

Positive Response & the Portal



Positive Response

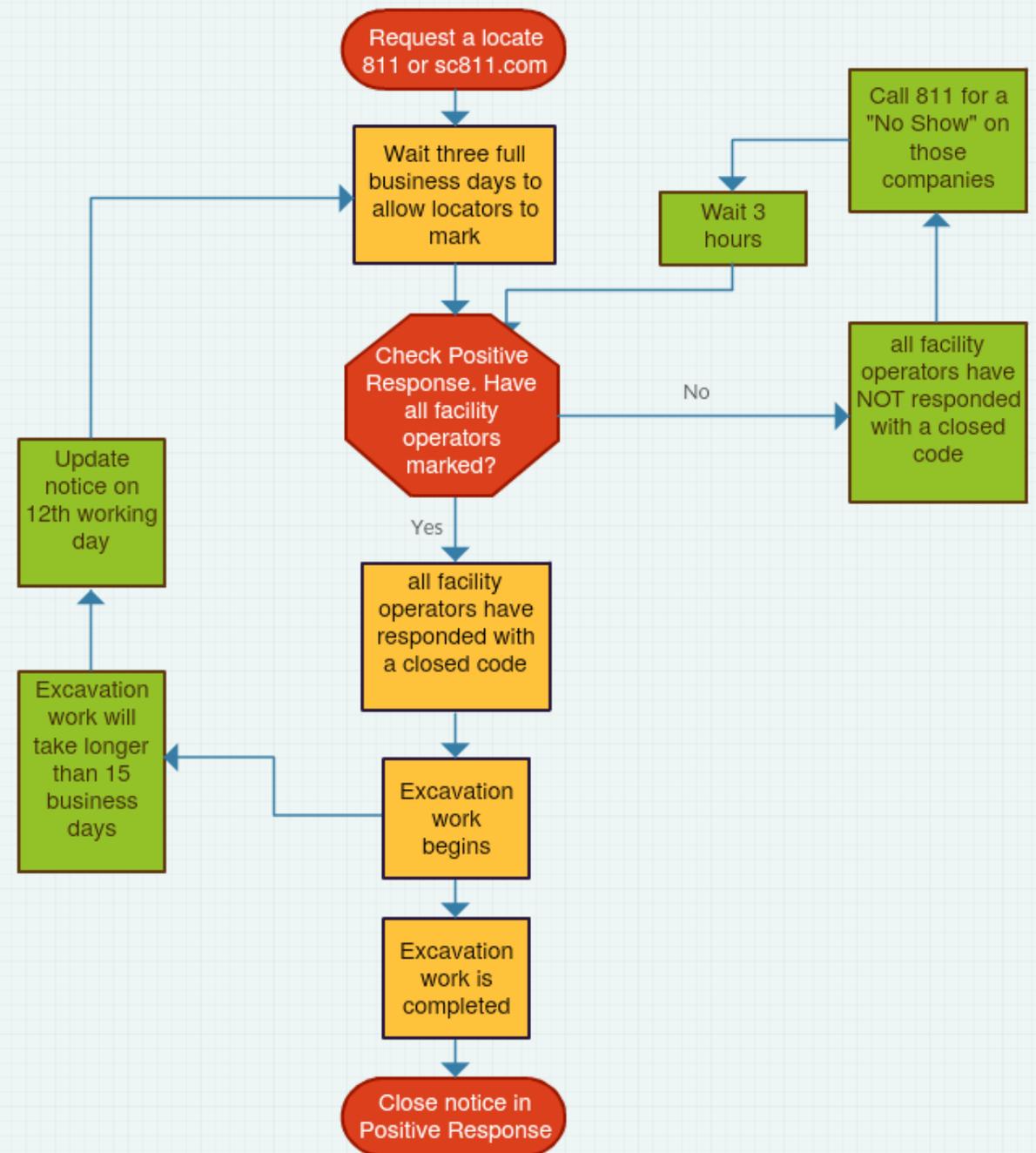


- Definition of Positive Response
- Requirements for Members & Excavators
- Open Codes vs. Closed Codes



360 Positive Response

Positive response is an automated information system that allows excavators, locators, operators, and other interested parties to determine the status of a locate request until excavation or demolition is complete.



