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Automated Positive Response (APR)

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Automated Positive Response (APR)

How APR Works

Automated Positive Response (APR): is a system established by the one-call system to furnish a single point of contact between member operators and excavators for the purpose of communicating the status of an excavation location request as provided by the member operators.

APR Steps

01. Excavator calls or enters online a location request.
02. Call center processes the location request and dispatches the location information to each member facility operator involved.
03. Member facility operators deliver a positive response status message to UDig NY's APR System.
04. Excavator receives a consolidated positive response status message from all member facility operators from UDig NY's APR system.

Excavators & Contractors

A legal notice is defined as a location request made at least two full working days (not including weekends, or holidays), but not more than 10 working days before the excavation is scheduled to begin. Aside from meeting legal obligations, two working days' notice allows our member utilities enough time to manage all the requests. If legal notice cannot be given, UDig NY must still be contacted. Member utilities must make an effort to visit each site. Once every member utility responds to the APR system, UDig NY will generate an email or phone call to the ticket contact with the member utility responses. If the member facility does not respond in the APR system before the due date they will receive a late notice ticket from UDig NY.

Exactix and APR



Excavators can also retrieve real-time response statuses 24 hours a day online at **Exactix.UDigNY.org** or by calling **888-DIGGERS (344-4377)**.

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Member Facility Operators

Each member facility operator identified during the One-Call Process is required to respond to the excavator prior to the stated commencement date. If the member facility does not respond in the APR system before the due date they will receive a late notice ticket from UDig NY. After each member utility clears or marks an excavation site, the member enters the result into the UDig NY Automated Positive Response (APR) System for the following reasons:

- 01.** Positive response from the member utility is required by law.
- 02.** The excavator, by law, is not allowed to start the excavation until all member utilities notified by UDig NY have responded.
- 03.** The excavator can use the results to account for the markings that should be at the site.
- 04.** If the site is clear, there are no markings to tell the excavator whether the member utility has responded.
- 05.** Even if there are markings, the excavator cannot tell if the location request was completed or interrupted by an emergency somewhere else, or if all markings are intact.

UDig NY Member Support

- UDigNY.org/help-desk
- membersupport@UDigNY.org
- Phone: 1-800-309-8289

Response Codes

- 10 Clear:** No facilities within 15 ft of the excavator defined work area.
- 30 Marked:** The approximate horizontal location of underground facilities within 15 ft of the excavator defined work area have been marked.
- 31 Marked with Exceptions:** Do not dig, high profile utility in conflict; utility owner will attempt to contact you to schedule site surveillance prior to your stated commencement date.
- 51 Unmarked:** Do not dig, locate technician could not gain access to property. Please call in a revision with details about access.
- 52 Unmarked:** Do not dig, the dig site description was incomplete or unclear. Call UDig NY to verify the information on the ticket.
- 53 Unmarked:** Do not dig, incorrect address information. Call UDig NY and provide correct information.
- 54 Unmarked:** Do not dig, high profile utility in conflict; utility owner will attempt to contact you to schedule site surveillance prior to your stated commencement date.
- 55 Unmarked:** Marking and dig delay requested. Locate technician has or is attempting to contact the excavator. Excavation site remains unmarked or incomplete. A new deadline for marking is to be or has been scheduled.
- 56 Unmarked:** The excavator has performed the excavation prior to the locator's arrival. The excavation work had already been completed.
- 61 Design Conflict:** Please share design drawings with our engineering dept. utility owner will attempt to contact you.
- 71 Meeting Conflict:** Your proposed meeting is in conflict and we are unable to meet on site; utility owner will attempt to contact you.
- 72 Meeting Accepted:** Request accepted at stated date and time.
- 81 No Locate Required:** Excavation work is being performed for the facility owner. Locate will be performed by the excavator per contractual agreement.



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