\*\*Refer to [page 4](#) to view the descriptions of each response action.**

4. A comment can be added if needed. Select **Save** to have the response added to the ticket.



The screenshot shows the same pop-up box as before, but now the 'Response Action' dropdown is set to 'Cannot Locate'. A red arrow points to the 'Save' button at the top right. Below the dropdown is a 'Comments:' text area, which is currently empty. Another red arrow points to the 'Comments' text area.



The steps below showcase how to respond to **multiple** codes or utility types from the home page. These steps can be used to respond to a single code or a utility type.

1. Double click the ticket you would like to respond to.

Add Response

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM	Locate Delayed	02/06/2023 06:35 PM
	2303720699	Normal	Electric	PC	American Electric Po...	Forrestal Ave	KANAWHA	02/06/2023 12:44 PM		
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		

2. From the Ticket Detail view, select **Add** then **Add Response**.

Ticket Detail

Add

Print

Add Response

Type: Normal

3. Select the **utility type(s)**, select the **response action**, add a **comment** (if needed), and select **Save** to attach the response to the ticket.

Positive Response

Save

Cancel

☐ Gas

Response Action:

Select a response action

Comments:

Fax:

Caller Name: ROSE SMITH



Any final action response added to a ticket will remove it from the My Responses list on the GeoCall Portal Home page.

This image shows three open response tickets that are awaiting responses.

WEST VIRGINIA 811 GeoCall

Quick Ticket Search

GeoCall Portal Home

My Responses

Add Response

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM		
	2303720699	Normal	Electric	PC	American Electric Po...	Forrestal Ave	KANAWHA	02/06/2023 12:44 PM		
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		

In this image, only two open response tickets are shown. This is because one ticket had a final action response added.

WEST VIRGINIA

811

GeoCall

Quick Ticket Search

GeoCall Portal Home

My Responses

Add Response

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM	Locate Delayed	02/06/2023 06:35 PM
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		



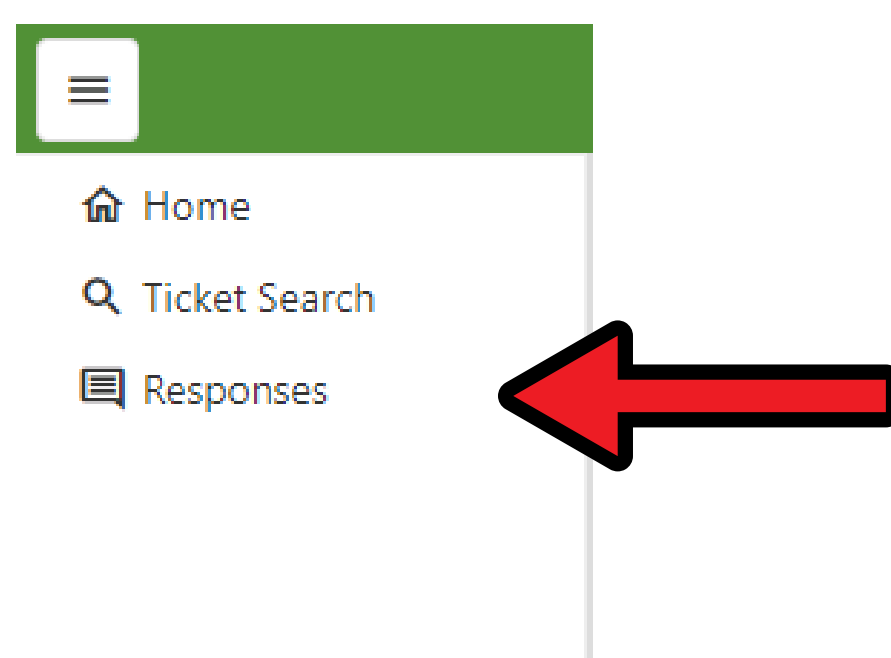
You will notice the top ticket still shows within the list because the response added was not a final action. It will show the last action made on the ticket and the date and time of that action. Once a final action response is added, this request will be removed from the list.



# Ticket Response Search

## Ticket Response Search Home Page

The **Ticket Response Search** can be used to view all tickets that your organization has been notified on. To access this area of your portal, you will select **Responses**, located along the left panel.



This page will automatically display **Only Open Responses** and is an interactive table like the My Responses on the GeoCall Home page.



