PRO**Portal**

User Manual

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PRO**Portal**

User Manual

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Introduction

Thank you for your interest in ProPortal Ticket Entry.

This manual will explain the application you will be using to file full locate requests with Diggers Hotline. As you will see, filing locate requests is more than just providing a little information.

Filing an ideal locate request requires that accurate and thorough information be combined with precise map selection to ensure that Diggers Hotline members are properly notified and can accurately locate your work site.

As you proceed in your understanding of the ProPortal Ticket Entry application, always remember that we all have a stake in how this damage prevention process functions. Excavators, facility owners, locators, and Diggers Hotline all need to work together, and only through that will safety be achieved.

On behalf of Diggers Hotline, thank you again for utilizing the ProPortal Ticket Entry program. If you should ever have a question, please do not hesitate contacting the staff. The contact information is on the next page.

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Accessing the ProPortal

To access the ProPortal ticket entry system, open a web browser and type the following into the address bar:

proportal.diggershotline.com

Please note, if you are using Internet Explorer, the ProPortal requires Internet Explorer version 9 or newer.

Login

Browsing to proportal.diggershotline.com will bring up the login web page.

Figure 1

At this login you will enter:

User Name: (Your Caller ID)

Password: (Assigned to you by Diggers Hotline)

Password is case sensitive and has to be in all-caps.

After clicking "Login," the system will check to see if you had begun, but not finished, a ticket in your last login session. If you have an unfinished session, the system will ask if you want to continue that session or start a new one.
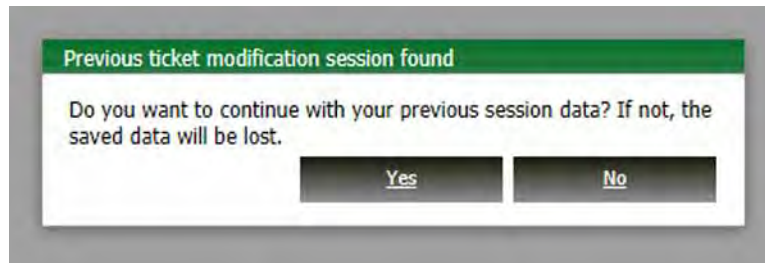

Figure 2

If you want to continue the previous session, just click "Yes." If you want to start a new session, click "No." If you did not have a previous session, you will not get this message and will be taken to the Home screen.
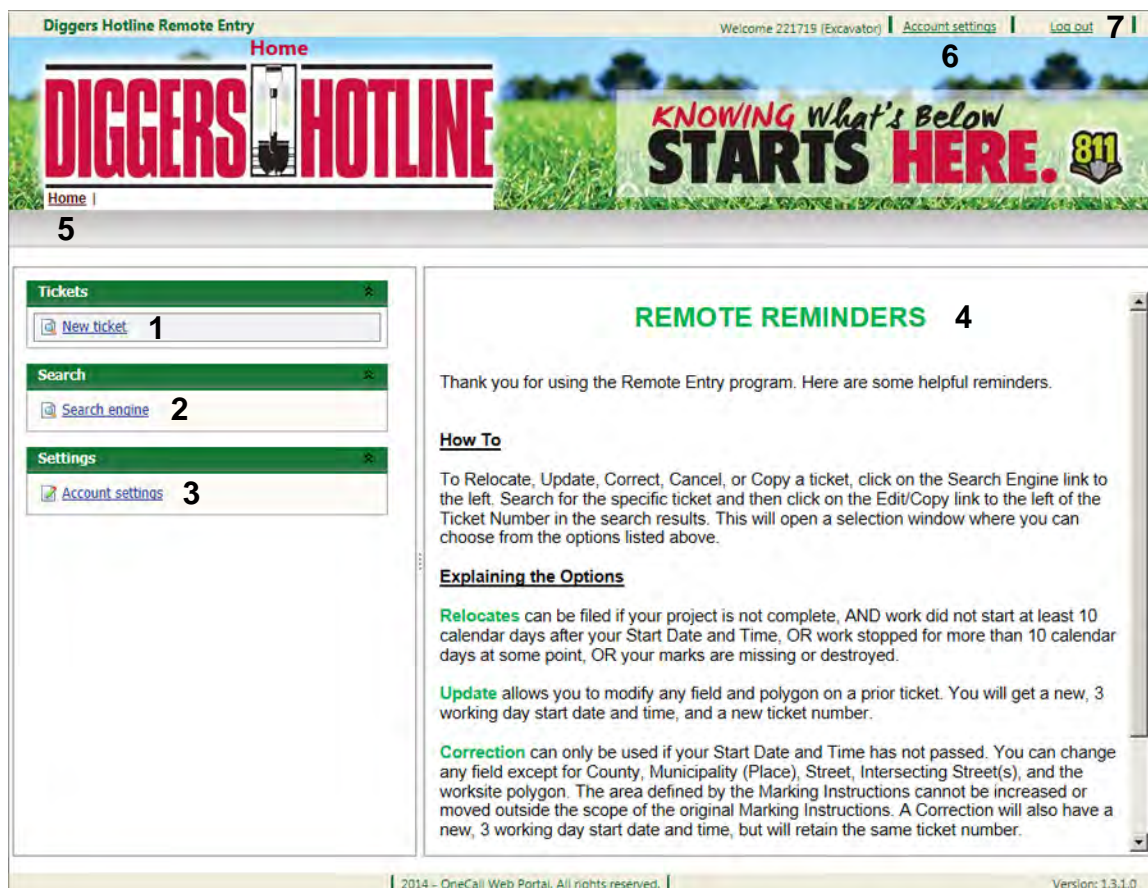

Figure 3

Home Screen

1. **New Ticket** - This link will open the ticket entry application.

2. **Search Engine** - This link will open the Search Engine allowing you to access previous tickets you have filed. The Search Engine is also where you can Relocate, Update, Correct, Cancel, Copy, and Print tickets.

3 & 6. **Account Settings** - These links will take you to the area in the application where you can change your Caller ID information and password.

4. **Remote Reminders** - Diggers Hotline will place useful tips and information in this section.

5. **Home** - This link can be clicked throughout the application to return to the Home screen.

7. **Log Out** - This link will end your ProPortal session.

Account Settings

Figure 4

Account Settings allows you to change information contained in your Caller ID, as well as your password. The "Account Settings" and "Log Out" links at the top of the page function the same as the Home screen. The default Account Settings screen gives you access to your Password.

1. **Edit/Save** - This link allows you to change your contact information. When you first enter the Account Settings area, the Edit button will be at position #1. If you click the Edit button to change Caller ID information, the Edit button becomes the Save button.

    To change the data in your Caller ID fields, click the "Edit" button at the top, change the field(s) that need changing, and click "Save." If you do not want to save the changes, you can click "Cancel."

2. **Back/Cancel** - The default button at this position is the Back button. If you click Edit to change Caller ID information, this button becomes the Cancel button. The Back button will return you to the previous page. The Cancel button stops the editing process and returns you to the default Account Settings screen.

3. **Account Settings** - This link will return you to the main Account Settings page.

4. **Home** - This link can be clicked throughout the application to return to the Home screen.

5. **Field Representative** - This field can now be saved as part of your Caller ID information and will populate that field accordingly in the Caller section of the Ticket Entry page.

Ticket Entry

Clicking the "New Ticket" link on the Home screen will take you to the ticket entry application.

When entering ticket information, always keep 3 questions in mind:

1. Is the information I am providing as thorough and accurate as possible?

2. Will the locators be able to easily identify the area I need marked?

3. Have I made a map selection that accurately encompasses the area where I will be working?

The ticket entry application has 4 sections: Caller Info, Dig Location, Mapping, and Dig Info.

Fields that have a red asterisk next to them are required on every ticket.

The question mark icons seen throughout the application can be clicked to access the help file. The help file will open in a separate tab and will automatically take you to the section related to the question mark you clicked.

Caller Info

When you begin a new ticket, most of the fields in the Caller Info section will be populated with the information found in your Caller ID profile. You can change any of the information in the pre-populated fields, but it will not save in your Caller ID profile. If you need to change any of the information in your profile permanently, use the Account Settings links.

Figure 5

The following is an explanation of the fields in the Caller section.

1. **Process Button** - This button should only be clicked after all the information has been filled out and the mapping completed.

2. **Close Button** - Clicking this button will open a confirmation window (Figure 6) and allow the user to close the ticket entry application and go back to the Home screen.
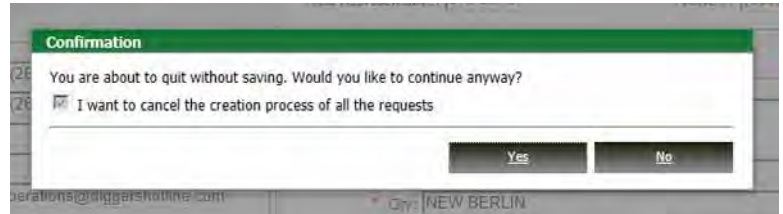

Figure 6

3. **History Tab** - This tab allows you to view the history of that ticket. There is no history for new tickets. History will display after a ticket has been processed.

4. **Caller ID** - This field shows the Caller ID you are logged in with. This field is grayed-out and cannot be changed.

5. **Caller Name** - The name of the person filing the ticket.

6-7. **Field Representative, Phone** - The Field Representative is the person actually responsible for the work at the job site (if it is different than the person actually filing the ticket.) Place the representatives name and phone number in these fields. If the Field Representative is the same person as the Caller, then just enter "SAME" in the Field Rep field. If the Caller is the Field Rep and has an alternate phone number, enter it in the Field Rep Phone field.

8. **Company Name** - The company of the person filing the ticket.

9-13. **Address, Street, City, State, Zip Code** - This is the user's mailing address, not the work site address. If the address is a P.O. Box, that is entered in the Street field, not the Address field.

14. **Phone Number** - The phone number of the individual filing the ticket.

15-18. **Fax Number, Cell Phone, Pager/Work, Email** - These fields are optional, but can sometimes be useful to member companies. Email will always be populated so we can send confirmation tickets while "On Suspend."

19. **Working For** - If the work is being done for someone different than the caller, enter the person's name or company name in this field.

20. **Same Button** - If there is no difference between who the work is being done for and the caller, then click the "Same" button and the Company Name will populate in the Working For field.

Dig Location

The information in this section will define the geographic location of where your work will be taking place. Having accurate geographical information is vital to accurately notifying member companies.

The information you put in the County, Municipality, Address, and Intersection 1 fields will all be used the by the mapping application to locate your area on the computer map. Not spelling streets correctly, having incorrect address information, or selecting an incorrect municipality all could result in you receiving errors when you access the maps, which in turn results in more time needed to locate the work site on the map.

Entering of incorrect information here can also result in the more serious problems of over notification or non-notification of member companies. Non-notification results in underground lines not being marked. Having a map or plat book handy when entering this information will make data entry go faster.

Figure 7

The following is an explanation of the fields in the Dig Location section.

1-3.   **County, Municipality Search, Municipality (Place Name)** -
Municipality Search (Field #2) is a searching field to help you properly select the municipality in which your work will be occurring. By entering a few characters of the municipality you are working in and results will start to appear below the field (see Figure 8.)

Figure 8

The drop-down field will have a string of names. In the example above, the first result reads LISBON TOWN, WAUKESHA --> LISBON TOWN. That string shows 3 pieces of geographic information. The first item (LISBON TOWN) is the municipality that the system will use to find the area in the computer map. The second item (WAUKESHA) is the County (Field 1.) The third item, which is after the --> (LISBON TOWN), is the municipality that will be used by the system for the place name lookup. This information will also populate the Municipality (Place Name) field (Field 3.)