Positive Response Requirements

- Facility Operators:
 - Must respond within 3 full business days to locate request with a closed code.
- Excavators:
 - Must check positive response before excavating
 - If not everyone has not responded within the 3 full business days, submit a “No Show” notice.
 - Must close the notice when excavation is completed



Open Codes Vs. Closed Codes

- **Open Codes** indicates that the member has not yet completed the locate.
- Notices with an open code require a subsequent closed code to be entered on that notice prior to the end of the three full business day notice.
- If a closed code is not entered, the notice will default to a **999 (Member has not responded in the required time)**.



Open Codes

- 30 - Locate not complete - Unable to contact excavator
- 31 - Insufficient information - Please call SC811 and provide additional or correct information
- 40 - Locate not complete - Could not gain access to property
- 50 - Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation
- 60 - Locator and Excavator have agreed and documented marking schedule
- 70 - Subaqueous Facilities. 10 days to locate or communication required
- 110 - Extraordinary Circumstances. Communication Required
- 122 - Design request - meeting required
- 999 - Member has not responded by the required time



Open Codes Vs. Closed Codes

- **Closed Codes** indicate that the member has completed the locate.
- Once all members have completed their locates, with a **CLOSED CODE**, the excavator can begin working.



Closed Codes

- 10 - No Conflict
- 11 - Member operator not in area of excavation
- 20 - Marked
- 55 - Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the marked facility and/or monitor the excavation.
- 80 - Facility Owner's Master Contractor is responsible for locating facilities
- 100 - Homeland Security Issue. Request Denied. Facility Owner shall contact excavator
- 120 - Design request - marked
- 121 - Design request - facility printed provided
- 123 - Design request - Homeland Security Issue. Request denied. Facility Owner shall contact



PR Changes

Code 60: Locator and Excavator have agreed and documented marking schedule



Code 60

Code 60 - Locator and Excavator have agreed and documented marking scheduled

Please select the arranged meeting date and time

October 2016						
S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today

Choose Time: 1:00 PM

Name of Person Locator spoke to : John Doe

Phone Number of Person Locator spoke to : 803-939-1117

Locators name : Bob Smith

Comments : (Comments Optional)

OK Cancel



PR Changes

Code 110: Extraordinary Circumstances- Communication Required

- Hurricane
- Tornado
- Flood
- Ice
- Snow
- Act of God



South Carolina law regarding extraordinary circumstances

Per Chapter 36 of the South Carolina Underground Facility Damage Prevention Act:

Extraordinary circumstances means circumstances which make it impractical or impossible for the operator to comply with the provisions of this chapter. Extraordinary circumstances may include **hurricanes, tornadoes, floods, ice, snow, and acts of God.**

Please select the date and time the location will be marked

October 2016						
S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Choose Time: 1:00 PM

Choose Circumstances : hurricanes

Comments : (Comments Optional)

OK Cancel





Portal Features



- Various Levels
- Linking Accounts
- Portal Updates
- Positive Response
- My notices/My Company's notices
- Excavator reports
- Member reports





Level 3

- Enter normal and update notices
- Mapping required
- Processed at time submitted; Ticket number available immediately
- Check Positive Response and Close notices



Level 3 Plus

- All the features of Level 3, PLUS ability to enter all ticket types except emergencies.
- This level bridges the gap between Remote User capabilities and all the features of the portal.

COMING SOON



Linking Accounts

- Add multiple users to an organization to link all accounts together.
 - On the member side, users can be managed by code.
- Accounts will auto link if the organization name for the portal account is identical to notices previously called in.
- If they are different, contact the Helpdesk to get them linked.

*** Linking accounts is helpful because the person submitting the notice doesn't have to be the same person closing out the notice.*



Marking Instructions

- If working at an address, select the exact area you will be digging by clicking on check boxes.
- If working along a road, you can select road footage instead.
- Text will auto populate based on the information provided.

Marking Instructions

YOU CAN NOT MIX PROPERTY AND ROAD CHECKBOXES!

If standing on the road facing the property, which side or sides are you excavating on? **Check all that apply.**

PROPERTY: Front Rear
 Right Left

If working along a road right of way, please select the most appropriate box.

