

Ticket Extension Process

The purpose of the 'Ticket Extension' process is to document extensions to the start time listed on the ticket and ensure they are mutually agreed upon by requiring the excavator to take action in order to complete the extension process.

The utility/locator can initiate an extension request from Locator Tickets and/or the TicketLink by clicking the 'Request Extension' button when viewing the ticket (shown below, outlined in red).

The screenshot shows the iSITE web application interface. At the top, there is a search bar for tickets and a location dropdown set to 'NE'. The main header displays 'Ticket# 230410610' with a status of 'Not yet responded' and a locator of 'TEST - TEST'. Below this, there are four action buttons: 'Add attachment', 'Change status/locator', 'Report compliance issue', and 'Request extension'. The 'Request extension' button is highlighted with a red rectangular box. To the left is a navigation sidebar with icons for My tickets, Locator tickets, Admin, Reports, Legacy application, User settings, Messages, Help and support, and Log out. The main content area is divided into sections: 'Ticket information' and 'Excavator information'. The ticket information section lists fields such as Ticket number, Original call date, Work to begin date, Expiration date, Type, Past work start, Ticket locked, and Past due time. The excavator information section lists Company name and Address.

Ticket information	
Ticket number	230410610
Original call date	02/10/23 02:13 pm
Work to begin date	02/15/23 12:00 am
Expiration date	03/04/23 12:00 am
Type	NORMAL IX
Past work start	N
Ticket locked	N
Past due time	N

Excavator information	
Company name	OCC TESTING
Address	824 WEATHERED ROCK RD JEFFERSON, MO 65101



The utility/locator is then prompted to enter the requested extension date and time.

The screenshot shows a 'Request Extension' form. At the top, there are 'Cancel' and 'Submit' buttons. The form contains the following fields:

- To:** neitic@occinc.com
- From:** noreply@occinc.com
- Subject:** Extension Requested Ticket 230410610
- Body:** TEST04 is requesting additional time to respond to ticket 230410610. Section 76-2323 of the Nebraska One Call Notification Act requires the utility to respond within two business days of the request unless there is a mutual agreement otherwise. If you agree to extend the work to begin date and time please confirm your agreement by selecting the link below and adjust the start time accordingly. If you do not agree to the extension the utility will remain required to mark by the work to begin date and time listed on the initial locate request.

Below the body text, there is a line: 'Original work to begin date and 02/15/23 12:00 am'. At the bottom of the form, there are two input fields: 'Request date:' with a date picker showing '02/15/23' and 'Request time:' with a time picker showing '8 : 00 AM'. These two input fields are highlighted with a red rectangular box.

After selecting the requested extension date and time, a pre-formatted email is sent to the email address on the ticket. The email contains links that allow the excavator to accept, reject, or modify the extension request with a simple click. Doing nothing leaves the original ticket in full effect.

From Me <ne@occinc.com> 
To Me <beckymcclain@occinc.com> 
Subject **Fwd: Extension Requested Ticket 230410610**

A utility is requesting until 02/17/23 8:00 AM to respond to ticket 230410610. The original work to begin date and time is 02/15/23 12:00 am.

If you are able to provide the requested additional time, click: <https://ne.itic.occinc.com/nengarr187104503>

If you are not able to provide additional time and need the utilities to respond by the original work to begin time, click: <https://ne.itic.occinc.com/nengrrr187104503>

To modify the extension start time request, click: https://ne.itic.occinc.com/nearemWBS4-284-RK2-Y38?requested_start_date=1676642400000

TICKET SUMMARY

Requested By: MO AND NE TESTER

Type of Work: SDFH

Work For: DFH

Address/Street: GASTON RD, THEDFORD

Intersecting: CIRCLE RD

Location of Work:

If the excavator does nothing, the initial request remains in full force. If the excavator 'rejects' the extension, that action is logged for reporting purposes. If the excavator 'accepts' the extension, the start date/time on the ticket is updated to the requested extension, and the ticket (same ticket number) is sent back out to all utilities notified on the original. The excavator may also 'modify' the extension request by changing the requested extension date to something more suitable, in which case the start date is changed to the modified date, and the ticket is sent out to all utilities.

If a utility has provided a status before the extension, and the ticket is extended, the original status stays with the ticket extension, and the utility is not required to take any action.

There are several configuration options, such as which headers allow a ticket extension: NE uses extensions on any two working days or greater ticket (normal, refresh, design, update, extended start time) but not on any priority tickets (emergency, damage, etc).

NE also employs a specific header (Extended Start Time) for all ticket extensions to make them self-evident to the utilities/locators. It also allows you to not allow more than one extension if desired (by removing the Extended Start Time header from this list of headers allowed).

Last, NE only allows ticket extensions during the 10-day window after the original request is made.

All requests are stored in the database along with who made them, when, and on what tickets. The same is true of excavators based on accepted/rejected/modified requests.