The screenshot shows the 'Ticket Response Search' interface. On the left, there are search filters: Ticket Number, Only Open Responses (checked), Responses Within (Select Range), Start Date, and End Date. On the right, there is a table of responses with columns: Ticket, Ticket Type, Facilities, C..., Organization, Street, County, Created, Last Action, and Last On. The table contains two rows of data.

Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:...	Locate Delayed	02/06/2023 06:...
2303720700	Normal	Gas	CC	Mountaineer G...	Sissonville Dr	KANAWHA	02/06/2023 12:...		

# Searching Tickets

Multiple options are available to search for tickets your organization has been notified on.

Follow the steps below to view a **single ticket**. This can be used for both tickets with open responses and ones that have already been responded to.

1. Type in the ticket number and select Search. The Ticket Detail view will be displayed.

Ticket Response Search

Search

Reset

Ticket Number:

2303720699

Only Open Responses:

☒

Responses Within:

Select Range

Start Date:

End Date:

Ticket Response Search

> Toggle Search Panel

Show Response List

View ▾ Add ▾ Print

Ticket 2303720699

Type:

Normal

Source:

Voice

Date:

February 06, 2023, 12:44 PM.

Company Information

PETER GORDON

35 A ST

St Albans, WV 25177

Phone:

(304) 741-2094

Fax:

Contact:

PETER GORDON

Contact Phone:

(304) 741-2094

Contact Email:

Type:

Excavator

Caller Name:

PETER GORDON

Caller Phone:

(304) 741-2094

Caller Email:

Callback:

Work Information

State:

WV

County:

KANAWHA

Place:

ST ALBANS

Work Date:

February 08, 2023 12:45 PM

Street:

2710 Forrestal Ave

Intersection:

Spruce St

Length:

50 Feet

Done For:

VICTOR KEESLEY

Explosives:

False

Directional Boring:

False

Whitelined:

False

Depth:

20 Inches

Nature Of Work:

Brick Footer

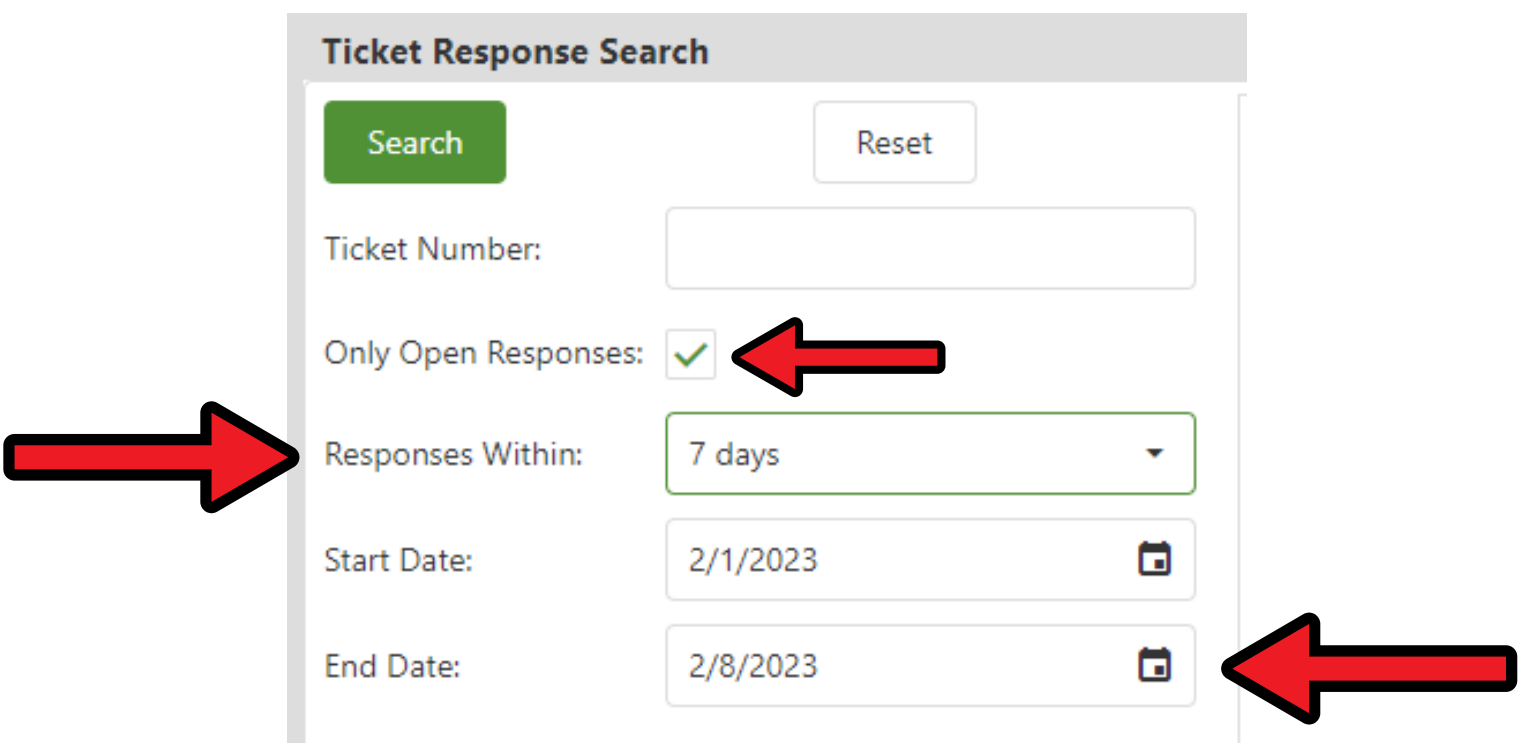
**\*\*Please Note:** The Only Open Responses does not have to be deselected in order to perform this search.

