

City of Chicago

Hit Reports

User Guide [Ver. 1.2]


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Creating a Hit Report

When you select 811 Chicago from your Dashboard the following page is displayed.

Home Search...



811 Chicago

811 Chicago is a twenty-four (24) hour service network system established to prevent contractors and private citizens from hitting any existing utility line(s) when digging. This agency provides a free One Call service to private contractors and homeowners within the City of Chicago's Corporate Limits. This system notifies all utilities of impending excavations. All non-emergency penetration/excavation requires a forty-eight (48) hour minimum prior notice (excluding Saturdays, Sundays, and holidays) to 811 Chicago at 312-744-7000

This important service helps to ensure public safety and protects utility facilities both in the public way and on private property. Those interested in digging in Chicago must first call 811 Chicago two (2) working days (48 hours) before digging. The forty-eight hour waiting period mandated by The Illinois Underground Utility Facilities Damage Prevention Act (220 ILCS 50/1 et seq) Section 10, allows the utility companies time to mark the ground where their facilities exist below the surface.

[Look Up](#) [Create Dig Ticket](#) [Create Hit Report](#) [Create Joint Meet](#)

Information

- Utility Markings
- Emergency Locate Request
- 811 Chicago Members
- Excavator Responsibilities
- Dig Site Notification Procedures
- Private Property Dig Ticket Instruction
- Public ROW Dig Ticket Instruction
- Hit Report Instruction
- Joint Meet Instruction
- 811 Chicago Damage Prevention Ordinance
- Excavator Handbook 2017

Select Create a Hit Report.

Hit Address

Home > 811 Chicago

Create Hit Report

Hit Details

Hit Address

From * Dir * To Dir Street Name * Type 

Related Dig Ticket Number:

Hit Date/Time: *

Depth of Excavation: ft. *

Hit in public right-of-way?: Yes No

Facility Hit: *

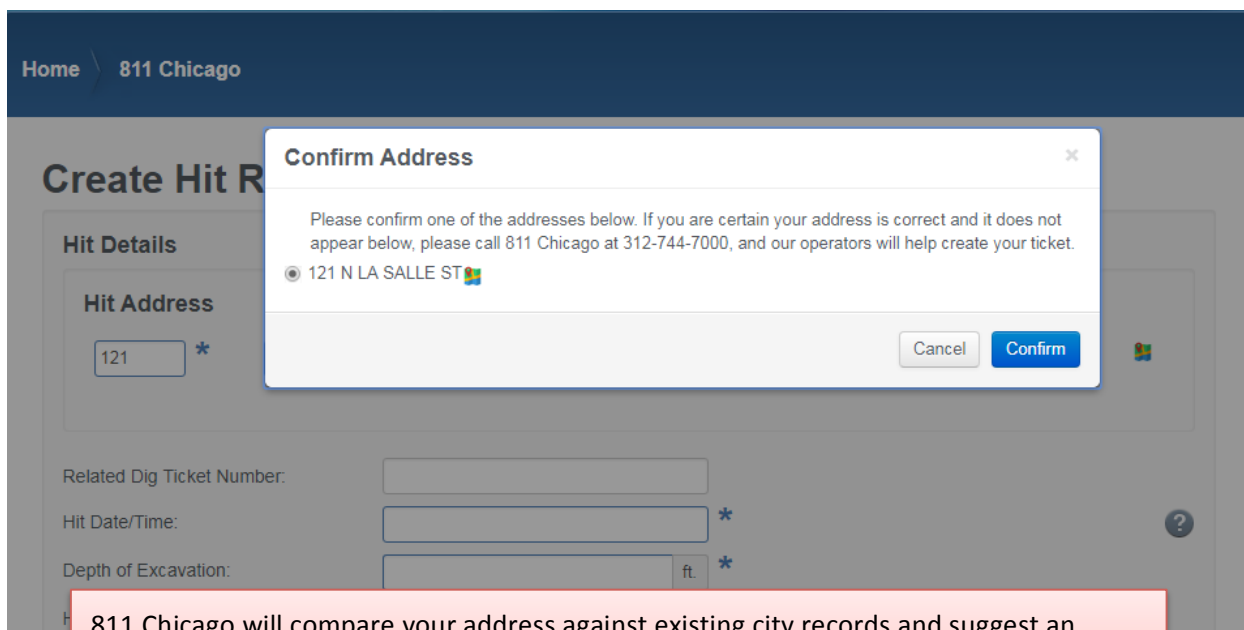
Facility Owner: *

Onsite Contact Name: *

Onsite Phone: *

Location of Dig:

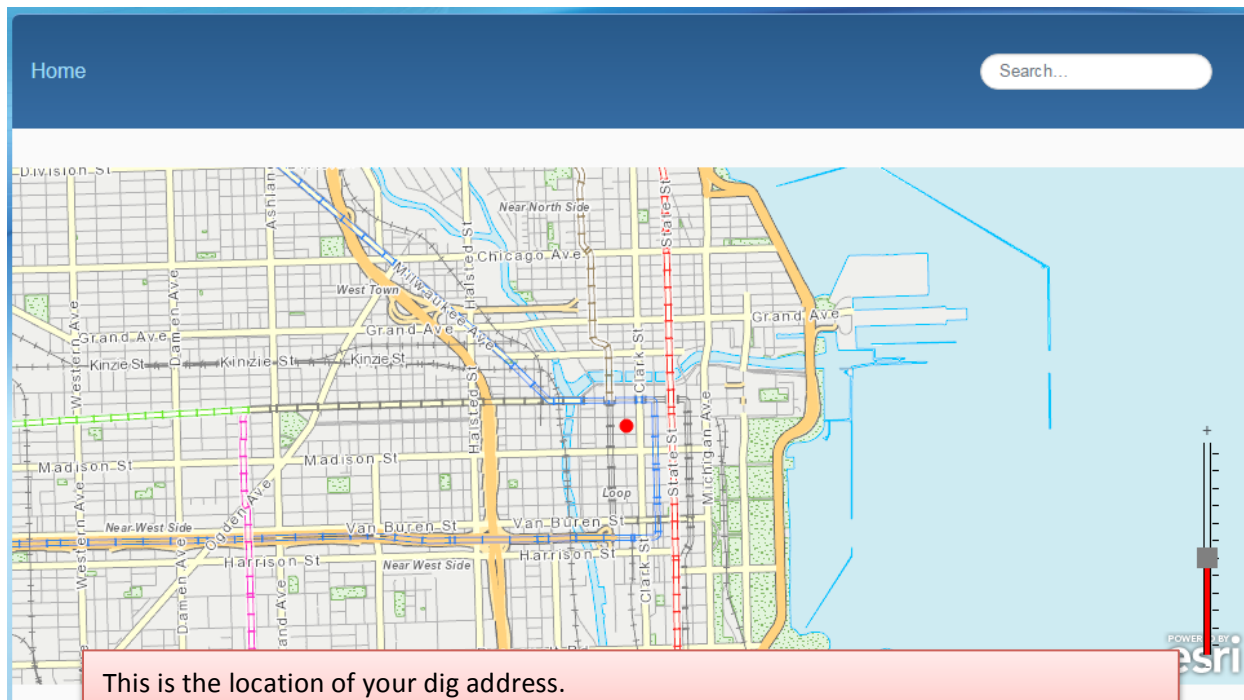
Fill in the Hit Address From, From Direction (Dir), Street Name and Type. If the hit location impacts a range of addresses, fill in the To and To Direction (Dir).



811 Chicago will compare your address against existing city records and suggest an address if it cannot find a match. Click Confirm.



You can click the map icon to see the address location on a map.




This is the location of your dig address.

Hit Details


Create Hit Report

Hit Details

Hit Address

*
 *
 To
 Dir
 *
 *
 

Related Dig Ticket Number:

Hit Date/Time: * 

Depth of Excavation: ft. *

Hit in public right-of-way?: Yes No

If this Hit Report is related to a Dig Ticket, enter the ticket number into Related Dig Ticket Number. Select the Hit Date/Time it occurred and enter the Depth of Excavation.

If the hit was in the public right-of-way select "Yes", select "No" if the hit was on private property.

Facility Hit: *

Facility Owner: *

Onsite Contact Name: *

Onsite Phone: *

Location of Dig:

Select the Facility Hit from the drop down list. If it is not known what facility has been hit, select "Unknown."

Select the Facility Owner from the drop down list. "Unknown" can be selected if the owner is not known.

NOTE: Selecting "Unknown" as the facility owner will notify all utilities in the 811 Chicago system. Selecting a specific facility owner will only notify the selected utility.

Facility Hit:	<input type="text" value="Water Line"/>	*
Facility Owner:	<input type="text" value="Unknown"/>	*
Onsite Contact Name:	<input type="text" value="Bob Thompson"/>	*
Onsite Phone:	<input type="text" value="(312)555-7777"/>	*
Location of Dig:	<input type="text"/>	

Enter the Onsite Contact Name and Onsite Phone. If you have more information about the hit location enter it in Location of Dig.

Reported By *

Contact Info:

Hit By

Contact Info:

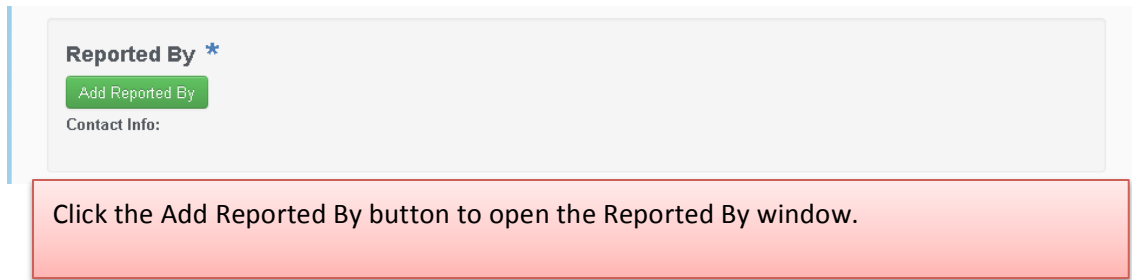
Restored By

Contact Info:

I certify that information contained in this hit report is true and accurate to the best of my knowledge.

