

2022
MIDWEST DAMAGE PREVENTION
TRAINING CONFERENCE

Pro Tips for Exactix Pros

Starring:
Kristin Swank
and
Benjamin Lievertz



AUDIOVISUAL SERVICES PROVIDED BY



metronetTM

**THIS SESSION
IS SPONSORED BY**



ON THE SPOT
UTILITY RESOURCES LLC

DAMAGE PREVENTION!!!





Exactix Features



Excavator Information

Excavator ID
 556151

Company ID
 375510

What is the best phone number to reach you?

Primary Phone
 (317) 893-1464

Caller or person
 creating:

Name
 KRISTIN SWANK

Caller Type
 CONTRACTOR

Company digging:

Name
 THE GRUMPY NEIGHBOR

Office Name
 GREENWOOD

Mailing address of the person or company digging:

Address
 1433 HOLEY MOLEY WAY

City *
 GREENWOOD

State *
 IN

Zip
 46143

Email for possible utility response

WEBTRAINING@USA811.ORG

Fax

Who is the work being done for? *

☐ Same as person or company digging

Name of the Person Excavating *

Type *

Phone *

☐ Same as person creating

Dates & Information

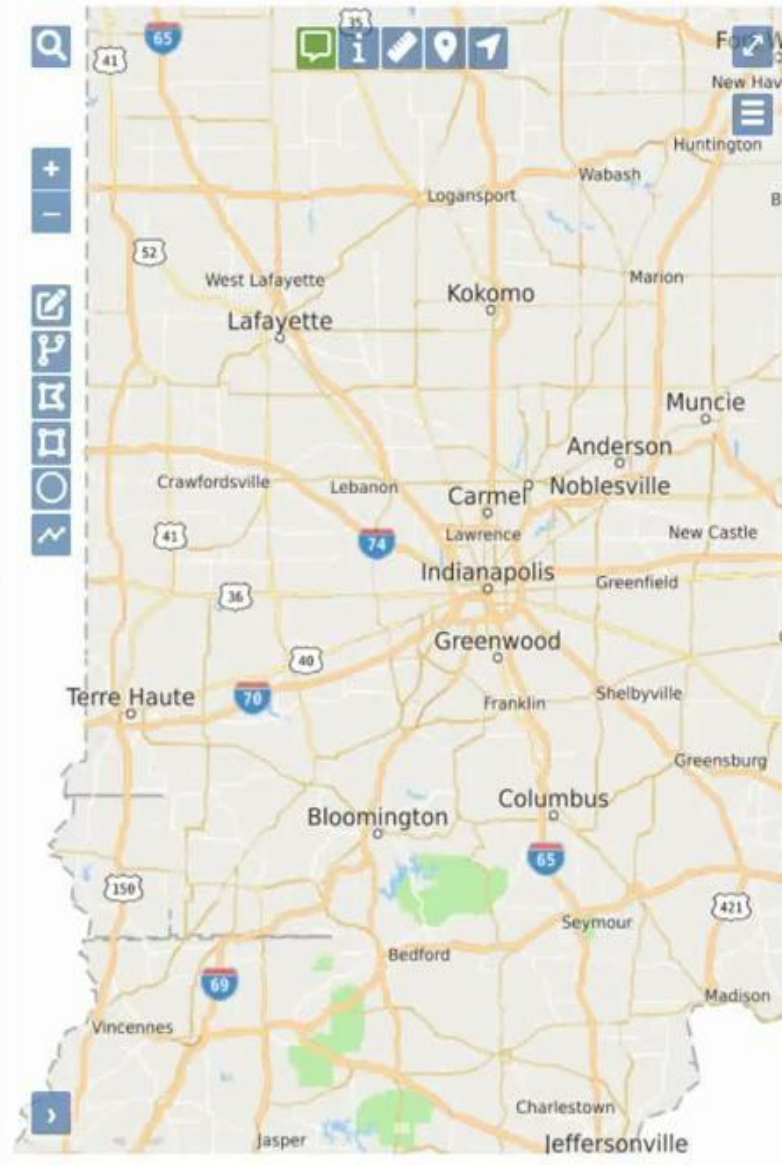
Ticket Type:

