

What Is APR?

Automated Positive Response (APR) is a system implemented by UDig NY to furnish a single point of contact between Member Facility Operators and excavators for the purpose of communicating the status of an excavation location request as provided by the Member Facility Operator.



exactix

Location Request Submission Platform

Use **Exactix** to do any of the items below, and more!

- Place a Location Request.
- Check the status of Member Facility Operator responses.
- Respond to a Location Request.
- View Location Request near you on a map.
- Review a Location Request for a recent or past job.
- View the service areas on a specific Location Request.

My.UDigNY.org

Your resource to access information, tutorials, and support for UDig NY's online tools.



Automated Positive Response (APR)

A quick reference guide for providing and receiving your APR.

UDIGNY.ORG

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 Location Request.

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 facility owner. Locate will be performed by the excavator per contractual agreement.

Excavators & Contractors

To comply with New York State Code Rule 753, excavators must submit legal notice of intent to dig. 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 Facility Operators enough time to manage requests. If legal notice cannot be given, you must still contact UDig NY and wait for all Member Facility Operators to respond to your request. Once every Member Facility Operator responds to the APR system, UDig NY will generate an email or phone call to the Location Request contact with the Member Facility Operator responses. If the Member Facility Operator does not respond in the APR system before the due date they will receive a late notice ticket from UDig NY, reminding them of their obligation to provide you with Positive Response.



Exactix and APR

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

Member Facility Operators

Each Member Facility Operator identified during the APR process is required to respond to the excavator prior to the stated commencement date. If the Member Facility Operator does not respond in the APR system before the due date they will receive a late notice ticket from UDig NY. After each Member Facility Operator clears or marks an excavation site, the Member Facility Operator enters the result into the UDig NY APR System for the following reasons:

01. Positive response from the Member Facility Operator is required by law.
02. The excavator, by law, is not allowed to start the excavation until all Member Facility Operators notified by UDig NY have responded.
03. The excavator can use the results to account for the markings that should be at the site, or if the site has been marked as clear.

UDig NY Member Facility Operator Support

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