



11 Plantation Rd. DeBary, FL 32713  
(800) 638-4097 | (386) 575-2000  
sunshine811.com

Thank you for your interest in becoming a member of Sunshine 811. Membership is mandatory per s.556.104 of the "Underground Facility Damage Prevention and Safety Act," Chapter 556, Florida Statutes.

**Membership Process**

1. Complete the membership application on the following pages and send to our Member Services Department using contact information below.
2. Member Services processes the application and notifies you by email of your login information.
3. Build your service area using the system's mapping tools or by uploading shape files.
4. Submit the Database Activation Form. This informs Member Services that you have completed building your service area. Member Services verifies the pending changes in your database with the form and activates your service area. At this point, you will begin receiving locate tickets.

**Membership Costs**

Members are billed monthly at the rate of 87 cents per standard ticket transmission, 87 cents per late notice transmission, and 46 cents per duplicate ticket transmitted.

**Member Services Contact Information**

Our full-service Member Services Department is available Monday through Friday, 7 a.m. to 5 p.m. to answer your questions, help you in the membership process and provide technical support.

**Phone:** (386) 575-2009 or (800) 651-6720  
**Email:** memberservices@sunshine811.com  
**Fax:** (386) 575-2039  
**US Mail:** 11 Plantation Road, DeBary, FL 32713

Learn about your responsibilities under Chapter 556, F.S. at [www.sunshine811.com](http://www.sunshine811.com). Stay informed and subscribe to our email list, and follow us on social media (twitter @sunshine811, Facebook @sunshine811, linked/company/sunshine-811).

We also have four regional Safety Education Liaisons available to learn more about 811, Chapter 556, F.S., and your responsibilities.

<b>Safety Education Liaison Contact Information</b>			
<p><b>Brian Dean</b> 727-424-7778 <a href="mailto:Brian.dean@sunshine811.com">Brian.dean@sunshine811.com</a> Charlotte, Citrus, Desoto, Glades, Hendry, Hardee, Hernando, Hillsborough, Lee, Manatee, Pasco, Pinellas, Sarasota</p>	<p><b>John Segovia</b> 954-789-5624 <a href="mailto:John.segovia@sunshine811.com">John.segovia@sunshine811.com</a> South Florida Region Indian River, St Lucie County, Martin, Okeechobee, Palm Beach, Broward, Miami-Dade, Monroe &amp; Collier Counties</p>	<p><b>Brad Martin</b> 850-508-4519 <a href="mailto:Brad.martin@sunshine811.com">Brad.martin@sunshine811.com</a> Alachua, Baker, Bay, Bradford, Calhoun, Clay, Columbia, Dixie, Duval, Escambia, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Levy, Liberty, Madison, Nassau, Okaloosa, Putnam, Santa Rosa, St. Johns, Suwannee, Taylor, Union, Wakulla, Walton, Washington</p>	<p><b>Kathy Thrash</b> 352-603-0015 <a href="mailto:Kathy.thrash@sunshine811.com">Kathy.thrash@sunshine811.com</a> Brevard, Flagler, Highlands, Lake, Marion, Orange, Osceola, Polk, Seminole, Sumter, Volusia</p>

Thank you again for your membership.

# Notification of Membership in Sunshine 811

(Chapter 556, Florida Statutes)

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1. Complete Sections I – IV. *Include area codes for all phone numbers.*
2. Return this form to Sunshine 811, Inc., 11 Plantation Road, DeBary, FL 32713 or fax to 1-800-651-8601.
3. After we have received your application, you will receive a login ID and password that you will use to access your company's database information and instructions to help build your map database.
4. If you have any questions regarding the application process or updating your map database, please contact our Member Services Department at 800-651-6720.

## Section I: Name and address of underground facility operator

Name

---

Address

---

City

State

Zip

---

Telephone

Ext

Email

---

## Section II: Types of underground facilities

---

name of company

Furnishes or transports the following services or materials by means of underground facilities as defined by Section 556.102(9), Florida Statutes. Check the box next to each type of underground service that you own or operate.