ROAD: Marking Road Frontage Marking Intersection

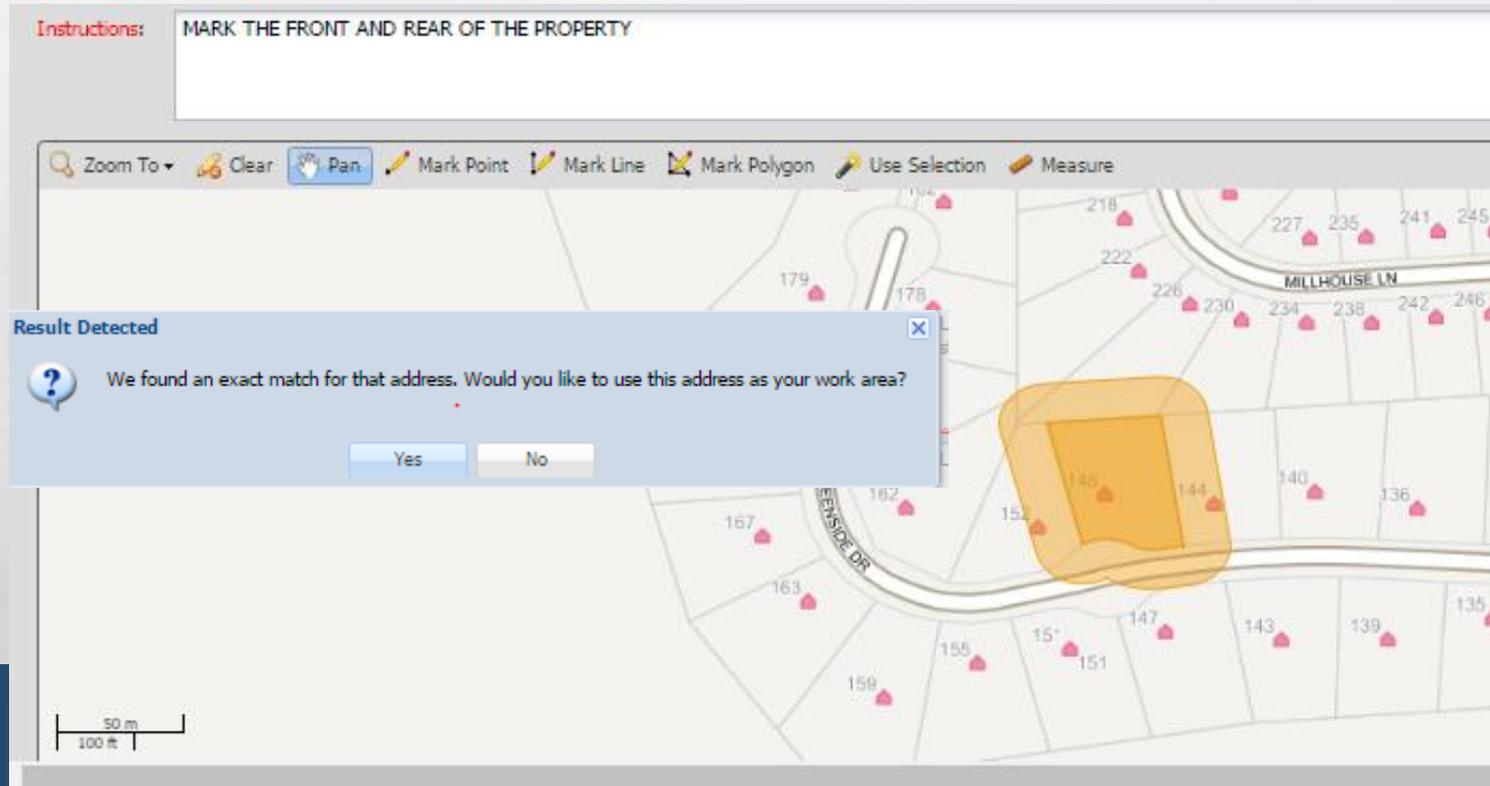
Extra Instructions:

IF YOU NEED TO ADD YOUR OWN COMMENTS OR INSTRUCTIONS, PLEASE ENTER THEM HERE. SOME UTILITIES ON THE PROPERTY ARE CONSIDERED PRIVATE FACILITIES AND MAY NOT BE LOCATED. FOR EXAMPLE, WATER AND SEWER LINES BETWEEN THE HOUSE AND TAP ARE CONSIDERED PRIVATE. A LIST OF PRIVATE LOCATORS IS AVAILABLE AT www.sc811.com.

