



# WebPortal Ticket Entry

User Manual and Tutorial

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# About Alabama 811

## Alabama 811 Mission Statement

To enhance communications and coordination among public agencies, utilities and contractors, in order to promote public safety, and prevent damage to underground facilities, by processing timely and efficient notification of excavation.

## About Alabama 811

Alabama 811 is a statewide communication system, established to provide one telephone number for excavators to call for notification of their intent to dig, blast, bore or other similar excavation work. This one-call system provides our members an opportunity to locate and mark their underground facilities **prior** to the start of excavation work, with a single toll free call. Alabama 811 does not locate underground lines. Member companies of Alabama 811, or their contracted locating services, are responsible for marking the underground lines.

## History of Alabama 811

Damage to underground facilities increased considerably following the building boom of the 50's, 60's and early 70's when the trend was to go underground with utilities. Thousands of miles of underground facilities were vulnerable to excavation machines and the resulting damage interrupted utility service, threatened life, health and property. As more and more companies began to place their facilities underground, the inconvenience of notifying all the owners of the underground lines individually became very overbearing.

The one-call concept came about in the early 60's, in response to the needs of the construction industry as well as the needs of the utility companies to protect their lines. Instead of calling each company individually, an excavator could make one phone call and reach several utilities at once. There are approximately 105 one-call notification systems in the U.S. and foreign countries.

South Central Bell, Alabama Power Company and the Alabama Gas Corporation established the Alabama Line Location Center (ALLC) in January 1975. It initially served the Jefferson/Shelby County area. Over the first year, other area underground facility owners showed an interest in participating; and soon the ALLC had members across the entire state. As a result, over 7,000 locate requests were processed in the first year of statewide operation. Over the years, our membership and ticket volume have continued to grow. To date, Alabama 811 has processed over 4 million locate requests.

From January 1975, until December 1987, the ALLC was operated by South Central Bell. Due to the divestiture of AT&T, and court rulings in the wake of that break-up, South Central Bell could no longer operate the one-call center. In December of 1987, Alabama Gas Corporation took over the one-call center operation. In October 1994, the ALLC became an incorporated entity as a nonprofit corporation under the legal name Alabama Line Location Center, Inc. To give the center a name consistent with similar organizations in other states and to reduce any confusion that the ALLC was operating as a contract locating service; Alabama Line Location Center, Inc., began operating under the name Alabama One Call (AOC), in January of 1999.

As of January 1, 2011, Alabama One Call began doing business as Alabama 811. This transition occurred as part of a continued national educational effort to make it easier for the public to remember to 'call 811 before you dig', and easily associate the existing one call center with Alabama 811.



## How The Locate Process Works

When an excavator contacts Alabama 811, two full working days before the excavation work begins, specific information about the worksite and the surrounding area, as well as marking instructions for the worksite are gathered from the caller and entered into an electronic ticketing system.

Using a computerized GPS based mapping system, the excavation site information entered into a ticket entry program, and is then sent out as a locate request to each of the underground facility operators who have registered with us to protect their underground facilities in the described area of excavation.

The underground facility operators that requested notification in the excavation area will then dispatch locators to the described excavation site. The State Law of Alabama gives all member companies, and/or their locating contractors two full working days, not including the day of notification, to find and mark their lines in the requested excavation areas. The locators will mark the buried facilities with spray paint or flags according to the specified APWA color codes.

The locate request will be good for 20 working days. If work will take longer than 20 working days from the original excavation start date to complete, the locate request should be renewed two (2) full working days, not including the day of notification, prior to its expiration date. This will allow for another 2 full working day notification period, not including the day of notification, to have the lines re-marked prior to the expiration of the locate request.



The excavator contacts Alabama 811 two full working days prior to beginning work.



Alabama 811 notifies affected member utility companies identified on the locate request.



The utility companies and/or their locator(s), mark the underground utilities at the worksite.



**RED**  
Electric



**YELLOW**  
Gas, Oil, Steam  
or Petroleum



**ORANGE**  
Communications  
Systems



**BLUE**  
Potable  
Water



**PURPLE**  
Reclaimed  
Water Irrigation



**GREEN**  
Sewer and  
Drain Lines



**WHITE**  
Proposed  
Excavation



**PINK**  
Temporary  
Surveying



After waiting the two working days, not including the day of notification, and confirming the lines have been marked, safe excavation work can begin. Practicing safe excavation, includes hand digging within the 18" tolerance zone mandated by Alabama's Excavation Law.

### Contact Information

Alabama 811  
3104 Bates Lane  
Fultondale, AL 35068  
Main office number: (205) 731-3200  
Fax number: (205) 731-3249

Toll free number: (800) 292-8525  
Nationwide 'call before you dig' number: 811  
Alabama 811 website is [www.al811.com](http://www.al811.com)

Administrative Office Hours: Monday through Friday, from 7:00am to 5:00pm (CST)

### Holiday Schedule

The following holidays are not part of the two full working day notice. Holidays that fall on Saturday are observed on Friday. Holidays that fall on Sunday are observed on Monday.

**New Year's Day**

**Memorial Day**

**Thanksgiving Day**

**Friday after Thanksgiving Day**

**Independence Day**

**Christmas Eve and Christmas Day**

*\*\*Please note that Veterans Day is an observed holiday. AL811 will be open, however the legal dates of tickets processed that day will follow a holiday schedule.\*\**

### Alabama 811 Staff

**Kim Jenkins – Operations Manager - 205.731.3205**

General operations questions for call center inquiries. General 'call before you dig' requirement questions. Employment inquiries for call center agent positions. WebPortal ticket entry – training and inquiries back up.

**Jennifer Lee – Applications Support Specialist - 205.731.3210**

General operation inquiries/problems. WebPortal/Mobile App user inquiries and training. Positive response. KorWeb, ticket management system questions.

**Matt Brown – Operations and Technology Director - 205.731.3202**

Overall operations oversight. GeoCall functionality. GeoCall network server. In office IT issues. Locate request delivery issues. Remote member access inquiries. Specialized reports.

**Gavin Doss – GIS / IT Specialist - 205.731.3203**

GIS mapping and database issues. Member service area maintenance. Potential membership inquiries and questions. Membership contact updates. GPS coordinate questions.

**Michele Dory – Communications and Public Awareness Manager - 205.731.3206**

Advertising or marketing inquiries. Media placements. Educational and public awareness material.

**McKay Lyvers – Damage Prevention and Education Manager - 205.731.3207**

APACT – Pipeline awareness programs. Kids education programs. General public awareness education programs and presentations. General coordination issues between excavators and utilities. Tradeshow and public event representation.

**Hayes Vinson – Damage Prevention Coordinator - 205.731.3212**

Tradeshow and public event representation. General public awareness education programs and presentations. Member visits. Social media maintenance. APACT – Pipeline Awareness programs. Kids education programs. General coordination issues between excavators and utilities.

**Tina Creel – Human Resources and Finance Director - 205.731.3208**

Accounting questions. General office and administrative issues.

**Annette Reburn – Executive Director - 205.731.3209**

Overall operational questions. Legislative inquiries. Board of Director questions.

## Online Ticket Entry Overview

The Alabama 811 online ticket entry program has expanded the way excavators are able to send notification of their pending excavation activity; by allowing users to bypass a phone call and submit their excavation site information directly to Alabama 811 and/or our utility members by filling out a locate request form via the WebPortal or the Alabama 811 Mobile App.

WebPortal tickets are entered through a two tiered program.

Tier 2, allows users to submit their completed locate request form to Alabama 811, where it is held in a processing queue to be reviewed by an Alabama 811 employee. Once information on the request is verified as correct, an Alabama 811 employee will then transmit the request to our member utility companies.

Tier 2 locate requests can be submitted within at least 2, not including the day of notification, but no more than 10 full working days before excavation is scheduled to start. Short notice and/or emergency tickets cannot be submitted by a Tier 2 user.

Tier 2 users are not required to mark their excavation site on the map, but are encouraged to do so. If a Tier 2 user accurately marks their worksite on every ticket, we have the capability to promote them to Tier 3, GeoRemote user status.

