

CHANGES TO CODE 60

Common Questions & Answers

Why are changes being made to Code 60?

Without a new process, Code 60, and the ability for locators and excavators to communicate and work together to agree upon alternate marking schedules, will simply go away. This new process allows the spirit of the intent of the Code, to document the agreement between excavators and locators, to be fulfilled, protecting both excavators and locators from possible claims such an agreement had never been reached, as is the case currently. Damage prevention is, and always has been, a collaborative effort between stakeholders working as a team to communicate. This new process will simply require slightly new ways to work together.

Suppose the locator calls the excavator and the excavator does not respond to numerous calls?

If this is the case, then the locator and excavator cannot discuss an alternate marking schedule and reach an agreement, so a Code 60 is not a valid Positive Response. A Code 60 should only be submitted when the excavator and locator discuss and agree upon an alternate marking schedule. However, the locator is still able to submit a Code 60, and if the excavator fails to click "Decline," a Code 60 will register as the Positive Response. If this occurs, the excavator will need to submit a 3 Hour Notice ticket to dispute the Code 60. Data related to Code 60s accepted, declined, and defaulting to Code 60 due to excavators not responding will begin being shared at SCC Advisory Committee meetings in February 2023.

What happens if you, as a locator, are unable to speak with the contractor?

If the locator cannot speak with the contractor, then no agreement on an alternate marking schedule can be reached. As such, Code 60 will be an invalid Positive Response since it requires the excavator and locator reach an agreement on an alternate marking schedule. Virginia 811 will be verifying contact information on called in tickets, for both the individual submitting the Locate Request and the field contact, to help better ensure locators have accurate information to use to contact the excavator if an alternate marking schedule needs to be agreed upon.

How long will it take for the email to be sent to the excavator upon submitting a Code 60?

The automated email indicating the locator has submitted a Code 60, will be queued for delivery to the excavator immediately. Delivery times will vary.

Which email will be used for the locator since there are multiple contacts registered with Virginia 811?

The delivery destination used by the member for ticket delivery will receive the emails.

Is there going to be a test of the software changes?

Yes. Internal testing will be performed by VA811 to ensure that process works as intended. If changes to the process are necessary, Virginia 811 will communicate these through Constant Contact and the Virginia 811 website (va811.com). Members/Locators are encouraged to have their IT teams reach out to Virginia 811 to learn more about this change so they can modify ticket management/receiving software as needed.

Is this compatible with third party ticket management/receiving software systems?

Basically, yes. However, if locators want to ensure emails indicating the excavator has accepted or declined a Code 60 reach them, modifications may need to be made to their specific ticket management/receiving software.

What is the deadline for the excavator to accept or decline the Code 60 request?

The excavator has until 7:00 AM on the third working day following their notice to the notification center to click "Accept" or "Decline." If the excavator does not respond, in other words, does not click "Accept" or "Decline," a Code 60 will register as the Positive Response immediately after the due by date and time has passed.

Can we move all ticket due date times to 10:00 AM?

This would require a change to the Damage Prevention Act, requiring both houses of the General Assembly to agree on this change, which would then require the Governor's signature on the new Act.

Ultimately, this now all falls on the locator as the locator is beholden to the excavator to click "Accept" or "Decline" so that the locator can, if needed, take action to avoid a 999 (no show)?

As presented during the December Membership meeting, yes. However, a subsequent Taskforce 2022 meeting further discussed this matter and agreed to now allow the "default" setting to register a Code 60 as the official Positive Response if the excavator fails to take action and click "Decline." If, at 7:00 AM, when the ticket is due to be located, the excavator has not clicked "Accept" or "Decline," the Code 60 in queue will register as the Positive Response – it will NOT default to a 999 ("Has Not Responded", also referred to as a no show).

Will a Code 60 in queue go No Show?

With the launch of this new process on January 2, 2023, a Code 60 in queue will ONLY record as a 999 ("Has Not Responded", also referred to as a no show) if the excavator clicks "Decline" and if the locator does not enter another Positive Response or work with the excavator to allow for another Code 60 to be submitted. A Code 60 in queue will register as the Positive Response at 7:00 AM when the ticket is due to be located if the excavator does not click "Accept" or "Decline."

Do you have any documentation on this that can be passed out to excavators and locators for education on this new change?

Yes. Information will continue to be available through a special section of the "Resources" page on the Virginia 811 website, specifically, found here: <https://va811.com/code-60/>

Can you provide an example or template of what a locator should be submitting with the Code 60?

Yes – this can be found in the Excavator's Manual here: scc.virginia.gov/getattachment/7e6c0370-ddc8-4c09-9261-4ff91b0222b7/exman.pdf. Specifically, see Code 60, Pages 43-44:

"Locator and excavator agreed and documented marking schedule. Code 60 shall be used when an operator/locator has contacted the excavator and the excavator has agreed to an alternate marking schedule. Operator/locator must document agreement in writing (electronic or paper) to include, at a minimum, **full name of excavator representative agreeing to the schedule, the excavator's phone number, excavator's signature if possible, reasons for the marking schedule, and date and time of the agreement** [emphasis added]. The operator/locator must provide the name of the excavator's representative agreeing to the alternate marking schedule to VA811's Positive Response System with the use of Code 60."

Can you send us a copy of these auto generated emails?

This will be available in the near future through a special section of the "Resources" page on the Virginia 811 website, found here: <https://va811.com/code-60/>.

Will there be more education and training opportunities available on changes to Code 60 before January 2nd?

Yes. There will be more education and training opportunities made available to you before this change occurs. We have several town halls scheduled (see the Virginia 811 Event calendar for updates). You can also reach out to Brian Morehouse if you have questions or need further clarification.

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