Ok Cancel

Mapping Updates

- New Escalated Notices, For Level 2 users
 - If the system finds your exact address, it will map the notice automatically.



Positive Response



FIND TICKET ENTER NOTICE **RESPOND** QUEUE REPORT HELP HOME LOG OUT

This list contains the responses assigned to missmeganpaige11@gmail.com. To search for a specific ticket use the search field below, or use the 'Find Ticket' button for advanced ticket searches.

Ticket Number:

reset search

Advanced Options

Select:
 Open All
 My Responses My Company

Notices created within:

Between:

Page 1 of 1 | Export | Close Out/Add Response | Displaying 1 - 32 of 32

Notice	Notice Type	Organization	Caller	Code	Facilities	County	Place	Street	Work Date	Created	Last Action
<input type="checkbox"/> 1701230001	Normal	SC811	JESSIE BOZARD	360	360	RICHLAND	COLUMBIA	DUTCH SQUARE...	1/26/2017 11:59...	1/23/2017 2:59:...	
<input type="checkbox"/> 1701230002	Normal	SC811	JESSIE BOZARD	360	360	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59...	1/23/2017 3:03:...	
<input type="checkbox"/> 1701230003	Normal	SC811	Jessica Bozard	360	360	RICHLAND	COLUMBIA	DUTCH SQUARE...	1/26/2017 11:59...	1/23/2017 3:09:...	
<input type="checkbox"/> 1701230004	Normal	SC811	Jessica Bozard	360	360	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59...	1/23/2017 3:11:...	
<input type="checkbox"/> 1701310001	Normal	SC811	Jason Nelson	360	360	LEXINGTON	OAK GROVE	OAK DR	2/3/2017 11:59:...	1/31/2017 8:41:...	
<input type="checkbox"/> 1701310002	Normal	SC811	Jason Nelson	360	360	LEXINGTON	OAK GROVE	OAK DR	2/3/2017 11:59:...	1/31/2017 8:44:...	
<input type="checkbox"/> 1701310004	Remark	SC811	Bernie Clegg	360	360	GREENVILLE	GREENVILLE	1200 PARKINS M...	2/3/2017 11:59:...	1/31/2017 9:22:...	
<input type="checkbox"/> 1702030003	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:13:5...	
<input type="checkbox"/> 1702030004	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	1/13/2017 11:59...	2/3/2017 4:14:0...	
<input type="checkbox"/> 1702030006	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:14:0...	
<input type="checkbox"/> 1702030008	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:14:1...	
<input type="checkbox"/> 1702030009	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:14:1...	
<input type="checkbox"/> 1702030010	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:14:1...	
<input type="checkbox"/> 1702030015	Resend	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/8/2017 11:59:...	2/3/2017 4:41:4...	
<input type="checkbox"/> 1702100001	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:13:...	
<input type="checkbox"/> 1702100002	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:14:...	
<input type="checkbox"/> 1702100003	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:14:...	
<input type="checkbox"/> 1702100004	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:14:...	
<input type="checkbox"/> 1702100005	Normal	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:14:...	
<input type="checkbox"/> 1702100008	Remark	SC811	Jason Nelson	360	360	LEXINGTON	OAK GROVE	OAK DR	2/15/2017 11:59...	2/10/2017 7:25:...	
<input type="checkbox"/> 1702100009	Update	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:53:...	
<input type="checkbox"/> 1702100010	Resend	SC811	Jason Nelson	360	360	RICHLAND	COLUMBIA	810 DUTCH SQU...	2/15/2017 11:59...	2/10/2017 7:55:...	
<input type="checkbox"/> 1702100013	Remark	SC811	Jason Nelson	360	360	LEXINGTON	OAK GROVE	OAK DR	2/15/2017 11:59...	2/10/2017 8:38:...	

Call before you dig.

- Check PR and Input PR.
- When you click on respond, all of your notices will appear.
- If you have a specific notice you are looking for you can use the search box.



This list contains the responses assigned to rmd. To search for a specific ticket use the search field below, or use the 'Find Ticket' button for advanced ticket searches.

