



SINGLE ADDRESS POINTS

Digsite Information

County

Place

Addr/Street

Cross St 1

Cross St 2

Lot #

Sub-division

Entire work area Description

LEFT SIDE OF THE DRIVEWAY – FACING
 FARTEST POINT OFF ROAD: UP TO APPROX 1200FT W
 DISTANCE FROM CROSS STREET: BETWEEN

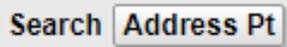
ADDRESS POINT FOUND EXAMPLE



New allows you to submit a new 48 hr marking notification

ADDRESS locate request required information:

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



Search Address PT button: Searches for the exact address to pinpoint it on the map



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.*) **REMEMBER:** you should select the next buffer setting **above** your furthest point off the road to ensure your entire work area is covered in the blue notification area.



BLOCK: allows you to select an entire block or blocks.



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.



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.



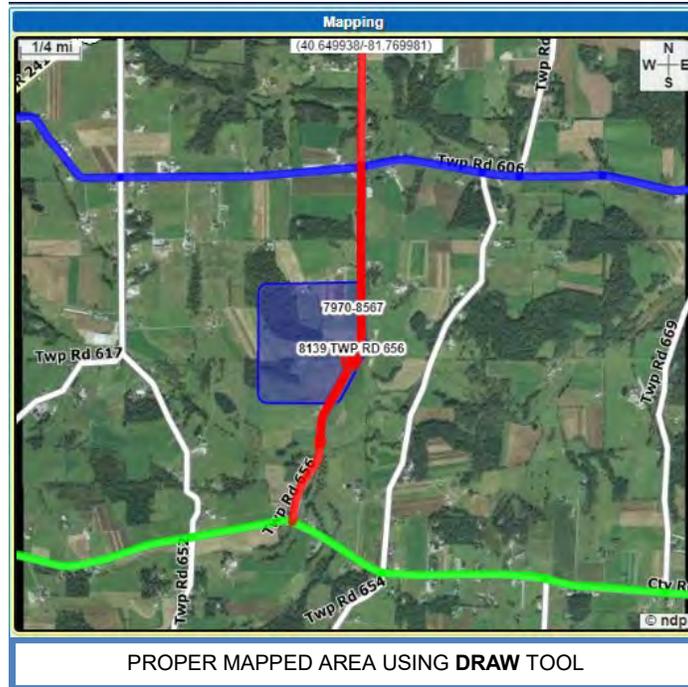
AERIAL: allows you to view an aerial photograph of the area on the map image. This can be useful for selecting an area where there are no roads in the mapping database. When there appears to be a disagreement between the road centerlines and the Ortho photograph, trust/select the road centerlines. The 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.

! IMPORTANT REMINDER !

It is very important to make sure that your street spelling and ending type are correct because putting in incorrect information will make it difficult or impossible to find in the mapping system and could result in locators going to the incorrect property or not being able to locate the address at all.



ADDRESS POINT FOUND EXAMPLE *continued...*



Work Type

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

White Lining

WHITE LINING: Y/N—Select Y (Yes) if you pre-marked your work area or N (No) if not. **NOTE:** *Make sure that if you switch this option to “Yes” you should also have in your ENTIRE WORK AREA DESCRIPTION how you have it*



ADDRESS POINT **NOT** FOUND EXAMPLE

Digsite Information

County: STARK
Place: HARTVILLE Places

Addr/Street: 371 LEIGHFIELD LN NE
Cross St 1: NORTH HAMPTON ST NE
Cross St 2:
Lot #:
Sub-division:

Entire work area Description
ENTIRE PROPERTY
FARTHEST POINT OFF ROAD: 300FT EAST
DISTANCE FROM CROSS ST: OFF OF

Find Street Results

371 LEIGHFIELD LN NE, HARTVILLE
Address not found in any place

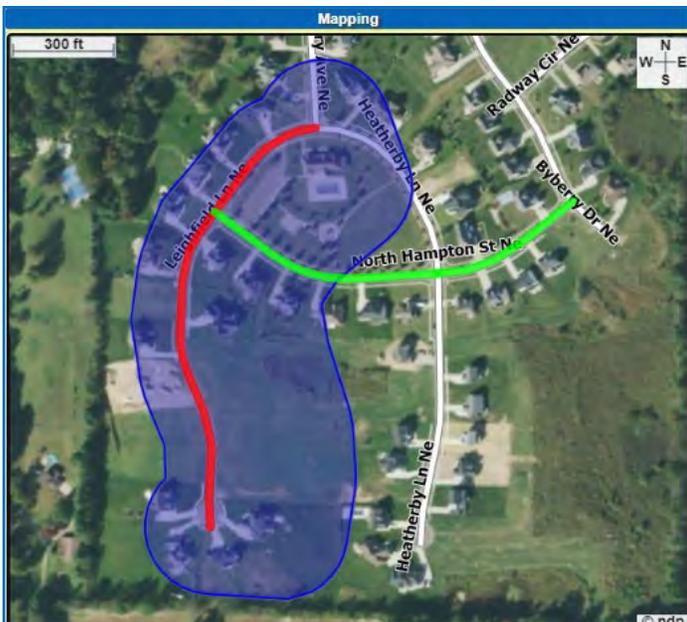
List of all valid addresses for this place
(Click street to view it on the map)