There will be a time when you have to view **multiple tickets** your organization has been notified on. Below will showcase how to search only open responses and all tickets.

**\*\*Please Note:** The system will only pull data from the date and time your account was configured for Positive Response.


To search for **Only Open Responses**, you will want to ensure the box is checked off. You can then perform a search by:


### 1. Selecting a range from the **Responses Within**






**Ticket Response Search**

Ticket Number:

Only Open Responses: ☒ 

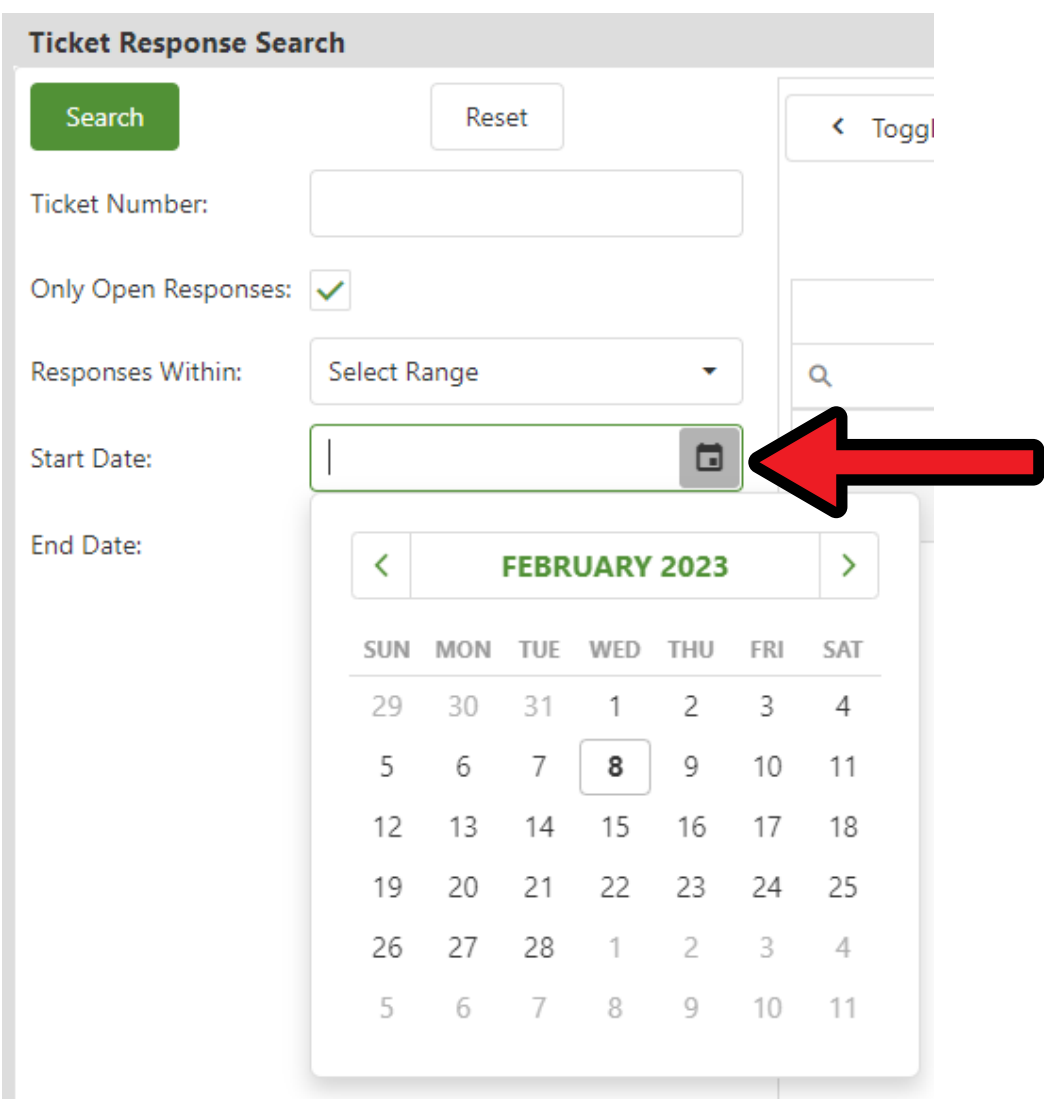
Responses Within:  

