

THE MEMBER OUTREACH

MAY 2026

ISSUE 30



Ongoing Coordination & Dispute System Enhancement Phase I

What's New

- **"005 - Ongoing Coordination"** is a Positive Response that allows a facility owner/operator or their contract locator to indicate they will **coordinate directly with an excavator** throughout the full Project 180-Day Ticket to help protect facilities and maintain accurate markings.
- Response code "005" may only be used with the **Project 180-Day** ticket type and signals active communication and coordination for the full life of the ticket.
- Excavators will have the ability to dispute a "005" response code when no communication or coordination has occurred as indicated. This is done through the **"Dispute" ticket action**, which will generate a **DSPT/Disputed ticket status**.

How It Works

- An excavator submits a **Project 180-Day ticket**.
- The facility owner/operator or contract locator posts **Positive Response code "005 – Ongoing Coordination."**
- The excavator reviews Positive Response.
- If coordination has not occurred, the excavator may submit a **Dispute ticket action**.
- The disputed ticket revision is retransmitted to the impacted facility owner/operator or contract locator(s).
- Disputed tickets will display a new ticket status: **"DSPT."**
- The **DSPT** status may impact the ticket's **Work Legal Start Date**, depending on when the dispute action is submitted. This behavior is consistent with existing ticket retransmit actions, such as **Unmarked Facilities** and **Additional Assistance**.

Testing & System Preparation

- Testing is available for **Facility Owner/Operator and Contract Locator Associate members** who use a **Ticket Management System (TMS)**.
- Some organizations may need to configure internal systems to support the new Positive Response code and ticket status.

Documentation & Training Resources

- Overview of Positive Response code **"005"**
- Guidance on the **Dispute ticket action**
- Explanation of the new **DSPT/Disputed ticket status**
- Toolkits, videos, informational documents

These resources can be found on our website at resources.missdig811.org under **News & Updates**.

[Click Here to Access Resources](#)

Production Release Timeline

- We anticipate rolling out this update to our **live/production environment on May 21** during the standard maintenance window which has been defined as Thursday a.m. from 12 a.m. to 4 a.m.

Ongoing Coordination & Dispute System Enhancement Phase II

What's New

Implementation of the *Ticket Action Reason* field into OneCallAccess (OCA) and outbound PDF and XML ticket attachments with plain text in the email body.

- Users will now be able to view the *Ticket Action Reason* field on tickets when viewing them in OCA. No action is needed.
- The **primary focus of Phase II** is to ensure **member readiness** by confirming that members who **receive ticket details via XML attachment and/or plain text email body** have all necessary information to configure their systems to accept the new data. **This phase also aims to ensure that any required configuration changes are completed prior to the live/production server launch (TBA).**

What You Need to Know

- No impact on those receiving PDF attachments, though the field will be available here.
- Testing available: Contact us to receive test tickets and update your system before the live/production server launch date (TBA).

How to Prepare

- If you receive **XML attachments**, updated **.XSD and XML field info** is available.
- Facility Owner/Operator Members: Please share this update with your **TMS vendor or IT team**.
- Visit resources.missdig811.org to download the data mapping packet. This is located under **News & Updates**.

[Click Here to Download Data Mapping Packet](#)

Production Release Timeline

- We anticipate rolling out this update to our **live/production environment in late June/early July**.

Have questions or want to test? Contact Member Services:

- [\(800\) 482-7161](tel:8004827161)
- membersupport@missdig811.org
- <https://missdig.co/MSSForm>



To Place a Dig or Design Ticket Via Phone

Press option #1 or #2

Either of the above will direct the caller to place a dig ticket through a MISS DIG 811 representative.

Please note that by pressing option #3, you will be directed to Member Services for membership questions and support. Tickets cannot be placed through Member Services, so callers looking to place a ticket will be transferred to the end of the Notification Center queue.

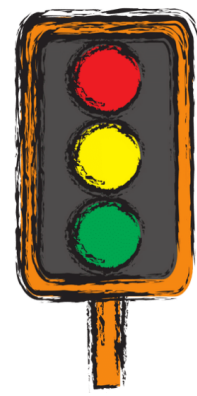
Positive Response Comments

We've come across many tickets where "Not Marked" is being used as a comment in conjunction with Positive Response code "001 – NO CONFLICT," which may cause confusion and result in work delays. To ensure clarity, please confirm that all comments align with the Positive Response code used.

