



Member Portal

Positive Response Tutorial

What is Positive Response?

Positive response is a resource available to members to help facility operators communicate the status of locate requests to excavator so excavators can confirm response prior to excavation.

Members can post responses to communicate with the excavator as well as have records of their responses.

Excavators can look up their ticket in the OKIE811 Portal to view the member responses. They will also receive a response notice via email after all participating members respond to the ticket or on the excavation date of the ticket.

Members can respond to locate requests through the OKIE811 Portal or upload responses from a separate response system into the OKIE811 Portal. Member Services will provide documentation outlining the set-up needed to upload responses.

Codes	Action	Definition	Status
1	Site Marked	<i>Facility located and marked at the site</i>	Closed
2	Clear	<i>Facility is not in conflict with dig site described on the ticket</i>	Closed
3	Other	<i>Explanation required in comments</i>	Closed
4	Partially Marked/Large Project	<i>Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement</i>	Open
5	No Access/Not Marked	<i>Unable to access dig site and unable to reach excavator</i>	Closed
6	Correction Required/Not Marked	<i>Please call OKIE811 and provide additional or correct information</i>	Closed
7	Critical Facility/In Conflict	<i>Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation</i>	Open

How to Respond

To respond to locate request via the OKIE811 Portal, you must be a registered user.

Once you are logged into the portal, click **“Respond”** in the top left corner of the page.

RESPOND

The default view is the **Open** items displaying new locate requests and locate requests with an **open status**.

This list contains the responses assigned to op-eva.donahue. To search for a specific ticket use the search field below.

Ticket Number:

RESET SEARCH

Advanced Options
Select:

☒ Open ☐ All

Between:

Ticket	Type
19082909320001	Emergency
19082909320002	Normal
19082909330003	Update
19082909330004	Correction
19082909340005	Cancel Request
19090310420001	Emergency
19090310450002	Emergency
19090310490003	Emergency
19090310500004	Emergency

Ticket Number – Enter the ticket number and press **Search** to find responses for a specific ticket.

This list contains the responses assigned to op-eva.donahue. To search for a specific ticket use the search field below.

Ticket Number:

19082909320001

RESET SEARCH

Reset – is used clear any ticket numbers entered before searching with the **Advanced Options**. If the ticket number isn't deleted, the results will be the ticket number entered.

Click **All** to search for all open and closed responses for the user.

Dates – Enter the ticket date when using this search. The dates are required and are limited to 31 days.

This list contains the responses assigned to op-eva.donahue. To search for a specific ticket use the search field below.

Ticket Number:

RESET SEARCH

Advanced Options
Select:

☐ Open ☒ All

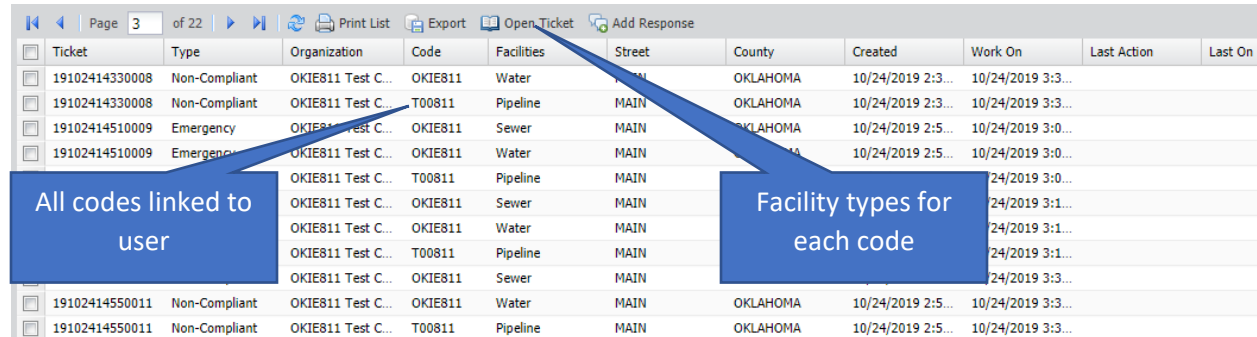
Between:

03/01/2020 03/31/2020

Organizing the Results

Below is an image of search results for all **Open** responses.