- 388-409 Leighfield Ln Ne
- 410-451 Leighfield Ln Ne

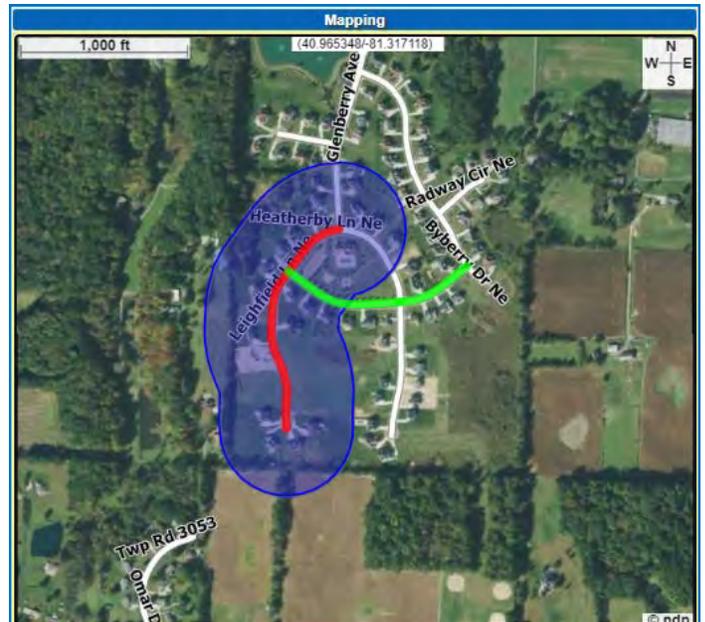
List of all places that this street is in
(Click place to change it)

- HARTVILLE

When the address point has not been provided to OHIO811 you will get a pop-up box saying the address was not found. In cases like this you should select **HIGHLIGHT ALL OF STREET** and the map will zoom to show you the entirety of the matching street.



PROPER MAPPED AREA USING **DRAW** TOOL (200 ft buffer drawn)



PROPER MAPPED AREA USING **BLOCK** TOOL (400 ft buffer)



ADDRESS RANGE FOUND EXAMPLE

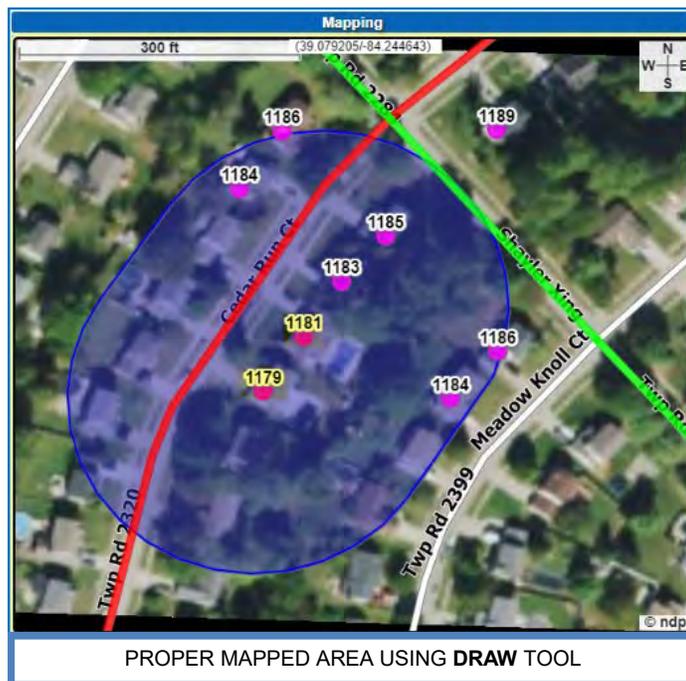
Digsite Information	
County	CLERMONT
Place	UNION TWP
Places	
Addr/Street	1179-1181 CEDAR RUN CT
Cross St 1	SHAYLER XING
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
<p>BETWEEN ADDRESSES GOING ALL THE WAY TO THE ROAD - FROM THE FRONT TO THE BACK FARTHEST POINT OFF ROAD: 250 FT E DISTANCE FROM CROSS STREET: 200 FT S OF MARKED IN PINK PAINT</p>	
Expanded Word List	

! IMPORTANT REMINDERS !

- ◇ Make sure you are entering the range starting with the lowest numerical address and ending with the highest numerical address with a dash between the two numbers and no spaces.
- ◇ You can only use address ranges if you are working on every property in that range, even a single skipped address will split the ticket into two or more notifications.

