



JANUARY LIVE! OPEN MIC WITH MISS DIG 811 NOTES

The topic of discussion for JANUARY was RTE REFRESHER TRAINING

- Information was given on the four types of RTE accounts: BASIC, BASIC + PROJECT, BASIC + EMERGENCY AND FULL ACCESS
 - BASIC
 - Place NORMAL 3 business day wait tickets
 - Tickets are good for 21 days
 - BASIC + PROJECT
 - Place BASIC tickets
 - Place project tickets when the digging portion of the work will last over 21 days, tickets are good for 180 days
 - BASIC + EMERGENCY
 - Place BASIC tickets
 - Place Emergency tickets when the digging can't wait 3 business days
 - NOW Emergencies, crew on site or en-route, 3 hour wait
 - Scheduled Emergencies, wait until the scheduled date & time
 - FULL ACCESS
 - Place BASIC, PROJECT, EMERGENCY, RETRANSMIT and JOINT MEET tickets
- Information was given on what happens after a ticket is placed
 - Locators have until the Response Due Date to RESPOND in Positive Response
 - This date may or may not be the same as the work date, depending upon the type of ticket
 - Excavators are required to check Positive Response prior to going out to a job site.
 - When there is a GREEN response you are OK to excavate, when there is a RED response the ticket can be Retransmitted, and when there is a yellow response there must be some form of communication between the excavator and facility owner operator prior to excavating.
- We went over the HELP tab features
 - Ticket Search can be used to search up to six years
 - Resources located in the Maintenance tab
 - Positive Response & Damage Reporting located in the Reports tab
- We went through different types of ticket examples
 - A ticket bordering another County
 - Using GPS coordinates to find a location in our map



- Recent Changes
 - Near Ticket – able to see other tickets in the area of your job site
 - Tickets Without Borders – Members are notified based on mapped work location
 - SEE LOCATE INFO- SHOULD BE ENTERED IN STREET FIELD WHEN WORK BEGINS MORE THAN 33 FT FROM THE CENTERLINE OF THE ROAD
 - Map Updates – Showed how to use flags, points & GPS coordinates
- Upcoming Changes
 - Online element being added to RTE training to reduce the amount of time spent in class
 - Mapping resources are being updated

QUESTIONS

- **How do you indicate on a ticket that a street has a different name?**
 - In the LOCATE INFO field indicate that the street has more than one name, OAK ST AKA MILL ST
- **When an RTE user finds a map discrepancy what should they do?**
 - Contact Member Services with the map information. They will determine if a change should be made on the map. Map changes are implemented about once a year.
- **If co-workers share the same phone number, will they be able to pull up each other's tickers using the LAST 50 option?**
 - No, but when using the same phone number, you may view each other's tickets using Ticket Search or by putting in their ticket number in the empty box on the upper-left side of the Ticket Entry Screen and clicking INQUIRE.