Start Date:  

End Date:   

**\*\*The Start/End Dates automatically adjust to the date range selected, with the End Date displaying as today.**

### 2. Selecting a range by utilizing the calendar icons next to the **Start/End Dates**.





**Ticket Response Search**

Ticket Number:

Only Open Responses: ☒

Responses Within:

Start Date:   

End Date:

**FEBRUARY 2023**

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	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	1	2	3	4
5	6	7	8	9	10	11



In this example, we selected the Start Date of 2/1/2023 from the calendar icon. When choosing the End Date, you will notice the dates not within the 31-day range are either grayed out or crossed out.

Ticket Response Search

Search

Reset

Ticket Number:

Only Open Responses:

☒

Responses Within:

Select Range

Start Date:

2/1/2023

End Date:

<

FEbruary 2023

>

SUN	MON	TUE	WED	THU	FRI	SAT
<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div>1</div>	<div>2</div>	<div>3</div>	<div>4</div>
<div>5</div>	<div>6</div>	<div>7</div>	<div>8</div>	<div>9</div>	<div>10</div>	<div>11</div>
<div>12</div>	<div>13</div>	<div>14</div>	<div>15</div>	<div>16</div>	<div>17</div>	<div>18</div>
<div>19</div>	<div>20</div>	<div>21</div>	<div>22</div>	<div>23</div>	<div>24</div>	<div>25</div>
<div>26</div>	<div>27</div>	<div>28</div>	<div>1</div>	<div>2</div>	<div>3</div>	<div>4</div>
<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>

The grayed out dates depict the dates still within the 31-day range but within a different month than selected.

The crossed out dates depict the dates not within the 31-day range.

To perform a search for **all tickets** your organization was notified on, you will need to follow the same steps as above and make sure the **Only Open Responses** box is unchecked.

Ticket Response Search

Search

Reset

Ticket Number:

Only Open Responses:

☒

Responses Within:

Select Range

Start Date:

End Date:

Ticket Response Search

Search

Reset

Ticket Number:

Only Open Responses:

☐

Responses Within:

Select Range

Start Date:

End Date:

# Responding to Tickets from the Ticket Response Search

Viewing the ticket detail and adding responses can also be performed within the Ticket Response Search.

The same steps will be taken to view and respond to both a **single ticket** and **multiple utility types**, as listed under the [Responding to Tickets from the GeoCall Portal Home Page \(pg. 13-16\).](#)

Another way to view the Ticket Detail and respond to multiple utilities is by selecting the ticket and then selecting **Open Ticket** in the top right corner.

Ticket Response Search										
<div>Toggle Search Panel</div>										
<div><div>+ Add Response</div><div>⚠ Open Ticket</div><div><div></div><div></div><div>Search...</div></div></div>										
	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:40 PM	Locate Delayed	02/06/2023 06:35 PM
	2303720699	Normal	Electric	PC	American Electric Pow...	Forrestal Ave	KANAWHA	02/06/2023 12:44 PM	Clear	02/07/2023 05:15 PM
	2303720700	Normal	Gas	CC	Mountaineer Gas Co...	Sissonville Dr	KANAWHA	02/06/2023 12:48 PM		

To return to the Ticket Response Search list view, select **Show Response List**.

