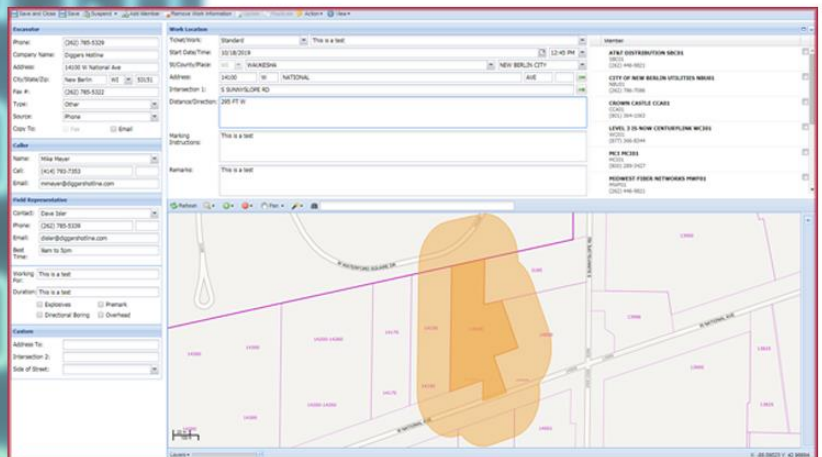


Member Companies



www.DiggersHotline.com



Field Manual

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PURPOSE OF THIS MANUAL

This manual has been prepared to provide member companies operating the ticket locate receiving station with a better understanding of the types of locates they will receive from Diggers Hotline.

The Call Taking Procedures explain the types of calls we process, the information needed to complete a request, and governing rules and regulations that are applicable to each request.

Also included in this manual is transmission options, sample tickets, audit explanation, and the different types of tickets that will be received.

If any questions should arise that are not covered in this manual, please contact the Diggers Hotline office directly for assistance at (800) 982-0299.

MEMBER RESPONSIBILITIES

In addition to those Member responsibilities defined in the Diggers Hotline Membership Agreement, there are other responsibilities that each Member assumes either under State law or by agreement among the Members. The most important of these responsibilities are listed below:

A. STANDARD NON-EMERGENCY EXCAVATION:

For each message regarding proposed non-emergency excavation (in accordance with Sections 182.0175 (2m)(a)2 and (2m)(b), Wisconsin State Statute):

1.) Respond to an excavation notice within 3 working days by marking the location of transmission facilities and if applicable, laterals as provided under *par. (b)* in the area described in the excavation notice.

Paragraph (b): Facilities Marking. A person owning transmission facilities, upon receipt of an excavation notice, shall mark in a reasonable manner the locations of transmission facilities at the area described in the notice to enable the excavator to locate the transmission facilities without endangering the security of the facilities or the public. Except as provided in *par. (bm)*, if the person is a local governmental unit and if the excavation notice relates to sewer or water facilities owned by the local governmental unit, the local governmental unit shall also mark the locations within the public right-of-way of all laterals connected to the sewer or water facilities at the area described in the notice. The marking of facilities shall be completed within 3 working days after receipt of the notice, or if notice is given more than 10 days before excavation is scheduled to begin, marking shall be completed at least 3 working days before excavation is scheduled to begin. If the approximate location of a transmission is marked with paint, flags, stakes or other physical means, the following color coding of lines, cables or conduits shall comply with the uniform color code adopted by the American National Standards Institute:

1. Electric Power: Red
2. Gas, oil, steam, petroleum or gaseous materials: Yellow
3. Communications, cable television or alarm or signal systems: Orange
4. Water, irrigation or slurry systems: Blue
5. Sewer or drain systems: Green
6. Temporary survey markings: Pink
7. Proposed excavation: White

B. TICKET LIFESPAN POLICY:

Whether a ticket is Valid or Invalid will determine which Relocate options are available to the Excavator.

A ticket remains “Valid” if work begins within 10 calendar days after the legal start date and time, AND the work is not interrupted for more than 10 calendar days.

C. RELOCATES:

Excavators are required to provide a repeat notice to the one-call system if marks are destroyed or covered by excavation site activities, if the excavation does not start within 10 days of the scheduled start date or if excavation is interrupted for more than 10 days.

1. If the original ticket is invalid according to the criteria established in the Ticket-Lifespan Policy, and the relocate is called in during normal business hours (M-F, 6am–6pm—Excluding Holidays) a relocate ticket will be issued with a new 3 working day start date from that time.
2. If the relocate is invalid according to the criteria established in the ticket-lifespan policy, and called in after normal business hours, a relocate ticket will be issued with a new 3 working day start date from the start of the next working day.
3. If a relocate is filed after February 1st for a ticket that was not filed or relocated since before November 1st, the excavator may only be granted a three working day relocate.
4. If the original ticket is valid according to the criteria established in the Ticket-Lifespan Policy, the excavator can request either a Crew-On-Site relocate, a 24 Hour relocate, a No-Show relocate, or a Standard relocate.
 - a. The “crew” needs to be on site or en-route to receive a Crew-On-Site relocate with a 1-hour response time. Respond by telephone or in person within 1 hour to inform the excavator how soon you will be able to complete the markings, generally within 3 hours if excavation must begin within 4 hours or before the excavation is scheduled to start if work is to begin after 4 hours. Designating that a crew will be on site at a specific time is allowed. If a crew-on-site relocate is requested during normal business hours (M-F, 6am–6pm Excluding Holidays), the Diggers Hotline member shall respond by telephone, or in person, by the start date and time requested by the excavator, or generally as soon as possible to inform the excavator that they do or do not have facilities at the work site and to indicate if marking will occur, and if so, the approximate time the marking will be completed.
 - b. If a Crew-On-Site relocate is requested after normal business hours, the start date and time will be based on the time specified by the caller (only during normal business hours on a working day), or no earlier than one hour from the beginning of the next working day.
 - c. A Crew-On-Site relocate cannot be sent out with a start date and time that occurs after-hours or on week-ends or holidays.
 - d. If the excavator ticket is “Valid” and the crew is not on site or en route, the excavator can be granted a 24 Hour relocate. If the 24 Hour relocate

is filed during normal business hours, the start date and time will be 24 hours from the current date and time. If the 24 Hour relocate is being filed outside of normal business hours, the start date and time will be a minimum of 24 hours from the beginning of the next business day.

