

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



1-800-362-2764 or 811

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Call Before You Dig!



ONLINE TRAINING MANUALS



This 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

**For i-dig Assistance Contact:
800-240-7190**

Revised 02/2021

TABLE OF CONTENTS

General Information	
Excavation Notice	3
Ticket Number Definition	3
Login	4
Notification Menu	4-7
Inquire	4
(Repeat, Update & Cancel)	
New	4
Suspend	5
Design	5
Recent	6
Search	6
Unsuspend	7
+ Response	7
Logout	7
Notification Screen/Mapping	8-18
Repeat	19
Update	20
Cancel Notification	21
Pop-up Box Tips	22-24
Notification Search	25-26
Troubleshooting Issues with the RTE System	27-28
Communication with OHIO811 I-Dig Department Policies	29
OHIO811 RTE Use Policies	30
Frequently Asked Questions	31
Notification Request Examples	32-41
Required Info Checklists & Important Reminders	42-43
Street Abbreviations	44



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

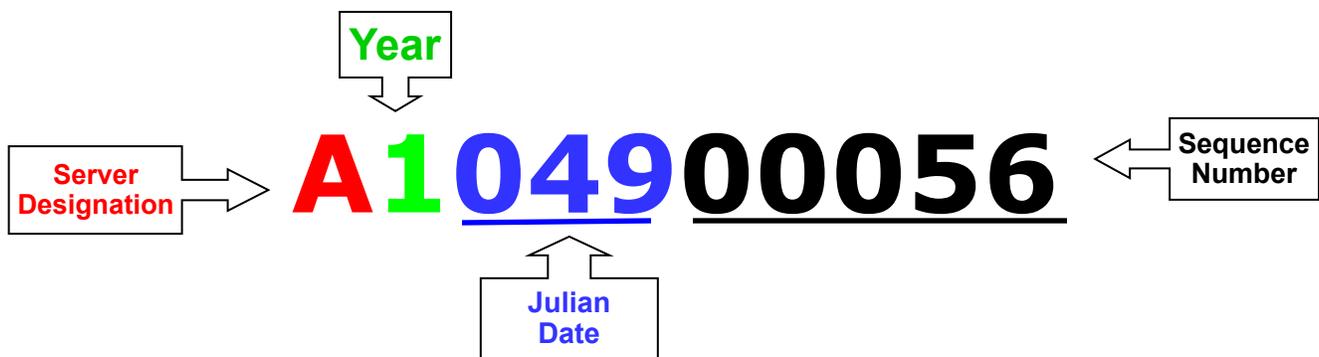
Excavation Notice

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

Notification Number Definition



- The letter of A or B designates the OHIO811 server in which the notification was created on
- The first digit will be the year in which the notification 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 notification number and from where they are derived. The sequence number (above) represents the 56th ticket generated from the A server on February 18th, 2021 (February 18th is the 49th day of 2021).

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 notifications .)

Once logged in please verify your contact information is correct, read the disclaimer, and 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.

Notification Menu

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

INQUIRE allows you to generate an existing notification 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 notification # in the box, the notification 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 #.

SUSPEND

SUSPEND is not in the Notification Menu, however it is associated with the NEW (see page 4) and UNSUSP function (see page 7).

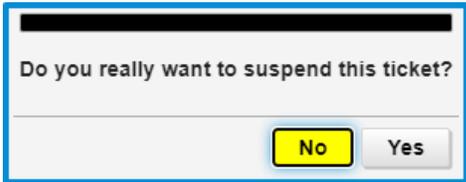
Suspending a notification allows for the user to create multiple notifications ahead of the required 10 day start by date without actually submitting it to the members. These suspended notifications can be stored until they are unsususpended, or removed by the user. This helps to alleviate the need for updating/resubmitting notifications multiple times.

To view the suspend option, you will need to open a new or existing notification. Once a new or existing notification has been opened, this option will appear at the top left side of the screen.



You would start a suspended notification by providing all information required. You are able to suspend the notification at any point throughout entering the new request by selecting the 'Suspend' button. The suspend option will save all of the information you have provided and give you a Suspended Ticket number.

This number will start with an 'S' to indicate that it is suspended. It will then appear in your list of suspended notifications which appears when you select 'UNSUSP' on the Notification Menu.



Selecting 'OK' will take you to the main page with the Notification Menu.

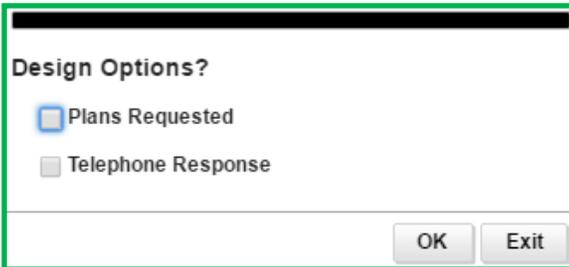


DESIGN

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 work. 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.

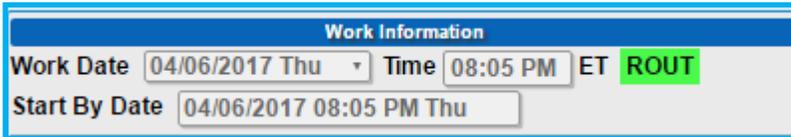
DESIGN function acts the same as **NEW**. Within the DESIGN notification screen you will choose;

- **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** notification 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 notification DOES NOT take the place of a normal 48 hour notice of excavation. Excavation work is NOT covered on a DESIGN request. If you are going to be breaking ground also, you must enter a 'NEW' 48 hour notice notification 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 Notification Screen (see pages 8-18).

Notification Menu

Recent & Search

RECENT

RECENT, when hit, will automatically show you 'Your' last 300 notifications **that you have entered under your login account only**.

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

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

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

You can also edit an existing notification by clicking on it. The notification information will populate the screen and you will be able to choose **FULL TKT** (to view full notification 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** option in the lower right of the screen, you can Export out the notifications.

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

This will list basic information for your notification requests, such as: notification 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 this 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 dependent on the browser, (example image uses Google Chrome as the browser).

SEARCH

SEARCH allows you to do a **Notification Search** with **Your Tickets**, **Phone**, **Company**, or **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 notifications with the same contact phone number as in your i-dig account info.

Company : Allows you to review and edit all notifications with the same Company name as in your i-dig account info. The Company name must match

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

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 notifications (with matching phone # or company name to your i-dig account information).

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

Notification Menu

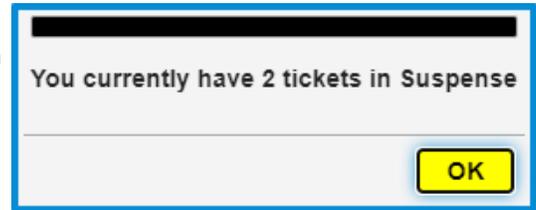
Unsuspend & Positive Response

UNSUSPEND

Unsuspend allows you to take a suspended notification in your account and submit it for markings. When suspending a notification, the ticket is essentially paused and does not get sent out to members yet. The only way to send a notification out to members is to then unsuspend the suspended request. When logging into your account, a pop up will appear to let you know how many notifications you have suspended.

This means that you would have 2 notifications in your account that have been suspended and have not yet been submitted for markings.

You are able to view these notifications by selecting the UNSUSP button at the top of the page.



This will show you all of your notices that have been suspended. The list can be sorted by the suspended ticket number, County, Place, Street, or by when the notification was completed.

Tickets to Unsuspend												
Server	Ticket	Chan	Account	Caller	Company	Phone	County	Place	Street	Completed	Remarks	Comments
>LOCAL	S000000391	ROB	CAITLINK1	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	PORTAGE	FREEDOM TWP	FREEDOM RD	01/15/2021 10:10 AM		>>> SUSPENDED BY CA
LOCAL	S000000392	ROB	CAITLINK1	TICKET EXAMPLE OHIO811	OHIO 811	800-240-7190	MAHONING	YOUNG STOWN	WICK AVE	01/15/2021 10:12 AM		>>> SUSPENDED BY CA

To view one of the notifications, simply select the row you would like to view and the information suspended. You will need to double check everything on the notification and make any changes needed. The next step would be to 'Get MBRS' and submit the request. Once the request is submitted it will go out to our member utilities generated by the blue notification area drawn on the map and they will have 48hrs to respond. Please note that if you suspended a design request, the notification will unsuspend as a design request and will give members 10 days to respond.

POSITIVE RESPONSE

What is positive response?

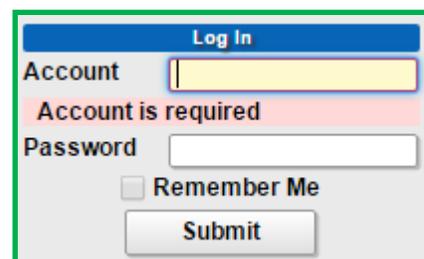
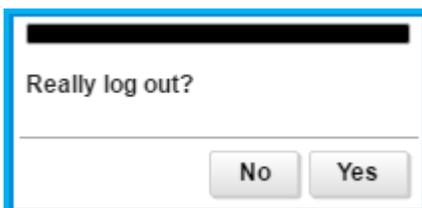
Positive response is a closing of the communication loop. It allows each member utility to communicate to the excavator the status of their dig notification request. By clicking on the +Resp tab you will be taken to the + response link on our webpage. Here you can check responses for tickets as well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



LOGOUT



Logout will sign you out of the program and bring you back to the Log In Screen.



Notification 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 online. If this information needs to be updated, please contact the i-dig Department at 800-240-7190.

You will have the option to enter an **Onsite Contact, Phone/Ext.** If no contact is provided, it will automatically enter 'Same As Above' in this area indicating you as the Onsite Contact.

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. 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 **HTML5 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 is in. This is not always the same as the mailing address.
- **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. Please be aware that the abbreviations themselves in the description are not valid, you would need to click on one of the options to have the system generate the information into the description.

EXPANDED WORDS	
<small>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.</small>	
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 PERIMETER
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...

Notification description 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.

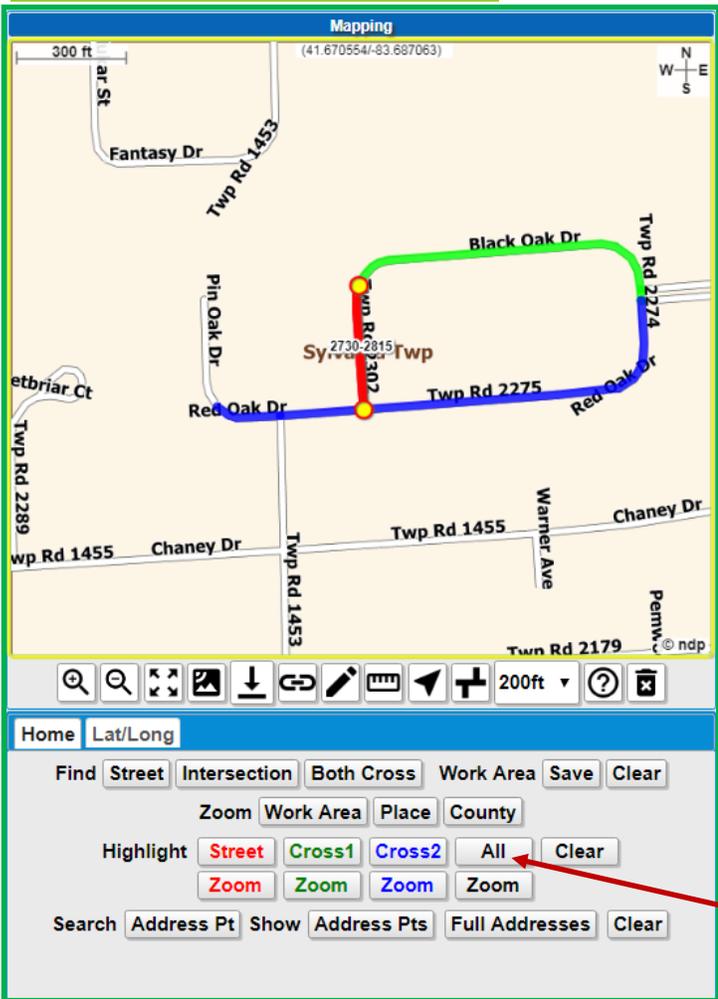


COMPLEX PROJECTS

When submitting a complex or large area notifications utilities request 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 complex excavation such as cross country/pipeline work that is a large distance (crosses multiple townships and cities) and will be worked on over the course of several months we suggest calling into an the call center at 800-362-2764 or 811 and set up a Complex/Large Project notification.