Ticket:

reset

search

Advanced Options

Select:

Open

All

Between:

Page 3 of 3 | Export | Add Response

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<input type="checkbox"/>	Notice	Notice Type	Organization	Code	Facilities	County	Place	Street
<input type="checkbox"/>	1507150004	Design	City of Columbi...	COC82	Water	RICHLAND	COLUMBIA	810 DUTCH SQ...
<input checked="" type="checkbox"/>	1507160001	Normal	City of Columbi...	COC82	Water	RICHLAND	BLYTHEWOOD	SHERRILL LEVE...
<input type="checkbox"/>	1507160002	Emergency	City of Columbi...	COC82	Water	RICHLAND	COLUMBIA	3910 BREWER ST



Members responding in Positive Response



Add Response

Action:

- 20
- 10**
No Conflict
- 11**
Member operator not in area of excavation
- 20**
Marked
- 30**
Locate not complete; Unable to contact excavator
- 40**
Locate not complete; Could not gain access to property
- 50**
Critical facility not marked
- 55**
Critical facility marked
- 60**
Locator and Excavator have agreed and documented marking schedule
- 31**



Adding a Response



Page 1 of 1 Export Add Response						
Notice	Notice Type	Organization	Code	Facilities	County	Place
<input type="checkbox"/>	1506260884	Normal	<div style="border: 2px solid red; padding: 5px;"> <p>Close 360 ×</p> <p>Are you sure you wish to close the selected 360 responses?</p> <p style="text-align: center;">OK</p> </div>		RICHLAND	COLUMBIA
<input type="checkbox"/>	1506260899	Normal			RICHLAND	COLUMBIA
<input checked="" type="checkbox"/>	1507021484	Subaqueous			RICHLAND	COLUMBIA

Once the notice has been closed, the excavator is no longer allowed to dig at that location, unless a new ticket is entered.

Excavators closing a locate notice



Print Show Map View Log History Update Copy
SC811 LOCATE NOTICE REQUEST # 1507080501 Update

Old Notice# 1506160703
Taken Date: 07/08/15 09:38 AM
Update On: 07/29/15
Source: R-POK

Created By: R-POK
Work Date: 07/13/15 11:59 PM
Good Through: 08/03/15

SCE&G (ELECTRIC) - (360) for 360

360 is always the excavator

Response History:

Indicates excavator has not yet closed out the locate notice

Beaufort Jasper Water and Sewer - BJW49 - (BJW49) for Water

Response History:

On 07/09/2015 08:06 by Korweb_SCPP 20 Marked

Positive Responses from the member utilities

Beaufort Jasper Water and Sewer - BJW49 - (BJW49) for Sewer

Response History:

On 07/09/2015 08:06 by Korweb_SCPP 20 Marked

Centurylink formerly Embarq - EMBZ11 - (EMBZ11) for Fiber

Response History:

On 07/11/2015 17:16 by CenturyLinkPP 10 No Conflict

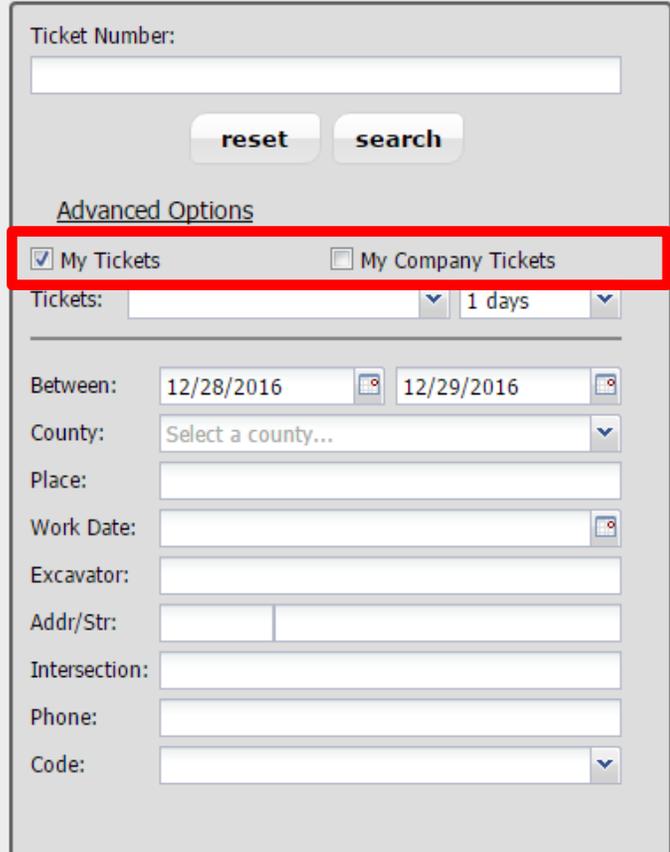
Hargray Communications - Port Royal - (HRPZ62) for Telecommunications