- e. If the current date is within 10 calendar days after a ticket's start date and time, and the excavator is aware of only certain member companies who have not located their facilities, the excavator can file a No Show relocate. A No Show relocate has the same default start date and time parameters as the Crew on Site relocate. The difference between the No Show relocate and Crew on Site relocate is the members who have located their facilities properly by the start date and time can be suppressed from receiving the No Show relocate. Only those members who did not locate their facilities will receive the No Show relocate.

D. EMERGENCIES:

An emergency exists when one or more of the following conditions exist:

- There is a clear and immediate danger to life, health, or significant property damage.
- An unstable condition exists which could lead to one of those three circumstances.
- The excavation is required to repair the outage of an existing service.
- Immediate excavation is required by the facility owner to move, abandon, or cut off their facility due to receiving less than 3 working days notice.

Respond by telephone or in person within 1 hour to inform the excavator whether or not you have facilities in or near the work site and to give an approximate time the markings will be completed if you do.

Mark your facilities as soon as possible, generally within 3 hours if excavation must begin within 4 hours or before the excavation is scheduled to start if work is to begin after 4 hours.

E. APPOINTMENTS:

For each message regarding an appointment to meet the excavator at the work site:

If you cannot meet with the excavator at the designated time and place, contact the excavator to reschedule the appointment.

If you do not have buried facilities in or near the proposed work site, contact the excavator to inform him that you do not have facilities in or near the work site.

The excavator may request marks at time of appointment, but it is required to

complete marking of your facilities within three (3) working days of the appointment.

F. PLANNING EXCAVATION:

For each message requesting planning information (in accordance with Section 182.0175 (2m)(a) 1, Wisconsin State Statute), respond to a planning notice within ten (10) days after receipt of the notice by conducting field markings, providing records and taking other appropriate responses. See the following:

If field marks are requested, mark your facilities in or near the work site using color coded surface markings and/or vertical markers. The color of the markings and/or markers shall conform with Section 182.0175 (2m)b Wisconsin Statutes and ANSI Standard Z53.1 for safety colors.

If prints are requested, provide the caller maps/drawings showing the location of your underground facilities in or near the work site.

The excavator has the right to request both but must do so on separate tickets.

G. OTHER TICKET TYPES:

DAMAGE notices will also come through as emergencies. Wisconsin State Statute 182.0175 (2m)(c) states that every person owning transmission facilities who receives a notice of possible damage shall inspect the facilities for damage within 6 hours if there is risk of personal injury or loss of life or within 24 hours otherwise and shall repair any damage found as soon as practical.

MULTIPLE DIG SITES is a ticket type where the excavator is filing a single ticket for multiple vertical-type excavation such as a municipal tree planting, utility pole replacements, sign post replacements, or soil borings. It requires an appointment and the excavator must work closely with the locators to ensure that locators have enough time to locate the work areas.

STRETCH OF ROAD tickets allow utility or municipal work to take place along a single road in one municipality. Examples could be main burials, pole replacements, ditch cleaning, shoulder grading, etc. Additional tickets are required to install laterals off of the main. A Stretch of Road that is 2 miles long or less can be filed on one ticket. If the Stretch of Road is longer than 2 miles, the excavator can file the entire Stretch of Road on one ticket if a Project Ticket is used, or the excavator can break the Stretch of Road up into tickets of 2 miles or less. A radius of intersections can be requested as part of their marking instructions, but that radius can be no larger than 100 feet.

OVERHEAD LINES ONLY is a standard ticket where the excavator is only looking for overhead line information. No Marking Instructions will be provided on this type of ticket.

EARLY START DATE is a ticket where the excavator is trying to start work prior to the legal start time. This is allowed by contacting every member on the ticket and having ALL of them agree to an earlier time.

PROJECT TICKET is generally for large, ongoing excavation where the excavator may be on and off that site frequently and/or markings will be consistently destroyed due to the excavation activity and relocations will be often necessary. Examples could be road construction or large site development.

Project tickets still must adhere to the size limitations of tickets. Project tickets must be one address/lot per ticket unless filed in conjunction with a Multiple Dig Site ticket or a Stretch of Road ticket. If filed with a Multiple Dig Site or Stretch of Road ticket, the size parameters of those tickets would take precedent.

A Project ticket is filed as an Appointment ticket. At the Appointment meeting, the excavator will identify the area that requires locating and establish the locating and relocating needs for the duration of that project. Excavator and locators will exchange signed documentation (meet sheet) which contains contact information for all parties and the discussed locate and relocate parameters. Diggers Hotline does not need to be contacted by the excavator as long as the locate needs defined on the documentation is being met properly. If locating is not being done properly, the excavator can file a relocate with Diggers Hotline.

H. TICKET TRANSMISSION

Member companies are required to specify how they want to receive the tickets Diggers Hotline will send to them. Diggers Hotline offers 4 ticket receiving options:

Email – Diggers Hotline will transmit the ticket to the email address specified by the member company. If the member wants Diggers Hotline to transmit to multiple email addresses, copy stations will be required for each additional address. Diggers Hotline charges an additional per-ticket fee for each additional copy station. For members that want to have tickets sent to multiple email addresses, Diggers Hotline recommends the member company set up a distribution list on their end instead of creating multiple copy stations.

