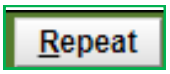
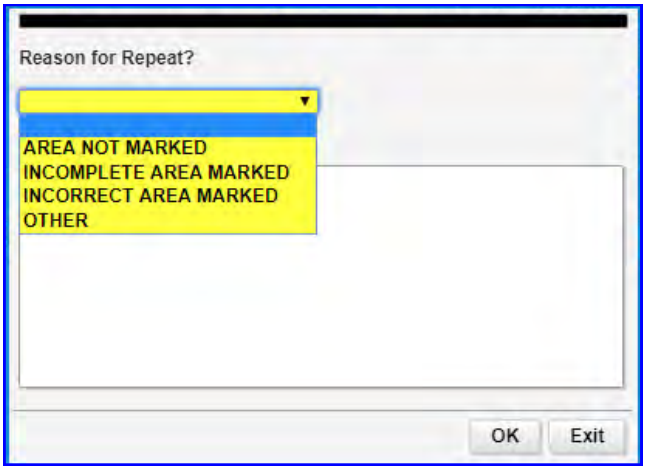
TRAINING VIDEO REVIEW SHEET Refresher

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

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



WHEN TO REPEAT A NOTIFICATION...



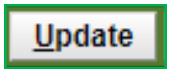
Using the **REPEAT** button allows you to send out messages to the utility owners and locators on the *original* notification without waiting an additional 48 hrs. Reasons for sending out a repeat message would be: **AREA NOT MARKED, INCOMPLETE AREA MARKED, INCORRECT AREA MARKED,** or **OTHER**.

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

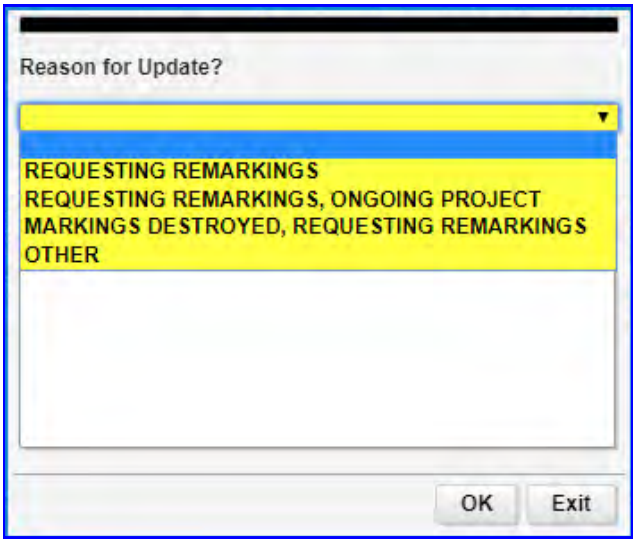
INCOMPLETE AREA MARKED: There are some markings by a utility owner(s) but they did not mark the entire work area as described in the **WORK AREA DESCRIPTION**.

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

OTHER: If choosing 'other' you must type a reason in the **ADDITIONAL COMMENTS** box in the pop-up window. This option would be used for various reasons including but not limited to: Clarification of information on your ticket or to request Clarification of markings. ***NOTE:*** *YOU* ***CANNOT CHANGE ANYTHING*** *ABOUT THE EXISTING NOTIFICAION INFORMATION ON A* ***REPEAT*** *MESSAGE!!! IF YOU NEED TO CHANGE THE ORIGINAL LOCATE REQUEST YOU MUST* ***CANCEL*** *THE NOTIFICATION WITH THE INCORRECT INFORMATION AND SUBMIT A* ***NEW*** *ONE!* [RTE Training Manual pg. 17 & Training Video 2—4:00]



WHEN TO UPDATE A NOTIFICAION...



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

REQUESTING REMARKINGS: To request re-markings on a job you have not yet started

REQUESTING REMARKINGS, ONGOING PROJECT: To request re-markings on a job that is ongoing.

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

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

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

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

TRAINING VIDEO REVIEW SHEET Refresher

Continued...

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

HIGHLIGHT...

⇒ **STREET:** highlights entire length of the street listed in **ADDR/STREET** box in **red**.

⇒ **CROSS1:** highlights entire length of the street listed in **CROSS ST 1** box in **green**.