Viewing a Notice



My Notices/My Company's Notices

- Once your accounts are linked with other people in your company you can view all company notices or just yours.
 - This feature is available within the tabs known as:
 - “Find Ticket”
 - “Respond”



Ticket Number:

Advanced Options

My Tickets My Company Tickets

Tickets: 1 days

Between:

County:

Place:

Work Date:

Excavator:

Addr/Str:

Intersection:

Phone:

Code:



Please select your report

Member Reports

- 1. Member Report Card
Member Report Card By Code.
- 2. Member Report Card - W/O Emergencies
Member Report Card Without Emergencies
- 3. Member Report Card - Responded By
Responded By Per Day By Date.
- 4. Open Code Usage
Usage Per Response Action.

Reports

Launch Page to give some basic info about the feature

- Member Report Card contains:
 - Number of tickets processed in date range selected
 - Number of notices responded to on time
 - Number of notices responded to late
 - Number of notices with an opened code but never finished with a closed code.
 - Number of notices never responded to.
 - Percentages of all of the above.

Member Reports



Please select your report

Member Reports +

Special Reports +

Excavator Reports

- 1. Excavator Report Card
Excavator Closed Notices By Date
- 2. Pending Member Response
One or More Members Need To Respond
- 3. Past Due Responses
One or More Members Need To Respond
- 4. Pending PR Check
Members Responded, but Excavator Hasn't Checked
- 5. Pending Close
Members Responded and Excavator Checked

Positive Response +

SC811 Center Totals +

Member Locates +

2. Pending Member Response

Page 1 of 1 Export

Checked PR %	TOTAL	Excavator Closed (1)	Excavator Closed (1) %	System Closed (2)	System Closed (2) %	Life Extended	Cancel	Pending	Checked PR	Checked PR %
MEGAN HOBBS	1	1	100.00%	0	0.00%	0	0	0	1	100.00%
SC811	74	4	5.41%	60	81.08%	2	2	6	55	74.32%

Displaying 1 - 2 of 2

- 1 - Excavator Report Card
 - Shows the number of notices that your company has submitted followed by the number and percentage of notices that have been closed by the excavator vs. auto closed and how many the excavator check PR.

Excavator Report Card



Please select your report

- Member Reports +
- Special Reports +
- Excavator Reports -
 - 1. Excavator Report Card
Excavator Closed Notices By Date
 - 2. Pending Member Response**
One or More Members Need To Respond
 - 3. Past Due Responses
One or More Members Need To Respond
 - 4. Pending PR Check
Members Responded, but Excavator Hasn't Checked
 - 5. Pending Close
Members Responded and Excavator Checked
- Positive Response +
- SC811 Center Totals +
- Member Locates +

2. Pending Member Response

Page 1 of 1 Export

Displaying 1 - 2 of 2

Checked PR %	TOTAL	Excavator Closed (1)	Excavator Closed (1) %	System Closed (2)	System Closed (2) %	Life Extended	Cancel	Pending	Checked PR	Checked PR %
MEGAN HOBBS	1	1	100.00%	0	0.00%	0	0	0	1	100.00%
SC811	74	4	5.41%	60	81.08%	2	2	6	55	74.32%

• 2-5 Reports contain all of your active locate notices. If it has not been closed (by yourself or the system), it will fall in one of these reports.