Fax – Diggers Hotline uses a 3rd party, online fax service to send fax tickets to the member companies. Member companies who wish to receive their tickets via fax will have a surcharge applied to the per-ticket cost due to the increased expense to Diggers Hotline to maintain a fax ticket delivery option.

FTP – File Transfer Protocol is an internet ticket delivery method. The Diggers Hotline server will connect and log in to the member company server and deposit the ticket file on that member company server. The member will provide the server address, login credentials, and specific folder (if needed) to Diggers Hotline for transmission. Diggers Hotline does not offer FTP where the

member company server can log in to the Diggers Hotline server and pull the file off the Diggers Hotline server.

Phone – Diggers Hotline can call the member and relay all the ticket information over the phone. Phone ticket delivery also has a surcharge to the per-ticket cost due to the labor-intensive nature of making a direct phone call for each ticket.

Member companies will also have options regarding the format of how the ticket data displays. For most companies, the format will be in an easy-to-read format. For member companies that use a parsing software system for receiving tickets from Diggers Hotline, there are multiple formats which can be used.

HTML Format – (Displayed in the Sample Tickets section below.) HTML is the format most commonly used for email ticket transmissions. It displays the data in an easy-to-read format that will size and shape to a variety of window sizes.

Default and Default-Parsing Format – (Displayed in the Sample Tickets section below.) These formats are similar in how the data is displayed. It will display as easy-to-read fixed text (meaning the page will not resize with the change in window size.) The Default format is used for fax ticket transmissions. The Default-Parsing format can be used for member receiving stations that parse the incoming ticket data but pass the ticket file straight through to the locators. It is both readable and parser-friendly due to the fixed nature of the fields.

Lines Format – This is a parsing format where each ticket field is on an individual line, one line after the other. It is easy to parse and difficult to read.

XML Format – XML stands for Extensible Markup Language. It is strictly for parsing and cannot be read easily. XML tickets come as attachments if the member company chooses this format to be received via email.

I. TICKET SAMPLES

Diggers Hotline, Inc. (Wisconsin)

TICKET #:	20194200002	Previous Ticket:	
Ticket Type:	Appointment	Start Date:	10/22/2019 10:00 AM
Call Date:	10/14/2019 9:52 AM		
Appointment Date:	10/17/2019 10:00 AM		

Contact Information

Caller:	Mike Meyer	Phone:	(262) 785-5329
Company:	Diggers Hotline	Cell:	(262) 785-5300
Address:	14100 W National Ave New Berlin WI 53151	Working For:	This is a test
Field Rep:	Dave Isler	Phone:	(262) 785-5339

Work Information

County:	WAUKESHA		
Place:	NEW BERLIN CITY		
Address:	14100 W NATIONAL AVE		
Intersection 1:	S SUNNYSLOPE RD		
Intersection 2:	S GLEN PARK RD		
On the N side of the road approximately 295 FT W of S SUNNYSLOPE RD			
Type of Work:	This is a test		
Explosives: Y	Overhead: Y	Boring Equipment: Y	Pre-Marked: Y

SAMPLE
EMAIL
TICKET

Marking Instructions

This is a test.

Remarks

This is a test.

Members Notified

WTD01	WAUKESHA CO PUBLIC WORKS DEPT WTD01	Not Provided
NBU01	CITY OF NEW BERLIN UTILITIES NBU01	Not Provided
TCC01	TELCOM CONSTRUCTION TCC01	Not Provided
MWF01	MIDWEST FIBER NETWORKS	Not Provided
W67WN	WE ENERGIES - W67WN	Not Provided
TDM03	TDS METROCOM TDM03	Not Provided
SBC01	AT&T DISTRIBUTION SBC01	(262) 446-9821
WCI01	LEVEL 3 IS NOW CENTURYLINK WCI01	Not Provided
CCA01	CROWN CASTLE CCA01	Not Provided
MCI01	MCI MCI01	Not Provided
TWC30	TIME WARNER CABLE - TWC30	Not Provided
SBC01	Diggers Hotline	(800) 242-8511

Work Site Polygon (NE/SW)

Latitude	42.985008	Longitude	-88.090372
Secondary Latitude	42.986931	Secondary Longitude	-88.088853

Diggers Hotline, Inc. (Wisconsin) Locate Request for DHLTEST

Ticket #: 20194200002 Seq #:1 Previous Ticket:
Ticket Type:Appointment Start Date: 10/22/2019 10:00:00 AM
Call Date: 10/14/2019 09:52:02 AM
Appointment Date: 10/17/2019 10:00:00 AM

Contact Information

Caller: Mike Meyer Phone: (262) 785-5329
Company: Diggers Hotline Cell: (262) 785-5300
Address: 14100 W National Ave
New Berlin
WI 53151 Working For: This is a test
Email: timmcmahon17@yahoo.com Phone: (262) 785-5339 Ext
Field Rep: Dave Isler

Work Information

County: WAUKESHA
Place: NEW BERLIN CITY
Address: 14100
Street: W NATIONAL AVE
Intersection 1: S SUNNYSLOPE RD
Intersection 2: S GLEN PARK RD
On the N side of the road approximately 295 FT W of S SUNNYSLOPE RD
Type of Work: This is a test
Explosives: Y Overhead: Y Boring Equipment: Y Pre-Marked: Y

Marking Instructions

This is a test

Remarks

This is a test

Members Notified

WTD01	WAUKESHA CO PUBLIC WORKS DEPT	WTD01	(555) 555-5555
NBU01	CITY OF NEW BERLIN UTILITIES	NBU01	(555) 555-5555
TCC01	TELCOM CONSTRUCTION	TCC01	(555) 555-5555
MWF01	MIDWEST FIBER NETWORKS	MWF01	(555) 555-5555
W67WN	WE ENERGIES	W67WN	(555) 555-5555
TDM03	TDS METROCOM	TDM03	(555) 555-5555
SBC01	AT&T DISTRIBUTION	SBC01	(555) 555-5555
WCI01	LEVEL 3 IS NOW CENTURYLINK	WCI01	(555) 555-5555
CCA01	CROWN CASTLE	CCA01	(555) 555-5555
MCI01	MCI	MCI01	(555) 555-5555
TWC30	TIME WARNER CABLE	TWC30	(555) 555-5555
SBC01	DIGGERS HOTLINE	SBC01	(555) 555-5555

J. DAILY AUDIT

The daily audit is a valuable tool that should be used to rule whether or not a particular station has the correct transmittals for a given day. An audit of tickets transmitted to each member will be sent to them on a daily basis (generally overnight shortly after midnight). The ticket/sequence numbers of the audit should be compared to the actual ticket/sequence numbers received. If there is a discrepancy, please call Diggers Hotline at (800) 722-4120 or email operations@diggershotline.com.

