



### New

**New** allows you to submit a new 48 hr marking ticket. [RTE Training Manual pg. 5]

### Design

**Design** allows you to submit a new 10 day design ticket for plans and/or telephone response. [RTE Training Manual pg. 5 & Training Video 2—0:30]

### Repeat

#### WHEN TO REPEAT A TICKET...

Using the **REPEAT** button allows you to send out messages to the utility owners and locators on the *original* ticket without waiting an additional 48 hrs. Reasons for sending out a repeat message would be: **AREA NOT MARKED**, **INCOMPLETE AREA MARKED**, **INCORRECT AREA MARKED**, or **OTHER**.

**AREA NOT MARKED:** There are no markings by a utility owner(s) on site.

**INCOMPLETE AREA MARKED:** There are some markings by a utility owner(s) but they did not mark the entire work area as described in the **WORK AREA DESCRIPTION**.

**INCORRECT AREA MARKED:** There are markings that you see from the utility owner(s) however they are not in the work area that you described in the **WORK AREA DESCRIPTION**.

**OTHER:** If choosing 'other' you must type a reason in the **ADDITIONAL COMMENTS** box in the pop-up window. This option would be used for various reasons including but not limited to: Clarification of information on your ticket or to request Clarification of markings.

**NOTE: YOU CANNOT CHANGE ANYTHING ABOUT THE EXISTING TICKET INFORMATION ON A REPEAT MESSAGE!!! IF YOU NEED TO CHANGE THE ORIGINAL LOCATE REQUEST YOU MUST CANCEL THE TICKET WITH THE INCORRECT INFORMATION AND SUBMIT A NEW ONE!** [RTE Training Manual pg. 17 & Training Video 2—4:00]



### Update

#### WHEN TO UPDATE A TICKET...

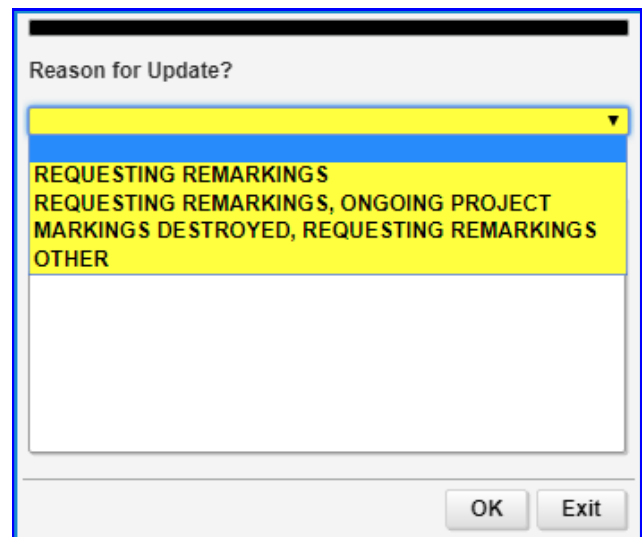
Using the **UPDATE** button allows you to request remarkings for various reasons including: **REQUESTING REMARKINGS**; **REQUESTING REMARKINGS, ONGOING PROJECT**; **MARKINGS DESTROYED**, **REQUESTING REMARKINGS**, or **OTHER**.

**REQUESTING REMARKINGS:** To request remarkings on a job you have not yet started

**REQUESTING REMARKINGS, ONGOING PROJECT:** To request remarkings on a job that is ongoing.

**MARKINGS DESTROYED, REQUESTING REMARKINGS:** To request remarkings due to the destruction or removal of the flags and/or paint.

