

Temporary Positive Response Best Practice

MISS DIG 811 has added two additional Positive Response codes to assist facility owners in communicating COVID-19 specific concerns during this unique time.

The first response added communicates delays in locating resulting from the “Stay Home Stay Safe” orders. It is NOT an auto-response; the facility owner is required to first contact the excavator and note their contact information in the comments of the response:

018 - NOT MARKED- FACILITY OWNER OPERATOR CLOSED DUE TO STATE EXECUTIVE ORDER 2020-21 or 2020-42 Facility owner/operator is closed due to Executive Order 2020-21 or 2020-42. The facility owner/ operator reached out to the excavator as noted on the locate request about being unable to complete locate request.

Please be mindful when using the response, especially when the work is considered essential or being performed on “critical infrastructure.” This response requires the facility owner to reach out to the excavator and for the facility owner to provide a comment when posting. The comment is expected to include:

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

The second response added was created to communicate and track work moratoriums in place to protect local hospitals and temporary medical sites during the COVID-19 Pandemic.

Using a member code that contains the mapped notification area of the affected area, dig tickets are transmitted to the entity responsible for monitoring the work moratorium. In addition to notifying our member the MISS DIG 811 system will also provide the following auto-response:

019 – WORK MORATORIUM DUE TO CRITICAL INFRASTRUCTURE: To ensure there are no service interruptions to medical and temporary medical sites there is work moratorium in place. If your work is essential and required to be performed, reach out to this entity directly.

Reminder: MISS DIG 811 is currently offering free member code set up to assist our members during this time. Please see “Establishing Free Member Codes” to learn more.