⇒ **CROSS2:** highlights entire length of the street listed in **CROSS ST 2** box in **blue**.

⇒ **ALL:** shows all streets turning them **red**, **green** and **blue** respectively.

⇒ **CLEAR:** removes all street highlights.

⇒ **ZOOM:** zooms in on the entire **ADDR/STREET, CROSS ST 1** or **CROSS ST 2** (NOTE: the streets must appear in the county map in order to zoom to each respectively.

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

SEARCH...

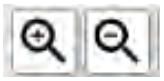
⇒ **Address PT button:** Searches for the exact address to pinpoint it on the map

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

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

⇒ **Clear button:** will clear the address points off the map

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



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

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

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

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

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

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

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

ADDRESS locate request required information:

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

TRAINING VIDEO REVIEW SHEET Refresher

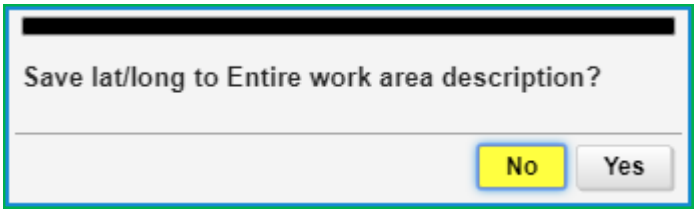
LOCATION w/o address locate request required information:

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

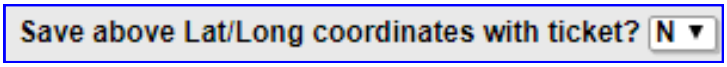
LATITUDE AND LONGITUDE...

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

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



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



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

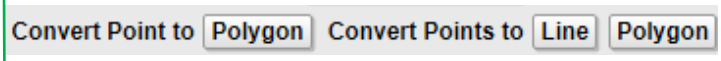
SHOW...

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

ADDITIONAL BUFFER...

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

CONVERT...



⇒ **CONVERT POINT TO POLYGON:** applies the current buffer setting around ***only*** your ***first*** point.

⇒ **CONVERT POINTS TO LINE:** draws a line between all points on the map with the current buffer setting.

⇒ **CONVERT POINTS TO POLYGON:** applies the current buffer setting around ***all*** your points

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

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

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

CROSS COUNTRY locate request required information:

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

Example Work Area Description:

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

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.

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 through-out our review process.

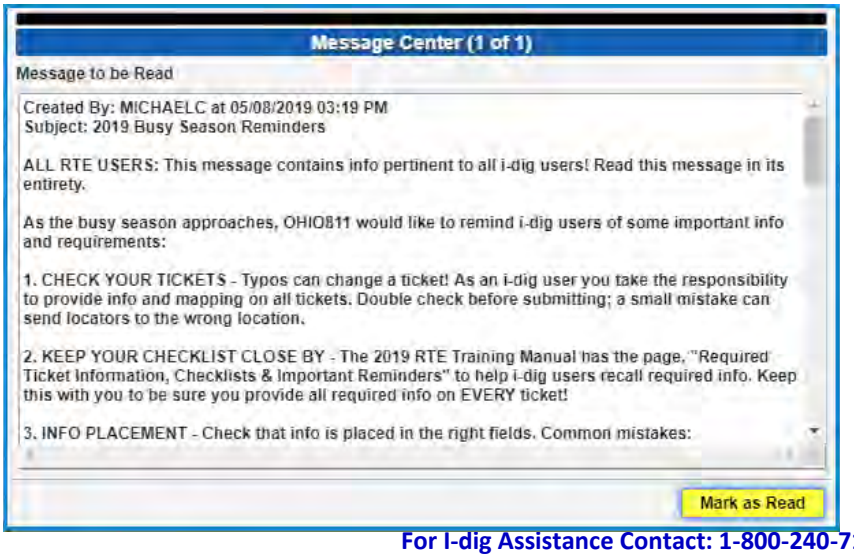
Please remember inaccurate information or incorrect mapping may result in miss-markings or a missed member utility that could result in property/facility damage and personal harm. It is *very important that all information is accurate and correct* ***before*** *submitting notifications.*

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'.

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 or roadway it will be railway
- ◊ Include the distance and direction from an existing intersection to where the railway crosses a street

TRAINING VIDEO REVIEW SHEET

REMINDERS

- 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.