

2013 State Damage Prevention Program Grants Final Report



Award Number:
DTPH56-13-G-PHPS03

2013 State Damage Prevention Program Grants Final Report
Funding Opportunity Number: DTPH56-13-SN-000001
CFDA Number: 20.720

Award Number: *DTPH56-13-G-PHPS03*

Project Title: *Dig Safely New York State Damage Prevention Grant*

Date Submitted: *October 14, 2014*

Submitted by: *Kevin Hopper, Operations Manager, Dig Safely New York*

Specific Objective(s) of the Agreement

Under this grant agreement, the DSNY will:

- *Support Public Awareness and Stakeholder Education*
- *Foster and promote the use of improving technologies*

Workscope

Under the terms of this grant agreement, the Grantee will address the following elements listed in 49 U.S.C. §60134 (b) through the actions it has specified in its Application.

- ***Element 5 (Public Education):*** *A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities.*
- ***Element 8 (Technology):*** *A process for fostering and promoting the use, by all appropriate stakeholders, of improving technologies that may enhance communications, underground pipeline locating capability, and gathering and analyzing information about the accuracy and effectiveness of locating programs.*

Accomplishments for the grant period (Item 1 under Agreement Article IX, : “A comparison of actual accomplishments to the objectives established for the period.”)

[How did you progress on each of the items/elements provided in the “Specific Objectives” and “Workscope”? How did your progress compare with established objectives? Start with an overall description followed by item-by-item or element-by-element detail if possible.]

Project 1 – Implementation of Parcel Map Data

Description:

From a one-call perspective having an accurate land base is an essential component to identifying and notifying members on the location of a pending dig site. However, land-based proprietary solutions provide address ranges which may or may not provide the accuracy necessary to accept the address recommendation as the location of the pending dig site. To ensure accuracy, Dig Safely New York currently uses the two nearest cross streets to verify an address location and then uses a polygon to represent that region within our one-call application. In an effort to continually improve the accuracy of a proposed dig site, Dig Safely New York

sought this grant to further the effectiveness of New York's Damage Prevention Programs with the objective of implementing, in accordance with CGA best practices (3-17 Practices to Reduce Over notifications and 6-5 Electronic Mapping Location Area), parcel map layer data to our mapping capabilities. This parcel map layer data will greatly help us in achieving better results in representing a proposed dig site.

Unlike simple points used in addressing, parcel data allows property characteristics to be mapped across an entire area of interest. Using a database identifier that links to the parcel polygon, information can be associated with a property address and as a result a much more accurate dig site is represented. Wide area coverage of parcel data allows for much more accurate geocoding. Mapping at the parcel level offers more accurate maps, which do a better job of portraying land-based geography. Numerous industries use parcel data in their daily operations; and many are realizing new ways to enhance their capabilities, provide additional services and reduce operating costs. Parcel data provides the exact location centroid information associated with the target address. Implementing parcel map layer data is critical to ensuring better results in a number of different areas.

Key benefits are listed below:

- High degree of safety*
- More accurate dig site*
- Increase web usage*
- Higher operator efficiencies*
- Increase "positive map hit" metrics*
- Reduce call center "call-times" by having up-to-date data*
- Gain new developments and subdivisions as they emerge*
- Quality control efforts are enhanced by having the ability to update and edit data as needed*
- Ability to capture additional layers not provided by proprietary vendors*

Reduce utility "overnotifications"

Progress:

Following the grant award, the statement of work was approved for implementing parcel map data to be used to provide Dig Safely New York with greater accuracy when locating planned excavation sites. In conjunction with Irth Solutions, Dig Safely New York developed software for the parcel map data. This software was beta tested, with issues and functionality developed to its potential. County parcel data was received and uploaded into the software for all the counties that parcel data was available for.

The upgrade will go live to all Dig Safely New York customers and service area on October 22, 2014. A Communications Plan was developed by Dig Safely New York, which included:

- ☐ *Website announcements*
- ☐ *Irth system announcements*
- ☐ *Targeted emails to current system users*
- ☐ *New user guides*
- ☐ *Scheduled training sessions before and after the upgrade is live*
- ☐ *Video tutorials*

- *Webpages dedicated to the new features*

These communications were implemented to ensure that all current and potential users are well-adjusted to the new technology.

The Communications Plan can be seen in Attachment 1 of the report.

Project 2 – Create and Establish and Excavator Certification Program

Description:

Each year damages caused by excavation equipment result in thousands of interruptions to vital utility services and often cause extensive delays, outages, property loss and even serious personal injuries or fatalities. Dig Safely New York is committed to providing the education and training needed to reduce the number and impact of these incidents and has consistently offered training and educational opportunities to contractors, excavators, operators and other stakeholders. In 2012, Dig Safely New York trained approximately 12,000 excavators. Building on the commitment to safety, Dig Safely sought funding to create, establish and formalize a certification program for excavators, contractors and stakeholders. The program will establish a recognized standard of procedures and processes designed to prevent damage to underground pipelines. The curriculum will incorporate the Nine Elements of an Effective Damage Program. At the successful conclusion of the program, participants will receive a certificate designating their training and status. This certification will distinguish successful participants as safety qualified and can be used by them for marketing purposes. In addition, those who receive certification will be provided with static stickers and other materials to raise awareness of the importance of safe excavations and to urge the public to hire safety qualified contractors. They may also be listed on the Dig Safely New York website as recent graduates of the certification program.

Progress:

Working closely with Capitol Hill Management Services, Inc., Dig Safely New York has developed a Certified Excavator Program. This program is a complete curriculum that includes instructional plans, a test bank of questions, test scenarios, and collateral materials.

Dig Safely New York is finalizing a workbook, website integration, and the printing of a tabletop exercise in order to roll out and offer the program to professionals in 2015. These items; however, (i.e., a workbook, website integration, and printing of the tabletop exercise) are outside the scope of this grant. Through this program, Dig Safely New York will ensure that excavation safety training will become more valuable to all stakeholders, thus increasing interest and participation for the training being offered. Member utilities, municipalities, and insurance agencies have already expressed interest and are in favor of making the Dig Safely New York Certified Excavator Program a standard or expectation in the industry.

Following the completion of the remaining aspects mentioned above, Dig Safely New York will beta test the program with various groups including area unions, our Damage

Prevention Councils, and Board of Directors. During the beta testing, Dig Safely New York will work on a plan to establish the program and a marketing strategy/plan that can be implemented throughout our service area (55 counties).

Dig Safely New York has also identified how to progress the established program in the future by looking into incorporating technologies to enhance the effectiveness of the program, and by looking into establishing the program with insurance agencies which insure contractors.

The Dig Safely New York, Inc. Certified Excavator Program curriculum can be found in Attachment 2 of the report.

The Legal Review of the Dig Safely New York, Inc. Certified Excavator Program curriculum can be found in Attachment 3 of the report.

Quantifiable Metrics/Measures of Effectiveness (Item 2 under Article IX, Section 9.02 Final Report: “Where the output of the project can be quantified, a computation of the cost per unit of output.”)

[This may be difficult to explain for every grant project, but we’re trying to get a sense of how effective this grant work has been in improving your damage prevention program. If your grant is more data oriented, you likely had some sort of metrics in mind to improve upon. If so, what were those metrics and how does the data look now compared to when the program started? If you’re doing something along the lines of enforcement that involves incident review, how many cases have you been able to review/close and/or fines collected compared to before the grant work? If you are working on something more along the lines of public awareness, how many stakeholders have you been able to reach? Even if you don’t have the metrics fully defined, put whatever you can here.]

METRICS

For both projects under this grant it is difficult to provide quantifiable metrics; however, after both programs have been implemented and established for at least a quarter, we will be able to report on the following for both projects.

PARCEL PROJECT:

We will be able to provide metrics on the number of parcel look-ups found during ticket entry and what the result of implementing the parcel data has been on reducing the number of utility operators notified per location request. We will also provide details on the Increase in “positive map hit” metrics, which will represent higher, call-center operator efficiencies.

EXCAVATOR CERTIFICATION PROGRAM:

We will be able to report on methods of promotion of outreach for the new Dig Safely New York Certified Excavator Program, as well as number of participants who have completed the certification.

Issues, Problems or Challenges (Item 3 under Article IX, Section 9.021 Final Report: “The reasons for slippage if established objectives were not met. “)

[If the project has successfully concluded on schedule, simply state that there are no issues, problems or challenge to report. If there have been delays for any reason, explain what they are and how they have impacted the grant work. For instance, with some States, even after an agreement is in place, it has to be sent back to the Governor’s office for approval, which takes more time than originally anticipated. Even if work began immediately after the agreement was in place, other delays could have been caused by personnel changes or issues that arose as the project progressed.]

Dig Safely New York ran into several hurdles for Project 1 during the testing phase, with the newly developed software and how it interacted with other software we use as an organization daily. These issues were quickly discovered and remedied with the assistance of IRTS Solutions and dedicated hours from Dig Safely New York staff. The result of these remedies increases the functionality and user experience.

Final Financial Status Report

[Per the instructions in Article IX, Section 9.04 of your agreement (included below), the financial status report should go to the Agreement Administrator (AA). For this section of the progress report, simply state “The final financial report has been sent as a separate attachment to the AA.” However, if there are any issues with the Financial Status Report or additional explanation is needed, please provide that information here. If there are any delays for whatever reasons, these should be communicated to the AA and AOTR in advance.

From Article IX, Section 9.04 of your agreement: “At the end of the grant period, the Grantee must submit a Final Financial Status Report, Standard Form 425 (SF-425), to report the status of all funds. In addition to SF-425, the Grantee should provide the break down of costs for each object class category (Personnel, Fringe Benefits, Travel, Equipment, Supplies, Contractual, Other, and Indirect Charges). This report must be submitted to the AA in electronic form via e-mail no later than [refer to your agreement for date.]”]

The Final Financial Status Report can be found in Attachment 4 of the report.

The Enclosures for the Final Financial Status Report can be found in Attachment 5 of the report.

Requests of the AOTR and/or PHMSA

[In most cases, any questions or actions requested of the AOTR and PHMSA (such as grant modifications) should have been addressed in advance of filing the report. If this is the case, simply state “No actions requested at this time” or explain any actions that are currently in process. However, if something has come up recently, or if you haven’t been able to discuss with the AOTR yet, please describe here.]

No actions requested at this time.

Attachment 1

Communications Plan (Click to view)

I-Notice Upgrade, Implementing Parcel Map Data (Click to view)

Inclusions:

I-Notice User Guide (Click to view)

Single Address Ticket User Guide (Click to view)

Attachment 2

Dig Safely New York, Inc.

Certified Excavator Program Curriculum (Click to view)

Attachment 3

Legal Review of the Dig Safely New York, Inc. (Click to view)

Attachment 4

Final Financial Status Report (Click to view)

Attachment 5

Final Financial Status Report enclosures (Click to view)

Attachment One

Communications Plan

I-Notice Upgrade

Implementing Parcel Map Data

After beta testing and fixing the uncovered issues within the developed software, the parcel map data is ready to be implemented. This means Dig Safely New York, Inc. will need to upgrade its i-notice program, causing a system-wide outage. This communications plan will serve as a resource for the strategic plan regarding the outage message and the program upgrade. The upgrade is scheduled for October 21, from 8 p.m., through 12 a.m., October 22.

The Communications Plan includes:

- ☐ Website Announcements
- ☐ Irth program login page notices
- ☐ Targeted emails
- ☐ New User Guides
- ☐ Scheduled Training Sessions
- ☐ Video Tutorials
- ☐ Webpages dedicated to the upgrade's new features
- ☐ Internal Training Plan

Website Announcements

Website announcements will be graphic web headers that link to a “news” article about the system upgrade and the scheduled maintenance (outage). These graphics and article should be placed on the website by October 6, 2014, to give customers a heads-up on the outage, as well as a preview of the new features the upgrade will bring.

Web header for i-notice users:

ENHANCEMENTS COMING SOON!

Scheduled Maintenance
October 21 from 8 p.m. to 12 a.m. October 22

Click for more information on our upgrade



Web header for APR users:



**IMPORTANT MESSAGE
FOR OUR AUTOMATIC POSITIVE
RESPONSE (APR) USERS.**

CLICK HERE FOR MORE INFORMATION.

News Article (Found in the “News” section of the website, and linked from the above two web headers):

We are excited to announce that Dig Safely New York will be enhancing its i-notice program. Over the past several months, we have been working on changes and upgrades that have streamlined the look of i-notice, made the program more user-friendly, and added significant functionality. We’re hoping that you will find these enhancements beneficial.

*In an attempt to make the transition as convenient as possible, the **scheduled maintenance will take place October 21, 2014, between 8 p.m. and 12 a.m. on October 22, 2014.** During this time, **there will be a system-wide outage** affecting all ticket entry and web-based programs, including i-notice and APR. This means you will not be able to go online to request location tickets, check responses, or enter responses. Additionally, our call center will only be taking emergency tickets during the scheduled outage. Please be sure to read the announcements on the i-notice and APR login pages, as we will use that to keep you up-to-date.*

To get you well-adjusted to the new features that will be added, we will be hosting group web training sessions before and after the update. We will also have online resources you can visit to read about our new features. These resources include screen shots, video tutorials, and user guides.

New features will include:

- ☐ *The overall look of the program has changed, starting with the login page.*
- ☐ *The program will now guide you to enter all necessary information based on where you have indicated you will be working.*
- ☐ *The ticket summary feature has been updated to help you as an excavator manage your tickets and responses.*
- ☐ *We have added parcel data to our mapping! Where parcel data is available the program will automatically find the address for you. This makes the mapping section of the program much easier to use.*

We understand that this outage may impact some of our customers. We appreciate your patience and understanding as we work to bring you reliable and safe systems. Should you have any questions or concerns, the best way to contact Member Support is by email, database@digsafelynewyork.com. We will try our best to get back to you as soon as possible.

What you can do to limit the impact:

- ☐ *Plan ahead and make sure all regular tickets are requested either online with i-notice or via phone before the scheduled maintenance.*
- ☐ *Make sure all APR responses are entered prior to the scheduled outage.*
- ☐ *Communicate this outage with anyone else within your organization that may need to utilize Dig Safely New York's services.*
- ☐ *Contact member support before October 21, 2014, with any known issues.*

Web header for i-notice users (to be placed on the website after the upgrade):



I-NOTICE HAS BEEN UPGRADED!

Enhancements include:
Friendlier User Experience • Added Functionality

Click to learn more!

Irth program login page notices

When customers login into the current version of the i-notice program, or Dig Safely New York's Automated Positive Response (APR) system, they are brought to a "homepage" for that respective program. Here, Dig Safely New York can customize messages to users before they enter into the program. On October 14, notifications will be listed on this announcement page to ensure that current users of both i-notice and APR are aware of the 4-hour system-wide outage between 8 p.m., October 21, and 12 a.m., October 22. This notice will remain on these pages until the upgrade is completed on October 22.

Notice to be posted:

*We are excited to announce that Dig Safely New York will be enhancing its i-notice program. In an attempt to make the transition as convenient as possible, the **scheduled maintenance will take place October 21, 2014, between 8 p.m. and 12 a.m. on October 22, 2014.** During this time, **there will be a system-wide outage** affecting all ticket entry and web-based programs, including i-notice and APR. This means you will not be able to go online to request location tickets, check responses, or enter responses. Additionally, our call center will only be taking emergency tickets during the scheduled outage. For more information on the scheduled maintenance or the upgrade, please visit our website at www.digsafelynewyork.com.*

Targeted Emails

It is important for Dig Safely New York to reach out to its most loyal web-based users and provide them with a targeted communications regarding the upgrade and outage. An email list of the following will be pulled, with specific emails sent to the respective lists.

- ☐ Current i-notice users
- ☐ Frequent i-notice jr. users
- ☐ Current APR users

Email communications to current i-notice users:

Good morning!

We are excited to announce that Dig Safely New York will be enhancing its i-notice program. Over the past several months, we have been working on changes and upgrades that have streamlined the look of i-notice, made the program more user-friendly, and added significant functionality. We're hoping that you will find these enhancements beneficial.

*In an attempt to make the transition as convenient as possible, the **scheduled maintenance will take place October 21, 2014, between 8 p.m. and 12 a.m. on October 22, 2014.** During this time, **there will be a system-wide outage** affecting all ticket entry and web-based programs, including i-notice and APR. This means you will not be able to go online to request location tickets, check responses, or enter responses. Additionally, our call center will only be taking emergency tickets during the scheduled outage. Please be sure to read the announcements on the i-notice and APR login pages, as we will use that to keep you up-to-date.*

To get you well-adjusted to the new features that will be added, we will be hosting group web training sessions before and after the update. We will also have online resources you can visit to read about our new features. These resources include screen shots, video tutorials, and user guides.

New features will include:

- ☐ *The overall look of the program has changed, starting with the login page.*
- ☐ *The program will now guide you to enter all necessary information based on where you have indicated you will be working.*
- ☐ *The ticket summary feature has been updated to help you as an excavator manage your tickets and responses.*
- ☐ *We have added parcel data to our mapping! Where parcel data is available the program will automatically find the address for you. This makes the mapping section of the program much easier to use.*

We understand that this outage may impact some of our customers. We appreciate your patience and understanding as we work to bring you reliable and safe systems. Should you have any questions or

concerns, the best way to contact Member Support is by email, database@digsafelynewyork.com. We will try our best to get back to you as soon as possible.

What you can do to limit the impact:

- ☐ Plan ahead and make sure all regular tickets are requested either online with i-notice or via phone before the scheduled maintenance. (October 21, from 8 p.m. through 12 a.m., October 22)
- ☐ Make sure all APR responses are entered prior to the scheduled outage.
- ☐ Communicate this outage with anyone else within your organization that may need to utilize Dig Safely New York's services.
- ☐ Contact member support before October 21, 2014, with any known issues.

Email communications to frequent i-notice jr. users:

Good morning!

We are excited to announce that Dig Safely New York will be enhancing its i-notice and i-notice jr. programs. Over the past several months, we have been working on changes and upgrades that have streamlined the look of i-notice, made the program more user-friendly, and added significant functionality. We're hoping that you will find these enhancements beneficial.

*In an attempt to make the transition as convenient as possible, the **scheduled maintenance will take place October 21, 2014, between 8 p.m. and 12 a.m. on October 22, 2014.** During this time, **there will be a system-wide outage** affecting all ticket entry and web-based programs, including i-notice and APR. This means you will not be able to go online to request location tickets, check responses, or enter responses. Additionally, our call center will only be taking emergency tickets during the scheduled outage.*

To get you well-adjusted to the new features that will be added, we have online resources you can visit to read about our new features.

New features will include:

- ☐ I-Notice Jr. will now be called "Address Ticket," and can be found under the Homeowners section of www.digsafelynewyork.com
- ☐ The program will now guide you to enter all necessary information based on a single address ticket only.

- ☐ *We have added parcel data to our mapping! Where parcel data is available the program will automatically find the address for you. This makes the mapping section of the program much easier to use.*

We understand that this outage may impact some of our customers. We appreciate your patience and understanding as we work to bring you reliable and safe systems. Should you have any questions or concerns, the best way to contact Member Support is by email, database@digsafelynewyork.com. We will try our best to get back to you as soon as possible.

What you can do to limit the impact:

- ☐ *Plan ahead and make sure all regular tickets are requested either online with i-notice or via phone before the scheduled maintenance.*
- ☐ *Make sure all APR responses are entered prior to the scheduled outage.*
- ☐ *Communicate this outage with anyone else within your organization that may need to utilize Dig Safely New York's services.*
- ☐ *Contact member support before October 21, 2014, with any known issues.*

Email communications to current APR users:

Good morning!