Tier 3, also known as the GeoRemote program, allows users to automatically submit their completed locate request form directly to our member utility companies. Tier 3 tickets do not have to be processed by an Alabama 811 employee.

In addition to normal ticket entry, Tier 3 users are allowed access to process short notice locate tickets. Approved Tier 3 users who have attended a specialized training class are allowed access to process emergency tickets.

All tickets submitted through the Mobile App are sent to the WebPortal processing queue. This includes mobile app tickets submitted by a Tier 3 user.

The initial permission setting for the Alabama 811 GeoRemote program requires new users to enter their tickets through Tier 2 so that the accuracy of the information entered on each request can be reviewed by an Alabama 811 employee.

Alabama 811 will monitor the new user's tickets to insure all ticket entry requirements are being met. Once it is ascertained that the potential user understands what information is needed to properly complete a locate request and has routinely provided sufficient information, the user is sent an email notification letting them know their permissions setting has been upgraded to Tier 3 and they are now a GeoRemote user.

Alabama 811 reserves the right to suspend any GeoRemote user's privilege anytime without notice to the GeoRemote User or its organization. The primary reason for suspension of privileges will be due to inaccurate or incomplete information, inaccurate ticket entry/mapping procedures, as well as unauthorized users accessing GeoRemote.

Additional training or support may be rendered to participants upon request.

## Alabama 811 WebPortal User Requirements

- Users must have a basic understanding of the requirements for processing a locate request in Alabama.
- Users must have a valid email address and contact number so they can be reached if there are any questions concerning locate information.
- Users must be able to read maps and provide clear, distinct directional information.
- Users must have access to high speed internet.
- Users must accept and abide by the Alabama 811 WebPortal User Agreement.

## Alabama 811 WebPortal User Agreement

Alabama 811 will immediately terminate this agreement if it is found that the user's privileges are being misused.

- The WebPortal user is responsible for notifying all non-member utility companies not participating in Alabama 811's service.
- Only the person assigned the user name and password should enter locate requests under that information. No one should enter requests under your user name. If someone else at your company should desire to enter locates via the WebPortal program, they will need to register separately. Allowing someone to enter tickets under your user name can result in a suspended use of the service.
- The user acknowledges responsibility for all information being provided on the locate notice request. The guidelines are extremely important and firmly enforced. Alabama 811 holds the option to discontinue access to a user on an individual or a company basis if the excavator is not following the guidelines completely.
- Only trained Tier 3 users, who are members of Alabama 811, can process online emergency tickets.

## Ticket Entry Guidelines

To ensure the correct members are notified, accurate information should be provided on each locate request.

- All tickets must include: the type of work being done, the county and city of the work site, the address of the property to be marked, the closest intersection to the property that needs marked, as well as marking instructions and/or any other helpful information about the worksite.
- The area of the worksite that needs to be located must be included on all tickets. Be as specific as possible. Example: locate a 50ft radius at base of pole at given address.
- The distance and direction to the worksite must be provided on any locate request that does not have a specified address.
- Each street requesting to be marked must have a separate ticket; only one road can be requested per ticket.
- Each intersection requested to be marked must have a separate ticket; only one intersection can be requested per ticket.
- An entire intersection and down one of the corresponding streets can be requested on one ticket.
- Only one property/lot as well as only one building/structure is allowed to be requested per ticket.
- When roads are not on our map, distance and direction to those roads are to be included in the Remarks field.

Mileage locates must be broken up into 1 mile segments if possible.

- Multiple address on the same street may be entered on one ticket for up to one mile, but only if the work is being done in a continuous line or trench. If the lines need to be marked up to the house/building, or if a pole along the pole line is skipped, then separate tickets will need to be entered.
- If requesting to locate along a stretch of road, starting from intersecting roads, distance and direction from the intersection must be listed on a separate locate request ticket for each road. If the road indicated as your dig street intersects in more than one point with the provided intersecting road, you must be specific on which intersection is being referenced.
- If requesting to locate a distance from an address, the distance and direction from the address must be listed on the locate request.
- In order to use utility easements/right of ways, railroad tracks, county/state lines or creeks/waterways as a starting point, you must give distance and direction from two roads that you can see on AL 811 map to the starting point.
- If requesting to locate a distance from a bridge, the distance and direction from the closest intersecting roads to bridge, as well as the distance and direction needed located from the bridge must be listed on the locate request.

Acreage locate instructions must include one of the following:

- The total number of acres for the request, and/or measurements for the area to be located. Ex: this is a 3 acre lot, or this property is 4000ft x 2000ft.
- A list all of the surrounding boundaries. Ex: The site is bounded by Smith St on the north side, 9<sup>th</sup> St on the west side, Ames Ave on the east side and Will Rd on the south side.



## WebPortal Sign Up

The GeoCall portal website address is:

<https://geocall.al811.com/geocall/portal>

The first time you visit the Alabama 811 WebPortal, you will need to click the sign up link to register your user information.

A screenshot of the Alabama 811 WebPortal Sign Up form. The form is titled "Alabama 811 Portal Registration" and includes a "Sign Up" button. It contains several sections for user information: "Personal Information" (Name, Email, Password, Confirm Password, Phone Number), "Company Information" (Company Name, Address, City, State, Zip, Phone Number), and "Ticket Contact Information" (Name, Email, Phone Number). There are also checkboxes for "I am a property owner or resident" and "I am a company representative". The form is set against a light blue background with a green header and a green footer.

## User Information

The information provided in the User Information section of the sign up form should contain the telephone number and address for person who will be using the WebPortal account to process locate requests.

- **Email** – The email address will be the account user name. The email address provided should belong to the person who will be using the account to submit locate requests.
- **Name** – This is the full name of the person who will be using the account to submit locate requests.
- **Address** – The address provided should belong to the person who will be using the WebPortal account to submit locate requests. This can be their personal address or company address.
- **Phone** – The phone number provided, should be the best number for the account holder to be reached with questions about the account or tickets submitted.

## Company Information

The information provided in the Company Information section of the sign up form should contain the telephone number and address for the party responsible of the excavation or demolition activity that is being done.

If the company address and phone number information are identical to the information provided in the User Information section, you can check the Company Info is the same button. *\*This button should can also be used if the excavator is the property owner or resident.*

Please also select the type of excavator that best represents your company / person.

## Ticket Contact Information

The information provided in the Ticket Contact section of the sign up form should contain the telephone number of the person who should be contacted with questions about the excavation site.

If the person listed in the User Information section is also the point of contact for the excavation site, you can check the Ticket Contact is the same User button.

There is an option to send a courtesy email copy of the locate request to the ticket contact person. If the ticket contact person does not wish to receive an email copy, this box can be left blank.

## Logging In

Once you have confirmed your registration, you will need to log in to the WebPortal in order to have access to the system features that will allow you to submit your locate requests online.

The user name is your email address. Passwords are case sensitive and should be entered exactly as created by the user at the time of sign up.

*\*The user name and password will serve as the login credentials to access the ticket entry program on the web browser or mobile app.*

Email:

Password:

Remember Me: ☐

[Forgot password?](#)

Login Cancel

## Main GeoCall Portal Screen

**ALABAMA 811**  
Know what's below. 811. We'll tell you.

Welcome, you are now logged into Alabama 811's Web Portal

**IMPORTANT UPDATE - PLEASE READ - Changes effective 1/1/2020**  
Beginning January 1, 2020 the law will require a 2 F.U.E. working day notice for locate requests. This means that the day of notice will no longer count toward the 2 working days and the 2 working days start the beginning of the next business day. For example: Locate Requests processed on Monday will be valid for excavation on Thursday morning. Locate Requests processed on Wednesday will be valid for excavation on Monday morning. In addition, beginning January 1st a locate request will be valid for 20 working days instead of 10 working days.  
More information can be found at [al811.com/new](http://al811.com/new)

Here you will find some quick links to available resources that will help you navigate some of the Web Portal features. [Click here](#) for a full comparison of features available to Tier 2 and Tier 3 Portal users

If you have any questions not answered here, feel free to email us at [alrembapps@al811.com](mailto:alrembapps@al811.com) or call Jennifer Lee at 205.731.3210

**Excavator Links**

- [FAQ](#) - You have questions, we have answers! Our FAQ page provides tips to all your ticket entry questions
- [811 Training Manual](#) - The training manual gives a detailed description of each field on our WebPortal
- [811 Class Sign Up](#) - Want to learn how to submit your tickets online? Use this link to sign up to attend a training session
- [Good Through Date Calendar](#) - Wondering when to start your project? Call to remember when to renew your locate ticket? This calendar is a downloadable PDF that lists the work on date, renewal date and expiration date for locate request tickets submitted during the calendar year

**Member Links**

- [Profile Rescuse](#) - This link allows Alabama 811 member companies to register for account permissions that allow them to post the mailing status of locate request tickets sent to their company

Here are some helpful WebPortal tutorial videos as well as other damage prevention related videos.

