

This manual has been optimized for a two-page view to conserve natural resources.



The system is compatible with most Desktop and Tablet Browsers.
Google Chrome, Mozilla Firefox or IE9 or greater. Google Chrome
is the preferred browser

The program is best viewed on a 1920x1080 Screen Resolution.
You change the screen size by hitting Control and Scroll down to
zoom out or up to zoom in or Control +/- will do the same

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“OHIO811’s mission is to prevent damage to member facilities and promote public safety by providing an efficient and effective communication and education process.”

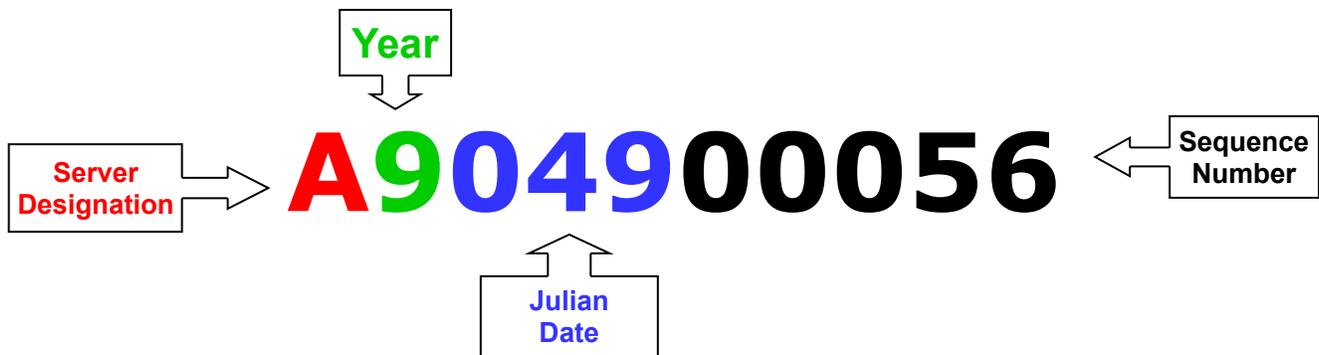
Excavation Notice

Ohio State Law requires 48 hours (two working days) excluding weekends and legal holidays, with the excavation to start within ten (10) business days notice to be given to the member facility owners prior to the start of your excavation. This is to insure that adequate time is given to the member facility owners to mark their underground facilities.

Routine notification requests must be started within ten (10) business days from the date and time of the request. According to state law, notification requests (i.e. ticket (reference) numbers) are valid as long as excavation has started within the ten (10) business days and your company has not left the job site and your markings are still visible and safe for digging.

Notification requests need to be remarked (**Updated**) any time you have not started the excavation within ten (10) business days or markings are no longer visible. Another 48 hours (two working day) notice must be given for a relocated (**Updated**) notification. If the crew leaves the job site for any number of consecutive days, for safety purposes it is recommended that the lines be remarked before any additional excavation commences.

Ticket Number Definition



- The letter of A or B designates the OHIO811 server in which the ticket was created on
- The first digit will be the year in which the ticket was created
- The next three digits are for the Julian Date. The Julian Date begins as 001 on January 1st
- The last five digits designates the sequence number

The diagram above shows the different sections of a ticket number and from where they are derived. The sequence number (above) represents the 56th ticket generated from the A server on February 18th, 2019 (February 18th is the 49th day of 2019).



A log In box will appear for you to enter your Account (username) and Password.

(Remember there is NO Sharing of accounts and passwords. Each user must take the training and create their own account for safety reasons. As long as your company name matches you will be able to view and edit each other's tickets .)

Once logged in please verify your contact information is correct and then read the disclaimer and then choose I **Agree** to the terms and conditions accepting the responsibility and liability for all information you provide every time you login to be able to proceed to the ticket entry screen.

If any of your contact information needs corrected, please call 800-240-7190 anytime Monday-Friday 8am-4:30pm for assistance.

Ticket Menu

The **Option** buttons are listed at the top of the **Ticket Entry Screen**. You can choose to do any function by clicking on that button.

INQUIRE allows you to look at an existing ticket you and/or your company has entered or called in. Company name or phone number must match exactly to view.

- Once you have entered the ticket # in the box, the ticket information will appear on the screen and the Option buttons will change at the top of the screen giving you the option to view **FULL TKT** (to view ticket information and print it), **NEW**, **REPEAT**, **UPDATE**, **DESIGN** and **CANCEL Notification**. *(see pages 7-20 explaining FULL TKT, NEW, REPEAT, UPDATE, DESIGN AND CANCEL)*

NEW

NEW allows you to create a new notification request.

- Once you have chosen **NEW**, a dialog box will appear asking if you would like to:

Clear Ticket?

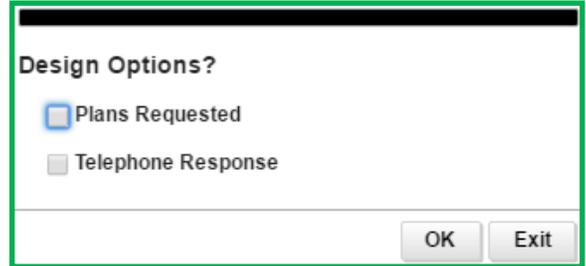
- Yes, clear everything** will clear all information.
- Keep fields and clear mapping**, Keeps location information but clears the map and Lot #.
- Keep fields and keep mapping**, Keeps location information and the map but clears the Lot #.

DESIGN

OHIO811 will accept **DESIGN** notification requests from designers/engineers requesting to know the location of underground facilities in an attempt to layout a plan for excavation activities. Since **DESIGN requests are not excavation requests**, OHIO811 member facility owners have up to **ten (10) business days to respond** to the notification request. **A response does not mean the member facilities owners will mark their underground facilities.** It is the discretion of the member facility owner to provide information regarding the location of their facilities.

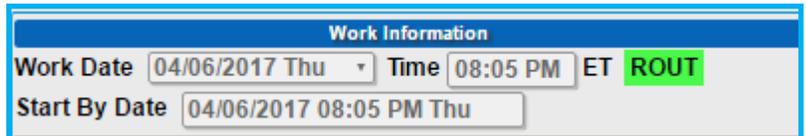
DESIGN function acts the same as NEW. Within the DESIGN ticket notification screen make sure you choose:

- **Plans Requested**—will have the member facility owners send you plans of their underground facilities
- **Telephone Response**—will have the member facility owners contact you via phone



If **Physical Markings** are needed along with either **Plans Requested** or **Telephone Response**, a **DESIGN** ticket will be sent. In the **ENTIRE WORK AREA DESCRIPTION** box you **must type**: “Customer is also requesting physical markings”. **NOTE: A request for Physical Markings on a DESIGN ticket DOES NOT take the place of a normal 48 hour notice of excavation. You are NOT covered to excavate on a DESIGN ticket, so if you are going to be breaking ground also, you must enter a 'NEW' 48 hour notice ticket as well.**

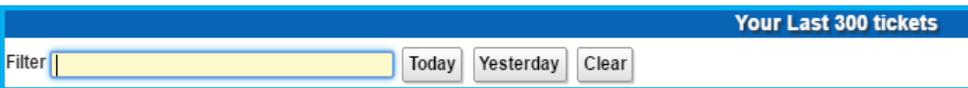
You will *not* be able to change the **WORK DATE** field, it will automatically default to the ten working day notice instead of the routine 48 hour (two working day) notice.



If **Physical Markings** are needed before the **DESIGN** default date and time, you must enter a **NEW** 48 hour notice. To do this follow the instructions on this under Ticket Screen (see **Ticket Screen page 7-17**).

RECENT Tickets

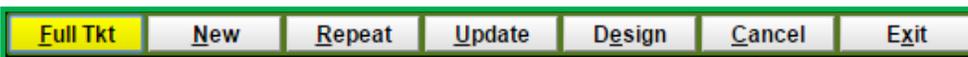
RECENT Tickets button, when hit, will automatically show you ‘Your’ last 300 tickets that you have entered under your login account only.



FILTER: Narrows your search option. You can search for all tickets that were entered in a certain County name, by street name, address etc...

Today : will take the last 300 tickets and filter them out only showing the last 300 tickets entered total today.

Yesterday : will take the last 300 tickets and filter them out only showing the last 300 tickets entered total yesterday

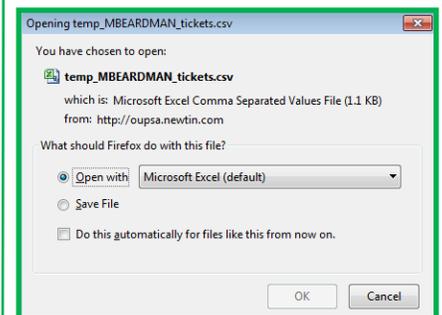


You can also edit an existing ticket by clicking on it. The ticket information will populate the screen and you will be able to choose **FULL TKT** (to view full ticket information and print it), **NEW**, **REPEAT**, **UPDATE**, **DESIGN** and **CANCEL** Notification. (see pages 7-20, explaining **FULL TKT, NEW, REPEAT, UPDATE, DESIGN and CANCEL**)

Under the **RECENT** Ticket option in the lower right of the screen, you can Export out the ticket notifications.



Once you click **CSV** it automatically opens a Open/Save box to Excel.



It will list basic information for your notification requests, such as: Ticket number, Revision, Account/Username, Completed, Work Date, Type, Category, Priority, Company Name, Caller, Phone, County, Place, Address, Street, Cross St 1, Cross St 2.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Ticket	Revision	Account	Completed	Work Date	Type	Category	Priority	Company	Caller	Phone	County	Place	Street	Cross1	Cross2



If it does not automatically open up a Microsoft Excel file, please make sure that your computer is not blocking the ‘pop-up’ window. The error message location will be depend on the browser, (example image uses Google Chrome as the browser).

SEARCH

SEARCH allows you to do a Ticket Search showing all Your Tickets, Phone, Company, Search for Street, Place, County and Filter.

Ticket Search options: (Allows you to look at the last 500 tickets that have been entered within the last 3 months matching the search criteria chosen, i.e. Your Tickets, Phone, Company, Search for Street, Place, County or Filter.)

- Your Tickets** : Allows you to review and edit your notifications you have submitted.
- Phone** : Allows you to review and edit all tickets with the same contact phone number as in your i-dig account info.
- Company** : Allows you to review and edit all tickets with the same Company name as in your i-dig account info. The Company name must match identically.

Search for Street **Search** **SEARCH FOR STREET:** Allows you to search by a Street name that you and/or your company have entered/called in to be able to view and edit it. You can only see tickets with matching phone # or company name that matches your i-dig account info.

Place **Search** **PLACE:** Allows you to search by a Place (City or Township) name that you and/or your company have entered/called in to be able to view and edit it. Again, you can only see tickets with matching phone # or company name that matches your i-dig account information.

County **Search** **COUNTY:** Allows you to search by a County name that you and/or your company have entered/called in to be able to view and edit it. Again you can only see tickets with matching phone # or company name that matches your i-dig account information.

Filter **FILTER:** Narrows your search option. You can search for all tickets that were entered in a certain County name, by street name, address etc...

Positive Response

What is positive response?

Positive response is a closing of the communication loop. It allows each facility owner to communicate to the excavator the status of their one call ticket. By clicking on the +Resp tab you will be taken to the + response link on our webpage. Here you can check responses for tickets as well as learn more about Positive response... <http://www.oups.org/positive-response>

What is positive response?
Positive response is a closing of the communication loop. It allows each facility owner to communicate to the excavator the status of their one call ticket.

To check a positive response:
You can check the positive responses for your ticket (please be sure to have your O.U.P.S. ticket number handy):

- <http://newtina.oups.org/newtimweb/ResponseDisplay.nas>
- Calling 800-445-3894
- O.U.P.S. App

What if a facility owner owns multiple facility types?
Some members have multiple utilities under one member code. To properly respond to positive response, we have devised a solution that would allow a member to respond for each of their utilities. Click here for more information.

LOGOUT

Will log you out of the program and bring you back to the Log In Screen.

Ticket Screen

Once you have logged in and chosen a ticket function, i.e. **NEW**, **DESIGN**, etc., your **Excavator Information** will appear. This is the contact information that will be listed on the notification request.

This **Excavator Information** can not be changed. If this information needs to be changed, please contact the i-dig Department at 800-240-7190. However, you will have the option to enter an **Onsite Contact, Phone/Ext.** If not, it will automatically enter 'Same As Above' in this area.

You will then begin to fill out the Dig Site Location information:

- **ADDR/STREET:** *This box is for an address and/or the street name that you are digging on and/or along if no address.*

Enter the Numerical component of the physical street number and street name of the address you are digging at (ex: 100 Smith Ave). Multiple addresses may be entered, but must be in the same block range. Multiple addresses must be entered as: (ex:) 100-199 or 1154-1186 (low to high). If the physical address has a letter or half address in it, you **cannot** type the letter or half address in the address field, please place it in your **Entire work area Description** box. If the excavation will not take place at a physical address, just enter the street name only that you are digging on or off of. For the street name, please provide both a road direction (if applicable) and street type ending. A street can be listed as: Smith Ave — W Smith Ave — Smith Ave NW (See **RTE General Information Manual** for all Street Type Endings and Street name abbreviations). As you are typing in street name it can Auto-Populate the street name into that field.

NOTE: Whenever doing any location request that is not at a single address or work is across from an address then you must remove it from your **STREET** field before submitting the ticket. This assists to ensure that the entire work area is highlighted on the ticket, not just a specific address. You can also reference an address your work is near or across from in the **ENTIRE WORK AREA DESCRIPTION** field along with the side of the road you are working on.

- **COUNTY:** The county in which the excavation will be done. This field has a drop down box with all of the county names, from which a county can be selected.
- **PLACE:** This field has a drop down box with all of the valid place names in the county, from which a place name can be selected. You must state the incorporated city or township the location falls within. DO NOT use mailing addresses.
- **PLACES BUTTON:** To be used when unsure of what county a particular city or township is located within. Making a selection will automatically populate the **COUNTY** and **PLACE** fields.
- The empty box below the **PLACE** field will remain empty until the notification area is drawn on the map. If a notification falls in more than one city and/or township, then the box will populate with what city and/or townships the notification falls within.
- **CROSS ST 1:** The name of the street that intersects the notification site street name. Please provide a cross street whenever possible. *As you are typing in street name it can Auto-Populate the street name into that field.*
- **CROSS ST 2:** Name of an additional intersecting street; to be used when requesting the street to be located from cross1 to cross2 or if location falls between two streets. *As you are typing in street name it can Auto-Populate the street name into that field.*
- **LOT #:** Lot, Unit, Apartment or building number or numbers of your notification site
- **SUB-DIVISION:** Name of the subdivision that your notification site is located within.
- **LOOKUP:** Finds the area on the map depending on how the information is entered within this section (whether it be an address, at an intersection or along a street between 2 streets).

Dig Site Information



Entire work area Description

ENTIRE WORK AREA DESCRIPTION: This box is to be used to describe your **ENTIRE** notification description and the area needing marked. This will include: all distances from cross streets, footages off road, and **any** descriptive information that describes the notification area and/or any special notes that need to stay on your notifications requests.

- Full description of notification area (i.e. Entire, Front, Rear of property, Both sides of Road, Entire Intersection)
- Farthest Point Off the Road
- Starting and ending points (where will the notification area begin and end)
- How far and which direction does your notification area need to be located (along the road or off of road)
- If requesting a radius around an object to be located, be sure to provide the footage, i.e. "locate a 10 ft radius around pedestal"
- State if the location is marked in white (*See abbreviation list...*)
- Mark with paint and flags (*See abbreviation list...*)
- Mark all main & service lines (*See abbreviation list...*)

Expanded Word List

EXPANDED WORD LIST (optional): Provides you with a drop down list to choose from on where the dig site is taking place. When you click on one these options it will be inserted within the work area description box at the end of what ever you already have typed out in this area.