Normal Notice

Map

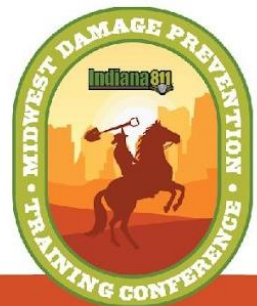
Attachments

Help



00:00:00.13

hr min sec



2210120009 v0

Status: Complete

Agent: KRISTIN SWANK

Function: New

Taken: 10/12/2022 03:10 PM - 03:11 PM

Notify By: Address

+ New

List

Dashboard

Extension

Remark

Cancel

Copy

Ticket

Text

Service Areas

Responses

Revisions

14

Find by Ticket Number

Mandatory Questions

What type of work is being done?
INSTALL FENCE/GATE

At the deepest, how many feet will you be digging? 3 FT

Will there be any explosives or blasting? No

Will there be any boring (with mechanized boring equipment)? No

Will you be white-lining the dig area? Yes

How long will it take to complete the job? 1 DAY

Dig Site Information

Dig Site Type: Street/Address

IN JOHNSON PLEASANT

1433 HOLEY MOLEY WAY

Subdivision/Point of Interest:

Near: SIERRA DR (0 FT) Within 1/4 Mile: Yes

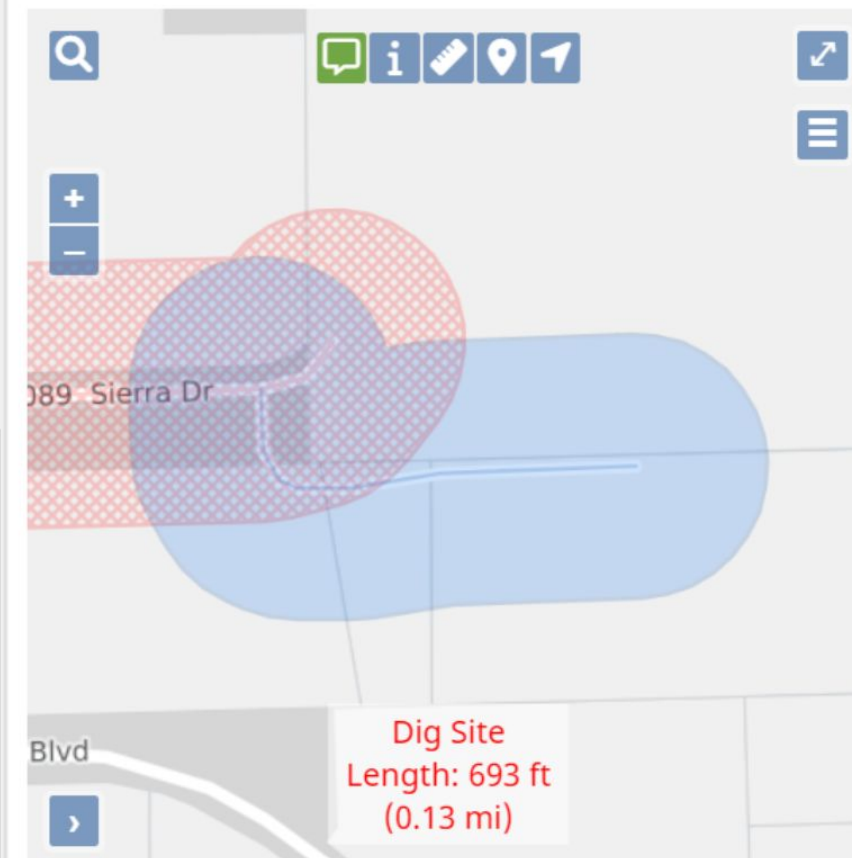
City/Town dig site is GREENWOOD Dig site within city/town limits? Yes

in or nearest:

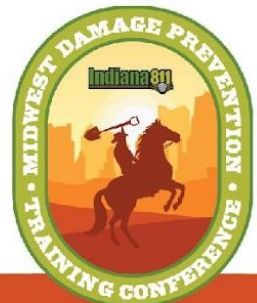
Dig Site Description: LOCATE REAR AND BOTH SIDES OF PROPERTY

Map

Help

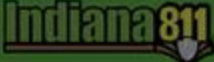


00:00:46.25
hr min sec



00:00:00.03
hr min sec



Switch to...

