

# In the Trenches

Know what's below.  
Call **MISS DIG** **811**  
before you dig.



June, 2021 vol. 12



## Private Facility Locate

The law requires you to call 811 and have public facilities marked before digging at a job site, but public facility providers only mark lines they own, leaving you responsible for damages and injury due to private facility line strikes. MISS DIG 811 offers the option state wide of contacting a private facility locating service upon submitting a MISS DIG 811 dig ticket.



Not all facility lines are owned by public companies. School campuses, churches, shopping centers and many other high-traffic public areas are veined with potentially dangerous private facility lines that are owned and maintained by the property owners. Homeowners may also have private electric, gas, or water lines going to outbuildings, outdoor lighting, or even a pool. Therefore, it is the responsibility of the contractor to ensure that private lines are located to prevent injury and property damage.

The Private Locator button is located in the Additional Questions section in ticket entry labeled 'Private Loc.?' Private locating services are available in all counties. When 'Yes' is selected, a

private locating company will notify the person who placed the request. **Please note that having private lines located is not a free service.**

#### Procedure:

Click '**NO**' located in the Additional Questions section of the ticket entry screen if there are private lines you are interested in getting located. This will change the field to '**YES**' and a private facility locating company will be notified and will reach out to you.

The screenshot shows the MISS DIG 811 web interface. At the top, there's a header with 'MISS DIG 811' and a logo. Below that, there's a form for entering ticket details. The 'Additional Questions' section is highlighted with a blue bar. It contains several questions with 'No' buttons: 'Over 21 day proj?', 'Joint Meet Req?', 'Marine Req?', and 'Private Loc.'. The 'Private Loc.' question has a yellow box around the 'Yes' button, and a black arrow points to it from the right.

## Locate Demand Management

Locate Demand Management is a color-coded feature displayed on the Begin Date field that indicates the ticket volume of the chosen day based on historical data for tickets placed in the county where the jobsite is located.

The indicator remains green until ticket volume is up to 70% of the historical average for that day of the month in the chosen county. When yellow appears, the ticket volume is between 71% and 88% of the historical average, and red appears when ticket volume is above 88%. At these higher ticket volumes, an increase in the 999 Positive Response code is historically seen. The Positive Response code 999 is a system-generated response indicating the facility owner/operator has not responded to the request by the response due date. Understanding ticket volumes may be helpful in

This screenshot shows the 'Begin Time' section of the ticket entry form. The 'Emergency?' field is set to 'No'. The 'Begin Date' is 'Fri Mar 19, 2021' with a green dropdown arrow. The 'Time' is '02:51 PM ET' and the status is 'NORM'. The 'Good Till' is 'Fri Apr 09, 2021 11:59 PM ET' with 'Now' and 'Legal' buttons. Below this is the 'Additional Questions' section.

This screenshot shows the 'Begin Time' section of the ticket entry form. The 'Emergency?' field is set to 'No'. The 'Begin Date' is 'Fri Mar 19, 2021' with a yellow dropdown arrow. The 'Time' is '02:49 PM ET' and the status is 'NORM'. The 'Good Till' is 'Fri Apr 09, 2021 11:59 PM ET' with 'Now' and 'Legal' buttons. Below this is the 'Additional Questions' section.

This screenshot shows the 'Begin Time' section of the ticket entry form. The 'Emergency?' field is set to 'No'. The 'Begin Date' is 'Fri Mar 19, 2021' with a red dropdown arrow. The 'Time' is '02:51 PM ET' and the status is 'NORM'. The 'Good Till' is 'Fri Apr 09, 2021 11:59 PM ET' with 'Now' and 'Legal' buttons. Below this is the 'Additional Questions' section.

planning a project. If the excavator is aware of heavy ticket volumes, they may want to seek other dates to begin their work. Yellow and red indicators do not prevent a ticket from being placed, nor do they impact the facility owners' responsibility to respond to the ticket by the response due date. This information is made available to excavators, so they are aware of ticket volumes throughout the dig season and can use the information to plan accordingly.