It is suggested that a system be established whereby all incoming locates are logged. As transmittals are removed from the receiving unit, record the ticket number and the associated sequence number. It should be noted that it is possible to keep track of any missing locates at any given point during the day through the use of the sequence numbers listed just to the right of the ticket number.

Each day, the beginning sequence number will be "1," with the succeeding locates following sequentially. If it is noticed that a sequence number has been skipped, contact Diggers Hotline at (800) 722-4120 or email operations@diggershotline.com and request a retransmit of the sequence number. This system should be used in addition to checking the daily audit received at the end of each business day.

Once the daily audit has been verified, contact Diggers Hotline with any missing ticket numbers so that they can be retransmitted at the earliest possible time.

The audit will show the Sequence #, Member Code, Ticket Number, Ticket Type, Type of Transmission (Normal or Resend), and the Status.

From Diggers Hotline, Inc (wisconsin)
 Audit For 10/14/2019
 Output DHLTEST - DHL01

Seq#	Code	Ticket	Type	Trans	Status
1	DHL01	20194201056	Standard		Delivered
2	DHL01	20194201078	Standard		Delivered
3	DHL01	20194201187	Relo-Standard		Delivered
4	DHL01	20194201203	Standard		Delivered
5	DHL01	20194201988	Emergency		Delivered
6	DHL01	20194203831	Relo-24 Hours		Delivered
7	DHL01	20194203841	Relo-24 Hours		Delivered
8	DHL01	20194203846	Standard		Delivered
9	DHL01	20194203939	Standard		Delivered
10	DHL01	20194204776	Relo-Standard		Delivered
11	DHL01	20194204862	Emergency		Delivered
12	DHL01	20194204895	Relo-Crew On Site		Delivered
13	DHL01	20194204899	Relo-Crew On Site		Delivered

Emergency : 2
 Resend : 0
 Failed : 0
 Total : 13

Legend

 - Normal
 R - Resend

**SAMPLE
 AUDIT**

K. TICKET TYPES

Below is the list of ticket header codes that Diggers Hotline uses on locate requests.

Ticket Type	Default Start Date & Time	Additional Information
Appointment	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	Appointment times can only be set between 9am and 3pm on Working Days.
Cancel	NA	Cancel tickets will not be billed.
Correction-Appointment	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	Corrections are allowed to occur if the Start Date and Time of the ticket being corrected HAS NOT passed. Correction tickets will also not be billed.
Correction-Emergency	1 hour from Current Date and Time	
Correction-Planning-Appt	3 Working Days for the Appointment Date & Time, 10 calendar days from the Appointment Date for Start Date and Time.	
Correction-Planning-Locate	10 Calendar Days from the current date and time.	
Correction-Planning-Prints	10 Calendar Days from the current date and time.	
Correction-Project	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	
Correction-Standard	3 Working Days from the Current Date and Time.	
Emergency	1 hour from Current Date and Time	Emergencies can have Start Dates and Times outside normal business hours.
Planning-Appointment	3 Working Days for the Appointment Date & Time, 10 calendar days from the Appointment Date for Start Date and Time.	Because it is a Planning ticket, locators have 10 calendar days after the Appointment to mark or provide prints.

Planning-Locate	10 Calendar Days from the current date and time.	Note the “Calendar Days” and not “Working Days” as most other tickets.
Planning-Prints	10 Calendar Days from the current date and time.	
Project	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	Project Tickets are beneficial for large, ongoing projects which could require frequent relocates. Project Tickets do require an Appointment Ticket to explain the project to the locators, which is why the Start Date and Time default is the same as the Appointment Ticket.
Relo-24 Hours	24 working hours from the Current Date and Time	Working hours and days do impact this start date and time.
Relo-Appointment	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	This option just creates a new Appointment.
Relo-Appt-Crew On Site	1 Working Hour from the Current Date and Time.	Working hours and days do impact this start date and time.
Relo-Crew On Site	1 Working Hour from the Current Date and Time.	Working hours and days do impact this start date and time.
Relo-Emergency	1 hour from Current Date and Time	1 hour does NOT adhere to working hours or days.
Relo-No-Show	1 Working Hour from the Current Date and Time.	This relocate will only be sent to members identified by the caller as having not located the previous ticket. It works the same as a Crew on Site Relocate.
Relo-No-Show-Prints	1 Working Hour from the Current Date and Time.	This relocate will only be sent to members identified by the caller as having not located the previous ticket. It works the same as a Crew on Site Relocate. It will only be used if the previous ticket is a Prints-based ticket.
Relo-Planning-Locate	10 Calendar Days from the current date and time.	Relocating a Planning Ticket provides the same waiting period as a regular Planning Ticket.
Relo-Planning-Prints	10 Calendar Days from the current date and time.	
Relo-Project	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	Because a Project ticket is essentially an Appointment Ticket, the Start Dates and Times follow the same rules as Appointment Relocates.

