



Georgia 811 Member Readiness & Data Utilization Checklist

Use this checklist to evaluate your organization's overall readiness and performance. This information does not affect your membership status with Georgia 811.

1. Membership Database & Administration

Item	Yes	Needs Improvement	No
<i>Membership in good financial standing</i>	☐	☐	☐
<i>Contact/phone numbers current</i>	☐	☐	☐
<i>Ticket delivery method current</i>	☐	☐	☐
<i>End of Day Audit</i>	☐	☐	☐

Financial Standing

Members must remain in good standing by keeping all fees, dues, and assessments current. Per Georgia 811 Bylaw 3.8, accounts more than 50 days past due are not in good standing and lose voting privileges.

Membership Information Updates

Contact Information

All members must inform Georgia 811 of any changes to company name, contact information, ticket phone numbers, ticket delivery output methods, and online account access.

The following contacts must be maintained:

- **Accounts Payable** – Receives invoices and billing correspondence
- **Person of Record** – Receives official communications and voting materials
- **Main Contact** – Handles general membership and ticket inquiries
- **GIS/Mapping Contact** – Maintains service area mapping
- **Delivery Issues Contact** – Manages ticket delivery concerns

MEMBER SERVICES DEPARTMENT

E-MAIL: MemberServices@Georgia811.com

WEBSITE: www.Georgia811.com



Members must provide telephone numbers that will be displayed on tickets, including a phone number for reporting a damage to your facility.

Ticket Delivery

Members must designate a valid ticket delivery method (Email or HTTP Web Service).

An End of Day Summary of all tickets and notifications is sent at midnight. Members should review this summary daily to ensure that you have received all delivered tickets and notifications.

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2. Service Area Map Management

Item	Yes	Needs Improvement	No
<i>Maps reviewed at least twice per year</i>	☐	☐	☐
<i>Maps updated when facilities change</i>	☐	☐	☐
<i>GIS/Mapping contact has portal access</i>	☐	☐	☐

Georgia 811 requires all members to maintain a current and accurate Service Area Map outlining the locations of their underground and/or overhead facilities. Accurate mapping ensures proper notification and supports damage prevention efforts.

Member Responsibilities

- Review Service Area Maps at least twice per year.
- Update maps promptly when facilities are added, acquired, or installed outside the existing service area.

Accessing Service Area Map Management

- An online account is required. To sign up, contact Member Services.
- Current user? [Click here](#) to log into the Service Area Map portal.
- Service area map management resources can be found on the [Member Resources Page](#) of our website.

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3. Excavation Readiness - Locate Response & Marking

Item	Yes	Needs Improvement	No
<i>Locates completed accurately & on time</i>	☐	☐	☐
<i>APWA color code & PSC marking standards followed</i>	☐	☐	☐
<i>Positive Response submitted by "Respond By" date</i>	☐	☐	☐
<i>Communication maintained with excavators</i>	☐	☐	☐
<i>Damage prevention practices reinforced</i>	☐	☐	☐

Excavation Readiness reflects a utility member's ability to fully support safe excavation before work begins. It measures how effectively and reliably members complete locates, post Positive Response, communicate with excavators, and prevent damages.

- Locate facilities accurately and within the required time frame
- Mark facilities utilizing the APWA color code and the PSC Marking Standards Rule.
- Submit a Positive Response before the "Respond By" date provided on each ticket.
- Maintain communication and issue resolution with the excavator.

To learn more about Positive Response, please visit the [Member Resources Page](#) of our website.

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4. GA811 Member Analytics

Item	Yes	Needs Improvement	No
<i>Access to Member Analytics established</i>	☐	☐	☐
<i>Ticket totals & trends reviewed regularly</i>	☐	☐	☐
<i>Late Notices monitored</i>	☐	☐	☐
<i>Response code usage evaluated</i>	☐	☐	☐
<i>Damage data reviewed for trends</i>	☐	☐	☐

Georgia 811 provides free access to our powerful member reporting tool, Member Analytics.

This tool gives you instant access to a wide range of valuable ticket data to help you monitor performance, identify trends, and make informed operational decisions. With just a few clicks, you can view:

- Ticket totals and volume trends
- Late notices
- Response code usage (including how often each code is used)
- Damage data
- Detailed ticket information
- And much more

This tool is designed to give you greater visibility into your locate ticket data and overall performance. Whether you're tracking compliance, analyzing response patterns, or reviewing damages, ThoughtSpot puts the data at your fingertips.

To request access and to learn more [click here](#).

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