*We are excited to announce that Dig Safely New York will be enhancing its i-notice program. As a result, **a scheduled maintenance will take place October 21, 2014, between 8 p.m. and 12 a.m. on October 22, 2014.** During this time, **there will be a system-wide outage** affecting all ticket entry and web-based programs, including i-notice and APR. This means you will not be able to go online to request location tickets, check responses, or enter responses. Additionally, our call center will only be taking emergency tickets during the scheduled outage. Please be sure to read the announcements on the APR login page, as we will use that to keep you up-to-date.*

We understand that this outage may impact some of our customers. We appreciate your patience and understanding as we work to bring you reliable and safe systems. Should you have any questions or concerns, the best way to contact Member Support is by email, database@digsafelynewyork.com. We will try our best to get back to you as soon as possible.

What you can do to limit the impact:

- ☐ *Make sure all APR responses are entered prior to the scheduled outage.*
- ☐ *Communicate this outage with anyone else within your organization that may need to utilize Dig Safely New York's services.*
- ☐ *Contact member support before October 21, 2014, with any known issues.*

New User Guides

Because the upgrade will provide added functionality, ease of use, and a new look, Dig Safely New York will create new User Guides for the following.

- ☐ I-Notice User Guide (See **Attachment 1** of the Communications Plan)
- ☐ Single Address Ticket User Guide (previously i-notice jr.) (See **Attachment 2** of the Communications Plan)

Scheduled Training Sessions

To get current and potential web-based customers familiar with all the new features the upgrade will bring, Dig Safely New York's Member Support Team will have scheduled web-based training sessions. These sessions will be held the week prior to the upgrade, the week of the upgrade, and the week after the upgrade. A registration form on Dig Safely New York's website will be created for these sessions. Sessions will be conducted on TeamViewer, which can host up to 25 guests at a time.

Trainings Available: (Email from Member Support to be sent out to all registered for a scheduled training 24 hours prior with information on how to login to TeamViewer.)

- ☐ October 15, 10 a.m.
- ☐ October 15, 2 p.m.
- ☐ October 17, 10 a.m.
- ☐ October 17, 2 p.m.
- ☐ October 22, 2 p.m.
- ☐ October 22, 3 p.m.
- ☐ October 23, 10 a.m.
- ☐ October 23, 2 p.m.
- ☐ October 24, 10 a.m.
- ☐ October 24, 2 p.m.
- ☐ October 28, 10 a.m.
- ☐ October 28, 2 p.m.
- ☐ October 30, 10 a.m.
- ☐ October 30, 2 p.m.

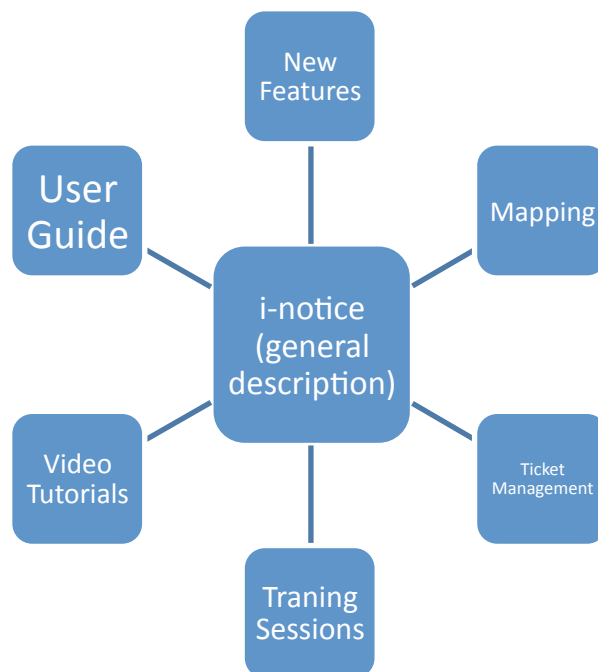
Video Tutorials

Because everyone has a different learning style, video tutorials for the new i-notice program (excavators), the new single address ticket program (homeowners), just the new features, and troubleshooting tips, will be created and posted to the Dig Safely New York YouTube Channel and respective webpage areas. These videos can be viewed on Dig Safely New York's website after October 10, 2014, or on Dig Safely New York's YouTube Channel.

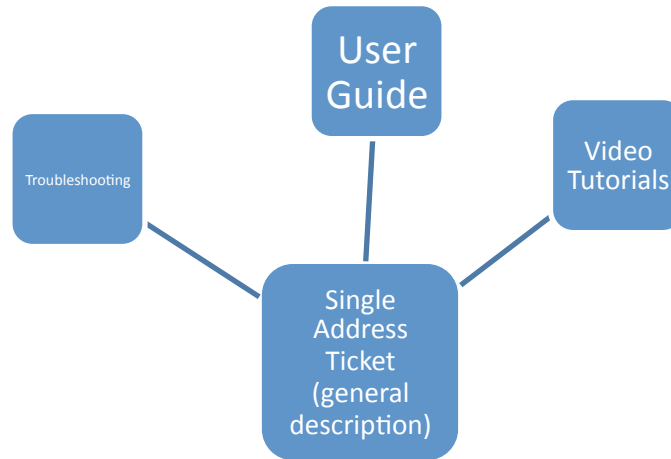
Webpages dedicated to the new features

Specific web pages dedicated to the new i-notice program, the new features within that program, and the new single address ticket program, will be created for the Dig Safely New York website. Utilizing screenshots and copy, these webpages will be broken down into sections and will be able to be found under their respective segments of the website. These pages will be live by October 10, 2014.

Under the Excavator Section of the Dig Safely New York website, the following pages will be added.



Under the Homeowner Section of the Dig Safely New York website, the following pages will be added.



Under the Resources Tab of the Dig Safely New York website, the user guides for both programs will be added.

Internal Training Plan

To prepare all Customer Service Representative for phone calls with questions about the new features on i-notice, the Call Center Training Staff will develop a training curriculum and test for all Customer Service Representatives to be trained. Training will take place between October 6 and October 16.

Inclusions

i-notice User Guide (Click to view)

Single Address Ticket User Guide (Click to view)



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Section 1

The Dig Safely New York, Inc. I-Notice program allows a professional excavator to directly enter location requests into the IRTD database system over the Internet. Using I-Notice allows the excavator the freedom to create a location request on the Internet 24 hours a day, 365 days a year, without the wait on the phone.

Program Requirements:

- 1) Must exceed the minimum call volume requirements. Currently, 3-5 location requests will need to be placed in the system monthly to keep the account active. Accounts are disabled after 90-days of non-use.
- 2) Maintain an active email account. The majority of communication between the I-Notice user and the Dig Safely New York, Inc. Member Support team will be through email.
- 3) A signed user agreement must be on file with Member Support.
- 4) An assigned username and password. The username and password will be provided to you by Member Support. Each individual user will receive a username and password. User names and passwords may not be shared.

Registering for an account:

If you meet the above requirements and are interested in signing up for the program, please send an email to database@digsafelynewyork.com. Please include your name, company ID number, phone number, and email address, along with a note that you are interested in signing up for the I-Notice program. Member Support will respond to you by email and will include a user agreement and a list of training options available to you.

Training:

Currently, Dig Safely New York, Inc. offers training on-site, over the phone, or via team viewer sessions. Training sessions normally last between 30-60 minutes, and additional help may be scheduled when needed.

While in Training:

While in training you will be able to create real location requests or you may enter test requests. Test requests must contain the word, "Test" in the comment section. Your location requests will be reviewed and released by a Customer Service Representative (CSR).

Becoming a Regular User:

A user will become a Regular User after demonstrating their ability to map, provide quality information, and follow the Dig Safely New York, Inc. location request policies. It is at the discretion of the Dig Safely New York, Inc. Member Support to determine when a user is eligible for the status change to Regular User status. Regular User's location requests are sent directly to the member utilities.

Rules and Policies:

If you should have any questions about the following rules and policies or would like to schedule extra training, please contact Member Support at **800-309-8289** during normal business hours, 7 a.m. to 5 p.m., Monday through Friday.

- 1) You must maintain and update your contact information, including informing Dig Safely New York if you should leave your employer.
- 2) Your username and password are registered for you alone and should not be shared with or used by anyone else.
- 3) If you are a user in training and enter an online location request between the hours of 10 p.m. and midnight (12 a.m.), you are advised to contact the call center at 800-962-7962 or 811 to verify the request has been received by Dig Safely New York.
- 4) You agree to use the information you know to be correct when entering and mapping a location request, such as address and cross streets. The user is fully responsible for the information entered on the location request.
- 5) Please continue to follow Dig Safely New York location entry policies. These policies include, but are not limited to, future changes or additions to the following policies.
 - *Extent of Excavation*-Regulates the extent of how much or how far any given location entry can be entered. A copy of the policy is available on Dig Safely New York's website.
 - *Start and Expiration dates*-only legal work date locations are accepted online by all users. Short-notice requests and updates will need to be phoned into the call center.
 - *Only 25 locations per legal work date*-Dig Safely New York will allow up to 25 locations per work date to be submitted, or what you can realistically excavate in one day. A user can submit more than 25 locations in a day, but the start date will need to be changed after 25 location entries.
 - *A Design location entry*-Entered only by users employed directly by a member utility (not contracted by), or are current sustaining members. All Design Users must first be approved by Member Support.
 - *An Emergency location entry*-Entered only by Regular Users who are employed directly by a member utility (not contracted by). All Emergency Users must first be approved by Member Support.
 - *Demolition requests*-Are no longer allowed on I-Notice. All pre-demolition requests and demolition requests will need to be placed over the phone by contacting the call center at 800-962-7962 or 811.
- 6) A Customer Service Representative will attempt to contact you by phone or email if there is an issue with your location request. If they are unable to reach you, there may be a chance your request will not be sent on the same business day.
- 7) Quality checks are periodically conducted on location requests. Dig Safely New York reserves the right to move a user back to training status at any time due to the quality of their location request or mapping quality. Dig Safely New York also reserves the right to disable a user at any time for misuse or nonuse of the program.
- 8) Users are encouraged to manually map each of their location requests whenever a parcel is not found. All users are responsible for verifying the map encompasses the area of their excavation on each request.

Types of Location Requests Offered on I-Notice:

Regular Notice- All active I-Notice users have the capability to place a Regular Notice. A Regular Notice is when an excavator provides at least two-full working days, not including the day of the request, weekends or holidays, but less than ten days.

Emergency Notice- The emergency function allows a user to place emergency requests through I-Notice. The emergency function is not available for all users. Users must fit the criteria of an active user and be employed directly by a member utility (not contracted by), demonstrate the ability to map, and have been moved from a user in training to a Regular User. Users can submit a request to activate the emergency function, by sending a request to database@digsafelynewyork.com. Please include your name, company ID number, and email address, with your request.

Design Requests- The design function allows a user to place Design Requests through I-Notice. The design function is not available for all users. Users must be employed directly by a member utility (not contracted by) or become a Sustaining member. Requests to submit Design Requests can be sent to database@digsafelynewyork.com. Please include your name, company ID number, and email address, with your request.

Copy Location requests- This is an upcoming feature that will allow a user to copy an expired request and resend the request with a new work date. Because this is a new feature and will require additional training, this feature will only be offered to selected users directly by Dig Safely New York.

Section 2

Logging into I-Notice

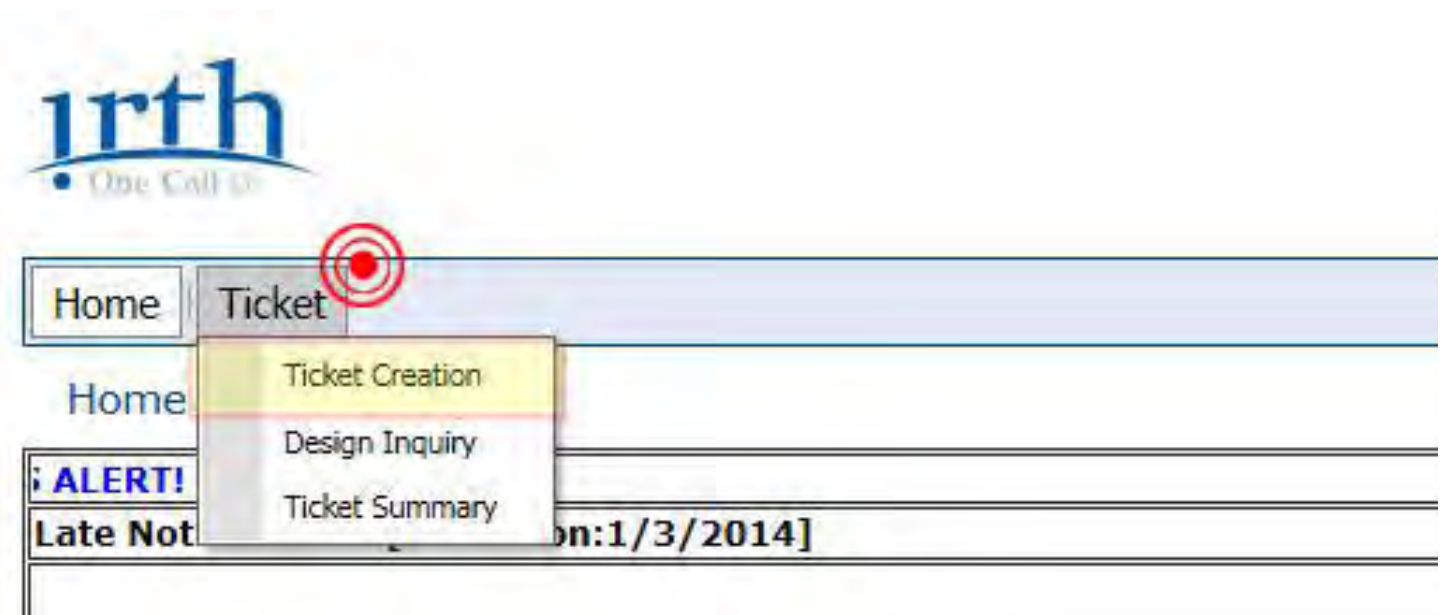
Go to www.digsafelynewyork.com. In the excavator section on the home page, click on the **I-Notice icon** that states, “**Enter New Ticket.**”



Below is the Login page. Enter the username and password provided to you by Member Support. The password is case sensitive. Once you have entered both your username and password, click the “**Log In**” button. If you have forgotten your existing password, click on the “**Forgot your password?**” link located under the “**Log In**” button. A temporary password will be emailed to you. The email will come from SADA SUPPORT. If you do not receive the temporary password, please check your spam or junk folder prior to contacting Member Support at database@digsafelynewyork.com.

A screenshot of the login page. At the top is a logo that says 'Dig Safely. New York. Call 811 before you dig'. Below the logo are two input fields: 'Username' and 'Case Sensitive Password'. To the left of the password field is a checkbox. To the right of the checkbox is the text 'Remember my Username'. Below these fields is a large green 'Log In' button with a right-pointing arrow. Below the 'Log In' button is a yellow button that says 'Forgot your password?'.

The home page is used as a help page for our users. Important information, such as changes to the system and training reminders, will periodically be placed on the home page. Using the mouse, position your cursor over the word **“Ticket”** in the left corner of the screen, and click the **“Ticket Creation”** option.



Below is the Ticket Creation Disclaimer. Please read through the disclaimer and click the **“I Agree”** button if you would like to continue. If you do not agree, click on the **“I Do Not Agree”** button and you will be taken back to the home page.

Ticket Creation Disclaimer	
DSNY, Inc. will notify all of its members who have underground facilities at your excavation site. DSNY does not notify any company who is not a member, or property owners who may own facilities on the property. Each successfully processed location request will have a serial number assigned by the DSNY computer and which will be transmitted back to you. Once the DSNY computer has assigned a serial number, you will receive a list of member utilities notified. (You will have to notify all non-member utilities directly.)	
The DSNY system will reject any locate request that doesn't supply the required 2 full working days notice, not including the day it is processed. Make NO assumptions that tickets were successfully generated from your input of a location request. Consider your Notice to only be pending until official confirmation is received from DSNY in the form of a serial number and a list of member companies being notified.	
The company or individual doing the direct input assumes total responsibility that the excavation information is entered properly and is correct. DSNY assumes no responsibility for the information entered. The company or individual doing the direct input agrees to hold DSNY harmless from and against any and all claims or damages arising out of information entered by the user of this application.	
I Agree	I Do Not Agree

Entering Excavator Information

Step 1 of 5: Excavator Information- Please review the top portion of Step 1 for errors. If a correction is needed, contact Member Support at 800-309-8289 prior to creating a location request. If you do not wish to have your email address included in the text of the location request, you will need to check in the **“Do not show Email on ticket”** box next to the email address field.

Step 1 of 5: Excavator Information



Company ID	7579	Phone	(800) 309 - 8289
Contact	NICOLE CRUMB	* Type	MEMBER 
Excavator	DIG SAFELY NEW YORK		
Address 1	5063 BRITTONFIELD PKWY		
Address2			
City	EAST SYRACUSE	State	NY Zip 13057
Phone		Fax	(315) 437 - 2621
Email Address	AMMILKS@DIGSAFELYNEWYOR		Do not show Email on ticket ☐
Industry	Excavator 		

Field Contact	AIMEE		
Alt Contact Info	VOICE 	(315) 437 - 7394	
Alt Contact Info 2	FAX 		

* Is The Info Correct ☐ Yes ☐ No

* required items

Field Contact Information: If you do not have a Field Contact, please leave this portion blank. If there is a field contact available, type in the field contact's name. Next, choose the method the contact person can be reached on by using the dropdown button located in the **"Alt Contact Info"** field. In the box to the right, type in the contact number, you will need to enter the area code first and use no hyphens or parentheses.

Field Contact	TEST	
Alt Contact Info	CELL PHONE ▼	1111111111
Alt Contact Info 2	< Select ... > ▼	
∞ Is The Info Correct ☐ Yes ☐ No		

Is your Excavator information Correct?

Click either the **"Yes"** or **"No"** bubble, and then click the **"Next"** button to continue to Step 2.

Step 1 of 5: Excavator Information

✕

Company ID	7579	Phone	(800) 309 - 8289	
Contact	NICOLE CRUMB	* Type	MEMBER ▼	
Excavator	DIG SAFELY NEW YORK			
Address 1	5063 BRITTONFIELD PKWY			
Address2				
City	EAST SYRACUSE	State	NY	Zip 13057
Phone		Fax	(315) 437 - 2621	
Email Address	AMMILKS@DIGSAFELYNEWYOR		Do not show Email on ticket ☐	
Industry	Excavator ▼			

Field Contact	AIMEE		
Alt Contact Info	VOICE ▼	(315) 437 - 7394	
Alt Contact Info 2	FAX ▼		
∞ Is The Info Correct ☐ Yes ☐ No			

* required items

Previous

Next

Finish

Cancel

Section 3

Entering Dig Site Information / Excavating at an Address

Step 2 of 5: Dig Site Information, Are you digging at an address?

This option would be used when excavating at a single address, parcel, or property. Click in the bubble. Type the name of the county and the place where the excavation will be performed. Use the “**Type of Place**” dropdown box to select if the place is a City, Township, or a Village. In the “**From**” box, enter the address number.

Do not place pole, lot numbers, hyphens or dashes in the boxes.

Step 2 of 5: Digsite Information

☒ Are you digging at an address?
☐ Are you digging intersection to intersection or along the road between multiple addresses?
☐ Are you digging at an intersection or corner property?

State		County		Place		Type of Place	
NY	ONONDAGA	DE WITT		Township			
From	To	Dir prefix	Street	Type	Dir Suffix		
5063		< All >	BRITTONFIELD	PKWY	< All >		

Entering Addresses and Street Names

The “**Dir Prefix**” and “**Dir Suffix**” boxes are only used if the name of the street you are working on has a prefix or suffix in the name. You would enter N, E, W, or S in the box. For example, if the name of the street is N Main St, the N would go in the “**Dir Prefix**” box. If the street name was Main St W, the W would go in the “**Dir Suffix**” box.