Cable TV

Fiber

Sewer

Water

Electric

Gas

Telephone

Other (specify)

**Section III: Contact Information**

**Primary Point of Contact (BORD)**

Person authorized to vote on behalf of your company on issues that affect Sunshine 811.

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

**Billing Contact Information (BILL)**

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Purchase order number (if required)

---

**Receiving Location Contact and Ticket Deliver Information (RCVR)**

Individual who receives locate requests within your organization

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

**What type of receiving equipment will you be using?**

Ticket management solution provided by Sunshine 811 free of charge – (UtiliSphere)

My company’s in-house ticket management software – Please provide URL:

Third third party ticket management software – Please provide URL:

Send our tickets directly to my contract locator – Provide name of contract locator company

**Alternate Receiving Location Contact and Ticket Delivery Information (ALTR)**

Alternate location for locate requests when the primary location is not functioning. (Note: If you have your tickets sent to email, you may set up a fax number as the alternate receiving location.)

Individual who receives locate requests within your organization

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

**What type of receiving equipment will you be using?**

Ticket management solution provided by Sunshine 811 free of charge – (UtiliSphere)

My company’s in-house ticket management software – Please provide URL:

Third third party ticket management software – Please provide URL:

Send our tickets directly to my contract locator – Provide name of contract locator company

**Emergency Contact Information (EMER)**

Information in our emergency book and given out when damage is reported at a job site where your name appears on the ticket.

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Ext \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_ Fax \_\_\_\_\_

**Catastrophic Emergency Contact Information**

Person other members contact during post event (i.e. hurricane, etc.) recovery efforts.

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Ext \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_ Fax \_\_\_\_\_

**Service Area/Database Contact (DATA)**

Person responsible for setting up and maintaining your company's map database.

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Ext \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_ Fax \_\_\_\_\_

## Design Request Engineer Contact Information (DESIGN)

Person designated as the contact for surveyors and engineers requesting pre-excavation information.

Name		
Title		
Address		
City	State	Zip
Telephone	Ext	Cell
Email	Fax	

### Design Request Fee Information

The four design service levels are as follows and were adapted from the Florida Department of Transportation's Utility Accommodation Manual (UAM). *For a complete description of these levels, see the UAM, Document number 710-020-001-d.* Members are not required to offer all four levels of design services. For those design services that you will offer, please provide the fee information including any applicable dollar amounts and clarifications. If your company chooses not to offer a particular design service, leave the "Fee information" blank. If the fee information is left blank, the call center will use the default message, "Services not provided by member" as the response. The fee information is limited to 65 characters of text including spaces. Punctuation marks, with the exception of the dollar sign (\$), will be ignored.

- Utility records review (Level D in UAM – referred to as Level 1 on your design ticket) - This is information obtained solely from a review of individual utility records. This information does not show all underground facilities or structures in an area.  
*Fee information:*
- Topographic surveying of above-ground utility features (Level C in UAM – referred to as Level 2 on your design ticket) - This information supplements the review of utility records and involves the topographic surveying of visible, above ground utility features such as poles, hydrants, valve boxes, circuit breakers, etc.  
*Fee Information:*
- Designating technologies to obtain the horizontal underground facility location (Level B in UAM – referred to as Level 3 on your design ticket) - This is an application where the ground is scanned using designating technologies (i.e. equipment used by contract locators) to get a horizontal layout of the underground facility and other underground structures on the site.  
*Fee information:*
- Physical exposure of the underground facility (Level A in UAM – referred to as Level 4 on your design ticket) - This provides the highest level of accuracy for facility locations in three dimensions and involves physically exposing the underground facilities using manual, mechanical and nondestructive (e.g. vacuum excavation) methods to expose the facilities.

### Receiving Design Tickets

When a surveyor or engineer requests a design ticket, they are given a list of all design request engineers for that ticket. It is then the requestor's responsibility to contact the member for design services. You may elect to receive these tickets at a cost of 87 cents each. If you choose "no" below, you still need to complete Sections 1, 2 and 3.