Relo-Project-Crew On Site	1 Working Hour from the Current Date and Time.	
Relo-Standard	3 Working Days from the Current Date and Time.	Working hours and days do impact this start date and time.
Standard	3 Working Days from the Current Date and Time.	Working hours and days do impact this start date and time.
Update-Appointment	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	Updates are billable and can be done regardless of whether or not the start date and time has passed.
Update-Emergency	1 hour from Current Date and Time	
Update-Planning-Apppt	3 Working Days for the Appointment Date & Time, 10 calendar days from the Appointment Date for Start Date and Time.	
Update-Planning-Locate	10 Calendar Days from the current date and time.	
Update-Planning-Prints	10 Calendar Days from the current date and time.	
Update-Project	3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.	
Update-Standard	3 Working Days from the Current Date and Time.	

L. MEMBER PORTAL

Diggers Hotline offers an online resource for member companies called the Member Portal. The Member Portal allows members to search for the tickets that have been sent to them as a member company, view the ticket data, the map selection, print a ticket, email a ticket to anyone, and even retransmit a ticket to their receiving station.

To access the Member Portal, simply browse to the link below and click the, “Sign Up,” option at the top of that portal web page. Select, “Member Portal,” from the sign-up options and identify which member code(s) you want to be able to review.

<https://geocall.diggershotline.com/geocall/portal>

Once you have signed up and the Diggers Hotline staff activates your login, that is the same link you will use to login.

Questions about Member Portal can be directed to the Training Team by emailing training@diggershotline.com or calling 1-800-982-0299 Ext. 1826.

M. POSITIVE RESPONSE

Positive Response refers to utility locators providing field locate status information to excavators. Locators provide the locate status to the Diggers Hotline ticket system so excavators can view it either through our online ticket portals or by automated email notices sent by our system.

It is important to note that in Wisconsin there is no statute requirement for Positive Response, so the program is being implemented on a VOLUNTARY basis. Utility companies can participate if they so choose, but are not required to participate.

If you are a utility company member of Diggers Hotline and want to provide Positive Response information, you can do so in one of two ways. If you use software internally to track and log your tickets, including locate status, you can have your system input Positive Response directly into our system on an automated basis. That is called “Bulk Responding.” Diggers Hotline can provide a document which your software people can use to set up your system to input that data directly.

If you do not use software to track your tickets and locating, you can manually enter your Positive Responses by signing up for our Member Portal and accessing the Positive Response section of that application. The Member Portal allows you to see tickets transmitted to you as a member of Diggers Hotline, including the worksite polygon associated to the ticket, retransmit tickets to your receiving station, and enter Positive Response information. You can sign up for Member Remote by clicking the “Sign Up” option on this webpage: <https://geocall.diggershotline.com/geocall/portal>.

Because Positive Response is voluntary, should any utility company decide not to provide Positive Response, they will be clearly identified as “Not Participating” by the system. That way, excavators will know those companies are not providing that data and may need to contact them directly with questions about the status of the locates.

If a utility chooses to participate, the information they provide will show their Company Name, type of facility they are locating, a contact phone number, and what the status is for that locate.

The facility type options are: Facility Owner, Gas, Electric, Gas & Electric, Communications, Cable TV, Phone, Fiber, Sewer, Water, Sewer & Water, Steam, Pipeline, and Petroleum.

The status options are: Marked – Complete, No Conflict – Complete, System Cleared – Complete, No Response, Not Marked – Response Pending, Ongoing – Working with Excavator, Not Marked – Delay, or Canceled/Corrected/Updated. “No Response” will display if the utility has not provided any response. The other response options will be triggered by the utility providing it to the Positive Response system.

If a member does not respond by 2 weeks after the start date and time, the Diggers Hotline system will automatically close that member response with the status message, “Closed by DHL – Max Time Allowed for Response.”

Positive Response can be a valuable resource to both excavators and utility companies. Excavators can have a clearer picture of their locate status. Utility companies can avoid receiving relocate tickets due to excavators not knowing if an area is clear or has not been marked, or direct calls from excavators regarding locate status.

N. COMPLIANCE REVIEW AND IMPROVEMENT PLAN

Introduction

The Diggers Hotline Advisory Board has created the Compliance Review and Improvement Program to address non-compliant situations with excavators or member facility owners. This program promotes responsible review of patterns of non-compliance, and stresses communication between stakeholders, with final oversight by the Diggers Hotline Board of Directors. If corrective action(s) is required, voluntary improvement will be encouraged, but other actions can be imposed if necessary.

The Compliance Review and Improvement Program is intended to address patterns of non-compliance. It is not meant to target isolated incidences of non-compliance.

Non-compliance includes, but is not limited to, not adhering to Wisconsin Statute 182.0175, policies of the Excavators Guide, Membership Agreement, the Field Manual, or other ticket guidance offered by Diggers Hotline. Non-compliance includes, but is not limited to the following examples:

For Excavators

- Using Crew on Site or 24 hour relocates when the ticket is not “valid”, the crew is not on site or en route as required for a Crew-on-Site, filing on a schedule rather than as necessary, or not verifying that marks are actually missing or destroyed.
- Filing non-excavation planning-based work as Standard tickets and not as Planning tickets.
- Using Emergency tickets when a valid emergency situation is not present.
- On Multiple Dig Site tickets, not working with locators to allow enough time for markings throughout the area.
- Tickets larger than allowed scope such as Stretch of Road or multiple addresses on one ticket.
- Not providing accurate and adequate field contacts on a ticket.
- Using the Diggers Hotline online portals to violate ticket policies.

For Member Facility Owners

- Allowing ticket screening software to incorrectly screen out tickets, resulting in tickets not being located as required.

- Not locating or responding in the case of tickets that allow for a response such as Emergencies, Crew on Site Relocates, or No-Show Relocates, by the legal start date and time.
- Not providing prints by the legal start date and time when a Planning-Prints ticket is requested.
- Not maintaining up-to-date, accurate contacts with Diggers Hotline, such as After and During Business Hours contacts, administrative contacts, and billing contacts.
- Not maintaining up-to-date, accurate member service areas in the Diggers Hotline system.

