

Summer 2003

**2003 YTD  
Ticket Volume**January  
30,134February  
25,436March  
31,122April  
33,039May  
29,949June  
32,333**How Long Are  
The Locate Marks  
Good For?**

All locate marks are good for fourteen (14) calendar days. If marks need to be refreshed, call Alabama One Call at least two business days before the 14th calendar day has expired. To speed up the process, have your ticket number available when making the call.

When placing your locate request, the CSR will provide you the dates that the marks should be good through and the date that the locate request will need to be updated to ensure you are excavating under a valid locate request per Alabama law.

**Alabama One Call Proudly Welcomes  
Matt Brown, Technical Operations Manager**

Matt maintains and updates the notification system and database for all of AOC's members, establishes new member databases and the street database information.

Currently, Matt is in the process of conducting annual member database validations, ensuring the map data is current and updating the street database information, while administering the plotting and printing of maps produced by Alabama One Call. He is responsible for monitoring member transmissions, hardware and equipment to ensure proper operation and communicates with member companies to ensure their transmission receiving equipment is adequate and functioning properly.

In order to keep our digitized mapping system updated, Matt continuously makes contacts with various entities such as governmental agencies, mapping resources, commercial and residential developers and utility companies, to build the most current land base information possible for Alabama One Calls' system.

**Matt Brown can be reached at  
205-414-1842 or [mbrown@al1call.com](mailto:mbrown@al1call.com)**

**Why Should You Use GPS  
(Global Positioning System) Coordinates?**

- Are you tired of spending extra time on the phone while our customer service representative searches for your location?
- Do you work in areas of new construction or areas that may not be readily identifiable by street address?
- Did you know that Alabama One Call can accept locate requests as x, y coordinates from a GPS, in addition to street address, eliminating search times and allowing our customer service representatives to instantly pinpoint your location?
- Did you also know that an entry level handheld GPS can be purchased for under \$100, and is small enough to fit in your hand or pocket or that many two-way radios are often equipped with a GPS already?
- How much is your time worth? GPS can save you time, money and frustration.

If you are interested in GPS and would like more information, please contact:  
Matt Brown at [mbrown@al1call.com](mailto:mbrown@al1call.com).

**Alabama One Call GPS requirements:** Coordinates: decimal degrees OR degrees minutes second Datum: WGS84 (default for most units)

# Alabama One Call Locate Request Form Information

## Caller Information

**Company Phone:**                      **Company Name:**

**Company Address:**                **Caller's Name:**

**Field Contact Name:** Very helpful when the locator for a utility needs further information to mark your job site.

**Field Contact Phone:** Generally a cell phone.

## Excavation Site Information

**County:**

**Place:**

**Type of work:**

### **Location Directions for Work Area:**

- Address if applicable, such as 911 addresses, Subdivision name
- Nearest Intersecting street
- Distance from intersection to location if address is not available
- Driving Directions if area is new construction or new subdivision
- GPS Coordinates Lat/Long to 6 degrees if available

**Nearest intersecting or cross street, highway, or county road:**

**Who The Excavation work is being done for:**

**Is Site Outlined in White Paint? Y/N**

**Will Explosives be Used? Y/N**

**Directional Boring? Y/N**

## Locate Ticket Request Information Summary

On the new database system, the location must be spotted on the map by the Alabama One Call Customer Service Representative (CSR) to proceed with the locate request so that the proper member companies can be notified. The GeoCall system will no longer default to a notification for place name or county name alone. In the past if the nearest intersecting street was not found, the ticket dispatched out to everyone in the system for Place name notification (i.e. Prattville).

Our goal is to map every locate ticket request. If a street name is not found on the map, the CSR needs a point of reference to start with a general area on the map. This may be the nearest intersecting street or a larger highway which the street located is off of. GPS coordinates if available in the proper format, would be very helpful to find the unnamed street location.

The CSRs are actually marking your excavation location on a map. This very specific area enables Alabama One Call to notify the utilities whose database directly reflects that location. Previously when a particular street address was given by the caller with no specific information, a locate ticket request could have pulled notification grids for a 3-4 mile street or longer. This would have resulted in more members being notified than where the work was actually taking place. Member utility companies now have a “**better ticket**” and hopefully be able to locate in a more timely manner.

1. When giving addresses, general information may be needed to find the location site. This would include such information as nearest intersecting street and a general distance from that intersection to your excavation site. It is vital that the caller have correct information such as the county the work is being done in to help locate the street information correctly.
2. The Alabama One Call CSR **cannot see mile markers, pedestal #'s, or retail locations on the map.** If you do not have a physical address, please provide directions which will include street names and distances from these streets so your job site may be located on our digitized mapping system.
- 3 For locations that may be in new subdivisions or new areas of construction, it would be helpful for the caller to be familiar with the location and provide driving directions to that location if the site cannot be found on the map automatically. The CSR can then put the driving directions in and determine the general excavation area. Having these driving directions can also help the utility locate find the location site more quickly to mark the area for you.
4. **GPS coordinates in the proper format** will automatically pull the job site location on the map. However, the CSR will still need the address or location of your work site to transmit to the utilities and their locators since just the GPS Latitude and Longitude coordinates won't be helpful to them in finding the excavation site by itself.

## Welcome To Our New Members

### GENERAL MEMBERS

**Water and Wastewater of the City of Madison** has joined to protect their water lines in and around the City of Madison.

**Weatherly Utility Services, LLC** has joined to protect sewer lines in the Weatherly Subdivision in Shelby County.

**The Town of Notasulga** has joined to protect water and sewer lines in and around the town of Notasulga in Macon County.

**Scottsboro Electric Power Board** has joined to protect their electric service for the city of Scottsboro and the immediate areas in Jackson County.

### ASSOCIATE MEMBERS

**T and H Locating Company**, who will be locating underground lines for all departments of Florence Utilities.

**Ascension Integration**, who will be locating all underground lines for Knology.

# Underground Utilities Exist Everywhere, Even In Your Yard.



Whether you're a homeowner or excavator, digging without knowledge of where it's safe to dig can cause disruption of vital utility services, dangerous injury or loss of life.

- Call Alabama One Call Before You Dig, to notify statewide member utilities.
- Wait the Required 48 Hours.
- Respect the Color Code Marks.
- Dig with Care.

**Alabama  Call**  
**1.800.292.8525**  
[www.al1call.com](http://www.al1call.com)

**Alabama  Call**

Alabama One Call  
P.O. Box 1476  
Birmingham, AL 35201

Presorted Std.  
US Postage  
**PAID**  
Birmingham, AL  
Permit #1777

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