[Show Address Pts](#)

Show Address PTS button: will show all address points on the map





MOBILE HOME PARK EXAMPLE

Digsite Information	
County	MAHONING
Place	SPRINGFIELD TWP
<input type="button" value="Places"/>	
Addr/Street	12921 SPRINGFIELD RD
Cross St 1	WOODWORTH RD
Cross St 2	GLACIER RD
Lot #	7N
Sub-division	MHP
<input type="button" value="Lookup"/>	
Entire work area Description REAR OF PROPERTY -- LOCATE A 30 FT RADIUS OF POLE FARTHEST POINT OFF THE ROAD: 500 FT E OFF OF DISTANCE FROM CROSS STREETS: MHP IS LOCATED BETWEEN	
<input type="button" value="Expanded Word List"/>	

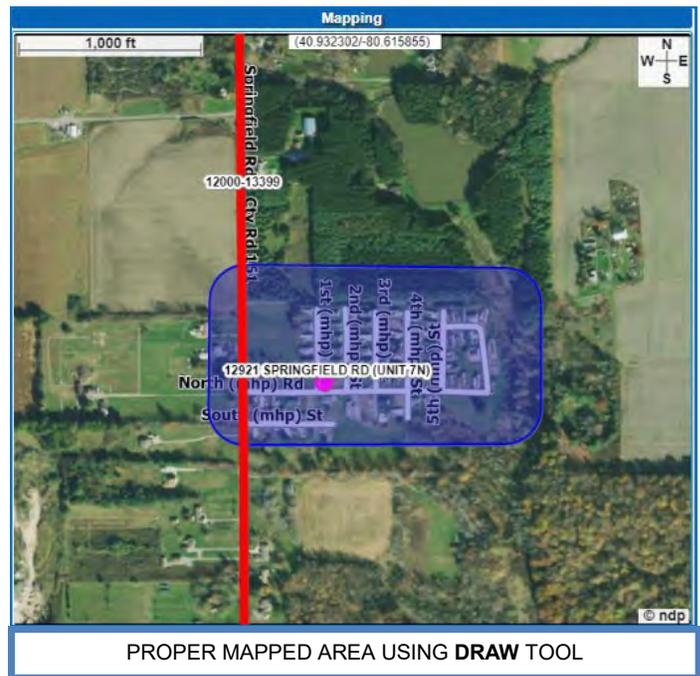
! IMPORTANT REMINDERS !

! WHEN ENTERING LOCATIONS IN A MHP !

- ◇ 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.

Full Addresses

Show Full Addresses button: will show all addresses on the map with full street name on the map





ACROSS FROM AN ADDRESS EXAMPLE

Digsite Information	
County	MEDINA
Place	MEDINA
Places	
Addr/Street	W SMITH RD
Cross St 1	S STATE RD
Cross St 2	
Lot #	
Sub-division	
Lookup	
Entire work area Description	
NORTH SIDE OF THE ROAD – AT A POINT APPROX 500 FT WEST OF ADDRESS 660 W SMITH RD AT POLE MARKED WITH WHITE X FARTHEST POINT OFF ROAD: 450FT NORTH DISTANCE FROM CROSS STREET: NEAR	
Expanded Word List	

LOCATION w/o address locate request required info:

- ◇ Side of the Road of dig location
- ◇ Farthest Point off the Road
- ◇ Distance and Direction from intersecting street to start
- ◇ Distance and Direction from starting point to next or end (if any)
- ◇ Distance and Direction from intersecting street to the end point

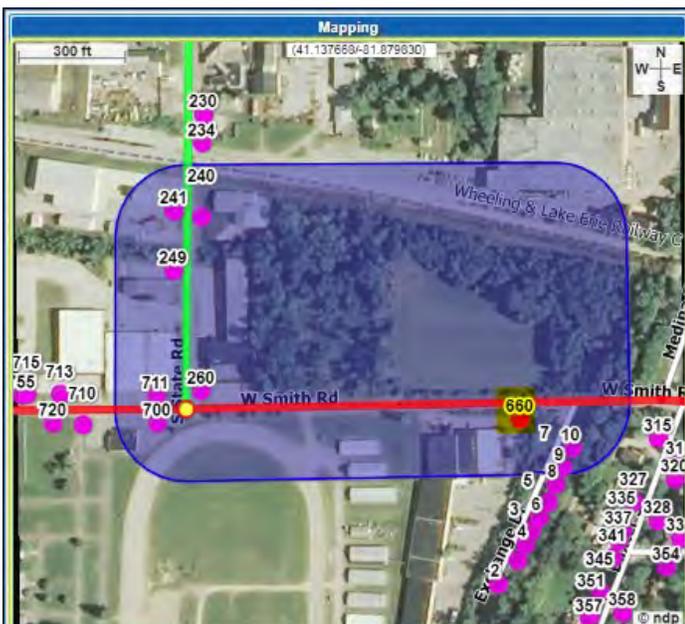
HIGHLIGHT...

