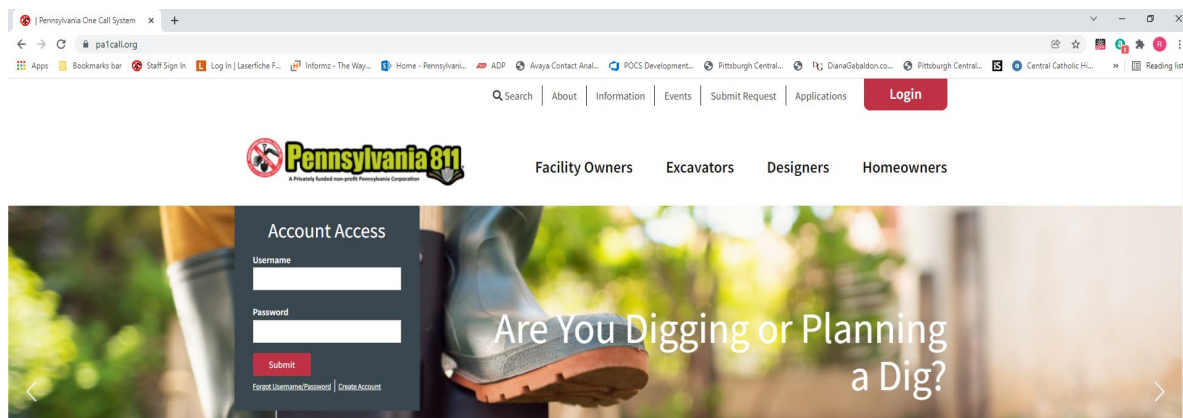


Pennsylvania 811 is pleased to announce the release of a new Response “notes” feature. Please take advantage of additional information sharing that Response notes field can offer.

- Response notes are optional and limited to 280 characters.
- Notes are accepted, saved for viewing with each response in our online applications, and shared with the excavator.
- **The content added to a note will not change the Act 287 as amended requirement to post a FINAL response to a ticket.** The field is meant to convey additional information such as mark out detail or other information for the excavator.

### To enter Response Notes online:

From the Pennsylvania One Call System website, [www.paonecall.org](http://www.paonecall.org) Select Login to enter your username and password or enter your username and password in the gray Account Access box. Once logged in, select Application from the top menu to access your POCS Account Login page. Responses can be enter through Online Ticket Management (OTM) or Web Ticket Response.




### Online Ticket Management

From the POCS Account Login page select Online Ticket Management from your list.

Welcome! **John Doe** to the POCS Account Login page.  
Any questions, comments, or suggestions please feel free to email us by: [clicking here](#)

\* NEW \* [Online Ticket Management](#)     

From the dashboard, click the Respond icon  next to a serial number to enter your response. The icon will change to green and a new window with the serial number information will open.



**Pennsylvania 811**  
A Privately funded non-profit Pennsylvania Corporation

OTM 1.0 Dashboard Tickets ▾ Responses ▾ Messages ▾ Reports ▾ Help

Tickets Not Responded To For QQQ

Respond	Serial #	Request Class
	20213480999	ROUTINE
	20213442015	ROUTINE
	20213083481	ROUTINE
	20213074080	ROUTINE
	20212890086	ROUTINE

Select your response from the Current Response dropdown box

Serial Number: 20213442015
Version: 0

Message Type: [NEW][EXCAVATION][ROUTINE]  
 County: TEST Municipality: TEST BORO  
 Work Site: 925 IRWIN RUN RD Nearest Intersection: NOBLE DR

Current Response: 999 - NO RESPONSE ▾

Response Notes:
 

999 - NO RESPONSE

001 - CLEAR. NO FACILITIES OR FACIL NOT INVOLVED  
 002 - CONFLICT. DCTF BY FO  
 003 - FIELD MARKED  
 004 - INSUFF INFO. DO NOT DIG  
 006 - NOT MARKED. NO ACCESS  
 006 - SCHEDULED MARK  
 092 - REQUESTS MEETING. DCTF BY FO

PRINT
Close Window

Ticket Output Delivered to CDC: QQQ

```

CDC      00000  POCs  MM/DD/YY  TT:TT:TT  20213442015-000  NEW  XCAV  RTN

=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====
Serial Number--[20213442015]-[000] Channel#--[1442A065][0083][2019-08]
Message Type--[NEW][EXCAVATION][ROUTINE]

County--[TEST] Municipality--[TEST BORO]
Work Site--[925 IRWIN RUN RD]
Nearest Intersection--[NOBLE DR]
Second Intersection--[LUT2 LN]
At Intersection--[N] Between Intersections--[Y] Site Marked in White--[Y]
Subdivision--[ ]
Location Information--
[ ]
Caller Lat/Lon--[ ]
Mapped Type--[N] Mapped Lat/Lon--
          
```

Once you select the response, you can type your note, up to 280 characters.