The Municipality (Place Name) field, will be what appears on the ticket the member receives.

To explain a bit further, Diggers Hotline members have 2 methods they can use to receive notice of work taking place. One method is to select their service territory(ies) with a polygon in the computer mapping system. They then receive notification of the excavator's work when the polygon drawn by the operator matches the polygon they have established for their service territory.

The other method members can use for notification is to designate their service territory based on a municipality name. In other words, a Diggers Hotline member can designate that they should be notified any time work occurs in a given municipality. For example, the City of Wauwatosa can designate with Diggers Hotline that any time an excavator states they are working in the City of Wauwatosa, the City gets a copy of that ticket sent to them.

Going back to the drop-down field, you need to be very sure you have checked all the geographic items in the selection you have made. You need to make sure that you have chosen the correct municipality because there are many instances where a city, town, or village will have the same name. Also, make sure you have the correct county. Municipalities can fall in more than one county.

When you select your municipality from the drop-down list, the three fields will then populate with the information. The system then generates streets and intersecting streets within the municipality you chose. Those will be available for searching in the Street and Intersection 1 fields. Accordingly, any time you change the City/Place, the street and intersecting street information will disappear and make you re-enter those fields.

When you select your Municipality, the application will take a moment to load the map. When you select your Street and Intersection 1, it will again load for a moment to define the targeted map image.

4. **Address** - If your work site is at a single address, or civic number of some kind, place the address number here. Here are some address examples:

    Standard: 8112 W BLUEMOUND RD, where 8112 would go in the Address field.

    Coordinate (double directional): N92W2734 HICKORY RD, where N92W2734 would go in the Address field. (Please note that these addresses should not have a space between the directions.)

    Fire Numbers: W5688 GREENING RD, where W5688 would go in the Address field.

    If your work involves an address range (i.e. From 8100 to 9200 on Bluemound Rd.) place the beginning of the range in this field.

    If your work site does not require an address, then leave the field blank.

5. **To:** - If your work site involves an address range and you have already placed a beginning address in the Address field, then this field is where you place the ending address. In the example in Field # 5 above, 9200 would be placed in this field. This field will not be available if no address is entered in that field.

6. **Apt #** - If the address contains an apartment number or something equivalent, enter it in this field.

7. **Street** - As the name would imply, this field is where you place the street your work is occurring on. When you start typing in this field the system will then return a drop-down list of all the streets (Figure 9) in that municipality, that contain the letters you entered.

Figure 9

In Figure 9, you can see that only the letters "HICK" were entered in that field. The system produced the corresponding results in the drop-down list. You can then use your down arrow to cycle through those results and click "Enter" or use your mouse to select one. Your selection will then be in the Street field.

Utilizing the system to find your street instead of just typing it in has benefits to you as the user. First, keep in mind that the computer mapping system will be using this field to geocode to your location. If the street name in this field does not match exactly with what the system has for that street name, the mapping system will not be able to geocode to the street and you will have to spend more time searching in the map. Also, the list will show you what streets are in that municipality. If you put a few characters in the Street field and get no results, that will tell you either the street is not in our system or the street is not in that municipality.

If you are certain the street is in the municipality you have selected, you may still enter it in the Street field. The only thing that will happen is that the map will not be able to zoom right to your location. If you do enter your own street information, please use common abbreviations (AVE, CIR, HWY, RD, PL, BLVD, CT, LN, ST, PKWY).

8. **Side of Street** - If your work is occurring on one side of a street, then enter the direction in this field. If your work will be in the street, or on both sides, leave this field blank. The drop-down box has a complete listing of possible directions.

9. **Distance From First Intersection** - These fields help Diggers Hotline and locators find your area by specifying exactly how far and in what direction is your work site from the intersecting road you have entered.

Did you know that the majority of the drop-down boxes have a "null" choice so you can leave the field blank again if you need to remove your selection?

The first field requires you to enter a number. You can use whole numbers or fractions in this field. The middle field is a drop-down box which contains measurement units (Feet, Miles, Yards, Blocks). The third field has all the directions that are possible. An example of how these fields would look on a ticket after you have filled them out is, "1.25 Miles E of Intersection 1."

10.   **Intersection 1** - When it comes to how Intersection 1 functions, it is very similar to the Street field (7). You can type in a few characters and the system will start populating a drop-down list. The big difference is instead of returning all the streets in the municipality that match the characters you entered, this will only return streets that intersect the street you entered in Field 7. As in the Street field, you do not need the system to return results, you can enter any intersecting road you want. However, the mapping will still not be able to find your intersection if you do that.

> *"NO NAME" ever appear in your Street or Intersection 1 search? If it does, it simply means that the system found something in the street layer that is not actually a road. You should never choose "NO NAME." If you cannot find your road, just type the name in field.*

11.   **Intersection 2** - This field functions exactly as the Intersection 1 field (10). Intersection 2 is not a required field, but can be used as a parameter for a Stretch of Road ticket.

> *Intersection 2 and TRSQ are not required fields, but can definitely help locators find your work site.*

12.   **TRSQ** - TRSQ stands for Town, Range, Section, & Quartersection. The State of Wisconsin is organized into a grid system, with each grid having an identifiable reference codeTRSQ isespecially useful for locators if the area you are working in is rural and/or hard to explain. Plat books are good sources for this information.

13.   **Subdivision name** - If your work is in a subdivision and you can provide the name, this can help locators find your work site. Especially if it is a new subdivision.

14-15.   **Block # and Lot #** - In new development areas, before addresses and streets are established, they have Block and Lot numbers. If you have this information you can provide it for locators.

16-17.   **Place Name Override** - Are you certain that a street is in one municipality, but the Diggers Hotline system shows that it is in another? This situation poses a dilemma because you need to properly select the area on the map, but you also need to select the proper municipality for the place notification members. That is where the Place Name Override fields come into play.

In Fields 1-3, select the municipality that the system shows your street in, even though it is incorrect. You need to do this so you can access your street in the map and draw a polygon. Then click the "Place Name Override" button. You will be prompted with the following question (Figure 10). Click "Yes," and the fields below the button (17) will become available. Those fields function identical to Fields 1, 2, & 3 above. You enter a few characters of the correct municipality, the system will populate a drop-down list (Figure 11), you choose your option, and the Municipality Search and Municipality (Place Name) fields will populate.
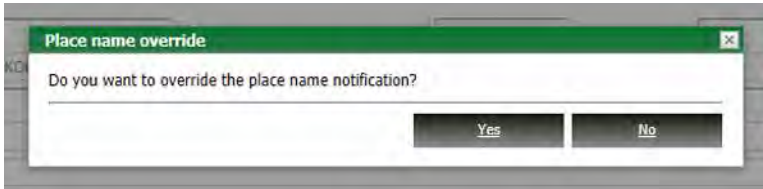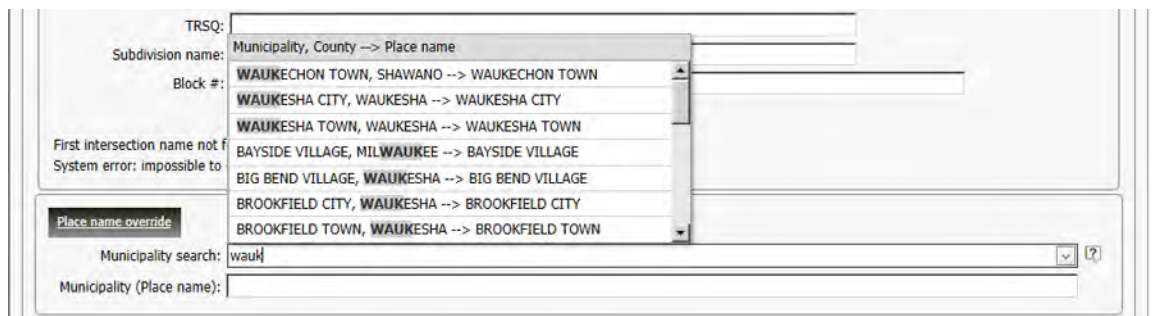

Figure 10

Figure 11

The place notification lookup will now be done on the Place Name in Field 17, not Field 3. The Place Name in Field 17 is also what will appear on the outbound ticket the member receives.

If you want to remove a Place Name Override that you had selected, simply click the "Place Name Override" button again and you will be asked if you want to disable the Place Name Override. Click "Yes" and the fields will be grayed out again.

The most common situation which requires usage of the Place Override is recent annexations resulting in the municipal borders not being current.

Mapping the Ticket

The mapping part of the ticket may actually be the most important step in the process because the selection on the map will determine which members are notified and which are not. Diggers Hotline members provide our Member Services Department area maps of where their facilities reside. These area maps get converted into electronic shape files and imported into the mapping system as a layer of the map database. When an operator, or now a ProPortal user, draws a polygon to designate where they are working, the system compares that work site polygon against all the member territory polygons to determine who may have facilities in the area.

If work site polygons are drawn too large, unnecessary over notification of the members occurs. In other words, member companies whose facilities may be far away from the actual work site could be notified because the polygon is too large.

If work site polygons are drawn too small or not accurately enough, the more serious under-notification may occur. If your work site polygon does not adequately cover your actual excavation area, member companies may not be notified of your work, which would result in no markings at the work site. That significantly increases your risk of striking a line.

The information you entered in the Municipality, Street, and Intersection 1 fields will generate the map image seen below the Dig Location section. The more information the system was able to find in the map, the more zoomed in your map image will be. If the system cannot find your Street in the system, your map image will be a zoomed out view of the Municipality.

When you are looking at the map, there are some items of note. Your map tools are located along the upper left side of your map window. The municipality you selected in the Dig Location section will be shaded in small red dots and outlined with a blue line. The area outside your selected municipality will not be shaded with the red dots, it will just be white. If the system found your street and cross street you will see those street segments highlighted purple.

To use a map tool, click on the tool in the toolbar. Your cursor will then become the tool you selected. Click on the map with your cursor to achieve the expected function.

Let's take a look at the map tools.

1   2   3   4   5   6   7   8   9   10   11   12   13   14   15   16
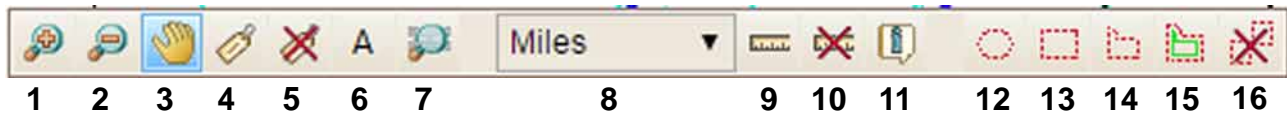
1. **Zoom In Tool** - This tool will zoom in the map. You can either place the   tool over the area you want to zoom in on and left-click the mouse, or you can left-click the mouse, hold and drag to zoom in on an area.

2. **Zoom Out Tool** - This tool works the same as the Zoom In Tool except for zooming out instead of in.

3. **Move Map Tool** - This tool allows you to move the map image, to look at the area of the map outside the main map window. With this tool, you simply click, hold, and drag the map image any direction you want.

4. **Label Tool** - When you select this tool and click any street or lot line, it will label the item. In other words, if you have a street that you cannot see its name, select the Label Tool, click on the street and the system will place the street name where you clicked. The label tool will only work with the Street layer and the Lot Line layer (explained in the Lot Line section.)

5. **Remove Labels Tool** - This tool will reset the map, removing any additional labels you may have added with the Label Tool.

6. **Map Comment Tool** - From time to time as you search the map, you will find areas that are outdated. You may find streets that have a wrong name, new subdivisions that are not on the map, roads that are not where they should be, etc. If you do find a significant mapping problem, you can help with the Map Comment Tool. After you select the tool, click on the map where you have encountered the map problem. Clicking on the map at that location will bring up an entry window (Figure 12).