Do you wish to receive design tickets at a cost of 87 cents each?  Yes  No

## Corporate Contact Information

Full Corporate Name

---

Corporate mailing address

---

Address (cont'd)

Suite

City

State

Zip

---

*Please complete all that apply:*

Public Relations Department Manager/Director

---

Phone

Email

---

Public Affairs Department Manager/Director

---

Phone

Email

---

Communications Department Manager/Director

---

Phone

Email

---

Marketing/Advertising Department Manager/Director

---

Phone

Email

---

Media Department Manager/Director

---

Phone

Email

---

## Section IV: Additional Contacts for Internet Use

### Sunshine 811 RMA Application

Sunshine 811 uses the Irth Host System for its ticket management. This is an online system, meaning that you can access your database, process location requests, view your ticket history and perform a variety of other functions over the Internet. Please complete the contact information requested below for as many individuals within your company to which you would like to give this access. For your security, you may limit the permissions that an individual may have. Each permission is described below.

**Service Area**..... Add & delete grids on your Database, Import Service Area Maps (Service Area Management), view ticket history, view tickets in queue, request resends, and perform Positive Response functions.

**Service Area (limited)**... View ticket history, view tickets in queue, response manager, request resends, and perform Positive Response functions.

**Member Research** ..... View ticket history, view tickets in queue, and view responses.

**Internet Ticket Entry** .... Create locate tickets over the Internet, view ticket history, response manager, view tickets in queue, request resends, and perform Positive Response functions.

**Response Manager** ..... For users that will need to perform only Positive Response functions.

Member Name:

---

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Select at least one permission:

Response Manager

Service area

Service area (limited)

Member Research

Internet Ticket Entry

---

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Select at least one permission:

Response Manager

Service area

Service area (limited)

Member Research

Internet Ticket Entry



**Sunshine 811 RMA Application - continued**

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Select at least one permission:

Response Manager

Service area

Service area (limited)

Member Research

Internet Ticket Entry

---

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Select at least one permission:

Response Manager

Service area

Service area (limited)

Member Research

Internet Ticket Entry

---

Name

---

Title

---

Address

---

City

State

Zip

---

Telephone

Ext

Cell

---

Email

Fax

---

Select at least one permission:

Response Manager

Service area

Service area (limited)

Member Research

Internet Ticket Entry

---



11 Plantation Rd. DeBary, FL 32713  
(800) 6538-4097 | (386) 575-2000  
sunshine811.com

Sunshine 811 CALL SUNSHINE 07/06/01 04:34:03ET

\*\*\*\*\*  
\* NOW BEGINNING TICKET TRANSMISSION FOR TODAY. \*  
\* PLEASE CHECK YOUR PAPER SUPPLY \*  
\*\*\*\*\*  
\* PLEASE MAKE SURE YOU RECEIVED YOUR END OF DAY AUDIT FROM THE PREVIOUS \*  
\* BUSINESS DAY AND VERIFY THAT YOU HAVE RECEIVED ALL OF YOUR TICKETS. \*  
\*IF YOU HAVE ANY PROBLEMS, PLEASE CONTACT THE CENTER AT (386) 575-2000 IN \*  
\* VOLUSIA COUNTY OR (800) 638-4097 FOR THE REST OF THE STATE. \*  
\* \*  
\*\*\*\*\*

**Sample Start of Day Message**

Sunshine 811 00001 CALL SUNSHINE 07/06/01 13:56:36ET 18712644-000 STREET  
\*\* THIS IS THE HEADER SECTION \*\* LOOK HERE FOR IMPORTANT INFO \*\*

Ticket : 18712644 Rev:000 Taken: 07/06/01 13:39ET

State: FL Cnty: VOLUSIA Place: DEBARY  
Subdivision:

Address : 11  
Street : PLANTATION RD  
Cross 1 : US1792 Within 1/4 mile: Y

Locat: 11 PLANTATION RD \*\* LOCATE THE ENTIRE PROPERTY \*\*  
THIS IS LINE 2 OF THE LOCATION...  
THIS IS LINE 3 OF THE LOCATION...  
THIS IS LINE 4 OF THE LOCATION...