Excavator Report Card



Please select your report

- Member Reports +
- Special Reports +
- Excavator Reports -
 - 1. Excavator Report Card
Excavator Closed Notices By Date
 - 2. Pending Member Response**
One or More Members Need To Respond
 - 3. Past Due Responses
One or More Members Need To Respond
 - 4. Pending PR Check
Members Responded, but Excavator Hasn't Checked
 - 5. Pending Close
Members Responded and Excavator Checked
- Positive Response +
- SC811 Center Totals +
- Member Locates +

2. Pending Member Response

Page 1 of 1 Export

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Number	Notice Type	Organization	Caller	County	Place	Street	Work Date
1701230001	Normal	SC811	JESSIE BOZARD	RICHLAND	COLUMBIA	DUTCH SQUARE BLVD	1/26/2017 11:59:00 PM
1701230002	Normal	SC811	JESSIE BOZARD	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59:00 PM
1701230004	Normal	SC811	Jessica Bozard	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59:05 PM
1701230003							
170131							
17013							
17013							
17020							
17020							
17020							
17020							
17020							
17020							
17020							
17020							
17020							
17020							
17021							
17021000							
1702100005	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/15/2017 11:59:18 PM
1702100001	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/15/2017 11:59:54 PM
1702130001	Normal	SC811	JASON NELSON	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/16/2017 11:59:00 PM

- 2 – Pending Member Response
- List of notices that one or more members need to add a closed code positive response

Excavator Report Card



Please select your report

- Member Reports +
- Special Reports +
- Excavator Reports -
 - 1. Excavator Report Card
Excavator Closed Notices By Date
 - 2. Pending Member Response
One or More Members Need To Respond
 - 3. Past Due Responses**
One or More Members Need To Respond
 - 4. Pending PR Check
Members Responded, but Excavator Hasn't Checked
 - 5. Pending Close
Members Responded and Excavator Checked
- Positive Response +
- SC811 Center Totals +
- Member Locates +

3. Past Due Responses

Page 1 of 1 Export

Displaying 1 - 10 of 10

Number	Notice Type	Organization	Caller	County	Place	Street	Work Date
1701230001	Normal	SC811	JESSIE BOZARD	RICHLAND	COLUMBIA	DUTCH SQUARE BLVD	1/26/2017 11:59:00 PM
1701230002	Normal	SC811	JESSIE BOZARD	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59:00 PM
1701230004	Normal	SC811	Jessica Bozard	RICHLAND	COLUMBIA	BAKERSFIELD RD	1/26/2017 11:59:05 PM
1701230007							
170131							
17013							
17013							
17020							
17020							
17020							

- 3 – Past Due Responses
 - List of notices that the 3 full business days have past (for normal notices) and one or more members did not response. You can submit a no show on the members who did not respond.

Excavator Report Card



Please select your report

Member Reports +

Special Reports +

Excavator Reports -

- 1. Excavator Report Card
Excavator Closed Notices By Date
- 2. Pending Member Response
One or More Members Need To Respond
- 3. Past Due Responses
One or More Members Need To Respond
- 4. Pending PR Check**
Members Responded, but Excavator Hasn't Checked
- 5. Pending Close
Members Responded and Excavator Checked

Positive Response +

SC811 Center Totals +

Member Locates +

4. Pending PR Check

Page 1 of 1 Export Displaying 1 - 1 of 1

Number	Notice Type	Organization	Caller	County	Place	Street	Work Date
1702030004	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	1/13/2017 11:59:00 PM

- 4 – Pending PR Check
 - List of notices that the excavator needs to check before excavation can begin

Excavator Report Card



Please select your report

- Member Reports +
- Special Reports +
- Excavator Reports -
 - 1. Excavator Report Card
Excavator Closed Notices By Date
 - 2. Pending Member Response
One or More Members Need To Respond
 - 3. Past Due Responses
One or More Members Need To Respond
 - 4. Pending PR Check
Members Responded, but Excavator Hasn't Checked
 - 5. Pending Close
Members Responded and Excavator Checked
- Positive Response +
- SC811 Center Totals +
- Member Locates +

5. Pending Close

Page 1 of 1 | Export | Displaying 1 - 3 of 3

Number	Notice Type	Organization	Caller	County	Place	Street	Work Date
1702030006	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/8/2017 11:59:04 PM
1702030008	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/8/2017 11:59:09 PM
1702030003	Normal	SC811	Jason Nelson	RICHLAND	COLUMBIA	810 DUTCH SQUARE BLVD	2/8/2017 11:59:56 PM

- 5 – Pending Close
 - Notices waiting to be closed by the excavator
 - These are the notices that you should currently be digging on.

Excavator Report Card



ANY
QUESTIONS

