Web Portal: Submit A Locate Request

Table of Contents

A. Sign-up

Make sure you have followed the instructions in the Sign-up Documentation prior to trying to submit a locate request through the Web Portal.

B. Searching for Tickets

You can search for tickets *before* you log in or *after* you login to the web portal. There are two ways to search for a ticket.

First, you may search for a ticket simply by typing in the ticket number.

1. Click on "Find Tickets" under the NM811 logo on the portal
2. Type in the Ticket Number and click "Search"

3. View the ticket to the right of the Search Panel.

Or, if you don't have the ticket number…

4. Enter some search criteria in the "Advanced Options" area of the Search Panel.

    a. **Between** – Select the Dates you would like to search between. Your search is limited to 30 day increments

    b. **County** – Select the county the ticket is located in

    c. **Place** – Select the city the ticket is located in; if it is not in a database city, use the option of "RURAL (enter county name here)". I.e. Rural Bernalillo

    d. **Work Date** – the "Work to begin date"

    e. **Excavator** – the Company Name of the Excavator; if not an excavator, then type the first and last name of a person

    f. **Address: Street:** – Type the Address number in the first blank, and the street name in the second blank. You don't have to have an address number to search for a street.

        i. Don't add the type to this field. i.e. BLVD, LANE, PKWY

    g. **Intersection** – Type in the name of the intersection

    h. **Phone** – type in the main phone for the Excavator Company

    i. **Code** – only will work when user is tied to member code along with date range search.

        i. User *must* be logged into the portal to use this feature.

5.   The search results will appear in a window to the right of the search panel.

6.   If there is more than one page, you will see a page indicator at the top left of the viewing panel.

7.   You may also export the results to a .CSV file which can be opened in Excel.

C. Viewing Positive Response

You may view positive response on a ticket by:

1.   Searching for the ticket using the previously described processes in Section B.
2.   Double clicking on the ticket to view the ticket.

3. At the top of the screen, you have a few options:
    a. Back – takes you back to your search results
    b. Print – print a copy of the ticket. You can also "Print to PDF" if you have that option installed on your computer.
    c. Show Map – show the map
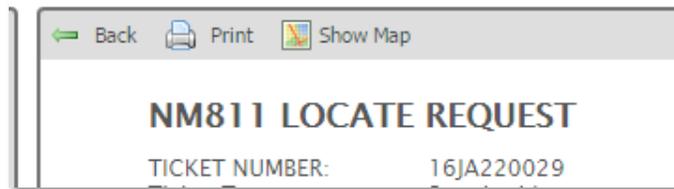
4. If you scroll to the bottom of the ticket, there is a Response Status on the ticket.

Response Status As Of Friday, January 22, 2016 7:52 PM

Status	Code	Name	Facilities
Open	ABQWA	ALBUQUERQUE/BERNALILLOWater COUNTY WUA	
Open	JONE	COMCAST CABLE – ALBUQUERQUE	Cable
Closed	ABQWA	ALBUQUERQUE/BERNALILLOSewer COUNTY WUA • **January 22, 2016 7:52 PM by haragon@nm811.org**: UFO Cleared	
Closed	ABQWA	ALBUQUERQUE/BERNALILLOWater COUNTY WUA • **January 22, 2016 7:52 PM by haragon@nm811.org**: UFO Cleared	

D. Submitting a Locate Request

Clicking on "submit a locate request" will bring up the ticket submission window. You must have signed up and logged into an account for this option to appear.

On the left hand panel, the excavator contact information that will be sent on the ticket is present. If you need to update the information, click on the "update information" button.