From there, enter a title in the Enter Comment field. Ideally, you should put in either the correct street name, subdivision name, or any specific information about the missing/incorrect map data you have found. Then enter a brief description of why you think the data is incomplete or incorrect in the Description field.

Figure 12

After you click Apply, this icon will now be present.

The Mapping Services Department at Diggers Hotline will have the job of reviewing the Map Comments placed by users of the application. They will research the comments and make corrections to the base map as needed. If you encounter a Map Comment as you work in the map, if you click your Map Comment tool on the comment, it will automatically pop up the comment information (Figure 13). This window will supply you the information on the comment. Utilizing the Map Comment Tool will help Diggers Hotline keep maps current.

Enter comment:

NAME CHANGE

Description:

YAEGER ROAD TRAVELLING SOUTHWEST FROM THE INTERSECTION OF YAEGER VALLEY ROAD IS NOW NAMED YAEGER DUGWAY. YAEGER ROAD TRAVELLING EAST FROM THE INTERSECTION OF

User: EXCAV_WEB

Date: 2010-08-3_ __:__

Close

Figure 13

7. **Map Search Tool** - When you click this tool it will open a new window below the tool bar (Figure 14). This tool allows you to search on certain layers of the map and go to that location. The options available are Latitude/Longitude, Cities, Comments, Streets, and TRSQ Grid. As you can see in Figure 16, you can search Lat/Long right from the initial window. Simply enter the Latitude and Longitude in the fields and click "Zoom". This will take you to that spot on the map and place a square where that point is.

Miles

Search on layers

Zoom on dig location

Zoom on lat/long

Lat:

Long: Zoom

Figure 14

If you want to return to the Dig Location, you can click the "Zoom on dig location" button and the map will take you back to the area that was the default from your Dig Location information. If you want to search the other layers, click the "Search on layers" button. It will open up another window (Figure 15.)

Hide Map search window

Select a table

Column	Value	Relation

Search   Clear   Close

There were no results found for your search criteria.

1.00 Miles

Figure 15

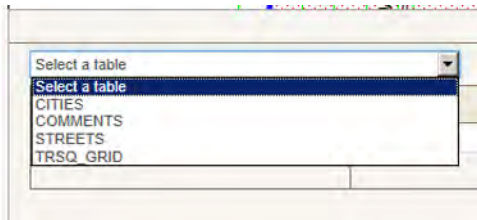*Figure 16*

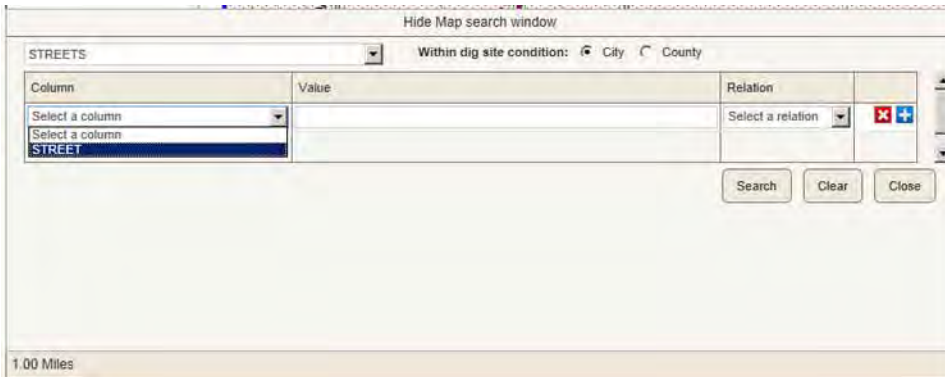Clicking the drop-down button next to the, "Select a table," field will allow you to choose the layer

Figure 17

you want to search. (Figure 16.)

You can choose from Cities, Comments, Streets, and TRSQ Grid. Selecting Streets will give you the option to choose between searching in the City or the County. You can do so by checking one of the checkboxes to the right of the table drop-down menu. (Figure 17.) Only Streets gives you this option.
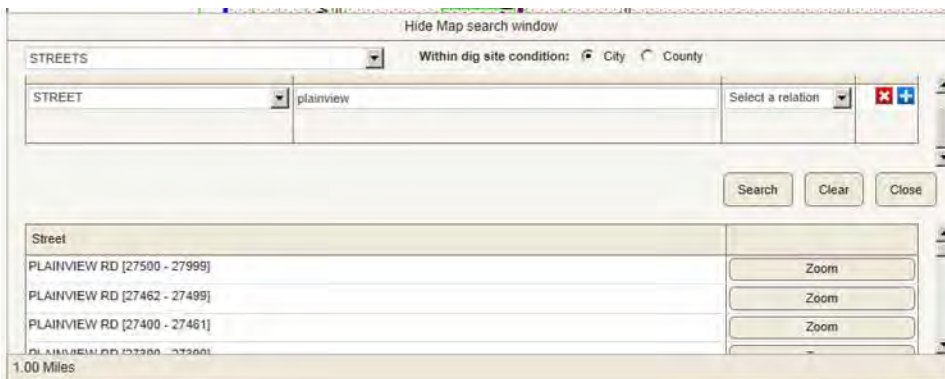
Each option you choose will require you to select a column from that drop-down menu (Figure 17 below the "Select a table" drop-down.)

Figure 18

Streets will only have the Street column available, Cities only has City, and TRSQ Grid only has Fename. Comments have many options to choose from in the Column drop-down menu. You can search for a particular name or item by typing that in the Value field to the right of, "Select a column." When everything is filled you, click "Search" and your results will appear below (Figure 18.)

If you click the "Zoom" button to the right of the results, the system will take you to that location in the map.

Click "Close" to exit the Map Search tool and return to the map.

8.   **Change Unit Tool** - This drop-down menu will allow you to change the default unit of measurement for the Distance Measure tool (Tool 9.)

9.   **Distance Measure Tool** - If you want to draw a polygon of a specific size or want to measure the distance from one item on the map to another, you can use this tool. Selecting this tool will open a window with no initial data in it (In the right-hand area of the map image, Figure 19.) To use the tool, left-click a beginning point, then drag the cursor whichever direction you need to. The measurement will display in the bottom border of the map image (Figure 19.) That measurement will display the Current (the distance from your current left-click) and the Total (the combine distance of all your clicks.) The measurement will default to display in feet and miles. If you changed the default unit of measurement with the Change Unit tool, it will display in that unit. Each time you click, you points will log in the window in the right side of the map. You can continue to measure as many distances as you would like. Every time you left-click you will add another distance to the list (Figure 19).
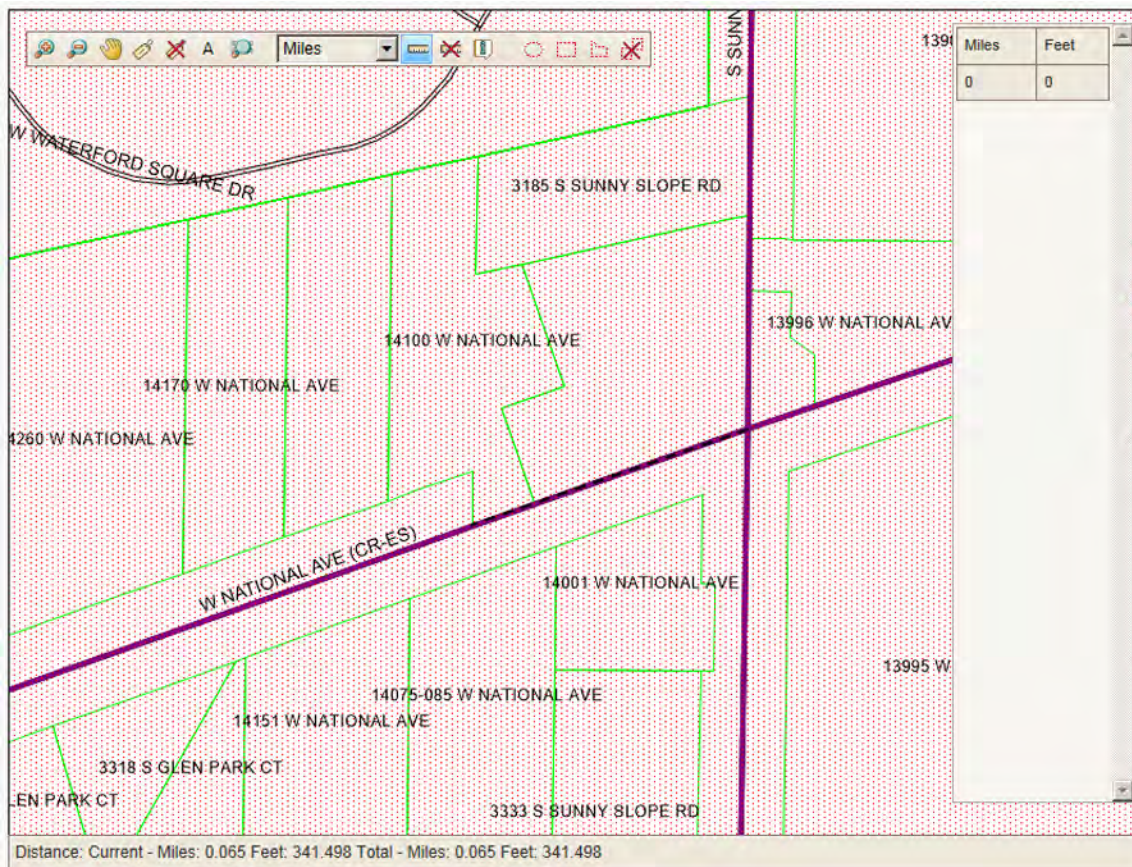

Figure 19

If you double-click with this tool a red star will be placed on the map as a reference point..

10 **Remove Ruler Tool** - Clicking this tool will remove any red stars you placed on the map when using the Distance Measure tool.

11. **Information Tool** - Selecting this tool and clicking on a point on the map will open a window that has a list of the various layers at that point on the map where you clicked (Figure 20).

Each of those layers in the list can be selected to view their specific information (Figure 20). The layers useful to a ProPortal user are: Cities (which will show you what city you clicked on), Streets (if you clicked on a street), and TRSQ Grid (the Town, Range, Section, and Quartersection where you clicked.)