Excavators may choose a begin date within 14 calendar days by choosing from the drop-down menu. When looking for an alternate date because of a yellow or red indicator, a new date must be selected before the appropriate color indicator for the new date is displayed.

#### Placing Tickets via the MISS DIG 811 Notification Center

When a ticket is placed via the MISS DIG 811 Notification Center, Notification System Representatives will ask the following questions when ticket volumes reach yellow or red status.

Begin Time

Emergency?  No 15:11

Begin Date **Fri Mar 19, 2021** Time 03:01 PM ET **NORM**

Good Till **Tue Mar 16, 2021** 09 PM ET **Now** **Legal**

Additional Questions

Over 21 day  Meet Req?  No Marine Req?  No

Complex Tic  Private Loc.

State rechange **Wed Mar 24, 2021** [MISSDIG811.org](#) to view the changes.

Additional Information

Mbrs

Begin Time

Emergency?  No 20:52

Begin Date **Wed Mar 24, 2021** Time 03:01 PM ET **NORM**

Good Till **Wed Apr 14, 2021** 11:59 PM ET **Now** **Legal**

Additional Questions

**YELLOW**- Are you willing to change your start date as the system is indicating increasing locating volume on this day?

**RED**- Are you willing to change your start date as the system is indicating high locating volume on this day? If the caller indicates they are unwilling to adjust their begin date, the ticket is still placed.

## **Background**

In August of 2019, the CEO of MISS DIG 811, Bruce Campbell, envisioned a workflow API between contract locators and the MISS DIG 811 Ticket Entry System and challenged his senior staff to propose a feasible solution. This vision's precipitating event was the large number of '999' responses by major facility owners/operators and their contract locators that had brought about regulator action, particularly the Consumers Energy and USIC's non-responses to 20,000 tickets in both April and May 2019. The solution's sole intent was to educate and inform Michigan excavators of the probability of an efficient locate and provide them the opportunity to adjust their dig start if they were willing based on a color-coded system.

**The first approach** was initially proposing a way to integrate the Locator Workflow Management Systems for the major facility owners/operators in three stages: green, yellow, and red for the dig start date in Newtin Ticket Entry through an API. However, during this process, it was discovered no such workflow system existed, and most contract locators and facility owners/operators did not have data to indicate how many locate requests they could handle in one day. Thus, this turned out to be an unsuccessful approach.

**In the second approach**, MISS DIG 811 took it upon themselves to calculate the green, yellow and red states from the data they already have. Due to the implementation of Public Act 174 in 2014, Norfield Development Partners (NDP) built a report that looks for all positive responses on tickets entered through the MISS DIG 811 System by Member Code for a date range not to exceed 31 consecutive days. In 2020 MISS DIG 811 requested that the original report be rebuilt to count the county's total positive responses instead of by Member Code. The data was collected in a **Five-Phase** approach:

**Phase One:** The data was pulled from the Response Stats By County Report for all tickets taken by the day, by month, and by year for the six years in CSV format and entered into an Excel sheet, which included all the available Positive Responses going back six years which coincided with the enactment date of Public Act 174 of April 1, 2014, when facility owners/ operators Posting Positive Response became required by law.

**Phase Two:** Calculated the percentages of 999's, the actual number of 999 responses, and the actual total ticket amounts by count and day for six years. The conversion of date to day of the month (e.g., April 1, 2014, to 1st Tuesday 2014) was completed in this phase as well.

**Phase Three:** This phase calculated the average and weighted average of 999 percentages, 999 responses, and total ticket amounts for each county, every day, and every month for the last six years.

**Phase Four:** The conversion of each month's data entered into a single document with all necessary weighted average 999 percentages, 999 responses, and total tickets for each county for every day of each month.

**Phase Five:** The final phase calculated the start and end data amount for the three states: green, yellow, and red. This was done by taking the 999 total weighted average and subtracting the 999 weighted average to calculate the base data, indicating how many tickets each county could handle.

