

# 005 - ONGOING COORDINATION

## What Is It?

**005 - Ongoing Coordination** is a Positive Response code that allows a Facility Owner/Operator to indicate they will **coordinate directly with the excavator throughout the full 180-Day Project Ticket** to help protect underground facilities and maintain the integrity of marks.

## How It Works



### Excavator Places a Project 180-Day Ticket

- 005 - Ongoing Coordination is only on Project 180-Day tickets



### Facility Owner/Operator Posts to Positive Response

- **Minimum 3 business days** from ticket transmission (unchanged)
- Selects **005 – Ongoing Coordination** if coordinating throughout the project
- Comments **REQUIRED** (initial contact - who / when & ongoing point of contact)
  - Example: *Initial coordination completed with John Smith on 3/14/26. Ongoing coordination will continue with Jane Doe*



### Excavator Checks Positive Response.


- Check before starting work
- May dispute 005 if no initial communication has occurred
  - May dispute as soon as it's posted, don't need to wait until Work Legal Start Date
  - The Work Legal Start Date remains unchanged as long as the dispute is more than 3 business hours before the original Work Legal Start Date
- **Do not begin excavation while 005 is disputed.**



### Dispute Is Retransmitted to the Facility Owner/Operator.

- Facility Owner/Operator has **three business hours** to respond:
  - Correct 005 response **or** post correct response
- Ticket Action Reason (why ticket was disputed) found in DamagePreventionPortal - Positive Response & ExploreYourData

## What You May See After a Dispute (System Indicators)

- Disputed members only - receive new ticket-revision number through ticket delivery subscription
  - **Ticket Status** - "DSPT" or "Disputed"
  - **Latest Response Code** - 555 - Disputed
- On the OCA Positive Response page:
  - A **dispute indicator** (  ) appears next to the station code of the disputed member

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*Disputes, Status Updates, and What to Expect*

## How Latest Response Codes Update

- Tickets start as **000 – Response Pending**.
- After members select 005, the Latest Response Code updates to **005 – Ongoing Coordination**.
- If disputed by the excavator, the ticket updates to **555 – Disputed**.
- The Facility Owner/Operator has **three business hours** to correct the response.
- If not corrected by the Work Legal Start Date, the ticket updates to **999 – Has Not Responded**.

## When an Excavator Should Dispute 005

An excavator should dispute 005 – Ongoing Coordination if:

- No initial communication has occurred
- The contact listed in the comments is incorrect or unreachable
- Coordination details are missing or unclear

⚠ Excavation should **not** begin while 005 is disputed.

## Facility Owner/Operator Response Requirement

After a dispute is submitted, the facility owner/operator has:

- **Three business hours** to respond
  - *Monday–Friday, 7:00 a.m. to 5:00 p.m. EST (holidays excluded)*
- They must either:
  - Correct the ongoing coordination response, or
  - Post the appropriate response in Positive Response

## Impact on the Work Legal Start Date

- If a ticket is disputed anytime before the original Work Legal Start Date, the Work Legal Start Date remains unchanged
- If a ticket is disputed **after** the Work Legal Start Date, the date changes to allow for the three business hour response time.
- For the most accurate status, excavators should always review Positive Response before beginning work.