:  
Remarks : THIS IS THE REMARKS SECTION -- THERE IS NO FIXED LIMIT TO THE LEGNTH  
OF TEXT IN THE LOCATION OF THE REMARKS FIELD

:  
Grids : 2852B8118B

Work date: 07/10/01 Time: 13:39ET Hrs notc: 047 Category: 4 Duration: 01 DAY  
Due Date : 07/10/01 Time: 13:39ET  
Work type: TEST TICKET  
Ug/Oh/Both: U Machinery: Y Depth: 7FT Permits: N N/A  
Done for : TEST TICKET

Company : SUNSHINE 811 Type: OTHR  
Co addr : 11 PLANTATION ROAD  
City : DEBARY State: FL Zip: 32713  
Caller : JOHN PATTERSON Phone: 386-575-2000 Ext: 2040  
Contact : JOHN Phone: 386-575-2000 Ext: 2040  
BestTime: 7-4  
Fax : 386-575-2039  
Email : JOHN.PATTERSON@SUNSHINE811.COM

Submitted: 07/06/01 13:56ET Oper: JAP Chan:db1  
Mbrs : Sunshine 811

**Sample Ticket #1**

Sunshine 811 00002 CALL SUNSHINE 07/06/01 14:00:44ET 18712665-000 EMERGENCY GRID  
\*\* TEST TKT \*\* LOOK HERE FOR IMPORTANT INFO \*\* TEST TKT \*\*

Ticket : 18712665 Rev:000 Taken: 07/06/01 13:57ET

State: FL Cnty: VOLUSIA Place: DEBARY  
Subdivision:

Address : 11  
Street : PLANTATION RD  
Cross 1 : US1792 Within 1/4 mile: Y

Locat: 11 PLANTATION RD \*\* LOCATE THE ENTIRE PROPERTY \*\*  
\*\* TEST TKT \*\* THIS IS LINE 2 OF THE LOCATION...  
\*\* TEST TKT \*\* THIS IS LINE 3 OF THE LOCATION...  
\*\* TEST TKT \*\* THIS IS LINE 4 OF THE LOCATION...

:  
Remarks : THIS IS THE REMARKS SECTION -- THERE IS NO FIXED LIMIT TO THE LENGTH  
OF TEXT IN THE LOCATION OF THE REMARKS FIELD

:  
Grids : 2852B8118B

Work date: 07/06/01 Time: 13:57ET Hrs notc: 000 Category: 1 Duration: 01 DAY  
Due Date : 07/06/01 Time: 13:57ET  
Work type: TEST TICKET  
Ug/Oh/Both: U Machinery: Y Depth: 7FT Permits: N N/A  
Done for : TEST TICKET

Company : SUNSHINE 811 Type: OTHR  
Co addr : 11 PLANTATION ROAD  
City : DEBARY State: FL Zip: 32713  
Caller : JOHN PATTERSON Phone: 386-575-2000 Ext: 2040  
Contact : JOHN Phone: 386-575-2000 Ext: 2040  
BestTime: 7-4  
Fax : 386-575-2039  
Email : JOHN.PATTERSON@SUNSHINE811.COM

Submitted: 07/06/01 14:00ET Oper: JAP Chan:db1  
Mbrs : Sunshine 811

**Sample Ticket #2**

Sunshine 811 00003 CALL SUNSHINE 07/06/01 14:20:28ET 18712644-001 REXMIT GRID

\*\* THIS IS THE HEADER SECTION\*\*LOOK HERE FOR IMPORTANT INFO \*\*

Ticket : 18712644 Rev:001 Taken: 07/06/01 14:17ET  
Old Tkt: 18712644 Taken: 07/06/01 13:56ET Oper: JAP

State: FL Cnty: VOLUSIA Place: DEBARY  
Subdivision:

Address : 11  
Street : PLANTATION RD  
Cross 1 : US1792 Within 1/4 mile: Y

Locat: 11 PLANTATION RD \*\* LOCATE THE ENTIRE PROPERTY \*\*  
THIS IS LINE 2 OF THE LOCATION...  
THIS IS LINE 3 OF THE LOCATION...  
THIS IS LINE 4 OF THE LOCATION...