Highlight	Street	Cross1	Cross2	All	Clear
	Zoom	Zoom	Zoom	Zoom	

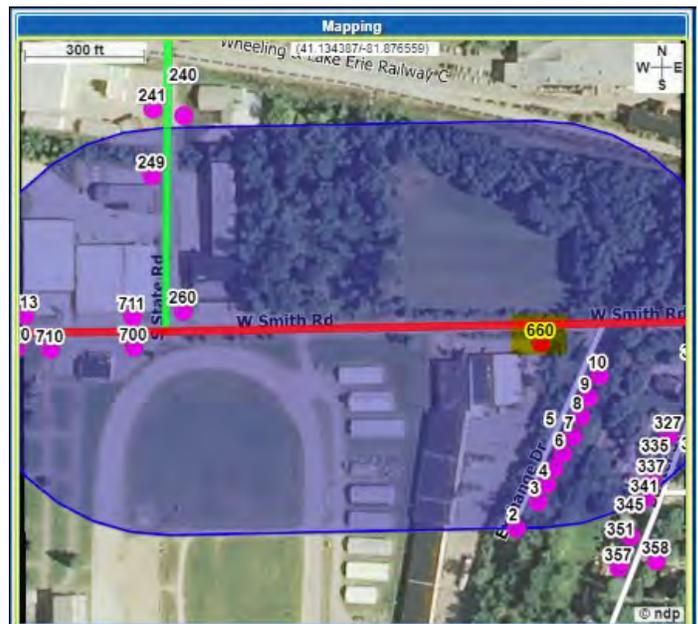
- ⇒ **STREET:** highlights entire length of the street listed in **ADDR/STREET** box in **red**.
- ⇒ **CROSS1:** highlights entire length of the street listed in **CROSS ST 1** box in **green**.
- ⇒ **CROSS2:** highlights entire length of the street listed in **CROSS ST 2** box in **blue**.
- ⇒ **ALL:** shows all streets turning them **red, green** and **blue** respectively.
- ⇒ **ZOOM:** zooms in on the entire **ADDR/STREET, CROSS ST 1** or **CROSS ST 2**

! IMPORTANT REMINDER !

- ◇ If not working **only** at an address you have to **remove** the address from the **STREET** field and place it in your **ENTIRE WORK AREA DESCRIPTION** instead



PROPER MAPPED AREA USING **DRAW** TOOL



PROPER MAPPED AREA USING **BLOCK** TOOL



INTERSECTION EXAMPLE

Digsite Information

County: LUCAS
 Place: TOLEDO Places

Addr/Street: W SYLVANIA AVE
 Cross St 1: ELMHURST RD
 Cross St 2:
 Lot #:
 Sub-division:
Lookup

Entire work area Description
 ENTIRE INTERSECTION AT THE WESTERN MOST INTERSECTION
 FARTHEST POINT OFF ROAD: LESS THAN 200FT
 AREA MARKED WITH WHITE PAINT

Expanded Word List

! IMPORTANT REMINDER !

◇ If needing the Entire Intersection (s) you **must** state that within your **ENTIRE WORK AREA DESCRIPTION** or the locators may only mark part of the intersection.

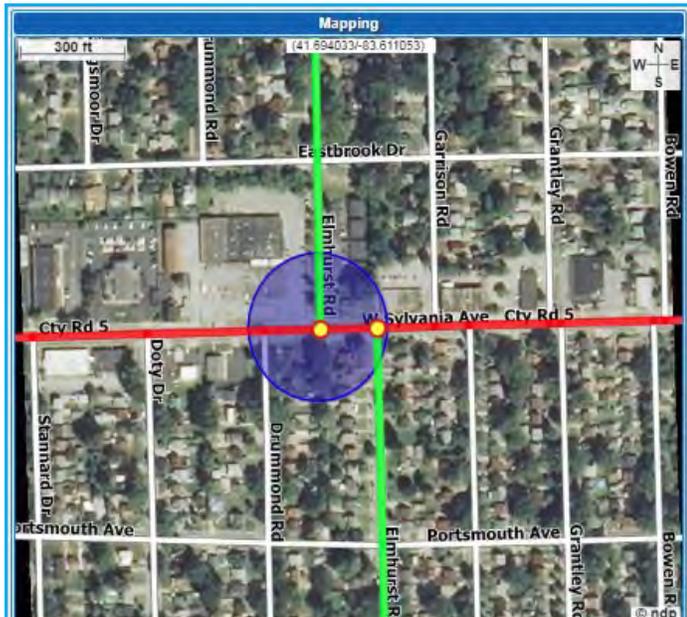
When there is more than one intersection found a pop-up box appears listing all the possible matches. Select **SHOW ALL** to have the map zoom to show all matching intersections

