PROCEDURE SUBJECT: Subsurface Excavations in Accordance with Sunshine State One-Call (Sunshine 811)	Effective Date: 10/20/2026	Procedure Number: UOUES-2019-003	
	Last Modified: 8/25/2026	Page 1	Of 5
	Responsible Authority: Sr. Associate Vice President and Chief Engineer		

APPLICABILITY/ACCOUNTABILITY:

This procedure applies to anyone performing sub-surface excavations on any property owned or operated by UCF: all university personnel, Direct Service Organizations, Auxiliaries, and third-party vendors.

PROCEDURE STATEMENT:

UCF is a utility owner and operator that participates in the Sunshine State One-Call of Florida, Inc. (Sunshine 811) program, a free service to locate underground utility lines, as mandated by Florida Statute, Chapter 556, Underground Facility Damage Prevention and Safety Act. Any sub-surface excavation activity on UCF property is subject to Sunshine 811. No excavation, including drilling, exploratory work, installation of temporary construction fence posts, etc., shall be permitted until Sunshine 811 has been contacted, positive response has been indicated by UCF, and statutory markings are completed in accordance with Section 556.114, Florida Statutes.

DEFINITIONS:

- **Design ticket** – a work request initiated through Sunshine 811 to have underground utility lines located by member utility companies for the planning of a future project that will require excavation or demolition. UCF's utility providers should each be contacted directly to coordinate and are subject to hourly rates and fees.

- **Emergency ticket** – a work request initiated through Sunshine 811 for a condition constituting a clear and present danger to life or property, caused by the escape of any substance transported by means of an underground facility; any interruption of vital public service or communication caused by any break or defect in a member's underground facility; or any impairment of public roads or utilities that requires immediate repair, as determined by FDOT or another affected political subdivision. NOTE: Forgetting to request a design ticket does not constitute an emergency.

- **Facilities** – utilities that include underground, surface appurtenances, or overhead, either singular or in combination.

- **High-priority subsurface installations** – underground transmission or distribution pipelines used to transport refined petroleum products, natural gas, or hazardous or highly volatile liquids.

- **Regular locate ticket** – a work request initiated through Sunshine 811 to have underground utility lines located by member utility companies performing any subsurface excavations. Information provided by the requestor should include accurate address(es),

street intersections, reference to natural landmarks, site contact information, pre-construction meeting requirements, and driving directions.

- **Soft digging** – any excavation using tools or equipment that utilize air or water pressure as the direct means to break up soil or earth for removal by vacuum excavation.

- **Sunshine State One Call of Florida (Sunshine 811)** – a non-profit corporation formed by the Florida Legislature with the 1993 adoption of Chapter 556, Florida Statutes, "The Underground Facility Damage Prevention and Safety Act" which aims to protect both vital underground infrastructure and human health. Sunshine 811 is the statewide system that notifies its members as to where excavation or demolition is scheduled.

PROCEDURE:

CALL SUNSHINE 811 BEFORE YOU DIG!
Sunshine 811 is a free service to all excavators. Regular locate, emergency, and design tickets can all be created 24/7 by simply dialing 811, calling (800) 432-4770, or visiting http://www.sunshine811.com.

When Sunshine 811 receives information about a proposed excavation or demolition site, a regular locate ticket is generated, which is sent to the Sunshine 811 members with underground facilities near the scheduled proposed excavation or demolition site.

For work scheduled to be performed on UCF property:

- All contractors calling in tickets on UCF property are required to have completed the following Course/training, provided free by Sunshine 811:Sunshine 811 Internet Ticket Entry (ITE) Training.

- The general contractor, or contractor physically performing the excavation or demolition, shall notify Sunshine 811 at least 2 business days prior to beginning work at the proposed area, and provide UCF and/or the third-party utility with an accurate description of the location. Address and major intersections, as well as references to natural or man-made landmarks are all acceptable. The contractor shall also provide Sunshine 811 with the acceptable method of digging: hand dig, soft dig, or mechanical. (The university prohibits the use of augers at any location).

- The contractor shall identify the excavation or demolition area with white paint or stakes, or the ticket will be rejected by the utility and considered null and void due to non-compliance, with notes on the ticket request. If pre-marking is not possible, the contractor will coordinate with the subject utility for an onsite meeting to discuss the locate. Any markings on existing, to-remain hardscape must be low impact. The contractor shall specify "minimal marks/dots" on the utility locate ticket.

- The contractor shall check the Sunshine 811 positive response system prior to excavation or demolition. UCF will provide a positive response of "marked", "cleared", or "no conflict," which will be tracked in the system if a utility outage occurs in the subject area.

- UCF and third-party utility owners and operators will provide statutory markings within two (2) full business days for a regular locate ticket and 10 business days for an underwater locate ticket. If one of the business days falls on a holiday, add one business

day.