From	To	Dir prefix	Street	Type	Dir Suffix
5063		N	MAIN	ST	< All >

From	To	Dir prefix	Street	Type	Dir Suffix
5063		< All >	MAIN	ST	W

Next, enter the name of the street you are working on into the “**Street**” box. Enter the type of street it is by using standard abbreviations in the “**Type**” box. **DO NOT use punctuation.** (For example: Street is ST, Road is RD, Parkway is PKWY, Place is PL, Lane is LN, and Court is CT.)

If the Street you are working on is a State or County Route, it must be entered with standard abbreviations and without punctuation. **Do not fill in the “Type” box with these types of routes.**

For example, NY RT 13, CO RT 32, I 81 or US RT 11

From	To	Dir prefix	Street	Type	Dir Suffix
5063		< All >	NY RT 13		< All >
5063		< All >	CO RT 32		< All >
5063		< All >	I 81		< All >
5063		< All >	US RT 11		< All >

The “**Safety Parameter**” is already set up for 200 FT. That is the default.

Safety Parameter	200 FT
Are you working within 25 feet of the edge of the road?	YES
Are you working on both sides of the road?	NO
Is the excavation site marked with white?	YES
Search	

The “**Edge of the Road**” box notifies the utilities if the excavation is within the road or within 25-feet of the edge of a road. Use the dropdown box to select “Yes,” “No,” or “Unknown.”

Are you working on both sides of the road? This information will not automatically appear in the text of the location request. You will still need to enter this information in the location instructions on Step 4. This box will, however, trigger the map to use parcel data if you are not working on both sides of the road, and are working at an address. Use the dropdown to select “Yes” or “No.”

Is the excavation site marked with white? Use the dropdown box to select either “Yes” or “No.” If you have used any other color than white to Premark, then select “No.”

Click the **“Search”** button. If the information you entered is sufficient you will be able to click on the **“Next”** button. After clicking on the **“Next”** button, a map will appear. For directions on how to map your location request, see pages 15-20. After mapping your location, you will continue processing your location request.

Did you have a “Street Search” popup box appear on your screen? This popup may appear if an item has been entered incorrectly or there is more than one possible choice. After you have found the correct choice, click the **“Use”** link next to the appropriate choice, and then click the **“Search”** box again and then the **“Next”** button. The map should open.

Street Search

Search for the street to use on the ticket.



Search Parameters:

State: County:

Place:

Type of Place:

NY ONONDAGA

DE WITT

Township ▼

From: To:

Dir prefix:

Street:

Type:

Dir Suffix:

5063

< Blank > ▼

BRITTONFIELD

PK

< Blank > ▼

Search

☒ Best Match
 ☐ Close Spelling
 ☐ Adjacent Places
 ☐ Exact Match

Search Results:

Common Among All Results: NY, ONONDAGA, De Witt Township

Match %	From	To	Prefix	Street	Street Type	Suffix	
90	4900	5999		BRITTONFIELD	PKWY		Use

Close

If you are still unable to find the correct road in the list and you have verified the road is in the correct city, town, or village, click the **“Close”** button. You will go back to Step 2. A check box allowing you to continue on with the location request will be available.

☒ **Continue even if my information does not match database or check this box to use streets that are not a 100% match.**

If you agree, click the box and then click the “Next” button. A “Digsite Error” popup will appear. Click the “OK” button and a map will come up with the entire place highlighted. You will need to zoom into the map and manually grid the location to continue. To see directions on how to manually grid your location request, see pages 16-20.



Entering Dig Site Information / Excavating Intersection to Intersection or Along the Road between Multiple Addresses

Step 2 of 5: Dig Site Information, Are you digging intersection to intersection or along the road between multiple addresses?

This option would be used when excavating in or along a road from one intersection to another, or in or along a road between a set of addresses encompassed by two intersecting streets.

Click in the bubble. Type the name of the county and the place where the excavation will be performed. Use the “Type of Place” dropdown box to select if the place is a City, Township, or a Village.

If you are working between an address range, enter the address numbers in the “From” and “To” boxes.

Do not place pole, lot numbers, hyphens or dashes in the boxes.

Remember the Extent of Excavation policy; you must go street to street.

Step 2 of 5: Digsite Information

☒ ☐ ☐ ☐ ☐

☐ Are you digging at an address?
☒ Are you digging intersection to intersection or along the road between multiple addresses?
☐ Are you digging at an intersection or corner property?

* State		* County		* Place		* Type of Place	
NY		ONONDAGA		De Witt		Township ▼	
From	To	Dir prefix	* Street		Type	Dir Suffix	
5063		< All > ▼	BRITTONFIELD		PKWY	< All > ▼	
		Dir Prefix	* Cross Street 1		Type	Dir Suffix	
		< All > ▼	NY RT 298			< All > ▼	
		Dir Prefix	* Cross Street 2		Type	Dir Suffix	
		< All > ▼	FLY		RD	< All > ▼	

***If you are working in or along the road and the road has only one intersecting street because it is a dead-end or a cul-de-sac, use the first, “Are you digging at an address?” option.**

To enter street names and complete Step 2, follow instructions on pages 10-11.

Reminder: Both of the intersecting streets will need to be provided on the request.

Entering Dig Site Information / Excavating at an Intersection or Corner Property

Step 2 of 5: Dig Site Information, Are you digging at an intersection or corner?

This option would be used when excavating at an intersection or corner property. Click in the bubble. Type the name of the county and the place where the excavation will be performed.

Use the “**Type of Place**” dropdown box to select if the place is a City, Township, or a Village.

Do not place pole, lot numbers, hyphens or dashes in the boxes.

To enter street names and complete Step 2, follow instructions on pages 10-11.

Section 4

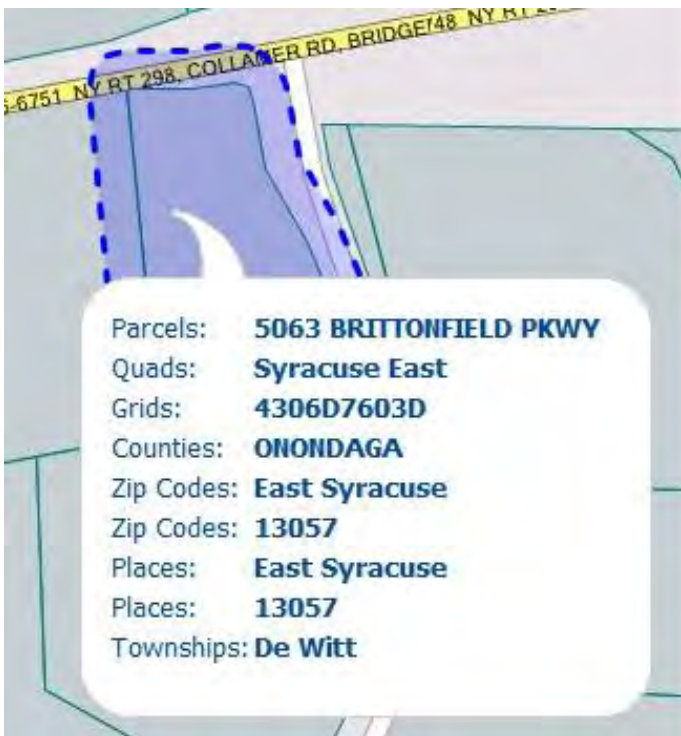
Mapping the Location

The purpose of mapping your location request- When mapping do not look at the map with the idea it is for driving directions. The locators will not see the map you have gridded. Under the map you view is another “unseen” map the member utilities have created containing their service areas. When you grid an area on the top map layer, your grid actually touches the map below (the one you cannot see). When this happens, the software generates a list of all the member utilities where your map has touched the utilities mapped out areas. This is how the utilities know where you are excavating.

Gridding the Map for an Address Request / When Parcel Data is Available

When excavating at an address where parcel data is available, the map will automatically bring up the parcel. The entire parcel will be highlighted with a 50-foot buffer. Please note, not every county or place is set up with parcel data.

To verify the parcel and or address, simply hover over the parcel and the information will come up in a bubble.



If your map is correct, click in the box that states, ***“The map encompasses the area where my dig is going to take place.”*** This is found directly under the toolbar located at the bottom of the screen. Click on the **“Next”** button (there is no longer a save button).

☒ The Map encompasses the area where my dig is going to take place.

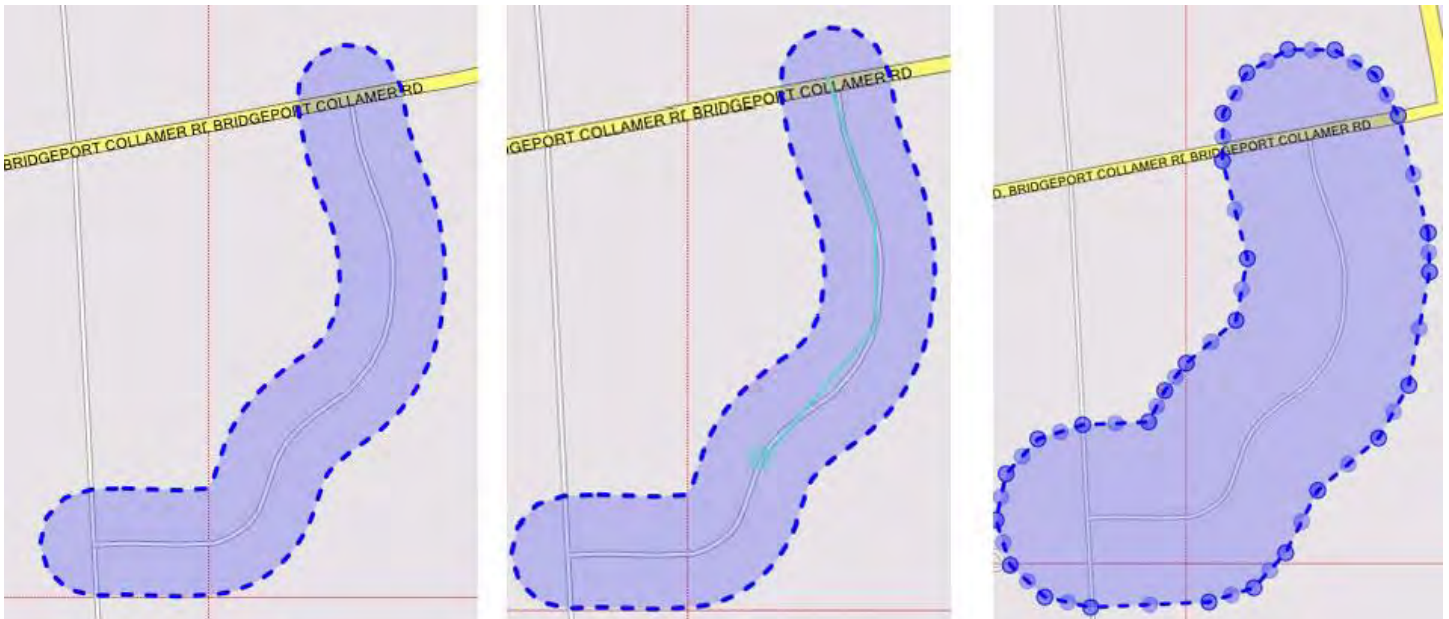
Gridding the Map for an Address Request / When Parcel Data is Not Available

When a parcel data is not available, you will need to manually grid your location or verify the computer gridded area encompasses your excavation site.

Gridding the Map - The blue shaded area highlights a section of road the excavation will take place. It is suggested to manually grid along the road between the two nearest intersecting streets.

Left click once on the **Draw Line** tool , which can be found on the bottom toolbar

On the map, left click once at the starting point, let go of your mouse and trace along the road to the nearest intersecting street. If your road starts to bend, left click once at each bend. Once you have come to your stopping point, left click twice. You will see there are blue circles around the shaded area. There will be a 400-foot buffer automatically populated. This is a safety buffer and you will not need to make it smaller.



If your map is correct, click in the box that states, ***“The map encompasses the area where my dig is going to take place.”*** This is found directly under the toolbar located at the bottom of the screen. Click on the **“Next”** button (there is no longer a save button).

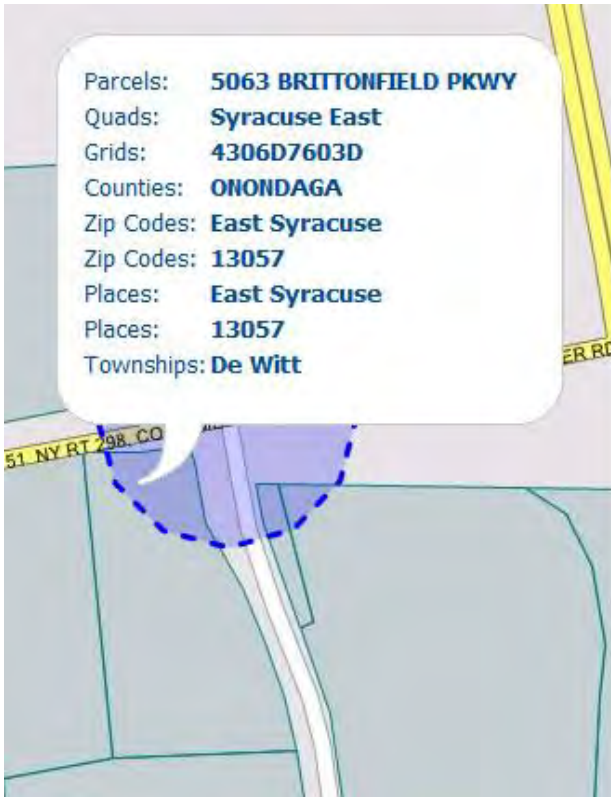
☒ **The Map encompasses the area where my dig is going to take place.**

You may also choose not to manually map and select the computer gridded area as long as the blueshaded area encompasses the are of your excavation. Please keep in mind, it is the users responsibility to be sure the area of excavation is properly respresented.

Gridding the Map for an Intersection

When excavating at an intersection, the map will highlight the intersection with a 200-foot buffer. There are three ways you may choose to grid your map.

Mapping by parcel- If your parcel is available, left click once on the select **parcels** tool . Left click once on the parcel on the map; you will see there are blue circles around the parcel. Please note, not every county or place is set up with parcel data.



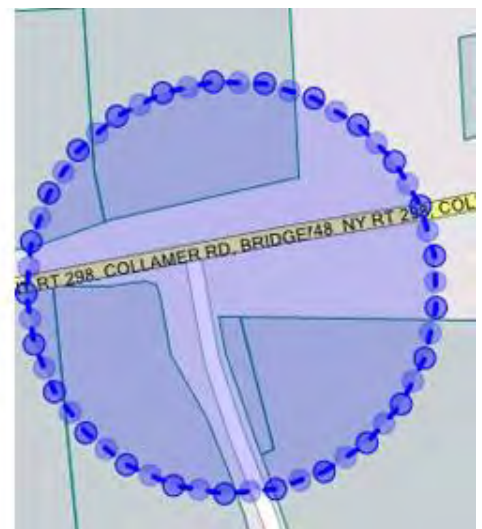
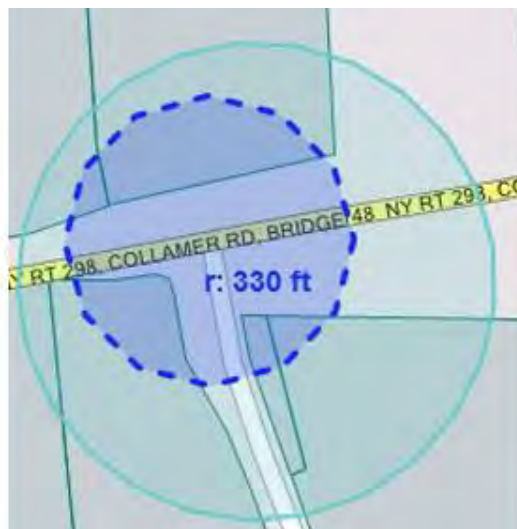
Gridding the Map: Left click once on the **Draw Points** tool  , which can be found on the bottom toolbar. Go to the map and left click once at the center of the intersection, blue circles will now be around the shaded area. There is a 400-foot buffer around the intersection.



If you will be working in a radius greater than 400 foot you will want to use the **draw circle** tool



1 Left click on the draw circles tool and then go to map and left click once and hold in the middle of the intersection, pull the mouse and you will start drawing a circle. The radius of the circle will show on the screen. When you reach the correct distance, let go of the mouse, a circle will remain on the screen and there will be blue circles around the shaded area.



You may also choose not to manually map and select the computer gridded area as long as the blue shaded area encompasses the area of your excavation. Please keep in mind, it is the user's responsibility to be sure the area of excavation is properly represented.

If your map is correct, click in the box that states, The Map encompasses the area where my dig is going to take place. Click on the **Next** button (there is no longer a save button)

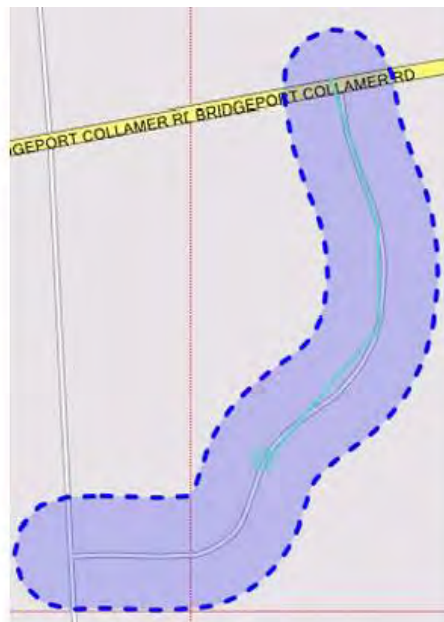
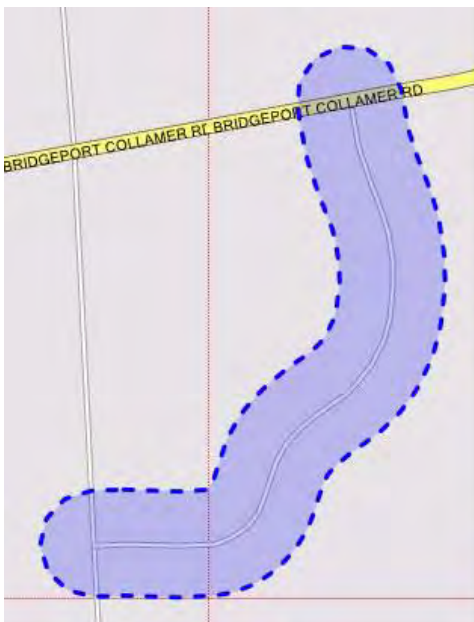
☒ The Map encompasses the area where my dig is going to take place.

Gridding the Map When Excavating from Intersection to Intersection or Between Addresses

When excavating from one intersection to the next intersection or when excavating along the road between an address range, the map will highlight the intersection with a 200-foot buffer. There are three ways you may choose to grid your map. Be sure to follow the rules of the extent of excavation, which can be found on the Dig Safely New York website (www.digsafelynewyork.com).

Gridding the Map - The blue shaded area highlights the section of road between the two intersecting streets. Be sure there are no other roads in between. If there are roads between your two intersecting streets, you may not be following the Extent of Excavation policy. To manually grid, you will need to grid along the road between the two intersecting streets.

Left click once on the **Draw Line** tool  , which can be found on the bottom toolbar. Go to the map and left click once at your starting point. Let go of your mouse and trace the road to your next nearest intersecting street. If your road starts to bend, left click once at each bend. Once you have come to your stopping point, left click twice. You will see there are blue circles around the shaded area. There will be a 400-foot buffer.



Mapping by parcels - If your parcels are available, left click once on the **select parcels** tool .

Left click once on the first parcel on the map and continue to hold down mouse, pulling to the next parcel.

After letting go of the mouse you will see there are blue circles around the parcels. Please note, not every

county or place is set up with parcel data.



