



2019 Remote Ticket Entry Recap

Remote Ticket Entry (RTE) users were hard at work in 2019. Users submitted nearly 747,000 of the record 1.56 million locate requests we received. During the Quality Review, we examined 58% of the RTE tickets submitted. Of those reviewed, 97% were determined to be 100% satisfactory with the remaining 3% amended without incident.



We greatly appreciate your continued efforts to provide high quality locate requests and the cooperation of everyone we reach out to for amended tickets. RTE users have also taken advantage of the [REV \(Remark, Extend, and View\)](#) program. Nearly 14,000 remark requests were processed online. With your support, we continuously strive to improve the efficiencies for Illinois excavators.

Practice Makes Perfect

It is the perfect time to review some of the basic processing guidelines and even learn a few new tools. Take advantage of some of your available downtime and practice some of these techniques.

The top task bar of the RTE program is equipped with a Test mode. Using Test will allow you to process a ticket from start to finish without creating a dig number. Next, review the [Quick Reference Guide](#) to view a brief description of the tools and give them a try. Our [RTE video library](#) offers videos on several different topics. Take a few minutes to view one or more on a topic of your choice. Need additional information or have a question on one of the functions of RTE? Contact the RTE Support Team at 815-741-5011 or Paula Browning,

UPCOMING EVENTS

RTE Training Webinars

- ◆February 6 - 9am
 - ◆February 19 - 1:30pm
 - ◆February 28 - 9am
- No cost. [Register now.](#)

PRINTING A TICKET

You can easily print a completed ticket directly from the RTE program. Once a dig number is issued, click inquire, then full ticket. A new window will open showing the completed ticket including the map image. In the bottom right-hand corner of this window are print options. Determine text size by choosing either print small or print large. You can also toggle the map image on or off depending on preference. After you make your selections, type Ctrl+P on your keyboard to open your printer. Click print.

Remote Programs Quality Auditor, at 815-207-5647, or email her at browning@julie1call.com.

Back to Basics

In preparation for the busy 2020 excavation season, take a moment to review some of the basic entry guidelines.

To process a valid locate request, here are some basic rules to follow:

- One street per dig number.
- Extent limitation of ¼ mile inside the city/village limits and 1 mile in the unincorporated township area (not limited to number of addresses).
- Radius of intersections are limited to 200 ft, if greater than 200 ft refer back to one street per dig number and extent limitations mentioned above.
- GPS alone will not satisfy a valid locate request, provide directions with footage and directional on how to arrive at the provided GPS coordinates.
- When entering the extent of work, be specific with footage and directional/side of the property. Avoid internal abbreviations and lingo. The clearer the extent of work is the more efficiently the locators can accomplish their portion of this process. Pre-marking will also help to improve efficiency.
- Apply the polygon to the map covering the full extent of work described in the extent field. *Polygon drawn on the map is for member notification purposes, all marking instructions must be in text on the ticket.

If at any time you have questions on how to accurately submit a locate request, you can contact our RTE Support Team at 815-741-5011 or Paula Browning, Remote Programs Quality Auditor, at 815-207-5647, browning@julie1call.com.

Registration Open for Excavator Safety Meetings

Our [Damage Prevention Managers](#) are once again presenting at the Excavator Safety Meetings hosted by Paradigm, Illinois pipelines, and local distribution operators throughout Illinois. The meetings consist of damage prevention and safe excavation training, networking opportunities and breakfast. The safety meeting is free to attend. [You can view dates, locations and register HERE](#). Paula Browning, our Remote Programs Quality Auditor, will also be available at several of the venues to answer any of your questions or to schedule training for new users or refresher sessions so you can brush up on your skills.



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