EXPANDED WORDS	
This is the list of words that can be expanded. These expansions will shorten the time it takes to enter tickets by allowing the entry of a short word and having it expanded into a phrase. But, only use the expansions (and not the word expanded from) on the list and please don't try to be inventive. If in doubt, spell it out.	
Filter	<input type="text"/>
INTER	ENTIRE INTERSECTION
REAR	REAR OF PROPERTY
RBP	REAR & BOTH SIDES OF PROPERTY
POINT	FARTHEST POINT OFF ROAD:
DIST	DISTANCE FROM CROSS STREET?
LFL	FRONT & LEFT SIDE OF PROPERTY
LFR	FRONT & RIGHT SIDE OF PROPERTY
LLH	LEFT HAND SIDE OF PROPERTY
LRH	RIGHT HAND SIDE OF PROPERTY
LRL	REAR & LEFT SIDE OF PROPERTY
LRR	REAR & RIGHT SIDE OF PROPERTY
LFPBS	ENTIRE PROPERTY & BOTH SIDES OF STREET
LFBSS	FRONT, BOTH SIDES OF PROPERTY & BOTH SIDES OF STREET?
PER	ENTIRE PERMETER
ADJ	FRONT, BOTH SIDES OF PROPERTY & BOTH STREET AND 50 FT INTO ADJACENT PROPERTIES
ADJE	ENTIRE PROPERTY, BOTH SIDES OF STREET AND 50 FT INTO ADJACENT PROPERTIES
EIBS	ENTIRE INTERSECTION & BOTH SIDES OF STREET?
EP	ENTIRE PROPERTY INCLUDING ALL MAIN AND SERVICE LINES
NE	NE CORNER OF INTERSECTION
NW	NW CORNER OF INTERSECTION
SE	SE CORNER OF INTERSECTION
SW	SW CORNER OF INTERSECTION
DIR	ENTIRE INTERSECTION & BOTH SIDES OF ALL STREETS?
CROSS	BOTH SIDES OF ROAD, THE ENTIRE LENGTH, BETWEEN BOTH CROSS STREETS
OFF	FROM THE ROAD WILL BE GOING (INSERT FOOTAGE) BACK OFF ROAD
OFFN	FROM THE ROAD WILL BE GOING MORE THAN 200 FT BACK OFF THE ROAD, NOT SURE OF DIRECTION
MAIN	ALL UTILITIES PLEASE MARK ALL MAINS & SERVICE LINES
FP	CALLER REQUESTS THAT ALL UTILITIES TO USE FLAGS & PAINT WHEN MARKING LINE
FLAG	CALLER REQUESTS THAT ALL UTILITIES TO USE FLAGS WHEN MARKING LINES

Dig Site Information Continued...**Ticket Descriptions examples for locates using GPS and large areas/cross country**

Please read over the example below for entering this type of notification.

Street Crossing to Street Crossing:

STARTING ON THE N SIDE OF REIKER HILL RD AT A POINT 2170FT N/NE OF YEARY RD AT GPS (40.129752, 81.869191) AND GOING N 8365FT CROSSING STONE CHURCH RD AT A POINT 4700FT W OF FERNCLIFF RD AT GPS (40.151230, 81.868408) AREA IS MARKED WITH WOOD LATH WITH BLUE AND WHITE STRIPED FLAGGING

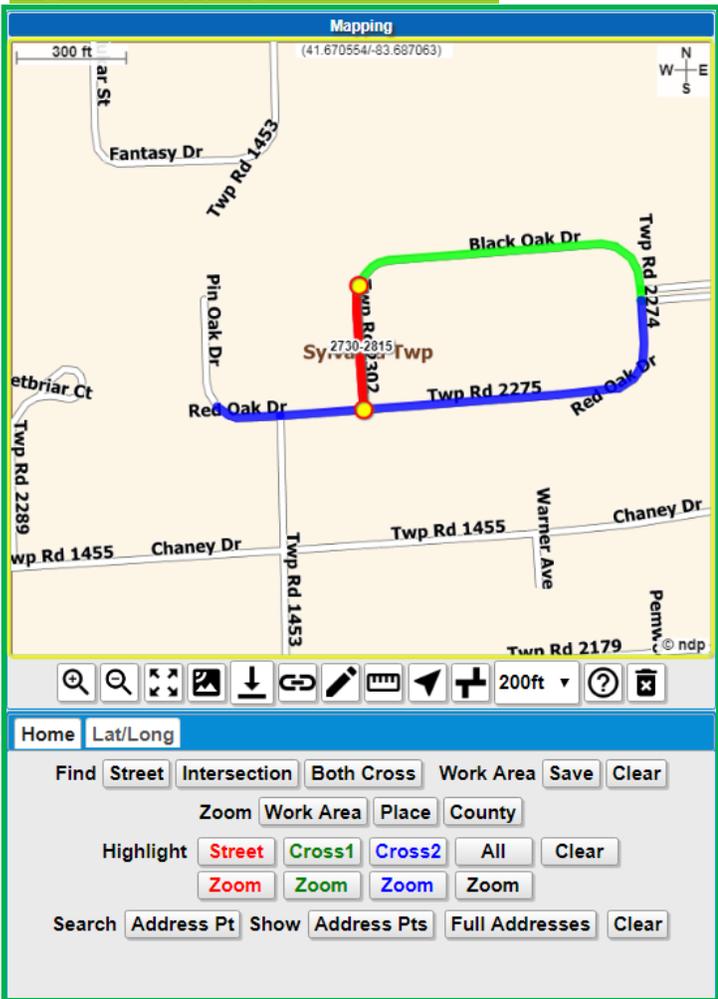
(Example image shows 1400ft using the Convert the points to polygon tool.) - **Note:** We suggest at least a 1400ft buffer to include any twist and turns a pipeline facility may make.

Large Project

When doing cross country/pipeline tickets in order to keep work moving utilities prefer that you only enter the sections that you will be working on within the next 10 business days. (Remember member companies only have 48 hrs. from the submission of the locate request to mark any lines that they own and maintain.) If you have a cross country/pipeline work that is going a longer distance and will be worked on over the course of several months we suggest calling into an operator at 800-362-2764 and set up a Large Project ticket.

A Large Project ticket involves setting up a mandatory meeting between yourself and the member utilities to discuss and agree upon a marking schedule and phases for your project to keep work moving while also giving utilities adequate time to mark their lines as your work continues. If you have KMZ files for your pipeline or cross country ticket please send them to Membership@oups.org prior to calling in your large project.

Dig Site Mapping Area Overview



Map Display Area

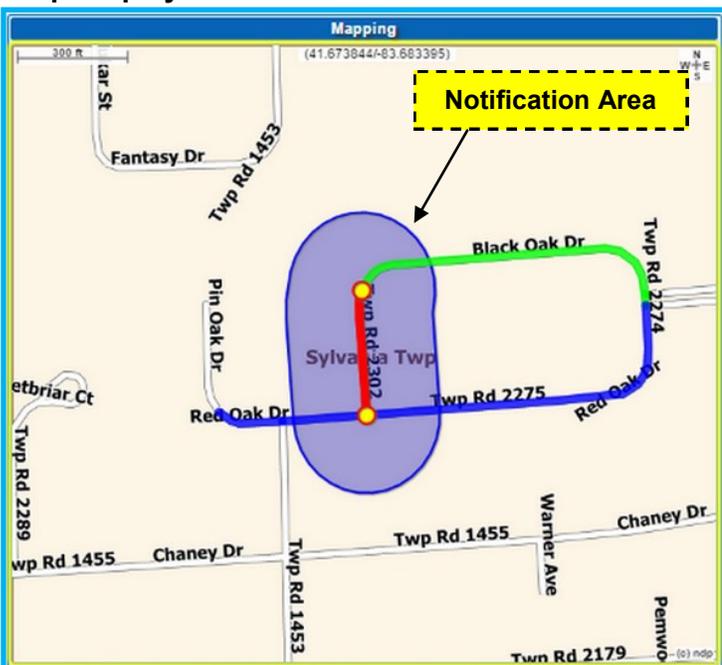
Finding the street/area on the map only works if a single match for the search field is found and street names are abbreviated properly. (See *RTE General Information Manual for all Street Type Endings and Street name abbreviations*).

The yellow line outlining the map shows the map being active (can click in the bottom corner of the Map to activate without adjusting the map)

Map Tool Area

Various buttons for finding the notification area under the Home and Lat/long Button Options

Map Display Area



Upon completion of all necessary Dig Site Information entry fields, access the map to define and select the notification area. This is to ensure that the member facility owners using a geographical mapping database are notified of your excavation.

There are some instances where the excavation area is too new and will not display any of the street / cross street data. Should this occur make a note in the **ENTIRE WORK AREA DESCRIPTION** field stating the area is new development and then draw your notification area around the bounded by area the new development falls within.

Once the notification area is selected/drawn, OHIO811's internal grids will generate the list of member facility owners that will be notified within the blue notification area drawn on the map.

Note and Very Important: If the notification area is not drawn properly or large enough on the map to cover your **ENTIRE WORK AREA DESCRIPTION** (more than 200ft off of roadway, entire length between two streets, drawing around entire mobile home parks etc...) can result in incorrect member facility owner transmission.

Dig Site Mapping Overview Continued...

Map Tools Area



Pan or Moving the Map:



- To pan and drag the map right mouse click and hold and then drag
- Click on the map in any direction to move



ZOOM: (+) and (-) allow you to zoom in (+) and out (-) on the Map Display Area



FULLSCREEN: makes the map full screen — click once to make full screen and then click again to bring back to original size.



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.



SEGMENT: automatically covers the **red** highlighted street segment with the buffer distance set in the **BUFFER** 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.



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.



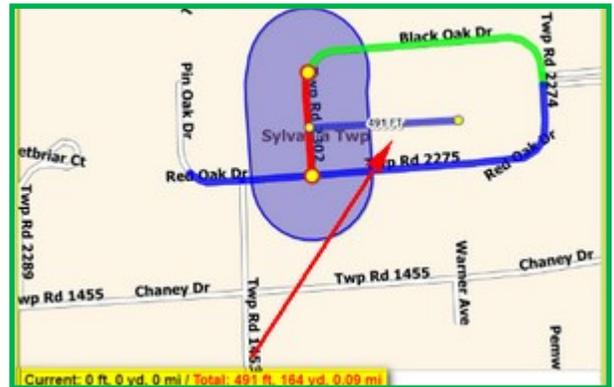
DRAW: creates precise linear polygons with mathematical extents or boundaries.

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.



RULER: the measuring tool used to determine distance between locations or objects on the map.

Measurements are displayed in feet, yards, and miles at the bottom left hand corner of the map screen. Click the **RULER** button and point the mouse to a start point on the map. Click and move the mouse in any direction. Single click to change direction and double click to exit the **RULER** tool and you will be able to view a blue line of your total measurement. When directions are changed in the **RULER** tool, the reading displays the length of the current segment in **black** as well as the total distance from the start point in **red**.



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.



CROSSROADS: is an identification tool used to identify intersecting streets. When you select that and click on a street it will generate a list in a pop-up window of every street that intersects the street you selected and by clicking on one of those intersections it will jump your map view to that intersection.



BUFFER: Sets your Buffer radius. Clicking on the **BUFFER** button will drop down other Buffer options to choose from allowing you to extend your buffer radius in all directions when drawing your notification area on the Dig Site Mapping display area from the center of the drawn line. (Choose your extended buffer **before** choosing your drawing tool to draw your notification area to make this expand the area).



?: QuickMap Help which shows shortcuts for the mapping area.



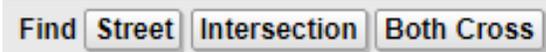
CLEAR: clears all objects, selected grids and drawn polygons in notification area from the map display.

Dig Site Mapping Overview Continued...

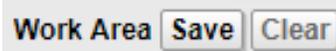


Home Tab:

FIND...



- ⇒ **STREET:** zooms and orients the map to show the street listed in your **ADDR/STREET** box. The given address range will be highlighted in **red** and/or the street will be highlighted in **red**.
- ⇒ **INTERSECTION:** finds the intersection of the road in your **ADDR/STREET** box and the road in your **CROSS 1** box, highlighting the **ADDR/STREET** listed in **red** and the **CROSS ST 1** in **green**.
- ⇒ **BOTH CROSS:** finds the **ADDR/STREET** listed between both intersections if there are streets in the **CROSS ST 1** and **CROSS ST 2** boxes. It puts a point at the intersection of your street at the **CROSS ST 1** and **CROSS ST 2** intersections on the map and highlight your **ADDR/STREET** in **red**, your **CROSS ST 1** in **green**, and your **CROSS ST 2** in **blue**.

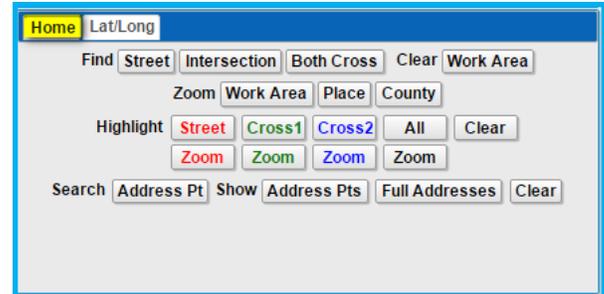


CLEAR WORK AREA: clears the blue notification area drawn on the map without clearing any highlighted streets and/or address points currently on the map.

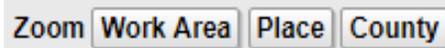
HIGHLIGHT...



- ⇒ **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).



ZOOM...



- ⇒ **WORK AREA:** centers the map on the blue notification area drawn on the map if one is selected.
- ⇒ **PLACE:** zooms and orients the map to see the entire city or township listed in your **PLACE** box
- ⇒ **COUNTY:** zooms and orients the map to the entire county listed in your **COUNTY** box.

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

NOTE: When using these 3 options it is best to always select the entire block the address falls within and turn on the **AERIAL** button to view the depth of the property (ies) so your notification area covers the entire site. These Search options will only work if that county provides us with their address point data and is to be taken as informational purposes only. You must still know where you are digging.

Dig Site Mapping Overview Continued...

Lat/Long Tab:

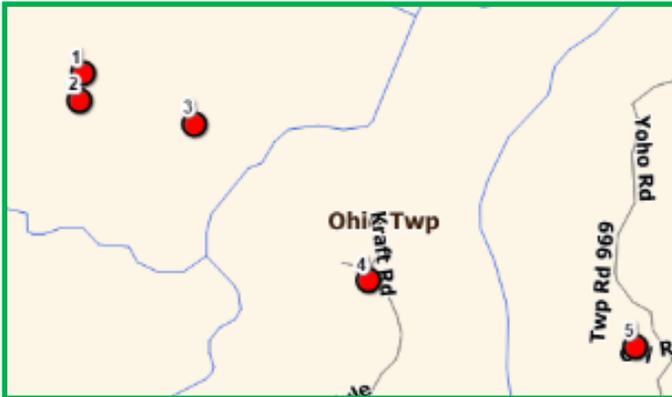


Home **Lat/Long**

Entering the Lat/Long within this area

Latitude Longitude Enter
Degrees, example: dd.dddddd OR dd mm.mmmm OR dd mm ss.ss

- Can enter 3 different formats and hit enter (dd.dddddd OR dd mm.mmmm OR dd mm ss.ss)



- A red and black circle/point will appear on the map and it will number it 1, 2, 3, 4 etc... depending how many lat/long points you enter. (example image to the left shows a ticket that within the locate description it gave 5 different lat/long points throughout its description. Just enter your first one and hit enter, then your 2nd, 3rd and so on and each time it will drop a red and black circle/point and number each one.

Save lat/long to Entire work area description?

Latitude Longitude
Degrees, example: dd.dddddd OR dd mm.mmmm OR dd mm ss.ss
Save above Lat/Long coordinates with ticket?
Clear

Save above Lat/Long coordinates 'N' or 'Y' with ticket – will save the last GPS point entered ONLY in the lat/long tab area you entered it in.

- It will ask if you want to save the lat/long to work area description after every single lat/long you enter, placing it at the bottom of your **ENTIRE WORK AREA DESCRIPTION** that you typed in. If you choose 'Yes' each time please **Do Not** also use the 'Copy Points to Location' button which does them all at once. Do one or the other or it will duplicate your information.
- It will convert the format to fit the 1st format in the lat and long tab. If you click yes to enter into the description, it will put the format the way it was entered in the **ENTIRE WORK AREA DESCRIPTION**.