Find Intersection Results

W SYLVANIA AVE & ELMHURST RD, TOLEDO
More than one match found
 (Click on Intersection to select it)

W SYLVANIA AVE & ELMHURST RD, TOLEDO
 W SYLVANIA AVE & ELMHURST RD, TOLEDO

Show All Exit



PROPER MAPPED AREA USING **DRAW** TOOL

Work Type

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

White Lining Y ▼

WHITE LINING: Y/N—Select Y (Yes) if you premarked your work area or N (No) if not. **NOTE:** *Make sure that if you switch this option to “Yes” you should also have in your ENTIRE WORK AREA DESCRIPTION how you have it marked*



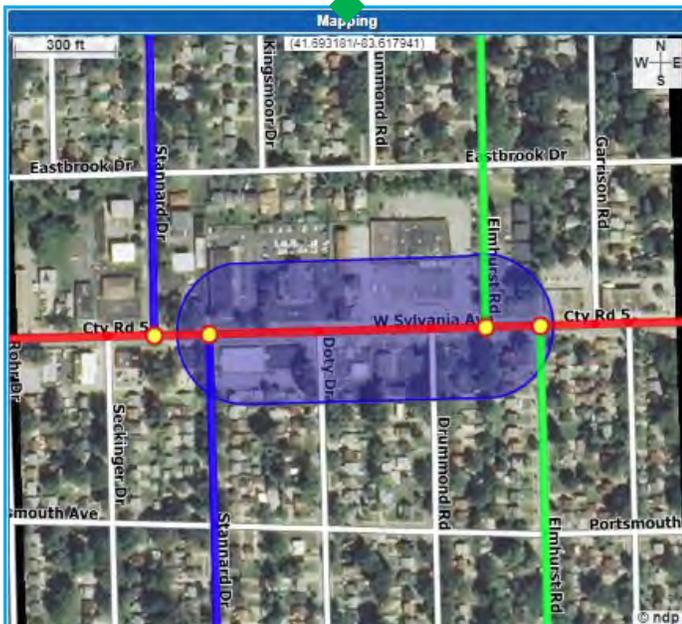
LOCATION EXAMPLE

Digsite Information	
County	LUCAS
Place	TOLEDO
<input type="button" value="Places"/>	
Addr/Street	W SYLVANIA AVE
Cross St 1	ELMHURST RD
Cross St 2	STANNARD DR
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
<p>BOTH SIDES OF THE ROAD - STARTING AT THE ENTIRE INTERSECTION AT THE WESTERN MOST INTERSECTION WITH ELMHURST RD AND GOING WEST ENDING AT A POINT APPROX 100FT EAST OF THE EASTERN MOST INTERSECTION WITH STANNARD DR FARTHEST POINT OFF ROAD: 20 FT AREA MARKED WITH WHITE PAINT</p>	
<input type="button" value="Expanded Word List"/>	

Digsite Information	
County	LUCAS
Place	TOLEDO
<input type="button" value="Places"/>	
Addr/Street	W SYLVANIA AVE
Cross St 1	ELMHURST RD
Cross St 2	
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
<p>BOTH SIDES OF THE ROAD - STARTING AT THE ENTIRE INTERSECTION AT THE WESTERN MOST INTERSECTION WITH ELMHURST RD AND GOING APPROX 720 FT WEST TO THE ENDING POINT FARTHEST POINT OFF ROAD: 20 FT AREA MARKED WITH WHITE PAINT</p>	
<input type="button" value="Expanded Word List"/>	

Find

FIND 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**.