To close the Information window, click the "X" in the upper-left corner of the Information window.
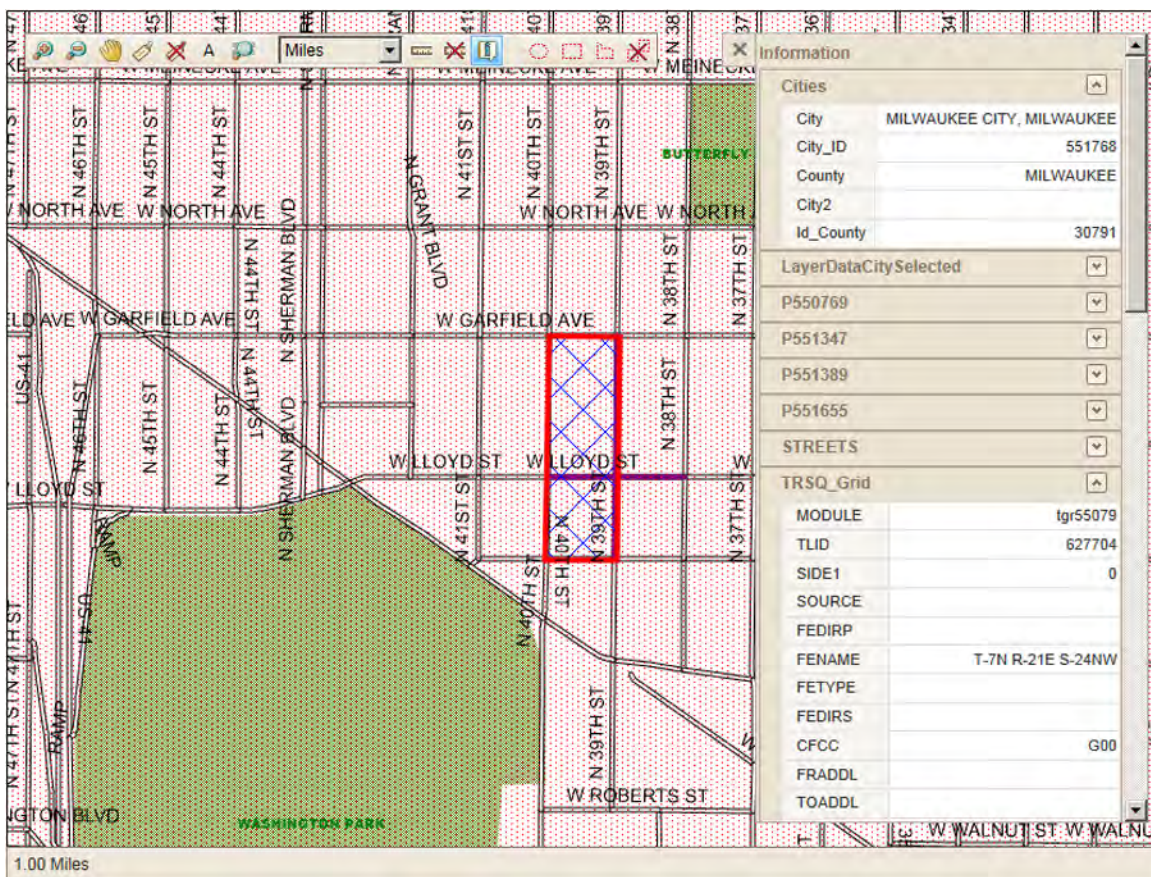

Figure 20

Definition: A polygon is a term used to describe a generic shape that is drawn in the mapping application.

12. **Circle Selection Tool** - This tool will allow you to draw circle shaped polygons. When using the circle drawing tool, the mile and feet measurements of the radius being drawn will display in the bottom border of the map image. The radius is the distance from the center point of the circle to any edge of the circle itself.

13. **Rectangle Selection Tool** - This tool will allow you to draw a square or rectangular shape around an area. You simply position the tool where you want to begin drawing, left-click, hold, and drag in the desired direction to the size you want. When using the rectangle drawing tool, the application will display miles and feet for the North/South parallel sides of the rectangle and the miles and feet of the East/West parallel sides of the rectangle. The mile and feet measurements will display in the bottom border of the map image.

14. **Freeform Polygon Tool** - This tool will allow you to draw unique shapes. Position the tool, click and drag the icon to the next point, click again, and continue until you have encompassed the desired area. Double-click to close the polygon. When using the freeform drawing tool, the application will display multiple measurements in the bottom border of the map image. It will display miles and feet from last click to prior click and it will display miles and feet for the total distance of all the combined clicks. The distance from the last click (or anchor point) to the previous click will be displayed next to the word Current. The total distance of all the points clicked will be displayed next to the word Total.

15. **Parcel Selection Tool** - If the municipality you selected has lot line data and you can see the outline of the lot lines (parcels), this tool will interact with that parcel layer. If you click on a parcel with this tool, it will draw a worksite polygon around that specific parcel and add a 100 foot buffer around all sides. It is an easy, accurate tool for drawing a polygon around the lot.

16. **Remove All Tool** - Clicking this button will remove the work site polygon you had drawn.

Lot lines are a feature that appears in certain municipalities, based on the availability of the data for that area.
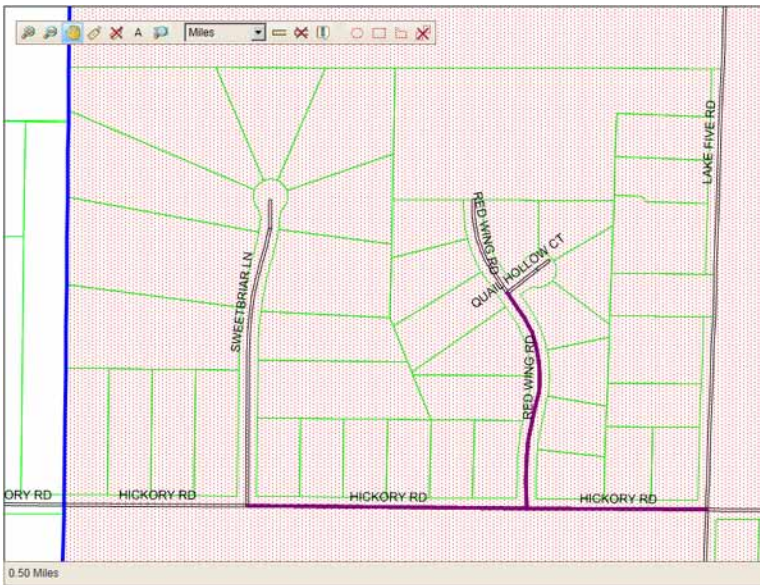

Figure 21

If your municipality has lot line data, it will display when you are zoomed in at 2 miles or less. The lot lines will display as green lines in the map. (Figure 21).

The address for the lots will not display automatically. If you want to know the address for a specific lot line area, you should either zoom in to .125 miles or click on the lot with the Label tool.

The address will display as it does in Figure 22 when you click on the lot with the Label tool.

Lot lines should be used as a tool to help define your work site location in

our map. You still need to be careful when using lot lines and allow for buffer when drawing your work site polygon if you do not use the Parcel Selection Polygon Tool for drawing your worksite polygon.

If the area is more rural and the lots can be the size of farm fields, the work site polygon will need to be bigger. Lot lines, in the case of large rural lots, will still give you an idea where the property is on the road.

Figure 22

In Figure 23, you can see residential lots south of the road and farm lots to the north of the road.
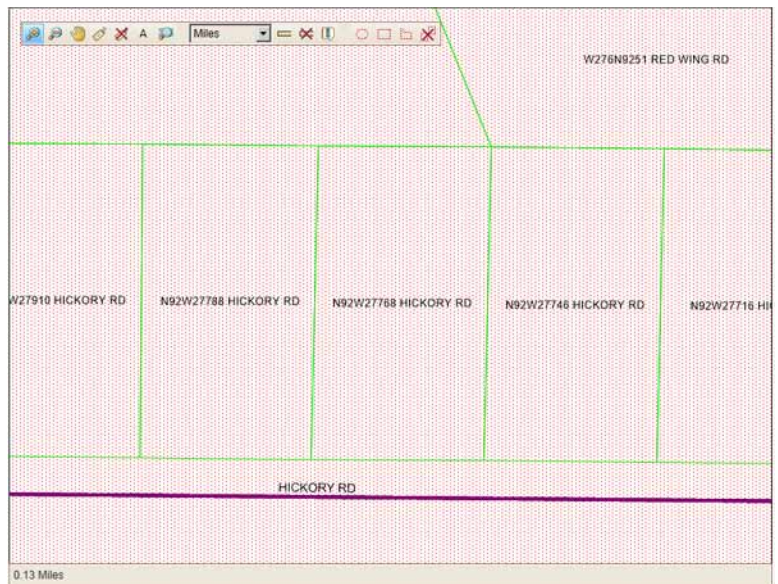
Another thing to keep in mind is the lot line often stops at the Road Right of Way. That is the area between the green lot line and the road. While the system will show that lot line stopping there, most of your projects will likely want that area included in any lot-based ticket you are filing. Your polygon should still extend to the road and not stop at the Road Right of Way.

When using lot lines, keep in mind that it is like any other piece of map data and there might be inaccuracies. Do not ever assume lot line data is 100% accurate. Always make sure your polygon accurately covers your work site and it corresponds to all the data you provided in the Dig Location and Dig Info tabs.

Figure 23

When you have completed drawing your polygon, the map may look like this:
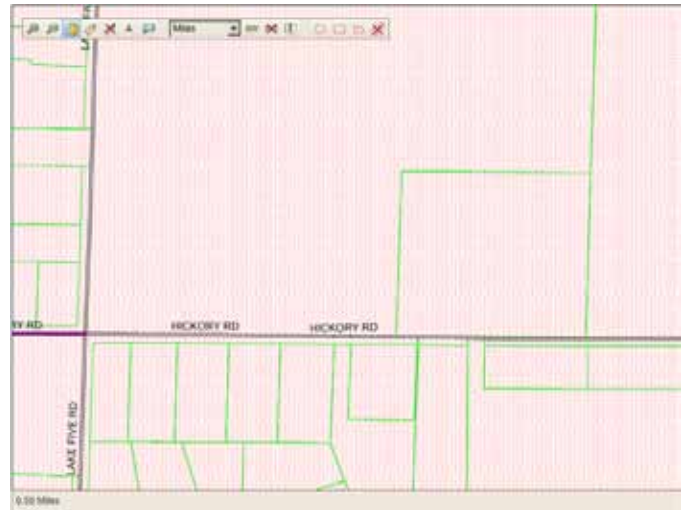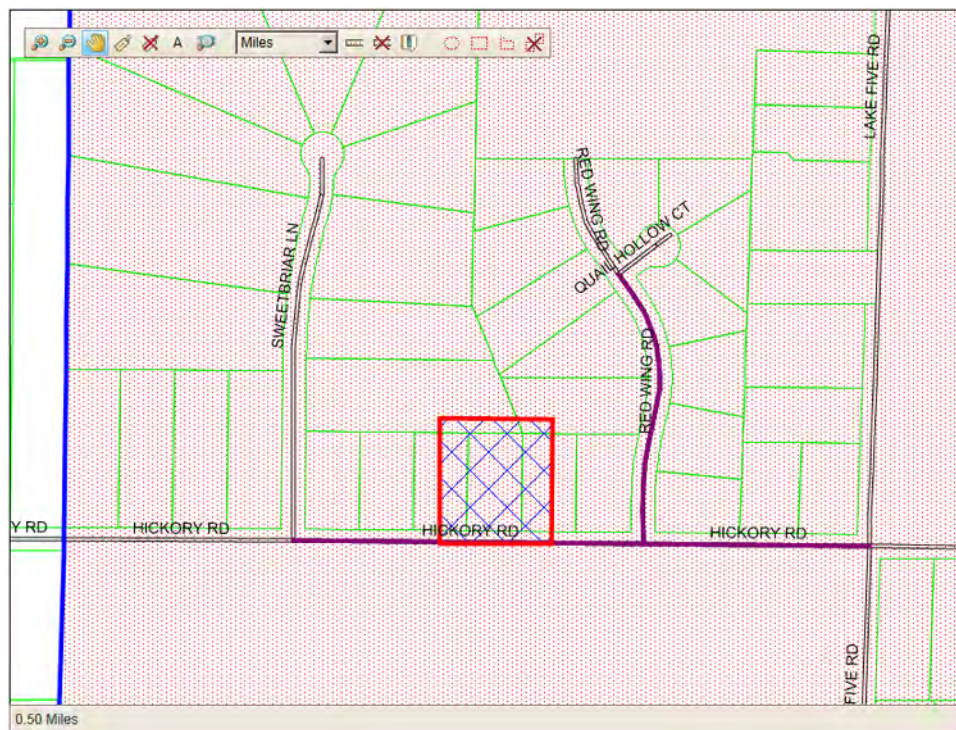
Figure 24

The red box on the map is the polygon drawn by the user. This polygon can be any shape or size. The only restrictions are that polygons can not cross a municipal boundary.

