

Large Project FAQ:

Project Setup & Eligibility

1. What is the transition period for existing projects?

Existing tickets that were migrated can now be viewed within a Large Project. The original ticket number and all existing ticket information remain unchanged. These migrated projects are not editable, but they allow users to become familiar with the new functionality and how Large Projects will appear within the system.

All existing tickets must continue to be updated, remarked, and kept active as needed while work is taking place. If work associated with a migrated project is not expected to be completed by September 19th, a new Large Project will need to be created. This will allow planning meetings to occur and marking agreements to be established for any remaining work prior to the September deadline.

2. We have projects that should have been entered as Large Projects. What is the best way to remedy that?

If excavation work is already underway on standard locate notices that should have been entered as Large Projects, users should not cancel their existing tickets. Existing tickets must remain open, active, and updated as needed while work is taking place to ensure there is always a valid locate notice covering the excavation activity.

If the work is expected to continue beyond the transition period or is not close to completion, the recommended approach is to create a new Large Project while continuing to work under the existing active tickets. The standard tickets and the new Large Project may exist simultaneously in the system until Large Project tickets are issued and/or the original tickets expire.

Once the Large Project has been established, new standard locate notices should not continue to be entered for that work. Going forward, activity related to the project should be managed through the Large Project process.

This approach helps maintain compliance, avoids gaps in coverage, and allows planning meetings and marking agreements to be established for the remaining scope of work.

Project Phases & Ticket Management

1. What if our projects are multi-year-old but are not phased and all aspects of the site are worked on simultaneously?

Projects do not have to follow strict construction sequencing. However, dividing projects into manageable sections is encouraged because it improves project management and helps create realistic locate schedules and marking agreements.

2. Sometimes we have warranty work for six months after leaving the site. How should that be handled?

There are several statuses for phases associated with a Large Project that align with warranty work such as "Post-Construction Closeout, Operational Monitoring, etc." that can be selected throughout the life of the project to indicate that warranty work is taking place.

3. Can everyone agree to less than 15 days and begin earlier?

When determining the marking schedule if all parties agree to have the areas of excavation marked within 15 days, as long as the Large Project ticket has been released and the excavator has verified Positive Response for all Member Operators excavation work can begin.

Mapping & Documentation

1. Are PDFs accepted for uploads?

The file types accepted when using the Geo Importer mapping tool are: DGN, DWG, DXF, KML, KMZ, or ZIP files. For Shapefiles, users should upload a ZIP containing at minimum the .shp, .shx, and .dbf files (and .prj if available).

These file requirements apply specifically to the Geo Importer tool used for mapping project areas. For general project attachments and supporting documentation, files such as PDFs and images may also be uploaded and attached to the project.

Contractors & Subcontractors

1. If I am a subcontractor on a Large Project, do I still create my own tickets?

No. Subcontractors listed on the Large Project can work under the project and have visibility into associated tickets. To do so, they must be identified on both the Large Project and on the resulting tickets as a subcontractor.

If the subcontractor does not have visibility into the project or tickets, ensure the General Contractor or project owner has properly added them to the Large Project and associated ticket information

2. Can a subcontractor add another subcontractor?

Only users with Project Administrator permissions can add subcontractors and modify project participants.

3. Is it okay to list all subcontractors for every project?

No. Subcontractors should only be added to projects when they are actively involved in the work and require visibility into the project and associated tickets. Adding subcontractors unnecessarily can create confusion, result in unintended actions being taken on a project, create unclear points of contact, and dilute the overall project management process.

Subcontractors can be added or removed from a Large Project as needed throughout the lifecycle of the work, so there is no need to bulk add contacts that are not directly associated with the current project activity.