You may also choose not to manually map and select the computer gridded area as long as the blue shaded area encompasses the are of your excavation. Please keep in mind, it is the users responsibility to be sure the area of excavation is properly respresented.

If your map is correct, click in the box that states, "***The Map incompasses the area where my dig is going to take place.***" Click on the "**Next** button" (there is no longer a save button).

☒ The Map encompasses the area where my dig is going to take place.

Mapping Tools

When mapping your area, the following tools may be helpful. These first set of tools are located on the top toolbar.



The **Navigate tool** allows you to grab the entire map and pan through it. To use this tool, left click on the navigate tool and then left click anywhere on the map and hold. When you are holding down the left mouse button you will be able to pan or move the map.



The **Zoom to Rectangle tool** can be used to help zoom in on an area. Left click on the tool and then left click on a portion of the map, hold and drag the tool along the map. The tool will draw a rectangle shape on the map and zoom into the area.



The **Measure tool** is useful when you are measuring street distances, distances of areas from the roadway or for cross country excavations. To use this tool, left click on the measure tool. Go to the point on the map where you need to start your measurement and left click once. Pull the mouse to the stopping point and left click twice. Please be advised the measure tool will not map your area so you will still need to do the mapping.



The **Zoom to Digsite tool** is helpful if you should need to get back to your starting point on the map. Sometimes when zooming in and out to far, you may want to start over. Left click on the tool and you will be taken back to where you started.



The **Search tool** is helpful when you are trying to locate a street on the map you are viewing. To use this tool, left click on the **search tool** and a popup window will appear. You will need to type the information you are searching in the state, county, place, and street name boxes. Once the information is entered, click the **search** button. If the street is in the area it will appear on the list. To highlight the street on the map left click on the street name and click on the **Add to Map** button. The road will now be highlighted, but keep in mind that this does not mean the area has been gridded. If the street does not appear try clicking in the circle next to *adjacent places*, *close spellings* or *county wide* and then click on the **search** button.



The **Information tool** is used to check for details regarding points on the map. To use this tool, left click on the tool and then click on the section of the map where you need the details. A popup window will appear with information regarding the area, such as zip code info and city, town, or village name. This tool will help to verify you are placing the correct city, township, or village in the text of the location request.



The **Push Pin tool** allows the user to place pushpins on the map where they want to go back to later on while in the process of mapping. The pushpins will disappear as soon as the mapping page is closed. The pushpins do not save mapping.

The following tools can be found on the bottom toolbar



The **Modify Features tool** will allow a user to re-edit any already selected areas on the map. This will re-activate the map selection.



The **Select Parcels tool** is used to save a parcel or a group of parcels.



The **Draw Polygon tool** can be used to draw irregular shaped areas. This tool is helpful when mapping areas off the road , larger parcels, or cross country. See mapping instructions on pages 15-20.



The **Draw Rectangle tool** can be used when the area that you are mapping a location within a rectangular or squared shaped area. To use left click one on the tool and then left click once on the map and pull. Once you have covered enough area, left click twice. You will then need to click on the **Select Streets tool** to save.



The **Draw Circle tool** is meant to be used when mapping areas that are circular in shape or those that must have a buffered radius around it. To use this tool, left click and then left click in the center of the area you will be mapping. Hold and pull the mouse. You will see the a measurement of the radius of the circle you are mapping. When the radius is large enough, left click twice. You will then need to use the **Select Streets tool** to save the map.



The **Draw Line tool** is the most ample tool to use when mapping roads and addresses along roads where the work is within 400-feet from the road. See mapping instructions on pages 15-20.



The **Draw Point tool** is used when working at an intersection or within 400-feet of an intersection. See mapping instructions on pages 15-20.



The **Set Custom Buffers tool** allows the user to set buffers for the **Draw Point tool** and **Draw Line tool**. You would need to set the buffer prior to gridding the map. The smallest buffer you will be able to draw on these two tools is 200-feet. It is always the users' responsibility to make sure that the gridded area covers the excavation site completely. **(I Notice Set Custom Buffers Tool.jpg)**

Section 5

Entering Dig Site Information/ Excavator and Site Information

Step 4 of 5: Locate Info, Work Info; Comments- The **Excavator Information** will automatically populate, but you will need to fill in the **Site Information**.

Step 4 of 5: Locate Info, Work Info, Comments

Notify By: Parcel Agent: cTSchmidt Status: Complete

***Excavator Info** Edit

Company ID: 7579
Type: MEMBER
Company Name: DIG SAFELY NEW YORK
Caller Name: TEST USER
Address: 5063 BRITTONFIELD PKWY
EAST SYRACUSE, NY 13057
Phone: (800) 309 - 8289
Fax: (315) 437 - 2621
Email Address: DATABASE@DIGSAFELYNEWYORK.COM
Industry: Excavator
Alt Contact Info: (315) 378 - 8118
Alt Contact Info 2: (315) 437 - 2621

***Site Info** Edit View Map

Place: NY, ONONDAGA DE WITT T
Street: 5063 BRITTONFIELD PKWY
#Affected Grids: 1
*Near Street: FLY RD AND NY RT 298
*Locate Where?: <Select...>
EXCAVATING ENTIRE RIGHT SIDE OF HOUSE AS FACING FROM FRONT OF HOUSE BACK 500 FT TO TREE LINE
Edge of Road: YES
Marked with White: YES

When working at an address: In the “**Near Street**” field, you must type in the names of the **TWO** nearest intersecting streets your address falls between. Separate the names of the near streets by using the word *and* or by using the ampersand (&) symbol.

* Near Street

FLY RD AND NY RT 298

If you are working at an intersection or corner property, the intersecting street will automatically be placed in the box. If you are working from intersection to intersection, the first intersecting street will automatically be placed in the box.

In the “**Locate Where**” field, you can either use the dropdown box to select where on the site you will be excavating, or you may type the description in the blank box. It is suggested to use the blank box to provide a specific description of your work area.

* Locate Where?

< Select... >

EXCAVATING ENTIRE RIGHT SIDE OF HOUSE AS FACING FROM FRONT OF HOUSE BACK 500 FT TO TREE LINE

In the **“Work Information”** section, you will begin with the **Start Date**. You may only enter legal location requests on I-Notice. The first legal work date will already be entered. If needed, you may change the date ahead for up to ten (10) days in advance. You may also change the start time, as the time defaults to 7 a.m.

In the **“Work For”** field, type in the name or company name for whom the work is being done.
Example: the homeowner’s name or the name of the company who hired you.

In the **“Blasting”** field, if you are using explosives, use the drop down box and select **“YES”** or **“NO.”**

In the **“Duration”** field, type in the approximate amount of time that will be spent at the excavation site. Type the number in the blank box and then use the dropdown to select either days, hours, months, weeks, years or unknown.

In the **“Work Type”** field, you may either use the dropdown to select the work type, or you may use the empty box and type in a work type. Keep work type descriptions short and do not add in locate instructions in this box.

In the **“Means of Excavation”** field, you may either use the dropdown to select the type of equipment you will be using or you may use the empty box and type in a work type

In the **“Boring/Directional Drilling”** field, use the drop down to select **“YES”** or **“NO.”** The member utilities need to know if you will be directional drilling or boring at the site.

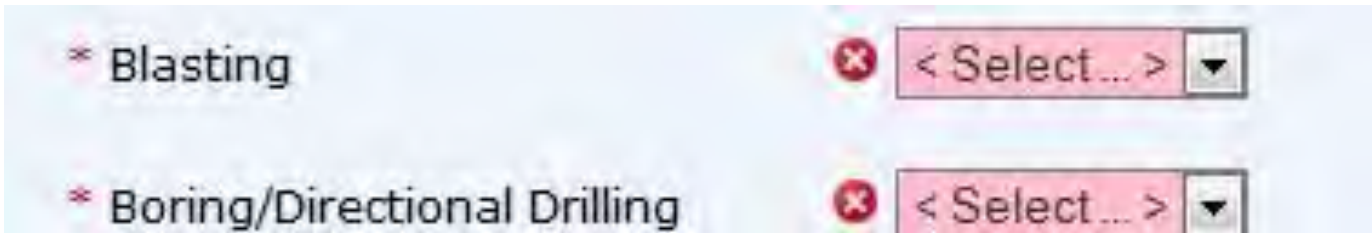
In the **“Depth of Excavation”** field, type in the approximate depth of the excavation by entering the number in the blank box and then use the dropdown to select either feet or inches.

In the **“Site Dimension”** fields, type in the approximate length and width of the excavation by entering the number in the blank boxes, and then use the drop down to select either foot, inches, meters, miles or yards.

The **“Comments”** section is used to place any additional information or instructions to be sent on to the member utilities. For example, “A map is available to locators upon request,” or “This is a gated community.”

Work Information			
Start Date	10/07/2014	* Work Type	< Select... >
Time	07:00:00 AM		FENCE
Work For	HOMEOWNER / JONES	* Means of Excavation	< Select... >
* Blasting	NO		AUGER
* Boring/Directional Drilling	NO		
Duration	1 DAYS	Depth of Excavation	1 FEET
Site Dimension	Length 1 FEET	Width	1 FEET
Comments			
A MAP IS AVAILABLE UPON REQUEST			

If you are unable to move on after clicking the “Next” button, you may need to complete a required field. All required fields will have a red asterisk (*) next to them. You will see the field highlighted in red if it was not completed (see below). Once you have completed the field with the required information, click the “Next” button. This will take you to the final step of Ticket Creation.



Summary and Submitting the Location Request

STEP 5 of 5: Summary- You are now viewing the summary page. Review all information for any errors. If you need to edit any part of your location request, click the green circle on the top of the screen that corresponds with the “Step” you need to correct, or click on the “Edit” buttons located to the left of each step.



When you are ready to submit your location request, click the box that states, ***“The information I have entered is complete, accurate, and correct,”*** as shown below.



Participant Notification

After clicking the “**Finish**” button, you will be able to view your location request. Your request includes the location request number, location request information, and the list of member utilities. You may review your list of utilities by using the “**Ticket Summary feature**” (see page28-32), or by checking your responses through APR (Automated Positive Response) system (see page 32-33).

Ticket Creation

- **YOUR TICKET NUMBER IS 10024-542-003.**

Ticket: 10024-542-003-00 Type: Regular Previous Ticket:

State: NY County: ONONDAGA Place: DE WITT /T
Addr: From: 5063 To: Name: BRITTONFIELD PKWY
Cross: From: To: Name:
Offset:

Locate: EXCAVATING ENTIRE RIGHT SIDE OF HOUSE AS FACING FROM FRONT OF HOUSE
: BACK 400FT TO TREE LINE
NearSt: NY RT 298 AND FLY RD
Means of Excavation: AUGER Blasting: N
Site marked with white: Y
Boring/Directional Drilling: N
Within 25ft of Edge of Road: U

Work Type: FENCE
Duration: 1 DAYS
Depth of excavation: 4 FEET
Site dimensions: Length 400 FEET Width 1 FEET
Start Date and Time: 10/07/2014 07:00
Must Start By: 10/22/2014

Contact Name: TEST USER
Company: DIG SAFELY NEW YORK
Addr1: 5063 BRITTONFIELD PKWY Addr2:
City: EAST SYRACUSE State: NY Zip: 13057
Phone: 800-309-8289 Fax: 315-437-2621
Email: DATABASE@DIGSAFELYNEWYORK.COM
Field Contact: TONI
Cell Phone: 315-378-8118 Fax: 315-437-2621
Working for: HONEOWNER / JONES

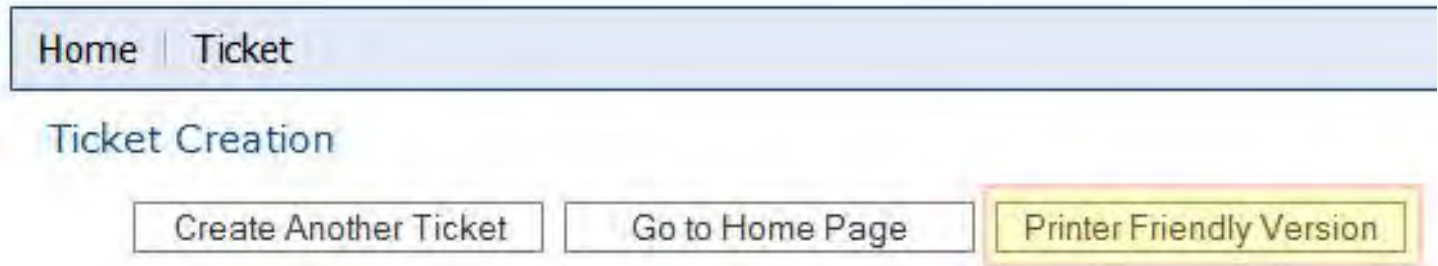
Comments: MAP AVAILABLE UPON REQUEST
: Lookup Type: PARCEL

Members:

Additional Features

Printing a Copy of Your Location Request

Be sure to click on the “**Printer Friendly Version**” button to print a copy of the location request.



Emailing a Copy of Your Location Request

To email a copy of the location request, type in the email address and click on the “**Send Email**” button. This feature is found towards the top right corner of the page.



Creating Another Location Request

If you have another location request to submit, click on the “**Create Another Ticket**” button. You will be taken back to Step 1, where you can verify your excavator information. If your information is correct click on the “**Next**” button.

If your map will be the same as your last location request, uncheck the “**Recompute Location**” box and continue on through the location request. To create a new map, leave the check in the “**Recompute Location**” box and continue through the location request.

The information on the previous request will remain so be sure to verify and make any necessary changes. However, if you will be placing emergency or design requests, or did not manually grid, you will need to start from the beginning.



Section 6

Ticket Summary

The Ticket Summary feature is used as a way to manage the location requests you have entered on the I-Notice program within the last 90 days. This feature will give you the option to print a copy of a location request, view the status of your request, and serve as an additional way to check your positive responses.

Please Note: *This feature was created as an incentive for our active users and is only available to active users to view the requests they submitted. Others not participating in the program will be able to check their location requests using the APR system. When an account is disabled due to non-use the Ticket Summary account is automatically disabled.*

Searching Using “Other” - The search by filter defaults to **Other**. This filter will provide several options to assist your search for a location request. Select the time frame for which you are searching by selecting the **From** date and then select a **To** date. The search will need to be made within seven (7)-day intervals. Click on the **“Search Tickets”** button, or you can narrow down your search even more by entering more information such as the name of the county, place, or street name. After clicking on the **“Search Tickets”** button, a list of location requests will appear at the bottom of the screen.

Search By: Other

Job Status

< All >

Excavator

Work Type

Status

< All >

County

Place

Street (Do not include street type)

< N/A >

Ticket Date Range

Create Date

From

10/02/2014

To

10/02/2014

Ticket Created

Tickets I created

Search Tickets

Searching Using Ticket ID- The **Ticket ID** filter will allow the user to search for a specific location request. Use the dropdown to select the ***Ticket ID*** option. Enter the ticket number, using dashes into the **Ticket ID** box. Click the “**Find Ticket**” button.

Search By:

Ticket ID

▼

Ticket ID:

10024-500-001

Find Ticket

Ticket Created:

Tickets I created

▼

Searching Using Jobs Not Complete- If the user utilizes the function allowing them to note if their job is complete or incomplete, they will be able to use this feature to sort. The user will be the one to determine what jobs they wish to assign as complete or incomplete. Click on the “**Search Tickets**” button. For more information, see “***Job Status***” on page 30.

Search By:

Jobs Not Complete

▼

Search Tickets

Viewing the Location Requests in Ticket Summary

The list of location requests will help you to view the requests submitted during the date range.

		Ticket Creation Date	Ticket Expiration Date	Ticket ID	Ticket Version	From Address	Street	Place	Ticket Type	Status	Responses
	±	10/2/2014 8:55:00 AM	10/22/2014 11:59:00 PM	10024-542-004	0	5063	BRITTONFIELD	DE WITT	Regular	Complete	None
	±	10/2/2014 8:22:22 AM	10/22/2014 11:59:00 PM	10024-542-003	0	5063	BRITTONFIELD	DE WITT	Regular	Complete	None
	±	10/2/2014 8:19:32 AM	10/22/2014 11:59:00 PM	10024-542-002	0		BRITTONFIELD	DE WITT	Regular	Complete	None
	±	10/2/2014 7:43:40 AM	10/22/2014 11:59:00 PM	10024-542-001	0	5001	BRITTONFIELD	DE WITT	Regular	Complete	None

Close up of Ticket Summary section.

		Ticket Creation Date	Ticket Expiration Date	Ticket ID	Ticket Version
	±	10/2/2014 8:55:00 AM	10/22/2014 11:59:00 PM	10024-542-004	0
	±	10/2/2014 8:22:22 AM	10/22/2014 11:59:00 PM	10024-542-003	0
	±	10/2/2014 8:19:32 AM	10/22/2014 11:59:00 PM	10024-542-002	0
	±	10/2/2014 7:43:40 AM	10/22/2014 11:59:00 PM	10024-542-001	0

From Address	Street	Place	Ticket Type	Status	Responses
5063	BRITTONFIELD	DE WITT	Regular	Complete	None
5063	BRITTONFIELD	DE WITT	Regular	Complete	None
	BRITTONFIELD	DE WITT	Regular	Complete	None
5001	BRITTONFIELD	DE WITT	Regular	Complete	None

Job Status-  or  this is a new function created for our users to help manage their location requests.

A user can mark their location request with a  when their job is complete by clicking on the  symbol. This feature is just for the excavator to help manage and sort their request and will not notify anyone when it is changed to complete or incomplete.

Late Notice -  This symbol will appear if a late notice has been sent to the utilities companies who have not responded. Dig Safely New York automatically sends a notice to any utilities who have not responded by the start date and time listed on the request.

Response List- [+](#) To view the list of utilities and their responses for a specific request, click on the [+](#) symbol. To print the list, click on [Print](#) .

Service Area	Response	Comments
TIME WARNER CABLE SYRACUSE		
TOWN OF DEWITT		
ELANTIC TELECOM, INC		
VERIZON / ONONDAGA		
ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECTI		
METROPOLITAN WATER BOARD		
DIG SAFELY NEW YORK CALL CENTER	CLEAR	
LEVEL 3 COMMUNICATIONS		
FIBER TECHNOLOGIES, LLC		
NATIONAL GRID / CENTRAL / GAS		
NATIONAL GRID / CENTRAL / ELECTRIC		

Ticket ID: 09304-035-001
Ticket Type: Regular
Create Date: 09/30/2014 02:31 PM
Address: BRITTONFIELD PKWY
Cross Street:
Place: DE WITT

Service Area	Response	Comments
TIME WARNER CABLE SYRACUSE		
TOWN OF DEWITT		
ELANTIC TELECOM, INC		
VERIZON / ONONDAGA		
ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECTI		
METROPOLITAN WATER BOARD		
DIG SAFELY NEW YORK CALL CENTER	CLEAR	
LEVEL 3 COMMUNICATIONS		
FIBER TECHNOLOGIES, LLC		
NATIONAL GRID / CENTRAL / GAS		
NATIONAL GRID / CENTRAL / ELECTRIC		

Ticket Creation Date- This will show the date and time the ticket was sent to the utilities.

Ticket Expiration Date- This category was added to help the excavator manage their request. If excavation has not started by the expiration date, a new request will need to be submitted. Please keep in mind the utilities will have the two (2)-full working days to respond.

Ticket ID- This category lists the location request numbers. You may click on the link to print a copy.

Ticket Version- Original requests will be considered a 0 version. Anytime the request is either resent, updated, or a late notice is sent, it will receive a different version.

From Address - To help identify or search for a specific request, this category has been added. If there was an address number placed on the request, it will show up in this column.

Street- The name of the street on the location request will show in this column.

Place- The name of the City, Town, or Village on the location request will show in this column.

Ticket Type- The type of request will show in this column.