The reason this restriction was put in place was for 2 reasons. The first reason was that the Board wanted to put in place some sort of polygon size parameter. The second reason is that if work site polygons cross a municipal boundary that potentially impacts the place notification members.
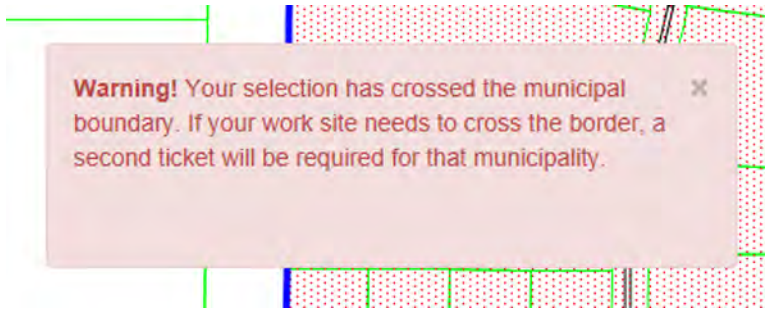

Warning! Your selection has crossed the municipal boundary. If your work site needs to cross the border, a second ticket will be required for that municipality.

Figure 25

If you were to draw a polygon that crossed a municipal boundary, you would get a error message (Figure 25).

If your work needs to occur in the other municipality, then you would have to finish the first ticket, create a second one and select the area in the other municipality.

When you are finished drawing your polygon and you are certain it accurately covers your work site, you need to approve your selection.

Directly below the map window, you will see a sentence that reads, "If your polygon is complete, click the Approve button." (Figure 26) To approve and save your work site polygon, you need to click the green checkmark button. The map will take a moment to save your polygon.
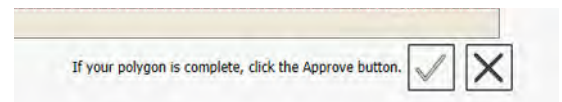

If your polygon is complete, click the Approve button.

Figure 26

If you clicked the green checkmark but realize later the polygon needs to be changed, you simply click the black "X" button next to the green check mark and then you can redraw your polygon. You will have to click the green check mark after redrawing your polygon.

Dig Info Section

So far, you have entered the information regarding the contacts for this excavation project and defined the geographic location of your work site. The Dig Info section is used to record all the other useful information about your project.

The following is an explanation of the fields in the Dig Info section.

Figure 27

1. **Type of Work** - This field is used to define exactly what type of digging project you are doing. If at all possible, avoid generalities when using this field. If necessary, the drop-down box contains the top 30 types of work Diggers Hotline receives. If you type a few characters a drop-down list of options will populate.

2. **Explosives** - Gas companies are required to know if anyone is using explosives anywhere near their facilities. If your project will include the usage of explosives, then check the box, if not, leave it blank.

Quick Tip: Don't want to reach for the mouse when selecting a check box... the space bar will check and uncheck those boxes.

3. **Overhead** - Before you check this box, ask yourself 2 questions. Will my work use any equipment that will reach 14 feet or higher above the ground? If so, will that equipment be operated within 25 feet of an overhead line? If you answer "yes" to both questions then check the box next to Overhead. If not, leave it blank.

4. **Boring Equipment** - If you are going to use any direction boring equipment in your excavation project, then this box needs to be checked. If not, leave it blank.

5. **Pre-Marked** - Identifying the area you need located by placing white stakes or paint at the work site is an extremely useful tool for the locators. It saves them a considerable amount of time. If you have used any markings at the work site to define your work area, check this box.

6. **Ticket Type** - You will not be able to adjust this field. There are only 4 options you will see in this field and those are Correction, Update, Relocate, and Cancel. Choosing one of those 4 types from the Ticket Search Engine will auto-populate this field.

7. **Duration of Work** - This field is not required, but can give the member companies an idea for the length of time your project will take. The first field can be used to place a number, and the second field has time options in the drop-down box. Those options are hours, days, weeks, and months.

8. **Start Date & Time** - This field specifies the date and time by which member companies have to respond to your locate request and/or when you are legally allowed to begin your work.

9. **Header Code** - The header code is an important field because it defines, for the application, what the default start date and time should be, and subsequently, when the member companies need to respond. There are 5 Header Codes that appear in the drop-down window (Figure 28).

Figure 28

Standard will set your Start Date and Time (Field 8) a minimum of 3 working days from the time that you are entering your ticket.

For a ticket to qualify as an **Emergency**, it has to meet one of the 4 criteria:

The unforeseen excavation, which, if not performed, could result in the loss of life or limb.

The excavation is required to repair the outage of an existing service.

Excavation is required prior to three business days in order to prevent property damage.

An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire and/or cable.)

For facility owners there is one additional criteria that will constitute an Emergency:

Immediate excavation is required by the facility owner to move, abandon, or cut off any facilities due to receiving less than three business days notice from a contractor.

To file an Emergency Ticket, you will simply choose the Emergency Header Code. That will set your Start Date and Time as 1 hour from the current date and time. The 1 hour start date and time DOES NOT mean you can begin digging in 1 hour. It means that the notified utility members have 1 hour to either locate their facilities or contact you and tell you when the facilities will be located. Please accept the one hour start time only if the need is truly urgent. If you do not need a response within the hour, you can change your start date and time accordingly.

You must also identify in the Remarks field why the ticket requires Emergency Status. For example, "Emergency due to service outage," or "Emergency due to potential property damage."

Working Days are 6 a.m. to 6 p.m., Monday through Friday, excluding Legal Holidays (which are established in Wisconsin Statute).

Emergencies are only intended for the criteria listed above. New service installations are not considered Emergencies. It is also understood that if you are still ON SUSPEND, you should NOT file an Emergency as your start date and time is determined by when the Diggers Hotline person reviews your ticket.

If you have a large or complicated project, an **Appointment** might be a good selection. Instead of trying to type in a complicated or large project, the appointment option allows you to meet with locators and explain exactly the scope of your project to them so there is no misunderstanding. Selecting the Appointment Header Code will do 2 things. First is the Appointment Date & Time field (Figure 29) will appear below the Start Date & Time field and will set to 3 working days from the time of the call. Appointments must be between 9 a.m. and 3 p.m. on

working days. The second thing the system will do is set the Start Date & Time (Field 8) to 3 working days from the Appointment Date.

* Start Date & Time: 5/27/2014 10:30:00 AM
Appointment Date & Time: 5/22/2014 10:30:00 AM
* Header code: APPOINTMENT
Relocate option:

Figure 29

Appointment Examples

Time & Date Request Was Received	Appointment Date and Time	Start Date and Time
Jan. 5 at 7:30 a.m.	Jan. 8 at 9 a.m.	Jan. 13 at 9 a.m.
Jan. 5 at 2:00 p.m.	Jan. 8 at 2 p.m.	Jan. 13 at 2 p.m.
Jan. 5 at 4:00 p.m.	Jan. 9 at 9 a.m.	Jan. 14 at 9 a.m.

(Note: In the above example, Jan. 5 is a Monday.)

Use the **Planning** header codes if no excavation will occur, but you want to know the location of underground facilities for any surveying or pre-construction planning. There are 2 Planning header codes: **Planning - Locate** and **Planning - Prints**. Both Planning header codes will set the Start Date & Time (8) to 10 calendar days from the time you are entering the information. There are three ways you can have members respond to your Planning request: with a field locate, working with prints, or both. Choose the header code based on the response method you want. If you want a field locate, you choose the Planning- Locate header code. If you want to work with prints, you choose Planning - Prints.

If you want both response methods, you need to file 2, separate tickets. Each ticket should use one of the Planning header codes You also need to place in the Remarks field, "Ticket 1 of 2 - Planning," for the first ticket and, "Ticket 2 of 2 - Planning," in the second ticket. This helps locators understand it is one project broken into 2 tickets.

While you are able to select a start date and time up to 30 calendar days from the time you are entering the information, you cannot select a start date and time earlier than what the system defaults. To advance your start date beyond the default minimum wait, click the drop-down box in the Start Date & Time field (8). A calendar will appear (Figure 30)

Figure 30

Click the date you want to begin your work and the Starting Date will change.

Default Start Dates & Times for standard, appointment, and relocate tickets are based on working days, previously defined as Monday through Friday, 6 a.m. to 6 p.m. excluding weekends and legal holidays. If you are filing a ticket during any "Off-Hour" your start date and time will be based on 6 a.m. the next working day plus the minimum default time required to wait. For example, if you filed a standard ticket at 7 p.m. on Monday, April 19, your start date and time would begin to calculate on Tuesday, April 20 at 6 a.m. plus 3 working days from then. The actual start date and time in that example would be Friday, April 23 at 6 a.m.

10. **Relocate Option** - You will not be able to adjust this field. This field will populate based on what kind of relocate you are doing and how you answered the questions which are explained in the Relocate section.

11. **Marking Instructions** - In the Dig Location section you designated the geographic location of your work (i.e. place, address, street, etc.). In the Marking Instructions field you will describe the exact area you need marked out. There are some guidelines you should try and follow when giving marking instructions.

A good rule of thumb for Marking Instructions is to try and adequately cover your work site without creating more work than necessary for locators.

Do not use right and left as directions, as they are relative points of view. Use compass points when describing directions.

If excavation will be in a road area, identify where. For example, from curb to curb, from lot line to lot line, from center line of road to N,S,E,W lot line or curb, or short side or long side service connection.

If you are working along lot lines, identify which (N,S,E,W) lot line it is.

Refrain from using "Mark Entire Lot." Certain lots can be large in size. Selecting areas that are drastically larger than necessary results in significant time and cost increase for the member companies. If you are processing an appointment, describe, as best as possible, the extent of your work in the Marking Instructions field.

If your locate request is for a "major project" or "stretch of road" and involves the marking of intersections, the maximum radius of intersections is 100 feet. This restriction only applies to "major projects," not for single intersection locate requests.

Here are some examples of Marking Instructions that may assist you in defining your work site.

AREA - An area is a portion of land to be marked with at least two fixed sides as reference points and two sides that can be defined by fixed points or footages. In this example the Marking Instructions would read: "MARK FROM THE S SIDE OF THE BUILDING TO THE S LOT LINE FOR THE WIDTH OF THE LOT."
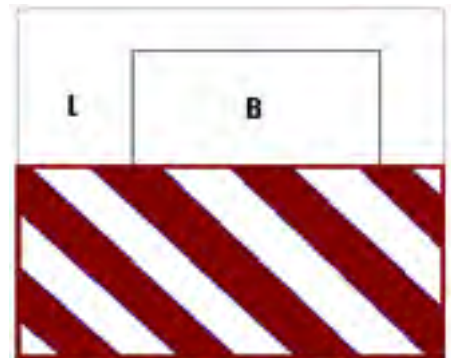
RADIUS - A radius is a line segment that extends from the center of a circle or sphere to the axis of rotation or circumference. Radii are generally marked around single points/objects, like poles, stakes, flags, corners of homes/buildings, etc. In this example the Markings Instructions would read: "MARK A (#) FOOT RADIUS OF THE SW CORNER OF THE HOME."
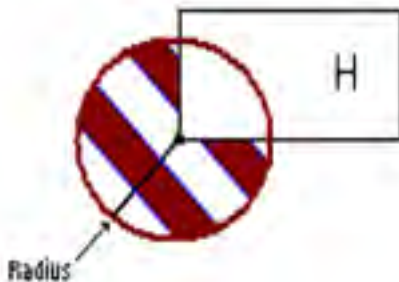
PATH - A path is a line with an equal distance marked on each side that travels between two fixed points. In this example the Marking Instructions would read: "STARTING AT THE NE CORNER OF THE GARAGE, MARK A (#) FOOT WIDE PATH GOING STRAIGHT E TO THE PEDESTAL."