Important: This list includes all tickets for all dispatch codes linked to this user and all facility types registered under each code. Meaning, if you have 2 facility types registered under one dispatch code, you may have 2 responses for the same ticket.



Ticket	Type	Organization	Code	Facilities	Street	County	Created	Work On	Last Action	Last On
19102414330008	Non-Compliant	OKIE811 Test C...	OKIE811	Water	MAIN	OKLAHOMA	10/24/2019 2:3...	10/24/2019 3:3...		
19102414330008	Non-Compliant	OKIE811 Test C...	T00811	Pipeline	MAIN	OKLAHOMA	10/24/2019 2:3...	10/24/2019 3:3...		
19102414510009	Emergency	OKIE811 Test C...	OKIE811	Sewer	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
19102414510009	Emergency	OKIE811 Test C...	OKIE811	Water	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
		OKIE811 Test C...	T00811	Pipeline	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
		OKIE811 Test C...	OKIE811	Sewer	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
		OKIE811 Test C...	OKIE811	Water	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
		OKIE811 Test C...	T00811	Pipeline	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
		OKIE811 Test C...	OKIE811	Sewer	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:0...		
19102414550011	Non-Compliant	OKIE811 Test C...	OKIE811	Water	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:3...		
19102414550011	Non-Compliant	OKIE811 Test C...	T00811	Pipeline	MAIN	OKLAHOMA	10/24/2019 2:5...	10/24/2019 3:3...		

Above the results you will see the **number of pages** of results found.

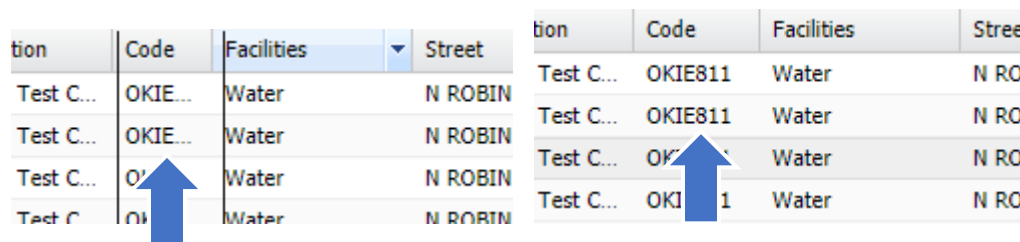
At the top right of the results will be the **number of results displayed** out of the total number of results

Navigate page to page by using the inside arrow buttons. The outside arrows will navigate you to the first and last pages



Page 3 of 22	Displaying 101 - 150 of 1097
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Expand the columns by hovering over the line between the column you want to expand and the column to the right, then click and drag to expand the column.

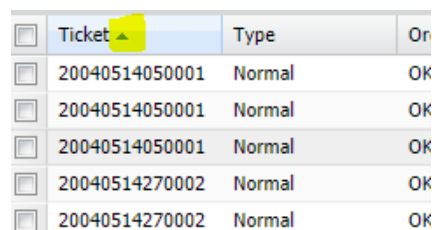


tion	Code	Facilities	Street
Test C...	OKIE...	Water	N ROBIN
Test C...	OKIE...	Water	N ROBIN
Test C...	O'	Water	N ROBIN
Test C...	OKI	Water	N ROBIN

tion	Code	Facilities	Stree
Test C...	OKIE811	Water	N RO
Test C...	OKIE811	Water	N RO
Test C...	OKI	Water	N RO
Test C...	OKI 1	Water	N RO

Sort the results by clicking on the column header to sort ascending or descending.


The default is sorted by **Work on** which is the work/excavation date.