CLEAR...

Clear

- ⇒ **LAT/LONG TEXT:** clears text entered into the **Latitude** and **Longitude** boxes.
- ⇒ **ALL POINTS:** clears all GPS points currently on the map.
- ⇒ **LAST POINT:** clears only the last GPS point entered.

SHOW...

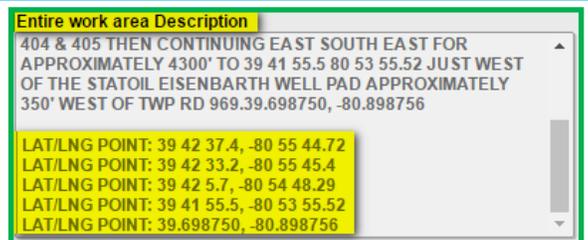
Show

- ⇒ **ALL POINTS:** centers the map around all points currently on your map.

Copy

will enter the points in the description, so if you have entered multiple lat/long points it will copy them all into the work area description box at the end of your entire work area description, **you can NOT just give lat/long points only**, still need to state your starting point, everything you need marked in-between to your ending point. If you do this option please **Do Not** also use the 'Save lat/long to Entire work area description' button after each lat/long you enter. Do one or the other or it will duplicate your information at the bottom of the **ENTIRE WORK AREA DESCRIPTION** Box.

Copy current Lat/Long text to location or copy all Lat/Long points to location?

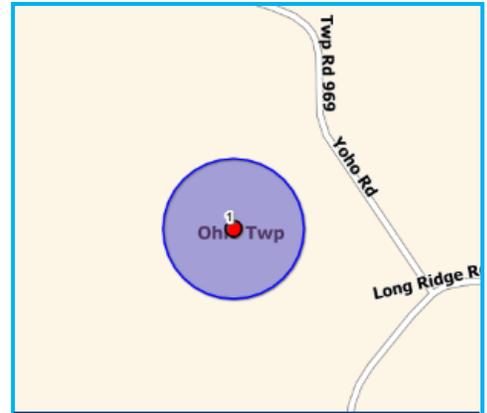


Dig Site Mapping Overview Continued...

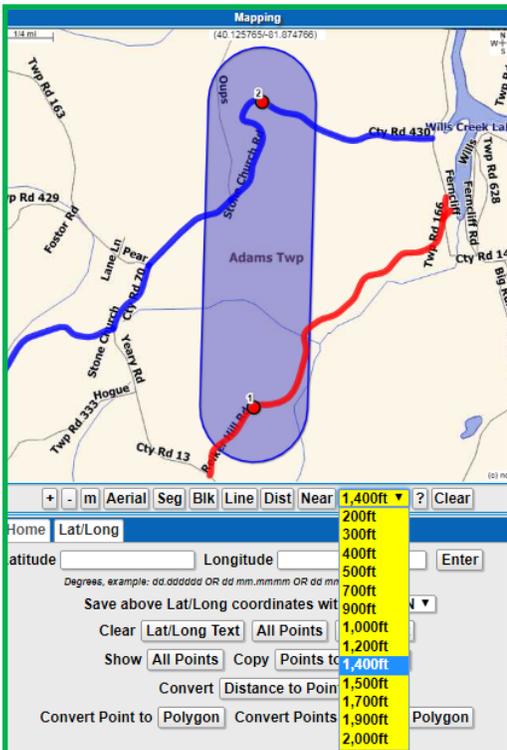
Lat/Long Tab continued:

Convert **Distance to Points**

- if measuring a distance using the 'DIST' , keeping single clicking to measure/change directions and draw a line on the map. Once done, then click the Convert Distance to Point button, this will drop points between the measured distances allowing you to eventually draw a notification area/polygon or line area using the Convert Point to Polygon or Line option button. ** See figures to the right explaining Convert Point to Polygon or Line option button **

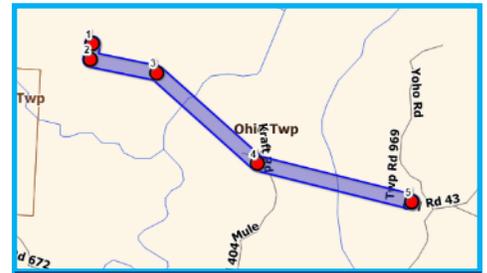


Convert Point to Polygon
draws a notification area/polygon area around a single point

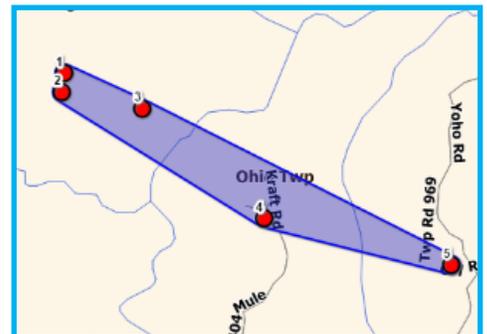


You need to change the 200ft **BUFFER** setting to a different footage before choosing any of the auto-draw tools: **CONVERT POINT TO POLYGON, CONVERT POINTS TO LINE, CONVERT POINTS TO POLYGON**, will expand the notification area to the footage selected. (Example image to the left shows 1400ft using the CONVERT POINTS TO POLYGON tool.)

Note: We suggest at least a 1400ft buffer to include any twist and turns a pipeline facility may make.



Convert Points to Line
draws a notification area/line connecting all points



Convert Points to Polygon
draws a notification area/polygon around all the points

Work Information

WORK DATE & TIME: defaults to the 48 hours only (*This cannot be changed*), Ohio State Law requires 48 hours (working days) excluding weekends and legal holidays. **ATTENTION:** If you need to request an **Emergency/Short of the 48/hr notice or Dig In** (hit underground line) you must call it in to a Customer Service Representatives at 800-362-2764 or 811.

START BY DATE: Excavation to start within ten (10) working days from the date and time of the request (This cannot be changed and the work must be started by that date & time otherwise you will need to **UPDATE** your ticket and wait another 48 hrs. for remarkings.)

WORK TYPE: Type of excavation to be performed. Common work types can be selected from the auto-populated menu or typed in manually.

NOTE: These are not considered valid work types: 'Digging', 'Excavating', 'Hole', 'Trenching' --- Please fully explain what type of work you are doing.

MEANS OF EXCAVATION: Type of equipment being used to perform excavation. Common types of equipment can be selected from the auto-populated menu or typed in manually.

WORK FOR: The company the excavator is working for, other than yourself—if for yourself leave blank.

DONE BY: Company or person who is performing the work, other than yourself— If done by yourself leave blank. **ATTENTION:** Ohio Law requires the person/company doing the work to have a ticket in their name in order to be covered under law.

There **is no piggybacking** of tickets. If you or your company is not doing the work you may still submit a ticket for your own company but the one actually doing the work must also have a ticket in their own name in order to be covered to dig.

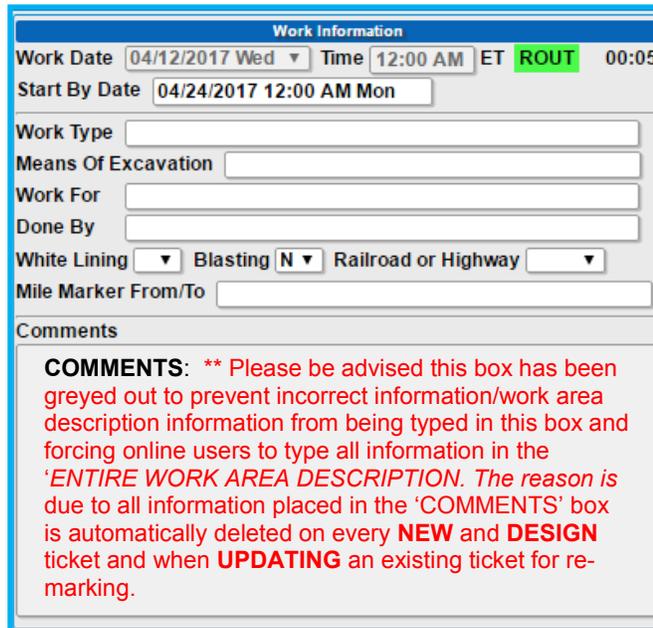
WHITE LINING: Y/N— Please choose Yes or No, based on if you have marked your notification area in white or not. ***This is a Mandatory Question and is required in order to submit the ticket ***

BLASTING: Please choose Yes or No if you are blasting (use of explosives). If you skip over this question it will auto-fill to 'N'.

RAILROAD OR HIGHWAY: Please choose from the pull down box only if applicable. If you do choose **RR or HWY** please enter the mile marker numbers (if available) in the **Mile Marker From/To** box provided.

Highways are considered to be **only:**

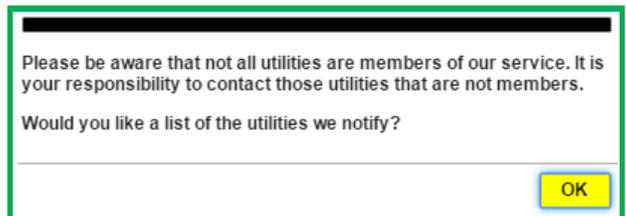
- State Routes (S R)
- US Routes (U S)
- Interstates (I)
- Turnpike (Ohio Tpkce)



MILE MARKER FROM/TO: If you know the mile markers you will be working from or to you may enter it here. NOTE: You must still describe your entire work area in the ENTIRE WORK AREA DESCRIPTION box regardless of whether or not you enter mile markers here.

Member Lookup

GET MEMBERS: Click this button to receive a listing of OHIO811 member facility owners who will receive the notification request. This command button is active **only** when the map has been accessed and a notification area has been selected. Facility owners to be notified on a notification are determined by the notification area selected on the map



Get Mbrs

GET MBRS button: Shows a listing of OHIO811 member facility owners who will receive the notification requests of the proposed excavation. Members in blue are "show codes", meaning 1 member with multiple utilities attached to the parent code. LBP (Limited Basis Participants) members are highlighted in yellow (Effective July 1, 2013 these members started receiving direct notifications from OHIO811) ***Please remember that the utility companies and the locators DO NOT see and/or get a copy of the blue 'Notification' area drawn on the map, so please describe your entire area within the ENTIRE WORK AREA DESCRIPTION box.**

Members		
Code	Name	Type
OBF	AT&T - OHIO /USIC	OTHR
EOH	DOMINION EAST OHIO - YOUNGSTOWN/USIC	NGDS
MAHPSAN	MAHONING CTY SANIT ENGS(SANITARY SEV	SNSW
MAHPW	MAHONING CTY SANITARY ENGS (WATER)	WATR
MCIP	MCI	IFBR
OED	OHIO EDISON - (USIC)	ELEC
CAM	CAMPBELL - CITY OF	WSWR

Get Mbrs Mbr Info Submit

Member Lookup Continued...

Member Contact Info					
Code	Name	Fac	Type	Group	Description
CAM	CAMPBELL - CITY OF	WSWR	RCVR	5 6	WTSW
EOH	DOMINION EAST OHIO - YOUNGSTOWN/USIC	NGDS	MREP	1	NGDS
MCIP	MCI	IFBR	MREP	4	IEFB
OBF	AT&T - OHIO /USIC	OTHR	MREP	3 4	IFOP IEFB IEPH
OED	OHIO EDISON - (USIC)	ELEC	MREP	2	ELEC

Mr Info button: Will open up another box showing the member information/codes and what type of lines they mark. For a complete list of the Group #'s (1-7) and what they mean please look at page 3 in the RTE General Information Manual.

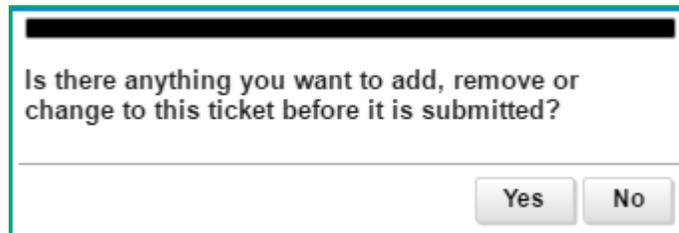
SUBMIT

Before hitting the SUBMIT button— *Please verify all information entered on the notification request is correct. before submitting: Double check the address, street name (using proper abbreviations), make sure the street names used in the ADDR/ STREET, CROSS ST 1 and CROSS ST 2 are matching the ENTIRE WORK AREA DESCRIPTION and the notification area drawn on the map, etc...*

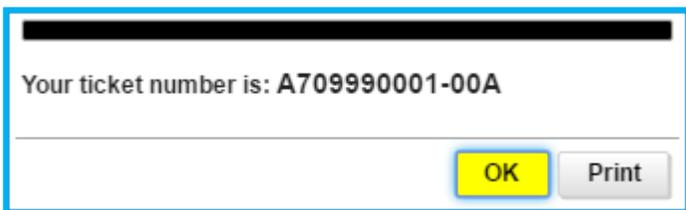
Once the SUBMIT button is selected you will receive a box stating the following:

Click **Yes** to add additional information to the notification ticket request or to be able to go back up to **Menu** button at the top left corner of the ticket to abort and go back to the **Ticket Menu** option.

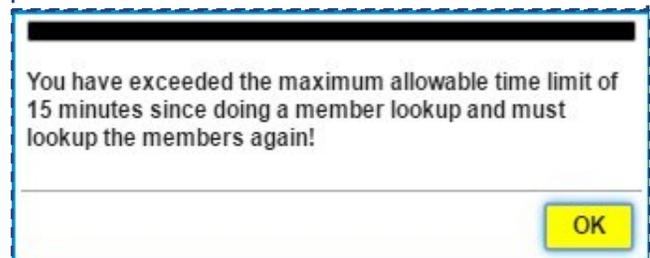
Click **No** to transmit the notification request to the member facility owners. The ticket number will be displayed after the notification prompt.



When clicking 'No' it will then give you your ticket #:



Note: If you receive this message when trying to submit a ticket please hit 'Ok' and then hit the GET MBRS button again for it to change the 48 hour notice time and then SUBMIT. You do not have to exit out of the ticket.



If you choose 'Print' another screen will open showing you the print out of the ticket . (If a separate screen does not open please check your pop-up blockers giving the screen access to open. Should see some kind of error at top of screen under web-address bar to grant permissions).

When Tickets Have Additional Requirements

Mobile Home Parks (MHP) & Apartment Complexes

When entering a ticket in a Mobile Home Park (MHP) and Apartment Complexes there are a couple of additional things to remember to do:

- ◇ If the mobile home park or complex has a *general address* you need to place that address in the **STREET** field of the ticket.
- ◇ Put the lot number *in the LOT #* box and *not* at the end of the address.
- ◇ Keep in mind when working at multiple lot numbers the same rules apply as with an address range: order the lot numbers starting with the lowest numerical lot number and ending with the highest numerical lot number with a dash in between and no spaces; and you can *only* use lot ranges if you are working on *every* lot in that range.
- ◇ Whenever doing a locate in a mobile home park or apartment complex you should always map around the entire mobile home park or complex so as not to miss any utilities that service the area. Example image is a MHP property ticket that has been mapped completely
- ◇ Also keep in mind member utilities prefer to have MHP and Apartment Complex locate requests broken down by building. If you are working around multiple buildings, you should have a separate ticket for each building.



Railroads

When entering a ticket along a railroad in addition to the required information for your location you must also provide the **Distance and direction from the nearest intersection to the railroad tracks you are working on** Please read over the example for entering this additional information.