KRISTIN SWANK

2210120009 v1

Status: Complete

+ New

List

Dashboard

Agent: KRISTIN SWANK

Function: Cancel

Copy

Taken: 10/12/2022 03:52 PM

Notify By: Address

Ticket

Text

Service Areas

Responses

Revisions

Find by Ticket Number

Excavator Information

Show Confirmation

Excavator ID: 556151

Company ID: 375510

What is the best phone number to reach you? (317) 893-1464

Caller or person creating: KRISTIN SWANK

Company digging: THE GRUMPY NEIGHBOR FENCE CO

Mailing address of the person or company digging: 1433 HOLEY MOLEY WAY, GREENWOOD, IN,

Email: WEBTRAINING@USA811.ORG

Work being done for: HOMEOWNER

Name of the Person Excavating: KRISTIN SWANK

Phone (Office): (317) 893-1464

Dig Site Length: 693 ft (0.13 mi)

Dates & Information

Ticket Type: Normal Notice

Requested Start Date and Time: 10/14/2022 03:30 PM

Hours Notice: 47 Expires on: 11/01/2022 Update by: 10/28/2022

Notes/Remarks: REPEAT MESSAGE: 10/12/2022 3:52:20 PM CANCELED, PLEASE DISREGARD, INCORRECT ADDRESS NUMBER LISTED
REPLACED BY TICKET NUMBER: 2210120010

Play (k)

0:41 / 0:41

Mandatory Questions

Ticket Canceled

Ticket 2210120009 has been canceled.

OK

00:00:41.17

hr min sec



First Name *

Harry

Last Name *

Dresden

Best Phone Number to Reach You *

3178931438

Individual Email (Not a shared email - Exactix will only allow one account per email address) *

thegrumpyneighbor@gmail.com

Utility Response Email (Can be a shared email) *

thegrumpyneighbor@gmail.com

Company Name *

The Grumpy Neighbor

Company Mailing Address *

1433 Holey Moley Way

Address 2

City *

Greenwood

State *

Indiana

Zip *

46143

What type of tickets do you wish to submit? (Select all that apply) * ⓘ

- ☐ Dig Ticket
- ☐ Design Ticket
- ☐ Design Tool Inquiry
- ☒ View Only - No Ticket Submissions

Check below to indicate that you have read and agree to the [Indiana 811 Exactix Pro User Agreement](#) *

☐ I agree



2:20 Exactix 811.indiana811.org

Menu

Announcements

1

When logging in on a phone, tickets can be viewed but not created.

While creating a ticket, please utilize the **Help Section** which can be found on the right.

- To ensure all tools are available and the map works as it should, view in **Full Screen Mode**.
- Please note that this site is not compatible with Internet Explorer.

When reviewing ticket submissions from the dashboard, the "Status" will show either Incomplete or Complete.

- Incomplete indicates required information is still needed in order to send the request to the affected member utilities.
- Complete indicates the request has been sent to the affected member utilities. A status of "Complete" does not indicate utility response.

2:20 Exactix 811.indiana811.org

Home Tickets Sign out

2

KRISTIN FIFE-EXCAVATOR

v 2.0.117

2:15 Exactix 811.indiana811.org

Tickets

Filter by Ticket Number Results 2

Min 6 characters required

Ticket Number: 2211075167 Work Start Date: 11/10/2022 02:30 PM

Company: UNDERGROUND SAFETY ALLIANCE

Address: 9824 E TOWER RIDGE RD POLK

3

2:09 Exactix 811.indiana811.org

Excavator Information

4

✓ Mark Work Completed

Excavator ID: 37603 ID: 6687

What is the best phone number to reach you? (317) 893-1438

Caller or person creating: KRISTIN FIFE-EXTERNAL

Company: UNDERGROUND SAFETY ALLIANCE

Mailing address of the person digging: 1433 HOLEY MOLEY WAY, GREENWOOD, IN, 46143

Email: WEBTRAINING@USA811.ORG Fax:

Work being done for: UNDERGROUND SAFETY ALLIANCE

Name of the Person: KRISTIN FIFE-EXTERNAL Phone (317) (Office): 893-1438

Dates & Information

Ticket Type: Normal Notice

Requested Start Date and Time: 11/10/2022 02:30 PM

Hours Expires on: 48 11/27/2022 Update by: 11/21/2022

Notes/Remarks:

5

Ticket Map Responses

☒ My Tickets ☐ My Office Tickets

☒ Show Completed Tickets

Tickets 32

*Created in past 60 days

Expiring Tickets

*In the next 5 days

My Tickets on Map

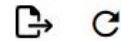
Response Status

*Created in past 60 days

Filter by Ticket Number [reset](#)