A Complex Project notification involves setting up a meeting between yourself and our member utilities and locators 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 facilities as your work continues. If you have KMZ files for your complex project please send them to Membership@oups.org prior to calling in.

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 [HTML5 General Information Manual](#) for all [Street Type Endings and Street name abbreviation options for our system.](#))

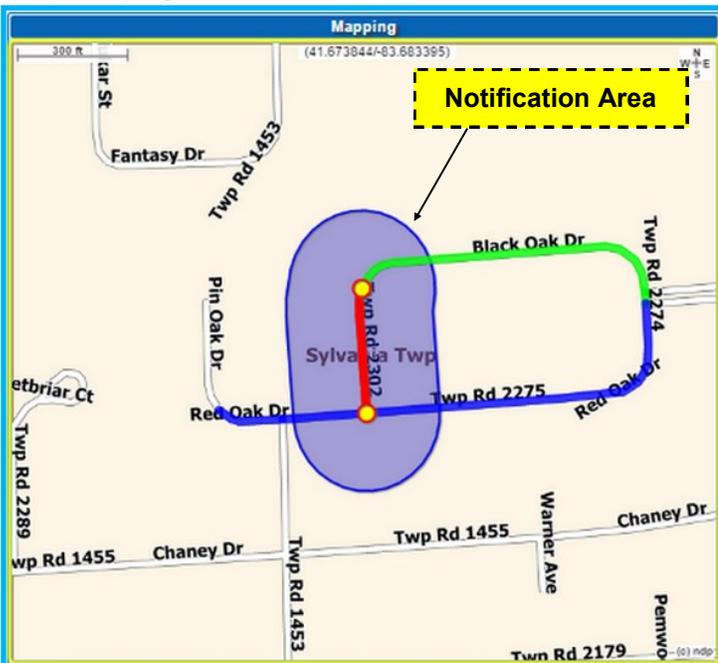
The yellow box outlining the map's edge shows the map is active (if the outline is not yellow, you can click in the bottom corner of the Map to activate without adjusting the map)

Map Tool Area

Various buttons to help generate the notification area under the Home and Lat/long Button Options

Note that the map in the image shown shows the street listed in the STREET field in red, the STREET listed in the Cross St 1 field in green, and the street listed in the Cross St 2 field in blue. This can be viewed by selecting the highlight "ALL" button

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 help ensure our 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** this may result in important utilities that service the area work is at not being notified.

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**.

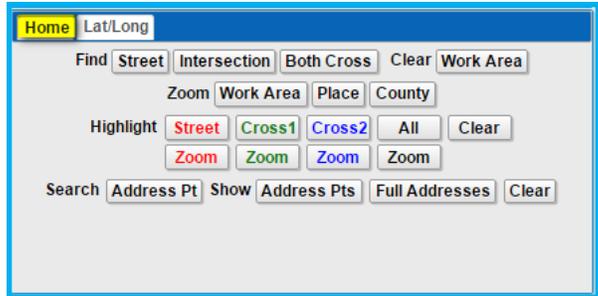


CLEAR WORK AREA: clears the blue notification area drawn on the map without clearing any highlighted streets and/or address points currently on the map.

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:

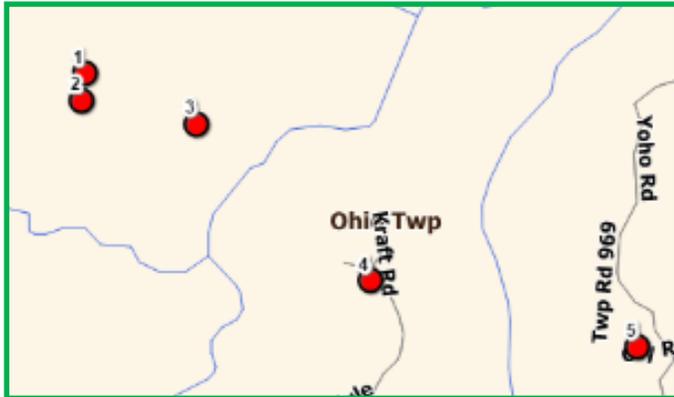
Home
Lat/Long

Entering the Lat/Long within this area

Latitude Longitude

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? N

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.
- Our system 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 generate the format the way it was originally entered and place it in the **ENTIRE WORK AREA DESCRIPTION**.

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.

Copy Points to Location will enter the points in the description field, 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. **Please remember you can NOT provide lat/long points only, you 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.

SHOW...

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

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

Entire work area Description

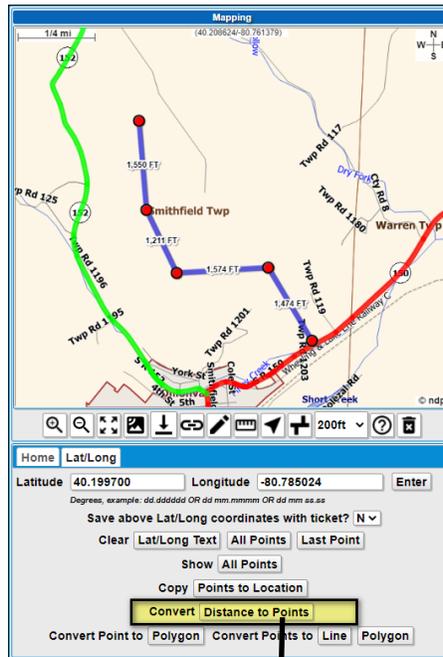
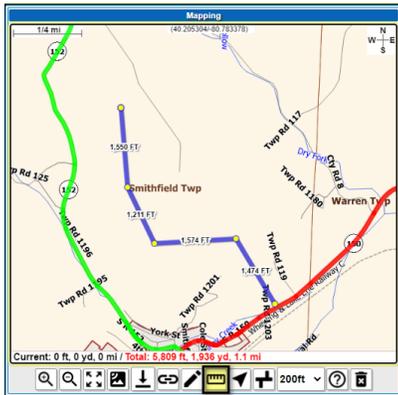
404 & 405 THEN CONTINUING EAST SOUTH EAST FOR APPROXIMATELY 4300' TO 39 41 55.5 -80 53 55.52 JUST WEST OF THE STATOIL EISENBARTH WELL PAD APPROXIMATELY 350' WEST OF TWP RD 969.39.698750, -80.898756

LAT/LNG POINT: 39 42 37.4, -80 55 44.72
 LAT/LNG POINT: 39 42 33.2, -80 55 45.4
 LAT/LNG POINT: 39 42 5.7, -80 54 48.29
 LAT/LNG POINT: 39 41 55.5, -80 53 55.52
 LAT/LNG POINT: 39.698750, -80.898756

Dig Site Mapping Overview Continued...

Lat/Long Tab continued:

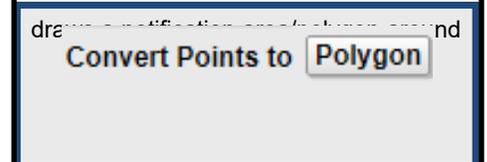
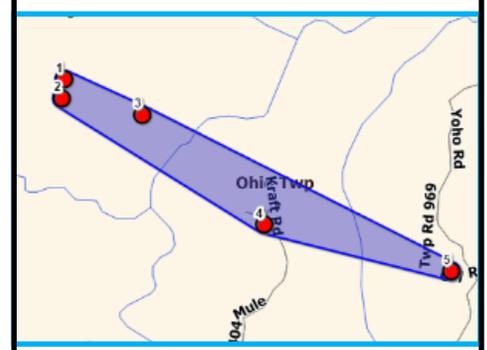
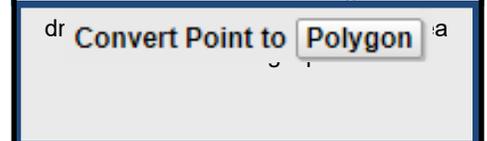
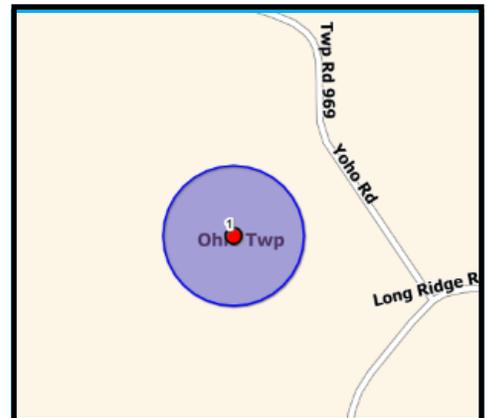
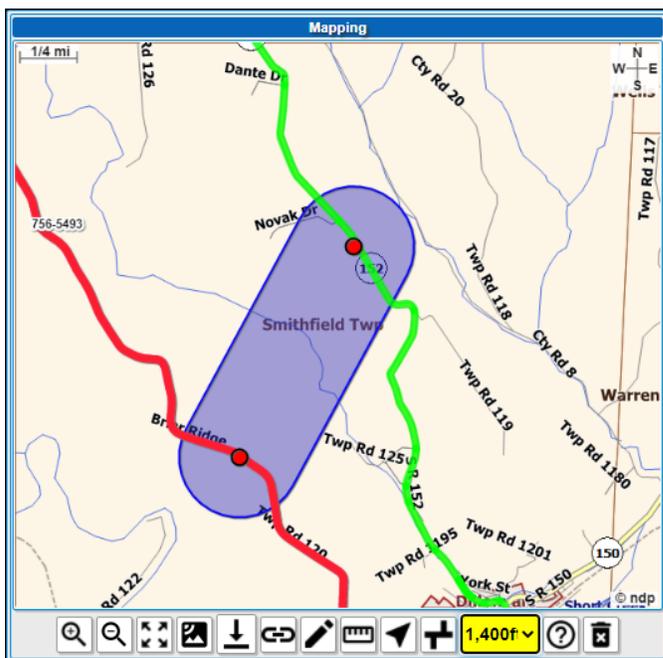
If measuring a distance using the measuring tool (image below), keeping single clicking to measure/change directions and draw a line on the map. Once done, then click the Convert Distance to Point button (right image), this will drop points between the measured distances allowing you to eventually draw a notification area/polygon or line area using the Convert Point to Polygon or Line option buttons.



Convert Distance to Points

You will need to change the 200ft BUFFER setting to a larger 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 below shows a 1400ft buffer selected from the drop-down and used 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.



Notification Screen

Work information

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 re-markings.)

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'

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 pre-marked your notification area in white. ***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 Tpke)

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

The screenshot shows a web form titled "Work Information". Fields include: Work Date (04/12/2017 Wed), Time (12:00 AM ET), ROUT (highlighted in green), 00:05; Start By Date (04/24/2017 12:00 AM Mon); Work Type, Means Of Excavation, Work For, Done By; White Lining (dropdown), Blasting (N), Railroad or Highway (dropdown); Mile Marker From/To; and a Comments box. A red text overlay in the comments box reads: "COMMENTS: ** Please be advised this box has been greyed out to prevent incorrect information/work area description information from being typed in this box and forcing online users to type all information in the 'ENTIRE WORK AREA DESCRIPTION'. The reason is due to all information placed in the 'COMMENTS' box is automatically deleted on every NEW and DESIGN ticket and when UPDATING an existing ticket for re-marking."

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

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

Get Mbrs

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

Buttons: Get Mbrs, Mbr Info, Submit

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.**

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

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 HTML5 General Information Man-

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:

[Redacted]

Is there anything you want to add, remove or change to this ticket before it is submitted?

Select **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.

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

When selecting '**No**' it will then give you your notification number :

[Redacted]

Your ticket number is: **A709990001-00A**

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 notification.