BOTH SIDES OF THE CSX RAILROAD TRACKS LOCATED APPROX .2 MI NORTH OF TWP RD 116 ON TWP RD 43—STARTING AT TWP RD 43 AND GOING APPROX 500 FT EAST FARTHEST POINT OFF THE TRACKS: UP TO 30FT OFF EACH SIDE

New Roadway

When entering a ticket that is along a new street that is not yet in the RTE System in addition to the required information for the type of locate request you are making you must also provide:

- ◇ The road and direction the new road comes off of
- ◇ The distance and direction from an intersecting street with that road that the new road comes off of

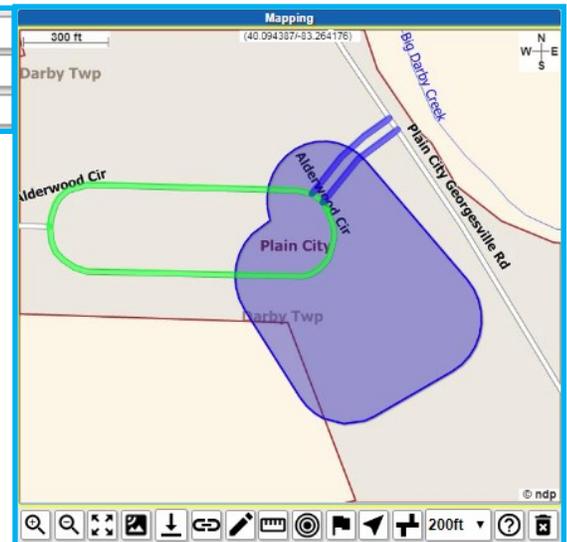
When mapping it is also important to remember to map the entire distance that you describe *including* the distance and direction from the nearest intersection to ensure all utilities involved with the new roadway are notified. Please read over the example for entering in this additional information. The image shows the proper way to map this kind of locate.

! IMPORTANT REMINDER !

NOTE: OHIO811 tries to keep the map as accurate as possible but this information is not always available. So, if you have KMZ files of the new roadway or subdivision in which you are working available and would like to provide those to OHIO811, please email those to mapping@oups.org. You will still enter your full work area description with the additional information for new streets until the new road does appear in the system.

Street	NIGHTHAWK DR
Cross St 1	ALDERWOOD CIR
Cross St 2	DARBY FIELDS BLVD

THIS LOCATION IS A NEW ROAD THAT COMES OFF THE SE SIDE OF ALDERWOOD CIR APPROX 325 FT S/SE OF THE INTERSECTION WITH DARBY FIELDS BLVD—BOTH SIDES OF THE ROAD STARTING AT THE INTERSECTION WITH ALDERWOOD CIR AND GOING APPROX 360 FT SE ENDING AT THE INTERSECTION OF NIGHTHAWK DR AND RATCLIFF LN FARTHEST POINT OFF ROAD: 30 FT



REPEAT

Full Tkt | New | **Repeat** | Update | Design | Cancel | Exit

Once you have inquired a ticket number and/or choose it out of the 'Recent Tickets' (pg 5), the ticket information will automatically be populated on the screen. Please review the notification information making sure it is the correct ticket you want to edit, then choose **REPEAT** out of the top button functions on the screen.

(Note: You will be able to retrieve tickets for 3 months from the Original call date. As long as work was started within 10 days the ticket can be repeated.)

Repeating tickets is to be used for (look at/use drop down for list below):

AREA NOT MARKED
INCOMPLETE AREA MARKED
INCORRECT AREA MARKED
OTHER

Once you are done selecting a reason and/or typing out your reason in the Additional Comments Box, you will go back to the main ticket screen, showing your message in the **COMMENTS** box

Comments
REASON FOR REPEAT: AREA NOT MARKED
REPEAT COMMENTS: TEST - TEST - TEST
* REPEAT MESSAGE, <NOW>, MBEARDMAN (ORIGINAL DATE: 03/10/2017 02:10 PM)

You must then hit the **GET MBRS** button to generate the list of members

Get Mbrs | Mbr Info | Submit

The REPEAT **Date & Time** shows the original start date and time.

Work Information
Work Date 03/24/2017 Fri Time 02:25 PM ET ROUT 28:35
Start By Date 03/24/2017 02:25 PM Fri

After hitting 'OK', the list of **Members** box will activate and you have the option to pick and choose which member facility owners you would like notify.

Your options are:

- Leave the 'Check Mark' next to the member facility owners name if wanting them to be notified/send the ticket information back out to see your repeated message and/or uncheck any of the member facility owners' name that you DO NOT want to notify/send the ticket information back out to.
- If not wanting to choose member facility owners, you can leave this area as is and the system will notify/send the ticket information back out to all member facility owners listed to see your repeat message.

PLEASE NOTE: If you need to request an **Emergency or Dig In** (hit underground line) you must call in to a Customer Service Representative at 800-362-2764 or 811.

REPEAT is NOT to be used when you need to request Re-marking. Please see **UPDATE**, pg. 19.

WARNING: You **CANNOT CHANGE ANYTHING** about existing ticket information using **REPEAT!** If information **DOES** need changed you must **CANCEL** the ticket with the incorrect information and submit a **NEW** ticket! (see **CANCEL**, pg. 20).

Reason for Repeat?
Additional Comments
If choosing 'Other' you must type a reason in the 'Additional Comments' box and if you do not this box will appear reminding you:
You must enter Additional Comments to explain Other!
OK OK Exit

After hit **GET MBRS**, this pop-up box will appear; Hit 'OK'.

Please be aware that not all utilities are members of our service. It is your responsibility to contact those utilities that are not members.
Would you like a list of the utilities we notify?
OK

Code	Group	Name	Type	Res
<input checked="" type="checkbox"/>	CSP	2 AEP COLUMBUS SOUTHERN POWE	ELEC	No
<input checked="" type="checkbox"/>	CGE	1 COLUMBIA GAS OF OH-COLUMBUS	NGDS	No
<input checked="" type="checkbox"/>	DCOP	5 DEL-CO WATER	WATR	No
<input checked="" type="checkbox"/>	DSDP	6 DELAWARE CTY REGIONAL SEWER	SN SW	No
<input checked="" type="checkbox"/>	GTO	3 4 FRONTIER COM (FORMER VERIZON	OTHR	No
<input checked="" type="checkbox"/>	PWL	2 6 POWELL - CITY OF	OTHR	No
<input checked="" type="checkbox"/>	WCOP	7 TIME WARNER CABLE - CENTRAL C	CATV	No
<input checked="" type="checkbox"/>	EMLCFM	EMAIL CONFIRMATION	OTHR	No

Get Mbrs | Mbr Info | Submit

It is strongly advised, if you are concerned with one particular facility owner, that you choose all member facility owners of utilities within the same Type category (i.e., all water, all gas, all telephones, etc) (Please refer to the **RTE General Information Manual** for listing of facility owner categories)

After you are done selecting the members, hit **SUBMIT**. You will receive this pop-up box:

Is there anything you want to add, remove or change to this ticket before it is submitted?
Yes No

After hitting 'NO', it will then resubmit your ticket with the SAME ticket #, adding on a revision of an -01A or 01B, depending on the server the ticket went out on.

Your ticket number is: A706990119-01A
OK Print

BE AWARE: If using **REPEAT** on a Ticket after it's **START BY DATE** please include the date that work began in the **COMMENTS** box. If you did not start work by the **START BY DATE** you will need to **UPDATE** your ticket (see **UPDATE**, pg 19).

UPDATE



Re-markings are only necessary if:

Ohio Revised Code: 3781.28 (A)

The markings are destroyed or removed before excavation is completed, the excavator shall notify the utility that the markings have been destroyed or removed, and the utility shall remark the approximate locations within 48 hours of the notice.

Ohio Revised Code: 3781.31 Notice of actual commencement of excavation or of removal of markings. If the crew leaves the job site for any number of consecutive days, for safety purposes it is recommended that the lines be remarked before any additional excavation commences. You will be able to retrieve and **UPDATE** tickets for 3 months from the Original call date.

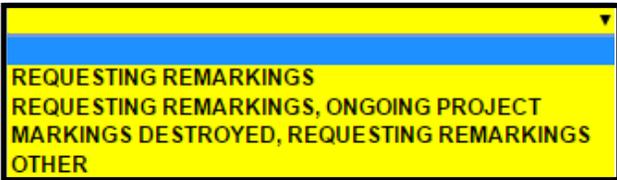
Once you have inquired a ticket number and/or choose it out of the 'Recent Tickets' (pg 5), the ticket information will automatically be populated on the screen. Please review the ticket information making sure it is the correct ticket you want to edit, then choose **UPDATE** out of the top button functions on the screen.

(Note: You will be able to retrieve and **UPDATE** tickets for 3 months from the Original call date.)

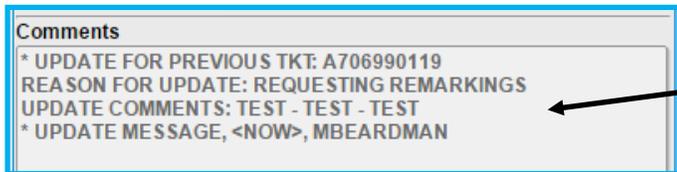
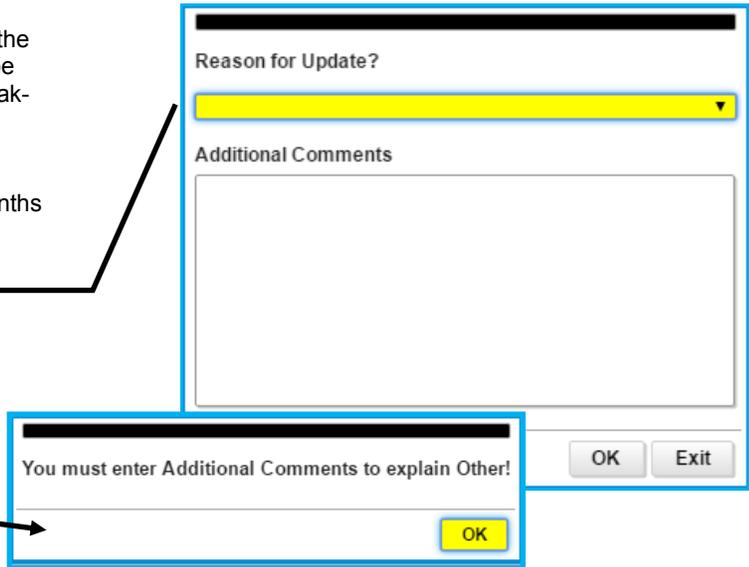
PLEASE NOTE: If you need to request an **Emergency or Dig In** (hit underground line) you must call in to a Customer Service Representative at 800-362-2764 or 811.

UPDATE is NOT to be used when an area was not marked originally. Please see REPEAT, pg. 18.

WARNING: You **CANNOT CHANGE ANYTHING** about existing ticket information using **UPDATE!** If information **DOES** need changed you must **CANCEL** the ticket with the incorrect information and submit a **NEW** ticket! (see **CANCEL**, pg. 20).



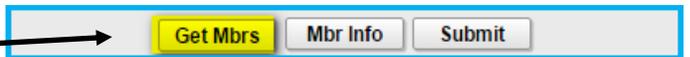
You must type a reason in the 'Additional Comments' box if choosing 'Other', if you do not, this box will appear to remind you:



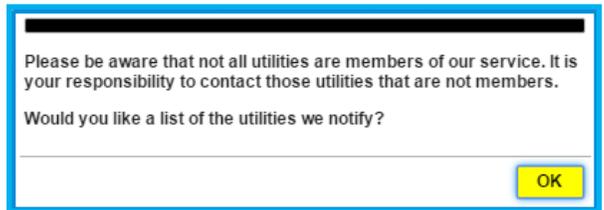
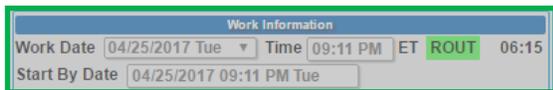
To Finish Submitting the UPDATE ticket:

Once you are done selecting a reason and/or typing out your reason in the 'Additional Comments' Box, you will go back to the main ticket screen, showing your message in the 'Comments' box

You must then hit the **GET MBRS** button to generate the list of members

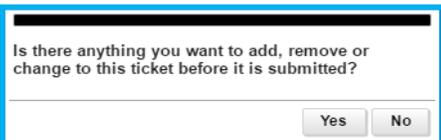


The UPDATE **Date & Time** shows the New 48 hour (two working day) notice up to ten working days, start date and time.

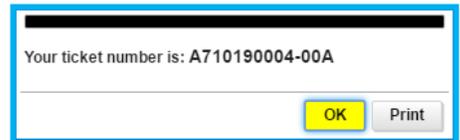


After hitting the **GET MBRS** button, this pop-up box will appear. Hit 'OK'.

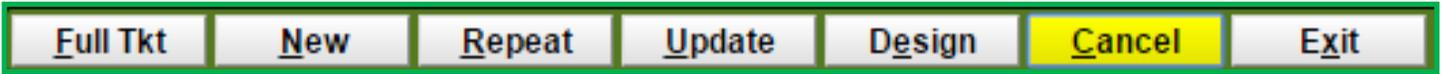
Hit **SUBMIT**. You will receive this pop-up box:



After hitting NO it will then resubmit your ticket giving you a new 48 hour (two working day) notice from the current date and time and new ticket number.



CANCEL Notification



A cancellation is a request to terminate an existing notification request. A **CANCEL Notification** request must adhere to the following criteria:

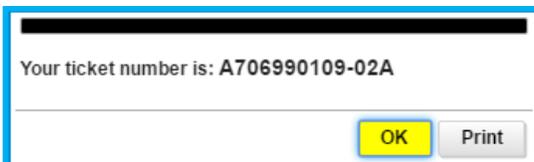
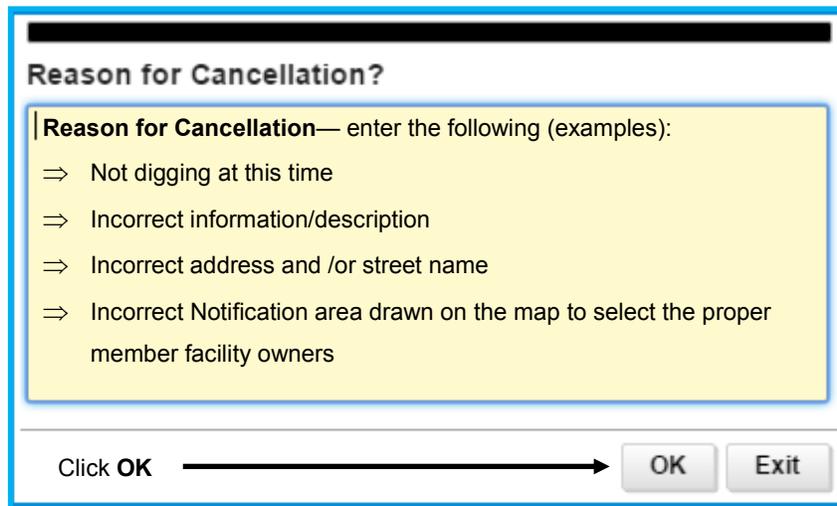
- You are not doing the excavation at this time
- You have changed the original notification area/digging description to be marked
- Incorrect Address and/or Street Name

*PLEASE NOTE: If you need to request an **Emergency or Dig In** (hit underground line) you must call in to a Customer Service Representative at 800-362-2764 or 811.*

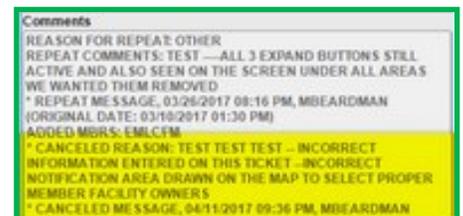
You must **ALWAYS INQUIRE** a ticket first and verify the Information.

Once you have inquired a ticket number and/or choose it out of the 'Recent Tickets' (pg 5), the ticket information will automatically be populated on the screen. Please review the ticket information making sure it is the correct ticket you want to edit, then choose **CANCEL** out of the top button functions on the screen.

After CANCEL Ticket box appears:



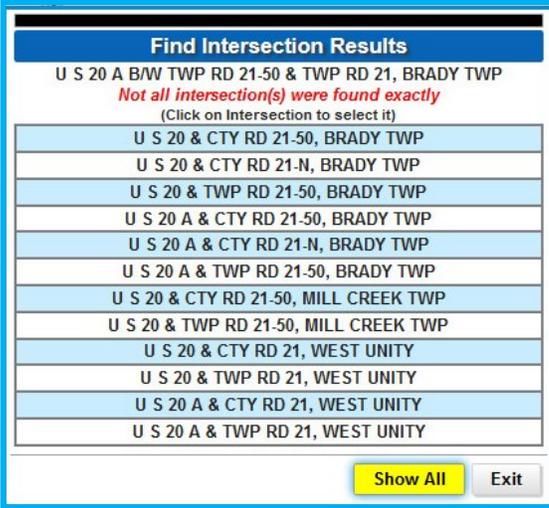
It will then pop-up a box showing you the ticket number that you just cancelled and then it will show your cancelled message in the 'Comments' box on the ticket/screen.