Online Ticket Management v1.0.1

mapping.pat.call.org/OTM/Init.aspx

Apps Bookmarks bar Staff Sign In Log In | Laserfiche F... Informz - The Way... Home - Pennsylvania... ADP Avera Contact Anal... POCS Development... Pittsburgh Central... DianaGaldon.co... Pittsburgh Central... Central Catholic H... Reading list

**Pennsylvania 811**  
A Privately Funded non-profit Pennsylvania Corporation

OTM 1.0 Dashboard Tickets Responses Messages

**Tickets Not Responded To For QQQ**

Respond	Serial #	Request Class
	20213400999	ROUTINE
	20213442015	ROUTINE
	20213083461	ROUTINE
	20213074000	ROUTINE
	20212890006	ROUTINE

Street Name  
Enter a street to find on map

☐ Refresh as I move the map

Scroll Zoom On

Serial Number: 20213442015 Version: 0  
Message Type: [NEW][EXCAVATION][ROUTINE]  
County: TEST Municipality: TEST BORO  
Work Site: 925 IRWIN RUN RD Nearest Intersection: NOBLE DR

Current Response: 001 - CLEAR, NO FACILITIES OR FACIL NOT INVOLVED

Response Notes:  
ENTER YOUR NOTE HERE. 21 of 280

Post Response

PRINT Close Window

Ticket Output Delivered to CDC: QQQ

CDC 00000 POCS MM/DD/YY TT:TT:TT 20213442015-000 NEW XCAV RIM

=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====

Serial Number--[20213442015]-[000] Channel#--[1442A065][0083][2019-08]  
Message Type--[NEW][EXCAVATION][ROUTINE]

County--[TEST] Municipality--[TEST BORO]  
Work Site--[925 IRWIN RUN RD]  
Nearest Intersection--[NOBLE DR]  
Second Intersection--[LUTS LN]  
At Intersection--[N] Between Intersections--[V] Site Marked in White--[V]  
Subdivision--[ ]  
Location Information--  
[ ]  
Caller Lat/Lon--[ ]  
Mapped Type--[N] Mapped Lat/Lon--

CHORDON PENNSYLVANIA ONE CALL SYSTEM INFO  
RIM  
TT:0021

Return to My Applications

**Pending Deliveries For QQQ**

Serial #	Request Class
No Data Available	

Map Satellite POCS


Ending link

To enter your response and response notes, select the gray Post Response button.

To view the responses and response notes previous entered for a serial number, select the



Last Tickets Responded To For QQQ		
Respond	Serial #	Request Class
	20213471219	ROUTINE
	20213083513	ROUTINE
	20212790998	ROUTINE
	20212890045	ROUTINE
	20212710650	FINAL DESIGN



**Pennsylvania 811**  
A National Standard non-profit Pennsylvania Corporation

OTM 1.0

Last Tickets Responded to For 000

Export to Excel

Page 1 of 1

Response	Serial #	Request Class	County	Municipality	Site Address	Nearest Intersection	Type Of Work	Response	Notes	Initials
	20210412119	ROUTINE	TEST	TEST BORO	825 IRWIN RUN RD	NOBLE DR	TEST FOR IF RESPONSE DOMAIN CHANGE	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION.		LIN-WEEBVC
	20210408119	ROUTINE	TEST	TEST BORO	TEST	TEST	TEST	FIELD MARKED.	I MARKED IT	WLA-WEEBVC
	20210329000	ROUTINE	TEST	TEST BORO	825 IRWIN RUN RD	LUTZ LN	TEST	SCHEDULED DATE & TIME LINES WILL BE MARKED BY 08 Nov 2021 1300		DW-OTM
	20210303000	ROUTINE	TEST	TEST BORO	825 IRWIN RUN RD	LUTZ LN	TEST	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION.		LAL-KARL
	20210215000	FINAL DESIGN	ALLEGHENY	BRIDGEVILLE BORO	LIVON ST	TERRACE ST	MAINLINE REPLACEMENT	CONFLICT, LINES NEARBY, DIRECT CONTACT TO FOLLOW BY FACILITY OWNER.	TESTING SO CHANGED TO CONFLICT N/A	NE-WEB
	20210215000	ROUTINE	WASHINGTON	NORTH STRABANE TWP	86 SKYVIEW DR	HEATHER DR	INSTL GAS SVC LINE	CONFLICT, LINES NEARBY, DIRECT CONTACT TO FOLLOW BY FACILITY OWNER.	I NOW HAVE A CONFLICT TO REVIEW, THIS IS A TEST N/A	NE-MOBILE
	20210419119	EMERGENCY	DELAWARE	CHESTER CITY	1617TH ST	PENNSILL ST	REPAIR SEWER LATERAL	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION.	TESTING FROM MOBILE SAFARI	NE-MOBILE
	20210219000	EMERGENCY	YORK	PENN TWP	1301 MAPLE LN	RED ROCK RUN	NO ONE CALL	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION.	THIS IS A TEST BY N/A IN PRODUCTION FROM MY PHONE IN A SAFARI BROWSER	NE-MOBILE
	20210204000	ROUTINE	BUCKS	WYLAND BORO	JACKSONVILLE RD	BRISTOL RD	FRENCH/SENNELUX RESTORATION	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET INFORMATION.		BD-MOBILE
	20210208119	ROUTINE	LANCASTER	LANCASTER CITY	S QUEEN ST	HOWARD AVE	REPLACE LEAKING VALVE	CLEAR, NO FACILITIES OR FACILITIES NOT INVOLVED BASED ON TICKET		CM-WEB