Compliance Review Process

The Advisory Board will review non-compliance reports which do not fall under the jurisdiction of the Enforcement for Natural Gas and Other Hazardous Materials Subsection of Wisconsin Statute 182.0175. Examples of items which do not fall under the jurisdiction of the Enforcement Subsection include, but are not limited to:

- Ticket types created by Diggers Hotline.
- Non-compliance concerns related to facility types transporting non-hazardous materials.

Investigation of non-compliance involves, but is not limited to:

- The review of various Diggers Hotline ticket reports
- Testimony from involved parties
- Photographs
- Video

If the Advisory Board determines the non-compliance is worthy of further investigation, the Advisory Board will appoint a representative to contact the company to discuss the non-compliant situation. Documentation of the discussions and actions will be provided to the parties throughout the process. If the Advisory Board is satisfied by these initial discussions and the company agrees to become compliant, no further action will be taken. The Advisory Board will send a certified letter summarizing the discussion and stating no further action will be taken.

If the Advisory Board representative believes further follow-up is necessary, the non-compliant company will receive a certified letter scheduling a meeting with the members of the Advisory Board. If the Advisory Board is satisfied with the company's responses, the Advisory Board will send a certified letter summarizing the discussion and stating no further action will be taken. If the Advisory Board is not satisfied, the company will be provided an improvement plan which clearly defines what needs to be improved and the actions that must be taken to achieve that improvement. The non-compliant company will have 30 days to become compliant.

If the company improves, a written confirmation letter will be sent summarizing the need for no further action. The Advisory Board will continue to monitor performance at their discretion to ensure continued compliance. If the company does not implement the improvement plan or

again falls into non-compliance, the Advisory Board can either repeat steps above or proceed to the next step.

If the company does not improve the Advisory Board can recommend a corrective action(s) to the Board of Directors. The Board of Directors will decide if the corrective action(s) will be implemented or request the Advisory Board to take additional measures.

Improvement Plan

If the Advisory Board has a meeting with a non-compliant company, and is not satisfied with the company's responses, the Advisory Board will develop an improvement plan for the non-compliant company. To avoid any corrective actions, the non-compliant company must implement the improvement plan.

The improvement plan is a document that clearly defines the actions the company must take to achieve compliance. The improvement plan will also inform the company of the corrective action(s) the Advisory Board will recommend to the Board of Directors if the non-compliant company refuses to implement the improvement plan.

Corrective Actions

Corrective actions are recommended by the Advisory Board and approved by the Board of Directors. With a simple majority vote, the Advisory Board can recommend a corrective action(s) to the Board of Directors. The Board of Directors will have up to 30 days to respond to the recommended corrective action(s) at an upcoming board meeting or via conference call. The Board of Directors will discuss the situation and either vote on the corrective action(s), request additional information, or require the Advisory Board to take additional measures. If corrective action(s) is approved by the Board of Directors, a certified letter will be sent to the company outlining what has occurred throughout the entire process and the corrective action(s) that will be implemented.

Corrective actions can include, but are not limited to:

- Suspending the usage of ticket types created by Diggers Hotline and not found in Wisconsin Statute 182.0175.
- Suspending access to the Diggers Hotline ProPortal.
- Suspension of membership on the Advisory Board.
- Issuance of a non-compliance monetary surcharge increasing the member per-notice fee.

Corrective actions will be until a point in time when the company is willing to implement the improvement plan.

Glossary of Terms

Non-Compliance/Not Compliant

Includes, but is not limited to, not adhering to Wisconsin Statute 182.0175, policies of the Excavators Guide, Membership Agreement, the Field Manual, or other ticket guidance offered by Diggers Hotline.

Company

An excavator or member facility owner.

Corrective Action

An implemented procedure to eliminate the cause of a detected non-compliant or other undesirable situation.

Improvement Plan

A plan that is established by the Advisory Board after meeting with the non-compliant company. The Improvement Plan defines the steps a company needs to take to achieve compliance.

Stakeholder

An organization directly involved in the damage prevention industry. Some examples of Stakeholders are: Diggers Hotline, member facility owners, government (municipal, county, and state), excavators, planning and design engineers, surveyors, and contract locators.

Advisory Board

An industry stakeholder panel appointed by the Diggers Hotline Board of Directors with the purpose of bringing industry diversity to the decision-making process for Diggers Hotline.

The Advisory Board is comprised of not fewer than 9, nor more than 15 stakeholders.

Board of Directors

The governing body of Diggers Hotline. Individuals who sit on the Board are responsible for overseeing the organization's activities. Governance is high-level: strategy, oversight, and accountability.

The Diggers Hotline Board of Directors is made up of 9 elected representatives from the member facility owners. The Board of Directors have 4 elected officer positions: Chair, Vice Chair, Secretary, and Treasurer. The Board of Directors and officer positions are 3-year terms and voted upon by the entire membership of Diggers Hotline.

Facility Owner

A public or private entity which owns or maintains “Transmission Facilities.”

Transmission Facilities

Defined by Wisconsin Statute 182.0175(1)(c) including “all pipes, pipelines, wires, cables, ducts, wirelines and associated facilities, whether underground or aboveground, regardless of the nature of their transmittants or of their in-service application. The term includes, but is not restricted to, utility facilities, government-owned facilities, facilities transporting hazardous materials, communications and data facilities, drainage and water facilities and sewer systems. The term does not include culverts.”

Member Facility Owner

Facility Owner which has joined Diggers Hotline. Member Facility Owners receive Tickets/Locate Requests from Diggers Hotline when excavators identify they are excavating within an area where member facilities may exist. Member Facility Owners pay Diggers Hotline a Per-Notice Fee for receiving Tickets/Locate Requests.