LOOKUP button and the different pop-up boxes you may get:

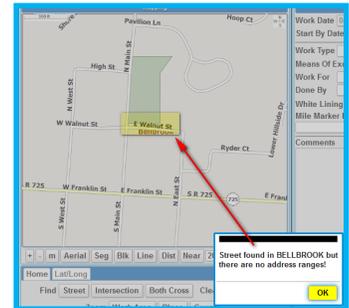
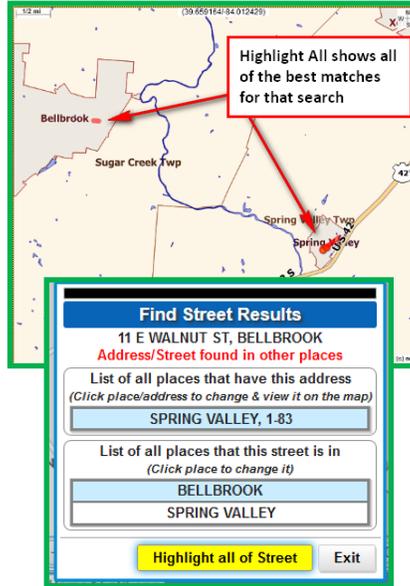
When hitting the **LOOKUP** Button:

If you hit the **LOOKUP** button and receive this pop-up—that means that it is finding the streets you have typed in the ADDR/ STREET, CROSS ST 1 AND CROSS ST 2 intersecting more than once or in more than one PLACE name (City/ Township), just hit **'Show All'** and then zoom into your area from that point and draw you notification area.



If you hit the **LOOKUP** button and receive this pop-up—that means that the ADDR/STREET may also fall in another area (City/Township). As always please know where you are digging and choose the proper PLACE name (City/Township). You have 2 options, to do you can hit 'Highlight all of the Streets' and make your notification area selection by zooming in from there or choose a Place name by clicking on it.

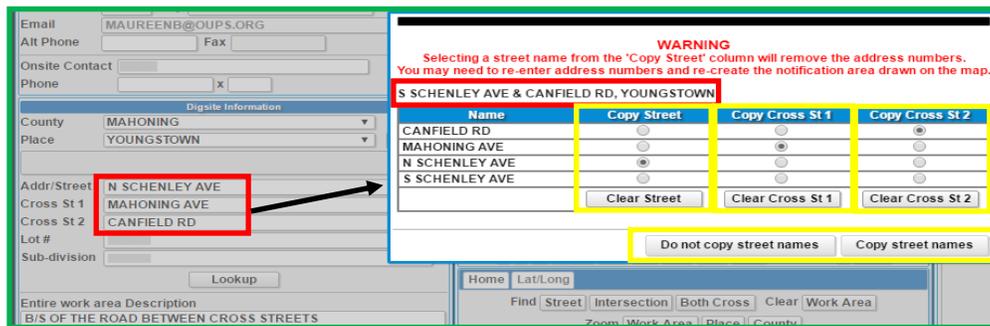
Choosing 'Highlight all of the Street'



Or if you choose a certain **Place name (City/ Township)** it will zoom you to that street on the map within that Place name (City or Township) you chose and then you can draw your notification area from there.

If you hit the **LOOKUP** button and receive this pop-up—that means that it is finding that the ADDR/STREET name is not matching with one of the intersections you are stating it intersects with.

Example below is: Stating you are digging on N Schenley Ave between Mahoning Ave and Canfield Rd—when the 'Lookup' button is hit, it is finding that N Schenley Ave does not intersect with Canfield Rd but a S Schenley Ave intersects with both cross streets you listed. This then allows you to correct the street names by selecting the correct row/street name for each street you want to copy ('Copy Street', 'Copy Cross St 1' or 'Copy Cross St 2'). Once you have selected all street boxes you need to copy, click the **'Copy street names'** button to make the proper changes or choose **'Do not copy street names'** and everything stays as you typed it. Please make sure to read the warning message if you have an address typed in the Addr/Street box.



When an address is found more than once:

If you hit the **LOOKUP** button and receive this pop-up—that means that this address is being found in more than 1 block.

As always it is your responsibility to know which block that address falls, if unsure select them all when drawing your notification area on the map using either the **DRAW** tool (single click to draw and double click to fill) or the **BLOCK** tool (which selects entire blocks intersection to intersection).

LOOKUP button and the different pop-up boxes you may get continued...

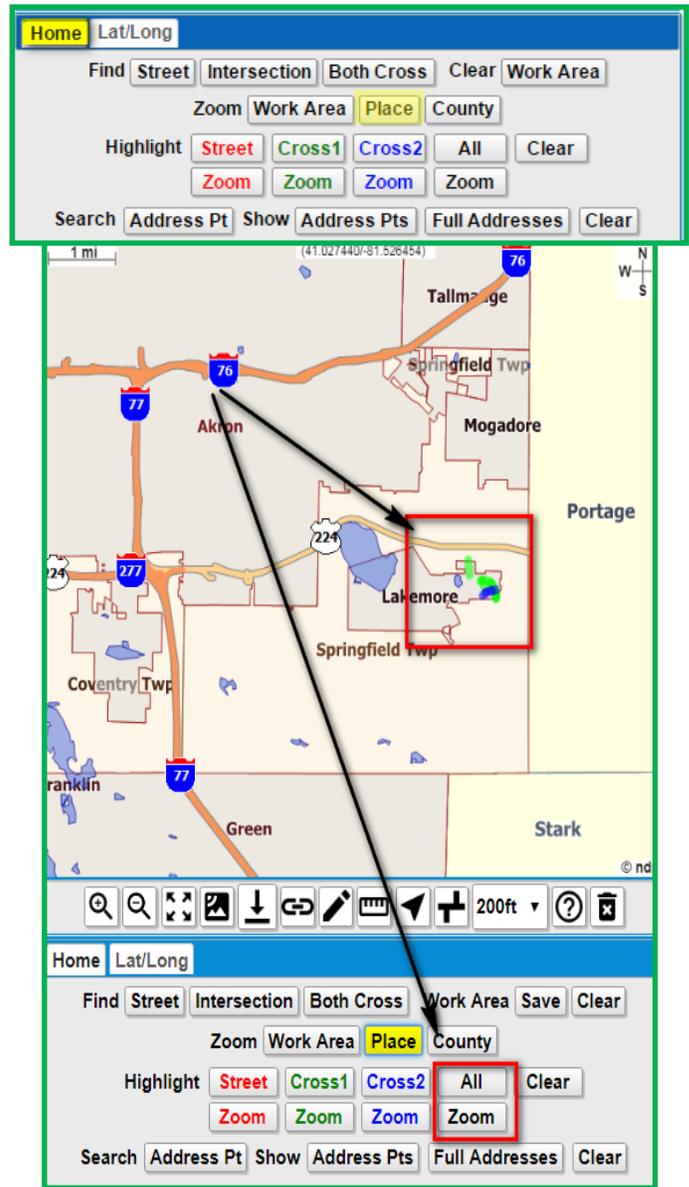
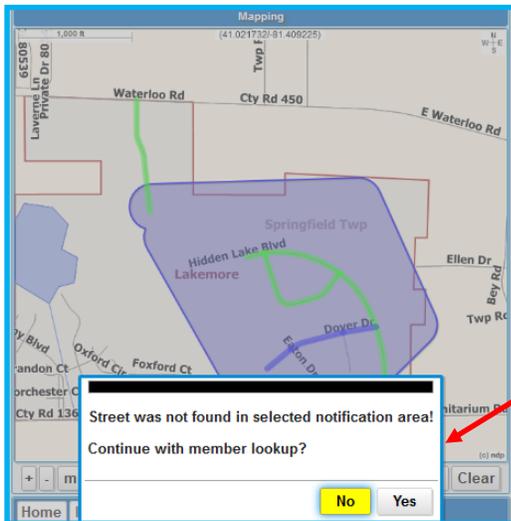
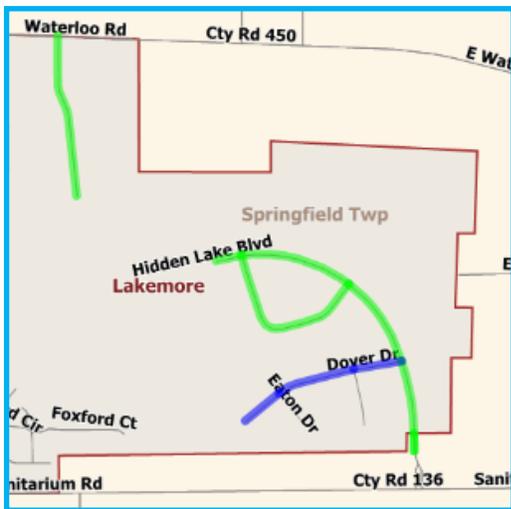
When a street name is not found:



If you hit the **LOOKUP** button and receive this pop-up—that means that it is not finding your **ADDR/STREET** intersecting with either of your cross streets (**CROSS ST 1** and **CROSS ST 2**).

Click 'Ok' and follow these steps to help guide you to find your area due to whether it is a brand new street, named alley way or a private drive that we do not have in our mapping database at this time.

1. Below the map choose **PLACE** under the 'Home' tab to zoom you to the place name you have entered in the **PLACE** field.
2. Click on **CROSS1** and **CROSS2** to highlight your cross streets **Green** and **Blue** respectively. Then, once you find your cross streets, you can hit the **ZOOM** under the **ALL** button and it will zoom you to that area. You can then manually draw the notification area for where the unfound street falls on the map. Remember, you can turn on the aerial view to see layout of the land and surrounding streets etc. The image below depicts what it zooms into after hitting the **ZOOM** under the **ALL** button.



After you finish drawing your notification area on the map, filling out the ticket, and hit the **GET MBRS** button, you will then receive this pop-up message.

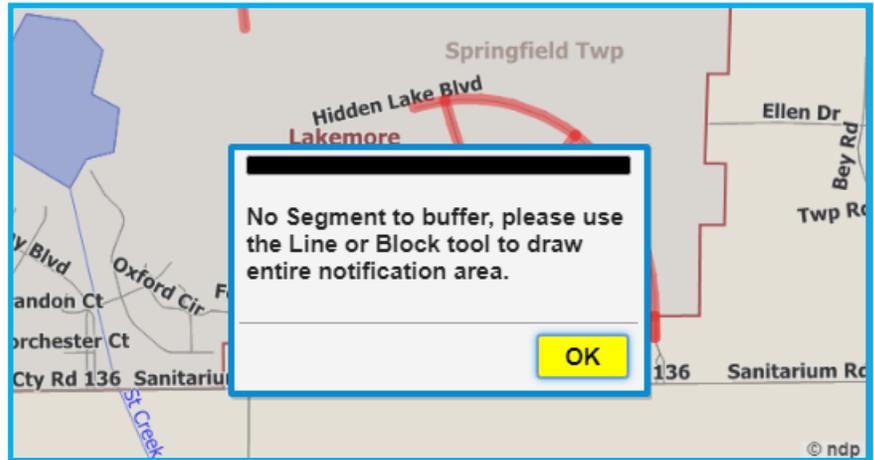
Choose 'Yes' to continue to receive the list of members and submit the ticket.

Choose 'No' if you feel you have entered incorrect information and need to fix street name, notification area drawn on the map or whatever it is on the ticket.

LOOKUP button and the different pop-up boxes you may get continued...

Tips when hitting the SEGMENT option below the map:

If there is a section of roadway highlighted in red like within this image, and you hit the **SEGMENT** option below the map, you receive this pop-up, hit 'OK'. You must then manually draw the notification area on the map using either the **DRAW** tool (single click to draw and double click to fill) or the **BLOCK** tool (which selects entire blocks from intersection to intersection).

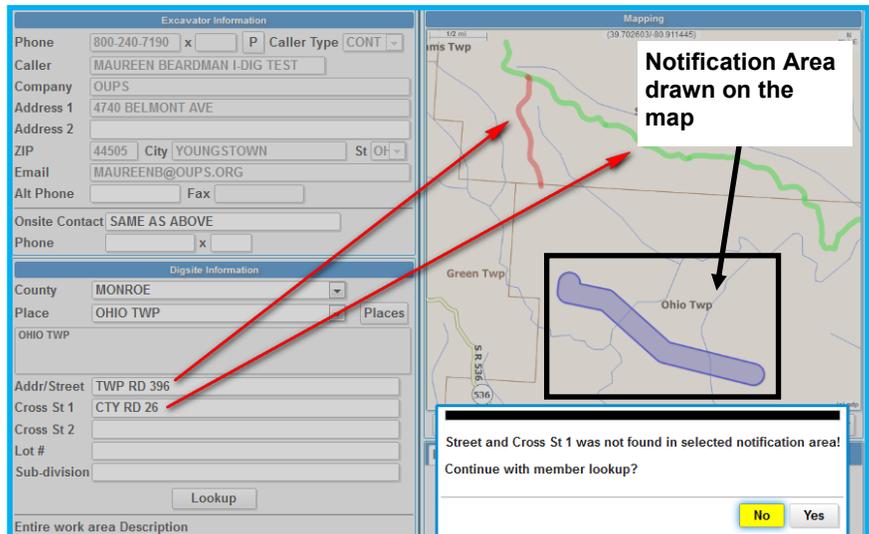


When hitting the GET MBRS button:

If you get this pop-up when you hit the **GET MBRS** button, it means the street names you have typed in the **ADDR/STREET**, **CROSS ST 1** and/or **CROSS ST 2** boxes are not touching the blue notification area drawn on the map.

Selecting 'No' will bring you back to the ticket screen without pulling up a Member list. If you choose 'Yes', it will generate the list of Members to be notified, and you can continue with submitting the ticket information.

Note: This image example is from a Cross Country Pipeline locate.



ADDITIONAL TIPS

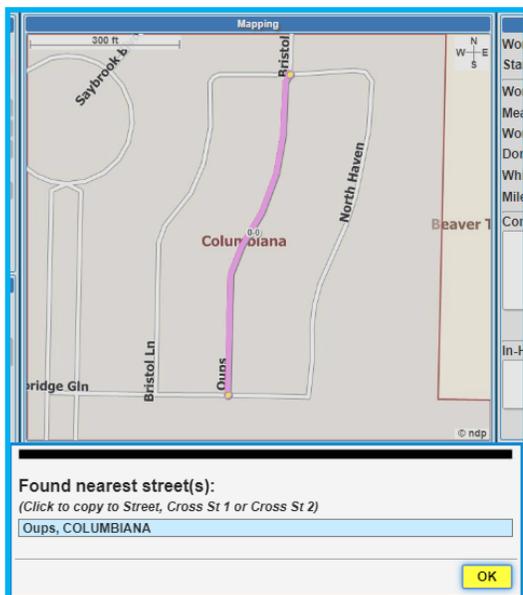
Road named Oups in map:

Occasionally you may see a road named "Oups" (see figure to left).

These are roads that the mapping department of OHIO811 have not yet received the names of from the county. These roads must be treated like New Roadways (see pg. 17).

Length of Tickets:

A single ticket should not exceed 1/4 mile in length or should be from one cross street to the next. This gives utility companies and locators a chance to respond in a timely manner and to keep your work moving.



There are 2 different ways you can use the Ticket Search Program: You can either download this Ticket Search program (to your C: Drive) or you can access the web based HTML5 version.