Min 6 characters required

Items per Page
« Previous **1** 2 Next » 25 ▼



Results: 32

	<u>Street</u>	<u>Township</u>	<u>Work Type</u>	<u>Work Start Date</u>	<u>Company Name</u>	<u>Ticket Number</u>
:	510 EUSTIS DR	WARREN	INSTALL FENCE	PM	SAFETY ALLIANCE	2210060001
:	DIGGERS ROW	CENTER	INSTALL SIDEWALK(S)	10/07/2022 03:30 PM	UNDERGROUND SAFETY ALLIANCE	2210050002
		CENTER	INSTALL FENCE/GATE	10/07/2022 03:30 PM	UNDERGROUND SAFETY ALLIANCE	2210050001
		CENTER	INSTALL FENCE/GATE	10/04/2022 11:30 AM	UNDERGROUND SAFETY ALLIANCE	2209300001
		INDIANAPOLIS	INSTALL FENCE/GATE	10/04/2022 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2209200003
		PLEASANT	INSTALL SIDEWALKS	09/12/2022 02:15 PM	UNDERGROUND SAFETY ALLIANCE	2209080003
		PLEASANT	INSTALL SIDEWALKS	09/12/2022 02:15 PM	UNDERGROUND SAFETY ALLIANCE	2209080002
		PLEASANT	INSTALL FENCE/GATE	09/12/2022 02:00 PM	UNDERGROUND SAFETY ALLIANCE	2209080001

View Ticket

View Responses

☒ Work Not Completed

Extension

Remark

Cancel

Copy

Print Text



Exactix Pro Features



Exactix Pro Features

- We offer View Only accounts that allow you to view any ticket created or called in by any employee within your office.
- A View Only account will also allow you to view Positive Response on tickets, and to mark jobs as Complete.
- All employees are put into the same office which allows them to view, Copy, Remark, Extend, Or Cancel each others tickets.
- We do not allow the sharing of accounts. Ever!
- Cancelling tickets is a new feature of an Exactix Pro account.



**SAYONARA
SUCKERS!!!!!!**





Contact us:

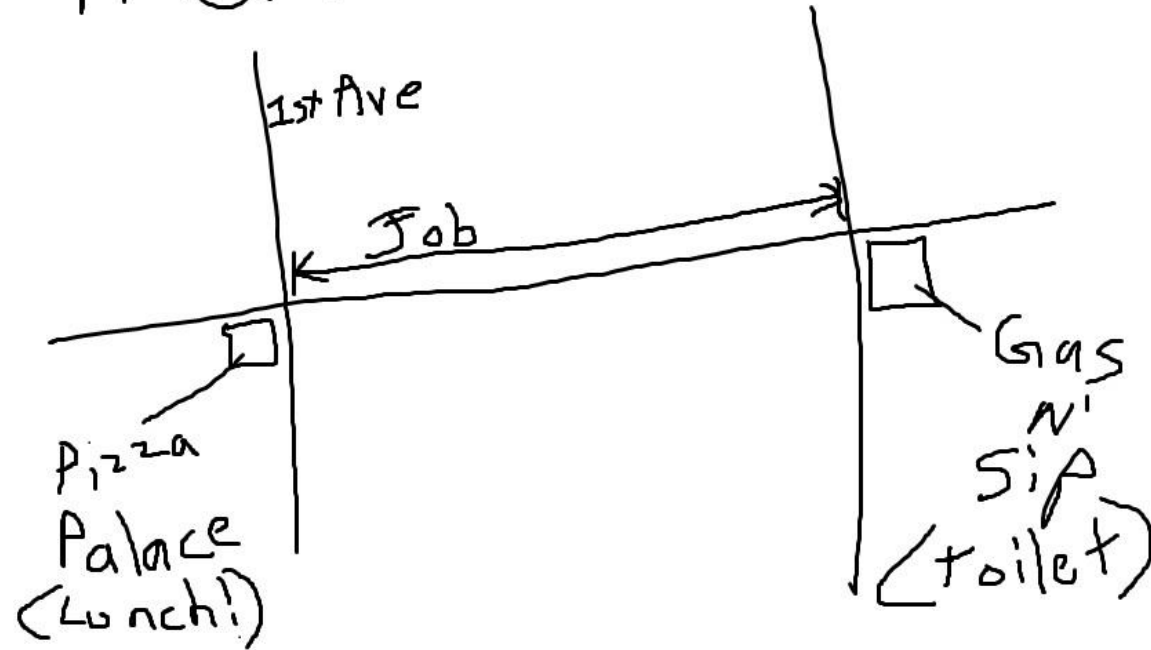
WebTraining@usa811.org



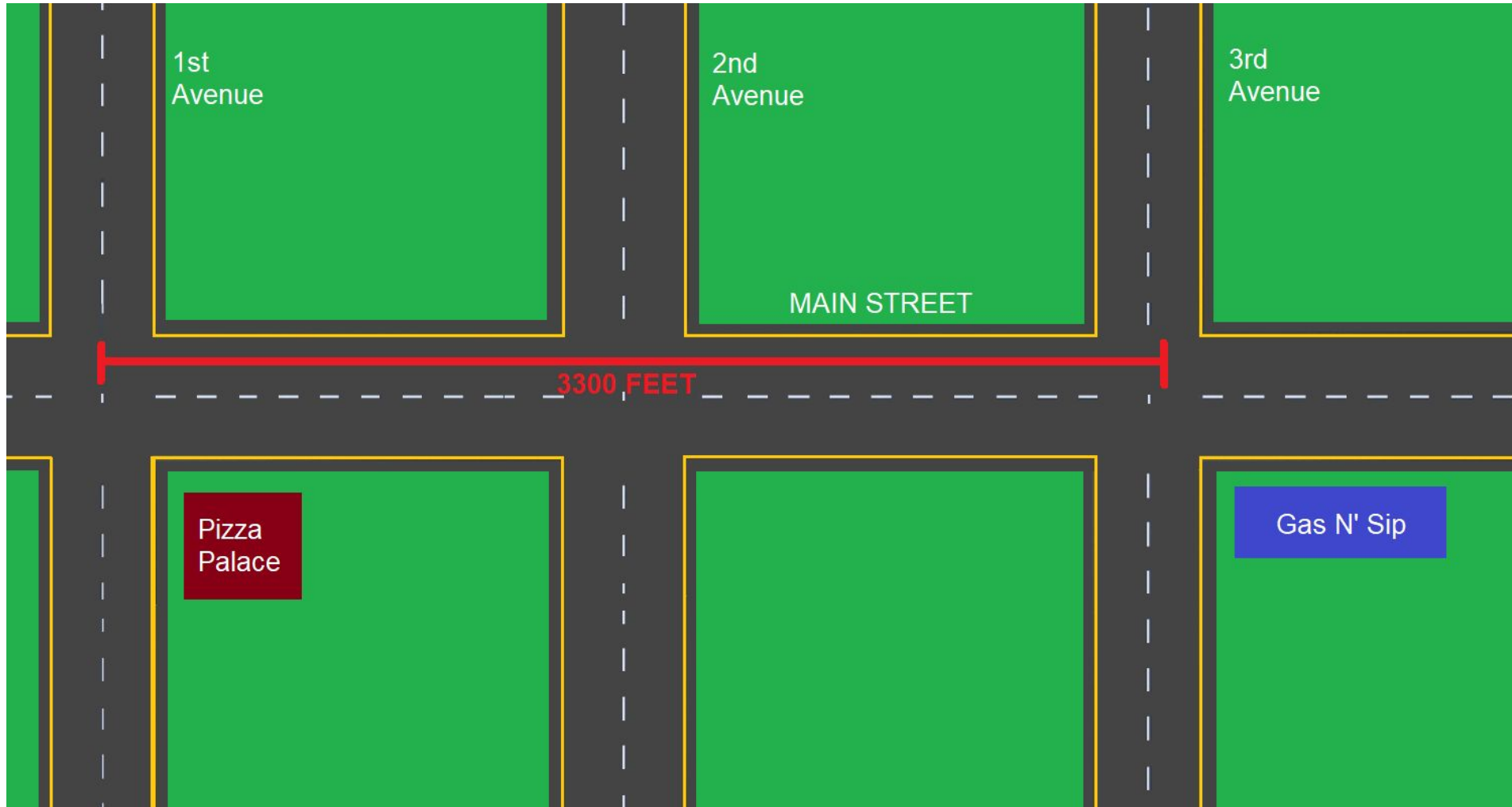
The Importance of Pre-Planning



Main St. Job



Print to Attach



What could Mac and Sandi have done better?

Researched the dig site

Visited the site

Viewed the location on map

Created a Design Ticket

White Lined in advance

Planned how long it would take

Known the legal limitations

Broken down ticket based on footage



Research your job

- It can be very beneficial to do some research about the area you plan to dig.
- This can mean driving out to visit the site, making note of street names, landmarks and distances.
- If you are unable to visit the site, try looking it up online. There are also many online resources available where you can find your dig site on a map, measure the distances, look at a street view to find landmarks, and they can even provide GPS coordinates.



Breakdown total footage

- All states have legal limitations that dictate how large an area may be entered on a ticket.
- It is helpful to be aware of your total footage distance so that you may plan how many tickets you will need to enter for each job.
- For example, in an incorporated area in the state of Indiana, you may locate up to 1500 linear feet, or up to a 200 foot radius of an intersection.
- In an unincorporated area you may locate up to 2640 feet ($\frac{1}{2}$ a mile), or up to a 300 foot radius of an intersection.