The ticket submission area is in the middle of the screen:

1. Ticket Submission

a. The Ten Things

i. There are Ten (10) required pieces of information that must be on a ticket in order for it to be processed:

    i. The name and contact information of the excavator. (Boots on the ground)

    ii. If available, an alternate name and contact information of the excavator

    iii. A description and the purpose of the type of work to be done.

    iv. The name of the person for whom the work is being done.

    v. Whether or not the excavation site is pre-marked in white.

    vi. An accurate physical description of the location and size of the excavation site. Reference to a plat of a subdivision shall not by itself be sufficient description.

    vii. Driving instructions to a rural excavation site.

    viii. Spotting instructions.

    ix. Any appropriate remarks regarding access to or hazards at the site.

    x. If available, GPS coordinates which define the parameters or start and end of the actual excavation.

b. Ticket Types
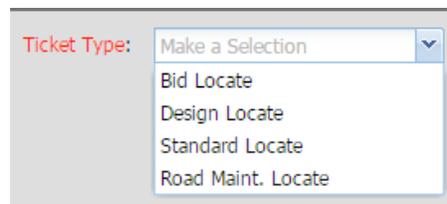
i. Bid Locate

    x. Not an Excavation ticket

    xi. No Relocates Allowed

    xii. 2 working day advance notification required. (marking period)

    xiii. Marks valid for 15 working days following marking period

    xiv. Used for when a project is being bid out to allow bidders to see where the utilities are located.

ii. Design Locate

    xv. Not an Excavation ticket

    xvi. No Relocates Allowed

    xvii. 2 working day advance notification required (marking period)

    xviii. Marks valid for 15 working days following marking period

    xix. Used for when a project is in design phase to allow planners/engineers to design projects with utility conflicts noted on plans/drawings.

      iii. **Standard Locate**

        xx. Excavation Ticket – most common type

        xxi. White-lining must be complete prior to submitting your request.

- New Mexico Excavation Law requires an excavator to pre-mark the intended excavation site. If the site is within an incorporated city, town, or village, including extra territorial zones in accordance with the American Public Works Association (APWA) marking guidelines to communicate to facility owners where the actual excavation will take place for standard 15 working day ticket requests.
  Outside these incorporated areas, excavators shall provide clear and accurate driving directions and marking instructions; and either GPS coordinates or pre-marks as described above which define the parameters of the proposed excavation.

        xxii. 2 working day advance notification required. (marking period)

        xxiii. Marks valid for 15 working days following marking period

        xxiv. Excavation work that is detailed on the ticket must be completed in 15 working days or less.

      iv. **Road Maint. Locate**

        xxv. Excavation Ticket – for maintenance of dirt roads, including borrow ditch where 4" of earth or less will be moved.

        xxvi. 2 working day advance notification required. (marking period)

        xxvii. Marks valid for 15 working days following marking period

        xxviii. Excavation work that is detailed on the ticket must be completed in 15 working days or less.

   c. **Work Type**
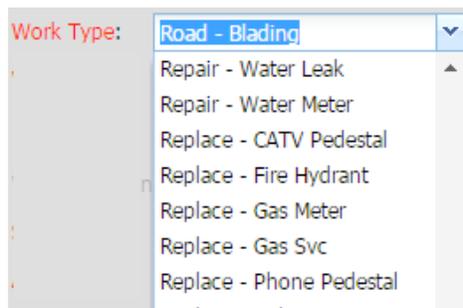
    i. Select the appropriate type of work from the list. Here are a few exceptions:

      xxx. **Bid Locate:** WORK TYPE must be "PROPOSED BID"

      xxxi. **Design Locate:** WORK TYPE must be "PROPOSED DESIGN"

- If you want to list the type of proposed work, please list in the remarks field.

      xxxii. **Road Maintenance Locate:** WORK TYPE must be "Road – Maintenance: Less than 4"

d. Working For

   i.   Type in the name of company or the property owners name you are doing the working for.

e. Check Boxes

   i.   Check the boxes if they apply.

   ii.   Checking the "Pre-marked" means that the dig site has been pre-marked in white.

   iii.   Please note that checkin the "Contact Before/After" boxes does not guarantee that you will be contacted, this is a request that can be made but it does not required that the locator respond.