Per-Notice Fee

A fee the Member Facility Owner pays for each Ticket/Locate request received from Diggers Hotline identifying intended excavation to occur in an area where their facilities may reside.

Wisconsin Statute 182.0175 allows Diggers Hotline to assess this Per-Notice Fee and to cease a Facility Owner’s membership in Diggers Hotline if a Per-Notice Fee is more than 90 days past due. Facility Owner membership may be reinstated upon payment of the amount past due.

Excavator

Defined by Wisconsin Statute 182.0175(1)(bm) as “a person who engages in excavation.”

Excavation

Defined by Wisconsin Statute 182.0175(1)(b) as, “any operation in which earth, rock or other material in or on the ground is moved, removed or otherwise displaced by means of any tools, equipment or explosives and includes grading, trenching, digging, ditching, drilling, augering, tunneling, scraping, cable or pipe plowing and driving and means any operation by which a structure or mass of material is wrecked, razed, rended, moved or removed.”

Excavators are required by Wisconsin Statute 182.0175 to provide advance notice of their intent to excavate to Diggers Hotline.

Locator

An individual who conducts field markings of the area described in the Ticket/Locate Request. A locator is an employee of the Member Facility Owner.

Contract Locator

An individual who is employed by a company which a Member Facility Owner hires to conduct field markings of their facilities at the area described in the Ticket/Locate Request.

Enforcement Panel

A panel appointed by Diggers Hotline that carries out the duties specified in Wisconsin Statute 182.0175(3)(bg) and Wisconsin Statute 182.0175(3)(br). The panel consists of 2 transmission facility owners, 2 excavators, 1 employee of Diggers Hotline, 1 person who represents the interest of a political subdivision, and 1 person employed as an underground line locator.

ProPortal

A free online resource for professional excavators or planning designers to file Tickets/Locate Requests. The ProPortal allows the user to file all ticket types, map their excavation location, relocate tickets, search for their previous tickets, and view positive response information for their tickets.

The ProPortal requires users to watch a training video and pass a general knowledge test before access is granted by Diggers Hotline. Diggers Hotline personnel review all tickets submitted by new users. The ProPortal program requires the user to complete 30, consecutive, error-free tickets before mandatory review of all tickets is no longer necessary.

Ticket/Locate Request

Wisconsin Statute 182.0175 requires all excavators to provide information about their excavation project to Diggers Hotline prior to excavation occurring. The information provided by the excavator to Diggers Hotline is organized and then transmitted to Diggers Hotline member companies. The compiled excavation information is called a Ticket, or Locate Request.

Excavators are provided a Ticket Number, which is a unique number composed of the year, the week of the year, and a sequential number for that week. The Ticket Number is the excavator's legal proof they have contacted Diggers Hotline, and can be used to search for that ticket data for up to 6 years.

Excavators can also receive an emailed copy of their Ticket/Locate Request if they choose.

Start Date & Time

The Start Date & Time is the day and time an excavator is legally allowed to begin excavating. Start Dates & Time will vary based on the type of ticket being filed. Non-emergency initial tickets (Standard Tickets) have a minimum Start Date & Time of 3 working days and a maximum of 30 calendar days from the day and time the excavator files the ticket with Diggers Hotline.

Emergencies, relocates, and appointments can all have different Start Dates & Times as either

established by State Statute or Diggers Hotline policy.

Working Days/Hours

Working Days are any day other than Saturday, Sunday, or legal holidays (as defined by Wisconsin State Statute.) Working hours are 6am to 6pm within Working Days.

Planning Tickets

Planning Tickets are non-excavation tickets typically filed by engineers or surveyors when a project is still in the design stage.

The statute allows a Planning Ticket a minimum Start Date & Time of 10 calendar days from the current day and time. Statute also allows the designer (person filing the ticket) to request a field locate, exchange prints with the facility owners, or both responses.

Valid Ticket

A Ticket is considered “Valid” by Diggers Hotline if the excavator’s work began within 10 calendar days of the Ticket’s Start Date & Time and excavation work has not stopped for more than 10 calendar days at any point.

Ticket Types Created by Diggers Hotline

Crew on Site Relocate

The Crew on Site relocate was created by Diggers Hotline to assist excavators in getting a quick-response locate request when marks are destroyed due to construction activity or weather and the excavation company is waiting on site to continue excavating.

To qualify for a Crew on Site relocate, the excavator must have a Valid Ticket, and have a crew either on site or en route to the worksite.

The Crew On Site relocate will set the Start Date & Time a minimum of 1 hour from the current date and time (within normal Working Days/Hours) and a maximum of 24 hours from the current date and time.

The 1 hour Start Date & Time is the time member facility owner have to respond to this ticket. Member facility owner response can be either the conducting of the field locate or contacting the excavator directly to let them know when the locate will be performed. If locating cannot be done within the 1 hour Start Date & Time, member facility owners have to locate as soon as practical, generally within 3-4 hours.

24 Hour Relocate

The 24 Hour Relocate was created by Diggers Hotline to assist excavators in getting a quick-response locate request when marks are missing or destroyed due to construction activity or

weather. The 24 Hour Relocate is used instead of a Crew on Site Relocate when the excavator does not need an immediate (1 hour) response or the excavator's crew is not on site.

To qualify for a 24 Hour Relocate, the excavator must have a Valid Ticket.

The 24 Hour relocate will set the Start Date & Time a minimum of 24 hours from the current date and time (within normal Working Days/Hours) and a maximum of 72 hours from the current date and time.

Member facility owners must locate their facilities by the Start Date & Time.

No-Show Relocate

The No-Show Relocate was created by Diggers Hotline to address situations where member facility owner locators do not mark their facilities or respond to the Planning Ticket by the legal Start Date & Time.