[Redacted]

You have exceeded the maximum allowable time limit of 15 minutes since doing a member lookup and must lookup the members again!

If you choose '**Print**' another screen will open showing the print out of the notification . (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 Notifications Have Additional Requirements

Mobile Home Parks (MHP)

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

- ◇ If the mobile home park 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 you should always map around the entire mobile home park so as not to miss any utilities that service the area. Example image is a MHP property ticket that has been mapped completely



Railroads

When entering a notification 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 notification 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

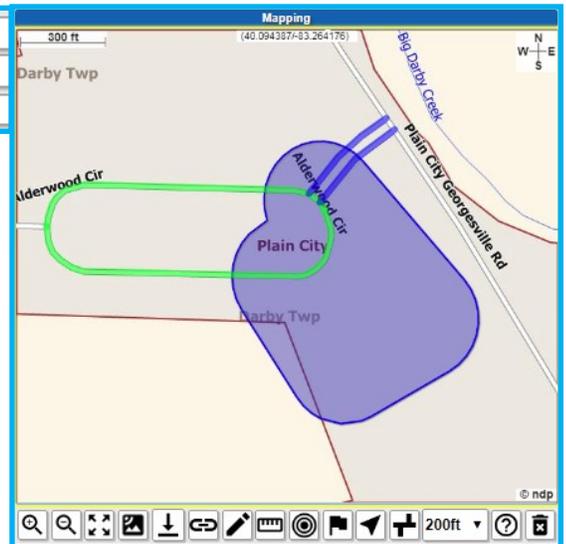
When mapping it is also important to remember to map the entire distance that you describe *including* the distance and direction from the nearest intersection to ensure all utilities involved with the new roadway are notified. Please read over the example for entering in this additional information. 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 notification number and/or choose it out of the 'Recent Tickets' (pg 5), the notification information will automatically be populated on the screen. Please review the notification information making sure it is the correct notification 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 notifications is to be used to report an issue with a current and valid notifications' markings **Please be sure that the work started before the 10 day start-by-date listed at the top right of the ticket. If not, the REPEAT function is not valid for the notification pulled up. If markings started, but you need re-markings, please UPDATE this notification (see pg. 20).**

You will select the 'Reason for Repeat' and provide additional information in the 'Additional Comments' box to let utilities know what the notification or marking issue is. Once this is complete, select 'OK'.

You will then hit the **GET MBRS** button to generate the list of member utilities that were notified on the original notification.

PLEASE NOTE: If you need to request an **Emergency or Dig In** (hit or exposed 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 Remarkings. 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!

Reason for Repeat dropdown options: AREA NOT MARKED, INCOMPLETE AREA MARKED, INCORRECT AREA MARKED, OTHER

Buttons: OK, OK, Exit

Get Mbrs | Mbr Info | Submit

After hit **GET MBRS** and 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

After selecting '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.

Code	Group	Name	Type	Re
<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"/>	DDP	6	DELAWARE CTY REGIONAL SEWER	SNSW 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 telephone, etc) (Please refer to the **HTML5 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 selecting '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 notification went out on.

Your ticket number is: A706990119-01A

OK | Print

BE AWARE: If using **REPEAT** on a notification 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 notification (see page 20).**

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.

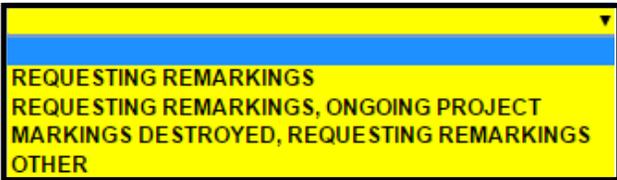
PLEASE NOTE: If you need to request an **Emergency or Dig In** (hit underground line) you must call in to a Customer Service Representative at 800-362-2764 or 811.

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).

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.)



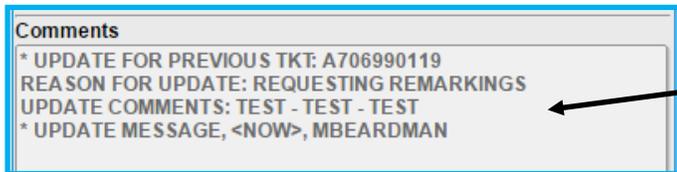
You must type a reason in the 'Additional Comments' box if choosing 'Other', if you do not, this box will appear to remind you:

Reason for Update?

Additional Comments

You must enter Additional Comments to explain Other!

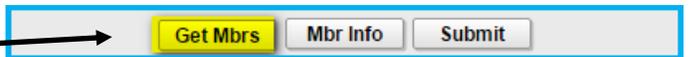
OK Exit



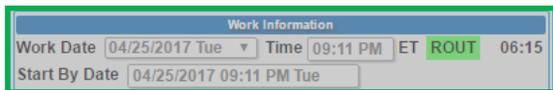
To Finish Submitting the UPDATE notification:

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.



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

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

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?

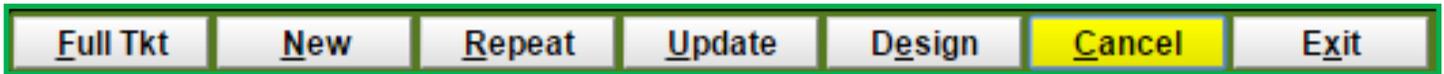
Yes No

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

Your ticket number is: A710190004-00A

OK Print

CANCEL Notification



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

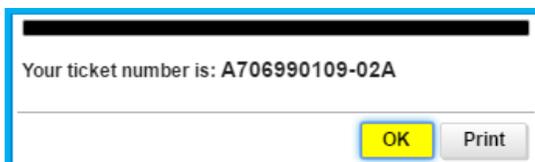
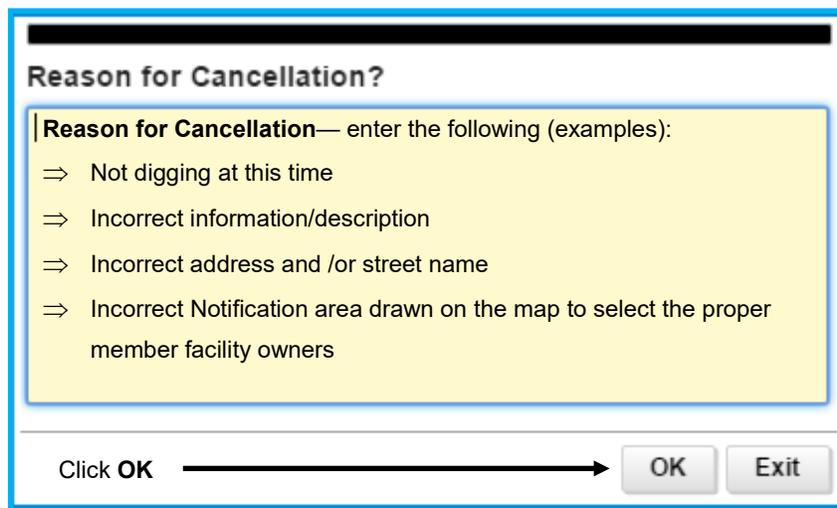
- You are not doing the excavation at this time
- You have changed the original notification area/digging description to be marked
- Incorrect Address and/or Street Name

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

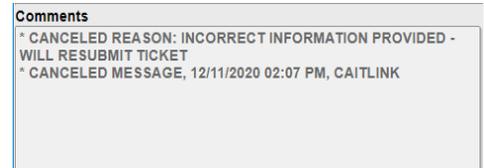
You must **ALWAYS INQUIRE** a notification first and verify the Information.

Once you have inquired a notification number and/or 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 notification you want to edit, then choose **CANCEL** out of the top button functions on the screen.

After selecting CANCEL on a notification this box appears:



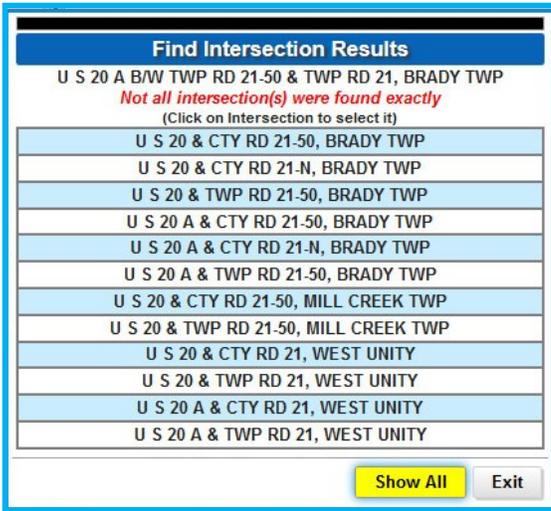
A pop-up box will appear showing the notification number that was just cancelled and it will show your cancelled message in the 'Comments' box on the notification/ screen.



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

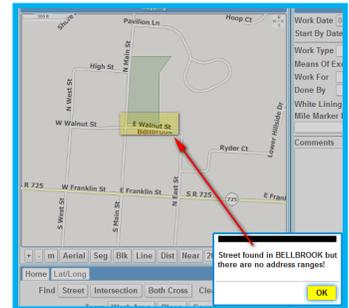
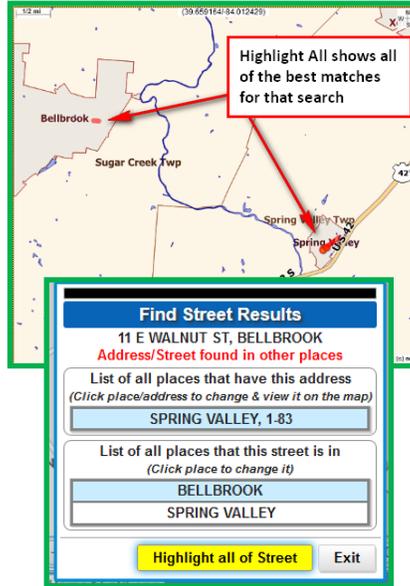
When hitting the **LOOKUP** Button:

If you select 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 select 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.

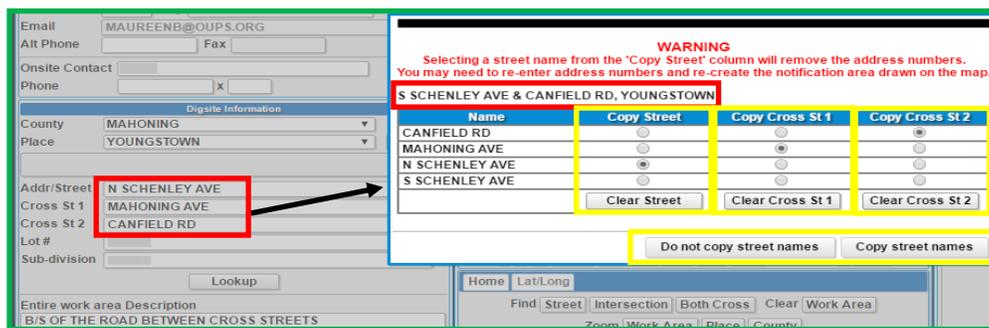
Choosing 'Highlight all of the Street'



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 select 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 select 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...