Ticket Response Search

> Toggle Search Panel

Show Response List

View ▾ Add ▾ Print

Ticket 2303720700

Compliance:

Compliant

Source:

Voice

Type:

Normal

By:

rachel.duong

Hours Notice:

48

Date:

February 06, 2023, 12:48 PM.

Positive Response

RESPONSE STATUS AS OF WEDNESDAY, FEBRUARY 8, 2023 4:51 PM

Status:	Code:	Name:	Facilities:
Open	GAN	Frontier - A Citizens Communications Company	Fiber
Open	GAN	Frontier - A Citizens Communications Company	Cable
Open	CC	Mountaineer Gas Company	Gas

Company Information

BASEMENT AUTHORITY OF WV  
1807 west pike street, ste C  
Clarksburg, WV 26301

Phone:

(304) 454-5542

Fax:

Contact:

Rose Smith

Contact Phone:

(304) 454-5542

Contact Email:

Type:

Excavator

Caller Name:

Rose Smith

Caller Phone:

(304) 454-5542

Caller Email:

Callback:

Work Information

## Viewing Added Responses

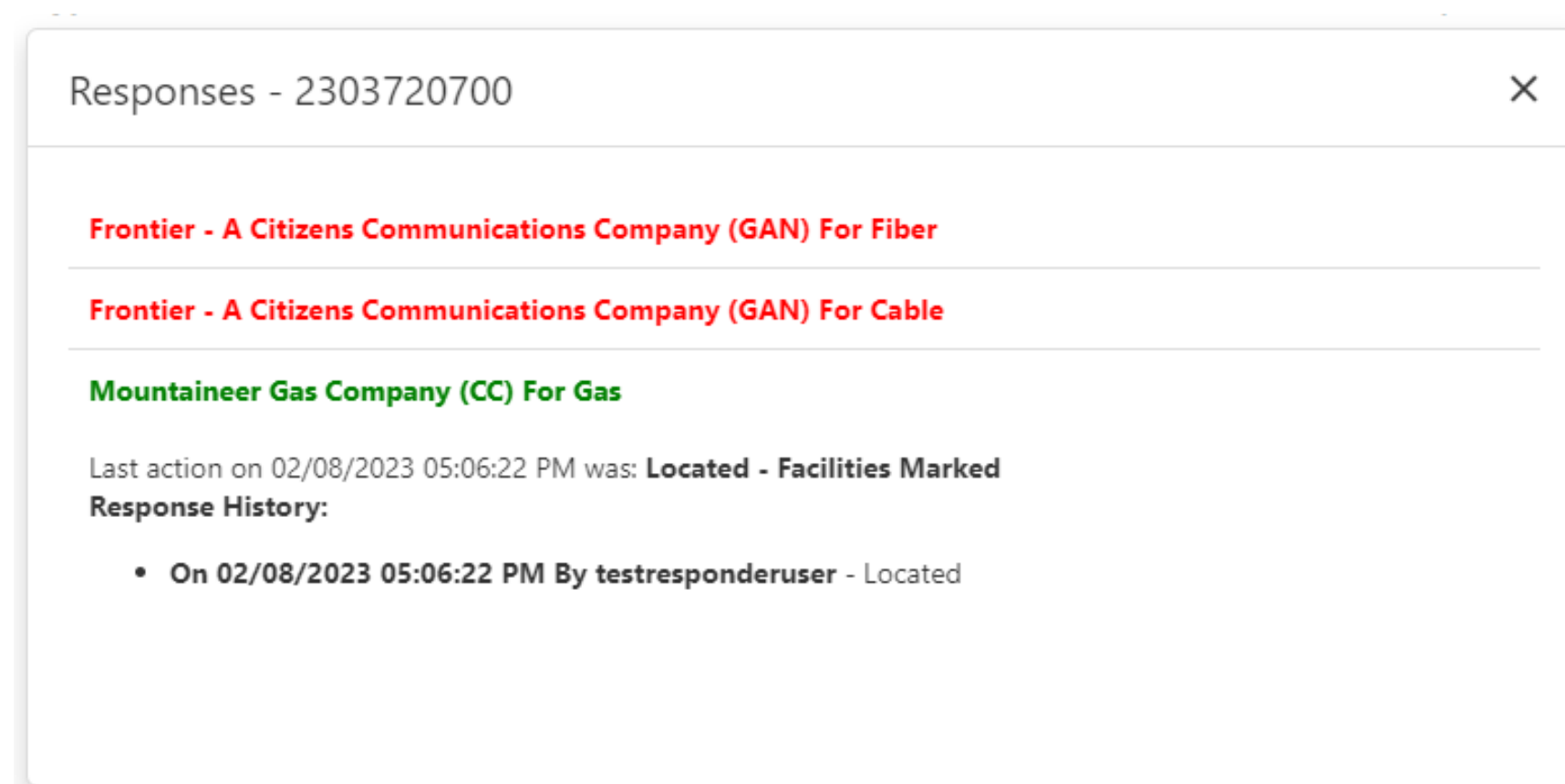
From the Ticket Detail view, you can: view the history of the ticket, view the added responses, add a response, and print the ticket.