Ticket	Type	On
20040514050001	Normal	OK
20040514050001	Normal	OK
20040514050001	Normal	OK
20040514270002	Normal	OK
20040514270002	Normal	OK

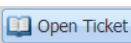
Add or Remove columns of data to the view by hovering over the column header and click on the drop-down arrow. This option gives you the ability to sort the results as well as **add or remove columns** to the results view.

Facilities	Street	County	Created
Sewer	Sort Ascending	OKLAHOMA	4/5/2020 9:05
Water	Sort Descending	OKLAHOMA	4/5/2020 9:05
Pipeline		OKLAHOMA	4/5/2020 9:05
Sewer	Columns		
Water	n robinson ave		
Pipeline	n robinson ave		
Pipeline	n robinson ave		
Sewer	n robinson ave		
Water	n robinson ave		
Water	n robinson ave		
Sewer	n robinson ave		
Pipeline	n robinson ave		
Pipeline	n robinson ave		
Sewer	n robinson ave		
Water	n robinson ave		
Water	n robinson ave		
Sewer	n robinson ave		
Pipeline	n robinson ave		
Sewer	N ROBINSON AVE		
Water	N ROBINSON AVE		
Pipeline	N ROBINSON AVE		

Refresh - You can refresh the list of results at any time by clicking 






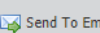



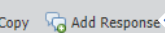
Print - Click  to print the list of results shown on the results view.

Export - Click  to export the list of results. This will include all data for all columns shown in the column drop down menu above.

Open Ticket - To view a ticket, select the ticket and press  on the tool bar.

Ticket	Type	Organization	Code	Facilities	Street	County	Created	Work On	Last Action	Last On
19082909320001	Emergency	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	8/29/2019 9:32...	8/30/2019 7:00...		
19082909320002	Normal	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	8/29/2019 9:32...	9/4/2019 7:00...		
19082909330003	Update	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	8/29/2019 9:33...	9/4/2019 7:00...		
19082909330004	Correction	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	8/29/2019 9:33...	9/4/2019 7:00...		
19082909340005	Cancel Request	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	8/29/2019 9:34...	9/4/2019 7:00...		
19090310420001	Emergency	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	9/3/2019 10:43...	9/3/2019 2:45...		
19090310450002	Emergency	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	9/3/2019 10:45...	9/3/2019 1:00...		
19090310490003	Emergency	OKIE811 Test C...	OKIE...	Water	N ROBINSON AVE	OKLAHOMA	9/3/2019 10:49...	9/3/2019 3:00...		

Ticket View - In the ticket view, you have more options available, including **Add Response**

OKIE811 TICKET 19090310490003

Previous:

Source: Voice

Type: Emergency

By: EDonahue

Hours Notice: 4

Date: 9/3/2019 10:49:43 AM

Latitude

35.541615

Longitude

35.542047

Response Actions and Status

Response Actions - Below is a list of the response actions from which the user will choose. The response action chosen will appear on the ticket view in the OKIE811 Portal.

Definition – The definition is a description of the action and communication to the excavator. The definition will also appear on the ticket view in the OKIE811 Portal.

Status – The status is basically a completion status of the locate request for the user. If the status is “Open” the ticket will remain in the response queue until another action has been added to “Closed” the status. Once the status is “Closed”, it will be removed from the “Open” responses queue.

The user can add multiple responses to the ticket regardless of the status of the previous response added.

Action	Definition	Status
Site Marked	<i>Facility located and marked at the site</i>	Closed
Clear	<i>Facility is not in conflict with dig site described on the ticket</i>	Closed
Other	<i>Explanation required in comments</i>	Closed
Partially Marked/Large Project	<i>Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement</i>	Open
No Access/Not Marked	<i>Unable to access dig site and unable to reach excavator</i>	Closed
Correction Required/Not Marked	<i>Please call OKIE811 and provide additional or correct information</i>	Closed
Critical Facility/In Conflict	<i>Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation</i>	Open

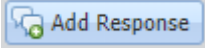
Adding Responses to the Locate Requests

Responses can be added from the **results view** or the **ticket view**.