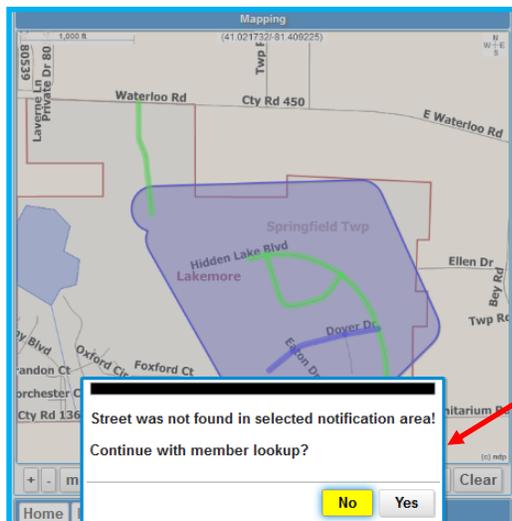
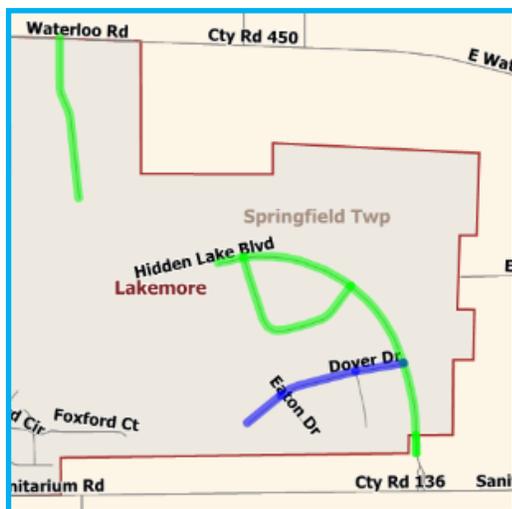
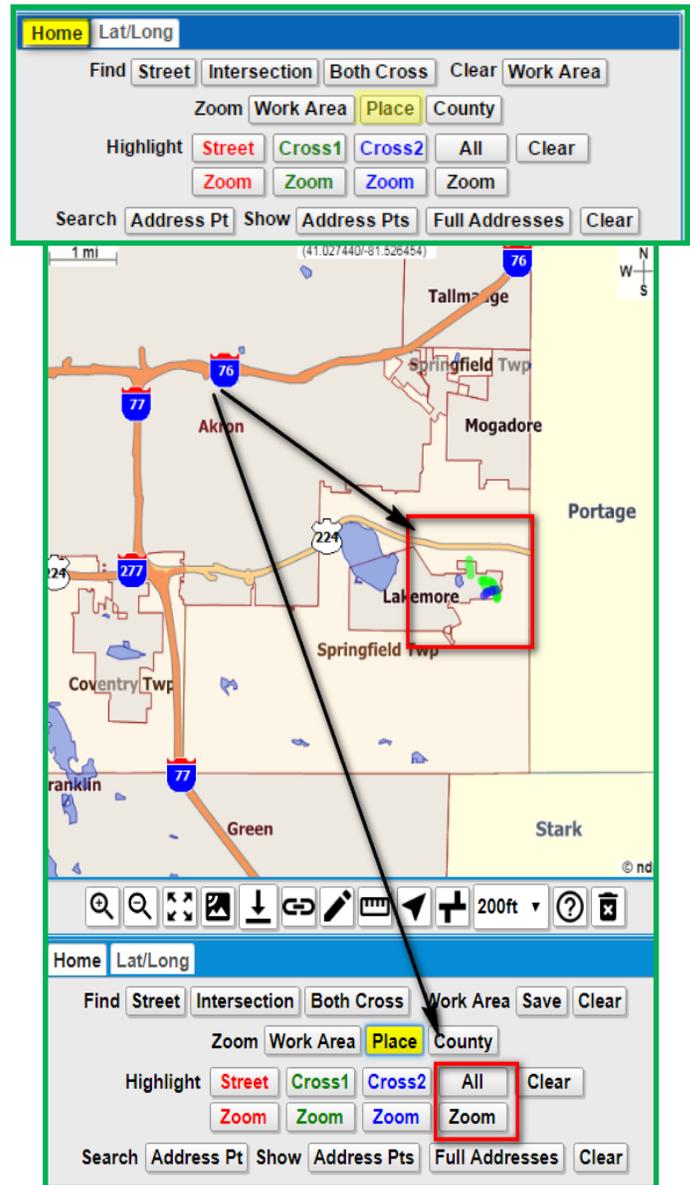
When a street name is not found:



If you select 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 notification, and hit the **GET MBRS** button, you will then receive this pop-up message.

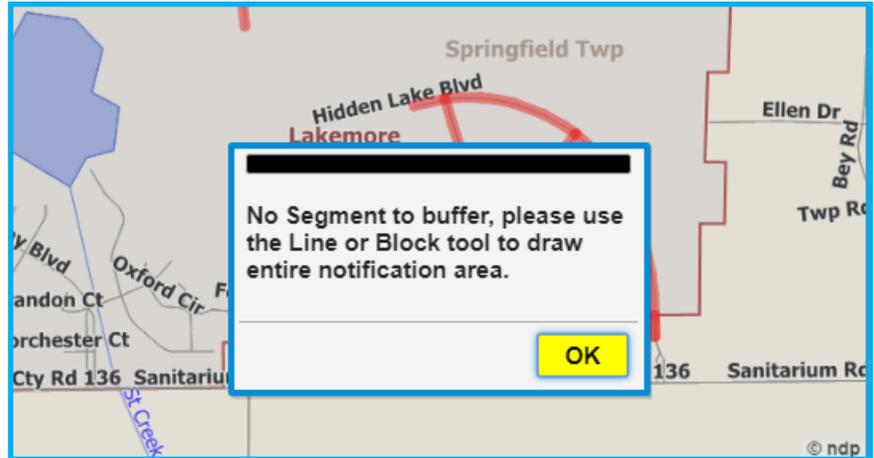
Choose 'Yes' to continue to receive the list of members and submit the notification.

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 notification.

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).

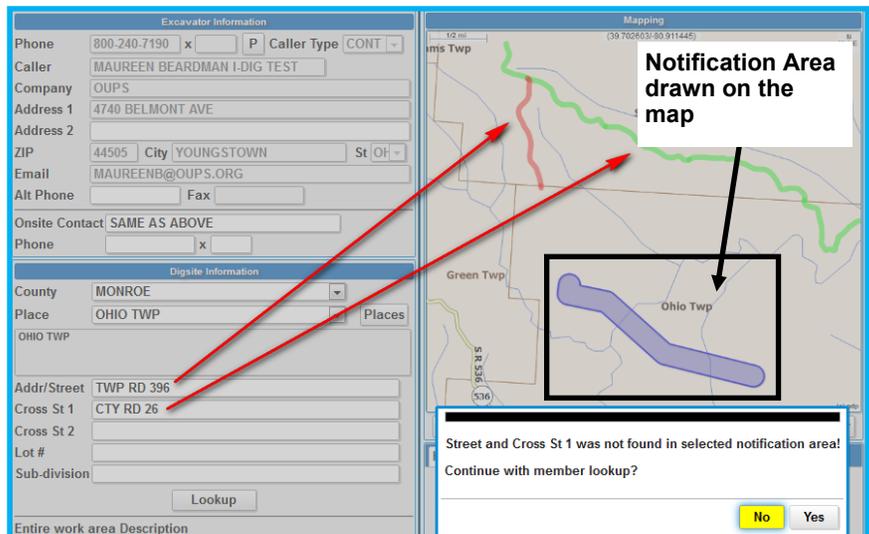


When hitting the GET MBRS button:

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 notification information.

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



Ticket Search

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.

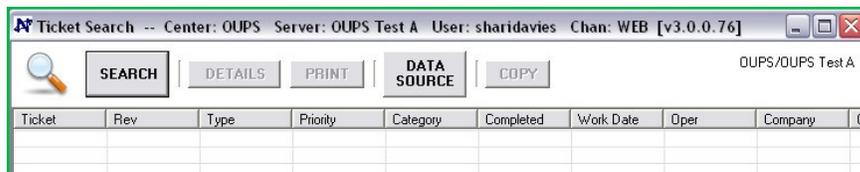
Any notification requests submitted by your company that **WERE** created within the Newtin system are available to you, free of charge, by using **Ticket Search**. Those **NOT** created within the Newtin software are available from the OHIO811 archives. Should an archived ticket search be required, 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

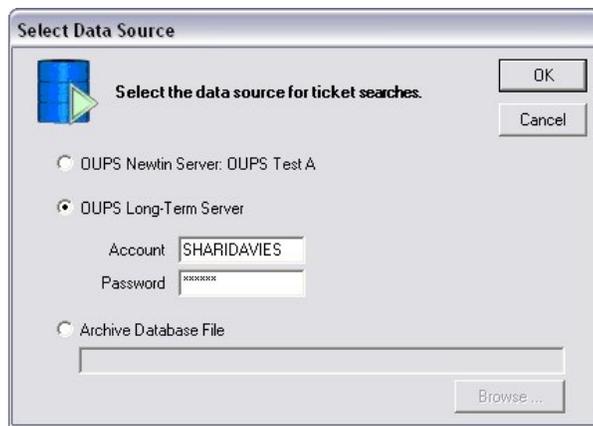
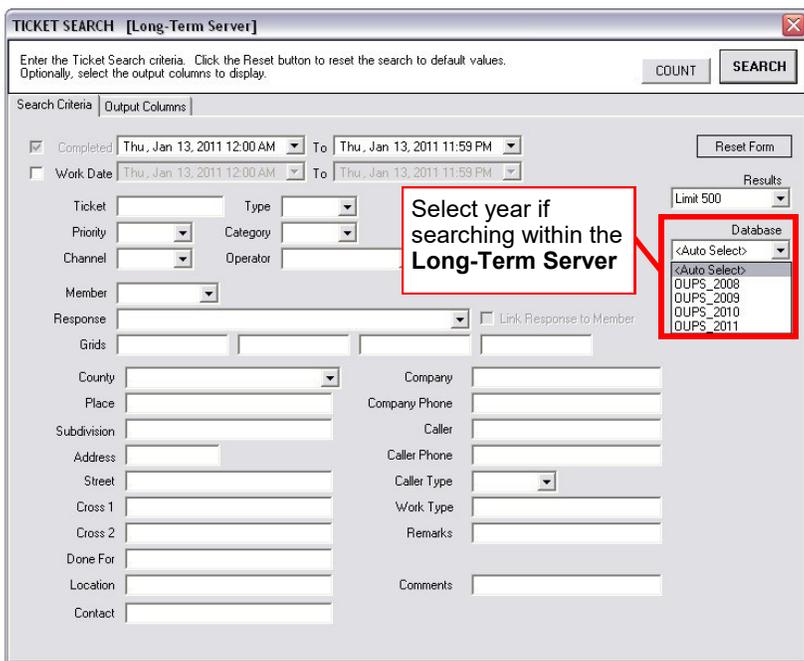
There are two (2) ways to search for tickets.

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



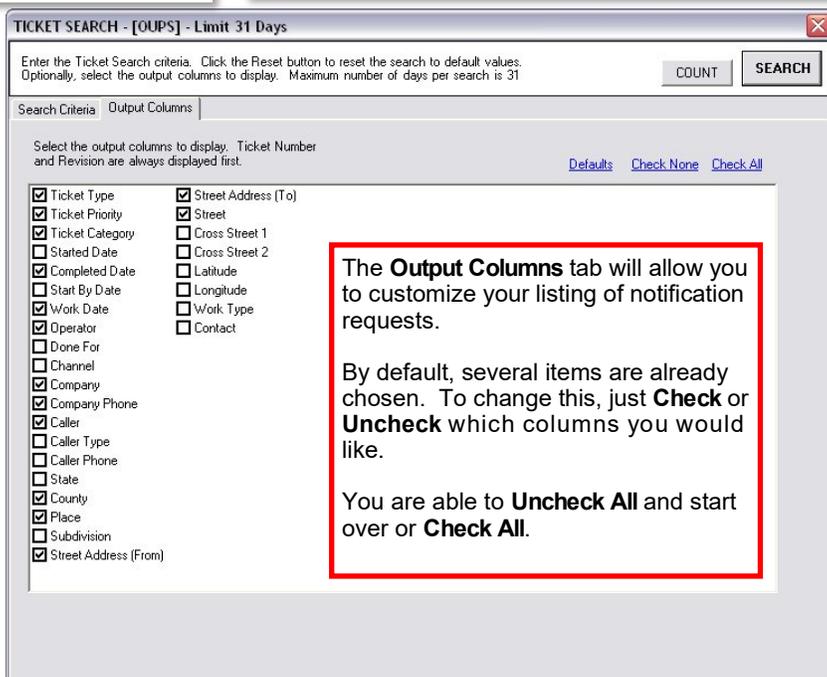
To search for notification requests, **within** 90 days of the current date, click **Search** and the **Search Criteria** window will appear.

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 Search Long Term

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 09:59	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.