Plan a timeline

- Take a look at your schedule of upcoming jobs.
- Plan the amount of work to do and how long it will take your crews to complete the job.
- In the state of Indiana, tickets are good for 20 calendar days from the ticket creation date.
- Only enter tickets for the areas you will be digging while the ticket is active.

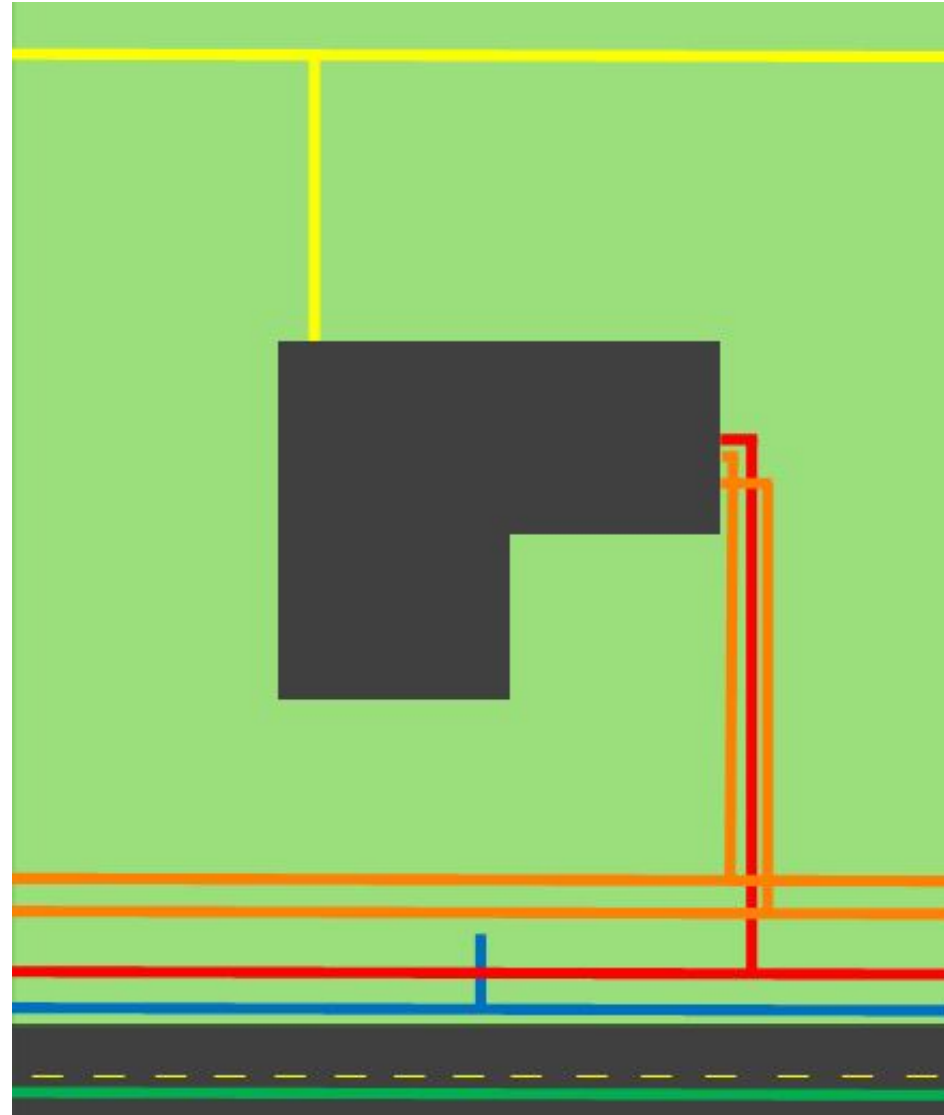


White Lining

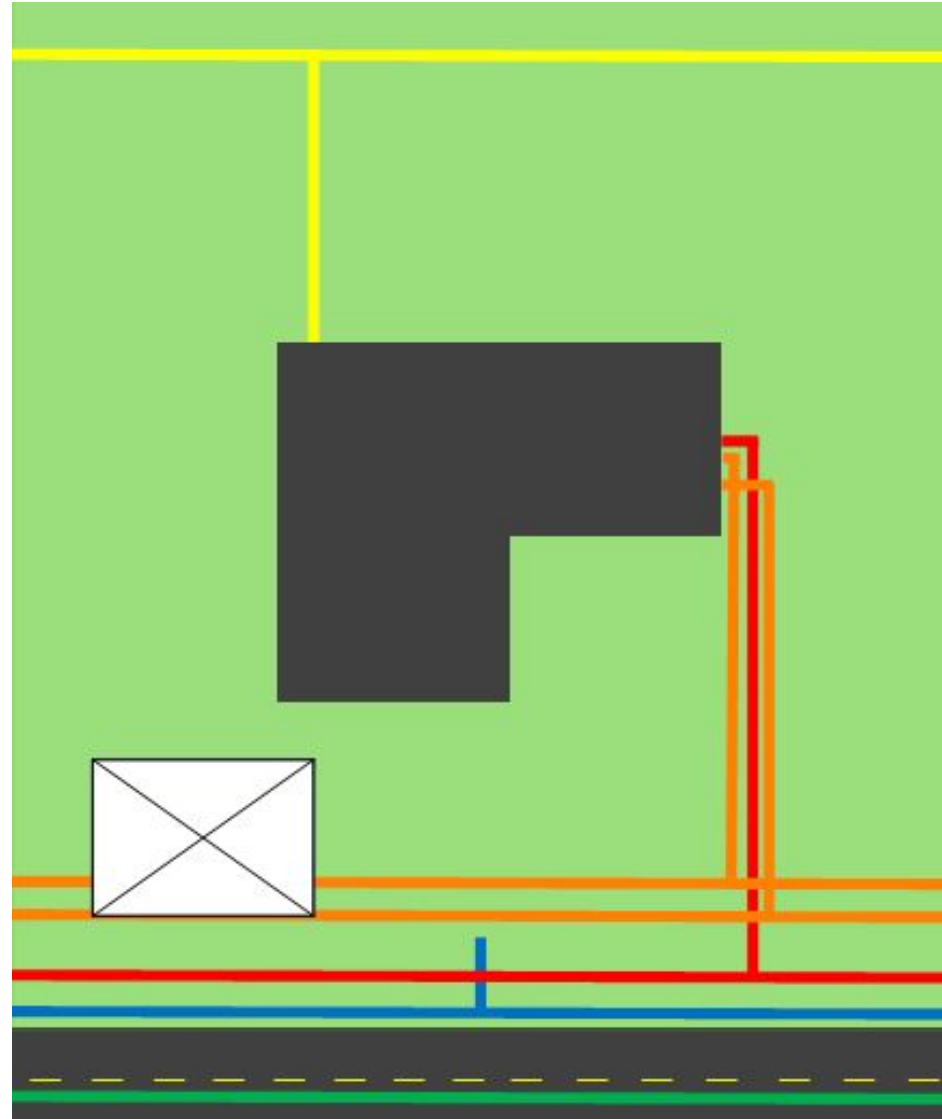
- This means pre-marking the dig site with white paint and/or white flags.
- Mark the starting and ending points with a white flag.
- Paint the lot number and mark the lot boundaries when the property does not have an address and the lot is not labeled.
- This is particularly helpful for areas that might be missing street signs, or for jobs that end between roads or landmarks.



White Lining



White Lining



Design Tickets

- Design Tickets may not be available in all states
- In Indiana, a Design Ticket is a 10 full working day notice that can provide location information about existing infrastructure.
- They may mark with paint or flags on site, or they may choose to send a print marking the location of buried facilities.