**OTHER:** If choosing 'other' you must type a reason in the **ADDITIONAL COMMENTS** box in the pop-up window. **NOTE: YOU CANNOT CHANGE ANYTHING ABOUT THE EXISTING TICKET INFORMATION ON AN UPDATE!!! IF YOU NEED TO CHANGE THE ORIGINAL LOCATE REQUEST YOU MUST CANCEL THE TICKET WITH THE INCORRECT INFORMATION AND SUBMIT A NEW ONE!** [RTE Training Manual pg. 18 & Training Video 2—5:40]



**SEGMENT:** automatically covers the **red** high-lighted street segment with the buffer distance set in the **Buff** field. **NOTE:** this only works if a street segment is displayed in **red** on the map from using the **Find Street, Intersection or Both Cross Streets** options. [RTE Training Manual pg. 11 & Training Video 1—5:25]

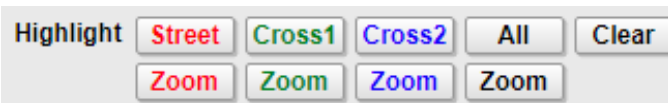


**BLOCK:** allows you to select an entire block or blocks. **NOTE:** When entering a single address or address range you should use the block tool and select the entire block the address(es) fall within. [RTE Training Manual pg. 11 & Training Video 1—5:40]



**CURSOR:** is an identification tool used to identify particular street segments. Click on the **CURSOR** button and then a street in the map display and it will mark it in pink and display the address range (if available) and name information (along with any alias's) in the pop-up box. [RTE Training Manual pg. 11 & Training Video 1—6:40]

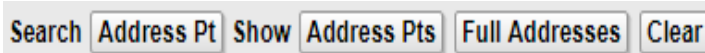
### HIGHLIGHT...



- ⇒ **STREET:** highlights entire length of the street listed in **ADDR/STREET** box in **red**.
- ⇒ **CROSS1:** highlights entire length of the street listed in **CROSS ST 1** box in **green**.
- ⇒ **CROSS2:** highlights entire length of the street listed in **CROSS ST 2** box in **blue**.
- ⇒ **ALL:** shows all streets turning them **red, green** and **blue** respectively.
- ⇒ **CLEAR:** removes all street highlights.
- ⇒ **ZOOM:** zooms in on the entire **ADDR/STREET, CROSS ST 1** or **CROSS ST 2** (NOTE: the streets must appear in the county map in order to zoom to each respectively).

[RTE Training Manual pg. 12 & Training Video 1—9:55]

### SEARCH...



- ⇒ **Address PT button:** Searches for the exact address to pinpoint it on the map
- ⇒ **Show Address PTS button:** will show all address points on the map
- ⇒ **Show Full Addresses button:** will show all addresses on the map with full street name on the map
- ⇒ **Clear button:** will clear the address points off the map

[RTE Training Manual pg. 12 & Training Video 1—10:10]



If you do not wish to use the **ZOOM +** or **-** buttons to zoom in or out you can:

- ◆ Click and drag your mouse **down and to the right** to **zoom in** or click and drag your mouse **up and to the left** to **zoom out**
- ◆ If you have a **mouse with a scroller** on it you can **zoom in** by **scrolling up** or **zoom out** by **scrolling down**.

[RTE Training Manual pg. 11 & Training Video 3 —1:30]



**FULLSCREEN:** makes the map full screen — click once to make full screen and then click again to bring back to original size. [RTE Training Manual pg. 11 & Training Video 1—5:10]



**DRAW:** creates precise linear polygons with mathematical extents or boundaries.

Click the **DRAW** button and then Single click on a starting point on the map and move the mouse in any direction and it will also measure for you as you go. (Measurements are displayed in feet, yards and miles at the bottom left hand corner of the map screen.) As you keep single clicking the measurements displays the length of the current segment in **black** as well as the total distance from the start point in **red**. Once you have your area you need then double click to create a linear polygon/notification area. (System defaults to preset in **BUFFER** field). NOTE: When drawing your work area you should always start at the road and draw off the road to your location. [RTE Training Manual pg. 11 & Training Video 1—6:00]