:  
Remarks : THIS IS THE REMARKS SECTION -- THERE IS NO FIXED LIMIT TO THE LENGTH  
OF TEXT IN THE LOCATION OF THE REMARKS FIELD

2ND NOTICE - ADDITIONAL INFORMATION PROVIDED BY CALLER--JAP db1 07/06/2001  
02:17PM

:  
Grids : 2852B8118B

Work date: 07/10/01 Time: 13:39ET Hrs notc: 047 Category: 4 Duration: 01 DAY  
Due Date : 07/10/01 Time: 13:39ET  
Work type: TEST TICKET  
Ug/Oh/Both: U Machinery: Y Depth: 7FT Permits: N N/A  
Done for : TEST TICKET

Company : SUNSHINE 811 Type: OTHR  
Co addr : 11 PLANTATION ROAD  
City : DEBARY State: FL Zip: 32713  
Caller : JOHN PATTERSON Phone: 386-575-2000 Ext: 2040  
Contact : BILL OR SAL Phone: 386-575-2000  
BestTime: 7-4  
Fax : 386-575-2039  
Email : JOHN.PATTERSON@SUNSHINE811.COM

Submitted: 07/06/01 14:20ET Oper: JAP  
Mbrs : Sunshine 811

**Sample Ticket #3**

Sunshine 811 00004 CALL SUNSHINE 07/06/01 14:23:13ET 18712644-002 CNCL GRID  
\*\* THIS IS THE HEADER SECTION\*\*LOOK HERE FOR IMPORTANT INFO \*\*

Ticket : 18712644 Rev:002 Taken: 07/06/01 14:21ET  
Old Tkt: 18712644 Taken: 07/06/01 13:56ET Oper: JAP

State: FL Cnty: VOLUSIA Place: DEBARY  
Subdivision:

Address : 11  
Street : PLANTATION RD  
Cross 1 : US1792 Within 1/4 mile: Y

Locat: 11 PLANTATION RD \*\* LOCATE THE ENTIRE PROPERTY \*\*  
THIS IS LINE 2 OF THE LOCATION...  
THIS IS LINE 3 OF THE LOCATION...  
THIS IS LINE 4 OF THE LOCATION...  
:

Remarks : THIS IS THE REMARKS SECTION -- THERE IS NO FIXED LIMIT TO THE LEGNTH  
OF TEXT IN THE LOCATION OF THE REMARKS FIELD

CANCEL TKT \*\* CUSTOMER CALLED BACK AND STATED THEY NO LONGER NEEDED TO DO THIS  
WORK--JAP db1 07/06/2001 02:21PM  
:

Grids : 2852B8118B

Work date: 07/10/01 Time: 13:39ET Hrs notc: 047 Category: 4 Duration: 01 DAY  
Due Date : 07/10/01 Time: 13:39ET  
Work type: TEST TICKET  
Ug/Oh/Both: U Machinery: Y Depth: 7FT Permits: N N/A  
Done for : TEST TICKET

Company : SUNSHINE 811 Type: OTHR  
Co addr : 11 PLANTATION ROAD  
City : DEBARY State: FL Zip: 32713  
Caller : JOHN PATTERSON Phone: 386-575-2000 Ext: 2040  
Contact : BILL OR SAL Phone: 386-575-2000  
BestTime: 7-4  
Fax : 386-575-2039  
Email : JOHN.PATTERSON@MAIL.SUNSHINE811.COM

Submitted: 07/06/01 14:23ET Oper: JAP  
Mbrs : Sunshine 811

**Sample Ticket #4**

Sunshine 811 00005 CALL SUNSHINE 07/06/01 14:38:08ET 18712840-000 DESIGN GRID  
\*\* THIS IS THE HEADER SECTION \*\* LOOK HERE FOR IMPORTANT INFO \*\*

Ticket : 18712840 Rev:000 Taken: 07/06/01 14:36ET

State: FL Cnty: VOLUSIA Place: DEBARY  
Subdivision:

Address : 11  
Street : PLANTATION RD  
Cross 1 : US1792 Within 1/4 mile: Y

Locat: 11 PLANTATION RD \*\* LOCATE THE ENTIRE PROPERTY \*\*  
THIS IS LINE 2 OF THE LOCATION...  
THIS IS LINE 3 OF THE LOCATION...  
THIS IS LINE 4 OF THE LOCATION...