**WebPortal Feature Overview**

**WebPortal New Ticket Entry**

**Update on WebPortal**

Disclaimers

Alabama 811 reserves the right to suspend any WebPortal user's privilege anytime without notice to the user or its organization. The primary reason for suspension of privileges will be due to inaccurate or incomplete information. You acknowledge that any misuse or prohibited use will be subject to suspension of privileges.

- **Find Ticket** – Allows users to search for an existing locate request so that it can be printed, renewed/updated or copied.
- **Enter Ticket** – Allows users to submit a new locate request ticket.
- **Help** – The help tab allows users instant access to the WebPortal user manual.
- **Home** – The home tab will redirect users to the Alabama 811 website home page.
- **Log Out** – allows users to sign out of their current ticket entry session.

## GeoCall Portal Ticket Entry Screen

Any field in **RED** is a required field and must be filled before saving the ticket. The ticket entry screen is a tabbing program. The 'enter' key does not work when moving through the information fields.

## Excavator Information

**Excavator Information**

The ticket submitted will use the following contact information. Please update it if necessary.

**Excavator:**  
 (205) 731-3210  
 Alabama 811  
 3104 Bates Ln  
 Fultondale, AL 35068

**Caller:**  
 Jennifer Lee  
 (205) 731-3210  
 jlee@al811.com

**Contact:**  
 Jennifer Lee  
 (205) 731-3210  
 jlee@al811.com

[Update Information](#)

If you're not sure how to fill out the ticket you may call the **811 Center** for instructions. Thank you for using the portal.

The user and company information will be listed in the excavator section on the left side of the ticket entry screen.

The caller section should always contain the contact information of the registered user. **If the user email address changes, you will need to create a new account.**

If need, click the **Update Information** button to edit the ticket contact on a new ticket.

Your ticket will be submitted with the following information. Please verify it for accuracy.

**Excavator:**  
 Phone: 2057313210  
 Name: Alabama 811  
 Address: 3104 Bates Ln  
 City: Fultondale  
 State: AL  
 Zip: 35068

**Caller:**  
 First Name: Jennifer  
 Last Name: Lee  
 Phone: 2057313210  
 Email: jlee@al811.com

**Contact:**  
 First Name: Jennifer  
 Last Name: Lee  
 Phone: 2057313210  
 Email: jlee@al811.com  
 Callback:

[Cancel](#) [Submit](#)

Once you click the update button, you are now able to edit the fields in the excavator section.

Make all necessary changes and then click the **Submit** button to save the edited information.

# Ticket Types Available for all WebPortal Users

## Normal Ticket

This is a standard, two full working day notice not including the day of notification, request. Alabama State Law requires excavators to give at least two, not including the day of notification, but no more than 10 full working days (excluding weekends and holidays) notice before the work begins.

## Update Ticket

An **Update** is a continuation, or renewal, of an existing locate request for jobs that will take longer than 20 working days to complete. This gives the member companies an opportunity to check and re-mark their lines if necessary, and extends the locate request time for an additional 20 working day period. The utility companies have two full working days, not including the day of notification, to re-mark all lines on an updated locate request.

## Design / Survey Ticket

A **Design / Survey** request is a non-excavation locate request to have existing underground facilities located for bidding, pre-design, or advance planning purposes. **A Design / Survey locate request may not be used for excavation purposes and an excavation locate request may not be used for design or survey purposes.** Design / survey locate request shall describe the precise tract or parcel of land involved. Within five working days after a design or survey locate request has been submitted the operator shall respond by one of the following methods:

- (1) Marking the approximate locate of all underground facilities in the area of the proposed excavation.
- (2) Providing to the person submitting the design or survey locate request the best available description of all underground facilities in the area of proposed excavation which may include drawings of underground facilities already built in the area or other facility records that are maintained by the facility operator.
- (3) Allowing the person submitting the design or survey locate request or any other authorized person to inspect or copy the drawings or other records for all underground facilities within the proposed area of excavation.

# Additional Ticket Types Available for Tier 3 Users

## Short Notice Ticket

Alabama State Law requires excavators to give at least two full working days notice, not including the day of notification, (excluding weekends and holidays) before excavation work begins. In the event a minimum of two full working days notice, not including the day of notification, cannot be given; excavators may **REQUEST** to have the underground facilities marked at an earlier date and time. However, this is just a request, there is no guarantee the lines will be marked before the two working day notice, not including the day of notification.

## Emergency Ticket

Alabama State Law defines an emergency as excavation or demolition that is required to eliminate an imminent danger to life, health, property, or the environment or required for the repair or restoration of operator service that is required to be performed before the notification and response procedures required in Section 37-15-4 and 37-15-6 may be fully utilized. Excavation work must fall within this definition, before an **Emergency** ticket can be processed.

## Locate Request Content

**Ticket Type:**

**Work Type:**

**Ticket Type** is only visible to Tier 3 users that have attended specialized training. This feature allows users to request a normal two full working day notice request, or an emergency locate request ticket.

Once emergency is selected, the system will prompt the user to confirm their work meets the definition of an emergency as defined in section 37-15-2 of the Alabama State Excavation Law.

**Emergency Confirmed**

We will transmit the information provided to the affected member utilities, however each member has their own policy regarding how and when to respond to emergency requests. In order to allow utilities to effectively respond to this request, please be sure to include in the directions/remarks, at a minimum:

1. Clear and concise directions on where to mark. (in front of the property, at the back of the property, etc.)
2. Location of the cross. (in site, on road, or arriving at what time?)
3. A working contact number for a crew member on site (if different from the designated ticket number)

OK

If the user selects 'yes', a pop up will appear that describes specific information that is required to be entered on the locate request ticket.

**Emergency?**

You have selected an Emergency Locate Request. Please note Alabama State Law 37-15-2 EMERGENCY EXCAVATION OR DEMOLITION (3) no excavator may proceed with emergency excavation or demolition subject to the cost penalties imposed in section 37-15-3.

37-15-2 Defines an emergency as:

(3) EMERGENCY EXCAVATION OR DEMOLITION. An excavation or demolition that is required to eliminate an imminent danger to life, health, property, or the environment or required for the repair or replacement of essential services that is required to be performed before the notification and response procedures required in section 37-15-4 and 37-15-6 may be fully utilized.

Does your request qualify as emergency under that definition?

Yes No

If the user selects 'no', a pop up will appear noting that the ticket has been set back a normal two working day notice locate request ticket.

**Normal**

Your ticket will be processed as a normal 48 hour request.

OK

**Work Type:**

**Work Type** is used to specify the type of excavation, survey or demolition activity, that is being done at the worksite.

**For:**

The **For** field designates the person(s) they have requested to have underground utility lines marked before excavation or demolition activity is to take place.

**Job #:**

The **Job #** field is the area of the locate request where a work order number or company specific item number can be added for the excavators records.

**Additional information boxes** - Selecting, or checking, one of these boxes is the equivalent to saying 'yes'.

☐ Explosives

☐ White Paint

☐ Directional Boring

☐ Address In Remarks

- If **Blasting** or **Boring** is being done at the excavation site, then you should check the appropriate box so that the member companies can make sure their facilities are properly protected.

