

## > Good Stuff to Know








- Each excavator should have his own locate ticket.
- Have the locate ticket number at the job site. If possible have a copy of the locate ticket.
- Don't use locate marks from another project.
- Provide a good field contact number on your locate ticket. The utility or its locator will use this number if they have any questions.
- Use the "Remarks" section on your locate ticket to note a restricted work site.
- If there are no utility marks, check Positive Response to see if the utilities on your locate ticket left a no-conflict code.
- Even when locate marks are present at your work site, you are required to check Positive Response. Every job. Every ticket.
- If excavation work is cancelled before utilities are located, you should cancel the locate ticket by calling 811.
- Before digging, walk through the site, note the marks and document with photos if possible.
- Never assume facility depth.
- The color of the pipe does NOT tell you the kind of utility. Check the paint and flag colors.

## > Positive Response Quick Reference

- Visit [www.online811.com](http://www.online811.com) or call (800) 852-8057.
- Enter 10-digit phone number from the original ticket.
- Enter ticket number followed by the # sign.
- You will see what codes the utility has entered.
- Compare the marks at the site with positive response codes. If they don't match, contact the utility.

## > Color Codes

The color of the marks tells you what kind of utility is under the mark.

-  Electric power lines, cables, conduit and lighting cables
-  Gas, oil, steam, petroleum or gaseous materials
-  Communications, alarm or signal lines, cables or conduit and traffic loops
-  Potable water
-  Reclaimed water, irrigation and slurry lines
-  Sewers and drain lines
-  Proposed excavation/white lining

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[www.sunshine811.com](http://www.sunshine811.com)

## > Quick Start Checklist



### Pre-excavation Activities

- OK  NA Work sites that are difficult to describe should be white lined unless you and the utility have mutually agreed otherwise.
- Wait 2 full business days before excavating.\*
- Verify information on locate ticket.
- Check Positive Response (call (800) 852-8057 or visit [www.online811.com](http://www.online811.com)).
  - OK  NA Respond to Positive Response codes that require excavator action.
  - OK  NA Note any "No Response" fields and contact utility or locator for clarification.
- Provide copy of locate ticket to field crew.
- Provide copy of Positive Response to field crew.

### Excavation Date Activities

- Verify locate ticket information. A valid ticket is less than 30 days old. If expired, request a new ticket and wait two full business days before digging. Make sure you are digging after the ticket due date.
- Check Positive Response.
  - OK  NA No Positive Response codes that require excavator action.
  - OK  NA No "No Response" codes. If so, contact utility.
  - OK  NA Marks visible for utilities listed as "Marked" - if not, request a new ticket.
- Observe Tolerance Zone (24 inches from the outer edge of either side of exterior of marked utility).
  - Use increased caution to protect utilities (hand digging, vacuum excavation, etc.).
  - Use an observer when using mechanized equipment in the tolerance zone.

### Activities After Contacting an Underground Utility

- Contact utility owner to inspect and repair - no matter how minor the damage. If the damage creates danger for employees or public, call 911 and evacuate the area immediately.

### Post Excavation Activities

- Do not renew locate ticket for a completed job. Advise person who calls in tickets that the work is complete.
- When renewing locate tickets, revise the locate ticket by removing finished excavation areas.

\* The waiting period is 10 days for underwater locate tickets.

# > Excavator

Quick Reference Card



## 5 Steps to Safe Digging

1. Call 811 before you dig. It's the law!
2. Wait the required time before digging.
3. Check Positive Response System.
4. Protect the marks.
5. Dig safely.



See FAQs inside

## > What is Positive Response?

It's a system used by utilities that tells you:

- o The underground utility is clear, marked, unmarked or high priority.
- o The utility needs more information from you.

Check it online or by phone using instructions on the back of this card.

## > Why Do I Need to Check Positive Response?

- It's required by law!
- It may clarify why there are no locate marks (i.e. the utility is waiting for you to white line, the utility wants to be present so the marks are fresh, no response from utility).
- Sometimes there are marks but they come with extra instructions.
  - o There is an unmarked utility just like the marked utility; or
  - o The line is high profile and the utility wants to observe digging; or
  - o The line is a high-priority subsurface installation and you MUST let the utility know when you are digging. These are transmission or distribution pipelines with hazardous or highly-volatile liquids.

## > When am I Supposed to Check Positive Response?

- BEFORE going to the site. The utility may be waiting for you to white line, provide gate code, unlock gate, etc., before locating.
- AT the site before digging. Make sure the marks match the positive response codes.

