

# THE MEMBER OUTREACH

FEBRUARY 2026

ISSUE 27



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## Opt-In Transmission Option Available

With the February 12 system update, members can choose to receive retransmitted tickets even if the excavator did not select their station using the Selective Ticket Actions feature in OneCallAccess (OCA).

Currently, if you receive ticket 2026020300001-000 (for example) and post "001" in Positive Response, you may not receive the retransmitted ticket 2026020300001-001 for "Unmarked Facilities" if the excavator did not select your station when generating the retransmission.

With this new feature, you may elect to receive these retransmissions regardless of station selection. Please note that retransmissions are billable; if you enable this option, you may see an increase in the number of transmissions you receive.

For configuration changes or questions, contact Member Services.

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## Vendor Associate Membership

In an effort to streamline membership and access to the MISS DIG 811 System, Vendor Associate Membership is required for answering services and call centers as of February 2024. This decision aligns with Section 3.3 of the Fourth Amended and Restated Bylaws of MISS DIG System, Inc.:

*"An Associate Member shall be any contractor, contractor's association, insurance company or other person or entity which does not own or operate facilities but supports the activities of the corporation, is approved by the Chief Executive Officer, executes an associate member agreement, and pays such associate membership fee, including any special assessment fee, as fixed by the Board of Directors from time to time. Associate Members shall pay fees but shall not be entitled to vote."*

This membership type allows for receipt of ticket information directly from MISS DIG 811, whether via phone (IVR) or email; it also allows for limited access to DamagePreventionPortal (DPP) for Explore Your Data ticket search only.

The Vendor Associate Membership incurs an annual flat fee of \$270.00.

**Vendor Associate Membership**

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**Meet the Member Services Team**

***Kristyn Cormier: Manager***

I've been with MISS DIG 811 for eleven years, beginning in the Notification Center and moving to Member Services in 2015. It has been my absolute privilege to grow with the organization. I love flexing my critical thinking and problem-solving muscles when troubleshooting member and system issues, and strive to provide the best support possible.



I'm an avid reader and music enthusiast. In my personal time, I enjoy trivia, crafting, walking, board games, and collecting bits and bobs. I live with my husband, dog, and many, many houseplants.

**Linda Portelli: Senior Member Services Specialist**

I have been with MISS DIG 811 for 18 years, this coming February. During that time, I've held several roles within the Notification Center, Education Department, and Member Services. My experience and attention to detail allow me to provide thorough customer service, which I'm always happy to give! I have enjoyed each role and appreciate the opportunities to work with our stakeholders.

I love spending time with my three children and their families; hanging out with our two grandchildren is the best! I also enjoy being by the water, kayaking, and traveling.

**Jessica Moore: Member Services Specialist**

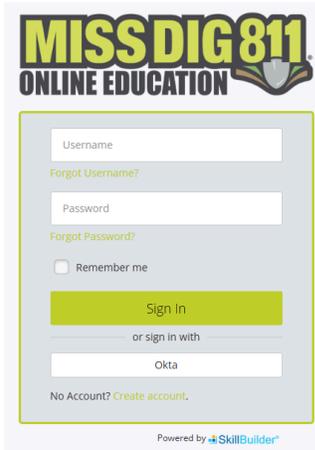
I'm a proud member of the Member Services team, where I love getting into the details of helping our members—from updating subscriptions to assisting with mapping and beyond. I'm a big believer in teamwork and strive to make our members' lives easier one interaction at a time.

When I'm not at my desk, I'm spending time with my husband, our two kids, and our dog. We are a big bowling family and love hitting the lanes together whenever we can.

**Maria Ahmed: Member Services Specialist**

I began working for MISS DIG 811 as an NSR taking calls and placing tickets for excavators in the Notification Center. I joined Member Services in 2024, where I was recently promoted to Specialist. My daily tasks consist of processing submissions for onboarding and other items that fall under membership maintenance.

In my free time I enjoy reading, traveling to new places, and watching the UFC Fight Nights.



**Membership Training Update**

We're excited to share that updated membership training will be available in SkillBuilder later this quarter. Our External Affairs Department has been working diligently to create a user-friendly experience that reflects recent system updates and introduces brand-new content.

Our goal is to make training more accessible and engaging, empowering users to complete the learning path aligned with their DamagePreventionPortal (DPP) account type. Through this enhanced training, members can gain a deeper understanding of their membership and the full value of the MISS DIG 811 System.

**Thank you for making the inaugural Great Lakes Damage Prevention Conference & Expo a success!**



Our Quality Control Department Forums have shifted from a monthly to quarterly format. This change is intended to streamline discussions and ensure that each forum provides meaningful updates and engagement. Information on the schedule will be provided once available.



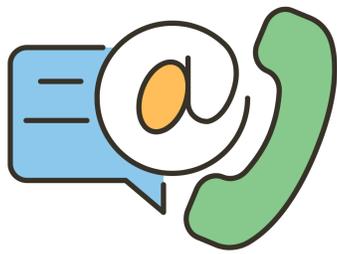
If you have any problems or questions, call or email Quality Control:  
[webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or (248) 370-6420.

## FOR RESOURCES

[Click Here](#)

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





**Want to get in touch with Member Services?**

We are available Monday through Friday from 7:00am to 5:00pm.

[membersupport@missdig811.org](mailto:membersupport@missdig811.org)  
(800) 482-7161  
<https://missdig.co/MSSForm>



**Got a minute? Tell us what you think!**

**Membership Survey**

**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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