- If **White Markings** are used to designate the proposed excavation site, checking this box will let the person(s) marking the site be prepared to look for those markings.

- If multiple addresses, apartment numbers or letters are given for a site, this information should be listed in the remarks field and can sometimes be overlooked. Checking the **Address in Remarks** box is a way to make sure this information is brought to the attention of a person(s) reading the locate request.

**At Intersection:** ☐

**Subd:**

- The **At Intersection** box should be checked if the excavation site is at an intersection.

- The **Subd** field should be used to document the name of the subdivision a worksite is assigned to, if applicable.

- the **Reset** button allows users to clear any ticket information that has been entered incorrectly on the ticket entry screen.

Alabama State Law gives Alabama 811 member companies and/or their locators a minimum of two full working days, not including the day of notification, to mark lines on a normal excavation locate request. This date is automatically reflected in the **Work On** boxes when normal excavation activities are selected in the work type box on the locate request ticket.

Work On: 02/21/2019 3:00 PM

The notice date and time can be manually changed by a Tier 3 user to reflect a short notice request, however, Alabama State Law requires excavators to give at least two full working days notice, not including the day of notification, (excluding weekends and holidays) before excavation work begins. In the event a minimum of two full working days notice cannot be given, users may **REQUEST** the underground facilities be marked at an earlier date and time. \*The ability to request a short notice is only available to GeoRemote (Tier 3) users.

Work On: 02/21/2019

February 2019

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

Today

Users can manually modify the start date, by selecting another day on the drop down calendar.

3:00 PM

12:00 AM

12:15 AM

12:30 AM

12:45 AM

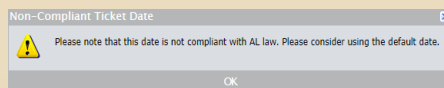
1:00 AM

1:15 AM

1:30 AM

To modify the **Notification Time**, simply select the requested time from the options listed in the drop down list in the time field.

Please note that this is just a request, there is no guarantee the lines will be marked before the two working days notice, not including the day of notification. Should users request a short notice on the locate request, a pop up will appear to remind them of the two working day, not including the day of notification, wait time. If anyone proceeds with excavation prior to the underground utilities having been marked, damage could occur and injuries can be encountered as a result. The excavator may be held responsible for any repairs.



Design or Survey requests are locate requests that are not to be used for excavation. Alabama State Law gives the Alabama 811 member companies and/or their locators five working days after a design or survey locate request has been submitted, to respond to the notification. The five day notice is automatically reflected when Design or Survey is selected in the work type field.

Work Type: DESIGN WORK

Work On: 02/26/2019 3:00 PM

## Legal Dates

The **Legal Date and Time** are visible to the right of the work on date fields. Normal excavation tickets are valid for 20 working days from the proposed start date, and should be renewed two full working days, not including the day of notification, prior to the expiration date. These default dates are automatically reflected in the **Update By** and **Good Until** boxes when normal excavation activities are selected in the work type box on the locate request ticket.

Update By: 03/05/2019 Good Until: 03/07/2019

The **Update By** is the date that an extension, or renewal, locate request must be made in order to have continuous coverage at an excavation site. The **Good Until** date is the date a locate request will expire.

Demolition tickets are valid for 30 working days from the proposed start date, and should be renewed two full working days, not including the day of notification, prior to the expiration date. This default date is automatically reflected in the Update By and Good Until boxes when demolition is selected in the work type box on the locate request ticket.

Work Type: DEMOLITION Update By: 03/19/2019 Good Until: 03/21/2019

## Work Site Information

The **Work Site Information** section requires you to enter specific information about the excavation site.

State:	AL	Country:	Select a county...	City:	Select a work place...
Address:	Number	Prefix	Street Name	Type (Dr, Ave, St, etc.)	Suffix
Intersection:					
Locate Directions:	Describe in detail area to be marked. (ie, front of property, at the leak at the address, at the intersection, etc.) Limit one address per ticket. If excavating in a continuous trench, one street per ticket.		Remarks: Add marking instructions, additional GPS, how the area is pre-marked or any other description of the work site.		

The **County** and **City** in which the excavation will occur should be selected from the options available in the drop down lists provided in the County and Place fields. A listing of all the counties in Alabama are available in the county selection category. Once a county is chosen, a listing of the cities available on the map for that specific county will be shown in the drop down box in the place field. The place/city field is a free type field. If the excavation site is in a city or town that is not on the drop down list, it can still be entered in the city field and saved on the locate request.

County:	Select a county...
	AUTAUGA
	BALDWIN
	BARBOUR
	BIBB

City:	Select a work place...
	FORESTDALE
	FULTONDALE
	GARDENDALE

The **Address** for the excavation site is broken down into several different fields so that it can be read by the mapping program.

Address:	Number	Prefix	Street Name	Type (Dr, Ave, St, etc.)	Suffix
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- The **Numeric** portion of the address should be entered in the first field on the address line.
- If an address has a **Directional Prefix** listed before the road name, i.e.: **SW**, **SE**, **NE**, or **NW**, this information should be entered in the second box on the address line.
- The **Name** of the road the worksite is address to, or the name of the road the work is being done along, should be listed in the third box (which is the largest box), on the address line.
- The road **Type** postal abbreviation, whether it is St, Dr, Ave, Cir, etc., should be listed in the fourth box on the address line.
- If an address has a Directional **Suffix** listed after the road name, i.e.: **SW**, **SE**, **NE** or **NW**, this information should be listed in the fifth field on the address line.

The **Intersection** field designates the road that is nearest to the worksite, that touches or crosses the road the worksite is on. The intersection field is not broken down into separate parts like the address field. The complete road name, including the type of road, should be listed in the intersection field.

Intersection:	
---------------	--

The area of excavation, or the area where the underground utilities need to be located/marked, should be listed in the **Locate Directions** box. All locate information should be entered in the locate directions section of the ticket. If the locate information includes directions that cannot be put in a separate field, then all the information should be listed together in the locate directions box and the remarks box should be left blank.

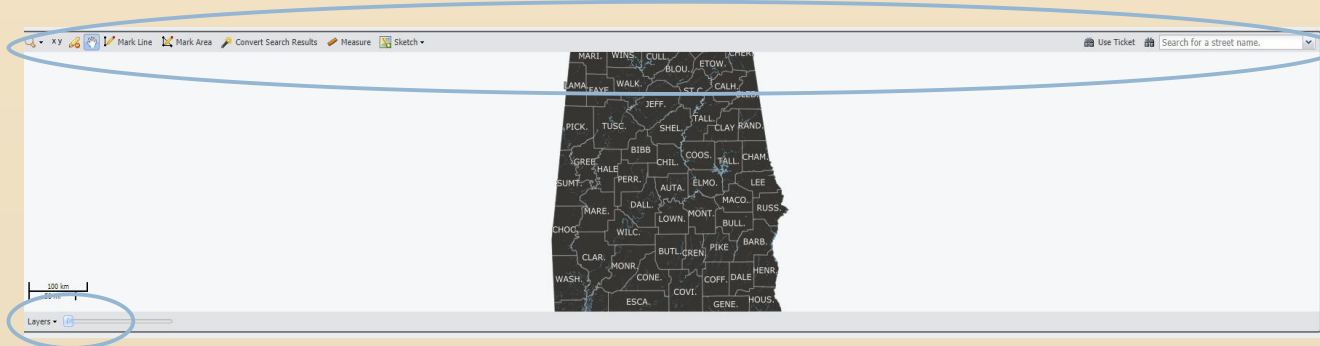
Locate Directions:	Describe in detail area to be marked. (ie, front of property, at the leak at the address, at the intersection, etc.) Limit one address per ticket. If excavating in a continuous trench, one street per ticket.	Remarks:	Add marking instructions, additional GPS, how the area is pre-marked or any other description of the work site.
--------------------	---	----------	---

The **Remarks** box is used to document any additional information the locator(s) may need to find and/or mark the excavation site. Locate information does not belong in this field. The remarks box is **NOT** a required field and can be left blank.