In addition to meeting operational or industry requirements, when there is no other relevant information to communicate to the excavator, we recommend entering "No conflict," "Clear," or clearly reiterating that marking is not required because the facilities are outside the stated scope of work.

If your organization is using a Ticket Management System (TMS) and comments for certain response codes are automatically configured, please review your set-up to ensure these comments can be clearly understood by all parties.

This extra step will help create a smoother workflow for all as we head into summer!



Alleged Lines Notifications & Process

A Facility Owner/Operator Member may not receive a ticket because their Area of Interest (AOI) does not contain the work area. When this occurs, MISS DIG 811 is typically notified by the excavator, who may have knowledge of onsite facilities that are unmarked or have not been notified.

Member Services will email a PDF copy of the ticket(s) to the member and, when applicable, their contract locator.

- We request that the facility owner/operator or contract locator contact the excavator directly using the information on the ticket to confirm whether their organization has underground lines in or near the dig site and when marking, if needed, will occur.
- We also ask that the member review their AOI as soon as possible to determine whether updates are needed.
- When an AOI update is completed during the life of the ticket, members can notify us and MISS DIG 811 will work with the excavator to retransmit the ticket, allowing the member to receive the new ticket-revision and then post to Positive Response. We also encourage the member to reach out to the excavator directly regarding retransmission to ensure a smoother workflow.

Important Reminders

- MISS DIG 811 cannot manually add station codes to tickets or push tickets to members who did not originally receive them.
- The member will not be able to post to Positive Response because their station did not originally receive it.
- Outside of communicating an updated AOI for a retransmit, MISS DIG 811 will not contact the excavator on a member's behalf regarding locating or Positive Response.

To reduce these "alleged lines" notifications, we recommend all members review and update their AOI regularly.

If the facility in question is not a member of MISS DIG 811, the excavator must contact them directly.

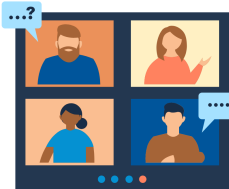
Holiday Observances



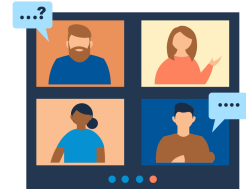
To gain a better understanding of membership operations, we are collecting data on holiday observances. Please take a moment to complete our survey!

This survey is anonymous and does not impact ticket delivery information in DamagePreventionPortal (DPP).

Complete Our Survey



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.



The first quarter's forum was on Ticket Entry Best Practices.
Stay tuned for the second quarter's forum topic, which will take place in June.

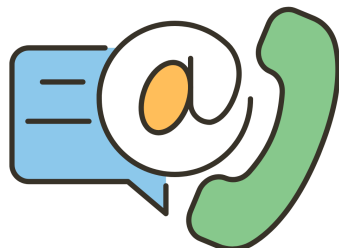
Log in to SkillBuilder

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

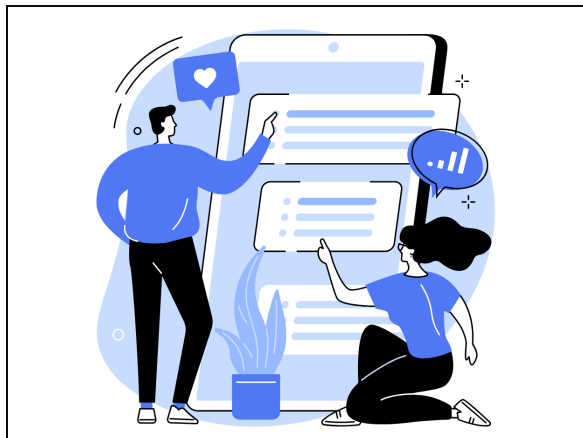
FOR RESOURCES

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

(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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811 OR (800) 482-7171



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MISS DIG 811 | 417 Seymour Ave | Lansing, MI 48933 US

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