

# TICKET RESPONSE TIMES

FOR BOTH MARKING FACILITIES AND POSTING TO POSITIVE RESPONSE



## PUBLIC ACT 174 OF 2013

This Public Act replaced the previous legislation that governed the underground facility safety industry, Public Act 53 of 1974.

Current legislation includes legal response times for marking facilities and responding to tickets through the Positive Response system to locate requests placed through the notification center.

## POSITIVE RESPONSE

Positive Response is a system housed by MISS DIG 811 that allows facility owner/operators to provide status of dig notices sent to them by MISS DIG 811, as required under PA 174 of 2013 Sec7.(3).

Once the facility owner/operator determines the status of the dig notice, they then post the response. The posted status is attached to the dig notice and stored on the Positive Response server. The posted status can be retrieved by the requester of the dig notice.

## EMERGENCY TICKET

**3** HOURS

Sec. 7. (7) "A facility owner or facility operator shall respond within 3 hours to an emergency notice, or before the start day and time provided in an emergency notice if that start day and time is more than 3 hours from the time of notice."

## NORMAL TICKET

**3** BUSINESS DAYS

Sec. 5. (1) "An excavator shall provide a dig notice to the notification system at least 72 hours, but not more than 14 calendar days, before the start of any blasting or excavation. If the dig notice is given during business hours, the 72-hour period shall be measured from the time the dig notice is made to the notification system. If a dig notice is given before 7 a.m. on a business day, the 72-hour period begins at 7 a.m. on that day. If a dig notice is given on a nonbusiness day or after 5 p.m. on a business day, the 72-hour period begins at 7 a.m. on the next business day. All hours of nonbusiness days are excluded in counting the 72-hour period. If there are multiple excavators on the same site, each excavator shall provide its own dig notice."

# ADDITIONAL ASSISTANCE LINES NOT MARKED POSITIVE RESPONSE ERROR

**3 BUSINESS HOURS**

Sec. 7. (5) "If a facility owner or facility operator receives a request under section 5(8) or (9), that facility owner or facility operator shall provide additional assistance to an excavator within 3 hours of a request made by the excavator during business hours. An excavator and a facility owner or facility operator may agree to an extension of the time for additional assistance. If a request for additional assistance is made at a time when the additional assistance cannot be provided during normal business hours or assistance is required at a remote rural location, the response time shall be no later than 3 hours after the start of the next business day or a time based on mutual agreement."

**DESTROYED MARKINGS**

**24 HOURS**

Sec. 7. (4) "Upon receiving a notification during business hours from an excavator through the notification system of previous marks being covered or destroyed, a facility owner or facility operator shall mark the location of a facility within 24 hours, excluding all hours on nonbusiness days."

**DESIGN TICKET**

**10 BUSINESS DAYS**

Sec. 6a. (1) "The notification system shall establish reasonable procedures, including marking response times, for design ticket notification to facility owners or facility operators of requests for project design or planning services to determine the type, size, and general location of facilities during the planning and design stage of a construction or demolition project. Facility owners or operators may charge the person requesting project design or planning services separate fees for design or planning services."

According to the MISS DIG 811 System, the facility owner/operators required reply time to a Design Ticket request is 10 calendar days.  
<http://www.missdig.org/members/design-ticket-members.html>.

**PROJECT TICKET**

**3 BUSINESS DAYS**

Sec. 5.(1) An excavator shall provide a dig notice to the notification system at least 72 hours, but not more than 14 calendar days before the start of any blasting or excavation. If the dig notice is given during business hours, the 72-hour period shall be measured from the time the dig notice is made to the notification system. If a dig notice is given before 7 a.m. on a business day, the 72-hour period begins at 7 a.m. on that day. If a dig notice is given on a nonbusiness day or after 5 p.m. on a business day, the 72-hour period begins at 7 a.m. on the next business day. All hours of nonbusiness days are excluded in counting the 72-hour period. If there are multiple excavators on the same site, each excavator shall provide its own dig notice

Sec. 5. (3) "A ticket is valid for 21 days from the start date of the excavation or blasting on the ticket as identified by the excavator except that a ticket is valid for 180 days from the start date if the dig notice indicates that the proposed excavation or blasting will not be completed within 21 days from the start date."

PRESENTED BY:

**MISS DIG 811**

CONTACT US AT (248)370-6400 IF YOU NEED ANY HELP.