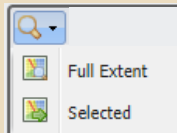


# Map Tools

There are several map tools available when working with the map.  
The map tools are shown across the top and along the bottom portions of the map screen.



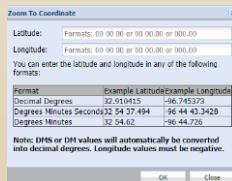
The **Zoom** tool will allow you to view several different screen shots of the map.



- **Full Extent** shows a view of the entire state.
- **To Selected** zooms directly to any previously marked areas on the map.



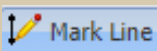
**XY** will zoom to GPS coordinates that have been entered on the ticket.



The **Clear** button allows you to remove all marking tool and sketchpad drawings from the map.



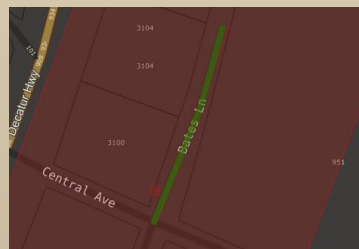
The **Pan Tool** is a click and drag tool that is used to scroll the map screen.



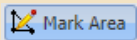
The **Mark Line** is a pencil tool that is used to mark/trace an excavation site along a line, usually a road segment. The draw line calculates the distance along the route as it is drawn.

## Mark Line

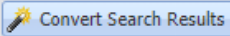
Remember: single-click to add vertex point and double-click to end marking.





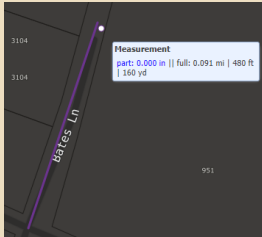
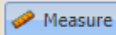


The **Mark Area** tool should be used to mark large areas on the map, such as a new subdivision or large property.

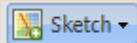


The **Convert Search Results** tool allows the user to automatically mark an area that is selected from within the **Search Results** box.

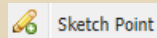
Use the current selection (green) to mark the map.



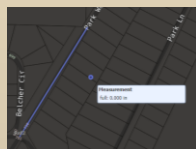
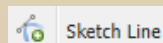
The **Measure** tool allows users to temporarily draw and/or trace any requested distance on the map. The distance is calculated along the route as it is drawn.



The **Sketchpad** holds the places of selected search results, GPS coordinates, measurements and any other user drawn sketches, for future reference. Results on the sketchpad can be converted directly to selections.



The **Sketch Point** tool is used save a point location for quick reference. Such as intersections, schools or churches.



The **Sketch Line** tool is used to sketch a linear excavation area. Such as a pipeline r-o-w, following a series of GPS points or a road segment.



Zoom To Coordinate

Latitude:  Formats: 00 00 00 or 00 00.00 or 000.00

Longitude:  Formats: 00 00 00 or 00 00.00 or 000.00

Sketch Name:  Ref3

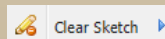
You can enter the latitude and longitude in any of the following formats:

Format	Example Latitude	Example Longitude
Decimal Degrees	32.910415	-96.745373
Degrees Minutes Seconds	32 54 37.494	-96 44 43.3428
Degrees Minutes	32 54.62	-96 44.726

Note: DMS or DM values will automatically be converted into decimal degrees. Longitude values must be negative.

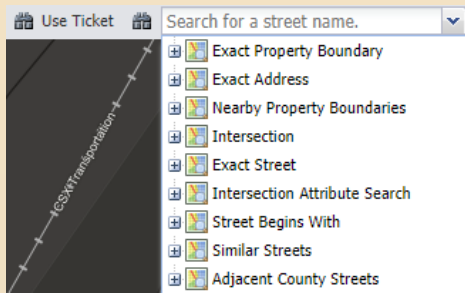
OK Close

**Sketch By XY** allows you to sketch or reference a worksite using GPS coordinates.

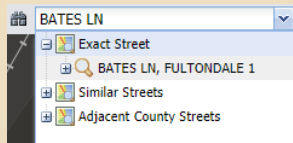


The **Clear Sketch** tool is used to clear any unwanted sketches that are being held to the sketchpad.

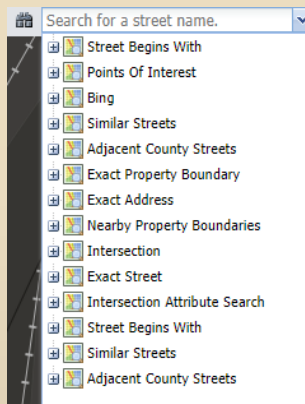
The **Use Ticket** button will initiate a map search using the address information entered on the locate request form. You will be presented with several search results based on the different values entered on the form. Clicking any one of these results will zoom to and select that feature on the map.



If the Use Ticket search returns a result that appropriately defines the work site(i.e., exact address, exact street segment or intersection if the work is being performed at the intersection) you can click the **Convert Search Results** button to use the selection to automatically mark the map.



The **Find** tool is used to search the map for a specific road, or point of interest on the map.

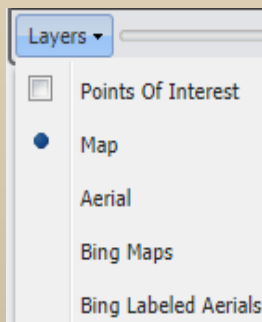


Any results found after the search is initiated, will be shown in different category listings within the search results box, adjacent to the right side of the map screen.

#### Search Results Include:

- Map Notes
- Exact Property Boundary
- Join Split Property
- Exact Address
- Exact Street Segment
- Exact Street
- Nearby Property Boundary
- Bing
- Intersection
- Intersection Attributes Search
- Street Begins With
- Points of Interest
- Schools
- Streams/Rivers
- Similar Streets
- Adjacent County Streets

The **Layers** button can be found at the bottom left corner of the map screen.



- **Points Of Interest** layers different landmarks on the map.
- **Map** is the default street view.
- **Aerial Photography** will show the aerial photo view of an area.
- **Bing Maps** will show the Bing maps view.
- **Bing Labeled Aerials** will show the aerial photo of the Bing maps view, as well as labeled street names.

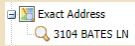


The **Zoom Button** is a sliding scale that ranges from 1 to 10, with 1 being full extent view, and 10 being the close up view. The zoom scale is found at the bottom left corner of the mapping screen, on the right side of the layers button.

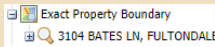
## Mapping A Work Site

### Address Found

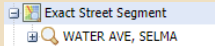
When searching for a specific address, GeoCall provides several options to help users correctly mark the excavation site on the interactive map.



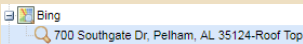
- **Exact Address** – shows the pin point location of a property on the map. The exact address is designated by a green X.



- **Exact Property Boundary** – shows the parcel boundary of an address found on the map. The exact parcel boundary is highlighted with a green polygon.



- **Exact Street Segment** – designates the section of road that contains the address range in which the specific address is found.



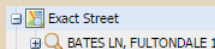
- **Bing Rooftop** – shows the pin point location of a property on the map. The Bing Rooftop is designated by a green X.

#### Convert Search Results

To mark the map using any of the above features, select the appropriate option from the search results box. Once the desired selection is highlighted in green, click the **Convert Search Results** tool from the map tool bar. The green property indicator should then turn red in color. Once the area is marked, the utility buffer zone is shown around the marking tool and property. The buffer zone ensures the correct member companies are notified on each request.

### Address NOT Found

If the mapping system is unable to return an exact result for an address, GeoCall will still provide additional options to help users correctly mark the excavation site.



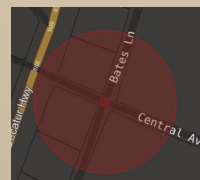
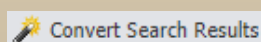
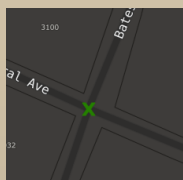
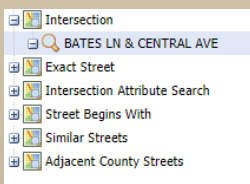
- **Exact Street** – shows the road that was typed in the address road name section of the ticket.