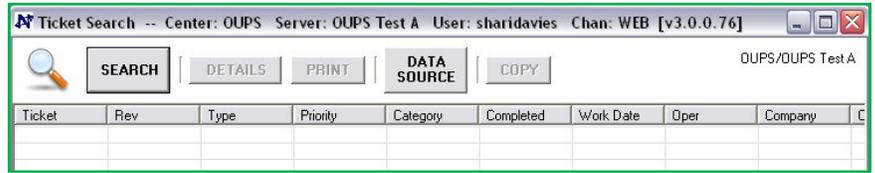
Any notification requests submitted by your company that **WERE** created within the Newtin system are available to you, free of charge, by using **Ticket Search**. Those **NOT** created within the Newtin software are available from the OHIO811 archives. Should an archived ticket search be required, contact OHIO811 at 800-362-2764 or 811. *Please note: A nominal search fee will apply.*

(The images on pgs 24-25 are from the downloadable version, see the bottom of page 25 for the HTML5 web based version)

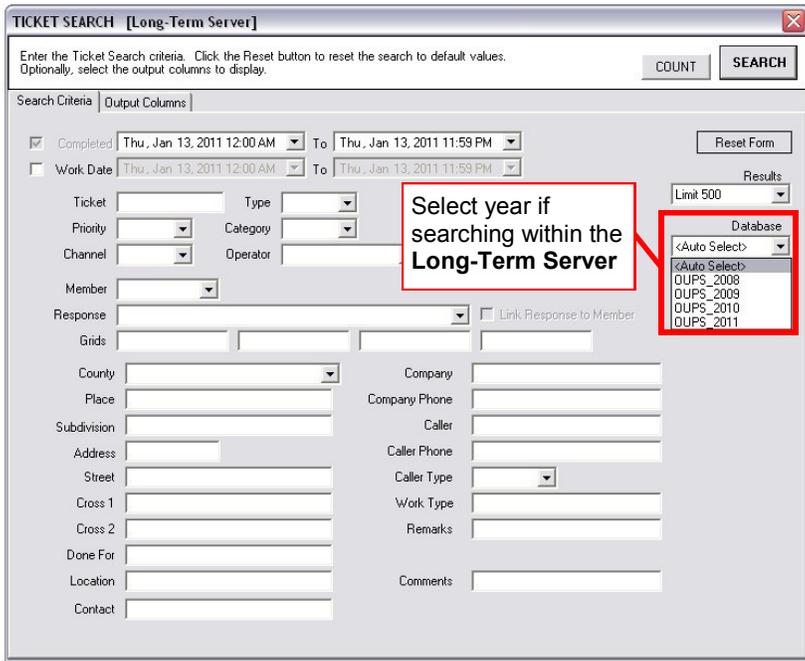
Ticket search Downloadable Version

There are two (2) ways to search for tickets.

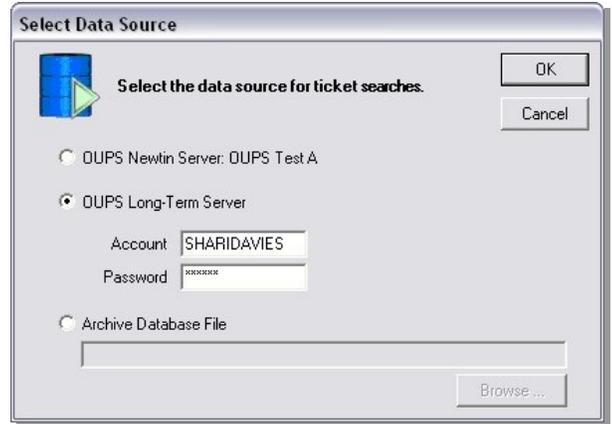
- Within 90 days of the current date
- Long Term Server Search



To search for notification requests, **within** 90 days of the current date, click **Search** and the **Search Criteria** window will appear.

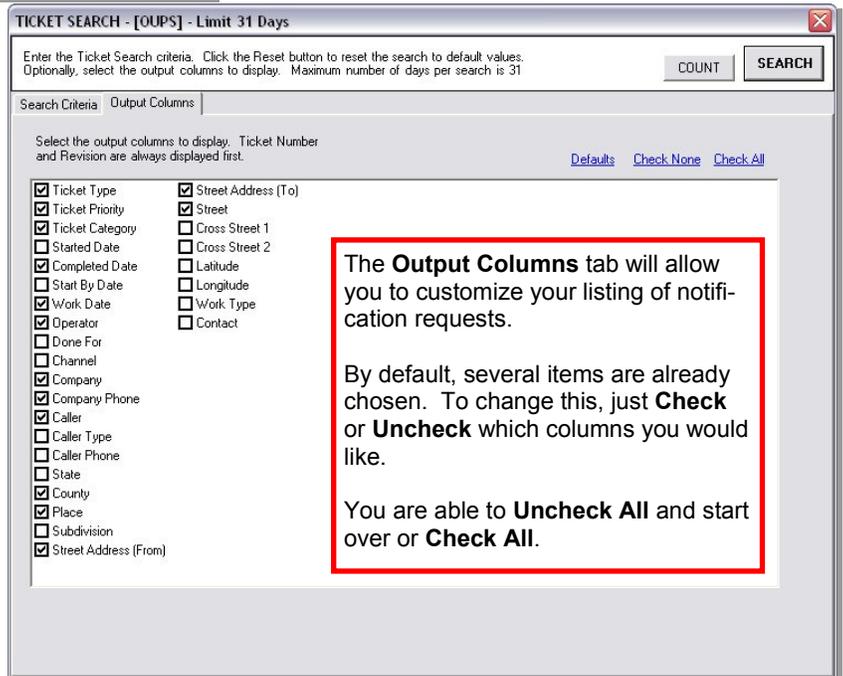


To search for notification requests that are **over** 90 days of the current date, click on **Data Source**. This will bring up a **Select Data Source** window. Choose **OUPS Long-Term Server**, it may prompt you for your username and password. Once chosen and entered, please click **OK** and you will be able to choose a year within in the **Search Criteria** window from which to search for the notification requests.



On the **Search Criteria** window you will be able to enter a date range and search such things as: a Locate Request Number, County, Place, Street name, etc.

Once you have entered a **Search Criteria**, either continue on to **Output Columns** or choose **Search**.



Ticket	Rev	Type	Priority	Category	Completed	Work Date	Oper	Company	Company Phone	Caller
A101390001	00A	NEW	ROUT	LREQ	2011-01-13 09:42	2011-01-17 09:54	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390002	00A	NEW	ROUT	LREQ	2011-01-13 09:51	2011-01-17 10:04	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390002	01A	CNCL	ROUT	LREQ	2011-01-13 10:52	2011-01-17 10:04	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390003	00A	NEW	ROUT	LREQ	2011-01-13 09:56	2011-01-17 10:11	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390003	01A	REPT	ROUT	LREQ	2011-01-13 09:56	2011-01-17 10:11	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390004	00A	NEW	ROUT	LREQ	2011-01-13 09:58	2011-01-17 10:13	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390004	01A	REPT	ROUT	LREQ	2011-01-13 09:59	2011-01-17 10:13	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE
A101390005	00A	UPDT	ROUT	LREQ	2011-01-13 10:35	2011-01-17 10:35	SHARIDAVIES	OUPS	3305457234	SHARI DAVIE

On the **Ticket Listing** window you will be able to preview information on all notification requests that meet your **Search Criteria**.

To view detailed information concerning a particular notification, select it and then click on **Details** or double click on it.

A second window will appear, and you will be able **Save** or **Print** this information.

To print tickets from the **Ticket Listing** window, click the **Print** button. Specify if you want to **Print Ticket List** or the ticket details. All tickets will print unless **Print Selected Tickets Only** is checked. To print multiple tickets at one time, hold the **'Ctrl'** button, click on each ticket needing to be printed and click **Print**. Be sure **Print Selected Tickets Only** is checked.

Print Selection

Print Ticket List
 Print Tickets

Include Ticket Details
 Member Deliveries

Include Map

Print Selected Tickets Only

Details: Ticket A101390002-01A

Ticket | Comments | Members | Grids | MAP

Include All Ticket Details
 Include Deliveries

#BRCOD 00001 OUPSa 01/13/11 10:52:04 A101390002-01A ROUT CNCL POLY LREQ

Ticket : A101390002 Rev: 01A Taken: 01/13/11 10:52 AM Channel: WEB
 Old Tks: A101390002 Taken: 01/13/11 09:49 AM

State: OH City: TRUMBULL Place: LIBERTY TWP

Address : 4740 Street: BELMONT AVE
 Cross 1 : S R 304 Intersection: N

Rail/Bwp: Belmacr(s):
 Where : FRONT OF PROPERTY

WorkType: BURY CABLE TV
 Done For:
 Done by :
 Whitelined: N Blasting: N
 Means of Excavation: DIRECTIONAL BORE & PLOW

Work date: 01/17/11 10:04 AM Meet: N

Best Fit: 41.174273/-80.665414 41.161733/-80.665577
 : 41.174254/-80.663930 41.161714/-80.664093

Comments: * CANCELED REASON: NOT DIGGING AT THIS TIME
 : * CANCELED MESSAGE, 01/13/11 10:51 AM, SHARIDAVIES

Caller : SHARI DAVIES Phone: 330-545-7234
 Company : OUPS
 Co addr : 4740 BELMONT AVE
 City : YOUNGSTOWN St: OH Zip: 44505
 Alt Tel#:
 Email: SHARID@OUPS.ORG

Copy to Clipboard

Text Format

Plain Text
 Compatible with Pasting into Excel Spreadsheet

Include Column Headers

Copy Selected Item(s) Only

STA

To copy tickets from the **Ticket Listing** window to a text file or Excel file, click the **Copy** button. Specify the format and if Column Headers are needed as well. Specify only the selected tickets and then click **Copy**. Open the desired program, right click and choose **Paste**.

Ticket search HTML5 Version

Ticket search HTML5 - follow the steps below:

http://longterm.oups.org/newinweb/OUPS_TicketSearch.html and enter your login account information. (Works on all browsers ** Please note if you are using IE you will need IE 9 or greater.**)

Once logged in you can enter a date range to get tickets that your company called in. To be more specific you can put the actual ticket #.

You must always put a date into the completed field for a search to work (It can be any date). Then put in a ticket # if searching for a specific #.

Ticket Search

Search Criteria

Columns | Reset | Count | Search

Completed Time Through Time Same Day

Work Date Time Through Time Same Day
(Blank times indicate all day. End times such as 2 AM do not include the full hour, rather ends at 2:00 AM not at 2:59:59 AM.)

Ticket Number
(You must indicate which year the ticket was taken by entering dates above for completed, but only the year portion is used when searching by ticket number.)

Ticket Type
 Ticket Priority
 Ticket Category
 Channel
 Operator
 Grid
 Member Must show Must Deliver

Response
 Link Response to Member

Company
 Company Phone
 Caller
 Caller Phone
 Caller Type
 Work Type
 Blasting

County
 Place
 Subdivision
 Address
 Street
 Cross 1
 Done For
 Location
 Comments

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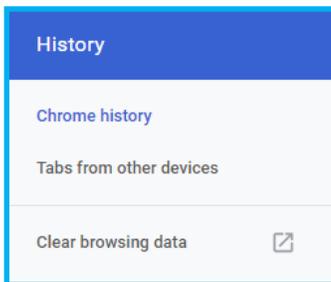
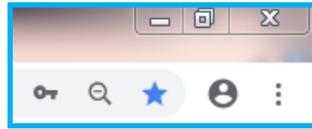
Troubleshooting Issues with the RTE System

If you are having issues with the RTE System, please execute the following and most common solution:

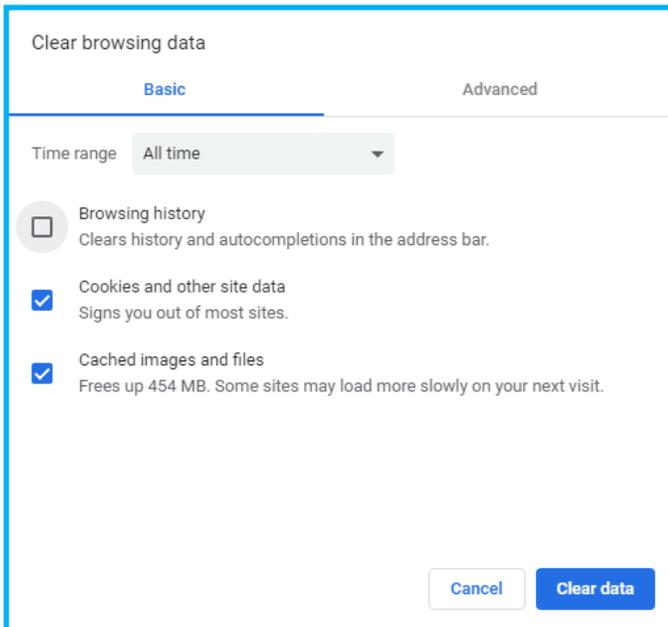
When having issues with the RTE System the most common reason is a communication interference between your browser and the database. To remedy this you will need to clear your browser's cookies and cache data. To do this on your browser execute the following:

On Google Chrome—

Below the X at the top right corner of your browser click on the three dots to open the drop down menu. Hover over and click on 'History'



Once the History page has loaded, select 'Clear browsing data' found on the left side of the page. A pop-up box will appear.

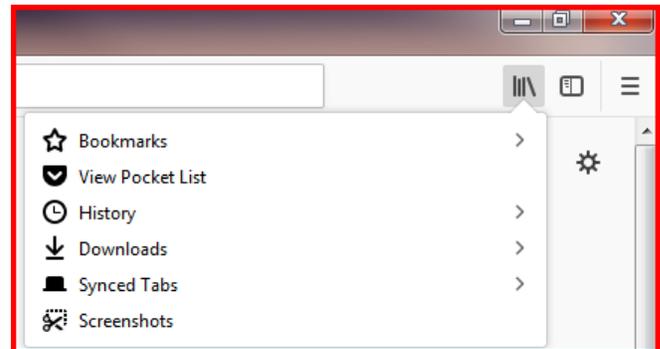


Make sure the 'Cookies and other site data' and 'Cached images and files' are both checked, then hit 'Clear data'.

After this you will need to close out of the browser and re-launch it.

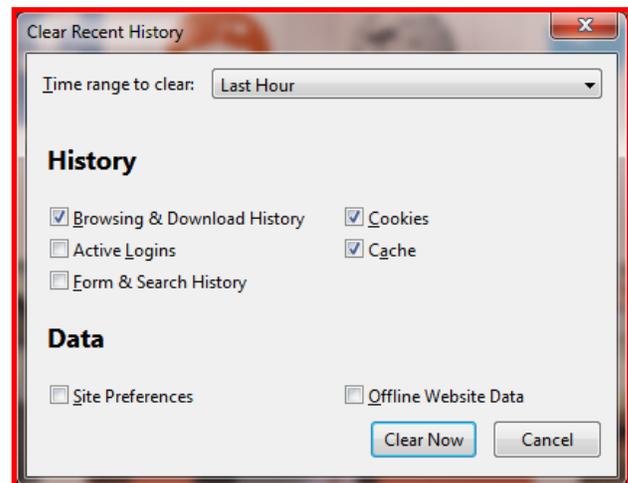
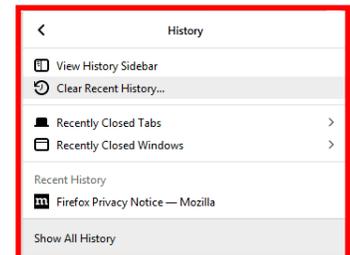
On Firefox—

Below the X at the top right corner of your browser click on the icon that looks like books on a shelf to open the drop down menu. Hover over and click on 'History'



The History menu will appear in it's place, select 'Clear Recent History...'

A pop-up box will appear.



Make sure the 'Browsing & Download History', 'Cookies', and 'Cache' are all checked, then hit 'Clear Now'.

After this you will need to close out of the browser and re-launch it.

If the above solution does not fix your issue or you are using a different browser than these two and cannot find how to do this on your browser, feel free to contact us so that we may help you find a solution.

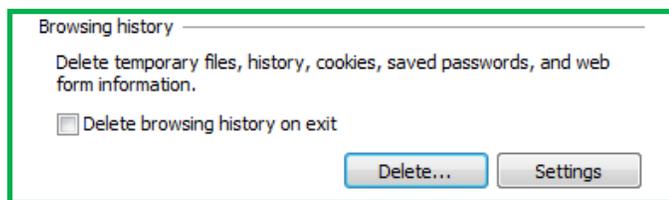
Troubleshooting Issues with the RTE System continued...