Status - The status of the location request will either be Void, Suspended, Cancelled, or Complete.

Void- Voided requests are usually test tickets voided by one of our Customer Service Representatives. You may also see a voided request if you are a user in training and contacted Member Support to void one of your requests before it was sent.

Suspended- Requests submitted by users in training will all start out labeled as suspended. Once the request has been released the request will then show up as complete. If the request was edited because it was not mapped or a small correction was made, the request will be listed twice. The first request will be labeled as void and the second request will be labeled as complete.

Complete- All requests that have been sent out to the utilities will be labeled as complete.

Cancel- Requests that have been cancelled will be labeled as cancel. If you need to cancel a location request, please contact the call center by dialing 811 or 800-962-7962.

Responses- You will be able to quickly view if all of the utility responses have been submitted through the APR (Automated Positive Response) system. If the request is labeled Partial, not all of the responses have been entered.

Options- Currently there are no additional options available. When additional options become available, users will be contacted directly.

APR (Automated Positive Response)

With the APR system, you can now easily view the response status each facility operator has provided associated with your location request. Dig Safely New York's APR system will handle the arduous task of collecting the response status and conveniently deliver them to you in one consolidated transmission (email is preferred). As an added bonus, you can check the real-time response status of any location request at any time on our website. Additionally, you will now have a record of all responses.

To Check the Status of your Location Request

You can either utilize the **Ticket Summary** to view responses for the location requests you created, or you can visit our web site www.digsafelynewyork.com and in the Excavator Section click on **"Check Status of Existing Ticket"** button.



Enter the ticket number, including dashes (example 12345-678-901). Enter the phone number you provided on the request, then click the **“Find Ticket”** button.

Late Notices

As of January 6, 2014, a Late Notice will automatically be sent to any of the member utilities who have not responded to one of your requests.

Common Questions

What should you do if a utility has not responded by the start date and time?

If the utility has not responded by the start date and time listed on the request, you may attempt to call the utility directly, using the stakeout contact number listed on your request. If you still have no response and 24 hours have passed since the listed start date and time on the request, you may contact the Dig Safely New York Call Center to have the request resent. The Customer Service Representative will need the location request number, and will place a note in comments to resend to all the member utilities. Location requests can only be resent Monday through Friday, between 7 a.m. and 5 p.m.

What should you do if you need to make a correction on your location request?

If the correction changes the scope of work, you will need to create a new request. You will need to give the two (2)-full working days' notice on the request.

What should you do if you need to cancel your location request?

You may cancel a request if the start date and time has not passed by calling the call center, 800-962-7962 or 811, between 7 a.m. and 5 p.m., Monday through Friday. If the start date and time has already passed, you will be unable to cancel the request.

What should you try if you keep receiving a pop up blocker message?

You will need to disable popups for our site. If you have a Google toolbar, you will also need to disable them within the Google toolbar. If this still does not work and you have an IT department, it is a good idea to contact them first, they may need to give you permission to disable the popups.

What should you do if you are having technical problems or are receiving error messages?

You will need to send an email to member support, database@digsafelynewyork.com. Please include the wording of the error message or a description of the trouble, along with your contact number and best times to call. Member Support will review the issue and reply to your email to let you know the course of action that will need to be taken. Dig Safely New York will attempt to assist you with the issue as promptly as possible, but in some cases you may need to call in your request to the call center until the issue is resolved. The call center can be reached by dialing 811 or 800-962-7962.

Contact Information

If you have questions about i-Notice, please send an email to database@digsafelynewyork.com. Or you may contact Member Support by phone 800-309-8289. Member Support can be reached during normal business hours, Monday through Friday, between 7 a.m. and 5 p.m.

If you need to cancel, edit, or verify a request was sent, please contact the call center by dialing 811 or calling 800-962-7962. The call center is manned 24/7.

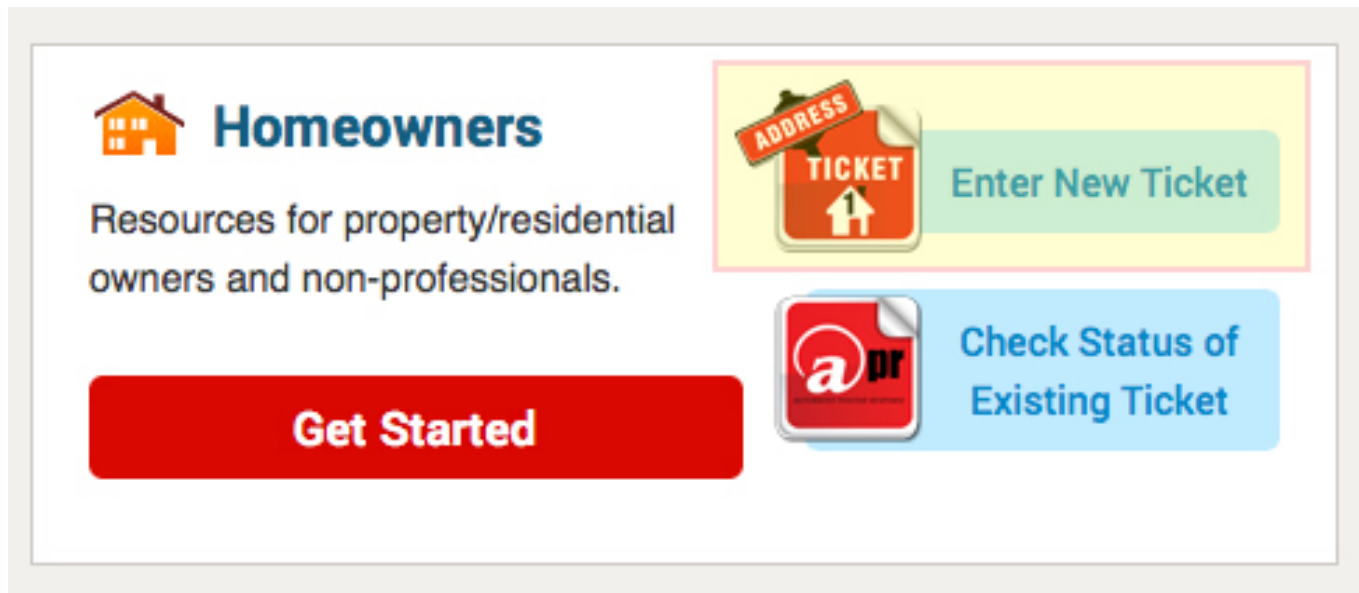


SINGLE ADDRESS TICKET

User Guide

Single Address Ticket

The single address ticket is found by going to the Homeowner section on our website
www.digsafelynewyork.com.



The user will need to click on the “**Enter New Ticket**” button and read through the Ticket Creation Disclaimer. The user will then enter their email address twice, and click on the “**I Agree**” button.

Ticket Creation Disclaimer

DSNY, Inc. will notify all of its members who have underground facilities at your excavation site. DSNY does not notify any company who is not a member, or property owners who may own facilities on the property. Each successfully processed location request will have a serial number assigned by the DSNY computer and which will be transmitted back to you. Once the DSNY computer has assigned a serial number, you will receive a list of member utilities notified. (You will have to notify all non-member utilities directly.)

The DSNY system will reject any locate request that doesn't supply the required 2 full working days notice, not including the day it is processed. Make NO assumptions that tickets were successfully generated from your input of a location request. Consider your Notice to only be pending until official confirmation is received from DSNY in the form of a serial number and a list of member companies being notified.

The company or individual doing the direct input assumes total responsibility that the excavation information is entered properly and is correct. DSNY assumes no responsibility for the information entered. The company or individual doing the direct input agrees to hold DSNY harmless from and against any and all claims or damages arising out of information entered by the user of this application.

* Email Address: (You must have a valid email address. Please add sadasupport@ufpo.org to your contact/safe list to ensure delivery of a copy of your ticket.)

* Confirm Email Address:

In the ***“Excavator Information”*** section of the ticket creation, the homeowner or excavator will need to fill in their contact information.

Excavator Information			
* First Name:	TEST	* Last Name:	TESTING
* Type:	HOMEOWNER		
* Phone:	8003098289	Fax:	3151112222
* State:	* Place: (Name of city, town, etc.)	* Address: (Example: 100 W Main St)	* Zip Code:
NY	ONONDAGA	5063 BRITTONFIELD PKWY	13057
* Field Contact:	TEST TESTING	* Alt. Contact Info:	CELL PHONE 3152224444
		Alt. Contact Info 2:	FAX

In the ***“Digsite Information,”*** the homeowner or excavator can check a box if the digsite address is the same as the address entered in the Excavator Information. If the box is checked, the address information entered in the Excavator information will automatically populate in the Digsite Information. The user will then need to select the County and Type of Place by using the dropdown options available. If the box is not checked, the user will need to fill in all necessary information.

The ***“Near Street”*** field will be filled in with the name of the closest intersecting street to the address.

In the ***“Locate Where”*** field, the user can select one or more areas to describe where they will be excavating. There is also a choice called ***Other***. If ***Other*** is selected, a comment box will become available for the user to enter more information.

Digsite Information			
☒ Check the box if your Dig Site address is the same as entered previously			
State:	County:	* Place/City:	* Type of Place:
NY	<Select...>	ONONDAGA	<Select...>
* Address:	Dir Prefix:	Street:	Type: Dir Suffix:
5063	<All>	BRITTONFIELD	PKWY <All>
Prefix:	Near Street:	Type:	Suffix:
<All>	NY RT 298		<All>
* Locate Where:			
Check all that apply: (At least one box must be checked)			
☐ Both Sides of Road	☐ Rear of Property	☐ Work in Driveway Area	
☒ Front of Property	☐ Left Side of Property	☐ Right Side of Property	
☐ Work from Street to House	☐ Work from Pole to House	☐ Work in Sidewalk Area	
☒ Other: See Comments for Additional Info			
Comments: FROM DRIVEWAY TO PINE TREES			

In the “**Work Information**” field, the user will continue to provide the rest of the necessary information needed to complete the request.

Work Information	
Working For:	MR TESTING
Depth of Excavation:	2 FEET
Length:	8 FEET
* Duration:	< N/A >
* Is the excavation site pre marked in white?	YES
* Blasting:	NO
* Work Type:	< Select ... >
	FENCE
* Means of Excavation:	< Select ... >
	AUGER
Width:	2 FEET
* Directional Drilling:	NO
* Are you working within 25 feet of the edge of the road?	YES

Work Start Date and Time, Priority, and Comments

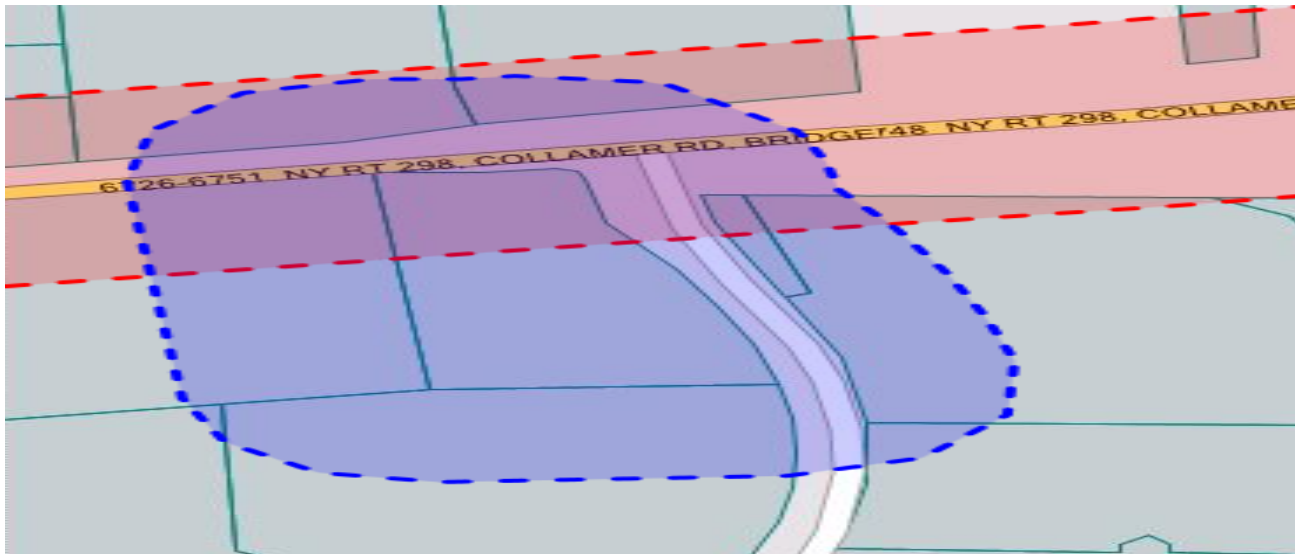
The Start Date will work the same as if the user is calling in. They will **not** be given the three days as it was with the older I-Notice Junior program. There will be a Remarks section; this section works the same as the Comment section.

The user will need to fill in their validation code that was sent to their email to complete the ticket creation. Once the validation code is entered, they will click on the “**Next**” button.

Work Start Date and Time, Priority, and Comments			
Start Date:	08/14/2014		
Start Time:	07:00:00 AM		
Remarks:	TESTING		
In order to validate your ticket, please enter the validation code sent to your email address here:			
Previous	Next	Finish	Cancel

Mapping

A map of the location will generate as long as the address entered is found. The user will check the “**Yes**” box if the correct area is highlighted in blue. The user will not need to map the location. If the area is not correct, the user will click the “**No**” box. A “Save and Call” message will pop up and instruct the user on how to proceed if the “**No**” box is checked. See the “Save and Call Messages” for an example.



The found address is shaded with BLUE. Is this the correct location of the address?

YES ☒ NO ☐

After choosing “**Yes**” the map is correct, the user will be taken to the *Summary* screen. While in the Summary screen, the user will be able to make edits to their requests if necessary by clicking on the edit boxes located to the left of the information listed. If all the information is correct, the user will click in the box that states, “***The information I have entered is complete, accurate and correct.***” To move on to the last step, the user will need to click the “**Finish**” button.

Step 3 of 3: Summary

Agent: Anonymous Web User
Type: Regular
Status: Complete

Taken Date Time: 2014/08/11 08:27:27
Notify By: Parcel

Excavator Information

Type: HOMEOWNER
Company Name: TEST TESTING
Caller Name: TEST TESTING
Address: 5063 BRITTONFIELD PKWY
DE WITT, NY 13057

Phone: (800) 309 - 8289
Fax: (315) 111 - 2222

Site Information

Place: NY, ONONDAGA, De Witt, Township
Street: 5063 BRITTONFIELD PKWY
Near Street: / NY RT 298 /

Safety Parameter: 200 FT
Edge of Road: YES
Marked with White: YES

Work Information

Locate: FRONT OF PROPERTY; OTHER: SEE COMMENTS FOR ADDITIONAL INFO
Start Date Time: 2014/08/14 07:00:00
Blasting: NO
Duration: 1 DAYS
Depth: 2 FEET
Site Length: 8 FEET
Comments: FROM DRIVEWAY TO PINE TREES; TESTING

Work For: TEST TESTING
Work Type: FENCE
Means of Excavation: AUGER
Boring/Directional Drilling: NO
Site Width: 2 FEET

☒ The information I have entered is complete, accurate, and correct

After clicking on the **“Finish”** button, a Ticket Number will be provided to the user.
The user will be able to view the ticket text and choose to print a copy, go to home page
or create another ticket.

A user will use the same validation code if choosing to create another ticket. The validation code will remain the same as long as the user is in the same session.

Ticket Creation

[Create Another Ticket](#) [Go to Home Page](#) [Printer Friendly Version](#)

• **YOUR TICKET NUMBER IS 08114-900-001.**

If you need to call us back for any reason, your ticket number will assist us in locating this ticket.

Ticket: 08114-900-001-00 Type: Regular Previous Ticket:

State: NY County: ONONDAGA Place: DE WITT /T
Addr: From: 5063 To: Name: BRITTONFIELD PKWY
Cross: From: To: Name:
Offset:

Locate: FRONT OF PROPERTY; OTHER: SEE COMMENTS FOR ADDITIONAL INFO
NearSt: / NY RT 298 /
Means of Excavation: AUGER Blasting: N
Site marked with white: Y
Boring/Directional Drilling: N
Within 25ft of Edge of Road: Y

Work Type: FENCE
Duration: 1 DAYS
Depth of excavation: 2 FEET
Site dimensions: Length 8 FEET Width 2 FEET
Start Date and Time: 08/14/2014 07:00
Must Start By: 08/28/2014

Contact Name: TEST TESTING
Company: TEST TESTING
Addr1: 5063 BRITTONFIELD PKWY Addr2:
City: DE WITT State: NY Zip: 13057
Phone: 800-309-8289 Fax: 315-111-2222
Email: TEST@DIGSAFELYNEWYORK.COM
Field Contact: TEST TESTING
Cell Phone: 315-222-4444
Working for: TEST TESTING

Comments: FROM DRIVEWAY TO PINE TREES; TESTING
: Lookup Type: PARCEL

Members:
DIG SAFELY NEW YORK | CALL CENTER
ELANTIC TELECOM, INC 804-565-7737
LEVEL 3 COMMUNICATIONS 877-366-8344 x3

At certain times during the creation of a request, a user may receive a “Save and Call” message. This message may appear if the user runs into an issue while creating the request, with the address or information being entered or with the map.

The “Save and Call” message directs the user to contact the call center to finish the request. The request will be saved in the suspend folder.

An example of the message is below.

Helpful Information



Please click the **“SAVE & CALL”** button to save the information you have entered and call 811 or 800-962-7962 to speak with one of our Customer Service Representatives. Let them know you have a **“Suspended”** ticket and they will assist you in completing your request.

[Save & Call](#)

[Go Back](#)

Attachment Two



**Dig Safely New York, Inc.
Certified Excavator Program**

**PROGRAM GUIDELINES,
CURRICULUM PLAN,
TEST BANK & SUPPORTING MATERIALS**

October 2014

Created through the support of the
State Damage Prevent Grant
Administered by the
U.S. Department of Transportation
Pipeline and Hazardous Materials Safety Administration



**Dig Safely New York, Inc.
Certified Excavator Program**

Program Guidelines & Curriculum Plan

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Dig Safely New York, Inc. Certified Excavator Program

PROGRAM GUIDELINES & CURRICULUM PLAN

Program Guidelines

About Certification

Dig Safely New York, Inc. is a not-for-profit organization, established in 1969, to promote an easier, safer digging environment for the all of New York State north of Long Island and New York City.

The mission of Dig Safely New York is to prevent damages to underground facilities and protect the public through education and quality communication with excavators, underground facility operators and designers in an efficient, courteous and cost effective manner while complying with governing regulations.

In 2014, Dig Safely New York established a Certification Program for facility owners and operators, excavators and contractors in order to have a standard by which persons involved in excavation can be measured, accredited and recognized according to criteria of experience and capability established by Dig Safely New York.

The Value of Being a Certified Excavator

National and global industry surveys continue to show a strong correlation and value proposition for professionals who obtain certification in their respective areas of practice and expertise. Potential candidates will come to see that the Dig Safely New York certification credential will provide for enhanced professionalism. The knowledge gained through the certification program, and elevation of confidence that is achieved as a result of mastering related competencies, is directly related to the excavator's ability to understand the responsibilities under 16 NYCRR Part 753 concerning safe excavation practices and the protection of underground facilities in New York State.

The Certification Process

Attaining the Dig Safely New York Excavator Certification is based on professional work experience and successfully completing the 4 hour Certification course.

The course examination is divided into:

- I. Introduction, Overview & Guidelines
- II. Make Your Mark for Safety: Classroom Tabletop Exercises/Putting Your Knowledge to Work
- III. Trainee Evaluation, Program Evaluation & Conclusion

Trainees will be required to complete and pass 20 multiple choice questions in order to complete the course and receive the certified designation.