To mark the map using the exact street feature, you should select the corresponding road name from the search results box, then click the **Convert Search Results** tool from the map tool bar. This will then change the green road selection to red. Once the area is marked, the utility buffer zone is shown around the marking tool. The buffer zone ensures the correct member companies are notified on each request.

*\*If a road is more than 1 mile in length, the distance to the site from the intersection must be listed in the remarks box.*

### Marking an Intersection

When work is being done at the intersection of two roads, select the intersection option found in the **Search Results** box. The map will zoom to the found intersection. It will be indicated by a green X. After verifying the area found by the system is correct, you should select the **Convert Search Results** tool from the map tool bar. This will then mark the excavation site with a red circle.



# Using GPS Coordinates

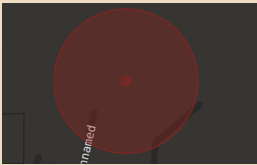
Format	Example Latitude	Example Longitude
Decimal Degrees	32.910415	-96.745373
Degrees Minutes Seconds	32 54 37.494	-96 44 43.3428
Degrees Minutes	32 54.62	-96 44.726

To enter GPS coordinates, select the **XY Coordinate** feature from the map tool bar.

Enter the latitude and longitude coordinates into the correct corresponding fields and click 'ok'.



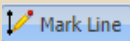
The map will zoom to a green X. This will indicate where the input coordinates were found by the mapping program.



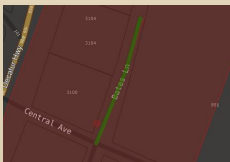
After verifying the area found by the system is correct, you should select the **Convert Search Results** tool from the map tool bar. This will then mark the excavation site with a red circle.

## Using The Marking Tools

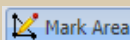
If the mapping system is unable to return an exact result for a specific worksite, you may need to manually mark the excavation site.



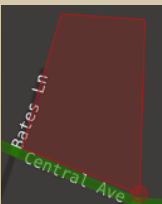
The **Mark Line** tool can be used to mark a specified distance along a line. Place the cursor at the starting point of the area to be marked, then click once. Drag the line along the road for the distance of the route that needs to be located, clicking once to hold the place of the line as the road turns.



When finished, double click to release the tool from the cursor. The marked area will be shown in red, and will include the 100 meter buffer around the marking.

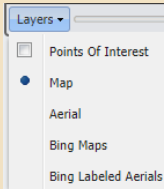


The **Mark Area** tool should be used to mark a large area on the map, such as a new subdivision or large property. Place the cursor at the starting point of area to be marked, then click once. Drag the line up, down or sideways for the appropriate distance, clicking once to hold the place of the shape as the area dimensions change.



When finished, double click to release the tool from the cursor. The marked area will be shown in red, and will include the 100 meter buffer around the marking.

## Marking a Right of Way



Marking an excavation site along a utility right of way, or cross country transmission line, will require the use of several different map features.

You will first need to know how far the R/O/W access point is from the nearest named intersection on our map. Once at the R/O/W, turn on the aerial photo. In most case, the large cleared R/O/W should be visible.



Next use the draw line or mark area tool to mark the requested distance to be located along the utility R/O/W.



## Marking a Subaqueous Ticket

To mark the map when excavation is taking place in a body of water, you will first need to know the distance and direction from the nearest named intersection to the access point. You will then need to list the GPS coordinates for the outer parameters of the dredge area in the remarks box.



Using the Sketch By XY feature, plot each coordinate on the map.

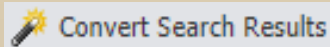
Then use the mark area tool to draw a large polygon around the plotted dredge area.

## Using Zip Code

In the search box on the map screen tool bar, type the address and zip code and then hit 'enter'.



If the address is found by the system, it will appear in the search box. Click on the found result to zoom to and highlight it in green on the map.



If the area found is correct, select the magic wand tool and click the **Convert Search Results** button to 'lock-in' the selection.



The marked area should now be shown in red, and will include the 100 meter buffer around the marking.

The zip code search will also return the name of the county in which the property is found. If a different county was listed, be sure to change that information before trying to mark the map. If you need to modify the county, you will have to re-initiate the zip code search so that the map can search to find the address in the newly entered county.

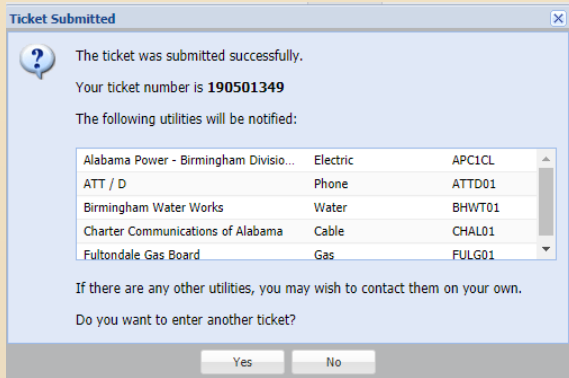
*\*Please note that while a large number of parcels can be found, not all properties in Alabama have parcel boundary information entered into our system. The zip code search will only return a result if the parcel information is available in our database.*

## Submitting The Request

Once all ticket information is verified as correct and the excavation site has been identified and marked on the map, you are ready to submit your request to the member utility companies

Submit

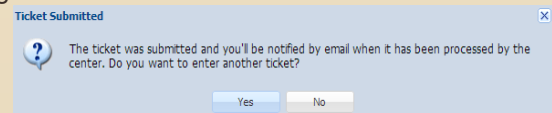
The **Submit** is the same feature as the save button. To submit your locate request ticket, simply click the submit button at the top right corner of the ticket entry screen.



After pressing the submit button, GeoRemote (Tier 3) users, will see a box listing the ticket number and a list of member companies that are being notified will appear.

This box will also ask if you would like to enter another request or if you would like to close and exit your session.

After pressing the submit button, Tier 2 users will see a dialog box will appear stating the locate request ticket has been submitted and will be processed by a representative at the Alabama 811 center.



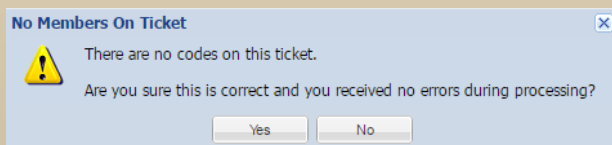
This box will also ask if you would like to enter another request or if you would like to close and exit your session.

## Private Lines

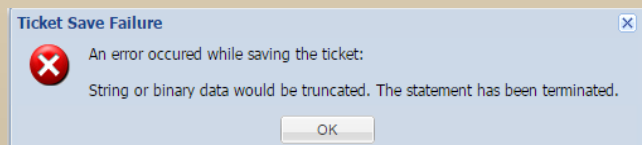
AL811 member facility owners and/or their contract locators will only mark the underground utility lines that they service and maintain. It is the excavator's responsibility to have all private lines marked. For example, water and sewer companies only mark the lines they install and maintain, up to their meters and taps.

**The excavator is also responsible for notifying all non-member utility companies not participating in AL811's service.**

## Ticket Save Errors



If the area marked on the map does not include any of our member companies, a 'No Members on Ticket' error will appear. The ticket may need to be called in directly to the Alabama 811 center.



If too many letters have been typed into one of the ticket entry fields, the system will prompt an error that says 'String or binary data would be truncated.' You will need to edit the information entered, and proceed with the save as normal.

# Managing Locate Requests

Find Tickets

Enter Ticket

To find an existing locate request ticket that needs to be modified, select the **Find Ticket** option at the top left corner of the portal welcome page.

If you have an existing locate request number available, simply enter the ticket number in the **Ticket** box and click the 'search' button.

A preview of the ticket selected ticket will be shown on the right side of the screen.

The screenshot shows the 'Find Ticket' search results page. On the left, there's a search form with 'Ticket Number: 190501348' entered. The 'Advanced Options' section includes checkboxes for 'My Tickets' and 'My Company Tickets'. The main content area displays the details for 'TICKET 190501348'. It includes a 'COMPANY INFORMATION' section for Alabama R11, a 'WORK INFORMATION' section for Jefferson County, and a 'GEOGRAPHIC LOCATION' section with latitude and longitude coordinates. The 'Type' is listed as 'Contractor' and the 'Status' is 'In Progress'.