- You may not dig on a Design Ticket, as it is for planning purposes only.



The Impact of Simple Adjustments



NORMAL NOTICE

Ticket : 2210050002 Date: 10/05/2022 Time: 15:15 Oper: INDIANA811 Chan:000

State: IN Cnty: MARION Twp: CENTER
Cityname: INDIANAPOLIS Inside: Y Near: N
Subdivision:

Address :
Street : DIGGERS ROW
Cross 1 : MARK IT WAY Within 1/4 mile: Y

Location: LOCATE ENTIRE PROPERTY OF THE ADDRESSES
101-102-103-104-105-106-107-108-109-110-111-112-113 AND 114 DIGGERS ROW
:

Grids : 3946C8607A 3946C8608D
Boundary: n 39.774856 s 39.773679 w -86.136041 e -86.129622

Work type : INSTALL SIDEWALK(S)
Done for : DIGGERS ROW SUBDIVISION
Start date: 10/07/2022 Time: 15:30 Hours notice: 48/048 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
Duration : 2 DAYS Depth: 1 FT

Company : UNDERGROUND SAFETY ALLIANCE Type: CONT
Co addr : 1433 HOLEY MOLEY WAY
City : GREENWOOD State: IN Zip: 46143
Caller : KRISTIN FIFE-EXTERNAL Phone: (317)893-1438
Contact : NICOLE BOUSUM - OFFICE Phone:
BestTime:
Mobile : (317)893-1401
Email : WEBTRAINING@USA811.ORG