Details: Ticket A101390002-01A

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

WorkType: BURY CABLE TV
Done For: [blank]
Done by: [blank]
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 Type: CONT
Co addr: 4740 BELMONT AVE
City: YOUNGSTOWN St: OH Zip: 44505
Alt Tel#: [blank]
Email: SHARID@OUPS.ORG

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 notifications will print unless **Print Selected Tickets Only** is checked. To print multiple notifications at one time, hold the **Ctrl** button, click on each notification 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

OK Cancel

To copy notifications 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**.

Copy to Clipboard

Text Format

Plain Text

Compatible with Pasting into Excel Spreadsheet

Include Column Headers

Copy Selected Item(s) Only

OK Cancel

Ticket search HTML5 Version Long Term

Ticket search HTML5 - follow the steps below:

http://longterm.ups.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 notifications that your company called in. To be more specific you can put the actual ticket notification number.

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: 01/02/2019 Through 01/02/2019 Same Day

Work Date: MM/DD/YY Through MM/DD/YY 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: ex: A123456789-00A (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: [dropdown]

Ticket Priority: [dropdown]

Ticket Category: [dropdown]

Channel: ex: 999

Operator: ex: ABC

Grid: ex: 1234A1234A-00

Member: [input] Must show [dropdown] Must Deliver [dropdown]

Response: [dropdown]

Link Response to Member: [input]

Company: [input]

Company Phone: ex: 123-123-1234

Caller: [input]

Caller Phone: ex: 123-123-1234

Caller Type: [dropdown]

Work Type: [input]

Blasting: [dropdown]

County: [dropdown]

Place: [dropdown]

Subdivision: [input]

Address: [input]

Street: [input]

Cross 1: [input]

Done For: [input]

Location: [input]

Comments: [input]

© 2010 Norfield Development Partners

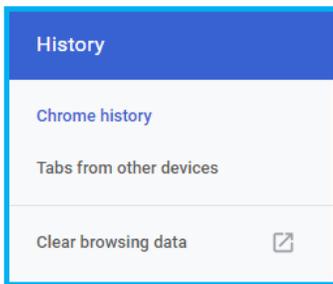
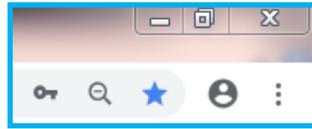
Troubleshooting Issues with the RTE System

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

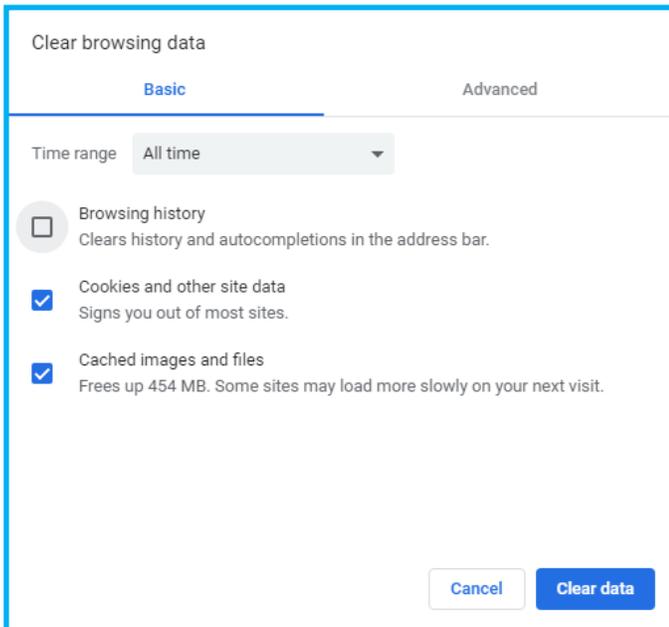
When having issues with the RTE System the most common reason is a communication interference between the browser and database. To remedy this clear your browser's cookies and cache data. To do this on your browser execute the following:

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.



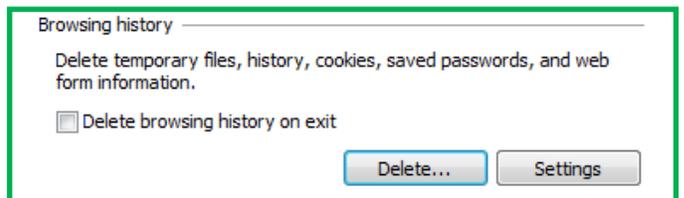
Make sure the 'Cookies and other site data' and 'Cached images and files' are both checked, then hit 'Clear data'.

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

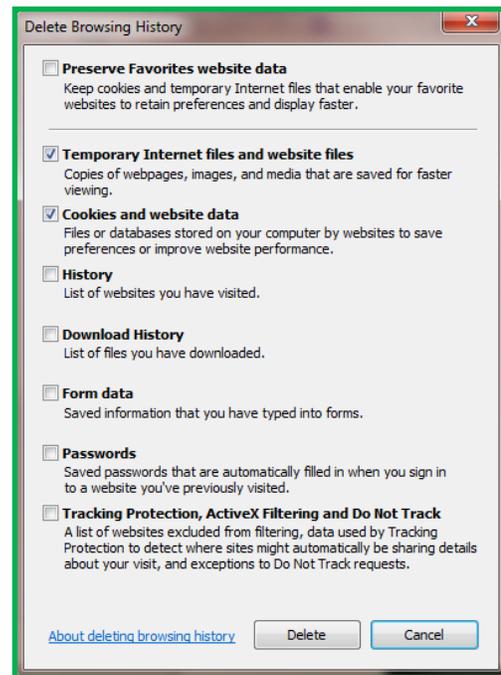
On Internet Explorer—



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.

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.

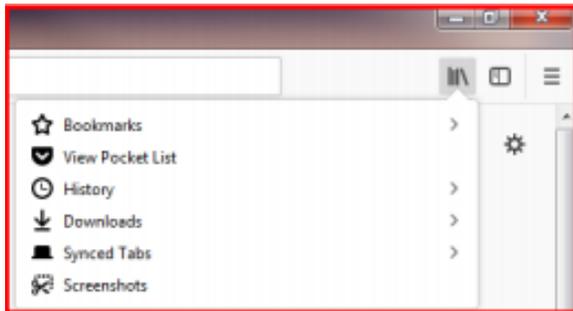
Troubleshooting Issues with the RTE System

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

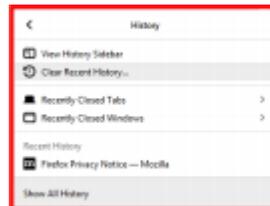
When having issues with the RTE System the most common reason is a communication interference between the browser and database. To remedy this clear your browser's cookies and cache data. To do this on your browser execute the following:

On Firefox—

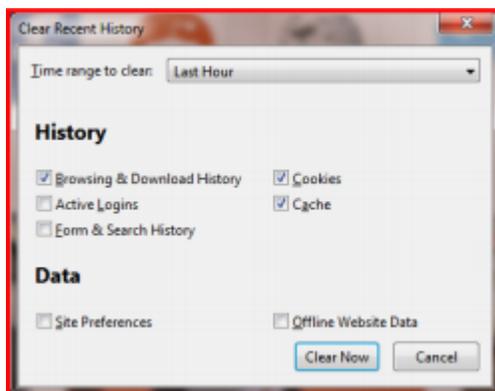
Below the X at the top right corner of your browser click on the books icon to open the drop down menu. Hover over and click on 'History'



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



A pop-up box will appear

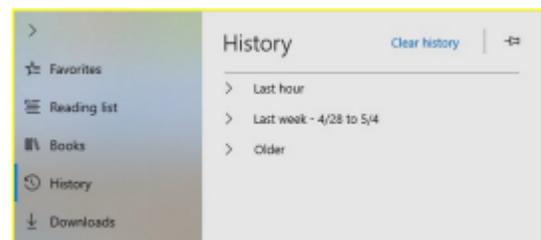


Be sure the 'Browsing & Download History', 'Cookies' and 'Cache' are all checked, then select 'Clear Now'.

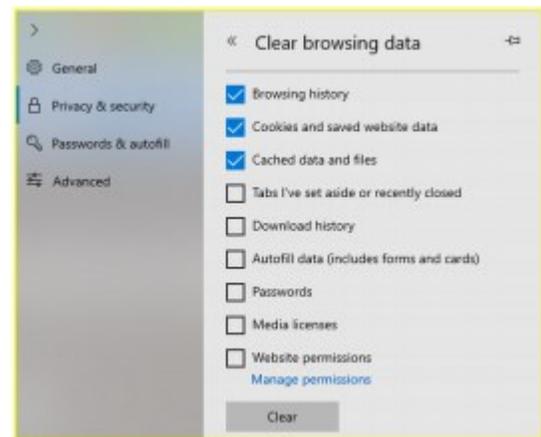
After this you will need to close out of the browser and re-launch it.

On Microsoft Edge—

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



At the top of the History list select 'Clear History'



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

Once Microsoft Edge completes clearing the browsing data it will show, "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 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

The I-Dig Department at OHIO811 reviews a portion I-dig notifications daily in an attempt to help ensure notification quality for our member utilities. However please be aware with the RTE program you are responsible for all notifications submitted on your account and we cannot guarantee that any/all mistakes will be discovered throughout our review process.

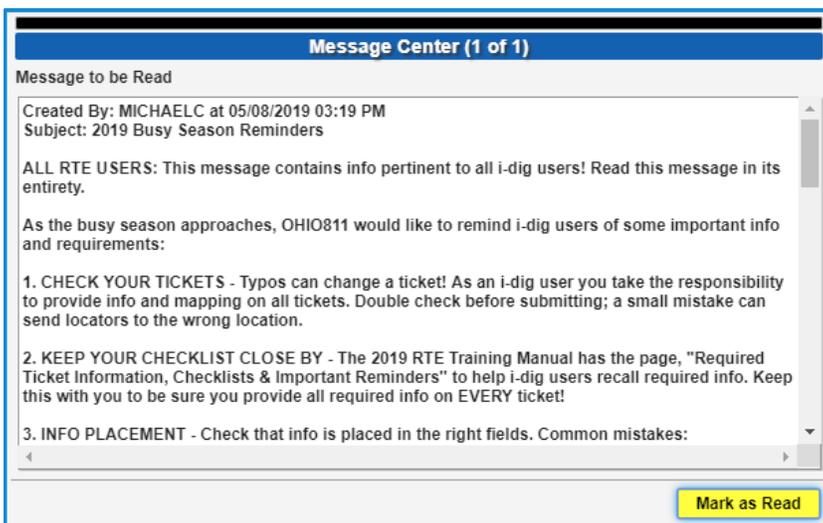
Please remember inaccurate information or incorrect mapping may result in miss-markings or a missed member utility that could result in property/facility damage and personal harm. It is *very important that all information is accurate and correct **before** submitting notifications.*

If there has been a major issue or question on a notification submitted and the i-dig department contacts you your account may be suspended. By using this system you are agreeing to follow the correct procedures for each notification submitted. **IF contacted about a notification and there is no response by the second day after initial attempted contact:**

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 excavator and utility safety as well as accuracy of tickets.

Accounts are not sharable, if caught using someone else's account, or someone has been caught using your account, please be aware the account will be temporarily suspended until we hear from you. Once we hear from you, you will be required to change your password.

BE AWARE: if an account has to be suspended TWO OR MORE TIMES within a month's time you may be required to re-take the RTE Training Program before the account will be reactivated. If this becomes a continuous occurrence an extended suspension or termination of you account may need to be enforced.



NOTE: 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.

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

Please be aware you are responsible for all communication attempts from the i-dig department. By clicking 'Mark as Read' you have confirmed you have read all the information, understand, and will comply to the information in the message sent.

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—

At this time the I-Dig RTE System is for submitting **routine 48 hour and design notifications 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.

