

# THE MISSDIG811 MEMBER OUTREACH

OCTOBER 2025

ISSUE 23

## One Ticket, One Team

*The mission of MISS DIG 811 is to safeguard the public, environment, property, and member infrastructure through efficient educational outreach and the advancement of damage prevention processes for our members.*



### A GIS Mapping Project for Safer, Smarter Infrastructure

MISS DIG 811 is launching a pilot program to modernize utility mapping—and we're inviting forward-thinking municipalities to lead the way!

We believe the future of damage prevention lies in collaboration, technology, and accessible data. Our goal: All Michigan facility owners using digital records of underground infrastructure, with excavators able to verify markings on-site. Since many municipalities lack resources to digitize records, this program helps create accurate digital maps.

**Interested?** Click [HERE](#) to complete our GIS Pilot Survey.

For more information or to express interest, contact:  
Education Department  
[education@missdig811.org](mailto:education@missdig811.org)  
(248) 724-5851

### Notes on "003-Not Complete" Positive Response Code Usage

In this issue, we're reviewing Positive Response code **003-Not Complete**. The definition of this code is *Do not dig: Locating was not completed because more time is needed, coordination or assistance required to complete the locating of the facility.*

"003-Not Complete" is intended for use when a facility owner/operator or their contract locator has not marked the dig site by the ticket Work Legal Start Date. Valid reasons include:

- Too many locates on the schedule for the same date range and the delay needs to be communicated
- Unable to find the dig site
- Unsure of what is being asked for. E.g., Notes don't match the work polygon, polygon doesn't cover the entire dig site, etc.

- Issues with an excavator who is a bad actor. E.g., Has called in several tickets and hasn't done the work, hasn't followed safe digging practices in the past, etc.
- Had to leave the site to locate an Emergency ticket

When this response code is used, comments must be included as to why marking was unable to be completed and a contact number the locator can be reached at for questions. Excavators cannot dig on "003-Not Complete."

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Operations > Positive Response  
SERVICEOPERATOR KCORMIER, MISS DIG NOTIFICATION CENTER

Stations	Response code	Status	Search by	From date	To date
CORCOMFBR - Cormier Communications Fiber	Unassigned	All	Due by date	Select a date	Select a date

**Search** **Assign response code**

## DPP Positive Response Interface Updates

Information on the recent updates to the DPP > *Operations:Positive Response* interface can be found at <https://missdig.co/Updates> and [resources.missdig811.org](https://resources.missdig811.org) under "News & Updates."

The **Search** button must be clicked when any search criteria is changed. This includes changing the station code.

The intention behind these updates, in addition to allowing users to generate more specific search results, is to correct other underlying issues with the module and improve performance overall. Additional improvements will continue to be made.

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## Website News

You may have noticed updates are being made to the MISS DIG 811 website at [missdig811.org](https://missdig811.org). Our team has been hard at work making sure the website is user-friendly and contains the most accurate, up-to-date information for stakeholders. Please take a moment to check in and explore.

## Annual Invoice Preparation

As a reminder, we are in the process of preparing the 2026 annual invoices. Please take a moment to review your membership set-up to ensure accuracy. This includes billing information, user accounts, station codes, Areas of Interest (AOIs), and ticket delivery subscriptions. Your review of this information associated with your membership helps us send accurate invoices to the correct location!

DPP users with Member Full/+ and Member Admin/+ account types can view contact information, station codes, AOIs, and ticket delivery subscriptions through the platform. If there are no Member Full/+ or Member Admin/+ users with your organization, we encourage you to contact Member Services so that we can share this information with you.



A list of users associated with your company can be requested from Member Services at no cost. We are also happy to confirm the billing addresses, both postal and email, on file.

Click [HERE](#) to learn about membership benefits and annual invoice coverage.



Join Quality Control  
for the Monthly OCA Forum



**OCTOBER Topic:**  
**Best Practices for**  
**Work-Type-Specific Mapping**

**Date: Thursday, October 30, at 1:00 PM**

Register through MISS DIG 811's online education site, SkillBuilder, under *OneCallAccess Training, Monthly Forum* in your learning plan.

[Login to  
SkillBuilder](#)

If you have any issues, call or email Quality Control:  
[webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or (248) 370-6420.



**FOR  
RESOURCES**



[Click Here](#)

All issues of the newsletter (plus guides, videos, and more) are available on this webpage.

**Attention: Be a MISS DIG 811 Advocate!**

Please share the QR code with someone that you think may want to receive news and updates from MISS DIG 811.



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