**AERIAL:** allows you to view an aerial photograph of the area on the map image. This can be useful for selecting an area where there are no roads in the mapping database. When there appears to be a disagreement between the road centerlines and the Ortho photograph, trust/select the road centerlines. The photo will be overlaid on top of the normal mapping data. You can draw your selection on the map while the photograph is displayed. Turn off the Aerial view by hitting the button again. [RTE Training Manual pg. 11 & Training Video 1—5:25]

### ADDRESS locate request required information:

- ◆ Address of dig location
- ◆ Where on property (Front, Rear, Sides, or Entire)
- ◆ Farthest Point off the Road
- ◆ Distance and Direction from intersecting street or two streets you are between



# TRAINING VIDEO REVIEW SHEET

Refresher

Continued...

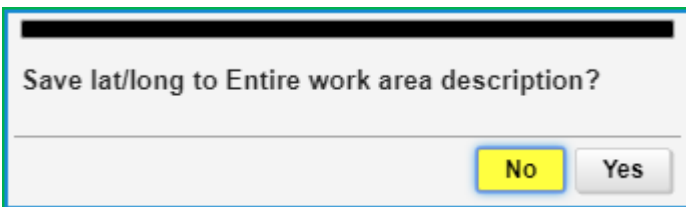
## LOCATION w/o address locate request required information:

- ◇ Side of the Road of dig location
- ◇ Farthest Point off the Road
- ◇ Distance and Direction from intersecting street to the starting point
- ◇ Distance and Direction from starting point to next or ending point
- ◇ Distance and Direction from intersecting street to the ending point

## LATITUDE AND LONGITUDE...

Under the **LAT/LONG** tab you can enter GPS locations in 3 different formats: Degrees (dd.ddddd); Degrees and minutes (dd mm.mmmm); or Degrees, minutes and seconds (dd mm ss.ss)

**IMPORTANT:** *Even if you are entering latitude and longitude points you must still provide a full description in your **ENTIRE WORK AREA DESCRIPTION** box as if there were no GPS points including distance and directions from an intersecting street, what side of the road, distance and direction you're going, ending point, and distance and direction from an intersection your ending point is; because not all utilities have the ability to use GPS when locating your work area.*



After entering **Lat/Long** in the appropriate boxes and click enter you will get a pop-up box asking if you would like to save the GPS point in the work area description. Select **Yes** and the GPS point will appear on the map. You can enter multiple **Lat/Long** locations on a single locate and as you select **Yes** each time it will save a list in the **Entire Work Area Description** box. NOTE: Make sure you do not save duplicate GPS points to your list. [RTE Training Manual pg. 13 & Training Video 3—7:00]

Save above Lat/Long coordinates with ticket? **N** ▼

**SAVE ABOVE LAT/LONG COORDINATES WITH TICKET?:** By changing this box to **Y (Yes)** it will save the last GPS point you entered on the map.

## SHOW...

Show **All Points**

⇒ **ALL POINTS:** centers the map around all points currently on your map. [RTE Training Manual pg. 13 & Training Video 3—9:00]

## ADDITIONAL BUFFER...

200ft ▼

By default the **BUFFER** is set to 200 feet. By selecting the **BUFFER** button you can increase that buffer distance up to 2,000 feet. You should **always** select your buffer distance **before** drawing on the map. NOTE: *When selecting a buffer option you should choose the **next option higher** than your furthest point off the road to ensure that you cover your entire work area.* [RTE Training Manual pg. 11 & Training Video 3—10:00]

- 200ft
- 300ft
- 400ft
- 500ft
- 700ft
- 900ft
- 1,000ft
- 1,200ft
- 1,400ft
- 1,500ft
- 1,700ft
- 1,900ft
- 2,000ft
- 200ft ▼

## CONVERT...

Convert Point to **Polygon** Convert Points to **Line** **Polygon**

- ⇒ **CONVERT POINT TO POLYGON:** applies the current buffer setting around **only** your **first** point.
- ⇒ **CONVERT POINTS TO LINE:** draws a line between all points on the map with the current buffer setting.
- ⇒ **CONVERT POINTS TO POLYGON:** applies the current buffer setting around **all** your points

