

# Ticket

# Response

# GUIDELINES

Per Public  
Act 174

**Positive Response is a system housed by MISS DIG 811 that allows facility owner/operator members and their contract locators to provide the status of tickets received, sent by the Notification Center, as required under Public Act 174 of 2013.**

## Sec. 7.

(1) A facility owner or facility operator shall respond to a ticket by the start date and time for the excavation or blasting under section 5 (1) by marking its facilities in the area of the proposed excavation or blasting in a manner that permits the excavator to employ soft excavation to establish the precise location of the facilities.

(2) A facility owner or facility operator shall mark the location of each facility with paint, stakes, flags, or other customary methods using the uniform color code of the American national standards institute as follows:

- (a) White – used by excavators to mark a proposed excavation or blasting area.
- (b) Pink – temporary survey markings.
- (c) Red – electric power lines, cables, conduit, and lighting cables.
- (d) Yellow – gas, oil, steam, petroleum, or gaseous materials.
- (e) Orange – communication, cable television, alarm or signal lines, cables, or conduit.
- (f) Blue – potable water.
- (g) Purple – reclaimed water, irrigation, and slurry lines.
- (h) Green – sewers and drain lines.

(3) A facility owner or facility operator shall provide notification to the notification system using Positive Response.

## Normal & Project Tickets

**3 business days  
(72 business hours)**

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.

## Short Notice Tickets

**3 business days  
(72 business hours)**

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.

## Emergency Tickets

**3 hours**

(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.

## Design Tickets

**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 required response time is 10 business days.

## Ticket Statuses and PosR

<b>Additional Assistance</b>	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.
<b>Unmarked Facilities</b>	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.
<b>Destroyed Markings</b>	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.