To qualify for a No-Show Relocate, the excavator must have a Valid Ticket, and have a crew either on site or en route to the worksite.

The No-Show Relocate will set the Start Date & Time a minimum of 1 hour from the current date and time (within normal Working Days/Hours) and a maximum of 24 hours from the current date and time.

The 1 hour Start Date & Time is the time a member facility owner has to respond to this ticket. A member facility owner response can be either the conducting of the field locate (or providing Prints as requested for the Planning Ticket) or contacting the excavator directly to let them know when the locate will be performed. If locating cannot be done within the 1 hour Start Date & Time, member facility owners have to locate as soon as practical, generally within 3-4 hours.

The No-Show Relocate also requires the excavator to identify which member facility owners have not responded to the original ticket. Member facility owners who have responded properly to the original Ticket/Locate Request will be suppressed from the No-Show Relocate and will not receive a copy of the Ticket. Member facility owners identified by the excavator as having not located by the Start Date & Time will be sent the No-Show Relocate ticket by Diggers Hotline.

Appointment Ticket

The Appointment Ticket was created by Diggers Hotline to allow excavators to meet with locators to explain complex projects prior to locating occurring.

The Appointment Ticket will establish an Appointment Date & Time which will be a minimum of 3 working days from the current date and time. The Appointment Time can only be between 9am and 3pm on a working day.

The Start Date & Time will then be a minimum of 3 working days from the Appointment Date

& Time, resulting in an overall minimum of 6 working days from the day and time the Appointment Ticket is filed with Diggers Hotline.

Appointment Tickets are allowed to use Crew on Site and No-Show Relocates as long as the requirements for those tickets are met by the excavator.

Project Ticket

The Project Ticket was created by Diggers Hotline to assist excavators and locators with large, ongoing excavation projects such as road construction, main burial, or site development.

A Project Ticket is filed as an Appointment Ticket. At the appointment, the excavator and locators will establish the parameters for ongoing locating (including the frequency of when relocating should occur) of the project. Those parameters should be documented, contact information provided, signed and exchanged between all parties.

Excavators will then be able to contact the locators directly for any future relocates needed outside of the parameters agreed upon. Excavators can also contact the locators directly if anything has changed with the project that would impact those original parameters.

If the agreed upon parameters are not being met by any of the locators, the excavator can contact Diggers Hotline for a relocate ticket. The crew-on-site relocate option would be allowed, as with all Appointment Tickets.

Multiple Dig Site

The Multiple Dig Site ticket was created by Diggers Hotline to address unique ticket filing challenges posed by specific municipal-wide projects involving many vertical excavations. Vertical excavation involves digging straight down without extending out in a specific direction. Examples of vertical excavation projects which would qualify for the Multiple Dig Site ticket are: municipal tree planting, utility pole installations, sign post install or replacement, and soil borings. The Multiple Dig Site ticket allows excavators to file one ticket for an area where many vertical excavations may occur instead of filing many tickets.

Multiple Dig Site tickets can be no larger than a municipality and multiple tickets will be required for each municipality if the project extends to other communities.

The Multiple Dig Site ticket is filed as an Appointment Ticket, and the contractor is required to work closely with the locators on the ticket to ensure the locators have enough time to accurately mark facilities. Providing a project map or list of addresses is beneficial to assist locators with staying ahead of the work. A relocate of a Multiple Vertical Dig Site Ticket will be handled the same as a relocate of an Appointment Ticket.

Stretch of Road

The Stretch of Road ticket was created by Diggers Hotline to assist facility owner and municipal projects where certain types of work are occurring parallel to a single road. Examples of the type of work allowed on a Stretch of Road ticket are: utility main

burial/replacement, shoulder grading, and utility pole installation/replacement. Additional tickets will be required for installation of service laterals or if the project turns onto a different street.

Stretches of Road which are two miles or less can be filed as a Standard or Planning Ticket. Work sites more than two miles in length may be broken up into separate Stretch of Road tickets of 2 miles or less, or filed as a Project Ticket.

A maximum radius of 100 feet will be allowed at each intersection. Any location request that exceeds 100 feet at intersections will require additional tickets.

Ticket Types Found in Wisconsin State Statute 182.0175

Standard

A Ticket/Locate Request filed for non-emergency work. The default start date and time will be 3 working days from the current date and time.

Emergency

A Ticket/Locate Request which may be requested when excavation must begin prior to the standard 3 working days due to one of the following conditions being met:

- The unforeseen excavation, which, if not performed, could result in the loss of life or limb.
- The excavation is required to repair the outage of an existing service.
- Excavation is required prior to three business days in order to prevent property damage.
- An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire and/or cable).
- FOR FACILITY OWNERS ONLY: Immediate excavation is required by the facility owner to move, abandon, or cut off any facilities due to receiving less than three business days notice from a contractor.

An Emergency ticket will set the Start Date & Time a minimum of 1 hour from the current date and time. Emergency ticket Start Dates & Times will be set any time of the day or night, and are not bound by Working Day or Working Time parameters.

The 1 hour Start Date & Time is the time member facility owners have to respond to this ticket. Member facility owner responses can be either the conducting of the field locate or contacting the excavator directly to let them know when the locate will be performed. If locating cannot be done within the 1 hour Start Date & Time, member facility owners have to locate as soon as practical, generally within 3-4 hours.

Relocate (3 Working Day)

If a Ticket/Locate Request is not “Valid” and locate markings are either missing or destroyed,

the excavator can file a 3 working day Relocate.

The 3 Working Day Relocate will set the default Start Date & Time 3 working days from the current date and time.

Planning

A Ticket/Locate Request where actual excavation in the immediate future is not intended. Rather, an excavation project is in the planning stage and information on the location of existing facilities is being sought.

Planning Tickets allow for the requesting of field markings, providing of records (prints), or both responses.

Planning tickets will have a default Start Date & Time of 10 calendar days from the current date and time.

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