[RTE Training Manual pg. 14 & Training Video 3—9:40]

**NOTE:** *When using these options to do a cross country ticket, on a single ticket you can only go from street crossing to street crossing and you should increase your buffer setting to 1400 feet.* [RTE Training Manual pg. 9 & Training Video 3—10:00]

**WORK TYPE:** You can type freely in this box and as you type what kind of work you will do at this location a drop down box will appear with suggestions, by clicking on one your **WORK TYPE** will auto-complete. NOTE: *excavating, digging, trenching, and other such vague work types are not valid. Utility companies need to know what you are digging for.* [RTE Training Manual pg. 15 & Training Video 1—11:00]



### CROSS COUNTRY locate request required information:

- ◇ Side of the road and distance and direction from the intersecting street to starting location
- ◇ Distance and Direction from starting point work travels
- ◇ Side of the road and distance and direction from the intersecting street to ending location

### Example Work Area Description:

STARTING AT GPS 40.931559, -80.613176 LOCATED AT 12921 SPRINGFIELD RD BETWEEN LOT #S 6N AND 18N APPROX 400FT OFF THE EAST SIDE OF THE ROAD LOCATE A 200FT WIDE PATH INCLUDING ENTIRE LOTS AND GOING NORTH APPROX 1800FT TO GPS 40.936536, -80.613092 AND THEN GOING APPROX 2800FT NE ENDING ON THE SOUTH SIDE OF GLACIER RD AT GPS 40.942550, -80.606663 LOCATED APPROX 2335FT EAST OF SPRINGFIELD RD

## COMMUNICATION WITH OHIO811 I-DIG DEPARTMENT POLICIES

The I-Dig Department at OHIO811 reviews I-dig tickets daily in an attempt to help ensure ticket quality. The I-Dig Department may catch any mistakes you have made when submitting ticket but there is **no guarantee**.

Inaccurate/wrong information or an incorrect map could result in incorrect or missing markings that could cause serious injury, damage, or death. That is why it is **very important** that you **double check** to make sure all information is **accurate** and **correct before** submitting the ticket. By using the I-Dig RTE system you accept responsibility and liability for all information provided.

**Below is a list of the Safety Concern Levels and the actions taken by OHIO811 when a safety concern of that level has been determined:**

**MAJOR:** If your ticket is determined to contain a Major Safety Level Concern according to OHIO811 I-Dig Department Standards we will attempt to call you to advise you of the issue with the ticket and how to correct the problem. If we are unable to get ahold of you we will leave a message on your voicemail. If your voicemail is full or not set up we will then send you an email with the ticket number, the concern with the ticket, and action(s) you need to take to correct the issue.

**MINOR:** If your ticket is determined to contain a Minor Safety Level Concern according to OHIO811 I-Dig Department Standards we will send you an email with the ticket number, the problem with the ticket, and action(s) you need to take to correct the issue. *NOTE: Even if the issue is considered to be Minor according to standards you **must still** take action to correct the ticket.*

**EDUCATIONAL:** If your ticket contains an issue that does not directly change or affect the locate request we will send you an **educational email** with your ticket number explaining the issue found with your ticket and how you can avoid making similar mistakes in the future. **NO ACTION IS NEEDED FOR THESE EMAILS.**

### **If you don't respond within the first day of attempted contact:**

**MAJOR:** If the problem with your ticket has not been resolved by the day after our first attempt to contact you we will attempt to contact you via email if we spoke to you or left you a message the previous day. If we were unable to reach you or leave a voicemail the previous day and sent you an email instead we will again attempt to call you, if unanswered we will send you a second email.