:  
Remarks : THIS IS THE REMARKS SECTION -- THERE IS NO FIXED LIMIT TO THE LEGNTH  
OF TEXT IN THE LOCATION OF THE REMARKS FIELD

:  
Grids : 2852B8118B

Category: 5 Duration: UNKNOWN  
Due Date : 07/10/01 Time: 14:36ET  
Work type: DESIGN  
Ug/Oh/Both: U Machinery: N Depth: UNK Permits: N N/A  
Done for : TEST TICKET

Company : SUNSHINE 811  
Co addr : 11 PLANTATION ROAD  
City : DEBARY State: FL Zip: 32713  
Caller : JOHN PATTERSON Phone: 386-575-2000 Ext: 2040  
Contact : BILL OR SAL Phone: 386-575-2000  
BestTime: 7-4  
Fax : 386-575-2039  
Email : JOHN.PATTERSON@SUNSHINE811.COM  
Type: OTHR

Submitted: 07/06/01 14:37ET Oper: JAP Chan:db1  
Mbrs : FAXCFM Sunshine 811

### Sample Ticket #5

Sunshine 811 CALL SUNSHINE 07/06/01 22:08:00ET

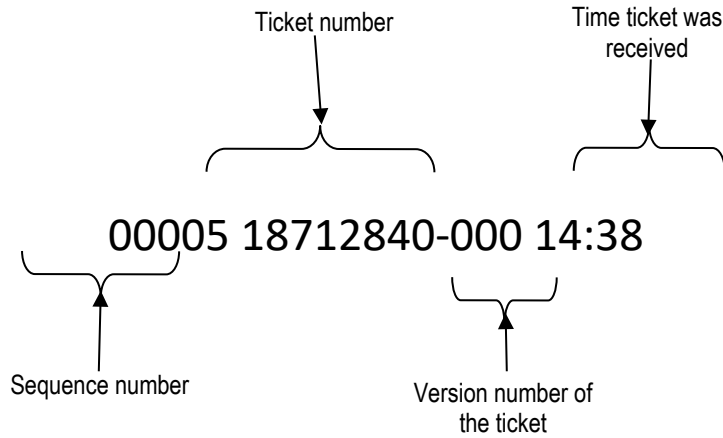
\*\*\*\*\*  
\* NOW ENDING TRANSMISSION FOR TODAY - THIS IS YOUR END OF DAY AUDIT \*  
\* PLEASE VERIFY YOU RECEIVED ALL TKTS - IF ERRORS, PLEASE CALL THE CENTER \*  
\*\*\*\*\*

00001 18712644-000 13:56 00002 18712665-000 14:00 00003 18712644-001 14:20  
00004 18712644-002 14:23 00005 18712840-000 14:38

Total: 5

### Sample End of Day Summary

The End of Day Summary lists all of the tickets you received for that day. It includes the sequence number (order in which the ticket was received), ticket number and time delivered.



Note: What follows is a breakdown of the format in which we transmit locate tickets

Our ticket number is 8 characters long (e.g. 00210123).

There is no fixed limit to the length of location or remarks. There can be any number of grids or members. Fields will not be padded to their maximum lengths, so where there are variable length fields such as county or the contractor's city, the position of the following field on the line will not be in a fixed column. Grids will always be spaced evenly.

The line that starts with "Old Tkt" may be omitted if there is no prior ticket number and it is the first revision (-000) of a ticket.

The following fields will not be transmitted if they are empty:

- a. The second address of an address range.
- b. The first and second cross streets.
- c. Any phone number extension
- d. Any pager, mobile, or fax number
- e. The email address
- f. Second company address field
- g. ZIP code
- h. The Contact person's name
- i. Latitude/Longitude
- j. The work being Done For field
- k. The voice channel (Chan) field
- l. The reference (Ref) field

The county field is actually 40 characters max in the database but the longest county name in Florida is 14 characters in length.

The first transmitted line is in the form:

