As of May 31, 2012 all Dig Safety New York members will be required by law to respond through the Automated Positive Response System (APR). The implementation phase runs through May 30, 2012. Please use the implementation phase to familiarize yourself with APR. Any questions can be answered by Dig Safely New York Member Support: 800-309-8289.

APR Regulation Summary
753-1.2 Definitions. When used in this Part, unless the context otherwise requires, the following terms shall have the following meanings.

(a) Automated Positive Response (APR) system: a system established by the one-call notification 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.

SUBPART 753-3
DUTIES OF EXCAVATORS
753-3.3 Commencement of excavation or demolition.
(d) Where available through the one-call notification system, the excavator shall utilize the Automated Positive Response (APR) system in order to obtain the response(s) of the operators that were notified by the one-call notification system.

SUBPART 753-4
DUTIES OF OPERATORS
753-4.5 Operator’s response to notice.
(a) Prior to the stated commencement date of the excavation or demolition work as stated in the recorded notice, the operator shall make a reasonable attempt to inform the excavator, by means of an Automated Positive Response (APR) system, where available, or by means of direct communications with the excavator, where APR is not available, that either:

(1) The operator has no underground facility in or within 15 feet of the work area; or
(2) Every underground facility belonging to him or her which is located in or within 15 feet of the work area has been staked, marked or otherwise designated in accordance with the provisions of this Subpart.

SUBPART 753-5
ONE-CALL NOTIFICATION SYSTEMS
753-5.3 System duties.
(d) Provide an Automated Positive Response (APR) system for mandatory use by excavators and member operators, where determined by the one-call notification system to be technologically and economically practical.
For the Excavator:
Calling before you dig is the first step in the safe digging process. However, verifying each facility operator’s response to your dig request is just as important. Now with the introduction of Dig Safely New York’s Automated Positive Response System (APR) it just became easier to verify those responses!

Using your ticket number (including the dashes xxxxxx-xxxx-xxx), and a phone number (listed on the location request), you can now easily view the response status each facility operator has provided for your location request. Dig Safely New York’s APR system will handle the arduous task of collecting the response status and conveniently delivering them to you in one consolidated transmission (email is preferred). As an added bonus, you can check the real-time response status of any ticket at any time on our website. Additionally you will now have a record of all responses.

Yes, it is that simple and easy!

HOW TO CHECK TICKET STATUS:

By internet:
1. Go to www.digsafelynewyork.com
2. Find and click on the APR logo
3. Enter the ticket number. Be sure to include dashes (example 12345-678-901)
4. Enter the phone number you provided on the ticket

By phone:
(this option is not available until May 31, 2012)

During our implementation period, the phone option will not be available. Please keep yourself up to date about APR by visiting www.digsafelynewyork.com.

After May 31, 2012
1. Call 888-DIGGERS (344-4377)
2. Enter the phone number provided on the ticket
3. Enter the ticket number
4. Listen and write down the responses

How APR Works:
Automated Positive Response (APR): is a system established by the one call notification 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.

The steps of APR:
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 facility operators from Dig Safely New York’s APR system. Excavators can also retrieve real time response status 24 hours a day online at www.digsafelynewyork.com or by calling a toll free number (available May 31, 2012).

For Facility Operators:
The Automated Positive Response System (APR) is designed to simplify the communication process between the facility operators and the excavators. Now instead of having to respond to the excavator, you can simply direct your response to Dig Safely New York’s APR System. Responses can be submitted by your ticket management system, online or by phone. Dig Safely New York will then send a consolidated response to the excavator for you! Additionally, a record of your response will now be available to the excavator!

Preparation for Entering Response Codes:
- To participate in APR you will need credentials.
- The Member Manager or Service Area Manager will be contacted directly by Member Support.
- The Member Manager or Service Area Manager will designate a person(s) for APR entry.
- Once the APR Contact has been established, Dig Safely New York Member Support will assign credentials and supply instructions.
- Web training will be available upon request. Please contact Member Support for available dates and times.

MEMBER SUPPORT CONTACT INFORMATION:
Toni Schmidt
Nicole Crumb
can be reached at:
Phone: 800-309-8289
Email: sadasupport@digsafelynewyork.com