Upon successful completion of the course, trainees will be issued a personalized program certification card. **(See Appendix A – Program Certification Card)**

Applying for the Certification Program

Persons wishing to acquire Dig Safely New York Excavator Certification must complete and submit an application form online through the Dig Safely New York website at: <http://www.digsafelynewyork.com>. All Dig Safely New York members, facility owners and operators, excavators, contractors and other stakeholders may apply for the program.

Application Fee

The program is offered free to all Dig Safely New York members, facility owners and operators, excavators, contractors and other stakeholders. Non-Members may pay \$25.00 registration fee to participate in the program.

Maintaining Certification

The Dig Safely New York Excavator Certification will be active for a period of four (4) years, and the individual completing the program will maintain the status by attending a Dig Safely New York Safety Seminar once a year for the certification period.

Inquiries Regarding the Dig Safely New York Certification Program

All questions regarding the program should be directed to:

Dig Safely New York
5063 Brittonfield Parkway
East Syracuse, NY 13057
(315) 437-7394

Curriculum Plan

Course Running Time:	4 – 4.5 Hours
Course Size:	20 excavators, contractors and other stakeholders
Course Delivery:	Interactive Lecture; Media Segments; Case Studies; Hands-On; Electronic Interface (Transponders will be utilized.)
Equipment:	Transponders (for purposes of internal course evaluation) Lectern with microphone; wireless capabilities Laptop with LCD projection Tabletop Exercise Materials Training Manual
Major Reference:	16 NYCRR Part 753

Section #1 (90 minutes)

Introduction & Overview

1. Introduction – This is DSNY (10 minutes)

Welcoming & Presenter Introductions

Housekeeping

Transponder Instruction

Brief History of Dig Safely New York

Today, we hope you will walk away with the vast knowledge on why it is important to call 811 before you dig, have underground lines marked, and what you should do to enhance safety on your job site.

As statistics show, calling 811 before you dig is an important step in preventing a digging related accident. Last year in Dig Safely New York's service area (which is all of New York State, with the exception of NYC and Long Island); we processed 427,622 location requests.

New York State's Reported Damage Data more than reinforces the national statistics that making a simple call to 811 reduces your chances of damaging an underground line to less than 1% (.00201 in our area).

While you may not be the person responsible for placing the call to 811, as an excavator on the jobsite, you are responsible to ensure safe digging practices are occurring and that all necessary documentation is with you at the jobsite (including the location ticket). Therefore, someone at your company needs to call and you need to obtain the information to have with you at the jobsite. We will review these best practices and laws in just a little bit.

2. Who are you and why are you here? (10 minutes)

Round Robin: The instructor will ask each member of the training class to tell who they are, their company/agency/municipality, and why they are here and what they hope to learn.

3. DSNY as part of overall construction safety and risk management (10 minutes)

25% of the reported damages in New York State in 2011 were a result of failing to call before you dig. Failing to make a simple 3 minute call to 811. This is a great improvement from 2010, which was 34%. However we won't be satisfied until it is 0%

Average Ticket Time is 3:01 minutes depending on the complexity of the pending excavation. Dig Safely New York prides itself on customer service and getting you through the call process quickly. We average approximately 70% of our calls answered within 20 seconds.

There are times that are busier than others. For example: Monday mornings are typically the busiest time so, if you can avoid calling around that time you should be able to avoid waiting on hold for too long.

We also have our i-notice, our online ticket entry system, available through our website, which we highly encourage. This internet application provides so many benefits, including, but not limited to, no phone/hold time, a streamlined ticket request, and a copy of tickets for your records. Additionally, our latest i-Notice software release offers basic ticket management, and with our mobile services, you can access all of your tickets, almost anywhere and, anytime with a supported device.

4. *"When am I required to call?"*

New York Code Rule Part 753 states: Any type of breaking ground with mechanized equipment or blasting or demolition is required to be called in.

We recommend you call for all types of digging and demolition. You NEED TO CALL EVERY TIME. It doesn't matter how deep you're going or what type of work you are doing. CALL.

- Best practice is to provide more time whenever possible, between your call and planned start date. Remember that you must call between two and ten full working days for a legal stakeout request.
- Another best practice is to break up large projects into multiple calls. So, if you estimate it will take you five days to get through one section of the project, just call in that section and then call in another section before you are ready to move on.

5. **Interactive Training Video and Test** (60 minutes)

Utilizing DSNY's video resource library:
"The 10 Steps in the Dig Safely New York Process"

Available at: <http://www.digsafelynewyork.com/>

Note: After each video is shown, the major aspects covered in the video will be discussed by the group to ensure that the pertinent information has been maintained before proceeding to the next video selection.

1. Why Call 811?



2. Preparing for the Call



3. Making the Call



4. Waiting for the Appropriate Time



5. Confirming the Responses



6. Verifying and Documenting the Marks



7. Understanding and Maintaining the Marks



8. Respecting the Marks



9. Potholing and Other Safe Digging Techniques



10. Emergency Procedures



Major Aspects Covered in Videos/To Reinforce with Participants

White Lining

While marking your work area in white is usually only a recommendation per Code Rule 753, we suggest that you always mark your site in white, as a best practice.

Marking a work area in white has its obvious advantages:

- ☐ It will help a locator find your job site quickly.
- ☐ It is the best way to clearly define a work area.
- ☐ And it ensures you get the marks where you need them, reducing wasted time to locate underground facilities not in your proposed work area. This will get you started on your job sooner.

At the time of calling in we will ask you if the work area is marked in white.

Timing of Notice

You need to provide 2 full working days notice, but not more than 10, to give the Utilities time to mark-out. A working day is defined as Monday through Friday, with the exception of holidays.

If your work does not begin after 10 working days from your stated commencement date, your mark out expires.

Remember: Plan ahead. Call in your proposed job site at least two (2) full working days, but no more than 10 working days before you begin digging.

This is a requirement of the law.

If you do not follow this timeline you will be requesting an illegal notice and will be informed of such as each Dig Safely New York Customer Service Representative will have to read you this disclaimer:

Illegal Notices or Short Notice Tickets (We call them Insufficient Notices)

(See Appendix B – Insufficient and Priority Statement for full script read by Dig Safely New York Customer Service Representatives)

“We always encourage you to provide a legal notice.”

“We do not refuse tickets. We take insufficient notice tickets as a courtesy to our member utilities to get the information to them. However the member utilities STILL have TWO full working days to respond and you need to wait for them to respond back to you before excavation begins.”

For those utility companies in the audience, when you get a notice for excavation and you see an insufficient notice the first thing you should look at is the version of the ticket if it is

an updated ticket. Please read the comments to see if the excavator is waiting for you to respond.

The following notices are Special Types of Tickets.

- ☐ **Demolition Projects** require the creation of a pre-demolition conference seven working days in advance, with utilities on site.
 - * Our Meeting ticket that is coming soon will better facilitate this Pre-Demo Site meeting.
 - * In addition to setting up this pre-demo meeting, you will need to place a separate location request for the actual demolition.
 - * Demolitions include the total or partial wrecking, moving or removal of any structure.
 - * Again the Pre-demo meeting request is not a substitute for the demolition notice.

- ☐ **Design Requests** are available for firms that wish to get contact information for utility design departments.
 - * The Code says: Each operator shall provide a means by which information regarding the location of underground facilities can be obtained for design purposes.
 - * These may include, but are not limited to, provision of maps, meetings, or marking in accordance with Section 753-4.6 and shall be performed within mutually agreed to time frames.
 - * Dig Safely New York can provide you the contacts to get that information by placing a design request.
 - * Design requests are NOT a substitute for placing a location request when you intend to dig.
 - * The benefits of using design are numerous as on many projects, insufficient effort is exerted to identify existing facilities and conflicts during the design stage.
 - * Damage prevention is often left up to the contractor during the construction phase.
 - * Damages can definitely be avoided with proper planning in the design phase.
 - * Dig Safely New York's Design request can help facilitate damage avoidance in the design phase.

Extent of Excavation

- ☐ Individual Properties (Addresses)
- ☐ Roadside Work (between cross streets each side of road)
- ☐ Specific Excavation Exceptions and Inclusions (poles, signs, trees, soil borings)
- ☐ Review Dig Safely New York mapping

Automated Positive Response (APR)

APR has been in effect since May 1, 2012. At that point, only 30% of tickets were responded to by their date and time commencement. Currently, APR has improved the metric to more than 75%.

APR Delivery

The most efficient way to receive your responses is by E-Mail. If you are not receiving your responses by E-Mail please update your E-Mail next time you call Dig Safely New York for your next Mark Out.

Fax Responses are also available, if your email is not available.

A phone response is also an option if email and fax are not available.

No Response

So you have done that important site inspection and you're waiting for a utility to respond to the APR System. Don't just begin digging on your stated commencement date. If something is missing or you are waiting for a utility member to respond, call Dig Safely New York back at 811 and update your ticket. We will send a late ticket notice with priority to the facility operators.

Remember two wrongs don't make a right. 16NYCRR states YOU, the excavator, cannot start digging anywhere until you get response from everyone notified by the one-call center.

An issue of persistent non-response is a good subject to bring to your local Damage Prevention Council or (DPC).

Response Status Message

A consolidated response from your ticket will be sent to your e-mail, or can be printed from the Dig Safely New York APR system. This should be kept at the work site for the duration of the job.

If a utility has indicated they have marked and you do not see any marks on the site, it is important you call them to determine the discrepancy.

[Review up to now by actually going through a ticket with the class. Interact with the class by asking them what they should have done or verified what was done to the job site; what information will be asked of them during the call to 811 for a location request; how they will receive positive responses and when; etc.]

After your ticket is complete and you get positive responses to begin your excavation, you should do a site assessment. (This will lead into The Marks and Tolerance Zone topics.)

The Marks

By placing a simple call you can learn the approximate location of water, sewer, natural gas, electric, phone, cable or other communications services. One fast and free phone call is a necessary step in every digging project.

Only Dig Safely New York members are notified of planned excavations or demolitions. Please keep in mind that private underground lines of facilities may not be marked with your 811 call. To get those marked you would have to hire a private locator (we have an extensive list available on our website).

There are many different kinds of mark outs you will come across.

Key things to look for are size of the pipe, material it is made of (if known), and utility owner.

Look for new information when there is a change in direction.

Offset markings are used by utilities to help you maintain those markings for the life of your job.

Every day markings are out there they get worse, residential area markings can be particularly unreliable for obvious reasons, i.e., children playing with flags, etc.

So when you get to your job site, review the copy of the location request ticket and the markings to verify everything in your work area is marked. Are there any private lines? Was the work area clearly defined using white and does the ticket match the job description? Remember - you as the excavator are responsible for the work area whether you called in the location request or not.

Review the ticket information.

Evaluate the work area. Does it match the information on the ticket?

Validate the markings. Do the markings match up to the APR response?

Identify the tolerance zone and cross sections.

Excavate using hand digging to expose lines within the tolerance zone and cross sections.

Work carefully within the work area, using your best practices.

Tolerance Zone

18% of the reported damages happen at while digging in the Tolerance Zone.

The second biggest reason for utility line hits in NYS is when excavator decides not to hand dig and expose the line within the Tolerance Zone.

Believe it or not: The tolerance zone on a 2 inch service is $\frac{1}{2}$ the diameter of the facility plus 24 inches on either side.

753-3.6 states (paraphrasing): When the tolerance zone overlaps with any part of the work area, or the projected line of a bore/directional drill intersects the tolerance zone, the excavator shall verify the precise location, type, size, direction of run and depth of such underground facility or its encasement. Additionally, if the direction of excavation crosses a gas line, you are required to hand dig at every crossing. Hand dug verification is also necessary if required by the operator of a gas or petroleum line.

The tolerance zone applies in all directions.

753-3.7 says if you can't verify the precise location of the facility after a diligent search, notify the operator, there may be a mismatch.

Once you have verified the location of the underground facility, 753-3.8 forbids using powered or mechanized equipment within four inches, in any direction of a line. *If you hit it, you buy it.*

Emergency Tickets

Emergencies are an immediate threat to life property or vital utility.

When you call in an emergency, you are essentially calling every facility operators' red phone requesting immediate action.

That is why when you call in an emergency we will ask you to verify important information.

Understand that the Code defines an emergency as: Any abnormal condition which presents an immediate danger to life or property including the discontinuance of a vital utility service necessary for the maintenance of public health, safety and welfare.

When you call in this type of location request you must be on site or on the way to the site to do the work. The utilities will be expecting you to be on the site.

For emergency excavation, regulations do not cover precise response times to emergency location requests.

However, most operators accept the "Shared Responsibility" of attempting to respond to emergency location request in a prompt manner.

In the end you are the best judge, hold off as long as possible to hear from utilities.

The code does provide you the provision to proceed if the situation is so serious that excavation cannot reasonably be delayed.

Only you can be the judge of what is reasonable.

Emergencies/Contact with Underground Facilities

If you have any contact with an underground facility, *whether or not you believe you have damaged it*, you must immediately notify the facility operator. 753-3.10(b). You must stop all excavation and demolition until the facility is repaired by the operator. 753-3.10.

If you expose a facility which seems to have failed, or to be in danger of failing, immediately report this to the operator and stop work until the operator advises that you can proceed. 753-3.11.

If you encounter an electrical short, gas or hazardous fluids leaking (due to contact with an underground facility or otherwise), or an emergency resulting from damage to a gas or petroleum line, you must act immediately. This is serious. Call 911 and evacuate everyone from the immediate vicinity. 753-3.14.

Price of Non-Compliance

Over half the damage in New York State is a result of various unsafe digging practices.

PSC fines are \$2,500 for first offense, and \$10,000 for each additional offense within a 12 month period.

There can be multiple offenses on one job.

OSHA has the right to levy fines under Safety and Health Regulations for Construction Part 1926p.

These fines can be secondary to repair costs and civil actions against you.

Other potential costs include insurance premium increases & reputation costs (unable to bid work).

Civil lawsuits for personal injury and property damage are common. Criminal investigations and charges are not uncommon, such as arose as a result of explosions in Horseheads and West Haverstraw.

Damage Prevention Councils (DPCs)

If you are interested in digging safely, avoiding fines and having the resources in your area to assist you at various stages of any project, one of our eight Damage Prevention Council's or DPCs across the state is a great venue to discuss issues you are having with utilities, excavators, locators, etc.

It is NOT a complaint session, it is a way to be proactive and develop relationships with other stakeholders in the region.

DPC's are instrumental in promotional efforts in your area (educational breakfasts, community functions, etc.).

Program Break – 15 minutes

Section #2 (120 minutes)

“Make Your Mark for Safety”

Classroom Tabletop Exercise/Putting Your Knowledge to Work

- 1) Group assignments: the class will be split into 5 groups of 4 people and given materials and instructions on how to complete the tabletop exercise.
 - a. Each group member will be given a Dig Safely New York Excavator Certification Participant Workbook for exercises that contain:
 - i. Job Description formatted for the exercise, i.e., name of company, real address appropriate to the scenario of the exercise.
 - ii. The Best Practices Excavation Checklist
(See Appendix C – The Best Practices Excavation Checklist)
 - iii. Materials
 1. 5 scenario sites to mark dig locations and utility markings (dry erase overlays for boards and pages in the workbook)
 2. Set of dry erase markers per team in APWA Uniform Color Codes
 3. One black dry erase pen per student for use in workbook.
 - b. The exercises will allow the trainees to work as a team to mark the excavation and the utilities of a job. Each member of the group has a specific task as part of the exercise.

[Each certification class will address 5 scenarios as part of the training. The selection of scenarios can be found on pages 15-18.]

- i. The exercise (1 of the 5 scenarios)
- ii. Team reporting and presentation

The teams will be evaluated on who is the quickest to outline the task, show or identify marks they would make, or respond to and covering all the roles: excavator, facility owner, utility locator, etc.

- c. Each team will be encouraged to conduct their efforts utilizing both the Best Practices Excavation Checklist and the concept of REVIEW. They can use these resources as guides to figure out the steps necessary to complete the job and report any anomalies that preclude them from completing the task.

Review the ticket information.

Evaluate the work area. Does it match the information on the ticket?

Validate the markings. Do the markings match up to the APR response?

Identify the tolerance zone and cross sections.

Excavate using hand digging to expose lines within the tolerance zone and cross sections.

Work carefully within the work area, using your best practices.

- d. After reviewing their work with their peers, they would select the team member to mark the tabletops for the group. Each of the four members of the team would be required to do a separate task.
- 2) The jobs will be completed on a dry erase table top sized photo of an excavation taking place in a residential, commercial or industrial zone. Overlaying transparencies will allow an in-depth presentation of the 5 job scenarios.

Note: Dig Safely New York will further investigate on how technology can be incorporated into this program—especially for this hands-on component.

The Exercise – 60 minutes

The following tasks will be applied to 1 of the 5 scenarios:

Task#1: Pre-Mark the Dig

Mark the site to delineate the work area. The group will confer and do the exercise in their workbooks. When finished, they will compare notes and send one member to the board or screen to make the marking for the group.

Instructor will inspect the markings and give **green light** = correct, **yellow light**=needs correction, **red light**=redo markings after consultation with group and instructor, before proceeding to the next task.

Task #2: Make the Call

Call 811 two days before your dig is scheduled to start. Team will have a “location Request Information Sheet” comparing notes before making the call. The caller will receive a ticket number, list of all 811 members notified and the team will receive an APR. **(See Appendix D – APR Ticket Sample for Residential Scenario)**

Task #3: Verify the Marking of All Utilities

With APR in hand, instructor will give the teams a sheet with a written description of the utilities on the site and the team will mark the site.

Instructor will inspect the markings and give **green light** = correct, **yellow light**=needs correction, **red light**=redo markings after consultation with group and instructor, before proceeding to the next task.

Task #4: Mark the Tolerance Zone & All Cross Intersections of the Utilities & the Dig

Excavator will mark the intersections of the utilities and the work area. The areas where hand digging is required must be delineated.

Instructor will inspect the markings and give **green light** = correct, **yellow light**=needs correction, **red light**=redo markings after consultation with group and instructor, before proceeding to the next task.

Team Reporting – 30 minutes

Upon completion of all groups, the entire class will be reassembled and each group will present their tabletop work and have a discussion of what was learned.

Scenarios for Use in Section 2

The instructor will walk through a group project as a class by asking questions, looking for the correct next steps excavators must complete or look for in order to accomplish the best practices excavation. This scenario will have no issues like the group scenarios will. In the group scenarios, each group will receive one exercise to complete. The groups will run into a problem and must figure out how to overcome this problem in order to complete the excavation safely. These problems are common issues excavators and contractors run into in the field on job sites. Groups can use the Best Practices Excavation Checklist within their workbooks in order to complete the excavation, as well as discuss solutions amongst themselves, and ask the instructor questions. Groups will present their excavation, the problem they ran into, and the solution to complete the excavation to the rest of the class once everyone has completed their group projects. The class can follow along with each scenario in their workbooks while each is being presented by a group.

- **Test Scenario** (Demonstration of Group Project) – Instructor will walk through steps for best practices excavation with the class.

Four Seasons Landscaping Company is planting a tree in the front yard of a customer's home at 59 Chestnut Street in the Village of Alden, Erie County, NY.

Group Scenarios:

1. Non-Response at Start Time

- ☐ **Scenario given to the group:** *ABC Contracting is installing an electric service into a new residential build on 20 Depot Street within the Town of Berkshire, Tioga County. They have called in for mark-outs 2 full business days prior. It is 7 a.m. on the start date and the crew is to begin their project.*
- ☐ **The problem the group should identify:** The phone company has not responded. APR responses reflect this.
- ☐ **The solution the group should use to overcome the problem and complete the excavation:** Dig Safely New York has already sent a late notice to the phone company per its standard practice with no action by the contractor. The contractor can call the phone company directly to escalate the mark-out.