If you are having issues with the RTE System, please execute the following and most common solution:

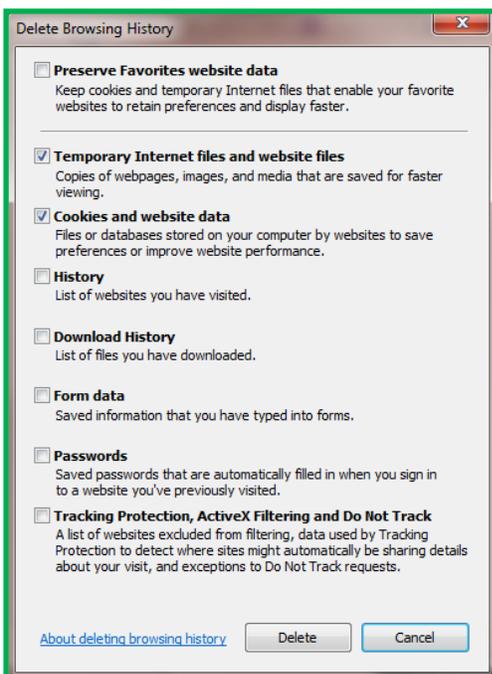
When having issues with the RTE System the most common reason is a communication interference between your browser and the database. To remedy this you will need to clear your browser's cookies and cache data. To do this on your browser execute the following:

On Internet Explorer—

Below the X at the top right corner of your browser click on the gear.



In the pop-up box under 'Browsing History' click 'Delete...'

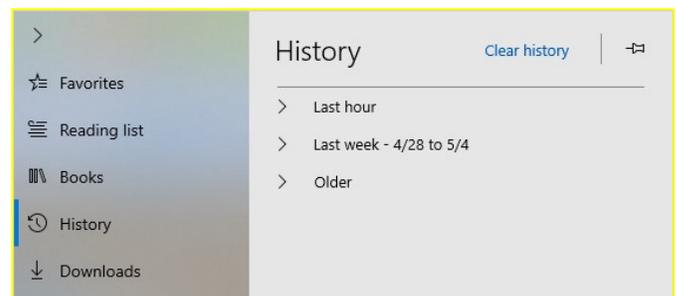
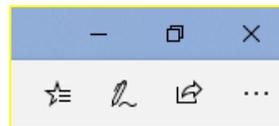


In the new pop-up box make sure 'Temporary Internet files and website files' and 'Cookies and website data' are checked and that 'Preserve Favorites website data' is ***not***. Click on 'Delete'.

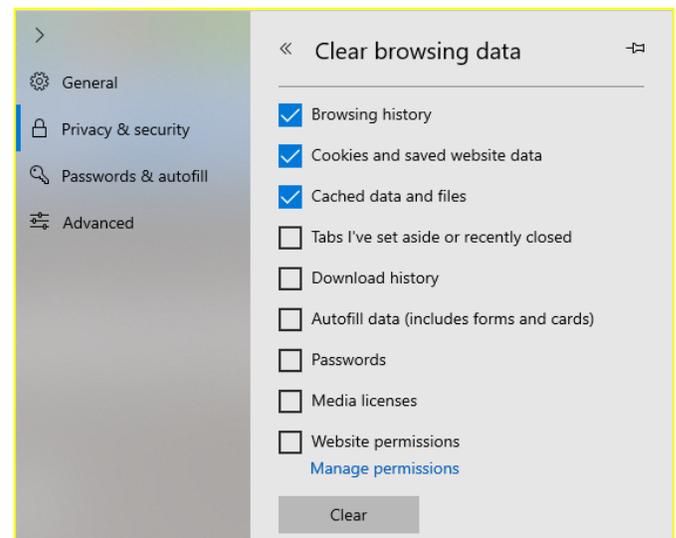
After this you will need to close out of the browser and re-launch it.

On Microsoft Edge—

Below the X at the top right corner of your browser click on the star to open the favorites page, then click 'History' to open the History list.



At the top of the History list click 'Clear history'.



In the 'Clear browsing data' list make sure 'Browsing history', 'Cookies and saved website data', and 'Cached data and files' are checked, then click 'Clear'.

Once Microsoft Edge completes clearing the browsing data it will say, "All Clear!"

After this you will need to close out of the browser and re-launch it.

If the above solution does not fix your issue or you are using a different browser than these two and cannot find how to do this on your browser, feel free to contact us so that we may help you find a solution.

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 discover mistakes you have made when submitting tickets 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. It will explain the issue with the ticket, and the 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 or member facility owners being notified we will send you an **educational email** with your ticket number explaining the issue found. This email is just a reminder about the proper way to enter this kind of locate request in the future.

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

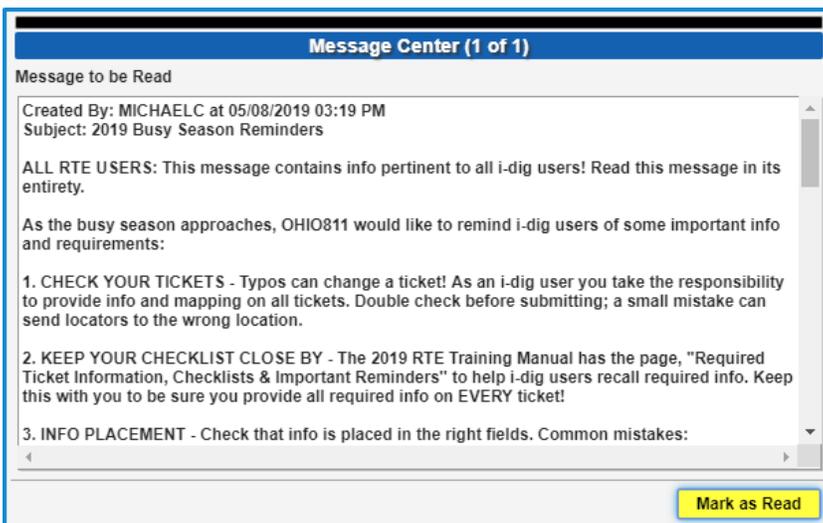
MAJOR: If the issue with your ticket has not been resolved by the day after our first attempt to contact you we will attempt to contact you via phone. If unanswered, we will contact you via email.

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 there is no response by the second day after 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's time you will be required to take the RTE Training Program **AGAIN** before the account will be reactivated. **If this becomes a continuous occurrence an extended suspension or termination of your account may need to be enforced.**



BE AWARE: When logging in after you have confirmed your contact information and before you reach the ticket entry screen, if you receive a pop-up message from Message Center (see figure to left), the i-dig department has sent all users some important information.

NOTE: You **will not** be able to return to this message after you have clicked 'Mark as Read' so always read the message in its entirety **before** clicking 'Mark as Read'.

YOU ARE RESPONSIBLE FOR THIS INFO! By clicking 'Mark as Read' you have confirmed you have read all the information in the message.

OHIO811 RTE USE POLICIES

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 **Temporarily suspended immediately** 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's time 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

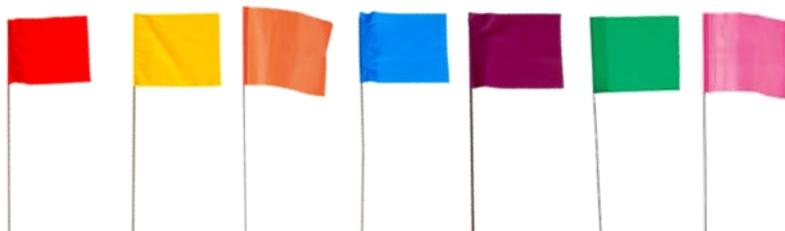
IF ANOTHER CONTRACTOR IS DOING THE WORK—

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.





i-dig FAQs

Below is a list of the most common questions asked about i-dig and the RTE system.



Q: I can't remember my account name and/or password, how can I recover my account information?

A: 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.

Q: I keep getting an error message when trying to log in, what can I do?

A: Make sure you are using the correct account name and password. Passwords are case sensitive but the account name will only allow you to type in all uppercase, so make sure your caps lock is not on. If you are still having issues logging in please call into the I-Dig Department at 1-800-240-7190 between the hours of 8 am and 4:30 pm Monday through Friday.

Q: I recently changed companies and would like to continue to use my i-dig account at the new company, how can I change all my account information?

A: To change 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. Any information on your account profile can be changed other than the account name itself.

Q: I have an i-dig account and so does someone else in the same company also does, how can we view and edit each other's tickets?

A: In order to view and edit each other's tickets your company name will have to match identically in the ticket entry system. Check to see how your company is listed on each account (this can be seen in the *Excavator Information* section of the ticket entry screen when entering a new ticket or the *Verify Account Information* popup box upon log in). If you need to have a company name changed to match another user within the same company, please have the account holder whose company name needs changed 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.

Q: I am an existing i-dig user and I have a second company I also work for that I enter tickets for, can I have more than one i-dig account?

A: Yes, you must have a separate account for each company for which you enter tickets. Please call into the I-dig Department at 1-800-240-7190 between the hours of 8 am and 4:30 pm Monday through Friday to request a link to create a second account for the other company.

Q: I failed the questionnaire twice and now it won't let me take it again, what can I do?

A: There is a 2 failure limit to the questionnaire within a 24-hr period, after which you will be locked out of the questionnaire until the following day. It is recommended to review, study, and prepare to take the questionnaire again tomorrow.

Q: I had an i-dig account a while ago and have not used it in over a year, can I recover that account information?

A: Unfortunately, no. If an i-dig account is inactive for a full calendar year or longer, the account will be deleted during the system-wide clean up. Your account most likely no longer exists and you will need to retake the training and create a new account and password. This policy is to help ensure that all users of the ticket entry system are up to date on system usage, tools, and policies.

Q: I received an email saying my account has been suspended, how can I get it reactivated?

A: 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 to have your account reactivated. The process in which accounts are reactivated is dependent on the circumstances of the suspension:

- 1) If your account was suspended due to non-reaction and/or response to our attempts to contact you regarding a ticket, we will need to discuss the ticket issue in order to clarify or correct information and/or mapping before the account can be reactivated.
- 2) If your account was suspended due to the discovery of another person using your account, you will need to change your password before the account can be reactivated.
- 3) If your account was suspended due to frequent suspension (2 or more within a month), you will need to retake the training and pass the questionnaire *again* before your account can be reactivated.

Q: I received an email from the i-dig department saying something was incorrect on a ticket I submitted, but I'm showing all the information provided is correct, what should I do?

A: Please call into the I-Dig Department at 1-800-240-7190 between the hours of 8 am and 4:30 pm Monday through Friday and inform us that the information is correct. The I-Dig Department is a service designed to help ensure ticket quality; the information you have as a contractor may be more recent than what the system shows, in cases such as this OHIO811 may only need verification.

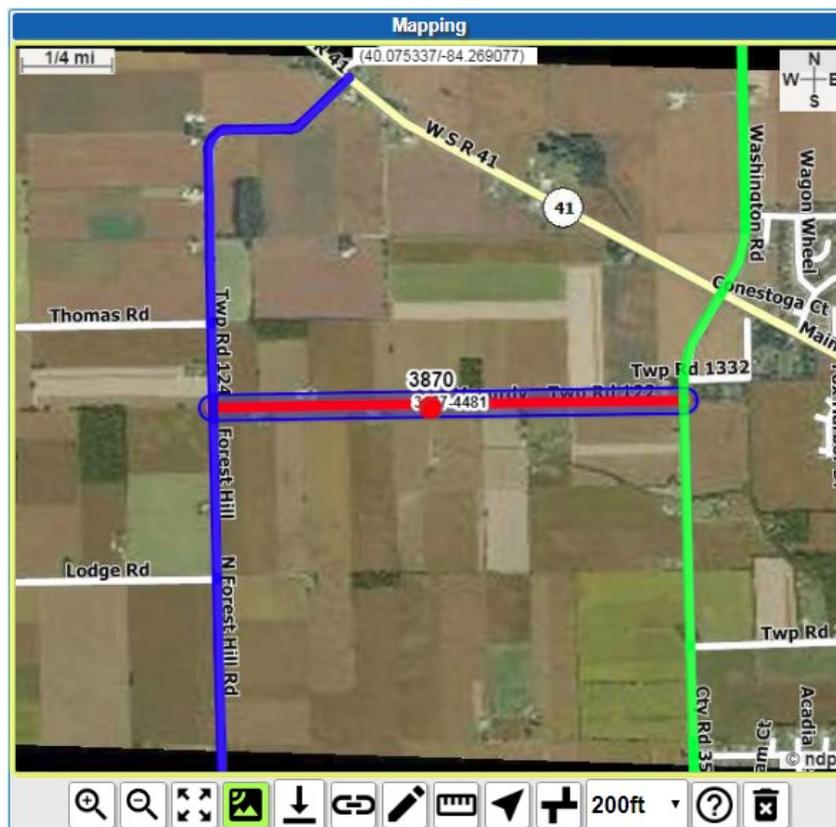
The following examples have been provided to give you an idea as to the general steps to submit accurate and correct locates. This is not an exhaustive list and will not cover every possible step that your locate may have to take.

If you have an issue or question about how to submit your locate properly while using the RTE System **STOP** and call the i-dig department so we can walk you through your locate request to prevent incorrect tickets from being submitted and so you know how to do it properly the next time.

Digsite Information	
County	MIAMI
Place	CONCORD TWP Places
Addr/Street	3870 MCCURDY RD
Cross St 1	WASHINGTON RD
Cross St 2	N FOREST HILL RD
Lot #	
Sub-division	
Lookup	
Entire work area Description	
FRONT OF PROPERTY - LOCATE 50 FT EACH SIDE OF LANE FARTEST POINT OFF ROAD: APPROX 15 FT DISTANCE FROM CROSS STREET: BETWEEN	
Expanded Word List	

Single Address

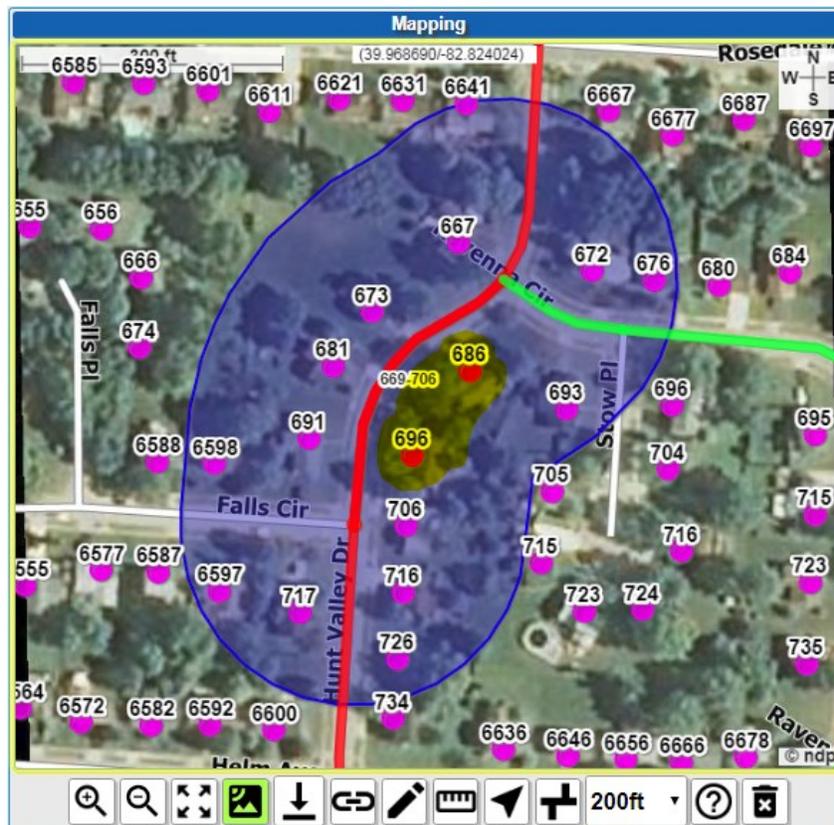
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Click **SHOW ADDRESS PT** to confirm in correct area
- 5) Use **DRAW** or **BLOCK** tools to map entire road in front of address making sure to draw furthest distance off road or increasing your **BUFFER** setting to the next setting *above* your furthest point off road before using your **BLOCK** tool to ensure the entire work area described in the **ENTIRE WORKAREA DESCRIPTION** field is covered by the blue notification area.
- 6) Confirm your entire area is covered using the **AERIAL** tool to verify
- 7) **GET MBRS**
- 8) **SUBMIT** ticket