RROW - The Road Right-of-way is the entire designated street area between the property lines along each side of the street. This often includes the shoulder and/or terrace and sidewalk areas. The Right-of-way can be split into halves from the centerline of the road. In this example the Marking Instructions would read: "MARK THE ENTIRE ROAD RIGHT-OF-WAY OF MAIN ST FROM 1ST ST GOING E TO 2ND ST."

PERIMETER – The perimeter is the length of the line that bounds an area. The word may also be used to refer to the boundary line itself. We consider a perimeter as the distance around all sides of an area. Perimeters are generally marked around homes, buildings, or other structures. In this example the Marking Instructions would read: "MARK A (#) FT PERIMETER OF THE HOME."

Marking Instructions can generally be formatted in one of three ways when referencing the beginning point for the instructions: (1) you can start with the beginning point first and then describe what needs to be marked and its ending point, (2) you can describe what needs to be marked, and then indicate where it will be starting from and ending at, or (3) you can describe what needs to be marked and then indicate distance/directions to end point, concluding from the beginning point. All are acceptable; find which method works best for you. Here are some examples of Marking Instructions:
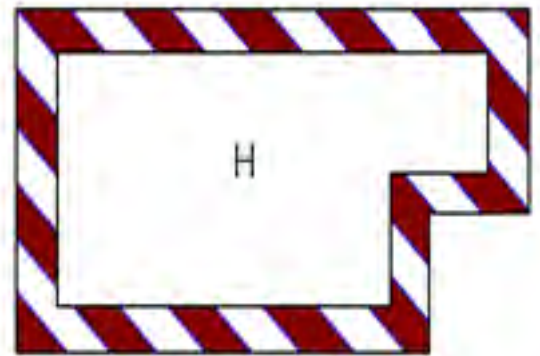
AREA:

1. Starting at S side of Bldg, mark an area going S to the S lot line for the width of the lot.

2. Mark an area from the S side of the Bldg to the S lot line for the width of the lot.

3. Mark an area to the S lot line for the width of the lot from the S side of the bldg.

PATH:

1.   Starting at the NE corner of the Garage, mark a 10ft wide path going E for 150ft.

2.   Mark a 10ft wide path from the NE corner of the Garage going E for 150ft.

3.   Mark a 10ft wide path going 150ft E from the NE corner of the home.

RROW:

1.   Starting at the above intersection, mark the entire RROW of Main St going E to 2nd St.

2.   Mark the entire RROW of Main St from 1st St going E to 2nd St.

3.   Mark the entire RROW of Main St going E to 2nd St from 1st (or from the above intersection).

Radii and Perimeters are a little different. Because there are only two parts present in these types of Marking Instructions, there can be only two different ways of writing them. For example:

RADIUS:

1.   At the SW corner of the home, mark a 20ft radius.

2.   Mark a 20ft radius of the SW corner of the home.

PERIMETER:

1.   There is a barn on the property. Mark a 100ft perimeter around it.

2.   Mark a 100ft perimeter of the barn.

12.   **Remarks** - The Remarks field is the "catch all" for many pieces of information. Any additional information relevant to the location of the work site and/or marking instructions can go in Remarks. Remarks should also be used for:

        If you are sending prints for reference only, make a note in Remarks that "Prints will be sent for reference only."

        Any other piece of information you feel is beneficial to member companies or their locators.

13-15. **Job #, Permit #, Print Ref. #** - All these fields are optional but can provide useful information for the member companies. Any information placed in these fields will appear in Remarks on the ticket the member companies receive.

16. **Process Button** - When you have completed the entering of all your ticket information and the mapping of your area, click "Process" and the system will take you to a confirmation screen where you can verify your information. (This will be explained more in the section "Processing the Ticket.")

17. **Close Button** - If you want to close the ticket without finishing it, you can click this button. A confirmation window will appear (Figure 31). Click "Yes" to continue closing the ticket. Click 'No" to close the warning window and return to your ticket.
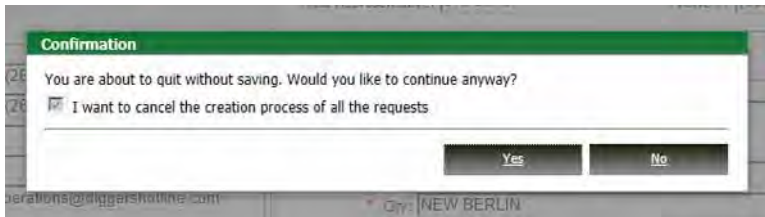
Figure 31

Processing the Ticket

The last step in filing a ticket is to click the "Process" button. Clicking the "Process" button will take you to the confirmation screen where you can verify all your ticket information:

The following is an explanation of the **Confirmation** screen.

1. **Start Date & Time** - It is important to note that your Start Date & Time, while displaying here, may not be exactly the same on the ticket. If you are "On Suspend," the Start Date & Time will be determined by when the Diggers Hotline ProPortal Operator reviews and finalizes your ticket. The Start Date & Time will also refresh when you click the "Send Ticket" (4) button below. This keeps Start Dates & Times as current as possible for the utilities by protecting against a situation where a ProPortal user sits at the Confirmation Screen for an unusually long time.

Fast Fact: Ticket numbers are created by merging the Year, the Week of the Year, and a sequential # for that week.

2. **Back Button** - If any piece of information was entered incorrectly, you can click the "Back" button to be taken back into the ticket to change whatever is incorrect.

3.   **Suspend Button** - If you are "On Suspend," this will be the button you click to finish your ticket and save it so a Diggers Hotline ProPortal Operator can review it. When you "Suspend" your ticket, you will receive the following message and window (Figure 32.)

Figure 32

The "New Ticket" button will open a window (Figure 33) that will give you 2 options for beginning a new ticket. Clicking the "Copy All Info" button will open a new ticket with all the information copied from the previous ticket you completed. Clicking "New Blank Ticket" will open a new ticket with no information copied. Clicking Cancel will close this window and take you back to the Suspend Ticket or Send Ticket window depending on which button you clicked to get here.
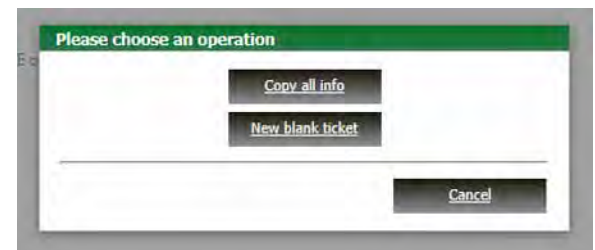
Figure 33

The "Home" button will take you back to the Home screen.

The "Print" button will allow you to print out that ticket.

4. **Send Ticket Button** - If you are "On Suspend," this button will not be in your application. This button is only available to people who are "Off Suspend." If all the information on the Confirmation Page is correct, click the "Send Ticket" button. The window that loads will look similar to the Confirmation Page. It will display all the ticket information. It will also have all the same buttons as the Suspend ticket window. The only difference is that this window will display the member list (Figure 34.)

Notified members				
Terminal code	Station	Subscription	Remarks	Medium ID
NBU01	CITY OF NEW BERLIN UTILITIES NBU01	NBU01 - EMAIL	262-786-7086 dbh	3860
SBC01	AT&T DISTRIBUTION SBC01	SBC01 - EMAIL	800-778-9140 (DBH)	5762
TDM03	TDS METROCOM TDM03	TDM03 - EMAIL-USIC	800-778-9140 (DBH), 888-790-1216 hazard,	4492
TWT01	TW TELECOM	TWT01 - EMAIL-USIC	800-778-9140 (DBH), hazard 262-853-3695	12122
W67WN	WE ENERGIES - W67WN	W67WN - EMAIL.USIC	800-778-9140 (DBH) Hazard# WI-Elec 800-662-4797, WI-Gas 800-261-5325	18756
WAV03	TIME WARNER CABLE - WEST ALLIS WAV03	WAV03 - EMAIL-USIC	800-778-9140 (DBH); 414-918-1912 (Hazard)	4998
WTD01	WAUKESHA CO PUBLIC WORKS DEPT WTD01	WTD01 - EMAIL	262-548-7748 dbh	5218

Export

Figure 34

The green circles illustrate "active members" who will receive your ticket information. The Terminal Code is an identifying code we set for all our members. The Station column contains the name of the member. The Subscription field contains the Terminal Code, how the member receives their tickets, and in cases where applicable, the locating company the member uses. The Remarks field contains a DBH (During Business Hours) phone number that can be called if there are questions or concerns for the locators. Any number in the Remarks field listed as "Hazard" is only used by Diggers Hotline and should not be used by a ProPortal user. The Medium ID number is assigned by the system for that member and is unimportant to ProPortal users.

The "Export" button below the member list allows you to export that entire list with all the information to an Excel spreadsheet. This may be useful if you want the During Business Hours (DBH) phone number for the notified member companies.

Ticket Search Engine

The Ticket Search Engine is an interface that serves multiple purposes. It allows you to search for tickets using a variety of searching criteria. It also is where you will handle Updating, Correcting, Relocating, Viewing, Cancelling a ticket, and much more. Here is the Ticket Search Engine interface.

The following is an explanation of the **Ticket Search Engine**.

1.   **Main Ticket Window** - After you have clicked "Search", the results will display in this window. The ticket information you will find are labeled in the column headings along the top of the window. Those headings are: Edit/Copy, Ticket Number, Received Date, Start Date & Time, Company

Name, City, Address, Street, Intersection 1, Intersection 2, Phone Number, Operator, Status, Header Code, Ticket Type, Marking Instructions, and View.

Search results will display as they do in Figure 35.

Figure 35

Some of the search results are links that can be clicked. The Edit/Copy link will be explained in the next section titled, "Edit/Copy."

There are two ways you can view a ticket from the Search Engine. In the Ticket Number column, the ticket numbers display as links. If you scroll all the way to the right in the Main Ticket Window you will see a link named "View" in the last column. If you click either of those link options it will open up a ticket viewing window (Figure 36.)

Figure 36

The "View" option does not allow for changing any information. The map image will not load automatically when you view a ticket. If you want to view the map, you can scroll down in the viewable ticket, and click the "Load Map" button (Figure 37.)

Figure 37

In the ticket View, there is also a History tab you can click on. If you do, you will see the logged history for that ticket (Figure 38).

Figure 38

The History can show you many pieces of information. It will show prior ticket numbers, dates/times, and if the ticket has been relocated, cancelled, corrected, or updated.

Quick Tip: In the Seach Engine, all the Column Names at the top of the search results window are clickable links. If you click them, it will sort your search results in ascending order and if you click it again, it will sort that column in descending order.

If you scroll over to the right in the search results window, you will see the Marking Instructions column. If the Marking Instructions were rather large on that ticket, the column will not display the entire Marking Instruction. Instead, it will give you the option to, "View More," (Figure 39).

