



Protecting Facilities, Families, & the Future

Public Service Announcement from MISS DIG 811 about the Coronavirus

MISS DIG 811 requires that you always practice safe digging by placing a ticket. Under Public Act 174 of 2013, facility owners are required to locate and respond to dig notices by the response due date and time. Therefore, we are asking for your help assisting us in supporting the State of Michigan during the shelter-in-place order from our government.

All gas, electric, telcom, fiber, and MDOT projects are considered "critical infrastructure" and essential under Governor Whitmer's Executive Order 2020-21. ONLY those doing work essential to the needs of our state and our infrastructure should be placing tickets. Please postpone all non-essential digging, such as gardening, landscaping, and DIY projects.

MISS DIG 811 will continue to monitor the situation closely and work with our members to meet their needs. Please contact Member Support at membersupport@missdig811.org or visit our web page at members.missdig.org for updated information regarding what we are working on to better serve you!

MISS DIG 811 Response to COVID -19 New Positive Response Code

To assist our members in communicating with excavators, a temporary

Positive Response code has been created. The response should be used when your organization is unable to perform locating and has been in communication with the contractor. Please be mindful when using the response, especially when the work is considered essential or being performed on “critical infrastructure.” This code is not an auto-response; you will need to select the code and provide an associated comment that includes the following information:

- The person contacted
- The date/time contact was made
- Contact information for the responsible locator
- Additional comments

Below is the official language of the response code:

018-NOT MARKED- FACILITY OWNER OPERATOR CLOSED DUE TO STATE EXECUTIVE ORDER 2020-21 Facility owner/operator is closed due to Executive Order 2020-21. The facility owner/ operator reached out to the excavator as noted on the locate request about being unable to complete locate request.

Additionally, we are offering to waive the set-up fee and any associated transmission fees for additional temporary locator codes. These codes can be used by members to increase the number of locations to which a ticket is delivered. Ticket delivery formats include both email and text message. The use of these codes is beneficial for organizations that choose to shut down office operations. As always, each code can contain one ticket delivery destination; ticket delivery can go directly to an employee’s personal email or cell phone. Members can also use their Remote Member Access (RMA) account to monitor and respond to tickets.

To set up an additional code for email delivery, please complete the [Authorization to Transmit Additional Information by E-Mail Message form](#). If you would like to establish a code for text message delivery, the [Authorization to Transmit Additional Locate Information by Text Message form](#) should be completed. These forms can be returned to membersupport@missdig811.org.

If you’re looking to reduce in-office staff, consider the use of additional RMA accounts. Each employee assisting with locates could be responding directly through his or her own account. This will provide timely data back to the excavator while providing members with data on ticket responses. For temporary RMA accounts, please input “Temporary RMA account” in the final field of the application. Accounts can be created by selecting the “Complete an Application(s)” button at the bottom of the [Remote Access](#) web page.

For both temporary codes and RMA accounts, the Member Services Department will track creation and follow up with members to terminate access and codes once the current situation is resolved.

If you have any additional questions, please contact the Member Services Department at membersupport@missdig811.org or (800) 482-7161.

Temporary Emergency Medical Site

MISS DIG 811 is releasing a COVID-19 WORK TYPE UPDATE: Emergency work type for temporary emergency medical facility tents being constructed for testing and overflow needs.

New Emergency Work Type: TEMPORARY EMERGENCY MEDICAL SITE

In response to essential businesses required to screen their employees prior to entrance of work site, possibly hospitals, and healthcare facilities for testing and overflow needs, MISS DIG 811 requests that all companies installing temporary emergency medical sites use the following verbiage:



RTE users: In the Work-Type Field state: "TEMPORARY EMERGENCY MEDICAL SITE"

When calling 811: Let the NSR know that the work type field should state "TEMPORARY EMERGENCY MEDICAL SITE."

MISS DIG 811 Wants Everybody to Stay Safe

"We hope this newsletter finds you well. Like you or most of you, MISS DIG 811 is on lock-down at home, and working every day. We hope that those of you servicing essential Critical Infrastructure needs are safe and healthy. We hope that this all passes soon, but we are committed to doing our part to minimize the effects and spread of COVID-19. Stay in, stay safe and if you have to go out keep your distance!"
-Bruce Campbell



MISS DIG 811 on Hire It Done Radio Show

MISS DIG 811's very own Eric Urbain will be interviewed on the Hire it Done radio show 97.1 The Ticket. You can listen on the radio or watch on

Facebook live:

<https://www.facebook.com/HireItDone/>

on March 28, 2020 at 8:30 AM - 9:00 AM. He is one of our education specialist and has over 10 years experience with MISS DIG 811.



50th Fun Fact! MISS DIG has seen some changes in 50 years.



The first phone number for MISS DIG 811 was 647-7344 which spelled out M-I-S-S-D-I-G.



Now, simply dial "811"



"The Locating Life"

Check out episode 16 of Planet Underground TV, "The Locating Life." We take a deep dive into the world of locating and see what it takes to be a master of the art. From locating giants like USIC, to rising upstarts like On The Spot, see what these men and women have to go through for everyone to stay safe!

<https://www.youtube.com/watch?v=SZFFrdKJ2WY> Text Link



MISS DIG 811's TIP OF THE MONTH!

Keep your crews, the general public, and utility infrastructure safe by checking the status of your ticket with the Positive Response program prior to excavating.

Several convenient ways to access Positive Response:

- Response.missdig811.org
- Status.missdig811.org- For mobile devices. Provides status of most recent ticket revision only.
- Go to esuite.missdig811.org and select the e-Response option.
- Go to www.missdig811.org and click Check Status under the Homeowners tab, or click Positive Response under the Excavators tab.

Make sure to have your ticket number available.

Remember, it's the law!

To become an RTE user:

[Sign-Up](#)

RTE Forums

- Refresh your skills
- Join an RTE Forum Webinar
- Two RTE Forums held each month
- April topic: RTE Resources
- RTE Forums- Wednesday, April 22 at 1:00 PM
Tuesday, April 28 at 9:00 AM



For more information or to register contact Sandy Gunville at sgunville@missdig811.org or Stephanie Boe at sboe@missdig811.org



**MISS DIG 811
wishes everybody a
safe and Happy
Easter.**

**We will see you all
out-and-about in the
spring.**

Dig Safe!

Know what's below.
Call **MISSDIG** at



before you dig.