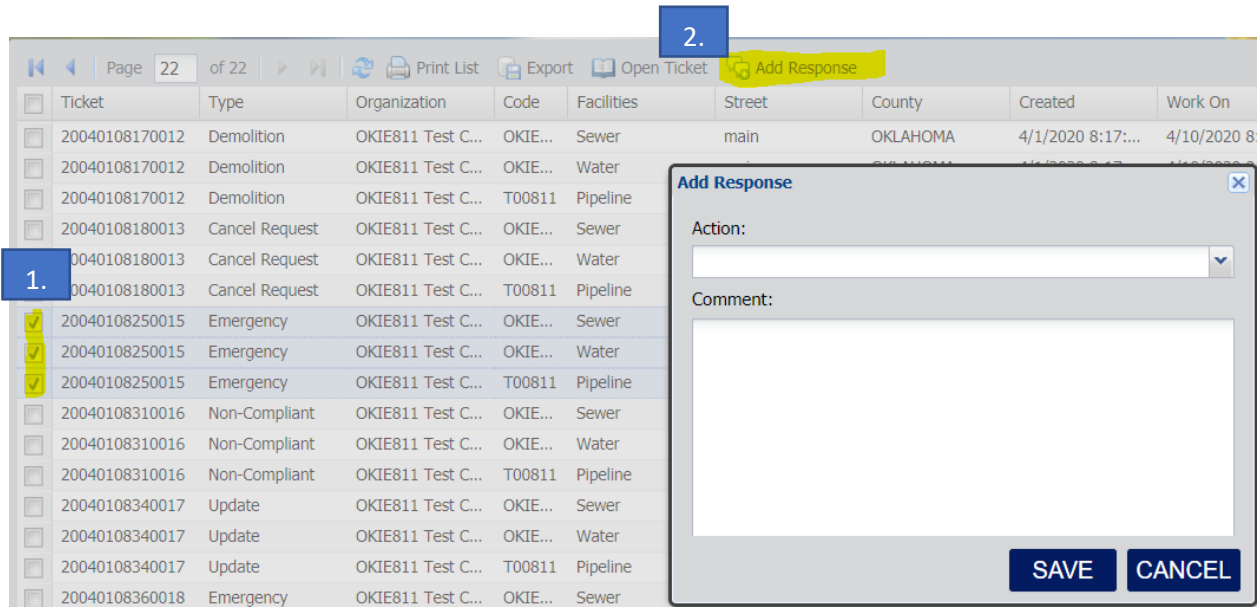
From Results View - users can add a response to multiple tickets for multiple codes and multiple facilities. The user will choose the dispatch codes and facility types to respond to from the results view.

From Ticket View - When adding a response from the ticket view, you can only add a response to one (1) ticket because you can only view one (1) ticket at a time. However, the user can choose the codes and facility types associated with that ticket from the response box.

Responses from Results View

1. Select the tickets – Choose the tickets with the code(s) and the facilities you want to add a response.
 - o **Important:** Pay close attention to the dispatch code and the facility types associated with the tickets you are selecting to ensure a response is added to the correct tickets, codes and facilities.
2. Add Response - Click  to open the response box.

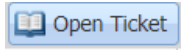
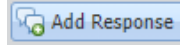
2.



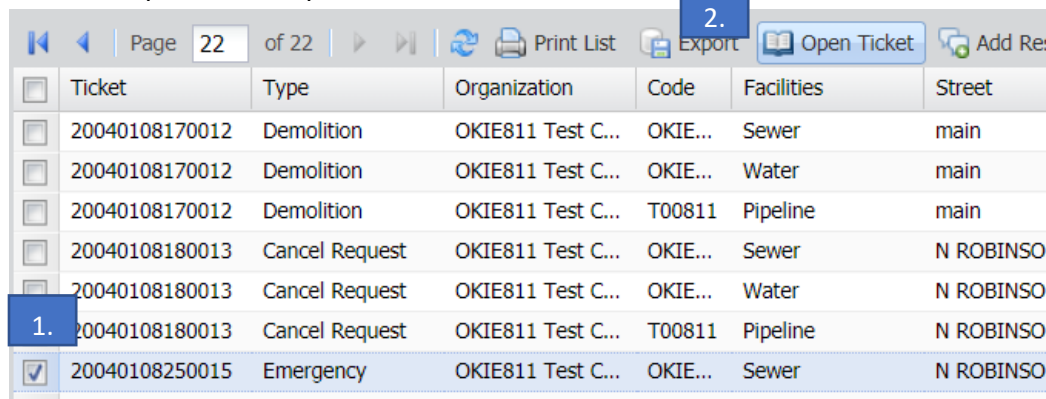
1.

Ticket	Type	Organization	Code	Facilities	Street	County	Created	Work On
20040108170012	Demolition	OKIE811 Test C...	OKIE...	Sewer	main	OKLAHOMA	4/1/2020 8:17:...	4/10/2020 8:
20040108170012	Demolition	OKIE811 Test C...	OKIE...	Water				
20040108170012	Demolition	OKIE811 Test C...	T00811	Pipeline				
20040108180013	Cancel Request	OKIE811 Test C...	OKIE...	Sewer				
20040108180013	Cancel Request	OKIE811 Test C...	OKIE...	Water				
20040108180013	Cancel Request	OKIE811 Test C...	T00811	Pipeline				
20040108250015	Emergency	OKIE811 Test C...	OKIE...	Sewer				
20040108250015	Emergency	OKIE811 Test C...	OKIE...	Water				
20040108250015	Emergency	OKIE811 Test C...	T00811	Pipeline				
20040108310016	Non-Compliant	OKIE811 Test C...	OKIE...	Sewer				
20040108310016	Non-Compliant	OKIE811 Test C...	OKIE...	Water				
20040108310016	Non-Compliant	OKIE811 Test C...	T00811	Pipeline				
20040108340017	Update	OKIE811 Test C...	OKIE...	Sewer				
20040108340017	Update	OKIE811 Test C...	OKIE...	Water				
20040108340017	Update	OKIE811 Test C...	T00811	Pipeline				
20040108360018	Emergency	OKIE811 Test C...	OKIE...	Sewer				

Responses from Ticket View

1. Select a ticket – click on the ticket number you want to add a response to from the results view
2. Open Ticket - Click  to open the ticket view.
3. Add Response – Click  to open the response box.
4. Select Codes and Facilities – check the boxes for the codes and facilities you want the response to be posted.

2.



1.

Ticket	Type	Organization	Code	Facilities	Street
20040108170012	Demolition	OKIE811 Test C...	OKIE...	Sewer	main
20040108170012	Demolition	OKIE811 Test C...	OKIE...	Water	main
20040108170012	Demolition	OKIE811 Test C...	T00811	Pipeline	main
20040108180013	Cancel Request	OKIE811 Test C...	OKIE...	Sewer	N ROBINSO
20040108180013	Cancel Request	OKIE811 Test C...	OKIE...	Water	N ROBINSO
20040108180013	Cancel Request	OKIE811 Test C...	T00811	Pipeline	N ROBINSO
20040108250015	Emergency	OKIE811 Test C...	OKIE...	Sewer	N ROBINSO

Notice: There are Facilities listed on the top of this Response box that were not on the Response box from the results view. This is because the user was able to choose the dispatch codes and facility types from the results view. When adding a response from the ticket view, only one (1) can be selected. The user can choose the codes and facility types from the response box.

3. Add Response

4. Add Response

Facilities:

☐ Sewer (OKIE811) ☐ Pipeline (T00811)

☐ Water (OKIE811)

Action:

Comment:

SAVE CANCEL

Once you opened the *Add Response* box, then you can proceed with selecting the action.

Action – select a response from the drop-down menu.

Add Response

Action:

Site Marked
Facility located and marked at the site

Clear
Facility is not in conflict with dig site described on the ticket

Other
Explanation in comments

Partially Marked/Large Project
Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement

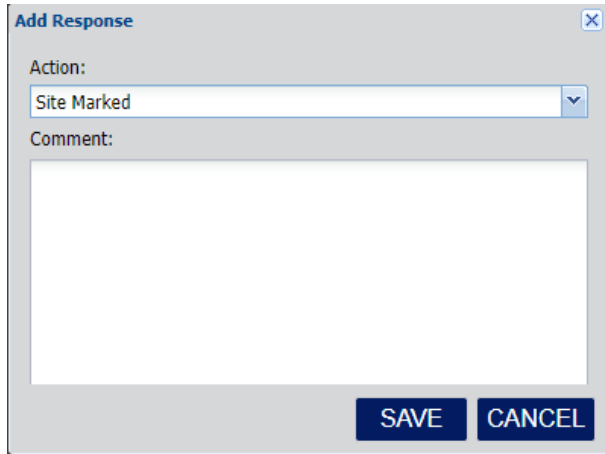
No Access/Not Marked
Unable to access dig site and unable to reach excavator

Correction Required/Not Marked
Please call OKIE811 and provide additional or correct information

Critical Facility/In Conflict
Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation

Comment – use this field to enter any additional information regarding your response such as the size and material of an active underground facility required by the ***Oklahoma Corporation Commission Pipeline Safety Title 165.***

The Comment field is limited to 1,000 characters.



Add Response

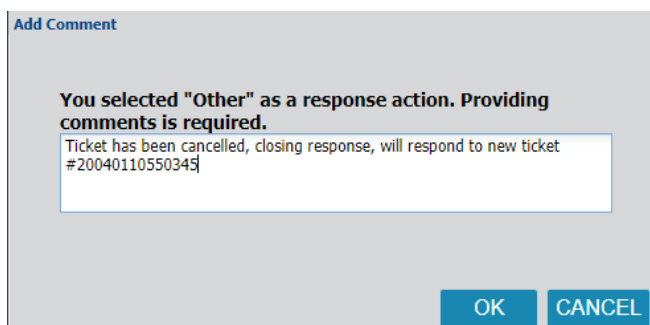
Action:
Site Marked

Comment:

SAVE CANCEL

Comment field required – When the action of “Other” is selected, the user will be required to enter comments to explain the action.

Enter comments and click **OK** to save the comments



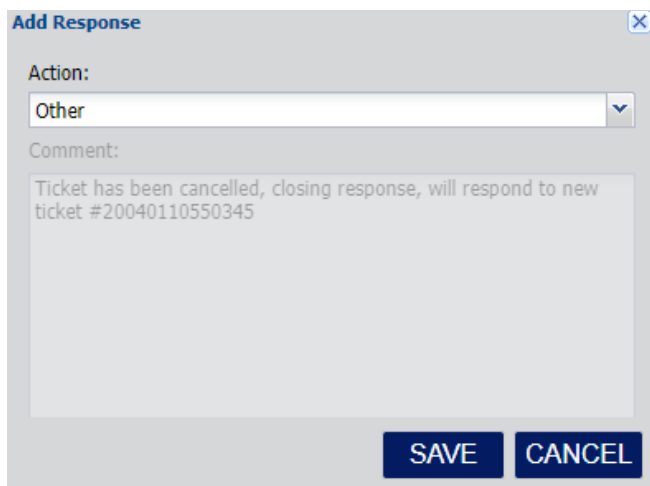
Add Comment

You selected "Other" as a response action. Providing comments is required.

Ticket has been cancelled, closing response, will respond to new ticket #20040110550345

OK CANCEL

Save – Click save to post the response to the items selected. After you click save, the screen will automatically refresh to remove the items from the results view, unless you selected a response action with an “Open” status.