**MINOR:** If the problem with your ticket has not been resolved by the day after we sent you the email we will attempt to call you to have you correct the problem. If we are unable to reach you or leave a voicemail we will then email you a second time.

### **If you don't respond by the second day after our initial attempted contact:**

**ALL:** Your account will be **temporarily suspended** until we hear from you. You will receive an email advising you of your account's suspension. This is to help ensure safety and accuracy of tickets.

**BE AWARE: if your account has to be suspended TWO OR MORE TIMES within a month period you will be required to take the RTE Training Program AGAIN before the account will be reactivated. If this becomes a continuous occurrence you may be put on an extended suspension of one month, three months, six months, or even a year. Further disciplinary action in most extreme circumstances may even result in being put on the NO I-DIG LIST and will no longer be allowed to have an account.**



## OHIO811 RTE USE POLICIES & FAQs

### **USERNAMES AND PASSWORDS—**

**ACCOUNT RECOVERY:** To recover account information you will need to call in to the I-Dig Department at 1-800-240-7190 between the hours of 8 am and 4:30 pm Monday through Friday. *Be aware that for safety and confidentiality OHIO811 will provide **no account information via email for any reason.***

There is **absolutely no sharing** of user names or passwords. For safety all users must pass the training course **on their own**. If you are caught using another person's account that account will be **immediately Temporarily suspended** until we have spoken to the account holder to reactivate it and to **change the password** at that time.

**BE AWARE: if your account has to be suspended TWO OR MORE TIMES within a month period you will be required to take the RTE Training Program AGAIN before the account will be reactivated. If this becomes a continuous occurrence you may be put on an extended suspension of one month, three months, six months, or even a year. Further disciplinary action in most extreme circumstances may even result in being put on the NO I-DIG LIST and will no longer be allowed to have an account.**

### **PREMARKING IN WHITE—**

Prior to entering a location request on the I-Dig RTE Program, the excavator is required to pre-mark the approximate location of the excavation in white. The excavator is exempt from pre-marking in the following situations:

- i. If a precise location is given (address and what side of property)
- ii. If the excavator and the affected utility have had an on-site pre-construction meeting for the purpose of pre-marking the site.
- iii. Excavation involves replacing a pole that is within 5 feet of the existing location.
- iv. Pre-markings would clearly interfere with pedestrian or vehicular traffic control.

Ohio Revised Code: 3781.29

### **IF ANOTHER CONTRACTOR IS DOING THE WORK—**

According to Ohio Revised Code Section 3781.28. (A) Except as otherwise provided in divisions (C), (D), (E), and (F) of this section, at least forty-eight hours but not more than ten working days before commencing excavation, the excavator shall notify a protection service of the location of the excavation site and the date on which excavation is planned to commence.

\*Please note that the Ohio Revised Code defines excavator as "the person or persons responsible for making the actual excavation" (ORC Sec. 3781.25 (K)). Therefore, while OHIO811 will not refuse a ticket from any caller, we advise the actual excavator place the call to OHIO811, receive their own ticket number and wait the required 48 hours in order to be compliant with Ohio law.\*

### **ROUTINE TICKETS—**

The I-Dig RTE System is for submitting **routine 48 hour and design tickets only**. If you need to request markings for a time period less than the required 48 hours, emergency responses, or to report a hit or uncovered line you **must** call in to an OHIO811 at 800-362-2764 or 811 and speak with a Customer Service Representative.