If you do not know the ticket number, enter the date range in which the original ticket was processed, then click 'search'. You will then be given a list of tickets matching the county and date range searched for.

The screenshot shows the 'Find Tickets' search results page. The search criteria are 'Between: 12/10/2018' and 'Until: 02/04/2019'. The results are displayed in a table with columns: Ticket Number, Status, County, Place, Work Date, Excavator, and Intersection. The table shows a list of tickets matching the search criteria.

Ticket Number	Status	County	Place	Work Date	Excavator	Intersection
190501348	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501349	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501350	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501351	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501352	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501353	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501354	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501355	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501356	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501357	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501358	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501359	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501360	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501361	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501362	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501363	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501364	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501365	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501366	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501367	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501368	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501369	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson
190501370	In Progress	Jefferson	Jefferson	12/10/2018	Alabama R11	Jefferson

Please note that only 25 tickets are displayed at a time. You may need to click the advance, or forward, arrow to see more ticket results.

GeoRemote (Tier 3) users can also search for :

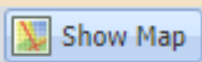
Tickets entered by themselves, or their company, for up to 10 days at a time.

Tickets that need to be updated within a certain time frame.

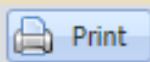
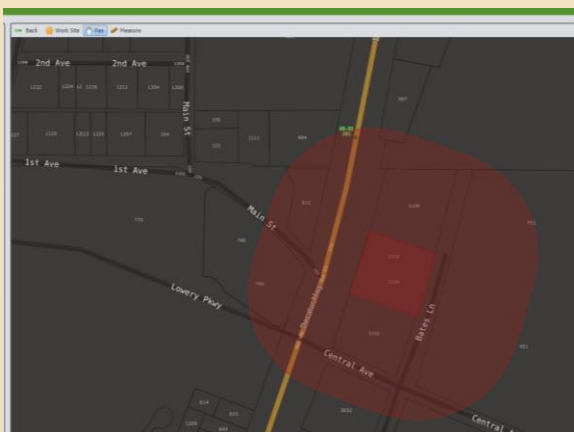
Tickets that will expire within a certain time frame.

The screenshot shows the 'Find Tickets' search form. The 'Advanced Options' section includes checkboxes for 'My Tickets' and 'My Company Tickets'. The 'Tickets' dropdown menu is open, showing options: 'taken within', 'needs update within', and 'expire within'. The 'Between' date is set to '02/01/2019' and the 'Until' date is set to '02/04/2019'. The 'County' is set to 'Jefferson'.

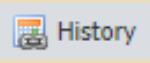




The **Show Map** button allows you to see how the excavation site was previously plotted on the mapping section of an existing locate request.



The **Print** button allows you to print a copy of a selected locate request ticket.



A **Ticket History** is created when an existing locate request is updated or re-transmitted. The new locate request holds a reference to the old ticket so that an audit trail can be determined. The ticket history will display, in historical order from most recent to oldest, the number of times a specific locate request was sent.

Ticket History			
Number	Type	Created	Taken
190501352	Update	02/19/2019 03:45:20 PM	jlee@al811.com
190501348	Normal	02/19/2019 03:35:20 PM	jlee@al811.com



## Copying A Request

A duplicate copy of a ticket can be made by replicating the existing ticket.

To find an existing locate request ticket that needs to be modified, select the **Find Ticket** option at the top left corner of the portal welcome page.



Ticket Number:

Enter the ticket number in the **Ticket** box and click the 'search' button.

A preview of the ticket selected ticket will be shown on the right side of the screen.

Ticket Number: 19050148		Ticket: 19050148	
<input type="button" value="Reset"/> <input type="button" value="Search"/>			
<b>Advanced Options</b>			
<input type="checkbox"/> My Tickets		<input type="checkbox"/> My Company Tickets	
Tickets: <input type="text"/>			
Between: <input type="text"/>		<input type="text"/>	
Country: <input type="text"/>			
Place: <input type="text"/>			
Work Date: <input type="text"/>			
Excavator: <input type="text"/>			
Add/Str: <input type="text"/>			
Intersection: <input type="text"/>			

Print Show Map History Update Copy		TICKET 19050148	
Compliance: Compliant		By: jlee@a811.com	
Source: Portal/Ticket		Hours Notice: 48	
Type: Normal		Date: February 19, 2019, 3:35 PM.	
Update On: 03/05/19		Good Through: 03/07/19	
<b>COMPANY INFORMATION</b>		<b>LOCATION</b>	
Alabama 811 3104 Easton Ln Fultondale, AL 35068		Latitude: 33.599323842609 Longitude: -86.798705790589	
Phone: (205) 731-3210 Contact: Jennifer Lee Contact Email: jlee@a811.com		Type: Contractor Caller Name: Jennifer Lee Caller Phone: (205) 731-3210 Caller Email: jlee@a811.com Callback:	
<b>WORK INFORMATION</b>			

To make a copy of an existing ticket, click the **Copy** button from the menu options at the top of the ticket.

Print

Show Map

Map

History

Update

Copy

TICKET 190501348

Compliance: Compliant

Source: PortalTicket

Type: Normal

Update On: 03/05/19

By: jlee@al811.com

Hours Notice: 48

Date: February 19, 2019, 3:35 PM.

Good Through: 03/07/19

COMPANY INFORMATION

Alabama 811

3104 Bates Ln

Fultondale, AL 35068

A new ticket, containing the exact information as the first (including the previous area marked on the map) will appear on the ticket entry screen.

Once all ticket information is verified as correct and the excavation site has been plotted on the map, you are ready to submit your request to the member utility companies

Submit

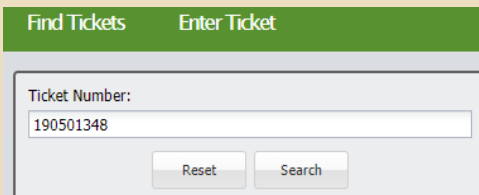
The **Submit** is the same feature as the save button. To submit your locate request ticket, simply click the submit button at the top right corner of the ticket entry screen.

After pressing the submit button, Tier 2 users will see a dialog box will appear letting you know your ticket has been submitted and will be processed by a representative at the Alabama 811 center. This box will also ask if you would like to enter another request or if you would like to close and exit your session

## Renewing a Request

An **Update** is a continuation of an existing ticket for jobs that will take longer than 20 working days to complete. Renewing your locate request ticket gives Alabama 811 member companies an opportunity to check and re-mark their lines if necessary, and extends the ticket time for an additional 20 working day period. The utility companies have two full working days, not including the day of notification, to re-mark all lines on an updated ticket.

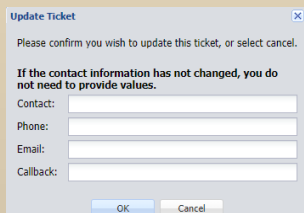
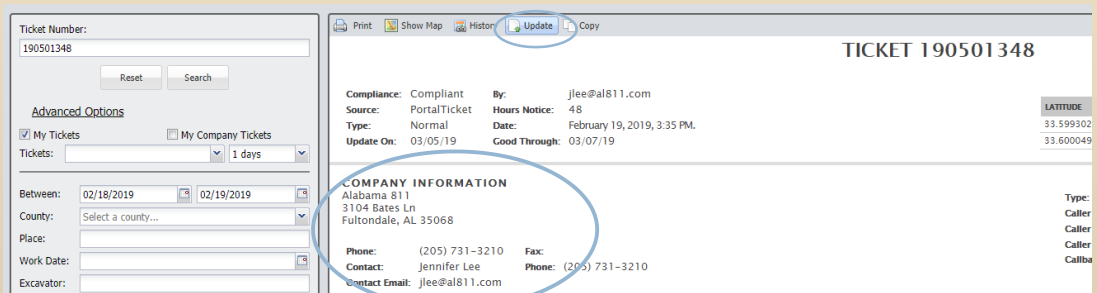
Locate request notices are only for proposed excavation activities. Except for design or survey locate requests, notice of excavation should only be placed for excavation scheduled to start. No repeated updates for remarking should be made unless the work is continuing and underway. If the work has halted, the requests should be updated 2 full working days, not including the day of notification, prior to the restart of the work.



