



Member Positive Response

Positive Response is an application designed to provide better communication between the member facility owners/operators and the excavating community through Colorado 811.

Colorado One Call Law Title 9 Safety-Industrial and Commercial, Article 1.5 Excavation Requirements mandates member facility owners/operators to provide Positive Response to the excavator through Colorado 811. In addition to the markings, the owner/operator shall provide for each of its underground facilities:

(A) Documentation listing the owner's or operator's name, the size and type of each marked underground facility.

AND

(B) Documentation of the location of the underground facilities in the form of a digital sketch, a hand-drawn sketch, or a photograph that includes a readily identifiable landmark, where practicable.

If Positive Response is not provided by the member facility owner/operator by the "Locate By" date, Colorado 811 will send an Automatic Positive Response Re-notification (delivered as a LATE ticket type) to that member facility owner/operator. Colorado 811 will continue to send re-notifications daily until Colorado 811 receives the Positive Response or 30 days (180 days for Road Grading tickets) after the locate by date, whichever occurs first.

Colorado 811 Facility Owner/Operator Members must post responses AND upload additional documentation as described in the Colorado One Call law to the CO811 Positive Response System by using one of the methods listed below.

- Positive Response website at www.co811.org
- Clicking on the Positive Response link at the bottom of the locate ticket
- Automated posting via TCP/IP connection
- Rest API
- WebTMS

Member facility owners/operators have twenty-two (22) Positive Response selections to choose from. The responses will remain within the preset selections to accommodate the various types of reasons to communicate the outcome of a locate request.

All excavators providing an e-mail address, or a fax number will automatically receive the Positive Responses from those members utilizing the Positive Response system the day after the "Locate By" date. If neither the email nor fax is listed the excavator can also access the Positive Response website to check responses at www.co811.org.

Should a member not respond to the CO811 Positive Response system, code "999" will appear on the locate request stating "MEMBER FACILITY HAS NOT RESPONDED TO COLORADO 811" to note that no response was made. The members utilizing Web Ticket Management System (WebTMS) product are automatically connected to the Positive Response system.

The Positive Response codes available are listed below. Contact Member Relations at member-services@co811.org to begin using the Positive Response system and begin posting responses to locate tickets.

Starting January 1, 2021, all member facility owners/operators must include additional documentation through Colorado 811 along with the Positive Response code or the response will be considered incomplete.

****FAQ****

<Q> What can I do when I cannot upload a file attachment after many attempts?

<A> Be sure that you are following the file type, file naming rules and file size requirements. If you attempt to upload a file type, naming convention, or file size that is not supported it upload will fail by design. For more information, please contact Member Relations and request "Member File Attachment Information - Facts and FAQ" document.



Colorado 811 Positive Response Codes

****Comments - minimum of 10 characters and a max of 255****

#	Response	Response Requiring Comments
001	Locate Area Marked	
002	Clear- No Conflict	
003	No Access – Animal - New ticket requested	
004	No Access - gate/fence - New ticket requested	
005	Bad Address/incorrect street info, New ticket requested	
006	Excavator No Show for Meet	
007	No Pre-marked Area	
008	Call Facility Owner for Further Info	Comments Required
009	Requires Stand-by at Time of Excavation – Contact Facility Owner	
010	Excavator Completed Work Prior to Due Date	
011	Marked, Abandoned Facilities May Be In Area	
012	Marked Up To Privately Owned Utility – Contact Private Utility Owner For Locate	
013	No Conflict, Privately Owned Utility on Property – Contact Private Utility Owner for Locate	
014	Visible or Exposed Facility – Contact Facility Owner if Crossing	
015	Extraordinary Circumstances Exist-No Locate Due To Weather/Emergency Conditions	
017	Completed - See Marks On Site	
018	Installation Records, Maps or Other Documents Have Been Provided <i>(only allowed on SUE and Engineering tickets)</i>	
019	Marked, All Crossings Must Be Exposed During Trenchless Excavation	
020	Sewer Marked - Best Available Information Provided on Laterals	
021	Existing Marks Verified	Comments Required
022	No Locate Necessary – Per Excavator No Locate Needed	Comments Required
023	Ongoing Ticket - per locator/excavator agreement	Comments Required
888	Ticket Has Been Cancelled <i>(888 is only used if excavator has cancelled ticket with CO811) NOTE: Colorado 811 automatically posts this response to cancelled tickets.</i>	