## > Locate Ticket Facts

A ticket is good for 30 calendar days and can cover the following:

- Up to one mile on any single street plus 150 feet in either direction along crossing streets identified in the ticket.
- Up to five individual addresses along a single street. Distance between first and last address must be one mile or less.
- No more than one square mile of undeveloped land, if boundaries are described, and along one of the bordering streets or ROWs.

## > What is Excavation?

Excavation and demolition include any processes that move dirt, or penetrate or disturb the earth's surface. Common examples are: auguring, boring, cable or pipe plowing or driving, digging, directional drilling, ditching, grading, moving earth, pipe bursting, razing, scraping, setting poles, structure demolition, trenching, use of explosives, wrecking, and any other trenchless technology.

Positive Response Online Screen

The screenshot shows a web form for 'Positive Response Online Screen'. At the top left is the 'irth One Call' logo. There are input fields for 'Ticket Number' and 'Phone Number'. Below these are two main sections: 'Dig Site Information' and 'Excavator Information'. 'Dig Site Information' includes fields for Ticket ID, Street Name, Place, County, and State. 'Excavator Information' includes fields for Company Name, Contact, Phone Number, Street, City,State, and Zip. A 'View Ticket Text' link is located below the excavator information. Below these sections are two tables: 'Service Area' and 'Current Response'. The 'Service Area' table lists five rows of 'Member Code - Member Name'. The 'Current Response' table lists five rows of codes: '1:Marked', '2A:Marked with Exceptions', 'No Response', '2C:Marked with Exceptions', and '1:Marked'. To the right of the 'Current Response' table is a 'Code Descriptions' box with a red border, listing the same codes and their descriptions: '1: Marked', '2A: Marked with Exceptions-High profile utility in conflict.', '2C: Marked with Exceptions-High Priority Subsurface Installation in conflict.', and 'There are 21 codes.' At the bottom of the screen is a red note: 'Note: If you get Positive Response by e-mail, only the code descriptions will show.'

Things that can indicate something is not quite right:

- A utility leaves a "Marked" code and there are no marks.
- Permanent utility markers near area where a "Clear" code was used.
- There are many other situations. If in doubt, call the utility.

## > What if a Utility Doesn't Respond?

Sunshine 811's system sends a late notice, but you have options:

- Wait for the utility to respond or mark.
- Call the utility.
- Proceed with the excavation using reasonable care, but you must use detection equipment or other acceptable means first to locate any underground utilities.

## > Can I Dig in the Tolerance Zone?

- You can dig in the tolerance zone, but must protect underground utilities by hand digging, pot holing, soft digging, vacuum excavation, or other similar procedures.
- Using mechanized equipment in the tolerance zone requires supervision by someone other than the equipment operator.
- Use caution when digging with hand tools.

## > When You Expose Unmarked or Unknown Utilities

- Treat any unknown lines as if they are live.
- Follow your normal protocol for digging near exposed utilities.

## > How Do I Follow Low-Impact Marking Practices?

- Hard-to-explain dig site: Outline it with white paint.
- Ticket renewals: **Revise the locate ticket by removing finished excavation areas.**
- The area where work is being done must match the locate description on your locate ticket. (If you have white lined, include that note in the Remarks section.)
- The address where you are working must match the address on your locate ticket.
- Stop renewing tickets for projects that are completed.

## > How Can I Protect the Marks?

- Consider placing offset marks if digging will destroy the marks.
- Tell your onsite crew about any offsets, compromised marks, or any other information about the utility locations.
- Do not place spoil piles or building materials over marks.
- Do not drive machinery over the marks.
- Sweep paved areas often so painted marks remain visible.
- Call 811 for re-mark if the marks are faded/undetected.

## > Long Projects

Extended projects may require additional coordination with the utility and its locator. Pre-construction meetings with utilities may help.

## > Questions Not Answered?

Sunshine 811 has a number of free resources for you.

- Four regional liaisons are available to answer your calls, emails or provide in-person safety education. Please be advised, they cannot make any determinations regarding liability. Visit online for contact information or call (800) CAREFUL.
- Safety Matters is our free online one-hour course.
- Website at www.sunshine811.com.

Sunshine 811's Excavator Quick Reference Card is for informational purposes only. Sunshine 811 will not be liable for any loss or damage caused directly or indirectly from use of this card. The Underground Facility Damage Prevention and Safety Act, Chapter 556, Florida Statutes, can be found on our website.