PROPER MAPPED AREA USING **DRAW TOOL**

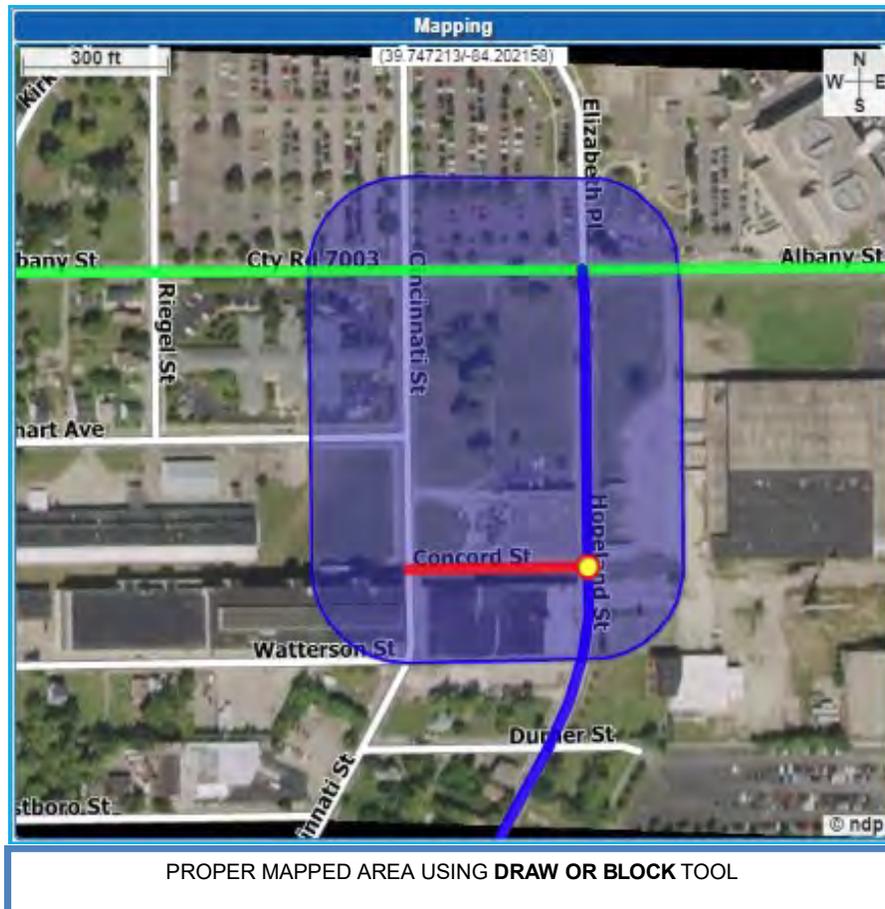
LOCATION w/o address locate request required info:

- ◇ Side of the Road of dig location
- ◇ Farthest Point off the Road
- ◇ Distance and Direction from intersecting street to start
- ◇ Distance and Direction from starting point to next or end (if any)
- ◇ Distance and Direction from intersecting street to the end point



BOUNDED IN AREA EXAMPLE

Digsite Information	
County	MONTGOMERY
Place	DAYTON
<input type="button" value="Places"/>	
Addr/Street	CONCORD ST
Cross St 1	ALBANY ST
Cross St 2	HOPELAND ST
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
ENTIRE PROPERTY BOUNDED BY CONCORD ST TO THE SOUTH, ALBANY ST TO THE NORTH, HOPELAND ST TO THE EAST AND CINCINNATI ST TO THE WEST AREA IS MARKED WITH 8 STAKES AND WHITE FLAGGING	
<input type="button" value="Expanded Word List"/>	





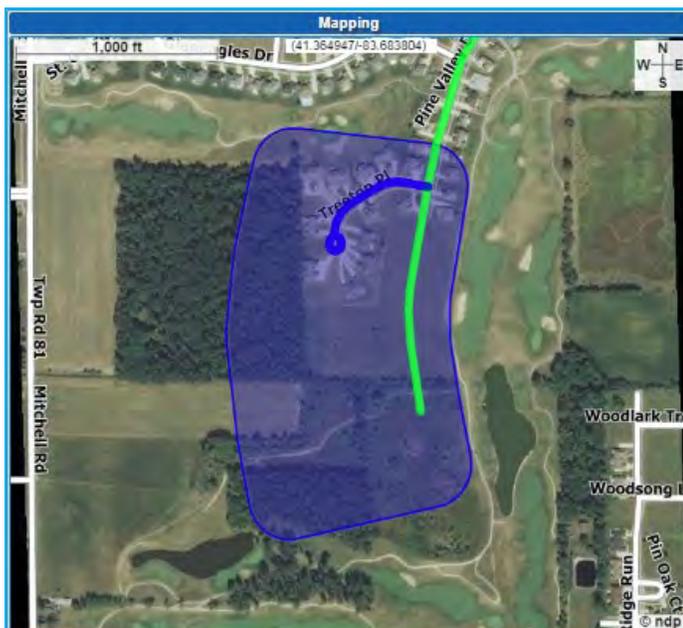
ADVANCED TRAINING VIDEO REVIEW SHEET

NEW ROADWAY (NOT IN SYSTEM) EXAMPLE

Digsite Information	
County	WOOD
Place	BOWLING GREEN
<input type="button" value="Places"/>	
Addr/Street	WINTERWOOD CT
Cross St 1	PINE VALLEY DR
Cross St 2	TREETOP PL
Lot #	
Sub-division	STONERIDGE PLAT 8
<input type="button" value="Lookup"/>	
Entire work area Description BOTH SIDES OF THE ROAD - ENTIRE LENGTH OF ROAD FROM PINE VALLEY DR GOING WEST APPROX 600-700 FT - THIS LOCATION IS A NEW STREET LOCATED OFF THE WEST SIDE OF PINE VALLEY DR LESS THAN .25 MI SOUTH OF TREETOP PL AREA IS MARKED WITH WHITE PAINT	
<input type="button" value="Expanded Word List"/>	

Additional info needed on roads not in system:

- ◇ Direction new street comes off of what road
- ◇ Distance and direction from an intersecting street with that road that the new road comes off of



PROPER MAPPED AREA USING DRAW TOOL

HIGHLIGHT...

