

YOUR TWO-WAY COMMUNICATION SYSTEM



Dig! Safely. New York.
Call 811
before you dig

6706 Collamer Road
East Syracuse, NY 13057

Call 811 or 1.800.962.7962

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www.DigSafelyNewYork.com

How APR Works

Automated Positive Response (APR): is a system established by the one-call system to furnish a single point of contact between member operators and excavators for the purpose of communicating the status of an excavation location request as provided by the member operators.

APR steps:

1. Excavator calls or enters online a location request.
2. Call center processes the location request and dispatches the location information to each member facility operator involved.
3. Member facility operators deliver a positive response status message to Dig Safely New York's APR System.
4. Excavator receives a consolidated positive response status message from all member facility operators from Dig Safely New York's APR system.



Excavators can also retrieve real-time response statuses 24 hours a day online at www.digsafelynewyork.com or by calling 888-DIGGERS(344-4377).



Member Support

office: 1.800.309.8289 fax: 315.437.2621
database@digsafelynewyork.com

Dig Safely New York, Inc.
6706 Collamer Road
East Syracuse, NY 13057

www.DigSafelyNewYork.com

For Excavators

A legal notice is defined as a location request made at least two full working days (not including the day you call in the request, weekends, or holidays), but not more than 10 working days before the excavation is scheduled to begin. Aside from meeting legal obligations, two working days' notice allows our member utilities enough time to manage all the requests. If legal notice cannot be given, Dig Safely New York must still be contacted. Member utilities must make an effort to visit each site. Once every member utility responds to the APR system, Dig Safely New York will generate an email, fax, or phone call to the ticket contact with the member utility responses. If the excavator receives no response, Dig Safely New York automatically resends the ticket request to the non-responsive member utility.

For Facility Operators

Each member facility operator identified during the One-Call Process is required to respond to the excavator prior to the stated commencement date. If the excavator receives no response, the member facility owner should be contacted. Otherwise, Dig Safely New York can re-issue the location request, indicating the need for a positive response from a specific facility operator. After each member utility clears or marks an excavation site, the member enters the result into the Dig Safely New York Automated Positive Response (APR)  System for the following reasons:

1. Positive response from the member utility is required by law.
2. The excavator, by law, is not allowed to start the excavation until all member utilities notified by Dig Safely New York have responded.
3. The excavator can use the results to account for the markings that should be at the site.
4. If the site is clear, there are no markings to tell the excavator whether the member utility has responded.
5. Even if there are markings, the excavator cannot tell if the location request was completed or interrupted by an emergency somewhere else, or if all markings are intact.