1. The **green** state starts at zero tickets and ends at seventy percent of the base data calculation. (e.g., Green Start 0 and Green End 7)
2. The **yellow** state starts at one over the green state end number and ends at eighty-eight percent of the database. (e.g., Yellow Start 8 and Yellow End 9)
3. The **red** state starts at one over the yellow state end number and continues until all the tickets have been taken for the county for that day. (e.g., Red Start 10)

The **color change** for the varying states will be indicated to the excavator through the begin date box in the ticket entry screen. This update has been tested on the MISS DIG 811 test server and is now on the live servers of ticket entry as of February 18, 2021

## **MDOT Piloting Legally Required Membership in the MISS DIG System**

Last month, MISS DIG 811 established additional automated Positive Response codes "020" and "204" to notify ticket holders when their work is near an MDOT right-of-way. As with County Drain Commissions, the Department of Transportation is exempt from marking underground facilities on dig tickets.

However, all facilities owners are required to comply with the PA 174 of 2013 Sec 6a design process, which requires supplying the size, type, and general location of their infrastructure to the ticket requestor. Most members accomplish this by supplying maps of their infrastructure in the area. MDOT is not supplying this information but has taken a step in that direction; designers in the Marshall TSC will see automated response "204" informing them of MDOT facilities in the area when they check the Positive Response on design tickets.

MDOT has not yet established any member codes on the MISS DIG 811 system for dig tickets; therefore, Positive Response code "020" is not yet active, as it communicates to contractors on MISS DIG 811 dig tickets.

We are confident that designers in the pilot area will benefit from the "204" response code and are optimistic MDOT will expand use of "204" and "020" across all TSCs to communicate the existence of

### **POSITIVE RESPONSE**

**Green** - Dig with caution following PA 174 requirements

**Yellow** - Contact facility owner operator, Dig with caution following PA 174 requirements

**Red** - Do not dig

Positive Response for Design Ticket Requests are not color coded as they are not Dig Notices  
201 Design-No Facilities - No Facilities in area as described in the scope of excavation  
202 Design-Task Completed - Facility owner operator sent record drawings to designer  
203 Design-Marking Required - As defined in Public Act 174 Section 6a paragraph (3)  
204 Designing Near a MDOT Right-Of-Way - Please review the Right-Of-Way Maps at <https://mdotjboss.state.mi.us/BITMIX/rowMapFilesHome.htm>. If the project encroaches onto MDOT property, please contact the appropriate Transportation Service Center (TSC) for information regarding MDOT infrastructure. A map and list of TSC Contacts is located at [https://www.michigan.gov/documents/mdot/Permit\\_Contacts\\_by\\_Office\\_661871\\_7.pdf](https://www.michigan.gov/documents/mdot/Permit_Contacts_by_Office_661871_7.pdf)

their facilities to all designers and excavators.



## Community Outreach



### **(Responding to) Emergencies!!!**

by Paul Harding

On a typical weekday, MISS DIG 811 receives approximately 250 to 300 emergency locate requests. That may be a small percentage of tickets placed each day, but emergency tickets – especially NOW emergencies - stop locators in their tracks. All

normal locate requests are put on the backburner until the emergency locate is dealt with. This month let's take a look at emergencies from the facility owner/operator side of the coin.

First, there are 2 types of emergencies: NOW emergencies & scheduled emergencies. A NOW emergency – as the title suggests – is occurring right now, and in the Locate Info, it should always be noted that the crew is either on-site or enroute, with no exceptions. With a NOW emergency, locators have 3 hours to respond to the ticket through Positive Response. The specific time they have to respond by is noted on the ticket as the Positive Response due date. If a locator responds on-site to mark their facilities, they should immediately follow-up by posting to Positive Response. If they can't get back to the office to respond, that's not a problem because they can respond with their smart phone or tablet. To respond to an emergency via smart phone or tablet, enter [POST.MISSDIG811.ORG](https://POST.MISSDIG811.ORG) into your phone browser. Once there, you will be required to enter your username & password. For future use, save that address as a shortcut on your home screen for easy access.