2. Extent of Excavation/Scope of Work Changes

- ☐ **Scenario given to the group:** *Reynolds Contracting is installing 5 consecutive utility poles for the local electric company. They are working on East Main Street, between Prospect Avenue and Academy Avenue in the Town of Middletown, Orange County. On the day of excavation, the electric company altered the plan to need 7 poles installed.*
- ☐ **The problem the group should identify:** The scope of work has changed and the ticket called in does not encompass the additional poles.
- ☐ **The solution the group should use to overcome the problem and complete the excavation:** Excavator must call in another ticket for the additional work and wait the required time, but can install the first five poles on the original ticket.

3. Discovery of Unmarked Facilities

- ☐ **Scenario given to the group:** *Fences, Fences, Fences! is installing a fence around a residential home at 512 Broad Street in the City of Syracuse, Onondaga County. The cross streets are Kensington Place and Westcott Street. The homeowner has already hired a survey company to mark-out the property lines.*
- ☐ **The problem the group should identify:** During excavation the fence company has uncovered an unmarked line (possibly phone). The line does not appear to have been damaged.
- ☐ **The solution the group should use to overcome the problem and complete the excavation:** If the company cannot determine who owns or operates the utility line, they must stop excavation and call Dig Safely New York to report the discovery of the unmarked facility. Dig Safely New York will retransmit the ticket as a priority to all utilities to verify ownership of

the line. If the company can identify the owner of the line, they must contact the utility directly.

4. Private Utilities

- **Scenario given to the group:** *Curb Masters is installing a driveway for a homeowner at 945 Irish Settlement Road in Canton, NY, St. Lawrence County. The driveway will be 200' from the road to house and 30' wide.*
- **The problem the group should identify:** There are several private electric facilities between the house and road. Indicators that point this out include the two light poles that light the walkway to the front door, and the landscaping lighting at several points in the front yard.
- **The solution the group should use to overcome the problem and complete the excavation:** After determining that all public utilities have marked out, Curb Masters must find a way to have the private utilities located. Options include, utilizing their own locating equipment, hiring a private locating firm to mark out the private lines, or safely hand digging/potholing the private lines.

5. Not Having a Copy of the Ticket/Responses Onsite

- **Scenario given to the group:** *Hardrock Landscaping has dispatched a crew to do landscaping at a customer's property in the City of Hudson, Columbia County. When the crew arrives at the location, they discover there has been a mark-out.*
- **The problem the group should identify:** When the crew arrives onsite they do not see any gas markings but do see a gas meter prominent on the front of the house. They cannot verify if the markings are complete or match the APR because they do not have the ticket or APR on site.
- **The solution the group should use to overcome the problem and complete the excavation:** The crew must contact the home office, or use their mobile device (i-notice on Dig Safely New York's website), to get verification of mark-out being called in (ticket number) and that responses from all utilities have been received.

6. Mismarked Utilities

- **Scenario given to the group:** *Sterling Construction Company, Inc. is installing a high-pressure water main for the City of Johnstown, Fulton County. The pipeline is crossing behind several homes and through several neighborhoods on West Clinton Street, between Meadow Street and South Perry Street.*
- **The problem the group should identify:** During excavation, the crew identifies a mismarked gas line after diligently hand digging/potholing in the Tolerance Zone of a marked out line and not exposing anything. After investigating, the crew determines they cannot find the gas line.

- **The solution the group should use to overcome the problem and complete the excavation:** The crew must stop work and contact the gas company immediately to report the mismarked facility, and wait for a corrected mark-out or instruction regarding verifying location from the gas company. The company should also be prepared to provide documentation (photos taken before the excavation) for every marking to show the error.

7. APR Response Does Not Match Onsite Markings

- **Scenario given to the group:** *Colonial Excavation Company is installing guide rail for the NYS DOT along NYS RT 11/Brewerton Road in the Town of Cicero, Onondaga County. This is a 3-mile stretch, with 4 cross streets intersecting, from 8075 New York State Bicycle Route 11, Cicero, NY 13039 to 8923-8961 New York State Bicycle Route 11, Brewerton, NY 13029.*
- **The problem the group should identify:** On the third stretch of road between Sneller Road and 8923-8961 NYS Route 11, the phone company has given a clear response. However, on-site there are orange markings with the phone company's name on them alongside the roadway in the work area.
- **The solution the group should use to overcome the problem and complete the excavation:** The crew is to stop work and immediately call the phone company to verify those markings. Verify that there are no other utility operators with phone as a utility type listed.

8. No One Completed the Potholes/Hand Digging Requirements within the Tolerance Zone

- **Scenario given to the group:** *CreateScape is contracted to remove landscaping in an area at Schodack Town Park, located at 498 Poyneer Road, Nassau, NY. One crew from the company is required to do any ground work, while another crew will do any mechanized work on the property.*
- **The problem the group should identify:** When the second crew gets the okay and goes to the jobsite, they notice nothing has been potholed within the tolerance zone(s).
- **The solution the group should use to overcome the problem and complete the excavation:** The crew must either call their boss to report the issue, get their first crew to come back and pothole, or pothole themselves using safe digging practices (hand tools only).

9. Uncovered Facility is Not What the Markings Say It Should Be

- **Scenario given to the group:** *A thru Z Contractors was hired to replace a septic system at 4784 Commercial Drive, Town of New Hartford, Oneida County.*
- **The problem the group should identify:** After the crew begins hand digging they discover a steel facility that was marked as plastic.

- **The solution the group should use to overcome the problem and complete the excavation:** The crew must stop all excavation and call the utility owner/operator to verify their markings versus the material of the facility, and the validity of the facility itself. All work should cease until there is a resolution as to why the facility was mismarked and the operator advises that the excavator may proceed.

Sample Scenario Visuals

The following 2 samples are offered for the purposes of program reference—to assist in the visualization of possible jobs assigned to program trainees.

Sample 1 – Commercial Job

“Replacing the Dig Safely New York Sign”



#1 – Setting the Job Scene



#2 – Pre-Marking the Site

Sample 1 – Commercial Job (continued)



#3 – Verifying the Marking of All Utilities



#4 – Marking the Intersection of the Utilities & the Dig

Sample 2 – Residential Job
“Landscaping/Removing Shrubs”



#1 – Setting the Job Scene



#2 – Pre-Marking the Site

Sample 2 – Residential Job (continued)



#3 – Verifying the Marking of All Utilities



#4 – Marking the Intersection of the Utilities & the Dig

Section #3 (30 - 40 minutes)

Candidate Evaluation, Program Evaluation & Conclusion

1. **Candidate Evaluation Process** - As this is a certification program, there will be an evaluation component, so Dig Safely New York can be assured that candidates have gained the proper knowledge and insights to be designated as “certified.”

Steps

The candidates will be called to order and informed that they will be individually evaluated as the final step of the certification process.

A series of 20 multiple choice questions will be projected onto the screen, one at a time.
(See Appendix E – Program Test Bank)

Each trainee will make their selection for the correct answer through their issued transponder. [Each trainee’s responses will be tracked and passing rate verified by program team.]

Passing Rate will be 80% (16/20 correct responses).

Any candidate that does not achieve the passing rate, will be taken aside for individual tutorial time with a Dig Safely New York staff member. This time will be dedicated to addressing questions that were missed. Following this individual tutorial time, the candidate will, once again, be tested.

If the candidate does not pass on the second test, he/she will be required to re-take the certification course at a later date.

2. **Program Evaluation Process** – It is vital for any program that wishes to improve its performance to ask those involved to complete an evaluation of the experience.

Steps

Program evaluation will be conducted in 2 ways:

- a. Continue to use the transponders and run the series of evaluative questions on the screen; *AND*
- b. Provide a narrative evaluation form allowing trainees to offer comments and feedback not directly addressed by the questions answered with the transponders.

3. **Program Conclusion**

The entire program will be brought to a formal conclusion with the:

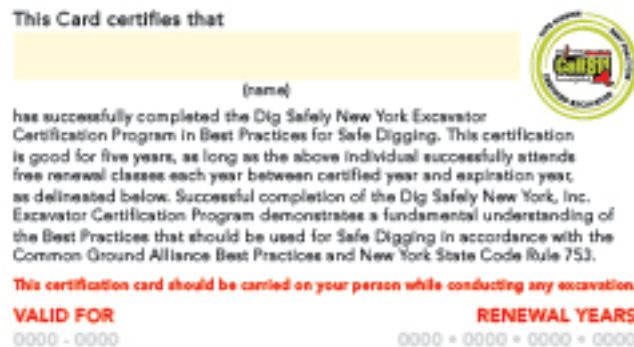
- Awarding of Certificates and collateral materials
- Photograph of the Certification Class
- Appropriate acknowledgements

Appendix A

PROGRAM CERTIFICATION CARD



Card Front



Card Back

Appendix B

INSUFFICIENT AND PRIORITY STATEMENT

Insufficient and Priority notice requests are defined as illegal notifications that are not an emergency and do not comply with the New York State Code Rule 753 regulations: Two but not more than ten working days, not including the date of the call, before the commencement date of the excavation.

Dig Safely New York will *never* refuse a call, but we will attempt to encourage the caller to change the requested start date in order to comply with Code Rule 753. Follow the steps below in order to educate the callers on New York State laws, as well as to persuade them to follow the proper procedure.

- 1) Begin by filling out the information needed for a standard location request. Verify all excavator info and field contacts. Also, record who the work is being done for.
- 2) Once you get the excavator's information and you reach the work information section, ask the caller what date and time they plan on starting the excavation. If it is for the first legal date (or at most ten days later) continue on as you normally would. If they request a date that prompts Notice Creation to tag the ticket as an *Insufficient* or *Priority*, state to the caller:

The first legal dig date would be (legal date). We can submit the location for the date you requested, however, keep in mind the utilities have two full working days notice, not including the day of the call weekends or holidays.

- 3) If the caller continues to request it as an *Insufficient* or *Priority*, read the following to the caller:

Since you wish to request an illegal start date, I am required to remind you that this phone call is being recorded and that digging without at least two full working days advance notice is illegal. Dig Safely New York discourages illegal excavation work on less than two working days notice. Doing so may result in damage to property, personal injury, death, civil liability and/or an enforcement action by OSHA or the Public Service Commission. Placement of this call will not eliminate your potential civil or criminal liability for violation of the law. Would you like to extend the proposed start date to comply with Code Rule 753?

- 4) If they wish to continue to request the illegal date, advise them you will note the illegal date they wish to start work, but that the utility operators are not required to mark the utilities on less than two working dates notice. At the end of the call ask the caller if they wish to speak to a Dig Safely New York Field Rep to arrange for an educational presentation (contractors & members only). **DO NOT TRANSFER THE CALLER TO THE FIELD REPS' PHONES.** Simply email the caller's contact information to the field rep and tell the caller the field rep should be getting back to them shortly. Remember, also, to only do this if the caller wishes to speak to them about this procedure.

INSUFFICIENT AND PRIORITY STATEMENT (Continued)

- 5) Use the **CNNYS** shortcut in the COMMENTS section: **CALLER NOTIFIED OF NYS TWO DAY LAW REQUIREMENT**
- 6) Continue to complete the location request as you normally would, remembering to verify all information, throughout. Close as you normally would; reminding the caller to wait for all utilities to respond before starting, notify non-member utilities separately, and mark the area they are digging out in white, if possible.

Reminder: This procedure should only be implemented on all NEW location requests. This does not include when the caller is calling back in to add or change something on a preexisting ticket (updating to version 01 or higher) or if the caller is calling to update a preexisting ticket to a new start date and time (i.e. making a new ticket off an old ticket). If it is a dig were they originally called in a Regular notice, but have let it expire and are calling back in for an Insufficient or Priority, then read off the statement to them. (even though it was originally a legal date).

Also this should be read for any Demolition location taken as an Insufficient or Priority. It DOES NOT have to be read for the Pre-Demo, since it is not a stake out, but a conference, i.e. they are not really digging.

May 2006

Appendix C

THE BEST PRACTICES EXCAVATION CHECKLIST

For a Best Practices Excavation...

- ✓ Visit the site and mark out every place you may be excavating with white paint and/or white flags.
- ✓ Fill out all the information about the excavation on a one-call center location request information sheet.
- ✓ Call or submit location information to Dig Safely New York. A Customer Service Representative, or our i-notice system, will provide you with a ticket number and a list of all members (facility owners/operators) that have been notified of your intent to dig.
- ✓ You should notify all nonmember facility operators.
- ✓ Each member utility will mark out their facilities at your work area, or determine that the work area is clear, and respond to the Automated Positive Response (APR) System.
- ✓ You verify that you have received a response from all the utilities referenced on your ticket.
- ✓ You verify the on-site markings with the APR and take photos for documentation.
- ✓ To begin work, you identify the tolerance zone and any place the work area crosses a gas line.
- ✓ Maintain the markings for the lifetime of the job
- ✓ Hand dig/pothole in the tolerance zone and cross section areas
- ✓ Properly support and protect the facility
- ✓ When the excavation is complete, you provide proper backfill for any facilities having been exposed, and remove all utility markings.

Appendix D

APR TICKET EXAMPLE FOR RESIDENTIAL SCENARIO

An example pertaining to the residential scenarios offered in the Curriculum Plan.

Ticket: 07154-541-002-00 Type: Regular Previous Ticket:

State: NY County: ONONDAGA Place: DE WITT /T
Addr: From: 6706 To: Name: COLLAMER RD
Cross: From: To: Name:
Offset:

Locate: MRK FRONT OF PROP
NearSt: BRITTONFIELD PKWY AND FLY RD
Means of Excavation: BOBCAT AND HAND TOOLS Blasting: N
Site marked with white: Y
Boring/Directional Drilling: N
Within 25ft of Edge of Road: U

Work Type: LANDSCAPING, REPLACE SHRUBS
Duration: 2 DAYS
Depth of excavation: 1 FEET
Site dimensions:
Start Date and Time: 07/18/2014 07:00
Must Start By: 08/01/2014

Contact Name: NICOLE CRUMB
Company: DIG SAFELY NEW YORK
Addr1: 5063 BRITTONFIELD PKWY Addr2:
City: EAST SYRACUSE State: NY Zip: 13057
Phone: 800-309-8289 Fax: 315-437-2621
Email: AMMILKS@DIGSAFELYNEWYORK.COM
Field Contact: AIMEE
Alt Phone: 315-437-7394
Working for: DIG SAFELY NEW YORK

Comments: Lookup Type: MANUAL

Members:
DIG SAFELY NEW YORK | CALL CENTER 315-415-2969
ELANTIC TELECOM, INC 800-289-1901
FIBER TECHNOLOGIES, LLC 800-497-5578
LEVEL 3 COMMUNICATIONS 877-366-8344 x3
METROPOLITAN WATER BOARD 315-652-8656
NATIONAL GRID / CENTRAL / ELECTRIC 800-262-8600
NATIONAL GRID / CENTRAL / GAS 800-262-8600
NYS DOT SYRACUSE - REGION #3 315-455-6312
ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECTI 315-435-3157
TIME WARNER CABLE | SYRACUSE 800-262-8600
TOWN OF DEWITT 315-446-3734 x4
VERIZON / ONONDAGA 855-661-6323

Service Area: DIG SAFELY NY (DIG SAFELY NEW YORK | CALL CENTER)
Contact: STEVE COOK
Ph: Emerg Ph: Alt Ph:

Service Area: ELANTIC TELECOM (ELANTIC TELECOM, INC)
Contact: ELANTIC TELECOM DESIGN CONTACT
Ph: Emerg Ph: Alt Ph:

APR TICKET EXAMPLE FOR RESIDENTIAL SCENARIO (Continued)

Response to Dig Safely New York One Call ticket 07154-541-002

From : sadasupport@ufpo.org

Thu, Jul 17, 2014 04:36 PM

Subject : Response to Dig Safely New York One Call ticket
07154-541-002

To : ammilks@digsafelynewyork.com

This is a message from Dig Safely New York's Automated Positive Response System (APR). Below is the response status from the facility operators associated with

Ticket # 07154-541-002

Town: DE WITT Address: COLLAMER RD

TIME WARNER CABLE | SYRACUSE
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

TOWN OF DEWITT
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

ELANTIC TELECOM, INC
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

NYS DOT SYRACUSE - REGION #3
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

VERIZON / ONONDAGA
MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND
FACILITIES
WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN
MARKED
Comment - No Comment

APR TICKET EXAMPLE FOR RESIDENTIAL SCENARIO (Continued)

ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECTI
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

METROPOLITAN WATER BOARD
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

DIG SAFELY NEW YORK | CALL CENTER
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

LEVEL 3 COMMUNICATIONS
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

FIBER TECHNOLOGIES, LLC
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

NATIONAL GRID / CENTRAL / GAS
MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND
FACILITIES
WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN
MARKED
Comment - No Comment

NATIONAL GRID / CENTRAL / ELECTRIC
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED
WORK AREA
Comment - No Comment

For the most up-to-date response status please visit
www.digsafelynewyork.com
or call 888-DIGGERS(344-4377).

For location requests which provide the legal 2 full working
days' notice,
facility operators have until the stated commencement date and
time to provide
a response status.

APR TICKET EXAMPLE FOR RESIDENTIAL SCENARIO (Continued)

Message from Dig Safely New York, Inc. (DSNY)

From : sadasupport@ufpo.org
Subject : Message from Dig Safely New York, Inc. (DSNY)
To : ammilks@digsafelynewyork.com

Fri, Jul 18, 2014 10:28 AM

Ticket: 07154-541-002-01 Type: Priority Previous Ticket:

State: NY County: ONONDAGA Place: DE WITT /T
Addr: From: 6706 To: Name: COLLAMER RD
Cross: From: To: Name:
Offset:-----

Locate: MRK FRONT OF PROP
NearSt: BRITTONFIELD PKWY AND FLY RD
Means of Excavation: BOBCAT AND HAND TOOLS Blasting: N
Site marked with white: Y
Boring/Directional Drilling: N
Within 25ft of Edge of Road: U

Work Type: LANDSCAPING, REPLACE SHRUBS
Duration: 2 DAYS
Depth of excavation: 1 FEET
Site dimensions:
Start Date and Time: 07/18/2014 07:00
Must Start By: 08/01/2014

Contact Name: NICOLE CRUMB
Company: DIG SAFELY NEW YORK
Addr1: 5063 BRITTONFIELD PKWY Addr2:
City: EAST SYRACUSE State: NY Zip: 13057
Phone: 800-309-8289 Fax: 315-437-2621
Email: AMMILKS@DIGSAFELYNEWYORK.COM
Field Contact: AIMEE
Alt Phone: 315-437-7394
Working for: DIG SAFELY NEW YORK

Comments: NEED VERIZON TO VERIFY RESPONSE, CODE STATES MARKED , NO VISIBLE
: MARKINGS AT LOCATION , THANK YOU
: REPEAT MESSAGE: 2014/07/18 10:20:31 TONI SCHMIDT
: Lookup Type: MANUAL

Members:

DIG SAFELY NEW YORK CALL CENTER	315-415-2969
ELANTIC TELECOM, INC	800-289-1901
FIBER TECHNOLOGIES, LLC	800-497-5578
LEVEL 3 COMMUNICATIONS	877-366-8344 x3
METROPOLITAN WATER BOARD	315-652-8656
NATIONAL GRID / CENTRAL / ELECTRIC	800-262-8600
NATIONAL GRID / CENTRAL / GAS	800-262-8600
NYS DOT SYRACUSE - REGION #3	315-455-6312
ONONDAGA COUNTY / DEPT OF WTR ENVIRONMENT PROTECTI	315-435-3157

APR TICKET EXAMPLE FOR RESIDENTIAL SCENARIO (Continued)

TIME WARNER CABLE | SYRACUSE
TOWN OF DEWITT
VERIZON / ONONDAGA

800-262-8600
315-446-3734 x4
855-661-6323

Appendix E

PROGRAM TEST BANK

The following test bank contains the initial supply of questions to be used by the program. Revised and additional questions will be added to the bank.

