



Member Update

A look at the policies and procedures at Wisconsin's one-call center

Planning Purpose Tickets: Making Sure Tickets are Handled Correctly

There has been some recent confusion about planning purpose tickets by both contractors and Diggers Hotline members.

As we prepare for the upcoming digging season, it is a good time to reexamine the intent of planning purpose tickets, as well as the proper way for members to respond to one.

Planning purpose tickets give excavators who are not yet intending to dig a means of finding out the locations of buried facilities. Rather than calling in a standard three-day locate request, excavators are entitled to call in 10-day planning purpose tickets.

Although no excavation is allowed on a planning purpose ticket, it is still important for Diggers Hotline members to follow through and complete their responsibilities associated with these tickets. Each stakeholder in the damage prevention process – excavator, one-call center and member – has requirements under the state law. By not

responding to planning tickets in a timely fashion, or even at all, members are not upholding their statutory requirements.

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Members' responsibilities with regards to

planning purpose tickets are detailed in the state law, the Diggers Hotline list of Member Responsibilities and the Excavators' Guide to Diggers Hotline. All three sources have the same thing to say about how members

should respond to a planning purpose ticket.

State Statute 182.0175 dictates that after receiving a planning purpose locate,

“Frustrated by the lack of response to planning tickets, excavators turned to filing standard 3-day tickets for their pre-construction work.”

members are required to respond to the notice within 10 days by conducting field markings, providing records and taking other appropriate responses.

But what does this mean?

When a facility owner joins Diggers Hotline, they are given a list of Member Responsibilities. This list states that members should mark the location of their facilities at the job site, provide the caller maps/drawings showing the location of your facilities in or near the work site, and mark the location of your facilities in or near the work site on maps/drawing provided by the caller.

Diggers Hotline members not responding to planning tickets was a complaint heard often during 2003. Frustrated by the lack of response to planning tickets, excavators turned to filing standard three-day tickets for their pre-construction work.

While two wrongs do not make a right, this illustrates what can happen when one part of the damage prevention process breaks down.

Send the Right Message about Ticket Lifespan

How long is a Diggers Hotline ticket good for? 10 days, right? Wrong.

Only two things make a ticket invalid:

- Work does not begin within 10 calendar days of the legal start date and time.
- Work is interrupted for more than 10 calendar days.

As long as work begins within the 10-day window after the start date and time and there are no stoppages of work of 10 or more days, the ticket remains valid. Relocates can be called in if the marks need to be refreshed due to age, weather or construction activity. But automatic relocates are not required every 10 days.

For over three years, the Diggers Hotline Operating Committee has been tracking potential relocate abuse and meeting with excavators who seem to be filing a large amount of relocates. Out of about 20 companies that have met with the committee, the majority did not have a good understanding of ticket lifespan. The majority of the misinformed companies cited information coming from a Diggers Hotline member company or locator as the reason for their misunderstanding.

If your company is distributing any information about Diggers Hotline, its policies or procedures we would be more than happy to review those materials prior to distribution. If you would like brochures, flyers, handouts, scripts, posters, etc. reviewed, contact Public Relations Coordinator Chad Krueger at (800) 982-0299 ext. 204 or e-mail at ckrueger@diggershotline.com.