



# 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.

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## How Do I View The Responses?

Responses can be viewed in real time via the Find Locate Request link on the Alabama 811 WebPortal.

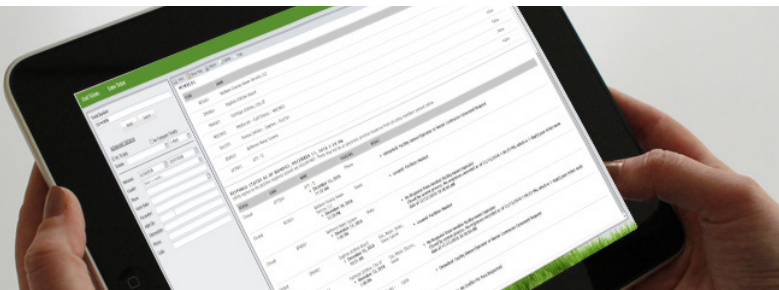
- Visit [www.https://geocall.al811.com/geocall/portal](https://geocall.al811.com/geocall/portal)
- Select Find Locate Request, enter your locate request ticket number in the search box and click search.
- Your locate request ticket will be shown on the right side of the screen.
- Scroll to the bottom of the locate request ticket to view the actions posted for each participating member utility company.



## How Do I Submit Responses?

Alabama 811 members can submit responses through Alabama 811's WebPortal, the KorWeb ticket management software or a compatible in-house ticket management system. If you would like to submit responses for your company you will need to fill out a registration form.

Please contact Jennifer Pickle for more info: [jpickle@al811.com](mailto:jpickle@al811.com) or 205.731.3210



## 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:

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

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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](mailto: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.