f. Alternate Contact Information

   i.   If you have alternate contact information, please provide it in the available boxes.

g. Work Location Information

i. **State -** pre-filled out with NM
ii. **County –** select the county the work is being done in.
iii. **Place** – select the city where the work is being done.
xxxiii. If the location can't be found in a city, use RURAL (county name).
i.e. Rural Bernalillo
iv. **Address** – fill out the address field, following the instructions in gray.
xxxiv. if work is being done at a well site or along a pipeline, type the pipeline or well name in the "Street name…." field.
v. **Cross Street** – Type in the Cross Street that that is closest to the location of work. This would be the street that intersects with the main street that work is being on.

xxxv. if work is being done at a well site or along a pipeline, place the * symbol in this field, or you may type NA or see remarks
vi. **Driving** – driving directions are only mandatory in "RURAL" locations. Use the following information to help you write driving directions that won't result in a rejected ticket.

DRIVING DIRECTIONS: Must take the locators to the WORK SITE

FROM/AT:

City/Community
Intersection/Hwy MM   N/S/E/W   Mileage or name of street
_____, _____ ON _____ FOR/TO _____
        STARTING POINT   DIRECTION   WHICH ROAD   HOW FAR

THEN, EACH SEGMENT THEREAFTER MUST HAVE A DIRECTION TO TURN (can be R, L or N/S/E/W) AND IF NO STREET NAME, MILEAGE TO THE NEXT SEGMENT

vii. **Remarks** – place Hazard/Access information in this box.
xxxvi. **If there aren't any Hazards or Access issues, type "No Hazards/Open Access" in this field**.
viii. **Spotting** – type in the spotting/locating instructions in this box. Use the following information to help you write spotting instructions that won't result in a rejected ticket. Include information on white-lining in your spotting instructions.

SPOTTING INSTRUCTIONS: Must be specific instructions to tell the locators where to locate, what to locate and how much to locate once they have arrived at the work site.

                              Radius, path,   Description of where
SPOT: Ft, yards, miles   perimeter, ROW   Physical object   the object(Area) is
      _____, _____ of _____ and _____
          Amount   Type   Area   Location on property

h. Mapping

i. To Activate the map, type "TAB" on your keyboard when your cursor is in the "CROSS STREET" field, or select the "Search for a street name" field.

ii. Zoom To – Zooms the map to various locations based on tool selected.
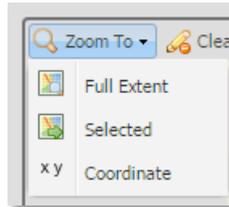
xxxvii. Full Extent – Zoom Map to view entire state of NM

xxxviii. Selected – Zooms map to a selection (if you've made one)

1. XY – Zooms map to whatever GPS was provided. We now accept the following GPS formats:
   a. Degrees minutes seconds (D' M'S")
   b. Decimal degrees (000.000000°)
   c. Degrees minutes Decimal (D' .000')
   d. *Note that Universal Transverse Mercator (UTM) [Zone 13N E 000000.00, N 0000000]* cannot *be used.*

iii. Clear – clears everything that is selected or measured out on the map.

iv. Pan – Allows user to move the map around.

v. Mark Radius – a circle selection on the map with the center at the point where the cursor is clicked. Enter the distance in the pop-up box. Includes a 250 ft. buffer
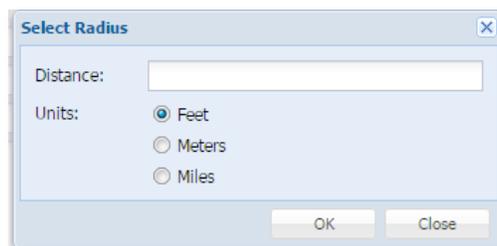
vi. Mark Point – a map selection created based on a single point on the map Includes a 300ft built in buffer.

vii. Mark Line - a map selection based along the line as you click and move the cursor. Includes a 300ft buffer.