- If the contractor is not absolutely sure what the marks on the ground of the excavation site mean, the contractor must contact UCF, the third-party utility company, or the locate company that has placed the marks for explanation. The contractor must not assume or guess as to the meaning of the marks.

- It is the contractor's responsibility to protect the statutory marks, which must remain visible during the job. If the marks are destroyed, the contractor must stop excavation or demolition and contact Sunshine 811 to request a new locate ticket.

- Locate ticket parameters and tolerance zone markings for underground facilities and high-priority subsurface installations will comply with the safe excavation zones defined by Sunshine 811.

- American Public Works Association (APWA) uniform color codes with corresponding flags shall be used in marking underground facilities (see Figure 1). In addition to the eight APWA color codes, chilled water Supply and Return lines are marked with light blue paint.

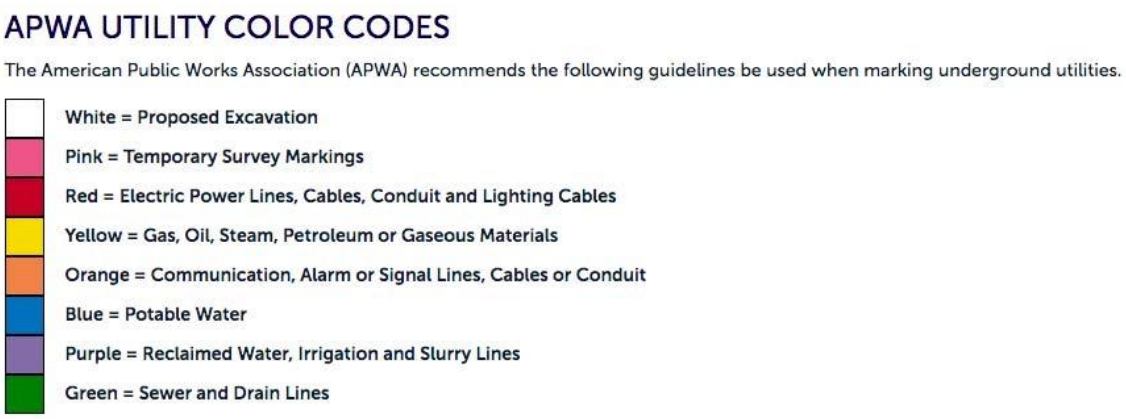
- If a contractor hits, scrapes, damages, or otherwise makes contact with a facility, the contractor must immediately stop work. If the facility is a line that transports liquids or gases, protect life first, call 911, then protect property and establish a safe zone. After the site is secured, contact UCF's Work Control Center 24/7 at 407-823-5223. Any damage shall immediately be repaired at no cost to UCF, and repairs or replacement (both temporary and permanent) must be approved by the utility owner.

- The Sunshine 811 system shall not be used for engineers or contractors as a means to perform sub-surface field investigation for projects. Design tickets must be pre-coordinated with UCF and/or the third party utility directly, and are subject to hourly rates.

- Members and approved excavators can request emergency tickets by calling 811. The contractor assumes all risk of excavation prior to the statutory marks, and should use soft or hand-digging methods in these extraordinary circumstances. There is no mandatory emergency response time beyond the two (2) day regular locate ticket response. UCF reserves the right to stop excavations and directional bores if the contractor has not adhered to Sunshine 811 requirements.

- A law enforcement officer, as identified in Chapter 556, Florida Statutes, can issue a citation to contractors and member operators for violations of the statute. Fines begin at $500 and can reach $5,000 for failure to have a valid locate ticket or failure to wait the required time prior to excavation. Locate marks used to identify the horizontal route of underground facilities are valid for 30 calendar days after the locate ticket is created. The knowing and willful removal or destruction of valid marks during the 30-day window constitutes a second-degree misdemeanor.

Figure 1:



RELATED INFORMATION or DOCUMENTS:

Sunshine 811's Learning Management System (LMS) Coursettra

Sunshine 811 Internet Ticket Entry (ITE) Training - Full Course

DOCUMENT CONTROL TABLE:

Version	Summary of Change	Author(s)	Revision Date
1	Original	Priscilla L. Kernek	10/31/2016
2	Added contractor utility locate requirements, including completion of the free Sunshine 811 Internet Ticket Entry (ITE) Training – Full Course for all contractors submitting locate tickets. Clarified that project areas involving hardscape must be white-lined prior to ticket submission and that contractors must request "minimal marks" (dots) for utility locates on hardscape surfaces not scheduled for removal to minimize unnecessary marking of sidewalks, pavers, and other campus infrastructure.	Amanda Charnock and Bill Finn	8/25/2026

INITIATING OFFICE APPROVAL:

Approved By:	Date Approved:
Duane Siemen Digitally signed by Duane Siemen Date: 2026.10.21 13:11:09 -04'00' Duane Siemen Sr. Associate Vice President and Chief Engineer	