Notification Examples

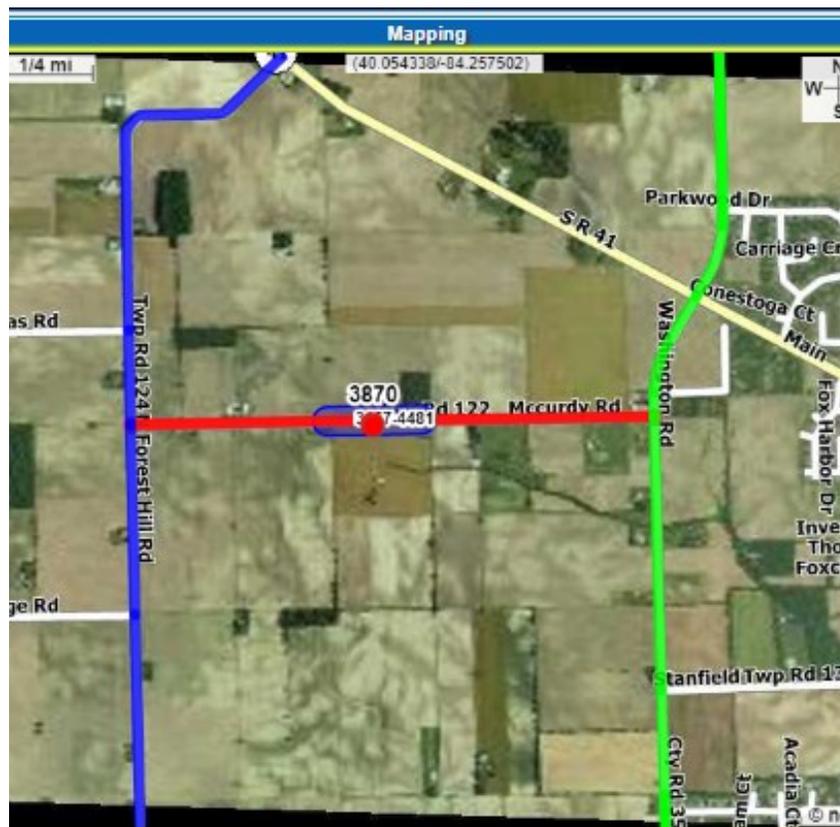
The following examples have been provided to give you an idea as to the general steps to submit accurate and correct locates. This is not an exhaustive list and will not cover every possible step that your locate may have to take.

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
<input type="button" value="Places"/>	
<input type="text"/>	
Addr/Street	3870 MCCURDY RD
Cross St 1	WASHINGTON RD
Cross St 2	N FOREST HILL RD
Lot #	<input type="text"/>
Sub-division	<input type="text"/>
<input type="button" value="Lookup"/>	
Entire work area Description	
FRONT OF PROPERTY - LOCATE 50 FT OFF OF EACH SIDE OF THE LANE FARTHEST POINT OFF RD: APPROX 15 FT DISTANCE FROM CROSS STREET: BETWEEN	
<input type="button" value="Expanded Word List"/>	

Single Address

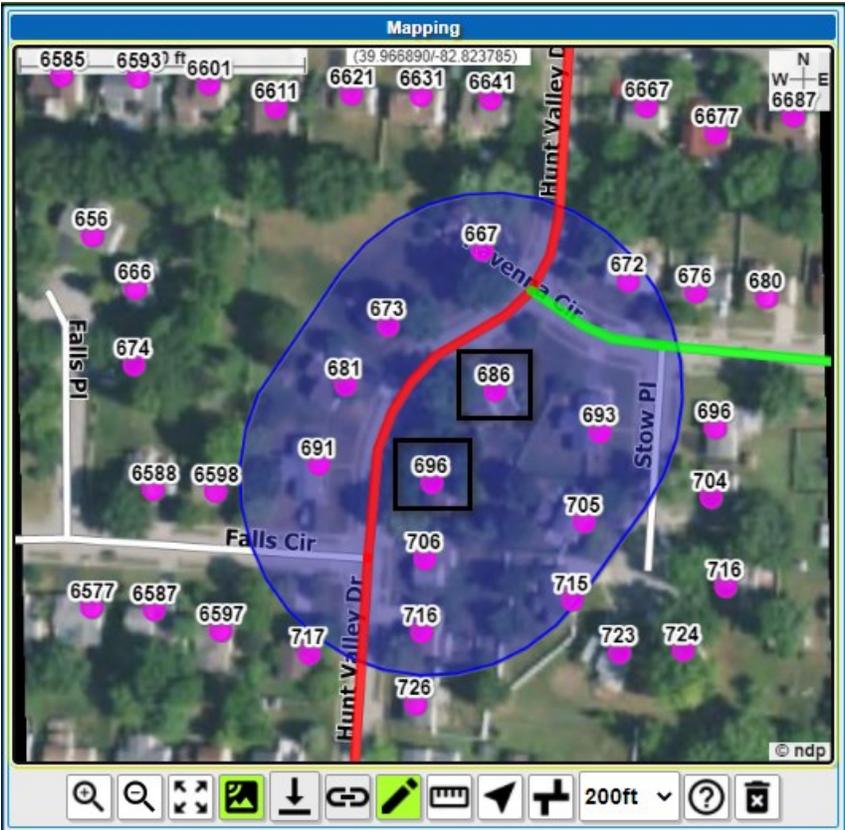
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Click **SHOW ADDRESS PT** to confirm in correct area
- 5) Use the **DRAW** tool to map entire road in front of address making sure to draw furthest distance off road or increasing your **BUFFER** setting to 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**



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** tool to map entire road in front of all addresses within your range making sure to draw to include the furthest distance off of the roadway.
- 7) Confirm your entire work area is covered using the **AERIAL** tool to verify
- 8) **GET MBRS**
- 9) **SUBMIT**

Digsite Information											
County	FRANKLIN										
Place	REYNOLDSBURG Places										
<table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Addr/Street</td> <td style="border: 1px solid #ccc; padding: 2px;">686-696 HUNT VALLEY DR</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Cross St 1</td> <td style="border: 1px solid #ccc; padding: 2px;">RAVENNA CIR</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Cross St 2</td> <td style="border: 1px solid #ccc; padding: 2px;"> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Lot #</td> <td style="border: 1px solid #ccc; padding: 2px;"> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Sub-division</td> <td style="border: 1px solid #ccc; padding: 2px;"> </td> </tr> </table>		Addr/Street	686-696 HUNT VALLEY DR	Cross St 1	RAVENNA CIR	Cross St 2		Lot #		Sub-division	
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 PROPERTIES & INCLUDING WITHIN THE ROADWAY FARTHEST POINT OFF ROAD: LESS THAN 200 FT E OFF OF DISTANCE FROM CROSS STREET: SOUTH OF AREA IS MARKED WITH WHITE PAINT AND STAKES											
<input type="button" value="Expanded Word List"/>											



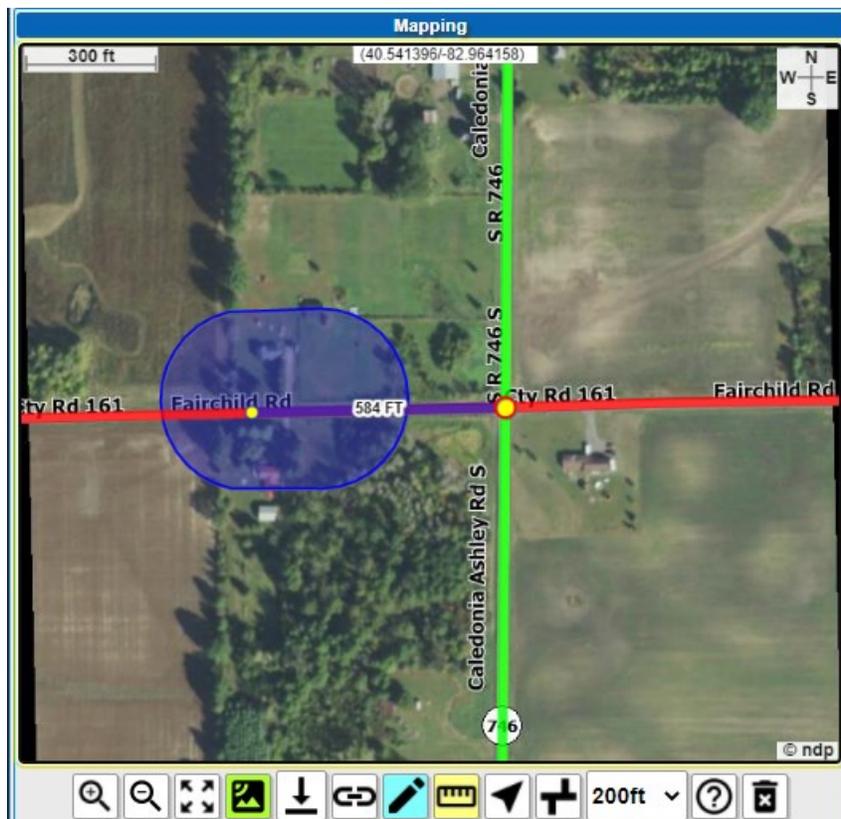
Notification Examples

Location with no address

Location:

- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Set your **BUFFER** setting to the appropriate setting to cover the furthest point off road before drawing to ensure the entire work area described will be covered by the blue notification area.
- 5) Using the measuring tool (highlighted in yellow below), measure to the starting point. Using the drawing tool (highlighted in blue below), draw from the starting point to the ending point.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT**

Digsite Information	
County	MARION
Place	RICHLAND TWP
<input type="button" value="Places"/>	
Addr/Street	FAIRCHILD RD
Cross St 1	S R 746
Cross St 2	
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
NORTH SIDE OF FAIRCHILD RD - STARTING AT A POINT 584 FT WEST OF S R 746 AT PED 100-166 & CONTINUING TO THE EAST 100 FT. FARTHEST POINT OFF ROAD: APPROX 30 FT N OFF OF AREA IS MARKED WITH WHITE FLAGS	
<input type="button" value="Expanded Word List"/>	



Location w/ Address in Description

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 IT'S INTERSECTION WITH TWP RD 43 & CONTINUING NORTH APPROX 2700 FT TO THE FRONT OF ADDRESS 850 S R 53 FARTHEST POINT OFF ROAD: UP TO 100 FT OFF OF	
Expanded Word List	

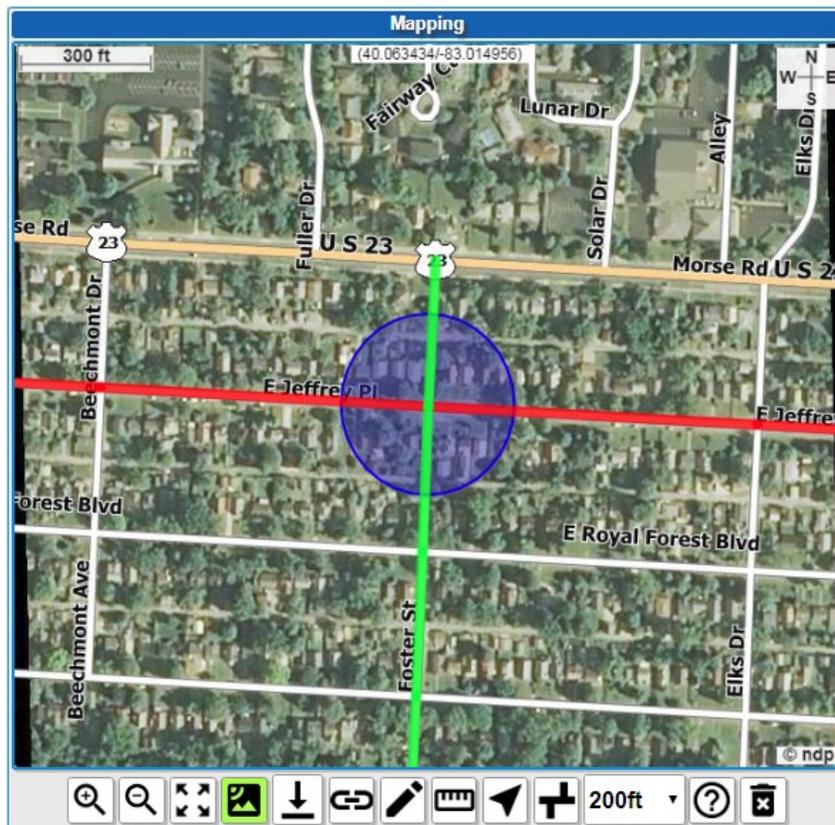
- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Click **SHOW ADDRESS PTS** (highlighted in blue below) to confirm you are in the right area
- 5) Use **DRAW** tool (highlighted in yellow below) to draw starting from the intersection and continuing the entire distance described, making sure the address provided is covered by the blue notification area as well.
- 6) Confirm your entire area is covered using the **AERIAL** tool to verify
- 7) **GET MBRS**

The screenshot shows a mapping application window titled "Mapping". At the top, there is a scale bar for 1,000 ft and a coordinate pair (41.3132677-83.171348). A compass rose is in the top right corner. The main map area displays an aerial view of a rural area with a red vertical line representing a street labeled "S SR 53". A blue vertical oval highlights a section of this street, with the address "850" at the top and "53" at the bottom. Other roads visible include "Gonawein Rd", "Twp Rd 43", and "Cty Rd 43". A yellow highlight is on the "DRAW" tool in the bottom toolbar. Below the map is a control panel with buttons for "Home", "Lat/Long", "Find", "Street", "Intersection", "Both Cross", "Work Area", "Save", "Clear", "Zoom", "Work Area", "Place", "County", "Highlight", "Street", "Cross1", "Cross2", "All", "Clear", "Zoom", "Zoom", "Zoom", "Zoom", "Search", "Add Pt", "Show", "Add Pts", "Full Add", "Clear".

