Positive Response & the Portal
Positive Response

• Definition of Positive Response
• Requirements for Members & Excavators
• Open Codes vs. Closed Codes
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 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.
**PR Changes**

**Code 60:** Locator and Excavator have agreed and documented marking schedule
PR Changes

**Code 110**: Extraordinary Circumstances - Communication Required

- Hurricane
- Tornado
- Flood
- Ice
- Snow
- Act of God
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.
Mapping Updates

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

- 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.
<table>
<thead>
<tr>
<th>Ticket</th>
<th>Notice Type</th>
<th>Organization</th>
<th>Code</th>
<th>Facilities</th>
<th>County</th>
<th>Place</th>
<th>Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>1507150004</td>
<td>Design</td>
<td>City of Columbia</td>
<td>COC32</td>
<td>Water</td>
<td>RICHLAND</td>
<td>COLUMBIA</td>
<td>810 DUTCH SQ</td>
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<tr>
<td>1507160001</td>
<td>Normal</td>
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<td>COC32</td>
<td>Water</td>
<td>RICHLAND</td>
<td>BLYTHEWOOD</td>
<td>SHERRILL LEVE</td>
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<tr>
<td>1507160002</td>
<td>Emergency</td>
<td>City of Columbia</td>
<td>COC32</td>
<td>Water</td>
<td>RICHLAND</td>
<td>COLUMBIA</td>
<td>3910 BREWER ST</td>
</tr>
</tbody>
</table>

Members responding in Positive Response
Adding a 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
Once the notice has been closed, the excavator is no longer allowed to dig at that location, unless a new ticket is entered.
Viewing a Notice

Indicates excavator has not yet closed out the locate notice

Positive Responses from the member utilities
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”
• 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.
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.
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.
2 – Pending Member Response

List of notices that one or more members need to add a closed code positive response
• 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.
• 4 – Pending PR Check
  • List of notices that the excavator needs to check before excavation can begin
5 – Pending Close

- Notices waiting to be closed by the excavator
- These are the notices that you should currently be digging on.
ANY QUESTIONS?