Add Response

Action:
Other

Comment:
Ticket has been cancelled, closing response, will respond to new ticket #20040110550345

SAVE CANCEL

Responses on Ticket View

Utilities Notified and Positive Response Status

Response Status As Of Saturday, April 11, 2020 12:29 PM

*The following facility operators have been notified of this locate request. Not all facilities listed are participating in OKIE811's Positive Response System. Facility operators may also correspond directly with the excavator and their direct correspondence takes precedence over positive response provided on this ticket. Facility operators listed on this ticket that are not participating in Positive Response services will respond by marking the approximate location of the underground facilities or communicate to the excavator if they do not have facilities within the proposed area of excavation. Positive response does not relieve the excavator of their responsibility to use care when digging around underground facilities.

STATUS	CODE	NAME	FACILITIES	ADDED MANUALLY?
Open	T00811	OKIE811 Test Code3 T00811	Pipeline	False
Closed	OKIE811	OKIE811 Test Code OKIE811 • April 11, 2020 12:25 PM by OP-Eva.Donahue: Site Marked – Facility located and marked at the site Responder Comments: Sewer line marked	Sewer	False
Closed	OKIE811	OKIE811 Test Code OKIE811 • April 11, 2020 12:24 PM by OP-Eva.Donahue: Clear – Facility is not in conflict with dig site described on the ticket Responder Comments: Water facility not in conflict	Water	False
Closed	S00KIE811	OKIE811 /Water S00KIE811 • April 01, 2020 8:26 AM by System: ResponseProcess – Company not providing Positive Response via OKIE811 Service. They will communicate positive response by contacting you, or marking the approximate location of the underground facilities. Responder Comments: Company Not Participating in Positive Response	Other	False

Disclaimer – All tickets will have the disclaimer below on the ticket view via the OKIE811 Portal.

***The following facility operators have been notified of this locate request. Not all facilities listed are participating in OKIE811's Positive Response System. Facility operators may also correspond directly with the excavator and their direct correspondence takes precedence over positive response provided on this ticket. Facility operators listed on this ticket that are not participating in Positive Response services will respond by marking the approximate location of the underground facilities or communicate to the excavator if they do not have facilities within the proposed area of excavation. Positive response does not relieve the excavator of their responsibility to use care when digging around underground facilities. ***

Utilities Notified and Positive Response Status

Response Status As Of Saturday, April 11, 2020 8:58 AM

*The following facility operators have been notified of this locate request. Not all facilities listed are participating in OKIE811's Positive Response System. Facility operators may also correspond directly with the excavator and their direct correspondence takes precedence over positive response provided on this ticket. Facility operators listed on this ticket that are not participating in Positive Response services will respond by marking the approximate location of the underground facilities or communicate to the excavator if they do not have facilities within the proposed area of excavation. Positive response does not relieve the excavator of their responsibility to use care when digging around underground facilities.

Below the disclaimer you will see the list of members notified for this ticket and their responses.

Participating Member Response –

The response information for members who participate in the OKIE811 Positive Response service is based on what the user enters. If the response section is blank, that company has yet to respond via OKIE811 Positive Response service.

Status – the status of the response based on the action selected from the response service

Timestamp – Date and time the response was posted by the user

Username – the username who posted the response

Action – the action selected by the user

Definition – the definition associated with the chosen action

Comments –Comments if the user adds them or if the action is “Other” comments are required.

STATUS	CODE	NAME	FACILITIES
Open	T00811	OKIE811 Test Code3 T00811	Pipeline
Closed	OKIE811	OKIE811 Test Code OKIE811 <ul style="list-style-type: none"> April 11, 2020 12:25 PM by OP-Eva.Donahue: Site Marked – Facility located and marked at the site Responder Comments: Sewer line marked	Sewer
Closed	OKIE811	OKIE811 Test Code OKIE811 <ul style="list-style-type: none"> April 11, 2020 12:24 PM by OP-Eva.Donahue: Clear – Facility is not in conflict with dig site described on the ticket Responder Comments: Water facility not in conflict	Water

Non-Participating Member Response Auto Close

Members who do not use OKIE811 Positive Response service are set up with a non-participant code to auto close their responses.