The steps below will showcase how to view the added responses for a specific ticket.

1. Select **View**, then **View Responses** for the Responses pop-up box to be displayed.



The Responses pop-up box will only display the utility members signed up for the Positive Response feature.



- Responses that display as **RED** indicate that the ticket is still open.
- Responses that display as **GREEN** indicate that the ticket is closed.



Any response added to a ticket that does not result in a final action will be displayed as RED. Once a response that results in a final action is added, the response will be shown as GREEN.

Responses - 2303720698

City of Fairmont (FMT) For Water,Sewer

Last action on 02/06/2023 06:35:53 PM was: **Locate Delayed** -

Response History:

- On 02/06/2023 06:35:53 PM By testresponderuser - Locate Delayed

Responses - 2303720698

City of Fairmont (FMT) For Water,Sewer

Last action on 02/08/2023 05:45:43 PM was: **Located - Facilities Marked**

Response History:

- On 02/08/2023 05:45:43 PM By testresponderuser - Located
- On 02/06/2023 06:35:53 PM By testresponderuser - Locate Delayed

**\*\*Note:** You will be able to see the response history.

# Exporting Ticket List

To export a list of tickets into an Excel spreadsheet format, you will select the xlsx icon in the top right corner.

< Toggle Search Panel

+ Add Response

⚠ Open Ticket

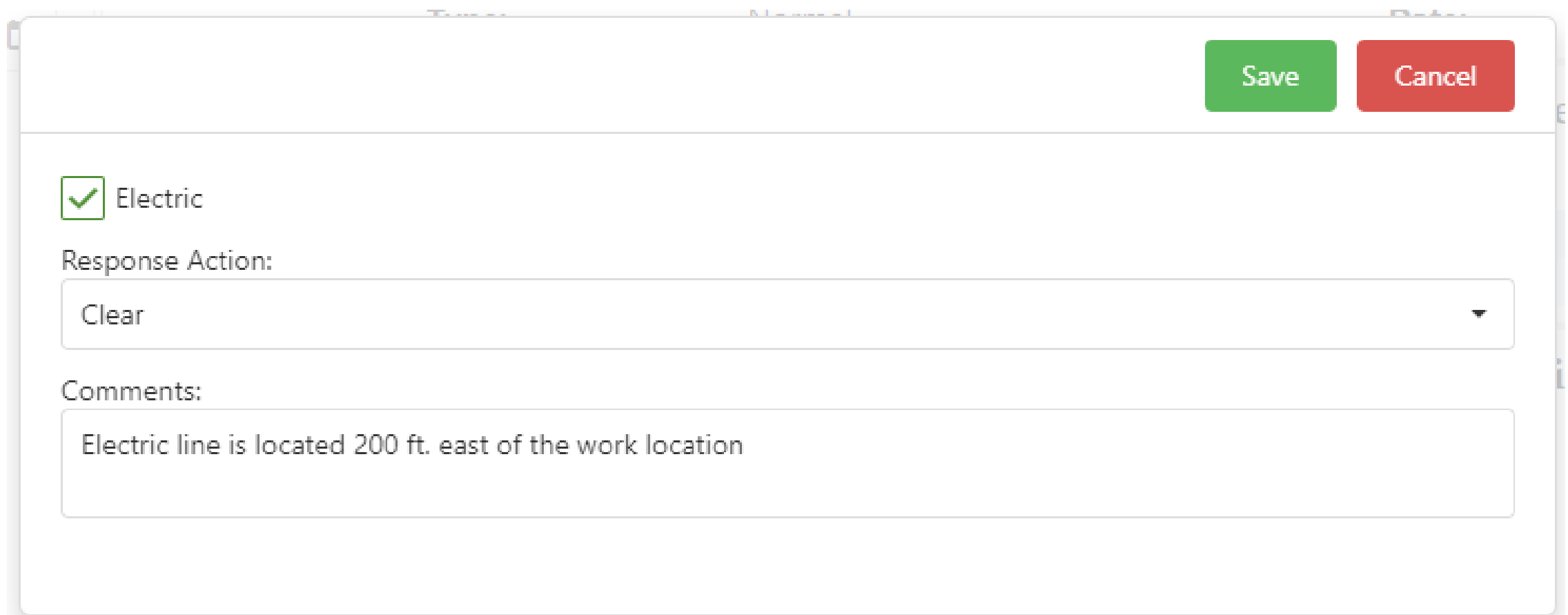
Search...