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 FARTEST 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) Select **DRAW** tool and double click at the intersection producing your blue notification area at the current **BUFFER** setting (if working a radius of 200 ft or higher, please be sure to extend the buffer setting to an appropriate radius).
- 5) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 6) **GET MBRS**
- 7) **SUBMIT**



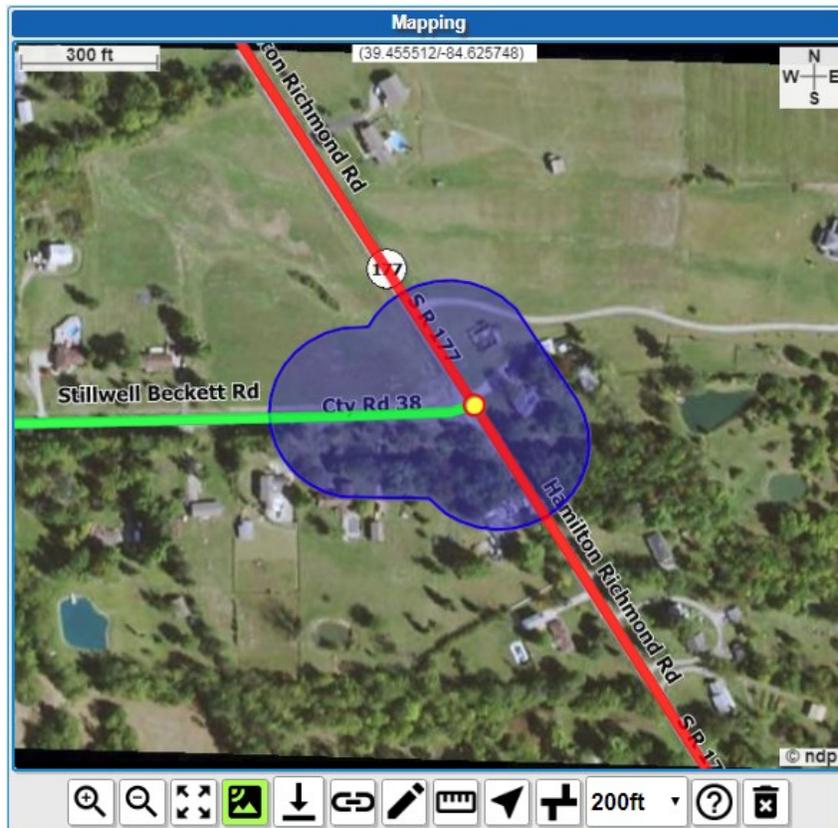
Notification Examples

Working distances in each direction from an intersection.

Digsite Information	
County	BUTLER
Place	HANOVER TWP
<input type="button" value="Places"/>	
Addr/Street	S R 177
Cross St 1	STILLWELL BECKETT RD
Cross St 2	
Lot #	
Sub-division	
<input type="button" value="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	
<input type="button" value="Expanded Word List"/>	

Intersection w/ different footages

- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Use **DRAW** tool to draw starting at the intersection and drawing in each direction the distance described in your **ENTIRE WORK AREA DESCRIPTION** and double clicking to end each time until each direction has been drawn that has been described.
- 5) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 6) **GET MBRS**
- 7) **SUBMIT**



Notification Examples

Working at a complex with multiple lot numbers for the same address.

Address with mult. lots:

Digsite Information

County: HANCOCK
Place: FOSTORIA

Addr/Street: 461 W LYTLE ST
Cross St 1: INDEPENDENCE AVE
Cross St 2:
Lot #: 188
Sub-division: WESTGATE VILLAGE MHP

Lookup

Entire work area Description
ENTIRE PROPERTY
FARTHEST POINT OFF ROAD: LESS THAN 200 FT OFF OF THE MHP DRIVE AND APPROX 1250 FT S OFF OF W LYTLE ST
DISTANCE FROM CROSS STREET: MHP IS APPROX 2000 FT E OF

Expanded Word List

- 1) Select **NEW**
- 2) Enter all work information into proper fields
- 3) Hit **LOOKUP**
- 4) Use the **Search Add Pt** button to generate the list of lot numbers associated with the address and lot provided (see image below).
- 5) Use **DRAW** tool to draw starting at the main roadway and include the entire MHP/ complex. Make sure the lot work is at is included within the mapped area.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT**

Mapping

Mapping interface showing a street view with a blue polygon drawn around a residential complex. The complex includes several private driveways (Private Dr 267, Private Dr 361, Private Dr 362, Private Dr 363, Private Dr 364, Private Dr 267) and a street labeled '461 W LYTLE ST (188)'. The map shows surrounding streets like S R 12, W Lytle St, Bannister St, Sycamore St, Hays St, Grape St, Mc Lean St, Woodland Av, and S Union St. A scale bar indicates 1,000 ft. The map is titled 'Mapping' and shows coordinates (41.144792/-83.428295).

Home | Lat/Long

Get Layers | Color: Magenta | Show | Clear

Layer: address39063 | Label: addr_full | Zoom | Place

Street: 461 *LYTLE* | Search | >Work Area

461 W LYTLE ST (187)
>461 W LYTLE ST (188)
461 W LYTLE ST (189)
461 W LYTLE ST (19)
461 W LYTLE ST (191)
461 W LYTLE ST (192)

Rail Road

- 1) Select **NEW**
- 2) Enter all work information into proper fields (can list the tracks in the STREET field)
- 3) Select **Highlight All** (highlighted in yellow in the image below, then **ZOOM** (highlighted in green in the same image) and the mapping should show the 2 cross streets listed. Then use the map to zoom in for a closer view.
- 4) Use the **Search Add Pt** button to generate the list of lot numbers associated with the address and lot provided (see image below).
- 5) Use **DRAW** tool to draw starting at the main roadway and include the entire MHP/ complex. Make sure the lot work is at is included within the mapped area.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS. WHEN SELECTING THIS, THE BOX AT THE BOTTOM OF THE PAGE WILL APPEAR. THIS IS INFORMING YOU THAT OUR SYSTEM DOES NOT RECOGNIZE THE RAILWAY AS A STREET. YOU MAY SELECT YES TO CONTINUE LOOKUP.**
- 8) **SUBMIT**

Digsite Information	
County	HANCOCK
Place	CASS TWP
CASS TWP	
Addr/Street	NORFOLK SOUTHERN CORPORATION RR TRACKS
Cross St 1	TWP RD 243
Cross St 2	TWP RD 143
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
<p>WORKING ALONG BOTH SIDES OF THE RR TRACKS -- TRACKS CROSS TWP RD 243 AT A POINT APPROX 135 FT SOUTH OF IT'S INTERSECTION WITH TWP RD 143 STARTING WHERE THE TRACKS CROSS TWP RD 243 & CONTINUING APPROX .73 MILES NE TO WHERE TRACKS CROSS A SMALL WATERWAY FAR THEST POINT OFF RAILROAD: APPORX 50 FT OFF OF EACH SIDE</p>	
<input type="button" value="Expanded Word List"/>	

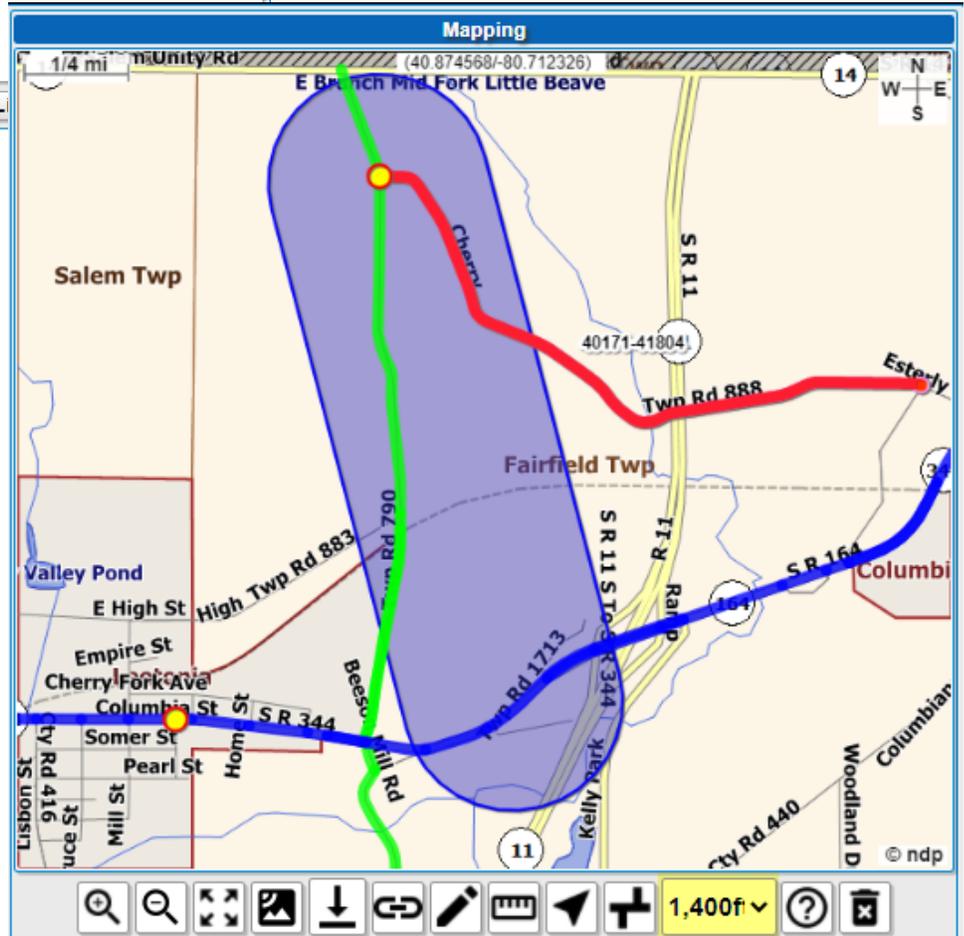
The screenshot displays a GIS application interface. At the top, there are tabs for 'Home' and 'Lat/Long'. Below these are several buttons: 'Find', 'Street', 'Intersection', 'Both Cross', 'Work Area', 'Save', and 'Clear'. A 'Zoom' section contains buttons for 'Work Area', 'Place', and 'County'. A 'Highlight' section has buttons for 'Street' (red), 'Cross1' (green), 'Cross2' (blue), 'All' (yellow), and 'Clear'. Below the highlight buttons are four 'Zoom' buttons (green).