Highlight	<input type="button" value="Street"/>	<input type="button" value="Cross1"/>	<input type="button" value="Cross2"/>	<input type="button" value="All"/>	<input type="button" value="Clear"/>
	<input type="button" value="Zoom"/>	<input type="button" value="Zoom"/>	<input type="button" value="Zoom"/>	<input type="button" value="Zoom"/>	

- ⇒ **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.
- ⇒ **ZOOM:** zooms in on the entire **ADDR/STREET**, **CROSS ST 1** or **CROSS ST 2**

Street was not found in selected notification area!

Continue with member lookup?

When you click **GET MBRS** you will get a pop-up box warning you that the Street you have listed in the **STREET** field is not found in the blue notification area you have mapped. Because this is a new road that doesn't appear in the system, click **YES**.

! 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.



RAILROAD EXAMPLE

Digsite Information	
County	MADISON
Place	LONDON
<input type="button" value="Places"/>	
Addr/Street	S WALNUT ST
Cross St 1	MAPLE ST
Cross St 2	LIBERTY ST
Lot #	
Sub-division	
<input type="button" value="Lookup"/>	
Entire work area Description	
<p>BOTH SIDES OF THE NORFOLK SOUTHERN RAILROAD TRACKS LOCATED APPROX 185 FT SE OF LIBERTY ST ON S WALNUT ST - STARTING AT THE INTERSECTION WITH S WALNUT ST AND GOING NE APPROX 1500FT TO MAPLE ST FARTHEST POINT OFF THE TRACKS: 50 FT OFF EACH SIDE OF TRACKS</p>	
<input type="button" value="Expanded Word List"/>	

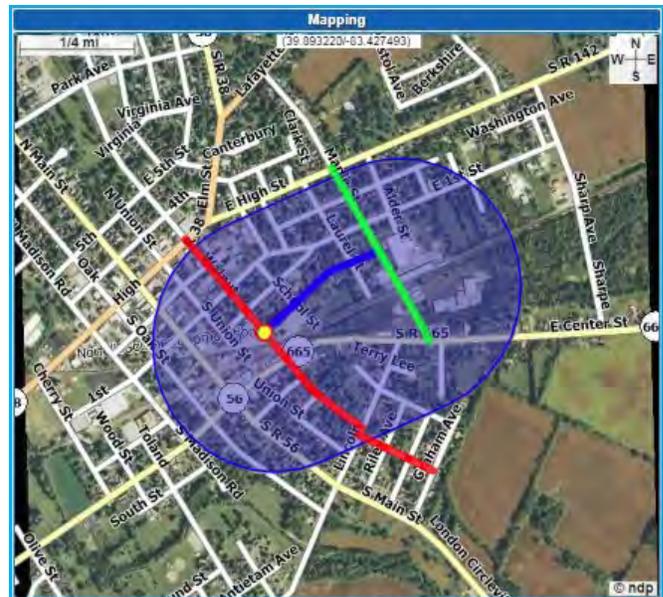
Additional info needed on railroads:

- ◇ Distance and direction from the nearest intersection to the railroad tracks you are working on.

1,400ft ▼

! IMPORTANT REMINDER !

NOTE: Whenever doing any ticket that goes cross-country (including railroads) you should *always* increase your **BUFFER** setting to 1400 ft.



PROPER MAPPED AREA USING DRAW TOOL



CROSS COUNTRY EXAMPLE

Digsite Information

County: **HURON**

Place: **BRONSON TWP**

Addr/Street: **PERU OLENA RD E**

Cross St 1: **N EDWARDS RD**

Cross St 2: **TOWNLIN RD 131 E**

Lot #:

Sub-division:

Entire work area Description

STARTING AT A POINT ON THE SOUTH SIDE OF PERU OLENA RD E APPROX. 800 FT EAST OF N EDWARDS RD AND GOING SOUTH/SOUTHEAST APPROX 1 MI ENDING APPROX .2 MI NORTH OF TOWNLIN RD 131 E AT A POINT .4 MI EAST OF N EDWARDS RD
AREA IS MARKED WITH WHITE FLAGS

CROSS COUNTRY locate request required information:

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

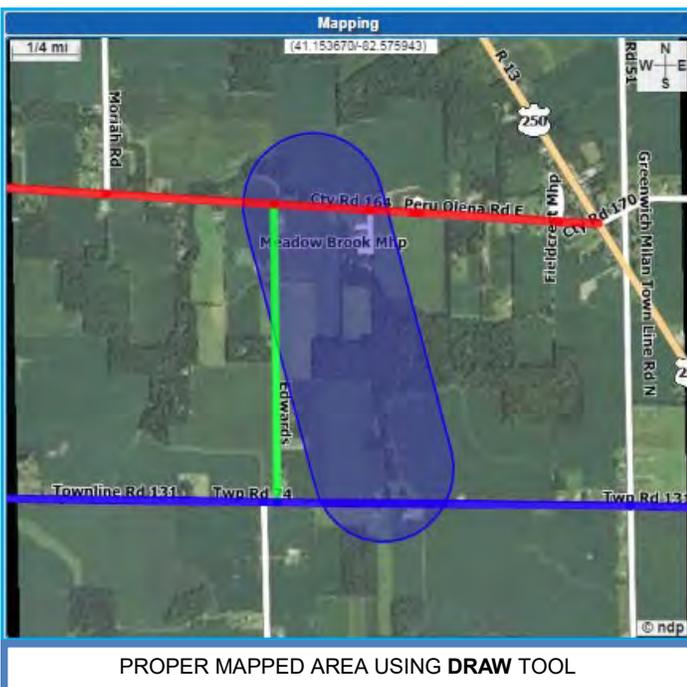
Find Intersection Results

PERU OLENA RD E B/W N EDWARDS RD & TOWNLIN RD 131 E, BRONSON TWP

Not all intersection(s) were found exactly
(Click on Intersection to select it)

PERU OLENA RD E & EDWARDS RD N, BRONSON TWP
PERU OLENA RD E & N EDWARDS RD, BRONSON TWP
PERU CENTER RD & CTY RD 131, PERU TWP
PERU CENTER RD & TOWN LINE 131 RD, PERU TWP
PERU CENTER RD N & CTY RD 131, PERU TWP
PERU CENTER RD N & TOWN LINE 131 RD, PERU TWP
PERU CENTER RD S & CTY RD 131, PERU TWP
PERU CENTER RD S & TOWN LINE 131 RD, PERU TWP

Because the system cannot locate the street between both cross streets you will get a pop-up box listing all the possible matches. Select **SHOW ALL** to have the map zoom to show all matching intersections. You can then zoom to the one you are working at through your preferred method.



PROPER MAPPED AREA USING **DRAW** TOOL

! IMPORTANT REMINDERS !

- ◇ A single Cross-Country ticket may **only** go from one road crossing to the next road crossing.
- ◇ If using an address to get to your location and you're not working **only** at that address you have to **remove** the address from the **STREET** field and place it in your **ENTIRE WORK AREA DESCRIPTION** instead before submitting the ticket.
- ◇ GPS points are **additional** information, you must still provide a **full description**.
- ◇ **NOTE:** Whenever doing any ticket that goes cross-country (including railroads) you should



ADVANCED TRAINING VIDEO REVIEW SHEET

COMMUNICATION WITH OHIO811 I-DIG DEPARTMENT POLICIES

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.

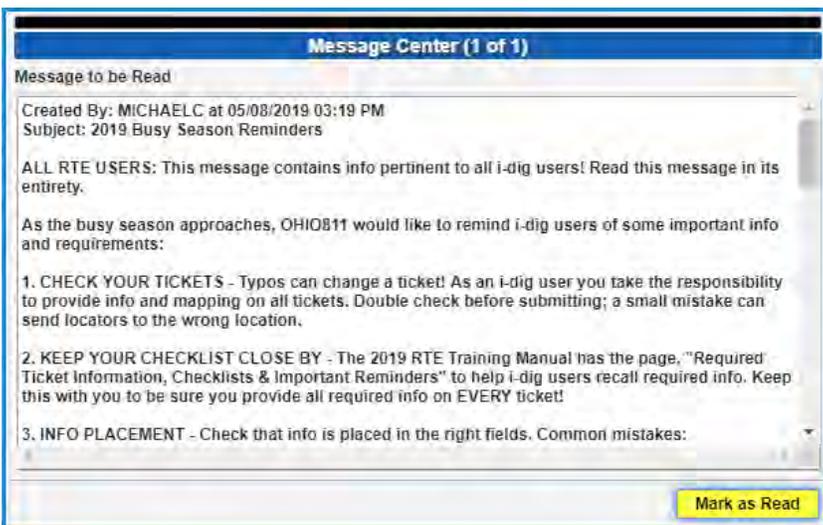
Please remember inaccurate information or incorrect mapping may result in miss-markings or a missed member utility that could result in property/facility damage and personal harm. It is *very important that all information is accurate and correct **before** submitting notifications.*

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.



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

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

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



OHIO811 RTE USE POLICIES & FAQs

USERNAMES AND PASSWORDS—

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

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

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

PREMARKING IN WHITE—

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

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

Ohio Revised Code: 3781.29

IF ANOTHER CONTRACTOR IS DOING THE WORK—

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

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

ROUTINE TICKETS—

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



Working at a specific address:

- ◇ 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:

- ◇ 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:

- ◇ 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:

- ◇ 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 :

- ◇ 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.

Working at a complex with multiple lot numbers:

- ◇ 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.

Working on a railroad:

- ◇ 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



- ◆ 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 and voicemails 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.