viii. Mark Area - a map selection created based on a polygon shape. Includes a 100 ft. buffer

ix. Use Selection – "Wand tool" – if you use a GPS point or an intersection or street segment is highlighted on the map, you can turn this into a map selection.

    x.   Measure – allows the user to measure distances on the map

    xi.   Use Ticket – the map will search based on the street criteria in the work location information.

        xxxix. Select the correct street from the list. this will highlight the street in the map.

        xl. Select the correct intersection from the list. This will highlight the intersection.
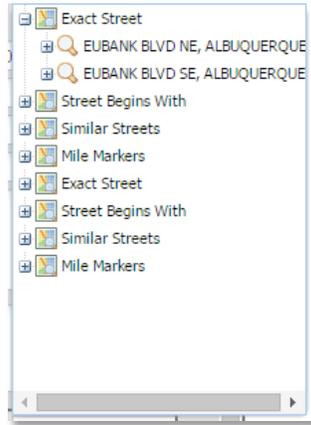
    xii.   Search bar – allows the user to search for other features in the map.

i.   Map Selection

    i.   You must make a selection on the map in order for a map to be sent to the call center. *making a selection on the map **does not** supersede or excuse the need for spotting instructions. The map is **not sent to the line locators.**

    ii.   A selection is an orange shape with a darker orange center.
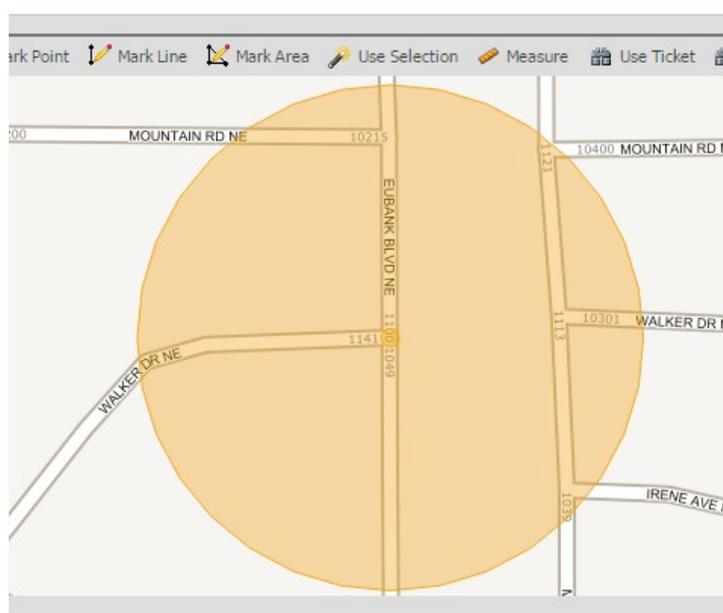
    j. **Submit the ticket to the call center**

        i.   Once you have completed your ticket, click "submit" in the upper right hand corner.
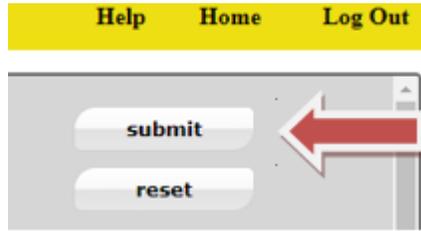
E. Processing

1. The Damage Prevention Center will ideally process your ticket within 3 hours on a normal business day (Monday-Friday 7A to 4P, excluding holidays). If your ticket is received after 4PM, it will be processed as if it was received the following business day at 7AM.
2. Web tickets can be submitted any time of the day.

F. Rejections

1. If your ticket is missing any required information, the ticket will be rejected and you will receive a rejection email with the reasons listed. You will have to re-submit a new ticket if your ticket is rejected.

If you have any questions about processing locate requests on the web portal, please contact the NM811 Damage Prevention Center by emailing us at information@nm811.org.