Figure 39

Figure 40

Clicking "View More" will open another window so you can view all the Marking Instructions on that ticket (Figure 40.)
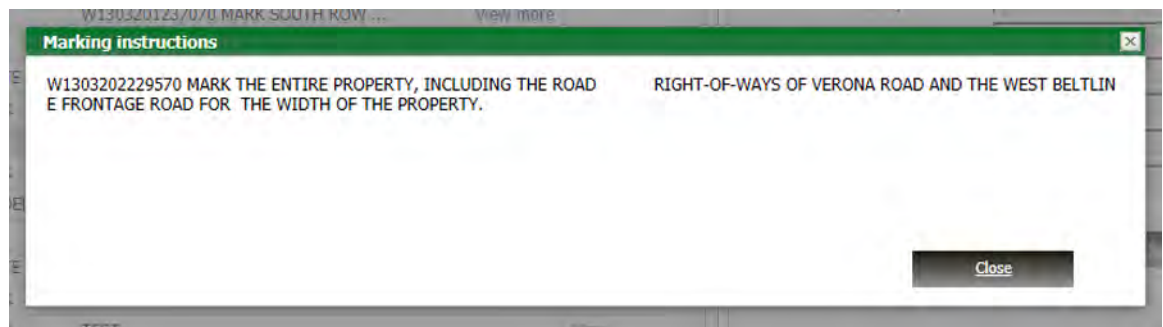
2. **Search Filters** - These various check boxes are used to define search parameters. Certain filters are required. The Ticket # filter or the Received Date filter has to be checked. The Company Name or the Contractor ID field has to also be selected.

Note: In the ProPortal, you can only search on tickets filed by either your Caller ID or your Company Name.

In all the fields that are not drop down menus, you can use an asterisk (*) as a wild card character. Placing the asterisk in front or behind some text will cause the search engine to disregard any text before or after the characters you entered, depending on where the asterisk is placed. For example, if you want to search tickets in Brookfield, but you are not sure whether or not work was done in the Town or the City, you could enter the string BROOK* in the City field. The search engine would return any tickets where the City field began with BROOK.

The search filters are:

Ticket Number - This is the easiest way to search for a ticket.

Received Date - The date the ticket was submitted. You cannot search for more than a 30 day period at one time.

Company Name - If you need to search for tickets from other people at your company, make sure this filter is checked and the Contractor ID field is not checked.

Caller Name - The name in the Caller section on the ticket.

Contractor ID - If checked you will only be able to search your tickets.

City, Address, Street - Address and Street become available when City is selected. These fields refer to the City, Address, and Street of the dig location.

3. **Back Button** - The button will take you back to the Home screen.

4. **Reset Button** - This button will reset the search filters and remove all search results.

5. **Export Button** - This button will allow you to save all the search results in the Main Ticket Window as an Excel spreadsheet.

6. **Search Button** - This button initiates your search.

Edit/Copy

Edit/Copy is a clickable link for every ticket that appears in the search results window (Figure 35). Edit/Copy accesses features allowing you to Cancel, Correct, Relocate, Update, and Copy the prior ticket.

When you click the "Edit/Copy" link, it will open a window where you can click on the option you need (Figure 41).

Not every option will be available depending on specific criteria. If a ticket has been cancelled or relocated already, then all the options except for Copy will be gray and unavailable. If a ticket's Start Date & Time has not passed yet, the Relocate option will be unavailable. If a ticket's Start Date & Time has passed, the Correction option will be unavailable.
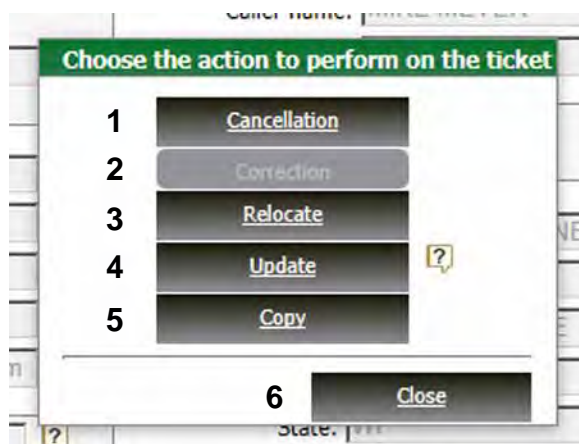
Figure 41

1. **Cancellation Button** - Cancelling a ticket eliminates your ability to legally dig on it and the ability to access or modify it in the future. It should only be used if your project has been cancelled or the ticket truly is not needed any more.

   When you click the "Cancellation" button, you will be taken to a window (Figure 42) where you have to acknowledge the Cancel ticket disclaimer and then enter a reason for your cancellation. The reason should be simple but explain why you are cancelling your ticket.

Figure 42

When you have read the disclaimer, click the checkbox next to, "I have read and accept." Then enter a reason for your cancellation in the text box. When done, click the "Cancel Ticket" button. If you do not want to cancel your ticket, you can click the "Close" button to exit out of this window.

2. **Correction Button** - Correction can only be used if your Start Date & Time has not passed. You can change any field except for County, Municipality (Place), Street, Intersecting Street(s), and the work site polygon. The area defined by the Marking Instructions cannot be

increased or moved outside the scope of the original Marking Instructions. A Correction will also have a new, 3 working day Start Date & Time, but will retain the same ticket number**.**

3. **Relocate Button** - If the markings at your work site are ever missing or destroyed, then you will need to file a relocate. The relocate button will not be available if the start date and time of the ticket has not yet passed yet. When relocating your ticket, the system will not allow you to change any of the ticket information except for the Marking Instructions. And you can only change the Marking Instructions if it is to make the area smaller.

    When you click the "Relocate" button, the system will ask you a series of questions (Figure 43). These questions are designed to assess if your ticket is still valid and determine which relocate options are available based on specific information about your project.

Figure 43

A Valid ticket is one where the work started somewhere within 10 calendar days after the Start Date & Time, and the work has not stopped for more than 10 calendar days.

Valid tickets allow for all three relocate options: 3 Working Day, 24 Hour, and Crew on Site (1 Hour). Tickets that are not Valid are only allowed the 3 Working Day Relocate. There are 3 questions the system could ask you, all depending on how you answer. For example, if you answer "Yes" to the question (Figure 43) you will be asked a second question (Figure 44). If you answer "No" then you will be given only the 3 Working Day relocate option as your choice and no other questions will be asked. As you work through the questions, the system will display relocate options at the bottom (Figure 44). To choose the relocate option just check the checkbox next to the option that you qualify for and that you need and click Submit.

Figure 44

If you do not want to relocate the ticket, just click "Cancel" to close the window.

3 Working Day relocates mean the members will respond and locate within 3 working days. A ticket can be Valid or Invalid and qualify for this relocate option.

24 Hour relocates will have the members respond and locate within 24 hours. 24 Hour relocates require a Valid ticket and should be used if your crew is not on site but will be there in 24 hours or so.

The Crew on Site (1 Hour) relocate requires a Valid ticket and that the crew be one site or en route. Just like Emergency tickets, the 1 hour start date and time for Crew on Site relocate DOES NOT mean you can begin digging in 1 hour. The members have 1 hour to respond either in person or by phone.

All relocates will also adhere to the 6am to 6pm business hour and working day rules.

A Crew on Site (1 hour) and 24 Hour Relocate should not be selected if it is after February 1st and the ticket being relocated is from before November 1st of the prior year. In other words, if the last ticket (original or relocate) was called in before November 1st and your crew shuts down for the winter without finishing that project, you cannot use the Crew on Site or 24 Hour relocates if you are relocating that ticket the next spring (more specifically after February 1st.)

If the ticket you are relocating is an Emergency ticket, you will be asked the question in Figure 45. If the ticket is still an Emergency, the system

Figure 45

will open the relocate ticket and will set the Ticket Type as Relocate, the Header Code as Emergency, and the Relocate Option as Emergency. Your Start Date & Time will be 1 hour from the current date and time, per the normal Emergency rules.

If the ticket is no longer an Emergency, but you want it relocated as a normal ticket, the system will prompt you with all the standard relocate questions (Figure 44).

If the ticket you are relocating is an Appointment, the message in Figure 46 will display.
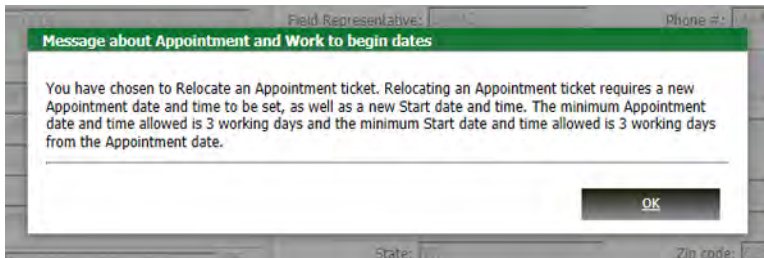
Figure 46

The message informs you that, while you can relocate an Appointment ticket, it basically requires you to have a whole new Appointment. If you click "OK" it will open your relocate ticket. Your Ticket Type will be Relocate, your Header Code will be Appointment, and your Relocate Type will be Appointment. Just like a normal Appointment ticket, your Appointment Date & Time will be 3 working days from the current date and time and your Start Date & Time will be 3 working days from the Appointment Date & Time.

4. **Update Button** - Updating a ticket is an option that allows you to change any information on the prior ticket. Updating a ticket will cause the system to automatically Cancel the prior ticket, give you a new 3 working day Start Date & Time, and place Update in the Request Type field in the Dig Info section. You will also get a new ticket number with the update. You will also have to Approve either a new polygon or the existing polygon before you can process your Update.

5. **Copy Ticket** - The "Copy Ticket" button will allow you to copy information from a previous ticket you have filed into a new ticket, while leaving the previous ticket unchanged.. It will copy all the fields, including the work site polygon from the ticket which you are copying.

   Whether you draw a new polygon or use the one you copied, the "Approve Selection" button (green check mark) will have to be clicked before you can Process the ticket.

   You cannot copy a ticket that is currently suspended, you can only copy completed tickets. The copy ticket is not meant to be used instead of relocate. A good example of when a copy ticket could be used is if a ticket was filed last year for a certain location and the job was completed last year. This year you have a similar project at the same location, you can just copy the old ticket into a new one.

6. **Close button** - The button will exit the Edit/Copy window, and return you to the Search Engine.

Specific Ticket Types

Multiple Dig Site Ticket

The Multiple Dig Site Ticket will allow you to file one ticket for multiple, vertical-type excavations. The types of work allowed on this type of ticket are: tree planting projects, utility pole projects, sign posts, soil borings, multiple mail box installations and other similar type vertical excavations.

Multiple trench or plow type horizontal excavations (service drops, road crossings, etc.) must be filed as one address, one ticket.

If you are filing this type of ticket, you must:

> File the ticket as an APPOINTMENT.
>
> Place the phrase "MULTIPLE DIG SITE TICKET" in the Remarks field.
>
> Work closely with locators to insure that locators have enough time to locate the areas where work is taking place.
>
> A relocate request should be handled the same as a relocate of an appointment ticket.

Stretch of Road/From-To Ticket

The Stretch of Road ticket has some specific criteria that must be met to qualify.

> Utility or municipal work will only be allowed to utilize the Stretch of Road/From-To Ticket.
>
> Work must be taking place along a single road in one municipality.
>
> Acceptable types of work would include sewer/water/gas/electric/ communications main burial, pole installation/replacement, ditch cleaning, shoulder grading, tree planting, etc.
>
> If project turns onto a different street or crosses a municipality border, a second ticket is required.

You can establish the From-To using either an address range (from 100 W. Main Street to 500 W. Main Street) or can use intersecting roads (from the intersection of 1st Street and Main Street to the intersection of 5th Street and Main Street.)

You can request a radius of intersections as part of their Marking Instructions, but that radius can be no larger than 100 feet.

Project Ticket

You can file a "Project Ticket" if your work will be ongoing at a specific work site for a prolonged period of time. You would file the ticket the same as any other ticket, but certain pieces of information are required and you will be granted certain relocate rights.

The assumption for a "Project Ticket" is that work would be ongoing for the duration of the project but would not be concerned with whether or not work stopped for more than 10 calendar days.

The "Project Ticket" would allow you to file one hour or 24 hour relocates, as needed, throughout the established duration of work. The type of relocate honored would still be determined by whether a crew was on site or not on site.