	Ticket	Ticket Type	Facilities	C...	Organization	Street	County	Created	Last Action	Last On
	2303720698	Normal	Sewer, Water	FMT	City of Fairmont	Gilbob St	MARION	02/06/2023 12:...	Locate Delayed	02/06/2023 06:...
	2303720699	Normal	Electric	PC	American Electr...	Forrestal Ave	KANAWHA	02/06/2023 12:...	Clear	02/07/2023 05:...
	2303720700	Normal	Gas	CC	Mountaineer G...	Sissonville Dr	KANAWHA	02/06/2023 12:...		

# Additional Information for Excavators

Sometimes excavators may have questions about the markings. Additional details can clear any confusion and may eliminate errors. This also helps homeowners become more familiar with the 811 system, like excavators. Proactive communication helps support damage prevention. Details can be added to the Comment field of the response.

1. If the locator marked **Clear**, it will be helpful to add, “Electric line is located 200 ft. east of the work location”.



The screenshot shows a web form for a 811 response. At the top right are 'Save' and 'Cancel' buttons. Below them is a checked checkbox labeled 'Electric'. Underneath is a 'Response Action:' dropdown menu with 'Clear' selected. At the bottom is a 'Comments:' text area containing the text 'Electric line is located 200 ft. east of the work location'.

2. Provide **contact information** for excavators as they may have additional questions for the locators.

3. **Locate Delayed:** Providing timeframes will help an excavator understand that you will continue to acknowledge their locate and that they should receive a response by mentioned time.

a. **Example:** 'We will respond by the end of the day,' or 'We will respond no later than 12 PM.'

# Auto Close Process

Currently, our system uses a two-step auto-close process.

1. Our system will look for **open responses**.

a. An open response is a response that is **not closed/final**.

**Example:** 'Locate Delayed' or 'Cannot Locate'

2. Any open responses that are **10 or more days old** will be pulled back.

a. We look at the **Work On date** from that list of responses.