Scheduled emergencies work differently. They do not require facility owner/operators to respond in 3 hours. With a scheduled emergency, locators again have until the Positive Response due date on the ticket. However, in this case, the due date will be whatever date & time the excavator stated they will start work.

One all-too-common mistake municipal facility owner/operators often make is that sometimes they receive a ticket for a border municipality that doesn't affect them, and they fail to respond, resulting with our system posting a 999 response. Or they respond for some of their facilities but not all, again resulting in our system posting a 999 response. A system-generated 999 response indicates that the facility owner/operator didn't respond by the Positive Response due date on the ticket. 999's can delay the start of work, as Public Act 174 requires that everyone on a Dig Notice respond via Positive Response prior to shovels hitting the ground. So, no matter what, respond to EVERY ticket you receive (emergency or not!), or you may receive a 2nd request from

the excavator. As an added incentive, remember that MISS DIG 811 membership fees are now based on how many transmissions the facility owner/operator receive. For example, if a facility owner/operator in Westland doesn't respond to a ticket on their border in Livonia, it's very possible that the excavator may put in a 2nd request or more to get a response. A retransmitted ticket counts as a transmission, so in essence, the cost of that ticket just doubled for the Facility Owner/Operator. As a facility owner, it is cost-effective to respond to every single ticket you receive for every facility noted, even if it's not in your response area. If you feel that you are receiving too many tickets outside of your city, village or township borders, contact Member Support to update your notification map for your municipality. Member Support's telephone # is 800-482-7161.

When I speak to municipal facility owner/operators, one of their biggest complaints is when excavators place what they consider to be bogus emergencies. Next month, we'll discuss what qualifies as an emergency and other issues/mistakes that are made when excavators place an emergency ticket.

### Community Outreach Invitation

#### **FREE, Would you like MISS DIG 811 brochures and posters?**

Do you need some MISS DIG 811 brochures to refill the supply you were already given? Or if you have not received any, would you like some to make available or hand out to:

- Homeowners/Companies visiting your site
- Homeowners working outside their homes without contacting MISS DIG 811
- Companies working on a job site who have not followed MISS DIG 811 rules

Click on the MISS DIG 811 poster to order



#### Contact your Community Outreach Team:

Colleen Goddard [cgoddard@missdig811.org](mailto:cgoddard@missdig811.org) or at 906-789-3083

Paul Harding [pharding@missdig811.org](mailto:pharding@missdig811.org) or at 248-370-6426

## **How Important is the Excavation Community?**

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The World's economy  
balanced on how fast this

**operator could shovel dirt!**

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On March 23, the 1,312-foot/  
220,000 ton Ever Green ran  
aground in the Suez Canal  
causing a backup of 360 cargo  
ships and shutting down  
shipping through the canal for 5  
days.

The grounded ship caused the  
loss of billions of dollars in  
delayed shipments and created  
a panic for part of the world's  
economy.

The Excavator to the rescue!



## **RTE Forums**

- Refresh your skills
- Join an RTE Forum Webinar
- Two RTE Forums held each month
- June topic: Working in Mobile Home Communities
- RTE Forums- Thursday, June 17th at 8:50 AM and Monday, June 21st at 12:50 PM

For more information or to register contact:

Web Ticket Department at: [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org)

***The Educational Mobile Unit is on the Move in June!***



# The Educational Mobile Unit

June 9th:

- MITA Golf Outing at the Boulder Creek Golf Club, 5750 Brewer Ave. NE Belmont, Mi 49306

June 26th:

- Bay-Rama Fish Fly Festival in New Baltimore, Mi 48047 from 11:00 AM to 3:00 PM. <https://www.bay-rama.com/>

The Education Mobile Unit (E.M.U.) was created to travel throughout the state to bring awareness to buried underground and submerged utilities. We travel upon request to schools, annual meetings, home improvement stores and shows, local neighborhoods and much, much more. Look for us in a neighborhood near you or contact us for a visit from the E.M.U. at [education@missdig811.org](mailto:education@missdig811.org) or call (248) 370-6424

[MISS DIG 811 Municipal Website Info](#)