The **Status** for the auto response shows as “Closed”

The **Timestamp** will reflect the Date and Time the response is posted by the system, which is almost immediately after the ticket is created.

The **Username** reflects “by System”

The **Action** reflects “ResponseProcess”

The **Definition** will be “Company not providing Positive Response via OKIE811 Service. They will communicate positive response by contacting you or marking the approximate location of the underground facilities.”

The **Comments** will be “Company Not Participating in Positive Response

Important: Members who do not participate in the OKIE811 Positive Response service should respond directly to the excavator as outlined in the [Oklahoma Underground Facilities Damage Prevention Act](#).

STATUS	CODE	NAME	FACILITIES
Closed	S00KIE811	OKIE811 /Water S00KIE811 <ul style="list-style-type: none"> April 13, 2020 5:13 PM by System: ResponseProcess – Company not providing Positive Response via OKIE811 Service. They will communicate positive response by contacting you, or marking the approximate location of the underground facilities. Responder Comments: This status was auto-generated from the OKIE811 Positive Response Service.	Other


Positive Response Notices

Excavators also receive a Positive Response Notice via email. The notices are sent to the caller’s email listed on the ticket. The excavator should receive the notice when one of the following happen.

1. Either all the participating members listed on the ticket have responded to OKIE811...or
2. The specified work start date and time has been reached.

Below is the Positive Response Notice.

OKIE811 PR Notice - 20041317120006



geocal@callokie.com
To Member Services

Reply

Reply All

Forward

...

Mon 4/13/2020 5:19 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Ticket Information

Ticket #:	20041317120006	Type:	Normal
Processed:	04/13/20 5:13 PM	Excavation Date:	04/16/20 7:00 AM
Excavator:	OKIE811	Work Type:	Concrete Removal
County:	OKLAHOMA	Place:	OKLAHOMA CITY
Address:	6908 N ROBINSON AVE	Nearest Intersection:	HWY 77 AND NW 63RD ST

Utilities Notified and Response Information

Response Status As Of Monday, April 13, 2020 5:19 PM

*The following facility operators have been notified of this locate request. Not all facilities listed are participating in OKIE811's Positive Response System. Facility operators may also correspond directly with the excavator and their direct correspondence takes precedence over positive response provided on this ticket. Facility operators listed on this ticket that are not participating in Positive Response services will respond by marking the approximate location of the underground facilities or communicate to the excavator if they do not have facilities within the proposed area of excavation. Positive response does not relieve the excavator of their responsibility to use care when digging around underground facilities.

COMPANY	CODE	RESPONSE	FACILITIES
OKIE811 Test Code OKIE811	OKIE811	<ul style="list-style-type: none">April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags	Sewer
OKIE811 Test Code OKIE811	OKIE811	<ul style="list-style-type: none">April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags	Water
OKIE811 Test Code3 T00811	T00811	<ul style="list-style-type: none">April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags	Pipeline
OKIE811/Water S00KIE811	S00KIE811	<ul style="list-style-type: none">April 13, 2020 5:13 PM: ResponseProcess - Company not providing Positive Response via OKIE811 Service. They will communicate positive response by contacting you, or marking the approximate location of the underground facilities. Comments: This status was auto-generated from the OKIE811 Positive Response Service.	Other

You are receiving this notification for one, of two, reasons:

1. Either all of the participating utilities listed on your ticket have responded to OKIE811...or
2. Your specified work start date and time has been reached. NOTE if the response section is blank, that company has yet to respond via OKIE811 Positive Response service.

The Response Notice includes ...

- Some of the ticket information
- The Positive Response disclaimer
- The member responses
- As well as a lot of great information regarding Positive Response as well as links to the law and safe digging tips

Use a Separate Response System?

For members who use a separate response system, you can upload responses from a separate response system into the OKIE811 Portal. Member Services will provide documentation outlining the set-up needed to upload responses.

The Positive Response Codes can be used by automated upload response system in place of actual wording

For more assistance or additional information, please click [here](#).

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