Remarks : All tickets are taken and processed on Eastern Daylight Time
Will you be white-lining the dig site area? NO
:

Submitted date: 10/05/2022 Time: 15:15
Members: ID2581 ID2708 ID3639 ID5555 ID9999 SBCIN



Dig Site Information

*Dig Site Type **

Street/Address

[reset](#)

*State **

*County **

IN

MARION

*Street/Address **

DIGGERS ROW

*Township **

CENTER

Subdivision/Point of Interest

Lot

Nearest Intersecting Street

MARK IT WAY

Within 1/4 Mile: Yes

City/Town

City/Town dig
site is in or

INDIANAPOLIS

x



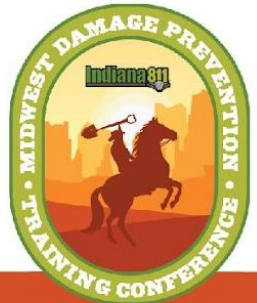
Dig site within
city/town limits?

Yes

nearest:

*Dig Site Description **

AT THE ADDRESSES 101-102-103-104-105-106-107-108-109-110-111-112-113
AND 114 DIGGERS ROW LOCATE THE FRONT OF THE PROPERTY WITHIN 10
FEET OF THE ROAD



Dig Site Information

Dig Site Type *

Street/Address ▼

[reset](#)

State *

County *

IN

JOHNSON

Street/Address *

PRESENTERS WAY

Township *

NINEVEH

Subdivision/Point of Interest

Lot

Nearest Intersecting Street

IN RT 252

Within 1/4 Mile: Yes ▼

(0 FT)

City/Town

City/Town dig site is in or nearest:

TRAFALGAR

x ▼



Dig site within city/town limits?

No ▼

Dig Site Description *

LOCATE A 20 FOOT RADIUS AROUND THE 8 POLES ON BOTH SIDES OF THE ROAD GOING NORTH FOR 1500 FEET



Chili Night!!!!



The Impact of Simple Adjustments

- Small changes can have a big impact on the amount of time it can take a utility locator to mark your requested dig site.
- Be specific, give details.
- If utility locators can save time on every job, that may help to clear up their schedule and help get lines marked on time.





Additional Notices



Positive Response Portal

Agent:

Taken: 10/05/2022 09:28 AM - 09:32 AM

Status: Complete

Function: New

Notify By: Manual

+ New

List

Dashboard

Extension

Remark

Cancel

Copy

Ticket

Text

Service Areas

Responses

Deliveries

Revisions

10000

Find by Ticket Num...

Filter: ☒ Show All (6) ☐ Current Only (6) ☐ No Response (3) ☒ Show events (1)

Status	Date	Service Area	Response	Entry Method	Comments
No Response, Current		HUNTERTOWN, TOWN OF			
No Response, Current		FRONTIER			
No Response, Current		NIPSCO GAS (ANGOLA)			
Event	10/05/2022 09:32 AM	Version: 0	New ticket saved with status Complete and ticket type Normal Notice by a Remote User.		
Current	10/05/2022 10:07 AM	AMERICAN ELECTRIC POWER	2: No underground facilities are in the area where the excavation will take place.	Web Service	
Current	10/05/2022 06:10 PM	NORTHEASTERN R.E.M.C.	1: Does conflict, underground facilities have been marked.	Web :	
Current	10/06/2022 09:43 AM	COMCAST CABLE (FORT WAYNE)	3C: Marking delay requested by locate technician and agreed to by excavator per agreement. Excavation site is unmarked. The locate technician cannot mark within two full working days. The excavator was contacted, and a new deadline was scheduled.	Web Service	



Customer Support Representative



K-R-I-S-T-I-N



Additional Notices

- If a site has not been located by the Proper Notice date and time
- You have not received an email
- You have not received a phone call
- The Positive Response portal does not show any responses
- There are no markings with paint or flags on the dig site

You **MUST** call in to the Contact Center in order to request an Additional Notice. You may reach the Indiana 811 Contact Center by dialing 811 or 1-800-382-5544.



**STUMP THE
TRAINER!!!!!!**



Contact us:

(317) 893-1464

WebTraining@usa811.org



Meet Nicole!



**STANDING
APPLAUSE
OVATION !!!**





CEU & SCHOLARSHIP ATTENDEES:

Attendees who would like to receive CEU credit or who are scholarship recipients, please scan the QR code OR visit the link below and fill out the online form.

<https://www.midwest811conference.com/exactix-tips>