1. Submitting a location request to Dig Safely New York should be done before every time you do what?
 - a. Dig
 - b. Mark out a job site
 - c. Plan a job
 - d. Finish excavating
2. For a regular located request, you must call how many full business days in advance (not including the day of the call).
 - a. At least 2
 - b. At least 4
 - c. At least 1
 - d. At least 12
3. If you have not started your work at your stated commencement date, within how many business days does your mark-out expire?
 - a. 10 working days
 - b. 5 working days
 - c. 15 working days
 - d. 1 working day
4. The tolerance zone, the area you must hand expose a utility, is described as what?
 - a. One half the width of the utility line plus 2 feet on each side.
 - b. One half the width of the utility line plus 2 feet on the right side.
 - c. One half the width of the utility line plus 2 feet on the left side.
 - d. The width of the utility line.
5. When performing a demolition project, the contractor is required to call in a pre-demolition conference how many business days in advance?
 - a. 7 working days
 - b. 10 working days
 - c. 1 working day
 - d. 20 working days

PROGRAM TEST BANK (Continued)

6. After the start date of an excavation, who is responsible to maintain the markings?
 - a. The excavator
 - b. Dig Safely New York
 - c. Each facility operator/owner
 - d. The property owner

7. Phone and communication cable lines should be marked out in what color?
 - a. Orange
 - b. Red
 - c. Yellow
 - d. White

8. For temporary survey markings, what color should be used?
 - a. Pink
 - b. White
 - c. Green
 - d. Purple

9. Red is the color used for what utility marking?
 - a. Electric
 - b. Gas
 - c. Cable
 - d. Water

10. With the APR system, you can check a consolidated response using which of the following methods?
 - a. Email sent via the Dig Safely New York APR system
 - b. Call 888 Diggers
 - c. Online at Dig Safely New York's website: www.DigSafelyNewYork.com
 - d. All of the above

11. APR stands for what?
 - a. Automated Positive Response
 - b. Automated Proper Response
 - c. Automated Positive Reaction
 - d. Automated Positive Reply

PROGRAM TEST BANK (Continued)

12. Once you have your markings on a work area, how long must you maintain them?
- a. For the life of the work at that work area
 - b. For the first day of the job
 - c. For the first half of the job
 - d. You don't need to maintain them
13. In the event a utility does not respond to you by your start date and time, what should you do?
- a. Both B and D
 - b. Call Dig Safely New York
 - c. Begin digging anyways
 - d. Contact the utility company
14. (True/False) You can begin digging prior to your start date and time if all the utilities have responded with "marked" codes.
- a. False
 - b. True
15. When is it safe to assume the depth of an underground utility line?
- a. Never
 - b. Always
 - c. Sometimes
 - d. Every time unless told
16. What does DPC stand for?
- a. Damage Prevention Council
 - b. Destruction Prevention Council
 - c. Damage Promotion Council
 - d. Damage Prevention Committee
17. (True/False) Taking pictures is one of the best things an excavator can do prior to digging to document the markings in the work area.
- a. True
 - b. False
18. In the event of a gas line hit, what should you do?
- a. Evacuate the area and call 911
 - b. Call the utility owner/operator then evacuate
 - c. Attempt to repair the line
 - d. Nothing

PROGRAM TEST BANK (Continued)

19. When assessing the work area before you dig, what word can we use to make sure the area is being assessed properly?
- a. REVIEW
 - b. RESPONSE
 - c. REMIND
 - d. RECAP
20. Compared to air, natural gas is what?
- a. Lighter
 - b. Heavier
 - c. The same weight
21. What is the code rule number that governs the laws of safe digging in New York State?
- a. Code Rule 753
 - b. Code Rule 573
 - c. Code Rule 811
 - d. Code Rule 357
22. Which of the following would be considered an emergency situation?
- a. Water break repair
 - b. Installing a fence
 - c. Planting a tree
 - d. Ditch cleaning
23. (True/False) Calling 811 is the only way to submit a location request.
- a. False
 - b. True
24. As a best practice, which document should you have on you at a work site?
- a. Both B and C
 - b. Location Request Ticket from Dig Safely New York
 - c. Automated Positive Response
 - d. Neither B nor C
25. Before beginning excavation work, what should you do when you arrive at the work area?
- a. Compare the mark-outs to the Automated Positive Response
 - b. Remove all mark-out flags
 - c. Call the utility companies to confirm the mark-outs
 - d. Nothing, you can begin digging immediately upon arrival

PROGRAM TEST BANK (Continued)

26. In what area must you hand dig?
- Within the tolerance zone
 - The entire area within the mark-outs
 - You do not have to hand dig
 - None of the above
27. You accidentally hit and damage a marked gas line. What is the first thing you should do?
- Evacuate the job site and any surrounding areas, then call 911
 - Call Dig Safely New York then evacuate the job site
 - Evacuate the job site and any surrounding areas, then call the gas company
 - Call the fire department
28. You have been hired to plant 5 trees on consecutive properties by a municipality. Your company informs you that the work has been called into Dig Safely New York and marked out. On the day you are to begin the project, you receive a call from the municipality that they would like to change the scope of work to include 15 trees, but they are still in the same area on consecutive properties. How should you proceed with the work?
- Let your company know so they can call in the 10 additional trees into Dig Safely New York on a new ticket
 - Call the respective utility companies that marked out the existing ticket and ask them to mark-out the new area(s)
 - Go to the job site and plant the 15 trees without notifying anyone to complete the contracted job
29. Which of the following would NOT be something you should do if you do not have a completed APR (meaning one or more utilities have not responded prior to your stated commencement date and time)?
- Begin digging anyways because you waited the required time per Code Rule 753
 - Check your response status online to verify you are still waiting on one utility company to respond
 - Wait for Dig Safely New York to send out a late notice to any and all utilities that did not respond
 - Contact the utility companies listed on the ticket to come expedite the mark-out process

PROGRAM TEST BANK (Continued)

30. What information do you need to check the status of your APR online?
- a. Phone number and ticket number or i-notice account
 - b. Address of the job site and ticket number or i-notice account
 - c. Company ID number and ticket number or i-notice account
 - d. Phone number and address of the job site
31. Site photos of the work area documenting the markout would be useful documentation in which instance?
- a. If an unmarked utility line was uncovered
 - b. If the scope of the project changes
 - c. If a utility owner/operator does not respond to the APR system
 - d. None of the above

Attachment Three

WILDER & LINNEBALL, LLP

ATTORNEYS AT LAW

730 BRISBANE BUILDING
403 MAIN AT COURT STREET
BUFFALO, NY 14203
(716) 853-6001
FAX (716) 853-6002
NOT FOR SERVICE OF PAPERS

1450 WESTERN AVENUE
SUITE 101
ALBANY, NY 12203
(518) 463-6001
FAX (518) 463-6003
NOT FOR SERVICE OF PAPERS

October 9, 2014

Kevin Hopper
Executive Director
Dig Safely New York, Inc.
5063 Brittonfield Pkwy
East Syracuse, New York 13057

**Re: Dig Safely New York, Inc. Certification Program Guideline, Extended
Outline and Draft Logo**

Dear Kevin:

J. Wilder asked me to help with this project. I reviewed Dig Safely New York, Inc.'s ("DSNY") Certified Excavator Program Guidelines, Curriculum Plan, Test Bank and supporting materials. Jay and I agree that the materials are very good but need a few changes to be legally accurate. A marked up copy of these materials, with necessary changes, is attached to this email.

I also recommend that the following be added before "**Price of Non-Compliance**":

Emergencies/Contact With Underground Facilities

If you have any contact with an underground facility, *whether or not you believe you have damaged it*, you must immediately notify the facility operator. 753-3.10(b). You must stop all excavation and demolition until the facility is repaired by the operator. 753-3.10.

If you expose a facility which seems to have failed, or to be in danger of failing, immediately report this to the operator and stop work until the operator advises that you can proceed. 753-3.11.

If you encounter an electrical short, gas or hazardous fluids leaking (due to contact with an underground facility or otherwise), or an emergency resulting from damage to a gas or petroleum line, you must act immediately. This is serious. Call 911 and evacuate everyone from the immediate vicinity. 753-3.14.

WILDER & LINNEBALL, LLP

Kevin Hopper
October 9, 2014
Page 2

Once the indicated changes are made and the above is added to the materials, we would be happy to send the enclosed letter.

Very truly yours,

WILDER & LINNEBALL, LLP

A handwritten signature in black ink, appearing to read 'Laura A. Linneball', written over the printed name.

Laura A. Linneball

LAL/cmb
Enclosures
cc (w/ encls, by email): Brian Buff
Aimee Milks
J. Joseph Wilder, Esq.

October 9, 2014

Kevin Hopper
Executive Director
Dig Safely New York, Inc.
5063 Brittonfield Pkwy
East Syracuse, New York 13057

Re: Dig Safely New York, Inc. Certified Excavator Program

Dear Kevin:

I have reviewed the Dig Safely New York, Inc.'s Certified Excavator Program Guidelines, Curriculum Plan, Test Bank and supporting materials and verified that they are in direct support and correlation with 16 N.Y.C.R.R. Part 753.

Very truly yours,

WILDER & LINNEBALL, LLP

DRAFT

Laura A. Linneball

LAL/cmb
cc: Brian Buff
Aimee Milks
J. Joseph Wilder, Esq.

Attachment Four

Estimated Budget			Actual			
Personnel	Description	Rate	Actual Spent	Grant Awarded	Grant reimbursable	DSNY Offset budget
					\$0.00	
			\$0.00	\$0.00	\$0.00	\$0.00
Fringe Benefits	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
		\$ -			\$0.00	
Total Fringe Benefits			\$0.00	\$0.00	\$0.00	\$0.00
Travel	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
					\$0.00	
Total Travel			\$0.00	\$0.00	\$0.00	\$0.00
Equipment	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
					\$0.00	
Total Equipment			\$0.00	\$0.00	\$0.00	\$0.00
Supplies	Description	Rate	Actual Spent	Grant Requested		DSNY Funded
					\$0.00	
Total Supplies			\$0.00	\$0.00	\$0.00	\$0.00
Contractual	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
Irth Solutions	Irth Solutions to implement Parcel Map Layer Data	\$ 65,000.00	\$65,000.00	\$60,350.00	\$60,350.00	\$4,650.00
Capital Hill Management	Capitol Hill Management Services, Inc. ("CHMS")to provide professional services to create, establish and formalize an educational curriculum.	\$ 35,450.00	\$35,450.00	\$35,450.00	\$35,450.00	\$0.00
Wilder & Linneball LLP	Legal Services for curriculum review.	\$ 4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$0.00
					\$0.00	
Total Contractual			\$104,650.00	\$100,000.00	\$100,000.00	\$4,650.00
Construction	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
					\$0.00	
Total Construction			\$0.00	\$0.00	\$0.00	\$0.00
Other	Description	Rate	Actual Spent	Grant Requested	Grant reimbursable	DSNY Funded
					\$0.00	
Total Other			\$0.00	\$0.00	\$0.00	\$0.00
Total Direct Charges			\$104,650.00	\$100,000.00	\$100,000.00	\$4,650.00
Indirect charges					\$0.00	
Total			\$104,650.00	\$100,000.00	\$100,000.00	\$4,650.00

Parcel Map Estimated Budget				Actual			
Personnel	Description	Rate	Estimated Cost	Actual Spent	Grant Requested	Grant Reimburable	DSNY Funded
						0.00	
Total Personnel			\$ -	\$0.00	\$0.00	0.00	\$0.00
Fringe Benefits	Description	Rate	Estimated Cost		Grant Requested		
		\$ -	\$ -			0.00	
Total Fringe Benefits			\$ -			0.00	
Travel	Description	Rate	Estimated Cost		Grant Requested		
						0.00	
Total Travel			\$ -	\$0.00	\$0.00	0.00	\$0.00
Equipment	Description	Rate	Estimated Cost		Grant Requested		
						0.00	
Total Equipment			\$ -	\$0.00	\$0.00	0.00	\$0.00
Supplies	Description	Rate	Estimated Cost		Grant Requested		
						0.00	
Total Supplies			\$ -	\$0.00	\$0.00	0.00	\$0.00
Contractual	Description	Rate	Estimated Cost		Grant Requested		
Irth Solutions	Irth Solutions to implement Parcel Map Layer Data		\$ 65,000.00	\$65,000.00	\$60,350.00	60,350.00	\$4,650.00
						0.00	
						0.00	
Total Contractual			\$ 65,000.00	\$65,000.00	\$60,350.00	60,350.00	\$4,650.00
Construction	Description	Rate	Estimated Cost		Grant Requested		
						0.00	
Total Constrution				\$0.00	\$0.00	0.00	\$0.00
Other	Description	Rate	Estimated Cost		Grant Requested		
						0.00	
Total Other				\$0.00	\$0.00	0.00	\$0.00
Total Direct Charges			\$ 65,000.00	\$65,000.00	\$60,350.00	60,350.00	\$4,650.00
Indirect charges			\$ -			0.00	
Total			\$ 65,000.00	\$65,000.00	\$60,350.00	60,350.00	\$4,650.00

Certification Program Estimated Budget				Actual			
Personnel	Description	Rate	Estimated Cost	Actual Spent	Grant Awarded	Grant Reimburs	DSNY Funded
Total Personnel			\$ -	\$0.00	\$0.00	0.00	\$0.00
Fringe Benefits	Description	Rate	Estimated Cost				
		\$ -	\$ -			0.00	
Total Fringe Benefits			\$ -			0.00	
Travel	Description	Rate	Estimated Cost				
						0.00	
						0.00	
Total Travel			\$ -	\$0.00	\$0.00	0.00	\$0.00
Equipment	Description	Rate	Estimated Cost				
		\$ -	\$ -			0.00	
Total Equipment			\$ -			0.00	
Supplies	Description	Rate	Estimated Cost				
						0.00	
Total Supplies			\$ -			0.00	
Contractual	Description	Rate	Estimated Cost				
Capital Hill Management	Capitol Hill Management Services, Inc. ("CHMS") to provide professional services to create, establish and formalize an educational curriculum.		\$ 35,450.00	\$35,450.00	\$ 35,450.00	35,450.00	\$0.00
Wilder & Linneball LLP	Legal Services for curriculum review.		\$ 4,200.00	\$4,200.00	\$ 4,200.00	4,200.00	\$0.00
Total Contractual			\$ 39,650.00	\$39,650.00	\$39,650.00	39,650.00	\$0.00
Construction	Description	Rate	Estimated Cost				
						0.00	
Total Construction						0.00	
Other	Description	Rate	Estimated Cost				
						0.00	
Total Other						0.00	
Total Direct Charges			\$ 39,650.00	\$39,650.00	\$39,650.00	39,650.00	\$0.00
Indirect charges			\$ -			0.00	
Total			\$ 39,650.00	\$ 39,650.00	\$ 39,650.00	39,650.00	\$ -

Attachment Five



**Capitol Hill Management
Services, Inc.**

1450 Western Avenue, Suite 101
Albany, NY 12203

Invoice

DATE	INVOICE NO.
4/25/2014	8997



BILL TO

Dig Safely New York, Inc.
5063 Brittonfield Parkway
East Syracuse, NY 13057

DUE DATE

4/25/2014

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
CONSULTING	First installment for development of educational certification program (US DOT PHMSA Grant)		17,725.00	17,725.00
VERIFIED BY _____ DATE _____ APPROVED BY <u>MLA</u> <u>See OK</u> DATE <u>4/29/14</u> <u>SW. Sullivan</u> <u>4/29</u> <u>ASO - Fed Grant</u> <u>Part of Federal Grant</u> <u>OK to pay</u>			Total	\$17,725.00



Capitol Hill Management Services, Inc.

1450 Western Avenue, Suite 101
Albany, NY 12203

Invoice

DATE	INVOICE NO.
9/1/2014	8998

BILL TO

Dig Safely New York, Inc.
5063 Brittonfield Parkway
East Syracuse, NY 13057

DUE DATE

9/1/2014

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
CONSULTING	Balance of installment for development of educational certification program (US DOT PHMSA Grant)		17,725.00	17,725.00
			Total	\$17,725.00
			Payments	\$0.00
			Balance Due	\$17,725.00

irth Solutions
009 Horizons Dr
Columbus OH 43220



Invoice	INV004678
Date	11/18/2013
Page	1

Bill To:

Dig Safely New York
Kevin Hopper
5063 Brittonfield Pkwy, East
Syracuse NY 13057

Ship To:

Dig Safely New York
Kevin Hopper
5063 Brittonfield Pkwy, East
Syracuse NY 13057

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms	Req Ship Date	Master No.
0	00101	PEUGH	MAIL	Net 30	11/18/2013	5,328
Ordered	Shipped	Item Number	Description	Unit Price	Ext. Price	
1	1	PS-OP	Custom -Single Address Parcel Ticket (SOW 20131018-01) (50% Due Upfront)	\$16,250.000	\$16,250.00	
1	1	PS-OP	Custom -Add Parcel Layer (SOW 20131015-1) (50% Due Upfront)	\$16,250.000	\$16,250.00	
VERIFIED DATE APPROVED DATE 12/2/2013 ACCOUNT CODE NUMBER and Grant ending 2014						

Please Remit To: IRTH Solutions, Inc
Attn: Accounts Receivable
5009 Horizons Dr.
Columbus, Ohio 43220
614-784-8010

Subtotal	\$32,500.00
Misc	\$0.00
Tax	\$0.00
Freight	\$0.00
Trade Discount	\$0.00
Total	\$32,500.00



irth Solutions
5009 Horizons Dr
Columbus OH 43220

Invoice	INV004811
Date	5/30/2014
Page	1

Bill To:

Dig Safely New York
Kevin Hopper
5063 Brittonfield Pkwy, East
Syracuse, NY 13057

Ship To:

Dig Safely New York
Kevin Hopper
5063 Brittonfield Pkwy, East
Syracuse, NY 13057

Purchase Order No:	Customer ID	Saleperson ID	Shipping Method	Payment Terms	Req Ship Date	Master No.
0	00101	PLUGH	MAIL	Net 30	5/30/2014	5,484
Ordered	Shipped	Item	Description		Unit Price	Extended Price
1.0	1.0	PS OP	Single Address Parcel Ticket (SOW20131018-01) 50% Balance Due		\$ 16,250.0000	\$ 16,250.00
1.0	1.0	PS OP	Add Parcel Layer (SOW 20131015 1) 50% Balance Due		\$ 16,250.000	\$ 16,250.00
VERIFIED BY: <i>[Signature]</i> DATE 6/5/14 APPROVED BY: <i>[Signature]</i> DATE 6/5/14 ACCOUNT 925-5						

Please Remit to: irth Solutions LLC
Attn: Accounts Receivable
5009 Horizons Dr.
Columbus, Ohio 43220
614 784 8000

Subtotal	\$32,500.00
Misc	\$0.00
Tax	\$0.00
Freight	\$0.00
Trade Discount	\$0.00
Total	\$32,500.00

WILDER & LINNEBALL, LLP

730 Brisbane Building
403 Main at Court Street
Buffalo, New York 14203

Ph:(716) 853-6001

Fax: (716) 853-6002

Web Site: wilderandlinneball.com

ID # 22-3759533

Dig Safely New York, Inc.
5063 Brittonfield Parkway
Syracuse, NY 13057

October 17, 2014

Inv #: 141003

RE: Dig Safely New York, Inc. Certified Excavator Program (State Damage Prevention Grant)

10/17/2014	For legal services rendered in connection with review of and legal research for initial and multiple revisions of: 1) Program Guidelines; 2) Curriculum Plan; 3) Test Bank; 4) Supporting Materials; and 5) related communications.	\$4,200.00
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Total Due	\$4,200.00
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