From the POCS Account Login page select Web Ticket Response from your list.

## Web Ticket Response



### Web Ticket Response Search Criteria

CDC

Status

Not Responded To

Expiry

Before Response Due

Filter By

CHOOSE A FIELD NAME

=

+

Reset

Show List

If necessary, select a Call Directing Code (CDC) from the CDC box. If the Status and Expiry are correct, select Show List to get a list of serial numbers.

Response	Serial #	Request Class	County	Municipality	Site Street	Nearest Intersection	Second Intersection	Street 1	Street 2	Street 3	Street 4	Type of Work
002 - CONFLICT, DCTF BY FO	20213480999	ROUTINE	TEST	TEST BORO	TEST	TEST						DEMOLITION OF-TEST ST
001 - CLEAR, NO FACILITIES OR FACIL NOT	20213471219	ROUTINE	TEST	TEST BORO	925 IRWIN RUN RD	NOBLE DR	LUTZ LN					TEST FOR IP RESPONSE D
999 - NO RESPONSE	20213442015	ROUTINE	TEST	TEST BORO	925 IRWIN RUN RD	NOBLE DR	LUTZ LN					TEST FOR IP RESPONSE D
003 - FIELD MARKED	20213083513	ROUTINE	TEST	TEST BORO	TEST	TEST						TEST
999 - NO RESPONSE	20213083481	ROUTINE	TEST	TEST BORO	TEST	TEST						TEST
999 - NO RESPONSE	20213074080	ROUTINE	TEST	TEST BORO	TEST	TEST	TEST					TEST
999 - NO RESPONSE	20212890086	ROUTINE	TEST	TEST TWP	925 IRWIN RUN RD	LUTZ LN	NOBLE DR					TEST
001 - CLEAR, NO FACILITIES OR FACIL NOT	20212890045	ROUTINE	TEST	TEST BORO	925 IRWIN RUN RD	LUTZ LN	NOBLE DR					TEST
006 - SCHEDULED MARK	20212790998	ROUTINE	TEST	TEST BORO	925 IRWIN RUN RD	LUTZ LN	NOBLE DR					TEST
001 - CLEAR, NO FACILITIES OR FACIL NOT	20212740783	EMERGENCY	YORK	PENN TWP	1301 MAPLE LN	RED ROCK RUN						NO ONE CALL

You can enter your response with response notes by selecting the gray Response button in the Respond column.



If a serial number has a response note, you can see it by selecting the View Note button in the Response column.

i

003 - FIELD MARKED

▼

View Note

Select your response from the dropdown list. Once you select the response, you can type your note, up to 280 characters then select Post Response.

811

000

Filter By

CHOOSE A FIELD NAME

Serial Number: 20212890086

Version: 0

Message Type: [NEW] [EXCAVATION] [ROUTINE]

County: TEST Municipality: TEST TWP

Work Site: 925 IRWIN RUN RD Nearest Intersection: LUTZ LN

999 - NO RESPONSE

Note:

Post Response

PRINT

CDC 00000 POCs 06/DO/YY TT:TT:TT 20212890086-000 NEW XCAV RTW

=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====

Serial Number---[20212890086]---[000] Channel---[1008] [0106] [2019-08]

Message Type---[NEW] [EXCAVATION] [ROUTINE]

County---[TEST] Municipality---[TEST TWP]

Work Site---[925 IRWIN RUN RD]

Nearest Intersection---[LUTZ LN]

Second Intersection---[NOBLE DR]

At Intersection---[N] Between Intersection---[N] Site Marked in White---[V]

Subdivision---[ ]

Location Information---[ ]

Caller Lat/Lon---[ ]

Mapped Type---[N] Mapped Lat/Lon---[ ]

Type of Work---[TEST] Depth---[ ]

Extent of Excavation---[ ] Method of Excavation---[ ]

Equip Type---[ ]

Street---[ ] Sidewalk---[ ] Pub Prop---[X] Pvt Prop---[ ] Other---[ ]

Private Front---[ ] Rear---[ ] Left---[ ] Right---[ ]

Lawful Start Dates---[21-Oct-21] thru [01-Nov-21] Response Due Date---[20-Oct-21]