Positive Response is Required by Law
Effective January 1, 2021 all members of Alabama 811, must provide a positive response to locate request notifications. This is in accordance with the Alabama Underground Damage Prevention Act Section 37-15-6(d): Each operator, upon determining that no underground facility is present or upon completion of the marking of the location of any underground facilities, shall provide a positive response with the information to Alabama 811.

What is Positive Response?
Positive Response is a process to facilitate communication between utilities, excavators and Alabama 811, regarding the status of identifying and marking the underground facilities within the proposed area of excavation on locate request tickets.

What Type of Responses Can Be Submitted?
The following are the different response actions to select from when responding:

<table>
<thead>
<tr>
<th>name</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Response from member facility owner/operator</td>
<td>System generated code for no response to positive response system</td>
</tr>
<tr>
<td>Located: Facilities Marked</td>
<td>Facilities Marked</td>
</tr>
<tr>
<td>Located: To Meter Only</td>
<td>Private Property Beyond Meter</td>
</tr>
<tr>
<td>Located: In Conflict</td>
<td>Facility owner/operator should be on site during excavation</td>
</tr>
<tr>
<td>Clear: No Conflict for Area Requested</td>
<td>No facilities in the area requested for excavation</td>
</tr>
<tr>
<td>Unmarked: Unable to Access Locate Request Area</td>
<td>Unable to access area noted for locate request</td>
</tr>
<tr>
<td>Unmarked: Incorrect Address or Excavation Site Info Insufficient Info</td>
<td>Info Incorrect - contact AL811 for new locate request</td>
</tr>
<tr>
<td>Unmarked: Marking Information Unclear - Locator to Contact Excavator</td>
<td>Info unclear - excavaotor to be contacted directly</td>
</tr>
<tr>
<td>Unmarked: Unable to Contact Excavator</td>
<td>Needed additional info - unable to reach excavator</td>
</tr>
<tr>
<td>Unmarked: Delayed due to Weather or Other Circumstances</td>
<td>Delayed - need to contact locator or facility owner/operator directly</td>
</tr>
<tr>
<td>Unmarked: Cannot locate - contact facility owner/operator directly</td>
<td>Unable to locate - need to contact facility owner/operator directly</td>
</tr>
<tr>
<td>Unmarked: Facility Owner/Operator or Master Contractor Generated Request</td>
<td>Facility owner/operator or master contractor responsible for marking</td>
</tr>
<tr>
<td>Design/Survey Locate: Marked</td>
<td>Physical markings completed at excavation site</td>
</tr>
<tr>
<td>Design/Survey Locate: Cleared No Conflict</td>
<td>No facilities in the area requested for design/survey site</td>
</tr>
<tr>
<td>Design/Survey Locate: Facility Owner/Operator to Provide Maps</td>
<td>Facility owner/operator will provide maps or access to maps</td>
</tr>
<tr>
<td>Design/Survey Locate: Meeting Requested</td>
<td>Facility owner/operator will contact to set up meeting arrangements</td>
</tr>
<tr>
<td>Other: Parties Have Agreed and Documented Locating Schedule</td>
<td>Parties have met and made locating schedule arrangements</td>
</tr>
</tbody>
</table>

How Do I Submit Responses?
Alabama 811 members can submit responses through Alabama 811 WebPortal, the KorWeb ticket management software or a compatible in-house ticket management system.

- Positive Response option for HIGH VOLUME tickets - For members that receive a high volume of locate requests, use a ticket management system or use your own response system, you will want to register for the automated upload to the positive response servers. Please indicate your interest on the registration form. Alabama 811 will provide documentation outlining the set-up needed to enter responses into the positive response system.

- Positive Response for the Alabama 811 WebPortal and Mobile App - The Alabama 811 WebPortal and the Alabama 811 Mobile App are resources available to members to document and record their responses to the locate request notifications received. The excavators will have the ability to look up the ticket and view the responses from members on the locate requests. The responses submitted will inform the excavators if utilities have been marked, are clear of the excavation area or that other information is needed. Registration to use the WebPortal is required.

If you would like to submit responses for you company, click here to fill out the registration form or contact Jennifer Lee for more info: jlee@al811.com or 205.731.3210

Please prepare to have the following information ready:
- Contact information for each user, such as name, email and phone number. Each user will need their own unique email address.
- Company information such as Name, Address, Phone number
- List of dispatch codes under your membership that should be linked to the user
- List of the registered facility types for each dispatch code
- Names of personnel responsible for responding to locate requests for each code and each facility type, more than one user may register to respond
- A registration form will need to be completed for each user.