The theory is this type of ticket would reduce overall relocates filed. It would do so because excavators would not be tied to the 10 calendar day window for their tickets being valid. Therefore, companies which are called out on a moment's notice would not have to constantly call in relocates every 8-9 days to make sure their marks and ticket are current, they could simply call in a 1 hour or 24 hour relocate when they needed to get out to that site.

To file a Project Ticket you are required to:

> Provide all necessary information as with any standard locate request.

> Provide an estimated Duration of Work (how long the project is anticipated to take) in the Dig Info tab. The maximum time you can specify is one year.

> When relocating a Project Ticket, you must provide an on-site contact for locators to contact to establish the exact area that needs to be relocated at that work site and place in the Remarks field, "Contact [on-site contact name] at [phone number] for specific area to be relocated."

> Use the STANDARD or PRINTS Header Code based on your choice.

> Identify that this is a "Project Ticket" in the Remarks field.

The on-site contact is necessary so locators find out exactly what needs to be relocated instead of relocating the entire area. If locators cannot reach the on-site contact, the relocate may be delayed.

Disclaimers

When you call Diggers Hotline, our representatives will read you a series of disclaimers. This is done to help educate the callers on safe digging, requirements, and important information. The disclaimers are printed below as a reference for all of you who will no longer be calling.

10 Calendar Day Statement:
"If you do not begin your work within 10 calendar days of the start date and time or if your work is interrupted for more than 10 consecutive days, the marks will no longer be valid until you have requested and received a relocate for the area."

18 Inch Statement:
"Utilities will mark the area using color coded paint and flags, You need to stay 18 inches away on all sides of any markings with any power equipment used in the work. If you need to go closer, use hand-tools only and dig very carefully."

Private Line Statement:
"Lines owned by the property owner such as many propane lines, sewer and water laterals or yard lighting will not be marked by the utilities."

Emergency Statement:
"The member or members in question should respond by telephone as soon as possible or by the start date/time, whichever is later, to indicate when the facilities will be marked. No matter how the start date and time may read on the ticket itself, you will NOT be clear to dig until all member companies have responded in some fashion. In addition, excavating without waiting for member companies to respond and/or locate could result in you being liable for any damages that may occur."

Relocates Statement (24 Hour and Crew on Site):
"The member or members in question should respond by telephone as soon as possible or by the start date/time, whichever is later, to indicate when the facilities will be remarked. No matter how the start date and time may read on the ticket itself, you will NOT be clear to dig until ALL facilities at the work site have been marked by member companies."

Overhead Line Statement (this statement must be read if the "Overhead" box is checked, regardless of the "Waiver" box status):
"OSHA requires that you stay at least 10 feet away from distribution lines, up to 16 feet away from transmission lines and 20 feet away from any lines with equipment covered under the 2010 OSHA Crane Standard. Contact the owner or operator of the overhead line(s) if necessary to ensure required working clearances are maintained."

Planning Purpose Statement:
"This ticket is only for planning purposes. You are not legally clear to dig on this ticket. A standard locate request must be filed at least three business days prior to excavation."

Wisconsin Statute 182.0175

1. Definitions.
In this section,

(am) "Emergency" means a condition that poses a clear and immediate danger to life or health, or a significant loss of property.

(b) "Excavation" means any operation in which earth, rock, or other material in or on the ground is moved, removed or otherwise displaced by means of any tools, equipment or explosives and includes grading, trenching, digging, drilling, auguring, tunneling, scraping, cable or pipe plowing, and driving and means any operation by which a structure or mass of materials is wrecked, razed, rended, moved or removed.

(bm) "Excavator" means a person who engages in excavation.

(c.) "Transmission Facilities" includes all pipes, pipelines, wires, cables, ducts, wirelines and associated facilities, whether underground or aboveground, regardless of the nature of their transmittants or of their in-service applications. The term includes, but is not restricted to, utility facilities, government-owned facilities, facilities transporting hazardous materials, communication and data facilities, drainage and water facilities and sewer systems. The term does not include any of the following:

1. A culvert.

2. A fuel storage tank and a fuel storage pipeline. If the pipeline does not cross a public right-of-way and if the tank and pipeline are located on property that is owned or leased by the user of the tank and pipeline.

(d) "Working Days" means days other than Saturday, Sunday and legal holidays.

(1m) One Call System.
(a) Statewide system. Transmission facility owners shall establish or designate a nonprofit organization governed by a board of directors as the operator of a one-call system. The one-call system shall be a statewide communications system in which a single operational center receives excavation notices and transmits notice information to affected-member transmission facilities owners.

(b) Membership 1. Except as provided in subd. 2., a transmission facilities owner shall be a member of the one-call system.

2. A transmission facilities owner of lessee is not required to be a member of the one-call system if all of that person's transmission facilities are located on property owned or leased by that person. This subdivision does not apply to a governmental unit that is a transmission facilities owner.

(bm) Membership fees. Members may be assessed an initial start-up fee equal to the system's cost in adding the member to the one-call system, except that any initial start-up fee may not exceed $100 for a member whose transmission facilities serve less than 5,000 customers. For purposes of assessing the initial start-up fee, affiliated transmission facilities owners shall be considered a single member. Under this paragraph, a transmission facilities owner is affiliated with another transmission facilities owner, directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the other transmission facilities owner. Members shall also be assessed a fee per notice of intended excavation activity. Membership in the one-call system ceases if a fee assessed under this paragraph is more than 90 days past due. A transmission facilities owner may be reinstated as a member upon payment of the amount past due.

(c) Liability. Any transmission facilities owner who is required to be a member of the one-call system and has not complied with the membership requirement is liable for all damages to the owner's transmission facilities and for any other damages that occur as a result of a properly noticed excavation to the one-call system.

(d) System functions. The one-call system shall do all of the following:

1. Publicize the availability and use of the one-call system.

2. Provide toll-free communications to the one-call system.

3. Accept notices of intended excavation activity.

4. Accept notices of intended emergency location or emergency excavation activity 24 hours a day.

5. Inform the person providing notice of the names of transmission facilities owners who will receive the notice information.

6. Promptly transmit notice information to affected-member transmission facilities owners.

7. Retain records of notices for a period of not less than 6 years.

(2) Excavator and Planner Responsibilities.

(a) Planning.

Every person who is responsible for the preparation of plans and specifications for nonemergency excavation and every excavator shall do all of the following:

1. Take reasonable action to learn the location of any transmission facilities in and near the area where the excavation is to be conducted.

2. Plan the excavation to avoid to the extent possible interference with transmission facilities in and near the excavation area.

(am) Excavation notice. An excavator shall do all of the following:

1. Provide advance notice of not less than 3 working days before the start of the nonemergency excavation to the one-call system.

2. In an emergency, take all reasonable precautions to avoid to the extent possible interference with existing transmission facilities in and near the

excavation area and notify as promptly as possible the owners of transmission facilities which may be affected by the emergency excavation.

3. Maintain an estimated minimum clearance of 18 inches between an unexposed underground transmission facility marked under sub. (2m) and the cutting edge or point of any power-operated excavating or earth moving equipment. If the transmission facility is exposed, the excavator may reduce the clearance to 2 times the known limit of control of the cutting edge or point of the equipment or 12 inches, whichever is greater.

4. Provide a repeat notice to the one-call system if marks are destroyed or covered by excavation site activities, if the excavation does not start within 10 days of the scheduled start date or if excavation is interrupted for more than 10 days.

5. Provide support for existing transmission facilities in and near the excavation area that may be reasonably necessary or that is specified by the transmission facility owner for the protection of the facilities, unless protection is required of the owner of the transmission facility under s. 66.047.

6. Before backfilling, inspect all transmission facilities exposed during excavation to ascertain if the transmission facilities have been or may have been struck, damaged, dislocated or disrupted.

6m. Refrain from backfilling an excavation until an inspection is conducted and any necessary repairs have been made by the owner of the transmission facility.

7. Immediately notify the owner of a transmission facility if an inspection reveals that the transmission facility has been or may have been struck, damaged, dislocated or disrupted.

8. Backfill an excavation as specified by the owner of the existing transmission facilities or in a manner and with materials that may be reasonably necessary for the protection of, and to provide reliable support during backfilling and following backfilling for, existing transmission facilities in and near the excavation area.

(bm) Notice. An excavation notice shall include all of the following information:

1. The name of the person providing notice.

2. The name, address, and telephone number of the excavator.

3. The specific location and description of the excavation area, including the county, place, street address, nearest intersecting road, distance and direction from the nearest intersection and marking instructions.

4. A description of the intended excavation activity.

5. The intended starting date of the excavation.

(2m) Transmission Facilities Owner Requirements.

(a) Responsibilities. A transmission facilities owner shall do all of the following:

1. Respond to a planning notice within 10 days after receipt of the notice by conducting field markings, providing records and taking other appropriate responses.

2. Respond to an excavation notice within 3 working days by marking the location of transmission facilities as provided under par. (b) in the area described in the excavation notice.

3. Provide emergency locator service within 24 hours after receiving a request for that service.

(b) Facilities Marking. A person owning transmission facilities, upon receipt of an excavation notice, shall mark in a reasonable manner the locations of transmission facilities at the area described in the notice to enable the excavator to locate the transmission facilities without endangering the security of the facilities or the public. The marking of facilities shall be completed within 3 working days after receipt of the notice, or if notice is given more than 10 days before excavation is scheduled to begin, marking shall be completed at least 3 working days before excavation is scheduled to begin. If the approximate location of a transmission is marked with paint, flags, stakes or other physical means, the following color coding of lines, cables or conduits shall comply with the uniform color code adopted by the American National Standards Institute:

1. Electric Power: Red
2. Gas, oil, steam, petroleum or gaseous materials: Yellow
3. Communications, cable television or alarm or signal systems: Orange
4. Water, irrigation or slurry systems: Blue
5. Sewer or drain systems: Green
6. Temporary survey markings: Pink
7. Proposed excavation: White

(c.) Facilities Inspection and Repair. Every person owning transmission facilities who receives a notice of possible damage shall inspect the facilities for

damage within 6 hours after receipt of the notice if there is a risk of personal injury or loss of life or within 24 hours after receipt of the notice if there is not a risk of personal injury or loss of life and shall repair any damage found as soon as practical. Unless the owner of any transmission facility is notified or has knowledge of damage to transmission facilities by an excavator, the owner is not responsible for or required to make an inspection of its transmission

facilities, nor shall the owner, in the absence of notification or knowledge, be responsible for supervising in any manner the excavation.

(3) Penalties.

(a) Forfeitures. Any person who wilfully and knowingly violates this section may be required to forfeit $2,000 for each offense. Each day of continued violation constitutes a separate offense

(b) Misdemeanor. Whoever intentionally removes, moves or obliterates a transmission facilities marking placed by the transmission facilities owner may be fined not more than $500 or imprisoned for not more than 30 days

or both. This paragraph does not apply to an excavator who removes or obliterates markings during an excavation.

(4) Right of Action.

This section shall not affect any right of action or penalty which this state or any person may have.

(5) Right to Injunction.

If any person engages in or is likely to engage in excavation inconsistent with this section, and which results or is likely to result in damage to transmission facilities, the person who owns or operates the facilities may seek injunctive relief in the circuit court for the county in which the transmission facilities are located. If the transmission facilities are owned or operated by a public utility as defined in s. 196.01 (5), including a telecommunications carrier, as defined in s. 196.01 (8m), and the public utility does not seek injunctive relief, the attorney general, upon request of the public service commission, shall seek injunctive relief in the circuit court for the county in which the transmission facilities are located.

History: 1973 c. 277; 1977 c.350; 1977 c. 449 s. 497; 1983 a. 189; 1985 a. 297 s. 76; 1993 a. 482, 496; 1995 a. 135.