

Positive Response

What is Positive Response?

Positive Response (+Response) is communication from the utility member (contract locator) to the excavator regarding the status of a DigAlert ticket. California has always had +Response in the law by requiring members to notify the excavator with status or mark the area to be excavated on site. What changed in Government Code 4216 on January 1st, 2017, is that Electronic Positive Response can now be made through the Notification Center starting January 1st, 2018. However, DigAlert will begin offering this service starting November 1st, 2017.

This means that members can respond to DigAlert's servers about the marking status of the ticket. DigAlert will then allow the excavator to check the responses through the website, SMS and apps anytime during life of the ticket as well as if the excavator has supplied an email address on the ticket. In addition, DigAlert will email the excavator at the start date and time listed on the ticket a complete status of responses, if the excavator has supplied an email address on the ticket.



Important Information!

+Response through the center IS NOT REQUIRED. This means that not all members will choose to utilize this service at this time. Members may choose to respond to the center, respond directly to the excavator or both.

How it Works.

Once a ticket is created, it is sent out to all utility members who asked for notification in that area. As members clear or respond to the site they can then send a response back to DigAlert with information about what was completed. For example; "locate area marked", "no access to area", "clear - no conflict", etc. DigAlert will store that information with the ticket along with a date & time stamp. Members can make multiple responses to the same ticket however responses can't be edited or deleted. This means that all responses will show with their corresponding date and time.

There are three ways for members to submit responses to DigAlert. Through the use of DigAlert's WebTMS system (Web Ticket Management, an optional paid service), manually via web portal/mobile app or through a web service/TCP connection (this requires you to already have a ticket management system or application that can send TCP requests to our server). Technical documents can be found here [Automated +Response via TCP Connection](#).

What are the Requirements?

To use +Response as a utility member (or contract locator) you must;

1. Be a member in good standing of DigAlert (for contract locators, the company you are locating for must be a member)
2. Be assigned at least one active member code (done at the time of joining)
3. Notify DigAlert you wish to use +Response through the center
4. Decide how you will submit your responses to DigAlert



Warning!

If you have multiple facilities (water, electric, sewer) and you only have ONE member code, when you respond you CANNOT respond differently per facility. There can be only one response PER member code. This is why we recommend one code per facility type



Important Information!

DigAlert recommends that if you have multiple facility types (water, electric, sewer, etc) that you have a member code for each type.

When Responses Are Required

Ticket Type	Ticket Type Description	Response Required	Optional Response Accepted if Sent (Only applies to NO Response Required)	Response Required Date/Time
CNCL	Cancel	NO	NO	None
DMEX	Damage /Exposed	NO	YES	None
NEW	New	YES		Legal notice or Work Date/Time on ticket (whichever is later)
NRSP	No Response	NO	YES	None
REMK	Request Re-remarks	YES		Legal notice
AMND	Amendment	YES		If before the original Work Date/Time on the ticket or Legal notice then the response due date/time remain the same. If after the response required date/time become legal notice.
RNEW	Renew Only	NO	YES	None

Benefits of Using +Response

For the member, +Response is an effective means of reducing the number of retransmits that they receive because the excavator saw no markings at the dig site.

For excavators, +Response provides them with information about the member facilities prior to arriving on the job site. If they provided an email address when the locate request was called in they will receive an email confirmation after the start date & time listed on the ticket.

Is Testing Available?



Testing is NOW available for members that wish to test posting responses using the [Automated +Response via TCP Connection](#) method ONLY. If you wish to start testing, please contact our IT department for access.

Search this documentation

Related Pages

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Document Authors

[Jim Schwilk](#) (88 days ago)