The main map area shows a geographic view with a scale bar of 1,000 ft and coordinates (41.095468/-83.550998). A blue shaded area represents the work area, extending along railroad tracks. Labels on the map include 'Twp Rd 243', 'Cass Twp', 'Norfolk Southern Corporation', 'Twp Rd 142', 'Twp Rd 243', 'SR 12', 'Wash', 'City Rd 248', and 'Twp Rd 2'. A notification dialog box is overlaid on the bottom right of the map, containing the text: 'Street was not found in selected notification area! Continue with member lookup?' and two buttons: 'No' and 'Yes'.

Cross country/ Pipelines

Digsite Information	
County	COLUMBIANA
Place	FAIRFIELD TWP
Places	
Addr/Street	CHERRY FORK RD
Cross St 1	BEESON MILL RD
Cross St 2	S R 344
Lot #	
Sub-division	
Lookup	
Entire work area Description	
WORKING ALONG BOTH SIDES OF THE BUCKEYE PIPELINE RIGHT-OF-WAY -- STARTING AT THE INTERSECTION OF CHERRY FOR RD & BEESON MILL RD & CONTINUING S/S/E FOLLOWING THE RIGHT-OF-WAY FOR APPROX 6700 FT TO WHERE IT CROSSES S R 344 (AT A POINT 300 FT W OF TWP RD 1713)	

- 1) Select **NEW**
- 2) Enter all work information into proper fields (list the primary street in the STREET field)
- 3) Hit **LOOKUP**
- 4) Change the mapping Buffer to 1400 ft.
- 5) Use the **DRAW** tool to draw starting at the starting point provided and continuing to the ending point provided.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT**

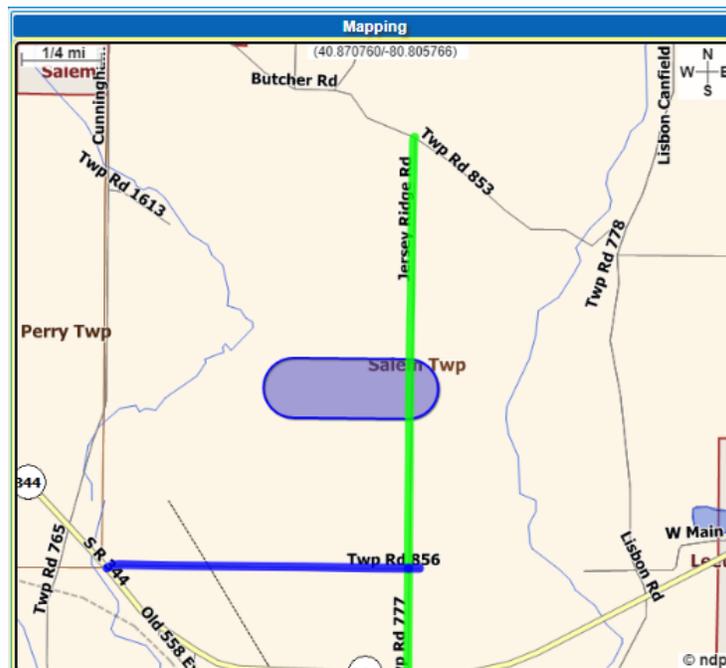


Please note: Cross Country notifications need to be broken down from cross street to cross street. The starting point must always be described using distances and directions from existing intersections and the ending point should be described using distances and directions. In the example above, the starting point was at an intersection, the distance and direction work traveled was provided, and the ending point location was provided.

New street

Digsite Information	
County	COLUMBIANA
Place	SALEM
<input type="button" value="Places"/>	
Addr/Street	COLUMBIANA AVE N
Cross St 1	JERSEY RIDGE RD
Cross St 2	TWP RD 856
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
<p>BOTH SIDES OF THE ROAD AND INCLUDING THE ROADWAY -- COLUMBIA AVE N IS A NEW ROADWAY THAT RUNS W OFF OF JERSEY RIDGE RD AT A POINT APPROX 2918 FT N OF IT'S INTERSECTION WITH TWP RD 856 -- FROM THERE CONTINUE W APPROX 1400 FT FARTHEST POINT OFF ROAD: 200 FT OFF OF BOTH SIDES</p>	
<input type="button" value="Expanded Word List"/>	

- 1) Select **NEW**
- 2) Enter all work information into proper fields (list the primary street in the STREET field even if not in our system yet) List the street that the new roadway comes off of in the Cross St 1 field, and list an intersecting street with that in the Cross St 2 field.
- 3) Select Highlight All, then Zoom. This should show the Cross 1 and Cross 2 streets listed and you are able to zoom in on the map from there.
- 4) Provide the distance and direction from an existing intersection to where the new roadway crosses an existing roadway. Then provide the distance and direction from the intersection with the new roadway to the point of work. Provide which side of the new roadway work is on as well as how far off of the new roadway work will be.
- 5) Use the **DRAW** tool to draw starting at the intersection where the new roadway is located and continue with this tool to draw the entire work area.
- 6) Confirm your entire area is covered using the **AERIAL** and **RULER** tools to verify
- 7) **GET MBRS**
- 8) **SUBMIT**



Please note: If working at an address on the new street, you can list the address in the STREET field on the ticket, provide where on the property work is taking place, then how far and which direction from the intersection with the new roadway to the address. If using the example above, it would say something along the lines of; "ADDRESS IS APPROX 1000 FT W OF JERSEY RIDGE RD AND IS ON THE N SIDE OF COLUMBIANA AVE N— PLEASE MARK FRONT AND BOTH SIDES OF PROPERTY" in addition to the new roadway location, and how far off of the roadway work is taking place.

Required Notification Information and Tips

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

Working at a specific address (pg.32):

- ◇ Address in the STREET field
- ◇ Where on the property
- ◇ Farthest distance off of the roadway
- ◇ Distance and direction from a cross street
Or provide 2 cross streets the address is between

Working at an address range (pg.33):

- ◇ List the address range in the STREET field from lowest to highest, no spaces between the address numbers
(Ex: 100-200 E MAIN ST)
- ◇ Follow the last 3 steps from 'Working at a specific address'

Working across from an address:

- ◇ Address in the DESCRIPTION
- ◇ Primary street in the STREET field
- ◇ Which side of roadway work is on
- ◇ Farthest distance off of the roadway
- ◇ Distance and direction from a cross street
Or provide two cross streets the address is between

Working at a location with no address provided (pg 34-37):

- ◇ Primary street in the STREET field
- ◇ Which side of the roadway work is on
- ◇ The distance and direction from a cross street to the start point
- ◇ The distance and direction to the next point of work
Continue with the distance and direction to the next point of work until the ending point.

Working cross country (pg.40):

- ◇ Primary street work is measured off of in the STREET field
- ◇ The distance and direction from a cross street with the primary street to the start point or work area's road crossing
- ◇ The distance and direction off of the primary street to the starting point of work
- ◇ The distance and direction from the starting point to the next point and continue with distances and directions to each point until the ending point is reached
- ◇ Set mapping buffer to 1400 ft before mapping work area

NOTE: CROSS COUNTY TICKETS NEED TO BE BROKEN DOWN FROM STREET CROSSING TO STREET CROSSING

Working along a new roadway not in our system (pg.41):

- ◇ Primary street work is off of in the STREET field (even if not in our system yet)
- ◇ Which side of the new roadway work is off of
- ◇ The distances and directions from a cross street with the new roadway to the location or address
- ◇ Provide the distance and directions from an existing intersection in our system to where the new roadway crosses the cross street listed in the step above. (see page 40 for an example)

Working on a railroad (pg. 39):

- ◇ Follow the directions for 'Working at a location with no address provided', instead of roadway it will be railway
- ◇ Include the distance and direction from an existing intersection to where the railway crosses a street

Working at a complex with multiple lot numbers (pg.38):

- ◇ Primary address in STREET field
- ◇ Lot number in LOT # field and/or in description
- ◇ Where on property
- ◇ Farthest distance off of the primary roadway
- ◇ Distance and direction from a cross street
- ◇ Be sure to map the entire complex/ all lots for the address provided.

Important Reminders

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

- ◆ Always list the primary street work is off of in the STREET field of the notification.
- ◆ Make sure all street spellings, street endings, and abbreviations are correct
- ◆ If not working at a specific address, please be sure to remove the address from the STREET field on the notification and place it in the ENTIRE WORK AREA DESCRIPTION. The primary street work is off of should be listed in the STREET field alone with no address number.
- ◆ If needing the entire intersection(s) marked, it must be noted in the ENTIRE WORK AREA DESCRIPTION
- ◆ If needing including the roadway marked, it must be indicated in the ENTIRE WORK AREA DESCRIPTION
- ◆ If working at an address range, be sure to list the lowest address number, no space, -, no space, the highest address number in the STREET field (Ex: 100-200 E MAIN ST). Please also note that this is only for notifications that need that entire range covered. If not working at every property within that range, the notification will need to be broken down per property, or per address range that work is being done at.
- ◆ If working along a county line and work continues into both counties a ticket will need to be submitted for each county work is taking place in.
- ◆ GPS coordinates are considered additional information only. A full work area description with distances and directions from roadways is always required (see page 41 for the required information)
- ◆ **REPEAT** function is for current notifications to report marking issues. This function keeps the same notification number, same 48hrs, and same 10 day start-by date.
- ◆ **UPDATE** function is for requesting re-markings. This function gives an new 48hrs to mark, new 10 day start-by date, and a new notification number. If markings were destroyed, an UPDATE is required.
- ◆ If information needs to be changed on a ticket, a **NEW** ticket must be submitted and the old one may be CANCELED
- ◆ Always check the list of members in the Members list that shows who is being notified on your request. If there appears to be a member missing from that list, please double check your mapping and call 800-362-2764 or 811 to see if a CSR is able to add that member to your notification.
- ◆ **You are unable to report a hit/damaged/exposed line, request short notice, or request emergency locates online. Those MUST be called in to the call center 800-362-2764, or 811**
- ◆ Utilities and locators may not see and/or get a copy of the blue notification area drawn on our mapping system. A full work area description is always required (see page 41 for the required information lists) . The mapped area is what generates the list of utilities being notified.
- ◆ RTE accounts are not sharable. Each person needs to have their own account. Be sure to list the phone number or company name exactly the same so you are able to access co-workers tickets and send REPEATS and UPDATES on them. Account sharing may lead to suspension.
- ◆ Please be sure to check emails from the idig department (idig@oups.org) for notification corrections, questions, or other information we may need to contact you for. Digging safety, and utility member safety is our primary concern.

Street Abbreviations

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

- ◆ Please list the entire street name using the correct street ending types, matching the notification area selected on the map.
For example: W 7th St, not 7th
- ◆ Street directional and ending types are important to list as well due to the possibility of multiple roadways with the same name
- ◆ For example: there could be Maple Ave, Maple Dr, Maple St, Maple Blvd, Maple Ct, etc
- ◆ Do not spell out street ending types, use the correct abbreviations (will match our mapping system)

Roadway Ending	Abbreviation	Example
Road	RD	VALLEY RD
Street	ST	OAK ST
TRAIL	TRL	MIAMI TRL
Parkway	PKWY	PLEASANT PKWY
Avenue	AVE	WEST AVE
Boulevard	BLVD	EUCLID BLVD
Place	PL	MARKET PL
Drive	DR	LITES DR
Court	CT	FOX RUN CT

Street type	Abbreviation	Example
State Route	S R	S R 534
U S Route	U S	U S 6
Interstate	I	I 80
Township Road	TWP RD	TWP RD 182
County Road	CTY RD	CTY RD 14
Saint	ST.	ST. MARY ST
Fort	FT.	FT. JENNINGS PL
Mount	MT.	MT. PLEASANT ST
First	1ST	1ST ST
Second	2ND	W 2ND ST
Fifteenth	15TH	15TH RD

Direction	Abbreviation	Example
North	N	N MAIN ST
South	S	MAIN ST S
East	E	E MAIN ST
West	W	MAIN ST W
Northeast	NE	NE MARKET WAY
Northwest	NW	MARKET WAY NW
Southeast	SE	MARKET WAY SE
Southwest	SW	SW MARKET WAY

Note: Please see the General Information Manual for more street abbreviation information.

Link to the General Information Manual:
<https://www.oups.org/wp-content/uploads/2021/01/>