# TRAINING VIDEO REVIEW SHEET

*This page has been provided as a tool for quick reference to help with accuracy of your tickets.  
Please keep this page with you for reference when entering tickets through the RTE System*

## REQUIRED TICKET INFO CHECK LIST

### ADDRESS locate request required information:

- ADDRESS
- WHERE ON PROPERTY (front, rear, sides, entire)
- FARTHEST POINT OFF ROAD
- DISTANCE & DIRECTION FROM CROSS ST OR TWO INTERSECTING STREETS YOU ARE BE-

### LOCATION w/o address request required info:

- SIDE OF THE ROAD
- FARTHEST POINT OFF ROAD
- DISTANCE & DIRECTION FROM CROSS ST TO START POINT
- DISTANCE & DIRECTION FROM START POINT TO NEXT OR ENDING POINT
- DISTANCE & DIRECTION FROM CROSS ST TO ENDING POINT

### CROSS COUNTRY locate request required information:

- SIDE OF ROAD, DISTANCE & DIRECTION FROM CROSS ST TO STARTING POINT
- DISTANCE & DIRECTION FROM START POINT WORK TRAVELS
- SIDE OF ROAD, DISTANCE & DIRECTION FROM CROSS ST TO ENDING POINT

### NEEDING ADDITIONAL INFO:

### NEW ROADWAY locate request required additional information:

- DIRECTION NEW STREET COMES OFF OF WHAT ROAD
- DISTANCE AND DIRECTION FROM AN INTERSECTING STREET WITH THAT ROAD THAT THE NEW ROAD COMES OFF OF

## IMPORTANT REMINDERS

- MAKE SURE ALL STREET SPELLINGS AND ENDING TYPES ARE CORRECT
- IF NOT WORKING **ONLY** AT AN ADDRESS YOU MUST **REMOVE** THE ADDRESS FROM THE **STREET** FIELD AND INSTEAD PLACE IN THE **ENTIRE WORK AREA DESCRIPTION**
- IF NEEDING THE ENTIRE INTERSECTION(S) MARKED YOU **MUST** SAY IT IN THE **ENTIRE WORK AREA DESCRIPTION**
- MAKE SURE ANY ADDRESS RANGES ARE ENTERED STARTING WITH THE LOWEST NUMBER AND ENDING WITH THE HIGHEST NUMBER WITH A DASH BETWEEN THE TWO NUMBERS AND NO SPACES IN THE APPROPRIATE FIELD—YOU CAN **ONLY** USE RANGES IF WORKING ON **EVERY** PROPERTY IN THAT RANGE

### WHEN WORKING IN A MHP (MOBILE HOME PARK)

- IF THE MHP HAS A *GENERAL ADDRESS* MAKE SURE IT IS IN THE **STREET** FIELD
- MAKE SURE LOT #S ARE LISTED EITHER IN THE **LOT #** FIELD **AND/OR** IN THE **ENTIRE WORK AREA DESCRIPTION** FIELD—**NOT** AT THE END OF THE ADDRESS
- IF WORKING A *RANGE* OF LOT #S MAKE SURE THEY ARE ENTERED UNDER THE SAME RULES AS ADDRESS RANGES IN THE APPROPRIATE FIELD—YOU CAN **ONLY** USE RANGES IF WORKING ON **EVERY** PROPERTY IN THAT RANGE
- ALWAYS** MAP AROUND THE **ENTIRE** MOBILE HOME PARK

### WHEN WORKING CROSS COUNTRY

- A SINGLE CROSS COUNTRY TICKET MAY **ONLY** GO FROM ONE ROAD CROSSING TO THE NEXT ROAD CROSSING
- IF USING AN ADDRESS TO GET TO YOUR LOCATION ON THE MAP AN NOT WORKING **ONLY** AT THAT ADDRESS MAKE SURE YOU **REMOVE** THE ADDRESS FROM THE **STREET** FIELD AND PLACE IT IN THE **ENTIRE WORK AREA DESCRIPTION** INSTEAD
- GPS POINTS ARE ADDITIONAL INFORMATION, YOU MUST
- WHEN DOING ANY TICKET THAT GOES CROSS-COUNTRY YOU SHOULD INCREASE YOUR **BUFFER** TO 1400FT

### RAILROAD locate request required additional info:

- DISTANCE AND DIRECTION FROM THE NEAREST INTERSECTION TO THE RAILROAD TRACKS YOU ARE WORKING ON