Scroll down the page to view the Reported By, Hit By and Restored By contact section.

Reported By Information



Click the Add Reported By button to open the Reported By window.

The screenshot shows a modal form titled "Reported By" with a close button (X) in the top right corner. The form contains the following fields:

- Last Name: Downs *
- First Name: *
- Phone: (312)555-7777 *
- Fax: *
- Cell: *
- Address: *
- Address(con't): *
- City: *
- State: *
- Zip Code: *
- Additional email addresses: (will be CC'd on all communications) *

At the bottom of the form, there are "Cancel" and "Save" buttons. A small note at the bottom right of the form reads: "Please enter email addresses separated with ','".

Enter the First Name, Last Name and Phone of the person reporting the hit. If you have additional contact details to provide, enter them on this form.

Click Save to close the form and continue.

Hit By Information

Hit By

Add Hit By

Contact Info:

Click the Add Hit By button to open the Hit By window.

You can select "Use Reported By Information" if the Hit By information is the same as the Reported By information.

The screenshot shows a web interface with three sections: "Reported By *", "Hit By", and "Restored By". Each section has an "Add" button and "Contact Info" details. The "Hit By" section is highlighted. A modal window titled "Hit By" is open, showing a form with the following fields: "Company", "Last Name:" (with "Downs" entered and a blue asterisk), "First Name:", "Phone:" (with "(312)555-7777" entered and a blue asterisk), "Fax:", "Cell:", "Address:", "Address(cont):", "City", and "State". At the top of the modal, there are two radio buttons: "Use Reported By Information" (selected) and "Edit Contact Information". Below the form are "Cancel" and "Save" buttons. A purple callout bubble points to the "Use Reported By Information" radio button.

Enter the First Name, Last Name and Phone of the person that hit the facility. If you have additional contact information to provide, enter it on this form.

Click Save.

Restored By Information

Restored By

Add Restored By

Contact Info:

Click the Add Restored By button to open the Restored By window.

You can select any of the listed options to populate the information on this form.

The screenshot shows a 'Restored By' form window overlaid on a background interface. The background interface has three sections: 'Reported By *' with an 'Edit Reported By' button and contact info (Downs, (312)555-7777); 'Hit By' with an 'Edit Hit By' button and contact info (Downs, (312)555-7777); and a 'Restored By' section with an 'Add Restored By' button and 'Contact Info:' label. The 'Restored By' window has a title bar with a close button (x) and a scroll bar. It contains a list of radio button options: 'Use Reported By Information', 'Use Hit By Information' (selected), 'Use Facility Owner Information', and 'Edit Contact Information'. Below the options are input fields for 'Restored Date/Time' (11/05/2015 10:00 am), 'Company', 'Last Name' (Downs), 'First Name', 'Phone' ((312)555-7777), 'Fax', 'Cell', 'Address', and 'Address(cont)'. There are asterisks next to the Last Name and Phone fields. At the bottom of the window are 'Cancel' and 'Save' buttons. A callout box points to the radio button options with the text: 'You can select any of the listed options to populate the information on this form.'

Reported By *
 Edit Reported By
 Contact Info:
 Downs
 (312)555-7777

Hit By
 Edit Hit By
 Contact Info:
 Downs
 (312)555-7777

Restored By
 Add Restored By
 Contact Info:

Restored By

- Use Reported By Information
- Use Hit By Information
- Use Facility Owner Information
- Edit Contact Information

Restored Date/Time: 11/05/2015 10:00 am

Company:

Last Name: Downs *

First Name:

Phone: (312)555-7777 *

Fax:

Cell:

Address:

Address(cont):

Cancel Save

I certify that informati

Enter the First Name, Last Name and Phone of the person that restored the facility. If you have additional contact details to provide, enter them on this form.

Click Save to close the form.

Review and Submit

Reported By *

[Edit Reported By](#)

Contact Info:
Downs
(312)555-7777

Hit By

[Edit Hit By](#)

Contact Info:
Downs
(312)555-7777

Restored By

[Edit Restored By](#)

Contact Info:
Downs
(312)555-7777

I certify that information contained in this hit report is true and accurate to the best of my knowledge. [Submit Report](#)

Review the information on your hit report and certify it by checking "I certify that information contained in this hit report is true and accurate to the best of my knowledge."

Click Submit Report.