City of Chicago

811 Hit Enforcement

User Guide [Ver. 1.0]
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811 Hit Enforcement

Notification of Investigation

Email notification

To: 811enforcement@cityofchicago.org
Copy: recipient1, recipient2

If you have been identified as part of a Hit Report, you will receive the above email notification. If you do not have email, you will receive a letter in the mail.

The letter identifies the Case for your company and the date you must respond by. The case number is a hyperlink that will take you to the case in our web portal.
Clicking on the hyperlink in the email will bring you to the following page. The information on the page will tell you the location of the hit, the facility that was hit and who reported the hit.

To respond, you will need to log into the web portal
Looking up the Hit Report

Log into the web portal

You can click on Find Existing button to search

Select Dig Ticket
Enter Hit Report number here

Or you can search by address or date

Click the Search button

The Ticket # that comes back is a hyperlink that will take you to the Hit Report. Click on the link.
When you are logged into the web portal, you will now have a Case Details tab. This is where you will get to respond.
In the Case Information area, the user will see what is still needed from them or what the status is on their case.

The Hit Report Case Number drop-down will show the case number and the company name.

The Involved Party Addition Information will have a detail page for the Involved Party to fill out.

The Request Plead Liable button will allow the Involved Party to plead Liable and will move the process forward.

The messages area will allow the Involved party to correspond with the DEO in regard to their case.

The Documentation area will allow the Involved Party to add any documentation for their case.
Responding to the Notice of Investigation

Pleading Liable

Click on the Request Plead Liable button

Enter the Reason and click on the Yes, Request button
The case Information area will be updated
The message area will be updated
The documentation area will be updated

Click on Document hyperlink to see the report
Facility Operator/Locator Detail information

- If Involved Party is a Facility Operator or a Locator, this is the page they will get.

The Facility Operator/Locator Details page has a list of questions that need to be filled out by the Involved Party.

Questions with an asterisk (*) are required.

Based on answers, other questions may be required.

There is a scroll bar on the side of the page for Involved Party to see all of the questions.

Once this form has been filled out, Involved Party can select the Submit button.

If Involved Party chooses the Cancel button, their responses will not be saved.
Excavator Detail Page

- If Involved Party is an Excavator, this is the page they will get

Click on the Edit hyperlink to fill out the page

The Excavator Details page has a list of questions that need to be filled out by the Involved Party.

Questions with an asterisk (*) are required.

Based on answers, other questions may be required.

There is a scroll bar on the side of the page for Involved Party to see all of the questions.

Once this form has been filled out, Involved Party can select the Submit button.

If Involved Party chooses the Cancel button, their responses will not be saved.
Sending Messages to the DEO

This area is for messaging the DEO. Any responses from the DEO will also be here. Involved Party will receive an email when the DEO has responded.

Enter your message here

Click on the Send Message button

Message from the DEO
Attaching Supporting Documentation

The Involved Party may be asked to upload supporting documentation for their case. This is where they will attach documents.

Any reports that get generated through the process will be attached here. Involved Party will be notified via email or mail that there is a new report on their case.

Click on the Add Document button

Click on the Choose File button to add document from your device.

Select the Document Type

Click on the Upload button

Documentation area has new document.
A Notice of Violation

When the Involved Party has been determined that there is a violation, the case gets updated with fees and the Case Information area is updated. There will be a report along with supporting documentation in the Documents area.

Involved Party can either pay the fees and end their case or they can Request for Evaluation Panel to review their case.
Request for Evaluation Panel

Case Information updated

Enter your reason here

Click on the Yes, Request button

Click on the Add to Cart button to pay the fees

Click on the Request for Evaluation Panel button for further investigation

Case Information Area has been updated with Evaluation Panel Review Requested
When the DEO has agreed to an Evaluation Panel Review, the Case Information area will be updated letting the Involved Party know their case is being reviewed. All fees have been temporarily removed until Evaluation Panel Review is complete. Commissioner Determination letter will be added to the Documentation area. The letter will have their recommendations.
Board Review

Hit Report 600827994

When the Evaluation Panel has given their recommendation, the Case goes to the Board for Review
All fees have been temporarily removed until Board Review is complete

When the Board Review is complete the Case Information area will be updated with status
All fees have been added back
Click on the Request for Administrative Hearing button

Enter your reason here

Click on the Yes, Request button
Administrative Hearing

Hit Report 600827994

Case Information:
- Case is in AH Milestone.
- Evaluation Panel Review Requested.
- Administrative Hearing Requested.

Case Information area updated

Fees have been removed

When the Administrative Hearing has been completed, Case Information area will be updated.
Fees will be added on.

Paying fees

Click on Add to Cart button

The documentation to walk you through the payment process is here