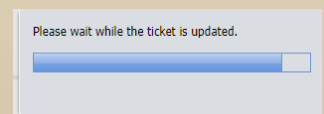
To update a request, click the **Find Ticket** button that is on found on the far left side of the screen, then enter the ticket number you need to renew into the ticket number box and click search.

*\*Please note that Emergency, 2<sup>nd</sup> Notice, Short Notice and Design and /or Survey tickets cannot be renewed. You will need to use the copy feature and submit those as new requests.*

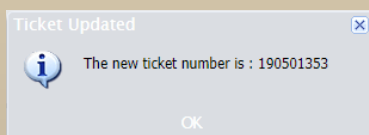
The corresponding locate request ticket should then be visible on the right side of your screen. **PLEASE DOUBLE CHECK TO MAKE SURE THAT THE COMPANY NAME AND INFORMATION LISTED ON THE TICKET FOUND IS YOUR COMPANY'S NAME AND INFORMATION.** If the company and worksite information are correct, you should click the Update option that is found at the top of your locate request ticket.



After selecting the update button, you will be prompted to edit the contact information in needed. If no modifications need to be made, simply click ok to proceed with the save.



You should then be given a pop up box that contains your new locate request ticket number.



## Member Utility Response

The Response feature is used by Alabama 811 member utility companies and/or their locators to let excavators know the marking status of a specified locate request ticket.

**Please note that as of January 2018, participation in Alabama 811's positive response program is voluntary. Not all member utilities will respond. Effective January 1, 2021 all members of Alabama 811, must provide a positive response to locate request notifications, This is in accordance with the Alabama Underground Damage Prevention Act Section 37-15-6(d): Each operator, upon determining that no underground facility is present or upon completion of the marking of the location of any underground facilities, shall provide a positive response with the information to Alabama 811.**

Find Tickets
Enter Ticket

Ticket Number:

To view the response status of a locate request ticket, simply click the find ticket button that is on found on the far left side of the screen. Enter the ticket number into the ticket number box and then click search.

The corresponding locate request ticket should then be visible on the right side of your screen.

**PLEASE DOUBLE CHECK TO MAKE SURE THAT THE COMPANY NAME AND INFORMATION LISTED ON THE TICKET FOUND IS YOUR COMPANY'S NAME AND INFORMATION.**

Find Tickets
Enter Ticket

Ticket Number:

Advanced Options

Between:    
County:   
Place:   
Work Date:   
Excavator:   
Addr/Str:   
Intersection:   
Phone:   
Code:

Print

Show Map

History

Update

Copy

Add Response

TICKET 182780001

Compliance: Compliant

By: mbrown

Source: Portal Update

Hours Notice: 48

Type: Update

Date: October 05, 2018, 3:52 PM.

Update On: 10/19/18

Good Through: 10/23/18

Old Ticket: 182640017

COMPANY INFORMATION

Alabama 811

3104 Bates Ln

Fultondale, AL 35068

Phone: (205) 731-3210

Fax: (205) 731-3210

Contact: Jennifer Lee

Contact Email:

Scroll to the bottom of the ticket view to see the member company response status of the ticket.

**RESPONSE STATUS AS OF TUESDAY, FEBRUARY 19, 2019 3:52 PM**  
 Utility replies to the positive response system are VOLUNTARY. There may not be an electronic positive response from all utility members posted online

STATUS	CODE	NAME	FACILITIES	RESULT
Closed	APC3CL	Alabama Power - Montgomery Division - APC3CL • June 14, 2018 10:15 AM • June 14, 2018 5:39 AM	Electric	• Clear: No Conflict for Area Requested • Unmarked: Delayed due to Weather or Other Circumstances
Closed	ATTD01	ATT / D • June 15, 2018 3:22 PM	Phone	• No Response from member facility owner/operator Closed by system process. No responses recorded as of 6/15/2018 3:19:26 PM, which is 1 day(s) past ticket work date of 6/14/2018 3:15:00 PM
Closed	CHAL01	Charter Communications of Alabama • June 14, 2018 10:15 AM • June 14, 2018 5:39 AM	Cable	• Clear: No Conflict for Area Requested • Unmarked: Delayed due to Weather or Other Circumstances
Closed	AGSM01	Spire Alabama Inc - Selma - AGSM01	Gas	• Clear: No Conflict for Area Requested

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### Excavator Information

- Please list good contact numbers.
- The Callback field is where you can list the best day and times to reach the onsite contact, if given.
- Verify the spelling of all names and email addresses provided.

### Worksite Information

- Please only list work type once. *Ex: Sewer line install selected from the drop down, then in the remarks a description of what type of sewer line is being installed.*
- Suite letters and/or lot numbers should be listed in the remarks, not the address number box.

### Special Notes About Entering Street Names

- When working in Madison County, the cardinal directions are associated with most roads.
- In the city of Bessemer, Jefferson County, most of the roads will either be N or S.
- In the Ensley area of Birmingham, in Jefferson County, the word 'Ensley' must be typed in the street name field in some instances. *Ex: 21<sup>st</sup> Street Ensley*
- In Blount, Shelby and Baldwin Counties, the roads are called county highway, and are listed as either CORD or HWY. Be sure to try the road both ways.

### Locate Directions and Remarks Box

- Be sure to include enough information for the utilities to find and mark the worksite. GPS are not acceptable forms of property identification.
- The name of the road that needs to be located should be listed in the locate description.
- It is recommended that excavators white line/pre-mark the site if the area to be located at the site hard to describe.
- Unnecessary characters should not be listed in the locate description. *I.e.: parenthesis, periods, dashes.*

### Working With The Map

- In some areas, the GeoCall street map and the parcel map are not always aligned. If possible, mark the area in accordance with the parcel outline.
- If the worksite is a plant or large facility, use the aerial footage to ensure the site is marked correctly.
- A polygon should cover the area of excavation. Large polygons that cover multiple roads are usually too large and will notify the wrong members.

## Steps To Safe Digging

The following is additional information you will need to know when excavating near buried facilities:

Each member company will mark their underground lines with a designated color using spray paint or flags.

The following is a list of each color code and the utility they represent:



- Red indicates electric

- Yellow indicates gas

- Orange indicates communication lines (includes telephone and cable television)

- Blue indicates water

- Green indicates sewer

Once the lines have been marked, state law requires that you do not dig within 18 inches on either side of the facility markings. This is known as the safety or “tolerance” zone.

If you do have to dig within the safety or “tolerance” zone, state law requires that you use “non-invasive” methods. This is commonly considered to be hand digging or use of technology known as “vacuum excavating”. When digging within the tolerance zone it is critical to use care and caution.

Alabama 811 member utilities will mark their facilities **free of charge**. By using 811, our member utilities will mark the lines that belong to them, which include any facilities in the right of way of a property or up to the meter at the house or building. Most people are excavating in the right of way or in the area where the utility owns the lines. However, if you are working around lines past the meter, these are considered service lines and are “owned” by the property owner, not the utility. This would include water lines from the meter to the house or a gas service line from the meter to a backyard grill, etc. If you will be working in those areas and find you do need these service lines located in addition to what has been marked by the utilities through the 811 service, there are contract locating companies who will locate them for you. There will be a fee associated with them doing this.

All utility companies are not members of Alabama 811. If there are any utilities that were not named please contact them directly.

Alabama State Law requires that if you working past the 20 working days, you need to update your request to ensure the utilities know you are still working around their lines. Keep your reference number available, as this is proof of your notifying the utilities and complying with the state law.

If the two full working day notice, should expire and a particular utility has not located, we suggest you call us back with your reference number so that we can send out a second notice to that utility requesting them to mark ASAP. This is for your protection.