Digsite Information	
County	FRANKLIN
Place	REYNOLDSBURG <input type="button" value="Places"/>
Addr/Street	686-696 HUNT VALLEY DR
Cross St 1	RAVENNA CIR
Cross St 2	
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
ENTIRE PROPERTY TO INCLUDE THE ROADWAY FARTHEST POINT OFF ROAD: LESS THAN 200 FT DISTANCE FROM CROSS STREET: SOUTH OF AREA IS MARKED WITH WHITE PAINT AND STAKES	
<input type="button" value="Expanded Word List"/>	

Address Range

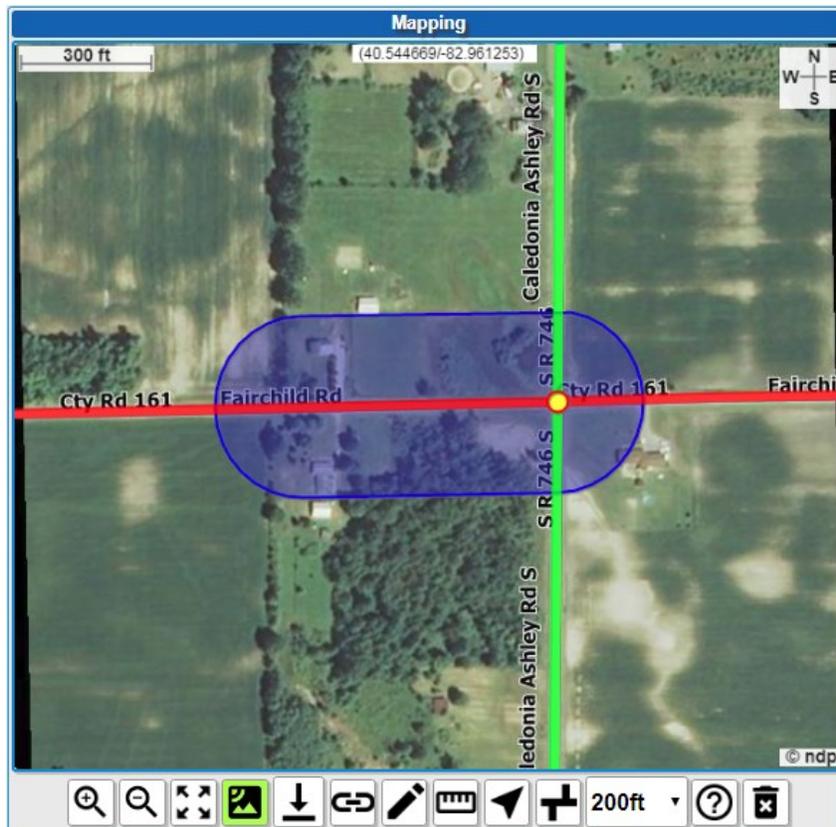
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) **ZOOM** into highlighted segment
- 5) Click **SHOW ADDRESS PTS** and confirm you are in the right area
- 6) Use **DRAW** or **BLOCK** tools to map entire road in front of all addresses within your range making sure to draw furthest distance off road or increasing your **BUFFER** setting to the next setting *above* your furthest point off road before using your **BLOCK** tool to ensure the entire work area described in the **ENTIRE WORKAREA DESCRIPTION** field is covered by the blue notification area.
- 7) Confirm your entire area is covered using the **AERIAL** tool to verify
- 8) **GET MBRS**
- 9) **SUBMIT** ticket



Digsite Information	
County	MARION
Place	RICHLAND TWP Places
Addr/Street	FAIRCHILD RD
Cross St 1	S R 746
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
NORTH SIDE OF THE ROAD - STARTING 584 FT W OF S R 746 AT PED 100-166 AND GOING 100 FT E FARTHEST POINT OFF ROAD: APPROX 30 FT N AREA IS MARKED	
Expanded Word List	

Location

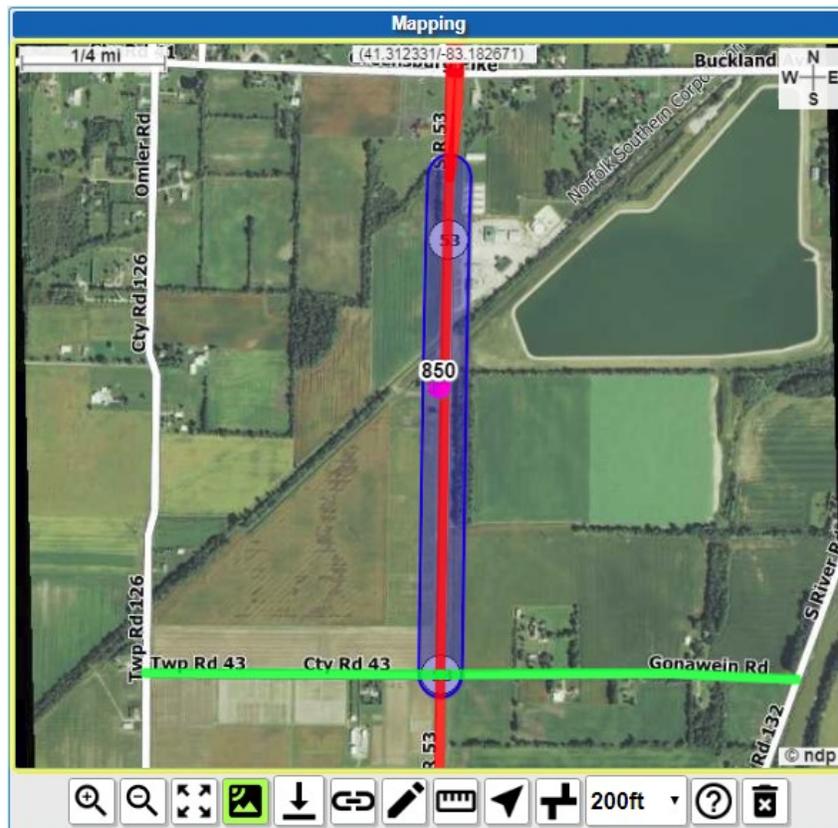
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Set your **BUFFER** setting to the next setting *above* your furthest point off road before drawing to ensure the entire work area described in the **ENTIRE WORK AREA DESCRIPTION** field will be covered by the blue notification area
- 5) Use **DRAW** tool to draw starting at the intersection and drawing to the starting point described in the **ENTIRE WORK AREA DESCRIPTION** and then continuing to the ending point double clicking to end
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT** ticket



Digsite Information	
County	SANDUSKY
Place	BALLVILLE TWP Places
Addr/Street	S R 53
Cross St 1	TWP RD 43
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
WEST SIDE OF S R 53 STARTING AT TWP RD 43 AND GOING NORTH APPROX 2700 FT TO ADDRESS 850 S R 53 FARTHEST POINT OFF ROAD: UP TO 100 FT W	
Expanded Word List	

Location w/ Address in Description

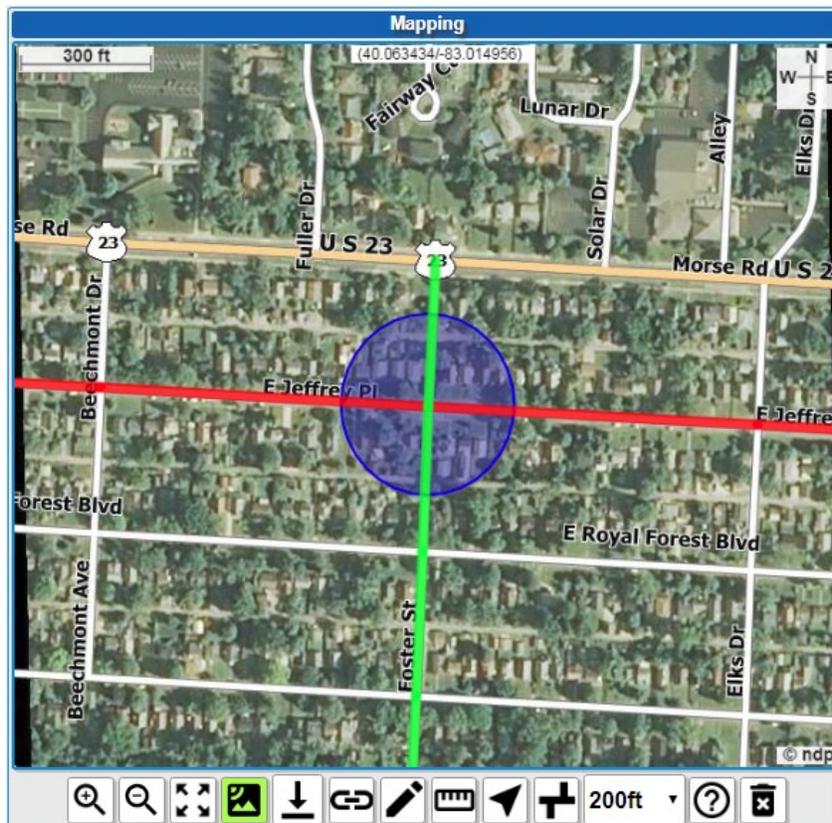
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Click **SHOW ADDRESS PTS** and confirm you are in the right area
- 5) Use **DRAW** tool to draw starting at the intersection and going the entire distance described in the **ENTIRE WORK AREA DESCRIPTION** field making sure the address described is covered by the blue notification area OR use the **BLOCK** tool to map entire road in front of the address described in the work area description making sure your intersection is covered by the blue notification area making sure to draw furthest distance off road or increasing your **BUFFER** setting to the next setting *above* your furthest point off road before using your **BLOCK** tool to ensure the entire work area described in the **ENTIRE WORKAREA DESCRIPTION** field is covered by the blue notification area.
- 6) Confirm your entire area is covered using the **AERIAL** tool to verify
- 7) **GET MBRS**
- 8) **SUBMIT** ticket



Digsite Information	
County	FRANKLIN
Place	COLUMBUS Places
Addr/Street	E JEFFREY PL
Cross St 1	FOSTER ST
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
ENTIRE IN TERSECTION 50 FT IN ALL DIRECTIONS FARTHEST POINT OFF ROAD: 15 FT MARKED IN WHITE	
Expanded Word List	

Intersection

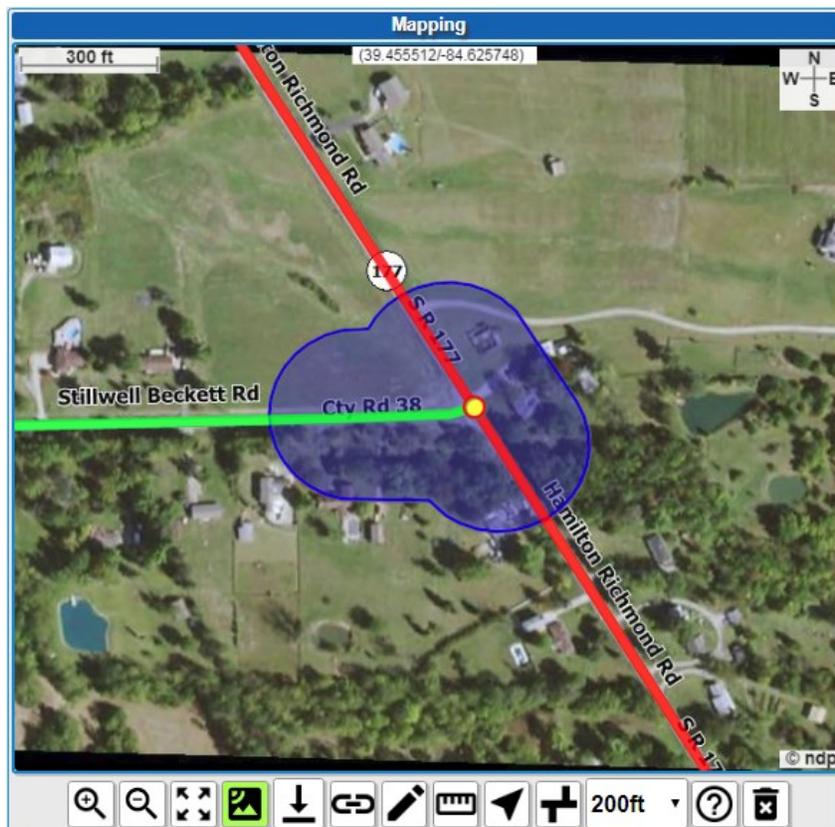
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Set your **BUFFER** setting to the next setting *above* your furthest point off road **AND** the distance you are going in all directions before drawing to ensure the entire work area described in the **ENTIRE WORK AREA DESCRIPTION** field will be covered by the blue notification area
- 5) Select **DRAW** tool and double click at the intersection producing your blue notification area at the current **BUFFER** setting.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT** ticket



Digsite Information	
County	BUTLER
Place	HANOVER TWP Places
Addr/Street	S R 177
Cross St 1	STILLWELL BECKETT RD
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
ENTIRE INTERSECTION AND GOING 100 FT NW, 100 FT SE AND 250 FT W FARTHEST POINT OFF ROAD: N MORE THAN 20 FT AREA IS MARKED	
Expanded Word List	

Intersection w/ different footages

- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Set your **BUFFER** setting to the next setting *above* your furthest point off road before drawing to ensure the entire work area described in the **ENTIRE WORK AREA DESCRIPTION** field will be covered by the blue notification area
- 5) Use **DRAW** tool to draw starting at the intersection and drawing in each direction described in your **ENTIRE WORK AREA DESCRIPTION** and double clicking to end each time until each direction has been drawn that has been described.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT** ticket



*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*

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 it 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 **only** use ranges if working on **every** property in that range
- ◆ If working on both sides of a county line you **must** submit a separate ticket for the each county

WHEN WORK IN A MHP (MOBILE HOME PARK) OR APT COMPLEX

- ◇ If the MHP or Apartment Complex 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 or complex

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 and 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 **still** provide a **full description**
- ◆ When doing any ticket that goes cross-country you should increase your **BUFFER** setting to 1400 ft

REQUIRED TICKET INFO CHECK LIST

ADDRESS locate request required information:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | ADDRESS |
| <input type="checkbox"/> | WHERE ON PROPERTY (front, rear, sides, entire) |
| <input type="checkbox"/> | FARTHEST POINT OFF ROAD |
| <input type="checkbox"/> | DISTANCE & DIRECTION FROM CROSS ST OR TWO INTERSECTING STREETS YOU ARE BETWEEN |

LOCATION w/o address request required info:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | SIDE OF THE ROAD |
| <input type="checkbox"/> | FARTHEST POINT OFF ROAD |
| <input type="checkbox"/> | DISTANCE & DIRECTION FROM CROSS ST TO START POINT |
| <input type="checkbox"/> | DISTANCE & DIRECTION FROM START POINT TO NEXT OR ENDING POINT |
| <input type="checkbox"/> | DISTANCE & DIRECTION FROM CROSS ST TO ENDING POINT |

CROSS COUNTRY locate request required information:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | SIDE OF ROAD, DISTANCE & DIRECTION FROM CROSS ST TO STARTING POINT |
| <input type="checkbox"/> | DISTANCE & DIRECTION FROM START POINT WORK TRAVELS |
| <input type="checkbox"/> | SIDE OF ROAD, DISTANCE & DIRECTION FROM CROSS ST TO ENDING POINT |

TICKETS REQUIRING ADDITIONAL INFORMATION

NEW ROADWAYS

Need to include:

- The **direction** the new street comes off of **what** road.
- The **distance** and **direction** from an intersecting street with **that** road to where the new road intersects

RAILROADS

Need to include:

- The **distance** and **direction** from the nearest intersection to the railroad tracks the work will be on