



Positive Response for Facility Operators

What is Positive Response and how does it work?

- Notifying the excavator that the operator has no underground facilities in the vicinity of the proposed excavation area.
- The facility operator shall provide this "all clear" or "no conflict" notice in the South Dakota 811 Web Portal.
- Both the excavator and the operator shall make a record of the positive response regarding each line locate ticket received.

A final action is one that closes the response and requires no further response. If the action is not final, the assumption is that another response will be made later that will be a final response.



Action	Description	Final
Located	Facilities marked	True
Clear	No conflict	True
In conflict	Facility representative must be on site during excavation	
Locate delayed		False
Cannot locate	Contact facility	False
Located to meter only	Private property beyond meter not located	True

Positive Response is a communication tool to an excavator by the Facility Operator. A Positive Response indicates the status of a locate and does not always mean that the work location will be marked.



Signing Up to Enter Responses

1. Visit sdonecall.com
2. Select Facility Operator Form
3. Select and complete the Positive Response Configuration Form

A View at Entering Responses

1. Visit the South Dakota 811 Portal
2. Search for the ticket(s) and select them
3. Click on "Add Response"

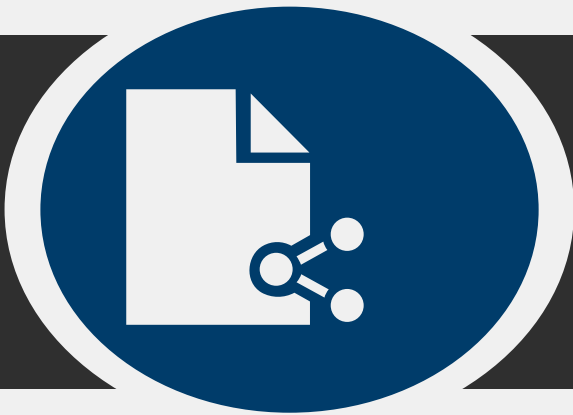
This option also allows you to select multiple tickets to provide the same response action.

The screenshot shows the user interface for entering responses for a specific ticket. At the top, there is a navigation bar with several icons and labels: Back, Print, Show Map, Send To Me, Update, Verification, Respot, Cancellation, Modify, Report a Damage, and Add Response. The 'Add Response' button is highlighted with a red box and a red arrow pointing to it from the right. Below the navigation bar, the ticket number 'TICKET 2000787820' is displayed. The ticket details are as follows:

Ticket Number:	2000787820	Old Ticket:	
Source:	Voice	Type:	Normal
Date:	1/7/2020 2:09 PM		
Update By:	1/28/2020 2:15 PM	Expires On:	1/30/2020 2:15 PM

Below the ticket details, the response status is shown as of Wednesday, January 15, 2020 9:50 AM. A table lists the response status:

STATUS	CODE	NAME
Open		Alliance Communications



Response Action Pop-Up

Add Response

Facilities:
 Phone **Code: A4B**

Action:
Located

Located
Facilities Marked

Clear
No Conflict

In Conflict
Utility Representative Must Be On Site During Excavation

Locate Delayed

Cannot Locate
Contact Utility

Located To Meter Only
Private Property Beyond Meter Not Located

Save Cancel

Add Response

Facilities:
 Phone **Code: A4B**

Action:
Located

Comment:
The line has been marked.

Save Cancel

1. After selecting "Add Response" the response action pop-up is displayed.
2. Select the facility and in the action drop-down, select the proper action or status of the response.

In the comment area, you can enter any comments relative to the response action taken.

If you have any questions contact us!