3. The ticket will be auto-closed if the **48 hours** from the Work On date has **expired**.

**Note:** If a ticket is auto-closed, you are still able to submit a response through the portal.

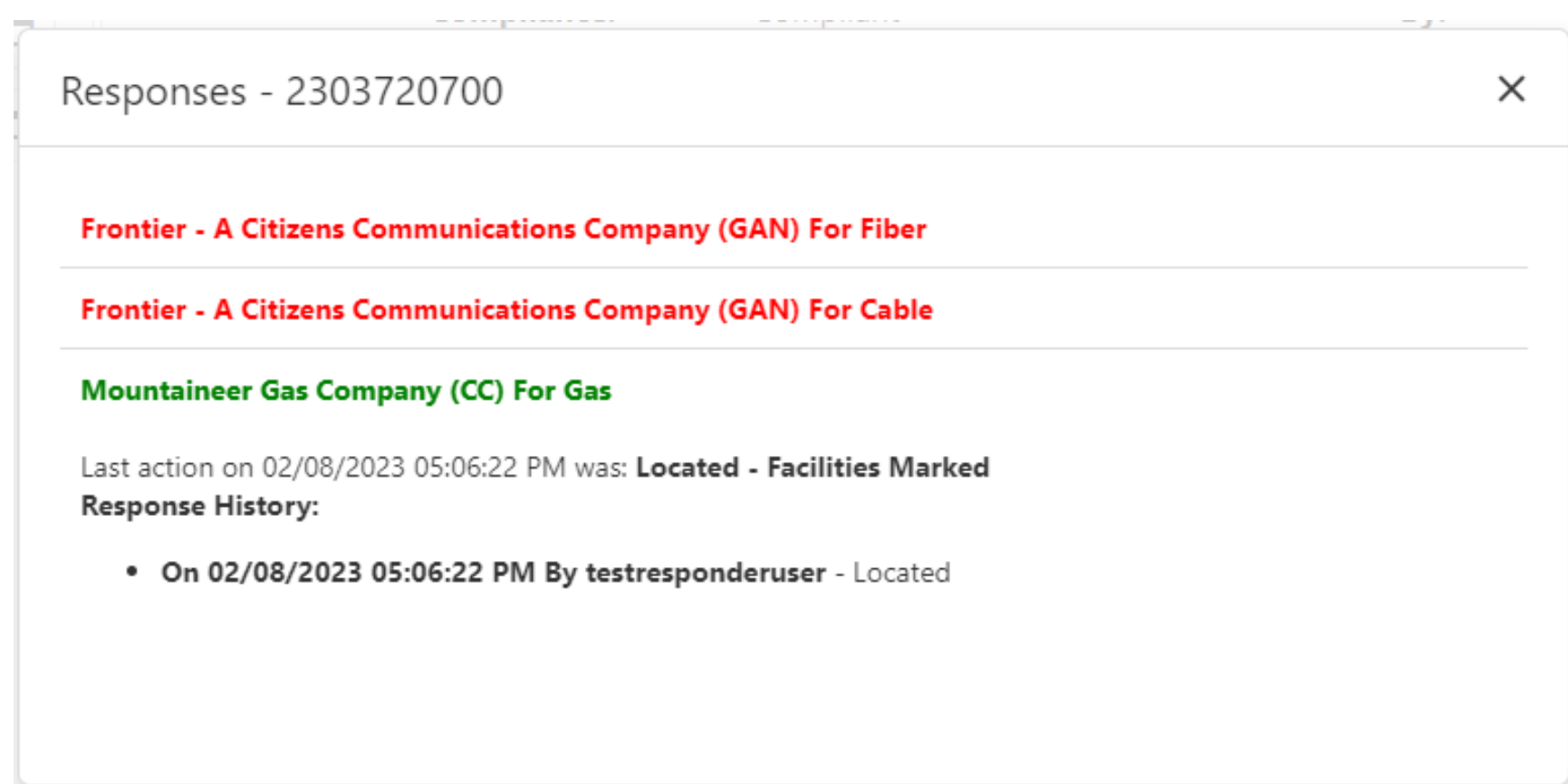
In the portal, the ticket will no longer reflect on the GeoCall Portal Home page or in the Only Open Responses. You will need to search for that specific ticket number and then respond.

# No Responses on Tickets with a Positive Response

**Scenario:** An excavator calls West Virginia 811 to request a No Response on a utility member who responded.

The Damage Prevention Agent at the 811 center will ensure that all information is correct on the ticket and that the 48 hours have passed before relaying any information found on the Positive Response system.

Based on the example below, the agent will look for the member in question and read the Positive Response verbatim to the caller if one is provided.

A screenshot of a software window titled "Responses - 2303720700". The window contains a list of responses from utility companies. The first two responses are from "Frontier - A Citizens Communications Company (GAN)" for "Fiber" and "Cable". The third response is from "Mountaineer Gas Company (CC)" for "Gas". Below the list, it states "Last action on 02/08/2023 05:06:22 PM was: Located - Facilities Marked" and "Response History:". A single entry in the history shows "On 02/08/2023 05:06:22 PM By testresponderuser - Located".

Response
Frontier - A Citizens Communications Company (GAN) For Fiber
Frontier - A Citizens Communications Company (GAN) For Cable
Mountaineer Gas Company (CC) For Gas

Last action on 02/08/2023 05:06:22 PM was: Located - Facilities Marked

Response History:

- On 02/08/2023 05:06:22 PM By testresponderuser - Located